I*STAR:
Helpful Hints and Troubleshooting Tips

Helpful Hints

1. The proctor needs to log in on a separate device from the student. The proctor can use a desktop, a laptop, a tablet, or a phone, as long as the proctor can keep the students taking exams in view while they are testing. The student should log in on a computer in your test center.

2. The proctor must complete the proctor log-in steps before the student begins to log in:

   a. If the student logs in before the proctor steps are completed, the proctor will not be able to give the student access to the exam.

3. Upon logging in, if the exam site button shows "Open," the proctor should leave it open. If the site the proctor plans to use is already "Open," that means that either:

   a. another proctor has already "launched" that particular site and students are in the process of taking an exam there, or

   b. it was left open from a previous session.

   Either way, if the site is already "Open," leave it open and proceed to the next step. The proctor should note the exam site name and number and be prepared to share them with the students before they log in so that they can choose the correct site. If there is a whiteboard in the room, the proctor may record the information there.

4. If the exam site is closed, toggle the switch from "Closed" to "Open" and click "Launch" before giving the student(s) permission to initiate the process of logging in, selecting the exam, and selecting the site. The proctor should never close an exam site before making sure that all exams are completed. Closing an exam site while exams are in process will end those exams, so it is best practice to wait until the end of the day to close an exam site.

5. Once the proctor has clicked "Launch" to open the site and given permission to students to log in, the proctor must remain on the page and wait for the students to log in (and appear on the list) before moving to the next step.

6. The proctor needs to share the exam site name and number (unique five-digit number in parentheses) with the students. The proctor and the students must be logged into the same exact exam site.

7. At the end of the day, when all exams are completed, the proctor should re-log in to exams.loma.org and navigate to the OnSite Proctor page to close the exam site to clear completed exams from the list.

8. Maintenance on the exam system is performed on the third Saturday of each month. Please do not schedule exams during the hours of 12 am to 10 am ET on these Saturdays. The exact dates will be posted on the LMS and other places.

9. You can use Chrome, Edge, Safari, or Firefox to proctor exams.

Troubleshooting Tips

1. What should I do if I'm a proctor logging in on my phone and I can't see the "Administration" drop down in the blue menu bar?

   If you are using a small screen, you may see a "hamburger menu" (three horizontal lines in a box) rather than the Administration option. Click on the lines to select "OnSite Proctor."

2. What should a student do when they have finished their exam, but the Submit button does not appear?

   The submit button will not appear until a student has at least looked at every question in the exam. The Question Navigator will show each question answered, and that may help determine any questions missed. If needed, the student can move from question to question using the Next Question button to ensure that each question has been reviewed.

3. What should I do if a student who has logged in to the test center to take an exam is not showing in the proctor list?

   Ask the student to log out and log back in. Ensure that the student is using the same exam site as the proctor (same exam site name and number). If the student still does not appear, please contact the Contact Center at education@loma.org.

4. What should a student do if they see this error message: "This attempt can be launched only in a test center"?

   If this error message appears, ask the student to log out or exit the browser and navigate back to exams.loma.org to log in again and follow the steps as outlined in the directions.

5. What should I do if the student cannot see the exam site that the proctor has chosen?

   If the student cannot see the exam site in the drop down menu, the student should click on the "Show All Sites in my Company" checkbox, and additional exam sites will appear. If the student is taking an exam at a third-party exam site, the student should choose the "Show Third-Party Sites" checkbox to see a list of the available third-party exam sites to select.

6. Can more than one proctor use the same exam site at the same time?

   Proctors can use the same exam site at the same time; however, proctors should use extreme caution when scheduling exams for their students when there are multiple proctors using the same exam site. It is LOMA's recommendation that proctors who may need to use the same exam site should consult with other proctors at their company and schedule exams at different times, when possible, to ensure that there are no complications or possible disruptions to students taking exams when there are different proctors accessing the system.