Remote Invigilation Candidate User Guide v1.7

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What is this document?

This document is a user guide for candidates sitting remote invigilated tests using ProctorExam.

Follow the steps outlined in this document to ensure this process is as smooth as possible. Contact your organisation if you are having any difficulties.

Organisations can contact support@btl.com if they are having any issues with Surpass, however ProctorExam is a 3rd party application and so for any issues pursue ProctorExam's support channels.

1. Check your equipment

You will need a laptop with audio enabled and a microphone in order to sit a remote invigilated test. You must also use the latest version of Google Chrome.

1.1 Laptop system requirements

Operating System	Windows 8 or higher MacOS X or higher
Bandwidth	1.5MB (minimum)

Ensure you have a strong WiFi connection. Tethering to the internet via a mobile phone is not supported. If possible, turn off any auto-updating applications before taking a test.

> **Important!** Google Chromebooks and earlier versions of the Microsoft Surface Pro are currently unsupported.

> **Note:** 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 and therefore it is recommended to use a personal laptop.

1.2 Webcam system requirements

Resolution	1280 x 720

You can use the following resources to check your equipment is working correctly:

- Microphone – https://www.onlinemictest.com/
- Webcam – https://www.onlinemictest.com/webcam-test/ or https://webcammictest.com/

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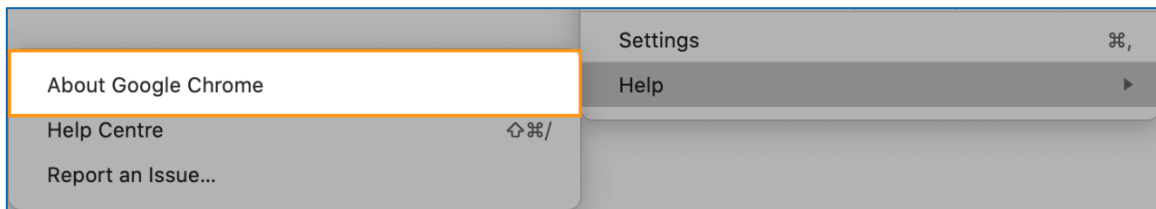
2. Register for your test

Once you have received your registration email, you can perform your system check. It's recommended you complete the system check 48 hours in advance of your test.

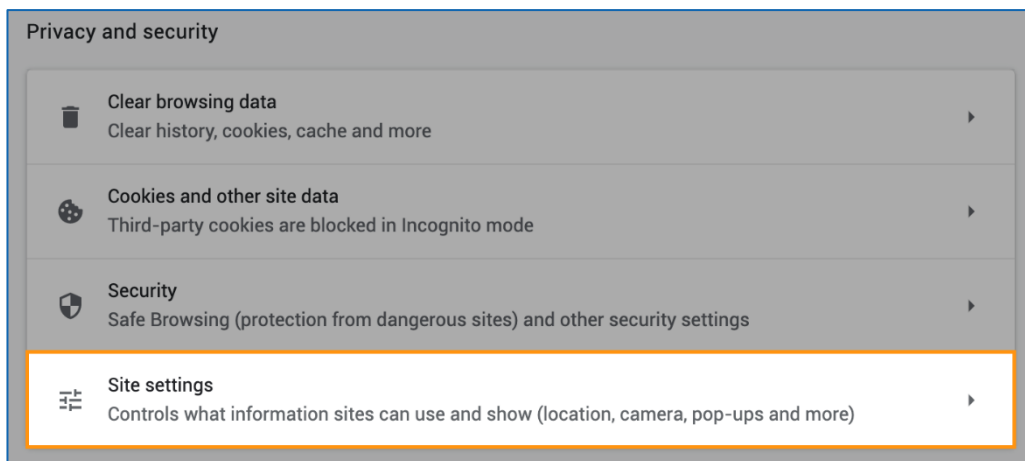## 2.1 Enable pop-ups and redirects

Ensure you are using the latest version of Google Chrome. You can find this information by navigating to *Help > About Google Chrome*.
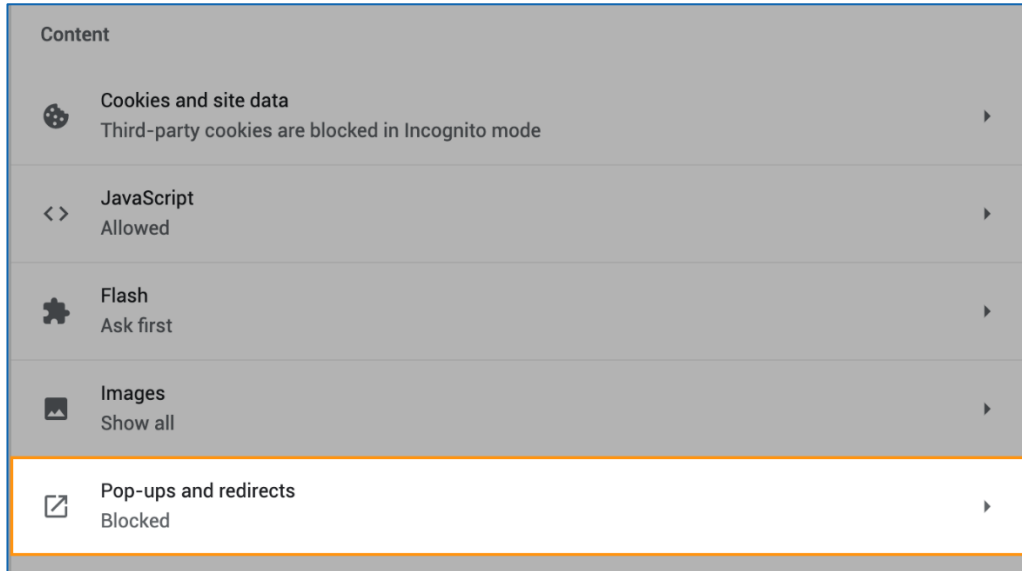

You must also enable pop-ups. To do this, go to *Settings*.
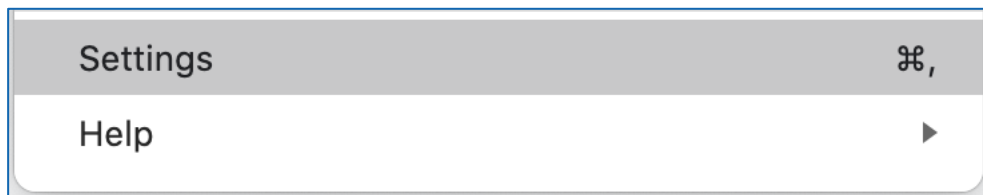
Go to *Site Settings*.

Go to *Pop-ups and redirects*:

Add https://surpass.proctorexam.com to your list of websites that allow pop-ups.

2.2 Enable access to microphone and camera

If you find that your webcam or microphone does not work, please see the below resources that may assist with fixing this:

	Windows	Mac (Catalina and Big Sur)
Microphone	https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-microphone-in-windows-10-94991183-f69d-b4cf-4679-c98ca45f577a	https://support.apple.com/en-gb/guide/mac-help/mchla1b1e1fe/11.0/mac/11.0
Camera	https://support.microsoft.com/en-us/windows/turn-on-app-permissions-for-your-camera-in-windows-10-87ebc757-1f87-7bbf-84b5-0686afb6ca6b	https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/11.0/mac/11.0
Screen recording (Mac)		https://support.apple.com/en-gb/guide/mac-help/mchld6aa7d23/11.0/mac/11.0

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2.3 Perform your system check

Your registration email contains a comprehensive list of supported and recommended hardware and software as well as further useful information. Ensure you read this.

Select **TEST YOUR EQUIPMENT NOW** to begin the system check. You will receive a reminder email nearer to the start of your test if you have not yet completed it.

If you encounter any technical difficulties, you can access chat support in the bottom right-hand corner of your screen.
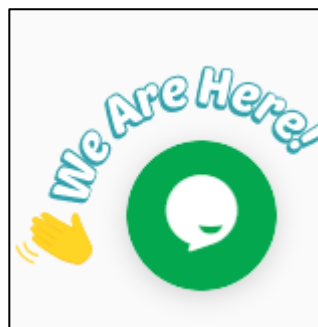
2.3.1 Test your microphone

Allow ProctorExam to access your microphone. Test your microphone.

2.3.2 Test your speakers

Confirm you can hear the sample music to ensure your speakers work.

2.3.3 Test your webcam

Allow ProctorExam to access your camera.

2.3.4 Download the ProctorExam Google Chrome extension

You can find the ProctorExam Screen Sharing extension on the Chrome Web Store here. Select **Add to Chrome** to download the ProctorExam Google Chrome Extension.

Home > Extensions > ProctorExam Screen Sharing

ProctorExam Screen Sharing
Offered by: proctorexam.com

★★★★★ 44 | Social & Communication | 👤 200,000+ users

Add to Chrome

Share your screen with ProctorExam to ensure your screensharing works.

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3. Start your test session
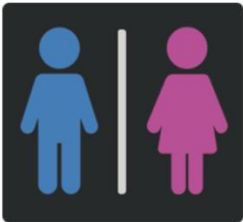
You will receive the link to your test in an email.

Select **LAUNCH YOUR EXAM NOW** and follow the ProctorExam on-screen instructions. Press **Next Step** once you have completed each step.

> **Note:** Any updates to your device since completing the system check may have altered your system permissions. If you experience any issues following a system update, see section 2.2 in this document for more information on enabling access to microphone, camera, and screen recording.

3.1 Complete test session setup

Your test timer only starts after you click the **Start Exam** button at the end of this setup procedure.

3.1.1 Identify yourself

Hold your ID up to your camera and then select **Take Picture. Submit Photo** if you are happy with it or choose to **Retake Picture.**

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Next, select to **Take Picture** of yourself. **Submit Photo** if you are happy with it or choose to **Retake Picture.**

4. Open, start, and complete your test

Select **Start Exam** once you have finished step 3 and are ready to begin your test.

4.1 Copy your keycode

You can copy your keycode from the individual information section. Your keycode can be found in the exam instructions.
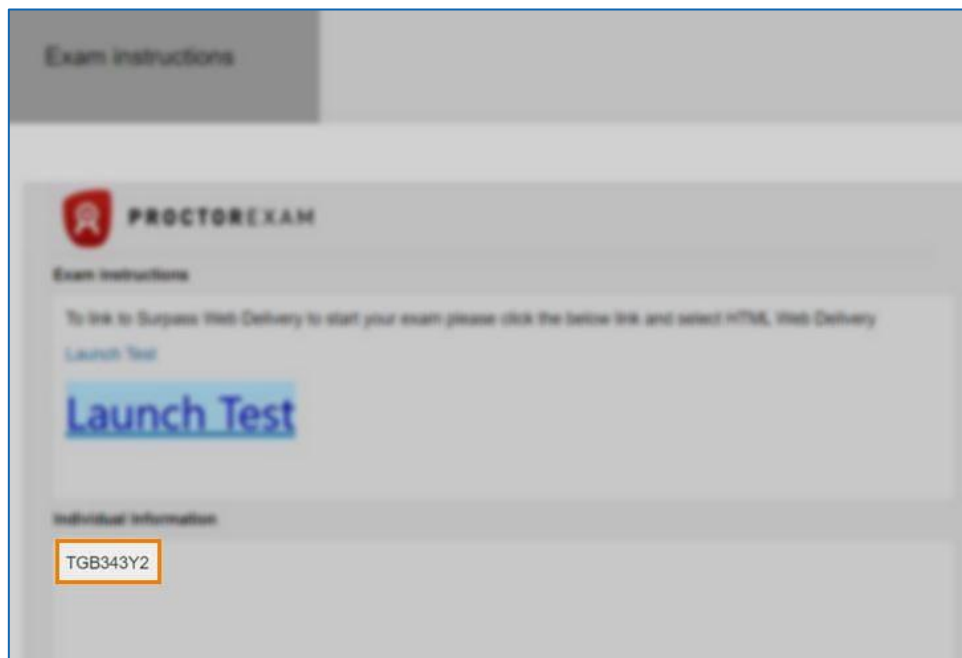
4.2 Launch your test

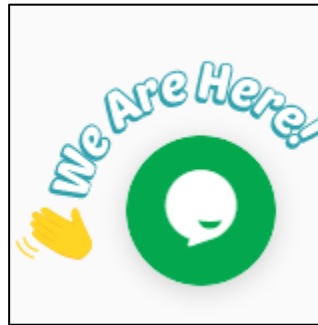Select to launch your test from the exam instructions section.

4.3 Input keycode

Input your keycode and then press **OK** to begin your test.

4.4 Technical support

If you encounter any technical difficulties, you can access chat support in the bottom right-hand corner of your screen.

5. Finish your test

Once you have finished your test, close all of your open documents and then select **Finish Exam** within the open **ProctorExam** tab in Chrome.

6. Troubleshooting

Below are some further troubleshooting resources:

- Windows (Searchable): https://support.microsoft.com/en-gb/
- Mac – Big Sur & Catalina (Searchable): https://support.apple.com/en-gb/guide/mac-help/welcome/mac
- Mac – privacy preferences: https://support.apple.com/en-gb/guide/mac-help/mh32356/mac#:~:text=Use%20the%20Privacy%20pane%20of,%26%20Privacy%2C%20then%20click%20Privacy
- Lenovo – granting access to webcam: https://success.highfive.com/hc/en-us/articles/360004684891-No-Video-from-Camera-on-Windows#lenovo

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