

ProctorU Quick-Start Troubleshooting for CLC Exam Candidates

1. Preparing for your Online Examination (1-2 weeks prior to testing date)

- First, review the technical requirements listed on the ALPP Website to confirm that you are able to sit for the CLC examination remotely. Those requirements can be found here: <https://www.alpp.org/pdf/FAQs-for-Online-CLC-Examination-092120.pdf>
 - Common issues include:
 - Chromebooks and iPads do not work for the CLC examination
 - Internet speed must meet requirements for remote examination to run properly
 - Computer storage must be clear and RAM capabilities must meet the listed requirements
 - IF you do not have equipment that meets the necessary requirements, ALPP would recommend reaching out to a friend or family member to see if a computer can be borrowed for the examination.
- Second, please review the requirements of the remote proctoring agency for the day of your exam and what is needed to test, such as a desk (hard surface). That list can be found here: <https://support.proctoru.com/hc/en-us/articles/115011621827-What-do-I-need-to-have-for-my-exam>.
- ProctorU recommends downloading their new Guardian Browser before your exam day. You may download Guardian here: <https://guardian.meazurelearning.com/>.
- After downloading, please re-start your computer.
- Please review the following video to prepare for your test date: <https://meazurelearning.wistia.com/medias/x8sicg86fm>.
- To test your equipment on the Guardian Browser, please follow these instructions: <https://support.proctoru.com/hc/en-us/articles/9951741857677-How-do-I-test-my-Equipment-Guardian->

2. 1-2 Days Prior to your Online Examination Appointment

- Open the Guardian Browser and test your equipment again using the same instructions as above.
- Engage a representative of ProctorU by completing the following steps:
 - Open www.proctoru.com
 - Log into your ProctorU account
 - Click on the blue “Live Chat” button on the bottom, right-hand corner of the page
 - Go through the prompts to get to a representative
 - Advise them that you are wanting to make sure your computer works for your exam and you want their help to check everything, INCLUDING the Proctor chat box
- Go over the checklist on this Help Center document: <https://support.proctoru.com/hc/en-us/articles/9951434736525-Exam-Day-What-to-expect-Guardian->

3. On the day of your Online Examination Appointment and During the Examination

- Restart your computer before logging in to ProctorU.
- If you are able, please connect to the internet via an ethernet cable.
- Close all unnecessary applications and processes.
- On the day of your exam, please open the Guardian Browser and navigate to: <https://www.proctoru.com> to sign in for your exam. Please do so 10-15 minutes before your scheduled start time.
- If you experience ANY issues during the CLC examination launch process, or in the middle of your exam, including when attempting to connect to your remote proctor, please utilize the “chat” feature on the top, left-hand side of the Guardian Browser that says “Support.”
 - Connecting with a technical assistance staff member will be the best option to receive help during or before your exam begins.
- If you would rather speak with someone on the phone, please call: **855-772-8678**
- If you need to speak to someone at ALPP for additional assistance, please call our office at: **508-833-1500** during our business hours (9am-4pm EST, Monday-Friday).