

Guide to Taking Your Exam Online



**Last updated:
January 2026**

About this Guide

Congratulations on reaching this stage in obtaining your certification with Technical Safety BC (TSBC). This step-by-step guide will help you get ready to take your certification exam online. Before using this guide, you will need:

- your account login information with [TSBC's online services](#)
- your exam date booked

If you do not have this information, phone TSBC's Contact Centre at 1 866 566 7233. We hope this guide helps you have a smooth and secure online exam process.

Contents

About this Guide	i	Scanning Your Exam Room	16
Before Your Exam	1	Launching Your Exam	18
Getting Your Computer Ready	1	During Your Exam	19
Downloading and Installing Proctortrack on Your Computer	3	Navigating Your Exam	19
Getting Your Smartphone Ready	5	Getting Help During Your Exam	21
Setting Up Your Exam Room	7	Finishing Your Exam	22
Familiarizing Yourself with the Exam Rules	9	Answering TSBC's Exam Survey	23
On Your Exam Day	10	Uploading Your Exam Data and Closing Proctortrack	24
Opening Proctortrack on Your Computer	10		
Running Proctortrack's System Check	14		
Scanning Your Face and ID	15		

Before Your Exam

This section tells you which types of computers, devices, and software systems you need for your exam, how to set up your exam room, and what the exam rules are.

Getting Your Computer Ready

You'll need access to a **desktop or laptop computer** for taking your exam. Your computer needs:



- an internal microphone (earbuds, headphones, and headsets aren't allowed)
- a webcam with 800 x 600 resolution or higher (both internal and external webcams are allowed)
- a stable internet connection
 - using WiFi, wireless or cable modem, DSL, or better
 - with internet speeds of 1.5 Mbps download speed or better, 2.5 Mbps upload speed or better)

Test your devices before your exam to make sure they're working properly.

Tip: Checking your internet speed

Use an internet speed test such as speedtest.net to check if your internet connection is fast enough for an online exam.

Figure 1. Computer requirements for Proctortrack

Desktop or Laptop Requirements		
<div>   </div>		
<div> <div> Use a computer with: <ul style="list-style-type: none"> ✓ internal microphone ✓ webcam ✓ stable internet connection ✓ power cable plugged into an outlet </div> <div> Do not use: <ul style="list-style-type: none"> ✗ smartphones ✗ Chromebooks ✗ tablets ✗ dual monitors ✗ work computers with virtual desktops or software downloading restrictions </div> </div>		
	Personal Computer (PC)	Mac
Operating system	Windows 10 or higher	macOS Sierra 10.13 or higher
Processor / random access memory (RAM)	Dual-core 2.4 GHz CPU, 8 GB RAM or higher	Intel/Apple Silicon Processor, 8 GB RAM or higher

Setting Up Your Web Browser

Install or update your computer's web browser to:

- Google Chrome v100.0 or higher (recommended)
- Mozilla Firefox v100.0 or higher

Enable the following in your web browser:

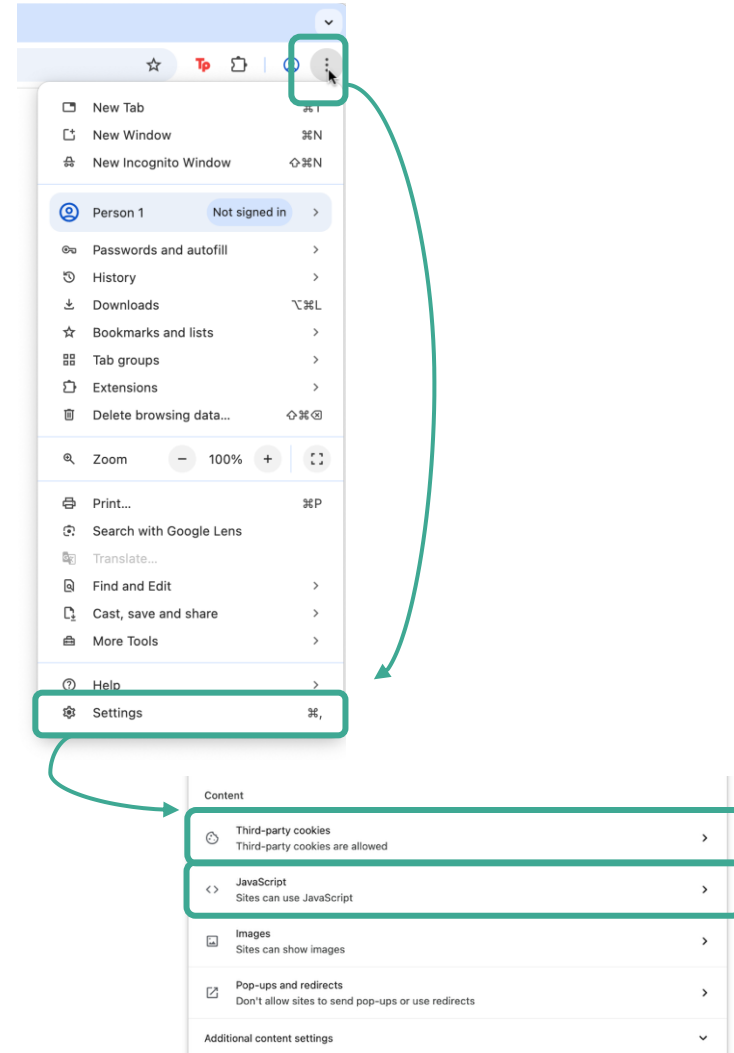
- JavaScript
- Third-party cookies

Turn off the following:

- **pop-up notifications** from your computer and web browser
- **screencasting devices**, such as Apple TV or Amazon Firestick (otherwise Proctortrack will detect these devices and ask you to turn them off)
- **automatic updates**, such as for web browsers and software

Once you've set up your web browser, your computer is ready to download Proctortrack.

Figure 2. JavaScript and third-party cookies settings in Google Chrome



Downloading and Installing Proctortrack on Your Computer

You'll need to install Proctortrack on your computer before your exam from [TSBC's Proctortrack page](#). Proctortrack software for the computer is not available through the Proctortrack website or on the App Store. We recommend downloading Proctortrack at least one day before your exam.

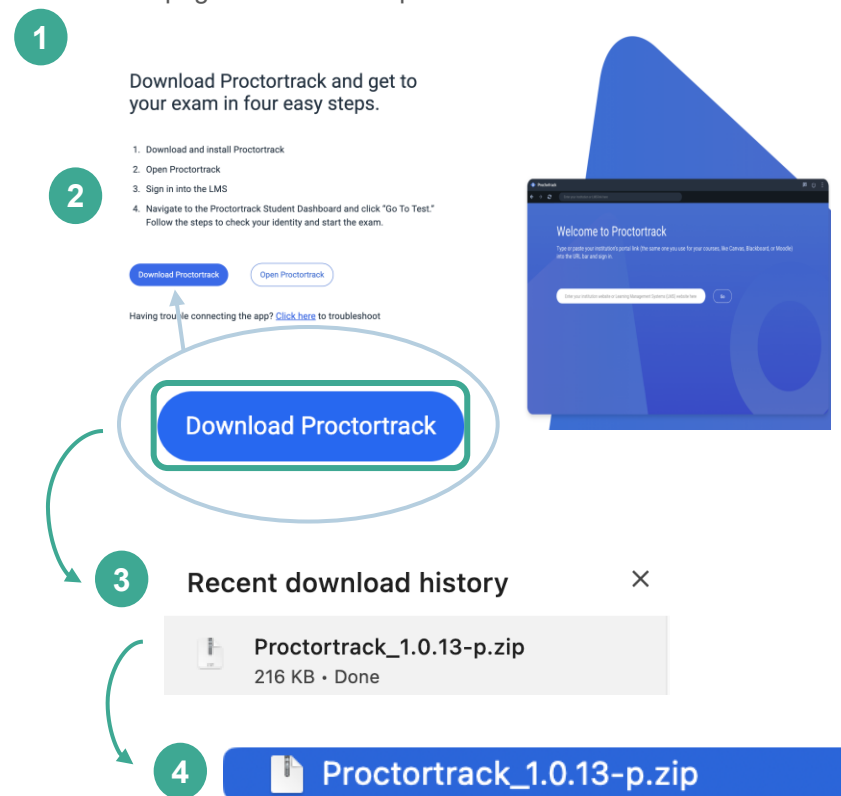
Tip: Deleting old versions of Proctortrack

If you took an exam with TSBC before January 8, 2026 and still have Proctortrack software installed on your computer, uninstall your old version of Proctortrack.

To download Proctortrack:

1. Visit [TSBC's Proctortrack page](#).
2. Click **DOWNLOAD PROCTORTRACK**. This will download Proctortrack to your **DOWNLOADS** folder.
3. Open your **DOWNLOADS** folder on your computer.
4. Open the Proctortrack software you downloaded.
 - **If you're using a PC:** Double-click the file named **PROCTORTRACK_1.0.13-P** to open the file.
 - **If you're using a Mac:** Double-click the zip file named **PROCTORTRACK_1.0.13-P.ZIP** to unzip the file.

Figure 3. Downloading Proctortrack software from TSBC's Proctortrack page on a Mac computer



5. Follow the prompts on your computer screen to install the Proctortrack software.
6. Wait for the Proctortrack software to install and automatically open.
7. When you see the Proctortrack welcome page, you have successfully installed Proctortrack on your computer. Click the power button icon in the top right corner of your screen to close Proctortrack.

After you've successfully installed Proctortrack software on your **computer**, you can start setting up your smartphone. You won't need to open Proctortrack on your computer until your exam day.

Figure 4. Installing Proctortrack software on a Mac computer

5

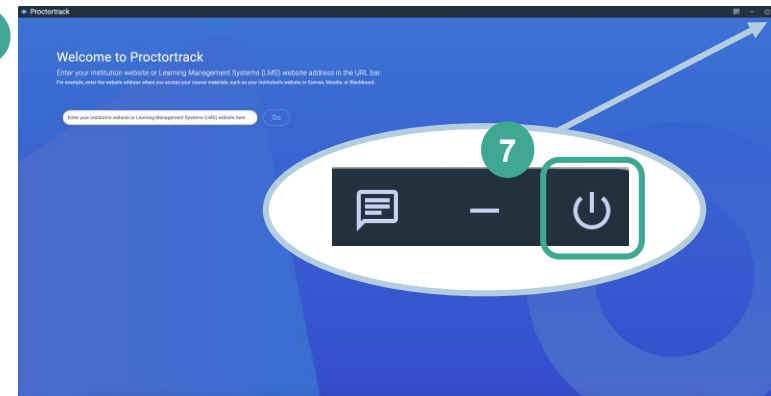
Drag the Proctortrack app onto the applications folder to install

Do not simply click the proctortrack icon. To install it correctly, drag the icon into the applications folder, and then launch the app from either the applications folder or the launchpad.



Figure 5. Proctortrack's welcome screen and close button

6



Getting Your Smartphone Ready


In addition to your computer, you'll also need a **smartphone** for your exam. Before your exam, you'll need to download the Proctortrack app on your smartphone to record a video of the room you'll take your exam in.

Need help?

If you aren't sure if you have the right devices or have trouble setting them up, please contact Proctortrack's support team at <https://www.proctortrack.com/support/>

If you don't have these devices or they aren't working properly, please call TSBC's Contact Centre at 1 866 566 7233 to reschedule your exam.

Figure 6. Smartphone requirements for Proctortrack

Smartphone Requirements		
		
Use a smartphone with:		
<ul style="list-style-type: none"> ✓ camera ✓ stable internet connection ✓ battery life of 85% or higher ✓ charging cord plugged into an outlet 		
	Android / Other	iPhone
Operating system	OS version 10 or higher	iOS version 10 or higher
RAM	2 GB RAM or higher	2 GB RAM or higher
Free space	500 MB or higher	500 MB or higher

Installing the Proctortrack App on Your Smartphone

At least one day before your exam, download the Proctortrack app on your **smartphone**. You'll need this to record a video of your exam room.

If you're using an Android or smartphone other than an iPhone:

1. Open your Google Play Store.
2. In the search bar, type "Proctortrack."
3. Scroll to the app named **Proctortrack v2**. Tap **INSTALL**.
4. Follow the prompts on your smartphone to install the Proctortrack app.

If you're using an iPhone:

1. Open your App Store.
2. In the search bar, type "Proctortrack."
3. Scroll to the app named **Proctortrack v2**. Tap **GET**.
4. Follow the prompts on your smartphone to install the Proctortrack app.

After you've successfully installed the Proctortrack app on your **smartphone**, you can start setting up your exam room. You won't need to open the Proctortrack app until your exam day.

Figure 7. The Proctortrack app in the Google Play Store

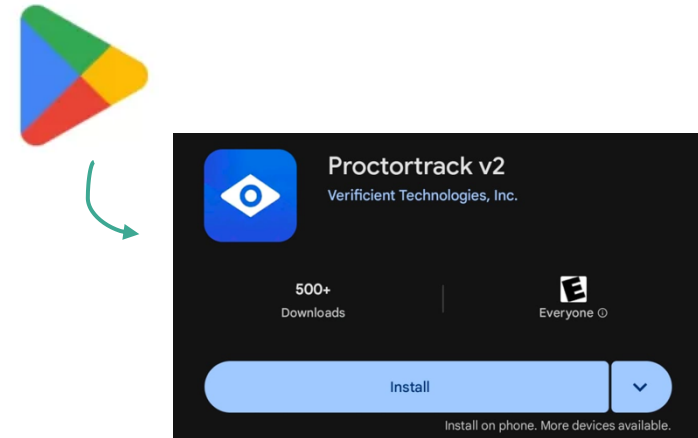
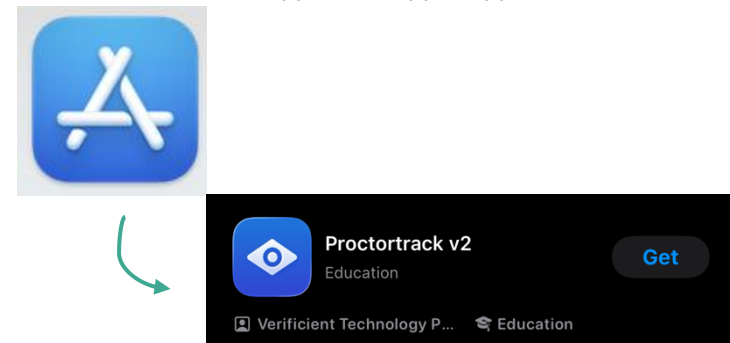


Figure 8. The Proctortrack app in the Apple App store



Setting Up Your Exam Room

Find a quiet, well-lit room to take your exam. No one else will be allowed in your exam room while you're taking your exam, so make sure you'll have privacy during your whole exam.

Before your exam, set up your exam room:

- **Remove any personal items** that you don't want shown on camera.
- **Remove any prohibited items**, such as:
 - posters and charts with exam-related information (e.g. posters of the periodic table)
 - whiteboards, easels, flipcharts, projector screens, or anything else that can display or project information (except your computer and smartphone)
 - hats, caps, and other headgear (unless religious)
 - headphones, earbuds, or earpieces
 - recording and listening devices, including cameras, other smartphones, digital watches, electronic pens, smart glasses, video recorders, electronic notepads or books
 - programmable calculators (you may use a non-programmable calculator)
 - dictionaries (you may use the online English dictionary we provide during your exam)

Figure 9. Items not permitted in your exam room

Prohibited items		
✗		exam-related posters and charts
✗		projectors, flipcharts, and screens
✗		headphones and earpieces
✗		hats, caps, and headgear
✗		cameras, video or audio recording devices
✗		programmable calculators
✗		dictionaries

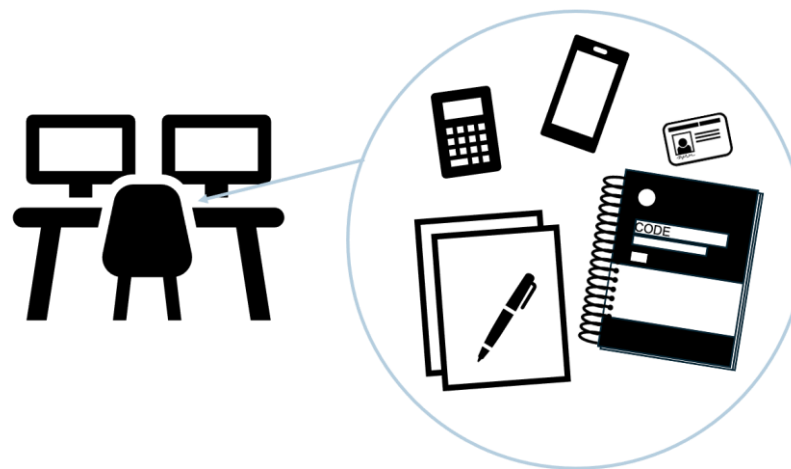
- **Make sure you have at least one piece of government-issued identification (ID).** Your ID must:

- have your photo
- match the information you gave to TSBC when you applied for your exam
- be valid on your exam day

We accept the following types of photo ID:

- driver's licence, issued by a Canadian province or territory (interim paper licences aren't permitted)
 - provincial identification card (e.g. BCID card)
 - BC Services card
 - combination driver's licence and BC Services card
 - passport
 - Indian Status card
 - Canadian permanent resident card
- **Organize your desk space** to allow for your computer, smartphone, ID, and items permitted in your exam room.
 - **Gather the permitted items**, including:
 - hard copy of code books (we don't provide code books during your exam)
 - other permitted reference materials (see [TSBC's website: Permitted reference materials](#) for details specific to your exam)
 - a scientific calculator (programmable calculators aren't permitted)
 - two blank sheets of paper (notebooks aren't permitted)
 - a pen

Figure 10. Items permitted in your exam room





Familiarizing Yourself with the Exam Rules

You'll be asked to agree to the following exam rules on your exam day:

- Do not communicate with anyone or allow anyone else to enter the exam room during your exam. You may contact Proctortrack or TSBC if you have technical issues.
- Do not copy, record, or share exam questions or diagrams.
- Stay in view of your webcam during your exam. You're allowed one 5-minute washroom break during your exam. You can leave the exam room, but leave your exam and webcam running. If you're away longer than five minutes, you'll automatically fail the exam.
- Bring only permitted reference material for the exam you are writing. Only hard copy code books (no electronic versions) are allowed. See [Use of Code Books for Exams](#) for more details.
- Remove all prohibited items from your exam room.
- Remove any headwear such as hats or caps before your exam.

Consequences

If you break any of these exam rules, you may face the following consequences, depending on the severity of your actions:

- Your exam may stop partway through your exam.
- Your exam may be cancelled.
- You may need to wait up to 6 months before you're allowed to re-attempt the exam.

Special accommodations

At least four weeks before your exam day, ask TSBC's Contact Centre for special accommodations at 1 866 566 7233.

On Your Exam Day

This section guides you through what you need to do on the day of your exam to open Proctortrack software on your computer, go through Proctortrack's system and identity checks, and launch your exam.

Before you start your exam, check your exam room setup to make sure you have everything you need for your exam. You won't have access to this guide during your exam.

Opening Proctortrack on Your Computer

If you downloaded Proctortrack on your computer before your exam day, open the Proctortrack software.

1. Go to [TSBC's Proctortrack page](#).
2. Click **OPEN PROCTORTACK**.
3. TSBC's exam platform login screen will appear.

You can get your exam login information from your online exam booking confirmation message in TSBC's online services.

Tip: Another way to open Proctortrack

You can open the Proctortrack software from your Downloads folder on your computer. When Proctortrack asks for the institution website, copy and paste the exam link from your exam booking confirmation message.

Figure 11. TSBC's Proctortrack page

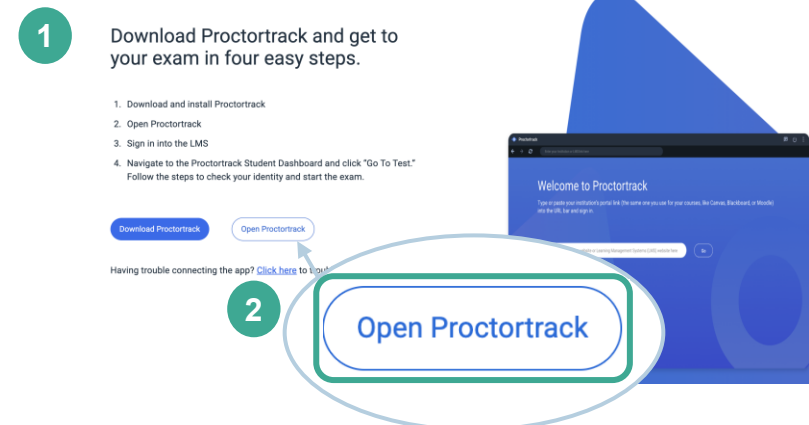
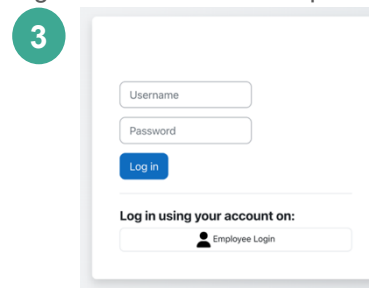


Figure 12. TSBC's exam platform login screen



Getting Your Exam Platform Information from TSBC's Online Services

To get your exam platform login information, log in to TSBC's online services and access your messages.

1. Open a new tab or window in your web browser (Google Chrome or Firefox).
2. Go to TSBC's online services: <https://online-services.technicalsaftybc.ca/>
3. Log in to TSBC's online services. Use the email address and password you used when you applied for your exam.
4. Click your account name in the top right corner to open the dropdown menu. Click **MY MESSAGES**.
5. Find the message called **ONLINE EXAM BOOKING CONFIRMATION**. Click **ACTIONS > VIEW** to open your message.

Tip: What time should I start my exam?

Start your exam between 8am and 2pm Pacific Time in case you need help from TSBC. TSBC's Contact Centre is open from 8am - 5pm Pacific Time, Monday to Friday.

Figure 13. TSBC's online services login screen

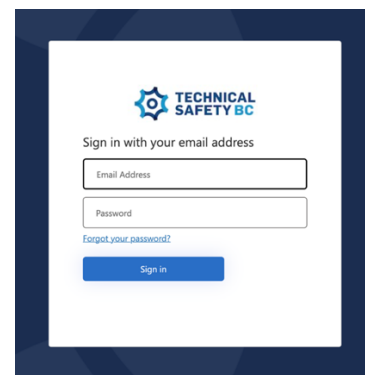


Figure 14. Accessing your messages

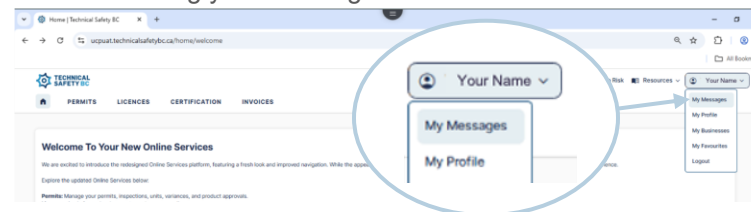
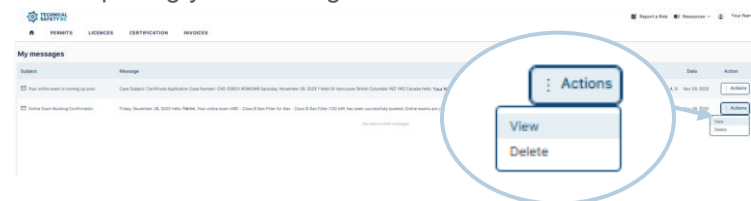


Figure 15. Opening your message





6. In your **ONLINE EXAM BOOKING CONFIRMATION** message, find your exam platform login information:
 - Link: <https://certification.technicalsafetysbc.ca> (TSBC's exam platform link)
 - Username: A 6-digit number
 - Password: An 8-digit number
7. Click and drag your mouse to highlight your 6-digit username. Press **CTRL-C** on your keyboard (**COMMAND-C** on a Mac keyboard) to copy.
8. Go back to TSBC's exam platform login screen.
9. Click in the **USERNAME** field. Press **CTRL-V** on your keyboard (**COMMAND-V** on a Mac keyboard) to paste your username.
10. Copy and paste your 8-digit password from your message.
11. Click **LOG IN**.

Tip: Copying and pasting

To copy and paste your username and password, use your keyboard to press **CTRL-C** to copy, then press **CTRL-V** to paste. (**COMMAND-C** and **COMMAND-V** on a Mac keyboard. Right-clicking your mouse will not work.

Figure 16. Your exam platform login information

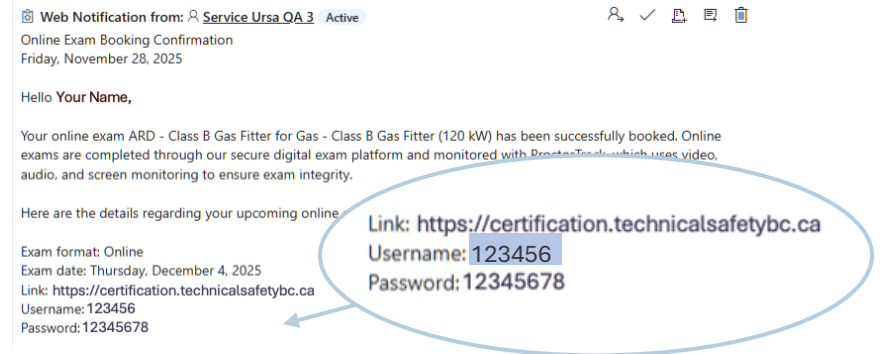
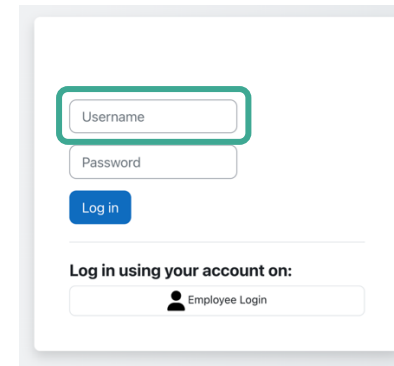


Figure 17. TSBC's exam platform login screen



Launching Your Exam Dashboard

After you've logged in to TSBC's exam platform, you'll see a welcome screen with your name and the exam you're going to take.

1. Under **MY EXAMINATIONS**, click the name of your exam. A screen will appear with the name of the trade certificate you're working toward and the name of the exam you're going to take.
2. Under **EXAM**, click the name of your exam. A screen will appear with a list of exam instructions.
3. Scroll down and click **ATTEMPT EXAM**. This will take you to the launch page for your exam dashboard.
4. Click **GO TO MY DASHBOARD**.

Figure 18. TSBC's exam platform welcome screen

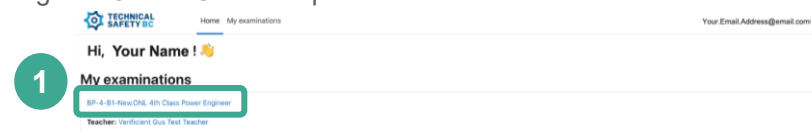


Figure 19. Your exams

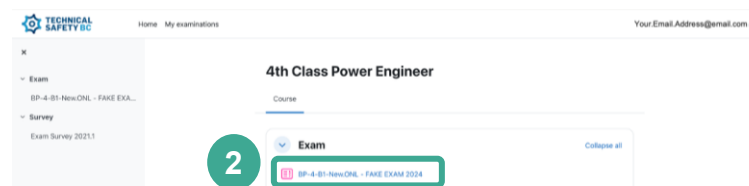


Figure 20. Exam instructions

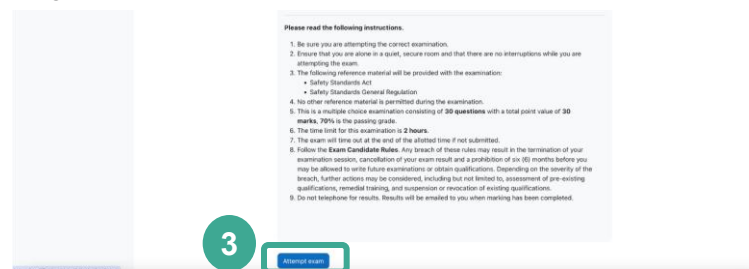
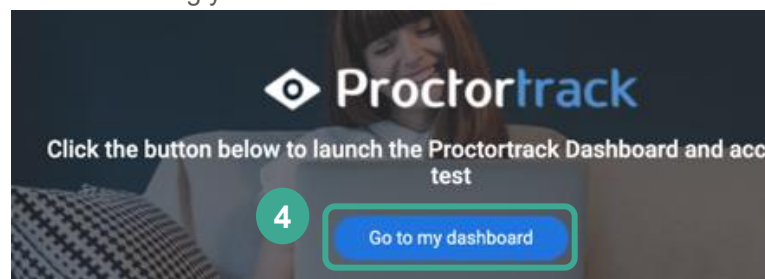


Figure 21. Launching your exam dashboard



Running Proctortrack's System Check

Your exam dashboard shows how many exams you've taken and a list of the exams you've taken with TSBC. You'll see two half-circle progress bars labelled **TOTAL TESTS** and **ONBOARDING STATUS**.

Before you take your exam, you'll need to agree to Proctortrack's policy and let Proctortrack run a system check. Below the half-circle progress bars, you'll see four tabs.

1. In the **TEST LIST** tab, find the name of the exam you're taking. Next to the name of your exam, click **Go To TEST**. Don't worry—this won't start your exam.
2. Read Proctortrack's tips for setting up your exam room. At the bottom of the screen, click **NEXT**.
3. Read Proctortrack's Policy Agreement. Click the checkbox to confirm you agree to their policy and click **SUBMIT** to move on to the system check.
4. Let Proctortrack run its system check on your computer and software.
5. Follow any prompts to change settings on your computer.
6. When the system checks complete successfully, you can move on to the face scan.

Figure 22. Your exam dashboard

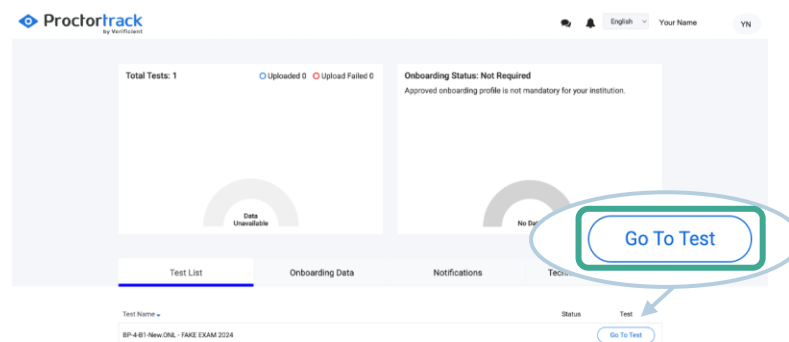
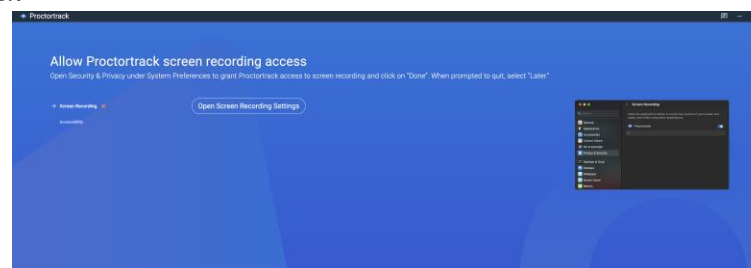


Figure 23. Prompts to change settings in Proctortrack's system check



Tip: Choosing a device when Proctortrack detects multiple devices

Proctortrack may detect multiple microphones or webcams if your smartphone is connected to your computer. If this happens, click the dropdown menu and choose **INTERNAL MICROPHONE** or **INTERNAL WEBCAM**. Click **RETRY** to continue to the next step of the system check.

Scanning Your Face and ID

Proctortrack will scan your face and ID to confirm your identity.

Follow the prompts on Proctortrack to start the face scan:

1. Adjust your lighting to make sure you can clearly see your face on your screen.
2. Adjust your position in front of your computer to make sure your face fills the frame on your screen.
3. Click **START SCAN**.
4. Follow the prompts to turn your face.
5. Review the image of your face scan.
 - Click **RETRY** if you need to retake your face scan; or
 - Click **SUBMIT** to accept your face scan and continue to the ID scan.

Follow the prompts on Proctortrack to start the ID scan:

1. Hold your ID up to your webcam so that your ID fills the frame on your screen. Make sure you can clearly read your name and identifying information on your ID.
2. Click **START SCAN**. Hold still for 11 seconds.
3. Review the image of your ID scan.
 - Click **RETRY** if you need to retake your ID scan; or
 - Click **SUBMIT** to accept your ID scan and continue to the room scan.

Figure 24. Proctortrack's face scan

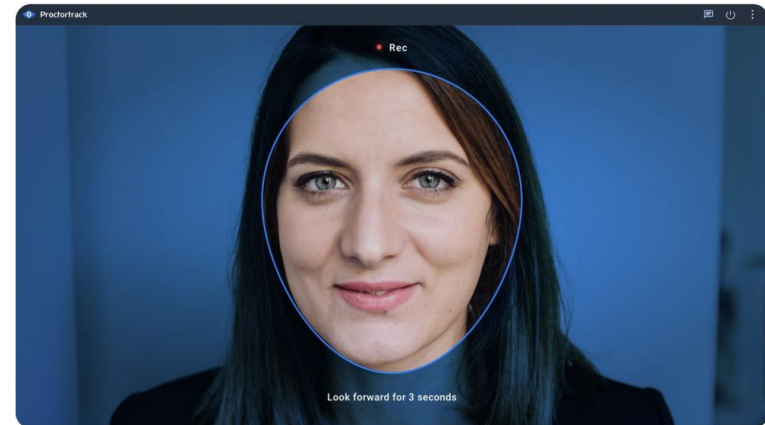
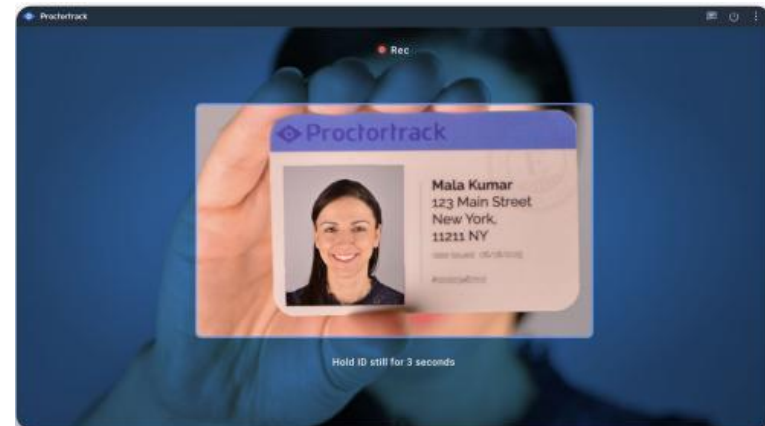


Figure 25. Proctortrack's ID scan



Scanning Your Exam Room

Proctortrack uses the smartphone app to scan your exam room and desk area to confirm it has only the permitted items, devices, and reference material.

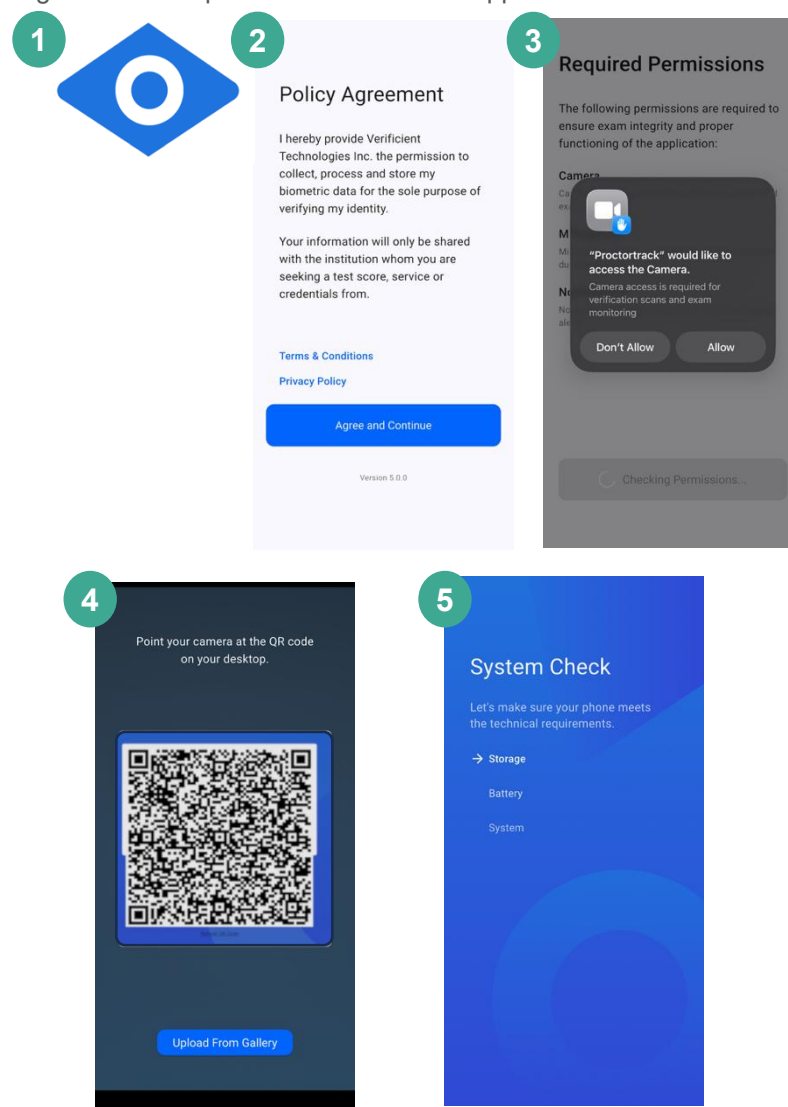
When you're ready to scan your exam room, you'll see a QR code on your computer screen. You'll need your smartphone for the room scan.

Opening the Proctortrack App

To let Proctortrack start the room scan:

1. Tap the Proctortrack app on your smartphone to open it.
2. Read Proctortrack's Policy Agreement. Tap **AGREE AND CONTINUE**.
3. Follow the prompts on your smartphone to give Proctortrack access to your smartphone's camera, microphone, and notifications.
4. Scan the QR code by holding your smartphone up to your computer screen. Align the QR code with the frame on your smartphone's screen.
5. Let the Proctortrack app run its system check on your smartphone's settings.
6. Follow any prompts to change settings on your smartphone.

Figure 26. Prompts in the Proctortrack app



Recording and Submitting Videos of Your Exam Room

To record and submit videos of your exam room:

1. Read the instructions for the room scan.
2. Record a 20-second video of a 360° view of your exam room.
3. Record a 10-second video of your desk setup, including the front and back of your computer monitor.
4. Review the videos of your exam room and desk setup.
 - Tap **NO, RETAKE** if you need to retake your videos.
 - Tap **YES, SUBMIT** to accept your videos and submit them for review.
5. When **SCANS COMPLETED** appears on your smartphone screen, you've successfully scanned your exam room with your smartphone. Tap **START** to lock your smartphone. The exam guidelines will appear on your computer screen.

Your smartphone will stay locked during your exam.

Figure 27. Proctortrack's room scan and video preview

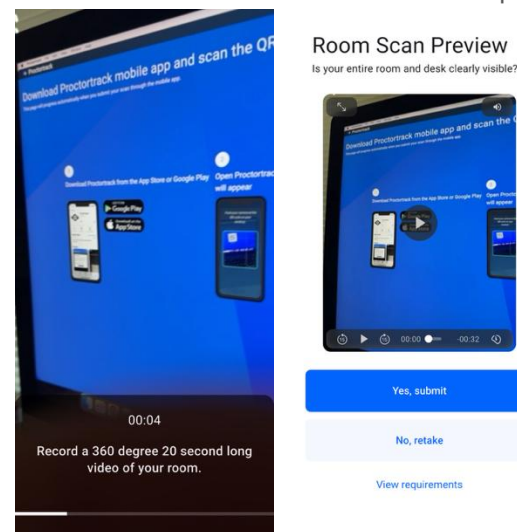
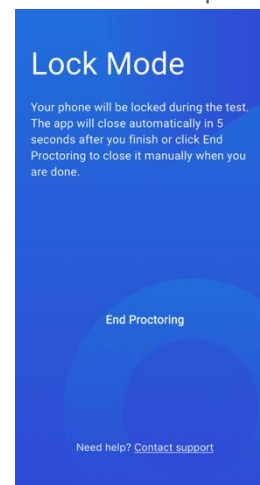


Figure 28. Your smartphone in lock mode



Launching Your Exam

Before you launch your exam, review the exam guidelines on your computer screen to make sure you're ready to start your exam. You'll be asked to enter your exam password. This is an access code that Proctortrack will give to you. It is not the same as your exam platform password.

When you're ready to start your exam:

1. Read the exam guidelines. Click **START PROCTORING**.
2. A small window will appear in the middle of your screen. Click **COPY CODE/PASSWORD**.
3. Once you've copied the code/password, the small window will disappear. Paste the code in the **EXAM PASSWORD** field. To paste, press **CTRL-V** on your keyboard (**COMMAND-V** on a Mac keyboard), or right-mouse click and choose **PASTE** from the menu.
4. Click **START ATTEMPT** to launch your exam.

When your exam questions appear on your screen, your exam timer has started. You can start taking your exam. Good luck!

Figure 29. Exam guidelines

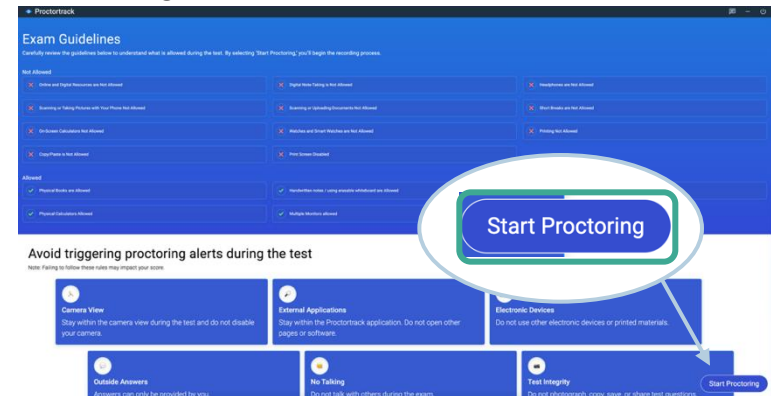
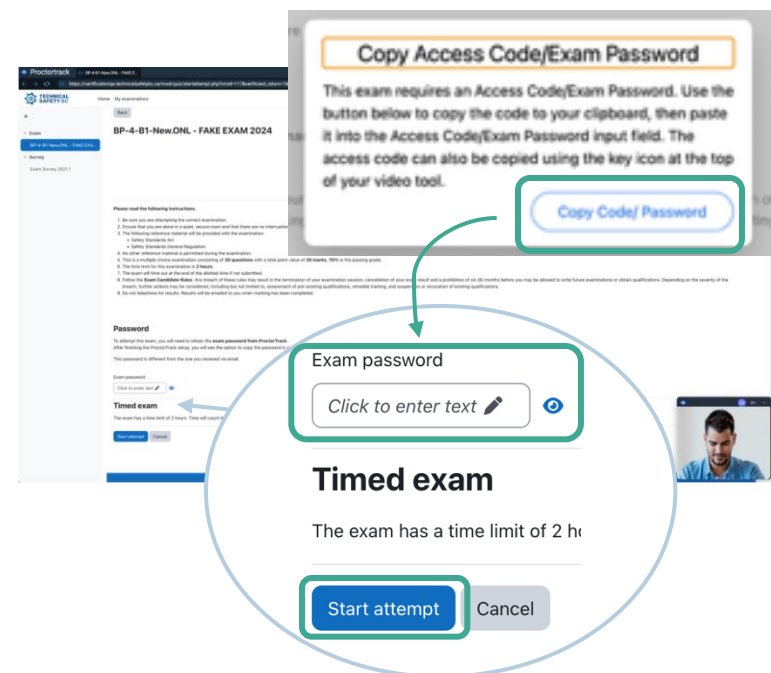


Figure 30. Copying and pasting your exam password



During Your Exam

This section tells you what Proctortrack monitors during your exam, how to navigate your exam, how to get help during your exam, and how to submit your exam answers and data.

During your exam, Proctortrack monitors and records your activity by:

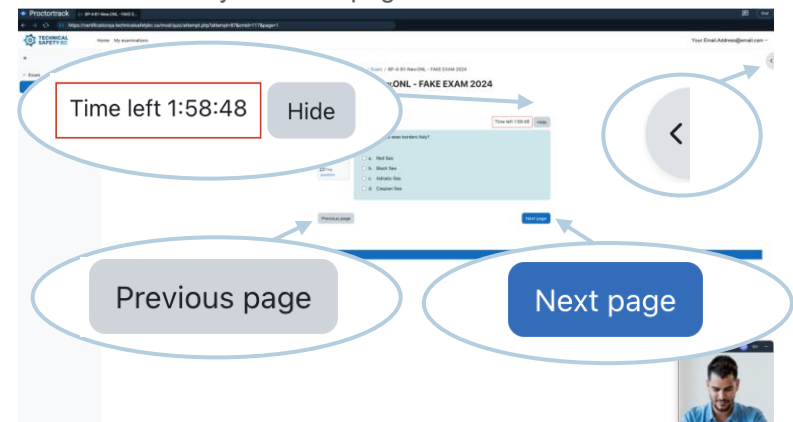
- recording video and audio through your webcam, including your face, voice, and exam room
- taking screenshots of your computer desktop
- detecting and recording if you try to open additional web browser windows or tabs
- detecting your keyboard activity

Navigating Your Exam

To navigate your exam, use the following:

- Click your response to answer a question. You can skip exam questions and go back to them later.
- Click **NEXT PAGE** to move to the next question.
- Click **PREVIOUS PAGE** to move to the previous question. You can't click the Back button in your browser.
- Click **HIDE** next to the exam timer if you don't want to see the timer.

Figure 31. Buttons on your exam page



- Click < on the right side of your screen to open the exam navigation.
- Click any question number in the exam navigation to jump to a question.
- Click + in the top right of your screen to make the font size bigger or smaller.

Accessing reference materials

To access reference materials, use the exam navigation:

1. Click < on the right side of your screen to open the exam navigation.
2. Click **REFERENCE MATERIALS** to access a list of relevant regulations, regulatory notices, and a dictionary.
3. Click the name of the reference material you want to open. The reference material will open in a new tab within Proctortrack.
4. Click the tab with your exam name to navigate back to your exam.

Figure 32. Using the exam navigation

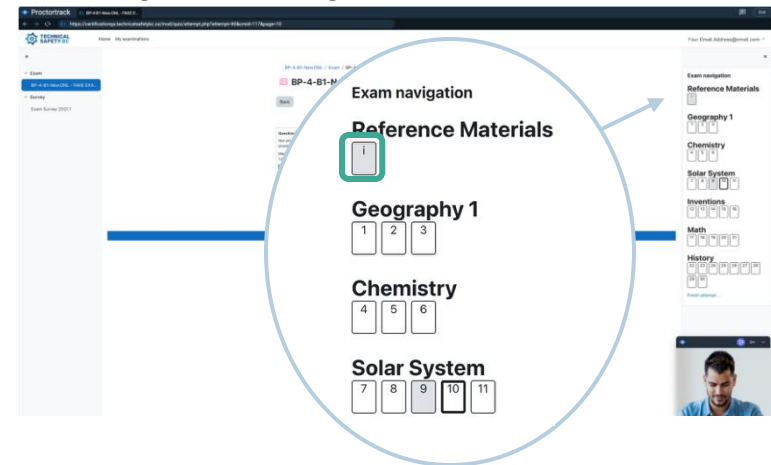


Figure 33. Reference materials

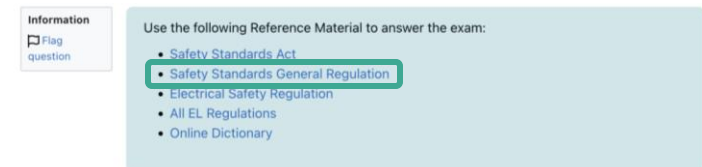
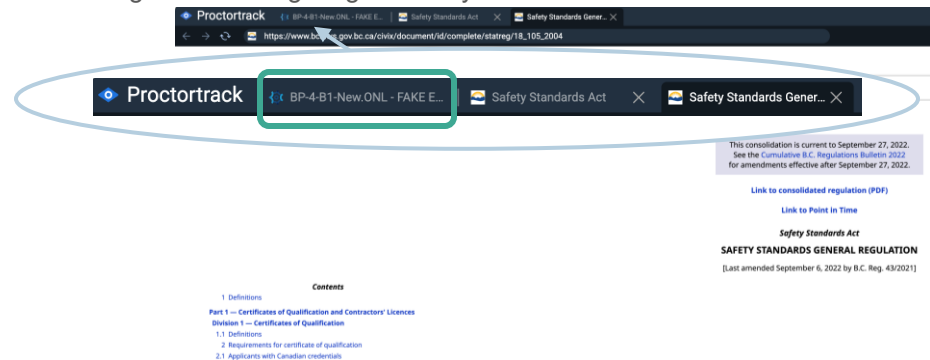


Figure 34. Navigating back to your exam from a reference



Getting Help During Your Exam

If you need help during your exam, Proctortrack or TSBC employees can help you, depending on what the issue is. No TSBC or Proctortrack employees are watching you as you write your exam.

You won't have access to this guide during your exam, so you may want to familiarize yourself with these possible issues and who to contact.

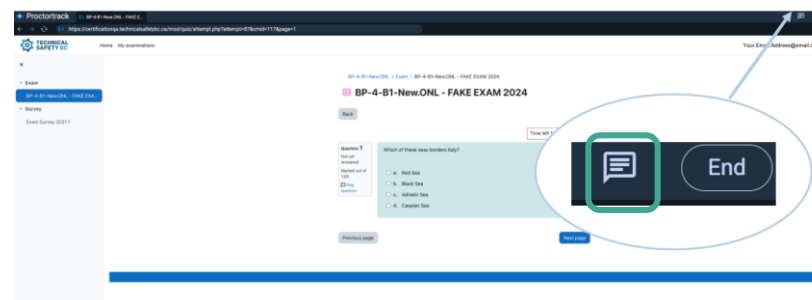
If there's an emergency

If there's an emergency during your exam, say out loud what the emergency is (if you can) so your webcam will record it, and leave your exam room. We will review the situation and contact you to determine next steps.

Tip: Unlocking your smartphone

Tap **END PROCTORING** on your smartphone to unlock it to make a phone call. Leave your webcam running. Proctortrack or TSBC employees will help to get you back into your exam.

Figure 35. Proctortrack's chatbox icon



Who should I contact?

Contact Proctortrack if:

- You get an error message in Proctortrack (e.g. Warnings that you don't have enough RAM)

Chat: Use the chatbox in the top right corner of your screen.

Phone: 1 844 753 2020 (24 hours a day)

Contact TSBC if:

- You can't access your exam password
- The exam isn't loading
- The next question isn't loading
- You get disconnected from the exam

Phone: 1 866 566 7233 (8am - 5pm, Monday to Friday)

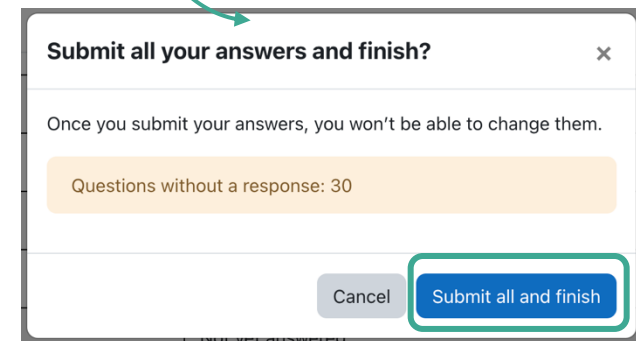
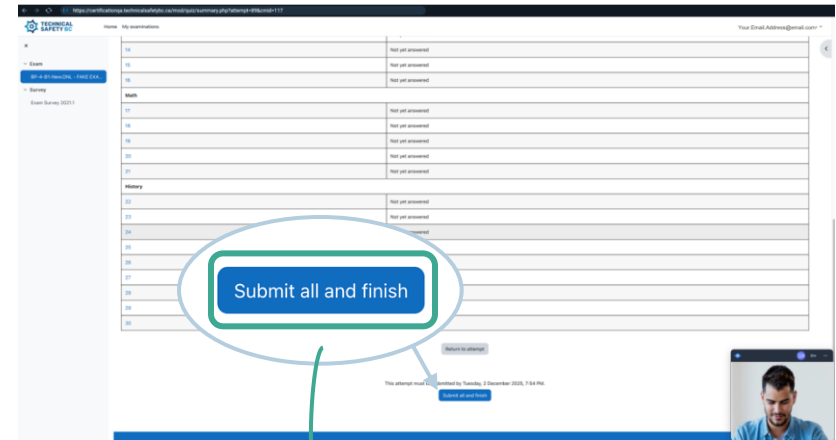
Finishing Your Exam

When you've answered all the exam questions, all of your exam answers will appear on the final screen of the exam, called your Summary of attempt. To submit your exam answers and end your exam:

1. Review your answers in your Summary of attempt.
2. At the bottom of the screen, click **SUBMIT ALL AND FINISH**.
3. A small window will pop up and ask to confirm that you want to submit your answers.
 - Click **CANCEL** if you want to review your answers again or answer any questions you skipped.
 - Click **SUBMIT ALL AND FINISH** if you want to submit your answers and finish your exam.

When you submit your exam answers, your exam timer will end.

Figure 36. Summary of attempt



Answering TSBC's Exam Survey

After you finish your exam, you can provide feedback on your experience through TSBC's exam survey. Your feedback in the survey helps us improve the online exam experience for other examinees and any exams you take in the future. Your time spent answering the survey does not count toward your exam time.

To access TSBC's exam survey:

1. In the navigation bar on the left side of your screen, click **EXAM SURVEY 2021.1** (exact name may be different)
2. Click **ANSWER THE QUESTIONS** to launch the survey.
3. Answer the survey questions. Click **NEXT PAGE >>** at the bottom of your screen to go to the next page of survey questions.
4. On the last page of survey questions, click **SUBMIT QUESTIONNAIRE**.

Tip: Minimizing your webcam view window

If you don't see **NEXT PAGE >>** at the bottom of your screen, it may be behind the small window with your webcam view.

Click the minimize icon at the top right of the small window to minimize the window. You can now click **NEXT PAGE >>**.

Figure 37. Accessing TSBC's exam survey

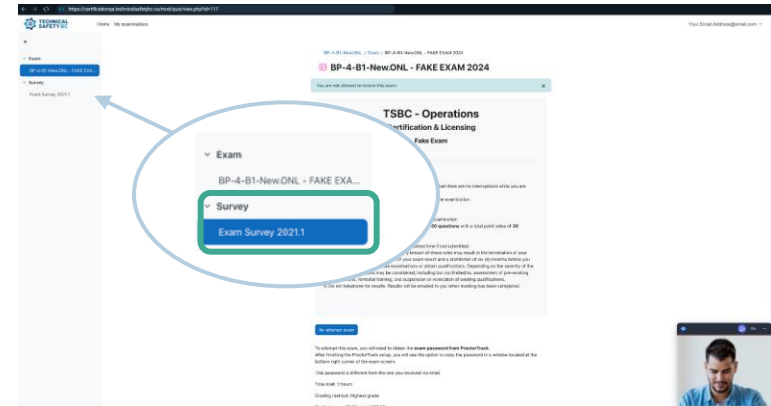
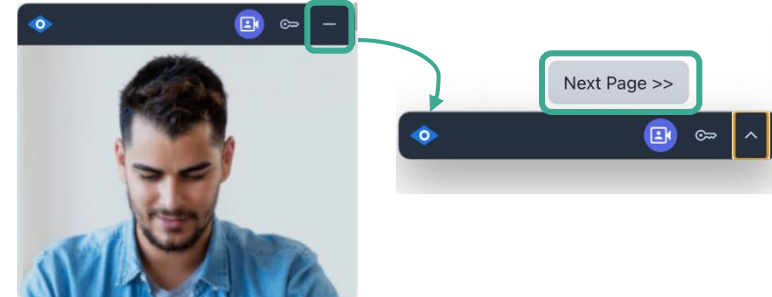


Figure 38. Minimizing your webcam view window



Uploading Your Exam Data and Closing Proctortrack

When've completed TSBC's exam survey, upload all your exam data:

1. In the top right corner of your screen, click **END**.
2. Proctortrack will ask you to confirm whether you want to end proctoring. Click **END PROCTORING**.
3. Wait for Proctortrack to upload the video recording of your exam and other data.
4. When **UPLOAD COMPLETE** appears on your computer screen, you've finished your exam. Congratulations! You can continue to upload your data on your smartphone.

Figure 39. Closing Proctortrack

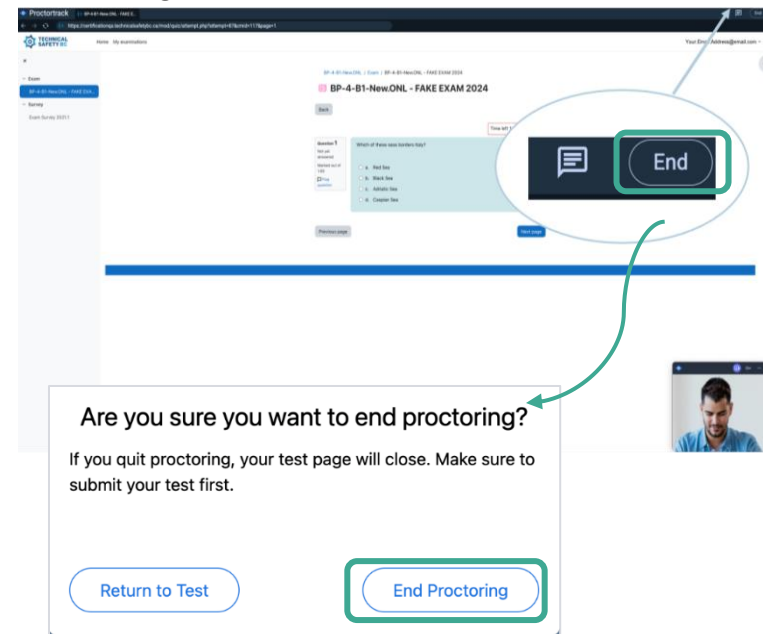
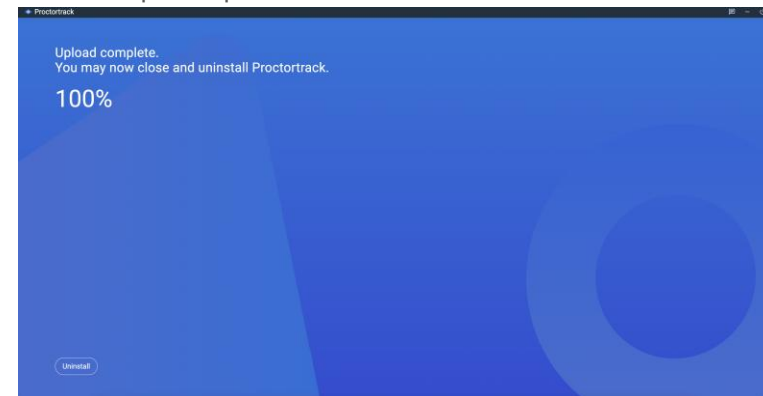


Figure 40. Computer upload confirmation



5. Check your smartphone to see whether the Proctortrack app has automatically closed. If it hasn't closed, tap **END PROCTORING**. The Proctortrack app will ask you to confirm whether you want to end proctoring. Tap **END**.
6. Wait for the Proctortrack app on your smartphone to upload your data.
7. When **UPLOAD COMPLETE** appears on your smartphone screen, your data has been uploaded. Wait five seconds for Proctortrack to unlock your smartphone.
8. Click **UNINSTALL** on your computer screen to remove Proctortrack software from your computer.

After your exam, Proctortrack sends the video recording and data on your activity to TSBC, reporting any issues to review.

Don't close Proctortrack before upload is complete

If you close Proctortrack before the data upload is complete, TSBC won't receive your video recording and exam data. You'll need to retake your exam and pay the retake exam fee if we don't receive this data.

Figure 41. Smartphone upload confirmation

