Frequently asked questions

Online Exam Support: General information and Troubleshooting FAQs

Contents

General Information

Can I see a demo of how to do the environmental checks and how to take the examination?

Yes. There is a video on the main page APM online qualifications webpage

**Is there a sample paper that I can view prior to the examination?**

Yes. There are links at the bottom left of the APM online qualifications webpage for the Project Fundamentals and Project Management qualifications.

Are there any minimum system requirements to take the examination?

Yes. Details of these can be found on the main APM online qualifications webpage. Please note if there are any updates at any point they will only appear on this page.

Do I need to download any software onto my computer to take the examination?

No. You won't be required to download any software to your computer. However, you will need to allow ProctorExam pop-ups and the Google Chrome screen sharing extension.
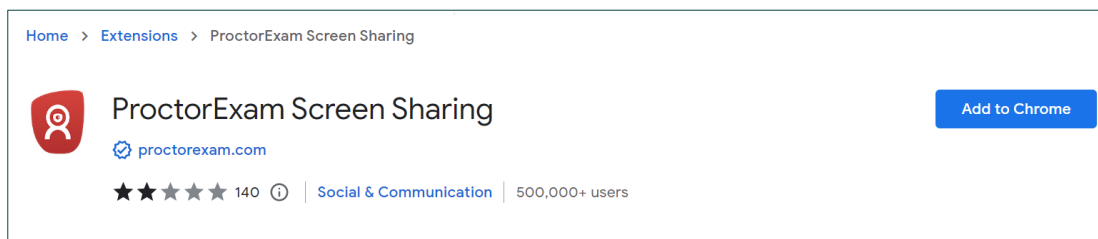
What other equipment will I need to take the exam?

You are required to use the camera of your smartphone or tablet. This is for dual-viewing invigilation. This is used so that the invigilator can also view the environment that the exam is taking place in, to ensure that candidate malpractice doesn't happen.

You'll need to download the ProctorExam app (34MB) which is compatible with any Android 5.1 or higher and iOS (Apple) 10.0 or higher. To download the iOS app, click here. For Android, click here.

What about reasonable adjustments? Can I have extra time?

Most reasonable adjustments can be catered for in an online examination, such as different font colour, coloured backgrounds, additional time and rest breaks, as well as navigating using the keyboard only.

Surpass HTML Web Delivery is designed to be accessibility supported for Windows, Mac OS and iOS Operating Systems and with the following assistive technologies:
- JAWS screenreader
- Dragon Naturally Speaking
- Windows Magnifier

BTL test with JAWS, NVDA, Windows Magnifier and Dragon (based on the GOV UK list https://www.gov.uk/service-manual/technology/testing-with-assistive-technologies)

For further information and guidance please contact the e-assessment team

What if I believe that I am a slow typist?

Please remember quality is far more important than quantity when answering questions, and you will not be penalised for poor spelling or grammar. We would encourage you to practice typing if you are worried about typing being an issue. The added benefit of typing your answers is that it removes any legibility issues associated with handwriting.

Can I bring in notes or textbooks to the examination?

The majority of APM examinations are closed book exams. You will need to check the guidance documents for the qualification that you a taking to see if you are allowed additional materials.

You are not allowed to bring pre-written notes into the examination. However, you can bring in blank note paper to make notes during the examination. These need to be individual sheets, rather than a note pad, as we ask for these to be destroyed at the end of the examination.

Before the examination: System checks

I haven't received my system check or launch test email, what do I do?

You should receive your system check email 8 days before your exam and your launch test email 3 day before.

If you are using a work email address sometimes these can end up in your junk/spam folder depending on the settings set by your company. To avoid this either book your exam using a personal email address or whitelist the e-assessment@apm.org.uk email address.

If you can't find them in your junk/spam folder please contact the APM qualifications team

What if the hyperlink within the system check email or the launch exam email does not work?

- Try copying and pasting it directly into the browser (in the live examination do not overwrite the ProctorExam web tab as this will result in the loss of the invigilator view and your attempt will be voided
- Ensure popups are enabled on your device
- If you have had your examination rescheduled, please check you are using the latest email that was sent to you.

I have received my system check email, however, I am given an error message about not having the correct browser, even though I have downloaded Google Chrome?

You need to ensure that you have set Google Chrome up as your default browser, then try again.

I have tried to start the system check but when I click the link it won't launch the page?

You will need to check whether your computer has any anti-virus software or Windows Defender enabled. If so, disable the product and try again.

If you are using a work laptop, please check with your IT department, as firewalls could also be restricting access.

My microphone/webcam will not work?

- Check your microphone is turned on and the volume is up.
- Check your microphone works - https://www.onlinemictest.com
- Check the microphone is allowed in Chrome:
    - If you are using an Apple computer (OS 10.14 and later), go into the privacy settings to allow Chrome access for your microphone.

- o If you are using a Windows computer, go into the privacy settings and allow apps to have access to your microphone.
  - Turn your microphone off, reboot the computer and turn it back on.
  - Check firewalls or network settings.
  - If the above solutions fail, find a different device to test on.

The webcam will not work?

- Check your camera works - https://www.onlinemictest.com/webcam-test/
- Check your camera is allowed in Chrome:
  - o If you are using an Apple computer (OS 10.14 and later), go into the privacy settings to allow Chrome access for your camera.
  - o If you are using a Windows computer, go into the privacy settings and allow apps to have access to your camera.
  - o If using a Lenovo computer, run the Lenovo Vantage privacy tool and turn off the privacy setting for the camera.
- Turn your camera off, reboot the computer and turn it back on.
- Check firewalls or network settings.
- If the above solutions fail, find a different device to test on.

If you find that your webcam or microphone are not working, please see the below resources that may assist with fixing this:

Windows	Windows	Mac (Catalina and Big Sur)
Microphone	https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-microphone-in-windows-10-94991183-f69d-b4cf-4679-c98ca45f577a	https://support.apple.com/en-gb/guide/mac-help/mchla1b1e1fe/11.0/mac/11.0
Camera	https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-camera-in-windows-10-87ebc757-1f87-7bbf-84b5-0686afb6ca6b	https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/11.0/mac/11.0
Screen recording (Mac)		https://support.apple.com/en-gb/guide/mac-help/mchld6aa7d23/11.0/mac/11.0

Launching the Examination

IMPORTANT INFORMATION: Please ensure you are using Google Chrome rather than Microsoft Edge web browser is not supported for remote invigilated examinations. Using Edge might result in technical issues and your examination not being able to be submitted properly.

What happens during the environment checks for remote invigilated exams?

Please remember that these checks are not part of your examination time, so please take your time following the steps to ensure have completed them properly.
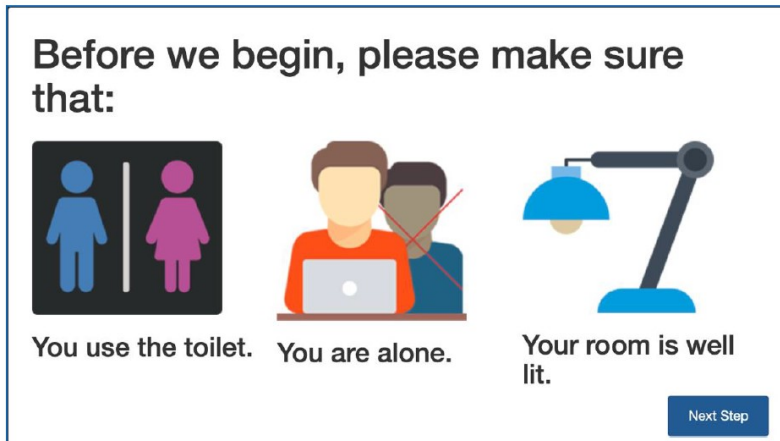
Once you have clicked on the link in your launch test email you will be asked to complete the following actions (these are shown onscreen by a next step guide and detail what is required):

Pre-check admin (press next step to go through all the steps):
- Share pop-ups
- Chose language
- Share the screen that you are using to take your exam
- Check your microphone is working
- Close all other applications and turn off any notifications

ID checks (press submit when you are happy with the quality of the pictures):
- Take a picture of your face
- Take a phote of your ID. Please ensure it is not blurry and your information is not covered.

Open the ProctorExam app on your phone/tablet and scan the QR code on the screen

Environment checks:
Using the camera on your mobile/tablet slowly scan your environment including:
- Keyboard and computer
- Desk area
- Under your desk
- The ceiling
- The full room including corners
- Your ears, to ensure you aren't using headphones or any other devices
- Show any materials (For most qualifications this should only be a notepad and pen to make notes. Details of any other permitted materials can be found in the candidate guidance for the qualification you are sitting)

Then set your second camera up so that it will show your desk and area surrounding you. There is a picture on the screen to guide you and you will need to confirm that you are happy with your camera's positioning. Please note if we are unable to view your environment sufficiently via your second camera and webcam, we will void your attempt.

You will then be prompted to start your exam.

How do I start my exam?
Once you have completed your environment checks you will be directed to the launch exam page, which also contains your keycode.
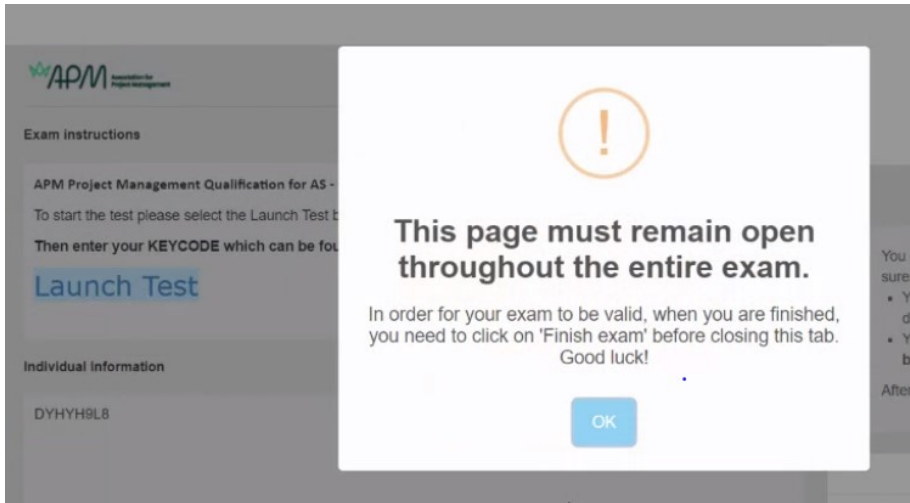
You will be prompted to confirm that you understand you can't leave the ProtorExam page during your examination.

You can either press the LAUNCH TEST button or copy and paste the exam link into a second browser tab. You **must** have the ProctorExam tab open during the full length of the examination.

Where can I find my keycode?

Your keycode can be found in the individual information box under the **launch test** button.
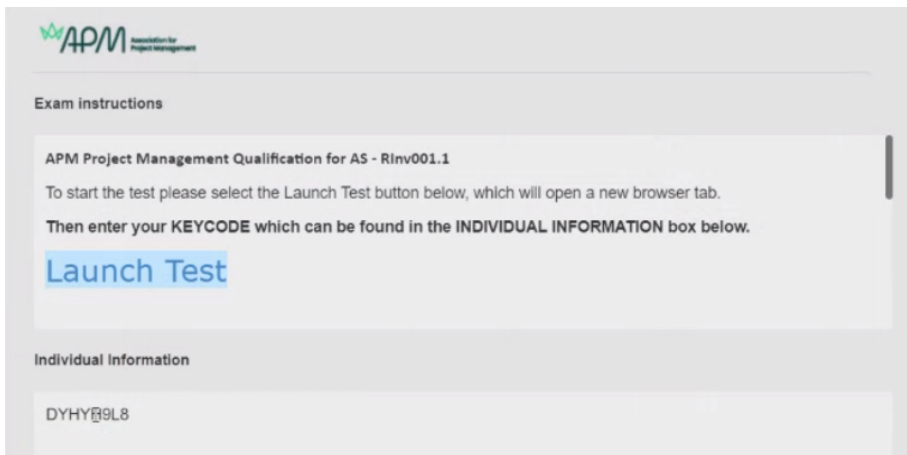
What browser tabs in Google Chrome am I allowed open during the examination?

You should only have the following tabs open. Please ensure that you have no other applications or programmes open

During the examination and troubleshooting guidance

Can I leave the room to go to the toilet?

You will be expected to complete the examination without a break, unless it has been previously agreed with APM via a request for a reasonable adjustment. If in an emergency you need to take a

break, it will be recorded that you have taken temporary leave. APM will review the absence and will contact you for further information if deemed as suspicious behaviour, as part of our Candidate Malpractice Policy.

If you do leave the room to go to the toilet, please mention this to the camera. This will be noted and reviewed after the examination. Any time lost by the absence won't be re-instated.

I have been awarded extra time, but it isn't showing in the time remaining section of the live exam. What do I do?

If you have had confirmation of your awarded extra time, please contact the APM qualifications team immediately.

How is the examination structured in the Surpass Test Driver?

Once you have clicked into launch the examination you will be asked to confirm your details and to agree to the APM Non-Disclosure Agreement (which is agreeing to conduct yourself appropriately under the APM online examinations rules and regulations). You will then be permitted to enter the examination.

Your examination will generally be set-up in three sections.

Section 1: Introduction page
Section 2: GDPR, employer and county information questions
Section 3: Live examination

Sections 1 and 2 will not take up any of your actual examination time.

In some examinations will have four sections if there is reading time or survey questions.

Why do I need to confirm that I agree the APM Terms and Conditions before I can enter the examination?

Even though taking an examination at home may be perceived as being in a more relaxed environment, you are under strict examination conditions, similar to those if you were to take your examination in at venue. You are required to conduct yourself in accordance with the candidate guidance in operation at the time and abide by the Examination Rules and Regulations. Any breaches of these could result in your examination being flagged to the APM qualifications team to review as part of the APM Malpractice Policy.

APM Rules and Regulations for Remote Invigilated Examinations

My examination has PDF source material, how do I view this?

You can open this similar to a normal PDF document and it also has similar features including:
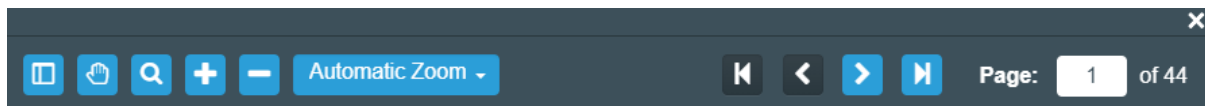
- Navigating using the enable hand tool, by pages or using the sidebar (if more than one page)
- Zoom in and out of PDF file(s) to magnify content
- Highlight text
- Search for specific text in the document

The PDF viewer can only be pinned and unpinned in web delivery if the browser has a width of 1830 pixels or higher. In SecureClient with a screen resolution of 1920 x 1080 pixels or higher, the PDF viewer opens in a pinned, side-by-side view. If screen resolution is less than 1920 x 1080 pixels, the PDF viewer opens in a moveable window that cannot be pinned.

In short written answer exams what functionality is there available for writing my answer?

Just a reminder that you will be marked on content, rather than spelling, grammar or layout of your answers.

The following formatting options are available:

- Font size
- Bold
- Italic
- Underline
- Text align (left, centre, right)
- Undo
- Redo
- Indent

Is there a spellchecker?

There is no spellchecker on the test delivery page. When your script is marked you will not be penalised for poor spelling or grammar. You should **not** use any other application to check spellings without prior authorisation from APM.

I have accidently deleted some text in my answer, what do I do?

Similar to Word there is an undo button. However, if you move to another question and then realise your accidental deletion you will not be able to undo it.

Please ensure that you don't have the Insert functionality on your keyboard active as this will overtype your answer which you won't be able to undo.

I am not sure whether both of my cameras are recording me. How do I check?

On the ProctorExam page in the right hand corner there are two camera icons which you can click to see what is being seen via the webcam and your mobile/tablet.

During my exam I have been asked to re-scan my phone, what do I do?

When the internet fluctuates you may lose connection to the mobile app. You will need to re-scan as per the instructions on the screen.

I want to ask a question, however when I talk to the remote invigilator they aren't answering?

Your examination might be being conducted under record and review remote invigilation. This is where the video feeds are reviewed after the examination has taken place to monitor and mark suspicious activity for a detailed review.

Candidates have access to in-exam technical support for any queries when a live invigilator isn't present. Please remember this should be used for technical support only, and not to ask questions

regarding APM's examination rules and regulations. If you do ask these types of questions you will be provided with a generic response to please contact your institution.

Please note that the technical support cannot see your screen.

A message has appeared on my screen saying an error has occurred during item (question) loading?

This message appears when you have a slow internet connection. As the internet fluctuates, you should be able to refresh the page and the questions will load. However, if this error continues you might need to connect to your router with an ethernet cable or reboot your router.

What happens if my computer closes/crashes during the onscreen assessment?

This can happen when you either have forgotten about an update or your Wi-Fi disconnects. You will not lose any exam time if this happens. How to re-connect:

- Reopen the browsers. The examination should still be running. If not re-enter the exam with the launch test email.
- Re-enter the keycode and continue.
- Ensure your cameras and screenshare are working.

What if my internet or equipment fails before or during the examination?

APM is not responsible for your IT equipment or internet provision. If these fail on the day of your assessment, then no refunds will be offered unless there are exceptional circumstances, then due consideration will be given.

If you are granted the use of third-party software by APM, please note that using this will take up additional bandwidth/CPU usage. APM is not responsible for any other third-party software if set-up/technical issues occur during the examination.