Can I Take CAEL Online?

Regional Availability

CAEL Online is currently available in Canada, Mexico, the USA, Brazil, Colombia, and Japan, with additional international availability coming soon.

System Requirements

- [ ] A desktop computer or laptop computer (you cannot use a phone, tablet, or Chromebook)
- [ ] Internet speed of at least 2Mb/s download speed, 1Mb/s upload speed.
- [ ] Chrome web browser (current version).
- [ ] A webcam, microphone, and speakers (headphones are not allowed)
- [ ] Minimum screen resolution to be 1024x768
- [ ] Mac OS 10.13 / Windows 8.1 or higher
- [ ] It may not be possible to take the test on a corporate laptop unless you ask your company's IT to configure it for you. Please refer to ProProctor's instructions for corporate computers.
- [ ] You cannot launch the ProProctor application using virtual machines or remote desktop connections.

Check your system at rpcandidate.prometric.com

Room Requirements

- [ ] Testing location must be indoors (walled), well lit, with a closed door and free from background noise and disruptions.
- [ ] No third party may be present in the room or enter the room for the duration of the exam. If this occurs, your exam will be terminated and/or your results invalidated.
- [ ] Your workstation and surrounding area must be free of pens, paper, electronic devices, etc. No content that could potentially provide an unfair advantage during your exam, including that posted on walls or within your immediate area, will be present during your exam session.
- [ ] Two tissues are permitted at your workstation, but they must be inspected by the Proctor prior to start of test.
- [ ] You can only take notes with the ProProctor Scratchpad on your test screen (paper is not allowed for note-taking).
- [ ] Only water in transparent container is allowed at your desk.
- [ ] Food is not allowed.

Security Checks

Please note that the security checks are done by our online test delivery partner ProProctor. After launching the ProProctor application on the day of your test, your readiness agent will guide you through three security checks:

- ☐ You will be asked to confirm your name and test details with you via video chat.
- ☐ You will be asked to provide a 360-degree of your desk and surrounding using your webcam. Unnecessary items such as paper, devices, excessive jewelries are NOT allowed.
- ☐ You will be asked to stand up to do a 360-degree scan of your person. This scan will include – but not limited to – conducting a sleeve, pocket and glasses check. In addition, you will be asked to turn all pockets inside out, including showing any back pockets on pants.

ID Requirements

- ☐ Upload a **valid and non-expired** government-issued photo identity document (ID) that will be presented on test day
- ☐ See our full list of accepted IDs at cael.ca/accepted-identification
- ☐ Take a photo of yourself through our registration system

What Can I Expect on Test Day?

The Day Before

- Please read the **ProProctor User Guide** before attending your test.
- To ensure that your computer and network will allow testing through ProProctor, you must complete a system readiness check on the same computer your will be testing on prior to the day of your test.
- Once your computer and network has been validated, you are ready to download and install the ProProctor application that delivers your test. Follow the instructions provided on that same page.
- You may also log in to your CAEL account for information on how to launch your test.

At Test Start Time

- Please launch your test from **here**. Please note that you can launch your test no more than 30 minutes before or 30 minutes after your scheduled appointment. You will be required to enter your appointment confirmation number and your Last Name to find and launch your proctored test.
- You may also log in to your CAEL account for information on how to launch your test.
- The check-in process is done by our online test proctoring partner ProProctor.
- You will be prompted to take a photo of yourself and the ID you registered with after launching your test.
- You will then meet a ProProctor Readiness Agent, who will guide you through check-in.
- Please refer to the ProProctor User Guider for additional information about check-in.

Test Time: 4h6m

- The total maximum test time is about 4 hours and 6 minutes. The test is timed and does not pause.
- Once the test starts, you cannot leave your desk or use the washroom except during a break. If you leave your desk at any other time, it will be flagged as a violation, and the test will not be paused.
- There are three optional 12-minute breaks during the test.
- When a break comes, the instructions on screen will say that it is an optional 12-minute break, and there will be a 12-minute timer in the top-right corner.
- If you click **Next** before the time is up, you will not get extra time in the rest of the test.
- After the 12-minute break is over, the test will continue automatically, even if you are not back at your desk.
- You may go to the washroom during this break. You must inform your proctor using the ProProctor Chat function on screen before leaving your seat and you will be required to go through security checks when you return. Please allow at least 7 minutes of your break time for security checks once you have returned to your desk. Your test will resume after this screen and cannot be paused.

After Test

- Please notify your proctor using the ProProctor Chat function on screen once you have reached to the "End of Your Test" screen
- You must show your proctor that you have erased all your notes.
- Report any issues that occur during your test to your proctor immediately. If there was an issue that may have affected your results, you must report it to Paragon Testing Enterprises at issues@cael.ca within 48 hours of your test. No corrective action will be taken for problems that are reported after scores have been released or more than 48 hours after the test sitting, whichever comes first.

What Are the Test Rules?

Personal Devices

Turn off all personal electronic devices like cellphones, smartwatches, or fitness trackers. Show your proctor that you have fully turned off your cellphone. Put these devices away and out of reach. They cannot be on your person or on your desk, and you cannot use them until the test is over. You cannot have your keys, wallet or purse with you during the test.

Additional Rules

- ✔ No headphones are allowed. This includes headsets, earphones, and any other kind of speakers that you wear on/in/over your ears. Hearing aids are permitted.
- ✔ Smoking and vaping are not allowed at any point during the test.
- ✔ Chewing gum, smoking and vaping are not allowed at any point during the test.
- ✔ Excessive jewelries are not allowed.

Room Requirements

- ✔ Testing location must be indoors (walled), well lit, with a closed door and free from background noise and disruptions.
- ✔ No third party may be present in the room or enter the room for the duration of the exam. If this occurs, your exam will be terminated and/or your results invalidated.
- ✔ Your workstation and surrounding area must be free of pens, paper, electronic devices, etc. No content that could potentially provide an unfair advantage during your exam, including that posted on walls or within your immediate area, will be present during your exam session.
- ✔ Two tissues are permitted at your workstation, but they must be inspected by the Proctor prior to start of test.
- ✔ You have the option to take notes using the ProProctor Online Scratchpad on screen (paper is not allowed for note-taking).
- ✔ Only water in transparent container is allowed at your desk.
- ✔ Food is not allowed.

Having trouble on test day?

If require technical support before or during your test, please contact ProProctor support.

If you have not been connected to a readiness agent within 15 minutes of launching your test, please contact ProProctor support.

If you need to talk to your proctor during the test, speak out load or use the ProProctor Chat function on screen to notify them