Exam Experience: Live Online Proctoring/IREM Learning

Contents

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.

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/
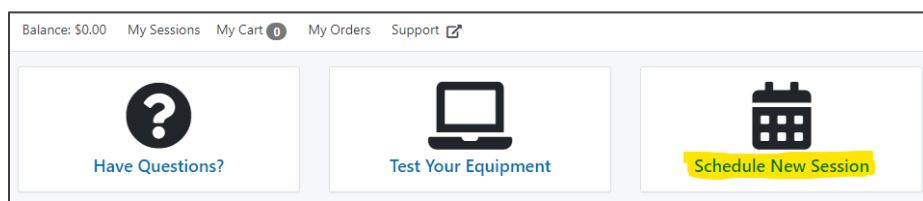- Click Sign Up on the top-right side of the screen
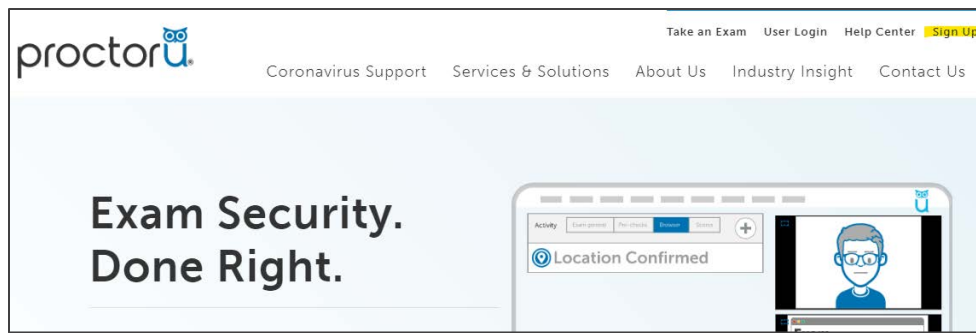
- Select "Test-Taker"
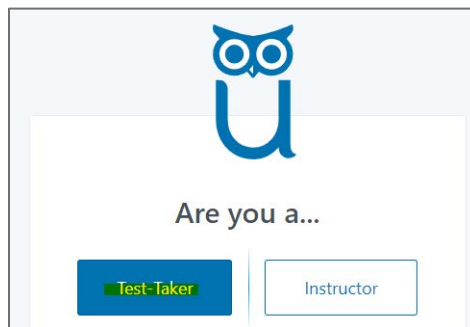
- Fill in the form with your information to create your User ID and Password

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**.

- 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.

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

- 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

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

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

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.
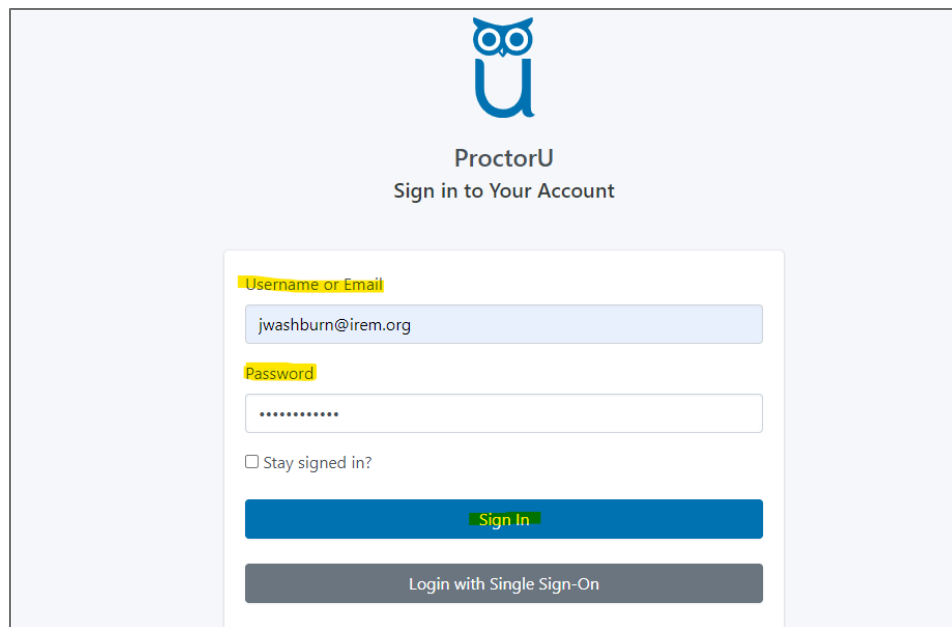
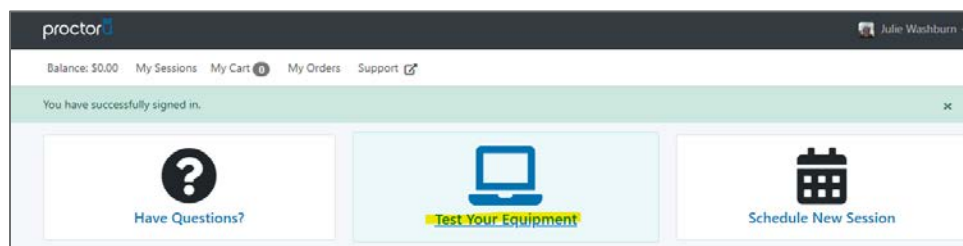## Perform System Test

Before the day of your exam.

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

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

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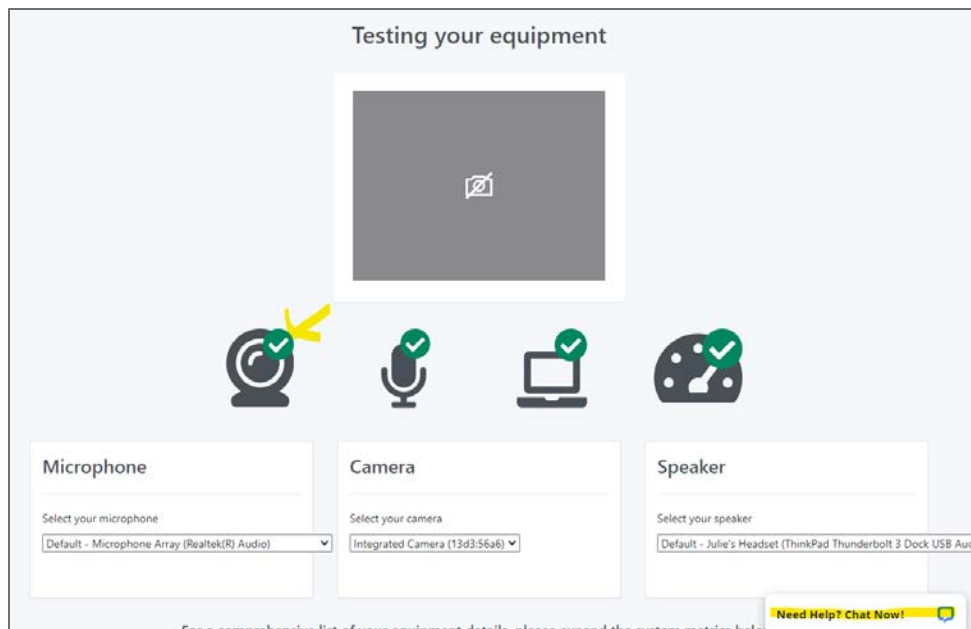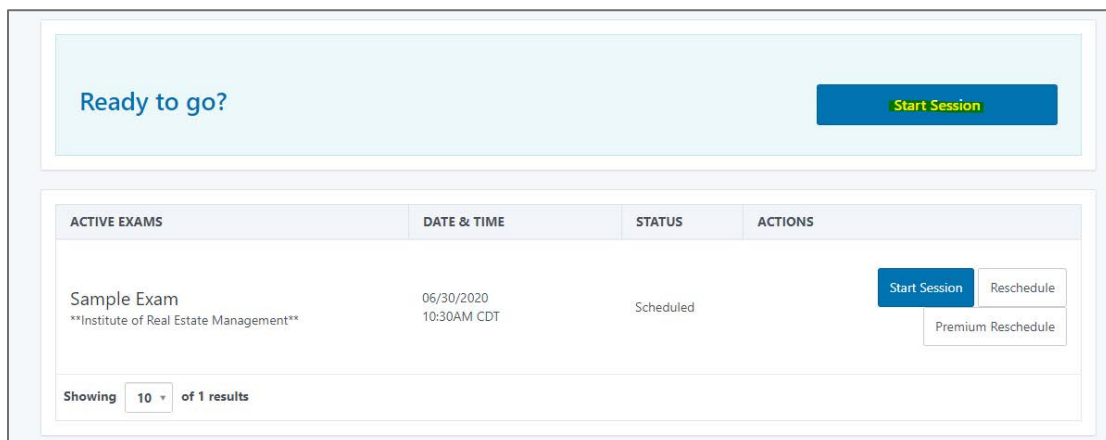
- Click the **ProctorU** logo on the top left side of your screen to return to the main page
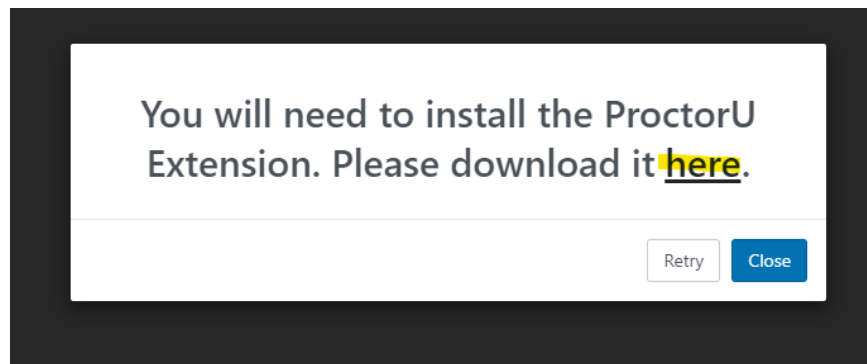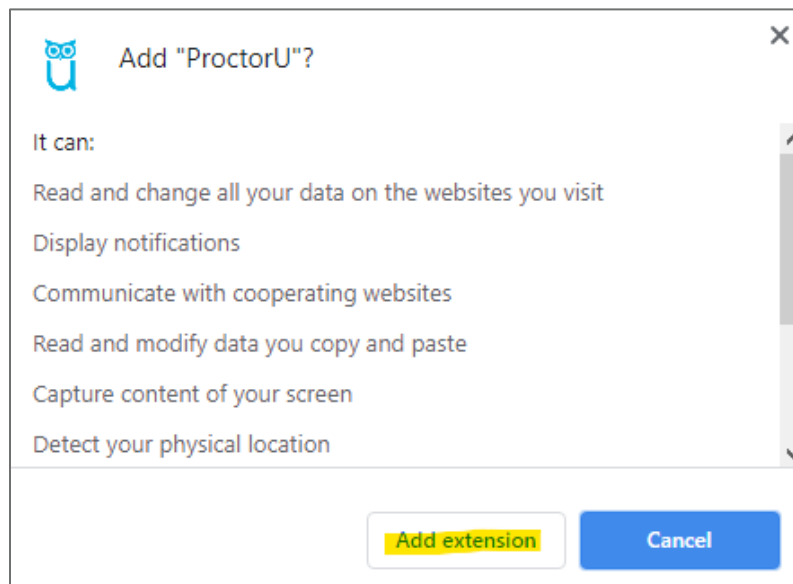

Start Your Live Test Session

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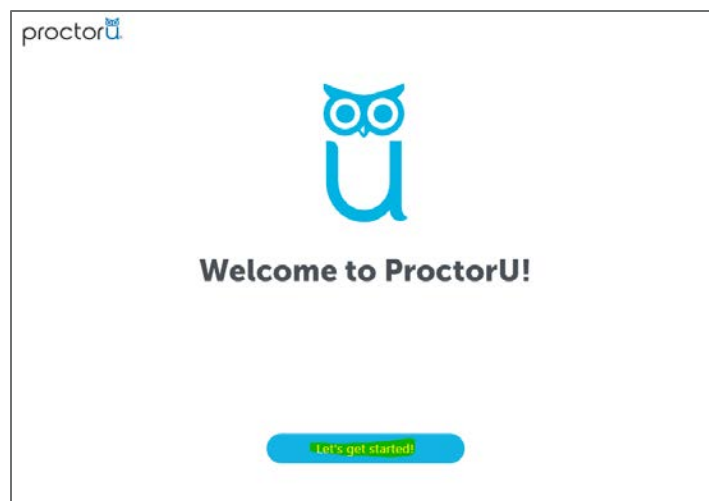
- Follow along with the introduction to join the live proctored session. It will review what to expect during your live session and the exam rules.
- Once you are finished reviewing the exam rules, **check the two boxes** and click **Continue**

- 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

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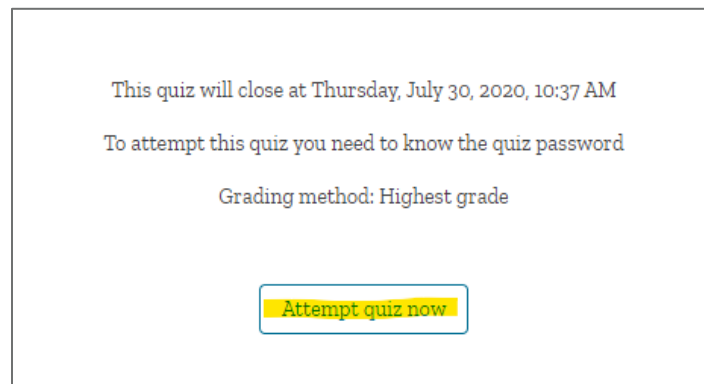
- Once connected the live proctor will review a few details with you. You will need to show them your ID (i.e. Driver's License)
- Log into IREM learning, navigate to your course and then to your course test
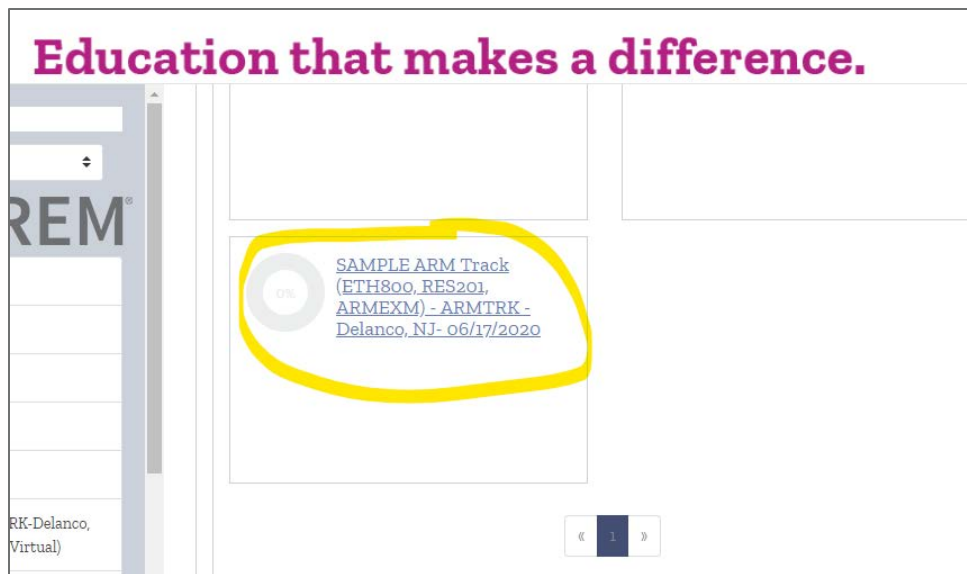
- Click on the title of the test
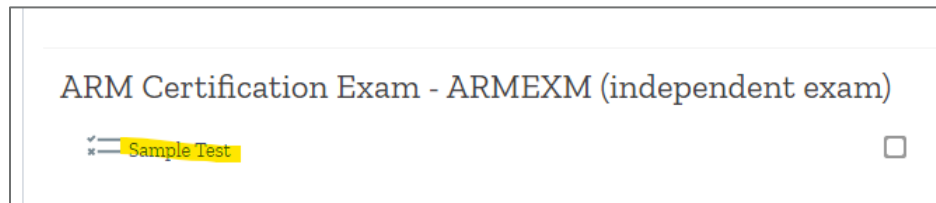
- Click **Attempt quiz now**

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

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

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

- You will then see that your exam says finished.