GBCI Exams | ProProctor Tips & Guidance

As you prepare to take your remotely proctored online GBCI exam, please review the guidance below and resources under "Resource Links" to ensure that you have a successful testing experience.

What is ProProctor?

ProProctor is Prometric's online remote testing application. In order to test remotely, you will need to successfully download and install ProProctor to your computer prior to taking the exam, ensure that you meet the minimum system requirements, update your computer system settings, and follow the internet connectivity guidelines outlined in the ProProctor User Guide.

Download the ProProctor application at least **one week** in advance of your exam. To download ProProctor, you will need the **16-digit confirmation number** included in your "Confirmation Appointment" email sent by Prometric (donotreply@prometric. com) when you scheduled your GBCI exam. If you are not able to locate the confirmation email, please check your spam, junk or clutter folders.

Resource Links

- LEED Green Associate Candidate Handbook
- LEED AP with Specialty Candidate Handbook
- Online Exam FAQ
- SITES AP Candidate Handbook
- SITES AP FAQ
- Urban Greenhouse Gas Inventory Specialist Candidate Handbook
- Urban Greenhouse Gas Inventory Specialist FAQ
- Sustainability Excellence Associate Candidate Handbook
- Sustainability Excellence Professional Candidate Handbook
- Sustainability Excellence FAQ
- Prometric FAQ
- ProProctor FAQ
- ProProctor User Guide
- System Readiness Check
- Common Technical Issues
- ProProctor Help (including live chat)
- ProProctor Exam Checklist

GBCI

One week prior to your exam, you should become familiar with the testing requirements, technical support and resources published by GBCI and Prometric.

1 ID Requirements	2 Readiness Check	3 Work Computer
Review the identification requirements section in the candidate handbook carefully before checking in for your exam. Note: Credit cards are NOT an acceptable form of ID for remotely proctored online exams. This is for your own personal security because during the online exam check-in process images are captured of a candidate's ID.	You should conduct a readiness check at least **one week** before your scheduled exam to ensure that your systems are compatible with ProProctor requirements. Note: The readiness check does not assess whether you have the necessary permission levels to install and launch ProProctor, so you should study the ProProctor Software Installation guides (there is one for Windows OS and one for Mac OS). These guides can be accessed under Documents (Manuals & Guides) on the ProProctor help page.	If you are using an employer-issued computer, prior to scheduling your exam, check with your employer's IT department that you have the necessary permissions to make changes to your security settings (e.g., temporarily disable firewalls) and that you have permission to install Prometric's ProProctor application. We strongly suggest that you send the General Instructions for Corporate Computers, ProProctor System Requirements, and the ProProctor User Guide to your IT department so that they fully understand what is required.

ID Requirements Checklist

Your ID must fulfill all requirements in order to be allowed to sit for the exam.

☐ **CHECK THE NAME ON YOUR ID**
- Your first name and last name must EXACTLY match the name (in Roman characters) that you used to register for the exam.

☐ **MUST BE ORIGINAL**
- Your ID must be in the original form it was issued. (No photocopies)

☐ **RECENT PHOTO**
- Your ID must have a recent, recognizable photo that looks like you.

☐ **YOUR SIGNATURE**
- Your ID must have a signature.

☐ **ISSUE & EXPIRATION DATE**
- Your ID must be unexpired and include an issue date and an expiration date.

Contact us with any questions on your ID requirements.

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Connecting to the internet for your exam

Connectivity tips

- For best internet connectivity, GBCI recommends that you connect with an Ethernet cable rather than using a wireless connection.
- Wireless connections are less stable and can lead to sudden disconnections and being dropped from the exam. If this happens, you should relaunch ProProctor to resume your exam. (Note that you will be required to go through the security check again.) If this happens, visit the ProProctor help page and contact ProProctor technical support via **chat**. If you are disconnected from the ProProctor application three times, you will be asked by the Remote Proctor to reschedule your exam. Please contact gbci.org/contact for assistance with rescheduling your exam.

Wireless device

- If you are using a wireless connection, position your device where you receive the strongest signal.

Internet bandwidth

- Make sure that there are no other devices (phones, tablets, gaming/video streaming devices or TVs) or users connected to your internet connection for the duration of your exam.
- Lack of internet bandwidth or inconsistent internet bandwidth during your exam are the most common causes of incomplete connection or lost connection with ProProctor.

Readiness agent wait time

- After logging into ProProctor, you should not have to wait more than **10-15 minutes (maximum)** for a Readiness Agent to conduct the security check.
- Waiting longer than that is an indication that you may have an incomplete connection with ProProctor, and Prometric is unaware that you are waiting in the "lobby area" for virtual check-in. If this happens, you should exit the system and relaunch ProProctor. If you continue to experience an extended wait time, visit the ProProctor help page and contact ProProctor technical support via **chat** (this is the fastest method for assistance).

Audio communication with your Proctor

- During the remote proctored online exam, audio communication between you and the Readiness Agent and Remote Proctor is crucial.
- For best results, use **wired headphones** with a microphone. Wireless Bluetooth headphones are prohibited while taking your remote proctored exam. If you start the exam with Bluetooth headphones, you will be required to remove them. You might be disconnected from the Readiness Agent or Remote Proctor when you disconnect the headphones. If this happens, you should log out and relaunch ProProctor to resume your exam. (Note that you will be required to go through the security check again.)

> Waiting longer than 15 minutes for your Readiness Agent is an indication that you may have an incomplete connection with ProProctor. Contact ProProctor technical support via chat.
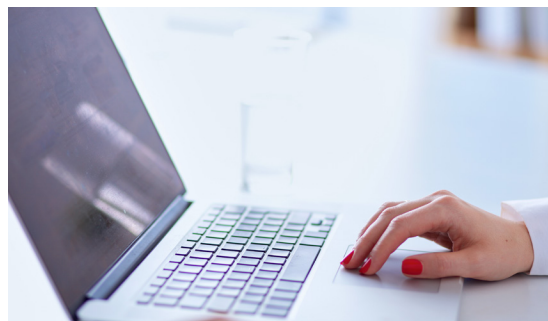
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Remote proctoring environment

Dos	Don'ts
Maintain a clear, orderly, and well-lit room with a door that you can close.	Except for your computer, items on your desk are not allowed.
Rooms with windows accessible to third parties will need to be covered.	Person(s) or pet(s) are not allowed at any time while taking the exam.
Remain in your seat and visible to the Remote Proctor during the exam except when authorized to leave by the Remote Proctor.	Dual monitors or Bluetooth earphones are not allowed during the exam
Remain alone in the test room for the entirety of the exam.	Sitting or reclining in a bed or couch with the computer on your lap is not allowed.
	Scratch sheets of paper and a pen or pencil are not allowed. Instead, a digital notepad will be available.

Self-serve for faster results

If you have questions or are experiencing technical issues, check the FAQs and guidebooks listed in the Resource Links section for help to resolve your issue before contacting ProProctor or Prometric support.

1. If you are experiencing a technical issue with ProProctor, use the chat function.

2. You can self-serve at Prometric's website to schedule/reschedule your exam using the online scheduling/ rescheduling tools. Note: If you have scheduled an exam at a test center but want to change to an online exam, you must first cancel your test center appointment before scheduling an online exam.

3. Due to circumstances outside of their control (e.g., weather-related closures or due to COVID-19), Prometric may, on occasion, cancel a candidate's exam appointment. If this is the case, you will receive an automated email cancellation from Prometric and will have the option to schedule your exam either as a remotely proctored online exam or at a Prometric test center. Please allow up to 5 business days for Prometric's scheduling system to process the cancellation updates. Once the system is updated, you will be able to self-serve and schedule your exam. Please use your current EID when rescheduling your exam.

> GBCI recommends that you check your spam, clutter and junk email folders regularly prior to your exam for Prometric email communications regarding your exam.

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Confirming the date and time of your scheduled exam

1. Upon scheduling your exam with Prometric, you will receive an "Appointment Confirmation" email sent by Prometric (donotreply@prometric.com) which will include your exam date and time. Note that the exam time will be written in the 24-hour notation in the form hh:mm (e.g., 15:00 to denote 3:00 PM, or 03:00 to denote 3:00 AM) along with your time zone.

2. Another way to confirm your exam appointment date and time is to visit prometric.com/gbci and confirm your exam appointment by entering your 16-digit confirmation number included in your "Appointment Confirmation" email and entering the last four characters of your last name. If you are not able to locate the confirmation email, please check your spam, junk or clutter folders.

Exam language and translations

The primary language for all exams is English. Some exams are offered in other languages. Please check your exam's Candidate Handbook for the list of available languages. The exam translation is offered solely as an aid to non-native English speakers. If you registered for a translated exam, you should expect the following:

1 Readiness Agent	2 Translation	3 Exam Content
All your interactions with the Readiness Agent during the security check-in, and with the Remote Proctor, will be in English.	The Non-Disclosure Agreement, exam tutorial, and the end of exam survey are also in English. Do not be alarmed if you log into the ProProctor application and the initial screens are in English. Once you accept the terms of the non-disclosure agreement and complete the exam tutorial, your exam will launch and both English and your selected translated language will appear for each question. At this point, if you do not see the translated language, please alert your Remote Proctor via chat or audio.	The translated exam content is presented with the English text on top and the translated text below. The exam translation is offered solely as an aid to non-native English speakers. Please note that in the case of any discrepancies between the original English content and translated content or in the case of an exam appeal, the English content will be used as the basis of consideration.

Do not be alarmed if you log into the ProProctor application and the initial screens are in English. Once you accept the terms of the non-disclosure agreement and complete the exam tutorial, your exam will launch and both English and your selected translated language will appear for each question.

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Rescheduling and cancellation policy

1. You may reschedule or cancel your exam up 30 days prior to your exam without incurring a rescheduling fee.

2. If you reschedule or cancel your exam fewer than 30 days but more than 4 days before the scheduled date, you will be charged a $50 fee.

3. You cannot reschedule your exam after midnight on the third day before the scheduled appointment. (For example, Wednesday appointments cannot be rescheduled after Sunday, 11:59 PM).

4. If you miss your exam date or fail to reschedule at least 3 days prior to the exam, you will forfeit the entire exam registration fee.

5. When you reschedule an exam, you will receive a new confirmation email, with the subject line "Appointment Confirmation". If you do not immediately see the confirmation, please check you spam, junk or clutter folders.

To reschedule or cancel your exam visit **prometric.com/gbci**.

Proproctor exam checklist

☑ Avoid any last-minute stress by preparing in advance. Our **checklist** will help you to prepare.

We're here to help

GBCI and Prometric have published resources and FAQs to enable you to self-serve as much as possible; however, if you are unable to find the answer to your question or continue to have issues, please don't hesitate to contact us using the links below—we are here to help!

- LEED Green Associate & LEED AP with Specialty exams
- Urban Greenhouse Gas Inventory Specialist exam
- SITES AP exam
- Sustainability Excellence exams

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