

# Taking your Shop! MaRC Exam – What to Expect

The MaRC exam has 100 questions and is 125 minutes in length. (An extra five minutes has been added to the clock to allow time for you to read the instructions, Remote Monitoring Terms, and Non-Disclosure Agreement at the beginning of the exam.) You may take your exam at any time during your assigned exam window. Once you begin the exam, you may not stop and restart it.

The Shop MaRC exam is proctored by ProctorFree. Candidates must login to the ProctorFree desktop application to take their exam. These instructions will let you know what you can expect before, during and after your exam.

## Prior to the Exam

### Watch for an email from both ProctorFree and Shop!

After Shop! has received and approved your MaRC Exam Registration, we will inform ProctorFree of your name, email address, and your assigned exam window (testing period). 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 can complete this step as soon as you receive the email from ProctorFree, and then you can log back in later to take your exam.

**Shop!** will send you an email with your “Questionmark” username and password. You will use this info after you have logged into the ProctorFree desktop application.

## 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 Melissa Campbell of Shop!

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

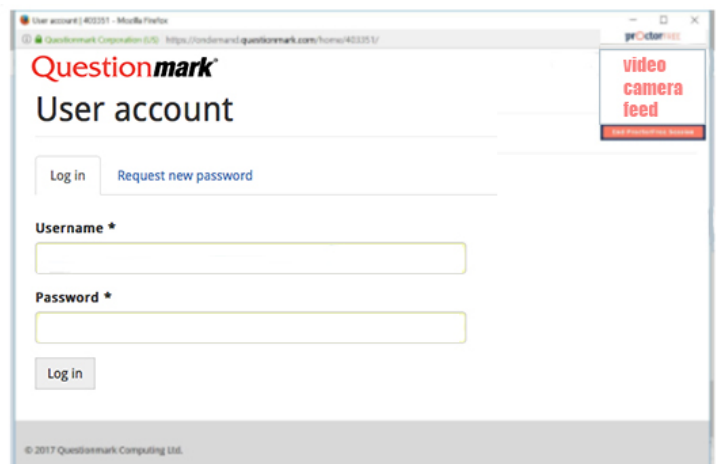
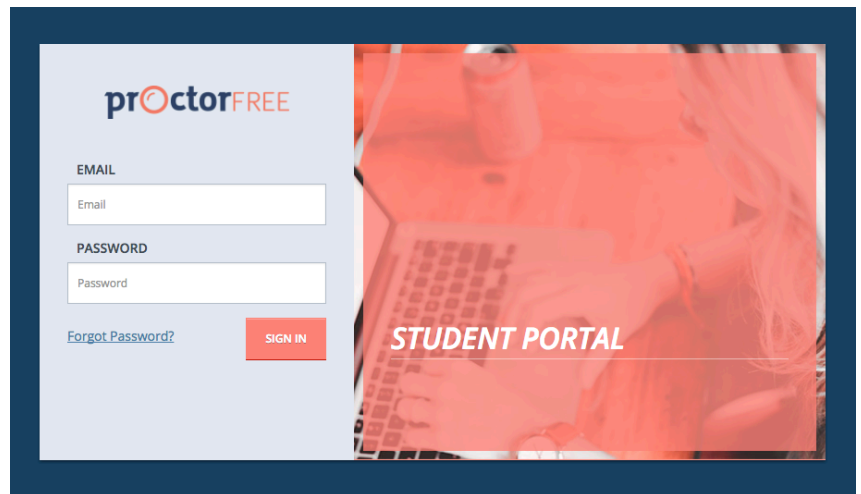
1. After you login, you'll arrive at a page titled "My Exams". When you click on the link for the "MaRC Exam", you'll be prompted to install and launch the ProctorFree desktop app.

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 Melissa Campbell of Shop! Association. The title of the email message is "Taking Your MaRC exam." If you cannot locate this info, then contact Melissa Campbell at 312-863-2908 or [mcampbell@shopassociation.org](mailto:mcampbell@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. 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.

## Score results

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

## After the Exam

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:

**Melissa Campbell**  
Shop! Education Manager  
312-863-2908  
[mcampbell@shopassociation.org](mailto:mcampbell@shopassociation.org)  
[www.shopassociation.org](http://www.shopassociation.org)