



Dear RUCKUS Exam Candidate,

As you prepare for your RUCKUS Certification Exam, this document provides important information on what to expect when you sit the exam.

## **PLEASE READ CAREFULLY: IMPORTANT INFORMATION ABOUT THIS EXAM AND REMOTE PROCTORING**

### **EXAM PREPARATION AND SCHEDULING**

In preparation for your exam please review the appropriate study guide and supporting materials. Study guides will contain a set of practice questions, as well as an outline of all topics covered.

Visit the [RUCKUS Shopfront to purchase and schedule your exam](#).

You will need to schedule **at least 72 hours in advance**. Be careful to pick the correct Timezone for where you will take the exam, and to pick the correct time (AM or PM).

Once you schedule the exam, you'll see that your dashboard in ExamStudio has changed to show the time remaining until your exam. **PLEASE NOTE WHEN YOU ARE SCHEDULED AS YOU WILL NOT BE NOTIFIED BY EXAMSTUDIO.**

When it is time to sit the exam, [log into the ExamStudio Candidate Portal](#). A link will be displayed in your dashboard to Start Exam.

If possible, please use a **personal computer rather than a company-issued computer**. You can test your equipment setup prior to the exam at <https://go.proctoru.com/testitout>.

### **PROCTORING**

This exam is REMOTE PROCTORED. Remote proctoring requires secure administration of your exam by a live remote proctor.

You or your proctor will need to:

- Allow remote desktop control by the proctor
- Allow your proctor to install a browser extension
- Use either Firefox or Chrome (other browsers are not supported)
- Use a desktop or laptop PC (tablets and phones are not supported)
- Clear your desk and surrounding area of notes, books, calculators, phones and other materials
- Disable or disconnect any secondary display or monitor
- Disable ability to take screen shots or captures
- Disable hotkeys
- Disable Notifications or Turn on Do Not Disturb
- Disconnect from VPN and any Remote Desktop hosts or VMs

- Enable and test your camera and microphone in your browser
- Allow your entire session to be recorded, both audio and video (video and audio will be stored for a limited time)
- Display a government-issued id such as a driver's license, and have facial photo taken (images will be stored for a limited time)
- Download, install and run an applet, ProctorU LogMeInRescue, to chat with your proctor
- Allow your proctor to enter a proctor password to begin the exam
- End your exam by fully exiting from the proctoring session, as explained in the ProctorU video and instructions

You will be asked to use your computer webcam to take a picture of your face and of a valid, government-issued ID card or paper.

Then, you will need to download the **LogMeIn\_Rescue** application, which you will then need to run. This will initiate a chat session with the proctor and allow the proctor to take control of your computer in order to change settings and run a script to ensure the security of your system.

The ProctorU web page contains the following instructions; the **Chatbox** referred to here is actually the LogMeIn\_Rescue application. **DO NOT CLOSE OR QUIT THE LOGMEIN\_RESQUE APPLICATION.** Doing so will put you into a generalized proctor queue which will result in LONG WAIT TIMES up to an hour or more.

You are currently being recorded.
✕

**TO CONNECT RUN THE LOGMEIN FILE**

Your download will automatically start in a few seconds

- 1. Run the Logmeinrescue.exe File**

Once the file has downloaded, access your downloads folder to run the Logmeinrescue.exe file
- 2. ProctorU Chat Box**

Once you have successfully run the file you will see the ProctorU chat box. This indicates that you are being connected with your proctor

**Don't see a chatbox?**

If you do not see the chatbox you can re-download the Logmein file by clicking [here](#)
- 3. Do Not Close the Chatbox**

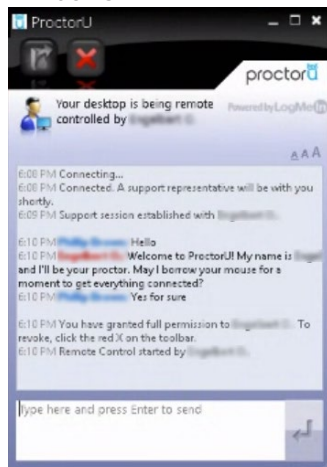
Closing the ProctorU chat box or re-downloading the Logmein file will force you to restart the connection process and your wait time will be increased.

The LogMeIn\_Rescue application is shown in your taskbar or dock with the ProctorU icon:

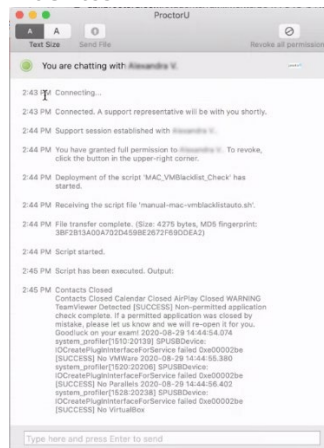


The LogMeIn\_Rescue application itself will look like this:

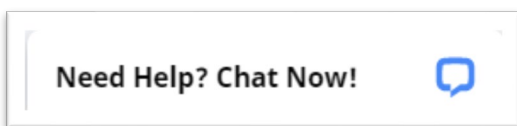
Windows:



Macintosh:



In the lower right of the ProctorU instructions page you'll see this Support tab:



**THIS IS NOT THE CHATBOX REFERRED TO ABOVE.** It may take several minutes after the LogMeIn session is started for a proctor to begin chatting. Please be patient and **DO NOT** initiate a support session.

### Mac OS X 10.15 Catalina users:

Please be sure to [enable screen recording in your security and privacy settings](#) before scheduling your exam and testing your equipment.

### STARTING YOUR EXAM

After securing your computer, the proctor will ask you to use your webcam to scan a 360-degree view of your surroundings, including your table or desktop. There should be no papers or information on your desktop, table or walls visible to you. Make sure you are alone and will not be interrupted.

The proctor will enter a proctor passcode in ExamStudio to begin your exam. You will have up to thirty minutes (0:30) to read the Welcome Message, review a Tutorial and read and sign the Candidate Agreement prior to sitting the exam itself.

**You must accept and comply with the Candidate Agreement which clearly indicates prohibited behavior. If prohibited behavior is observed by the proctor, you will receive a warning. A second observed instance or the prohibited behavior will result in termination of the exam by the proctor. All exams are recorded and reviewed by RUCKUS administrators for compliance with the Candidate Agreement. Credentials WILL NOT be issued if you are out of compliance.**

You must complete your exam within two hours (2:00) from the time the first question is displayed. Exams are split into sections and you'll have a chance to review all questions in a section before proceeding to the next section.

## **PRIVACY NOTICE**

In order to verify your identity, you will be required to present the following Personally Identifiable Information (PII) including:

- Full name
- Username
- Email address
- Phone number
- Street address
- City
- State / Province
- Country
- Postal Code

Zoomorphix is our exam delivery vendor. Exam and candidate records are stored on Zoomorphix servers in compliance with Regulation (EU) 2016/679, also known as General Data Protection Regulation (GDPR). See [Zoomorphix Privacy Policy](#).

ProctorU is our remote proctoring vendor. The PII listed above is forwarded securely to ProctorU via our integration and is stored at ProctorU in compliance with GDPR.

At the beginning of your remote-proctored exam session, you will be required to present a government-issued identification card which will be photographed using your web camera. In addition, your facial image will be recorded. These two images also contain PII and will be stored on ProctorU servers for a period of 90 days. ProctorU is also SOC2 compliant. See [ProctorU Privacy Policy](#).

If you have concerns or questions about your privacy, please contact us at [ruckuscerts@commscope.com](mailto:ruckuscerts@commscope.com).

Good luck!

--CommScope RUCKUS Certifications team  
[ruckuscerts@commscope.com](mailto:ruckuscerts@commscope.com)