



Online Proctored Exam Guide

BMC Education Services
18 February 2021 v3



Contents

What is an Online Proctored Certification Exam?	2
Benefits of Online Proctoring	2
Exam Readiness	2
Exam Check-List	2
Frequently Asked Questions	2
How do I access my Online Proctored Exam?	2
What are the Technical Requirements?	2
What are acceptable forms of identification?.....	2
How can I test my equipment prior to the Online Proctored Exam?	2
Is a Webcam required for Online Proctored Exams?.....	3
Is a Headset or Microphone required for Online Proctored Exams?.....	3
Are Chromebooks, Tablets or Smartphones supported for Online Proctored Exams?	3
When will I receive Login details?.....	3
How can I schedule my Online Proctored Exam Session?	3
How can I reschedule my Proctoring Session?	3
Who do I contact if I have a problem during the Exam?.....	3
Do I get a break and when?.....	3
What materials may I use during the exam?	3
Do I have to stay logged in until the end of the Proctoring Session or can I log off earlier?	3
When will I receive my Exam Results?.....	4
Where can I find information about BMC Certifications?	4
Who do I contact for questions about BMC Education Services Online Proctored Exams?	4

What is an Online Proctored Certification Exam?

BMC is pleased to introduce our latest offering; remotely proctored Certification Exams. These exams are conducted online using a remote live Proctor who will monitor students during the completion of their exam. Upon submission of the exam; both the student and proctor will exit the remote live session.

Note: You will be required to create an account with BMC's online proctoring vendor, ProctorU. Instructions will be provided to you in a confirmation email from BMC Academy upon registration for an Online Proctored Exam. BMC is not responsible for and does not endorse or accept any responsibility over the content or use of ProctorU's Web site. You should refer to the policies posted on their Web site regarding privacy and other topics before using it.

Benefits of Online Proctoring

- Reduced travel expenses
- Work around your life commitments

Exam Readiness

Advanced preparation is a key success factor. Please review the [Exam Day: What to Expect article](#).

Exam Check-List

Review the [What do I need to have for my exam](#) article before the scheduled exam start time.

Frequently Asked Questions

How do I access my Online Proctored Exam?

Log in to [BMC Academy](#), Click **My Learning** or **View Your Transcript**, depending on which is visible. For Exams a **Launch/Open Curriculum** button will appear next to the course title.

Upon Launch, further instructions will guide users to the exam proctor. When the proctor has joined the exam session, the proctor will enter a passcode and authenticate user access. Users may then Launch the exam.

What are the Technical Requirements?

Detailed technical requirement information is available at [Proctor U](#)

What are acceptable forms of identification?

Acceptable forms of ID include: a photo work ID with first and last name, government issued photo IDs such as a driver's license or passport.

How can I test my equipment prior to the Online Proctored Exam?

We recommend students check their equipment and internet connection for compatibility prior to the start of the Exam using the [Test Lab](#).

Note: Some firewalls may prevent users from connecting with the online proctor. Test your equipment and internet connection in the location that you will be taking your exam prior to your scheduled proctoring session. You must create a ProctorU account to test your equipment.

Is a Webcam required for Online Proctored Exams?

Yes, a webcam is one of the requirements for taking an online proctored exam.

Is a Headset or Microphone required for Online Proctored Exams?

Yes, a headset or microphone is one of the requirements for taking an online proctored exam.

Are Chromebooks, Tablets or Smartphones supported for Online Proctored Exams?

No, only desktops and laptops are supported for online proctored exams.

When will I receive Login details?

Once you have registered for an online proctored exam in BMC Academy, a confirmation email will be sent to you with instructions. You may also visit the [BMC Academy Online Proctoring Hub](#) for additional instructions.

How can I schedule my Online Proctored Exam Session?

A link to the ProctorU Web site will be included in the confirmation email sent to you from BMC Academy upon registration for an Online Proctored Exam. Following the link will take you to the account creation page.

If you have already created an account with ProctorU, you may schedule an exam through the scheduling self-service portal available by logging in to your [ProctorU](#) account. When selecting your exam in the ProctorU portal, it is important to select the exam title that matches the exam in your transcript in BMC Academy.

How can I reschedule my Proctoring Session?

You may reschedule a proctoring session through the scheduling self-service portal available by logging in to your [ProctorU](#) account.

Sessions can be rescheduled greater than 24 hours in advance of the original session start time with no penalty. Sessions rescheduled within 24 hours will be subject to a rescheduling fee.

Who do I contact if I have a problem during the Exam?

Your ProctorU online proctor.

Do I get a break and when?

You are allowed one 5-minute restroom break during your exam.

What materials may I use during the exam?

You may use www.bmc.com and all related sites, including doc.bmc.com. Translate.google.com may be used to translate the question if needed.

Note: You may not use www.google.com or any other search engine to search for answers. You are not permitted to use personal notes or eBooks.

Do I have to stay logged in until the end of the Proctoring Session or can I log off earlier?

You must stay logged in to BMC Academy until you have submitted your answers to the exam. Notify your proctor once you have submitted your answers.

When will I receive my Exam Results?

Results are reflected in your BMC Academy transcript immediately. (Incident or escalation issues during the online proctored exam session may result in a review/revocation of the exam results.)

Where can I find information about BMC Certifications?

Please visit [BMC's certification website](#) for information regarding BMC Certifications.

Who do I contact for questions about BMC Education Services Online Proctored Exams?

Please contact education@bmc.com with questions.