

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 be 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

CONTACT INFORMATION FOR YARDSTICK AND PROCTORU

Yardstick Assessment Strategies

Measure Learning Support

Real Time Chat: Click [HERE](#).
Ticket support (for non-urgent matters): Click [HERE](#).
Phone: 1-855-772-8678, Option 1.

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.

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.

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

Measure Learning Support

Real Time Chat: Click [HERE](#).
Ticket support (for non-urgent matters): Click [HERE](#).
Phone: 1-855-772-8678, Option 1.