ISCA Professional Qualifications

Proctorio User Guide

Contents

1. Introduction and What to Expect

Proctorio is a remote proctoring service used to administer exams in Canvas. This guide covers the step-by-step preparation for the ISCA Financial Forensic and Accounting Qualification (FFAQ) proctored exams.

To take a proctored exam, you will need:
- A laptop or desktop computer with a webcam and microphone
- A stable Internet connection
- Google Chrome or Microsoft Edge with Proctorio extension installed

Before you begin the exam, Proctorio wil take you through a series of pre-checks to verify your identity, internet connection, operating system, camera and microphone. These will take about 5 minutes to complete.

You will be able to start the pre-checks 15 minutes before the exam start time to allow time for troubleshooting in case something needs to be fixed. **Please note that your computer screen will be monitored throughout the exam**. Disciplinary action will be taken against candidates who are found to have breached the exam regulations.

A. Permissible and Prohibited Items

The ISCA FFAQ exam is a closed-book, computer-based exam. You can place only permissible items such as a fully-charged laptop / desktop computer which you will be using for the exam, device charger, your photo ID and plain water on your desk.

Examples of prohibited items include, but are not limited to the following:
- Reference materials, notes, books or other (internet) resources
- Writing paper / scrap paper
- Headphones / earplugs / earbuds / earpieces
- 'Wearables' such as smart watches, and fitness trackers
- External monitors or additional screens that is not used for the exam. Other screens need to be covered.
- Tablets / iPads / mobile phones[1]
- Non-religious head coverings (i.e., caps, scarfs, hats)
- Food and drinks

[1] Mobile phone must be out of reach during exam. You may use your mobile phone only for emergencies or technical issues during the exam, while ensuring you remain in full view of the webcam during the call. Please note that the misuse of ISCA exam hotline will be subjected to disciplinary actions. You are also allowed to use the mobile phone if your internet connection fails and requires you to use your mobile phone's hotspot.

B.   Examination Environment

Before the exam, please ensure that:
- Your room is well-lit, so the webcam video gives a clearer picture.
- Your room is as quiet as possible. Noises such as music or television are not permitted.
- No one is allowed in the room or enter the room during the exam.
- Your desk is empty, except for your laptop / desktop computer, device charger and photo ID.
- Prohibited items are **NOT** within reachable distance. You may refer to *A. Permissible and Prohibited Items* for a list of permissible and prohibited items during the exam.
- You are not using a second screen. Only one screen is allowed for the exam and other screens need to be covered.

C.   Identity Verification

During the exam pre-checks, you will be asked to hold your photo ID up to the webcam. ISCA collects the following during the exam for verification of the candidate and remote proctoring purposes:
- Live images & Photo ID (i.e., NRIC / FIN / Passport)
- Video, audio and computer screen recording

D.   Be Ready for Room Scans

Proctorio will ask you to do a room scan at the start of the exam. The room scan will take about 30 seconds to complete and is included as part of the exam duration. The room scan allows ISCA to check that there are no prohibited materials such as mobile phones, cameras, smart wristwatches or other potential cheating devices on hand during your exam.

Your desk and your field of vision must be clearly visible in the recording. **Failure to complete a full desk and room scan may result in a breach of exam regulations.**

E.   Toilet Breaks

If you are going for toilet breaks during the exam, please say "toilet break" to your camera. **If you leave the exam physically without saying "toilet break", this will be considered as a misconduct.**

F.   Ending your Exam

You can click on the "Submit Quiz" button when you are ready to submit your answers. When the time limit is up, your answers will be automatically submitted.

G. Proctored Exam Results

The proctored exam results will be displayed after you have submitted the quiz. **Please note that the results are not final until it has been established by the Institute that the proctored exam is valid.** You may log in to the PQ portal to view the final exam results between 6 and 10 weeks after the exam.

Candidates who are found to have breached the exam regulations may experience a delayed in the results release date when he / she is under investigation by ISCA.
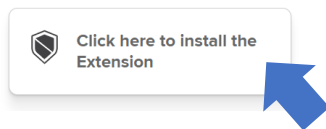
2. Before the Exam

1. Please see below the minimum device requirements for using Proctorio:

Operating Systems	Windows 7+	MacOS 10.11+
Processor	Intel Pentium or better	Intel or M1 Chip
Free Disk Space	250 MB	250 MB
Free RAM	At least 2 GB of available data that is not in use by other applications	
Webcam	320x240 VGA resolution (minimum), either internal or external	
Microphone	Any Microphone, either internal or external	
Internet Connection	Between 0.092 and 0.189 Mbps of upload speed (minimum)	

2. Ensure that you are using the latest version of Google Chrome or Microsoft Edge.

    - You may download Google Chrome by clicking on this link and/or Microsoft Edge by clicking on this link.

    - To update your Google Chrome version, you may follow the instructions at this link. For Microsoft Edge, please click on this link.

3. Launch the browser (i.e., Google Chrome / Microsoft Edge) and install the Proctorio extension.
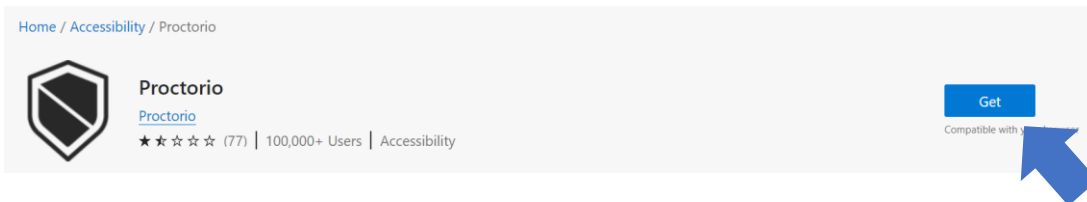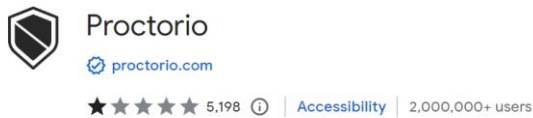
    - Click on "Click here to install the Extension"

1. Use a Supported Browser ✅
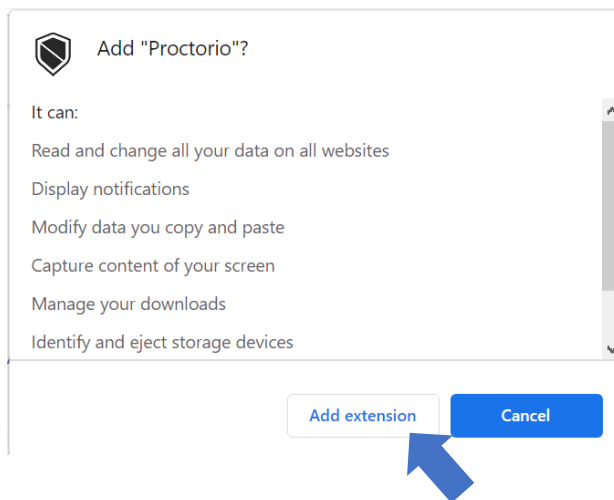
2. Install the Extension

Click here to install the Extension

- For Google Chrome, click on the "Add to Chrome" button. For Microsoft Edge, click on the "Get" button.

Home > Extensions > Proctorio

Proctorio
proctorio.com
★★★★★ 5,198 ⓘ | Accessibility | 2,000,000+ users

Add to Chrome

Home / Accessibility / Proctorio

Proctorio
Proctorio
★★☆☆☆ (77) | 100,000+ Users | Accessibility

Get
Compatible with your browser

- Click on the "Add Extensions" button

Add "Proctorio"?

It can:
Read and change all your data on all websites
Display notifications
Modify data you copy and paste
Capture content of your screen
Manage your downloads
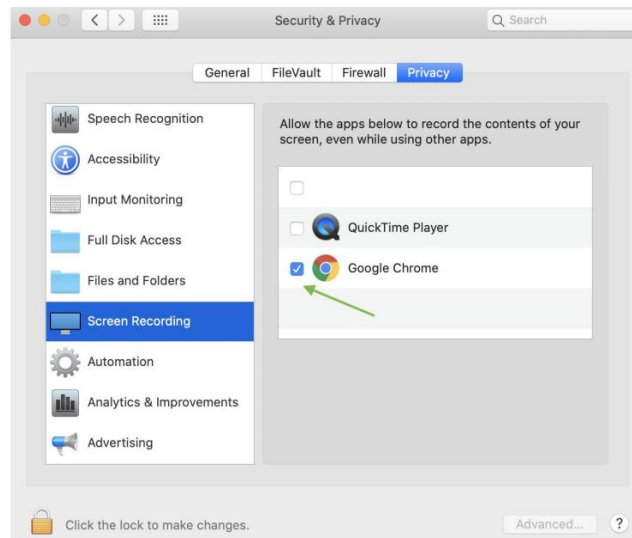Identify and eject storage devices

Add extension   Cancel

4. Ensure that both the webcam and microphone are working.

- To test your webcam, click here and click on "Test my cam" and wait for the test to complete.
- To test your microphone, click here and click on the Play button. If the lines move when you talk, your mic is working.

5.   **Attention Mac Users!**
- Due to the recent system update, please click on the Apple icon in the top left corner of your screen
- Go to **System Preferences**
- Click **Security and Privacy**
- Click **Privacy**
- Click **Screen recording** option
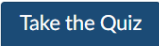- Check the box next to **Google Chrome**

3. During the Exam

Navigating to the exam platform

1.   Go to **https://eservices.isca.org.sg** and log in to the Professional Qualifications (PQ) portal

2.   Click on "**My Qualifications**", followed by "**ISCA Financial Forensic Accounting Qualification**".

3.   Under "**Module Enrolment Management**" section, click on the module name (e.g., for the Forensic Accounting and Investigation module, click on "**Forensic Accounting and Investigation")**

4.   Click on the enrolment number of the Online Self-study component (e.g., for the Forensic Accounting and Investigation module, click on the enrolment number of "**FoAI-Online Self Study**").

5.   Click on "**Launch E-learning**" at the top right page which will direct you to the exam platform.
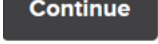
6.   After successful login to the system, under Dashboard, you will see the list of course(s) that you had enrolled.

7.   Click on the respective courses button to access the contents of the course.

Starting an examination

1.   Please ensure that all the applications and browser tabs are closed. In addition, you are not allowed to connect to an external monitor.

2.   Click [Take the Quiz] to start the exam. You are allowed to access the exam 15 minutes prior to the exam start time. If the exam start time is at 10am, you will be able to access the quiz at 9.45am.

3.   If there are multiple browser tabs and / or screens detected, you will receive the following error message(s). **Please follow the instructions as stated in Red.**

> **User action required before you continue. Please do the following:**
>
> Close all other browser tabs and windows. (4 tabs still open). click here to do this for me.
>
> Multiple display screens detected. Please disable all but **one** monitor. Need help?

4.   If there is no error message, click on the [Continue] button at the bottom of the page.

5.   There will be a system diagnostic test to verify your internet connection, camera and microphone. Each symbol will turn green. If one of the symbols highlights in Red, follow the instructions on screen.

System Diagnostics Test

Oh no! Something went wrong.
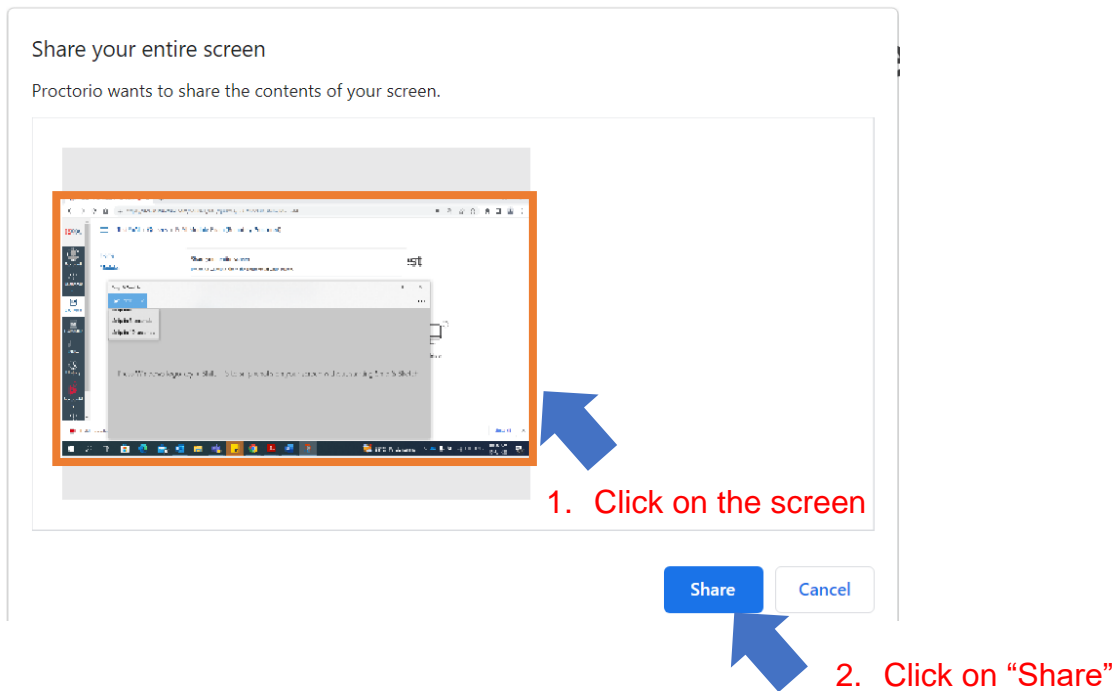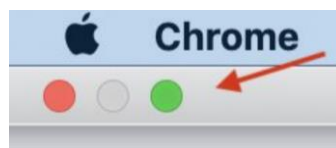

| Webcam | Microphone | Connection | Desktop |

This exam requires desktop screen sharing. You must select your screen from the prompt and then the share button will be available. Learn more about System Diagnostics Test.

Re-test

When the test is complete, a screen sharing pop-up box will appear. Click on the picture of your screen (refer to the orange box below) and click on "Share".

Share your entire screen

Proctorio wants to share the contents of your screen.

1. Click on the screen

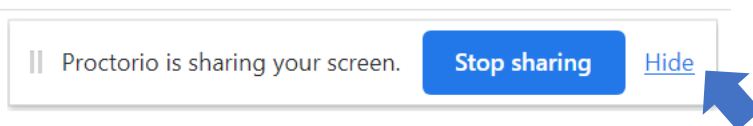**Share** | Cancel

2. Click on "Share"

Note: macOS Catalina (10.15) users may experience an error when attempting to share their screen. The solution is to take the browser out of full-screen mode before sharing. To do this, move your mouse cursor to the upper left-hand corner of the browser window, exposing the green browser window button and click it.
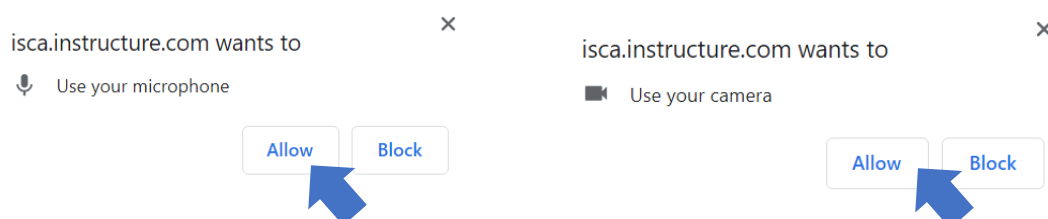

Once completed, there will be a message stating that Proctorio is sharing your screen.

Please **DO NOT** select the "Stop sharing" button. However, you may hide the message by clicking on the "Hide".

|| Proctorio is sharing your screen. | **Stop sharing** | Hide

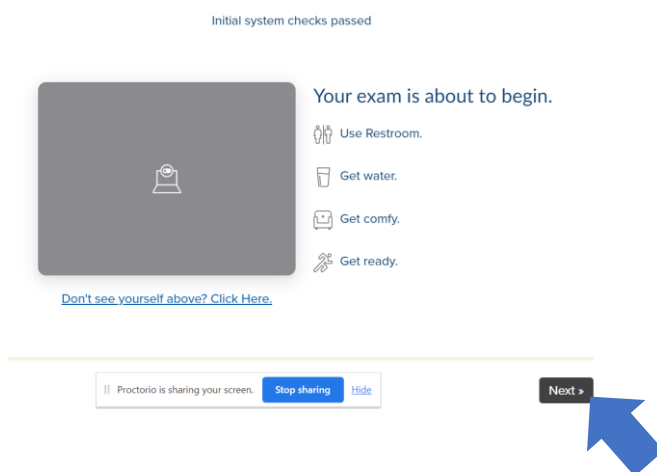You may be asked for permission to access your camera and microphone. Please click on the "Allow" button.

isca.instructure.com wants to

🎤 Use your microphone

Allow | Block

isca.instructure.com wants to

📷 Use your camera

Allow | Block

Each symbol must turn green to proceed.

6.   Once the initial system checks are completed, click on the "Next" button.
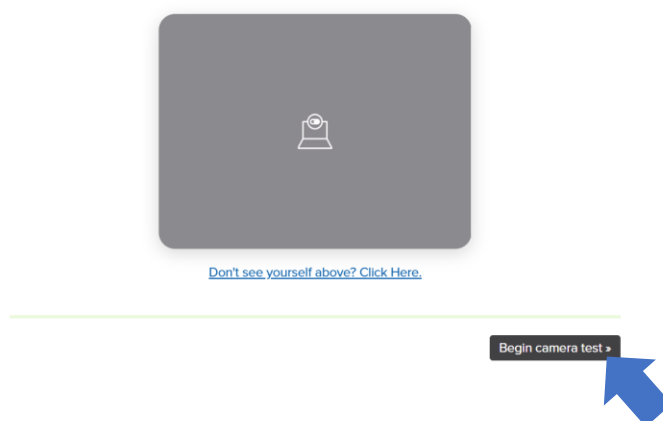

7.   Webcam Image Test – You are required to have your face captured by the webcam. Position your face in the center of the webcam and click on the "Begin camera test" button.

If the image does not appear, please read the instructions and adjust your lighting, positioning and click on "Re-test".
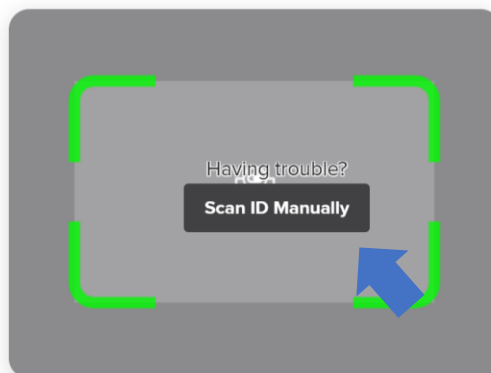
Webcam Image Test

Oh no! We're having a little trouble seeing you. Please adjust the camera so your face is centered and clearly visible. Tip #229 Make sure your face is centered and you're looking directly at the camera.

Learn more about our webcam image test.

Re-test

8. ID check – Hold your Photo ID in front of your camera and position it in the green box. The green lines will detect the edges of the card to take a clearer picture of your ID. If you are unable to scan the ID automatically, click on "Scan ID Manually" to scan your photo ID manually.

Show a photo ID to the camera within the area indicated. This will be used to validate your identity. If this is unsuccessful a link will appear. Simply click the link to manually scan a photo of your ID.

Having trouble?

Scan ID Manually

9. You will be brought to the next page informing you that you are required to scan your environment and desk before the start of exam. Click on "I Understand".

Desk Scan

your camera will be used to **scan your desk environment**.

Your institution requires you to scan your environment. The request for a scan will include specific instructions about what area to scan. You can find more details here. The scan may include a 360 view of the entire area, a view of the ceiling or floor, a view of the area under your desk, a view of the items on your desk, or some combination of these things. If there are items in any of these areas that you do not want to be recorded, please take a moment now to cover them or remove those items, or move to a different area.

Sometimes this can be tricky, especially when using a built-in webcam. Before moving on, we recommend you visit the help center article.

I understand »

10. Please read the Exam Agreement and click on "I accept, begin exam now". **At this point in time, the timer for the exam will begin.**

By clicking "I accept" I represent and warrant that I,   test, am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the applicable policy of this Institution. If over the age of 18, I acknowledge that I have read and agree to the Terms of Service, and to the Privacy Policy . If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I accept" or otherwise using the Services.

Your exam administrator has enabled a calculator on your exam with ClassCalc. Please review their Terms of Service here.
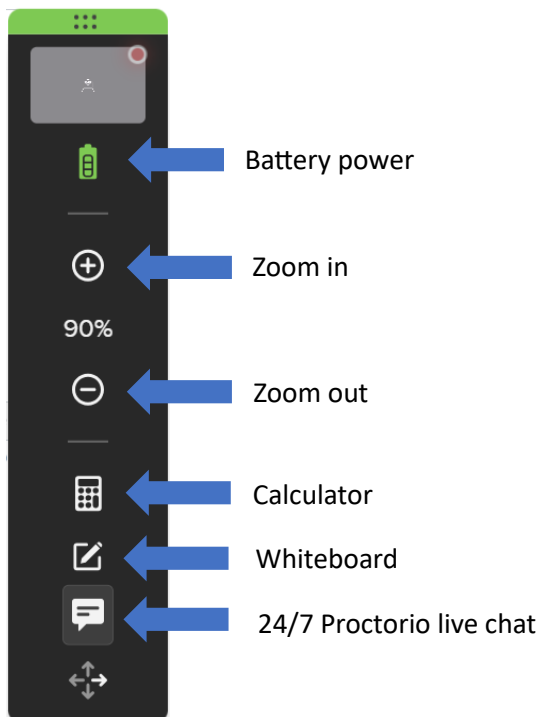

11. Once you are ready to scan your room and desk, click on "Start Scan". Please pivot your camera around the room (360 degrees) slowly, including your desk. Once the scan is complete, click on "I'm done, continue".

     Failure to complete a full room and desk scan may result in a breach of exam regulations.

12. In the exam platform, there is an exam tool which consists of the following:
     - Battery power icon
     - Zoom in/out options
     - Calculator
     - Whiteboard
     - 24/7 Proctorio live chat for technical support

4. Validity of the Proctored Exam

The validity of the proctored exams will include the following conditions:

1. It is established that the candidate who is on ISCA's record is the candidate taking the exam in the proctored exam (identity verification).

2. There are no non-compliance / irregularity / misconduct during the whole exam duration.

    Examples of non-compliance / irregularity / misconduct include, but are not limited to the following:
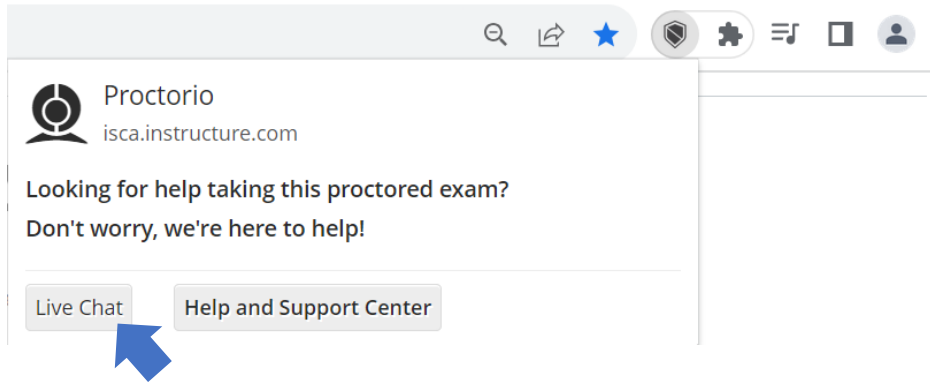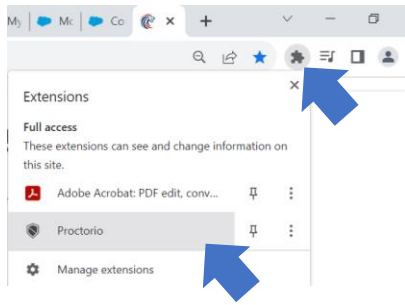
    a. Use, sight or hearing of, unauthorised materials or equipment, including online resources
    b. Gain unauthorised access to the Internet or communicate with external parties during the exam
    c. Collusion – receive or provide assistance, whether in-person, electronic or written

3. The pre-check procedures have been completed successfully. This includes the 360-degree scan of the room environment and desk scan.

4. Candidates adheres to the requirements and regulations for the proctored exam.

    It is the candidates' responsibility to comply with the procedure for proctored exams and to ensure a stable and adequate internet connection and proper functioning of devices during the exam.

    ISCA will review the recordings and in case of non-compliance / irregularity / misconduct observed by ISCA, the validity of the exam will be re-assessed.

5. Exam Support

1. If you experience any technical difficulties during the exam relating to Proctorio, you may contact Proctorio's 24/7 live chat. To access Proctorio's live chat before the exam (ensure that you have logged in to the exam platform), click on the Extensions icon on your browser, followed by Proctorio. Thereafter, click on the "Live Chat" button.

To access Proctorio's live chat during the exam, you may click on the Live Chat icon on the exam tool.

For matters relating to the exam, please call exam hotline 6865 9365.

6. Frequently Asked Questions

1. **What do I need to use Proctorio?**
    You will need a computer with stable internet connection, microphone and a webcam. The browser – either Google Chrome or Microsoft Edge, should be installed with the [Proctorio extension](#).

2. **Can I do my exam on an iPad or tablet device?**

    Unfortunately, you CANNOT take your exam on an iPad or other tablet device.

    Proctorio requires the use of a desktop or laptop running the Google Chrome or Microsoft Edge browser. You will also be required to install an extension to your browser prior to taking the exam.

3. **What items should I have on the exam day?**

    Candidates must have a photo ID such as NRIC or passport. You will be asked to scan your photo ID during pre-checks to verify your identity.

Photo IDs will be checked by ISCA after the exam and you may be contacted if there are any discrepancies.

4.   Can I have a mobile phone on my desk on the exam day?

Please ensure that your mobile phone is not within reachable distance. You are allowed to use your mobile phone if you need assistance from the hotline. The misuse of the hotline will be subjected to disciplinary action.

You are also allowed to use your mobile phone if your internet connection fails and requires you to use your mobile phone's hotspot.

5.   Am I allowed to put a calculator on my desk on the exam day?

There is an online calculator available in Proctorio. Hence you do not need to put a calculator on your desk during the exam.

6.   When does the exam start?

The countdown timer will start when you commence your room scan. Although no extra time is given for the room scan, the exam duration has taken into consideration the potential time loss for the room scan.

Please note that you are allowed to access the exam 15 minutes prior to the exam start time.

7.   What can I do if the webcam is not able to pick up my image?

If the webcam is unable to pick up your image after several attempts and you have tried altering the angle of the webcam or the background, a support chat window will open automatically. The support staff from Proctorio will help you pass the pre-checks and enter your exam.

If you are wearing glasses, you may experience glare from the reflection with the lenses. To fix this, try adjusting the angle of your head a bit. You can also turn down the brightness on your computer monitor. You may remove your glasses in order to pass the pre-checks and put them back on once the exam begins.

8.   What if I need to go to the washroom during exam?

We highly recommend that candidates go to the washroom before the start of exam.

However, if you need to use the washroom during the exam, you should say "toilet break" to your camera. No additional time will be added to your exam duration. **If you leave the exam**

physically without saying "toilet break", this will be considered as a misconduct.

9.   **Can I print the examination questions?**

No, the printing of examination questions is not allowed.

The exam platform Canvas provides a user-friendly interface for you to view the questions. There is an exam tool that allows you to Zoom in if the font size is too small.

10.   **Can I have a blank paper and pen to write notes during the exam?**

There is a Whiteboard available in Proctorio for you to write notes. Hence you do not need a blank paper and pen during the exam.

11.   **What can I do if my connection is lost during the exam?**

As long as you have an active internet connection, Canvas auto-saves your responses a few times every minute. However, do check your last saved answers when you managed to log in to the exam again.

If your internet connection keeps disconnecting, you may use your mobile's hotspot to proceed with the exam.