

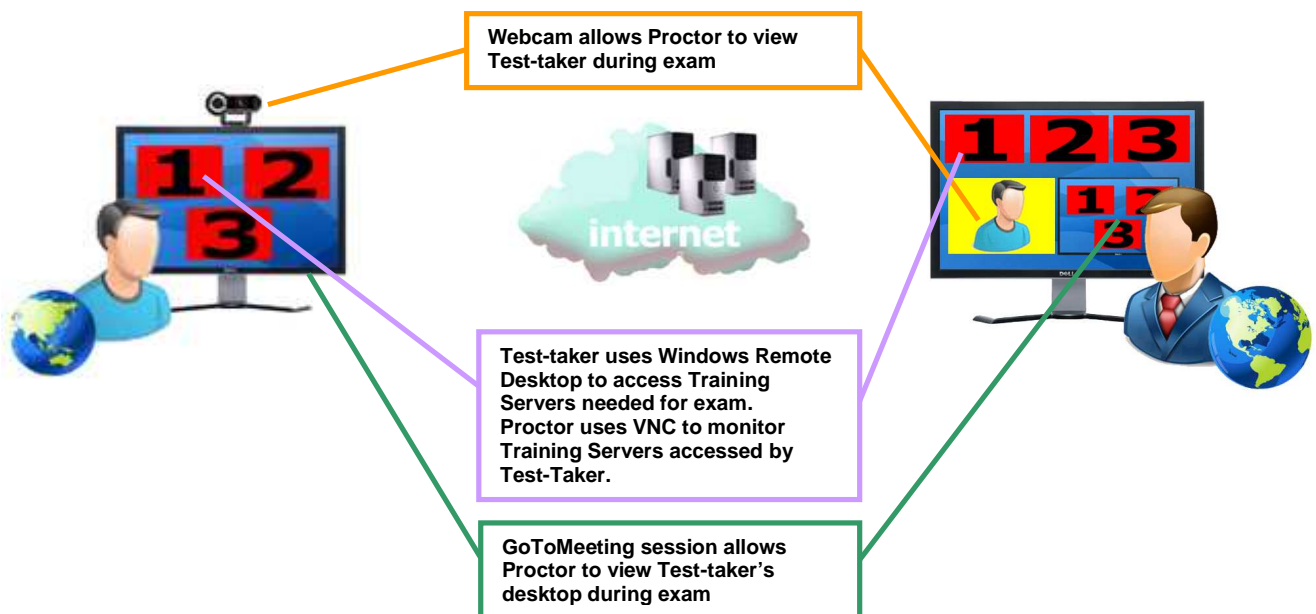
## Remote Certification Exams

### OVERVIEW

To ensure the integrity of the certification process, all exams and practical assessments (whether taken in-person or remotely) must be completed in a proctored environment. The proctor (approved by Retail Pro, International) will physically monitor the test-taker and his/her testing environment during the exam. Use this quick guide to make sure that you're ready to take a proctored remote certification exam.

### REQUIREMENTS

The following information covers the requirements to participate in a proctored remote exam. Failure to properly meet these requirements could result in the remote exam being delayed or cancelled and rescheduled.



**Minimum System Requirements** – make sure your computer system meets the following requirements in order to support multiple remote desktop sessions as well as video conferencing.

- Screen Resolution: 1024x768 Minimum (the higher the better)
- RAM: 1-2 Gig minimum
- Internet Connection: DSL/Cable or better
- Internet Browser: Internet Explorer 6/7/8
- Internet Options/Settings: enable JavaScript and cookies; additionally, for Internet Explorer, make sure to enable ActiveX

**Windows Remote Desktop** – make sure you are familiar with Windows Remote Desktop Connection (RDC) functionality. You will use Remote Desktop to connect to one or more servers in order to access the exam and all required applications. Each of these servers is fully monitored by the proctor using VNC. You will be given specific computer names/IP addresses prior to the exam.

**GoToMeeting Session** – GoToMeeting is used to allow the proctor to monitor your computer screen. No installation is required but ActiveX must be enabled (Internet Explorer 6/7/8). You will be given specific details (meeting link and number) prior to the exam.

**Web Camera** – a webcam must be pre-installed and functioning prior to the exam. You must be able to preview the video captured by the webcam on your computer desktop. Most webcams have accompanying software that will allow you to preview the video. If your webcam does not have such software, there are plenty of open-source (and free) applications available on the internet.

**Identification** – you are required to present identification (with photograph and full name displayed in English) to the proctor before you are allowed to start the remote exam. For proper verification via video conferencing, you must have both the original ID as well as an enlarged version (200-250% copy) of the ID. The following forms of ID are acceptable:

- Valid Passport
- Driver's License
- National ID Cards
- Military ID card
- Student ID card

**Testing Area** – all certification exams are closed book so you are not allowed to have any study materials or personal belongings on your computer table/desk. However, you are allowed to have one sheet of blank paper and pen/pencil for scratch paper. If English is not your primary language, you are allowed to use online reference/translation tools. And of course, your immediate testing area should be quiet and distraction free.

**Scheduling Exams** – certification exams are all scheduled by email. You should first submit a request via the Retail Pro Training website (<http://university.retailpro.com>).

**Cancellations, Rescheduling and No-Shows** – cancelling or rescheduling an appointment must be done a minimum of 48 hours prior to the original date/time. For example, an appointment for Thursday cannot be rescheduled or cancelled after 8:00 A.M. (Pacific Standard Time) on Tuesday. If you cancel your appointment within 48 hours of the original exam date/time or fail to show for a scheduled exam, you will forfeit any payments made. If you arrive later than your scheduled exam start time, you are subject to proctor availability and may not be able to sit for the exam, resulting as a no-show. No refunds or extensions will be granted by Retail Pro University, regardless of circumstances.