RPNow User Guide

Before your exam:

- Make sure you comply with the exam rules provided by your organization
- Complete a practice exam, if available by your organization or institution
- Have your Photo ID ready (note: Military IDs and Credit Cards are not allowed)
- Review video walk-through of how to use the RPNow system

During your exam:

Access the RPNow system

- Go to the site provided by your Instructor/Faculty/Organization
- Carefully read and follow the onscreen prompts
- Remember to click "Allow" and "Remember" on Adobe Flash Webcam prompts.

Select your Test

- Select your Exam Sponsor/Course Name
- Select your Exam
- Fill in the required fields *NOTE : please enter your first and last name exactly as it appears on your ID*
- If required, Pay for the proctored exam.

Verify your Identity

- Carefully follow the on-screen prompts to verify your identity (see "Re-verify" section below)

Complete your test

- If prompted, choose which URL or Course Management System you need to go to
- Login if required and navigate to your course/exam
- If prompted for a password for the exam, click "Insert Exam Password" at the top of the window (not available to all institutions)
- Complete the exam and submit your responses/answers.

Exit Program

- Click the "X" or "Close" button near the top of the window
- Confirm you wish to "End Exam and Exit Program"
  - Note: The software WILL continue to record until it has been closed out

After the exam

- Your organization will follow-up with you regarding any "suspicious" items that you have been flagged for. These are serious violations that they will confirm before contacting you

- Either your organization or Software Secure may email you for "Rules Violation"-based issues. These are minor violations that your organization may have allowed Software Secure to bring to your attention. For questions on these emails, please contact your faculty/instructor. Emails will come from videoreview@softwaresecure.com if Software Secure has been asked to email you

Re-verify

- If you do not take a valid photo of your ID (you don't use an ID, or we cannot confirm the name/picture on the ID) you will be flagged and emailed from Reverify@softwaresecure.com. The email will contain a link that will let you attempt to retake your Photo and Photo ID pictures to remove any associated flags.

Getting Support

Please review the following to be sure you choose the right path for support.

Call your organization's helpdesk when:

1. Cannot login to the exam site (Blackboard, Angel, Canvas, test.com, etc.)
2. You do not know where the exam is, or the exam is no longer available
3. You are getting an "incorrect password" error while trying to get into the exam
   - Before calling support, please confirm that you have chosen the same exam in RPNow that you choose in your exam system

Contact Software Secure support when:

1. You need help with navigating through the RPNow software

Software Secure technical support is available 24/7 for students/candidates.

If you need to contact Software Secure support, please use one of the following options:
- ➢ By Phone: call the number provided by your school or click here to find the right number to call for your school/org.
- ➢ Online Support: http://clientportal.softwaresecure.com
  - 🖥 **Browse** the FAQs and common technical issues
  - 🖥 **Chat** with Support

For the System Requirements, click here