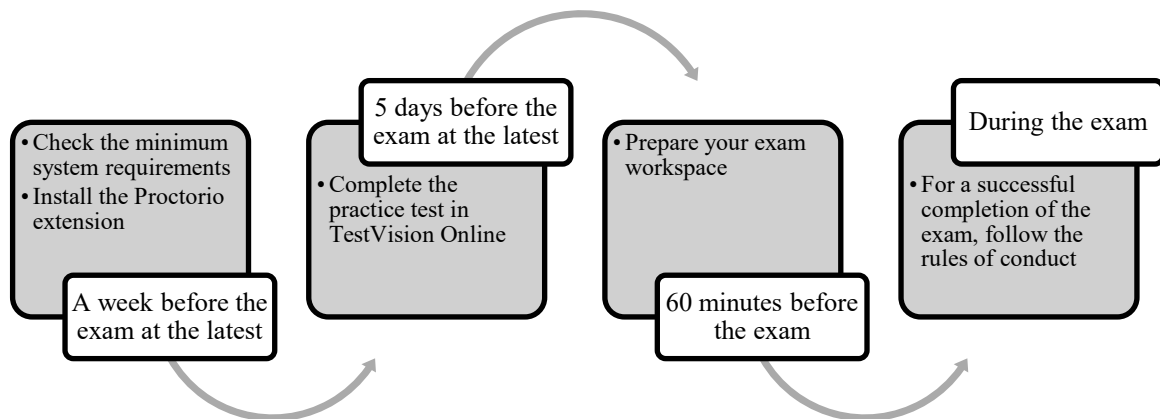




Instructions Proctorio

Online proctoring facilitates surveillance during remote online exams. The University of Amsterdam uses Proctorio for this purpose. During the exam Proctorio will monitor your webcam, microphone, screen and internet traffic. Before you can start, you are asked to verify your identity with your student ID-card and complete a desk scan. This does not require you to show the entire room you are in, only the surface (desk or table) you are working on.

You are required to take the following steps in preparation for a proctored exam. This will detect problems in an early stage so they can be solved before the exam. Start your preparations no later than one week before the exam itself.



Check the minimum system requirements

You need access to a PC or laptop with an internet connection, a webcam and a microphone. These are also necessary for participating in online education. A proctored exam must be taken on a desktop PC, laptop or Chromebook with a Windows, Mac or Chrome Operating System. iPads, Kindles or other mobile devices such as smartphones are not allowed.

Check if your hardware meets the minimum system requirements:

- A working webcam (integrated or external);
- A working microphone (integrated or external);
- A working keyboard and mouse;
- A reliable internet connection (with a minimal upload speed of 1 Mb/s)

- Google Chrome internet browser (at least version 10: <https://www.google.com/chrome/>);
- An installed Proctorio extension (see below).

Further requirements:

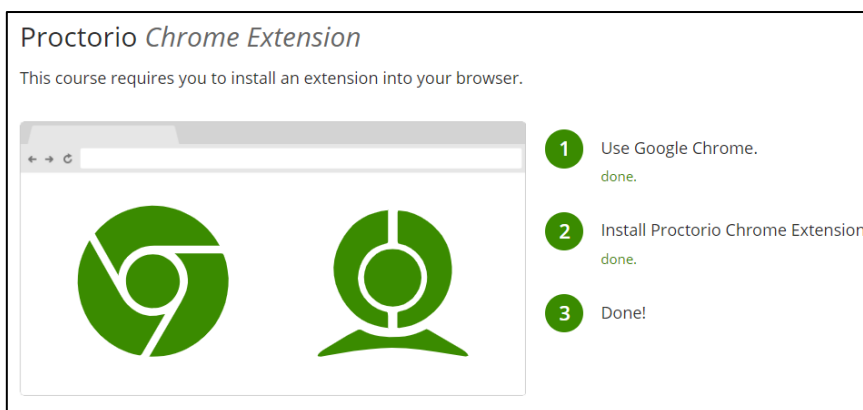
- The webcam or laptop must be able to move freely to fully record your workspace during the desk scan.
- Turn off notifications from other applications on your device, to prevent pop-ups and push-notifications during the exam.

You can find more information about system requirements [here](#).

Install the Proctorio extension

Download the Proctorio Chrome extension as follows:

- Open Google Chrome (version 10 or higher);
- Visit the URL <https://getproctorio.com/>;
- Take the following steps until they all say ‘done’



For the extension to work, Javascript has to be activated in the Google Chrome browser, and development tools and proxy servers must be deactivated.

Contact the [Proctorio helpdesk](#) if you experience difficulties installing the extension.

Complete the Practice Exam

For each exam proctored with Proctorio, a practice exam will be prepared two weeks before the exam itself. This practice exam will simulate the exam. You are required to complete the practice test at least once before the exam week, if you take at least one exam with Proctorio. During the exam it will be assumed that you completed the practice exam and that possible (technical) difficulties should have been discovered earlier.

1. Log in

- Visit the [login page](#) of TestVision Online
- Click *Login via SURFconext*
- Enter your UvA ID and password in the login screen

2. Start the practice exam

- Click the *Take Test* button. You'll see a list of exams available to you.
- Start the (practice) exam by clicking the *Play/Start Test* button to its right. You will be guided through the Proctorio prechecks automatically.

3. Complete the Proctorio prechecks

- Follow Proctorio's instructions
- Carefully read the *Before You Begin* page and follow its instructions if necessary. Click the *Start exam pre-checks* button on the bottom of the screen
- Complete the system diagnosis test. Permit Google Chrome to use your webcam and microphone.
- If the test encounters a problem, instructions will appear on screen. Follow them and click *Re-test*
- Choose the screen you will be using by clicking on it and clicking *Share* (if you've connected more than one screen, turn off any screen apart from the main one you've selected).
- You'll be asked to take a picture of your student ID-card. Follow the instructions on screen. Do not show any official ID with a visible social security number/BSN.
- Proctorio will test if your webcam is working correctly.
- A *desk scan* will follow. Proctorio will call this a *room scan*, but it is intended as a Desk Scan. Take care to show the entire desk or table you are taking the test on.
- Finally you will be asked to accept the terms and conditions of Proctorio. After agreeing, you will be connected to TestVision automatically and you will be able to take the exam as you normally would.

Important:

- Do not log out of the (practice) exam before you've submitted the test correctly, by clicking the *Ready* button once you've finished.
- Proctorio ends when you close Google Chrome. Be sure to close your internet browser after submitting the (practice) exam.

Contact the [Student Service Desk](#) if you experience (technical) problems during the practice exam (choose *I have a question* and subsequently *Exams*)

Prepare your exam workspace

Begin preparing your workspace an hour before the start of the exam so that you can start without delay.

Identification

- Keep your student ID card within reach. If you cannot use your Student ID to identify yourself, use another form of identification with photo. Make sure your social security number or BSN is shielded from the camera.

Workspace

- Make sure you are alone in the room for the duration of the exam.
- Make sure the space is as quiet as possible during the exam (audio equipment such as radios and televisions must be turned off)
- Make sure there are no unauthorized tools or sources available to you in the space. The cover sheet for the test will list the authorized tools and sources.
- Make sure you can sit at the desk or table you plan to use. Unauthorized objects such as iPads and smartphones or other mobile devices must be removed from the work surface, and the presence of food and drink must be limited. Only the tools and sources listed in the cover sheet may be on your desk or table.

Laptop/Computer

- Reboot your device to ensure that unnecessary applications and processes are closed.
- Turn off notifications for software applications on your device, to avoid pop-ups and push-notifications that Proctorio will mark as suspicious.
- Do not use a Virtual Private Network (VPN) during the exam.
- Do not use Canvas during the exam.
- Make sure your device is connected to a power outlet and has a stable internet connection for the duration of the exam.

Other

- Make sure to go to the toilet before the exam starts. During the exam bathroom breaks will not be allowed.

During the exam

It is important to follow a number of rules of conduct to successfully complete the exam.

ID check

It is mandatory to confirm your identity before starting the exam.

- Take a clear picture of your student ID card during the pre-checks
 - The student ID card must be framed by the green lines.
 - Check the photo to see if the student ID is fully visible and readable in the picture. If it is not, click 'Retake' and take the picture again.



Desk scan

You are required to take a correct desk scan. Follow these steps:

- Take your laptop or external webcam and slowly pan the camera over your desk or table from left to right. This should take at least 15 seconds.
- Make sure to record the entire desk, including authorized tools and sources present on the desk.

Important: After about 5 seconds, the button *Done* will appear on screen. This does not mean that the desk scan is complete or Proctorio has stopped recording your desk. Make sure you've completed the desk scan correctly as described above before clicking the *Done* button.

Other Rules of Conduct

- Keep your face in the frame of your webcam, even when reading authorized sources.
- Do not stop sharing your screen with Proctorio while taking the exam.
- Do not close the exam window of your browser before submitting the exam.
- Do not get up or leave the camera's view before submitting the exam.
- Do not use headphones, AirPods, ear plugs or other kinds of listening equipment during the exam.
- Do not connect multiple screens to your device. Any extra screens in the room should be turned off and covered/ turned away.
- Do not open or use any applications or windows other than those authorized for the exam. You must close them before starting the exam, including Excel, Word or Powerpoint, communication apps like Skype and any website except your exam and/or examsupport. This means that you may not open any links to sources as an extra browser tab, but you will have to open them as a pop-up within TestVision. Only apps, files and websites authorized in the cover sheet are allowed.
- Do not use a Virtual Machine or any other software, hardware or configuration that can interfere with the exam or the accurate invigilation of the exam. Students who violate this rule are subject to sanctions as stated under the Fraud and Plagiarism clauses in chapter 5 of the Examination Regulations.

If you experience (technical) issues shortly before or during the exam, contact [Uva Exam Support](#) to register your issue and receive help. From 30 minutes before the start of the exam, please direct

your technical questions or issues to the exam support chat. Note that technical issues that are registered after the exam will not be dealt with by the exam support chat.