

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

**Q.1 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 16 October 2020.

**Q.2 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.

**Q.3: 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.

**Q.4 Will examinees be allowed rough working on paper in QMT paper?**

Use of pen or paper is strictly prohibited. You can use Notepad available within the exam software for rough work.

**Q.5 Can examinees take exams in RAETs or arrange exams in the labs of RAETs?**

No.

**Q.6 Can examinees use external calculators in QMT paper?**

Calculator is available within the exam software. However, examinees are also allowed to use external calculators provided these are included in the [permissible list of calculators](#) issued by ICAP.

**Q.7 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.

**Q.8 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. Since examinees will be allowed to use Microsoft Office in the paper of Introduction to Information Technology, non-availability of this software will restrict them to use this facility. However, use of MS office or Windows help is strictly prohibited.

**Q.9 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.

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**Q.10 What is the file size of the Practice Test zip file?**

The size of zip file downloaded on your computer should be 280 MB. If zip file size is less than 280 MB, then please download it again.

**Q.11 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.

**Q.12 Can an examinee use smart phone's hotspot to connect laptop or PC for exams?**

For connecting to exam under remote proctoring environment, tethering to a mobile hotspot is explicitly prohibited.

**Q.13 Will the mathematical table be allowed during exam to constantly open and view the online provided table?**

Mathematical tables booklet is present in the software. It could be downloaded on local computer in PDF format. Any page of the table booklet could be zoomed and rotated to enhance readability while remaining in the software. Zoom and rotate functions become visible when mouse is hovered on Mathematical tables booklet.

**Q.14 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.

**Q.15 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.

**Q.16 Can Portable devices i.e. mouse and keyboard be used for taking exams?**

Yes, these should be directly connected to the laptop or desktop system used for taking the exam. If a wireless device is used, then the Proctor may ask you to verify its connectivity with your system.

**Q.17 Does system check means that all the technical specifications of examinees' machines are as per requirements?**

The system check will assess that the examinee's system has a working webcam and his/her device has audio and volume control. Second, it will recommend a minimum internet bandwidth. Third, it will verify that the smart phone application is working.

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However, the system check cannot assess that examinee's machines meet the minimum technical specifications or internet bandwidth.

### **Q.18 Can I use headphones or hand free to communicate with proctor during exam?**

Use of headphones or hand free is strictly prohibited. You can communicate with the Proctor using the chat panel located at the bottom right corner of the proctoring application.

### **Q.19 Can I use touchscreen laptop for any rough working in laptop?**

Touchscreen laptop can be used for taking exam; however, it will not support writing on notepad available in the exam software.

### **Q.20 How will I connect with Proctor?**

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

### **Q.21 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 for Android devices.

### **Q.22 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.

### **Q.23 Which type of questions will not be examined in QMT exam?**

Questions which involve lengthy or complex rough working may not be examined unless there is any simplified alternate method to solve them. Students are advised to be creative and apply examination techniques while working out the given questions.

### **Q.24 How will we write symbols like $\mu$ or $\frac{dy}{dx}$ in notepad?**

Notepad is used for rough working so you can use any other characters, etc at your ease to represent such symbols. For example, you can write 'mu' or simply 'M' for  $\mu$  and write  $f'(x)$  or  $dy/dx$  to represent  $\frac{dy}{dx}$ .

### **Q.25 Can I use stylus on notepad of exam software?**

No, exam software does not support stylus.

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**Q.26 Will October session of AFC exam be held under remote proctoring environment?**

Examinees will be given an option in October session to take exam either under remote proctoring or centre based environment. However, centre based examination will only be conducted subject to approval from the government authorities.

**Q.27 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.

**Q.28 What should be resolution of webcam?**

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

**Q.29 Will proctor be able to listen our voice during exam?**

Yes, proctor will be able to hear your voice.

**Q.30 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.

**Q.31 How will Examination team contact me when my smart phone will be on airplane mode?**

Examination team may communicate with you at your smart phone through WhatsApp, if needed. You should ensure that WhatsApp installed in your smart phone should have same contact number which was mentioned by you in the examination form.

**Q.32 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.

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**Q.33 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.

**Q34. What if I do not submit the option form/undertaking?**

Examinees who have not submitted their undertaking for AFC Examination will be placed under center-based exams.