



OPTOMETRY EXAMINING
BOARD OF CANADA

BUREAU DES EXAMINATEURS
EN OPTOMÉTRIE DU CANADA

OEBC REMOTE PROCTORING WRITTEN EXAM INSTRUCTIONS



2026



Contents

What is Remote Proctoring?	2
Remote Proctoring Overview.....	2
Technical Requirements.....	2
New Security.....	3
Testing Environment	3
Privacy.....	4
Permitted Items.....	4
Before the Exam.....	4
1-2 Days Before the Exam.....	5
Day of Exam Preparation.....	5
Day of Exam Instructions.....	5
After Finishing the Exam.....	7
Disconnected Connections.....	7
Incident Reports.....	8
Sample Exam Portal.....	8
FAQ's	9



What is Remote Proctoring?

Remote proctoring is the ability to provide candidates with the opportunity to attempt the written exam exclusively online while ensuring the integrity of the exam. In doing so, candidates are monitored online through video while the exam is in session to ensure legitimacy and to identify any potential misconduct.

The most significant benefit to remote proctoring is it allows candidates the ability to choose their examination environment, wherever they deem most comfortable as long as it has a viable internet connection— this could be within their own home, a library or at their school, etc.

Other noteworthy benefits include:

- ✓ Increases personal safety by eliminating candidates having to assemble in large group settings
- ✓ Reductions in travel expenses to the candidate (hotel, flights, etc.)

Remote Proctoring Overview

- **MonitorEDU, the remote proctoring provider, has a video demonstrating how remote proctoring works. Click [here](#) for the video.**
- Candidates will write the online exam at a location of your choice.
- A live proctor will observe candidates in real time using the candidate's computer webcam and a connected smart phone camera.
- **Candidates will be required to have access to a computer (laptop or desktop) that has a webcam as well as a mobile phone with a camera. Both devices will need internet access.**
- Candidates will be required to download a unique web browser onto their computers and to test their devices prior to the exam.
- The written exam has not changed in any way, only the delivery format. It will continue to be multiple-choice closed book.

Technical Requirements

- It is the **sole responsibility** of the candidate to ensure they can meet the technical requirements and testing environment of remote proctoring, including access to a stable and consistent internet connection.

The delivery of the exam will be provided through a secure, browser-based platform that locks down the computer from accessing anything except for the exam. **Computer (laptop or desktop):** Windows 7 or higher, MacOSX High Sierra 10.13.6 or higher. Webcam required.

- **Web Browser:** Most recent version of Google Chrome (50+)

- **Mobile Phone/Device:** Android 4.1 or higher, iOS 8 or higher. Camera required.

For your exam we suggest you have the Google Meets application pre downloaded on your secondary device or smartphone.

- Iphone users: <https://apps.apple.com/us/app/google-meet/id1013231476>
- Other: https://play.google.com/store/apps/details?id=com.google.android.apps.meetings&hl=en_US&gl=US
- **Internet Connection:** Steady internet connection with minimum upload speed of 1MB/second.



- **Six-foot extension cord:** Allows flexibility in placement of the computer and camera if the proctor determines that these items must be moved.

If candidates have questions about the technical requirements at any time, they are encouraged to contact [MonitorEDU](https://monitoredu.com/live-chat) through the 24 hour/7 days a week live chatline at <https://monitoredu.com/live-chat>.

We are asking all of our candidates who take high stakes exams with MonitorEDU (Remote Proctoring) to turn off remote access on their computers before launching the exam.

The steps to do this are:

If you are testing on a Windows computer:

To disable the Remote Desktop feature using the Settings app, use these steps: Open Settings or search in the task manager for remote access:

1. Click on System.
2. Click on Remote Desktop.
3. Turn off the “Enable Remote Desktop” toggle switch.

If you are testing on a Mac computer:

On the client computer, choose Apple menu > System Settings > General, then click Sharing. If you see a lock icon, click it and enter the name and password of a user with administrator privileges on the computer. Select or deselect the Remote Management checkbox.

New Security

- Candidates may NOT use any Bluetooth peripheral devices, specifically keyboards, mice, or other input devices. Input devices must be wired or built in.
- Candidates will be required to disable/turn off Bluetooth on their computer and/or secondary device during registration.

Testing Environment

- Candidates must find a quiet distraction-free exam room for the day of the exam.
 - **No-one should enter the room during the exam.**
 - **The room should be enclosed with a door.**
 - A sign should be placed on the door to remind everyone that a high-stakes licensing exam is in progress and entering the room could compromise the exam for the candidate.
 - Limit noise from outside the exam room including TV, conversation or music.
- A cleared desk or tabletop
- Comfortable seating
- Adequate lighting
- Comfortable room temperature



- The area beneath the desk and chair must be clear
- Walls within sight of where the candidate will be seated are clear.
- Other electronics, security systems, or other recording devices in the room are turned off.

Privacy

The feeds from the video cameras will not be recorded or stored in any way, with the following exception: in the event of an incident wherein the proctor believes the candidate to be in violation of examination policy, i.e., the proctor suspects the candidate may be cheating, a recording, restricted to the incident, may be made for later review.

This recording and the documentation following from it will be shared only with the OEBC for use in the further investigation of the incident. Additional information regarding MonitorEDU's privacy policy with respect to video recording maybe found here: <https://monitoredu.com/privacy>

*****It is recommended that you verify your equipment is compatible and the correct installation of the WebLock browser has been completed in the days (i.e., no more than 2 days before the exam). *****

Permitted Items

- **The following are permitted on your desk during the exam:**
 - one (1) calculator (Casio FX 260) or alternative, as long as it is non-programmable
 - **one (1) white board**
 - **one (1) white board marker**
 - one (1) cloth for erasing
 - [a clear water bottle with labels removed.](#)
 - [Unwrapped snacks, which can be eaten throughout the exam \(all items must be shown to the proctor\)](#)
 - Ear plugs are permitted. They must be foam or silicone (wired or Bluetooth is not permitted)
 - You must advise OEBC that you intend to wear ear plugs at the written exam by emailing us at exams@oebc.ca
 - Before the exam begins you must show the proctor the ear plugs.

Please ensure the ear plugs don't interfere with your ability to communicate with the proctor throughout the exam.

All items must be shown to the proctor at sign-in. The proctor will then observe the candidates erasing the information at the end of the exam.

Before the Exam

- Download, install, and test the WebLock Secure Browser on your computer.
- Click [here](#) to download it and try it.
- Test your connections using [MonitorEDU's test](#).



1-2 Days Before the Exam

- Retest Web Lock by clicking [here](#) and clicking "Try WebLock".
- Turn off any ad blockers on your web browser.
- Remove additional downloads, such as 'hotkeys'
- Make sure your test area and desk are clean. Make sure your power cables are long enough to the wall outlets. You may require an extension cord.
- Disconnect and remove any other monitors. Make sure you only have one monitor connected.
- Make sure you have an area/tripod for your mobile device to be propped up during the exam. The angle of the phone's camera should be wide enough to see your screen and testing environment.
- Create door signs to let family members or roommates know not to disturb you.

Day of Exam Preparation

- Prepare your mobile phone which will be used as a second camera during the exam.
 - Connect it to power and prop up the phone.
 - Ensure that you have wi-fi and data enabled (data if possible).
 - Turn up the volume on your phone so you can hear the proctor speak when connected.
 - Turn off all phone applications, enable camera access permissions in your settings.
 - **Download the Google Meet app from your mobile device's app store in preparation for your exam**
 - **Enable Silent mode or Do Not Disturb mode on your phone.**
- Prepare your computer.
 - Turn off all other computer applications.
 - Ensure your webcam is connected.
- Ensure your desk is clean and cleared and no other objects are within arm's reach other than permitted items.

Day of Exam Instructions

Candidates must login 5-10 minutes before their scheduled sign in time, for all sessions.

1. You will receive an email from MonitorEDU 48 hours before your exam date. This email will include a meeting link to connect directly with your exam proctor. Please join the meeting link from your computer. If you are taking multiple parts of the exam, you will use the same computer and webcam link for each session.

Candidates may wait up to 30 minutes to start the exam as the proctors are working with multiple candidates. Once the exam start time has passed for each session, late arrivals will not be permitted to login and take the exam.

2. Your live proctor will initially provide a link that you must input into your mobile phone to create the first video (and audio) connection to your proctor.
 - Once connected, you can communicate verbally with your proctor.
 - Use the native web browser for your device. iPhone = Safari, Android = Google)



3. Your proctor will then provide a second link to use on your laptop/desktop to activate your second camera (webcam).
 4. Your proctor will walk you through the next steps including:
 - Verifying your identity with your government-issued ID.
 - Scanning your test area visually using your phone's camera
 5. You will now receive the test link.
 - The WebLock browser should automatically launch.
 6. Input your name on the registration page.
 7. You will receive a unique test code – **Please write this code down.**
 8. Your exam will now begin. You have 2.5 hours to complete the first portion of the exam.
 9. The 2.5-hour timer starts when you begin the exam, not when you begin the registration process. The exam is separated into three parts with a 30 minute brief break in between sessions.
 10. You must complete the above instructions again, once you return from each break session.
 11. There are no scheduled/permitted bathroom breaks during the exam sessions.
 - You should utilize the 30-minute break between sessions for bathroom breaks.
 - In the event you should need to use the bathroom (i.e., an emergency), you will need to consult with your proctor.
- A. If your proctor permits an emergency bathroom break your exam will be locked and your response to any questions completed before the break will be exported and compared to your final submission in order to determine if any changes were made.
- No extra time will be given for a bathroom break.
 - If you are gone for more than half an hour, that session will be closed. However, you may participate in any remaining sessions.
- B. To log back into the exam, you will need to complete the two-step verification.
- C. If there is suspicious activity on any questions answered after a bathroom break, there will be a review, which may lead to:
- A candidate may need to rewrite the written exam in a controlled environment at the next scheduled administration date.
 - In addition to, the cost of the re write will be the responsibility of the candidate.



If you have a medical condition that would make following this policy difficult, please consult the [OEBC Accommodation policy](#).

Finishing the Exam

- Once you have completed the exam you **must** remain in the testing environment until you are released by the proctor. You should expect to be sequestered for the entire length of the exam, you will be asked to remain seated at your desk and wait.
 - IF you complete your session early, you may request to be released. ****Please note****IF there is an overlap with registration, you will be asked to wait.
 - If you are released early, sign-in for your next session will be at the scheduled exam time that was emailed to you.
- **DO NOT** leave the exam testing environment until you have been authorized to do so by your proctor. Leaving without authorization (at any time) may result in your exam being invalid.

Disconnected Connections

- **Do not panic. Your progress will be saved.**
- In the event you lose wi-fi connection, your phone's data plan keeps you connected with your live proctor.
- Your proctor will help guide you through the reconnection process if required.
- Keep the unique test code that you wrote down earlier, you will need it to reconnect.
- Once you have re-established your internet connection: If you have difficulty connecting back to the exam, speak with MonitorEDU using their 24/7 online live chat: <https://monitoredu.com/live-chat>
 - **OEBC** staff are not able to support or troubleshoot the remote proctoring platform. You must contact MonitorEDU directly.
 - OEBC will review the incident and ensure the candidate can complete the remainder of the exam.

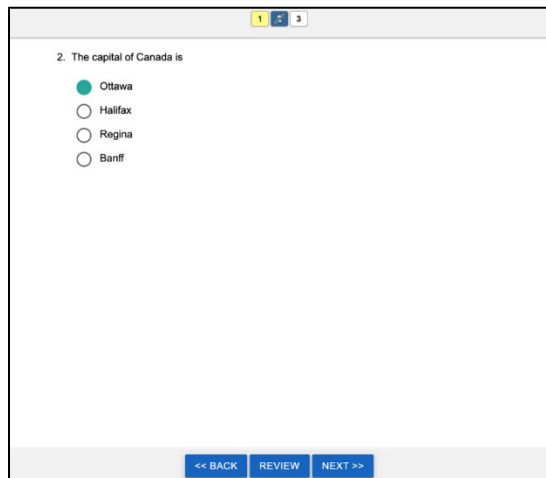
Incident Reports

If you incur an incident during your exam which affects your performance. Please refer to the [Candidate Guide](#); section: 3.11 on the OEBC website for instructions on how to complete and submit and Incident

Report Form, which must be emailed to exams@oebc.ca within **one hour** of the completion of your exam.

Incident Report Form - Rapport d'Incident Written Exam/ l'examen écrit	
Candidate Name / Nom du candidat	Check one /: Marquer le choix approprié: <input type="radio"/> Spring/ Printemps <input type="radio"/> Fall/ Automne
Candidate Number / Numéro du candidat:	Year/ Année: _____
Please indicate by filling in the bubble(s) which of the following concerns affected your performance for the written exam/ Veuillez indiquer les éléments qui ont affecté votre rendement à l'examen écrit en remplissant les cercles correspondants:	
<input type="radio"/> Registration/ Inscription <input type="radio"/> Internet issue/ Problème avec Internet <input type="radio"/> Computer issue/ Problème avec l'ordinateur <input type="radio"/> Time Interruption/ Interruption du temps	
Please refrain from noting general comments. A survey will be sent after the exam for this information/ Veuillez omettre tout commentaire de nature générale. Un sondage visant cette information vous sera transmis après la tenue de l'examen.	
Describe the incident/ Décrivez l'incident :	

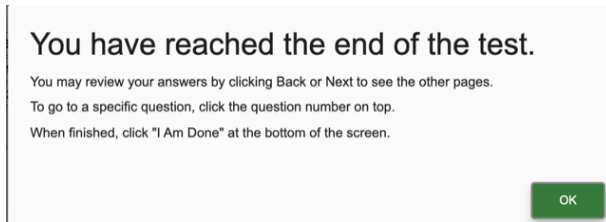
Sample Exam Portal



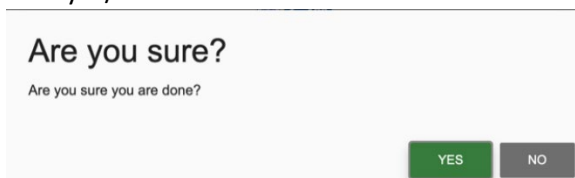
- The image is an example of what the testing portal will look like when you take the exam.
- You will receive one question at a time.
- The top row will show you how many questions there are on the exam. Once you complete a question, the question number will be strikethrough.
- There are 3 buttons at the bottom of the screen: Back, Review and Next
 - **“Back”** goes back one question
 - **“Next”** goes to the next question
 - **“Review”** will highlight the question on the top row.

This allows you to electronically highlight a question for you – so you may return to it later. Note that the question will only become highlighted once you move on to the next question.

When you reach the end of the exam, you will click “next” a popup window will appear indicating that you have reached the end of the test (screen shot included). Once “OK” on this pop up is selected you may now click “I AM DONE” button in the bottom right (same bar as Previous/Review/Next).



Once "I AM DONE" has been selected a new pop up will appear asking "Are you sure?" (Screen shot included) with yes/no buttons. Once "Yes" is selected the exam is submitted.



FAQ's

- 1. How come you are only offering the written exam through Remote Proctor and not in person?**
- 2. As the COVID-19 pandemic presented challenges with exam platforms. OEBC reinvented how we will now administer the exams, including safety protocols and social distancing. OEBC will be delivering the written exam via remote proctoring.**
 - We understand that candidates may be worried about meeting the technical requirements for the exam. While there is an additional burden to meet the technical requirements, this burden is offset by the confidence that the OEBC written exam can be offered through remote proctoring.
 - Candidates can attempt the exam in the comfort of their own homes or any suitable location of their choosing.
- 3. Can I go to a friend or relative's house if my room does not meet the minimum requirements?**
 - Yes, provided a candidate can meet the technical and environmental requirements, they can do so in an alternate location suitable for high-stakes testing. Keep in mind there cannot be other people in the room or moving through the room when you are testing.
- 4. Can I borrow a friend or relative's computer, webcam, or mobile phone?**
 - Yes, candidates are encouraged to source or borrow electronic equipment in order to meet the technical requirements of remote proctoring.
- 5. I am an out of Province Candidate, what does remote proctoring mean for me?**
 - You can attempt the written exam portion of the exam in the location/province/country of your choosing. The OEBC has considered the logistics of choosing an exam time for out of province



candidates who wish to write the exam in their home province. The starting time is a compromise between Canada's six time zones.

6. Can I write the written exam from another country?

- Yes, remote proctoring is available to you regardless of geography provided you can meet the technical and environmental requirements. Please note there is no adaptation for time zones.

7. Will I get my results faster with remote proctoring?

- No, the procedures used to review and validate the exam results remain critical to high-stakes examinations. Exam results will be released as usual within approximately 6-8 weeks after the administration of the exam.

8. I am nervous about remote proctoring, who can I talk to who might assist with reassuring me?

- MonitorEDU has an online chat. Please feel free to contact them with your questions regarding the proctoring experience and any technical specification. <https://monitoredu.com/live-chat>

9. Will I be able to see my online proctor while they are observing me?

- No, candidates will only be able to view their examination.

10. Will I be able to use the bathroom during the exam?

There are no scheduled washroom breaks during the exam sessions.

- You should utilize the 30-minute break between sessions for washroom breaks.
- Should you need to take a bathroom break during the exam session:
 - Contact your proctor before leaving your computer.
 - If you wish to review any of your responses up to that point. You must do so before leaving the testing area.

11. Will I be able to take notes during the exam?

- Yes, candidates are permitted to have one white board, whiteboard marker and cloth to erase during the exam. Should candidates choose to have a whiteboard, it will be shown to the proctor as part of the security check and will again be shown to the proctor at the end of the exam. **The proctor will then observe the candidates erasing the information at the end of the exam.**