



IPC Remote Proctoring User Guide

Minimum System Requirements to utilize remote proctoring for IPC's certification exams:

Windows: 10, 8, 7

Mac: OS X 10.10 or higher

Web camera (internal or external) & microphone

A broadband internet connection

*** If using a company issued device, you may need to work with your IT department to download the software. Please note you must have administrator rights that allow you to download software to the computer on which you wish to take the certification exam.**

Instructions to navigate to the course:

1. Login into <https://my.ipcedge.org/>
2. Select **MY COURSES**
3. From the course list, select the course you have been scheduled to take.

Note: All courses scheduled for remote exam proctoring will begin with **RP** (e.g., RP-CIS_IPC-A-610G_EN) At the beginning of every remotely proctored course you will see the following screen:


This is an instructor certification to authorize the user to present Certified IPC Specialist (CIS) training. The content of this program is based on the IPC/WHMA-A-620C standard.

Attention: This is a remote proctored course. Before taking your certification exams, please make sure you take the practice exam below.

The practice exam will familiarize you with the remote proctoring experience and it will check if your computer meets the minimum system requirements for online remote proctoring.

Remote proctoring records your audio and video while you're taking your exams in order to protect the integrity of IPC's certification exams.

For more information on remote proctoring, minimum system requirements, etc. check our [Proctoring Exam Guide](#)

 Proctored Practice Exam

4. Click on the Proctored Practice Exam link.

Instructions for Downloading the LockDown Browser:

1. After clicking the Proctored Practice Exam link you will be redirected to this screen

Proctored Practice Exam

This quiz has been configured so that students may only attempt it using the Respondus LockDown Browser.

Grading method: Highest grade

Respondus LockDown Browser with Respondus Monitor (webcam) is required for this exam.

[Download LockDown Browser](#) | [Check your LockDown Browser Setup](#)

Launch LockDown Browser

Back to the course

Jump to...

[IPC Essentials ▶](#)

2. If this is your first time taking a remotely proctored IPC Certification exam, click on the "Download LockDown Browser" link. If you have previously taken a remotely proctored IPC Certification exam, please skip to step 6.

Proctored Practice Exam

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Launch LockDown Browser

Back to the course

Jump to...


[IPC Essentials ▶](#)

3. You will be redirected to a page similar to the following:

Respondus[®]
Assessment Tools for Learning Systems

Step: 1 of 2

LockDown Browser[®]




Version: 2.0.6.03
Your system: Windows 10

System requirements
Do you need the Mac version?
Are you a computer lab manager?

Before You Install:

This brief video explains the basic features of LockDown Browser and why it's used at your institution.



ONLINE EXAM

Terms & Conditions:

By clicking the "Install Now" button, you acknowledge that you have read and agree to the [Respondus Inc. License Agreement](#)

Note: Your antivirus software must allow you to install software.

Install Now

Total size: 69.8 MB

4. Click on the "Install Now" button to download the software. ***If using a company issued device, you may need to work with your IT department to download the software. Please note you must have administrator rights that allow you to download software to the computer on which you wish to take the certification exam.**

5. Once the software is successfully installed, you will be redirected to the screen below. If you are not redirected to this screen, navigate back to the appropriate module in your remotely proctored course. The course designation will begin with **RP**.

Proctored Practice Exam

This quiz has been configured so that students may only attempt it using the Respondus LockDown Browser.

Grading method: Highest grade

Respondus LockDown Browser with Respondus Monitor (webcam) is required for this exam.

[Download LockDown Browser](#) | [Check your LockDown Browser Setup](#)

Launch LockDown Browser

Back to the course

Jump to... ▾

[IPC Essentials ▶](#)

6. Once you have downloaded the Lockdown Browser, you can click on “Check your Lockdown Browser Setup” to make sure the browser was properly installed.

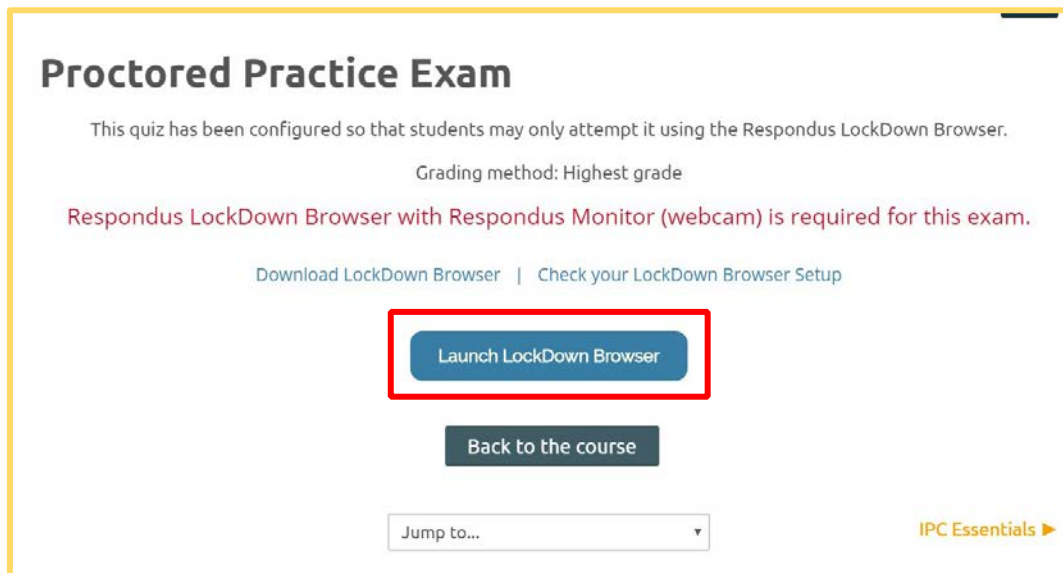
IPC has created a Remotely Proctored Practice Exam in all its remotely proctored courses. This will allow you to familiarize yourself with the setup of an IPC exam and get comfortable utilizing the Lockdown browser.

***Note this practice exam is not scored and will have no effect on your certification.**

Instructions for Starting a Remotely Proctored Exam

- 1.) When you are comfortable and ready to begin the assessment, click the “Launch Lockdown Browser” button.

The Lockdown Browser will ask you to close any other programs or windows running in the background before launching the assessment. **It is important that you close any open programs prior to launching the Lockdown Browser; failure to do so may cause difficulty in launching the LockDown Browser.**

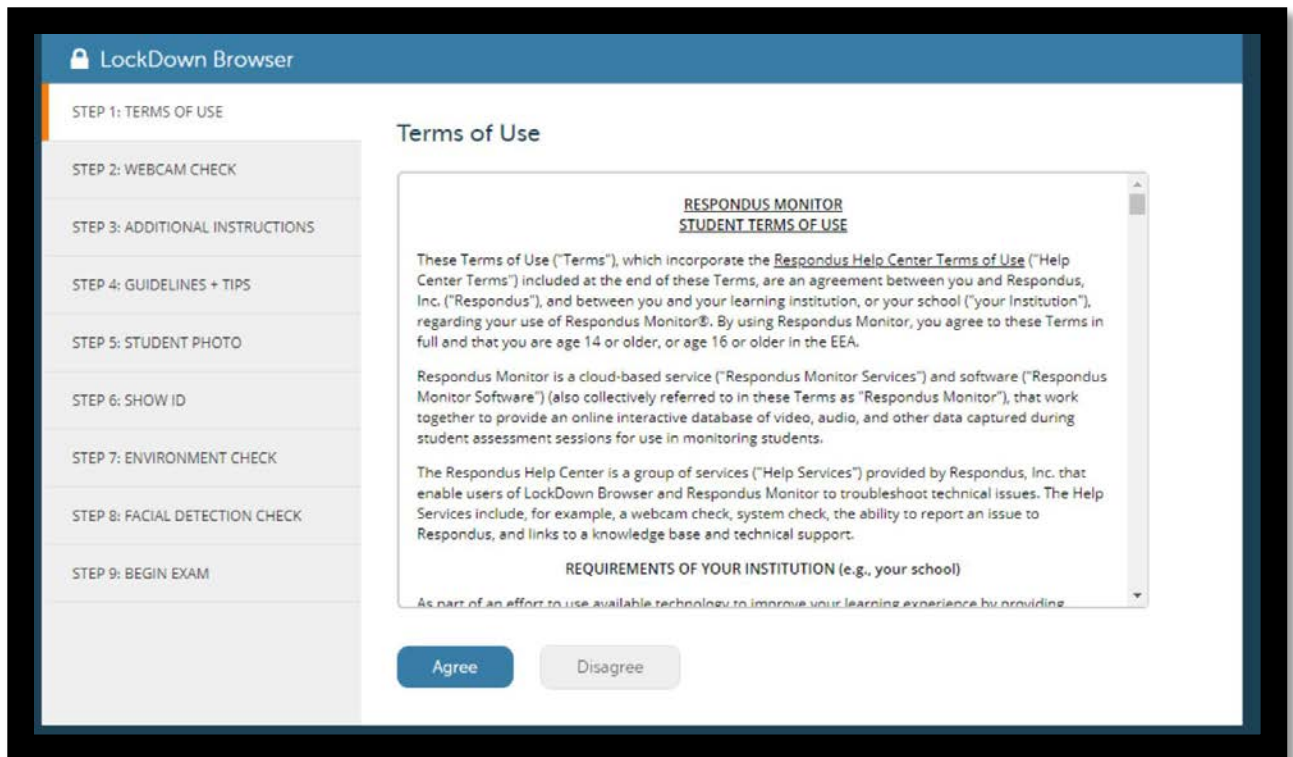


Before you begin the exam, a Startup Sequence will guide you through a webcam check and other procedures required by IPC:

Startup Sequence for LockDown Browser

Step 1:

You must agree to the Terms of Use in order to utilize the remote proctoring option for your IPC Certification Exam.



The screenshot shows the LockDown Browser interface during the startup sequence. On the left, a vertical sidebar lists nine steps: STEP 1: TERMS OF USE (highlighted), STEP 2: WEBCAM CHECK, STEP 3: ADDITIONAL INSTRUCTIONS, STEP 4: GUIDELINES + TIPS, STEP 5: STUDENT PHOTO, STEP 6: SHOW ID, STEP 7: ENVIRONMENT CHECK, STEP 8: FACIAL DETECTION CHECK, and STEP 9: BEGIN EXAM. The main content area is titled "Terms of Use" and contains a scrollable text box with the following text:

**RESPONDUS MONITOR
STUDENT TERMS OF USE**

These Terms of Use ("Terms"), which incorporate the [Respondus Help Center Terms of Use](#) ("Help Center Terms") included at the end of these Terms, are an agreement between you and Respondus, Inc. ("Respondus"), and between you and your learning institution, or your school ("your Institution"), regarding your use of Respondus Monitor®. By using Respondus Monitor, you agree to these Terms in full and that you are age 14 or older, or age 16 or older in the EEA.

Respondus Monitor is a cloud-based service ("Respondus Monitor Services") and software ("Respondus Monitor Software") (also collectively referred to in these Terms as "Respondus Monitor"), that work together to provide an online interactive database of video, audio, and other data captured during student assessment sessions for use in monitoring students.

The Respondus Help Center is a group of services ("Help Services") provided by Respondus, Inc. that enable users of LockDown Browser and Respondus Monitor to troubleshoot technical issues. The Help Services include, for example, a webcam check, system check, the ability to report an issue to Respondus, and links to a knowledge base and technical support.

REQUIREMENTS OF YOUR INSTITUTION (e.g., your school)

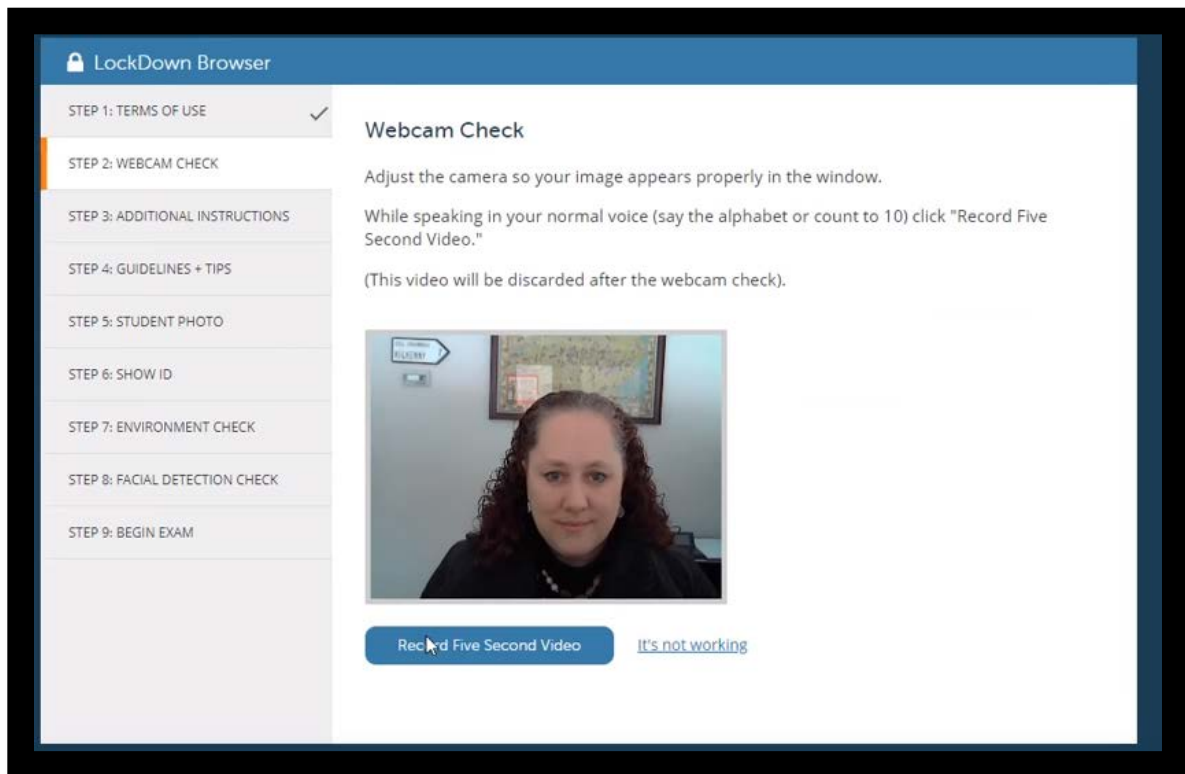
As part of an effort to use available technology to improve your learning experience by providing

At the bottom of the screen, there are two buttons: "Agree" (highlighted in blue) and "Disagree" (greyed out).

Step 2:

Adjust the camera so your image appears properly in the window. "Click the 'Record Five Second Video,' then say the alphabet or count to 10 in a normal voice"

(This video will be discarded after the webcam check)

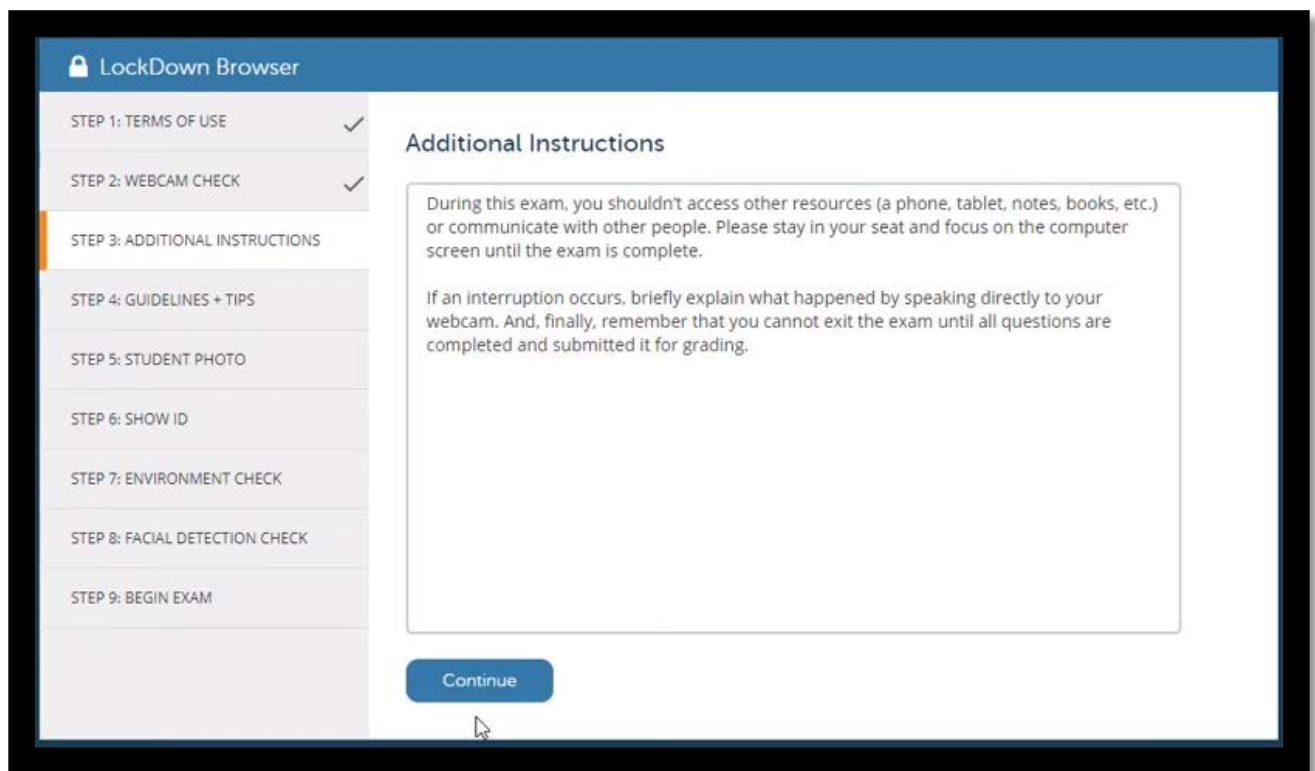


Step 3:

“During this exam, you may not access other resources (a phone, tablet, notes, books, etc.) or communicate with other people. Please stay in your seat and focus on the computer screen until the exam is complete.

If an interruption occurs, briefly explain what happened by speaking directly to your webcam. And, finally, remember that you cannot exit the exam until all questions are completed and the test has been submitted for grading.”

Press the blue button to proceed to the next screen.

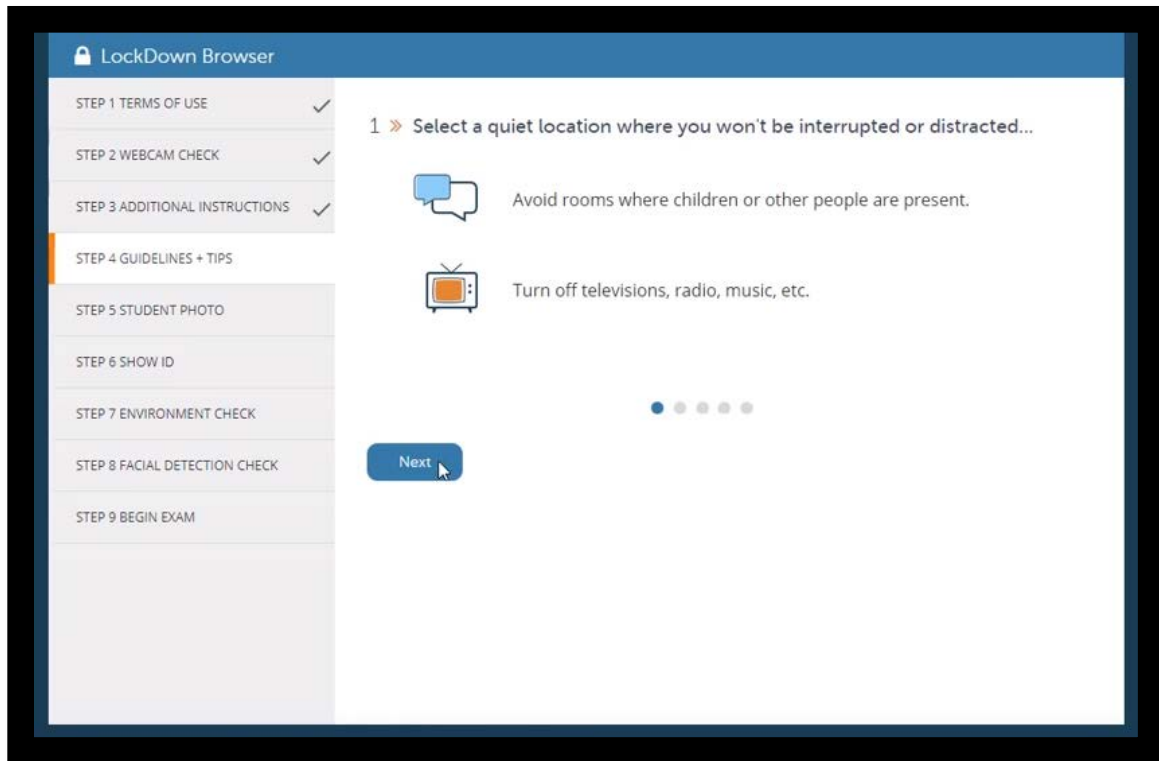


Step 4:

Select a quiet location where you won't be interrupted or distracted...

Avoid rooms where children or other people are present.

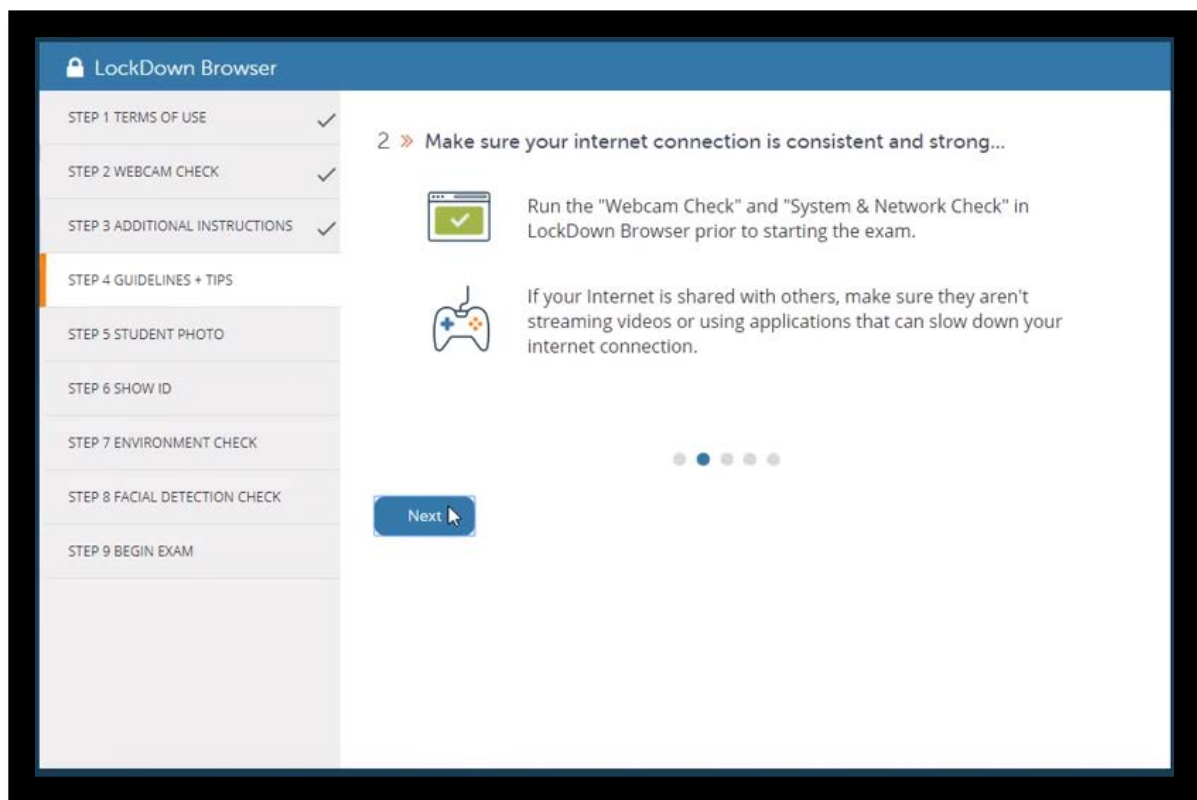
Turn off televisions, radio, music, etc.



Make sure your internet connection is consistent and strong...

Run the "Webcam Check" and "System & Network Check" in LockDown Browser prior to starting the exam.

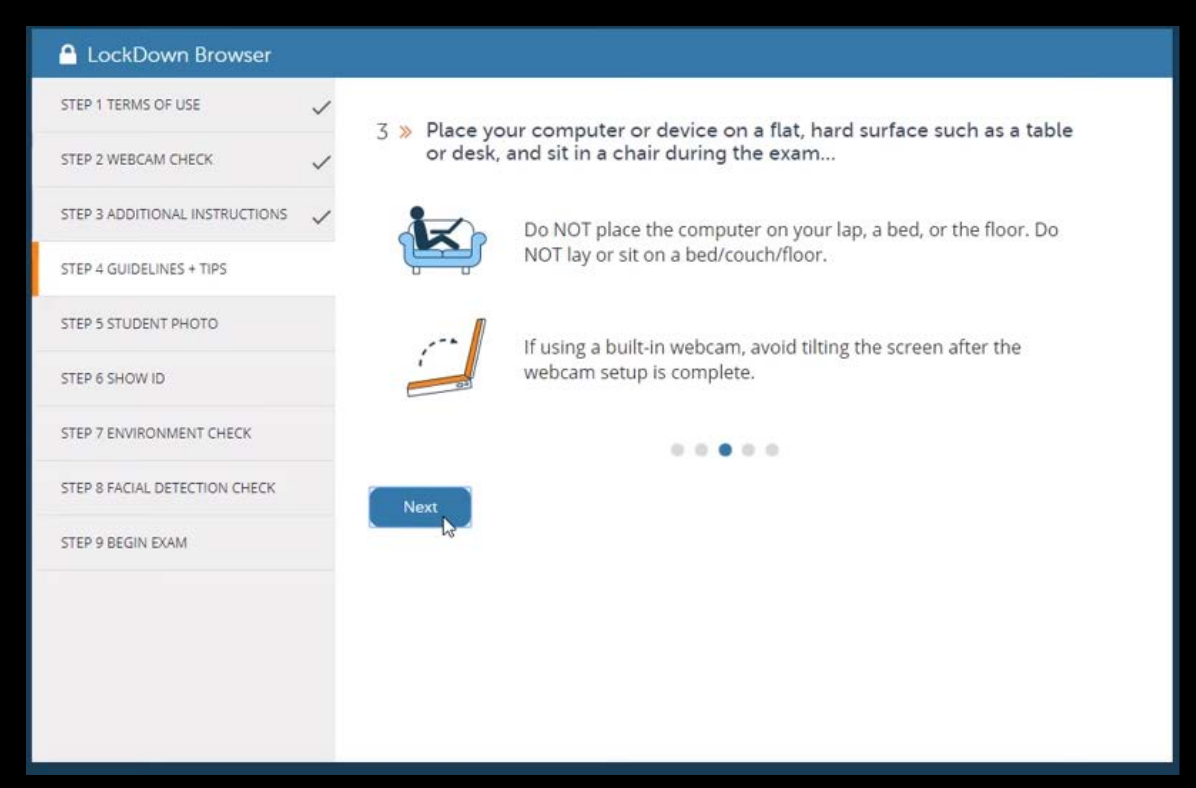
If your Internet is shared with others, make sure they aren't streaming videos or using applications that can slow down your internet connection.



Place your computer or device on a flat, hard surface such as a table or desk, and sit in a chair during the exam...

Do NOT place the computer on your lap, a bed, or the floor. Do NOT lay or sit on a bed/couch/floor.

If using a built-in webcam, avoid tilting the screen after the webcam setup is complete.



The screenshot displays the LockDown Browser interface. On the left, a vertical sidebar lists nine steps: STEP 1 TERMS OF USE, STEP 2 WEBCAM CHECK, STEP 3 ADDITIONAL INSTRUCTIONS, STEP 4 GUIDELINES + TIPS, STEP 5 STUDENT PHOTO, STEP 6 SHOW ID, STEP 7 ENVIRONMENT CHECK, STEP 8 FACIAL DETECTION CHECK, and STEP 9 BEGIN EXAM. Steps 1 through 3 are marked with checkmarks, and Step 4 is highlighted with an orange bar. The main content area shows step 3 instructions: "3 » Place your computer or device on a flat, hard surface such as a table or desk, and sit in a chair during the exam...". Below this text are two icons: one of a person sitting on a couch with a laptop on their lap, and another of a laptop screen being tilted. The text accompanying these icons reads: "Do NOT place the computer on your lap, a bed, or the floor. Do NOT lay or sit on a bed/couch/floor." and "If using a built-in webcam, avoid tilting the screen after the webcam setup is complete." At the bottom of the main content area, there is a blue "Next" button with a mouse cursor pointing to it. A progress indicator consisting of five dots is visible above the button, with the third dot from the left being filled in blue.

To improve the quality of your webcam video (and reduce flags), remember the following...

Don't wear sunglasses or hats with brims. Also, be sure to dress appropriately, as if you were in the classroom.

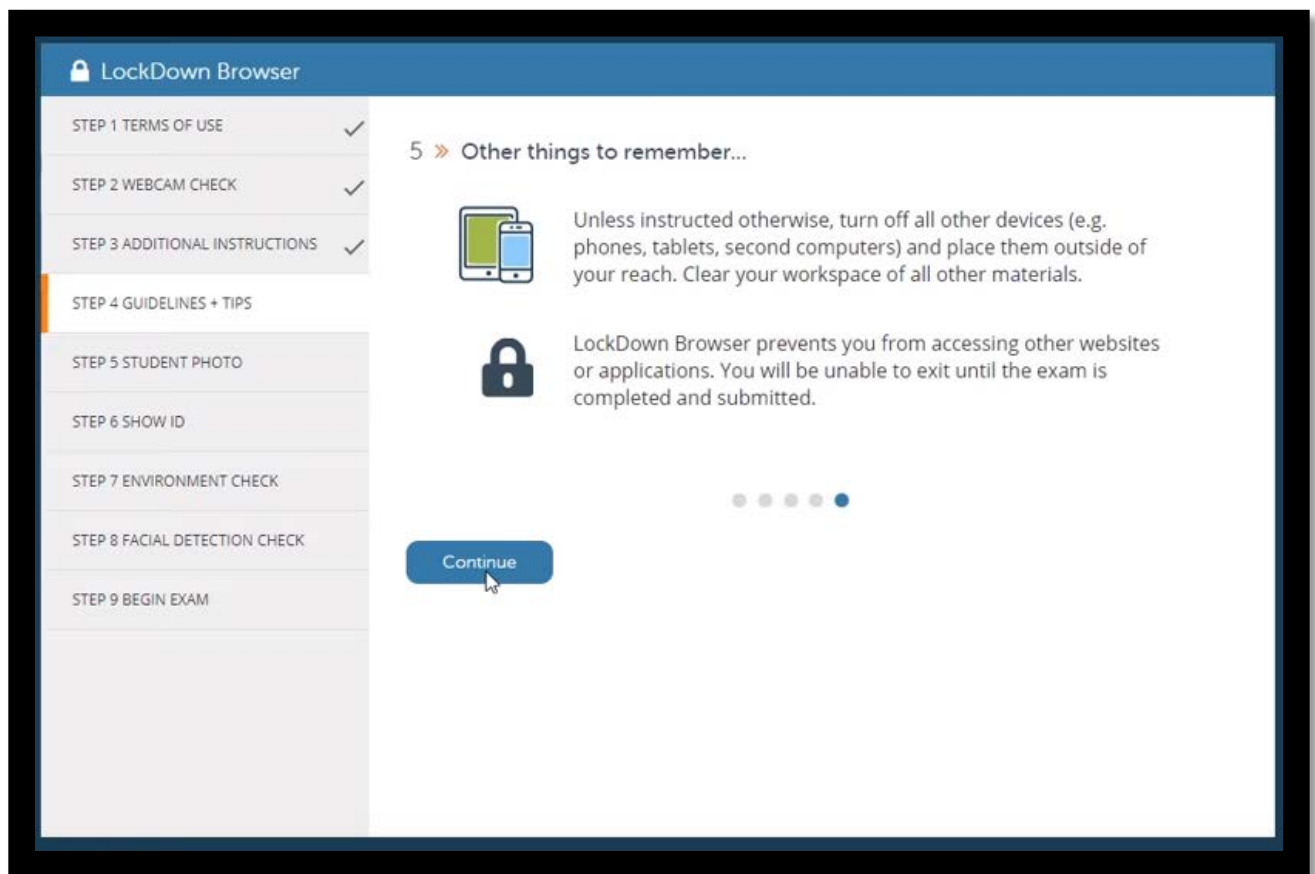
Take the exam in a well-lit room and avoid backlighting, such as sitting with your back to a window.

The screenshot shows the LockDown Browser interface. On the left is a vertical sidebar with a list of steps: STEP 1 TERMS OF USE, STEP 2 WEBCAM CHECK, STEP 3 ADDITIONAL INSTRUCTIONS, STEP 4 GUIDELINES + TIPS (highlighted with an orange bar), STEP 5 STUDENT PHOTO, STEP 6 SHOW ID, STEP 7 ENVIRONMENT CHECK, STEP 8 FACIAL DETECTION CHECK, and STEP 9 BEGIN EXAM. The main content area displays step 4 with the heading "4 » To improve the quality of your webcam video (and reduce flags), remember the following...". Below this heading are two items: a blue baseball cap icon with the text "Don't wear sunglasses, baseball caps or hats with brims." and a desk lamp icon with the text "Take the exam in a well-lit room and avoid backlighting, such as sitting with your back to a window." At the bottom of the main area is a blue "Next" button with a mouse cursor over it. A progress indicator with five dots is visible, with the fourth dot (corresponding to the current step) being filled with blue.

Other things to remember...

Turn off all other devices (e.g. phones, tablets, second computers) and place them outside of your reach. Clear your workspace of all other materials.

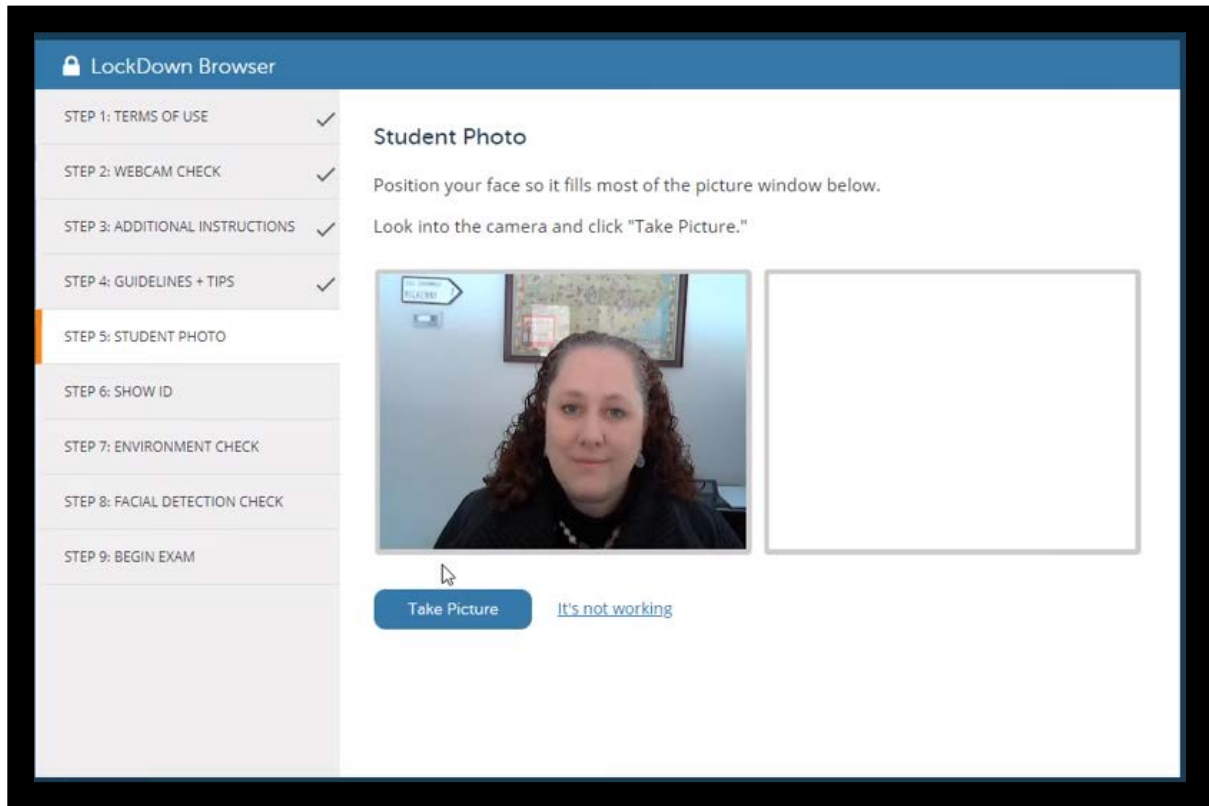
LockDown Browser prevents you from accessing other websites or applications. You will be unable to exit until the exam is completed and submitted.



Step 5:

Position your face so it fills most of the picture window below.

Look into the camera and click "Take Picture"



Step 6:

Hold your identification to the camera and select "Take Picture."

(Only use a government issued photo identification).

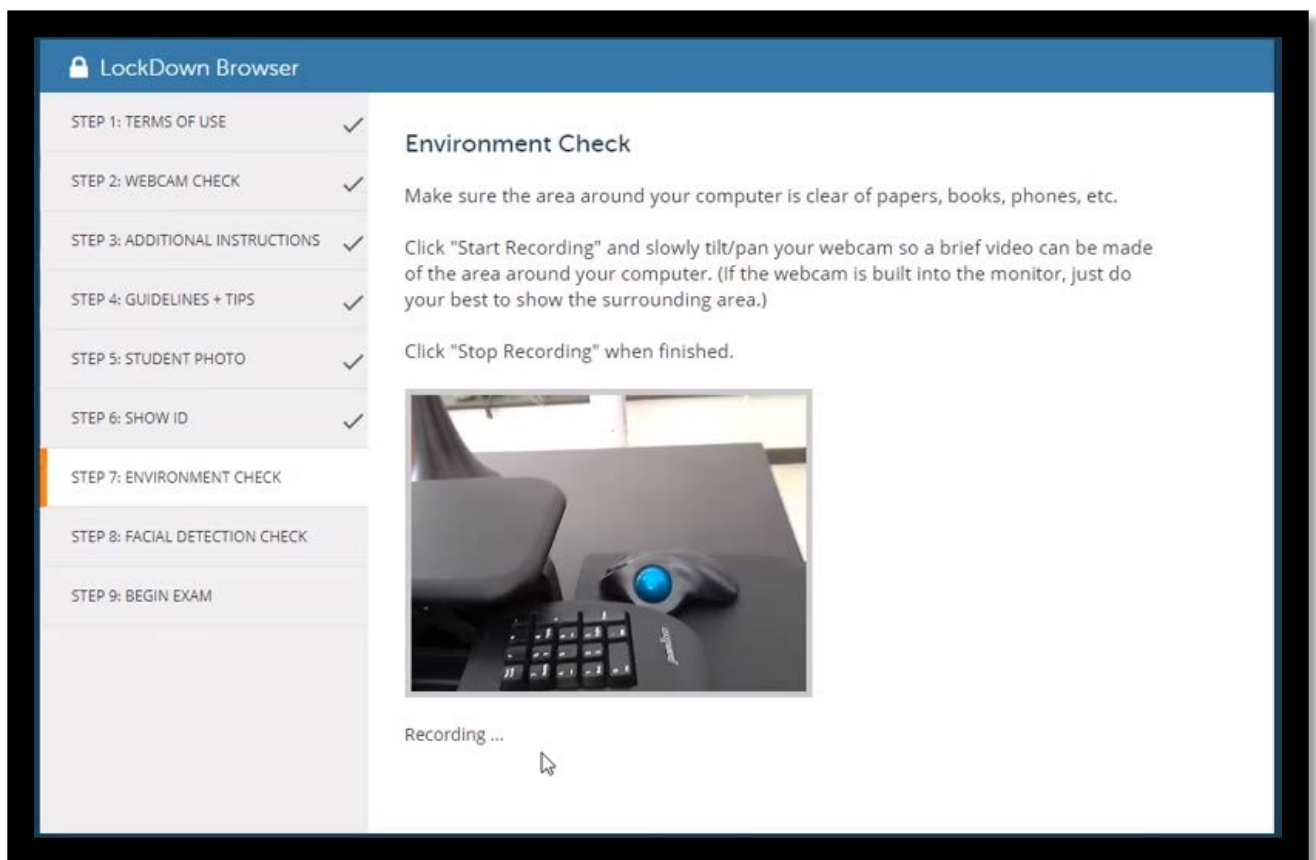
The screenshot shows a web browser interface titled "LockDown Browser". On the left is a sidebar with a list of steps: STEP 1: TERMS OF USE ✓, STEP 2: WEBCAM CHECK ✓, STEP 3: ADDITIONAL INSTRUCTIONS ✓, STEP 4: GUIDELINES + TIPS ✓, STEP 5: STUDENT PHOTO ✓, STEP 6: SHOW ID (highlighted with an orange bar), STEP 7: ENVIRONMENT CHECK, STEP 8: FACIAL DETECTION CHECK, and STEP 9: BEGIN EXAM. The main content area is titled "Show Identification" and contains the instruction: "Hold your identification to the camera and select 'Take Picture.' (Only use the type of identification indicated by your instructor)." Below the text is a video player showing a person holding a Carolina State University ID card for Ariadne Mason. To the right of the video is a large empty rectangular box. At the bottom of the main area, there is a blue "Take Picture" button with a mouse cursor over it, and a blue link that says "It's not working".

Step 7:

Make sure the area around your computer is clear of papers, books, phones, etc.

Click "Start Recording" and slowly tilt/pan your webcam so a brief video can be made of the area around your computer. (If the webcam is built into the monitor, just do your best to show the surrounding area.)

Click "Stop Recording" when finished.



Watch the video to ensure it was recorded properly. Then click "Continue"
If necessary, select "Try Again" to record another video of your surroundings.

LockDown Browser

- STEP 1: TERMS OF USE ✓
- STEP 2: WEBCAM CHECK ✓
- STEP 3: ADDITIONAL INSTRUCTIONS ✓
- STEP 4: GUIDELINES + TIPS ✓
- STEP 5: STUDENT PHOTO ✓
- STEP 6: SHOW ID ✓
- STEP 7: ENVIRONMENT CHECK**
- STEP 8: FACIAL DETECTION CHECK
- STEP 9: BEGIN EXAM

Environment Check

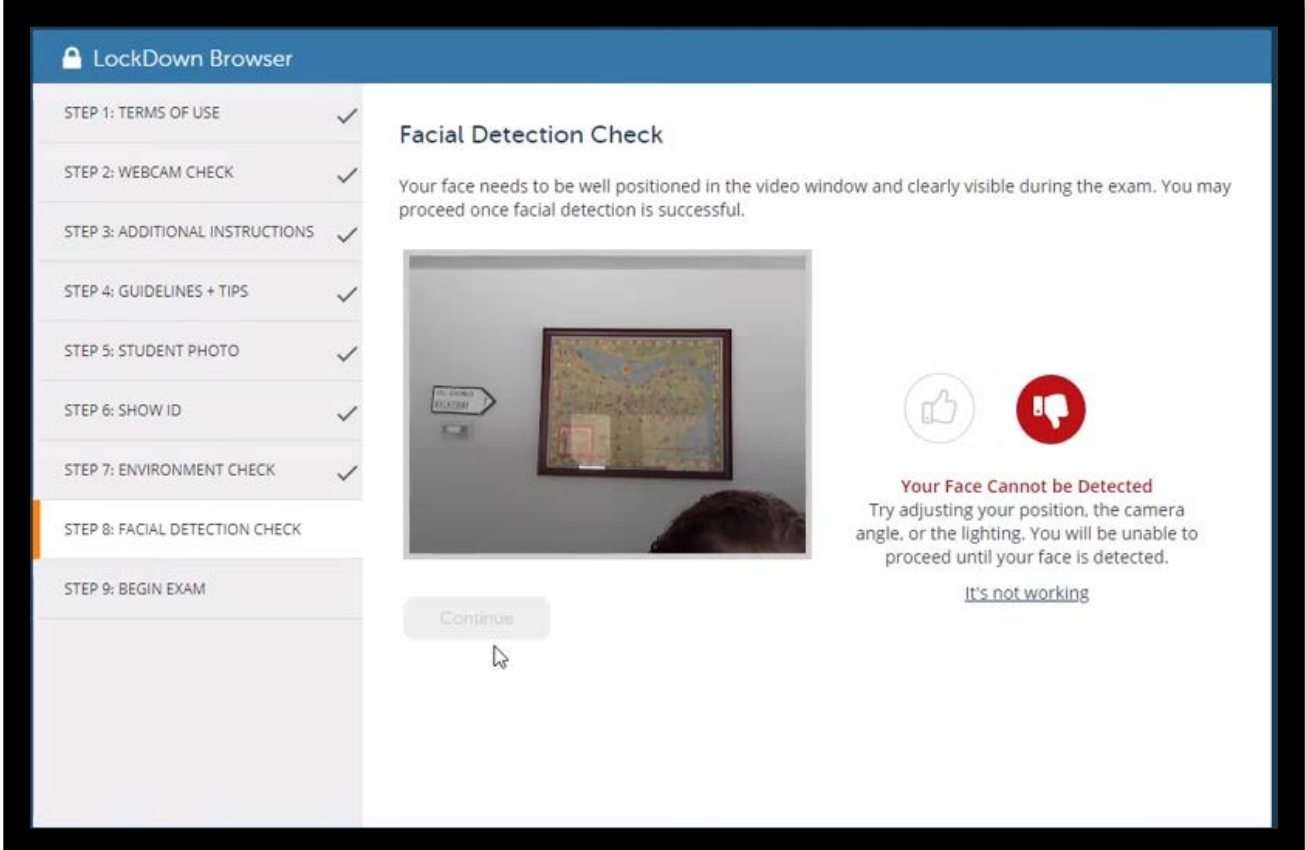
Watch the video to ensure it was recorded properly. Then click "Continue."
If necessary, select "Try Again" to record another video of your surroundings.

00:09 / 00:10

[Continue](#) [Try Again](#) [It's not working](#)

Step 8:

Your face needs to be well positioned in the video window and clearly visible during the exam. You may proceed once facial detection is successful.



The screenshot shows the LockDown Browser interface during a facial detection check. On the left, a sidebar lists steps from 1 to 9, with Step 8, 'FACIAL DETECTION CHECK', highlighted in orange. The main content area is titled 'Facial Detection Check' and includes the instruction: 'Your face needs to be well positioned in the video window and clearly visible during the exam. You may proceed once facial detection is successful.' Below this text is a video window showing a person's face in a room with a map on the wall. To the right of the video window are two circular icons: a thumbs-up and a thumbs-down. Below these icons, the text reads: 'Your Face Cannot be Detected. Try adjusting your position, the camera angle, or the lighting. You will be unable to proceed until your face is detected.' A link labeled 'It's not working' is provided. At the bottom of the main content area is a 'Continue' button with a mouse cursor hovering over it.

Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.

Good luck on your assessment!