

# GIAC Guide to Taking Exams with ProctorU

*This guide provides important policy and technical information to support a successful exam experience with ProctorU.*

Failure to install and validate the Guardian Browser in advance may result in the need to reschedule your exam. To test with ProctorU, you must download and complete your exam with the [Guardian Browser](#).

# GIAC

## CERTIFICATIONS

Review this guide prior to exam day.

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*Questions? Contact us at [proctor@giac.org](mailto:proctor@giac.org)*

# Computer Set-Up Requirements

*Computer requirements and restrictions of remote proctoring are necessary to ensure the integrity of our program throughout the remote proctoring process.*

*The remote proctor will need access to your machine settings, camera and microphone during the duration of the exam.*

## IMPORTANT

Complying with the following guidelines as well [ProctorU's Technical Requirements](#) will help ensure you can successfully access and complete your exam.

### In **Advance** of Exam Day:

- Ensure your [computer settings](#) are properly configured and your operating system complies
- Complete ProctorU's [automated equipment check](#)\*
- Install the [Guardian browser](#)
- Disable [incompatible](#) software
- Plan to use an ethernet connection and avoid other instances of internet use during your exam

*\*Passing this equipment check does not account for security settings and incompatible software*

# Application & Software Compatibility

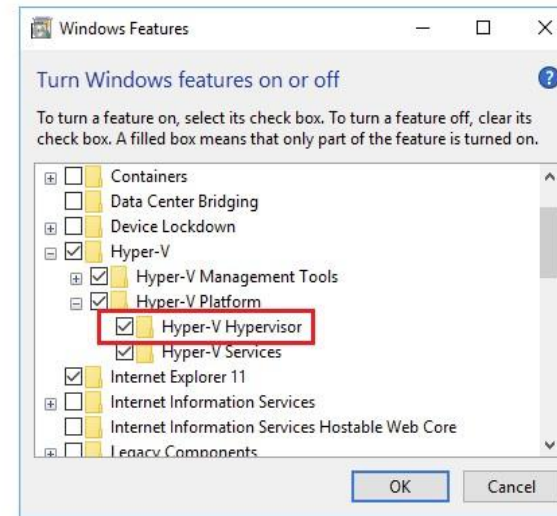
## **DISABLE** prior to your exam:

- Virtual Machines
- Web and Video Conferencing Applications
- Recording or Playback Utilities
- Screen Capture or Streaming Tools
- Casting Tools
- Voice Chat Tools
- Translators\*
- VPN
- Remote Desktop
- Xbox Game Bar
- Apple Boot Camp

- Hyper-V in Windows

To disable Hyper-V in Control Panel, follow these steps:

1. In Control Panel, select **Programs and Features**.
2. Select **Turn Windows features on or off**.
3. Expand **Hyper-V**, expand **Hyper-V Platform**, and then clear the **Hyper-V Hypervisor** check box.



# Guardian Browser

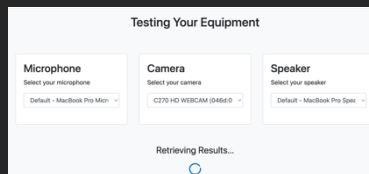


In advance of exam day, download the Guardian browser and follow installation protocols for your computer. If you do not have administrative privileges for your equipment, you may be unable to complete installation.



In advance of your exam, ensure the Guardian browser application has permissions enabled for:

- Microphone access
- Camera access
- Screen recording



Complete ProctorU's equipment check from within the Guardian browser.

If you encounter any issues with Guardian installation, please contact the ProctorU support team.

# Testing Environment Requirements



## The Exam Room

- Secluded area. Avoid 'open' areas. Testing in any bathroom is strictly prohibited.
- No testing within clear glass rooms.
- Free of background noise, music, and interruptions.
- Reading questions or talking out loud is strictly prohibited.
- Well lit, so that you and the room are clearly visible to your proctor via your webcam



## Immediate Testing Area

- Clear hard work surfaces only. Testing from beds or couches is not permitted.
- No personal belongings (phones, watches, etc.)  
*Please note: ProctorU may require you to confirm the location of your phone to secure the testing area*
- No smoking, vaping, dipping
- No food allowed
- No writing instruments
- You are permitted an armful of hardcopy resources & notes in alignment with the [Open Book Policy](#).
- No electronic materials permitted



## Your Computer

- Only one computer is permitted in the testing room
- Your exam computer should have a single mouse, keyboard, and display.
- Additional computer monitors and/or external displays connected to a laptop are prohibited, even if powered off.
- Working speakers & microphone required
- *Headphones of any kind are prohibited*

Need special **Testing Accommodations** for a disability? Do not schedule your exam appointment yet!  
Review GIAC's [Disability Accommodation Policy](#) and apply for special accommodations  
at least four weeks prior to your desired testing appointment.

# Identification Requirements

*ProctorU requires that your name is displayed in English on both of your IDs.*

*If you do not have two forms of ID in English, please notify us at [proctor@giac.org](mailto:proctor@giac.org) at least 7 days prior to your exam.*

## Two Forms of ID Are Required

*\*All forms of ID must be current (not expired) and physical copies only (digital copies or photos not permitted)\**

### Primary ID – Must have a photo

- Drivers License
- Passport
- Military Identification
- Permanent or temporary government issued ID

### Secondary ID – Does not require a photo

- Birth certificate
- School or institution ID
- Voter's registration card
- Utility bill
- Health insurance card from private health insurance company or by government agency
- Proof of automobile, homeowners, or renters' insurance
- Marriage certificate
- Tribal membership card
- Proof of professional certification (for members of regulated professions)
- Pilot's license
- Library card
- Official school record or report card
- Membership card for private club (social, athletic, educational, alumni)
- Membership card issued by private company (warehouse club stores, supermarkets, etc.)

**Bank cards and credit cards are NOT a permitted form of ID**

# Exam Day: Accessing Your Exam

**You must access your exam using the Guardian browser.**  
**There are 2 ways to access your exam:**



1. GIAC will send you an access link by email approximately 1 hour before your scheduled appointment.  
Click this link up to 15 minutes in advance of your appointment.

**OR**



2. Log into your GIAC account and click on Certification Attempts to access the link.

*Note: If you are more than 15 minutes late, your appointment may be canceled, and a seating fee may apply.*

**Start Session**

After accessing your exam attempt, you will be redirected to ProctorU. Select 'Start Session'.

If you have not yet installed the Guardian browser (we advise you do so in advance of exam day), you will be prompted to install the application.



# Exam Day: Connecting with ProctorU

*\*This start-up process does not deduct from your exam time\**



After initiating your exam session, you will be prompted to download, install and run the ProctorU Chat Application. More info on [page 10](#).



You will be connected to a proctor. Your photo will be taken, and you will be asked to accept the ProctorU exam rules. The proctor will then:

- Check your IDs
- Review your prepared exam resources
- Require a 360-degree pan of the room using your webcam
- Conduct a monitor check using a reflective surface such as a mirror or cellphone selfie camera view
- Grant you access to your exam



Please expect that delays may occur during your session due to:

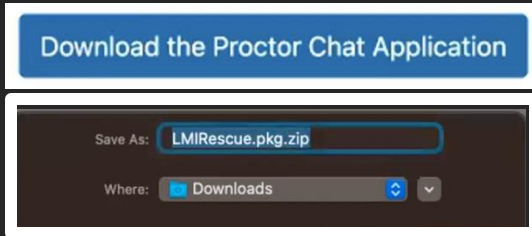
- Waiting to connect to an available proctor during a high-volume appointment day/time (**up to or more than 30 mins**)
- Troubleshooting that may be necessary to resolve technical issues before starting your exam or during your exam
- Needing to re-secure the testing environment after a break

**Schedule your exam with unexpected delays & potential wait times in mind.**

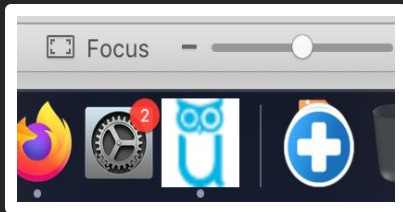
Avoid planning important appointments or events immediately following your exam session.

# ProctorU Chat Application

The ProctorU Chat Application, also known as LogMeIn Rescue, is an applet that also allows you to communicate with your proctor and receive assistance during your exam.

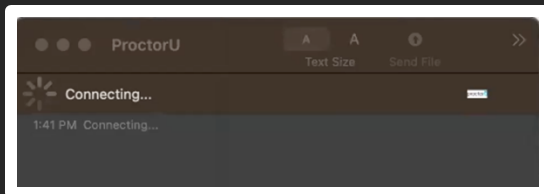


When prompted download and install the application. LogMeIn is deleted automatically as soon as your proctoring session is over. You can also delete the extension and/or the Guardian browser after each session if you choose.

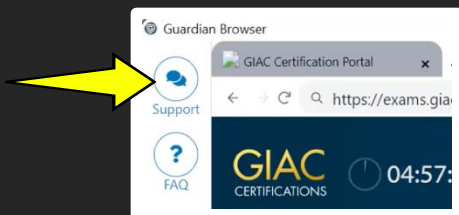


Run the Support-LogMeInRescue application.

*If you have multiple copies from a previous attempt, run the latest one. Each copy of this app is only good for one session. Once you have successfully run the application, the blue ProctorU owl will be displayed in your task bar.*



Your proctor will use remote access to properly configure your computer for your exam session. *There may be a delay between the time your session connects with ProctorU and when your proctor becomes available to interact with you and setup your exam.*



**Do NOT close this application once you launch it:** This is your session with your proctor.

If you close the application prematurely you must select the support icon at the top left side of the browser window and wait in a service queue until a representative is available.

# GIAC Exam Policies

## Open Book Policy

GIAC exams are in open-book format. You may bring an armful of hardcopy books and notes into the immediate testing area.

You are strictly prohibited from accessing electronic reference materials or anything that has the appearance of GIAC test questions and answers.

## Submitted Answers and Skipping Questions

### Submitted Answers

Submitted answers are final and cannot be reviewed or changed.

### Skipping Questions

You have the option to skip questions to delay submitting an answer. The number of skipped questions permitted varies by certification and ranges from 10 – 15. Answer your skipped questions by clicking the 'Answer Skipped' button at the top of the screen. Otherwise, your skipped questions will be automatically displayed at the end of your exam. Unanswered questions at the end of your exam will be marked as incorrect.

## Taking a Break

You have 15 minutes of break time during your exam. The break can be taken all at once or in two shorter sessions by clicking the 'Take a Break' button at the top of the screen.

You are required to notify your proctor before leaving the testing area, and your proctor will need to re-secure the room when you return. Instances of unapproved breaks during an exam session may disqualify the exam attempt.

## Providing Comments and Feedback

Your feedback is a valuable resource for us. GIAC reviews all exam feedback to look for process improvement opportunities. Submitting question feedback has no impact on your score or the outcome of your exam.

During this exam, you have the option to submit feedback for up to 10 questions. To submit feedback on a particular question, click the 'Submit Question Feedback' link on the right side of the screen before proceeding to the next question.

You will be provided two feedback options: 'Typographical Error' or 'General Comment.' If you choose to submit feedback, a text box will appear allowing you to enter your comments.

Upon completion of your exam, you will have the opportunity to evaluate your overall test-taking experience.