



# APMP Examination FAQ

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What you need to know before taking your exam.

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**DOCUMENTATION**



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## What is ProctorU?

ProctorU is a live remote proctoring service that allows you to take your APMP Practitioner exam online, from the comfort of your own home, while ensuring the integrity of the exam.

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## What do I do to get started?

When you have created an account in the APMG Candidate Portal, and completed all mandatory fields of the registration process for your Practitioner exam and clicked 'Next' on the Exams page you will be presented with a calendar and a list of time slots.

**Here you can select a date and time for your Practitioner exam. Click 'Schedule Exam' to book it. If a time slot is greyed out that slot is unavailable. Exam time slots are only available up until the expiry date of your Practitioner exam.**

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## Will I be sent confirmation of my APMP Practitioner exam time by email?

No, we recommend that you add your APMP Practitioner exam time to your calendar using the 'Add to Calendar' option that appears after scheduling your exam.

## Can I change my APMP Practitioner exam time?

Yes, you can click 'Reschedule Exam' shown next to 'Add to Calendar'. Please note that the Practitioner exam needs to be rescheduled 24 hours prior if you try to reschedule your Practitioner exam within the 24-hour window [please contact APMG](#) and we can help you in the rescheduling of the exam.

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## What if I miss my APMP Practitioner exam slot?

You will be marked as a "No Show" and you will need to [contact APMG](#). We can help you in the rescheduling of the exam.

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## Will I be billed for my exam?

If you are taking a public Practitioner exam you would have already been required to pay. If you are taking your exam through an APMP Accredited Training Organisation (ATO) the financial transaction is between you and them so we cannot advise on this.

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How do I know if my computer is compatible with ProctorU for my APMP Practitioner exam?

Before you enter your Practitioner exam you need to 'Test your equipment', you can do this by clicking 'Test your equipment' located under 'Prepare for your exam' or here via the ProctorU website:

<https://test-it-out.proctoru.com/>

This will check that you have the following:

- ▶ Webcam
- ▶ Microphone
- ▶ Acceptable bandwidth
- ▶ Supported Adobe Flash
- ▶ Supported Operating System
- ▶ Required ports open\*

\*If you're in an office, ports might be blocked by your IT Dept.



If you have any errors you can connect to a live person from ProctorU, just fill out the form and click: 'Connect to a live person'.

Use 'APMG International' as your institution. Further down the page you can find related FAQs.

Please also ensure you meet ProctorU Technical Requirements by reviewing them here - <http://www.proctoru.com/tech.php>

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How do I know if my computer is compatible with the APMG online exam website?

We strongly recommend in using a personal laptop / computer and **not** a work one, due to blockers and unknown levels of security set by your organisation's own I.T team.

We recommend that you try the APMP Practitioner sample exam by either clicking 'Sample Exams' under further resources in the candidate portal and select a sample exam. If you experience any problems with our sample exams please contact the APMG Technical Helpdesk at <https://candidateportal.apmginternational.com/#/contact> who will be able assist you in preparation for your Practitioner exam.

9 Can I use a wireless connection?

We strongly advise against using a wireless connection due to wireless fluctuations. The fluctuations could disconnect you from the Practitioner exam and Proctor. The exam timer will keep running and you risk having your exam voided.

**If any problems occur due to a wireless connection, you are not entitled to a free resit. We can only emphasize using wireless at your own risk.**

10 At what time should I arrive for my APMP Practitioner exam?

Arrive for your Practitioner exam at the time of your appointment or just before. You will have 10 minutes after your appointment to connect to your proctor. If you miss your appointment you will be marked as a “No Show”. [Please contact APMG](#) and we can help you in the rescheduling of the exam.

11 What do I need to bring with me on the day of my APMP Practitioner exam?

You need to bring a form of photo ID (i.e. driver's license, passport) to show to your proctor and any materials authorised for the Practitioner exam.

Bring a reflective surface (e.g. a mirror or smartphone) to show the Proctor your screen if you have a built-in webcam (see “What are the Exam Conditions” below).

12 What do I do at the time of my APMP Practitioner exam?

Log into the Candidate Portal click ‘Next’ and click ‘Connect to your Proctor’ when highlighted after the countdown has completed. Follow the instructions onscreen to connect to the Proctor.

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What should I expect on the day of my APMP Practitioner exam?

After clicking 'Connect to your Proctor' you will need to:

1. Agree to be recorded – Click 'Ok'
2. Allow access to your webcam and microphone - Click 'Allow'
3. Download the LogMeIn software – 'Click to Download'
4. Run the software – The downloaded software should be shown at the bottom left of the web browser you are using. If you cannot find this, go to your 'downloads' folder
5. Accept the ProctorU notification – Click 'Ok'

On completion of these steps you will be connected to your proctor and you should be able to see and hear them.

If you cannot see or hear your proctor, they will try to resolve this issue for you. If the proctor is happy that he/she can see your work area you may continue with the exam process via the chat window.

The proctor will:

1. Take control of your computer
2. Validate your identity
3. Check your environment – You will need to show the proctor your surroundings by using a webcam. If your webcam is built into your computer, you will need to carefully pick it up and pan the room/ work area to ensure that it meets the required exam conditions. If this is not possible to pick up, you will need to use an external webcam.
4. Check that your computer meets the required exam conditions.
5. Enter into your exam

My APMP Practitioner exam has a time limit. Does that time start as soon as I connect to the Proctor?

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No. The timer for your exam starts when the exam has been opened and your first question is visible.

Please ensure any special requirements were requested on the initial booking as ProctorU are unable to add any additional time for these requirements at the time of sitting the exam. If you have booked exam and are unsure if you have requested any extra requirements please [contact us immediately](#).

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What are the APMP Practitioner exam conditions?

The exam conditions are listed below:

- ▶ Fast and reliable internet connection – *Use wireless at your own risk!*
- ▶ Close out of all programs, applications & websites that do not pertain to the exam
- ▶ Disconnect any duplicate displays      ▶ Ability to pan the room with webcam
- ▶ Have a reflective surface to hand for showing the monitor edges and keyboard if your webcam is built into your computer.
- ▶ Only have authorised materials relating to the exam in your work area
- ▶ A quiet spot in a well-lit room      ▶ Clear workspace
- ▶ No-one else can be in the room unless previously agreed with APMG and ProctorU –If someone enters unexpectedly you can let them know that you are in an exam and that they must leave. You may not have a full conversation with them as this risks your exam being voided.
- ▶ Turn off all unnecessary mobile devices (smartphones, tablets, etc.)

What will be downloaded to my computer?

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ProctorU use Support-LogMeIn Rescue software which is a common, trusted remote control software.

Details can be found - <https://secure.logmein.com>. This will not install anything onto your computer such as viruses or malware. A security prompt will appear on your desktop advising you of any additional software downloads

Are breaks allowed during my APMP Practitioner exam?

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Yes, you are allowed two 10mins break during the Practitioner exam.

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Am I allowed to take notes during my APMP Practitioner exam?

No note paper is permitted; however, you can use an erasable white board and marker pen.

are required to show the Proctor your erasable board before the Practitioner exam and notes must be erased in front of the Proctor after the Practitioner exam, see board rules below.

#### Board rules:

*Dry-wipe board/wipe clean tablets/Dry-erase boards*

- ▶ No Paper is allowed on the work area.
- ▶ APMG will not provide the boards, however it will allow candidates to use their own boards if they wish to take notes during the Practitioner exam.
- ▶ Candidates will need to show a clear board before starting their Practitioner exam.
- ▶ Candidates will need to accept they may be asked to show the board /desk from time to time during the Practitioner exam.
- ▶ If a candidate refuses to wipe their board clean at the end their result will be voided.

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Will the Proctor be able to access my computer files without my knowledge?

No, the Proctor cannot access your computer files without your knowledge.

Proctors can view the screen, move the mouse and control the keyboard as if they were sitting next to you. The Proctors actions are shown and logged in the chat window. The entire session log is reviewed and saved. There is a permanent record of what actions the proctor took while accessing your computer.



Duration of APMP Practitioner Exam  
APMP Practitioner exam: 2hrs and 30 minutes.

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Should you encounter any problems booking your exam, please contact APMG customer services:

✉ [UKOperations@APMGinternational.onmicrosoft.com](mailto:UKOperations@APMGinternational.onmicrosoft.com)

☎ +44 (0)1494 452450