

CANDIDATE GUIDE FOR ONLINE EXAMINATIONS

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ENGINEERS &
GEOSCIENTISTS
BRITISH COLUMBIA

In partnership with:



The Association of Professional
Engineers and Geoscientists of Alberta



Professional Engineers
Ontario

And supporting:



A P E G S
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For the most up-to-date information on the status of technical exams, please visit:
<https://www.egbc.ca/Registration/Individual-Registrants/How-to-Apply/Examinations-Seminars/Academic-Examinations/Status-of-Online-Academic-Exams>

Please review this candidate guide to ensure that you are equipped and prepared to take the exam before your sitting date. This guide applies to candidates registered for technical exams for the following participating bodies:

- Engineers and Geoscientists BC (EGBC)
- Association of Professional Engineers and Geoscientists Alberta (APEGA)
- Association of Professional Engineers and Geoscientists Saskatchewan (APEGS)
- Professional Engineers Ontario (PEO)
- Engineers Nova Scotia (APENS)
- Professional Engineers and Geoscientists Newfoundland and Labrador (PEGNL)
- Engineers Yukon (APEY)
- Association of Professional Engineers & Geoscientists NB (APEGNB)
- Professional Geoscientists Ontario (PGO)
- Engineers PEI (EPEI)

1.0 REQUIREMENTS

1.1 MINIMUM SYSTEM REQUIREMENTS

With virtual proctoring, you are required to use a desktop or laptop with strong and stable internet connections. [AssessBank](#) and [eProctor Canada](#) are the exam platform and virtual proctor providers. Both services and servers are hosted in Canada.

- It is highly recommended that you conduct a [Speed Test](#) to ensure your internet speeds meet the requirements to complete your exam with eProctor Canada. eProctor network requirements are: 2.5 Mbps minimum upload speeds and 2.5 Mbps minimum download speeds.
- Operating system minimum requirements:
 - Windows: Windows 7 or later; or
 - Mac: OS X 10.9 or later

1.2 TESTING ENVIRONMENT AND EQUIPMENT

It is required that you:

- Take the exam alone in a private room with stable, high-speed internet.

Please note it is strongly recommended that candidates take the exam at home (work or public internet connections may use VPN services that interrupt the connection).

- Use a desktop computer or laptop.

Do not use a mobile device or a tablet to access the exam as it is incompatible with the virtual proctoring requirements.

*It is recommended to use a **personal** computer/laptop to minimize potential interruptions due to firewalls or software restrictions, which are more commonly found on work issued devices.*

Issues and interruptions due to firewalls, restricted software, internet speeds and/or other compatibility issues with your device (personal or work) are the responsibility of the candidate.

- Use a webcam with a microphone (or separate microphone) for the examination.
- One physical monitor to display the exam. The exam cannot be displayed using a projector. Multiple monitors are not permitted during the exam.

Note for special accommodations: If you require modifications to the testing environment or how you need to complete your examination, you must request the special accommodation(s) before the registration deadline. Special accommodations may require a medical assessment or doctor's note to be granted. Please contact your regulator/association for more information.

2.0 BEFORE THE DAY OF YOUR EXAM

STEPS TO COMPLETE BEFORE YOUR EXAM DAY

1. Review the [Exam Schedule](#) for Spring/Summer 2025.
2. Ensure that you meet the system, equipment and test environment requirements (see 1.0 Requirements above)
3. Review and follow the eProctor [Exam Booking Process](#) for detailed instructions (PDF) by **March 7, 2025** (or see Section 2.1 below).
 - a. eProctor will confirm your date and time via email confirmation by the end of March. You can also login to your eProctor account to verify the date/time of your exam.
4. Access your exam account through AssessBank to check that your password works. This will minimize access issues on the day of the exam.
5. Go to www.eproctorcanada.com and download the latest version of the software to ensure it is compatible with your computer.

NOTE: On the day of your exam, you should re-download the eProctor application to ensure you have the latest version of the software.

6. Read Exam day Rules (Section 3.0) in this guide and the [Exam Rules and Statement of Understanding](#) (PDF).
7. Read the [Written Solutions Policy](#).
8. Read [Do's and Don'ts of Virtual Examinations](#).

9. Make note of your examination's format and list of aids for permitted exam materials.

If your examination requires printed reference materials or templates, please print these documents prior to your examination. The "Schedule and Exam Format" table on the [Status of Online Exams](#) page provides more information on this.

If your exam is open book, you may only use physical or printed copies of textbooks or notes. Digital copies of books or notes that requires the use of a digital device are strictly prohibited.

If your exam is closed book, you are not permitted to use any materials for your exam, unless specifically allowed in the [Exam Formats and List of Aids](#).

Steps 3, 4, and 5 are discussed in further detail below. Please read these sections carefully to learn more about how to complete these steps.

2.1 CREATE YOUR ACCOUNT WITH EPROCTOR

IMPORTANT NOTICE

Candidates do not need to book for their exam. However, candidates must create a new eProctor Canada account or confirm their existing account by **March 7, 2025 for the Spring/Summer 2025 exam session.**

eProctor Canada will send confirmation emails by end of March 2025 with details of your exam time and date. **It is important to check your junk email folder to ensure that the email is not accidentally filed there.** Should you not receive the confirmation email by end of March 2025, you will need to contact support@eproctorcanada.com and request that the confirmation email is re-sent to you.

If you are a NEW exam candidate (i.e. you have not taken an online technical exam before)

1. Visit the proctoring site at <https://www.eproctorcanada.com/>
2. Create a new account using your email address that you registered with your regulator.
3. Complete the account setup by **Sunday, March 7, 2024**. This is important. If you do not have an account setup, we will not be able to book you into your time slot.
4. Set your time zone in your eProctor account (and double check your computer time zone as well). This is to avoid issues with booking times.
5. If you have issues with the setup, please contact eProctor's support team at support@eproctorcanada.com.

If you have an EXISTING eProctor account (i.e. you have taken an online technical exam after 2020)

1. You do not need to create a new account. However, you **MUST** double check that your email in your eProctor account matches the email you used to registered for your exam with your regulator by **Sunday, March 7, 2025**.

IMPORTANT: if the emails do not match, we are not able to book you for your exam. You should be able to verify which email was used by logging into your respective regulator's account.

2. Set your time zone in your eProctor account (and double check your computer time zone as well). This is to avoid issues with booking times.

2.2 ACCESS YOUR EXAM ACCOUNT

The exam is hosted on: <https://egbc.AssessBank.ca/abapp>. Your proctor will share this link with you after check-in, but **this step is important to double check that there are no issues with your password**.

Your AssessBank login credentials will be set up approximately 1 month in advance:

Username/Login: your email address (registered with your regulator)

Password: your password is preset using your **regulator's acronym (lowercase)** and your **date of birth (mmddyyyy)** ex. peo_03091987 (see '[How to Access Your Examination](#)' for guidance)

3.0 EXAM DAY RULES

3.1 EXAM DAY RULES REGARDING PROHIBITED DEVICES

To ensure that no one gets an unfair advantage on test day, the virtual proctor will be monitoring each exam session for the use of cell phones and other prohibited electronic devices. Note that exam sessions are recorded for review purposes. Any perceived academic misconduct will be investigated which may result in your exam being ineligible for marking and impact your application for registration.

Prohibited devices include, but are not limited to:

- Cell phones or smartphones
- Additional laptops and monitors
- Audio players/recorders, tablets, notebooks, notepads, Google Glasses, or any other personal computing devices
- Cameras
- Unauthorized calculators
- Any devices, including digital or smart watches, that can be used to record, transmit, receive, or play back audio, photographic, text, or video content

Note that you are being recorded throughout the exam. This includes the time spent scanning and uploading your written solutions. Your proctor can make random checks to ensure there are no unauthorized aids/material on your desk.

If you are found using unauthorized aids, including electronic devices at any time during the examination, including during breaks, it is grounds for immediate dismissal and will result in an academic misconduct investigation.

At all times, be prepared to pan your webcam for the virtual proctor as he/she may ask to see your workstation surface. Only authorized aids will be permitted so be prepared to answer any questions from the virtual proctor on authorized items.

The permissible items allowed will vary depending on the specific exam format for the topic you are taking. Please refer to that format that has been communicated to you.

ACADEMIC MISCONDUCT

Inappropriate behavior BEFORE, DURING or AFTER an exam may result in actions being taken by the proctors and the association/regulatory body. Inappropriate behavior and exam misconduct include, but are not limited to:

- copying, producing, reproducing, removing exam questions and/or responses (in any format);
- taking notes about the exam from inside or outside the exam room;
- disclosing exam questions or responses, in whole or in part, in any form or by any means (for example, orally, in writing, electronically, on the Internet);
- giving or receiving assistance of any kind during the exam, including copying the answers of another applicant;
- taking the exam for someone else or having the exam taken for the applicant by someone else;
- using prohibited aids such as cell/mobile phones, hand-held computers or other unauthorized electronic devices, recording or photographic devices, and watches;
- using, or attempting to access prohibited study aids such as test preparation materials or unapproved study materials, textbooks, and notebooks during the exam; and
- seeking help in answering questions (in person, by phone, text, by email, etc.), engaging in disruptive disturbances or causing disturbances of any kind, and/or failing to follow invigilator instructions.

Investigations of potential academic misconduct may include requiring applicants to attend an interview or hearing led by the appropriate association/regulatory body.

Applicants who engage in inappropriate behavior or academic misconduct may, at the sole discretion of the association/regulatory body, be subject to any one or more of the following:

- reassignment by the invigilators before or during an exam of an applicant's seat or exam place;

- ejection from the exam place or online platform;
- withholding of exam results of those applicants involved until a determination has been made by the appropriate association/regulatory body whether academic misconduct occurred;
- cancellation of the score(s) of part(s) or all of the applicant's exam and recording of a "failure" result for the exam;
- special conditions imposed by the appropriate association/body's at its discretion for subsequent attempts at the exam or other future assessments of the applicant, including costs for special administration of subsequent exams for the applicant;
- denial of permission to participate in future assessments for a period of time determined by the appropriate registration/credentials committee (exams, interviews or other assessments of credentials);
- denial of registration by the appropriate association/regulatory body;
- reporting of the misconduct to the test provider, other appropriate professional regulatory and/or legal authorities; and
- the exercise of all available legal remedies by the association/regulatory body and/or the test provider including cost recovery for the investigation and/or for the creation of new questions, general and special damages and injunctive relief.

The appropriate association/regulatory body reserves the right to cancel an assessment or exam if it has been determined that the security of the assessment has been violated.

The associations/regulatory bodies reserve the right to delete from scoring any test item which is found to have been exposed to one or more applicants before the exam.

Please be aware that the Examination Misconduct Policy (for Engineers and Geoscientists BC candidates) or equivalent misconduct policies set by participating regulators are still applicable and enforced. Please take the time to review the policies prior to your exam.

Before your scheduled exam begins, you will be required to acknowledge your understanding of the exam rules – a sample of the Exam Rules and Statement of Understanding can be found on our website: <https://www.egbc.ca/getmedia/2d1bfbb2-f764-49b3-aec6-cdf6f1792aac/Exam-Rules-and-Statement-of-Understanding.pdf>.

Be aware that sharing of confidential exam content is strictly prohibited, including your exam solutions and rough work. Sharing, or attempting to share, exam content may impact your application for registration. Please store your exam solutions in a secure and confidential place for your records until you have received your exam results.

4.0 ON THE DAY OF THE EXAM

4.1 CONNECTING TO EPROCTOR CANADA

Details regarding the exact exam date and time are listed in eProctor's confirmation email. Please ensure you account for any time zone differences when confirming your exam time.

STEPS TO COMPLETE ON YOUR EXAM DAY

1. Clear Your Testing Environment

Please ensure that only permitted materials are on your desk.

Please also have your government photo ID, AssessBank login and password ready.

2. Re-Download the eProctor Application and Login

30 to 40 minutes before your exam time, you should re-download the eProctor application. Once the download is complete, enter your eProctor login credentials and select the exam by clicking on the exam title. This will notify the Proctor you are ready to begin.

3. Connect with Live Proctor

Candidates will see a loading screen (green circles) until the proctor has a chance to do the check-in. At which point, they will review our exam rules and ensure there are no unpermitted materials in your testing environment

4. Access your Exam on AssessBank

Once candidates are checked-in, the exam link will be sent to you through eProctor Canada where you can login with your AssessBank credentials and launch your test.

IMPORTANT NOTE: To avoid issues with accessing the exam, please do not login to the AssessBank platform at least one hour before your scheduled exam time. As noted above, you will be asked to login to the exam platform through the eProctor Canada application. However, when there has been another session recently open in a browser, this may cause a technical issue resulting in delays.

Candidates are typically given a 15-minute grace period to join their exam. After exceeding the grace period, candidates will only have the remainder of the time from the scheduled start and will not be given the full duration to complete the exam. For example, if a candidate is one-hour late for a three-hour exam, the proctor will end the session after two hours.

4.2 WHAT TO EXPECT ONCE YOU HAVE CONNECTED WITH A LIVE PROCTOR:

The proctor will:

- Confirm your identity with a government-issued ID (e.g., passport, driver's licence). This must be an ID in the original form (i.e., no virtual/digital IDs).

- Complete workstation sweeps (please ensure your desk area is clean and clear except for allowed peripherals for your exam). You may be asked to remove equipment or items from the desk.
- Ensure your camera angle captures your face and your physical workspace.
- After successful check-in, your proctor will approve you to login to AssessBank through eProctor's in-app browser.
- If you required technical assistance at any time throughout your exam, the eProctor Canada support team and proctors are available via phone or live chat in the eProctor Canada application.

4.3 ASSESSBANK EXAMINATION PLATFORM – PREVIEW

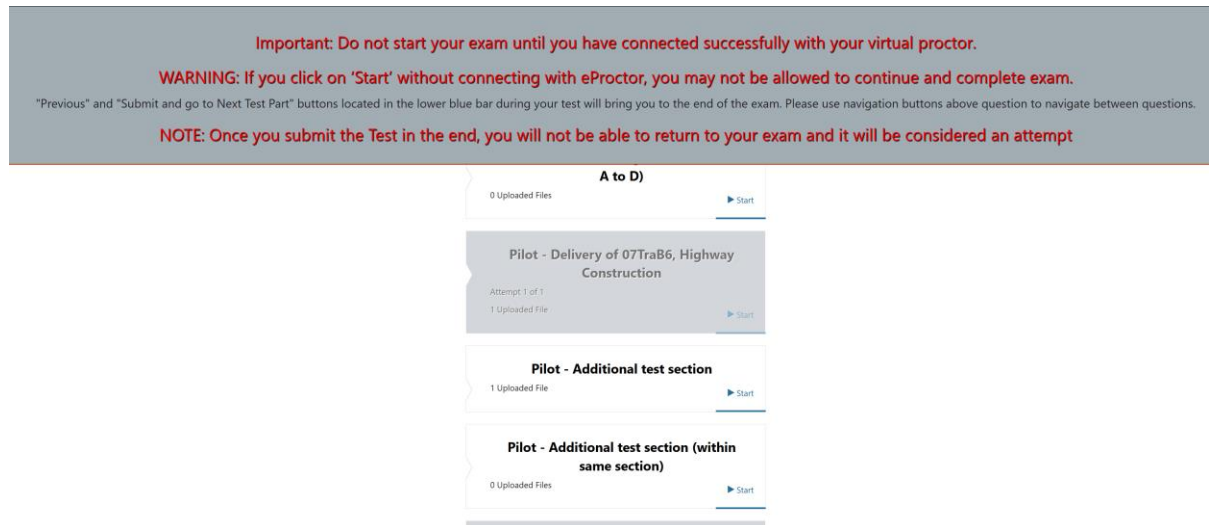
You will only be able to access your registered exam(s) on your scheduled date.

To help familiarize you with the testing format and platform features we have included a few previews of the examination platform.

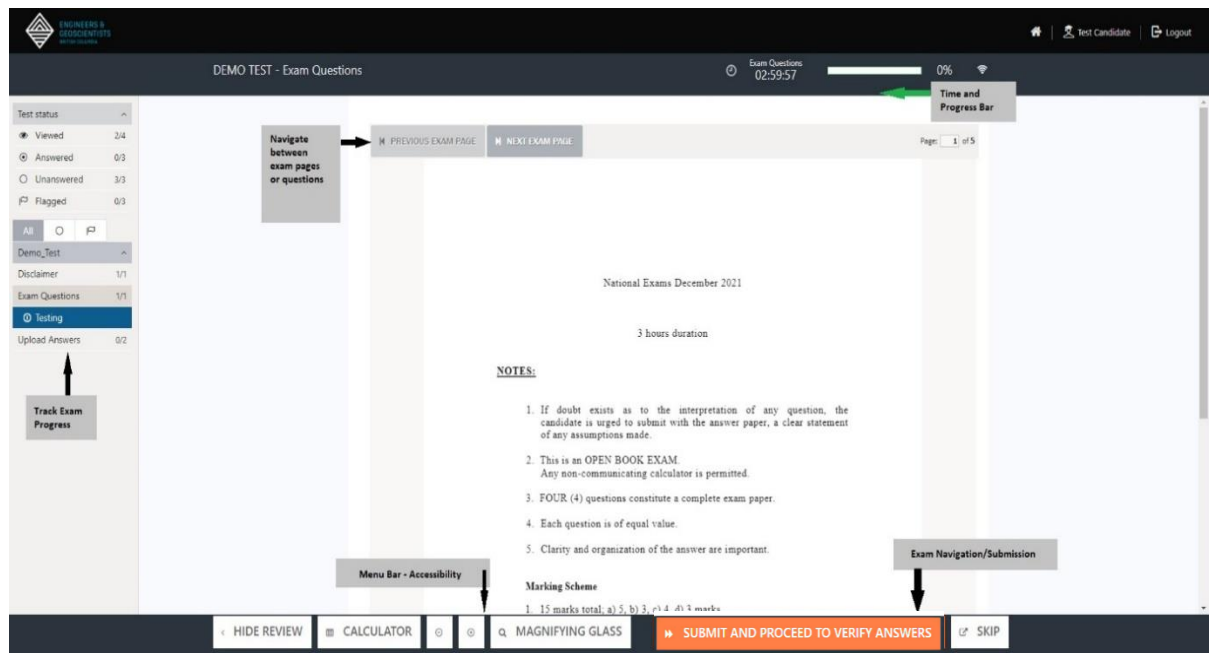
- 1) After successful check-in with your proctor, you can login to your exam through AssessBank using eProctor's in-app browser.
- 2) You will be able to view all the 'Available' exams you are scheduled to take on that day.

IMPORTANT: Start examinations once you have connected to your live online proctor. Do not start the exam beforehand.

To proceed and begin your examination you must press 'Start'



- 3) There are several features available on AssessBank platform during your examination (see the corresponding screenshot below):



1. The left-hand side of the screen tracks your exam process or the item you are on.
2. At the top of the exam, a timer and progress bar are displayed to assist you with managing time as you progress through the exam.
3. To navigate between questions/pages, you can click the grey “Next” and “Previous” located above the question.
4. Once you have completed all the exam questions, click ‘Next’ in the bottom bar (in blue) to review the instructions for uploading your written solutions for marking.
5. The menu bar at the bottom allows you to use several accessibility features such as a calculator, zoom, and magnifying glass options.
6. To complete the submission of your exam, click the orange “Submit and Proceed to Verify Answers” button. You are required to show each page of your solutions that you intend to scan. Detailed instructions will be outlined during this step in AssessBank.
7. Click “Submit and Go to Written Solutions Guide”. Here, you will have 30 minutes to scan and upload your answers (see screenshot below):

DEMO TEST - Upload Answers Upload Answers 00:29:28 0%

PLEASE UPLOAD YOUR WRITTEN WORK BELOW:

Click on Browse to upload your file

1 Browse your computer and select the appropriate file.

BROWSE... No file selected

File size should not exceed 50MB

Written Solutions Policy

Uploading Written Solutions: Guide for Candidates

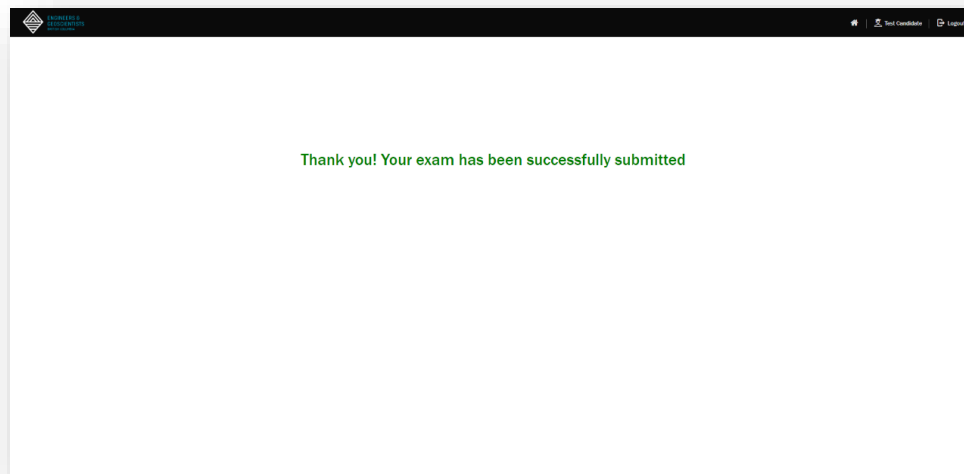
Uploading of written solutions and calculations must only be completed **AFTER** you have completed your **Questions**. Candidates have up to **30 minutes** from the end of the exam to upload to the AssessBank and make sure you click on **END EXAM**. Please note that all uploads are timestamped.

1. Written solutions should contain candidate's first/last name and their Association system ID number.
2. Written solutions should be uploaded in **ONE single document** with clearly labelled pages (page 1, 2, ...). Candidates should ensure the document has pages organized in a numerical order.
3. Uploaded document should be titled "*Your Name – Exam Topic*".
4. Use of ink pens or dark pencils is recommended for sketches and graphical work. Regular pencil work does not show up well on some scanners.
5. It is the candidate's responsibility to review written solutions for readability and organization.
6. You must select "**Browse**" in order to upload your writing (see screenshot below). To make it simple to find while uploading, we recommend saving your file on your computer's desktop.

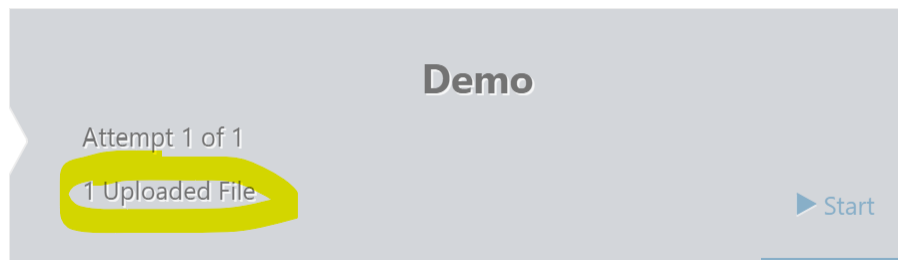
PLEASE UPLOAD YOUR WRITTEN WORK BELOW:

◀ ▶ 📄 🔍 🔍 🔍 ▶ SUBMIT YOUR ANSWERS ⏏ SKIP

8. Once you upload your answers and submit the exam, you will see the following message. In case you do not see this message or have any technical issues, you can email your copy of written solutions to exams@egbc.ca as soon as possible



9. On your AssessBank dashboard, you can also confirm whether a file has been uploaded successfully:



UPLOADING CALCULATIONS/PAPER SOLUTIONS

Most exam(s) require the submission of paper solutions/calculations. Uploading of written solutions and calculations must only be completed **AFTER** you have completed your questions. Candidates have up to 30 minutes from the end of the exam to upload their written work to AssessBank. Please note that all uploads are timestamped.

All candidates must read the Written Solutions Policy before their examination day.

This policy contains important instructions on how to upload your written solutions at the end of your examination. You are expected to follow the rules and requirements highlighted in the Written Solutions Policy on your examination day. Failure to follow the full procedure will require further investigation to determine appropriate outcomes.

Note that the Written Solutions Policy is subject to change. Any updates to the process are communicated in the Written Solutions Policy document before the examination session starts. It is recommended that candidates revisit this document before their examination day to ensure that there are no changes to the process or policy.

5.0 FREQUENTLY ASKED QUESTIONS

1. Will I be allowed bathroom breaks?

If you need to take a bathroom break, please notify your proctor. The eProctor Canada software allows you to live chat or request assistance. The proctor will note down when and how long you were away from your desk. You do not have to wait for the proctor to approve your washroom break. Please note that the timer on the exam will not pause for bathroom breaks and cannot be added back to the exam.

2. I cannot connect to the proctor because the software check indicates I do not meet the system requirements – what should I do?

All candidates are strongly recommended to ensure they have a computer and internet connection that meets the minimum system requirements. If you encounter issues with connecting, please first contact eProctor Canada for assistance (<https://www.eproctorcanada.com/contact-us>).

You can also contact your association/regulatory body for further assistance:

Partnering Body	Email
Engineers and Geoscientists BC	exams@egbc.ca
APEGA (Association of Professional Engineers and Geoscientists Alberta)	technicalexams@apega.ca
APEGS (Association of Professional Engineers and Geoscientists Saskatchewan)	apegs@apegs.ca
PEO (Professional Engineers Ontario)	exams@peo.on.ca
PGO (Professional Geoscientists Ontario)	examinations@pgo.ca
APEGNB (Association of Professional Engineers and Geoscientists New Brunswick)	registration@apegnb.com
APENS (Association of Professional Engineers of Nova Scotia)	registration@engineersnovascotia.ca
EPEI (Engineers PEI)	info@EngineersPEI.com
PEGNL (Professional Engineers and Geoscientists of Newfoundland & Labrador)	pegnl@pegnl.ca

3. I was disconnected with the live proctor during my exam. What should I do?

Exam candidate MUST immediately attempt to reconnect through the eProctor application. If the reconnection fails, please contact eProctor Canada for assistance.

eProctor's support team can be reached at: <https://www.eproctorcanada.com/contact-us/>.

Please note that candidates cannot continue with the exam without virtual proctoring. If a candidate is found to have continued with the examination without a proctor this will be considered an academic misconduct.

All answers on the test platform are saved continuously so you will be able to resume exam work where you left off.

4. I lost exam time due to a disconnection during my proctoring session. Will I receive additional time once I resume my examination?

If a candidate gets disconnected from the exam at no fault of their own, they should notify the proctor immediately so that the disconnection can be documented. If technical issues cannot be resolved online, the proctor may contact the candidate via email or phone. Use of phone/email is allowed as an exception in these instances.

If the disconnection occurs due to candidate's internet instability no additional time will be added once the exam resumes. Every abnormal activity is recorded, and technical issues are investigated in consultation with eProctor Canada and AssessBank. Please note that it is the responsibility of every candidate to ensure a stable network connection.

5. How can I confirm that the uploaded paper solutions/calculations have been successfully received?

The status of your uploaded written solutions can be checked via AssessBank's home page. See example below.

The screenshot displays the AssessBank interface. At the top right, there are navigation links: a home icon, 'Test Candidate', and 'Logout'. The main content area has a grey background with red text instructions. The first instruction states: 'Important: Do not start your exam until you have connected successfully with your virtual proctor.' Below this is a 'WARNING: If you click on 'Start' without connecting with eProctor, you may not be allowed to continue and complete exam.' A smaller line of text explains that 'Previous' and 'Submit and go to Next Test Part' buttons in the lower blue bar will bring the user to the end of the exam. Another red 'NOTE' states: 'Once you submit the Test in the end, you will not be able to return to your exam and it will be considered an attempt'. Below the instructions, it says 'In progress: 1' and shows a file upload status for 'PILOT - Delivery of 16CivA6, Highway Design Construction and Maintenance'. The file was started at 17/10/2024 19:47:32 and is currently 'Uploading file...'. A 'Resume' button is visible at the bottom right of the upload area.

If you notice that it takes longer than 15 minutes to upload a file to AssessBank, please cancel the upload and try uploading the same file again. If you still experience the same issue, you can email your scanned rough work to exams@egbc.ca **as soon as possible**. Note that written solutions sent via email are only accepted if you are experiencing technical issues with the AssessBank platform. You are required to provide proof that a technical issue occurred. A time stamp will be applied to the time that we

receive your rough work via email. The same time limit to upload your solutions will apply to emailed solutions.

6. Should I be concerned about privacy issues when using eProctor Canada?

No, there are no privacy concerns when downloading or using eProctor Canada application. Unlike other invasive proctoring software, eProctor Canada does not have access to the candidate's files and cannot control a candidate's desktop. While the proctor will be able to view your screen activity during the examination, they will not be able to access or control any other part of the computer. This proctoring provider was selected specifically to ensure minimal invasion of privacy.

7. When can I expect to receive my examination results?

Examination marks will be released on the rolling basis. Candidates can expect to receive their results within approximately eight weeks after the examination date.

8. Can I request a review (re-read) of my exam results?

Candidates may request a re-read of exam results. In accordance to [PEO's Technical Exam Policy](#), candidates may request and submit payment (through their respective Association) a formal re-read request within 30 days of being notified their result. Note that the re-read result is final and would replace the initial result. Please be aware that re-read results may take up to 8 weeks to complete.

9. Can I get a copy of my submitted written responses?

Candidates are only provided with a grade. A copy of the submitted/marked written responses is not Provided and solutions are not available.

10. My computer does not have a built-in microphone. Can I use my headphones during the examination?

Headphones can be used during the check-in process while connecting to the proctor. However, prior to starting the examination you will be asked to remove your headphones. You may not use headphones during the examination itself.

11. Can I take the exam with a second computer monitor?

eProctor Canada software only functions with one monitor and you will not be able to take the examination using multiple monitor screens. If you want to use a larger monitor for the exam the display settings must be set as "Duplicate" and not "Extended". An attempt to use additional monitors without consent from your regulator/association may result in immediate termination from the exam and/or may result in disciplinary action.

12. Am I allowed to have food and drinks during my examination?

Yes, candidates are allowed to have food and drinks during their examination. We ask that your drink be in a clear glass or water bottle, and it should be noted that proctors may ask to examine food or drink containers/wrappers for the examination.

13. I have checked in with eProctor Canada but I do not have access to my exam/am assigned the incorrect exam.

Please notify your proctor immediately. The proctor will contact regulator/association staff to confirm registration of the appropriate exam(s). The proctor will not be able to change your exam without confirmation from the regulator/association.

If it is determined that you are not eligible to take the exam (e.g., booked with eProctor but did not register with your regulator/association), you will be responsible for costs incurred. By booking for a spot with eProctor Canada, a live proctor is assigned to you and the regulator/association is required to cover the cost regardless of whether the candidate can take the exam or not.

14. How can I cancel or defer my exam sitting to a future session?

If you decide to cancel/defer your exam, please contact your regulator/association and to also ensure that your eProctor Canada booking is cancelled to avoid any additional costs incurred. Note that cancellation and deferral policies vary across regulators – please contact your regulator/association to confirm if this is available.

15. I am late for my exam. Will I be able to have my time extended?

No, please note that you are expected to check-in early to start your exam on time. Candidates are given a 15-minute grace period after their scheduled start time. However, after exceeding the grace period, candidates will only have the remainder of the time from the scheduled start and will not be given the full duration to complete the exam. For example, if a candidate is 30 minutes late for a 3-hour exam, the proctor will end the session after 2 hours 30 minutes.