



# REMOTE PROCTORING GUIDELINES

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WASHINGTON STATE  
BOARD OF PILOTAGE  
COMMISSIONERS



2026

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# SYSTEM REQUIREMENTS

All online proctored exams must be taken on either a laptop or desktop computer. Your chosen device must have a working webcam, microphone, and speakers. You will be required to show your remote proctor the entirety of your testing environment prior to starting the test (i.e., lifting up your webcam/computer to show the proctor your room). Additionally, your chosen device must also conform to the below minimum specifications. Mobile devices (such as phones or tablets) are NOT acceptable devices on which to complete the Knowledge Test (Written Exam).

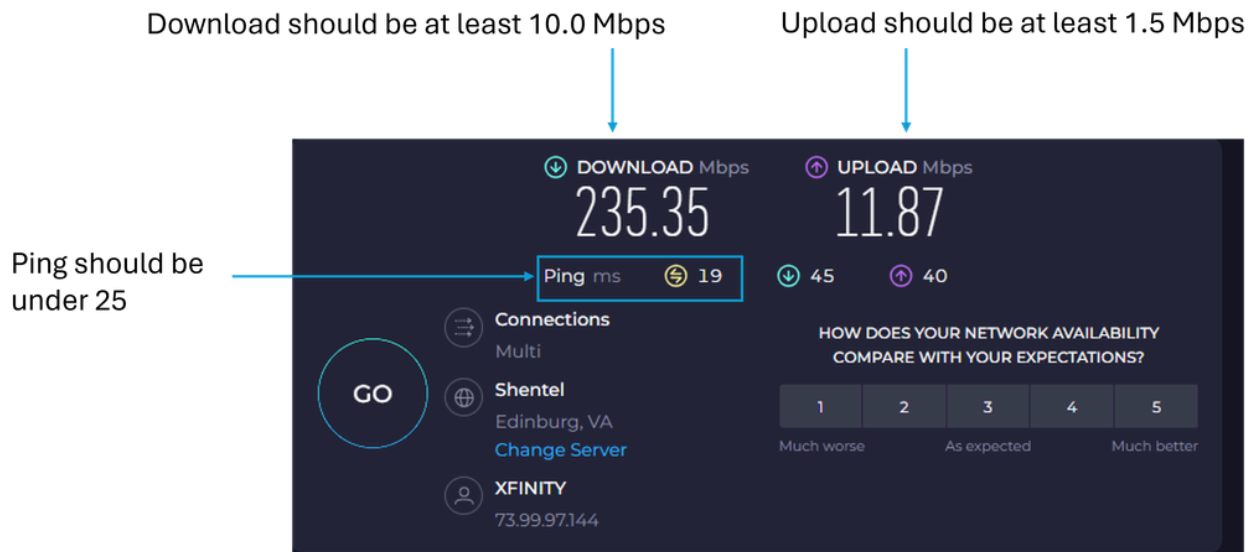
**DISCLAIMER:** Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform, therefore it is always recommended to use a personal computer.

System Requirements	
<b>Acceptable Operating Systems</b>	<ul style="list-style-type: none"><li>▪ ChromeOS</li><li>▪ macOS (the latest two macOS releases)</li><li>▪ Windows 10 (32-bit/64-bit)</li><li>▪ Windows 11</li></ul>
<b>Bandwidth<sup>1</sup></b>	<ul style="list-style-type: none"><li>▪ 1.50 Mbps upload speed minimum (Note: this is <u>NOT</u> your download speed)</li><li>▪ 10.00 Mbps download speed</li><li>▪ Ping under 25 ms</li></ul>
<b>Resolution</b>	<ul style="list-style-type: none"><li>▪ 1280 x 768 pixels or higher</li></ul>
<b>Browser</b>	<ul style="list-style-type: none"><li>▪ Google Chrome (latest version)</li></ul>

<sup>1</sup>It is strongly recommended that you use an ethernet cable to connect your computer to ensure a stable connection if possible.

# How to Check Your Bandwidth

1. Navigate to <https://www.speedtest.net/>
2. Click “Go” and wait for tests to run. Results will appear in the format below.



# PERFORMING A SYSTEM CHECK

This section of the Remote Proctoring Guidelines will instruct you on how to set up and test your equipment in preparation for your upcoming exam. We recommend completing the system check process as early as possible so that you have plenty of time before your exam day to rectify any potential issues, and then again the day of the exam. If at any time you have difficulties completing the system check, you can access this link for video instructions: <https://tds.surpass.com/oi-resources/candidate-tutorial/>

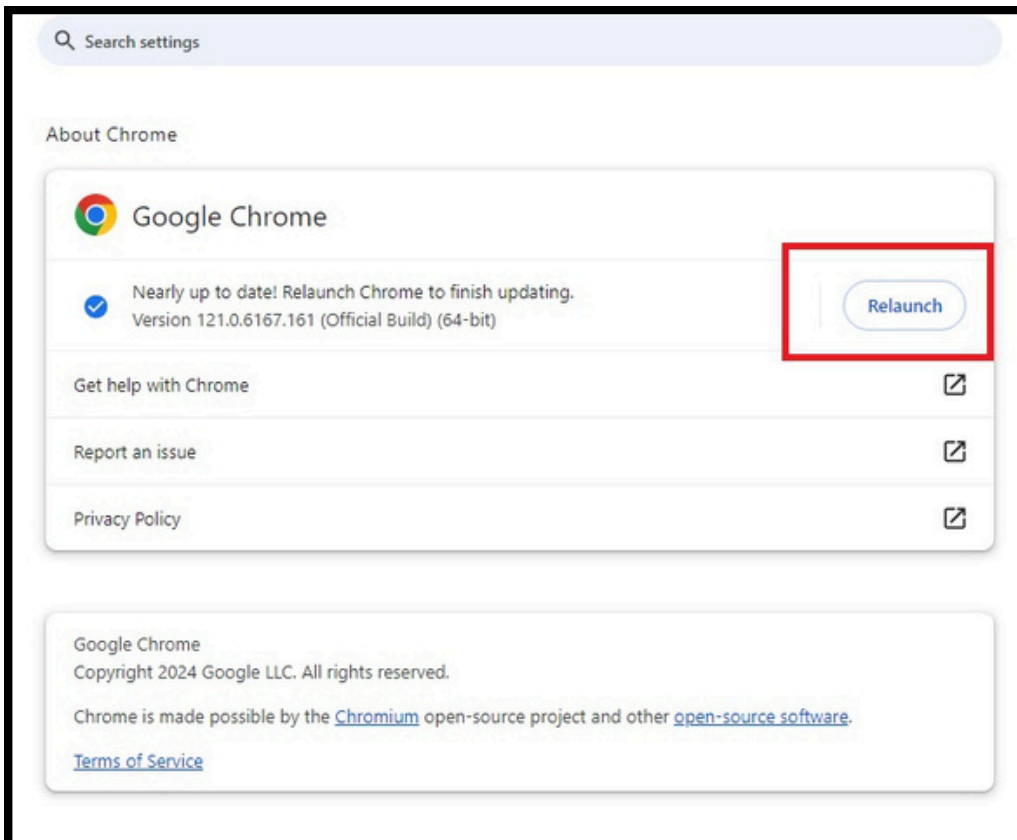
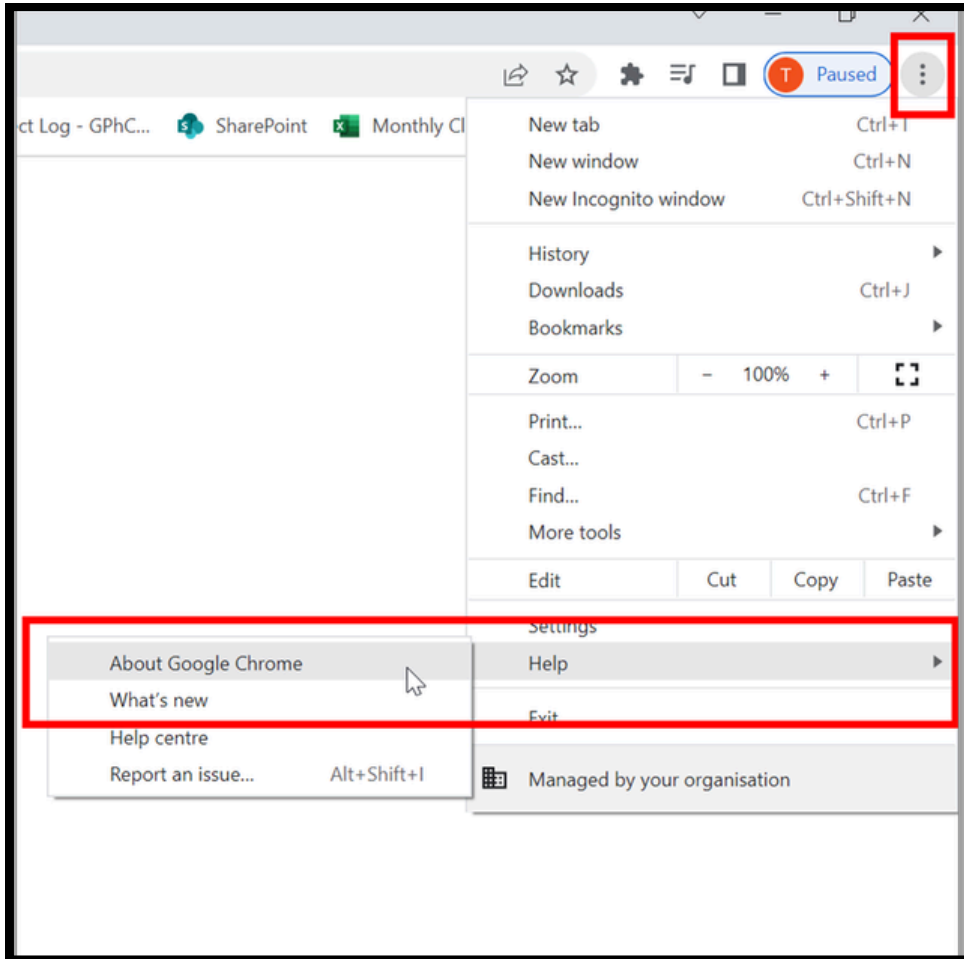
You must first ensure you're using the latest version of the Google Chrome browser before beginning the system check process.

If you do not currently have Google Chrome downloaded to your device, use this link and follow the installation instructions provided: <https://www.google.com/chrome/>

Once you have Google Chrome installed, it should automatically update when you access the “About Google Chrome” area. This area can be found by performing the following steps below.

## **Updating Google Chrome**

1. Open a new Google Chrome browsing session
2. Click the three (3) vertical ellipsis to the right of the URL bar in the browser window
3. Towards the bottom of the dropdown menu, click “Help” to be shown another dropdown menu
4. Click the “About Google Chrome” option
5. Google Chrome should automatically update to the latest available version
6. Ensure you click the “Relaunch” button to finalize any remaining updates

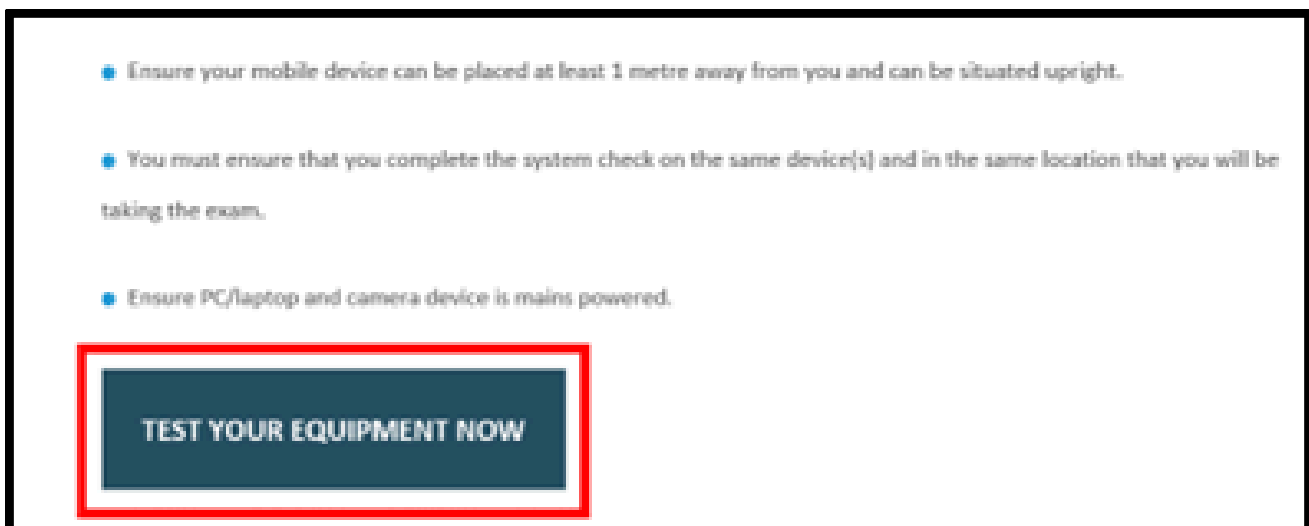


Approximately one (1) week before the Knowledge Test (Written Exam), you will receive a system check requirements email that contains a link to begin your system check process. Once Google Chrome has been updated and you have relaunched the browser, you are ready to install the ProctorExam Screen Sharing Google Chrome extension.

## Installing the ProctorExam Screen Sharing Google Chrome Extension

The beginning of the system check process requires you to install the ProctorExam Screen Sharing Google Chrome extension, which can be completed by following the steps below.

1. Open the system check requirements email you received.
2. The email will contain a button that says “Test Your Equipment Now”; unless you already have the extension installed, you will be redirected to a page telling you that the ProctorExam Google Chrome extension is required. **Do NOT close this webpage, known as the “System Check Guide” tab.**
3. Click the blue button that says “Download ProctorExam Extension” to be redirected to the “ProctorExam Screen Sharing” Chrome Web Store page.
4. On the Chrome Web Store page, click the blue “Add to Chrome” button on the upper right side of the page.
5. The extension may ask you for permission, to which you should respond “Add extension.”
6. Once you have approved the permission, the ProctorExam extension should automatically install.




# ProctorExam Google Chrome extension required

We have detected that you do not yet have the ProctorExam Chrome extension installed. Please download and install the ProctorExam extension from the Google Web Store and return to this page and refresh.

[Download ProctorExam Extension](#)

Home > Extensions > ProctorExam Screen Sharing


 **ProctorExam Screen Sharing**  
proctorexam.com


★★★★★ 152 | Social & Communication | 600,000+ users

[Add to Chrome](#)

Overview | Privacy practices | Reviews | Support | Related

ProctorExam Overview  
Watch Later | Share

 **PROCTOREXAM**  
by Turnitin

 Add "ProctorExam Screen Sharing"?

It can:

- Read and change your data on all proctorexam.com sites
- Read your browsing history
- Capture content of your screen

[Add extension](#) [Cancel](#) [Checking...](#)

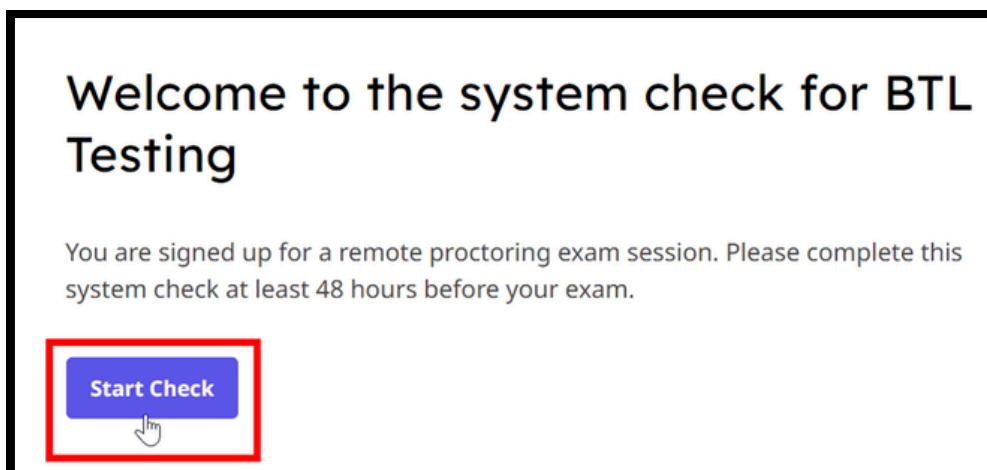
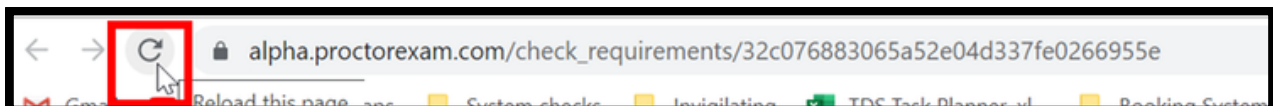
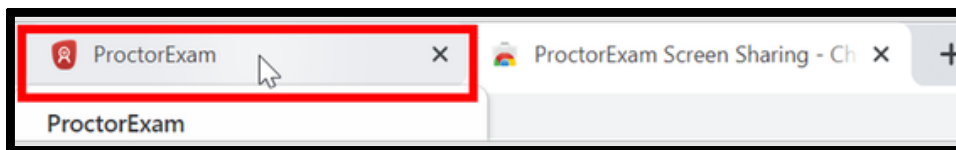
Social & Communication | 600,000+ users

SDM Stuff | Surpass | Examity

Now that you have successfully installed the ProctorExam Screen Sharing Google Chrome extension, you are finally ready to being your system check, which can be conducted by following the steps below. The system check requires you to perform actions at every step to confirm that your device and system are sufficient for testing purposes. If the step was completed successfully, you will be shown a green check and be asked to move onto the next step.

## Performing A System Check

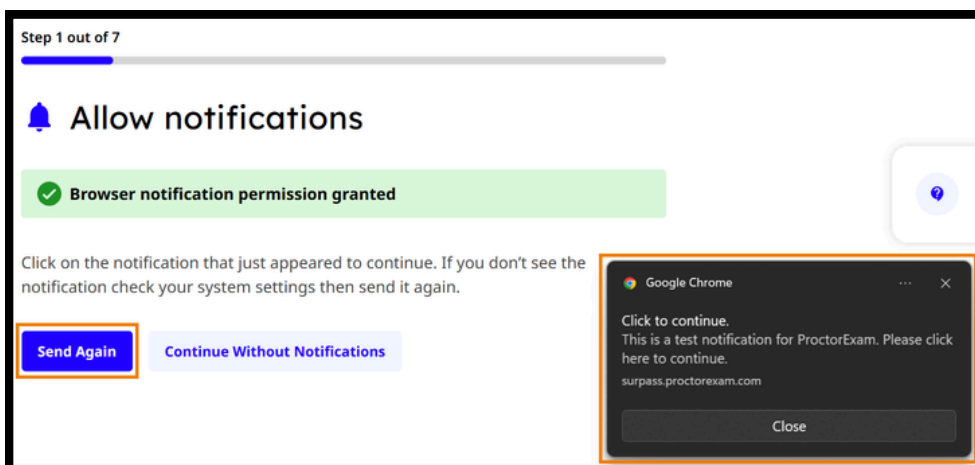
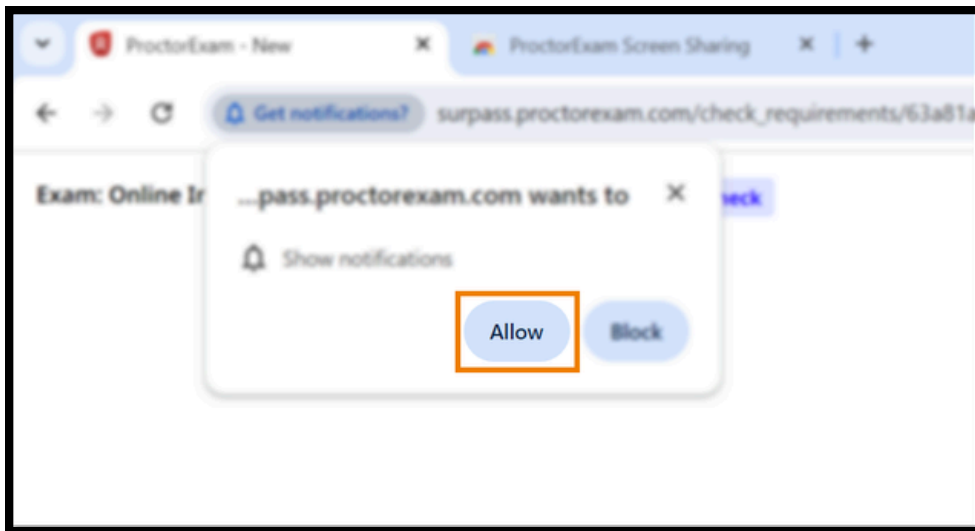
1. Mouse over and click on the “System Check Guide” tab that you left open from earlier. If for some reason you closed this tab, you can reach it again by returning to your system check requirements email and clicking the “Test Your Equipment Now” button.
2. On this page, click the “Refresh” button (which appears as a curved arrow on the upper-left side of your Google Chrome browser).
3. Once your page has successfully refreshed, you should now see the name of the Knowledge Test (Written Exam), as well as a blue button that says “Start Check.”



## Step 1: Allow Notifications

You must now allow notifications.

1. After pressing “Start Check,” you should automatically receive a pop-up notification asking for permission to show notifications; click the “Allow” button.
2. Your webpage should automatically refresh, show a green check and a statement saying “Notifications are enabled,” and produce a blue “Next” button.
3. Press the “Next” button to move onto Step 2.

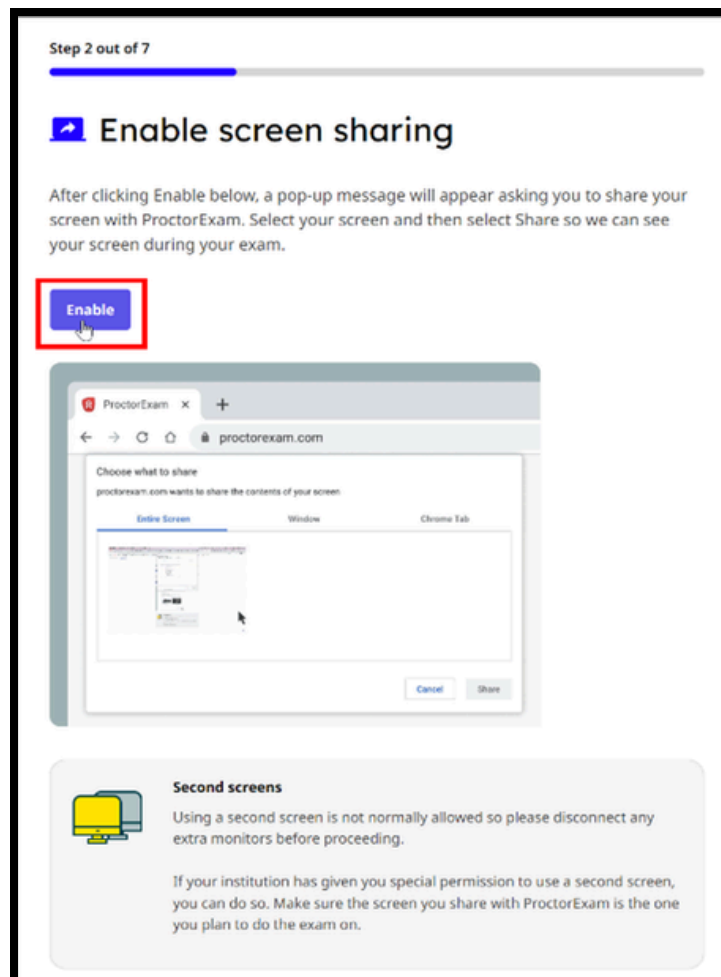


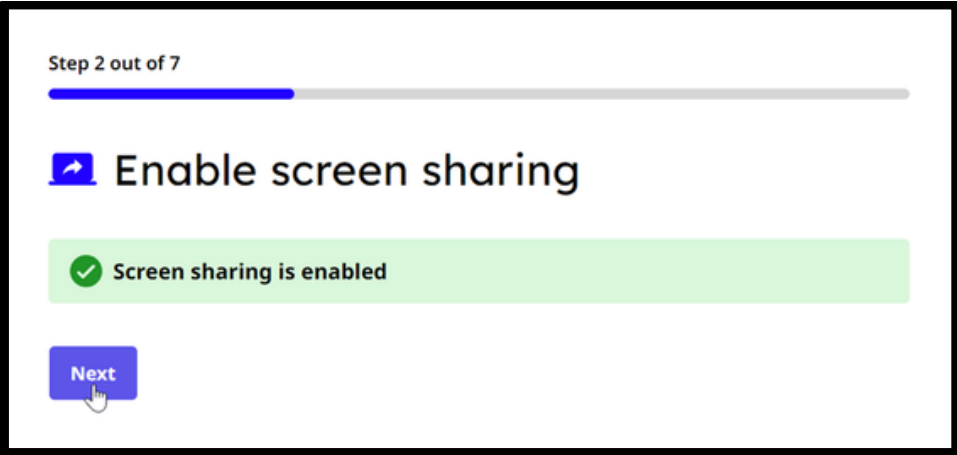
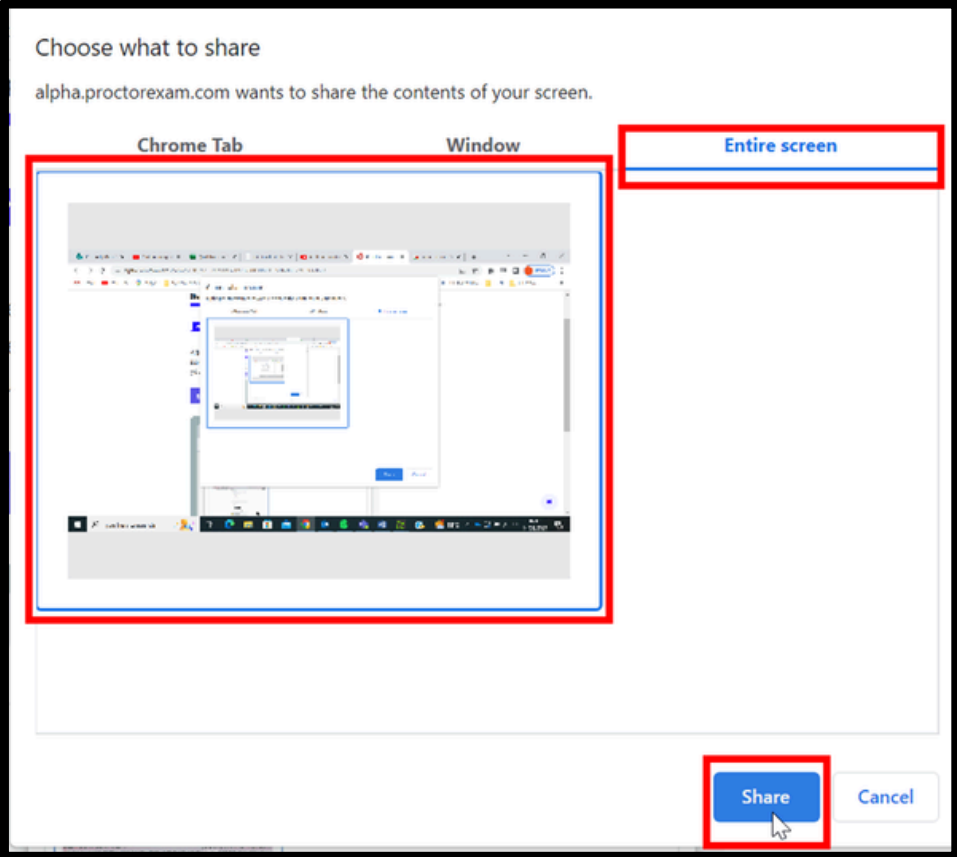
## Step 2: Enable Screen Sharing

You must now enable screen sharing.

**DISCLAIMER: For this exam, you will only be allowed the use of one screen. If you use two screens (monitors), please disconnect your auxiliary screen and leave your primary one connected.**

1. On the Step 2 webpage, click the blue “Enable” button to begin the process of sharing your screen.
2. You must share your entire screen while you take the Knowledge Test, so this is the setting that is being tested during this system check process.
3. Mouse over and select the “Entire Screen” tab if it is not automatically selected.
4. Click the preview image of what is being shown on your screen; it should be outlined in blue if you have clicked it correctly.
5. Press the “Share” button on the bottom of the page.
6. Your webpage should automatically refresh, show a green check, and a statement saying “Screen sharing is enabled,” and produce a blue “Next” button.
7. Press the “Next” button to move onto Step 3.

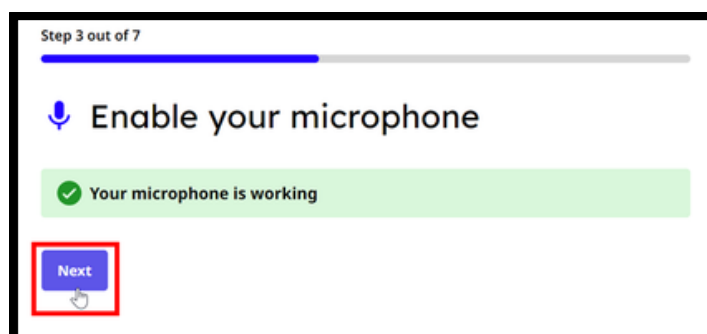
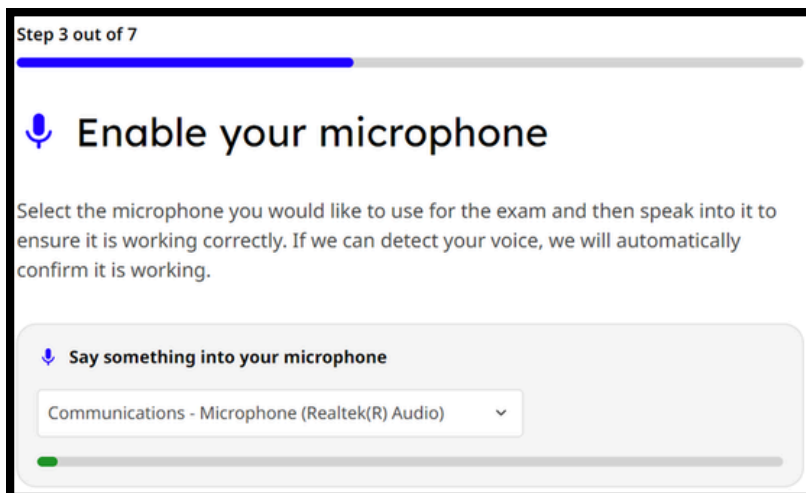
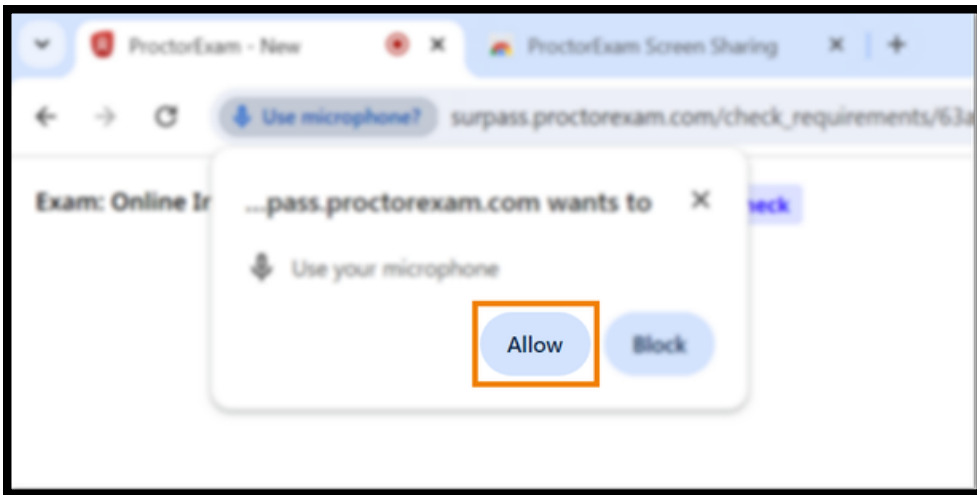




### Step 3: Enable Your Microphone

You must now enable your microphone.

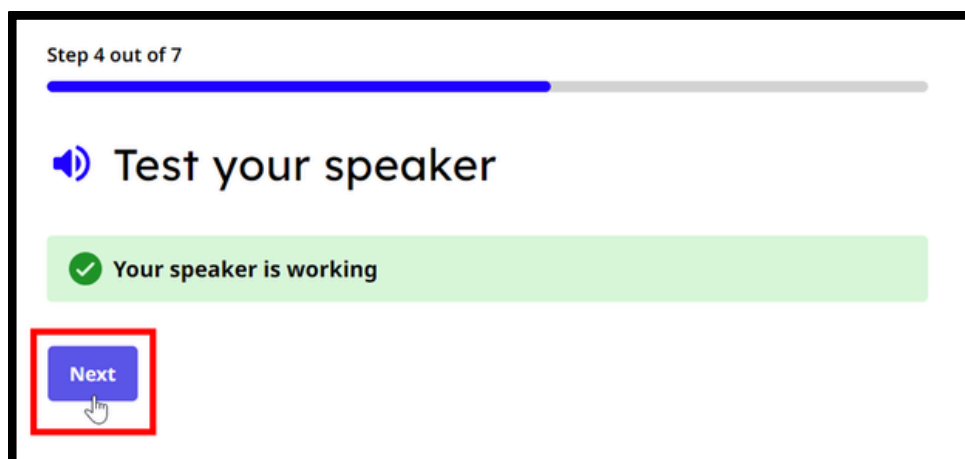
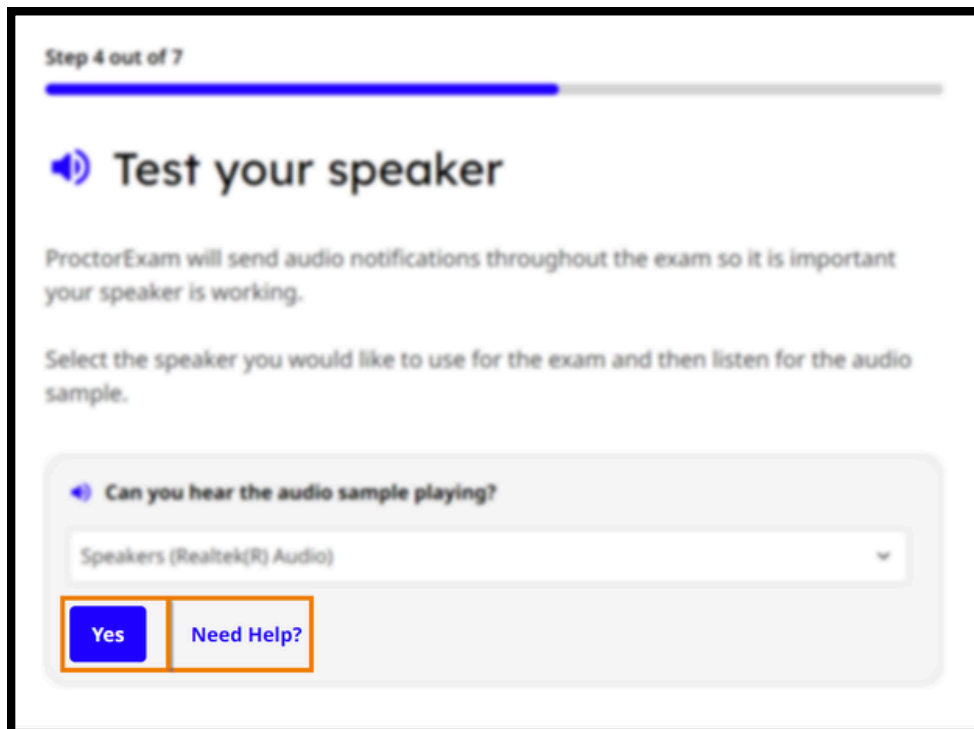
1. On the Step 3 webpage, you should automatically receive a pop-up window asking for permission to use your microphone; click “Allow.”
2. After clicking “Allow,” you need to test your microphone by making any noise.
3. If your microphone is working, the webpage will pick up on the noise and provide confirmation.
4. Your webpage should automatically refresh, show a green check, and a statement saying “Your microphone is working,” and produce a blue “Next” button.
5. Press the “Next” button to move onto Step 4.



## Step 4: Test Your Speakers/Audio Output

You must now test your speakers/audio output.

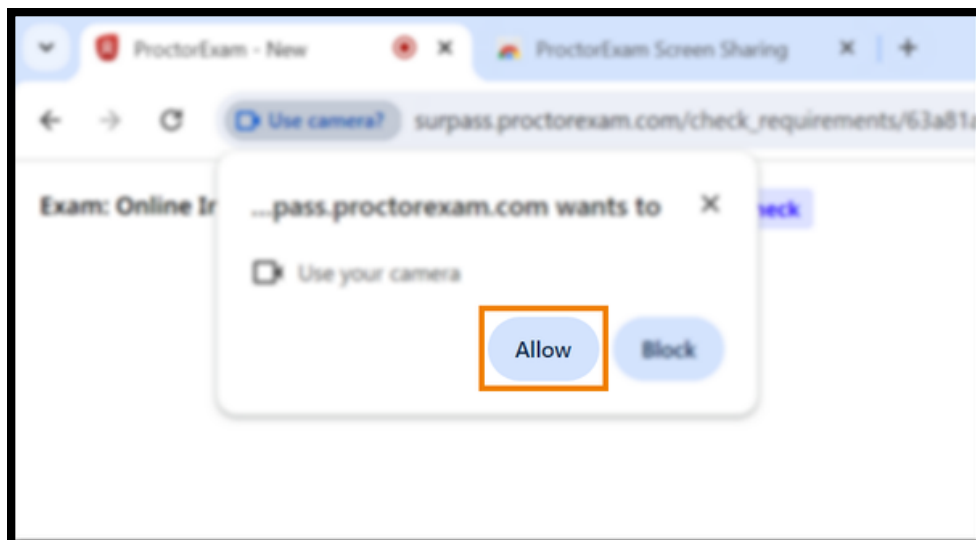
1. On the Step 4 webpage, an audio sample should automatically begin playing through your audio output device.
2. If you cannot hear the audio sample through your speakers/audio output, there is a troubleshooting button (“Need Help?”). We recommend that you ensure all audio devices are securely connected and that your computer and speakers/audio output are not muted.
3. If you can hear the audio, press the blue “Yes” button below the question “Can you hear the audio sample playing?”
4. Your webpage should automatically refresh, show a green check, and a statement saying “Your speaker is working,” and produce a blue “Next” button.
5. Press the “Next” button to move onto Step 5.



## Step 5: Test Your Webcam

You must now test your webcam.

1. On the Step 5 webpage, you should automatically receive a pop-up window asking for permission to use your webcam; click “Allow.”
2. Typically after a brief pause, your webcam will activate and you should be able to see yourself on screen if your webcam is facing you correctly.
3. If you cannot see yourself or your webcam is not activating, there is a troubleshooting button (“Need Help?”). We recommend that you ensure all video webcam devices are securely connected and that there is not another device currently using your webcam.
4. If your entire face is visible and your camera is working correctly, click the blue “Okay” button.
5. Your webpage should automatically refresh, show a green check, and a statement saying “Your camera is working,” and produce a blue “Next” button.
6. Press the “Next” button to move onto Step 6.



Step 5 out of 7


## Test your camera

ProctorExam needs to be able to see you throughout the exam so it is important your camera is working.

Select the camera you would like to use for the exam and then make sure the image is visible.

Is your image visible?

HP HD Camera (05c8:03cb)



Okay Need Help?

Step 5 out of 7


## Test your camera

ProctorExam needs to be able to see you throughout the exam so it is important your camera is working.

Select the camera you would like to use for the exam and then make sure the image is visible.

Is your image visible?

HP HD Camera (05c8:03cb)



Okay Need help?

### Help guide

#### Camera issues

If you're having an issue with your camera, make sure that you have allowed the correct permissions in Chrome by following these steps:

1. In your browser search bar, select the 🗨️ icon next to the URL.
2. Select the toggle next to Camera to allow ProctorExam to access your camera.

Need more help? Please review Google Chrome's help article, [Link](#).

If the problem persists, contact our live chat support below.

Contact Us

Step 5 out of 7

## Test your camera

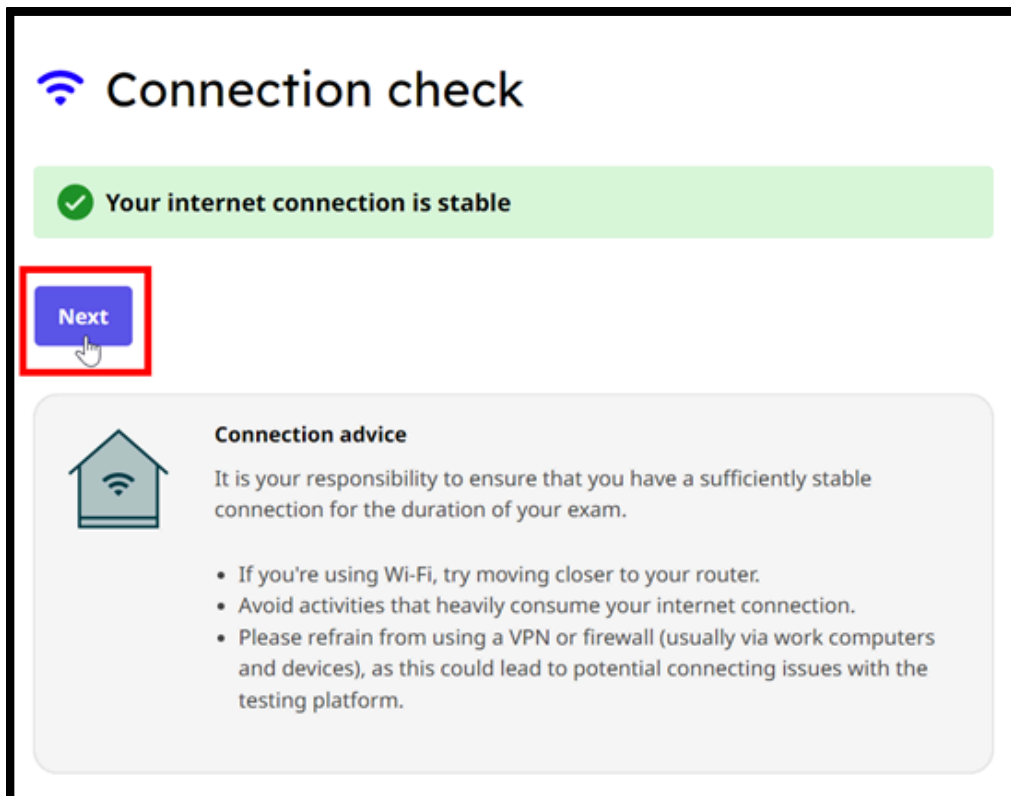
✔️ Your camera is working

Next

## Step 6: Test Your Internet Connection

You must now test your internet connection.

1. On the Step 6 webpage, the webpage should automatically start checking for a stable internet connection.
2. Your webpage should automatically refresh, show a green check, and a statement saying “Your internet connection is stable,” and produce a blue “Next” button.
3. If for any reason you receive notification that your internet connection is unstable, refer to the connection advice presented on the webpage. As mentioned previously, we recommend using a wired connection rather than wi-fi if possible.
4. Press the “Next” button to complete the system check.



## Finalizing the System Check

If you have completed all of the system check steps successfully and without any error messages, you should be redirected to a webpage informing you that your system check is complete.

On the day of your examination, you will be required to perform another system check before you can access your exam.

### **System check complete**

Your devices have successfully passed the system check required for your remote exam session.



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