

This information applies to examinations conducted before 15 September 2025.

Remote Examination

Remote Proctoring Service

Overview: The remote proctoring service enables candidates to take the examinations online from any location, eliminating the need to travel to an examination venue.

Key Aspects

- **Remote:** Take examinations/tests (examinations) online from home or a meeting room.
- **Online Proctoring:** A live proctor/invigilator (proctor) monitors the candidate throughout the examination to ensure integrity and security.
- **Availability:** Remote examinations are available every Monday and Friday during HKSI Institute office hours (9:00am – 4:00pm, Hong Kong Time UTC+8).

Step-by-Step Guide

1. **Check Requirements Before Enrolment**
 - Ensure that equipment and the venue meet the necessary standards
 - Verify the computer setup before enrolment

Refer to the Main Requirements section below for details.
2. **Book the Examination**
 - Once enrolled, follow the instructions to schedule the remote examination
3. **Prepare for the Examination (Refer to Page 4)**
 - Download and pass the examination application's (ProProctor) system check; and
 - Prepare the venue

at least six full days before the examination day
4. **On Examination Day (Refer to Page 5)**
 - Follow the check-in procedures and be ready for the examination

Main Requirements

1. Technical Requirements

- Examination Laptop/Desktop Computer
 - Operating system: At least Windows 8.1
 - Screen resolution: Minimum 1024 x 768
 - Internet connection: Stable, with 5.0 Mbps or greater download speed, and 0.5 Mbps or greater upload speed
 - Hardware: Wired or integrated microphone, speakers and webcam. An external webcam is recommended for easier security checks
 - Software: Google Chrome browser and ProProctor application download required
 - *Note:*
 - *Macintosh computers, MasOS, tablet are not allowed,*
 - *No VPNs or virtual machines are supported.*
 - *Corporate computers are not recommended*
 - *Plug the device directly into a power source (not via a docking station or adapter)*
- Second Monitoring Device
 - Set up with the Zoom application
- System Check
 - Complete verification of the examination computer **BEFORE** enrolling in the remote examination



2. Venue Requirements

- **Room**
 - Well-lit room, indoors (walled) and free from noise
 - Clear of posters, bookshelves and other distractions
- **Desk/table**
 - Clear of all items, including pens and papers
 - Spacious enough for both laptop/desktop and a second monitoring device positioned one meter away, ensuring the second camera captures the computer, your upper body and both hands, and the room entrance.
- **Others**
 - No other people or animals present
 - Cover windows and glass doors, and other screens in the room such as television and display boards

3. Check-in Procedures

- Facial recognition
 - The platform utilises facial recognition technology and collects audio and video recordings
- Inspection
 - A 360-degree scan of the workstation and surrounding area, as well as your attire, pockets, arms, hair, eyeglasses and ears
 - No jewellery and smartwatches allowed
- Restrictions
 - Once logged into the ProProctor application, exiting the camera view for any reason, leaving the seat or using the restroom, is not permitted

[Remote Examination Quick Reference Guide](#)

[Overview of Remote Examination and ProProctor Application](#)

[Overview of Second Monitoring Device](#)

It is essential that candidates possess the capability to use examination equipment and software, as well as follow instructions to perform check-in procedures independently. Failure to comply or expressing disagreement with these measures/requirements would necessitate consideration of an [onsite examination](#).

Candidates who cannot sit for the remote examination due to unmet technical, venue and check-in requirements, or who experience issues such as internet disconnection or failure to follow Proctor instructions, will not receive refunds or transfers of fees paid.


[Frequently Asked Questions \(FAQs\) \[Remote Examination under Service Offerings-Examinations\]](#)

Next Steps After Enrolling for Remote Examination

After meeting all the requirements and enrolling for the remote examination, it is important to follow a few key steps to ensure a smooth and successful examination/test (examination) experience. Below are the steps to prepare for the remote examination:

1. **Schedule the examination:** Log in to the HKSI Institute Online Portal or HKSI Institute Mobile app to schedule the examination

At least six full days before the start of the scheduled examination session:

2. **Download the ProProctor application:** Ensure you have the necessary user rights to download the ProProctor application " " on the examination computer. During login, candidates must input their examination confirmation number and last name.

Important Notes:

- If your computer's firewall blocks the download, [click here to view the installation guide](#), including instructions to whitelist the application.
 - If using an organisation-managed device, ensure you have the necessary user rights. [Click here](#) for guidance on using corporate computers.
 - ProProctor is not compatible with computers running in Administrator Mode. Contact your IT team if needed.
 - [Click here](#) to learn how to disable Virtual Machine Platform in Windows 11.
3. **Conduct the "System Check":** Pass the ProProctor app's system check on the same examination laptop/desktop, using the examination confirmation number and last name to log in, on the same network and in the same location as on examination day
 4. **Address any issues in advance:** Resolve any technical issues before the examination date. For technical support before or during the examination, please contact [Prometric Support Team](#).

Candidates who are unable to meet the remote examination requirements or complete the necessary steps may apply to withdraw from the examination at least six full working days before the start of the scheduled session. Only the examination fee, minus an administration fee of HKD500, will be refunded.

Remote Examination Day

On the day of the remote examination, it is crucial for the candidate to follow a few key steps to ensure a smooth and successful experience. Below are the detailed instructions for preparation and navigation through the examination/test (examination) process:

1. Preparation:

- Have the original, valid government-issued identity card or travel document, such as Passport, and examination confirmation number ready.
- Verify all required settings, keyboard input method, and audio adjustments on the examination computer and second monitoring device. Close all other applications on the examination computer.
- Once the remote examination app - ProProctor is launched, all features of the examination computer will be locked down.
- Ensure that the room and desk setup meet the requirements.

2. Launch the ProProctor app:

- Launch the app at least 15 minutes before the admission start time to conduct check-in procedures including inspection of the examination venue.
- Candidates must capture a photo of their face and an image of their identification document.
- Once the app is launched, leaving the seat or using the restroom is not permitted.

3. Check-in:

- A Readiness Agent will be present to conduct a 360° view check of the candidate's examination venue and perform a security scan. If no response is received from the agent within 15 minutes, sign out and contact Prometric directly via [Chat Bot \(bottom right icon\)](#).
- The Zoom meeting ID and password for the second monitoring device will be provided by the Readiness Agent.

4. Take the examination:

- After checking-in, the examination will begin, monitored by a Proctor/Invigilator (Proctor). Although the Proctor will not be visible, assistance will be available at any point during the examination. Communication with the Proctor can be done directly or using the chat feature located at the top of the screen.
- Once the examination is completed, the Proctor must be notified before clicking "Finish Test".