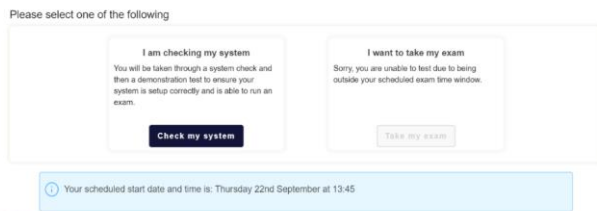# Pro-Proctor Demo Exam/Enhanced System Check

Prometric has released an updated enhanced system check for ProProctor (remote proctoring application) to better detect system issues before exam day and allow test takers to complete a demo of the exam.
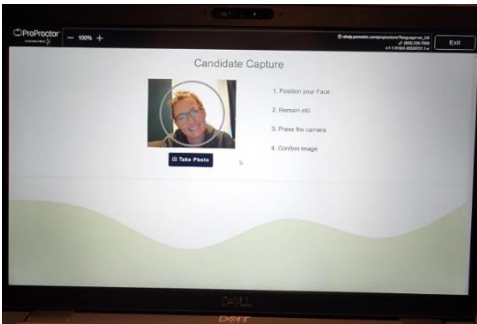
To use the enhanced system check:

1. Schedule at least one exam. A confirmation number is required to download the ProProctor application. It doesn't matter when your exam is scheduled, you can download ProProctor and check your system as soon as you have at least one exam appointment confirmed.
2. Visit https://rpcandidate.prometric.com/
3. Download the ProProctor Application
    a. Input your confirmation #
    b. Input the first four letters of your last name/surname
4. Launch ProProctor and
    a. Input your confirmation #
    b. Input your full last name/surname
    c. Content to Remote Proctoring Regulations
5. **Once you have confirmed your appointment is valid, you will see two options. From here, you can start a system check or begin your exam. Please do not launch your exam before running a system check.**
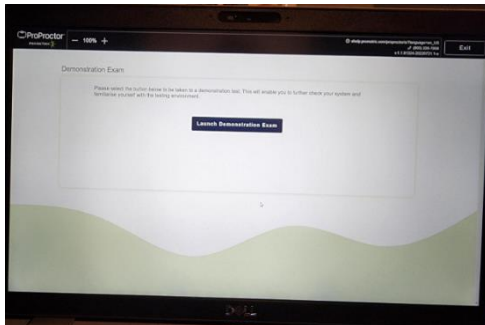

6. When you are ready to start the system check, click Check My System.
    a. Step 1 will test:
        i. Operating System
        ii. Screen Resolution
        iii. Webcam
        iv. Microphone
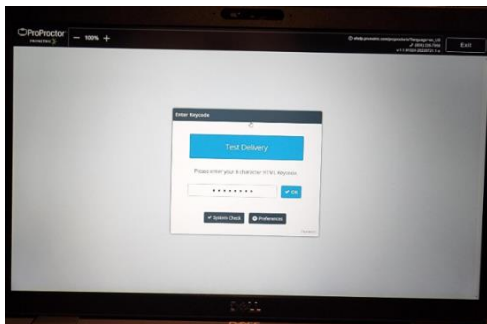   v. Download Speed
        vi. Upload Speed

b. Click continue and Step 2 will secure your device and test:
   i. Fire & security settings: Your device will be locked down and secured for use. All open programs will be closed, and you won't be able to access anything except for ProProctor moving forward.
   ii. Your monitor (checks for externa/dual): If you have dual monitors setup, it will turn off any additional monitors automatically.
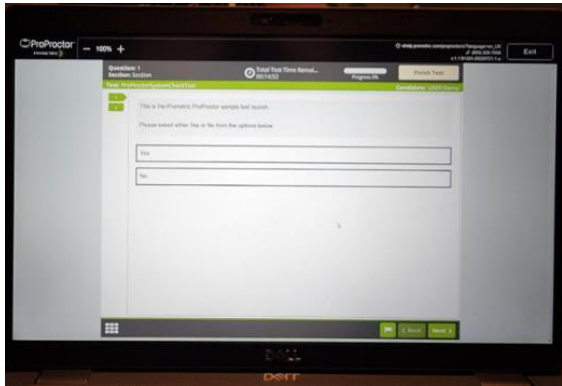   iii. Candidate Image and ID capturing

c. Step 3 is a demonstration exam that will further check your system requirements/settings and provide a simulated exam environment. Click Launch Demonstration Exam to continue.
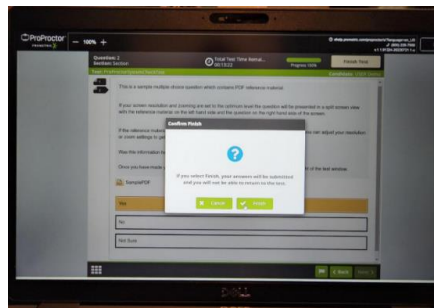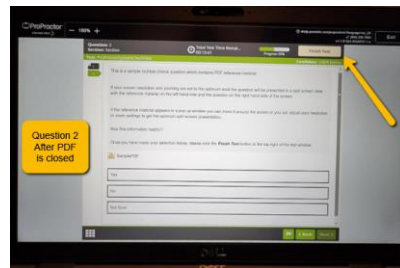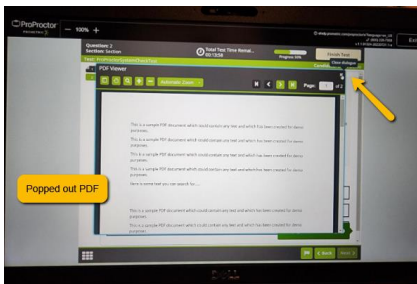

d. To launch the demo exam, select OK to submit the pre-populated security keycode
   i. You can test and check preferences for your audio, video, internet, and display in more detail by selecting System Check or Preferences.
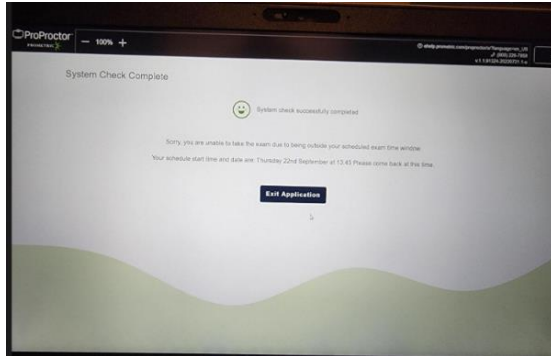
e. Upon selecting OK, the demo exam will open to question 1 of 2. Select an answer then Next to move on to question 2.

f. Question 2 contains a PDF. This step is meant to test your devices functionality with the PDF launcher within ProProctor. Please note that the CFE Exam does not utilize this feature.
   i. Depending on the overall size of your monitor/screen and resolution settings, the PDF will either launch split screen with the exam or pop-out.
   ii. If the PDF pops out, select the X in the right-hand corner of the PDF Viewer to go back to the exam screen.
   iii. Make an answer selection and click Finish Test when you are ready to complete the system check and demo exam.

g. If you were unable to complete the system check or [troubleshoot technical issues](#), please document your problems and report them to _____. If your device is determined incompatible, you may need to test in-person at a Prometric Test Center.

h. If you received the message 😊 System Check Successfully Completed:
   i. Exit the application to close ProProctor
   ii. The likelihood of encountering a technical issue on exam day is variably low when using a device that has passed an enhanced system check.
   iii. Please note that internet bandwidth rapidly changes in real time and speeds may vary by region and time. Always run an enhanced system check again right before your exam to ensure your internet and security settings remain compatible.