MCQ FAQs

Do I need an in-person invigilator?
No. You will be remotely supervised by a Proctor in the Proctor Exam system.

What IT checks need to be completed?
1. From ACRRM – IT & venue requirements checks
2. From Proctor Exam '*Please register for your exam*'. This will take you through the necessary checks.
   Note: this must be completed on the device you plan to use for the exam and connected to the internet you will use for the exam.

Will I need to complete the exam on a Desktop PC or Laptop?
Yes. iPads, Chromebooks, tablets and mobile phone do **not** meet the requirements.

What if I can't download/update Chrome on the computer I plan to use?
The exam will ONLY run on Chrome. You will need to find an alternative venue. We recommend sitting at home if you have a strong internet connection.

Do I need a webcam?
Yes. You MUST have a webcam for the exam.

Can I sit the exam at home?
Yes. As long as the required checks are completed successfully.

Do I need to let you know if I want to change venue?
No, however, you **will** need to ensure you complete the required checks at your new venue.

Can I sit in the same room as another candidate?
No, you will need to organise a separate room.

What can I have open on my screen?
The Proctor support browser tab, and the risr/assess exam tab in Chrome. All other programs/browser tabs should be closed.

What if my exam is time is about and I'm still waiting for the PIN from the Proctor?
Don't panic. Your time will **not** start until the PIN has been entered into the risr/assess platform, so you will receive the full exam time. SMS your name to the ACRRM support number if you have concerns on the day.

Can I make notes?
Yes. Please bring blank paper and pens/pencils. Please dispose of any notes securely at the end of the exam. Digital notes (on the computer) are not permitted.

What if I accidentally close the browser?
Simply reopen the URL. You will be automatically taken to the question before the one you were on.

What should I do if my internet drops out?
1. Attempt to reconnect. Alternatively, connect using the hotspot on your phone (recommend bringing your phone charger). The timer will auto adjust.
2. Continue with the exam. The exam content downloads at the start of the exam, allowing you to continue without internet. Once the connection is restored, your answers will upload to the system.
3. If there is a significant issue, please contact the Assessment Team per the escalation instructions so we can assist.

What do I do if I need to use the bathroom?
Please advise the Proctor via the live chat. No time extension.

How do I get support?
1. In the first instance, **use the live chat** in the Proctor Exam tab
2. If additional support is required - **SMS your full name** to the support number provided in the 'Important Exam Information' email, and a team member with either join the live chat OR call you.