

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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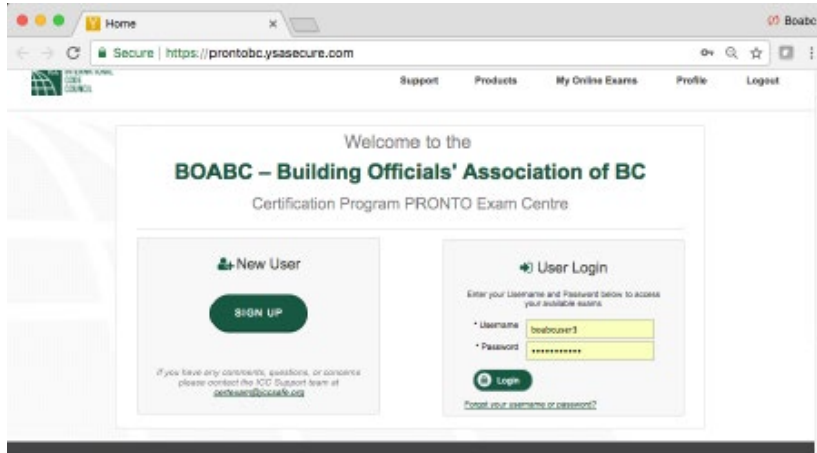
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The only browser you can use for PRONTO examinations is the Guardian Secure Browser. Download the browser for free at: <https://support.proctoru.com/hc/en-us/articles/9951671204109-How-to-get-started-with-your-Testing-Session-Guardian->

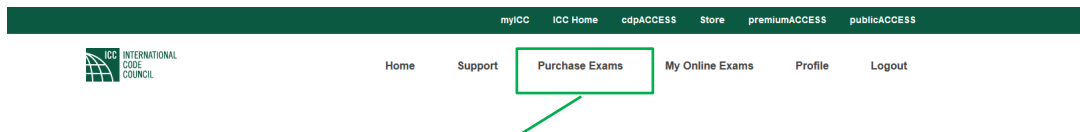
Purchasing Your Exam

Launch Guardian Secure 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. **Products**

PRODUCT	PRICE (\$)
BOABC Level II - Exam 5	\$272.00
BOABC Level III - Exam 7	\$272.00

2. Click on the examination you wish to purchase.

BOABC Level II - Exam 5

\$272.00

What you're buying:

Product	Type	Valid until	Number of Attempts
BOABC Level II, Exam 5	Exam	July 2, 2022	1

[Buy >](#)

3. Click on Buy.

Review Your Purchase

① Address & Payment Type ② Payment ③ Review Order ④ Receipt

Product	Quantity	Price
BOABC Level II - Exam 5	1	\$272.00

* The above pricing may not reflect discounts. Click continue to see the final amount.

Billing and Shipping Information

Billing Address

* Address 1

Address 2

* City

* Province/State

* Country

Zip/Postal code

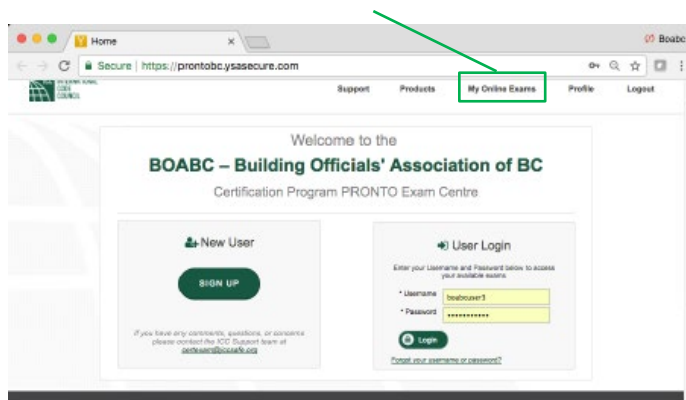
4. Enter Billing and Shipping information and continue through the screens adding in payment information.
5. Once examination has been purchased, click on My Online Exams and proceed with **Step 4 listed** in the Booking Your Exam section below.

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 Guardian Secure Browser and go to: <https://prontobc.ysasecure.com/>
2. Log into your PRONTO Account
3. Click on "My Online Exams"



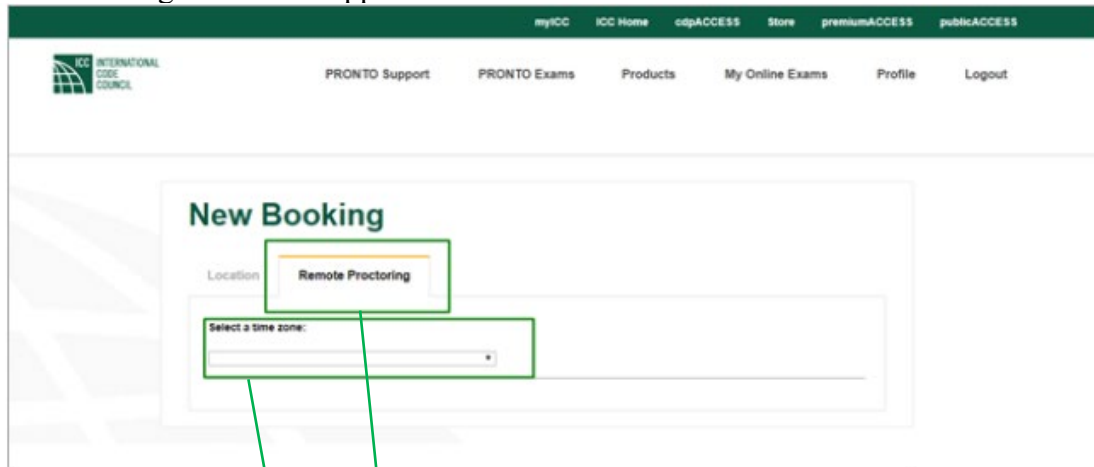
4. Read and agree to the terms and conditions.
Note: If you have tested previously with ProctorU, it is recommended you test your system by clicking on the "Test it Out" button prior to agreeing to the terms and conditions.

Is your equipment ready for online proctoring?

The list of available exams will appear:



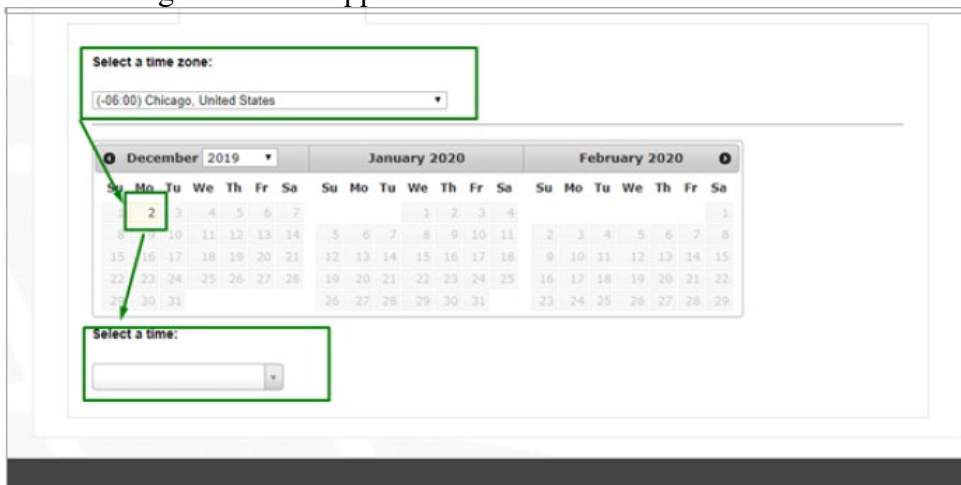
5. Click on "Book" next to the examination you will be writing. The following screen will appear



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 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.