

Building Officials' Association of BC

# Candidate Instruction Manual

This packet contains step by step instructions with screenshots on how to access your PRONTO account, purchase and write your BOABC examination.

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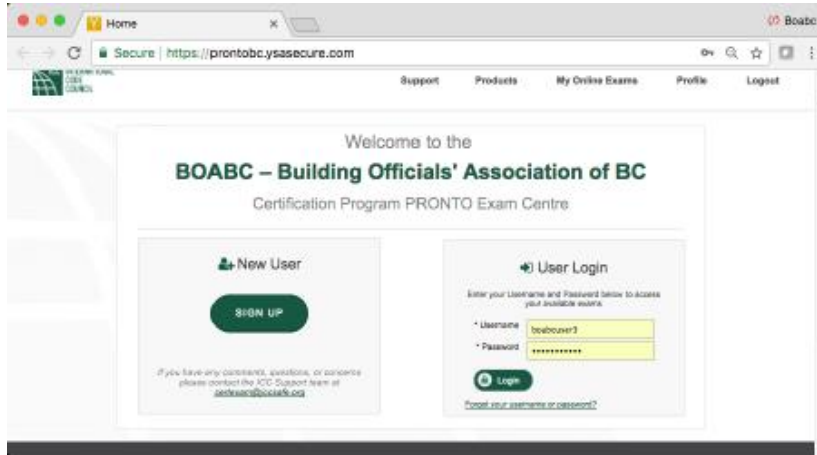
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The only browser you should use to access your PRONTO account is Google Chrome.  
Download the browser for free at: <https://www.google.com/chrome/>

## Purchasing Your Exam

 Launch Google Chrome Browser

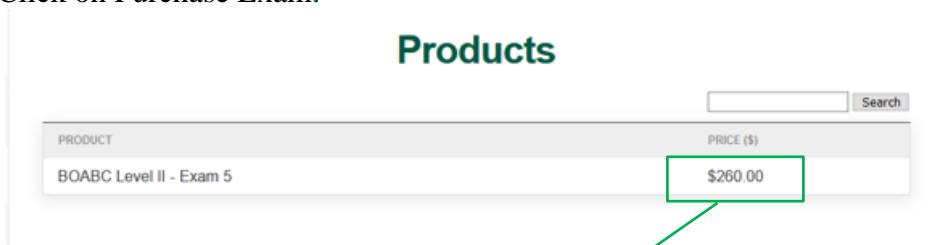
Go to this URL: <https://prontobc.ysasecure.com/>



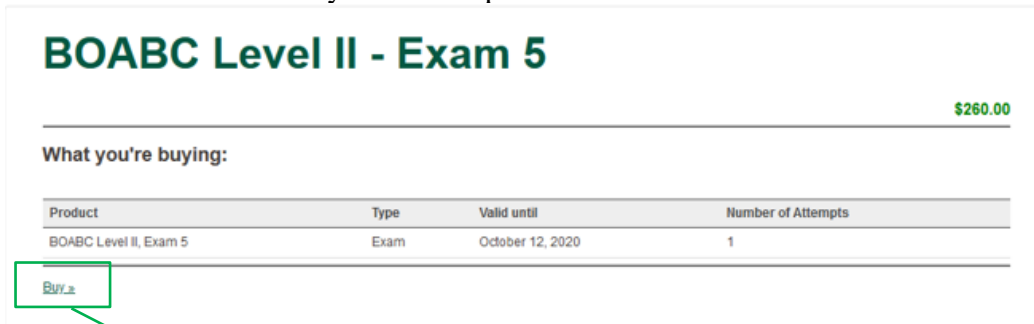
Enter your username and password. If this is your first time accessing the website, click on Forgot your username or password to create a password.



1. Click on Purchase Exam.



2. Click on the examination you wish to purchase.




3. Click on Buy.

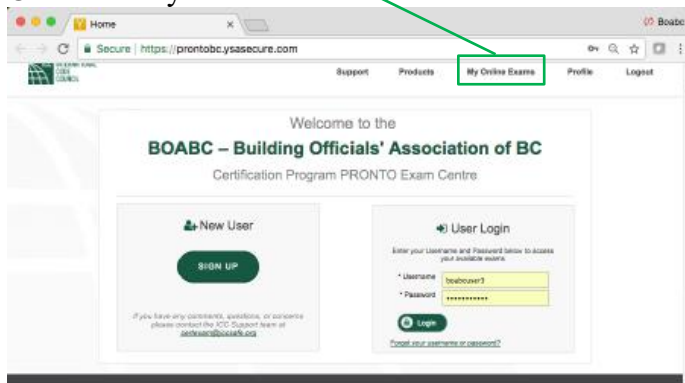
4. Enter Billing and Shipping information and continue through the screens adding in payment information.
5. Once examination has been purchased, click on My Online Exams and proceed with **Step 4 listed** in the Booking Your Exam section below.

## Booking Your Exam

**If writing the exam immediately after purchase:** After you have purchased the exam, you will select the "Take Exam" button in your PRONTO account in order to launch the exam on-demand.

If you are not taking the examination immediately after purchasing the examination, you will:

1.  Launch the Google Chrome browser and go to: <https://prontobc.yasasecure.com/>
2. Log into your PRONTO Account
3. Click on "My Online Exams"



4. Read and agree to the terms and conditions.  
**Note:** If you have tested previously with ProctorU, it is recommended you test your system by clicking on the "Test it Out" button prior to agreeing to the terms and conditions.

Is your equipment ready for online proctoring? 

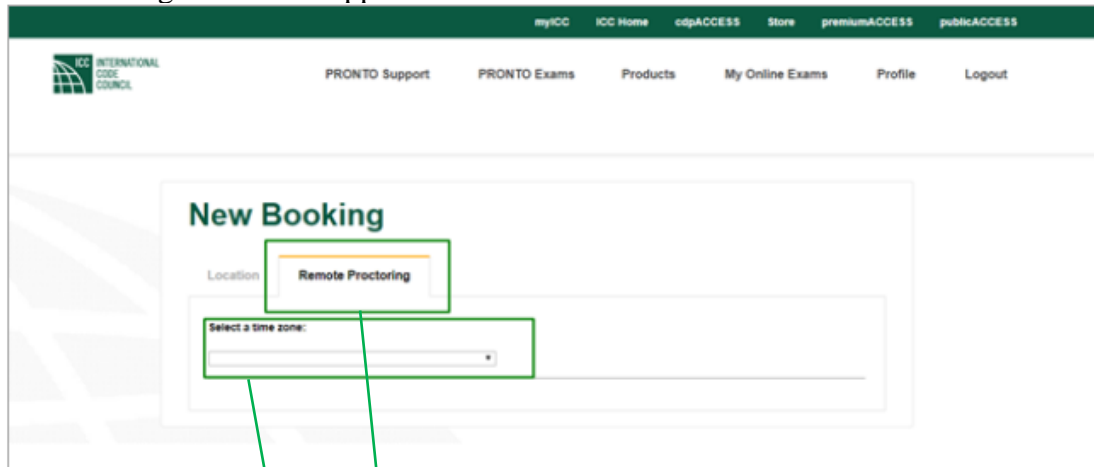
If you have not tested previously with ProctorU, you must book your first exam prior to testing your system. If you need to test your system prior to exam day, follow the instructions below for booking your exam and then withdraw the examination prior to the examination launch. Instructions for withdrawing your examination are below.

**Note:** If you do NOT withdraw your examination and miss your appointment, you will be considered a "no show" and will forfeit your exam fee.

The list of available exams will appear:



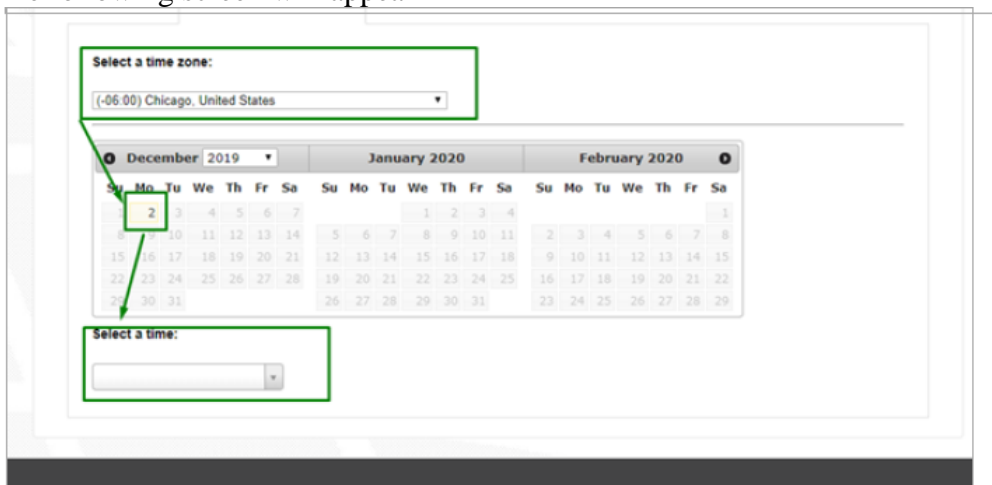
5. Click on "Book" next to the examination you will be writing.  
The following screen will appear



6. Click on "Remote Proctoring".
7. Select your time zone.

**NOTE:** All examinations are on demand and cannot be booked for future dates. ProctorU schedules exams within 15-minute intervals. If a proctor is available within the current 15 minutes, you will be able to book into the current time slot, then you can take your exam immediately. If you do not see a time, please refresh by reselecting the day every few minutes.

The following screen will appear



8. Then click on today's date and select your time. Your exam is now be scheduled.

9. Click on “My Online Exams” on the top of the page.

## Waiting to Launch your Exam

After you navigate to “My Online Exams” you will see your current booking:

**Note:** If you will not make this appointment, you must click on “Withdraw from this booking” Prior your scheduled appointment time.

If you decide to go to "Back to launch page", you can check on the status of your examination on this page. Clicking on Status will take you back to your booking.

At your appointment time, the countdown timer will be replaced with a message that your examination is now available. You will have 15 minutes to launch your exam. If you do not launch your examination before the countdown expires, you will marked as a "no show" and will forfeit your examination fee.

1. Click on "Back to launch page"

2. Click on “Launch exam” You will now start the process for connecting with your proctor.

# Video on Connecting with ProctorU

A video on connecting to ProctorU can be found at: <https://vimeo.com/374999370>

## Support

### PRONTO Support

CONTACT INFORMATION FOR YARDSTICK AND PROCTORU

**ProctorU**

Phone: 1-855-772-8678, Option 1  
Text Support Prior to connection time: [sent a ticket for support](#)  
Text Support During connection time: Live Chat support available to candidates  
Hours of Operation: 24 hours a day, 7 days a week  
[Yardstick Assessment Strategies](#)

Phone: 1-888-900-0005, Option 1  
Text Support: [testingsupport@getyardstick.com](mailto:testingsupport@getyardstick.com)  
Hours of Operation: Monday through Friday from 8:00am to 7:00pm Eastern

HOW DO I LOG IN TO MY ACCOUNT?

- To log-in to your account, please click on the following link to be taken back to the [My ICC Login Page](#)
- If you do not have an account yet, you can click here to [Register for an Account](#)
- If you have forgotten your password, simply enter your e-mail on the [Forgot Your Password Link](#)

WHAT SHOULD I DO BEFORE CONNECTING TO A LIVE PROCTOR?

- Your webcam is installed and turned on. This is the fastest and most reliable way to successfully complete the exam.
- With the exception of the International Code Council PRONTO website, all other programs and applications are closed.
- You have your government-issued photo identification ready to show the Proctor. The identification must be valid (not expired) and include your signature. Examples include a driver's license or a passport.
- Your work station is clear of any papers and other miscellaneous items.

WHERE CAN I TEST MY SYSTEM FOR THE LIVE PROCTOR REQUIREMENTS?

- You will be able to run a full system diagnostic test through the link provided: [ProctorU Equipment Requirements](#)
- Before connecting to a live proctor, ensure that your browsers Pop-up blocker is disabled by following the help link: [Disable pop-ups in your Browsers](#)

WHAT DO I DO IF I ENCOUNTER TECHNICAL ISSUES DURING MY PRONTO EXAM?

If you encounter account, or purchasing issues, please send your:

- Account Number
- Full Name
- Brief description of the issue

To the ICC Support team at [askac@iccsafe.org](mailto:askac@iccsafe.org).

If you encounter technical issues with your live proctor, please contact ProctorU directly:

- Call 1-855-772-8678, Option 1
- Text Support Prior to connection time: [sent a ticket for support](#)