

SUBJECT: SHRM Certification Exam – Important Final Instructions for Remote Proctoring

Hello!

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You *must* read this entire message before taking your SHRM certification exam. If you require assistance, please contact the SHRM Customer Experience Team at: shrmcertification@shrm.org

The SHRM Certification team is sending you this final communication to be certain you are ready for your upcoming certification exam. To date, hundreds of examinees have earned their certification via remote proctoring. In general, the response to this option has been positive, and many of the issues that have occurred could have been addressed ahead of time.

After a month of testing, we have a more thorough understanding of how the process works and have compiled a list of [Remote Proctoring Frequently Asked Questions](#) to help you get through this process successfully. This list includes information on a number of different factors (testing location, security rules, check-in, etc.) – all of which are important for your success. In particular, we have found that when candidates have experienced frustrations and issues, most were technical in nature.

A strong and stable internet connection is required for testing and is the most important factor for you to have a successful at-home testing experience. If you can use a wired connection to your internet, please do so. Otherwise you can use your Wi-Fi; however, if you do so, several caveats apply:

1. Make sure the computer you are using is the **only** equipment connected to your Wi-Fi. Disconnect all other mobile and electronic devices (whether by hard-wire or Wi-Fi) from the internet before you begin testing.
2. Call your internet service provider (ISP) before you take your test to tell them you are taking an exam and must have consistent, stable connection. We have found that ISPs will lower bandwidth without notice, which can cause the connection to the remote proctor to fail.

Note: if your exam is halted more than three times due to bandwidth or other technical issues, your remote exam session will be terminated. SHRM will reschedule you to an in-person testing center. In the event that this occurs, please contact Customer Experience as shown below.



If you decide you are unable to test during the spring 2020 testing window or have any other questions, please contact the SHRM Customer Experience team to discuss your options at shrmcertification@shrm.org, Monday – Friday, from 8 a.m. to 8 p.m., ET.

Good luck on the exam!

SHRM Certification Team