**Proctor Transition ‘Get Help’ guide**

This document will cover the changes due as a result of the proctor transition from ‘Examity’ to ‘Meazure Learning’.

1. **Secure Browser**

Current Process:

Candidates must install ‘Questionmark Secure Browser’ and the Zoom application before sitting their first examination.

New Process:

Candidates **must** install the ‘Guardian Secure Browser’ before sitting their first examination, after Monday 9th September. All examinations will use the Guardian Secure Browser only, leaving the Questionmark Secure Browser redundant.

To ensure you are ready for your exams from Wednesday 11th September, please follow these steps to set up your computer:

* Step 1 - [Download the **Guardian Browser**](https://guardian.meazurelearning.com/). If you are using a company device you may need to contact your internal IT support team to install this secure browser.
* Step 2 - Ensure you meet equipment requirements by [**testing your equipment**](https://go.proctoru.com/testitout).

1. **Launching Exam**

Current Process:

The ‘start’ button will appear 15 minutes before your scheduled start time and remain until 15 minutes after your scheduled start time.

New Process:

The ‘start’ button will appear 2 minutes before your scheduled start time and remain until 30 minutes after your scheduled start time.

1. **Pre-exam checks**

New Process:

Please watch the following [**test-taker experience video**](https://meazurelearning.wistia.com/medias/9rlify53vi) so you are fully prepared for what to expect when you launch your exam session with the Meazure Learning/ProctorU platform.

1. **No-show process**

Current Process:

Candidates have been able to reschedule examination ‘No-shows’ via the ‘Manage booking’ button on their active exam attempt.

New Process:

Due to a specific change with our new proctoring provider, examination fees will be forfeited if a candidate does not turn up to their scheduled examination.

As per the current ABPI Examination Regulations:

*‘7. If a Candidate cannot make a scheduled exam sitting, it is the responsibility of the Candidate to cancel and reschedule the exam appointment – this can be done by clicking ‘Manage booking’ and cancelling the appointment. Following cancellation of the appointment, it is possible to reschedule. A cancelled exam appointment does not count as an attempt. There is no penalty for rescheduling…. The ABPI Examinations Team does not reschedule exams on behalf of Candidates. Examination fees could be forfeited if the Candidate fails to reschedule more than 30 minutes in advance of the exam sitting, irrespective of the reason for cancelling and rescheduling.’*

A ‘No Show’ will always result in the candidate forfeiting examination fees unless there are medical reasons or other exceptional extenuating circumstances, for which supporting evidence would need to be supplied to the ABPI Examinations Director for consideration. Where evidence based medical reasons or other exceptional extenuating circumstances are accepted, a partial refund will be granted.