RPNow Requirements and Recommendations for Students

I. System Requirements:
   You can use a Mac or a PC to take the exam. Currently you are not allowed to use a tablet to take the test.
   a. Mac computers must be running at least version 10.14 (Mojave). You can see what version of the Mac OS you are running by clicking on the Apple Symbol in the top left of the screen and selecting “About This Mac”, the information will be displayed in a pop-up window.
      — You cannot use an external camera with a Mac.
   b. Windows PC’s must be running at least Windows 8.1.
   c. Your computer must be displaying the accurate date and time.
   d. You must have at least 300kb/s upload speed. This requirement is very low but you can check your speed by going to www.speedtest.net
   e. You can find a complete list of System Requirements Here.

II. Internet Requirements
   a. Requirements are very low. You will only need to have a 300 kb/s upload speed to take the exam. Almost all current providers should easily meet this speed requirement.
   b. While it is not required, the optimal connection would be hard wired through an ethernet cable to the computer. If this is unavailable, you can use WiFi to take the exam. Please be sure you are in an area that is reasonably close to the router and that you can maintain a strong connection throughout the exam.

III. Hardware Requirements
   a. You will need to have a webcam and a microphone to take the exam. The webcam and mic found on most newer laptops and computers should be all you need.
   b. If you are using a Mac you cannot use an external camera (unless you are using a Mac Mini).
   c. You cannot use dual monitors during the exam. If you have more than one monitor please make sure to disable it before taking the exam.
   d. You will be required to scan the room with the webcam. If you cannot move the webcam you can use a mirror to scan the room.

IV. Software
a. RPNow will scan your computer before the exam to make sure you are not using any software that is not allowed during the exam. In rare instances you may have software that starts up while you are taking the exam. If this happens you will get a popup message warning you to close the software. If you do not close the software RPNow will remove you from the exam.

V. Misc.

a. You will be required to show an ID before you can take the exam. You can use a license, a Passport, or GW ID. Military ID’s are not allowed. If you are worried about privacy you may cover your personal information on your license as long as your picture and name are visible.

b. Your professor is allowed to tailor the exam. As a result, you may be able to use certain items like, notes, calculators, or open books. Please make sure you understand everything that will be allowed and not allowed before you take the exam.

c. From time to time, RPNow will update their software. Therefore, it is a good idea to download a new copy of the software before you take the exam.

VI. Support

a. RPNow support is available 24/7 to help you with any problems you have taking the exam. 1-855-436-2039 or by following this link

b. You can also contact Mark Griffith, the Senior Instructional Technologist for EMSE, if you are having trouble. He can be reached at seasonline@gwu.edu