RPNow LTI Instructor Application
QUICK START GUIDE

Answer not here? Visit http://info.psionline.com/rpnowuniversity/lti for additional information.

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What is RPNow?

RPNow ensures integrity for your online exam by establishing the examinee's identity and confirming there was no suspicious activity throughout the exam. As an examinee takes the exam, the entire session is recorded by our software (using webcam, microphone and screen recording). That data is then reviewed by our experts and reports are returned to you, the instructor, including the full video recording and any flags for integrity violations.

How do I use RPNow?

1. Create your exam in your LMS
The exam must be available/published/active and include start dates, end dates, and a password.

2. Find and launch the RPNow application in your LMS (Canvas, Blackboard, D2L)

a) Login to your LMS (Canvas, Blackboard, D2L)
b) Find the link to launch the RPNow application
Please contact your administrator if you cannot find the link.

c)   Click "Start Using RPNow"
Only required the first time you access the RPNow application
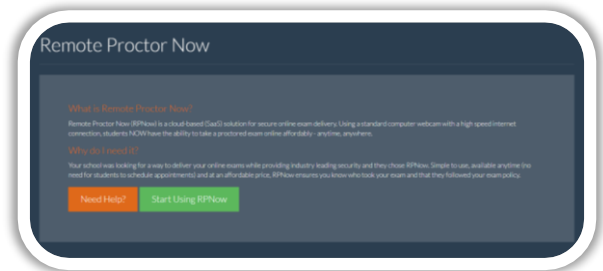
### 3. Create your custom Exam Rule Profile
Only required if you would like a unique profile (not Closed Book)
An Exam Rule Profile allows you to create custom rules for each exam (ie: calculator allowed, one note sheet allowed, etc.) All applications will be blocked by the software and/or flagged by our reviewers unless they are marked as allowed in the profile. Be sure to share these rules with your students. If there is no profile, the exam will default to "Closed Book."

a) Navigate to "Exam Rule Profile" > "Create New Profile"

b) Give the Profile a name
Ensure the name reflects the rules you intend to set (ie: Word Only). This will help when you have the opportunity to select this Exam Rule Profile for future exams.
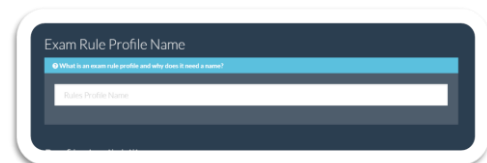
c) Profile Availability

Select if you would like to make the profile available to all users (admins, TA's, etc) who have access to the course, or just make the profile available to the current user in all courses. If a profile is set to only be edited/used by the user, and it's applied to an exam in a course, other users will be able to see the exams rules; however, they will not be able to change which profile is used or make any edits to these rules. If you choose for it to be available to all users, they will be able to use that profile for any of their exams inside or outside of that course.
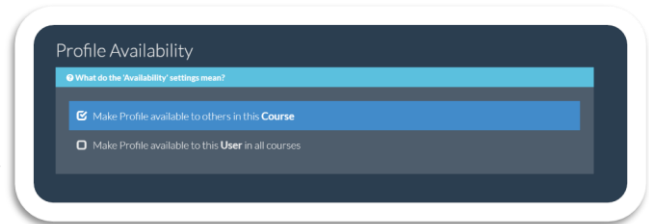
d) Select all the applications/programs/materials you would like to allow during the exam

This is what the review team will see when we review the exams so please be as specific as possible. Students will not see these rules.

1. **Applications**

   Checking these boxes allows students to use MS Word, Excel, Powerpoint or Outlook accordingly. Choosing Word Processors also allows Notepad, Text Edit, etc., to be available.

2. **Web Browsing**

   a. All Websites and Browsers means all browsers and websites can be viewed.
   b. Specific websites means students will be flagged if they go to any site but the website specified in this section. However, all websites are technically available and will not be blocked by the software.

3. **Reference Materials**

   You can specify that the student may use Notes, Pen and Paper, Calculator or Textbooks. Under Calculator, you can specify the type of calculator the student can use. Under textbook, you can specify if it's a hardcopy or electronic book. Please note that if an e-reader is used, we will not be able to see what is displayed on the e-reader.

4. **Other/Misc.**

   Special Instructions is where you can give any other rules for the exam which have not already been specified above (ie, must show front and back of paper to the camera)
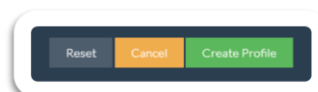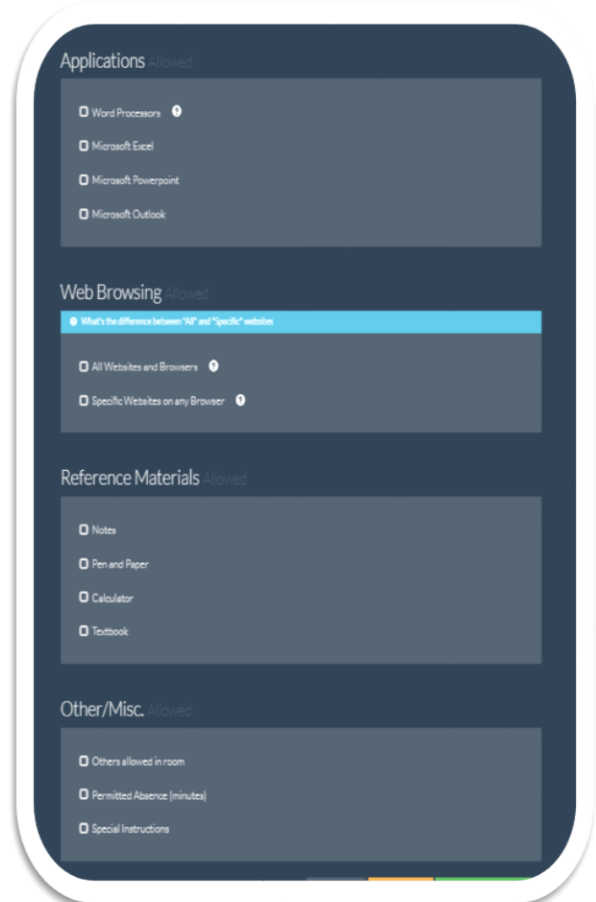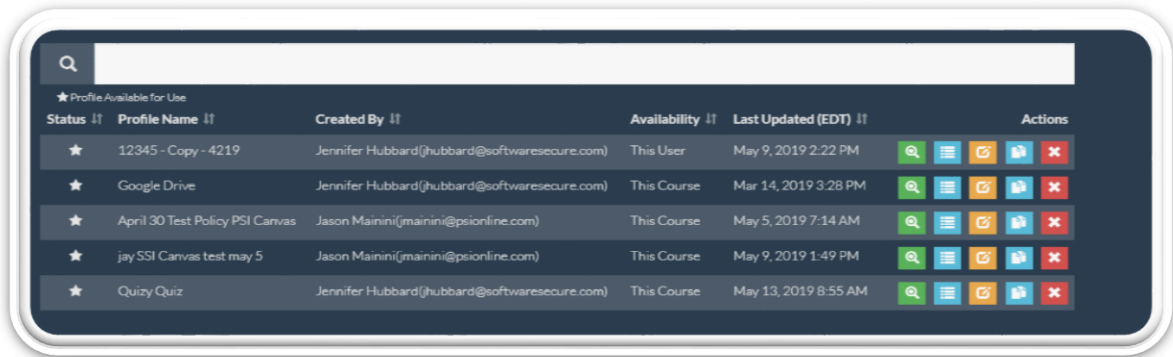
e) Click "Create Profile" at the bottom of the page

4. Manage Exam Rule Profiles

a) Navigate to "Exam Rule Profile" > "Manage Profiles"

b) You will then see the list of available Profiles

Here you will see all profiles available to you, both in this course and profiles you've created which follow you and can be applied in all courses. Under availability, it will tell you how the profile can be used. You have the option to change this by editing the profile.

c) The following is a brief explanation of the Actions that are available on this screen

Click   🔍   for a quick view of the Profile Rules

Click   📋   to view the Profile Details

Click   ✏️   to Edit the Exam Rule Profile

Click   📄   to Duplicate/copy the Exam Rule Profile

Click   ❌   to Disable/Delete the Exam Rule Profile- the profile will be deleted if there are no exams using it. If there are, it will be disabled and can be re-enabled by the user at another time if needed.

5. Register your exam in RPNow(for Canvas, Blackboard Brightspace)

For all other LMS's please go to Sec 5c. "Other LMS" or 3rd Party LMS, refers to all LMS that use the RPNow app that are not Canvas, Brightspace or Blackboard (Moodle/Sakai), or all other LMS students use to take exams outside of Canvas, Brightspace and Blackboard (Pearson, ALEKS, etc.)

5a. Native LMS Exam

A Native Exam is an exam created in the LMS hosting the RPNow application (Blackboard, Canvas, or D2L). In order for these exams to be registered in RPNow, they must be published/available/active and include a start date, end date, and password.

a) Navigate to "Exams" > "Register New Exam">"Native LMS Exam"

b) Choose "Practice" or "Proctored"

It is highly recommended that faculty create at least one Practice Exam per course. Practice exams are free and mimic the process of the proctored exams; however, they will not be reviewed by our team, and greatly reduce student confusion/ questions/technical troubles during proctored exams. Proctored exams are the real exams our review team needs to review (Midterms, Finals, etc.)

c) Select the exam(s) you wish to register

You can register up to 5 exams per course at a time as long as they all use the same "Exam Rule Profile." Exams will only appear if they are published/available/active, include a start date, end date, and password.

d) Fill out the following fields

Exam Duration is how long we are recording the students, if students need more time they can click a button in the software that lets it know they're still in the exam.

The Number of students is an estimate for resource planning for our review team. No students will be cut off from taking exams.

Choose the Exam Rule Profile for the exam- if you do not see an Exam Rule Profile that fits your needs, return to step 3 and create one.

e) Click "Submit"
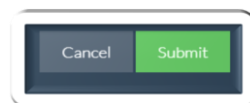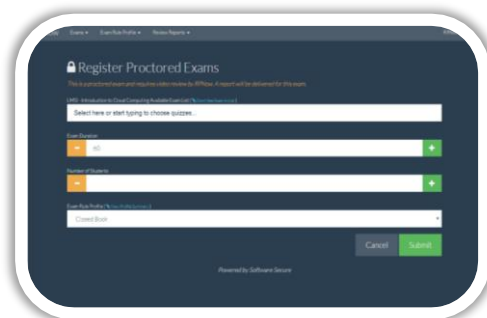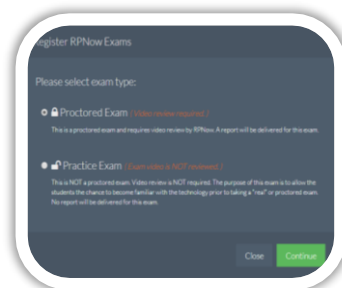
6. Edit exams

Only required if there was an update (ie: date change/password change) after registering the exam

6a. Native Exams

a) Navigate to "Exams" > "Manage Registered Exams"

b) Click Sync icon next to the exam ⟳ or the "Sync All" button at the top of the list

6b. 3rd Party Exams (or "Other LMS" Exams)

a) Navigate to "Exams" > "Manage Registered Exams"

b) Click edit icon next to the exam ▤

c) Make appropriate edits and click "Submit"

7. Review reports

As exams are reviewed, their reports will become available in your course.

a) Navigate to RPNow app within the hosting LMS (if application not already open)

b) Navigate to "Review Reports"

c) Select if you would like to view reports "By Exam" or "By Student" The student view is set to show only suspicious records as a default. To view all, select your preference from the drop down on the top right of the screen.

d) Click on any student to view a student photo, a timeline of any infractions, and links to "View Video" or "View ID Photo"
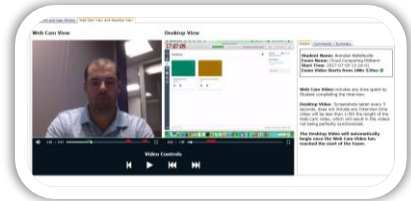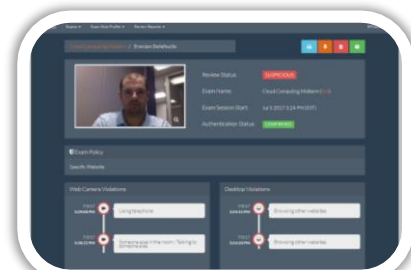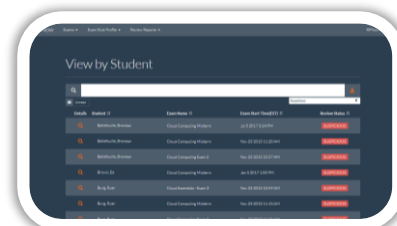
How do I get help?

Email us!

Faculty can email their <orgcode>@softwaresecure.com to contact your dedicated Client Services Administrator, as well as the entire Client Services and support teams. This is not a student resource.

Review resources

RPNow University includes how-to guides and videos available for all faculty.

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FAQs

How do students' access RPNow?

Students can access the software at <orgcode>.remoteproctor.com. There may also be a shortcut to that page in their LMS depending on your organization's set-up.

How do students get help?

Student can receive support 24/7 via:

- Chat by clicking the "Contact Support" button directly in the RPNow software
- Phone by calling 855-436-2039
- How to videos and guides at RPNow Test Taker University

How do I modify exam information if an exam is already registered in RPNow?

You can always update exam information in the LMS then return to RPNow to either sync the updates for Native Exams or edit 3rd Party Exams (Step 5).

How do I set the exam password?

Ensure students are choosing the correct exam/course. For Native Exams, the exam password is set in the LMS. The application will automatically pull the password into RPNow either at the registration of that exam (Step 4) or with a sync (Step 5) for previously created exams.

For 3rd Party Exams, the exam password is set in the 3rd party platform then edited to match within the RPNow application. The passwords must match between the LMS and the application for test takers to be able to enter the exam.

How do I allow my students to use Microsoft Word (or a different program) during the exam?

Create an Exam Rule Profile (Step 3) and select the applications or reference materials you would like to allow.

Can I bulk register exams?

You can register up to 5 exams (Step 4) as long as they are Native Exams and all share the same Exam Rule Profile.

How do I fix the "incorrect password" error my students are getting when they attempt an RPNow exam?

For Native Exams, re-sync your exam through the LTI app (Step 5). This will sync to ensure the RPNow password matches the password provided in the LMS.
For 3rd Party Exams, (or "Other LMS") edit the edit button and ensure the passwords match those in the 3rd party LMS (or "Other LMS").

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