Submitting an Incident Report or Security Incident Report
1. Log in to GPS.

2. Select the “Proctoring” tab.

3. Click on the “Report Incident” tab.

4. Click on the “Incident report” button.

5. A new page will load to Submit a request. On this page you will need to fill in the details regarding the issue. Please include as much information and details as possible.
6. Under the “Please choose a ticket category” you will need to select the type of report you are submitting. You will need to select one of the two options below:

a. **Incident Report** – used to document minor incidents that might impact or disrupt test administration.

   **NOTE:** Incident Reports are not proactively reviewed and are primarily used for documentation purposes.

b. **Security Incident Report** – used to provide a written record of security incidents, misconduct, and other out-of-the-ordinary situations that impact exam integrity.

   **NOTE:** Each Security Incident Report is proactively reviewed and actioned based on the individual scenario reported.

7. Complete all of the questions on the form. Please review the tips below:

   a. Include all Test Taker information (Test Taker Name, ID, Exam Name, etc…)

   b. Be sure to include as much detail as possible.

   c. Should be clear, objective, and professional.

   d. Focus on facts and details and avoid opinions and speculation.

8. Click “Add file” to attach any accompanying documents, photos, videos that provide details of the incident.

   **NOTE:** DO NOT take or send photos or video of exam content under any circumstances.
9. Once you verify you have entered all information and confirmed you are ready to submit the report, please click “Submit”.

![Submit button image]