



# The Financial Adviser Exam

## Remote Proctoring Information and Step-by-Step Guide

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# FINANCIAL ADVISER EXAM

## REMOTE PROCTORING INFORMATION AND STEP-BY-STEP GUIDE

This guide is designed to assist candidates in registering for and sitting the Financial Adviser Exam using Remote Proctoring. **It is important that all candidates read this guide in its entirety and understand fully the processes involved with remote proctoring.** All candidates who choose to sit via remote proctoring must also ensure that they read and understand the [Candidate Information Booklet](#).

### What is Remote Proctoring?

Remote Proctoring involves sitting the exam under live supervision using your own computer in a suitable location with internet connectivity. An invigilator (proctor) will supervise you via webcam while you sit the exam. Please watch [this short video](#) to have an understanding of how remote proctoring works.

Remote proctoring for the exam is provided by [ProctorU](#), which is based in the United States. By nominating to sit the exam by remote proctoring you will be required to provide personal information to an overseas entity. For further information about how your Personal Information will be collected, stored and used by ProctorU please review the [Financial Adviser Exam Privacy Statement](#).

If you have concerns about your personal information being stored outside of Australia, you should choose to register to sit the exam in one of our exam centres.

## Making sure you are ready to sit the exam

This section will guide you through the steps you will need to complete in order to sit the exam via Remote Proctoring. There are seven exam preparation tasks in total and completing each one is essential to a successful exam day experience. Please use the checklist below to ensure you have completed all steps before your scheduled exam date. If you are unsure whether your computer will meet ProctorU's equipment requirements, *Step 4 - Technical Readiness with ProctorU* can be completed before registering for the exam.

### Remote Proctoring Checklist

Steps	Exam Preparation Tasks	
Step 1	Register and pay for the exam via your ACER candidate registration account	<input type="checkbox"/>
Step 2	Create a ProctorU account	<input type="checkbox"/>
Step 3	Schedule your exam session with ProctorU	<input type="checkbox"/>
Step 4	Complete Technical Readiness with ProctorU	<input type="checkbox"/>
Step 5	Download and check the ACER online exam application	<input type="checkbox"/>
Step 6	Receive <i>Admission Ticket</i> from ACER	<input type="checkbox"/>
Step 7	Receive and read <i>Exam Day Information Guide</i> from ACER	<input type="checkbox"/>

To sit an exam session with ProctorU, please ensure you have the following:

- A private room with an internet connected desktop computer or laptop (with power cord)
- A webcam, either built-in to your device or externally connected
- A copy of your Admission Ticket (available to download from your candidate registration account in the week prior to your exam session)
- An appropriate photo-bearing identification document
- A mirror or similar reflective device to show your proctor what is around your monitor
- A blank sheet of paper and pen/pencil

## Step 1 – Register and pay for the exam via your ACER candidate registration account

When the [registration period](#) for the relevant exam cycle is open, you can register and make payment for the exam through your ACER candidate registration account.

### Creating an ACER candidate registration account for the first time

If you are registering for the exam for the first time and do not have an ACER account, please create an account by navigating to <https://faexamreg.acer.org/> and clicking *Register* under New users. If you already have an account but have forgotten your password, you can use the 'Forgot Password' link on the website.

Follow the prompts to activate your account and enter your personal details. You will be issued with an Application ID, which is a unique username needed to log in to your candidate registration account. The application ID starts with FA and is then proceeded by numbers (eg, FA123456). Please keep a record of your application ID.

On Step 2, Venue and Date, select *\_Remote Proctoring* as your venue option from the drop down list (figure 1).

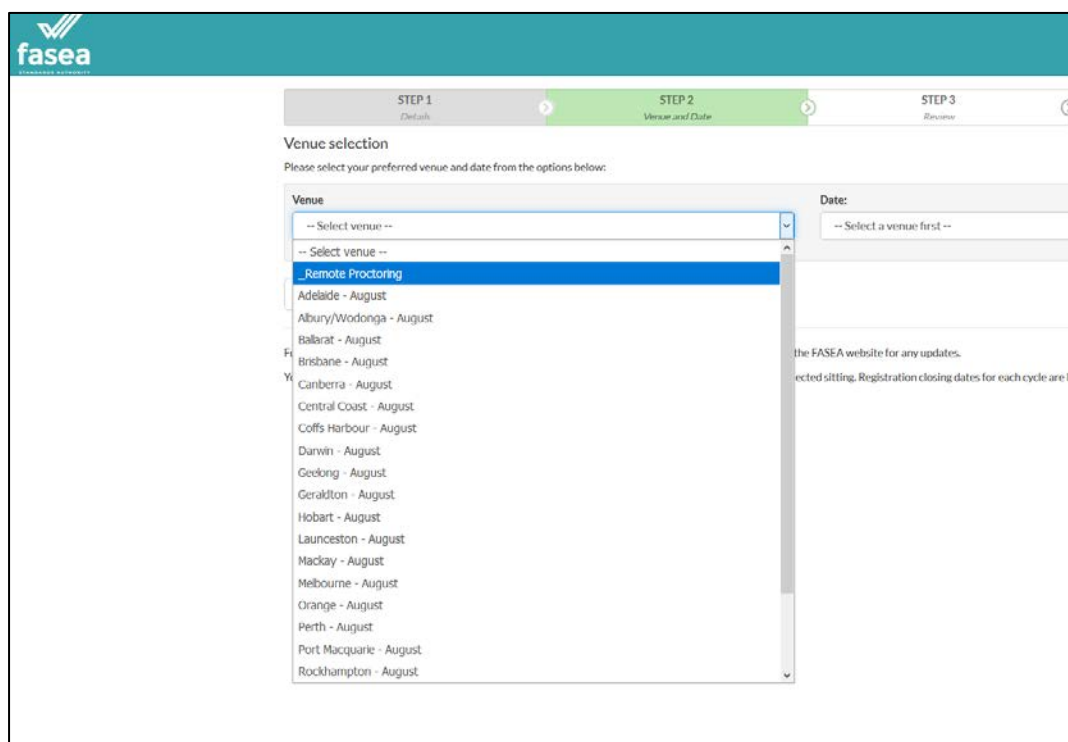


Figure 1: ACER account venue selection page

Then select the exam period from the Date drop down list. Finally, review your booking and complete payment.

Your exam registration with ACER is only complete when you register for the exam and submit your exam fee(s). Your exam registration is not complete and you will not be able to sit the exam if you visit the ProctorU site and schedule your exam session without first registering for the exam with ACER and submitting your exam fee.



When selecting your exam venue, if you choose *\_Remote Proctoring* you will sit your exam remotely online. If you select a city venue (ie Sydney), you have registered to sit your exam in person at the exam venue.

### Already have an account and venue booking?

If you have an existing booking at an exam centre you can change your booking to remote proctoring. Log in to your [candidate registration account](#) as a returning user using your application ID. Navigate to the *Change session* tab on the left hand side. Select *\_Remote Proctoring* from the Venue drop down list. Then select the exam period from the Date drop down list. Click the save button.

Please note, some candidates who were previously sent an admission ticket may see “venue selection closed” when attempting to edit their booking. In this instance, please contact [faexam@acer.org](mailto:faexam@acer.org) to change your booking.

## Step 2 - Create a ProctorU Account

Go to the [ProctorU](#) website to create a ProctorU account (Figure 2).


<https://go.proctoru.com/students/users/new?institution=2056>

Please note that this is a separate account from your ACER candidate registration account.



When you create your account with ProctorU, you **MUST** use the same email address that you used to register and pay for the exam with ACER. This will ensure that your exam booking and identity can be verified when you sit the exam by remote proctoring.

If you have an existing ProctorU account and previously selected an institution other than ACER (eg, Kaplan), you can log into your account, navigate to the account settings page, and add **'\*Financial Adviser Exam – ACER\*'** under the enrolments section.



## Create an Account

Enrollments

**Institution \*** \*\*\*Financial Adviser Exam – ACER\*\*\*

Name

**First name \***

**Last name \***

Account

**Username \***

**Email \***

**Password \***

*Figure 2: ProctorU Create Account page*

When entering your details to set up your account:

- Please ensure that '\*Financial Adviser Exam – ACER\*' has been selected as your institution under 'Enrollments'
- You enter the same email address that you used with your ACER candidate registration account
- **Please also select the correct time zone for your location.**

Note: if you decide to sit the exam via Remote Proctoring, you will need to acknowledge that any personal information that you provide to ProctorU, as well as video recordings and still images captured during your exam session, will be stored in a server located outside of Australia. Please see the [Financial Adviser Exam Privacy Statement](#) for more information.

### Step 3 - Schedule your Exam Session

To sit the exam via remote proctoring you must schedule an exam session with ProctorU. **Exam scheduling closes 72 hours before the start of the exam period.** Last minute exam scheduling will incur a fee from ProctorU. **Exam sessions are available on a first-come, first-served basis** and it is therefore recommended that you complete this step as early as possible. Scheduling for each exam cycle on ProctorU will open after the completion of the previous cycle, ie sessions for October will become available after the August cycle is complete.



The session time you schedule with ProctorU is not the time your exam will begin. Once your session starts you will be connected to an exam proctor and required to go through pre-exam administrative and technical checks which typically take at least 30 minutes to complete. Your 3½ hours of exam time will not start until you begin viewing exam questions. The entire exam process will take between 4-5 hours, and this should be considered when selecting a suitable exam session time.

While you are logged in to your ProctorU account, select “Schedule New Session”.

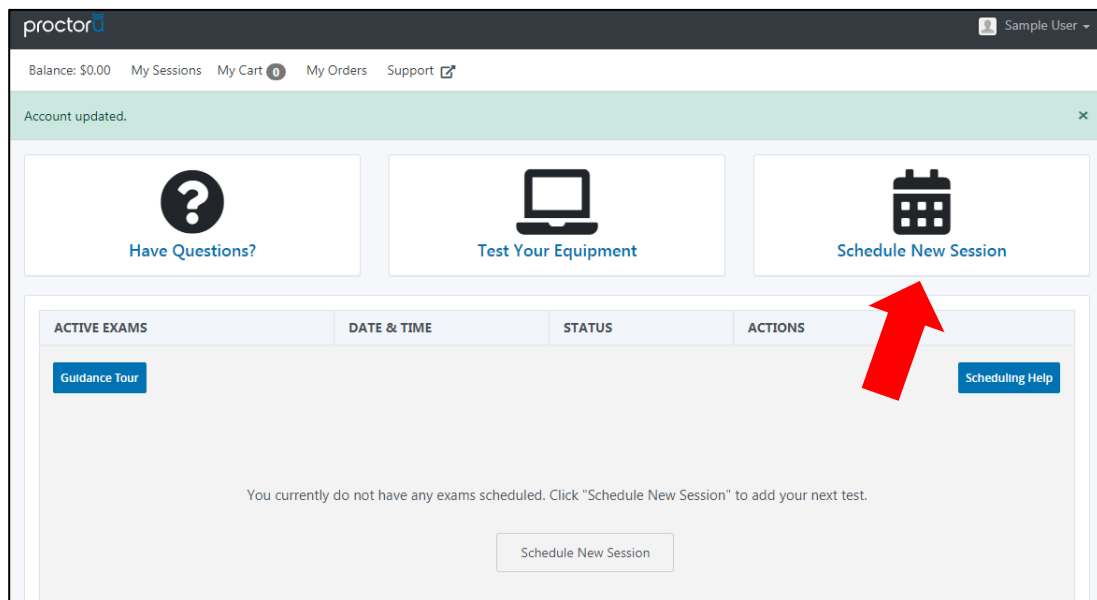


Figure 3: ProctorU home page

Then make selections in each of the three drop-down boxes (see below) and select “Find Sessions”.

1. Confirm your institution: \*\*\*Financial Adviser Exam – ACER\*\*\*

2. Select a term: Open Ended

3. Select your exam: 2020 Financial Adviser Exam - ACER - Alistair

Find Sessions

Figure 4: ProctorU Schedule New Session page

On the “Schedule Session” page, enter a preferred date and time on the left hand side, and then select “Find Available Times”.

Note that:

1. The calendar will only allow you to select dates within the relevant exam cycle
2. Exam sessions are available 24 hours a day.
3. The time search will default to AM. Please toggle this to PM if you wish to book an afternoon session

Schedule Session

Select Different Time

Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button.

Select a Date

← April 2020 →

Su Mo Tu We Th Fr Sa

29 30 31 1 2 3 4

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 29 30 1 2

3 4 5 6 7 8 9

Select a Time

↑ 10 : 00 AM

↓ ↓

Find Available Times

Exam

This exam is available from

Thursday February 13, 2020 5:00AM AEDT - Friday February 14, 2020 8:45PM AEDT

Best Match

10:00AM AEDT  
Thursday, April 2, 2020  
about 1 month from now

2020 Financial Adviser Exam - ACER  
Alistair Macleod

SELECT

9:40AM AEDT  
Thursday, April 2, 2020  
about 1 month from now

2020 Financial Adviser Exam - ACER  
Alistair Macleod

SELECT

10:40AM AEDT  
Thursday, April 2, 2020  
about 1 month from now

2020 Financial Adviser Exam - ACER  
Alistair Macleod

SELECT

10:50AM AEDT  
Thursday, April 2, 2020  
about 1 month from now

2020 Financial Adviser Exam - ACER  
Alistair Macleod

SELECT

11:20AM AEDT  
Thursday, April 2, 2020  
about 1 month from now

2020 Financial Adviser Exam - ACER  
Alistair Macleod

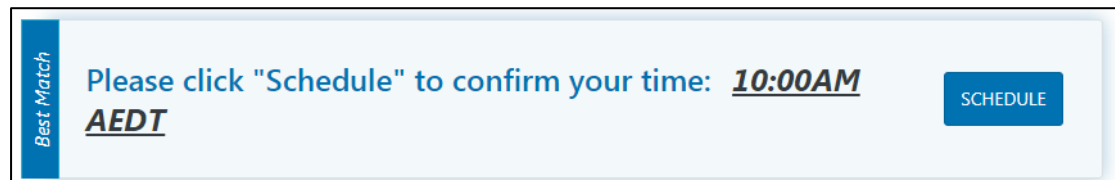
SELECT

Figure 5: ProctorU Select Session page



The available session times closest to your inputted time will be shown. To search additional times, change the selections on the left hand side panel and select “Find Available Times” again. From the offered range of available times, hit “Select” on your preferred time-slot.

**Double check the time and date (including the AM/PM selection) and then select “Schedule” to confirm the booking.**



*Figure 6: ProctorU confirm booking*

ProctorU will send you an automated email with details of your booking. Once you have scheduled your session with ProctorU, you can change your session day/time if required. **Exam sessions can be rescheduled up to 72 hours before your existing booking.**

## Step 4 – Technical Readiness

To ensure your computer is ready technically to run the proctoring application please complete the below technical readiness steps.

**Please note:** If you would like to test your equipment prior to registering for the exam you can create a ProctorU account and complete technical readiness without scheduling an exam.

1. Log in to your [ProctorU account](#) and on the home screen select “Test your Equipment”. Follow the prompts to allow access to your microphone and camera. **It is important you complete the equipment test using the computer you plan to sit the exam with at the location from which you will be undertaking the exam.** Your results will display once the system has finished checking your computer.
2. If any of your equipment does not pass the automatic test, you can find assistance on the [ProctorU Help Centre Page](#) or by connecting to a live technician. To connect to a live technician, click the *Need Help? Chat Now!* button on the bottom right corner. Fill out your name and exam details, and in the final question select *Testing your Equipment* from the drop down menu.



Sophisticated network firewalls at public locations, such as an office building, a university or a library, may prevent access to ProctorU on the day of your exam. The automatic equipment test may not detect these firewalls so it is advised these locations be avoided when selecting a location to sit your exam. Work computers or laptops may also prevent the installation or running of the software needed for remote proctoring if they have been issued to you by a company that maintains administration rights to the device settings. If you have any concerns regarding your network firewalls or security then it is advised that you sit the exam using a personal computer connected to your home network.

Unpermitted programs such as remote controlling software (TeamViewer, Remote Desktop etc) will be detected by the ACER online exam application. You will not be able to continue the exam if such programs are detected during your exam session, so please ensure that any such programs have been disabled or uninstalled on your computer before you sit the exam. **The ProctorU equipment checks will not identify these programs.** Contact [faexam@acer.org](mailto:faexam@acer.org) if you have any concerns about applications installed on your computer.



**TeamViewer allows remote control of your computer and will be detected by the ACER online exam application. You will not be able to sit the exam if it is running in the background of your computer.**

A desktop device with a webcam will usually be a superior option to a laptop. If you decide to use a laptop, it should be one with a 15" screen or larger.

It is important that you complete the equipment test using the computer with which you plan to sit the exam AND at the location where you will sit the exam.

If your equipment **does not pass** the technical readiness checks and the issues cannot be resolved by ProctorU's live technicians, you have two options:

- A. You can source another exam location and/or equipment and complete the technical readiness checks again. If you can meet the technical requirements, you may proceed to sit the exam by remote proctoring.
- B. You can defer your exam to a physical exam centre.

## Step 5 – Download the ACER online exam application

To sit the exam by remote proctoring, you are required to download and install the ACER online exam application. This application is what you will use on the day to access the exam. You will find Windows and Mac versions of the app by following the below links:

For Windows 7 or higher, use:

<http://acer-static-data-for-portals.s3-website-ap-southeast-2.amazonaws.com/Common/Registration/RP/win/ACERTestAppSetup.exe>

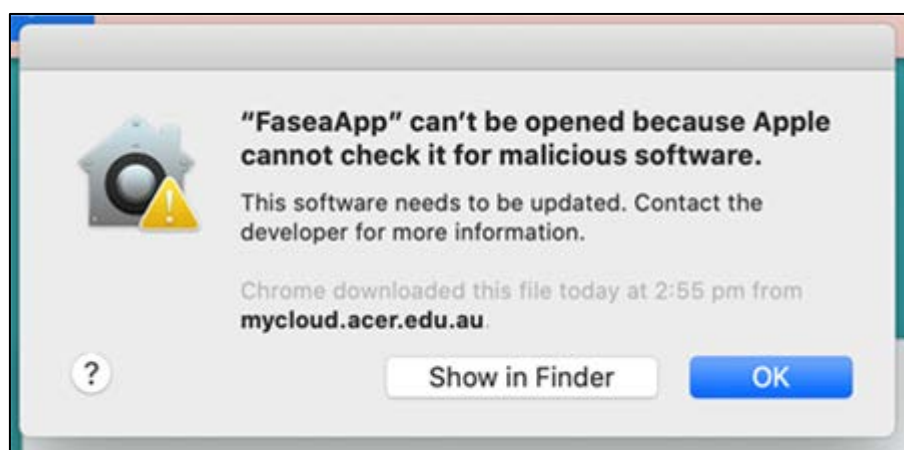
For Mac OS X 10.9 or higher, use:

<http://acer-static-data-for-portals.s3-website-ap-southeast-2.amazonaws.com/Common/Registration/RP/mac/ACERTestApp.dmg>

**If you have previously downloaded the application, please ensure you have the latest version.** You must install the application on the computer that you intend to sit the exam with. It is important that you download and install the application prior to your exam session, as you will not be able to sit the exam without having the application ready to use on your exam day.

To check that the installation was successful, launch the application.

**Note: MAC users may receive the below message when opening the application (figure 7).**



*Figure 7: Mac error upon opening app*

If this occurs, please follow the Apple Support instructions in the below link to open the application.

<https://support.apple.com/en-us/HT202491>

Once the application has opened, you should see the ACER assessments home page (Figure 8).

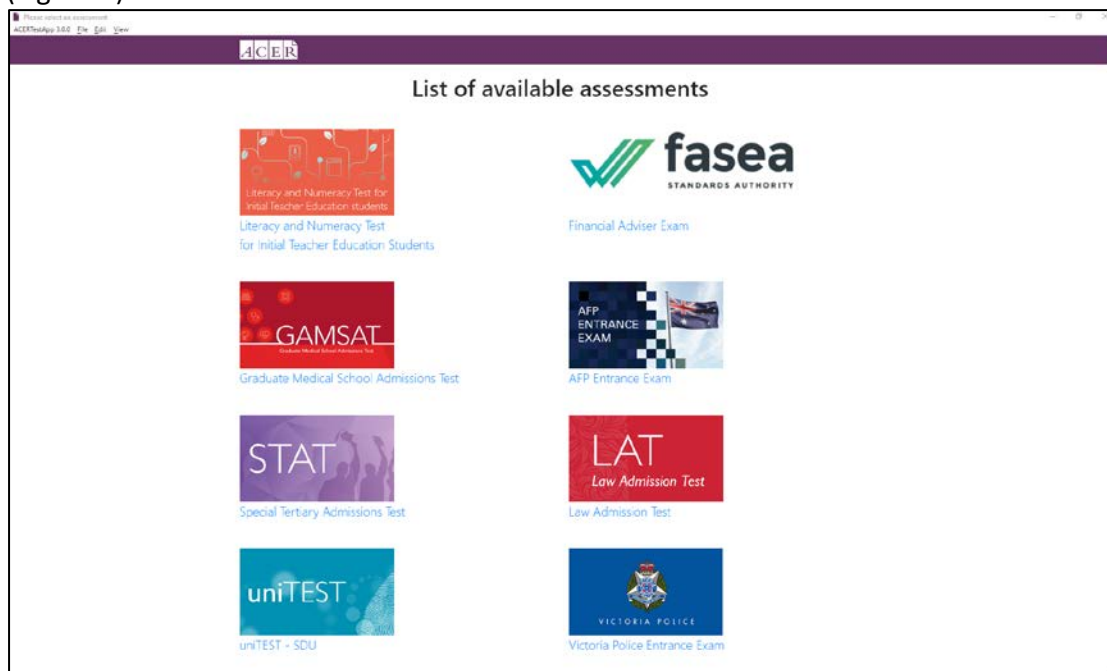


Figure 8: ACER application home page

Click the FASEA Financial Adviser Exam button. You should then see the FA Exam log in page (Figure 9).

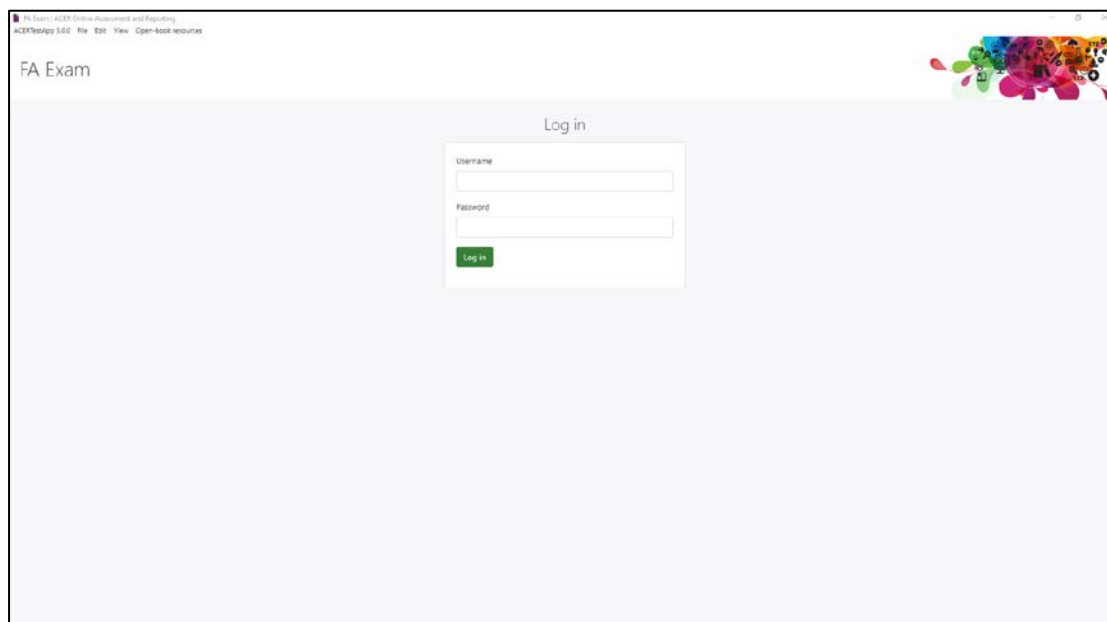


Figure 9: FA Exam login page

**You will not be able to log in to the exam application until your exam session.** To test that you can view the open-book resources, select *Open-book resources* (Figure 10) from the menu bar at the top of the window and click on one of the resources from the list that

appears.<sup>1</sup> **Note: if you are using a Mac, the Open-book resources tab will appear in your top toolbar and will only be visible when the app is active.**

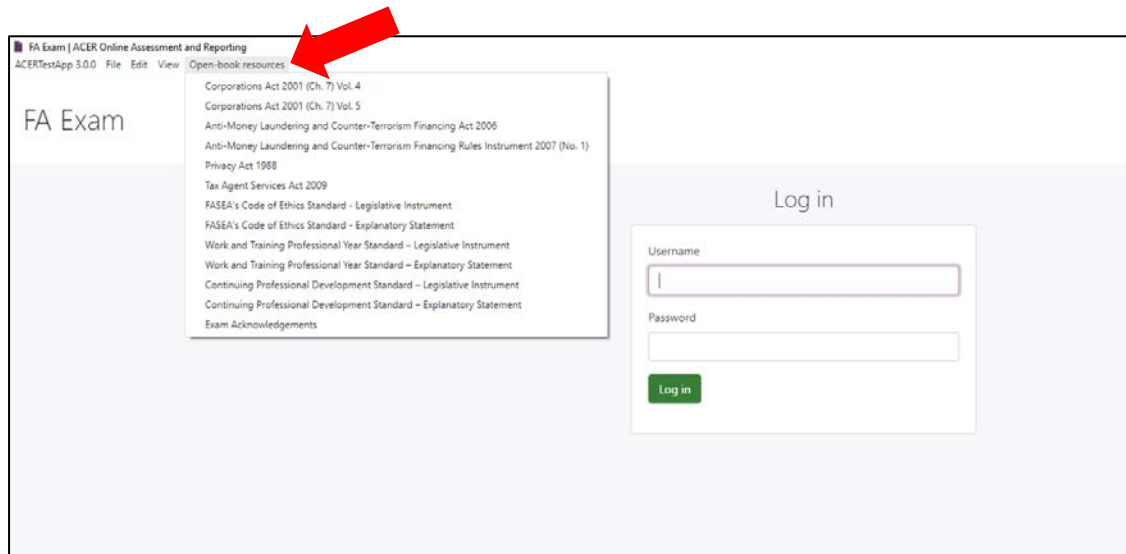


Figure 10: FA Exam Open Book Resource menu

After a few moments, a second window should open and display the selected resource (figure 11). Do this check for each resource on the list to make sure you will be able to access them during your exam.

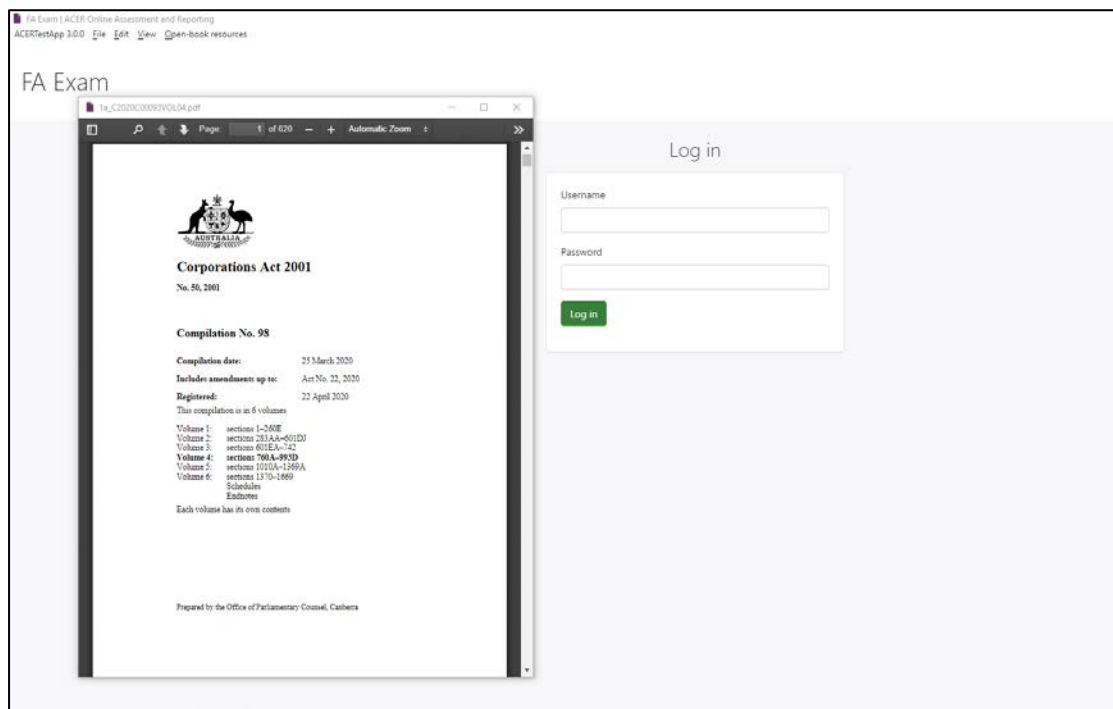


Figure 11: Open-book resource in new window

<sup>1</sup> Note that the list of Open Book Resources is subject to change, meaning that the list shown in Figure 10 may not be current

You should then close the ACER online exam application and all open-book resources and access it only during your scheduled exam session.



**Please note that you are neither required nor able to log in to the ACER online exam application until your scheduled exam session. Your username to enter the exam will be your Application ID. The exam proctor will have the password.**

If you are unable to install the application on your computer, you will not be able to sit the exam via Remote Proctoring. You can instead register to sit the exam at an exam centre.

## **Step 6 - Receive *Admission Ticket* from ACER**

You will receive an email at least four (4) business days prior to the date of your exam confirming that your Admission Ticket is available to download from your [Candidate Registration Account](#).

This admission ticket must be presented to your exam proctor at the beginning of your exam session. This ticket can be shown as either a physical printout or a digital copy on your screen. If you do not present a copy of the Admission Ticket, you will not be able to commence the exam.

Your admission ticket contains your Application ID, which is also the username you will be required to enter to log in to your exam.

If you are unable to download your ticket it is your responsibility to advise the FA Exam Team at [faexam@acer.org](mailto:faexam@acer.org)

## **Step 7 - Receive and read *Exam Day Information Guide* from ACER**

In the week leading up to your exam you will receive an email containing an *Exam Day Information Guide*. **Please read and familiarise yourself with this document as it details the procedures that will take place during your ProctorU sitting of the Financial Adviser exam.**

## Step 8 – Sit Your Scheduled Exam Session

On your exam day, please log in to your [ProctorU account](#) and be ready to start at least five minutes before your scheduled exam session.

You must have:

- A copy of your Admission Ticket (downloadable from your candidate registration account)
- An appropriate photo-bearing identification document
  - Current passport
  - Current photo-bearing driver's licence
  - Current photo-bearing Australian Keypass (available from Australia Post)
  - Current photo-bearing Australian Proof of Age Card
- A mirror or similar reflective device to show your proctor what is around your monitor
- A blank sheet of paper and pen/pencil

At your scheduled session time, a button to start your session will appear on the home page. The countdown timer for the scheduled exam session will reach zero.



*Figure 12: ProctorU Start Session button*

Click the button to 'Start Session'. Follow the ProctorU prompts to check your computer settings, and take a photo of your ID and yourself. During this process, a window will appear asking you to download and install the ProctorU monitoring software. The file will be named 'LMI Rescue' or similar.

**If you receive a pop-up alert on your computer, prompting you to allow access to LogMeIn Rescue you must select 'Allow'.** You will then be connected to an exam proctor who will assist you with the pre-exam administrative and technical checks.

**During busy periods, you may experience some wait time before connecting to a proctor. The exam setup and checks can take at least 30 minutes to complete depending on your computer settings, and you may get connected to multiple proctors during this time.** There may be times, lasting a few minutes, when the proctors are 'working in the background' and

nothing appears to be occurring on your screen. This is expected and we ask that you please do not disconnect from your session during this time.

**If you experience significant technical issues during this time (before Reading time has commenced) that cannot be resolved after 30 minutes, you may elect to inform the proctor that you do not wish to continue and would like to reschedule your exam session to another time within the current remote proctoring exam window. You must also inform the FA Exam team at [faexam@acer.org](mailto:faexam@acer.org) that you have elected to reschedule immediately after your current session. Alternatively, you may allow the proctor to continue working on fixing the issues. Please note that this setup time does not form part of your allotted exam time.**

After the proctor has finished verifying your identity and checking your setup, they will ask you to run the ACER online exam application. You have previously been asked to download and test this as part of the exam preparation tasks.

Your username for the exam is your Application ID, which can be found on your Admission Ticket – this is the same username that you use to log in to your ACER candidate registration account. After you have entered your username, your proctor will key in the password for you.

**!**

**The included open-book resources in the ACER online exam application are the ONLY materials you are allowed access to during the exam. You are NOT permitted to open an internet browser and navigate to or search for any other information. Your exam session is recorded and you are monitored by a proctor at all times. Any acts of misconduct will be reported to ACER through an incident report and may be subject to the consequences listed in the Misconduct Policy as shown in the [Candidate information Booklet](#).**

If you experience any technical issues, or have any questions, you can communicate with your proctor during the exam by using the chat box function. If necessary, the proctor may also contact you during the exam through the chat box. **If you lose any time during the exam and you are not satisfied that it was resolved by your proctor, contact the FA Exam Team immediately after finishing your exam at [faexam@acer.org](mailto:faexam@acer.org)**

When you have completed the exam, please notify the proctor. The proctor will ask you to tear up any notes you have taken and then exit all programs.

If you have any further questions about remote proctoring, please contact the FA Exam Team at [faexam@acer.org](mailto:faexam@acer.org)



## Frequently Asked Questions

### **Why must a driver's license/photo ID be provided as part of identification process when sitting the exam?**

The identification process is important to ensure the right person is sitting the exam. ProctorU uses facial recognition software to match the ID to the face of the candidate to ensure a match. The photo ID is stored for 7 days only for potential review if there are any mismatches and then deleted.

### **Can the Proctor take over my machine and access client data or other sensitive data on my computer?**

No. The proctors cannot link to your computer without your knowledge. Everything they do will be shown on your screen and they cannot perform "hidden" actions. Access is only granted with candidate's explicit permission and after they have clicked a button to confirm.

Permission allows the Proctor to view the screen and during set up of the exam to utilise the mouse and keyboard as if they were sitting next to the candidate. Once the exam starts, the proctor will monitor the computer screen, but can no longer utilise the mouse and keyboard.

During the entire process, a chat box is running on the candidate's computer and they can see what permissions the proctor has at any time. The chat session log is saved, including a permanent record of what actions the proctor took while accessing the candidate's computer.

### **Why does a Proctor need to take control of my computer?**

Before the exam starts, a technician Proctor will undertake a technology check to ensure the candidate is appropriately setup to commence the Exam. The Proctor will use the chat box to communicate if the candidate requires help to finalise the technical setup. The Proctor will ask for the candidate's permission before they take over the mouse or keyboard.

### **What technology is used by the Proctor to access my computer?**

The Proctor uses LogMeInRescue (LMI) to access your computer, all communication is through the LMI chatbox.

Once the LMI chatbox is closed, ProctorU no longer has remote access to a candidate's computer, and the download should remove itself automatically.

The candidate can check this by viewing their Downloads folder. Each live proctoring session requires a new LMI download file. In order to live proctor another exam, the candidate will need to download LogMeInRescue again.

### **What happens with all that data once an exam ends?**

Unless there's an issue with the test-taker's identity match, the biometric and associated Photo ID data is deleted within a week.

The proctoring session data (screen recording, webcam audio/video and proctor notes) are stored in US based encrypted servers. The screen recordings and webcam audio/video are accessible to ACER/FASEA for up to one (1) year and then are transferred into cold storage for another year. After a total of two (2) years after the session, the information is automatically deleted.