



Frequently Asked Questions

Proctored Test – CFX MicroMasters Comprehensive Final Exam

1. When will be the CFX proctored exam be open? From May 19 1500 UTC to May 22, 1500 UTC. No makeups or extensions will be given. There will be no resets during the exam.

2. What do I need for the proctored exam?

- A government-issued photo ID that clearly identifies you by your full name, and that can be used to confirm your identity
- A computer with a camera that meets all system requirements to use the edX platform and virtual proctoring software
- Key Concepts Document of all five courses will be provided through the testing platform
- Microsoft Excel or LibreOffice Calc blank documents (no additional software will be required or allowed for the CFX)
- Your computer calculator will be allowed
- A two-sided blank piece of paper and pen or pencil
- Nothing else, anything else will be flagged as suspicious!

3. The following are not allowed during the exam: personal notes, emailing, chatting, opening new websites or tabs, opening new documents, using other software other than stipulated, printing, taking screen shots, covering your camera, using earphones, using a phone, using translation software or dictionaries, **stopping the proctoring software at any time during the exam**, using prepared excel spreadsheets, leaving the room during an exam, other people in the room during the exam, using a cell phone, using any other things other than the stipulated items. Any of these will be flagged as cheating!

4. How long do I have to complete the proctored exam?

The proctored exam is a timed exam. Once you accept to start the exam, you will have 120 minutes to complete and submit each exam (Exam I and Exam II). You may take a break after Exam I, but both exams must be completed within 12 hours of starting Exam I. **DO NOT CLOSE THE PROCTORING SOFTWARE UNTIL YOU HAVE SUBMITTED YOUR EXAM.**



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5. Can I have access to the proctored exam from a mobile device or a tablet?
No. There is no access to the proctored exam from a mobile device. This constraint only affects the proctored and the timed exams.

6. Concerns about security of Software Secure: [See Technology Questions below](#)

7. What if I use the internet of my SIM card to connect to the Internet?
Cell phones are not allowed in the same room where you are taking the Proctored test.

8. Will resets be given during the exam?
During the exam, no resets will be given. Given the nature of the exam, it is of the utmost importance that students test the proctored software on their machines and are prepared to use the proctoring software for the CFX in advance of its release. In addition to course content, students must be aware of and be able to follow all of the virtual proctoring steps and rules to satisfactorily pass the CFX.

9. What happens if I experience technical difficulties during the exam?
Contact edx support first- info@edx.org, response will be as soon as possible. Please contact cfxhelp@mit.edu about any other issues.

Product Questions

1. How does RPNOW online proctoring work?
Students who have chosen the Verified Track in the course will be asked to re-verify their ID upon launching any proctored exam in a MicroMasters course. During a proctored exam, students will be monitored using video and audio for the duration of the exam, any suspicious behavior will be flagged and reviewed within 3–5 days of exam submission.
[Read more here.](#)



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2. Where can I find more information about using RPNOW with my edX course? edX.org uses an online proctoring service for certain exams (typically final exams) that are part of courses that can be made eligible for credit. [Read more here.](#)

3. Where do I find RPNOW system requirements?

View the [RPNOW Proctoring System Requirements](#) to ensure that your setup will work. Note that proctoring is only supported for MacOS and Windows machines. A functioning Webcam is required.

Technology Questions

1. What does RPNOW specifically do to students' computers?

- Records video, audio, and desktop images.
- Upload recorded video, audio and desktop.
- Block keystrokes combinations (print-screen, ctrl+c, ctrl+v, etc).
- Monitor/block processes and applications from running that are prohibited.

2. Does RPNOW change settings on my computer?

Yes. For PC, RPNOW adds a task to the task scheduler. For Mac, RPNOW removes default sequence of screenshot shortcuts. These are automatically restored upon exiting the RPNOW software.

3. RPNOW uses Flash – how will this impact my computer and what do I need to do?

Flash is required for the system to connect with the camera for recording purposes. If you don't have Flash, you will be prompted by the RPNOW Software to install it.

4. I have concern with Flash vulnerability to my system, what can I do?

If you have concerns with Flash, here are uninstall instructions after you have completed the exam:

- Mac: <https://helpx.adobe.com/flash-player/kb/uninstall-flash-player-mac-os.html>
- PC: <https://helpx.adobe.com/flash-player/kb/uninstall-flash-player-windows.html>



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5. How long is my exam data retained by RPNow?

The data is currently stored for 3 months. Software Secure does not store version numbers or what software applications you have running, or on your machine itself. Software Secure only monitors this during the exam to prevent cheating.

6. How does Software Secure protect student data?

Software Secure leverages data encryption – TLS, and stores data in secure Amazon Hosting facilities. Access to student data is restricted to authorized personnel only.

7. Will RPNow work behind a firewall or VPN?

The only way to verify if RPNow will work with your specific network is to take a practice exam. If you can successfully take a practice exam, you should be able to successfully take the final exam on the same machine/network.

8. Does this application install permanently on the computer?

No, the RPNow application is not permanently installed.

9. Does RPNow have access to keystrokes or files that are not open?

RPNow prevents certain keystroke combinations (copy, paste, print screen), but does not record all keystrokes. It does not have access to any of your files – the software does detect what processes are running to prevent unauthorized applications from being used during an exam.

Support Questions

1. What if I accidentally close the software window by mistake?

PLEASE DO NOT DO THIS, THIS CAN JEOPARDIZE SUCCESSFUL PASSING OF THE EXAM. In worst case scenario if it happens, contact edX support info@edx.org (Include “Proctored test CFx” in your subject)

2. What if I have intermittent internet that causes the exam to quit

Make sure to take you exam in a place with continuous internet. Contact edX support info@edx.org (Include “Proctored test CFx” in your subject)



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3. What if I get stuck or have any issue with the software?

If you get stuck during the exam, access Software Secure's live chat available 24/7 from within the software.

<http://clientportal.softwaresecure.com/support/index.php?/Core/Default/Index>