

# ALU 2021 Exam FAQ's



## Q: What are the technology requirements to be able to take the exam?

**A:** In order to take an ALU exam, every student must have:

- A Computer or Laptop with Webcam and microphone (not mobile or tablet)
- The most recent version of Google Chrome (or at least a 2020 version)
- A stable internet connection - In general, if you can do a zoom call without issues, your internet connection should be sufficient for ALU exams.
- The ability to add the [ProctorExam Screen Sharing Chrome Extension](#) to your browser. If you will be using a work computer for your exam, please be sure that this extension is not blocked. If it is, please either contact your company's IT department to allow it or make arrangements to use a personal computer. If using a personal computer, make sure you forward the email containing your exam link to an email address you will have access to.

## Q: How do I check what version of Chrome is available on my computer?

**A:** Follow these steps to check the version of Chrome installed on your computer:

- On your computer, open Chrome.
- At the top right, look at More.
- Click Help > About Chrome.

## Q: When will I be able to access the online exam system?

**A:** Around March 29<sup>th</sup>, you will receive an email from [exams@synap.ac](mailto:exams@synap.ac) asking you to join The Academy of Life Underwriting's online exam platform. If you do not receive this email by Friday, April 2<sup>nd</sup>, please make sure to check your spam box and then contact [registrar@alu-web.com](mailto:registrar@alu-web.com).

## Q: Will I be able to test the exam system prior to exam day?

**A:** Yes, you will receive an invitation by email for the exam from our online proctoring service, Proctor Exam. The email will come from [exams@proctorexam.com](mailto:exams@proctorexam.com) around April 13<sup>th</sup> and you will be asked to complete a system check. *If you do not receive this email by Friday, April 16<sup>th</sup>, please notify us at [registrar@alu-web.com](mailto:registrar@alu-web.com).*

## Q: What materials should I have with me on exam day?

**A:** The only materials you will need to take your exam is your computer, your link to your exam from Proctor Exam, and a form of photo identification to present at the start of your exam.

## Q: Am I allowed to have notes or books near me?

**A:** No. Students are not allowed to have any study materials near them. Please note that your exam will be recorded and any suspicious activity, like glancing consistently at a second monitor, note pad, book, or flashcards will be flagged for potential cheating.

**Q: Will the exam be proctored?**

**A:** Yes, your exam will be proctored, including your exam session being recorded. A proctor will be reviewing the footage from your webcam and the footage of your computer screen, which will be shared throughout the entirety of the exam. ***You will not be able to take the exam if you have any other tabs open on your computer.*** As always, please be sure that the room you are taking the exam in is clear of and study materials, including textbooks, notes, tablets or phones. Any suspicious behavior that could possibly suggest cheating will be flagged by your proctor and could result in the invalidation of your exam.

**Q: Will the exam be the same format as in years past?**

**A:** Yes, the exams will be 100 multiple choice questions and will last for three hours, as usual. You will have the ability to toggle between questions, even ones you have already answered, up until your time expires. At that time, all answers that you have submitted will be counted.

**Q: When will I get my exam results?**

**A:** Students will receive their exam results no later than June 1, 2021.