



Exam Experience: Live Online Proctoring/IREM Learning

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We partner with third-party live online proctor expert ProctorU to ensure the security and integrity of our high-stakes exams and in turn, the CPM, ARM, and ACoM certifications. As such, ProctorU applies certain parameters to live online test-takers. These instructions will walk you through scheduling your exam, testing your system, and additional parameters that ProctorU applies to live online test-takers.

Scheduling your exam quick reference guide

NOTE: You must already be registered for your Certification Exam or MPSA with IREM in order to schedule your exam with the live online proctor.

STEP 1: To schedule your exam, go to <https://www.proctoru.com/portal/irem>. Read the **Getting Started** information, as it explains everything you need to know to get set up for the proctored exam, including the [technical requirements](#) and how to set up an account.

If you are a new user on the ProctorU site, you need to sign up and create an account in order to schedule the exam. You can then view a short two-minute video that shows how the process works for scheduling and taking the exam.

- When scheduling your exam with ProctorU, choose the following Institution (**Institute of Real Estate Management**) and Term (**General**) when prompted.
- ProctorU charges a premium fee for exams scheduled or rescheduled less than 72 hours in advance. To avoid premiums, please be sure to schedule or reschedule any reservations more than 72 hours in advance.
 - "Take It Soon" - 24 to 72 hours in advance will incur an additional \$8 scheduling fee.
 - "Take It Now" - Less than 24 hours in advance will incur an additional \$12 scheduling fee.

Note: When scheduling your exam, please allow an extra 30-minutes to complete the pre-test procedures with the proctor.

- Prior to your session, download the [Guardian Browser](#). This internet browser with added security will be utilized during your exam session.

STEP 2: Verify your IREM login. You will need your IREM login in order to access your exam. Log into www.irem.org/courselogin. If you are unable to login, immediately contact getinfo@irem.org for assistance. If your login is successful, then no further action is needed until the day of your exam.

STEP 3: On the **day and time of your exam**, log into <https://www.proctoru.com/portal/irem> and launch the exam. You will see a screen like the one here. Click the “download” link in the first step, and an online proctor will then join you to take you through the rest of the process so you may begin the exam.

STEP 4: After you complete and submit the exam, please let the proctor know you have completed the exam. The proctor will provide closing remarks. **Do not close out of the session until the proctor has given permission to do so.**

STEP 5: In most cases, you will receive your exam results via e-mail within 24 hours following your exam submission.

The screenshot shows the ProctorU portal interface. At the top, there are links for 'My Sessions', 'My Orders', and 'Support'. On the right, it shows 'Balance: \$0.00' and 'My Cart'. Below these are four main action buttons: 'Have Questions?', 'Test Your Equipment', 'Download Guardian Browser', and 'Schedule New Session'. A central banner displays 'Time to hit the books!' and 'Your next session begins in:' followed by a countdown timer showing 15 days, 01 hour, 26 minutes, and 53 seconds. Below the banner, a table lists 'Scheduled Appointments' with columns for 'Active Exams', 'Testing Center Information', 'Date & Time', 'Status', and 'Actions'. Two exams are listed: 'Management Plan Skills Assessment (MPSA)' and 'CPM Certification Exam - CPMEXM', both scheduled for May 18, 2023, at 12:50PM PDT. The actions for each exam include 'Check your exam rules', 'Reschedule', 'Premium Reschedule', and 'Cancel'.

Active Exams	Testing Center Information	Date & Time	Status	Actions
Management Plan Skills Assessment (MPSA) Institute of Real Estate Management	Online	05/18/2023 12:50PM PDT	Scheduled	Check your exam rules Reschedule Premium Reschedule Cancel
CPM Certification Exam - CPMEXM Institute of Real Estate Management	Online	05/22/2023 12:50PM PDT	Scheduled	Check your exam rules Reschedule Premium Reschedule Cancel

Important details for your exam session:

Exam Day – What to expect

Important! Please read this [article from ProctorU](#) and watch the short video on what to expect the day of your exam.

Find a quiet space

Please be at a desk or table in a room with four walls and a door, without any other people in the room. Bathroom breaks are allowed, however you will need to resecure the room to proceed with your exam. Snacks are allowed. Webcam and a reliable high-speed internet connection required. You must stay in camera view.

Permitted browser

For all proctored exams, ProctorU will require students to use the Guardian Browser mentioned above. If you have not done so already, please download the [Guardian Browser](#) prior to your session to reduce pre-exam setup time with the proctor.

NOTE: We recommend running ProctorU's Equipment test prior to the day of your scheduled exam session. Oftentimes, work computers have security restrictions that prevent ProctorU's monitoring of your exam. Please click [here to test your equipment](#).

Permitted resources

Textbook or ebook

Calculator: Four Function, Scientific, Graphing, Computer's Calculator, Online Calculator, Financial Calculator

Notes: Handwritten, Note Cards, Printed Notes, Formula Sheets, and notes in these formats: PDF, Word, PowerPoint, Excel (you may be asked to show the proctor what notes you will be using during your exam)

The following are not permitted during your exam

Use of phones and tablets

Use of smart watches or smart glasses

Use of dual monitors

Talking out loud

Others in room

Searching the internet

Taking pictures or screenshots of the exam

Copying and pasting any elements of the exam

Utilizing a virtual machine

Additional exam-specific requirements:

MPSA

This exam uses the IREM Financial Analysis Spreadsheet heavily. You must have a full working version of Microsoft Excel (not a trial version). You may also wish to use the HP10BII Financial Calculator in handheld or desktop format (available for download in the IREM Learning platform).

CPM Exam

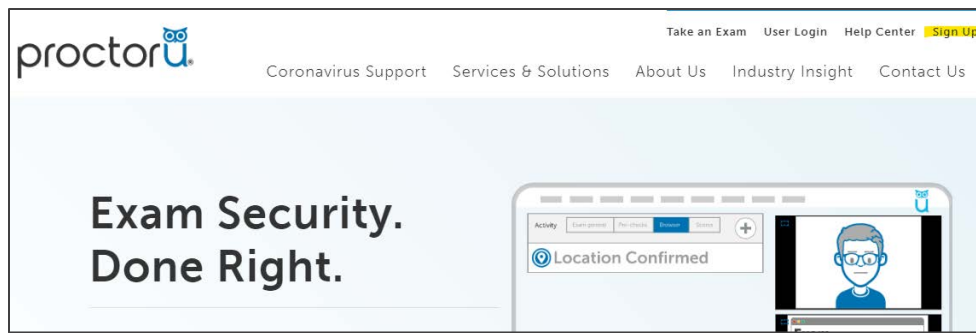
HP10BII Financial Calculator required. You can use a handheld or desktop version of the financial calculator (available for download in your IREM Learning platform). You may also use the IREM Financial Analysis Spreadsheet

Click-by-Click Scheduling and Attending Exam through ProctorU

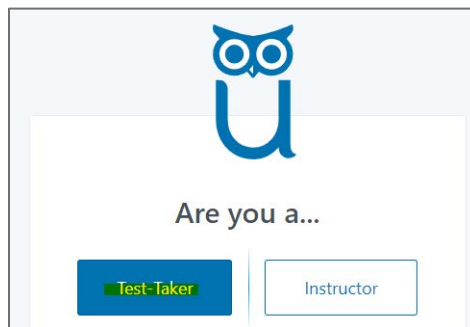
Create a ProctorU Login

If you have used ProctorU before and already have a user ID and password, skip to "[Schedule a New Session](#)".

- Go to: <https://www.ProctorU.com/>
- Click Sign Up on the top-right side of the screen



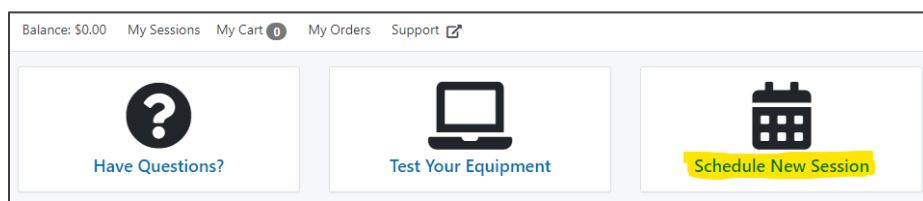
- Select "Test-Taker"



- Fill in the form with your information to create your User ID and Password

Schedule a New Session

- On the homepage, click "**Schedule New Session**"



- For term select **General**
- Select your exam: choose the exam you would like to schedule from the dropdown menu
- Click "**Find Sessions**"

NOTE: If any of the fields below are grayed out, try using **Google Chrome** or **Firefox**.

1. Confirm your institution

Institute of Real Estate Management

2. Select a term

General

3. Select your exam

Sample Exam

Find Sessions

- Choose the date and approximate time you would like to take the exam
 - Note – Keep in mind the length of the exam when choosing your time to ensure you have enough time to take the exam.
- Click **"Find Available Times"**
- Next to the available session you would like to choose, click **"Select"**
 - If there are no time slots available that work for you, try to select a different date and/or time and click "Find Available Times" again.

Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button.

Select a Date

← June 2020 →

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

Select a Time

↑ 10 ↓

:

↑ 00 ↓

AM

Find Available Times

9:50AM CDT

Thursday, June 25, 2020

2 days from now

Sample Exam

SELECT

10:10AM CDT

Thursday, June 25, 2020

2 days from now

Sample Exam

SELECT

10:40AM CDT

Thursday, June 25, 2020

2 days from now

Sample Exam

SELECT

10:50AM CDT

Thursday, June 25, 2020

2 days from now

Sample Exam

SELECT

11:10AM CDT

Thursday, June 25, 2020

Sample Exam

SELECT

- Click **"Schedule"** to confirm your time.

Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button.

Select a Date

← June 2020 →

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

Select a Time

9:50AM CDT
Thursday, June 25, 2020
2 days from now

Sample Exam

[SELECT](#)

Please click "Schedule" to confirm your time: **10:10AM CDT**

[SCHEDULE](#)

10:40AM CDT
Thursday, June 25, 2020
2 days from now

Sample Exam

[SELECT](#)

- Click **"Process Order"**
 - Note: The session in your cart will be held for 1-hour. If you wait longer than an hour to check-out, you will need to schedule a new session.
 - To avoid premium charges from ProctorU, please be sure to schedule or reschedule any reservations more than 72-hours in advance.
 - Scheduling less than 72-hours in advance will incur an additional \$5-\$8 fee
 - Scheduling less than 2-hours in advance will incur an additional \$8-\$12 fee

My Cart

[Schedule New Session](#)

Items	Institution	Date & Time	Type	Price	Options
Sample Exam	**Institute of Real Estate Management**	06/30/2020 10:30AM CDT	Live +	\$0.00	Edit Details Remove
Total				\$0.00	

Appointments \$0.00

Premiums \$0.00

Subtotal \$0.00

Total \$0.00

We'll keep your cart safe for 1 hour, after which we will release these reservation(s) to make room for other test-takers

[Process Order](#)

- You should then get a message that says "Your order was successful!"
 - From here you can print your receipt, view your sessions, or reschedule

Your order was successful!

[Print Receipt](#) [My Sessions](#)

Session	Institution	Date & Time	Type	Price
Sample Exam	**Institute of Real Estate Management**	06/30/2020 10:30AM CDT	Live+	\$0.00
Total				\$0.00

[Reschedule](#)

Payment Information

Payment Method

Credit on Account

- You should now see your exam under Active Exams on the home screen.

Your next exam begins in:

6:19:56:34

DAYS
HOURS
MINUTES
SECONDS

ACTIVE EXAMS	DATE & TIME	STATUS	ACTIONS
<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; background-color: yellow; margin-right: 5px;"></div> <div> Sample Exam <small>**Institute of Real Estate Management**</small> </div> </div>	06/30/2020 10:30AM CDT	Scheduled	<div style="display: flex; gap: 10px;"> <div style="border: 1px solid #ccc; padding: 2px 10px; background-color: #f0f0f0;">Reschedule</div> <div style="border: 1px solid #ccc; padding: 2px 10px; background-color: #f0f0f0;">Premium Reschedule</div> <div style="border: 1px solid #ccc; padding: 2px 10px; background-color: #ff0000; color: white;">Cancel</div> </div>

Reschedule a Session

If for any reason you need to **reschedule** your exam session, contact ProctorU via the live chat feature. Once they reschedule, refresh your screen and verify on the home page that the exam is scheduled for the new time. It will show up immediately. **Please verify right away.** If you are rescheduling for a time under 72 hours, ProctorU premium charges will apply.

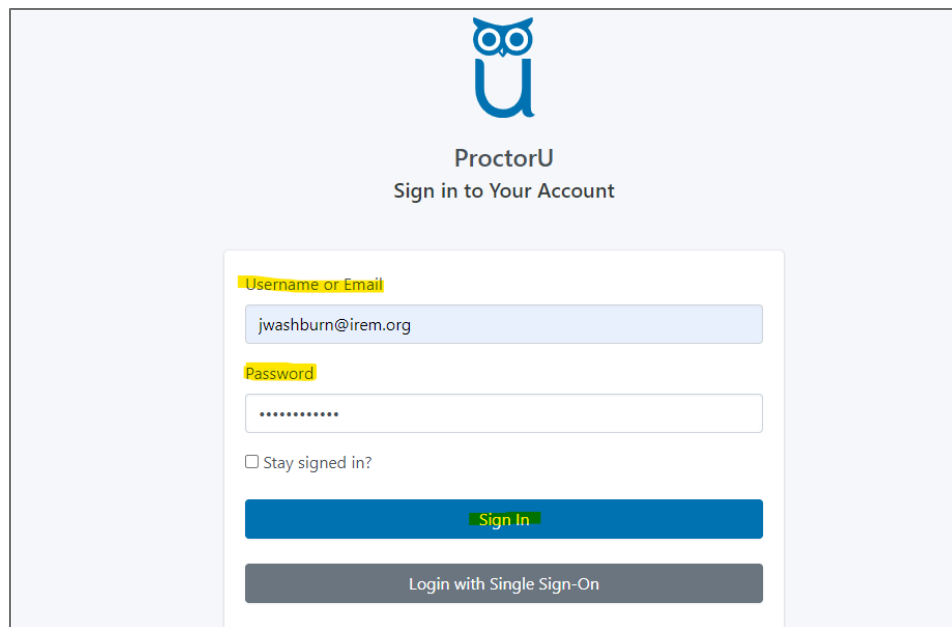
Perform System Test

Before the day of your exam.

- Log into ProctorU at <https://www.ProctorU.com/>
- Click **User Login**

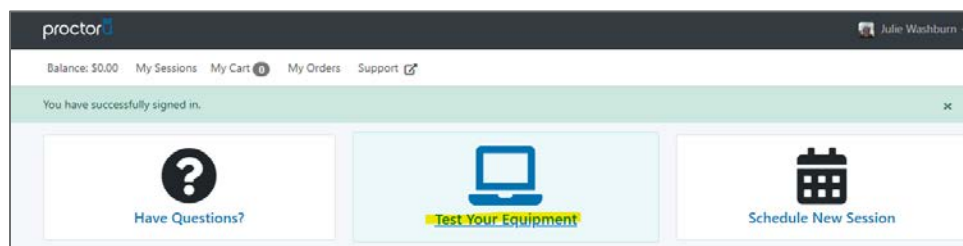
The image shows the ProctorU website homepage. At the top, there's a navigation bar with links: "Take an Exam", "User Login" (highlighted in yellow), "Help Center", and "Sign Up". Below this is a secondary navigation bar with links: "Coronavirus Support", "Services & Solutions", "About Us", "Industry Insight", and "Contact Us". The main content area features the ProctorU logo on the left and a large graphic on the right. The graphic shows a computer monitor displaying a "Location Confirmed" message and a user profile. To the left of the graphic, the text reads "Exam Security. Done Right." followed by "Deter. Detect. Prevent." and a description: "Online proctoring to advance your learning and testing program. Validate knowledge. Reduce costs. Expand access." At the bottom left of the main content area, there is a blue button that says "SEE WHAT WE DO".

- Type in your **User ID** and **Password** and click **Sign In**

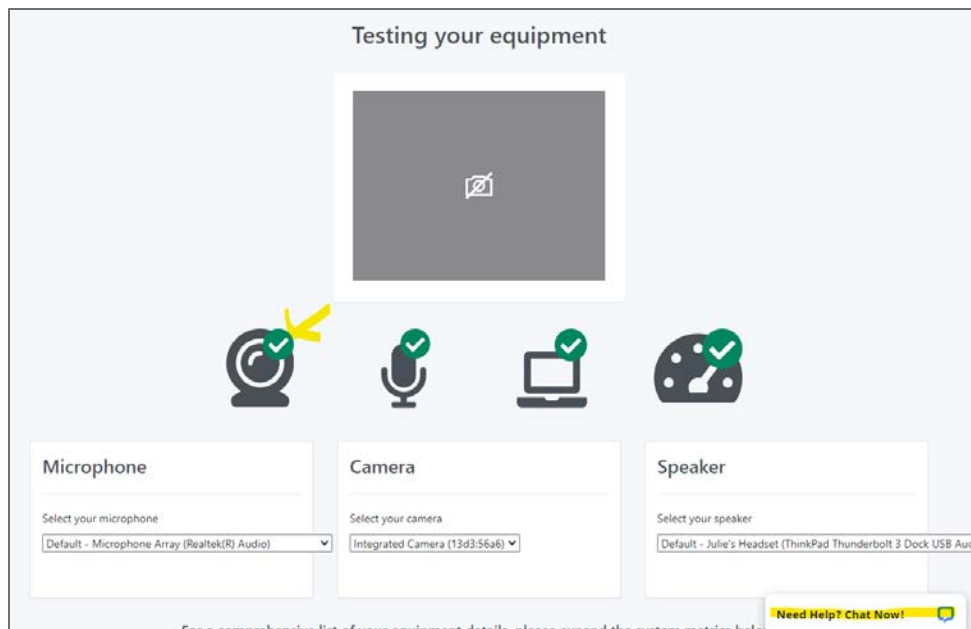


The image shows the ProctorU login page. At the top is the ProctorU logo, which is a stylized blue owl with the letter 'U' below it. Below the logo, the text "ProctorU" and "Sign in to Your Account" are centered. The login form is a white box with a light blue border. It contains a "Username or Email" field with the text "jwashburn@irem.org", a "Password" field with masked characters "*****", a checkbox for "Stay signed in?", a blue "Sign In" button, and a grey "Login with Single Sign-On" button.

- Click **Test Your Equipment**



- The site will automatically perform a test. If your equipment meets the requirements, you will get a green check mark next to each one. If you do not see green check marks, contact ProctorU's live chat for additional help by clicking on the "**Need Help? Chat Now!**" button in the lower righthand corner of your screen.

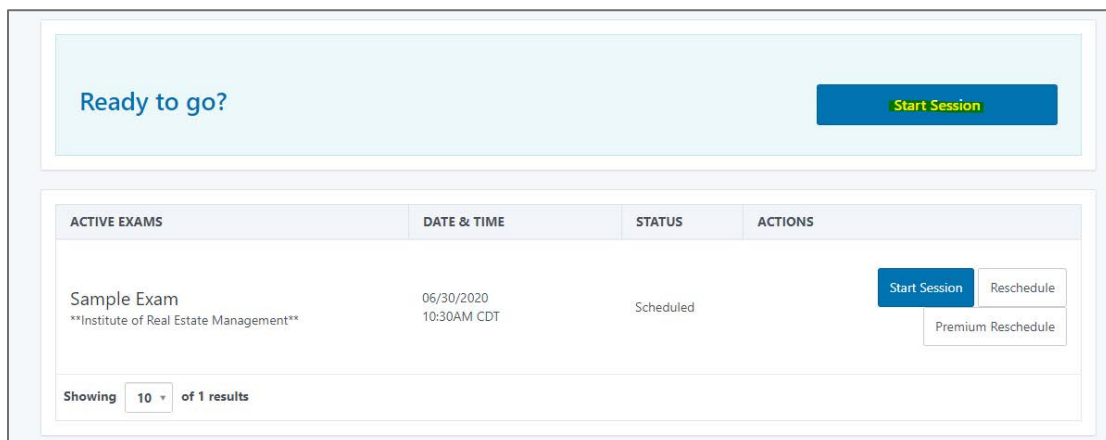


- Click the **ProctorU** logo on the top left side of your screen to return to the main page

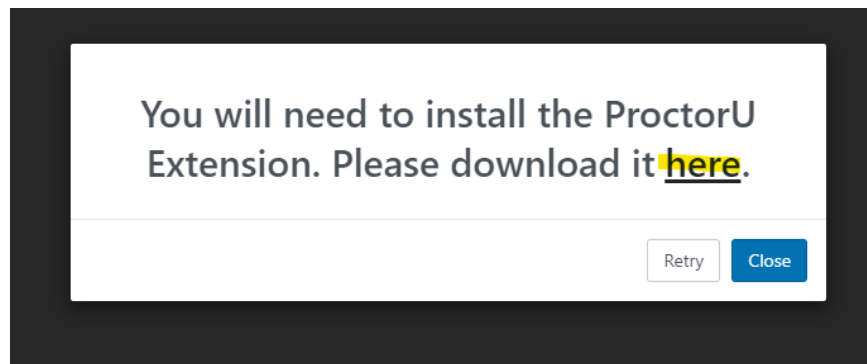


Start Your Live Test Session

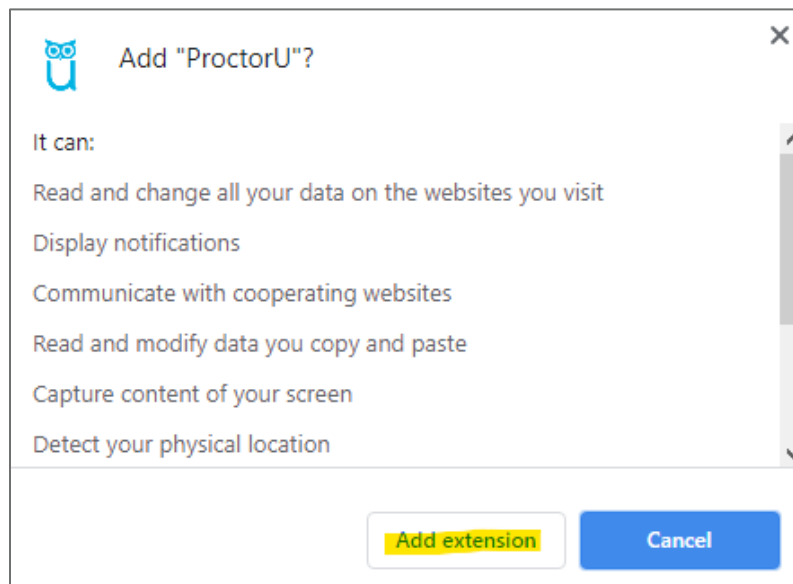
- When it's time to take your test, click "**Start Session**" where the countdown used to be



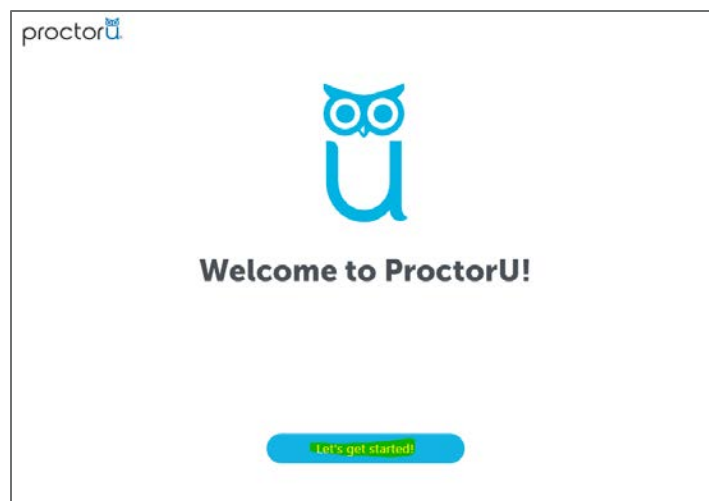
- If this is your first test session through ProctorU, you will be prompted to install the ProctorU Extension. Click where it says "here"



- Read the information about the plug-in and then click "**Add extension**"



- Follow the prompts to install the ProctorU extension. Once completed, you will be directed to the following screen. Click **Let's get started!**



- Follow along with the introduction to join the live proctored session. It will review what to expect during your live session and the exam rules.
- Once you are finished reviewing the exam rules, **check the two boxes** and click **Continue**

◦ Printed Notes
◦ Formula Sheet
◦ Notes (PDF)
◦ Notes (Word)
◦ Notes (Powerpoint)
◦ Notes (Excel)
scratchPaper
◦ Multiple sheets
other
◦ Bathroom breaks
Window Size
Ⓢ Resized

☒ I have read and understand the exam rules prior to starting my test with ProctorU.

☒ I agree to the terms set forth in ProctorU's [Privacy Policy](#) and [Terms of Service](#).

Continue

- You will be prompted to download and install the **LogMeIn app** to connect with a proctor. Follow the on-screen instructions.

Verification

Please download the LogMeIn applet to connect with a proctor

1. Download

Click the "download" button to begin.

2. Install & Run

Click "Support-LogMeInRescue.exe" in the bottom left of the browser.
In the window that pops up, click "run".

Download

The screenshot shows a web browser window with the ProctorU interface. On the left, a chat box titled "ProctorU" is open, showing a "Waiting for technician..." status and a message from a support representative. On the right, a page titled "To Connect Run the Logmein File" is displayed, which includes instructions for running the Logmeinrescue.exe file and a "Download" button. The page also contains a section for "Don't see a chatbox?" and a "3. Do Not Close the Chatbox" warning.

To Connect Run the Logmein File

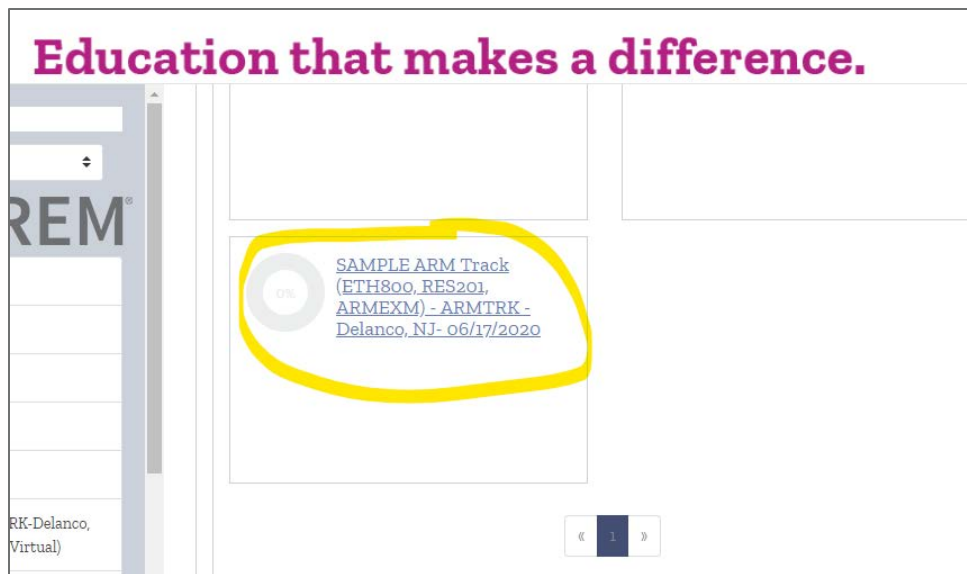
Your download will automatically start in a few seconds

- 1. Run the Logmeinrescue.exe File**
Once the file has downloaded, access your downloads folder to run the Logmeinrescue.exe file
- 2. ProctorU Chat Box**
Once you have successfully run the file you will see the ProctorU chat box. This indicates that you are being connected with your proctor

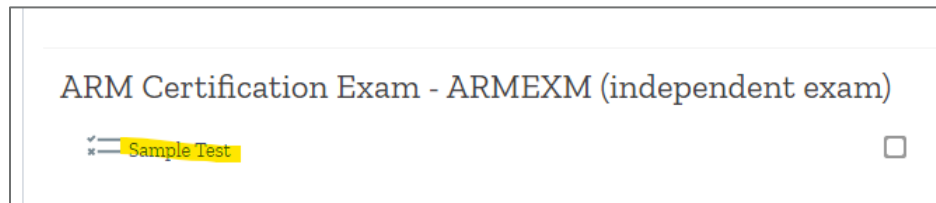
Don't see a chatbox?
If you do not see the chatbox you can re-download the Logmein file by clicking [here](#)

3. Do Not Close the Chatbox
Closing the ProctorU chat box or re-downloading the Logmein file will force you to restart the connection process and your wait time will be increased.

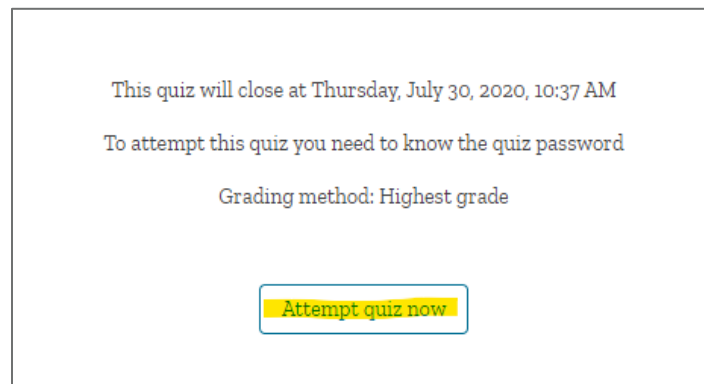
- Once connected the live proctor will review a few details with you. You will need to show them your ID (i.e. Driver's License)
- Log into IREM learning, navigate to your course and then to your course test



- Click on the title of the test



- Click **Attempt quiz now**



- The proctor will enter the password to unlock your test
- When you are done taking your test, click "**Finish review**"

IREM Home English - United States (en_us) ▼

ation that makes a difference.

Question 2
Complete
Points out of 1.00
Flag question
Edit question

True or False?

Select one:

☒ True
☐ False

Finish review

- When you are ready to submit, click “**Submit all and finish**”

Sample Test

Summary of attempt

Question	Status
1	Answer saved
2	Answer saved

Return to attempt

This attempt must be submitted by Tuesday, June 30, 2020, 1:06 PM.

Submit all and finish

- Confirm by clicking **Submit all and finish** again



- You will then see that your exam says finished.

