

IAAO Virtual Test Taker Tips

***** IMPORTANT NOTICE FOR GOVERNMENT OFFICE EMPLOYEES *****

Due to firewalls and restrictions that exist in government IT systems, we **strongly recommend** that you contact your employer/IT department **AS EARLY AS POSSIBLE BEFORE EXAM DAY**. They should refer to the Client Port/Protocol and Whitelist Information document provided by IAAO. The document can be found at learn.iaao.org/exam-resources.

Before Exam Day

Exam Appointments

- Schedule an exam appointment as soon as possible after receiving your **Course Registration Confirmation** email from IAAO Learn.
 - There must be **AT LEAST 72 HOURS** between scheduling the exam and when you actually take the exam.
 - **To schedule:** Access your course via the link in the above-mentioned email, then click 'Schedule Initial Exam.'
 - First time taking an IAAO exam in ProctorU? You will be prompted to create a ProctorU account before scheduling.
- Double-check that you have received the **Reservation Confirmation** email from ProctorU — consider your exam **unscheduled** until you see this email.

Tech Check

- As computers and their settings vary drastically, it is extremely important to check **prior to exam day** that the exact computer you will use for your exam meets the ProctorU system requirements.
- To check your computer, click the **test your equipment** link in your **Reservation Confirmation** email from ProctorU.

Exam Day – Before and During the Exam

Pre-Exam Planning

- Plan to arrive to your work area and login early. NOTE: If you are more than 10 minutes late, you will be required to reschedule your appointment and pay a fee.
- Just before you begin your exam, your proctor will ask to see a few things in your work area and on your computer. This authentication is quick and helps ensure the integrity and security of the exam.
- To prepare for the authentication, please do the following **prior to your exam appointment**:
 - Plan to be in a private, well-lit room with a hard work surface (desk or table) and chair.
 - Clear your area of any materials that are not explicitly allowed (the proctor will have a list). Most IAAO courses allow a calculator, several pieces of blank scratch paper, a list of formulas and this tips sheet.
 - Remove non-religious head coverings and smart watches.
 - Have a current government-issued photo I.D. ready (such as a driver's license).
 - Have a mirror or cell phone camera handy (to show the proctor the front of your monitor).
 - Disconnect secondary computer monitors.

Navigating the Exam

- To enable the 'next' button and advance through the exam, you must answer all questions on each page. You may use the 'previous' button to review or change earlier answers before submitting the exam for scoring.

After the Exam

- You will see your score immediately after submitting your exam. If you did not pass and would like a retake – you must apply for a retake and submit payment before scheduling. **Do NOT use the original ProctorU scheduling link.**
- To apply for a retake, you may do either of the following within one year of the initial exam:
 - Click the black 'Re-take Exam Form' button in IAAO Learn to access the application.
 - Use this link to go directly to the application: cognitofoms.com/IAAO1/specialexamapplication

Help With Common Questions/Issues

Question/Issue	Contact Information/Resource
Technical issues on learn.iaao.org (e.g., “Contents Visible on Registration” message)	techsupport@iaao.org
Forgot Username/Password for learn.iaao.org	Forgot Username and Forgot Password links on login page
Technical issues with ProctorU software or website	<ul style="list-style-type: none">• Live Chat (blue speech bubble) at go.proctoru.com• 1-855-772-8678• Create a support ticket (24-48hr response time) support.proctoru.com/hc/en-us/requests/new• Click ‘test taker’ at support.proctoru.com
Exam policy/procedure questions (e.g., permitted resources, results, etc.)	learn.iaao.org/exam-resources
Exam accommodations questions (e.g., ADA or medical accommodations)	education@iaao.org
Exam scheduling issues (e.g., unable to reschedule in ProctorU due to 72hr window)	techsupport@iaao.org
Questions about retaking an exam	special exams@iaao.org