

FAQ (Remote Proctored Exam)

1. What are NISM Remote Proctored Exams?

A. NISM remote proctored exams can be attempted by candidates from their own location, such as home or office (instead of visiting a physical test centre). To undertake Remote proctored exams, candidates need to have a Windows OS based laptop/ Desktop with stable internet connectivity, Webcam and a Microphone.

2. Is it mandatory for me to have an internet connection?

A. Yes, it is mandatory for you to have a stable internet connection with your computer system. The minimum bandwidth required is 512 kbps.

3. Is it mandatory to have a computer system? Can I take the test through a mobile phone or tablet, etc.?

A. Yes, it is mandatory to have a computer system, either a laptop or desktop, with working webcam and microphone to take the NISM remote proctored exam. It would not be possible for you to take this test through gadgets such as mobile phone, tablet, etc.

Preparing/ Setting up for the NISM remote proctored exam.

4. Is a Dual Camera Setup Required for the Examination?

Yes. The NISM Remote Proctored Examination requires a **dual-camera setup**.

Candidates must position a mobile phone approximately **1 metre away** on either the **left or right side** of their seating position. The mobile phone camera must continuously capture the following throughout the examination:

- The candidate's side profile
- Both hands
- The computer monitor/screen
- The examination desk and surrounding workspace

Candidates must ensure that the mobile phone remains stable, adequately charged or connected to a power source, and continues recording the required view for the entire duration of the examination.

5. For any technical Queries reach out to Mettl at:

Call on 080-47190902 (please use 0 or dial number as it is without excluding zero)

Email: mettl-support@mercercor.com

6. What are the specifications for the device I need to have to take NISM remote proctored exam?

A. You must have a computer system (laptop or desktop) with stable internet connection, working webcam and microphone to take this test. Since secure browser will be used, the OS must be Windows (Version 7 or above).

7. What should be the browsers settings?

Once you have the latest supported browser versions, you may easily start the test. However, in a rare case you may face difficulty in starting the test, due to the pop-up blocker setting of your browser. Here is what you can do to fix this:

- Use the “allow once/always” pop-ups function from your browser settings to allow test window to open
- Optionally, you may disable the pop-up blocker for the duration of the test. Here is how you can do it:

a. **For Mozilla Firefox on Windows:** Click the menu button  and select Settings -> Select the Privacy & Security panel -> Go down to the Permissions section -> Uncheck the box next to Block pop-up windows to disable the pop-up blocker altogether.

b. **For Google Chrome:** Go to 'chrome: //settings/' --> Click on 'Show advanced settings' (at the end of the page). Under 'Privacy and Security', click on Settings' > Privacy and security > site settings > Pop ups and Redirect's > by clicking on > Sites can send pop-ups and use redirects, you're allowing the site pop up's.

c. **Microsoft Edge:** Go to 'edge: //settings/content/popups' go to settings > Cookie's and site permissions > Pop Ups and Redirect's disable '**Block**'.



After performing the above steps, please restart the browser.

8. How should I prepare the setup for NISM remote proctored exam?

A. You should do some advance checks to be better prepared for the test:

- Ensure that the light source is above you and not behind you so that your face is clearly visible through the webcam.
- Download and Install MSB (a secure browser)
- Ensure to have specified internet connectivity and enough power supply / backup to have an uninterrupted experience.
- Keep your specified identity proof ready with you to start the exam.

9. Will there be a dress code for the test?

A. Even though it's an online test that you are giving from home or a place of your choice, you

must be dressed up properly for an official setting and must maintain the decorum of the test at all times. It is enough to wear simple formal/semi-formal clothes. There is no need to dress up in suit-tie, etc.

10. Is it mandatory for me to keep an original valid photo ID proof to give the NISM remote proctored exam?

A. Yes, it is mandatory for you to keep one of the original photo ID proof document, namely, PAN Card, Aadhar Card, Driving License, Passport ready with you beforehand when you take your seat for the test. Candidates may also present any of the above identity documents through **DigiLocker**, provided the document contains the candidate's photograph embedded in it and is valid for identity verification. You will need to submit a live image of the document to get authorised to start the test.

11. At my location, there might be people talking to me or around me. What would I be expected to do in such a case?

A. The NISM remote proctored exam must be treated with utmost seriousness and decorum as any high-stake test. You must consider your location the same as a test hall and maintain the decorum of a test throughout the duration. There should be no one talking to the candidate and the surrounding should not be noisy. The web camera must be adjusted in such a way that your face is visible to the proctor throughout the test. Any suspicious behaviour will lead to termination of test.

12. Will I be allowed to use my mobile phone/Ear phones during the test?

A. No. The NISM remote proctored exam is to be taken as seriously as any other high-stake test, where you are expected to only concentrate on the test and not use any mobile device/ headphone/earphone/ ear pod/smart watch/ bluetooth device, etc.

13. Will I be allowed a bio-break (toilet break) during the test?

A. No bio-breaks would be allowed once an examination has started. In case of any breaks, your exam may be terminated with or without any prior warning by the proctor.

14. I have been waiting for getting authorized for the test, but not getting through and getting message “We are currently processing your authorization submission” or “You are in the queue. Please wait while your details are being authorized”. How long will it take?

A. The said messages are displayed when your details are being viewed and validated by the authorizer, hence kindly wait in the queue.

Note: Your test timing is not impacted because of this, as the timer starts only when you see the first question of the test.

15. What should I do if I get disconnected while attempting the test due to power failure or internet disconnect?

A. The test runs on auto save mode. You can resume the test following the same steps as did initially and from the same question number where you got disconnected. However, please note such disconnects would be monitored and any suspicious activity shall be reported for further action.

16. I am unable to start the test, getting the message “Access Denied ”. What should I do?

A. This message is displayed when the time window for participation in the test has been closed. That is, you are late for the test. Hence, to avoid this you must ensure to login on time to take the test as per booked slot.

The **Start Test** button will be active from **15 minutes before** the scheduled examination start time until **15 minutes after** the scheduled start time. For example, if your examination is scheduled to begin at **10:00 AM**, the **Start Test** button will be available from **9:45 AM to 10:15 AM**.

To avoid any delays or technical issues on the examination day, candidates are strongly advised to complete the **Sample Test** as soon as they receive the examination invitation email.

17. I am unable to start the test, getting the message “Connection with Chat Server Failed”. What should I do?

Ans. This message is displayed when there is restriction enabled on the Network / System being used.

If you are not using an office system.

- Kindly disable the antivirus & firewall (If any).
- You can also try to switch to different internet connection.
- Try changing the system if the issue persists.

If you are using an Office system / Office Network.

- Kindly connect with the IT team at your organization

MSB – The Secure Browser

MSB is a security feature to prevent unfair practices during the test and it will be mandatory for all candidates to download and install it on the system that shall be used for the test. Please note to have Windows OS only (Version 7 or above).

18. How to download MSB–the secure browser?

A. When you click the “Start Test” button on the test invitation email, a new window will open with two options “DOWNLOAD MSB” and “PROCEED to TEST”.

On clicking the first option it will ask you to save the MSB file and on clicking the save button, the MSB will start downloading.

19. I have installed the MSB. How to proceed from there?

A. Once the MSB is downloaded and installed, it will open a new window with two options “DOWNLOAD MSB” and “PROCEED to TEST”. Click on “Proceed to Test” and on proceeding further, the MSB will ask to terminate the prohibited process.

Kindly read the complete message as it will mention the application names as well Without clicking on OK or Cancel, press <Ctrl + Shift + Esc> to open Task Manager. Once the Task Manager is open, terminate all the mentioned applications.

Once done close the Task Manager and click on OK, MSB will open. Then follow the on-screen instructions.

20. I am unable to start the test as I am getting the message “We have detected multiple screen”. How to proceed from here?

A. The said message is displayed when multiple screens are connected with the system or when the screen is duplicated or extended to the external screen in which you are attempting the test.

Resolution Steps

- If any external screen or any video cables like VGA/DVI/HDMI etc. are connected to the system, then remove the same.
- Press and Hold Windows Key and Press “P” and select the ‘PC Screen Only’ option.
- Any application like Skype, TeamViewer etc. which uses screen sharing feature must be terminated.

21. Webcam and Microphone

A. Allow camera and microphone permission

Something seems wrong with your camera and/or microphone.

In order to verify and confirm that it is functioning:

Step 1: Kindly launch the built-in camera and recording app or access <https://www.onlinemictest.com/>

Case 1: Camera or Microphone not functioning:

Please have your hardware administrator examine your camera and microphone or try using a different PC with working camera and microphone.

Case 2: Camera and Mic are functioning:

Step 1: Click on the camera icon in the address bar's top right corner to allow tests.mettl.com to access the Camera.

Step 2: Click at the lock icon at the top left side of the address bar so as to permit the Camera and Microphone for use on the Internet Browser.

Step 3: Refresh the page by pressing the F5 key on your keyboard and rerun the test.

Note: Antivirus can also block the access of Webcam. If there's any antivirus installed in the PC, disable the antivirus and its protection. If you're using a laptop supplied by your organization then please contact with your organization's, IT administrator.

22. What should I do if see the Error - ' 0x00004 '?

Follow the troubleshooting steps below to resolve this issue

When using an external webcam:

An internal webcam is a mandatory requirement for any testing attempt. If your PC doesn't have an integrated webcam, try this test using a PC with an integrated webcam.

When using an integrated webcam:

Step 1: Remove any or all VGI, HDMI, dongles, or USB devices attached to your PC and try again.

Step 2: Check if your webcam is working.

* If you are using a single webcam and are still experiencing this issue, please follow these steps:

Case 1: If the camera driver is listed in Imaging Devices (Device Manager), follow these steps:

Open Device Manager --> Go to Imaging Devices --> Right click on Camera driver (For ex. Integrated camera/Easy cam) --> Click Update Driver --> Click Browse my computer for drivers --> Click Let me pick from a list of available drivers from my computer --> Click USB Video device --> Click Next.

Case 2: If the scanner device/driver appears in the Imaging Devices section and the Camera section is already available in Device Manager, follow the steps below to troubleshoot the issue.

Open Device Manager --> Go to Imaging Devices --> Right-click on the scanner device --> Click Uninstall device.

23. Cancelled webcam and microphone permissions

There seems to be a problem with the camera or microphone.

To confirm it's working:

Step 1: Open the default camera and recording app or access <https://www.onlinemictest.com/>

Case 1: Camera or Mic not working:

Have your hardware admin check your camera/mic, or try using another PC with a working camera and microphone.

Case 2: Camera and Mic are working:

Step 1: Allow tests.mettl.com to access your camera by clicking the camera icon in the upper right corner of the address bar.

Step 2: Click the lock icon in the upper left corner of the address bar to allow use of your camera and microphone in your web browser.

Step 3: Press F5 on your keyboard to refresh the page and try the test again.

Note: Antivirus can also block access to your webcam. If you have an antivirus installed on your PC, disable your antivirus and its protection. If you're using a laptop provided by your organization, contact your organization's IT administrator.

24. While I am taking my test, the test window is automatically closing thereby closing my camera. What should be done?

This is due to multiple consecutive page refreshes made in middle of an ongoing test within a span of 1sec to 5 secs. The Test Window and Secure Proctor Diagnostic Window loses a connect and the test window closes abruptly. Hence, we would recommend not to hover around the questions within a short span of consecutive seconds triggering multiple refreshes within the page.

Kindly follow the below-mentioned steps to resolve the issue.

Note: There is no way to give permission for Web Camera and Microphone within MSB

The Issue might come because of

- a. Web Camera or Microphone is not in working condition.
- b. Appropriate resolution from the Web Camera is not available.
- c. Hardware issue.
- d. Any third-party app is using Web Camera or Microphone.

In order to check the Web Camera and Microphone functionality for MSB, the below-mentioned steps are to be followed only.

1. Close all applications which might be using Web Camera and Microphone.
2. Open the OS C: drive of the Windows.
3. Open Program Files(X86) folder, if not available, then open Program Files.
4. Open the Mettl Folder
5. Open MSB Folder in the Mettl Folder.
6. In MSB Folder, Open the SebWindowsBrowser folder.
7. Open the xulrunner folder in the SebWindowsBrowser folder.
8. Open Firefox from the xulrunner folder.
9. Once the Firefox is Open, in the address bar type test.webrtc.org
10. It will ask to give permission for Web Camera and Microphone.
11. If the Web Camera and Microphone are in working condition, then there will be a green tick mark against Microphone and Webcam.

25. What are the basic criteria for installing the MSB?

A. In order to get MSB installed, there are certain criteria to be ensured.

- a. Only Windows Platform is supported and that too Windows 7 and above.
- b. No restrictions should be implied over the used network and the system which is to be used to participate in the test.
- c. Anti-Virus/firewall (if any) is to be disabled before installing the MSB and should be kept disabled during the test.
- d. You should have administrative rights on the system.
- e. You should not be logged in as a Guest User.
- f. Windows should be up to date with no pending updates to be installed.
- g. Will support minimum 4.5.1. .Net framework (which comes inbuilt in the MSB.exe file)
- h. 65 MB permanent free space on the default hard drive.

26 . Once I am finished with answering the test questions, how do I 'Submit' the test?

A. You need to click on "Finish Test" button located at the top right corner of the test window.

On the next window, you need to click on "Yes, Finish test" to complete the test. This button can only be clicked once during the entire course of the test. Once, the test is completed you will not be able to attempt any more questions or proceed further.