



Online Invigilation Candidate Guide

Version 1

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System Requirements

All online invigilated exams must be sat on either a laptop or desktop computer. Your chosen device must have a working webcam, microphone and speakers. Additionally, your chosen device must also conform to the below minimum specifications. For most online invigilated exams you will also require the use of a mobile phone to be used as a secondary camera, the minimum specification for your mobile device can also be viewed in the table below.

WARNING: Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform, therefore it is always recommended to use a personal computer.

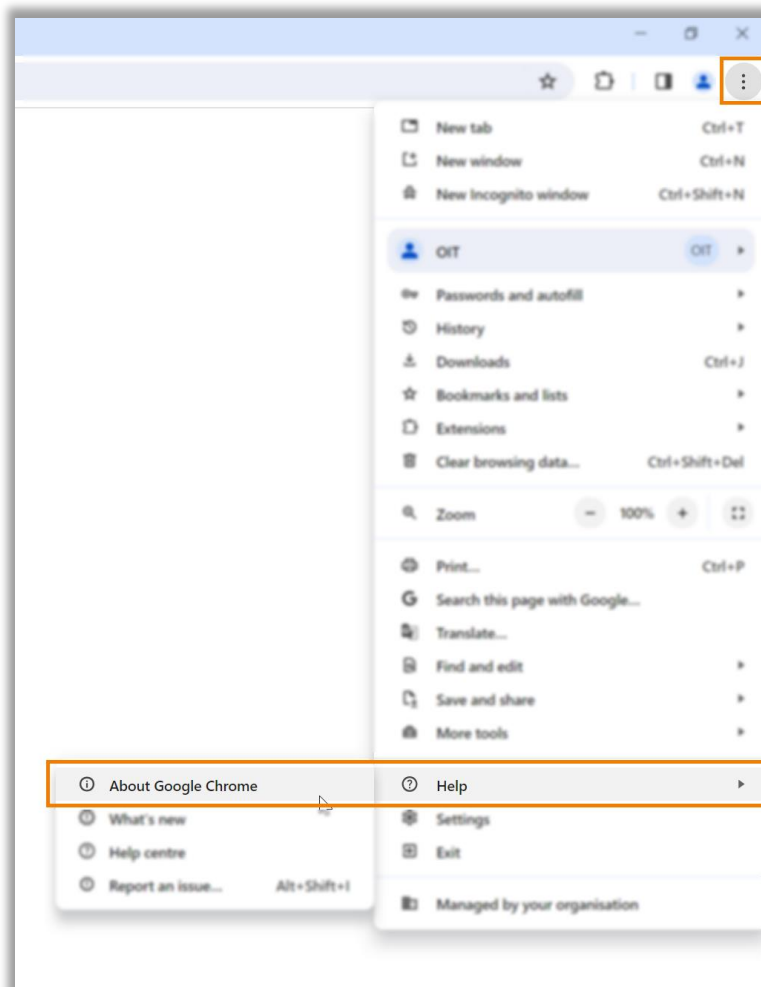
System Requirements	
Operating System	<ul style="list-style-type: none">• ChromeOS.• macOS: the latest two macOS releases.• Windows 10 (32-bit/64-bit).• Windows 11.
Bandwidth	<ul style="list-style-type: none">• 1.5 Mbps upload speed (Warning: this is not your download speed).• 10 Mbps download speed.• Ping under 25 ms.• We strongly recommend you use an ethernet cable to connect your computer to ensure a stable connection.
Resolution	<ul style="list-style-type: none">• 1280 x 768 pixels, or higher.
Browser	<ul style="list-style-type: none">• Google Chrome (latest version).
Mobile Phone Operating System	<ul style="list-style-type: none">• Android 5.1, or higher.• iOS 10.0, or higher.• WARNING: Huawei P30, Samsung Galaxy A3 (2016), and Google Pixel 3 and newer are not compatible with the ProctorExam app required to operate your mobile device as a secondary camera.

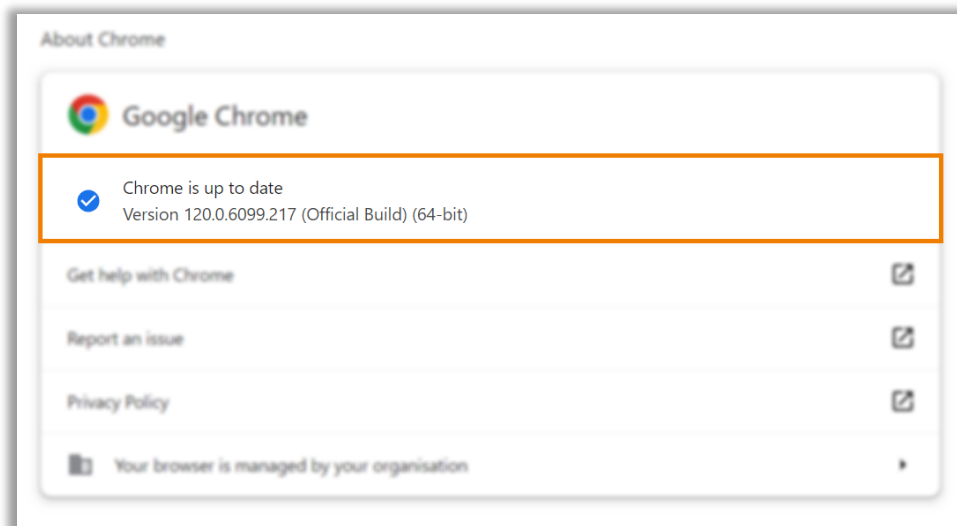
System Check Guide

This section of the candidate guide will demonstrate how to setup and test your equipment in preparation for your upcoming exam. We recommend completing the system check process as early as possible so that you have plenty of time before your exam day to rectify any potential issues.

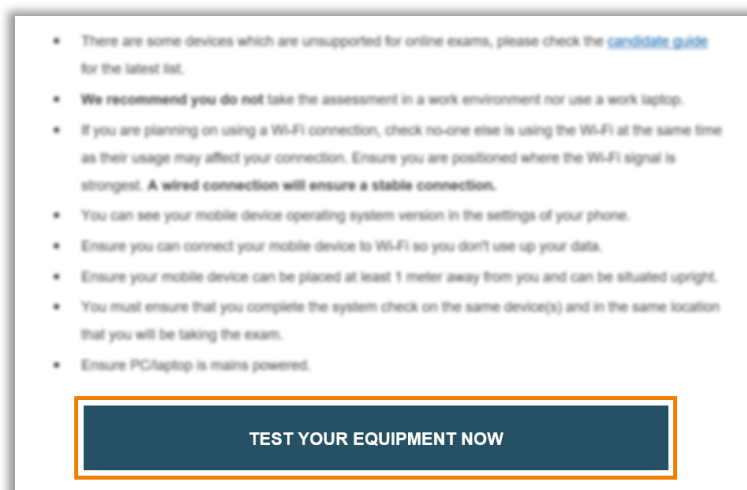
Starting the system check

You must first ensure you're using the latest version of the Google Chrome browser before beginning the system check process. Chrome should auto-update when you access the “About Google Chrome” area. This area can be found by clicking the three-dot vertical ellipsis to the right of the URL bar in a Chrome browser window, select Help, and then About Google Chrome. If any updates are made ensure you click the relaunch button to complete any updates.

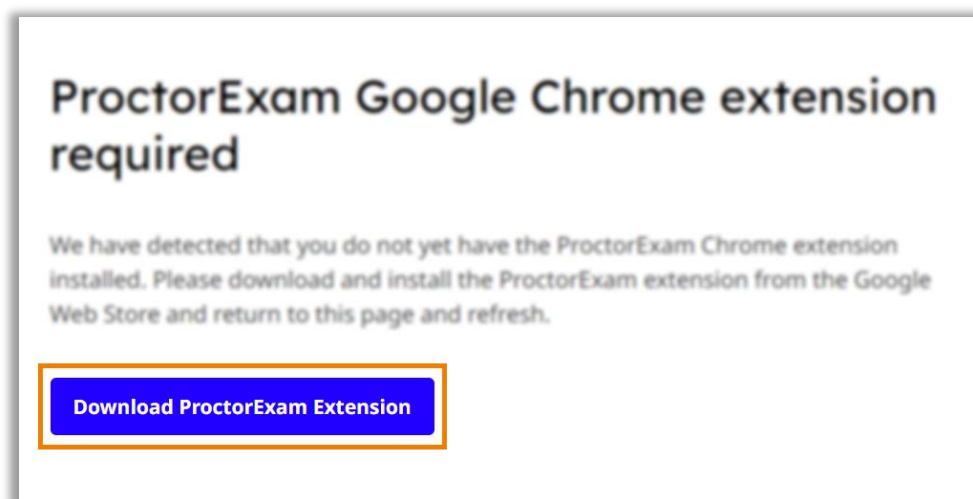


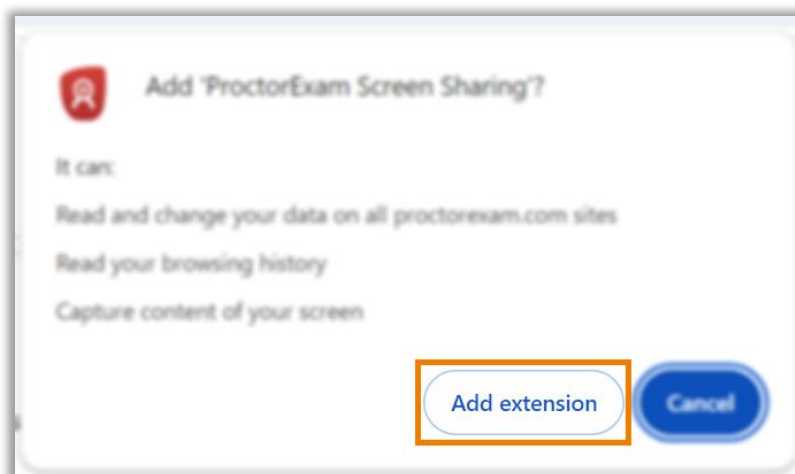
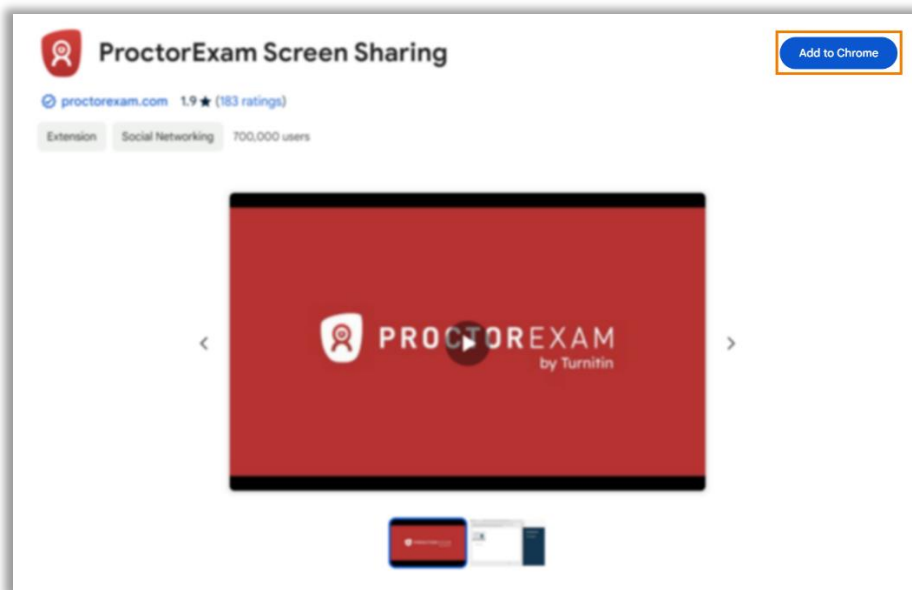


To begin the system check process, locate the system check requirements email, and click the link contained within the email to enter the step-by-step guide.

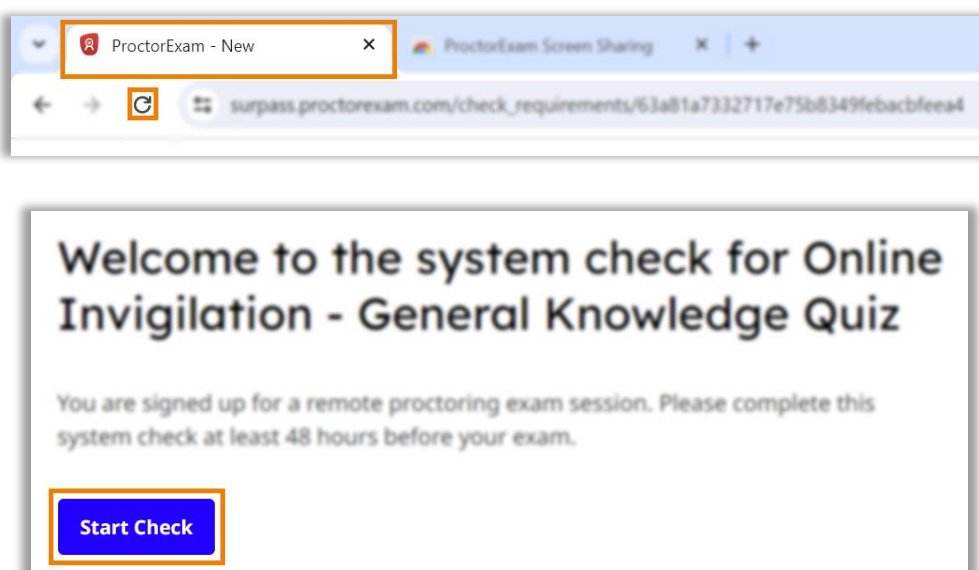


Download the ProctorExam Google Chrome extension by following the on-screen instructions.

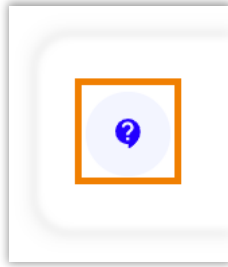




Back on the system check guide tab, reload the page, and click start check to begin testing your equipment.

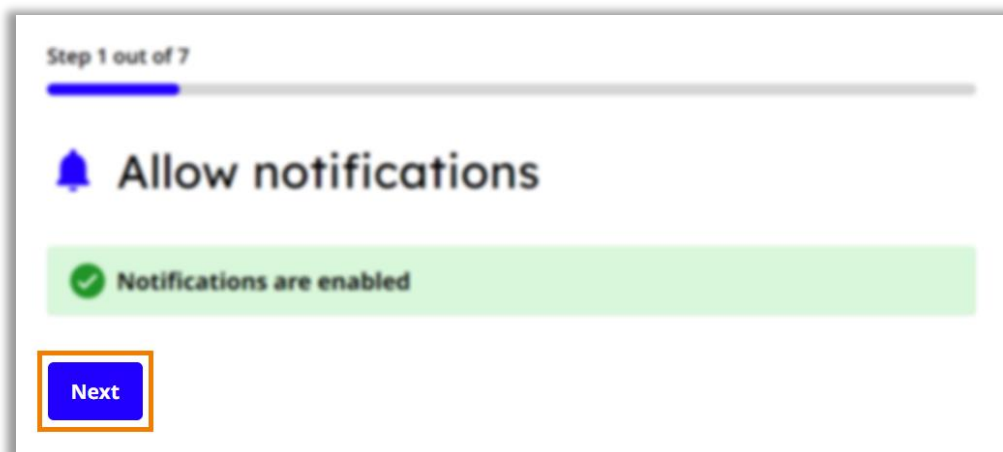
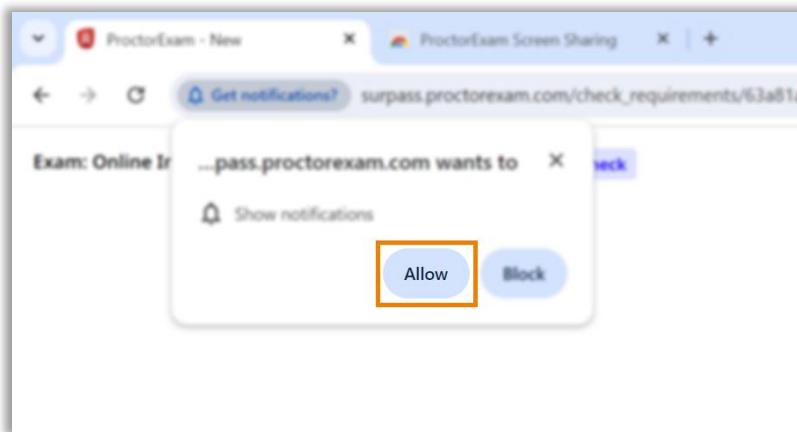


At each step of the system check process you can find further advice and guidance under the question mark logo on the right of the screen should you require it.



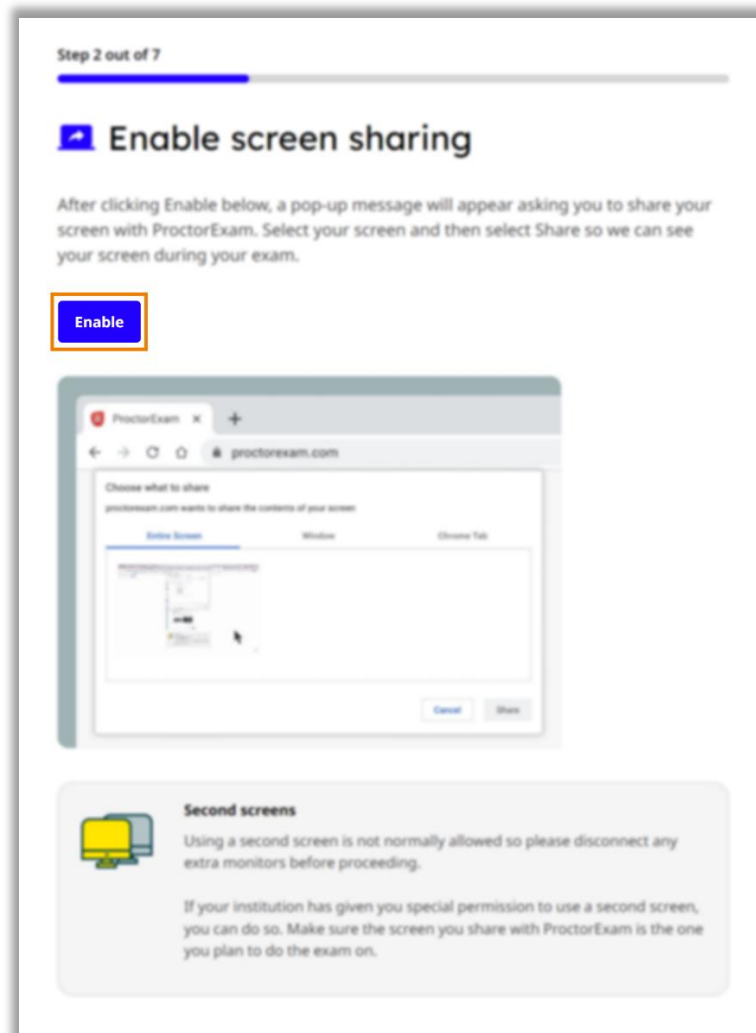
Step 1 – Allowing notifications

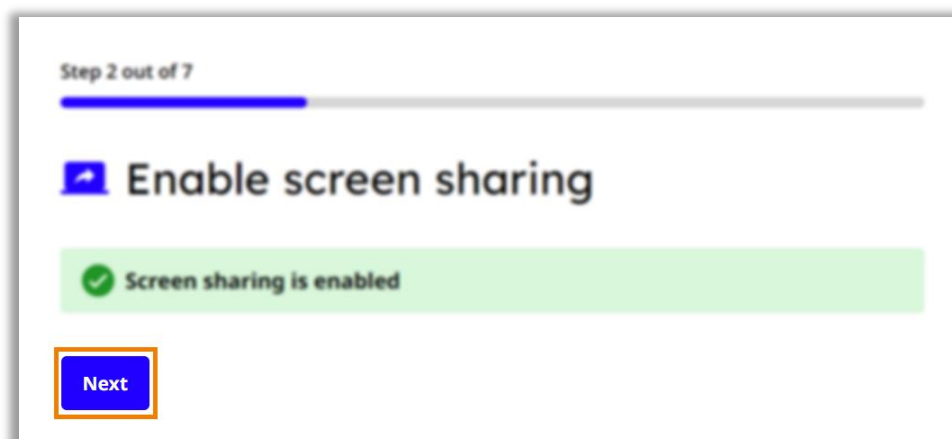
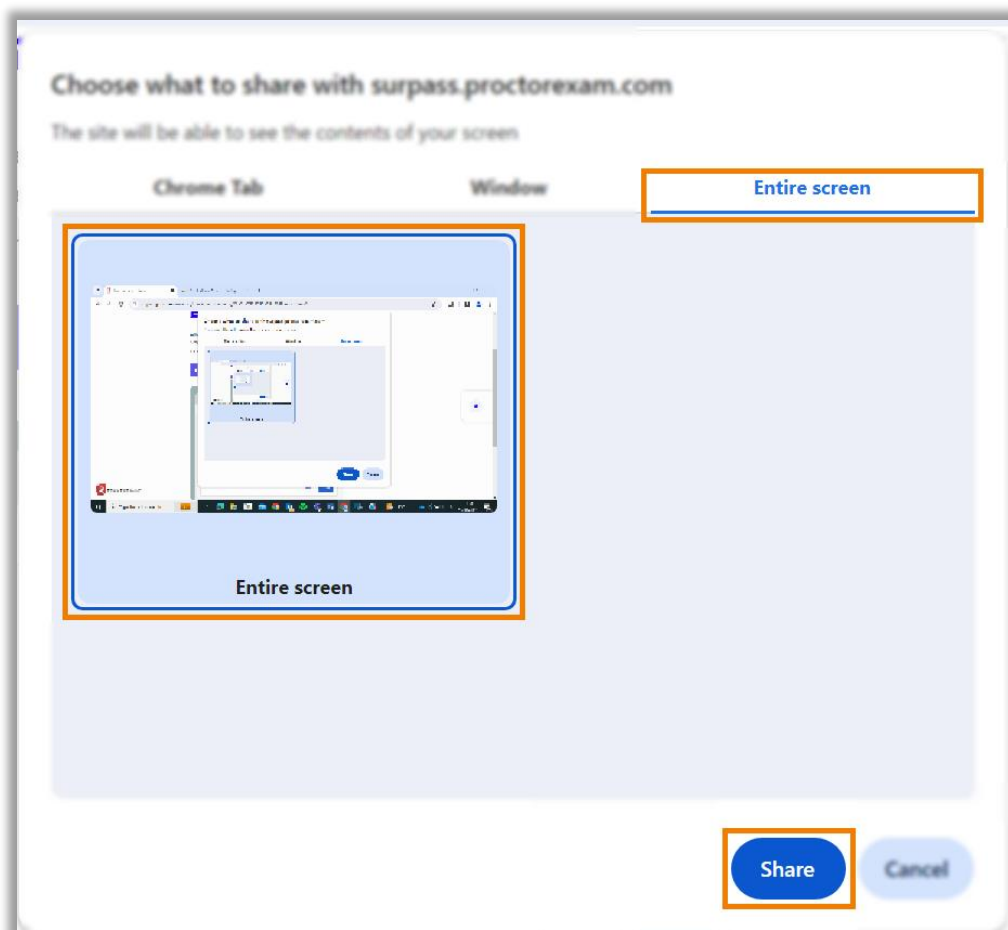
On the first step you must allow notifications before moving to the next step.



Step 2 – Enabling and testing screen sharing

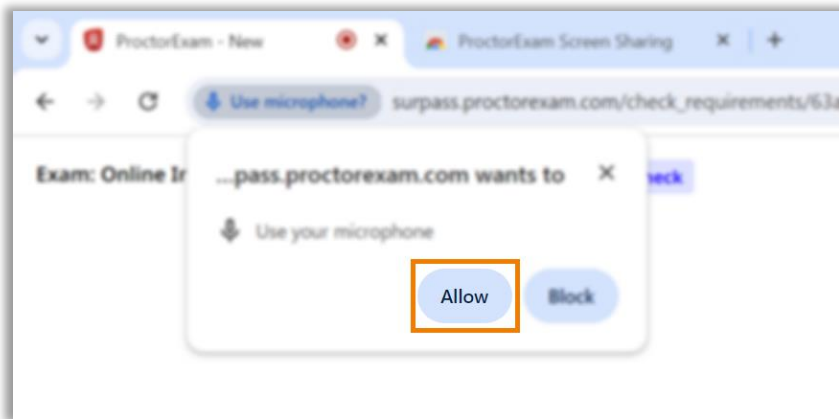
You must now enable screen sharing. You should enable the entire screen option, by clicking the entire screen tab, then select the screen you will be taking the exam on, and then select share. **WARNING: For most exams you will only be allowed to use of one screen.**





Step 3 – Enabling microphone


You must now allow your microphone to be used, and then test this by making some noise.



Step 3 out of 7

Enable your microphone

Select the microphone you would like to use for the exam and then speak into it to ensure it is working correctly. If we can detect your voice, we will automatically confirm it is working.

 Say something into your microphone

Communications - Microphone (Realtek(R) Audio) ▼



Step 3 out of 7

Enable your microphone


 Your microphone is working

Next

Step 4 – Testing speakers


On the next step you will be testing your speakers. Listen for the audio sample. If you can hear the audio sample click yes, and then next. If you cannot hear the sample, click on the Need Help option to view suggested troubleshooting advice.

Step 4 out of 7

 **Test your speaker**

ProctorExam will send audio notifications throughout the exam so it is important your speaker is working.


Select the speaker you would like to use for the exam and then listen for the audio sample.


 Can you hear the audio sample playing?

Speakers (Realtek(R) Audio) ▼

Yes **Need Help?**

Step 4 out of 7

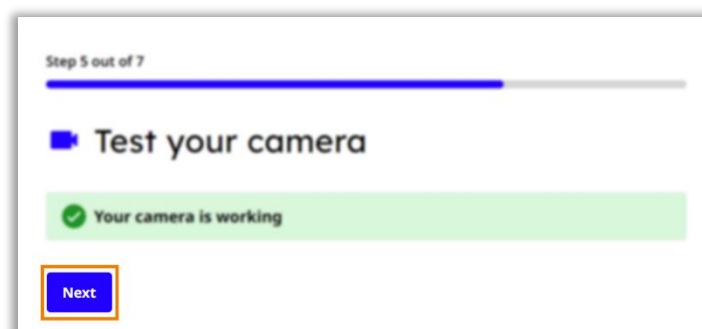
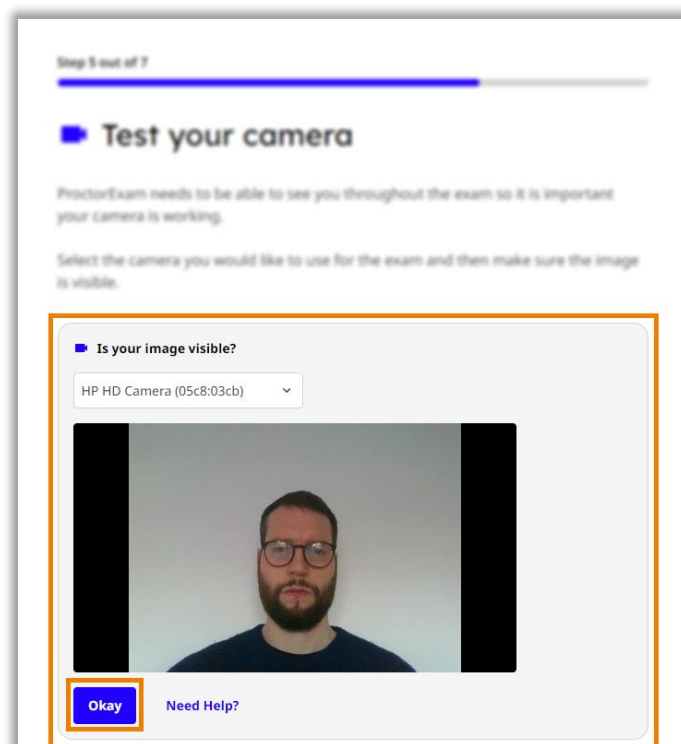
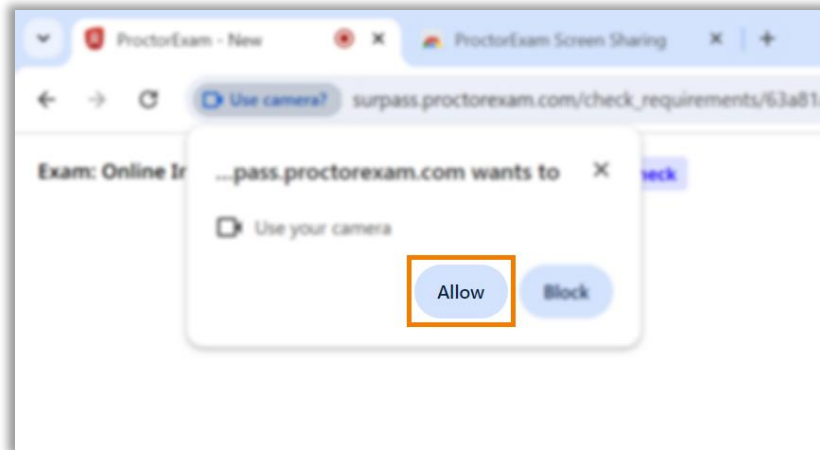
 **Test your speaker**

 **Your speaker is working**

Next

Step 5 – Enabling and testing webcam

Now you will be testing your webcam. You must first allow the use of your webcam. If you can see yourself in the on-screen window, click okay, and then next. If you cannot see yourself, click on the Need Help option to view suggested troubleshooting advice.



Step 6 – Downloading and testing ProctorExam app

The next step is to download the ProctorExam app for your phone. Scan the QR code with your phone to initiate the download. Once the app is downloaded click the I already have the app option to move to the next step. If you are having an issue downloading the app click on the Need Help option to view suggested troubleshooting advice.



You must now test the mobile app is working, scan the on-screen QR code using the ProctorExam app. If you encounter a problem use the having issues with scanning the QR code option to view troubleshooting advice.



When you have successfully scanned the QR code with the app, ensure your camera image is visible on screen and click Okay. If you cannot see the image on-screen click the Phone camera not working option to view troubleshooting advice.

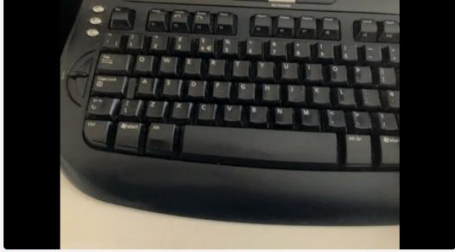
Step 6 out of 7

Test your phone camera

ProctorExam needs to be able to see you and your surroundings throughout the exam so it is important your phone camera is working.

Make sure the image is visible below.

Is your image visible?



Okay Phone Camera not Working?


Once you have successfully connected your phone camera note the advice that your phone should remain connected to WiFi during your examination. You should also plug your phone in to a charger to ensure the battery does not run out.

Step 6 out of 7

Test your phone camera

✔ Your phone camera has successfully connected

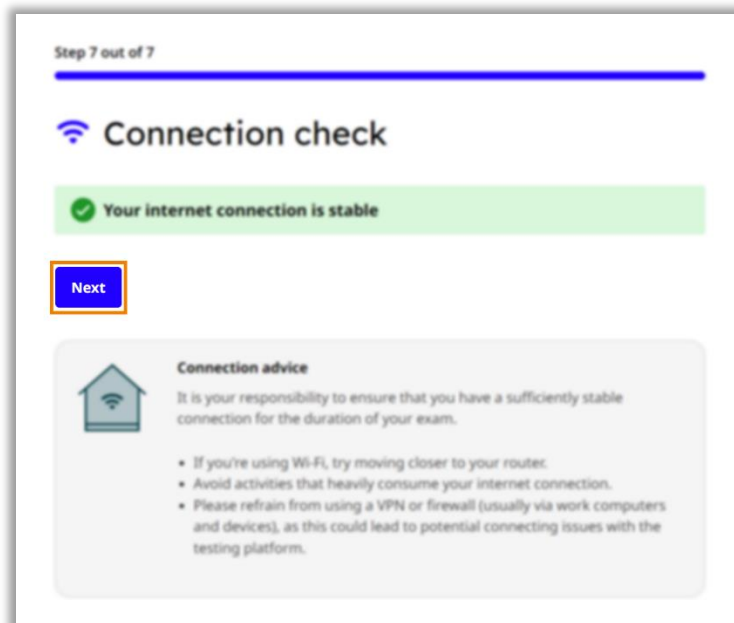
Next

 **Recommendations**

During your exam, make sure your mobile device is plugged in and connected to WiFi. You will see the QR code again when registering for the remote session.

Step 7 – Checking internet connection

The final step is an automated check of your internet to ensure you have a stable connection. You should get a success message when the check is complete. There is also some important advice to consider regarding your internet connection. Click next to complete your system check.



You should now see a final message informing you that you have successfully completed the system check. If you wish to run the checks again, click the check again option, you should only need to do the checks again if you are changing devices.

System check complete

Your devices have successfully passed the system check required for your remote exam session. We've sent you an email containing a link to your exam. It may take a few minutes for the email to arrive in your inbox.

You may now close this page.

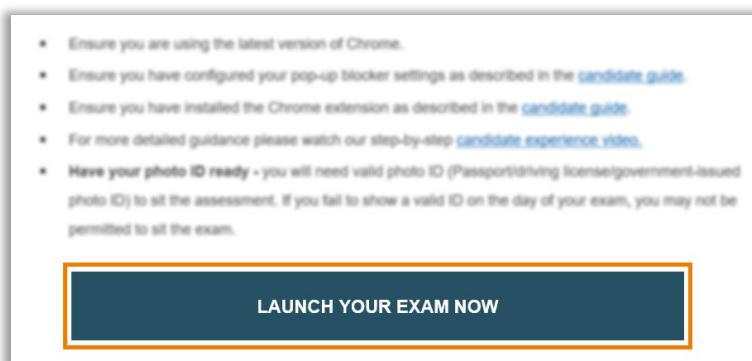
[Check Again](#)

Exam Setup Guide

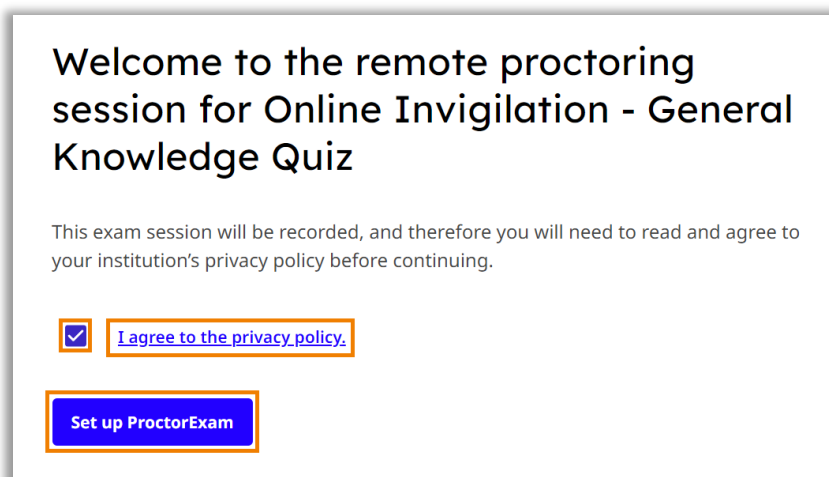
This section of the candidate guide will walk you through how to setup your exam on your scheduled date. Many of the steps will be similar to the ones you undertook on your system check, but they must be completed again to set everything up ready for the exam.

Starting the exam setup

On your scheduled exam date around 15 minutes before your scheduled exam time, click on your exam link, this should have been emailed to you three days prior. The exam link will take you to the step-by-step guide for setting up your exam.

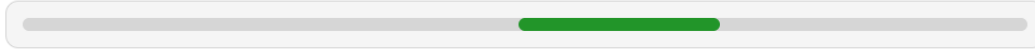


Begin setting up your exam by reading and agreeing to your institution's privacy policy, then click the Set up ProctorExam button.



We're setting up your exam

This may take a few minutes.



Take your time to read the advice given before moving to the first step.

A few things to be aware of



You must remain seated during the exam

You must remain seated and within your camera frame for the entire duration of your exam. If you need to move outside the frame (for example, to use the bathroom) you will need permission from your instructor.



You must be alone during the exam

You should be the only person in the room during the exam. If another person is seen to be in the room with you or enters the room during the exam, this will be a serious violation.



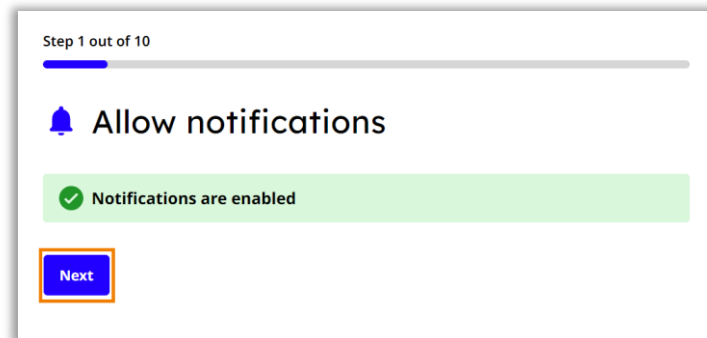
You must be clearly visible at all times

During the setup process, you will be given a preview of your camera. Make sure that your room is bright and your face is clearly visible. Avoid backlighting that may conceal your face. Please be aware that an invigilator will be viewing your camera. Cover or move any private information or personal objects you do not wish anyone else to see.

Next

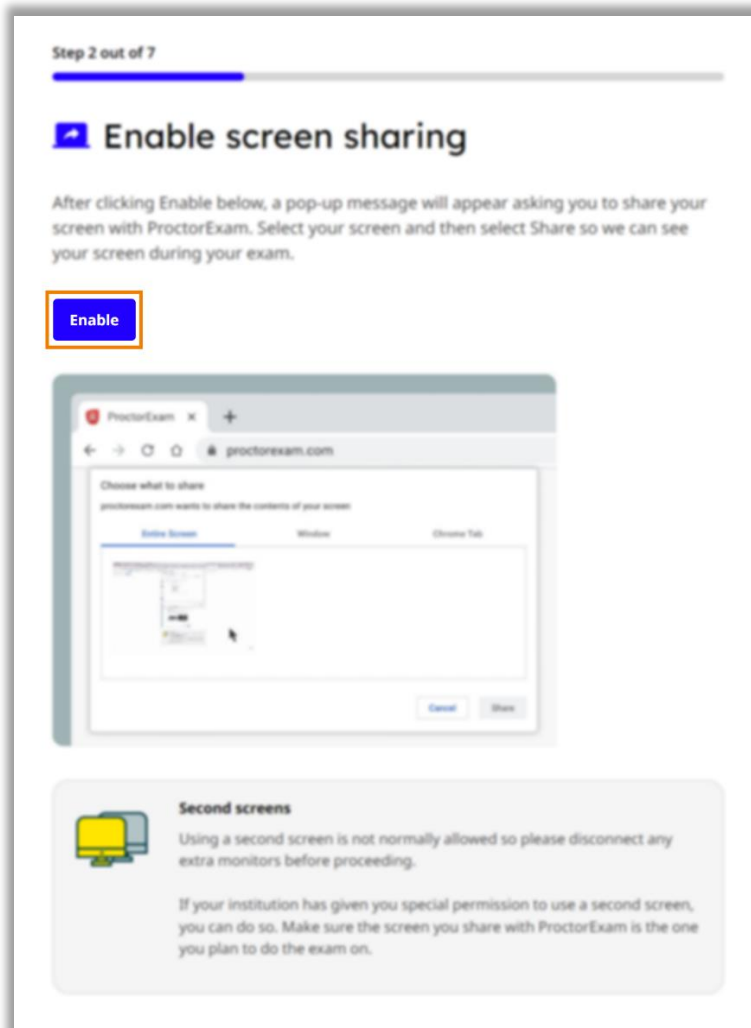
Step 1 – Allowing notifications

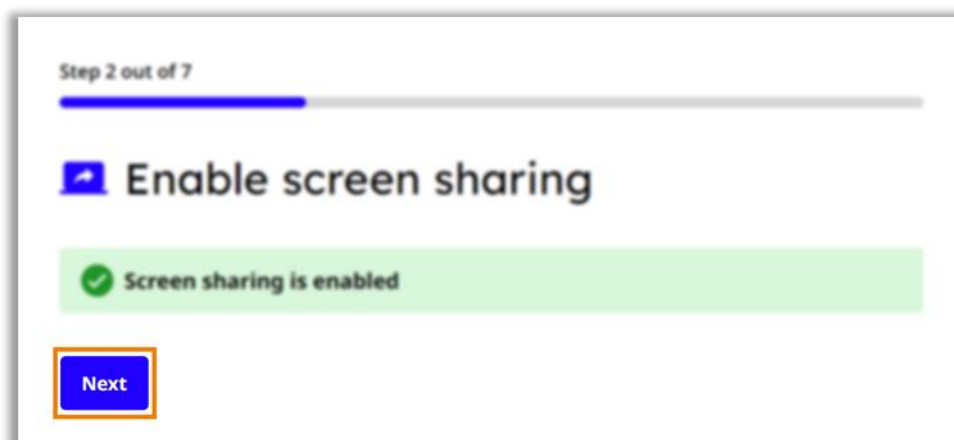
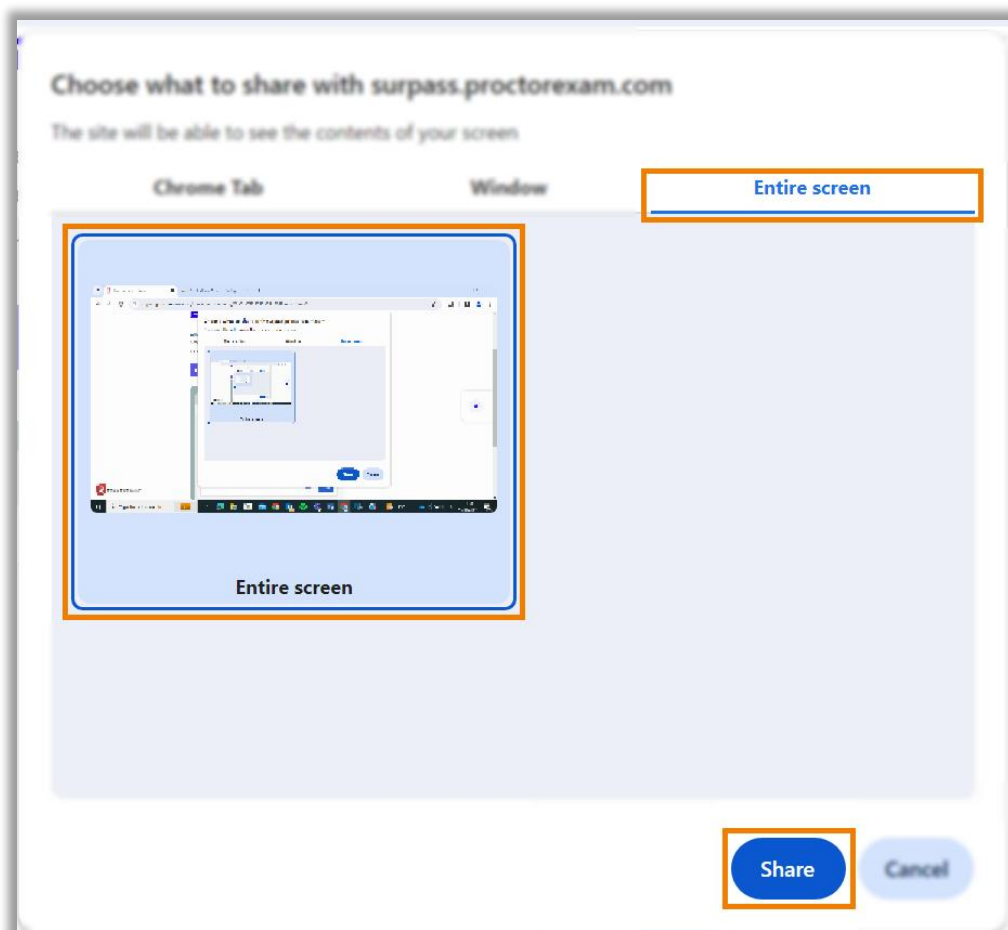
Firstly, you need to allow notifications, this should already have been done during your system check, therefore select next to move to step 2.



Step 2 – Enabling screen sharing

You must now enable screen sharing before moving to the next step. You should enable the entire screen option, by clicking the entire screen tab, then select the screen you will be taking the exam on and then select share. For most exams you will only be allowed to use one screen.





Step 3 – Testing microphone, speakers and webcam

You must now test your microphone, speaker and camera. Follow the on-screen instructions to test each option. For each option there is troubleshooting advice available if you have any problems, accessed by clicking the Need Help button.

Step 3 out of 10

Sound and camera setup

Test your microphone, speaker and camera to make sure they are working properly. ProctorExam requires them in order to ensure the integrity of your exam.

Microphone

Microphone (Realtek(R) Audio)

Test microphone

Speaker

Speakers (Realtek(R) Audio)

Test speaker

Camera

HP HD Camera (05c8:03cb)

Test camera

Step 4 – Taking verification photo

You now need to take a photo of yourself to verify against your ID. Look directly in to the camera, and click take photo. After taking the photo, inspect the image to ensure it is clear and in focus before submitting. If you need to take the photo again select the retry option.


Step 4 out of 10

Your photo

Before you can take your exam, we need to verify your identity. To do this, we need to take your photo.

Please take a close-up and clear photo of your face using your camera. Use the Take photo button below when you are ready.

Take a photo



Take Photo Need Help?

Please make sure the image is clear and in focus, you are not wearing any accessories that hide your face (sunglasses, etc.), and there is no backlighting that casts a shadow on your face.


Step 4 out of 10

Your photo

Before you can take your exam, we need to verify your identity. To do this, we need to take your photo.

Please take a close-up and clear photo of your face using your camera. Use the Take photo button below when you are ready.

Take a photo



Submit Retry

Please make sure the image is clear and in focus, you are not wearing any accessories that hide your face (sunglasses, etc.), and there is no backlighting that casts a shadow on your face.

Step 5 – Taking ID photo

You now need to take a photo of your ID for verification. Hold your ID directly in front of the camera, and click take photo. After taking the photo, inspect the image to ensure it is clear and in focus before submitting. If you need to take the photo again select the retry option.


Step 5 out of 10

Your ID

Before you can take your exam, we need to verify your identity. To do this, we need a photo of your ID or passport.

Please take a close-up and clear photo of the photo side of your identity document using your camera. Use the Take photo button below when you are ready.

Take a photo



Take Photo Need Help?


Please make sure the image is clear and in focus and the name on your document is clear and readable. Please conceal any document number that appears.

Step 5 out of 10

Your ID

To verify your identity, we need you to take a picture of your ID or passport. We need a clear image of the photo side of your document. When you're ready, select the Take Photo button.

Take a photo

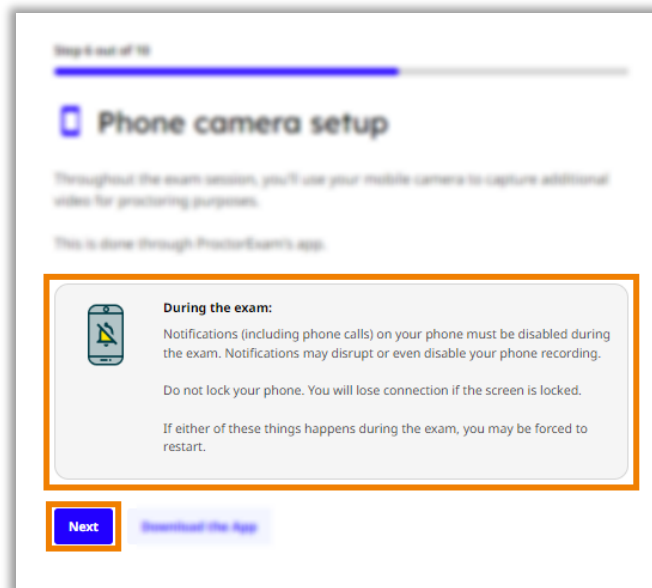


Submit Retry

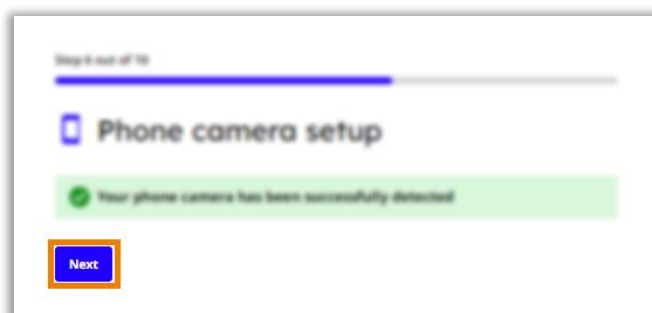
Please make sure the image is clear and in focus and the name on your document is clear and readable. Please conceal any document number that appears.

Step 6 – Setting up mobile camera

The next step is to setup your mobile phone camera. Ensure you have read and understood the advice regarding your mobile phone camera before clicking next.

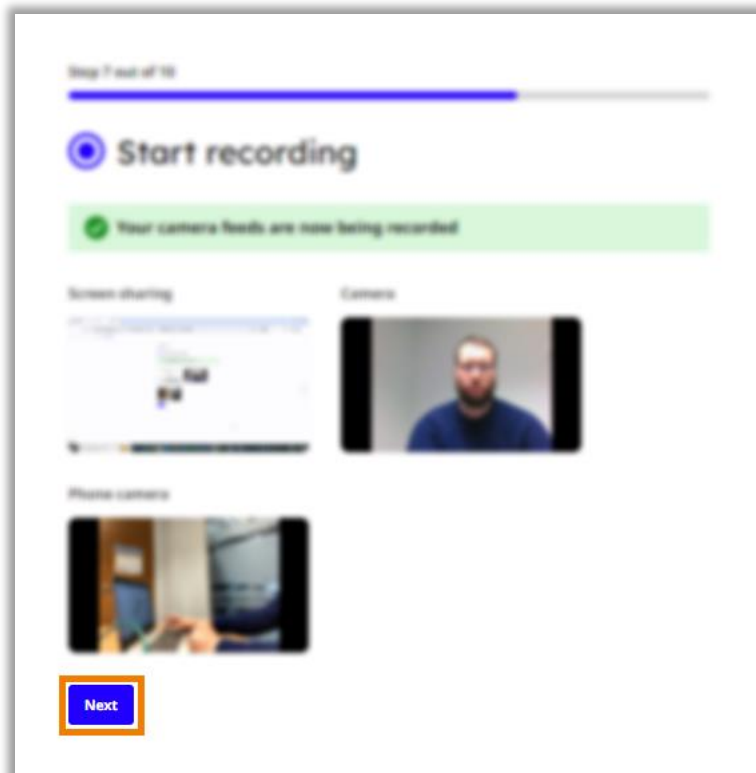
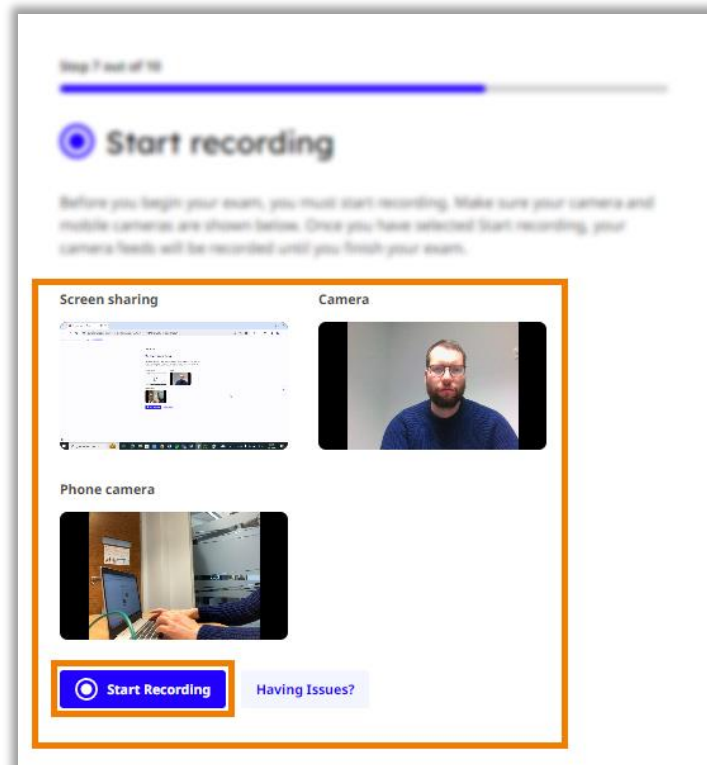


Now open the proctor exam app on your phone and scan the on-screen QR code to connect your mobile camera.



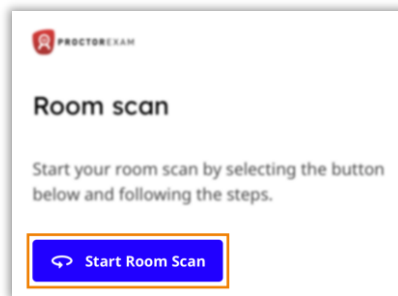
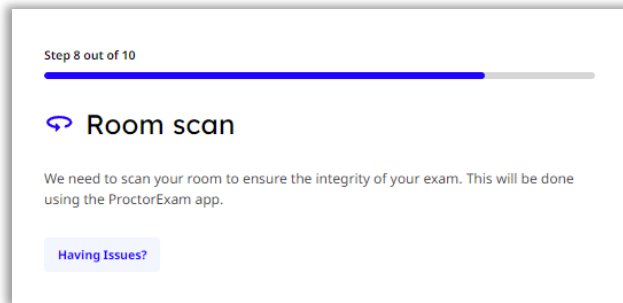
Step 7 – Starting camera recordings

You must now start all your camera feeds recording. Ensure all camera feeds are shown on-screen before clicking Start Recording, from now on all cameras will be recording until you finish your exam. If you have any problems, use the Having issues option to view troubleshooting advice.

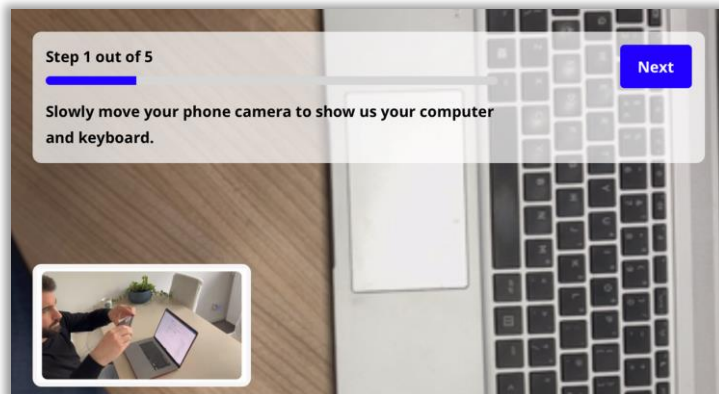


Step 8 – Scanning the room

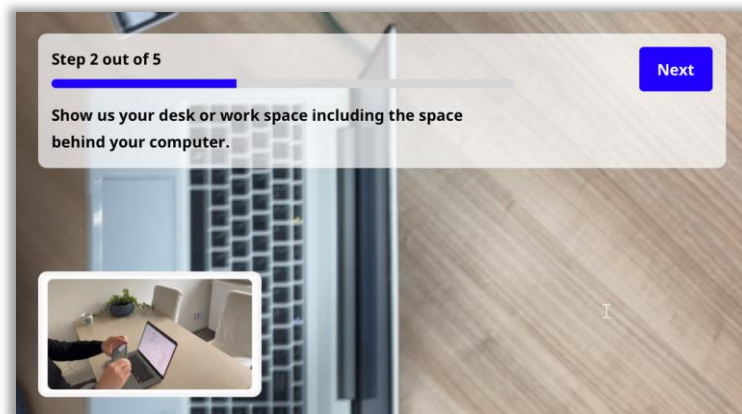
You must now scan your room using your mobile camera to ensure the integrity of your exam. For this step switch to your mobile phone and follow the on-screen instructions.



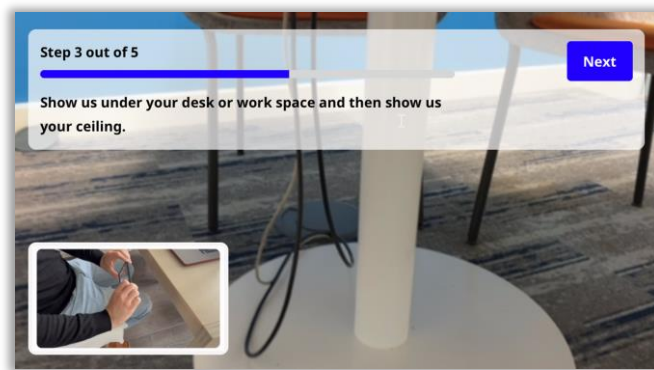
Slowly show your computer and keyboard.



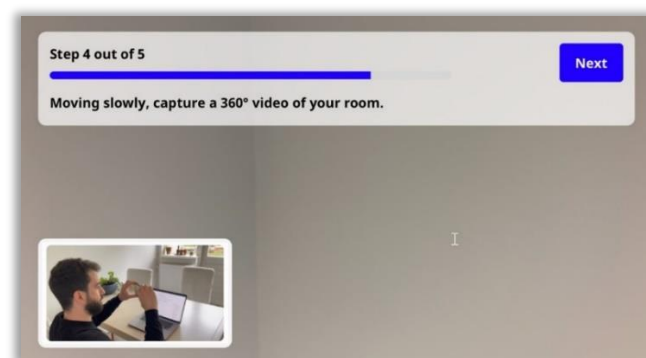
Next show your entire desk is clear.



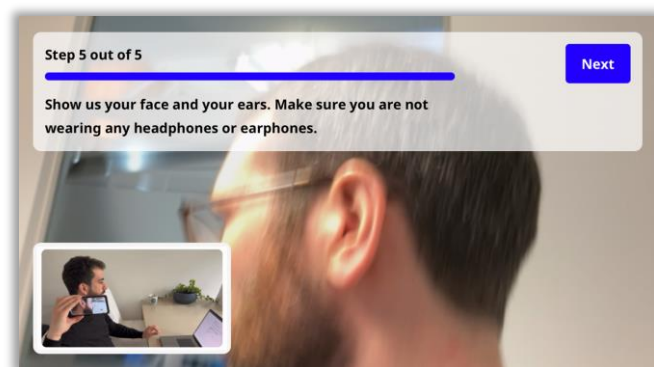
Now show under the desk and then the ceiling.



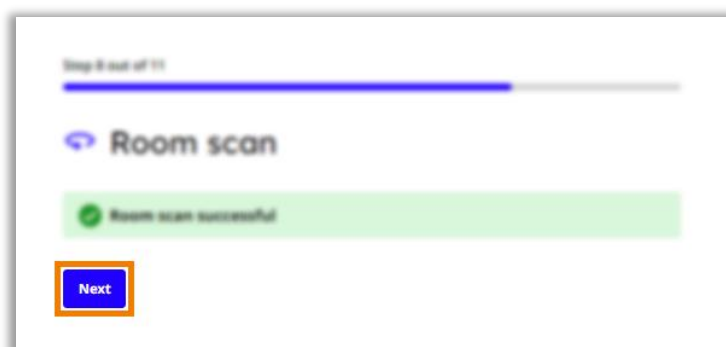
Slowly show a full 360 degree view of the room.



Finally show your face and ears, to show you are not wearing headphones, earphones or smart glasses.




When you have completed the room scan on your mobile phone, move back to the instructions on the computer screen and click next to move to the next step of the setup.



Step 9 – Positioning the mobile camera


Now you have completed your room scan follow the on-screen instructions and tutorial in order to ensure your mobile phone camera is positioned correctly. Once you are happy with your mobile camera placement use the tick box to confirm and select continue to move to the next step.

Step 9 out of 10


 **Phone camera placement**

Place your phone camera beside you or diagonally next to you. Make sure that you are clearly visible, as well as your computer, monitor(s) and work space. Use the example tutorial on the left as a guide.

Example tutorial



Phone camera feed



☒ I confirm that my phone camera is positioned according to the instructions above.

Continue

Having Issues?

Step 10 – Showing any exam materials

If you're allowed a calculator in your examination, the next step will be to show this to your webcam for verification.

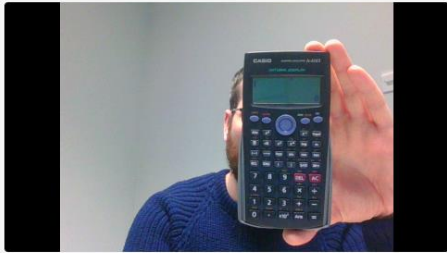
Step 10 out of 11

Calculator

You're allowed to use the following type of calculator during your exam:

Scientific

Show the calculator you will be using during your exam.



[Next](#) [Need Help?](#)

The next step is to show to your webcam any other materials you're allowed in your examination, such as a pen and paper. Any materials allowed will be listed on-screen. Ensure you show both sides of paper to prove it is blank.

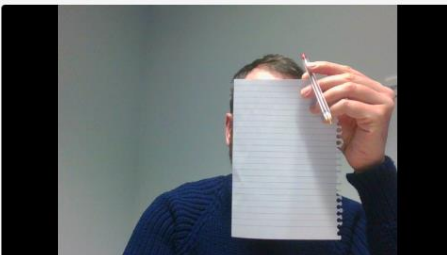
Step 10 out of 11

Additional materials

You're allowed to use the following additional materials during your exam:

Up to 6 sheets of blank A4 paper may be used. Please show both sides of each paper to the webcam for verification.

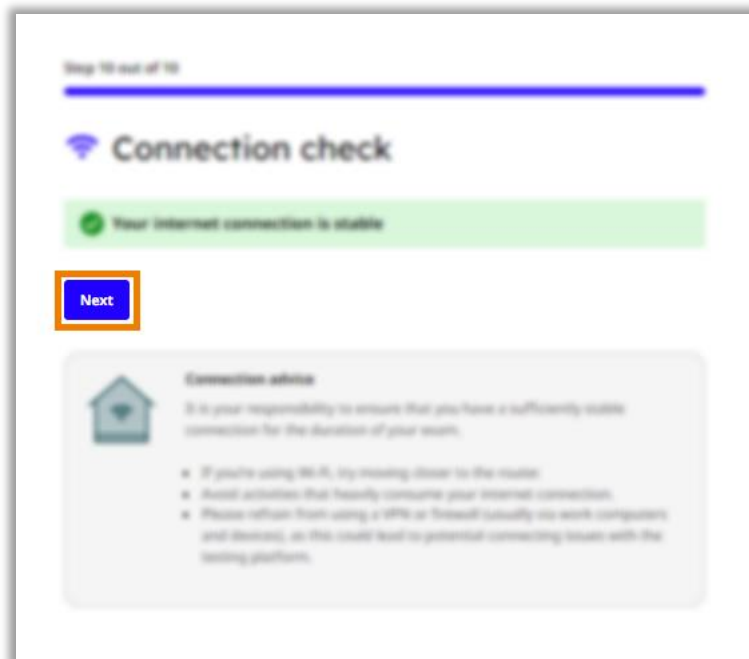
Show the materials that you will be using during your exam.



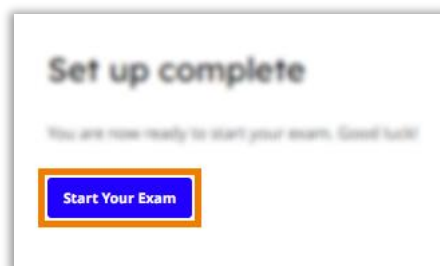
[Next](#) [Need Help?](#)

Step 11 – Checking internet connection

The final step of the exam setup will be an automatic check of your internet connection. On this step there is some useful connection advice regarding how to ensure a stable connection throughout your exam.



When you're ready click next to finish your setup, and then click Start Your Exam.



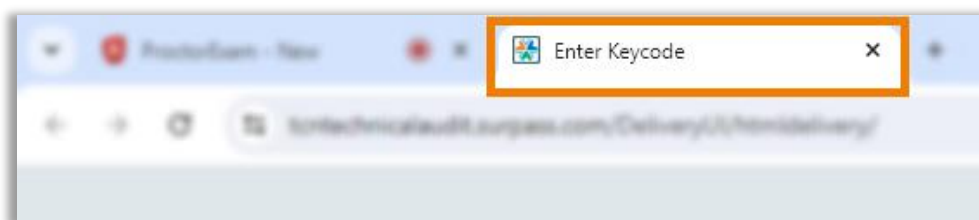
Instructions and keycode

You will now see an information page, **this page should remain open throughout your exam**. Ensure you read and understand all of the instructions.

When you have done so and are ready to begin your exam, either copy or note down your keycode, this can be found under the individual instructions section at the bottom of the page.

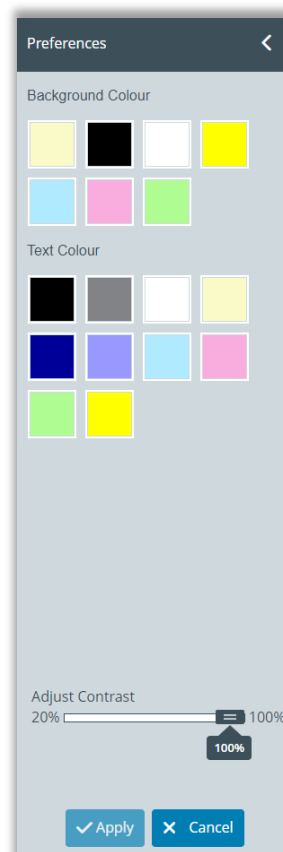
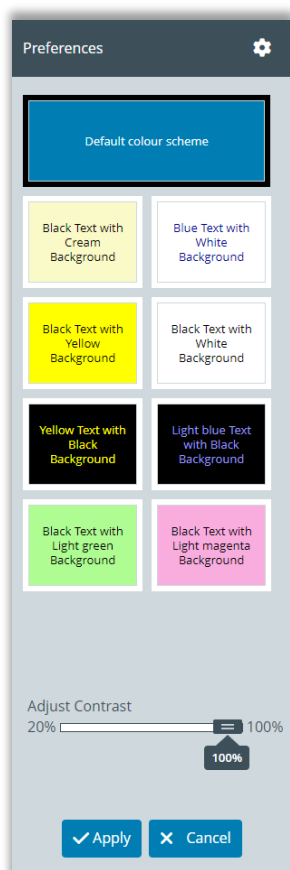
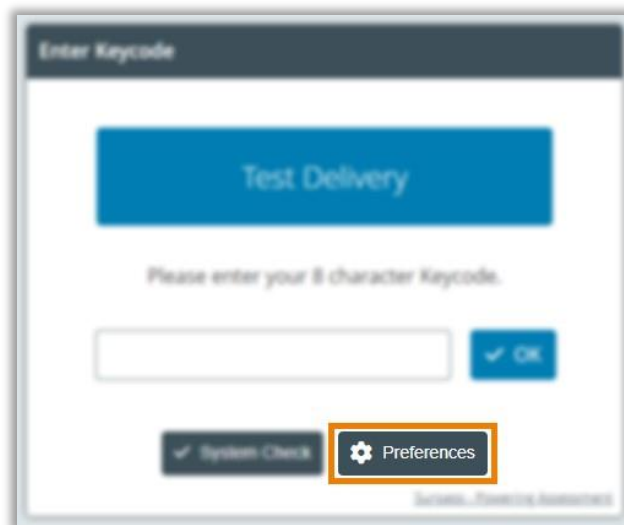


Now click the Launch Test link, this will open the exam window in a separate tab, **you should leave open both tabs throughout your exam.**



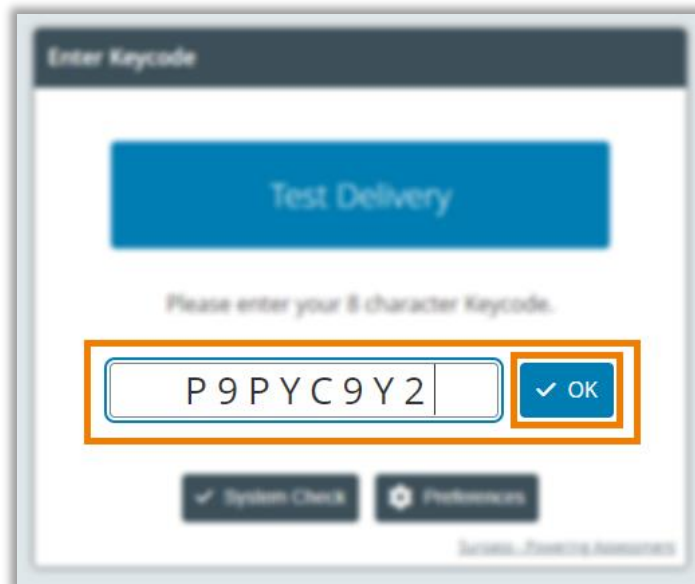
Colour preferences

Before entering your keycode in the exam window, if you wish you can change the colour scheme of your exam under the Preferences option, you can either choose from one of the default options, or create your own combination under the settings cog.



Entering the keycode and starting the exam

When you are ready you can either paste or type in your keycode in the available box and click OK to launch your exam.



Enter Keycode

Test Delivery

Please enter your 8 character Keycode.

P9PYC9Y2

✓ OK

✓ System Check ⚙ Preferences

Surpass - Powering Assessment

Now check your details and confirm if correct.



Confirm Details

Surpass The Assessment Platform

Surpass The Assessment Platform

Last name: SMITH
First name: John
Test Name: Online Invigilation - General Knowledge Quiz
Language: English

Are the details above correct?

✓ Yes ✕ No

Surpass - Powering Assessment

Next confirm your acceptance with your organisation's code of conduct by checking the tick box and clicking continue.

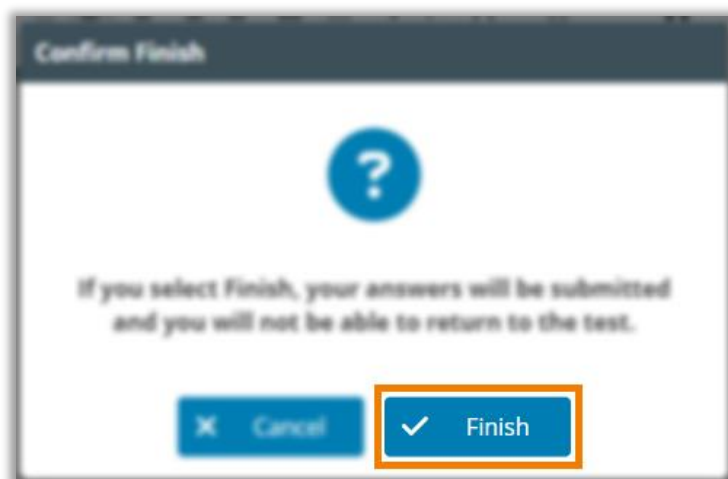
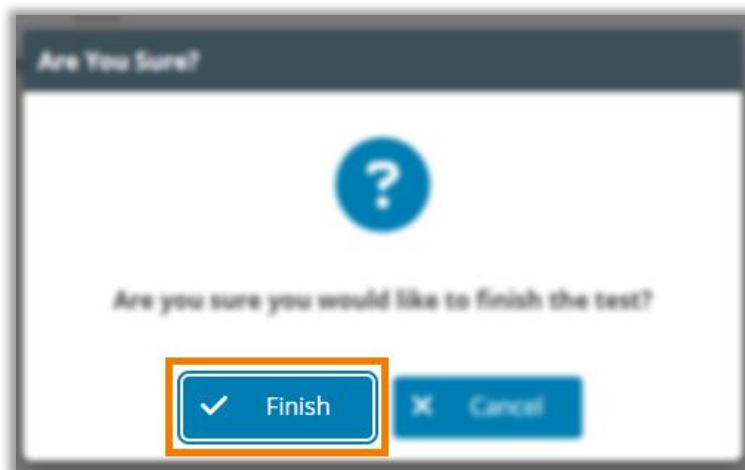
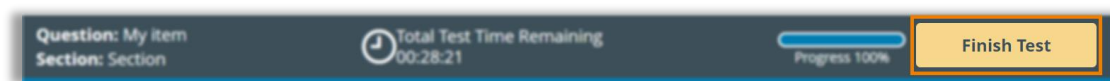
The screenshot shows a 'Surpass' window titled 'Agree to Terms'. It features the Surpass logo and the tagline 'The Assessment Platform' twice. A text box states: 'By ticking this box you confirm that you will adhere to the Organisation's code of conduct.' Below this is a checkbox labeled 'I accept these terms.' which is checked. At the bottom are two buttons: 'Exit' (with an 'X' icon) and 'Continue' (with a checkmark icon). The footer text reads 'Surpass - Powering Assessment'.

Now carefully read the specific information regarding your exam before clicking Start the test to be taken to the first question, this is when your exam timer will begin.



Finishing the exam

Once you have completed the questions and are happy to end your exam. Click the finish test button found in the top right corner of the exam window, and then click to confirm you wish to finish your exam.



You will now be taken to the finish page of your exam. Some exams will provide feedback here, though this is not always the case. Once you have reviewed all the information on this page you need to click the exit test button found in the top right corner. You can now close this tab.

Test Feedback Exit Test

Test: Online Invigilation - General Knowledge Quiz
Candidate: SMITH John
Date: 16/01/2024

Surpass
The Assessment Platform

You have completed this test. Your test will be marked and your results made available in due course.

Test Result
Result: Pending

Summary By Question
You can review each of the questions by selecting the individual question buttons.

A
1 0/1 ✖ 2 1/1 ✔ 3 1/1 ✔ 4 1/1 ✔ 5 1/1 ✔

B
1 1/1 ✔ 2 1/1 ✔ 3 1/1 ✔ 4 1/1 ✔ 5 1/1 ✔

C
1 0/1 ✖ 2 1/1 ✔ 3 0/1 ✖ 4 0/1 ✖ 5 1/1 ✔

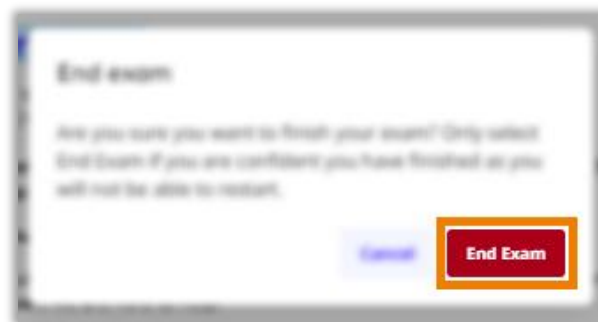
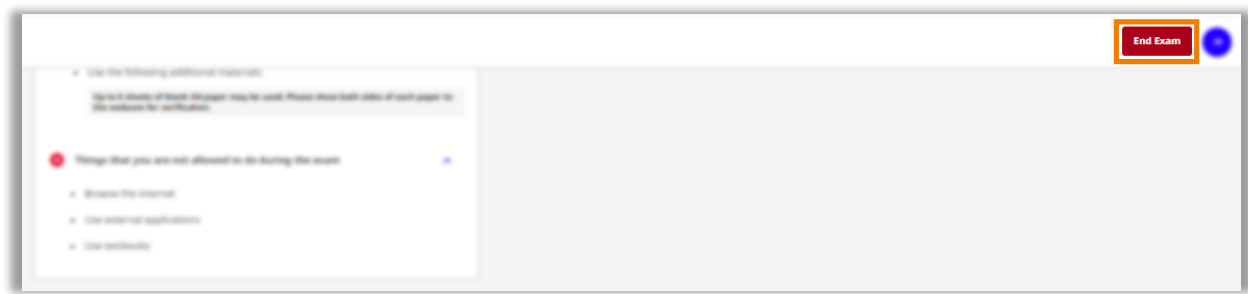
Section
1 7/1

Correct ✔ Incorrect ✖ Partial Mark ⓘ Not Attempted — Human Marked ⓘ Information & Non-scored ⓘ Survey ⓘ

Results

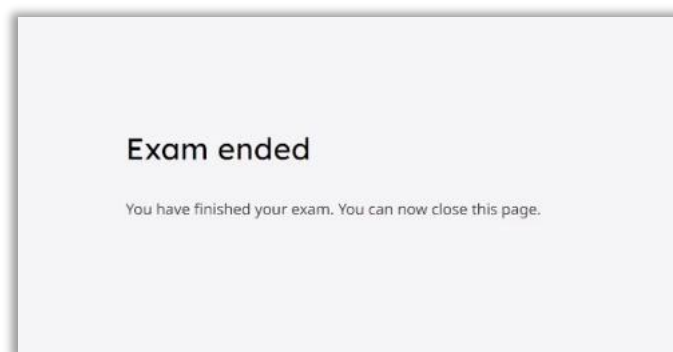
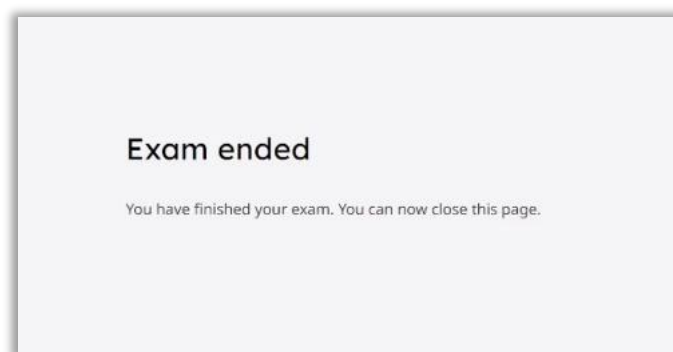
You have completed this test.
You may now close the browser window.

This should leave you with only the original exam information page open. You now need to click the end exam button again found in the top right corner, and then click to confirm. This will now end all camera recordings.



You can now close this tab.

Your exam is now fully completed and submitted. Your awarding organisation will be in touch in due course to confirm the results of your exam





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