Remote Proctored Examinations

Frequently Asked Questions (FAQs)

Q1: What is Remote Proctored Examination?

Ans: Remote proctoring allows candidates to take an examination at a **location of his/ her choice** while ensuring the integrity of the examination. These systems require students to confirm their identity, and, during the examination, the **system monitors examinees through video, mic, etc.** looking for behavioural aspect which can lead to unfair practices (cheating). Examinations are conducted online over internet using a Desktop/Laptop. Taking examination using any other device viz. mobile, tabs, etc. is not permitted.

Q2: Which examinations are available under remote proctored examination?

Ans: Presently, candidates can take **following examinations are under remote proctored mode**. (please refer examination schedule for list of examinations offered under remote proctored mode)

1. MSME Finance for Bankers
2. Certificate Examination in Prevention of Cyber Crimes and Fraud Management
3. Certified Credit Professional
4. Certified Treasury Professional
5. Certificate in Risk in Financial Services - (Level -1)
6. Certified Accounting & Audit Professional
7. Certificate Course in Foreign Exchange (FEDAI)
8. Certificate Examination in AML/ KYC
9. Certificate Exam. in Customer Service & Banking Codes And Standards
10. Certificate Examination in IT Security
11. Certified Information System Banker
12. Certificate Course in Digital Banking
13. Certificate in International Trade Finance
14. Certificate Course on Resolution of Stressed Assets with Special Emphasis on Insolvency and Bankruptcy Code, 2016 for Bankers
15. Certificate Course in Strategic Management & Innovations in Banking
16. Certificate Course in Emerging Technologies

Q3: If I do not have PC/Desktop/Laptop how can I give the exam?

Ans: **Candidates have to arrange for the Desktop/ Laptop etc. for remote proctored examination.** (Minimum System Requirements are given in rules and regulations) (click on the below link for Rules & Regulations)
https://mcusercontent.com/59ae3190c29006bcd5317fda0/files/c1c61ea5-74dd-4cd2-be39-4868f39f52b3/Rules_and_regulation_of_RP_exam_13_jul_20.pdf

Q4: What is the minimum system required to give remote proctored examinations?

Ans: Minimum System Requirements

I) **Desktop/Laptop:**
- Browser: Google Chrome version 75 & above, with cookies & popups enabled
- Video/Audio: Webcam and a good quality Mic is required
- Operating system: Windows 8 or 10
- RAM & Processor: 4 GB+ RAM, i3 5th Generation 2.2 Ghz or equivalent/higher
- Pop-up blocker: Disabled

II) **Internet Connection:**
- Stable internet connection with at least 512 kbps+ upload speed

Q5: What if I have PC/Desktop/Laptop with lower configuration?

Ans: **Candidates have to arrange for Desktop/Laptop with required configuration.** (Minimum System Requirements are given in rules and regulations) (click on the below link for Rules & Regulations).
https://mcusercontent.com/59ae3190c29006bcd5317fda0/files/c1c61ea5-74dd-4cd2-be39-4868f39f52b3/Rules_and_regulation_of_RP_exam_13_jul_20.pdf

Q6: How do I check whether my Desktop/Laptop suitable/compatible for remote proctored examination?

Ans: Two days before the examination candidates will receive **email with a link to check the Computer/ Hardware Compatibility and for mock test**. Candidates should ensure that the **compatibility test is completed successfully, at least one day before the examination date** and take the mock test to familiarize himself with the examination environment. For any technical support if required, please write email / call the technical support number provided in the email/ Important Instruction for remote proctored exam.

Q7: What is the permissible environment for taking the exam?

Ans: The candidates shall take the examination from a secure environment.
   i. Place having desk and chair preferably with plain backdrop (area behind the candidate) with adequate lighting so that the **candidate is clearly visible to the proctor**. The place should be **noise free with no public movement in the surroundings**. All the items should be removed from the desk except computer/external webcam (if internal webcam is not available) /keyboard/mouse, other permitted items, if any.
   ii. Examination will not be conducted if the examination area is a Public place, a noisy environment, having inadequate lighting, having public movement in examination area/around the candidate, having other computer or similar device in the examination area.
   iii. The examination cannot be taken sitting on a couch, bed or on the floor.

Q8: If I don't have computer, can I go to Cyber café and take the examination?

Ans: It is **not advisable to take the examination from Cyber café** as the environment at the Cyber café may not be suitable.

Q9: What if I was not able to take the examination on scheduled date/time as indicated in admit letter due to computer/network/internet failure?

Ans: **Candidates have to arrange for suitable Desktop/ Laptop/ Internet etc. required for the examinations.** The Institute will not be responsible if the examination could not be held due to failure of hardware/ network/ internet at the candidate's side. In such cases, the candidate will have to re-register for the examination.

Q10: Will I get the result immediately after submission of the exam?

Ans: The **provisional score card** will be displayed on the screen after submission of the exam. **Final result** will be declared tentatively within 30 days of examination date. **Digitally signed certificate** will be issued two weeks after declaration of the result and sent to candidates on their registered email ID.

Q11: How to register for remote proctored examination?

Ans: Candidates will have to register for the examination through IIBF website www.iibf.org.in. **Registration link will be active according to the examination schedule**.

Q12: Can I use Mac/ MacBook or Linux PC/ Laptop?

Ans: No, candidates have to use **Windows Desktop/ Laptop**.

Q13: I do not have webcam/ microphone, can I take exam?

Ans: No, candidates must have **webcam/ microphone connected to their Desktop/ Laptop**.

Q14: Can I take examination on Mobile/ Tablet?

Ans: No, candidates have to use **Windows Desktop/ Laptop**.

Q15: If I encounter a technical problem during an exam, how can I get help?

Ans: If candidates encounter any technical problem during the examination, they can **ask the proctor for help** (via chat). If proctor is unable to help you to resolve the technical problem, you will be transferred to the technical support team. You can also **take permission from the proctor and call the technical support number** given in the important instructions mail sent to you on your registered email id two days prior to the examination date.

Q16: Can I cancel/re-schedule the examination date/time?

Ans: No, **candidates cannot cancel/ re-schedule the examination date/ time** which was selected at the time of registration under any circumstances.

Q17: Can I take break during the examination?

Ans: No, **candidates cannot take break during the examination**. In case of emergency you need to inform proctor and act as advised by the proctor/administrator.

Q18: What if I cannot get the required date/time slot at the time of registration?

Ans: **Limited logins are available for given date/ time** (about 250) and the slot is offered to the candidates on a **first-come-first-serve basis**.

Q19: Whether physical print of Admit Letter is required at the time of giving examination?

Ans: **Registration number/ login ID and password are given in admit letter**. Once you are on the examination login screen you will not be able to check email on the computer to see the ID or password, you also **cannot change to different tab/ window**. If you have issues in printing the admit letter you should very **carefully note down the registration number/ login ID and password** from the admit letter and use the same to log in for the test.

Q20: When should I login to take my final exam?

Ans: Candidate can **login for the final examination only half an hour before the scheduled examination start time**. Login portal will remain active till half an hour after examination start time. Candidates will note be able to login after the batch time expires.

Q21: Can I come back to the examination after disconnection due to power failure?

Ans: You can come back and **resume the test within half an hour of scheduled examination start time** after proper authorisation by the proctor/administrator.

Q22: Do I need to install any software or subscribe for any software services to appear for the test?

Ans: Two days before the examination, you will receive **email with a link to check the computer/ hardware compatibility** and for mock test. The links will also be provided in your admit letter. During the compatibility test, you will be asked to **download and install secure examination browser on your Desktop/ Laptop**. You need not subscribe to any software services to take the test.

Q23: Do I have to download the secure examination browser again at the time of final test?

Ans: No, the **secure browser is downloaded and installed on your Desktop/ Laptop during the computer/ hardware compatibility test**. Candidates need not install it again at the time of final test as the secured browser is already installed on your PC/Laptop.

Q24: What should I do if the support number is busy or not picked up or not reachable?

Ans: If the call was not picked or the number is busy, the candidate should **drop an email to the technical support team** as mentioned under "**Important Instruction**" and also in your **Admit letter**.

Q25: Do I have to delete any existing software to take the exam?

Ans: Remote access softwares like **AnyDesk, TeamViewer, etc. if installed, should be uninstalled** (not to be deleted) for smooth functioning of the exam.

Some antiviruses and firewalls also do not allow the SEB function, it is recommended that **antivirus be uninstalled** (not to be deleted) and **firewall be disabled** before installing SEB. **Disable Bluetooth**, if active, on your device for smooth functioning of the exam.

Q26: What if I am getting message "Just wait while your test is configured"?

Ans: The message may be displayed due to the **inappropriate system configuration/ firewall not disabled/ antivirus not uninstalled**. Kindly do the needful and try again.

Q27: Can I appear for remote proctored examination using mobile data/ hotspot (through mobile or dongle)?

Ans: Remote proctored examinations require **stable internet connection with high bandwidth**. Thus it is recommended that candidates appear for examination using **broadband or optical fibre internet connection with at least 512 kbps upload speed.**

Q28: I have already given examination in remote proctored mode earlier and want to appear for examination once more. Do I have to configure my system and appear for mock/ compatibility test again?

Ans: Yes, you are **required to follow the entire process again** (including the computer/ hardware compatibility/ mock test) **for every examination** that you have registered for to ensure smooth functioning of the final examination.

Q29: What should I do if I face technical issue during examination?

Ans: Candidates should follow the steps given below
 i.   Seek **permission from proctor** and if approved, **call the technical support team**
 ii.   If the call was not picked or the number is busy, the candidate should **send an email with membership/ registration number and details of the technical issue faced to the technical support team email ID** as mentioned under "Important Instruction" and also in your Admit letter.

Q30: What if I face blank/ white screen during examination?

Ans: Candidates should follow the steps given below
 i.   Press Ctrl + Q to exit the browser. Remote access softwares like **AnyDesk, TeamViewer, etc. if installed, should be uninstalled** (not to be deleted) for smooth functioning of the exam. Some antiviruses and firewalls also do not allow the SEB function, it is recommended that **antivirus be uninstalled** (not to be deleted) and **firewall be disabled** before installing SEB. **Disable Bluetooth**, if active, on your device for smooth functioning of the exam. In case the issue is still not resolved,
 ii.   Seek **permission from proctor** and if approved, **call the technical support team**
 iii. If the call was not picked or the number is busy, the candidate should **send an email with membership/ registration number and details of the technical issue faced to the technical support team email ID** as mentioned under "Important Instruction" and also in your Admit letter.

----*----