

Exam Preparation Guide

About this guide

The exam preparation guide was created to help IAAO-U learners prepare for and complete their virtual exams with ProctorFree.

It is available in two formats: **interactive** and **static/printable**.

To get the most out of it, use this guide in whichever format you prefer, **before and during** your exam.





Check these first!

The rest of the process depends on them.

1

Do you know your username and password for IAAO-U (learn.iaao.org) **without using the 'keep me signed in' option?**
You will need to enter them manually during the exam process.

Check it now

Go to learn.iaao.org to log in or reset your username and/or password.

2

Can you receive email from support@proctorfree.com at the **address you used to register for the class?**

Check it now

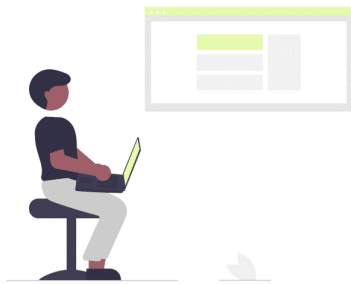
Log in or follow 'forgot password' steps at exam-us-1.proctorfree.com.
(Either will trigger an email.)

'Checked it now' but didn't receive an email?

1. Make sure you're checking the email address you used to register for the class.
2. If it's not there—or it went to the junk/spam folder—add support@proctorfree.com to your email whitelist/safe senders list.

i

Step-by-step guides for [adding a sender to your whitelist](#) are widely available online. NOTE: Whitelisting in work email systems may require IT personnel.



Tech Check & Demo Exam

This 2-in-1 process checks your system setup and walks through exam procedures so you know what to expect at exam time.

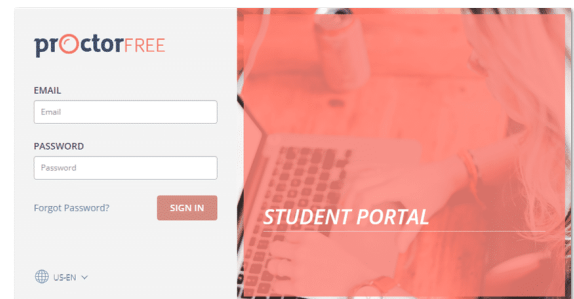
Sooner is better for the tech check & demo exam. We recommend no less than one day before your actual exam. But, again—**SOONER** is better!

If possible, use the same equipment you plan to use for the exam. If you cannot access the computer/equipment in advance, use any computer.

(Doing it **in advance** is most important.)

Step 1:

Access the demo exam in the ProctorFree Student Portal.



Student Portal and Demo Exam Access Checklist

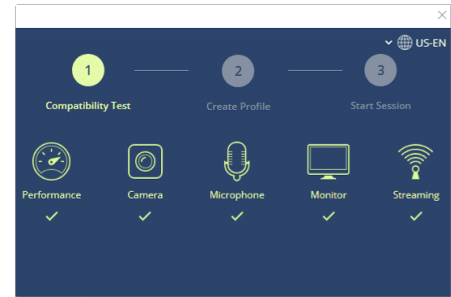
- ☐ **Log in to the ProctorFree student portal.**
Go to exam-us-1.proctorfree.com and log in with the email address you used to register for the class. Use 'forgot password' to **create OR reset** a password.
- ☐ **Select the Demo Exam link.**
Once you are logged in, the link will be on your dashboard.
- ☐ **Download and install the ProctorFree application (if it's not already installed).**
Follow the on-screen instructions (#1-4) for the installation process.

Need help? Live tech support chat (with a **real person**) is available 24/7 at the bottom-right corner of any ProctorFree webpage. Updated technical requirements are listed here:

support.proctorfree.com/portal/en/kb/articles/technical-requirements

Step 2:

Complete the Tech Check.



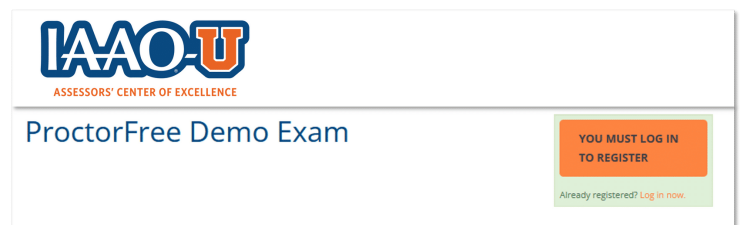
In the ProctorFree app, this is called **SYSTEM COMPATIBILITY TEST & AUTHENTICATION**.
(We prefer "tech check." 😊)

Tech Check Checklist

- ☐ **Open the ProctorFree app.**
If it doesn't open automatically, select the exam link and allow your browser to open the application when prompted.
- ☐ **Do the system compatibility test.**
On-screen instructions will guide you through the test. You will see **PROCEED** when it's completed successfully.
Need help? Select **SUPPORT** in the app to use ProctorFree 24/7 live chat. (It really is a real person!)
- ☐ **Authentication / Create Profile (1st time only)**
Align your face with the oval and select **AUTHENTICATE** . Review the on-screen tips to ensure the camera can capture your facial features.

Step 3:

Do the Demo Exam.



Demo Exam Checklist

- ☐ **Begin your proctored session.**
Select **LAUNCH PROCTORED SESSION** in the ProctorFree app. This opens a secure browser window where you will take the demo exam and a small window where you can see yourself on camera.

Demo Exam Checklist, continued

- ☐ **Complete the demo exam in the secure browser.**
Follow all guidance on the demo exam page. You will log in, "register," and complete everything in the contents tab.
- ☐ **Upload the video of your proctored session.**
AFTER submitting the demo exam, select **FINISH** below your camera self-view and **wait for confirmation** that your session was uploaded successfully.

FOR THE DEMO - Video will upload, but it won't be saved or reviewed.
FOR THE ACTUAL EXAM - Video will upload to be reviewed.



Taking the Final Exam

Tips and reminders to help you through the entire process.

i Before you begin

Prepare your space – Gather allowed materials and put all other materials away (physical or electronic).

Prepare yourself – You may **NOT** step away after launching your proctored session, so move around and use the restroom if needed before you begin.

Getting started

- ☐ Log in to the ProctorFree Student Portal (exam-us-1.proctorfree.com) and select your final exam.
- ☐ Do the system compatibility test and authentication (aka "tech check" – same as the demo).
- ☐ Launch your proctored session and log in to learn.iaao.org in the secure browser.
- ☐ Watch the **How to Show Your Workspace** video and complete the **Pre-Exam Instructions & Acknowledgement**.
- ☐ Enter the **Password / Access Code** at the top of the **secure browser** window.



Taking the exam

- You **must** answer all questions on a page to advance to the next page.
- You **may** flag any question to go back and review.

When you're ready to submit

- ☐ Double-check that you've **answered all questions** and **reviewed any flags**.
- ☐ Navigate to the **last page** of the exam.
- ☐ Click **TWO** submit buttons:

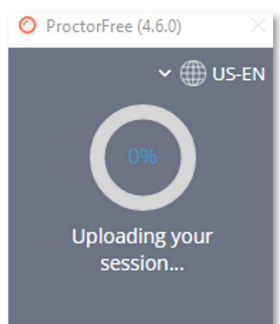
FIRST – Green **SUBMIT** button at the bottom-right corner.

SECOND – Blue **SUBMIT** button in the window that appears after clicking the green submit button.

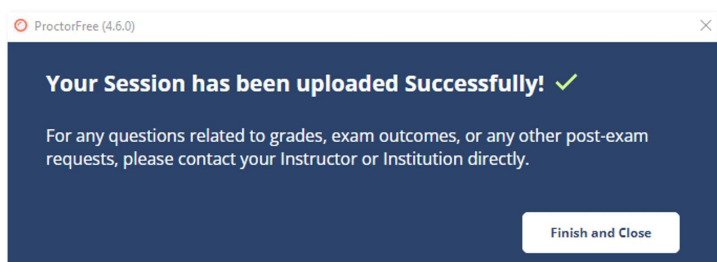
(!!!) You will see your preliminary grade, but your exam is INVALID until you complete the next step (!!!)

- ☐ Select **FINISH** below your camera view. This will begin uploading the video of your proctored session for review.

Your exam is invalid until you receive confirmation that the upload was successful. (See images below)



Uploading in progress.
Exam still invalid.



Upload successful.
Exam is valid.