

WSET RI Candidate Checklist and Screenshot Journey

The checklist and screenshots below provide key steps to taking a successful RI exam. If you have any issues or questions as you complete these tasks, please see more information later in this document about what to do depending on the issue. Your APP must provide a paper-based option for taking your exam. If after reviewing this document you determine you wish to take a paper-based exam, contact your APP immediately. Please note that RI exams are only available in English.

If you are a candidate in Mainland China or the UAE it is not possible at this time for you to take an RI exam due to technological restrictions. WSET will not be liable for any costs associated if you choose to take this exam or any RI retakes. Contact your Approved Program Provider immediately if you are in Mainland China or the UAE.

The WSET RI Candidate Quick Guide, System Check, and Exam Setup steps are critical parts of the exam process and should not be rushed or skipped. Please review and follow the [WSET RI Candidate Quick Guide](#), before your first system check email is sent 10 days before your scheduled exam and reach out to your Approved Programme Provide (APP) if you have any questions. **This guide will not be needed on Exam Day and should not be on your desk during the exam as the system will walk you through each of the steps below.** Good luck with your WSET Remotely Invigilated (RI) exam!

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Key Time Frames

Once your APP registers you for your exam, you will receive 2 to 3 automated emails as listed below.

Add Examsnoreply@wsetglobal.com to your sender list

10 days in advance of the exam date	You will receive a System Check Email- Complete immediately
72 hours in advance of the exam (approx. 3 days)	You will receive a reminder System Check Email if not previously completed
72 hours in advance of the exam (approx. 3 days)	You will receive an Exam Link email

If you do not know the date and time of your RI exam, please contact your WSET APP immediately. If you are not receiving emails within these timeframes, please first check your spam folder. If still not found, notify your APP and immediately submit a [Digital Exams Issues form](#) for WSET to reset your email and resend links.

Note: *If Sunday is 10 days before your exam, you are likely to receive your first system check email 9 days before your exam.*

Prior to System Check and Exam Day

Review **Appendix A- Remote Invigilation Devices** for device requirements and for a list of unsupported devices and **Appendix B- Exam Violations** to help you avoid your exam from becoming disqualified and/or any applicable sanctions. The most up-to-date requirements and violations can always be found [here](#). **Note:** Paper/pen and taking notes are not allowed and all alcohol bottles in the room must be covered or be moved out of sight. This [VIDEO](#) explains how to set up your exam room.

- Personal laptops should be used whenever possible. If you are using a work device or work VPN, you may find that you are not able to use the platform due to settings and security applied by your IT. **Note:** *We cannot guarantee a successful testing experience if a work device is used.*
- After completing your system checks, avoid performing any system updates to your primary and secondary devices until after you have submitted your exam.

Review and follow the [WSET RI Candidate Quick Guide](#) before attempting your System Check and Exam Setup.

- Failing to review and follow the this prior to completing the System Check can cause your System Check and exam attempt to be unsuccessful. The System Check is required even if you follow the linked guidance. **Note:** *If you are using **Lenovo** or a **Mac**, there is specific restriction guidance that must be followed in order for your webcam and screenshare to work properly.*

HELP! I HAVE A PROBLEM DURING SYSTEM CHECK OR ON EXAM DAY

Online Chat Support is your number one resource and is available 24/7. Please be aware that when you start your system checks and/or exam set up, the Online Chat Support assumes you reviewed and followed the Quick Guide information and likely will provide troubleshooting guidance that may or may not work if you did not set up your device correctly per guidance. If you did not follow the Quick Guide information previously, make this clear in your queries to the Online Chat Support.

Contact the Online Support Chat in ProctorExam. Online support is available to help throughout system checks, exam setup and the exam. Please be patient when contacting online support as they are helping multiple candidates and responses may not be immediate. **Note:** *Online support cannot view your screen. Your exam is not being live invigilated. If there is an issue during setup, please provide them with clear examples of the issue you are experiencing.*

What if Online Support cannot help me during System Check steps and I wasn't able to complete a step? The online chat should be able to address your issue to complete successfully. If not, afterwards submit a [Digital Exams Issues form](#). If you wait 72 hours or less before your exam to complete a system check, we cannot guarantee we will be able to help you resolve your issues in time.

What if Online Support cannot help me during Exam Setup? The online chat should be able to address your issue but if not, please read the prompts on your screen clearly, refer to the [WSET RI Candidate Quick Guide](#) if necessary, and/or contact your APP immediately. If in the rare chance no one is available and you are able to continue to your exam, please proceed.

What if you were unable to complete your exam? Notify your APP and immediately submit a [Digital Exams Issues form](#).

- *All other issues will be reviewed through the standard exam video review process.*

What if one of my devices fails during the exam? If you have pop-ups and redirects enabled, Proctor Exam will notify you on the screen if a device has dropped and provide the necessary instructions to restart it. Please take your time reading instructions provided when you are notified or prompted.

What happens if I lose my internet connection? If you lose your internet connection during the exam, once reconnected you will be able to enter back into the exam by clicking on the link in the exam email. You will be able to resume your exam where you stopped – you will not lose any exam time due to the lost connection. If you lose your internet connection your exam will be flagged by the invigilators and reviewed by WSET.

System Checks

You will receive an email 10 days prior to your exam requesting you to complete your system check. If you do not attempt your System Check, you will receive a reminder email at least 72 hours (approx. 3 days) prior to your exam. Although it is permissible to complete your system check with less than 72 hours (approx. 3 days) to go prior to your exam, not completing it at least 7 days in advance can be problematic. Attempting your System Checks with less than 72 hours to go, does not allow enough time for neither your APP nor WSET to help you before your exam if needed.

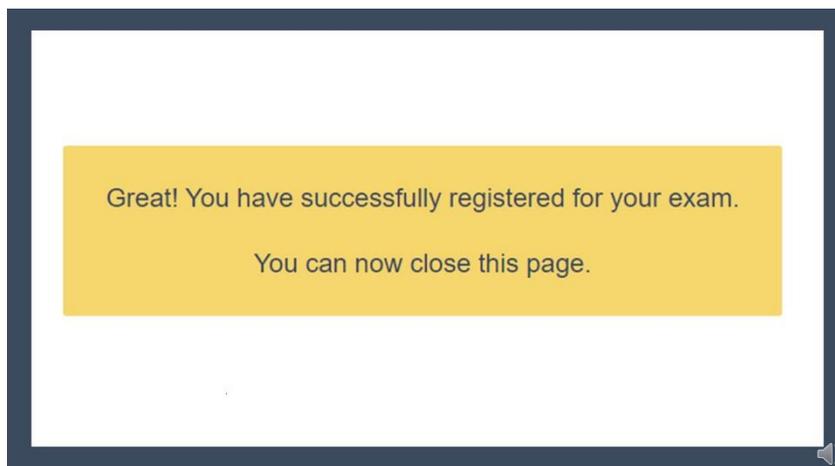
Download the Proctor Exam App to your secondary device via Google PlayStore or AppleStore 

Complete your system check immediately or at least 7 days in advance of your exam. While a successful system check is not a guarantee that there will be no issues on exam day, failure to complete a system check and/or using an unsupported device may render your results invalid if we are unable to confirm exam integrity due to technology issues. If you are unable to complete any part of the System Checks due to technical difficulty, you need to submit a Digital Exams Issues Form immediately. If you are unable to sit your exam due to technical difficulties, WSET will first investigate to see if System Checks were and if/when they were attempted and/or completed. WSET is unable to refund your APP for your exam with less than 7 working days' notice if you decide you need to reschedule due to difficulties. Submitting a Digital Exams Issues form at least 7 days before the exam, in the chance that Online Chat Support was unable to assist, provides WSET's Digital Assessments team adequate time to troubleshoot. **Note:** *WSET will not be responsible for candidates who did not set up their devices properly.*

After completing your System Checks, force stop your Proctor Exam app on your secondary device and avoid performing updates to your devices until after you have taken your exam.

Example of a System Check Completion Notification

You will receive a notification upon completing the final System Check step.



On Exam Day

Watch this [VIDEO](#) to understand how to set up your exam room and then set up your room for the exam and clear your exam space.

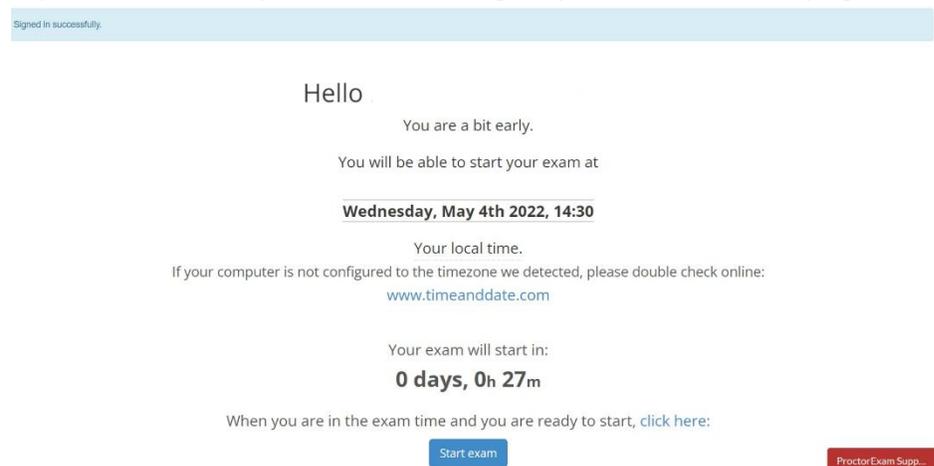
Test your internet speed at <http://www.fast.com> even if you checked it during your system check. One of the most common reasons for re-sits is insufficient or unstable internet. You must have strong wi-fi to complete the exam. If your internet speed is weak, please sit as close to the internet connection point as

possible and ask other nearby users to disconnect and refrain from Wi-Fi during your exam then recheck your internet speed.

At your scheduled exam time select '**Launch Your Exam Now**' in your email to begin your exam setup. Please note that you will have the full exam time even if you encounter issues during setup. Take your time reading prompts. If you need any help during setup or your exam, please use the online chat support. Please remain patient and wait for assistance as the online chat function is helping multiple exam takers at the same time.

- If it does not launch correctly, copy and paste the 'Launch Your Exam Now' link to a Google Chrome Browser.

If you are too early for exam it will give you a countdown page as shown below



Signed in successfully.

Hello

You are a bit early.

You will be able to start your exam at

Wednesday, May 4th 2022, 14:30

Your local time.

If your computer is not configured to the timezone we detected, please double check online:
www.timeanddate.com

Your exam will start in:

0 days, 0h 27m

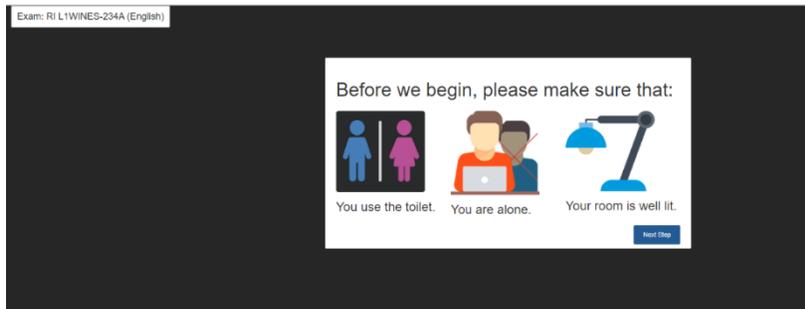
When you are in the exam time and you are ready to start, [click here](#):

[Start exam](#) [Proctor Exam Supp...](#)

Take your time when showing your exam environment. Each step is critical and allows the RI reviewer to verify your exam conditions. Many disqualifications are caused by candidates skipping steps or performing them too quickly for the reviewer to confirm. You will still have the full time for your exam and in most cases even if you have an issue performing the setup steps. Your exam time does not start until you see the first question.

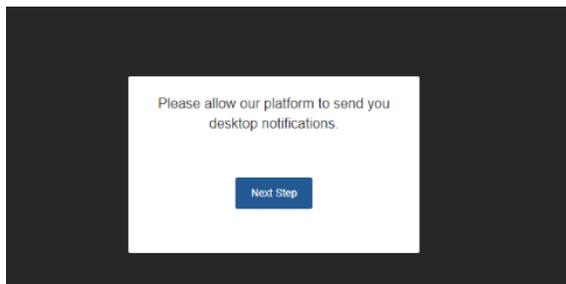
Exam Setup Steps

Review suggestions and select next step.



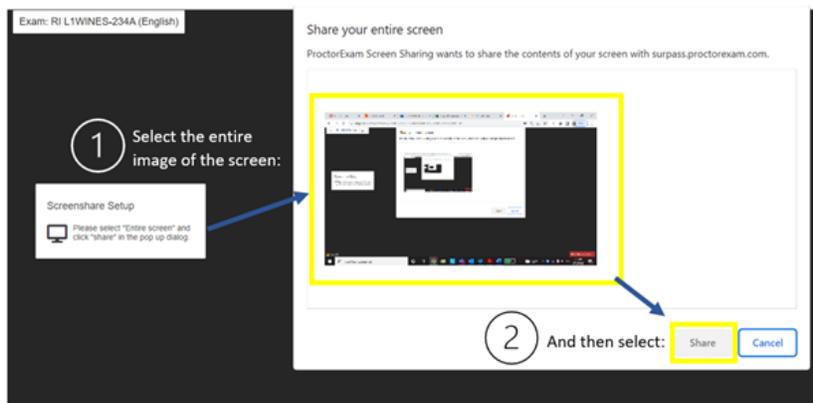
Select Next Step to allow your platform to send you desktop notifications

It will only send you desktop notifications during exam setup, such as network connection issues, if you previously enabled pop-ups and redirects via your Google Chrome browser.



Select your entire screen to share and then select Share

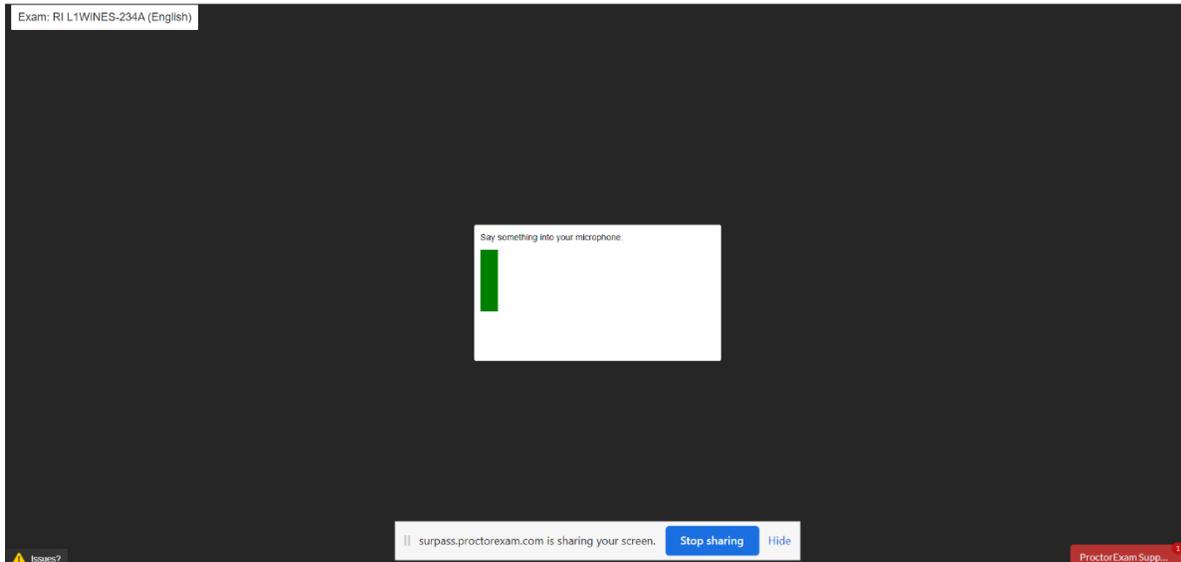
Below we have included additional guidance (1 & 2) to help list out the steps to share your entire screen as many forget to select the mirrored image of their desktop before selecting share. You cannot proceed without doing both.



Example of Screenshare Setup during System Checks and Exam Setup

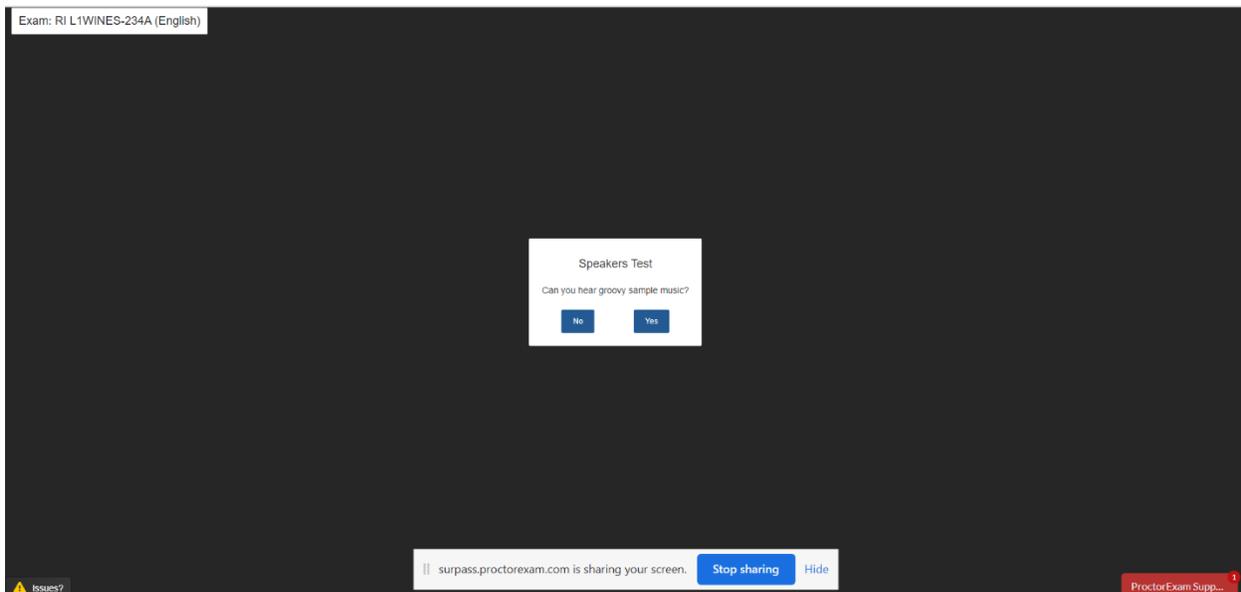
Test your microphone

Headsets/headphones are strictly prohibited.

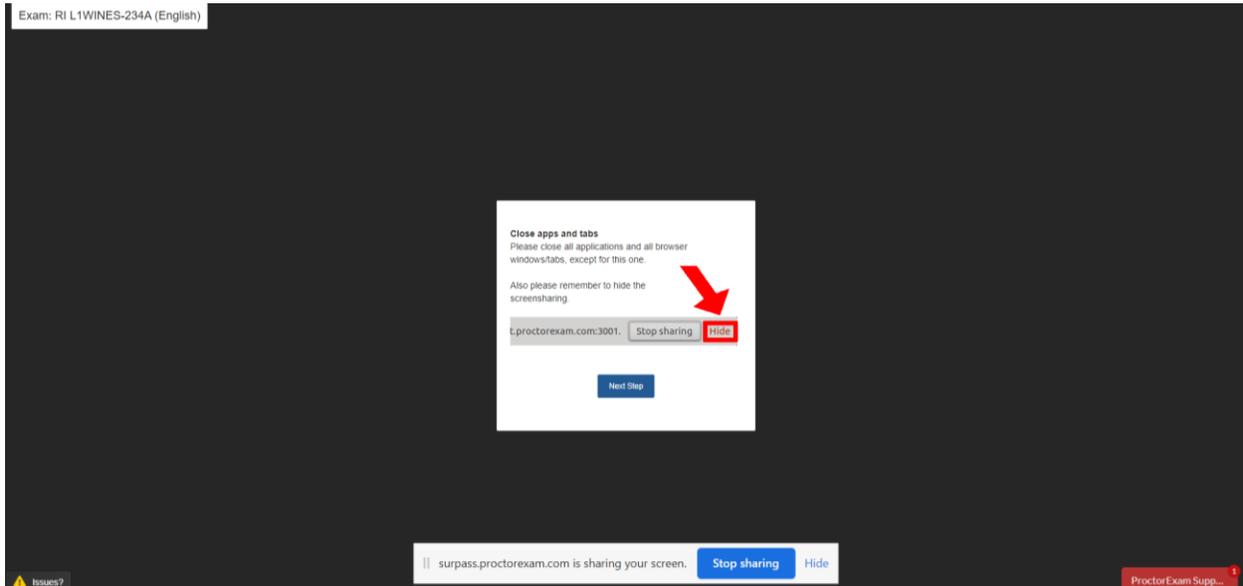


Test your speakers

If you can hear music, select Yes.

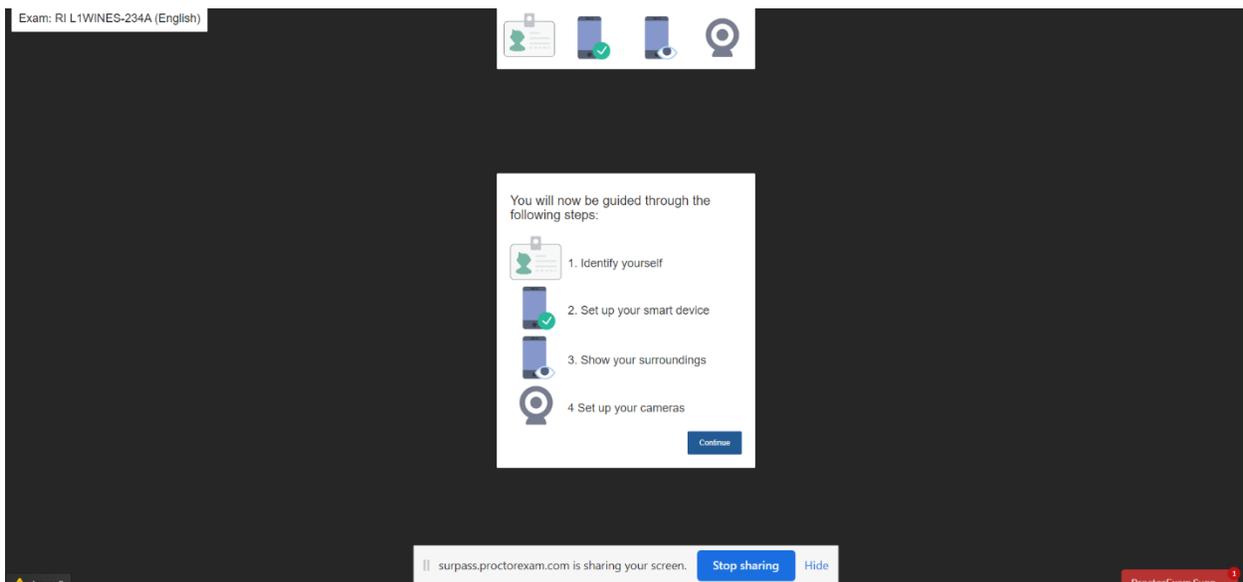


Close down additional applications and browser tabs not relevant to ProctorExam, select hide and next step.

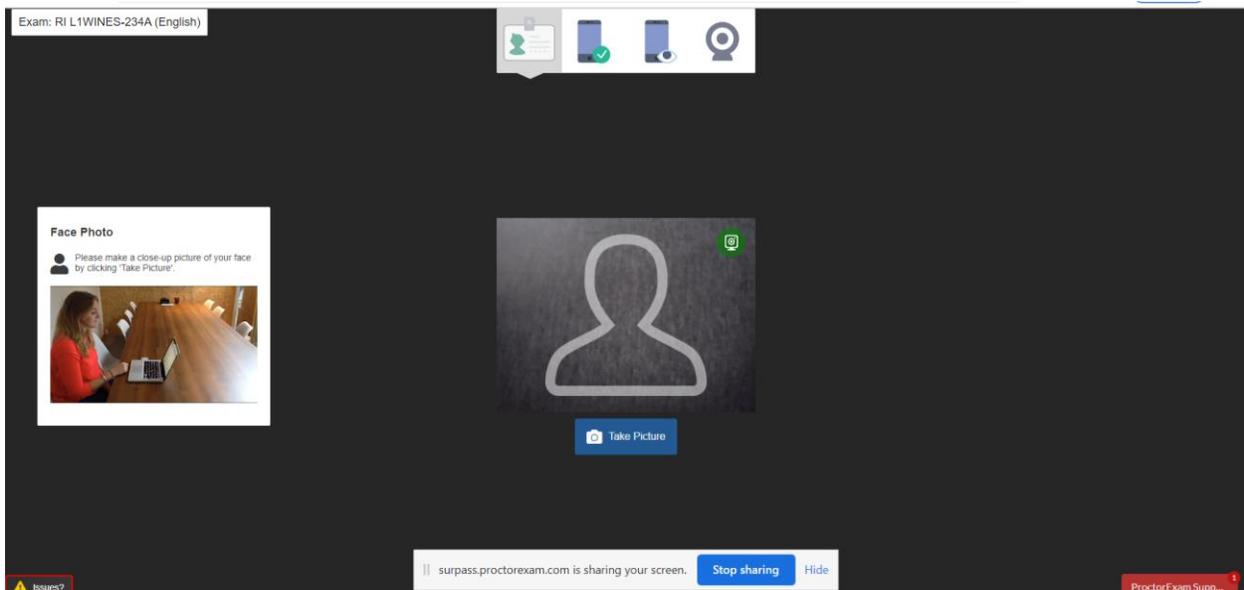


Identification Setup

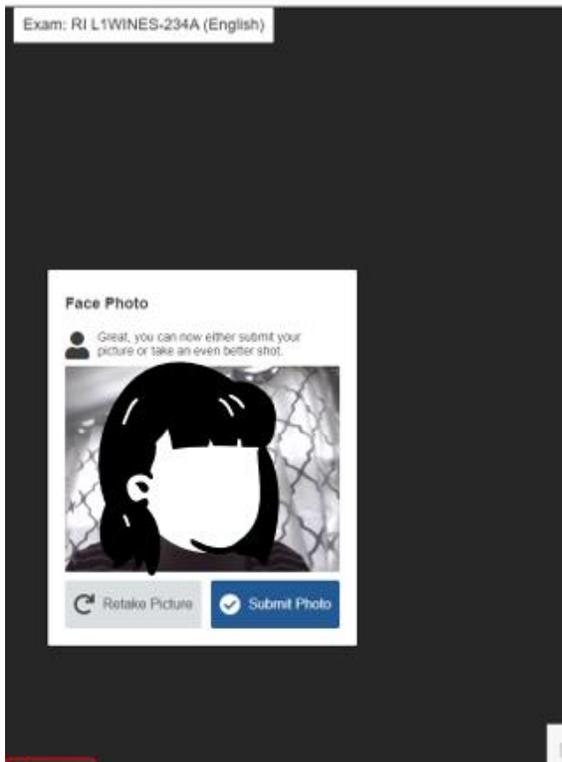
Before selecting continue, remove your official government ID from any wallets to have ready. Do not cover your name or photo with your fingers. Make sure the image is clear and the text can be visibly read. You will be able to retake photos if you see that your image is blurry. An image that is too blurry or covered by your fingers will delay the release of your result and require us to contact you for a new ID image.



Take a close-up of your face using the outline shown below to align with, select Take Picture

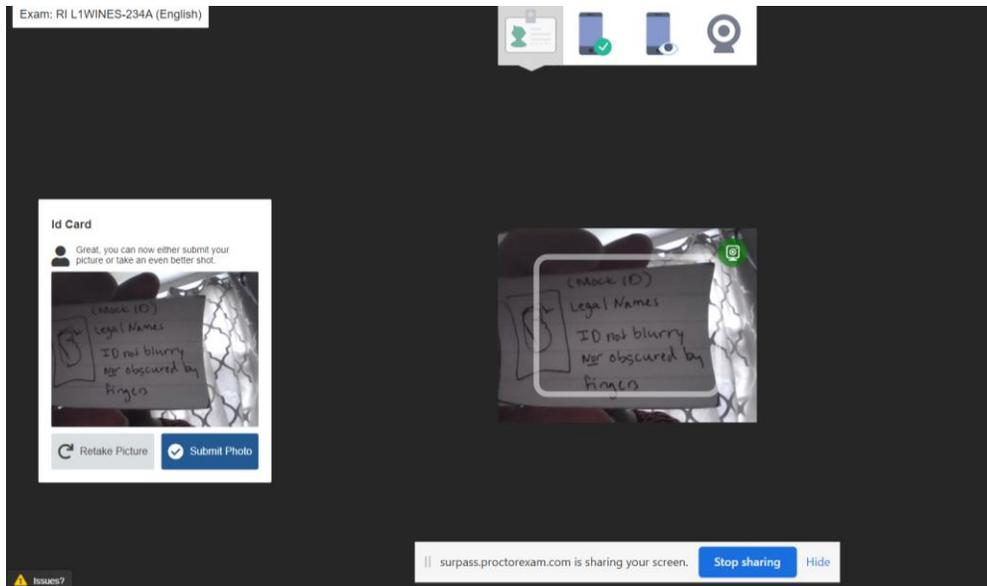


You can retake your picture before submitting. Select Submit Photo.



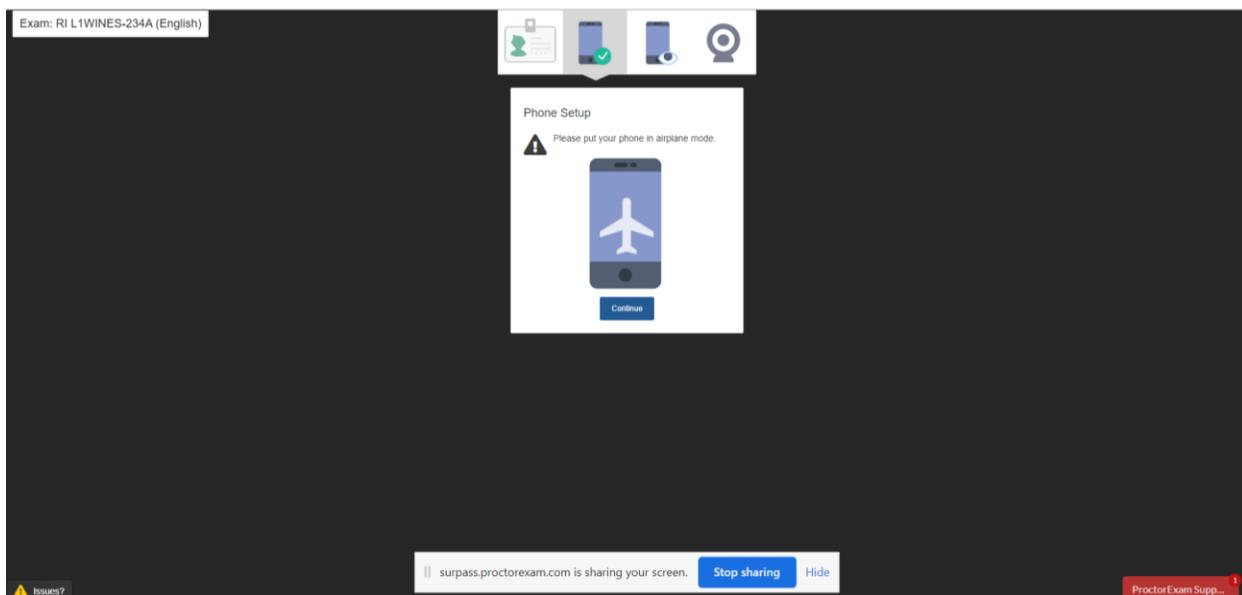
Take a clear picture of your legal identification. You can retake the picture before submitting. Select Submit Photo.

Not taking a clear picture or covering any part of your ID will delay your results.



Secondary Device Setup

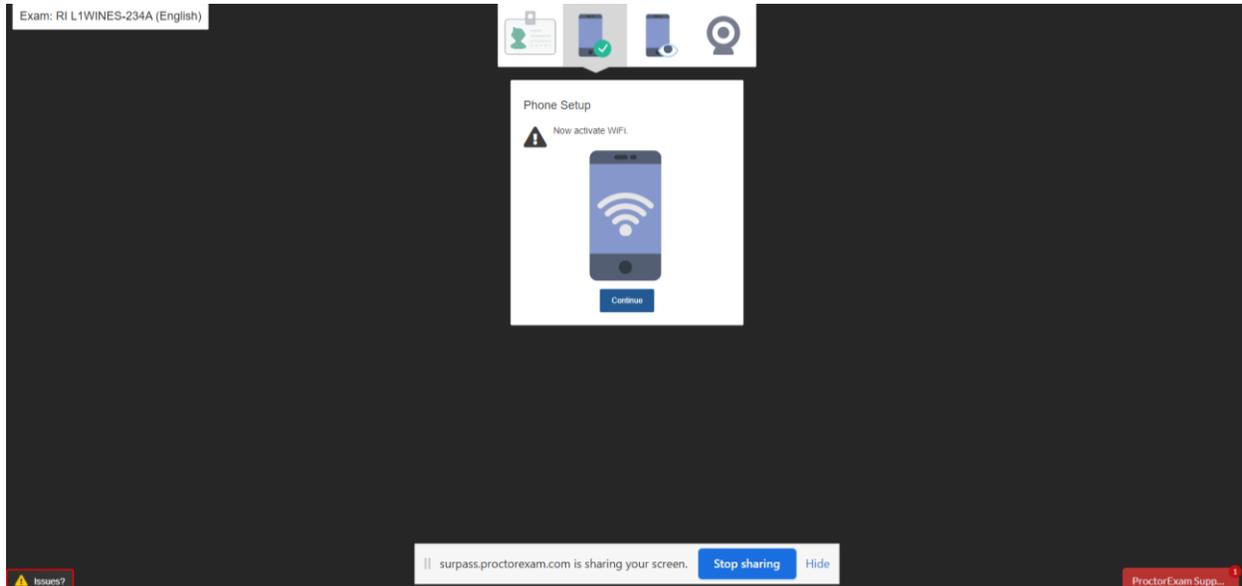
Place your secondary device (mobile) on airplane mode and select continue. If you do not place your device on airplane mode and you receive a text message/notification, your Proctor Exam secondary device application will stop recording.



Activate WIFI

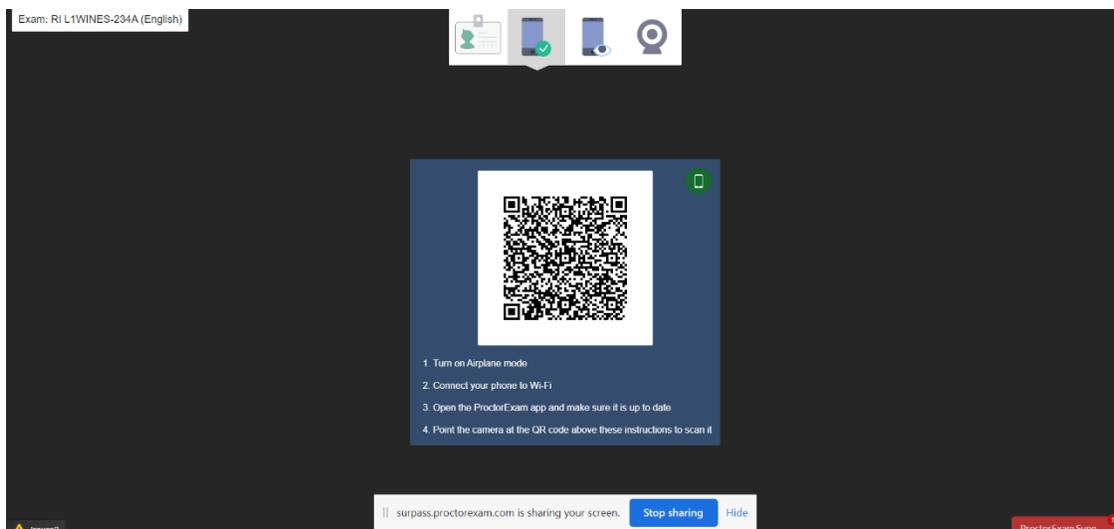
As you have placed your phone on airplane mode, WIFI is required. Activate WIFI and select Continue.

If you do not do this and receive a text and/or notification, your secondary device application will fail.



Scan your QR code with the Proctor Exam secondary device application (not via a QR code reader)

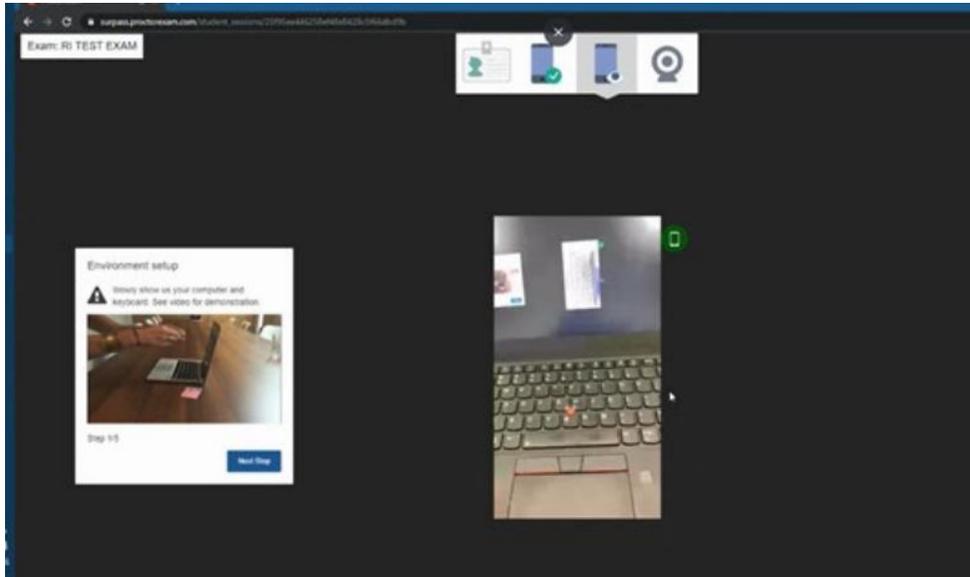
You can scan the QR code by opening your Proctor Exam application on your phone and facing your secondary device's camera towards the QR code shown on your primary device's screen. This will launch the app, allowing you to begin your required environment checks next.



Environment Checks

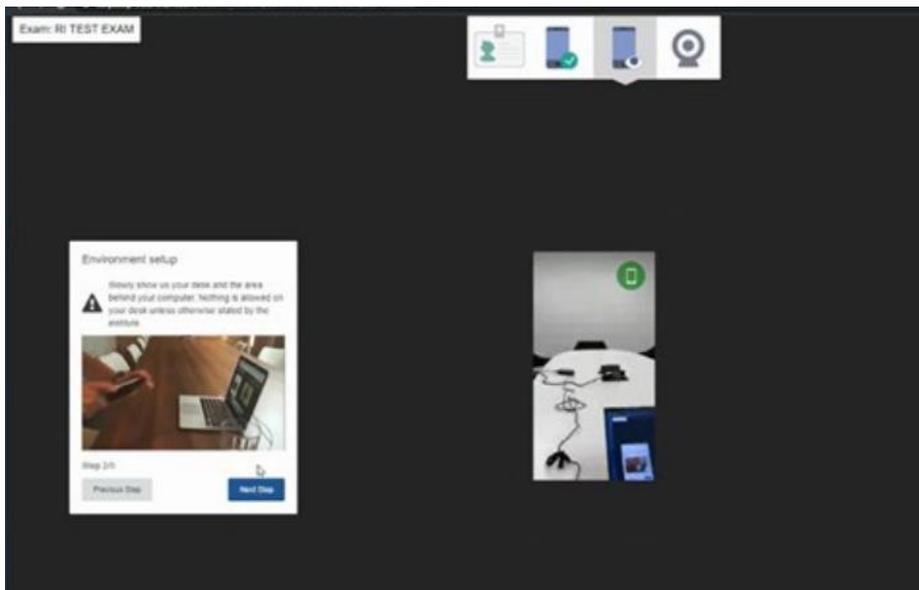
Scan your computer and keyboard

Using your secondary device, film around your computer and keyboard. When complete, select Next step.



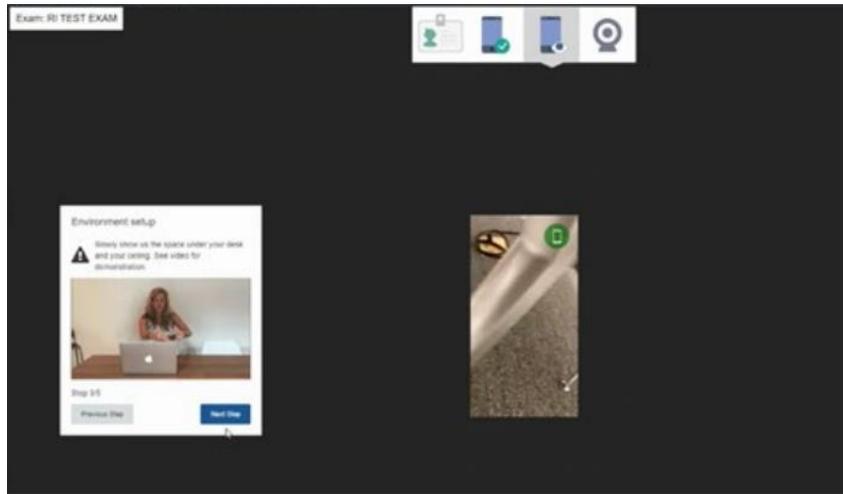
Scan your Desk Environment

Film your complete desk area and the area behind your computer. Make sure to do this slowly. When complete, select 'Next step'.



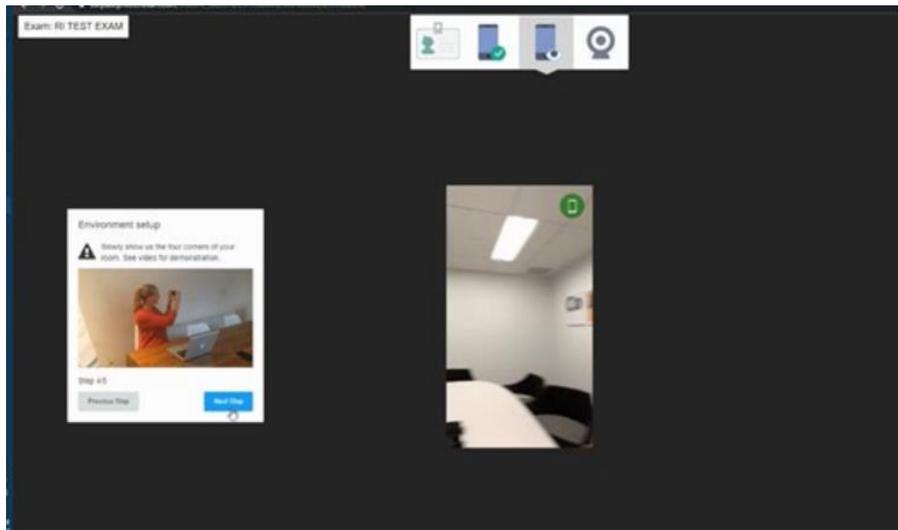
Scan under the desk and around the ceiling

Next you need to film underneath your desk and around the ceiling. When complete, select Next Step.



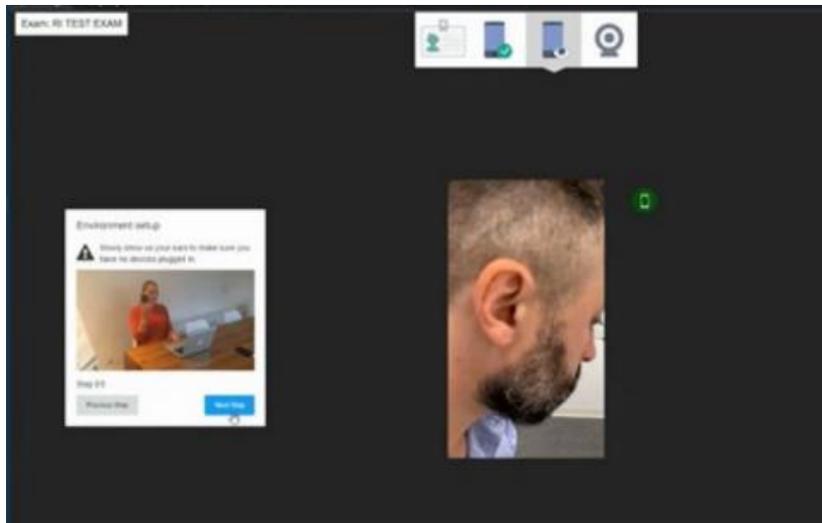
Scan all Four Corners of your Room

This shows the reviewer if there are any items in your room that are prohibited. When complete, select Next Step.



Scan your Ears

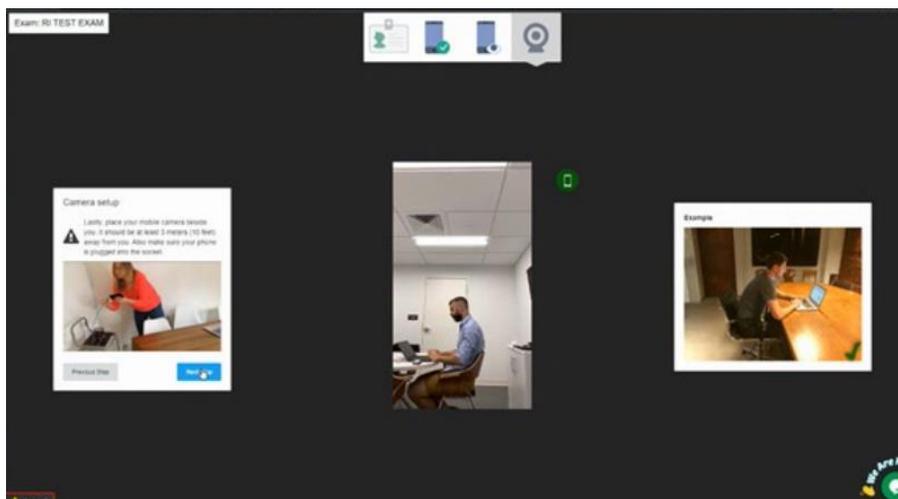
You need to film your ears to show you are not using any other devices such as headphones. Make sure both ears are clearly shown to the reviewer. When complete, select Next.



Secondary Device and Webcam Positioning

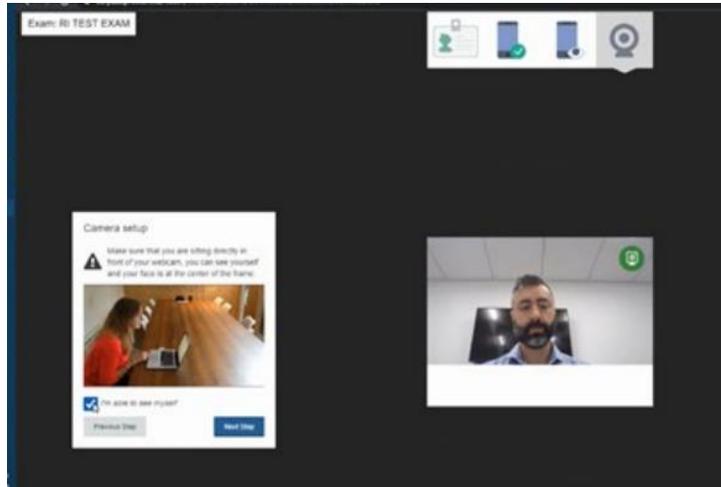
Position your secondary device for the exam

Position your secondary device 3 metres/10 feet away to the side of your desk, plugged in to charge and standing upright and with the camera positioned facing towards you and your exam environment. The center picture below shows you what you should look like when your device has been correctly placed. When complete, select Next Step.



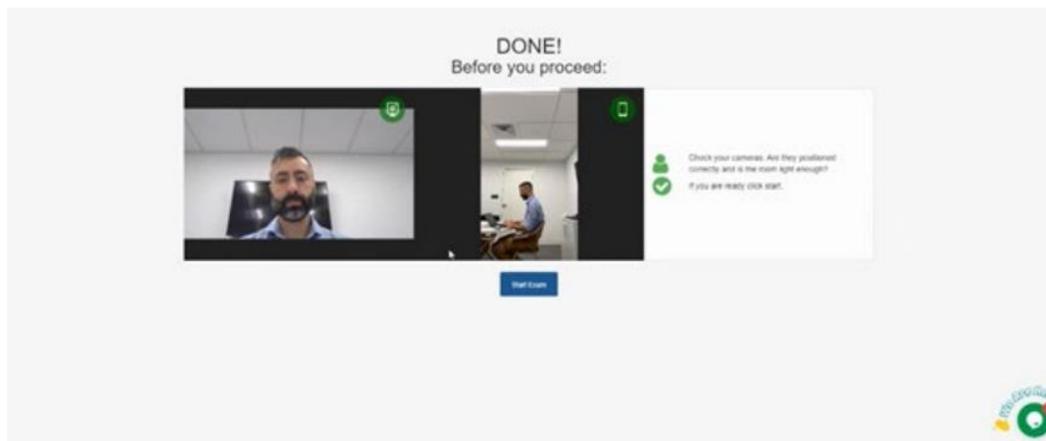
Confirm your web camera placement

Confirm that you are directly in front of the web camera and you are shown in the middle as shown in the center picture below. Select Next Step.



Confirm both cameras are positioned correctly

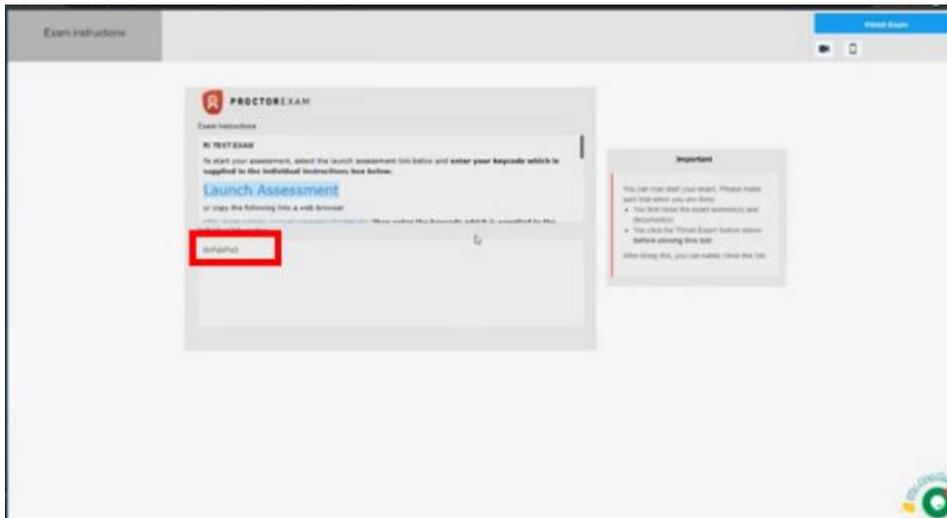
Confirm that you are visible in both cameras before pressing the 'Start Exam' button. **Important:** If a camera on this page shows black or distorted, the video from that device will not be visible to the reviewer during the exam. Please reach out to the chat support to correct this issue before starting your exam.



Launch the Exam

Read the instructions on this page and click on 'Launch Assessment' (ProctorExam browser tab).

This will open a new browser window labelled EnterKeycode. The keycode required is shown in the red box below (ProctorExam browser tab). **Before clicking on Launch Assessment, copy the keycode.** The keycode is not in your email – this is the only place to find it. Opening your email can cause glitches. **Note:** *Do not close the open ProctorExam tab until you have completed your exam. You should have two tabs open during your exam.*



Enter Your Keycode

Paste the keycode you copied from the previous browser tab and select OK. **Note:** *If you did not copy the keycode, you can click into the original browser labelled ProctorExam to find and copy the keycode.*



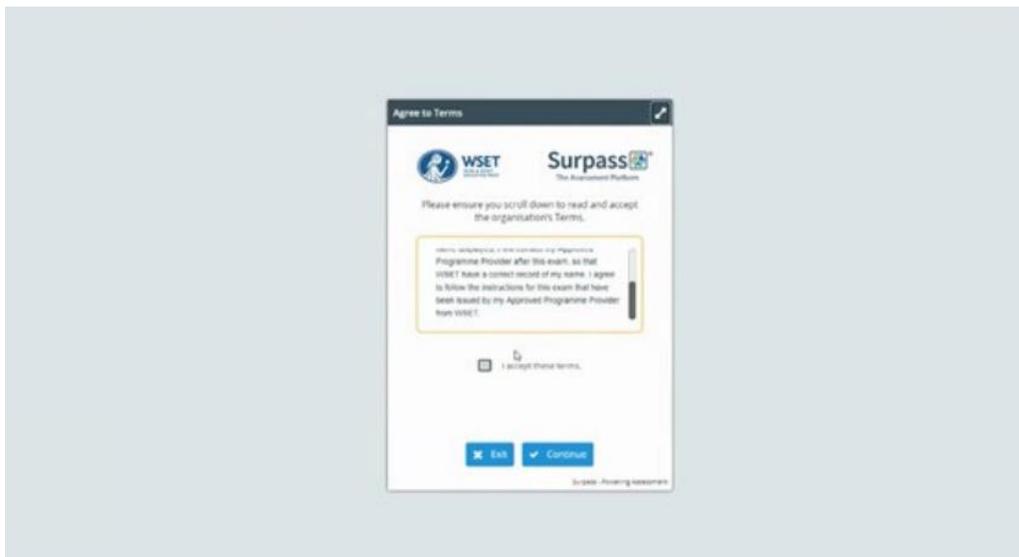
Confirm Your Details

Next you need to confirm that the details on the screen are correct. If correct, select Confirm to continue.



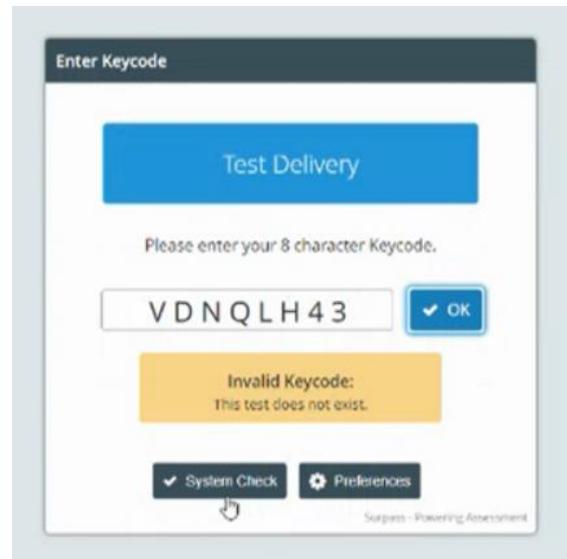
Agree to Terms

Read through these carefully scrolling to the bottom and click 'I accept these terms' checkbox and Continue to proceed.



Invalid Keycode Errors

If you receive these errors, contact your APP immediately to reschedule. You are either starting too late and/or there were scheduling errors.



Instructions for Candidates

If your keycode was successful, read through the exam instructions carefully to avoid committing any exam violations, then press 'Start the Test' to bring up the first exam question. **Note:** *Your exam time will start when the first question is displayed.*



- During your exam, you will be able to flag answers to return to as well as strikethrough answers you have eliminated from consideration. To flag a question to return to later, select the Flag button at the bottom of the screen. To strike through an answer, right-click the desired response option.

Finishing your Exam

Once you have pressed Finished Test, click to confirm you want to finish your test on the popup windows. After your exam has been submitted, you will still be recorded until you close out of the ProctorExam browser tab. Select the “Finish Exam” button on the Launch page to stop recording and close the app on your secondary device.

After your Exam

You will receive your exam results from your APP. Your exam will be recorded and watched by a Professional Invigilator and any violations will be reported to WSET for review and action. The recording of you taking your exam will not be shared with your APP. A copy of the recording will be kept for 6 months. This is in line with our Privacy Policy which can be found in Appendix C and will only be reviewed for quality assurance processes. **Note:** *If for some reason we are unable to validate your exam, your APP will advise you on next steps.*

Appendix A – Remote Invigilation Devices

To sit a remotely invigilated exam it is required that the devices you intend to use meet the following technical requirements and are set up properly. You will need two devices as follows:

Device One (to take the exam):

Device	Requirement
Bandwidth	1.5Mbit/s. Tethering is not supported
Browser	The latest version of Google Chrome
Webcam	Maximum resolution of 1280 x 720
Screen Resolution	Recommended resolution 1440 x 900
Microphone	Required
Audio	Required
PC	Windows 8 or higher
Mac	Mac OS X and previous releases
Linux	64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+

Devices **not supported** for Device One:

Android tablets (Nexus 7, etc.), iOS tablets (iPad, iPad mini, etc.) and Microsoft Surface Pro (and earlier versions) Microsoft Surface Pro (and earlier versions).

Device Two (for recording the exam room):

Device	Requirement
Mobile Device	You will need a mobile device or tablet on which you will download the ProctorExam app. Instructions for downloading the app will be provided during the system check process
Android device specification	5.1 or higher
iOS (Apple) device	10.0 or higher

Devices **not supported** for Device Two:

The Google Pixel series, Huawei P30 series, Huawei Y95 and the Samsung Galaxy A3 (2016)

Appendix B- Exam Violations

Please note that you must not commit any of the violations noted below. By taking a WSET remotely invigilated exam you are agreeing to the following:

Candidates agree to abide by the exam regulations. Failure to do so may render a candidate's results invalid and the candidate may have to resit the exam at their expense. WSET reserves the right to permanently exclude candidates found guilty of academic misconduct from WSET qualifications.

List of Exam Violations:

Highlighted violations are violations that candidates commit most often knowingly or unknowingly.

AREA	VIOLATION
BEHAVIOUR VIOLATIONS	Accessing other applications or webpages, such as Word/Excel/Google/Email, other than the Google Chrome pages needed for your exam.
	Referring to any material, in whatever form, other than the on-screen exam
	Using any electronic device e.g., tablet/smartwatch other than those needed for the exam
	Using multiple screens
	Attempting to record or reproduce the content of exam papers
	Taking notes during exam
	Leaving the room after the exam starts
	Other people seen or heard in the room
	Repetitive behavior such as looking at your wrists or hands for a prolonged period of continuous abnormal eye movements to a specific area away from the screen
	Talking
	Vaping/smoking during exam

	Wearing a watch of any kind or using any other audible alarms or prompts; clocks are permitted in your room
	Wearing sunglasses or smart glasses
	Wearing headphones or earplugs
EXAM ROOM SET UP VIOLATION	Notes, textbooks, or any visual aids that can be of assistance e.g., pictures, maps, service equipment in exam-taking environment
	Bottles or cases of wine, spirits, sake on display in the room
	The room is too dark
	Labeled bottles or alcoholic beverages (e.g. glass of wine) on the desk
TECH & SET UP VIOLATIONS	
	Unable to see full room scan
	Unable to see ear check
	Webcam on laptop angled up/face obscured
	Webcam drops during exam
	Secondary device video drops during exam
	Issues caused by the use of unsupported technology