Manual for online exams with Proctorio

After reading this manual:

1. You will have learned what online proctoring and Proctorio are.
2. You will have learned how to prepare for an online exam with Proctorio in five steps, beginning seven days before the exam.

This will prevent any unpleasant surprises and prepare you for sitting the exam!

What is online proctoring and what is Proctorio?

The University of Amsterdam (UvA) uses online proctoring – the invigilation of online examinations – for examinations for which there is no other alternative. The program we use is called Proctorio. Proctorio monitors you while you take an online exam at home by sharing your screen and using your webcam. Proctorio will flag suspicious activity such as:

- looking away from the screen more than you should
- multiple people in view of your screen
- opened tabs
- whether you leave your browser
- the use of other programs
- irregularities in the audio signal
- irregularities in the examination start time, end time or duration.

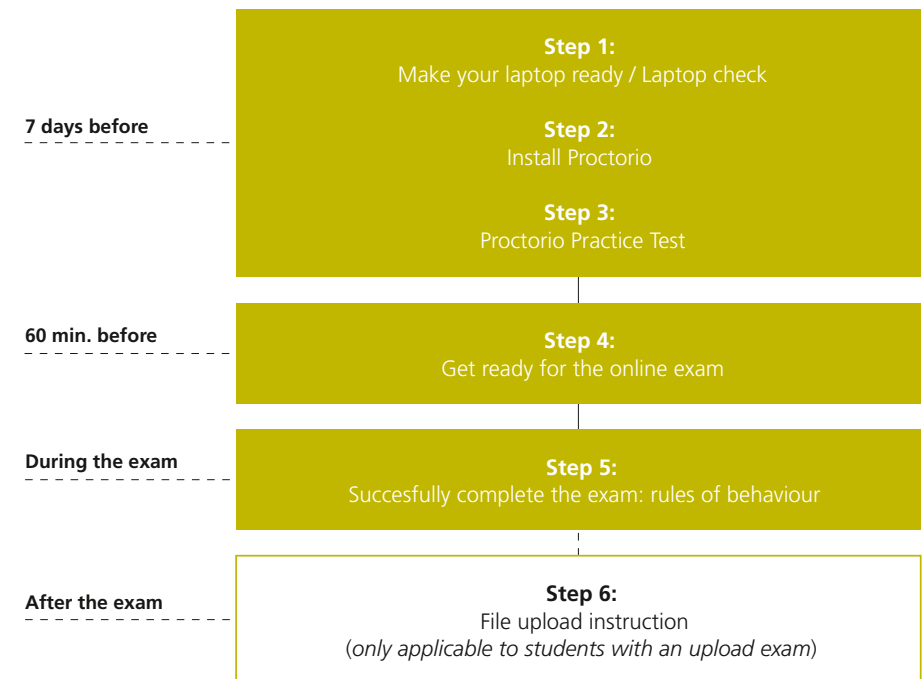This enables us to guarantee the quality of the exam and prevent cheating.

Any questions after reading this manual?

Please contact us via the Digital Student Service Desk.

6 steps how to prepare for an online exam with Proctorio

Start preparing at least seven (7) days ahead of the online proctored exam, following the timeline below. This will give you enough time to resolve any Proctorio-related issues.

The following timeline shows all the necessary steps

7 days before

Step 1:
Make your laptop ready / Laptop check

Step 2:
Install Proctorio

Step 3:
Proctorio Practice Test

60 min. before

Step 4:
Get ready for the online exam

During the exam

Step 5:
Succesfully complete the exam: rules of behaviour

After the exam

Step 6:
File upload instruction
(*only applicable to students with an upload exam*)

Watch the **instruction video** to see in less than two minutes what proctorio is and how to use it during your exam.

## Step 1: Make your laptop ready [seven days before the exam]

Proctored online remote exams can only be taken when using a laptop or a desktop computer; a mobile device will not suffice.

Make sure your computer meets the following requirements:
- A working webcam (internal or external), ready for video recording
- A working microphone (internal or external), ready for audio recording
- A working keyboard and mouse (or other compatible pointing device)
- A reliable internet connection (Proctorio advises an upload speed of at least 1 MB per second)
- External pop-ups and notifications are switched off
- Google Chrome web browser (version 10 or higher) (download the free trial version)
- An installed Proctorio extension for Google Chrome (see Step 2).
- Check Proctorio System Requirements for more information.
- If your exam requires that you upload your handwritten answers at the end of the exam, this will be mentioned at the Canvas page. In that case you need to download an app on you phone as well. This is explained in step 6 of this document.

Step 2: Install the Proctorio extension in your Chrome browser [seven days before the exam]

Download the Proctorio extension for the Google Chrome browser. When following all instructions and completing Step 3, 'Done!' will colour green, indicating that the Proctorio extension has been installed correctly. If you have trouble installing Proctorio, go to the Proctorio support website.
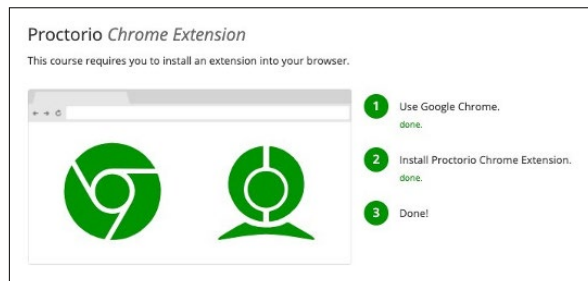
Step 3: Complete the Proctorio practice test for every exam [seven days before the exam]

Complete all of steps for the **Proctorio** practice exam seven days before every exam to get to know Proctorio, even practising uploading handwritten solutions if needed. Make sure you make a practice test for every exam as the exam tool might differ and therefore look different. To guarantee your privacy, please (temporarily) move your personal documents and folders elsewhere. If you experience any problems with Proctorio during your practice test, please go to the Proctorio support website.

Step 4: Get ready for the online exam [60 minutes before exam]

Get ready approximately 60 minutes before the exam is scheduled to begin, in order to be ready on time. When experiencing problems with Proctorio-related matters, please go to the Proctorio support website immediately. If you have any other problems with your exam, starting at 30 minutes before your exam is scheduled to begin, you can contact UvA Exam Support. Tip: save these two links as a favorite in your browser. These links will also be mentioned on your exam.

> Make sure your workspace, your laptop and you yourself are ready for your exam.

- Ensure you are **alone and the room is as quiet** as possible. Sounds such as music or television are not permitted
- Prevent any disturbance during the exam (e.g. by warning roommates, putting up a 'Do not disturb' sign, switching your phone to flight mode, disabling your doorbell, disabling notifications, putting pets in a closed room, etc.)
- **Clear your desk of everything** other than:
  - aids indicated by your course coordinator
  - scrap paper and writing tools
  - foam earplugs that clearly do not resemble an in-ear receiver
  - a small snack.

- Ensure that the **surrounding area** (surfaces, walls, ceiling, etc.) is clear to prove that no cheat sheets are being used; any forbidden examination aids should not be in the room
- Switch your **phone** to airplane mode and lay it facedown, with its screen on the table if your course coordinator instructed you to upload files at the end of your exam
- As part of the Proctorio pre-checks, you can check the quality of you lighting (during the webcam image test) and adjust it if needed
- Ensure that the **lighting in the room** is bright enough to be considered 'daylight' quality. Overhead lighting is preferred, and the source of light may not be from behind
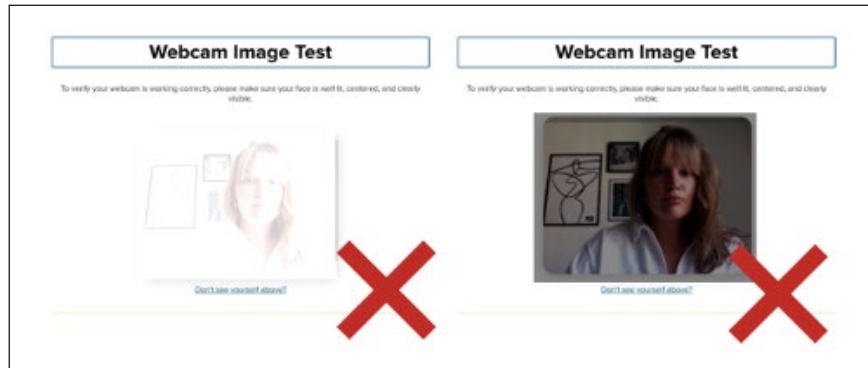
- Use the toilet in advance, as this will not be permitted during the exam
- Plug in your laptop
- Ensure your VPN connection is switched off while taking the exam as this could interfere with your connection with Proctorio
- All other programs on your desktop computer or laptop must be closed. Make sure all notifications from other programs are switched off so you will not be disturbed or flagged as suspicious by Proctorio.

When experiencing problems with Proctorio related matters, please go to the **Proctorio support website** immediately.

When having other problems with your exam, you can contact **UvA Exam Support** from 30 minutes before your exam starts.

When the exam has started, you first need to do an ID-check, make a desk scan and show the materials you will be using. It is also important to behave according to the rules explained below. During the exam you may contact **UvA Exam Support**.

Correct ID-check

Ensure of the following:
- Have your **student ID card** at hand.* Proctorio will give you the time required to ensure you can submit a clear picture, which must be presented within the green outlines (see picture below). If this is not the case, press 'retake' to take a new picture before you continue.
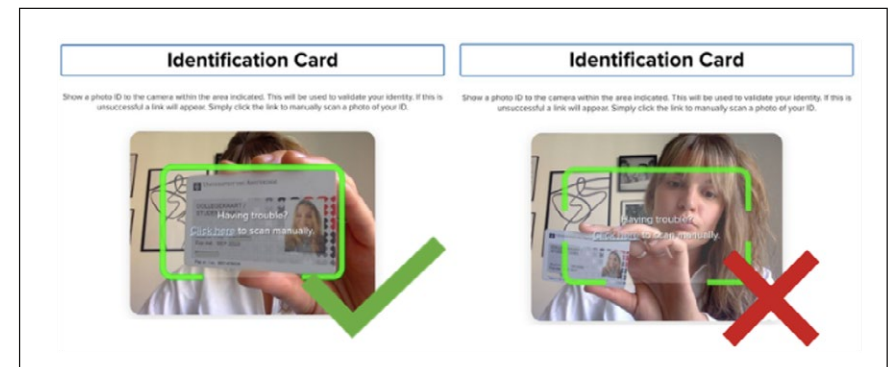

* If you live abroad and do not have a student ID card yet, then you can use an official identity card or passport. In such cases, it is important for you to cover your identification number and signature (with tape or just by putting your finger over these) to protect your privacy.

Make a desk scan and show the materials you will be using

You need to do a proper desk scan to allowing the reviewer to see your workplace and assess there is no one else present and that you do not have access to any forbidden materials. A scan of your entire room is not necessary.

- Pick up your laptop or webcam and point it away from you, about one metre from the right or left edge of your desk. Now film from one edge to the other very slowly, taking at least 15 seconds to do so
- After this you can sit down again and then film your own view, i.e. what you can see. In other words you need to film what is behind your laptop
- If you are permitted to use any materials, make sure to hold up all of these up to the camera during the desk scan, doing so one by one, for at least five seconds each.
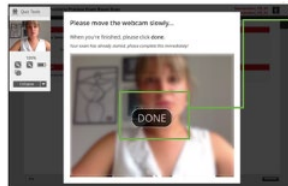
Important: About five seconds into the desk scan, Proctorio will project a button reading **'DONE'** over your recordings. This does **not** mean the recording has stopped or that you need to stop recording. Please finalise both your desk scan as well as presenting your materials before clicking **'DONE'**.

Stick to the following rules

To understand what correct behaviour during an online exam is and what you should do if problems occur, please read the instructions below. Based on this rules your behaviour will be monitored to see if there are no suspicious activities. Therefore please read these rules carefully. Failure to follow them could result in your exam being invalidated.

- You need to remain visible and stay seated at all times. You may not leave the room during the exam
- Your head and torso must be visible throughout the entire exam
- You are not allowed to use headphones, a virtual microphone or advanced earplugs during the exam. Simple foam earplugs are permitted but must be shown to the webcam at the beginning of the exam
- All (scrap) paper that will be used, should be blank. You should present front and back of all blank sheets of paper (for at least five full seconds per page) to the webcam during the desk scan at the beginning of the exam
- Never stop screen sharing during the exam! Tip: use the 'Hide' option to prevent yourself from accidentally hitting the 'Stop sharing' button
- Always leave the exam opened in a tab, even if the exam requires navigating to another tab. If you accidentally close the exam tab, re-open the exam as quickly as possible, since this otherwise could result in invalidating your exam
- You may not open any other applications or browser tabs, unless indicated differently
- If an exam requires written answers to be recorded on paper, then all sheets featuring answers must be presented to the webcam for five full seconds per sheet, upon completion of exam. Only after showing your answer sheets you are allowed to take out a mobile device to photograph and upload answers
- If files or photographs must be uploaded during the exam, extra time will be given for this. This time is included in your exam timer. The instructions for uploading will be explained on the exam instruction provided during the exam and must be followed carefully!

When experiencing problems with Proctorio-related matters, please go to the **Proctorio support website**.

Step 6: File upload instruction
(only applicable to upload exams)

You will be informed via the Canvas page of the course if your exam requires uploading your handwritten answers. The instructions will be stated in the exam. Because it is very important that you upload your exam in a correct way within time to limit possible fraud, we already give you an overview how this works, from the start to the end of the exam:

From start exam to upload moment

1. At the start of the exam, hold up all sheets of paper that you will use to answer exam questions in front of the webcam (both sides) **to show that all paper is completely blank.**
2. **Write down your student ID on each page and answer all exam questions,** and possible handwritten solution, on paper.

During upload moment

Once you have finished answering all the questions or the exam end time is reached, you have 30 minutes to upload your answers:

3. **Show all of your solutions to the webcam in their entirety**. Make sure they are visible for at least two seconds.
4. **Scan or photograph your solutions with your phone**; see options below for iPhone and Android. *In this phase of the exam you can switch your phone from flight mode to normal mode.*
5. **Send these pictures or a PDF to your personal UvA email address.**
6. Go to your UvA email on your laptop and download the files that you have just sent yourself and check if the images are clear and name these by their content (i.e. the full answer, with all details, to a particular question).
7. Navigate to the right question and upload the pictures in the corresponding answer box.
8. Finish the upload and with that your exam.

Suggestions for apps to scan your solutions into pdf

iPhone

Android
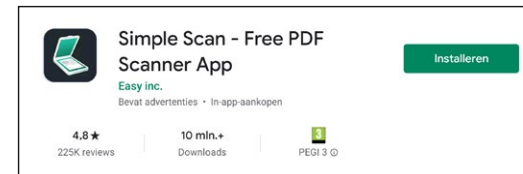
Student rights and obligations

Because this manual contains a lot of information and online examinations are new to all of us, we briefly sum up your rights and obligations below.

Privacy

Taking the online proctored exam implies that you are aware that a continuous recording will be made of your video, audio, keystroke and mouse activity, as well as of your screen. An examiner has access to this information to assess whether you have taken an exam according to the rules. Collected data will only be used for this purpose. Your data will be destroyed as soon as the result of the exam has been recorded in SIS and the result has become legally inviolable (see also the Privacy Statement).

No extra time when too late

If you are too late, you can still be admitted during the first 10 minutes after the start of the exam. However, you will not be given any extra time. You must start and finish a proctored exam online within the set time constraints and meet the deadline.

Login

Validating whether you have completed the exam is done based on your email address or student number. However, if you are unable to take the exam due to technical problems beyond your control (e.g. power failure in your region), you must report this to the Proctoring Agency via the chat function during your exam, or via the Digital Student Service Desk after your exam.

Fraud

Fraud or attempted fraud is in any case understood to be the following:

- The use of someone else's ID or campus card
- The attempted or actual use of unauthorised sources and resources, such as the internet or a mobile phone, if this is not a permitted examination aid
- The attempted or actual use of unauthorised printed or handwritten texts or cheat sheets
- Cases where you are no longer in view of the webcam while taking the exam, insofar as this takes place outside any authorised breaks
- Any attempted or actual technical modifications that undermine the proctoring system.

Decisions on whether fraud has been committed are made exclusively by the Examinations Board. The proctoring system does not make any decisions; it only provides data.

Other instructions for taking a proctored examination

You are required to follow the instructions in this manual and the cover page of your exam before, during and immediately after an examination. This includes a procedure to check whether your ICT equipment allows proctoring and that you have provided your own computer with properly functioning operating systems and power cables. Furthermore, if applicable, you are responsible for ensuring that the programs you need during the examination have been installed on your computer.

> The exam may be declared invalid by the Examinations Board if you have not followed the instructions.