Taking your Shop! MaRC Exam – What to Expect

After you register for the MaRC Exam, Shop! will contact you to schedule your exam window. After you have informed Shop! of your selected exam window, you’ll receive—via email—instructions for accessing and taking your exam online. (See below.)

These instructions will let you know what you can expect before, during and after your exam.

Before your Exam Session

The Shop MaRC exam is delivered online by Questionmark and proctored by ProctorFree. Shop! will inform ProctorFree of your name, email address, and your assigned exam window.

Email notifications from ProctorFree and Shop!

You will then receive two email messages – one from Proctor Free, and one from Shop!—with instructions and login information.

**ProctorFree** will send a “Welcome” email with instructions for creating your ProctorFree profile and establishing your password. You should complete this step as soon as you receive the email from ProctorFree. Then, later, when you’re ready to take your exam, you will log back in to the ProctorFree desktop application.

**Shop!** will send you an email with your “Questionmark” username and password. When you are ready to take your exam, you will use this info to access the exam in Questionmark **(after you have logged into the ProctorFree desktop application).**

If you have not received these email notifications by the beginning of your assigned exam window, then please contact **Madeline Baumgartner** at 312-863-2917 or **mbaumgartner@shopassociation.org**.
Planning your exam environment

1. Select a quiet area with a clean desk that holds only the computer you will use for the exam.
   - Aside from the computer you are using to take the exam, the desk/table surface must NOT hold any other computer equipment.
   - The desktop/table surface must be clear of additional computer equipment and any tablets, smart watches, phones, reference materials, books, papers, notes, visual aids, translation aids, hand-held cameras, e-readers, and pens/pencils.

2. Select a computer that has a single monitor, a working camera, and a working microphone.
   - Run the ProctorFree compatibility check to verify your computer is suitable for the exam.
   - If your computer has multiple monitors connected, you will be required to disconnect all but one of the monitors. Any disconnected monitors must be removed from your testing tabletop.
   - If you are using a convertible or hybrid laptop that has two cameras, adjust your laptop’s settings to record from the internal camera that will face you as you take the exam.
   - If you’re using a laptop computer that is closed on a docking station, adjust your computer’s settings to record from the third-party webcam instead of the onboard camera.

3. At the beginning of the exam session, you will be prompted to rotate your camera 360 degrees to reveal your testing environment. Before your exam session, make sure that your camera--or monitor/laptop--wiring has enough slack for you to rotate the device.
   - If your camera is embedded in your computer’s monitor, then you’ll be required to rotate the monitor 360 degrees.
   - If you’re using a laptop computer, then you’ll be required to rotate it 360 degrees.
**During your Exam Session**

**To start your exam:**
Before beginning the steps below, make sure you have the two necessary login credentials:
- Your ProctorFree password that you established when you created your ProctorFree profile.
- Your Questionmark username and password provided by Shop!

Use your Internet browser to navigate to the ProctorFree website at [https://exam-us-1.proctorfree.com](https://exam-us-1.proctorfree.com) and login with your ProctorFree password. Close all other browser windows and applications.

1. After you login, you’ll arrive at a page titled “My Exams”. When you click on the link for the “MaRC Exam”, you’ll be prompted to install and launch the ProctorFree desktop app.

2. When you open the ProctorFree desktop app, ProctorFree will perform a compatibility test on your computer. Then, in the Authentication step, your camera will capture an image of your face. Once the Authentication step is complete, your browser will open to the Questionmark login page. A small camera feed window will open on your screen and will reflect an image of you as you take the exam. This camera window must remain open during your entire exam.

3. At the Questionmark login page, enter in the Questionmark username and password that were emailed to you by Shop!. If you cannot locate this info, then contact Madeline Baumgartner at 312-863-2917 or mbaumgartner@shopassociation.org. Note: at this step, Questionmark may ask you to change your password.

4. To launch your exam, click on the link to the “Shop! MaRC Exam”. The introductory screen will include instructions for navigating the exam, a list of prohibited activities, the remote monitoring terms, and a non-disclosure agreement. (The prohibited activities, remote monitoring terms, and non-disclosure agreement appear on the next page.) To proceed with your exam, you must agree to the remote monitoring terms and the non-disclosure agreement.
Prohibited Activities:

During the exam, you are prohibited from:

- using an exam proxy, reference materials, books, papers, notes, visual aids, translation aids, hand-held cameras, e-readers, smart watches, cellphones, or other computers and electronic devices;
- opening additional browser windows or accessing electronic files;
- engaging in unauthorized communications (including verbal, email, and text messaging);
- reproducing the contents of the exam; and
- leaving your seat or moving out of range of your computer's onboard camera.

Remote Monitoring Terms:

I understand that this exam will be monitored by ProctorFree:

- My computer's camera will be used to capture and record video of me and my testing environment;
- My computer's microphone will be used to capture and record audio; and
- Images of my computer's on-screen desktop will be recorded.

I understand that I am prohibited from leaving my seat or moving out of the range of my computer's on-board camera.

I understand that the ProctorFree application and camera feed window must run on my computer throughout my entire exam. If the camera feed window closes during my exam, then I must contact ProctorFree immediately.

In the event that ProctorFree detects a potential violation of these terms, my exam session monitoring data will be reviewed by Shop! Association, and my exam score may be invalidated.

Non-Disclosure Agreement:

I hereby agree that I will maintain the confidentiality of this exam. I will not divulge the nature or content of any MaRC exam question or answer under any circumstances.

Further, I agree that the Shop! MaRC exam is a closed-book exam.

- I will not use an exam proxy, reference materials, books, papers, notes, visual aids, translation aids, hand-held cameras, e-readers, smart watches, cellphones, or other computers and electronic devices.
- I will not open additional browser windows or access electronic files.
- I will not engage in unauthorized communications (including verbal, email, text messaging).
- I will not reproduce or attempt to reproduce the contents of this exam.

In addition, I understand that if I fail to comply with this Non-Disclosure Agreement, then Shop! Association may invalidate my exam score (possibly resulting in certification being denied or revoked), bar me from future exam attempts, and apply other sanctions as determined by Shop! Association's Education Council and legal advisors.
After your Exam Session

Note: If you are using a laptop computer, do not close your laptop lid until after the ProctorFree application has closed down completely.

At the end of your exam, you will receive an unofficial score of “preliminary pass” or “preliminary fail”.

Please allow two weeks after your exam session for Shop! to contact you with your official exam results. During this time, Shop! will review any anomalies that ProctorFree reported about your exam session. If it is determined that you have passed the exam, you will become MaRC certified.

Questions?

Please contact:

Madeline Baumgartner, MaRC
Shop! Director of Education & Research
(P) 312-863-2917
mbaumgartner@shopassociation.org
www.shopassociation.org