Student Manual Online Proctored Exams

Latest update: 06-05-2020

Reference: This document was adapted from a TUE manual, many thanks for sharing!

Dear student,

Due to the corona outbreak, the examination of courses in periods 4, 5 and 6 of the academic year 2019/2020 is organized very differently from what you are used to. Every course will organize and administer the exam in such a way that the quality of the exam is guaranteed, and all learning objectives are assessed. One of the options that the UvA is considering to employ is online proctoring. With online proctoring, it is possible to minimize changes to the type of exam. This means fewer take-home exams, and for some cases it means that we can at least organize the exam, instead of having to postpone indefinitely. Our aim is to minimize study delay and exam stress for all of you.

We understand that there are questions and concerns regarding online proctoring. Therefore, this document is meant to give you more information. We have included instructions for the preparations you need to make and requirements you need to meet, but we also address privacy issues and technical problems you may be worried about. We know this document is long, but please read it carefully and start preparing for your exam as soon as possible. You need to be prepared and lower the chance of technical issues during the real exam.

In case you still have questions, please contact icto-feb@uva.nl. Good luck with your examination!
# Table of contents

Student Manual Online Proctored Exams 1  
What is online proctoring? 3  
  Recording 3  
  Browser lock-down 3  
  Verification 3  
  Analysis of the recordings 4  
How do I prepare for an online proctored exam? 5  
  Step 1: Get your hardware ready 5  
  Step 2: Install the Proctorio plugin 6  
  Step 3: Complete the practice exam 7  
  Step 4: Get ready for the real exam 7  
  Step 5: During the exam 8  
  Overview of what is and is not allowed during the exam 10  
What about my privacy? 11  
  How am I monitored by the proctoring system? 11  
  How can I minimize invasion of my privacy? 11  
FAQ 12  
  Privacy statement UvA ‘Online Proctoring’ 18  
  Summary regulations for online proctoring 22  
Step-by-step Instructions for Ans-Delft & Proctorio 25  
Step-by-step Instructions for Canvas & Proctorio 30  
Step-by-step Instructions for TestVision & Proctorio 32  
File upload instructions 34
What is online proctoring?

Online proctoring means remote invigilation (surveillance) of an exam that you take in an online assessment platform. The UvA supports the following assessment platforms for proctoring:

- Canvas
- Ans Delft (the online assessment version)
- TestVision

You will be informed by your lecturer about the assessment platform used for your exam.

The UvA will make use of Proctorio (www.proctorio.com) for online proctoring. Proctorio works via a plugin tool in Google Chrome. This plugin allows us to record you while you take the exam, and analyze the results. The results are analyzed automatically, and if an irregularity is detected a real person will assess the recorded material.

So how does it work? When you navigate to your assessment platform using Google Chrome, you'll login and after you've installed the plugin, you can start the exam. The functionalities of the Proctorio plugin can be divided into four areas:

**Recording**

- During the exam, your webcam, microphone, web traffic, screen, mouse- and keyboard activity are continuously monitored.
- Additionally, you might be asked to show your room, to check whether you have a clean desk and you are alone.

**Browser lock-down**

- The plugin can ask you to close all web browser windows before starting the exam and prevent you from opening new browser windows and tabs.
- The plugin will detect second screens and will prevent you from taking the exam in case you have a second screen attached.
- Additional lock-down options which might be turned on for your exam are, amongst others, disabling clipboard functionality, disabling right-mouse clicks and disabling printing functionality.

**Verification**

- The system will execute a check to make sure the webcam, microphone and screen recording are working as supposed.
- Also, you'll be asked to scan your UvA student ID card at the beginning of the exam.
Analysis of the recordings

- The system will provide a report per exam which includes indications of irregularities.
- Also, statistical analyses will be included to support manual reviewing afterwards.

Of course, for the UvA it’s very important not to rely solely on the indications that Proctorio provides regarding irregularities during an exam. It’s important to know:

- The identifications of possible fraud cases will always be done by a trained staff member that assesses the recordings. The system will never determine whether fraud is committed. Also, the system will never stop you from taking the exam in case it registers suspicious behavior.
- The UvA understands that although you’ve prepared yourself to the best of your ability, sometimes unwanted disturbances can happen during the exam. Therefore, after the last question of each proctored exam, you have the option to describe any disturbances. Your remarks will be considered by the reviewer.
- The UvA understands that it might feel strange to be recorded during an exam. We understand that we are asking a lot when we ask you to show your room, and may see the files you have on your computer. We provide tips on how to minimize the intrusion into your private space elsewhere in this document.
- The most important reason to choose online proctoring as an alternative, is to minimize study delay for as many students as possible. The UvA has made sure that the footage of the exams can only be viewed by authorized employees. The only purpose to watch the recordings is to check for fraud. After the checks have been completed, all recordings will be deleted automatically after 30 days.
How do I prepare for an online proctored exam?

You are required to prepare yourself for the online proctored exam. It’s important to start taking these steps at least 2 days before the exam, so you have time to solve possible problems in case they occur. To support you in the preparation of the exam, we’ve set up a timeline with 4 recommended steps you can take.

Step 1: Get your hardware ready

<table>
<thead>
<tr>
<th>Why?</th>
<th>To make sure your hardware functions properly, you can start the real exam without delay.</th>
</tr>
</thead>
<tbody>
<tr>
<td>When?</td>
<td>At least 2 days before the exam.</td>
</tr>
<tr>
<td>What?</td>
<td>Make sure your computer meets the requirements:</td>
</tr>
<tr>
<td></td>
<td>● A working webcam (internal or external), ready for video recording.</td>
</tr>
<tr>
<td></td>
<td>● A working microphone (internal or external), ready for audio recording.</td>
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<tr>
<td></td>
<td>● A working keyboard and mouse (or other compatible pointing device)</td>
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<tr>
<td></td>
<td>● An internet connection (advice: a minimal upload speed of 1MB per second)</td>
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<tr>
<td></td>
<td>● Web browser Google Chrome (version 10 or higher)</td>
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<tr>
<td></td>
<td>● An installed Proctorio plugin for Google Chrome (see step 2)</td>
</tr>
</tbody>
</table>

Make sure you can move your webcam/laptop freely, so you can show your desk during the ‘room scan’ if this is required.

Turn off notifications for programs, to prevent pop-ups during the exam. Make sure you know how to do this before the real exam!

| What if..? | The UvA has measures in place to support you in solving hardware problems. Due to the strict timeframe and the limited number of spare laptops, we appeal to you to first contact housemates, friends and/or family in supplying a laptop which meets the requirements mentioned above. In case this is not possible, you can rent a laptop for a small fee at https://studiepc.nl/ or https://www.surfspot.nl/hardware/laptop/huur-laptop.html. If neither option is available to you, please contact the UB (library) to see if you can borrow a |

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If you don’t have Google Chrome, download the browser for free via [this website](https://uba.uva.nl/contact/vraaghetdebibliotheek.html).

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**Step 2: Install the Proctorio plugin**

<table>
<thead>
<tr>
<th>Why?</th>
<th>To make sure you can take the exam. The plugin is a precondition for the exam.</th>
</tr>
</thead>
<tbody>
<tr>
<td>When?</td>
<td>At least 2 days before the exam.</td>
</tr>
<tr>
<td>What?</td>
<td>You can download the Proctorio plugin via the Google Chrome browser (version 10 or higher). The plugin can be downloaded <a href="https://uba.uva.nl/contact/vraaghetdebibliotheek.html">here</a>. Instructions will follow via the web browser. Please note that the Proctorio plugin requires:</td>
</tr>
<tr>
<td></td>
<td>● Enabled JavaScripts</td>
</tr>
<tr>
<td></td>
<td>● Disabled developer tools and proxy servers</td>
</tr>
<tr>
<td>What if..?</td>
<td>System requirements of the Proctorio plugin can be found <a href="https://uba.uva.nl/contact/vraaghetdebibliotheek.html">here</a>. If you have trouble installing the plugin, please go to the Proctorio live chat. If you have other ICT-related problems, please contact <a href="mailto:icto-feb@uva.nl">icto-feb@uva.nl</a>.</td>
</tr>
</tbody>
</table>
### Step 3: Complete the practice exam

<table>
<thead>
<tr>
<th><strong>Why?</strong></th>
<th>To get used to the process of a proctored exam and to the assessment environment.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When?</strong></td>
<td>At least 2 days before the exam. A practice exam will be available so you can practice with both the process of the Proctorio plugin as with the assessment platform itself.</td>
</tr>
<tr>
<td><strong>What?</strong></td>
<td>Go through all the steps of the exam, including uploading handwritten solutions (if this is required in the exam), so that you can anticipate unwanted invasion of your privacy (for example, you can temporarily move folders you do not want to show on screen)!</td>
</tr>
<tr>
<td><strong>What if..?</strong></td>
<td>If you have problems with verification or Proctorio, please go to the Proctorio live chat. If you have other ICT-related problems, please contact <a href="mailto:icto-feb@uva.nl">icto-feb@uva.nl</a>.</td>
</tr>
</tbody>
</table>

### Step 4: Get ready for the real exam

<table>
<thead>
<tr>
<th><strong>Why?</strong></th>
<th>To make sure your room is ready and you can start the exam without delay.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When?</strong></td>
<td>Start preparing your room approximately 60 minutes before the exam time.</td>
</tr>
</tbody>
</table>
| **What?** | **Your work space:**  
  - The lighting in the room must be bright enough to be considered “daylight” quality. Overhead lighting is preferred. If overhead lighting is not available, the source of light must not be behind you. Turn on the light if the exam starts at 7pm, it will be dark at 9pm!  
  - Your room must be as quiet as possible. Sounds such as music or television are not permitted.  
  - You must sit at a desk or table cleared of all objects.  
  - The area (surfaces, walls, ceiling, etc.) around you must not have any writing or cheat sheets. |
- Keep your workplace as clean as possible: put pencil cases away, limit snacks and drinks.
- Make sure that there are no non-permitted examination aids in the room where the exam will be taken. On the front page of your (practice) exam, the permitted aids are described.
- Prevent other people from disturbing you (warn roommates, put a do-not-disturb sign on your door, disable your doorbell, turn your phone to flight mode – no notifications, put pets in a closed room, have someone sit the kids).
- You must be alone in the room.
- Make sure you have your **UvA student ID card (collegekaart)** ready. Do NOT show you official ID, if you have no alternative, shield ID number and signature.

*Technical matters:*
- We recommend *against* using a VPN connection while taking the exam.
- *Don’t try to take your exam on a mobile device.* It will not work.
- Check your computer/laptop charger or power cord, **make sure you are plugged in to a working power outlet.**
- Check your phone charger, make sure it is plugged in to a working power outlet.
- Have your phone’s personal hotspot ready to activate in case of wifi failure.
- Check how you can temporarily and quickly increase your data plan with your telecom provider (in case wifi fails and you do not have an unlimited plan).
- Close all non-necessary programmes on your computer, including browser tabs that can produce notifications, require updates etc.

*And finally:*
- Make sure you go to the bathroom before the exam starts.

### What if..?

| If you have problems related to Proctorio, please go to the Proctorio live chat. |
| If you have other ICT-related problems, please contact icto-feb@uva.nl. |

**Step 5: During the exam**

<table>
<thead>
<tr>
<th>Why?</th>
<th>To make sure you are aware of what you need to do in case something goes not as expected.</th>
</tr>
</thead>
<tbody>
<tr>
<td>When?</td>
<td>During the exam</td>
</tr>
<tr>
<td>What?</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>● During the exam, <strong>never stop sharing your screen</strong>! We advise to choose the 'Hide' option to prevent you from accidentally hitting the 'stop sharing' button.</td>
<td></td>
</tr>
<tr>
<td>● All (scratch) paper that will be used, should be empty. It is your responsibility to show all sheets (front and back) to the webcam at the beginning of the exam. This also goes for earplugs. Only simple foam earplugs are allowed!</td>
<td></td>
</tr>
<tr>
<td>● If you have written answers on paper that you need to photograph and upload, first show all the sheets of paper to the webcam for one full second.</td>
<td></td>
</tr>
<tr>
<td>● <strong>If you must upload files or pictures during your exam, use the last 10 minutes of the exam for this</strong>! Follow the instructions for uploading carefully.</td>
<td></td>
</tr>
<tr>
<td>● If there were any disturbances, please use the last question of the exam to indicate this. Your remarks will be taken into account.</td>
<td></td>
</tr>
<tr>
<td>● You need to stay visible and seated, and are not allowed to leave the room during the exam.</td>
<td></td>
</tr>
<tr>
<td>● If you want to use an enlarged font size, you can adjust the font size within the assessment platform and Proctorio. Please try this during the practice exam.</td>
<td></td>
</tr>
<tr>
<td>● A separate exam will be available for students that are entitled to extra time.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What if..?</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you have problems related to Proctorio, please go to the Proctorio live chat; <a href="http://www.proctorio.com/support">www.proctorio.com/support</a> or click on the blue button on the bottom of your screen during your exam.</td>
</tr>
<tr>
<td>If you have other ICT-related problems, please contact <a href="mailto:icto-feb@uva.nl">icto-feb@uva.nl</a>.</td>
</tr>
</tbody>
</table>
Overview of what is and is not allowed during the exam

During the exam you will need to observe the following rules, which are necessary to enable us to invigilate the exam. Failure to follow these rules will result in invalidation of your exam. If during the practice exam, you find that you cannot meet one or more of these requirements due to special circumstances, contact icto-feb@uva.nl immediately!

- You must take the exam by yourself without aid from others or other sources (other people, web sites, books etc).
- You may not use additional material except those materials specified by the lecturer in the (practice) exam description.
- You may not use non-permitted aids (graphical calculator etc.).
- You may not use other devices (except your phone at the end of the exam if you have to upload handwritten solutions).
- You may not use
  - headphones,
  - a virtual microphone, or
  - advanced earplugs (see below).
- You may
  - use simple earplugs (foam, the plugs may not resemble an in-ear receiver),
  - use an external webcam,
  - have food and beverages on your desk,
  - use scratch paper (show it to the camera at the start of the exam!), and/or
  - use writing utensils (Pen, pencil, eraser, sharpener).
- You must remain visible and seated at all times. Make sure your head and torso are visible, if you need to write on paper, try to make your hands and desk visible also.
- The environment must be as silent as possible (no music or other audio allowed).
- You must remain connected to the internet at all times. If your connection fails, reconnect immediately. Only very short lapses will be allowed. If you experience problems contact icto-feb@uva.nl immediately, do not wait until the end of the exam! If you are disconnected for too long, this will be considered force majeure (overmacht), resulting in invalidation of your exam due to our incapability to invigilate the exam.
- You may not open any other applications or browser tabs, other than to upload documents if this is required in the exam.
- You may not stop screen sharing at any point during the exam.
What about my privacy?

We understand online proctoring is an invasion of your privacy. We are mindful of this, but have decided to use online proctoring nonetheless. Our main reason is to make sure that exams for which it is hard or impossible to find an alternative form of examination (due to the number of students or the nature of the knowledge and/or skills to be examined) do not cause study delay for large groups of students.

The UvA has a Privacy Statement that describes which data are processed, recorded and stored by Proctorio. It describes how Proctorio handles the data, which rules and regulations apply. We encourage you to familiarize yourself with this information. Proctorio uses end-to-end zero knowledge encryption, which means they store the data in such a way that they cannot unencrypt and access it themselves, only authorized UvA staff can access the data.

How am I monitored by the proctoring system?

Proctorio records your screen, webcam, audio, keystrokes and some information about your computer system to determine whether

- you are looking away from the screen a lot,
- you leave the area visible via the webcam,
- unpermitted sound can be heard,
- you are using a phone,
- you are opening unpermitted browser tabs or programs,
- you are typing much more or less than fellow students, and
- other people appear on screen.

Irregularities are flagged for reviewers to assess after the exam is completed. Only authorized staff will be able to access the recordings.

How can I minimize invasion of my privacy?

Besides your behaviour during the exam, two other privacy aspects should be considered. First, we will ask you to share video of your entire room, and second you are sharing your screen including your desktop and, if you need to upload documents, potentially your file folders. To ensure your privacy is safeguarded, make sure you put anything you do not want exam reviewers or teaching staff to see, out of sight. Things to consider:

- Dress appropriately, as you would when attending the campus.
- Objects that express a political, sexual or religious preference.
- Objects that can be considered offensive to reviewers or teaching staff.
- Personal information that can be misused (bank cards, financial documents, etc.).
- Personal ID information (this is why we ask you to identify yourself with your student ID card, if you only have an official ID, make sure you shield your ID number and signature).
- Close all programs that are not absolutely necessary.
- Consider that if you need to upload files, that your file folders will be visible on screen. If there are files or folders that you do not want reviewers or teaching staff to see, make sure you rename or move them temporarily.

**FAQ**

These questions were adapted from a document prepared by the TUe.

**Am I obliged to identify myself with my UvA student card? Why can't I do this with my passport or identity card?**

Usually, you are allowed to identify yourself with a passport or identity card during written exams. However, in the case of an online proctored exam, video footage of you and your identity card will be made. As an institution, due to privacy regulations (GDPR), we are not allowed to make recordings of your ID card or passport. Therefore, it is very important that you use your **student ID card**. Please note you can request a new student ID card [here](#), and have it sent to you. If you, for some reason, you do not have your student ID card, please do not show your national identity number/BSN and signature - please shield this for the camera.

**Are there requirements concerning the room where I take my online exam?**

- Make sure it's a place where you won't be disturbed;
- Make sure there are no other people in the room;
- Make sure it is quiet (no music or other audio);
- Make sure you have a strong WiFi connection (e.g. ask your roommates/family not to download or stream any movies, use the microwave etc.)
- Make sure there are no books, summaries, problem solutions, notes etc., unless it is clearly indicated in advance that this is allowed;
- Do not use headphones, headsets or advanced earplugs (simple foam ones are allowed).

We understand that this is an exceptional situation where you may not be in control of everything. We ask you to please take these requirements into account as much as possible.

**Can I have something to eat and/or drink, or take medications during the exam and therefore have these items on my desk?**

Just like during an exam at the UvA, it is allowed to drink from a bottle and have a small snack during the test. Please use common sense and do not put whole fruit baskets on the desk or make sandwiches during the exam. The desk must remain clear. Medications are allowed to be taken.

**Can I practice with online proctoring?**

Yes, each student **should** practice for their exam by completing a practice exam. This is vital to be able to take the real exam. Your lecturer will provide you with a practice exam. For more information about practice exams, please contact: [icto-feb@uva.nl](mailto:icto-feb@uva.nl).
Do I need a printer at home to take exams?
No, a printer is not required. For some exams you will need pen and paper to work out solutions (e.g. mathematical equations). This will be communicated in advance by the lecturer via Canvas.

Do I need to do anything in order for my webcam and/or microphone to function properly during online proctoring?
We get questions about cameras and/or microphones that do not function in certain applications. In some cases, this appears to be due to the privacy settings: 'Allow apps to access your microphone/camera' is turned off. Switch this option on again to be able to use them. The practice exam will allow you to test whether your microphone and camera work as needed. Please test this in time.

How does UvA handle privacy and security with regard to online proctoring?
We consider your privacy to be paramount in this process. Despite the short timelines, a security and privacy team has carried out privacy checks in accordance with the standard UvA guidelines. A data processing agreement was negotiated with Proctorio and a privacy statement has been formulated, describing what information Proctorio and the UvA process and how your privacy is safeguarded. The data is encrypted and stored by Proctorio. Proctorio states that "Military-grade, zero-knowledge encryption ensures that your exam information is kept safe." This is the process of encrypting an already encrypted message one or more times, either using the same or a different algorithm. This means that your personal data cannot be identified by Proctorio. Zero-knowledge technology means that Proctorio does not know anything about the data stored in their servers. Lastly, Proctorio cannot access your data, only authorized UvA staff can access it.

How is fraud tested?
The system does not determine whether an irregularity is fraud or not. This is always determined by authorized reviewers appointed by the UvA, who view the recordings of the exam. The system only registers irregularities such as looking away, other people entering the image, unusual sounds, a phone in the image, navigating away from the exam browser tab, disproportional typing or scrolling etc. For example, books are not allowed, unless this is explicitly stated by your lecturer.

The system registers and flags suspicious behaviour. Whether something is actually considered fraud, is determined after viewing the recordings. A report with screenshots of the flagged suspicious behaviour will be sent to the lecturer, who can send it to the Examination Board if they determine fraud has been committed.

I did not receive a confirmation when I uploaded a file - e.g. a photo or PDF file. The screen remains blank for some time and I did not receive a confirmation that the upload was successful.
Don't worry, in 99 out of 100 cases the file is uploaded. If you still feel insecure, please write down in the last question of the exam that you have uploaded the file, but that you are not sure if the upload succeeded. Make sure you save the file for reference. To prove you uploaded the file, you can take screenshots of the file.
I have an open book exam, but my books are on my e-reader/iPad. Can I use these?
With online proctoring an iPad or e-reader is not allowed. You can view the book on your laptop, so make sure to install the relevant software on your computer.

I lost my UvA student ID card. How am I supposed to identify myself?
Usually you can identify yourself for written exams with a passport or identity card. However, in an online proctored exam, video images are made of you and your identity card. This is not allowed (you should never let people photograph or photocopy your ID, for example in hotels!). If you do not have an UvA student card, request a new one with the student information desk. Processing and sending will take several days and there are costs involved. If you have no other option, use an official ID, but cover your identification number (BSN) and signature!

I still have some concerns about privacy when testing through online proctoring
During the Covid-19 crisis, we are doing our utmost to avoid study delay. Therefore, we've asked lecturers to formulate alternative examination methods as much as possible. Unfortunately, alternative exam options were not found for all courses. For these exams we have decided to use online proctoring, since the only other option is to postpone the exam indefinitely. This is why the Data Protection Officer (Functionaris Gegevensbescherming) has determined that, during Covid-19, the UvA can employ online proctoring based on the principle of legitimate interest (gerechtvaardigd belang). This means that if you do not want to take part in an online exam using online proctoring, you will have to wait until we are able to offer exams and resits on location again, after the Covid-19 restrictions have been lowered. This can cause study delay, therefore, we are trying to solve this as much as possible -in a short amount of time- with both alternative examination methods and online proctoring.

Is Google Chrome necessary? Or are other browsers (e.g Firefox) also sufficient?
No, unfortunately other browsers don't work. Proctorio uses a Chrome plug-in. You are required to use Google Chrome for taking your exam.

Is it a problem if my internet connection drops (occasionally) while taking an exam via online proctoring?
It is important to ensure a stable internet connection. If you still experience technical problems, you can report them to us:
  ● report problems with Proctorio to the Proctorio helpdesk: www.proctorio.com/support
  ● report other technical problems to icto-feb@uva.nl
At the end of each exam there is a question where you can report any disturbances for the reviewers to take into account.

Is it allowed to have a mirror in your room during online proctoring?
Yes, it is not a problem to have a mirror in your room.

Is it allowed to use wired internet (via an Ethernet cable) during online proctoring?
Yes, this is allowed.
Will Proctorio (partly) block the use of my laptop? Or can I open documents, such as the book I need for the open book exam?
The online proctoring software will not block the use of any other applications. The software will record anything that is done on your screen. If you use applications, books, and so on that are allowed by your lecturer, this is no problem. Your lecturer will communicate which examination aids are permitted.

May I go to the toilet during an online exam?
No, you're not allowed to go to the bathroom during an online proctored exam.

My roommate(s) and I have to take the same exam in the same room. Is this allowed?
Wherever possible, students are asked to find their own space. If this is not possible, students are advised to contact icto-feb@uva.nl. They will inform you what to do.

Online proctoring requires students to supply ‘empty’ paper themselves. How empty should this be?
In order to avoid confusion in the assessment of the video images, students should use blank paper. Lined or checkered paper is allowed, but it must be unused, and clearly shown to the webcam (front and back).

The online proctoring guidelines state that I am not allowed to have texts or cheat sheets in my room when making the exam. Does that apply to posters with texts (that have nothing to do with the exam)?
We don't see a problem, but use your own best judgement, if you see any reason for ambiguity, take the poster down.

To what extent does the US Cloud Act relate to the data flows given that the online proctoring partner is based in the US?
This content is also subject to the Cloud Act. The UvA Privacy and Security Officers have performed a risk analysis and consider the risk that the Cloud Act will be used for this content to be very small. For this reason, it was decided to work with Proctorio as our partner for online proctoring for examination, especially with regards to the study delay that would otherwise be incurred by students, with all its possible consequences. UvA abides by the GDPR and uses the data protection mechanisms made available by the European Commission (i.e. standard contractual clauses, privacy shield for the US).

What equipment do I need to take online exams?
In order to take an online exam, you need the following equipment:
- a laptop that meets the following requirements: www.proctorio.com/support
- a working webcam
- a working microphone
- internet access to connect to the test software of Ans Delft, TestVision or Canvas
- paper, pen, pencil, ruler, etc. to work out any open questions that need to be worked out by hand. This will be communicated in advance by the lecturer.
● a telephone with a camera to upload a photo of handwritten answers, but only if the exam requires uploading of handwritten solutions.
● Google Chrome as a web browser with the Proctorio plugin installed (http://getproctorio.com) as an extension.
● your UvA student ID card for an ID check.
● A strong internet connection via WiFi or ethernet cable.

Please note: other (virtual) devices are NOT allowed (e.g. a second or third screen, your mobile phone as an extra screen, a virtual microphone etc.).

What happens to the data during online proctoring and how is it analysed?
The examination will be recorded and judged afterwards by the UvA as if it were an examination on campus. The video is only available for authorized staff who have to assess the exam, the data are unavailable to others, including Proctorio, the online proctoring supplier. The data are encrypted on Proctorio's servers. After 30 days, the data are deleted.

What if I don't want to participate in an online promoted exam? Am I allowed to refuse?
If you have insurmountable objections, you may refuse to participate. In that case, you must inform the examination board immediately (with a detailed explanation of your exceptional situation) and you can request an alternative. Unfortunately, during the current circumstances regarding the Covid-19 crisis, it is hard to offer an alternative to online proctoring. We hope you understand this situation.

What if I miss or cannot take an exam?
The examination boards will try to be flexible with requests for (extra) examination attempts, but please understand that under the current circumstances of the Covid-19 crisis it is hard to offer an alternative to online proctoring. If there are structural technical problems (the digital assessment system or online proctoring system are unavailable for all, or a significant proportion of students), the exam will be cancelled and rescheduled at a later date. If you experience technical problems due to your own hardware, software or internet connection failing, it will be considered ‘force majeure’ (overmacht, like missing the exam due to a train that does not run). In principle, we assume that you will participate in the exam. If you are absent due to illness or technical failure, the normal procedures as mentioned in OER and regulations of the examination committee apply. If you are concerned about the BSA, please note that BSA requirements have been adjusted. Please contact the student information website or information desk to learn more.

We urge you to check whether your system meets the online proctoring requirements (see www.proctorio.com/support for the requirements) by completing the practice exam in advance.

What is online proctoring?
Online proctoring as offered by Proctorio involves a fully automated process to invigilate (or surveill) exams. The system detects certain suspicious behaviour and flags this for review afterwards. Online proctoring is available in several digital testing environments. The UvA uses Ans Delft, TestVision and Canvas as digital testing systems together with Proctorio.
What should I do if I don't have a laptop with a webcam or microphone, can't borrow it from family, friends or fellow students and there are no more webcams in stock in the shops? The UvA has measures in place to support you in solving hardware problems. Due to the strict timeframe and the limited number of spare laptops, we appeal to you to first contact housemates, friends and/or family in supplying a laptop which meets the requirements mentioned above. In case this is not possible, you can rent a laptop for a small fee at [https://studiepc.nl/](https://studiepc.nl/) or [https://www.surfspot.nl/hardware/laptop/huur-laptop.html](https://www.surfspot.nl/hardware/laptop/huur-laptop.html). If neither option is available to you, please contact the UB (library) to see if you can borrow a Chromebook [https://uba.uva.nl/contact/vraaghetdebibliotheek.html](https://uba.uva.nl/contact/vraaghetdebibliotheek.html) (limited availability).

What should I do if I have problems with the use of online proctoring during the exam? There is a 24/7 chat function in the online proctoring software that can be used to resolve technical issues. If the process takes too long/doesn't work, the chat icon will pop-up and ask if you need help. You can also click on the blue button on the bottom of your screen to ask for help or go to [www.proctorio.com/support](http://www.proctorio.com/support) to start the live chat. The UvA gets access to the log-files afterwards and will consult them when there is reason to do so.

During an online proctoring exam should my phone be in flight mode or not? For exams where an upload by phone is necessary at the end of the exam, it is indeed allowed to use a phone. However, the phone must be in airplane mode during the exam and may only be used to take pictures for uploading at the end of the exam.

During the identification process of online proctoring you are asked to make a Room Scan. But when do you have to do this? As with the ID check, the need for a Room Scan is part of the practice and real exam. Proctorio will give a short explanation and ask you to show your room. UvA decided that it is allowed for you to take a desk scan. Please take your laptop and turn your camera around to show us your complete desk/workspace. We need to be able to see if there are no additional/prohibited resources on your desk. You do not have to do a 360 degrees room scan. Try out the desk scan in the practice exam and consider what objects in the room/on your desk you might want to place out of view for the real exam.

With online proctoring you are asked to show your written answers on the webcam for two seconds. However, my webcam is a bit blurry and not legible. Is this a problem? It is not a problem if not all details are perfectly visible, but we should be able to see the layout of the entire sheet of paper. The picture that you upload will be compared to the webcam scan. Adjustments after showing your answers to the webcam are not allowed.

In short, what should I do as a preparation for taking my exam with Online Proctoring? See the student instructions for online proctoring. This is an elaborate document, but you are expected to read it and adhere to the rules and guidelines described in it. If you do not follow these instructions in terms of preparations and behaviour during the exam, we cannot help you or take into account any comments concerning irregularities or technical problems. If you have
Privacy statement UvA ‘Online Proctoring’

Date: 06-05-2020

Privacy is a highly important topic for the University of Amsterdam (UvA), and therefore UvA handles your personal data with care. In this Privacy Statement we describe how personal data is processed and how the privacy of all individuals is protected when an exam is taken using online proctoring.

1. Who is responsible for processing my personal data?

The UvA is the party responsible for processing your personal data (the ‘controller’) within the meaning of the General Data Protection Regulation (‘GDPR’).

The UvA is located at Spui 21, 1012 WX Amsterdam. Our postal address is PO Box 19268, 1000 WX Amsterdam. Any questions you might have can be emailed to avg@uva.nl.

The UvA has appointed a data protection officer (‘DPO’). The DPO’s email address is fg@uva.nl.

2. Which (categories of) personal data are processed?

By using Proctorio the following personal data will be processed:

a. name (first, initials and last name);

b. email address;

c. image of UvA student card;

d. picture, taken through the webcam of students’ device;

e. video and audio recordings of the student and his/her surroundings while taking the exam, recorded by the webcam of students’ device;

f. on-screen activities while making the exam;

g. keystrokes and mouse movements while making the exam;

h. the IP address of the computer network to which the device is connected;

i. the web pages the student visits during the exam;

j. students’ answers to the exam questions.
3. For what purpose will my personal data be processed and on what legal basis?

Personal data will only be used for the following purposes:

a. authentication. After taking the exam it will be checked if the student can be identified as the individual that partook in the test session;

b. fraud control. After taking the exam, it will be checked that the student complied with the applicable rules and did not use any unauthorized sources such as cheat sheets, chats and browser sessions outside of the scope of the exam. Prior to the exam, the examination committee will define and communicate what will be specifically detected as fraudulent behavior by the UvA and how this behavior will be treated;

c. time frame control. After taking the exam, it will be checked whether the student has completed the exam within the applicable time frame;

We process your personal data on the basis of ‘legitimate interest’ (article 6.1 (f) GDPR), during the exceptional situation of Covid-19, and therefore distance education and exams. This means that the processing is necessary for the purposes of the legitimate interests pursued by the UvA and that the students’ rights and freedoms are sufficiently protected.

In all cases where the UvA chooses to use online monitoring for remote exams, it is necessary that the UvA:

- can verify the identity of the student taking the exam;

- can establish that no fraud was committed while the exam was being carried out; - can confirm that the exam was completed within the given time frame.

4. Who has access to my personal data?

The personal data collected during a remote exam with online proctoring will be evaluated with the use of an automated system and will be viewed by authorized employees of the UvA who, by virtue of their position as a reviewer, have a role in the processing of your personal data for the above purposes and for whom it is necessary to have access to the personal data in case fraud is suspected (e.g., Members Examination Committees, Board of Appeal for Examinations). Proctorio does not have access to your data, since all data in the system has been encrypted using an unshared key stored in Canvas and can only be unlocked by authorized users of the UvA.

5. Will my personal data be shared with third parties?
The personal data collected within the scope of online proctoring (see question 2) is stored on the service providers’ (Proctorio) Microsoft Azure-servers in Amsterdam and München. The encryption algorithms of Proctorio use double-encryption, this is the process of encrypting an already encrypted message one or more times, either using the same or a different algorithm. This means that your personal data cannot be identified by Proctorio.

Zero-knowledge technology is applied to scramble personal data during transfer and in storage with end-to-end protection of every piece of information that leaves a students’ computer during an exam. This means that Proctorio does not know anything about the data stored in their servers.

In the context of this Privacy Statement, your personal data will not be shared with other third parties than Proctorio and their sub-processors, unless the UvA is obliged to do so by law or a court order. The agreements that UvA has made with Proctorio also apply to the (third) parties engaged by Proctorio (sub-processors) to provide their services.

6. Will my personal data be transferred to countries outside the European Union?

No, your personal data will not be transferred to countries outside the European Union.

7. How long will my personal data be stored?

Your personal data will be stored for 30 days and will be automatically deleted after this. In case of a lodge of objection from the students’ side, individual data (in form of PDF with suspicious behavior) will be stored during the official period of handling the objection.

With regard to the personal data that UvA collects and processes for the purposes of authentication, fraud control and time frame control, the following procedure applies;

- The review of the exam session is carried out as soon as possible after the exam has been completed.
- If no identity fraud or exam fraud is suspected, the personal data that has been collected through the system provider Proctorio (see question 2) will be deleted automatically latest 30 days after administering the test.
- If there is suspicion of identity fraud or exam fraud, the personal data that has been collected through the system provider Proctorio (see question 2) will be retained for the period necessary to take a decision on the legitimacy of the result of an examination (including the period in which legal proceedings take place). It is necessary to retain the personal data (as described in 2a-j) for clarifying the suspicion of fraud. Suspicion of fraud is based on whether the test taker violates any of the rules communicated by the examination committee concerning fraudulent behaviour during the exam (see 3b). After the period of legal proceedings has ended, the data will be deleted.
8. How will my personal data be secured?

The UvA takes appropriate technical and organizational measures to protect your personal data against unauthorized access, loss and any form of unlawful processing.

9. Who can I contact if I have questions about the processing of my personal data?

If you have any questions about how your personal data are processed, please read the FAQ.

10. How can I exercise my privacy rights?

On the basis of the current GDPR, you have the right - subject to certain conditions - to access the personal data that we process, to correct your personal data if it contains factual inaccuracies, to have your personal data deleted, to limit the processing of your personal data, and to object to the processing of your personal data.

If you wish to exercise any of these privacy rights, you can contact: avg@uva.nl. If you are not satisfied with how the UvA dealt with your personal data, you can submit a complaint with the Data Protection Officer of the UvA, at fg@uva.nl.
Summary regulations for online proctoring

Below, you can find a summary of the most important points of attention for you as a student during online proctored exams.

Summary of the Proctoring Regulations

Location for taking a proctored exam

You may choose the location where you want to take the proctored exam, under the condition that the location meets several conditions. For example, the room must be sufficiently lit and may a light source behind you is not allowed. You must be alone in the room and it must be quiet. Your desk must be clean, unless there are permitted examination aids allowed for your exam. In order to check whether your location meets these conditions, you are required to make a webcam scan of the room where you are taking your exam every time you take a proctored exam.

Prerequisites

To participate in a proctored exam, you must have a laptop or computer. This laptop or computer must meet certain requirements, such as a functioning webcam and microphone. If these requirements are not met for your computer, try to borrow a computer from someone else. If this is not possible, you can submit a request to the UB (library).

Webcam and bathroom breaks

During the exam you always have to stay in front of the webcam. It is not allowed to visit the bathroom.

Technical problems, questions and/or remarks

If you have technical problems, you can use the chat function of the Proctoring Agency (Proctorio) to contact helpdesk co-workers who can assist you. (www.proctorio.com/support). For questions and remarks during the proctored exam you can contact the helpdesk of the Proctoring Agency. These questions and/or remarks will be handed over to the examiner and, if they turn out to be correct, can be included in the assessment of the exam.

Provisions in case of functional impairment

If you have a functional impairment, you have (if applicable) two facilities at your disposal: extra time and/or 'large print'. In principle, other facilities (such as a low-stimulus environment) must be arranged by yourself. If this does not work out, you must contact the Examination Committee no later than 5 working days before the start of the examination.
Student rights and obligations

Manual

You will receive the Student Proctoring Instruction Manual about the online proctored tests. This contains the rules you must follow when taking the exams.

Privacy

By taking the online proctored exam, you are aware that a continuously record will be made of your video, audio, keystroke and mouse activity, as well as your screen. An examiner has access to this information to assess whether you have taken the exams 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 Privacy Statement).

Exam schedule

When you are too late, you can still be admitted during the first 15 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 deadline.

Login

Using your UvanetID login details, you can log in to the test application. Validating your completion of the exam is done based on your e-mail address or student number.

If you do not log in and do not take the exam, your exam will be recorded in SIS as NV (no show). 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 and you can ask the Examination Committee for an extra resit.

Fraud

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

- use of someone else's ID evidence/campus card.
- (attempted) use of unauthorized sources and resources, such as the internet, or a mobile phone in case this is not a permitted examination aid.
- (attempted) use of unauthorized printed or handwritten texts or cheat sheets.
- the student is no longer in view of the webcam while taking the exam, insofar as this takes place outside the (possible) authorized breaks.
- (attempted) technical modifications that undermine the proctoring system. Decisions on whether fraud has been committed are made exclusively by the Examination Committee. The proctoring system does not decide on this; it only provides data.
Fraud means that your exam results will not be assessed and that you have failed the exam.

**No (proper) internet connection**

You are responsible for a proper internet connection. If it is plausible that you cannot get a reliable internet connection, you can apply to the Examination Committee for an alternative examination. You must submit this request no later than 3 working days before the start of the examination.

**Insurmountable objections**

If you have insurmountable objections to taking a proctored examination, you can apply to the Examination Committee for an alternative examination. You must submit this request no later than 5 working days before the start of the examination.

**Other instructions for taking a proctored examination**

You are required to follow the instructions of the Proctoring Regulations, the Proctoring Agency and the cover page 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.

Furthermore, you are obliged to establish your identity with the help of your campus card, to dress as if you were in a public space, not to use headphones, earplugs or any other kind of listening equipment and you are not allowed to communicate in any way with other persons during the examination (except with the helpdesk through its facility).

For certain questions, you may need to upload a handwritten answer to the test system using your phone. For this purpose, specific instructions are described that will be shared if this applies to your exam.

The exam may be declared invalid if you have not followed the instructions.
Step-by-step Instructions for Ans-Delft & Proctorio

Step 1: Log in

1. Make sure you are using Google Chrome as your web browser.
2. Go to https://www.ans-delft.nl/
3. In the top right corner, click on ‘Sign in’.
4. In the screen that appears (screenshot right), select Universiteit van Amsterdam.
5. Enter your UvA credentials in the next screen that appears.
6. If you login for the first time with SurfConext, you’ll be asked to share your login credentials.

Step 2: Preparation to take the exam

1a. After your login it is possible that your exam will pop up immediately as shown below
   If this is the case click on the grey are to start the exam

1b. If this is not the case you can find your (future) exams under the Assignment Page
   Click on “start test” to start the exam

2. When ready click on “start Proctorio session”
Step 3: Execute Proctorio prechecks

Follow the proctoring instructions:

1. If you haven't installed the Proctorio chrome extension yet, you are required to install the extension. You can find the extension at: [https://getproctorio.com/](https://getproctorio.com/). Please note that this is only possible if you are using Google Chrome as web browser.
2. Read the ‘before you begin’ page carefully.
3. Perform the system diagnostics test. Make sure you allow to use your webcam and microphone. *Note: this might take a while!*

4. If the system diagnostic test identifies a problem, instructions will appear. Follow the instructions and click on “Re-Test”.
5. Click on the screen that you are going to use and click on “Share”.
6. When you pass the initial system checks, you will see the screen below. Click “Next” when you are ready. We advise you to click on the “hide” button. This prevents you from accidentally stopping the screen sharing.

![System Diagnostics Test](image)

7. The system will ask to take a picture of you and your UvA student ID card. Do NOT show your official ID, if you have no alternative, shield ID number and signature. Follow the instructions.

8. You’ll be asked to test your webcam to verify if this is working correctly.

9. You can be asked to execute a room scan to show your exam environment. You are responsible for executing this room scan properly, so the reviewer can see the whole room and assess that there is no one present and there are no non-permitted materials accessible to you. There are two ways in which you can be asked to perform this room scan. Either Proctorio will ask you to do this during the check in process, or the first question in your exam will ask you to do a room scan.

![Room Scan](image)

10. Finally, you will be asked to agree with the terms of Proctorio. Please note that this statement is superseded by the Privacy Statement the UvA has agreed with Proctorio. After that, you can start the exam.
Step 4: Take the exam

On the first page of the exam, you will see a **description** (if the lecturer has added it) and the **first question**. On the top-right of the screen you will see the “**time remaining**”, the “**test settings**” button and your position in the exam. E.g. 1/6 means you are in the 1st page of 6.

Test Settings

You can adjust some options as shown in the picture below:

- If you want the font to be larger, you can use the dropdown box to enlarge the text. Also, high contrast mode is available.
- You can choose to turn off the option that gives you a notification as soon as you have 15 minutes left, but we advise you to leave this box **CHECKED**. By doing so, you are reminded when you should finish answering questions and start uploading files.

Answering questions

- Please note that on the frontpage, the lecturer gives instructions which aids are permitted, and which aids you can use to answer questions. Sometimes, you’re allowed to use your phone to take a picture of your solution on paper.

Navigation

- On the left side of the question, you will see the **value of the question** (e.g. points) and a **flag**.
- Use the flag to mark a question you want to review later. It will turn red when you select it.
- Click “**NEXT**” to go to the next question.
- Click “**PREVIOUS**” to go to the previous question. Click “**EXIT TEST**” to finish the exam.

Upload questions When you’re asked to answer a question with a **file response** (upload a file), please see follow the **file upload instructions** (at the end of this document).
Step 5: Finish the exam and logout

Before finishing your exam, make sure that your:

- Uploaded all files for questions that require you to do so in your exam
- Made use of the final question where you are given the opportunity to ask questions or remarks for the lecturer regarding the exam(questions) or for the reviewer regarding unwanted disturbances that occurred during the exam. Your remarks will be taken into account.
- Make sure to do this before the end of the time of your exam! When you’re finished all the questions click on “EXIT TEST”, the following screen will appear:
  - **SUBMIT EXAM**: to submit your exam
  - **CLOSE**: to go back to the questions
  - Make sure you answer all the questions before you confirm it.
  - Click on “SUBMIT EXAM” to confirm it.
  - A message will pop-up informing that your exam was successfully submitted.
Step-by-step Instructions for Canvas & Proctorio

Step 1: Log in

1. Make sure you are using Google Chrome as your web browser and you have installed the Proctorio extension
2. Go to canvas.uva.nl
3. Enter Canvas via ‘UvA Login’ and enter your UvAnetID and password.

Step 2: Preparation to take the assessment

On your dashboard, pick the right assessment and click on the test you want to take. This assessment will be remote proctored. Click “Take the quiz”.

Step 3: Execute Proctorio prechecks

Follow the proctoring instructions:

1. If you don't have installed the Proctorio chrome extension yet, you are required to install the extension. You can find the extension at: [https://getproctorio.com/](https://getproctorio.com/). Please note that this is only possible if you are using Google Chrome as your web browser.
2. Read the ‘before you begin’ page carefully
3. Perform the system diagnostics test. Make sure you allow you to use your webcam and microphone. *Note: this might take a while*
4. If the system diagnostic test identifies a problem, instructions will appear to you. Follow the instructions and click on “Re-Test”
5. Click on the screen that you are going to use and click on “Share”
6. When you pass the initial system checks, you will see the screen below. Click “Next” if you are ready.
7. The system will ask to take a picture of you and your ID or student card. Follow the instructions.
8. You'll be asked to test your webcam to verify if this is working correctly
9. You will be asked to execute a room scan to show your exam environment. You are responsible to execute this room scan properly, so the reviewer later can see the whole room. There are two ways in which you can be asked to perform this room scan. Either Proctorio will ask you to do this during the check in process, or the first question in your exam will ask you to do a room scan.
10. Finally, you will be asked to agree with the terms of Proctorio. After that, you can start the exam.
Step 4: Take the exam

On the first page, you’ll find the examination cover sheet with all the important assessment information. Scroll down to start the assessment.

You can answer the questions by clicking the box in front of the answer (closed questions) or type in your answer (numerical, short answer or essay question). Sometimes you have to drag and drop answers or put them in the correct order. You can use your mouse for this.

When you’re asked to answer a question with a file response (upload a file), please see follow the file upload instructions (at the end of this document).

**Important:**

During the assessment, you can use the following buttons on the bottom of the page to:

- In the upper right corner you’ll find the total time remaining. When it hits 0 the assessment will shut down automatically. You can’t re-enter.
- Your answers will be auto saved continuously by the system

Step 5: Finish the exam and logout

Before finishing your exam, make sure that your:

- Uploaded all files for questions that require you to do so in your exam
- When you’ve finished all the questions click on the submit quiz button in the bottom right corner.
- The exam will be finalized
Step-by-step Instructions for TestVision & Proctorio

Step 1: Log in

1. Make sure you are using Google Chrome browser as your web browser.
2. Go to https://uva.testvision.nl/online/fe/login_tva.htm
3. Sign in via the Surfconext button.
4. Enter your UvA credenterials in the next screen that appears.
5. If you sign in for the first time with Surfconext, you will be asked to share your credentials.

Step 2: preparation to take the assessment

1. Press the ‘Take Test' button (in Dutch: ‘Toets maken’).
You will see the Exam Page containing the list of (practice) exams that are assigned to you. This will also include the starting date/time and the finishing date/time.
2. Select the test you want to complete, by clicking the Play button.
3. Proctorio will then run its pre-exam checks.

Step 3: preparing for the final exam

1. Try to download a reference list from the first page (Instructions), should it be present. To test if you can download such a file.
2. Go through all the questions in the practice exam to check if your internet connection is good enough to work in TestVision Online.
3. If the practice exam ‘[name exam]’ is not visible in TestVision Online, report this.

If you experience any other technical issues, please contact icto-feb@uva.nl.

Step 4: execute Proctorio prechecks

Follow the proctoring instructions:

1. If you don't have installed the Proctorio chrome extension yet, you are required to install the extension. You can find the extension at: https://getproctorio.com/. Please note that this is only possible if you are using Google Chrome as web browser.
2. Read the ‘Before you begin' page carefully.
3. Perform the system diagnostics test. Make sure you allow Google Chrome to use your webcam and microphone. Note: this might take a while.
4. If the system diagnostic test identifies a problem, instructions will appear to you. Follow the instructions and click on “Re-Test”
5. Click on the screen that you are going to use and click on “Share”.
6. When you pass the initial system checks, you will be forwarded back to TestVision. Click “Next” if you are ready.
7. The system will ask to take a picture of you and your UvA student ID card. Do NOT show your official ID, if you have no alternative, shield ID number and signature. Follow the instructions.
8. You'll be asked to test your webcam, to verify if this is working correctly.
9. You can be asked to execute a roomscan/deskscan to show your exam environment. You are responsible for executing this scan properly, so the reviewer can see your workplace and assess that there is no one present and there are no non-permitted materials accessible to you. There are two ways in which you can be asked to perform this room scan. Either Proctorio will ask you to do this during the check in process, or the first question in your exam will ask you to do a room scan. UvA decided that a deskscan is allowed. Please note Proctorio will always call this a ‘roomscan’, but we specifically ask you to show your desk.
10. Finally, you will be asked to agree with the terms of Proctorio. Please note that this statement is superseded by the Privacy Statement the UvA has agreed with Proctorio. After that, you can start the exam.

Step 5: taking the final exam

1. Press the ‘Take Test’ button (in Dutch: ‘Toets maken’) on the homepage of TestVision. You will see the Exam Page containing the list of (practice) exams that are assigned to you. This will also include the starting date/time and the finishing date/time.
2. Select the test you want to complete, by clicking the Play button.
3. Proctorio will then run its pre-exam checks.

When you’re asked to answer a question with a file response (upload a file), please see follow the file upload instructions (at the end of this document).

Important
Don’t log out before clicking on “Ready” and to agree with finishing your exam, to confirm the submission of your exam.

● You can logout and close your browser.
● Proctoring will stop as soon as you finish the exam.

Step 6: reviewing your exam

1. When you hand in your exam, you will see an overview of the questions. Click on the number in front of a question to review that question, your answer and the correct answer.
2. Open-ended questions won’t be graded, so you can only see the correct answer for closed-ended questions (like multiple choice).
3. You can review your results of the practice exam again (at a later time). Log into TestVision via https://uva.testvision.nl/online/fe/login_tva.htm. Click on ‘Show results’ and find the correct exam in the list. Click on the ‘Play’ button to start the review.
File upload instructions

Some exams of the UvA include questions where students are asked to upload a file to the assessment platform. This can be important, because the way you arrived at the outcome is as relevant as the outcome itself. As it can be difficult to type out long equations or mathematical calculations, the UvA provides a standard process to facilitate students in uploading handwritten answers to the exam questions in the digital assessment platform. The instructions are also stated in the exam.

Caution: These instructions have been designed to limit possible fraud. Follow these instructions carefully to avoid suspicion of fraud.

1. Hold up all papers that you will be using to answer the questions of the exam in front of the webcam (both sides) at the start of the exam. All papers must be completely blank.

2. Answer all exam questions. For questions where you are asked to upload a file with a handwritten solution, you can answer the question on paper. Remember to write down your student ID on each page. Do not upload anything before you have finished answering all the questions! You can start uploading when you are ready answering all questions, but no later than the time specified for uploading your handwritten solutions.

Once you have finished answering all the questions or you have reached the uploading start time, please continue with step 3. You are not allowed to adjust answers after you have shown your answers to the webcam. This will be checked afterwards by a reviewer. It will be considered fraud if you adjust any answers after this point. Take at least 10 minutes for last steps needed to photograph and upload your handwritten solutions. In this phase of the exam you can switch your phone from flight mode to normal mode.

3. Show all your worked-out solutions to the webcam. Make sure they are visible for at least 2 seconds.

4. Scan or photograph your solutions, see options below for iPhone and Android.

5. Send these pictures or 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 to yourself. You can check the quality of the images and adjust the name of the file, so you know where to upload which picture in your assessment (i.e. the worked-out answer to a particular question).

7. Navigate to the right question and upload the pictures in the corresponding answer box.
Suggestions for apps to scan your solutions as pdf

**iPhone**

![Evernote Scannable app](image)

**Android**

![Simple Scan - Free PDF Scanner App](image)

Suggestions for uploading pictures

**IMPORTANT NOTE:** ANS-Delft does not accept newer iPhone formats, so please set your setting to jpeg format

- Open your settings on your iPhone
- Scroll down for and click on “camera”
- Chose “structures” (if you don’t see this, your iPhone photos are compatible with Ans-Delft)
- Select “most compatible” (this is a jpeg file)