



# Live online proctoring: Student guide

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## Overview of live online proctoring

Live online proctoring allows you to complete your exam remotely while maintaining the same level of security and integrity as an in-person testing environment. During your exam session, a live proctor will monitor your activity in real time using your webcam, microphone, and screen sharing.

We partner with third-party live online proctoring provider ProctorU to ensure the security and integrity of our high-stakes exams and the CPM<sup>®</sup>, ARM<sup>®</sup>, and ACoM<sup>®</sup> certifications.

This process ensures

- Fair and consistent testing conditions for all candidates
- Protection of exam integrity
- Compliance with certification standards

By scheduling and completing a proctored exam, you agree to comply with all policies outlined in this document.

## Before your exam: Preparation guide

Follow these steps to ensure a smooth, stress-free exam experience.

### System & technology

✓ DO	✗ DON'T
<ul style="list-style-type: none"><li>• Install the Guardian Extension in Google Chrome</li><li>• Run <a href="#">ProctorU's "Test-it-Out" system</a> check using the same computer and location you plan to use on exam day</li><li>• Use a stable internet connection</li><li>• Ensure webcam and microphone work</li><li>• Close all applications</li></ul>	<ul style="list-style-type: none"><li>• Use unsupported devices</li><li>• Rely on weak internet</li><li>• Leave apps running</li><li>• Skip system check</li></ul>

### Testing environment

✓ DO	✗ DON'T
<ul style="list-style-type: none"><li>• Use a quiet, private room with a door</li><li>• Keep desk clear</li><li>• Ensure good lighting</li><li>• Prepare for room scan</li></ul>	<ul style="list-style-type: none"><li>• Have others in room</li><li>• Leave clutter on desk</li><li>• Sit in dark environment</li><li>• Refuse room scan</li></ul>

### Before you start

✓ DO	✗ DON'T
<ul style="list-style-type: none"><li>• Have ID ready</li><li>• Remove smart devices</li><li>• Log in 10-15 minutes early</li></ul>	<ul style="list-style-type: none"><li>• Forget ID</li><li>• Wear smart devices</li><li>• Log in late</li></ul>

### During your exam

✓ DO	✗ DON'T
<ul style="list-style-type: none"><li>• Follow proctor instructions</li><li>• Stay visible on camera</li><li>• Notify before breaks</li><li>• Return promptly, and notify the proctor</li></ul>	<ul style="list-style-type: none"><li>• Ignore proctor</li><li>• Leave camera view</li><li>• Take <b>unapproved</b> breaks</li><li>• Delay returning</li></ul>

## Quick reference: Allowed and prohibited items

The following is a quick reference. Full requirements are outlined later in this document.

✓ Allowed	✗ Prohibited
<ul style="list-style-type: none"><li>• Valid government-issued photo ID</li><li>• IREM-provided course materials and resources only (printed or digital)</li><li>• Course PDFs, handouts, and materials provided directly through IREM Learning</li><li>• Notes created from IREM course materials</li><li>• Calculator</li><li>• Scrap paper</li><li>• Light snacks and beverages</li><li>• Prescription glasses and hearing aids</li></ul>	<ul style="list-style-type: none"><li>• Phones or mobile devices (after check-in is complete)</li><li>• Smartwatches, smart glasses, or wearable technology</li><li>• Headphones or earbuds</li><li>• Additional monitors or screens</li><li>• Active use of remote access or screen-sharing software during the exam</li><li>• Virtual machines</li><li>• Other people in the room</li><li>• Internet searches (Google, Bing, Yahoo, etc.)</li><li>• AI tools or chatbots (ChatGPT, Copilot, Gemini, etc.)</li><li>• Searching for answers online during the exam</li><li>• Unauthorized notes or materials</li></ul>

All items in your testing area must be shown to and approved by the proctor during check-in.

### Important note

The exam is open-book. "Open book" means you may use IREM-provided materials only. Searching the internet or using non-IREM resources during the exam is prohibited. This includes search engines such as Google, AI tools/chatbots, websites, forums, videos, or third-party study resources.

You will not be able to navigate through your course during the exam to access materials. Please ensure any permitted materials are downloaded and saved before your exam session begins.

Use of unauthorized resources or prohibited activity during the exam may result in intervention by the proctor, termination of your exam session, invalidation of exam results, and referral to the IREM Ethics Department for further review and action.

## Before your exam

### System requirements

To successfully complete your exam, you must use a system that meets the following requirements. If you are unsure whether your system meets these requirements, please complete [ProctorU's "Test-it-Out" system check tool](#).

	Minimum requirements
<b>Operating system</b>	Windows 10 or later Mac OS 11.0 or later All recent compatible versions of ChromeOS (supported)
<b>Browser</b>	Google Chrome
<b>Connectivity</b>	3 Mbps (3072 Kbps) upload & download speed (mobile hotspots and tethering are discouraged)
<b>Webcam</b>	640x480 resolution
<b>Microphone</b>	All microphones other than those built into headphones are permitted.
<b>Speakers</b>	Built-in or external speakers are required
<b>RAM Capacity</b>	8GB
<b>CPU</b>	4 cores at 2.4ghz
<b>Monitor Resolution</b>	1366x768
<b>Ports</b>	UDP/TCP 80 UDP/TCP 443

You are required to complete the system check prior to your exam

- If your system does not meet requirements, you may not be able to test
- Technical issues due to unsupported systems are the student's responsibility

Additional important caveats and limitations to keep in mind when testing

- Applications such as TeamViewer, GoToMyPC, AnyDesk, Remote Desktop, VPNs, and similar tools may interfere with the proctoring process. We strongly recommend closing

these applications before your exam session to help avoid delays or technical issues. These applications may remain installed on your device; however, they may not be actively used during the exam. The proctor may require that non-essential applications be closed before the exam begins.

- You will only be permitted to use a single monitor when testing. All others must be disconnected
- Mobile devices, such as tablets or cell phones, are not supported
- Headphones are not permitted
- You will not be permitted to take your exam from within a virtual machine. You will be asked to reconnect using your host operating system to take your exam
- You will not be permitted to use Apple Bootcamp to take your exam
- Unlicensed/inactive versions of Windows and Test Builds/Modes are not permitted
- External monitors connected to a closed laptop should be set to mirror display and should be connected directly to the computer. Avoid using a docking station

### **Guardian Extension requirement**

IREM uses ProctorU's Guardian Extension for live online proctored exams.

#### **Before your exam:**

- Download and install the Guardian Extension in Google Chrome
- Complete ProctorU's "Test-it-Out" system check
- Verify your webcam, microphone, and internet connection are functioning properly

For the most accurate results, complete the system check using the same computer, internet connection, and testing location you plan to use on exam day.

### **Testing environment requirements**

You must test in a private, quiet, and well-lit location.

Your environment must meet the following conditions

- You must be alone in the room
- You must be seated at a desk or table, clear of all materials except your IREM-provided resources (see [Quick reference: Allowed and prohibited items](#))
- No additional monitors, devices, or screens may be present or in use
- Your face must be clearly visible at all times
- No interruptions (people, pets, phones)

The proctor will require a full room and desk scan before the exam begins.

Failure to meet these requirements may result in

- Delayed exam start
- Required environment adjustments
- Termination of your session

## Software & application requirements

All non-essential applications must be closed prior to starting your exam.

### **Prohibited software and activities include, but are not limited to:**

- Screen sharing applications
- Communication tools (e.g., messaging platforms)
- Virtual machines
- Background automation tools
- Active use of remote access software (e.g., VPNs, Remote Desktop, TeamViewer, AnyDesk, etc.)

### **Remote access software policy (Important)**

Applications such as TeamViewer, AnyDesk, GoToMyPC, Remote Desktop, VPNs, and similar tools may interfere with the proctoring process. To help avoid delays or technical issues, we strongly recommend closing these applications before your exam session.

These applications may remain installed on your device; however, they may not be actively used during the exam.

### **Important notes**

- Failure to comply with proctor instructions regarding software, applications, or exam security requirements may prevent you from proceeding with your exam.
- Virtual machines and other unsupported system configurations are not permitted.

## Identity verification

You are required to present valid, government-issued photo identification.

### Requirements

- The name on your ID must match your exam registration
- The ID must be current and clearly legible
- You must present the ID during check-in when requested

Failure to verify your identity will result in

- Inability to begin the exam
- Possible forfeiture of your session

## Scheduling & accessing your exam

You must be enrolled in your exam before scheduling your proctored session through ProctorU.

- Exams must be scheduled in advance through ProctorU
- You are responsible for selecting the correct exam and scheduling within your enrollment period before your exam deadline

- Be mindful of time zones when scheduling
- If you are a new user, you will need to create a [ProctorU](#) account before scheduling your exam
- We recommend completing ProctorU's Test-it-Out system check and installing the Guardian Extension several days before your exam to allow time to resolve any technical issues
- If you need to reschedule or cancel your exam, you can do so through your ProctorU account. Additional fees may apply when scheduling, rescheduling, or canceling your exam close to your selected exam time. To avoid premium processing fees charged by ProctorU, we recommend scheduling your exam at least 72 hours in advance

### **IMPORTANT**

Allow extra time beyond your exam duration for check-in and setup, as this process may take longer depending on your system. We **strongly recommend** scheduling your exam to be completed in advance of your deadline, as availability or technical issues may prevent same-day testing and could result in you missing your deadline.

## Day of your exam: What to expect

### When it's time for your exam

- Log into your ProctorU account and launch your scheduled session. You should log in 10-15 minutes before your scheduled start time
- Connect with your proctor and complete the check-in process
- Access your exam through IREM Learning when prompted
- The proctor will guide you through the final steps and enter the password for you to begin your exam

The exact steps may vary slightly depending on your system and the proctoring setup.

## Starting your exam session

### Check-in process

The check-in process typically takes several minutes but may take longer depending on your system and environment.

During check-in, the proctor will

- Verify your identity
- Review your equipment
- Guide you through system setup
- Ensure all requirements are met before launching your exam

You are expected to

- Follow all instructions provided by the proctor
- Respond promptly to requests

### Environment & security checks

You will be required to

- Perform a 360° room scan using your webcam
- Show your desk/workspace
- Confirm no unauthorized materials are present

The proctor may also

- Ask you to adjust lighting or camera angle
- Request removal of items from your workspace

### Personal items & wearables

To maintain exam security, you may also be asked to

- Show your wrists to confirm no smartwatches or wearable devices are in use
- Remove or show any earbuds, headphones, or audio devices
- Remove non-religious head coverings (e.g., hats, hoodies, caps)
- Adjust glasses or other accessories if needed for verification purposes
- Allow visual inspection of your ears and surrounding area

Permitted items

- Prescription glasses are allowed; however, the proctor may verify that they are not smart glasses
- Hearing aids are permitted

- Religious head coverings are permitted. However, the proctor may ask you to briefly adjust them (in a respectful manner) to confirm that no unauthorized devices are being used

### **Use of mobile devices during check-in**

Mobile phones and other personal devices are not permitted during the exam.

However, during the check-in process, the proctor may ask you to

- Use your phone camera or a mirror to show your computer monitor
- Confirm that no unauthorized materials are present on or around your screen

Once this step is complete

- The proctor will instruct you to place your phone out of reach
- You must keep your phone out of reach for the duration of the exam

Failure to comply with these requests may result in delays or inability to begin your exam.

## Technical Setup

You will be required to

- Ensure the Guardian Extension is installed and enabled in Google Chrome
- Grant access to your webcam and microphone
- Enable screen sharing
- Close unauthorized programs

If technical issues occur during check-in

- The proctor will attempt to assist
- Significant delays may require rescheduling

## During the exam

### Monitoring & communication

Your session will be monitored in real time.

- The proctor may communicate with you via chat or voice
- You must respond to the proctor if contacted
- Failure to respond may result in session termination

## Exam rules & behavior

During your exam, you must

- Remain visible on camera at all times
- Stay seated unless explicitly permitted
- Refrain from speaking aloud unless required
- Be prepared to verify the intake of light snacks and beverages (which are permitted during the exam)

Unless explicitly allowed

- No external resources may be used (see [Quick reference: Allowed and prohibited items](#))
- No phones or additional devices may be accessed during the exam. Phones may only be used during check-in if instructed by the proctor
- No assistance from other individuals is permitted

## Break policy

Bathroom breaks are permitted during your exam; however, the following requirements apply

- You must notify the proctor before leaving your testing area
- You must wait for the proctor's acknowledgment **before** stepping away
- Upon returning, you must notify the proctor so your testing environment can be re-secured before continuing your exam

### Important notes

- The exam timer will continue to run during all breaks
- Time spent on breaks or delays during the session cannot be added back to your exam
- You must remain on camera until the proctor confirms you may step away
- Leaving your testing area without notifying the proctor may result in termination of your exam session

Failure to follow these procedures may result in delays, intervention by the proctor, or termination of your exam.

## Technical issues during the exam

If you experience technical issues

- Notify the proctor immediately
- Follow the proctor's instructions

If disconnected

- Attempt to reconnect as quickly as possible
- The proctoring provider will document the interruption

Repeated or prolonged disruptions may

- Impact your ability to complete the exam
- Require rescheduling

Technical issues, including issues related to system compatibility, connectivity, or delays during the proctoring session, do not guarantee a reset of your exam attempt or an extension of your exam deadline. Students are responsible for scheduling their exam in advance to allow time for potential delays or the need to reschedule.

## Proctor interventions

The proctor may intervene if

- Suspicious or prohibited behavior is observed
- Unauthorized materials are detected
- Technical concerns arise

Intervention may include

- Warnings
- Instructions to correct behavior
- Temporary block of access or termination of the exam

You are expected to comply with all instructions.

## Time management & exam completion

- The exam timer is located on the top-right corner of the exam screen
- It is your responsibility to manage your time effectively

### **Important**

- You must submit your exam before time expires
- If time runs out, the exam will automatically submit and close

## Ending your exam

### Submitting your exam

To complete your exam

- Notify the proctor that you are ready to submit your exam
- Click "Finish attempt"
- Click "Submit all and finish"

Do not close your session until

- You have confirmed submission
- The proctor indicates you may exit

## After your exam

### Exam results & next steps

Once you complete your exam, your result (pass or fail) will be displayed immediately on your screen.

- If you pass
  - You will receive an email with next steps to complete the requirements for certification
- If you do not pass
  - You will receive an email with next steps, which may include
    - A link to purchase a retake version of the exam, or
    - Instructions to re-enroll in a course that includes a new exam attempt (if applicable)

### Exam attempts & retakes

Your exam enrollment includes one attempt to pass the exam.

- If you do not pass or are unable to complete your exam
  - You will be required to purchase a retake version of the exam to attempt it again
- Retake options
  - Purchase through the link provided in your post-exam email
  - Contact Member Experience for assistance

#### Important

- Unused or incomplete exam attempts are still considered attempts
- Additional attempts are not included with your original enrollment

#### **MPSA exam retake requirement (Important exception)**

The MPSA exam follows a different retake policy.

If you do not pass the MPSA exam

- You will receive an email with a link to purchase a new course offering
- You must re-enroll in the 2-day course, which includes a new exam attempt
- A standalone exam retake option is not available

The MPSA exam is only offered as part of the 2-day course and cannot be purchased separately.

## Common issues & how to avoid them

The following are common issues that may delay or disrupt your exam session. Understanding these in advance can help you avoid rescheduling, interruptions, or loss of testing time.

Common Issue	How to avoid it
<b>System compatibility issues</b> Using an unsupported device, browser, or system configuration may prevent you from launching or completing your exam.	<ul style="list-style-type: none"><li>• Complete the required system check before exam day</li><li>• Use a supported device and browser</li><li>• Review system requirements in advance</li><li>• Avoid virtual machines or unsupported configurations</li></ul>
<b>Internet or connectivity problems</b> Unstable internet may interrupt check-in or disconnect you during the exam	<ul style="list-style-type: none"><li>• Use a reliable internet connection</li><li>• Avoid mobile hotspots or tethering when possible</li><li>• Test your connection before your exam</li><li>• Choose a location with consistent connectivity</li><li>• Complete the system check using the same computer, internet connection, and testing location you plan to use on exam day</li></ul>
<b>Remote access or screen-sharing software</b> Remote access, VPN, or screen-sharing applications may interfere with the proctoring process or cause technical issues during your exam session.	<ul style="list-style-type: none"><li>• Close all unnecessary applications before your session</li><li>• Check for prohibited software in advance</li><li>• Close remote access, VPN, and screen-sharing applications before your session</li></ul>
<b>Testing environment issues</b> Noise, clutter, or interruptions may delay your exam or require adjustments before you can begin.	<ul style="list-style-type: none"><li>• Use a quiet, private room with a door</li><li>• Clear your workspace of all materials</li><li>• Ensure proper lighting so your face is visible</li><li>• Minimize interruptions from people, pets, or phones</li></ul>
<b>Check-in delays</b> The check-in process may take longer depending on your system or setup.	<ul style="list-style-type: none"><li>• Log in 10-15 minutes early</li><li>• Have your ID ready</li><li>• Have your phone available during check-in if needed. The proctor may ask you to use it briefly to complete setup steps and will instruct you when to put it away.</li><li>• Allow extra time for check-in and setup when scheduling</li><li>• Follow proctor instructions promptly</li></ul>

<p><b>Last-minute scheduling issues</b> Waiting until your deadline or scheduling it for the last day may leave no time to resolve unexpected problems.</p>	<ul style="list-style-type: none"> <li>• Schedule your exam well before your deadline</li> <li>• Allow time to reschedule if needed</li> <li>• Double-check your exam selection, date, and time</li> </ul>
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## Academic integrity & policy enforcement

All exams are monitored to ensure compliance with testing standards

Violations may result in one or more of the following

- Immediate termination of your exam
- Invalidation of your exam attempt (your results may be voided and not counted)
- Revocation of a passing result if a violation is identified after the exam has been completed
- Requirement to retake the exam
- Reporting to the Institute of Real Estate Management for review, which may include referral to the IREM Ethics Department

Review of exam sessions and results may occur after the exam has ended.

Examples of violations include

- Use of unauthorized materials
- Receiving assistance from others
- Attempting to bypass or interfere with proctoring security measures
- Searching the internet (Google, Yahoo, Bing, etc.)
- Using AI tools or chatbots during the exam
- Accessing unauthorized websites or external study resources
- Attempting to conceal prohibited activity from the proctor

## Support & contact information

<b>Technical issues (during exam)</b>	Contact the proctor directly within the session
<b>Scheduling issues</b>	Complete <a href="#">ProctorU's support request form</a> Phone <ul style="list-style-type: none"> <li>• United States and Canada: +1 (855) 772-8678</li> <li>• Canada (French): +1 (888) 900-0005</li> <li>• United Kingdom: +44 (808) 168-1055</li> <li>• Australia: +61 (1800) 957-152</li> </ul>
<b>Program or policy questions</b>	Contact IREM Member Experience team (Office hours Mon-Fri 8am-5pm CT) <ul style="list-style-type: none"> <li>• Email: <a href="mailto:getinfo@irem.org">getinfo@irem.org</a></li> <li>• Phone: (800) 837-0706</li> </ul>