

**EXAMS UNDER REMOTE PROCTORING ENVIRONMENT
FREQUENTLY ASKED QUESTIONS**

Q1. How can I write mathematical symbols/operators/notations such as Σ , μ , α , β , π , σ , x^2 , \leq , \geq , \neq etc?

Some of the desired symbols/operators/notations can be written in the answer area; however, for rest you may invent your shortcuts or symbols for quickly writing your answers. All you have to do to just specify a legend of your created symbols at the beginning or end of your answer. You will not need to repeat the legend for symbols/operators/notations used in multiple questions. You may create your symbols/operators/notations as illustrated below:

Actual symbol/formula	Alternate presentation
μ	Meu or M
Σ	Summ or Su
σ	Sigma or Var
α	Alpha
	$S = P(1 + r/m)^{mn}$
$Z =$	$(x - \text{Meu}) / \text{sigma}$
First derivative of $f(x)$	$F'(x)$
Second derivative of $f(x)$	$F''(x)$
x^2	x2
\leq	\leq
\neq	<> or NE
π	Pi

Q2. How can I insert a Table and format it as per requirement of the question?

You can insert a table in any question using the options ribbon visible at the top of each answer box. Once inserted you may adjust its columns width and/or row heights accordingly. To illustrate inserting a formatting a table as per question's requirement a short video has been uploaded here.

Q3. Would I be allowed to use pen and paper for rough working while taking exams under remote proctoring environment?

Yes.

Q4. Can I use MS Excel for rough working?

Yes.

**EXAMS UNDER REMOTE PROCTORING ENVIRONMENT
FREQUENTLY ASKED QUESTIONS**

Q5. Can I copy and paste working from Excel to exam software?

Neither you can copy working from Excel to exam software nor from exam software to Excel.

Q6. Is there any change in pattern of the paper?

No.

Q7. Can I take some papers under remote proctoring and some papers under center-based environment?

No.

Q8. Will center-based exams be held in Dubai and Riyadh?

No.

Q9. Will I be given some additional time in case of exams under remote proctoring?

No, however, examinees appearing in exam through remote proctoring will be allowed to write during 15 minutes additional reading time.

Q10. I paid fee for center-based exams in Dubai/Riyadh; however, center-based are not being held there. Would I get the additional amount of fee refunded/carry forwarded?

The differential amount will be carried forward to your account and will be adjustable in the next session.

Q11. What is the last date to submit option form/undertaking?

03 December 2020 midnight Pakistan time.

Q12. What if I do not submit the option form/undertaking?

Examinees registered from Pakistan will be placed under center-based exams and in case of any unforeseen situation their fees will be carried forward while the fees of overseas examinees will be carried forward.

Q13. Can I use headphones / ear phones / hands free during exam?

No.

**EXAMS UNDER REMOTE PROCTORING ENVIRONMENT
FREQUENTLY ASKED QUESTIONS**

Q14. I am not comfortable with using computer/internet based exams. Can I take someone assistance for logging into exam and submitting my paper?

No.

Q15. Can I read the questions/answers in low voice to increase my concentration?

No.

Q16. Can I go to washroom if needed?

Yes, however, you must write the time of going and resuming in the proctor's chat panel

Q17. Can I access Google/internet to search something?

No.

Q18. Can live exam be attempted on MAC machine?

Yes.

Q19. Where can I find my login details for exam?

Your login ID and password will be mentioned at your admit card which will be updated in student's secured area at ICAP website by 04 December 2020.

Q20. What happens if I move away from the webcam?

You are not allowed to move away from the webcam. Please read carefully the [policy on use of unfair means](#) available at the ICAP's website.

Q21. How often is my work saved?

There is an auto save function that runs after every one minute. Further your work will be saved if you move from one question to another question.

Q22. Is it mandatory to use 360° webcam during the exams?

No, you can use camera of your smart phone for giving 360 degree view of the room.

EXAMS UNDER REMOTE PROCTORING ENVIRONMENT FREQUENTLY ASKED QUESTIONS

Q23. Is MS office mandatory to install in my laptop or PC?

It is not a mandatory condition to install Microsoft Office in the computer to be used for taking the exam.

Q24. Can examinee connect again for the exams if they are disconnected due to reasons like failure of electricity, dropping of signals etc.?

Examinees will be allowed unlimited number of reconnects. For further details please read [Step by Sep Process](#) available at ICAP's website.

Q25. What is the file size of the Practice Test zip file?

The size of zip file downloaded on your computer should be 268 MB. If zip file size is less than 268 MB, then please download it again.

Q26. What is the minimum version of Android or iOS is required for exams?

Android 4.1+ and iOS 10.0+ smart devices – smartphone or tablet – with a camera may be used.

Q27. Will 2 GB RAM be sufficient for taking exams?

The minimum RAM should be 4 GB or as specified by Operating System whichever is higher.

Q28. Which internet connection would be suitable, wired or wireless?

A wired connection as opposed to a wireless connection is recommended. The connection should be reliable and stable with 4 Mbps download speed and 1 Mbps upload speed. Please refer ICAP's document '[General and Technical Requirements](#)' for further details.

Q29. Can external mouse and keyboard be used for taking exams?

Yes; however, these should be directly connected to the laptop or desktop system used for taking the exam and you have to show these through your smart phone during room scanning process at the beginning.

EXAMS UNDER REMOTE PROCTORING ENVIRONMENT FREQUENTLY ASKED QUESTIONS

Q30. Does system check means that all the technical specifications of examinees' machines are as per requirements?

The system check assesses whether the examinee's system has a working webcam and his/her device has audio and volume control. Second, it recommends a minimum internet bandwidth. Third, it verifies that the smart phone application is working. However, the system check cannot assess that examinee's machines meet the minimum technical specifications or internet bandwidth.

Q31. How will I connect with Proctor Exam application?

You will be required to click on the unique link received to you in the second email received from Proctor Exam. This will connect you to the proctoring application. Please refer ICAP's document ['Step by Step Process'](#) for further details.

Q32. Which mobile application will be used for QR code scanning?

Proctor Exam application will be used for QR code scanning. This application can be found either in App Store for Apple devices or Google Play Store for Android devices.

Q33. Is there be any change in marking plan for exam?

There is no change in marking plan and it will be same as it is in centre based examination.

Q34. Can I use stylus on exam software?

No, exam software does not support stylus.

Q35. Is it mandatory to submit undertaking for taking exam under proctoring environment?

Yes, it is mandatory to submit undertaking for taking exam otherwise examinees will not be allowed to take exams.

Q36. What should be resolution of webcam?

Webcam must have a minimum resolution of 640x480 @ 10 fps.

Q37. Will proctor be able to listen our voice during exam?

Yes, proctor will be able to hear your voice.

EXAMS UNDER REMOTE PROCTORING ENVIRONMENT FREQUENTLY ASKED QUESTIONS

Q38. During the exam, if I get disconnected from exam software for few minutes so will this time be counted?

The software timer does not count the time it takes in:

- Reconnecting if user is disconnected from the system for short interval;
- Navigating from one question to another;
- Loading a question.

Please refer ICAP's document '[Guidance on new Examination Software](#)' for further details.

Q39. How will I share my computer screen with the proctor?

Your screen will be shared with the proctor during system check process before the start of your exam. The process to share the screen is as follows:

- During system check, a window will appear with instruction 'Share your entire screen'.
- You will need to select the screen image.
- You will then click the 'Share' button at the bottom right corner of the screen image to start sharing your screen with the proctor.

Q40. How will I know my webcam is shared with the proctor?

Your webcam will be shared with the proctor during system check process. The process of sharing is as follows:

- During system check, a window will appear with instructions 'Camera setup'
- You need to click on the check box at the bottom left side of the screen alongside the text "I am able to see myself".

You will then click the 'Next Step' button to start sharing your webcam with the proctor.

Q41. What will be the Marking criteria for papers like BFD & AFR which includes calculations?

Marking criteria for both computer-based and paper-based exams is same.

Q42. Flags and Sticky notes on bare acts or standards are allowed?

Sticky notes are not allowed; however, examinees may use post-it slips without writing anything on them.

Further, examinees are permitted to highlight or underline the text in the permitted books.

However, the permitted books must not contain any scribbling, notations or any other remarks.

**EXAMS UNDER REMOTE PROCTORING ENVIRONMENT
FREQUENTLY ASKED QUESTIONS**

Q43. Whether we can attempt paper through internet cafe?

No.

Q44. In case internet is disconnected, would I be able to resume from where it stopped? Is the software saving the exam in real time?

Please see para 11 (i) of Step by Step Process – CFAP/MSA Examination Winter 2020 available at ICAP's website.

Q45. How is it possible to keep phone on Airplane mode and receive calls from ICAP mentioned numbers at the same time? What about Gulf Countries where WhatsApp calls are not allowed?

WhatsApp call can be connected while phone is on Airplane mode and phone is connected to Wi-Fi.

In case of examinees appearing from outside Pakistan ICAP team will communicate through voice/text message and may allow you to turn off the airplane mode. However, if you are unable to access the exam, you may immediately turn off the airplane mode and contact ICAP at the numbers given on your admit card.

Q46. Can we highlight the pages?

Yes.

Q47. Can we take the printout of the question paper?

Question papers will be available for download soon after completion of all exams. Printing the questions/answers and/or taking screenshots and/or copying the content of exams are strictly prohibited. Any such act will lead to disciplinary action under use of unfair means policy.

Q48. Can we use touch screen laptop?

You may use a touch screen laptop; however, the touch screen function could only be used for navigating between questions as exam software does not support touch screen function for writing.

Q49. What about the examinees who reside in hostels and share common room?

They can take the exam from their hostel room provided they are able to ensure compliance of conditions and restrictions mentioned in para 3 of General and Technical Requirements

EXAMS UNDER REMOTE PROCTORING ENVIRONMENT FREQUENTLY ASKED QUESTIONS

document and para 2 through 11 of Step by Step Process – CFAP/MSA Examination Winter 2020 document available at ICAP's website.

If they are unable to meet the requirements at their hostel room, they should either arrange to take exam from some other place or appear in center-based exam.

Q50. Can I use soft copy of books during open book exams?

No.

Q51. When can I start system check?

You can perform system check immediately on receipt of first email from Proctor Exam. If you do not receive the first email at least 36 hour before your schedule exam time, please contact ICAP immediately at the following numbers/email address:

Cell numbers: +92 345 2130685, +92 345 2130686, +92 317 2331761 and +92 317 2331762.

Email address: remotexam@icap.org.pk

Second email will be received to you soon after you complete system checks advised in the first email. In case you do not receive the second email, please contact immediately at the above mentioned numbers.

Please note that if you are appearing in more than one paper, you will receive separate emails for each paper. Using login link of one paper, you cannot login to other paper.

Q52. Will pattern of both the exams environment will be the same or different from each other?

There is no difference in pattern of online and offline paper.

Q53. Can we use mobile hotspot?

Tethering to a mobile hotspot is not advisable as:

(i) on switching phone to airplane mode, hotspot connection is lost

(ii) frequency of disconnection is higher in case of tethering to a hotspot

Examinees may, however, use it at their own risk.

Q54. Can I keep a calculator with me?

Yes. For further detail, please see para 6 of Step by Step Process – CFAP/MSA Examination Winter 2020 available at ICAP's website

Q55. Can we copy text from questions and paste it into answer area?

EXAMS UNDER REMOTE PROCTORING ENVIRONMENT FREQUENTLY ASKED QUESTIONS

Yes.

Q56. I live in UK, Can I appear in remote examination from there?

Yes, provided you are able to meet the requirements mentioned in the General and Technical Requirements document and Step by Step Process – CFAP/MSA Examination Winter 2020 document available at ICAP's website.

Q57. Can two students share one laptop?

Yes. However, it is advised that neither examinee should save his/her User ID and password on a shared laptop.

Q58. Please elaborate the positioning of smart phone during exam?

Examinees will be required to put their smart phone on vibration and place it beyond their arm's reach either left or right side of their working place in a way that they could be visible in the mobile video feed along with their laptop/desktop keyboard.

Q59. If my smart phone is disconnected from the system, how can I reconnect it to the exam?

You will need to go to the Proctor Exam tab and then click on the mobile phone icon visible at top right corner. This will display the QR code on screen that will enable you to reconnect the smart phone with the exam software.

In case the QR code does not appear, write un-publish mobile in the chat panel 'We Are Here' visible at bottom right corner of Proctor Exam tab. Or Refresh and reload the proctor exam tab. You may also request for assistance for this purpose in the 'We Are Here' chat panel.

Q60. Can we change the laptop machine during exam if something happens to the first machine?

It is advisable to select a well-tested and reliable laptop in first place. However, you may keep a laptop in back in a separate room or away from arms' reach in off mode. The backup laptop can be used in case of emergency but you must mention any such change in the Proctor's chat panel otherwise such action may lead to disciplinary action.

Q61. If any question is flagged, will the solution be saved up to the details it has been completed if the system has been logged off?

Yes. Please note that flagging does not stop any answer to be saved.

**EXAMS UNDER REMOTE PROCTORING ENVIRONMENT
FREQUENTLY ASKED QUESTIONS**

Q62. There is no specific book details for MSA1/MSA2/BFD. Whether the Proctor will have details of books carried?

You can keep any 5 books in case of MSA papers while any 3 books in case of BFD paper. You would need to show each book in the webcam at the time of ID verification process. Once you logged in to the exam, access to any other book or addition/replacement of any book will not be allowed. Proctor will keep a check accordingly.

Q63. In case of temperature or flu at the time, student reach exam hall and examiner don't allow to enter in exam hall, then proctoring at that time will be available or fees will be carry forward?

Immediate transfer to proctored exam will not be possible. Examination fee of such examinee will be carried forwarded provided he submitted a brief request for the same with the Centre Supervisor.

Q64. If due to unforeseen circumstances center based exams are not held then examinees would automatically register for online paper?

In this case only those examinees will be transferred to exams under remote proctoring who had chosen it as their second choice in the option form.

Q65. Will there be any delay in remote exams, if center based exams are not possible in Pakistan?

ICAP has planned to hold the exams on time in either case. However, examinees will be updated further if such a situation arises.

Q66. Can I connect Evo device in case of power failure and Wi-Fi device switch off?

Ensuring uninterrupted power supply and stable internet connection are among key requirements of exams under remote proctoring. However, in case of emergency you can use internet dongle at your own risk.

Q67. Is plug in mic and webcam allowed?

In case your laptop/desktop system does not have these built-in or not functional, you can use external mic and webcam; however, you have to show these through your smart phone during room scanning process at the beginning.

**EXAMS UNDER REMOTE PROCTORING ENVIRONMENT
FREQUENTLY ASKED QUESTIONS**

Q68. What will be the starting time of exam in Dubai?

Each paper will be started at 08:00 am Dubai time; however, you will be required to log in to the Proctor Exam site around 10 to 15 minutes earlier than the scheduled time to complete the ID verification and room scanning process before start of your paper.

Q69. What objects are allowed in the room during exam?

Please see para 2, 3 and 5 of the Step by Step Process – CFAP/MSA Examination Winter 2020 document available at ICAP's website.

Q70. Is there spell checker in the system?

No.

Q71. Can we keep our email tab open during paper?

No.

Q72. Is Windows 10 allowed?

Yes. For further details please see para 4 of General and Technical Requirements document available at ICAP's website.

Q73. Are we allowed to make formulas beforehand in MS Excel so that our time can be saved?

No. Any such act will be subject to disciplinary action.

Q74. The paper time is based on 3.15 hours (watch based) or will be based on system count down?

It will be based on system count down timer; however, if you logged in the exam late, say at 09:10 am instead of 09:00 am then your exam may be terminated from backend even if the system timer is showing 10 minutes left.

Q75. Is there any penalization for background noise because we usually have shared houses without sound proof room?

A quiet well lit room preferably with a closed door is one of the key requirements of exams under remote proctoring. Slight noises from outside the room will not attract any penalty; however, if

EXAMS UNDER REMOTE PROCTORING ENVIRONMENT FREQUENTLY ASKED QUESTIONS

such noises give an impression of whispering on paper contents then it may lead to disciplinary action under use of unfair means policy.

Q76. Is it necessary to install Chrome?

Yes.

Q77. Could we use IT room of office with glass doors?

Generally, IT rooms are equipped with number of servers/computers and communication devices and hence cannot be allowed.

Q78. Can I use Google handwriting input as input device?

No.

Q79. If webcam does not operate during exam what will we do?

Arranging stable and reliable equipment is examinee's responsibility. If you are doubtful about reliability of an equipment keep another in backup. Further, you must write in the Proctors chat panel if any equipment is changed during the exam. Taking exam with a non-operational webcam may lead to invalid your exam.

Q80. What if by mistake we close main tab of browser?

Simply re-launch the browser, open Proctor Exam page from second email and then access your exam from Proctor Exam page. However, if you click logoff even by mistake you cannot be logged in back in the exam.

Q81. Can I enlarge the size of the answering text box?

The size of answering text box is flexible it grows as soon as it is filled. It is advised to make use of Practice Test to explore its features.

Q82. Can we use external Monitor as laptop's monitor is only 12.5 inches for better readability and show it during check?

It can be used but if we close the lid which means the webcam on the laptop goes black which will cause issue as we need it to monitor the student through that webcam and if an external webcam is attached than it can be acceptable.

**EXAMS UNDER REMOTE PROCTORING ENVIRONMENT
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Q83. How can I draw a diagram while responding to a question such as Linear Programming?

Examination department has kept in view this area while setting the question papers of winter 2020 session and therefore no question has such requirement.