Remote Proctoring for TOSA® Certifications
Frequently Asked Questions

Q. What technology is required for an administrator?

A. The basic technical requirements are:
- Computer or tablet (Mac, PC, or Chromebook)
- Internet access
- Up-to-date browser: Chrome (≥ 60), Firefox (≥ 60), Safari (≥ 11) or Internet Explorer (≥11)
- A current operating system Mac OS (10.10 and up), Windows (7, 8, 8.1, 10) or Chrome OS

Q. What technology is required for a student?

A: The basic technical requirements are:
- Computer (Mac or PC) with webcam and microphone for recording video and audio feeds
- Internet access (minimum 0.3MB/sec per user)
- Up-to-date browser: Chrome (≥ 60), Firefox (≥ 60), Safari (≥ 11) or Internet Explorer (≥11)
- A current operating system Mac OS (10.10 and up), Windows (7, 8, 8.1, 10)
- A monitor with a resolution of 1280 x 760 or higher

What if my technical settings are not compatible with PSI remote proctoring?
Video conference proctoring will work for students using Chromebooks or for those who don't have the rights to download/install a software on their computer (PSI's secured browser). Contact us for more information.

Q. What time slots are available for my students to take a TOSA® remote proctored certification?

A: Once a student is assigned a TOSA® remote proctored certification they can choose to take the test at any time, on any day that is convenient for them. You do not need to be available when they take the TOSA® certification.

Q. Are there specific testing environment requirements for TOSA® remote proctored certifications?

A: Yes. The student must:
- Be alone in a quiet room
- Remain within the camera's field of vision
- Remain on the test's webpage

Q. Are there other rules that must be observed during a TOSA® remote proctored certifications?

A: The following are prohibited actions during the exam:
- Accessing third party websites or messaging services
- Using earbuds/headphones
- Using any documents or electronic devices (including tablets and smartphones)
- Communicating with others

For additional information on TOSA® Certifications, contact your Paradigm Education Solutions Account Manager or visit ParadigmEducation.com/TOSA

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Q. Can we use remote proctoring with assessments?

A: Yes, both TOSA® assessments and certifications can be taken with remote proctoring.

Q. How do you confirm the test-taker's identity?

A: The student must have their photo ID available at the beginning of the remote proctored exam. They will be instructed to hold it up to the camera and take a picture of it. The picture of their ID will then be verified with their personal photo through our two-step verification process.

Q. What is to stop the student from cheating?

A: As a part of the testing environment requirements, our system requires that the student move their webcam around to scan the room. Specific instructions on how to do this are included within the exam process. Our two-step verification process then has up to two separate proctors watching the recording for signs of cheating.

Q. How do you ensure exam integrity?

A: Our process is very detailed. First, the student accesses our secure browser that locks the computer during the exam so that they can't open other applications. We ensure their webcam and microphone are working for recording video and audio feeds, as well as their screen during the exam. We verify their identification and have them scan the testing environment with their webcam. From there they proceed with the exam. Afterwards, the recordings are reviewed by a neutral proctor who flags any suspicious or prohibited activities. These flags are then reviewed by an Isograd proctor before validating the exam results and issuing the diploma.

Q. Who do I contact if I have technological difficulties in assigning a remote proctored certification?

A: You can email support@isograd.com or call Isograd directly at:
- 647-946-2941 between 9:00am and 6:00pm EST
- 833-476-4723 between 8:00am and 5:30pm PST

Q. What if the test-taker has questions or technical difficulties?

A: There is a button to contact support for assistance, or they can reach out to support@isograd.com after the test.

Q. Once the student is done how long before the certificate test is validated?

A: Within 72 hours of the completion of a TOSA® remote proctored certification the students test will be reviewed by our third-party partner, Isograd reviews any flags and either validates or invalidates a certification. If the test is validated the student will receive their diploma via email.

TOSA® Certifications Available for:

Microsoft Office®
- **Microsoft Excel**
- **Microsoft Word**
- **Microsoft PowerPoint**

DigComp® (digital literacy)

5 Benefits of Remote Proctored Certifications for Digital Skills

Location

Flexible Scheduling

Easy Access

Identification Verification

Human Proctor Review