



ONLINE PROCTORED EXAM CAUSES OF UNSUCCESSFUL EXAM EXPERIENCE AND DELIVERY

When you selected the online proctored exam by opting-in on your FDP profile you attested to having reviewed the system requirements and your system's ability to meet them. FDPI is not responsible for an unsuccessful exam experience due to inadequate system capabilities. FDPI will not issue any refunds for an unsuccessful exam delivery due to your device not meeting the system requirements or your inability to navigate the ProProctor exam.

There are two main reasons your online proctored exam could be unsuccessfully delivered:

1. Your exam cannot be launched due to technical problems with your computer or internet connection which prevent the exam from launching correctly.
 - You are responsible for reviewing the system requirements and running the system test prior to making your online exam appointment through Prometric.
 - Should you not run the test or proceed with the online appointment although your system test was unsuccessful, you may not be able to complete your exam.
 - FDPI is not responsible for your inability to complete your exam successfully due to your system not meeting technical requirements. FDPI will not issue any refunds for unsuccessful exam delivery due to your insufficient system capabilities.
 - If your setup does not pass the system test, it is your responsibility to schedule your exam at a testing center instead. Deferments are not allowed and will not be granted to Candidates who are unable to sit for the exam due to failure to secure an exam appointment at either a physical or remote location or lack of availability of a valid visa or passport.
2. During an examination the following behavior may result in a revoked exam by the ProProctor (remote online) proctor. Please refrain from these behaviors to ensure a successful exam experience.
 - You must stay within webcam view.
 - You cannot get up and walk around.
 - No one can enter your testing environment.
 - You cannot leave your testing environment until the scheduled break.
 - You must be clothed (no hats or hoodies).
 - You may have water in a clear container during testing; however, eating, smoking, and chewing gum are prohibited.
 - You may not wear headphones, earbuds, or a wireless headset. Wired headset with microphone is permitted.
 - You may not have prohibited items where you can see them or reach for them while sitting in front of your computer. This includes watches, phones, and other prohibited items as described in this document.
 - You cannot have in the room or attempt to use study guides, reference materials or other materials during their exam.