Software Secure: Remote Proctor NOW Version 4.0 Student Guide

Remote Proctor NOW Version 4.0 (RPNow) through Software Secure is an online software solution for online examination licensed by MSU. Remote Proctor NOW integrates with D2L so that instructors can set up exams that are facilitated in a secure and proctored testing environment for a cost of $15 per proctored exams. Remote Proctor NOW Version 4.0 authenticates the identity of the test taker and captures the exam session, which is later reviewed by certified proctors. A report is provided to the instructor with links to the video.

What you need to get up and running with RPNow:

- a PC or a Mac
- an internet connection
- a webcam, either external or the one built into your computer
- personal identification ready to show the camera

1. Access the remote proctoring system
   a. Go to [http://michiganstate.remoteproctor.com](http://michiganstate.remoteproctor.com)
   b. Play the video for step-by-step instructions and review the Helpful Hints.
   c. Download the software.
   d. Select Run or double click the downloaded file to install the application.
   
   Note: Only one monitor is allowed while using the Remote Proctor Now software. Please disconnect any additional monitors. Turning a monitor off may not work, so it should be unplugged.

   e. Once the application has launched, select your instructor or course.
   f. Select the Exam you will be taking.
   g. Enter your personal contact information and click Next.
   h. Read the on-screen information and proceed when complete.
   i. A payment page will display for you to enter your payment information if required.
   
   Note: There is no charge for practice exams.

2. Verify your identity and exam environment
   a. Follow the on screen prompts to verify your identity.
   b. Take a clear picture of your valid photo ID (Government issued ID).
   c. Scan your testing area using your webcam. Lift up laptop (if used) and rotate around and toward desk.
   d. Take a clear picture of yourself once you are seated as you will be when you take your exam.

3. Take the Exam
   a. From the drop-down menu select D2L.
   b. At the login screen of D2L, log into the system with your MSU NetID and password.
   c. Navigate to the course and the exam you will be taking through the content link or the Assessments pull down.
d. When prompted to enter a password, click the "Insert Exam Password" button on the top of the screen.
e. Complete the exam within the required time limit.
f. Remember to "Submit" your exam within D2L. Saving the exam is not the same as submitting. The
questions will automatically be saved when you submit the exam.

4. Exit the remote proctor program
   a. Click the X or Close button on the top-right of the screen.
   IMPORTANT: Although you have submitted and finalized the exam, the system will still continue recording
   until you exit from the program!

For more help with RPNow see the following resources:

RPNow Test Taker University:  www.softwaresecure.com/rpnowuniversity/student

Support for students

Please review the following to be sure you choose the right path for support.

Call the MSU IT Service Desk at 517-432-6200 when:
   • You can’t log in to D2L.
   • You don’t know where the exam is or the exam is no longer available.
   • You are getting an "incorrect password" error while trying to get into the exam.

Contact Software Secure support, the provider of Remote Proctor NOW, when:
   • You need help with navigating through the Remote Proctor website.
   • You need help with (or are getting errors when) you attempt Authentication.

Software Secure technical support is available 24/7 for students and instructors:

   ■ Students experiencing difficulty with the RPN software can click the "Contact" button in
     the upper right of the software OR call 1-844-644-8245
   ■ Online FAQs and Chat: http://clientportal.softwaresecure.com
   ■ RPNow system requirements
   ■ RPNow privacy statements provided at www.softwaresecure.com/privacy-statement/

Documentation adapted from Software Secure Inc. documentation.

NOTE: Additional information is available in the D2L Resource Center

Need Help?

The MSU IT Service Desk supports the learning, research, and information needs of students, staff,
and faculty here at Michigan State University.

Known Issues
Enhancement Request Status

https://help.d2l.msu.edu/remote-proctor-now-student-guide
Local: (517) 432-6200  
Toll-free: (844) 678-6200 (North America and Hawaii)

D2L Contact Form

D2L at MSU

Frequently Asked Questions
Check out our FAQ for answers to commonly asked questions.
Check out our Daylight FAQ for answers specific to Daylight.

SERVICE ALERTS

There have been no recent service alerts.

SCHEDULED MAINTENANCE

[Maintenance] Student Information System (SIS) Will Be Unavailable During Planned Maintenance on 01/31/2021 12:00 PM-11:45 PM (Details)
Sun, Jan 31 12:00am - 11:45pm

[Maintenance] Computer Store, LDX, Digital Desk, Cattura Command Center, and beSocratic Will Be Unavailable During Planned Maintenance on 01/30/2021 8:00 AM-12:00 PM (Details)
Sat, Jan 30 8:00am - 12:00am

[Maintenance] Mainframe Systems and Services Will Be Unavailable During Planned Maintenance on 01/24/2021 8:00 PM-9:00 PM (Details)
Sun, Jan 24 8:00pm - 9:00pm

[ Maintenance] Network Edge in Law Building Will Be Unavailable During Planned Maintenance on 01/21/2021 10:00 PM-11:00 PM (Details)
Thu, Jan 21 10:00pm - 11:00pm