

A photograph of a person's hands typing on a laptop keyboard. The laptop is open and positioned on a white desk. To the right of the laptop is a white coffee cup with a dark brown base and a white ceramic kettle with a copper-colored handle. The background is softly blurred, showing a white wall and a dark object on a shelf.

Manual for online exams with Proctorio

After reading this manual you will know:

1. what online proctoring is and how it works
2. how to prepare for an online exam with the Proctorio tool in six steps.

This will prevent any unpleasant surprises and prepare you for sitting exams.

If you have any questions after reading this manual, please contact the [Digital Student Service Desk](#).

What is online proctoring and how does it work?

The University of Amsterdam (UvA) uses online proctoring – the invigilation of online examinations – for online examinations for which there is no alternative. The software 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 cannot access your data; only authorised UvA reviewers can access these data to assess whether an exam has been taken according to the rules (see *Student rights and obligations* at the end of this manual).

Proctorio will flag suspicious activity such as:

- looking away from your screen more than you should
- walking away from the screen
- multiple people in view of your screen
- opened tabs
- whether you leave your browser
- the use of other programs
- irregularities in the audio signal; for instance, other voices and music are not allowed
- starting too late.

This enables exams to be held in a fair manner.

Watch the [instruction video](#) (less than two minutes)

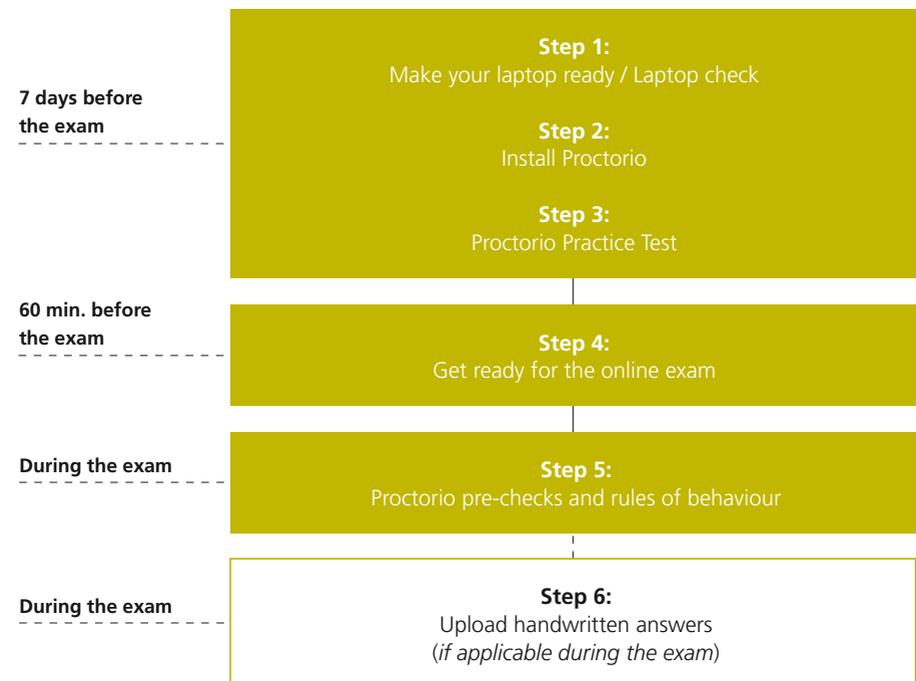
Your exam with Proctorio
Be prepared: what to expect before and during your exam?



Six steps to prepare for an online exam with Proctorio

Start preparing at least seven days before your exam. This way, you will have enough time to resolve any issues with Proctorio. This timeline will take you through six steps and assist you in your preparation.

The following timeline shows all the necessary steps



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

To make sure you can take an online exam, you need:

Hardware

- a laptop or a desktop computer that satisfies the [Proctorio System Requirements](#); a mobile device will not suffice;
- working webcam (internal or external);
- working microphone (internal or external);
- working keyboard and mouse (or other compatible pointing device).

Software

- Google Chrome version 10 or higher ([download the free trial version](#));
- installed Proctorio Chrome Extension (see Step 2);
- app on your phone to upload your handwritten answers (see Step 6). Check your course on Canvas to see if this is required.

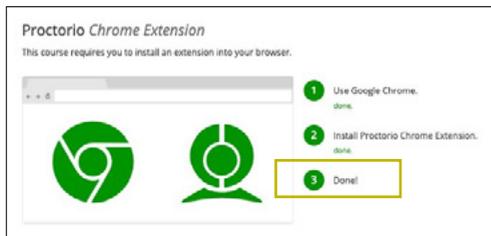
Internet connection

- reliable Internet connection (1 MB per second is advised).

Make sure that you have a good internet connection. If the connection is interrupted for more than 15 minutes, your examination attempt may be declared invalid by the Board of Examiners. The same will apply if you leave the examination more than three times before submitting your attempt.

Step 2: Install Proctorio [seven days before the exam]

- Install [Proctorio Chrome Extension](#) (plugin). Installation is completed when Step 3 'Done!' is coloured green. If you experience difficulties installing Proctorio, go to [Proctorio support](#).



Step 3: Complete the Proctorio practice test for every exam [seven days before the exam]

Before each of your online exams:

- To get to know Proctorio, complete the Proctorio practice test for every exam, as the exam applications differ and therefore look different. This way, you can test whether your hardware, software and Internet connection are adequate and you know what to expect. You can find the link to your practice test on the Canvas page of your course.
- Practise uploading handwritten answers if needed.

To guarantee your privacy, please temporarily or permanently remove your personal documents and folders from your desktop.

If you experience technical problems with Proctorio during your practice test, go to [Proctorio support](#). If you are unable to resolve the issue with their help, contact the [Digital Student Service Desk](#).

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

In order to start your exam on time, get ready approximately 60 minutes before your exam is scheduled. This will also help you to do the Proctorio pre-checks (Step 5) more easily at the start of your exam. If you are more than ten minutes late for your examination (i.e. starting work on it), it will not be marked and thus will be invalid, even if you are still able to continue working on the exam.

Save the [Exam support link](#) as a favourite in your browser (this link is also mentioned on your exam). You are allowed to open this website.

If you experience any difficulties during your exam, contact [UvA Exam support](#) (available from 30 minutes before the exam until the end of the exam).

Getting ready before the exam:

Light quality

- Ensure that the lighting in the room is bright enough to be considered 'daylight' quality.
- Overhead lighting is preferred.
- The light source may not come from behind.

You can check the quality of your lighting during the webcam image test of the pre-checks (see Step 5) and adjust it if needed.

Surrounding area

- Clear all surfaces, walls, ceiling, etc. to prove that no cheat sheets are being used.
- Make sure that no forbidden examination aids are present in the room.
- Prevent any disturbance during the exam.
(E.g. warn your roommates, put up a 'Do not disturb' sign, disable notifications, put pets in a closed room, etc.)
- Ensure you are alone and the room is as quiet as possible.
(Music or television sounds are not permitted).

Desk

- Clear your desk of everything other than:
 - your **student ID card** or, if you do not have a student ID card yet, an official identity card or passport (see Step 5);
 - aids indicated by your course coordinator;
 - blank (scrap) paper and writing tools;
 - foam earplugs that clearly do not resemble an in-ear receiver;
 - a small snack and drink.
- If instructed to upload handwritten answers: switch your phone to flight mode and place it facedown (screen on table).

Your laptop/desktop computer

- Close all unnecessary software and websites and switch off external pop-ups and notifications, so you will not be disturbed or flagged as suspicious by Proctorio.

Bathroom visits

- Use the bathroom in advance. This is not allowed during the exam.

Step 5: Proctorio pre-checks [first minutes of the exam] and rules of behaviour [during the exam]

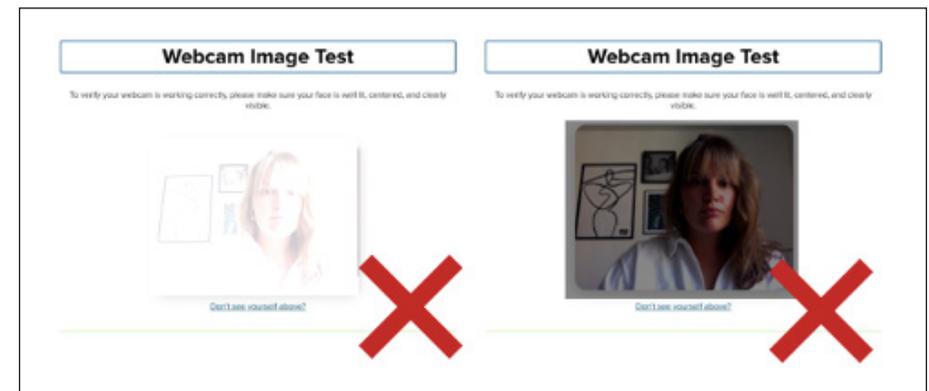
When the exam begins, you first need to do Proctorio pre-checks:

1. a **system diagnostics test**
2. an **identification check**
3. a **desk scan and showing the permitted materials you will use.**

For all technical or other questions during your pre-checks, contact [UvA Exam Support](#).

System diagnostics test

- Check if your Internet, microphone and webcam are working.
- Check the quality of your lighting during the webcam image test.



Identification: take a picture of your student ID card

- Present your student ID card within the green outlines. Press 'retake' to take a new picture before you continue.
- For privacy protection when using your official identity card or passport: cover your identification number and signature (with tape or finger).



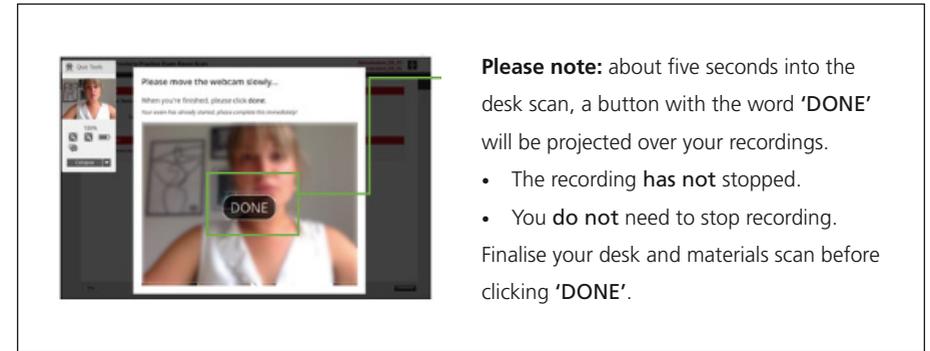
Scan: desk and permitted materials

- Do a proper desk scan so you can show the reviewer:
 - your workplace
 - that you do not have access to any forbidden materials.

A scan of your entire room is not necessary.

How:

- Pick up your laptop or webcam.
- Point it away from you, holding it about one metre from the right or left edge of your desk.
- Very slowly, film the desk from one edge to the other, taking at least 15 seconds.
- Sit down again and film your own view to film what is behind your laptop/desktop computer.
- Show your scrap paper (if you are using any) by holding it up to the camera one by one on both sides for at least five seconds each side. Your scrap paper should be blank.
- Hold all other permitted materials to the camera one by one as well, for at least five seconds each.



Please note: about five seconds into the desk scan, a button with the word 'DONE' will be projected over your recordings.

- The recording **has not** stopped.
- You **do not** need to stop recording.

Finalise your desk and materials scan before clicking 'DONE'.

Rules of behaviour:

Please read the rules of behaviour below to understand the correct behaviour during an online exam and what you should do if problems occur. Your behaviour will be monitored based on these rules to see if there are no suspicious activities. Failure to follow the rules could result in invalidation of your exam.

Use of materials

- Simple foam earplugs are permitted and must be shown to the camera for at least five seconds at the beginning of your exam. It is not allowed to use other hardware, virtual or otherwise (for example: headphones, advanced earplugs, a virtual microphone or a second screen).
- You may use blank (scrap) paper.

Remain visible

- Do not look away from your screen more than you should.
- 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.

Use of screen and exam tabs

- 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.
- Please note: if you accidentally close the exam tab, re-open the exam as quickly as possible, since this could otherwise result in your exam being invalidated.
- You may not open any other applications or browser tabs, unless indicated in the exam instructions on the cover page of your exam.

The [Rules and Guidelines of the Examinations Board](#) are also in full force during an online exam with Proctorio. This includes discussing the exam, also via app is not allowed while someone is still taking the exam. Please note that there are almost always students with extra time.

For all technical or other issues during your exam, you may contact [UvA Exam Support](#).

Step 6: Upload handwritten answers [if applicable during the exam]

You will be informed via the Canvas page of your course if your exam requires you to upload handwritten answers. To limit possible fraud, it is very important that you upload your handwritten answers in a correct way within the **15 minutes extra time** upon completion of your exam. Start uploading your answers when you have at least 15 minutes left on your exam timer. Follow the uploading instructions of your exam carefully.

An overview of the uploading instructions, from the start to the end of the exam:

Start exam: how to use (scrap) paper

1. During the desk scan, you must show all (scrap) paper to the webcam, which should be blank (see Step 5).

During the exam

2. Write down your student ID on each page.
3. Write down your answers and solutions on the paper.

Upon completion: how to upload handwritten answers

When you are finished or the end time of the exam is reached, you have 15 minutes to upload your handwritten answers.

4. **Show** all your **written answers** to the webcam for at least two seconds each side.
5. You may now **switch** your **phone** from flight mode to **normal mode**.
6. **Scan** or photograph your **written answers**; see app option below for iPhone and Android.
7. **Send the file(s)** to your **email address**.
8. **Go to your email inbox**.
9. **Download the file(s) on your computer and check** if the images are clear.

10. If you took photographs (we strongly advise you to use a scanner app), put the files together in one PDF document with, for example, **Adobe Scan**.

Name the document by its content (i.e. answers to questions 1, 2, 3).

11. **Navigate to the end of your exam.**

12. **Upload the document** via the designated upload space at the end of the exam.

13. **Finish the upload** and, by doing so, your exam.

Suggestion for app to scan your solutions into one PDF for iOS and Android



Student rights and obligations

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

Privacy

Taking an online proctored exam implies that you are aware that a continuous recording will be made of you, your audio, your keystroke and mouse activity and your screen. The data are stored in an encrypted form. Only authorised UvA reviewers have 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 after 30 days (also see [Privacy Statement](#) UvA 'Online Proctoring').

Fraud

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

- the use of someone else's ID or student ID 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 for reviewers.

Required Proctorio instructions

You are required to follow the instructions in this manual and the exam instructions of your exam before, during and immediately after an examination. This includes the procedure to check whether your hardware and software allow proctoring by taking the Proctorio practice test.

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