APMG International
Accrediting Professionals

Taking your BRMP and/or CBRM exam from the comfort of your home or office with online proctoring

Taking an online exam via ProctorU:

- It's just like having the proctor in the exam room with you but you don't need to travel.

- A proctor will access your exam as you take it to monitor the exam environment through your computer's desktop, webcam and microphone – please note that headphones/ear buds must not be worn during the exam.

- A wired internet connection is highly recommended as wireless (Wi-Fi) connections can cause problems during the exam.

- Paper notes cannot be made during the exam, but a whiteboard can be used for note-taking. The whiteboard must be wiped clean at the end of the session and you must show the proctor that you have done this before you disconnect from the exam session.

- Candidates should be aware that if any part of the pre-examination criteria is not performed correctly, the exam will automatically get a breach result.

- When taking an online exam in an office environment, you may need local administrator permissions on your computer and your office firewall may block necessary connections.

Pre-exam preparations:

- To check if you can use the online exam system, please run the test before booking your exam: https://test-it-out.proctoru.com/

- To familiarize yourself with the structure and format of the exam, and also how to navigate through the online exam screens, you can practice on the sample exam: https://sampleexams.apmg-international.com/Marlin/SamplePapers.aspx

- Watch this short video demonstrating what it is like to take an exam via ProctorU: https://www.youtube.com/watch?v=j_LcpbJuctY&feature=youtu.be

- Log on to your exam 15 minutes before the scheduled exam session to ensure you have time to complete all the pre-exam checks.

For CBRM candidates only:

- Reference to the CBRM Guide is permitted during the examination.
    - The printed guide may be tabbed.
    - Annotations are permitted on the pages.
    - No additional material is permitted; this includes sticky notes with additional information on, any inserted sheets, etc.
    - You will need to show the invigilator/proctor that no additional materials are contained within your copy of the CBRM guide.
- Candidates are permitted to refer to an electronic copy of the CBRM Guide during the exam. The electronic copy must be open on a different tab on the same device that the exam is being taken. Access to other websites, online applications or other electronic resources is NOT permitted.
- No reference material other than the CBRM guide (Business Relationship Management: Certified BRM) is permitted in the examination.

During the exam:

- Keep an eye on how much time you have left: there is a timer in the top left-hand corner of the screen.
- You can 'flag' any questions that you are unsure of or want to review if you have time before the end of your exam. Instructions on how to flag a question are given on-screen before you start the exam (you can practice with this functionality in the sample exam – see link above).
- If you lose your internet connection during the exam, you may log in again via the Candidate Portal and resume the exam. Please note that the exam timer will continue to count down your exam time whilst you are disconnected.
- If you have any technical problems during the exam, please call the APMG Technical Helpdesk immediately as they may be able to resolve the issue and re-connect you to your exam before the exam time expires.
    - UK - 01494 452 450
    - US - 1-855-773-3403
    - AU - 1800 170 920
    - All Other Countries +44 (0) 1494 452 450
    - Press option 3 for technical help

After the exam:

- Ensure that you have clicked on 'Finish Exam'.
- Your provisional result will be provided on-screen.
- Formal confirmation of your result will be sent to you via email.
- Log in to your Candidate Portal to view your score breakdown by syllabus area.
- Don't forgot to claim your digital badge and e-certificate: https://www.youtube.com/watch?v=MrHIHJizSbw
- Please *#shareyoursuccess* on social media!