RPNow System Check Guide

Welcome to Remote Proctor!
Please click the "Start System Check" button to test your computer.

Audio
Microphone Check.

Sight
Web Camera Check.

Speed
Network Bandwidth Check.

Start System Check
The purpose of this guide is to provide an overview of how the RPNow System Check operates and what options are available to resolve any issues that may arise. The System Check will run each time you attempt to take an exam using RPNow to ensure that your computer and internet connection meet the minimum requirements necessary to be successful.

These requirements are:

- Adobe Flash is installed.
- The software can connect to the web camera.
- The software can connect to the microphone.
- Your internet connection supports the required bandwidth/upload speed, currently set at .200 Mbps.

**NOTE:** Alternatively, you can navigate directly to this page to test your configuration at any time. Open the browser of your choice and navigate to [http://syscheck.remoteprctor.com/](http://syscheck.remoteprctor.com/)

**Carefully read the onscreen prompts for step-by-step instructions.**

Assuming all is well; you’ll see the following when the test is complete.
If your system fails for any reason, like below for Audio, you’ll see a screen similar to the following with a button to “Find Solution”.

![Software Secure](image)

Unfortunately, your system did not meet the minimum requirements to use Remote Proctor. Press 'Find Solution' below.

![Software Secure](image)

After clicking “Find Solution”, you’ll see a screen similar to the following with a detailed explanation about the error.

![Software Secure](image)

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Page 3 of 4
Please expand the “Software Secure Error Code” section and write the code down for future reference and also expand the “Potential Solution” section and click the link to get more information about how to resolve the issue. This information will be either a web search for the issue or a Knowledge Base article.

If the solutions provided in the previous step don’t correct the issue, provide the agent with the “Software Secure Error Code” when you contact support.