

# RPNOW Student User Guide

Horry Georgetown Technical College

## Before your exam:

- Make sure you comply with exam rules provided by the college
- Complete a practice exam at least **one week in advance** that has been provided to you by your instructor
- Have your Government Issued Photo ID or HGTC School ID ready
- Review the video walk-through on how to use the RPNOW System  
[www.hgtc.remoteproctor.com](http://www.hgtc.remoteproctor.com)

## Accessing Your Exam:

- Go to [www.hgtc.remoteproctor.com](http://www.hgtc.remoteproctor.com)
- Carefully read and follow the onscreen instructions
- Click on **Download Software**
- Find "setup.exe" (Windows) or "setup.dmg" (Mac) in your downloads
- Double click on the file and choose **Run**

## Selecting Your Exam:

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The screenshot shows the RPNOW logo at the top, followed by the text "POWERED BY SOFTWARE SECURE". Below this is a section titled "EXAM INFORMATION" with two dropdown menus. The first dropdown is labeled "\*Pick Your Exam Teacher/Sponsor or Course:" and the second is labeled "\*Pick Your Exam:". Below the dropdowns is a note: "If you cannot find your organization, teacher, course or exam in the above dropdowns, please contact your organization."

- Choose your organization if the options comes up
- Choose your Exam Teacher
- Choose your Exam
- Fill in your student information as it appears on your photo ID. (First Name, Last Name)
  - Include your student email address as well as your phone number.
- Select your form of payment – you may use a credit/debit card, Paypal®, or a token from your college bookstore.

## Verifying Identity and Completing Set-up:

- You are required to verify your identity. Follow the on screen prompts. You will be asked to show your government issued photo-ID **or your HGTC school ID**. If the photo is illegible, you may be flagged.
- Complete the microphone check, as well as the environment check with your webcam.
- You will be able to review these before continuing.

## Complete You Test:

- Login with your credentials and navigate to your course/exam
- If prompted for a password, click "Insert Exam Password"
- Complete the exam and make sure you **save & submit** your responses/answers.

## After the Exam:

- In using RPNOW to complete an exam, your actions are being recorded for review by the RPNOW proctor service. Any violations or suspicious activity will be reported to the instructor issuing the exam for instructor review. If needed, the instructor will contact you regarding any items that have been flagged.
- Either your organization or Software Secure may email you for "Rules Violation"-based issues. These are minor violations that your organization may have allowed Software Secure to bring to your attention. For questions on these emails, please contact your instructor. Emails will come from [videoreview@softwaresecure.com](mailto:videoreview@softwaresecure.com) if Software Secure has been asked to email you.

## Getting Support:

Please review the following to be sure you choose the right path for support.

- Call the Help desk when:
  - Cannot log into the exam site (Wavenet, D2L, etc.)
  - Do not know where the exam is or if the exam is no long available
  - You are getting an incorrect password error while trying to get into the exam
- Contact Software Secure when you need help navigating through the RPNOW software. They are available 24/7 for students.
  - By phone: 855-436-2039
  - Online: <http://clientportal.softwaresecure.com>
  - Chat with support within the student software.

