



## TEST DAY INSTRUCTIONS AND PROTOCOL

Welcome to MonitorEDU! We want you to have a great experience using our service. Please follow the instructions below to prepare for your remote proctored exam.

### PRIOR TO LIVE CHECK IN AND EXAM DAY

#### Set Up Your Mobile

Step 1 - Add Google Meet (Original) App to your phone (it is free)

Step 2 - Select the Google Meets App

Step 3 - Click New Meeting

Step 4 - Start an Instant Meeting

Step 5 - Make sure you can see yourself with your camera in the bottom right corner. If you can you are all good - close the app! If you cannot please follow this link to Google's technical support page:

English: <https://support.google.com/meet/answer/10621292?hl=en>

#### Set Up Your Webcam

*How to manage your camera permissions*

To make sure your camera is set up properly on an **Apple** computer:

1. Go to the Apple menu.
2. Choose System Preferences.
3. Click Security & Privacy.
4. Choose Camera from the left-hand menu.
5. Allow the app to access your camera by ticking the box next to it.

To make sure your camera is set up properly on a **Windows** computer:

Select **Start > Settings > Privacy & security > Camera**, then make sure **Camera access** is turned on. This setting lets any user on the device choose if they want apps to be able to access the camera.

**Note:** If you can't change the **Camera** access setting, you'll need an administrator on the device to turn it on for you.

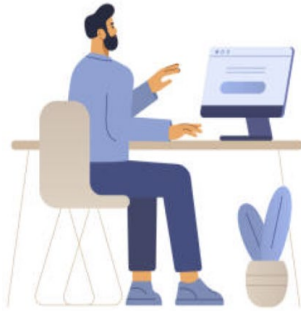
#### To Test Your Internet

To test the internet, go to <https://www.speedtest.net/>. As long as you have over 1 MBPS upload and download you will be good to go.

**Note:** If you do not meet this requirement you will need to use a different network while taking your exam.

### **Practice setting up your mobile phone for proctoring**

Familiarize yourself with the appropriate placement of your mobile phone for proctoring ahead of time to save time on the exam day. Refer to the image below as an example of what the proctor needs to see from your phone camera.



#### **Mobile Placement Requirements:**

- Exam screen in view
- Workspace in view
- Materials in view & on same side as mobile device

Watch the following video (<https://www.youtube.com/watch?v=clnMjEaH1q0>) which explains the proctoring process and the appropriate placement of your mobile phone and how to setup your room. (For French translations please turn on the closed captions)

Your mobile phone must be plugged in for the duration of the Exams, so make sure you can set it up in a place where this is possible.

## **EXAM PROTOCOLS**

### ***Requirements***

In order to complete the Exams, you will need the following:

- A laptop or desktop computer;
- The most recent version of the secure browser<sup>1</sup>  
(<https://clients.paradigmtesting.com/2023-paradigm-testing-secure-browser-navigateur-securise/>)

Note: There are French directions located at the bottom please scroll to access them if needed.

- Android OS 6.0 or Apple iOS 12.0 mobile phone with a functioning camera and microphone;
- Google Meet app downloaded to your mobile device

<sup>1</sup> The year referenced in this link is 2023. It is the correct link, even for exams that are administered after 2023.

- A steady and reliable internet connection (Wi-Fi will be required for mobile streaming) with a minimum upload speed of 1MB/second;
- A six-foot extension cord and phone cord;
- A phone stand (or something to prop the mobile phone on);
- Government issued ID;
- Candidate ID (which is provided on your confirmation of exam registration issued by CPATA); and
- a quiet venue (you must be alone in the room).

### ***Exam Room Setup***

You must ensure that you have complied with the following:

- There is adequate lighting.
- Blank cleared off walls.
- Your table or desk should be clear, other than your laptop/computer and the materials you need to write the Exam.
- The areas beneath the desk and chair are clear.
- The computer and mobile phone are plugged in for the duration of the Exam.
- You have within reach a six-foot extension cord and use it, if requested by the Proctor to move the computer and mobile phone.
- Inform other individuals in the same home/residence about your Exam date and time and confirm that they will remain quiet during the Exam and will not enter the Exam Room.
- You must be alone in the Exam Room for the duration of the Exam.
- No one can enter the Exam Room during the exam.
- Non-required electronics, and any security or recording devices in the room are turned off and are put away in a safe place (so that you will not be able to reach them).

## EXAM PLATFORM GUIDE

- Please download the secure browser that is required for your exam here<sup>2</sup>  
<https://clients.paradigmtesting.com/2023-paradigm-testing-secure-browser-navigateur-securise/>
- A **practice exam** is available for you to get familiar with the layout of the platform.
- Before connecting with your proctor, please make sure the following programs are not running in the background on your computer.
  - 1) Skype
  - 2) Microsoft Teams
  - 3) Slack
  - 4) GoToMeeting
  - 5) Zoom Meeting
  - 6) Cisco Webex
  - 7) Team Viewer
  - 8) Steam

- **Disable Remote Access:**  
To disable the remote access on your computer, please read and follow the instructions:

If you are testing on a Windows computer:

To disable the Remote Desktop feature using the Settings app, use these steps: Open Settings or search in the task manager for remote access:

Click on System.

Click on Remote Desktop.

Turn off the "Enable Remote Desktop" toggle switch.

If you are testing on a Mac computer:

On the client computer, choose Apple menu > System Preferences, then click Sharing.

If you see a lock icon, click it, and enter the name and password of a user with administrator privileges on the computer.

Deselect the Remote Management checkbox.

- Please ensure that your device meets the following requirements:
  - Operating Systems
    - Windows: 11 and 10 (Includes x86 32 and 64bit processors and ARM 64bit processors using x86 emulation, Windows 10/11 "S mode" is not a compatible operating system, nor can LockDown Browser be obtained via the Windows App Store. At present, support for Windows 10/11 "S Mode" isn't on the roadmap for LockDown Browser, Windows 10/11 "SE" is currently not a compatible operating system for LockDown Browser.)

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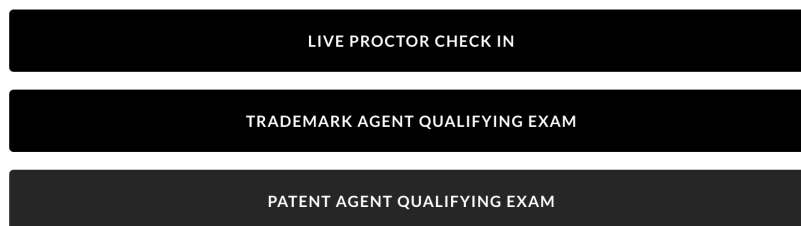
<sup>2</sup> The year referenced in this link is 2023. It is the correct link, even for exams that are administered after 2023.

- Mac: macOS 10.13 to 13.0+.
- ChromeOS (LockDown Browser for Chromebook minimally requires the version of ChromeOS that Google makes available via their Long-Term Support (LTS) channel. For more information, visit:  
<https://chromereleases.googleblog.com/search/label/LTS>, Respondus recommends keeping your Chromebook updated to the most recent version that is available via Google’s ChromeOS “Stable” channel:  
<https://chromereleases.googleblog.com/search/label/stable>)
- Memory
  - Windows: 2 GB RAM (A minimum 4gb of available RAM is necessary when using LockDown Browser to take an exam that also uses a webcam.)
  - Mac: 2 GB RAM (A minimum 4gb of available RAM is necessary when using LockDown Browser to take an exam that also uses a webcam.)
- Hard Disk Space
  - Windows: 200 MB of free hard disk space
  - Mac: 200 MB of free hard disk space

## LIVE PROCTOR CHECK IN

When ready to complete your practice exam please do the following:

- 1) Go to [CPATA Proctor](#)
- 2) Click on your language preference
- 3) Scroll and select “Live Proctor Check In”



- 4) Fill out the form. When you are done, click “Start Chat”.

A chat form with a green header and footer. The form contains three input fields: the first is labeled '\* Name/Nom', the second is labeled '\* Email/Courriel', and the third is labeled '\* CPATA ID Number/Numéro d'identification du CABAMC'. Below the input fields is a green button with a white right-pointing arrow and the text 'Start Chat'.

- 5) A MonitorEDU representative will connect with you through the chat page and send you an email with a Google Meet link. Click on the link from your email on your mobile phone to join the video meeting with your proctor.

Your proctor will start their security check after you join the video meeting. They will ask you to use the camera on your mobile phone to show your work area, your computer and the area behind your computer.

When your proctor completes their security check, they will ask you to place your mobile phone to the side of you (please refer to image on page 2 of this document for the appropriate phone placement). If you need to prop up your mobile phone, a cup works well.

Once you set up your mobile phone in the proper position, your proctor will guide you on how to launch the exam.

## DAY OF THE EXAM

When ready to complete your exam please do the following:

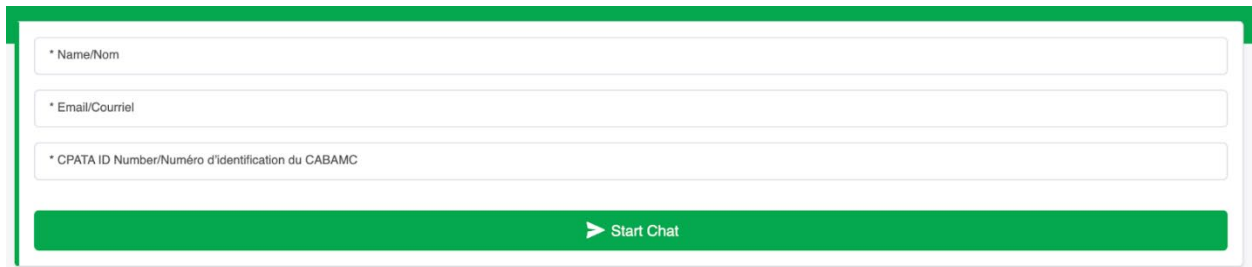
- 1) Go to [CPATA Proctor](#)
- 2) Click on your language preference
- 3) Scroll and select the exam you are taking:

LIVE PROCTOR CHECK IN

TRADEMARK AGENT QUALIFYING EXAM

PATENT AGENT QUALIFYING EXAM

4) Fill out the form. When you are done, click “Start Chat”.



The form consists of three input fields stacked vertically, each with a small asterisk icon on the left. The first field is labeled '\* Name/Nom'. The second field is labeled '\* Email/Courriel'. The third field is labeled '\* CPATA ID Number/Numéro d'identification du CABAMC'. Below these fields is a green button with a white right-pointing arrow and the text 'Start Chat'.

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