



Online Invigilation Candidate Guide

Version 1.0

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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, and conform to the below minimum specifications.

For most online invigilated exams you will also require 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: Using a laptop or device that is intended for work purposes may have restricted access and admin rights installed, which can cause issues when trying to access the ProctorExam platform.

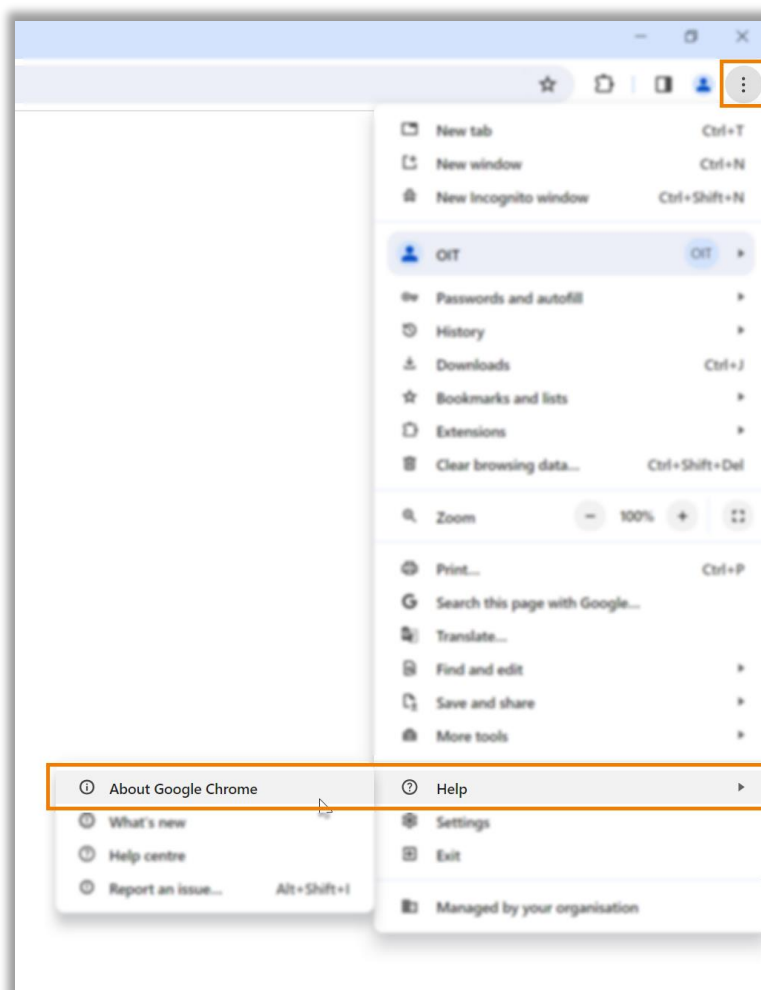
Specification	Minimum Requirement
Operating System	• ChromeOS. • macOS: the latest two macOS releases. • Windows 10 (32-bit/64-bit). • Windows 11.
Bandwidth	• 1.5 Mbps upload speed. • 10 Mbps download speed. • Ping under 25 ms. • We strongly recommend you use an ethernet cable to connect your computer to ensure a stable connection.
Resolution	• 1280 x 768 pixels, or higher.
Browser	• Google Chrome (latest version).
Mobile Phone Operating System	• Android 5.1, or higher. • iOS 10.0, or higher. • WARNING: Huawei P30, Samsung Galaxy A3 (2016), Google Pixel 3 and newer versions of these models are not compatible with the ProctorExam app.

System Check Guide

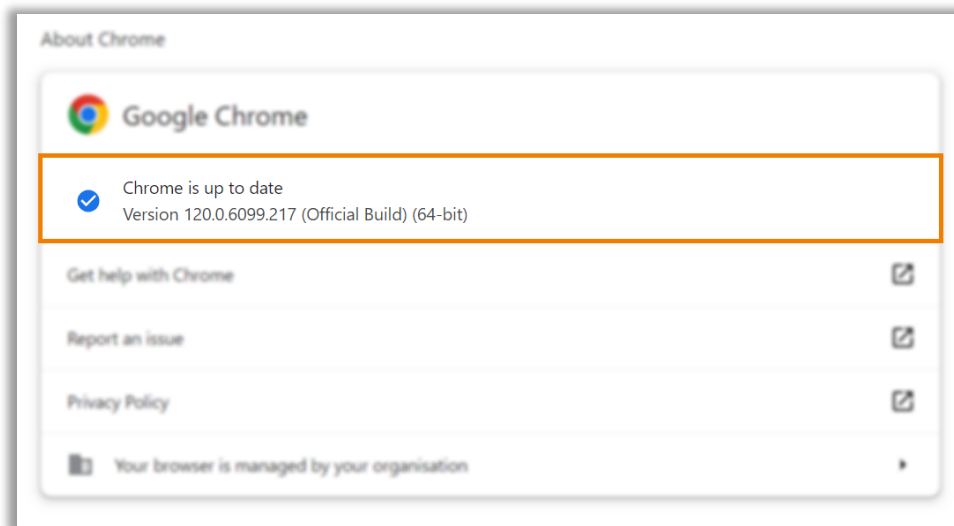
This section of the candidate guide demonstrates how to set up and test your equipment in preparation for your upcoming exam. We recommend completing the system check process as early as possible so that you have plenty of time before your exam day to rectify any potential issues.

Starting the system check

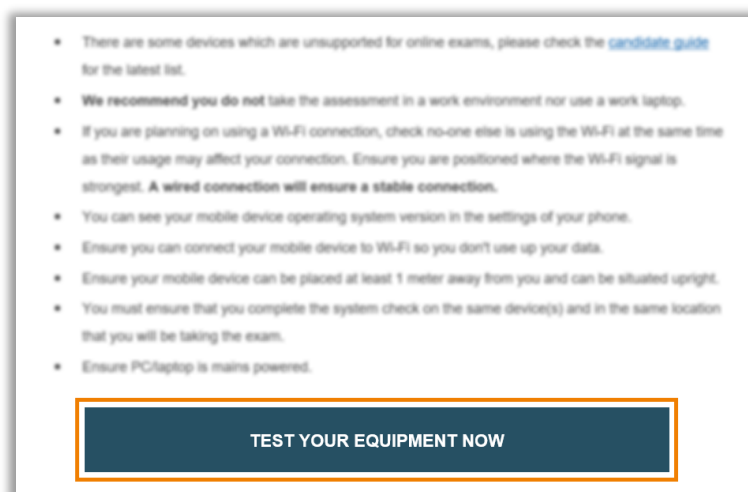
Ensure you're using the latest version of the Google Chrome browser before beginning the system check process. Check for updates by navigating to Help > About Google Chrome from the 'Customise and control Google Chrome' menu (indicated by the three-dot vertical ellipsis to the right of the URL bar).



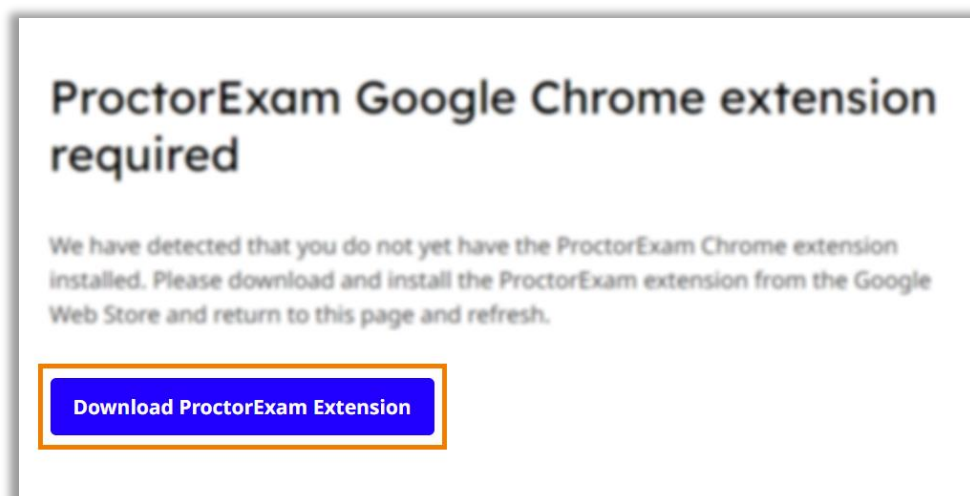
Chrome will auto-update if you are not using the latest version. If any updates are made ensure you click the relaunch button to complete any updates.

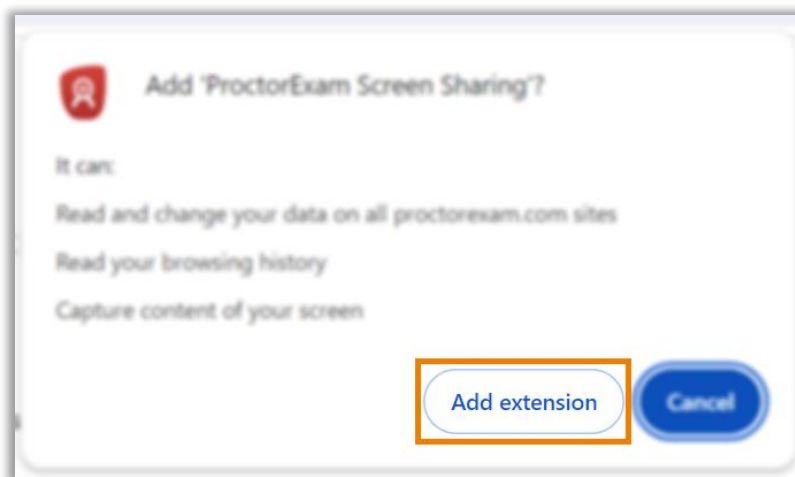
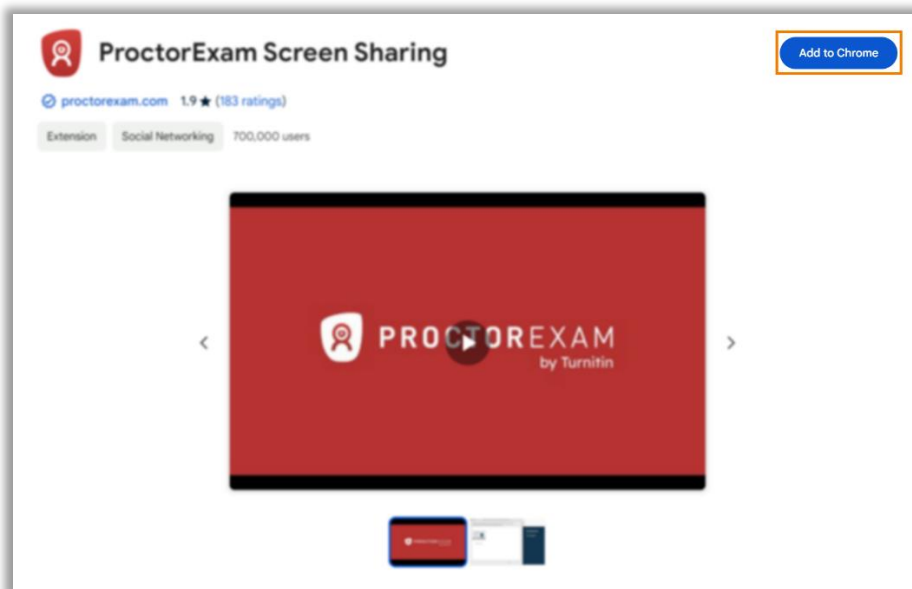


To begin the system check process, locate the system check requirements email and select the link contained within the email to enter the step-by-step guide.

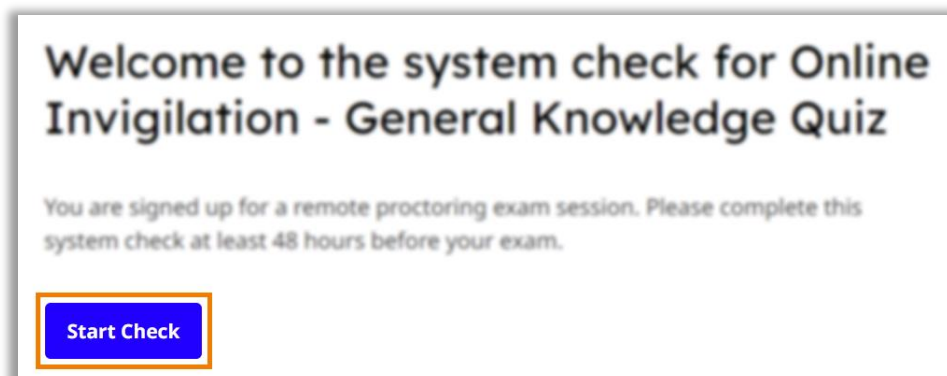
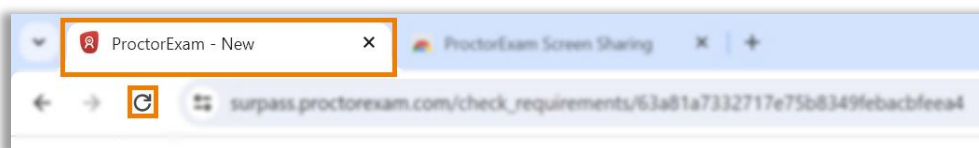


Download the ProctorExam Google Chrome extension by following the on-screen instructions: 'Download ProctorExam Extension' > 'Add to Chrome' > 'Add extension'.

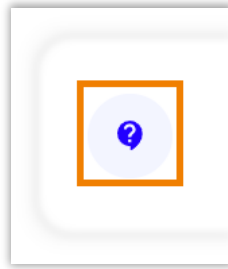




Back on the system check guide tab, reload the page, and select 'Start Check' to begin testing your equipment.

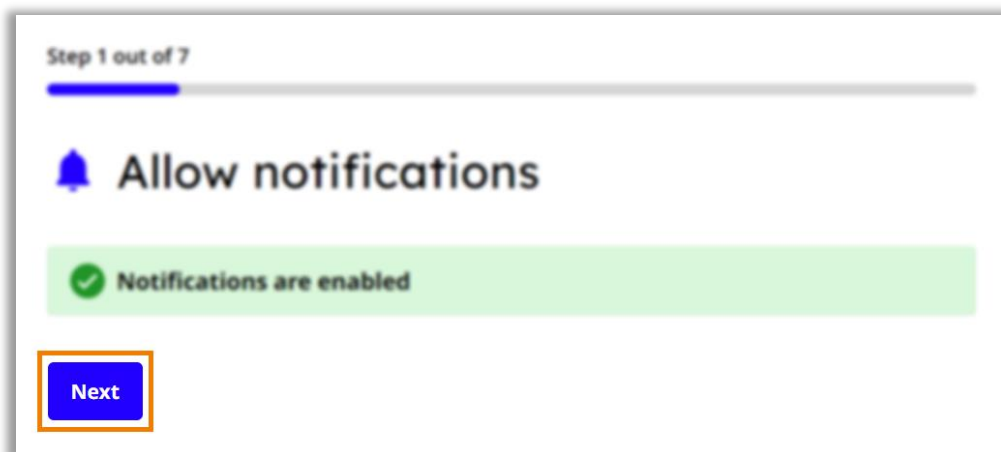
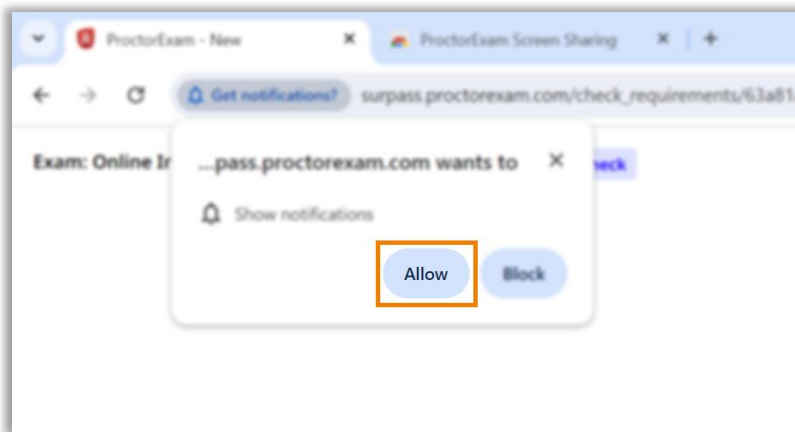


At each step of the system check process you can select the question mark logo for further advice and guidance.



Step 1 – Allowing notifications

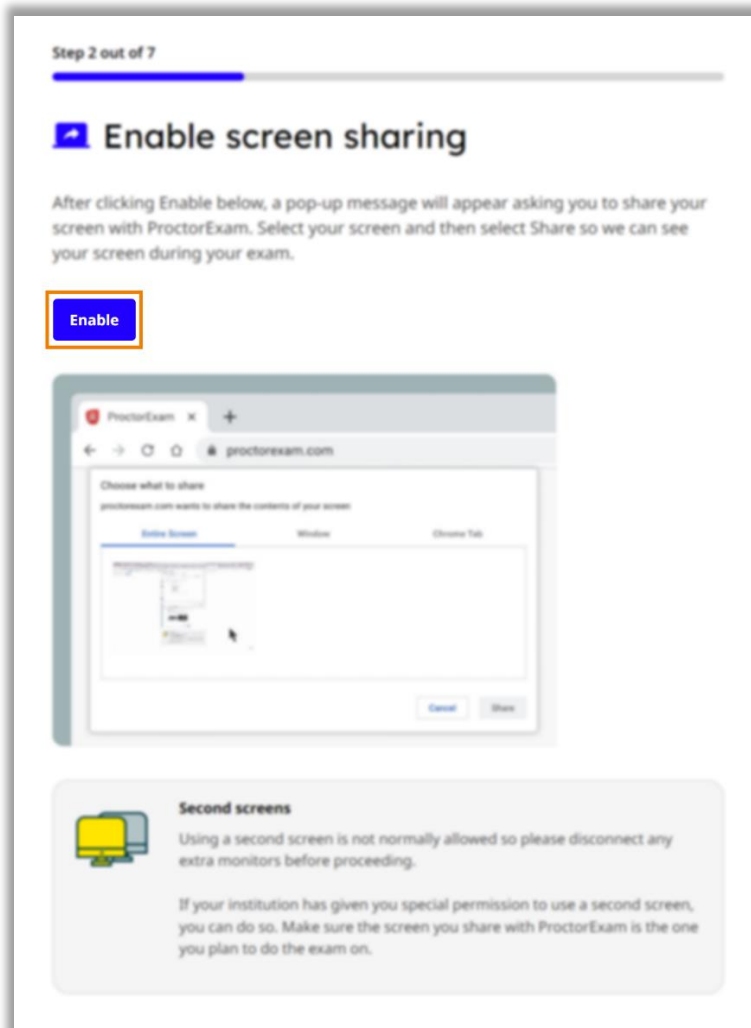
On the first step you must allow notifications before moving to the next step.

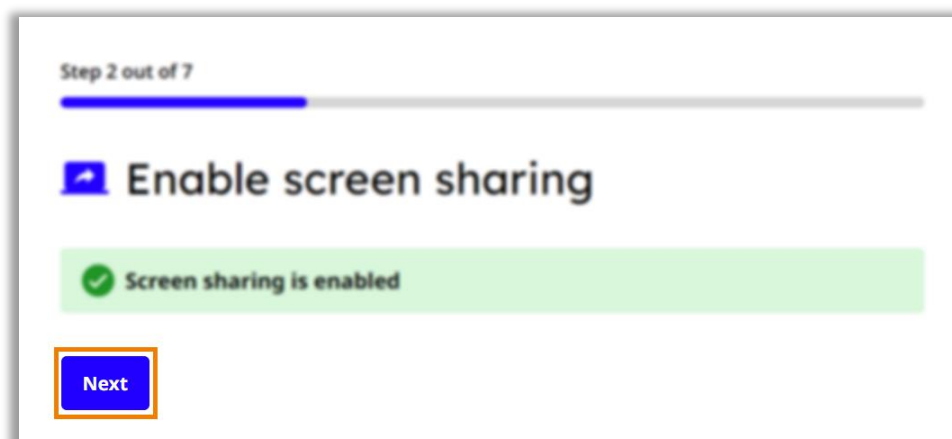
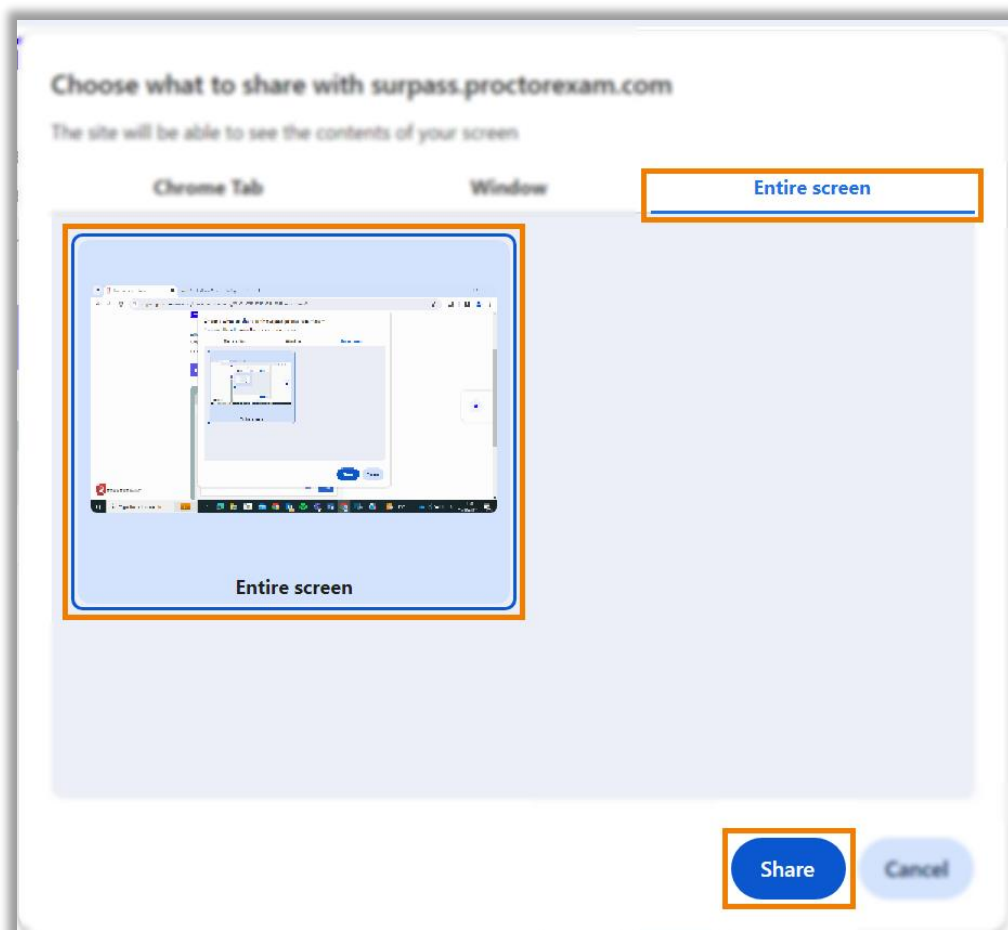


Step 2 – Enabling and testing screen sharing

To enable screen sharing, select the 'Entire screen' tab, select the screen you will be taking the exam on, and then select 'Share'.

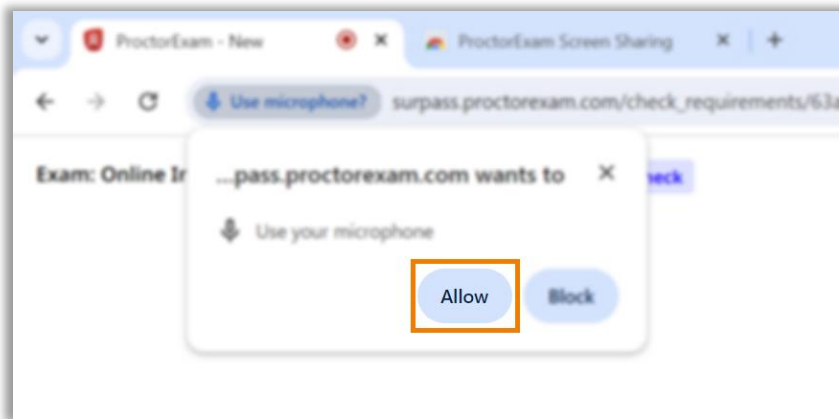
WARNING: For most exams you will only be allowed to use one screen.





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

Listen to the audio sample. If you can hear the audio sample select 'Yes'.

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

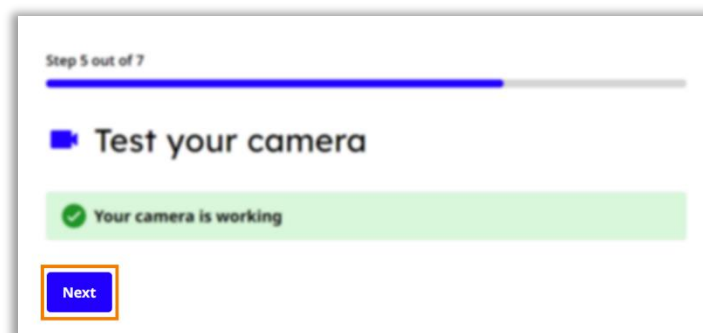
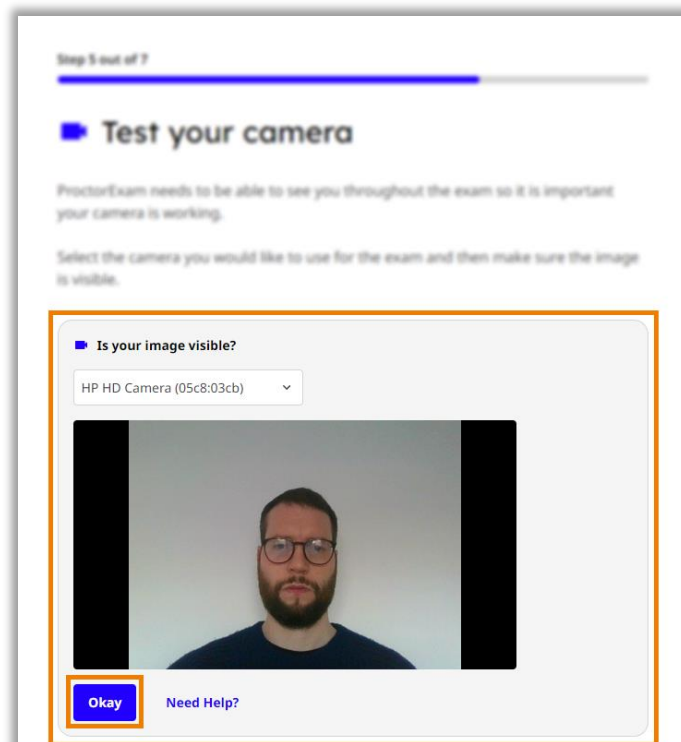
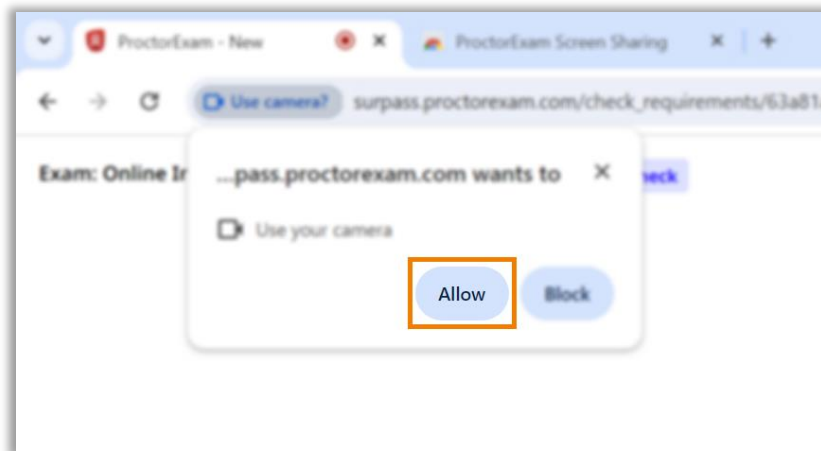
Test your speaker

 **Your speaker is working**

Next

Step 5 – Enabling and testing webcam

Allow the use of your webcam. If you can see yourself in the on-screen window, select 'Okay', and then 'Next'.



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, select 'I Already Have the App' button to move to the next step.



You must now test the mobile app is working. Scan the on-screen QR code using the ProctorExam app.



When you have successfully scanned the QR code with the app, ensure your camera image is visible on screen and select 'Okay'.

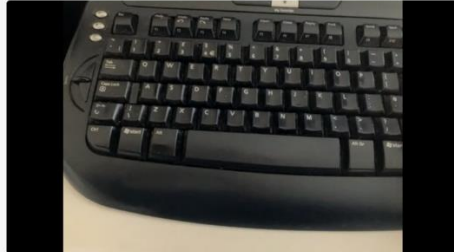
Step 6 out of 7

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?

Step 6 out of 7

Test your phone camera

 Your phone camera has successfully connected

Next

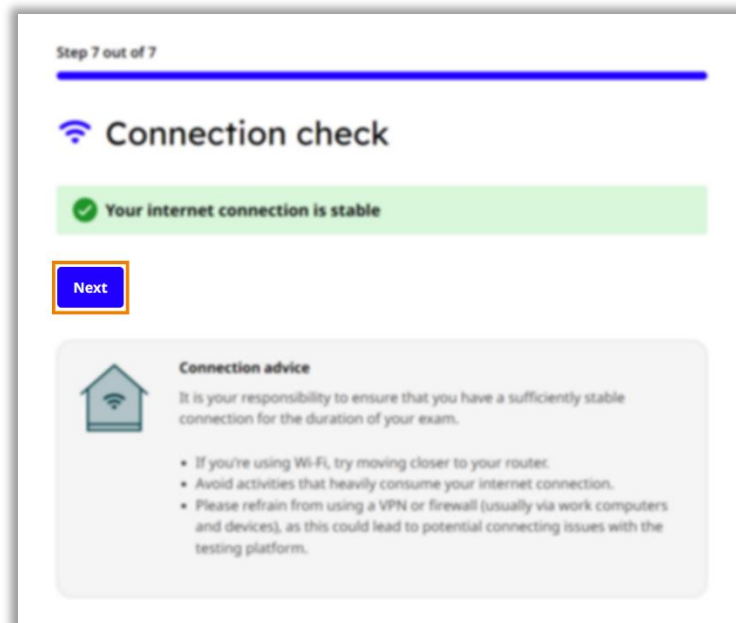


Recommendations

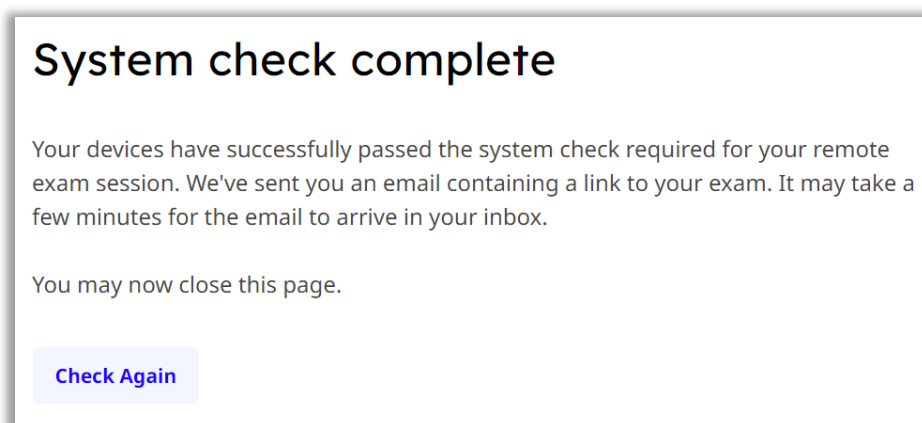
During your exam, make sure your mobile device is plugged in and connected to WiFi. You will see the QR code again when registering for the remote session.

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.



You should now see a final message informing you that you have successfully completed the system check.



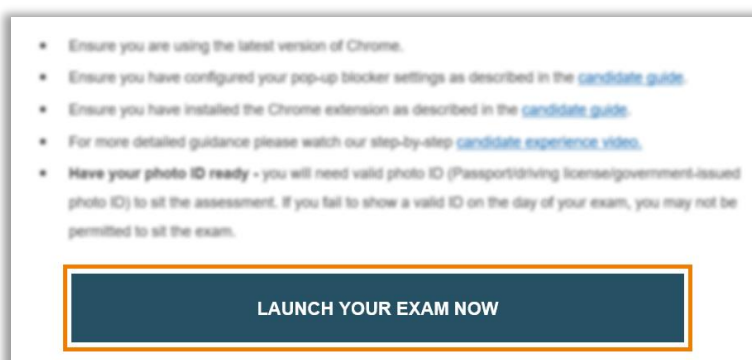
To run the checks again, select 'Check Again'. You should only need to do the checks again if you are changing devices.

Exam Setup Guide

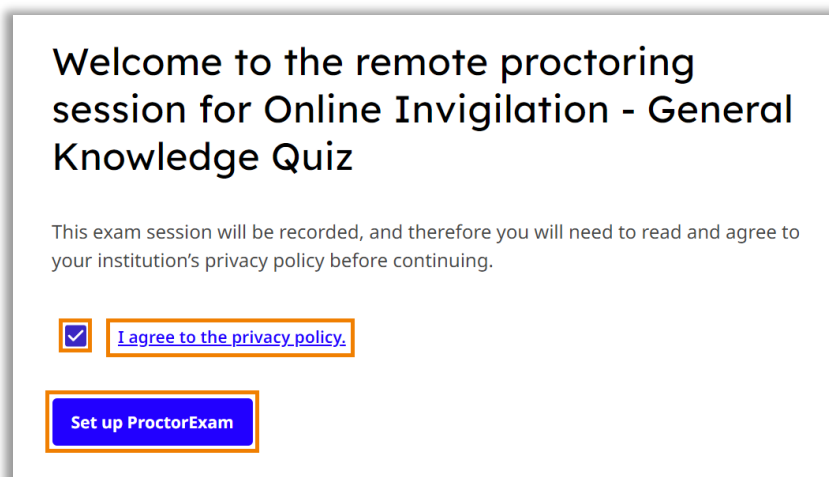
This section of the candidate guide will walk you through how to set up your exam on your scheduled date. Many of the steps will be similar to the ones you undertook on your system check, but they must be completed again to set everything up ready for the exam.

Starting the exam setup

Around 15 minutes before your scheduled exam time on your scheduled exam date, select the 'LAUNCH YOUR EXAM NOW' button that 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.

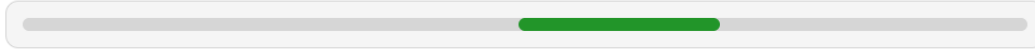


Begin setting up your exam by reading and agreeing to your institution's privacy policy, then select 'Set up ProctorExam'.



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.



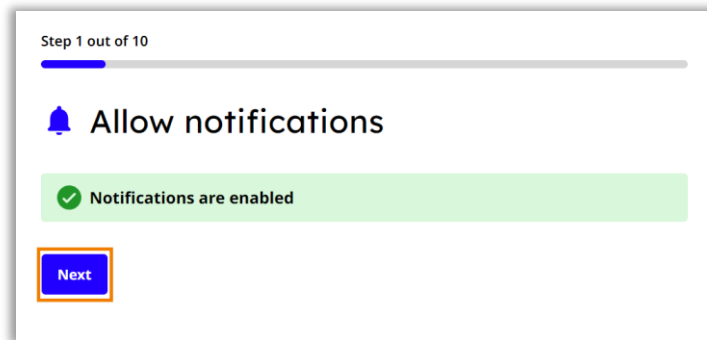
You must be clearly visible at all times

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

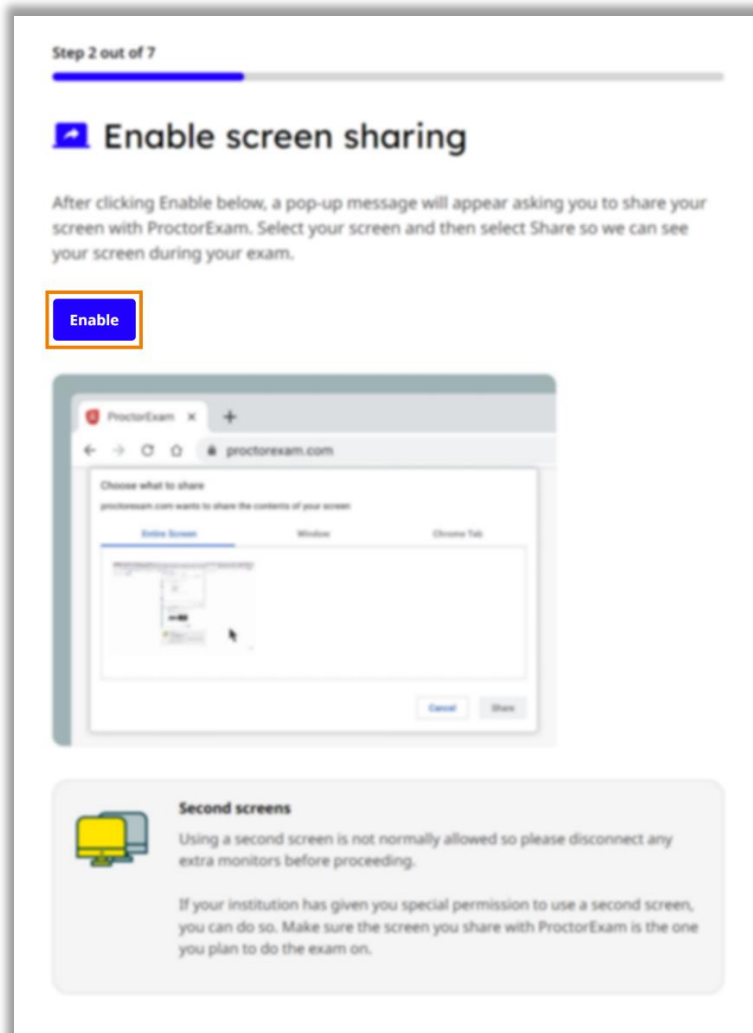
Firstly, you need to allow notifications. You did this during your system check, so you can move to step 2.

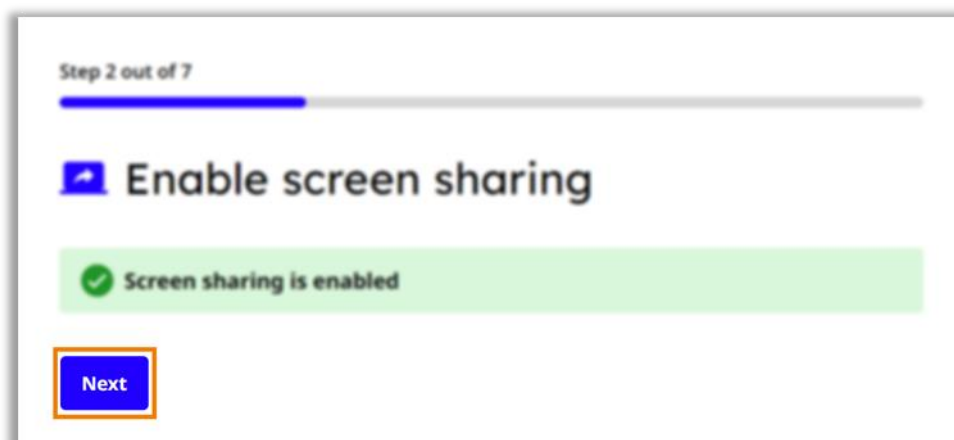
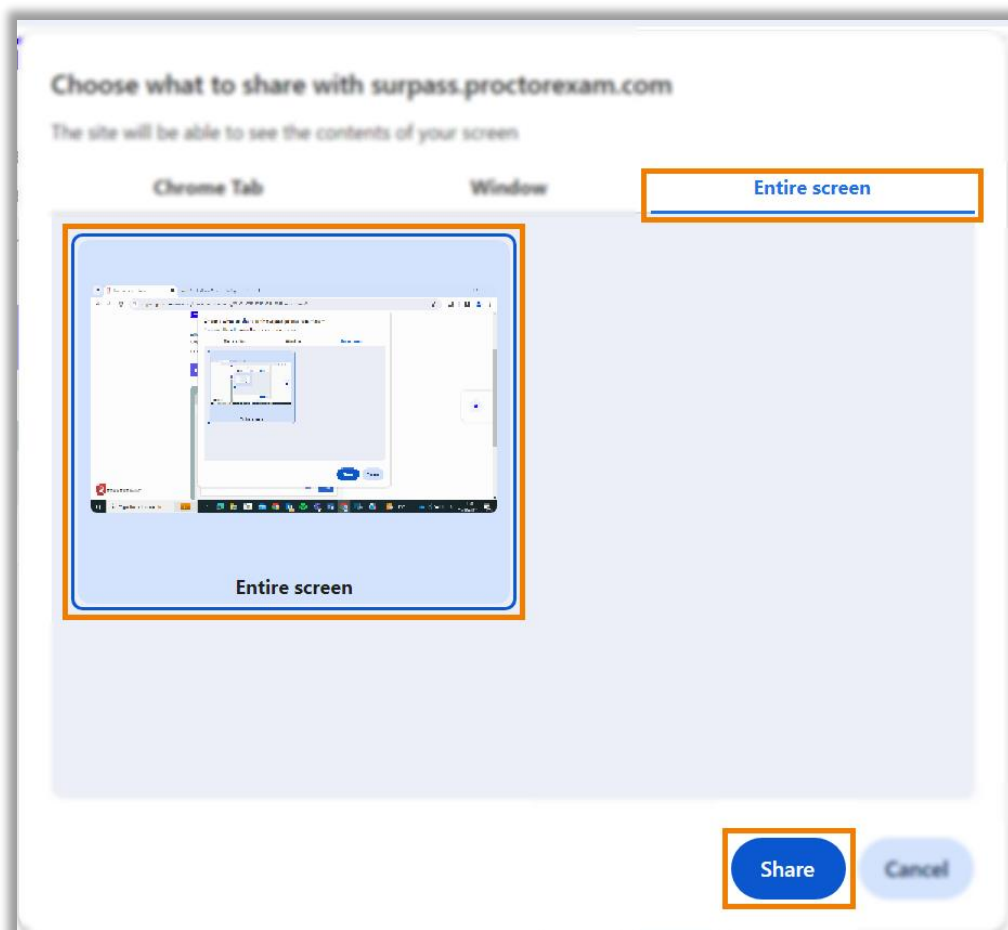


Step 2 – Enabling screen sharing

To enable screen sharing, select the 'Entire screen' tab, 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 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.

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 into the camera and select '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 'Retry'.

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 select '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 'Retry'.

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



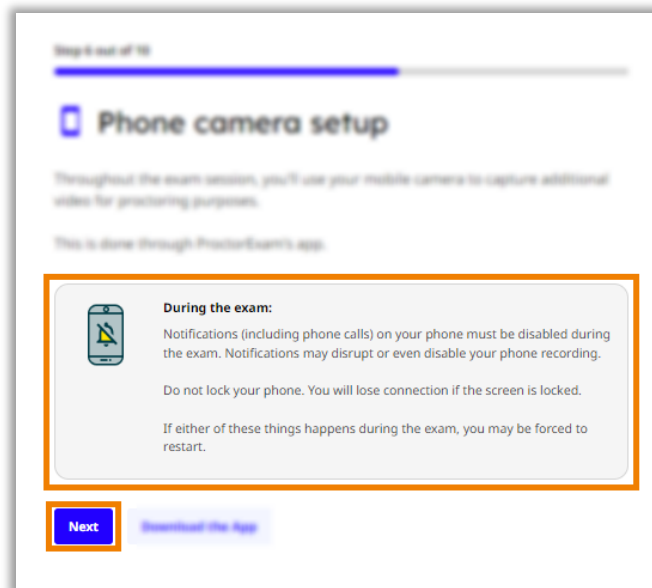
Submit Retry



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.

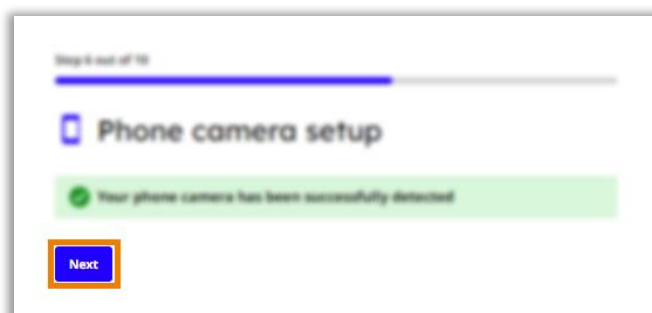
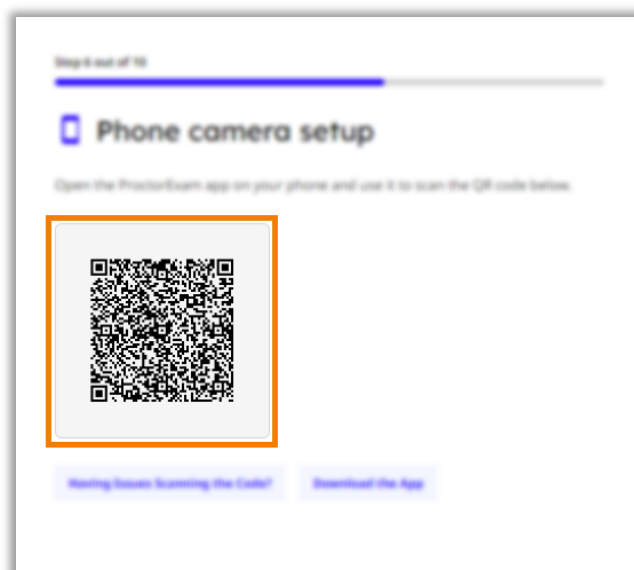
Step 6 – Setting up mobile camera

The next step is to set up your mobile phone camera. Ensure you have read and understood the advice regarding your mobile phone camera before selecting 'Next'.



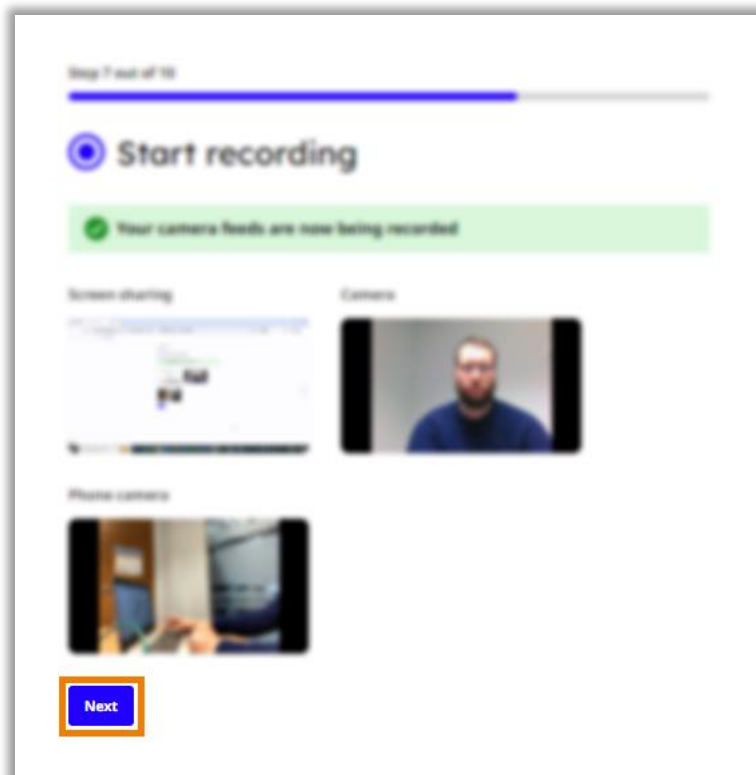
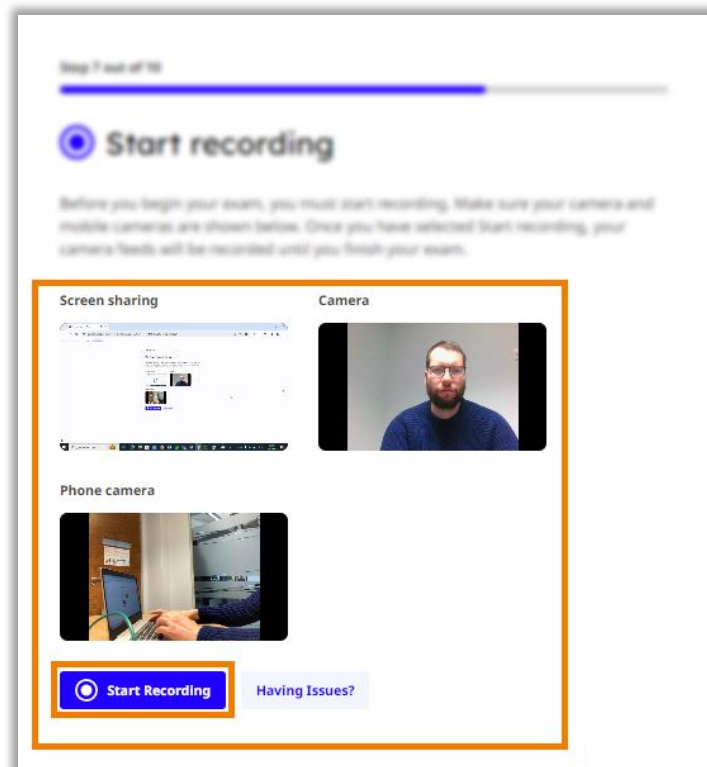
Open the ProctorExam app on your phone and scan the on-screen QR code to connect your mobile camera.

WARNING: You must ensure your phone remains connected to WiFi during your exam. You should also plug your phone in to a charger to ensure the battery does not run out.



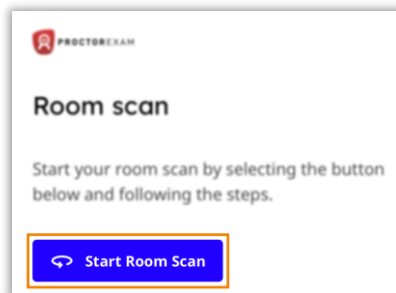
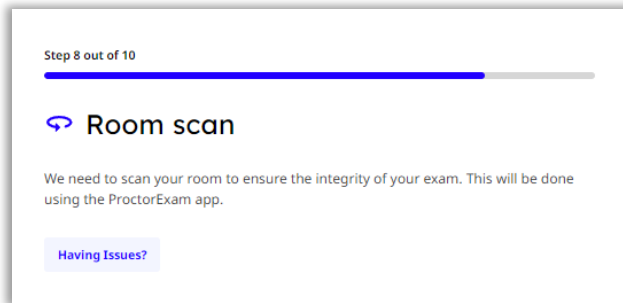
Step 7 – Starting camera recordings

You must now start recording for all of your camera feeds. Ensure all camera feeds are correctly shown on-screen before selecting 'Start Recording'. All cameras are now recording until you finish your exam.

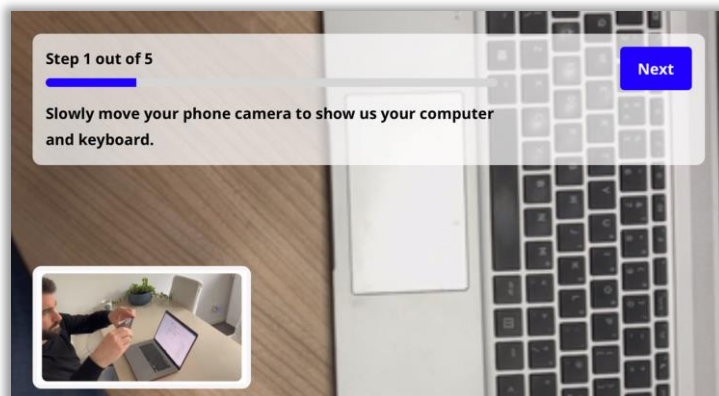


Step 8 – Scanning the room

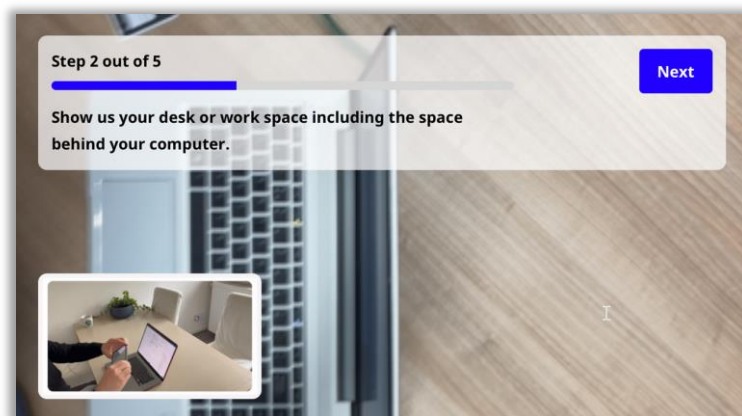
You must now scan your room using your mobile camera to ensure the integrity of your exam. For this step switch to your mobile phone and follow the on-screen instructions.



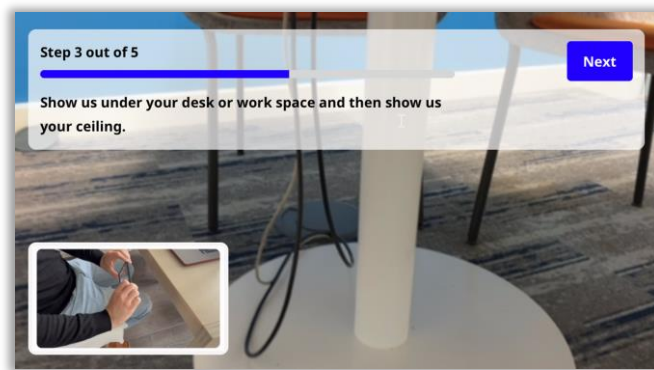
Slowly show your computer and keyboard.



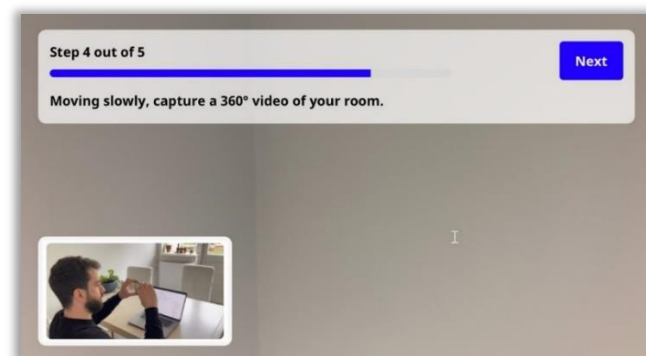
Next show your entire desk is clear.



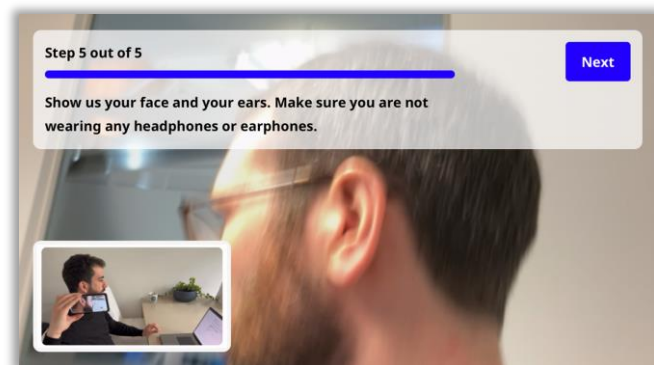
Now show under the desk and then the ceiling.



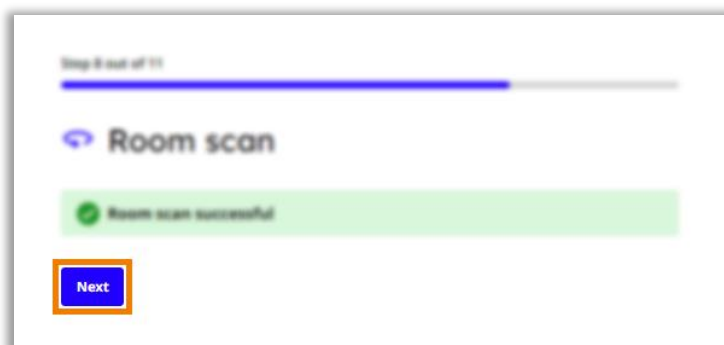
Slowly show a full 360-degree view of the room.



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 continue 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 checkbox 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.

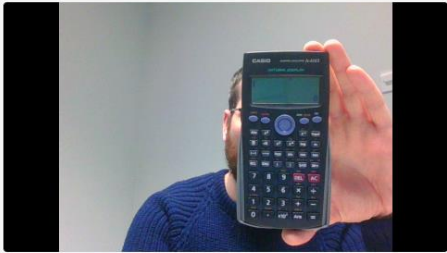
Step 10 out of 11

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?](#)

You must also show to your webcam any other materials you're allowed in your examination, such as a pen and paper. Allowed materials will be listed on-screen.

Ensure you show both sides of paper to prove it is blank.

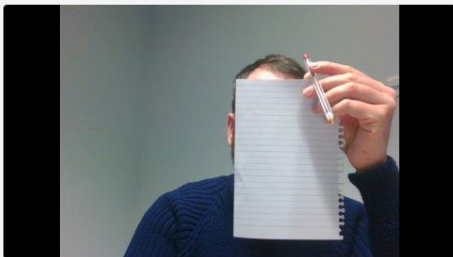
Step 10 out of 11

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.



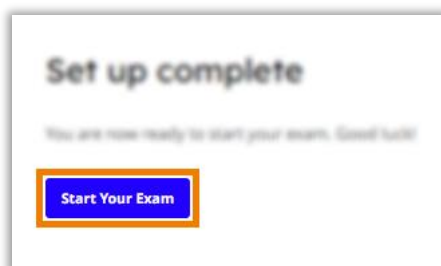
[Next](#) [Need Help?](#)

Step 11 – Checking internet connection

The final step of the exam setup is 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.



Select 'Next' to finish your exam setup, and then when you are ready, select 'Start Your Exam'.



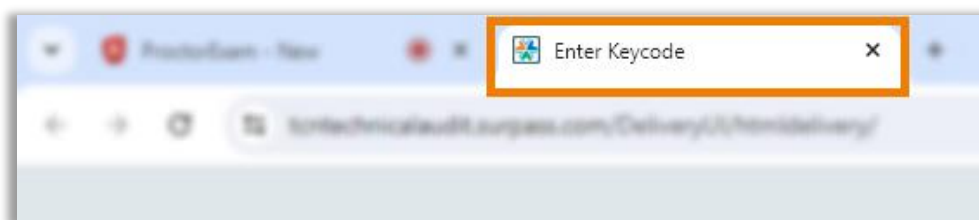
Instructions and keycode

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

When you are ready to begin your exam, either copy or note down your keycode, which can be found under the 'Individual instructions' section at the bottom of the page.

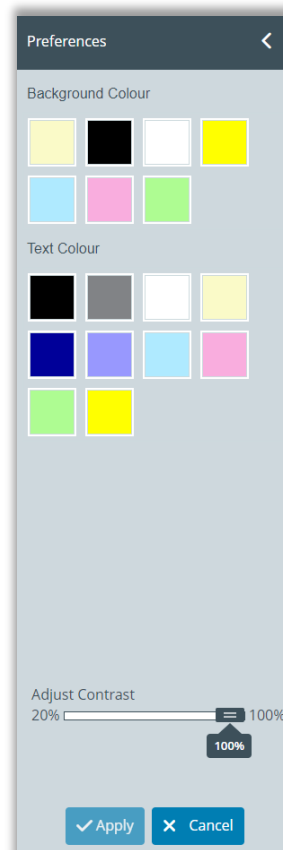
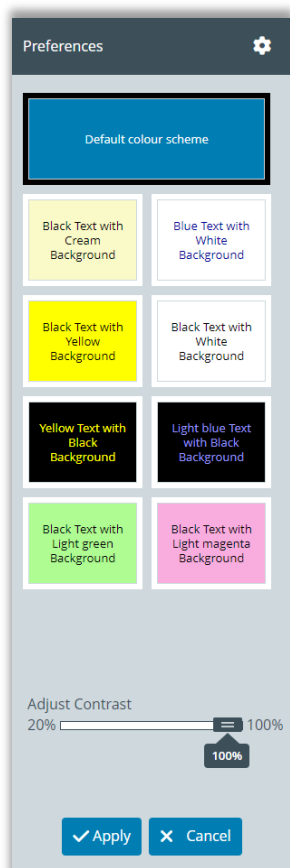
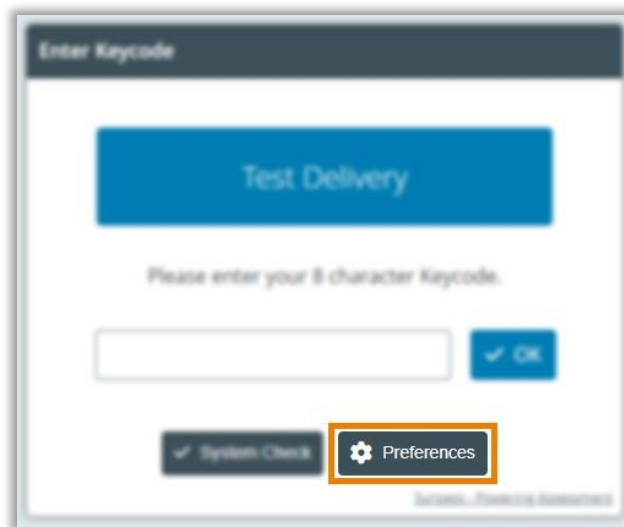


Now select the 'Launch Test' link. This will open the exam window in a separate tab. **You should leave both tabs open throughout your exam.**



Colour preferences

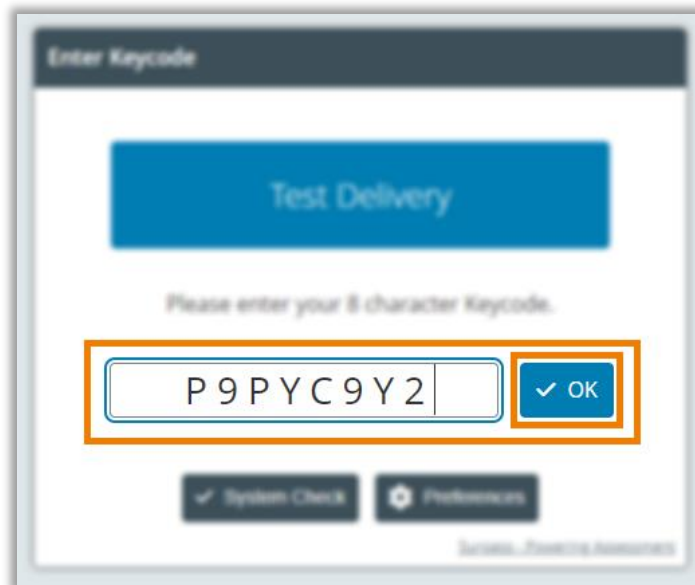
Before entering your keycode in the exam window, you can change the colour scheme of your exam window, if for example you have accessibility requirements. Select 'Preferences' and then choose from one of the default options or create your own combination by selecting the 'More Options' cog.



Use the slider to change the contrast of your screen.

Entering the keycode and starting the exam

When you are ready you can either paste or type your keycode into the available text box and then select 'OK' to launch your exam.



Enter Keycode

Test Delivery

Please enter your 8 character Keycode.

P9PYC9Y2

✓ OK

✓ System Check ⚙ Preferences

Surpass - Powering Assessment

Check your details and confirm if correct.



Confirm Details

Surpass The Assessment Platform

Surpass The Assessment Platform

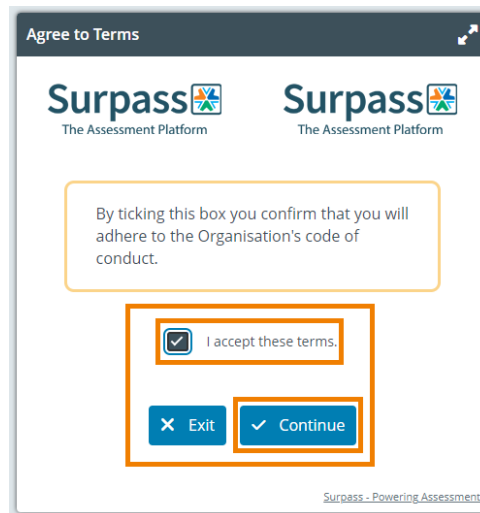
Last name: SMITH
First name: John
Test Name: Online Invigilation - General Knowledge Quiz
Language: English

Are the details above correct?

✓ Yes X No

Surpass - Powering Assessment

Next, confirm your acceptance with your organisation's code of conduct by checking the checkbox and selecting 'Continue'.



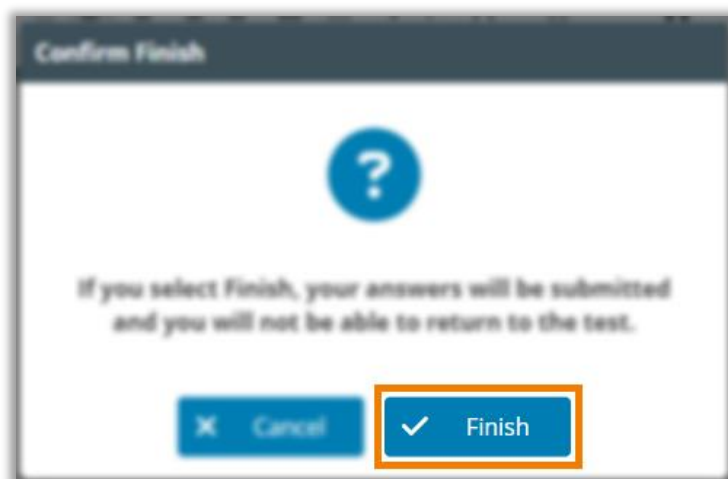
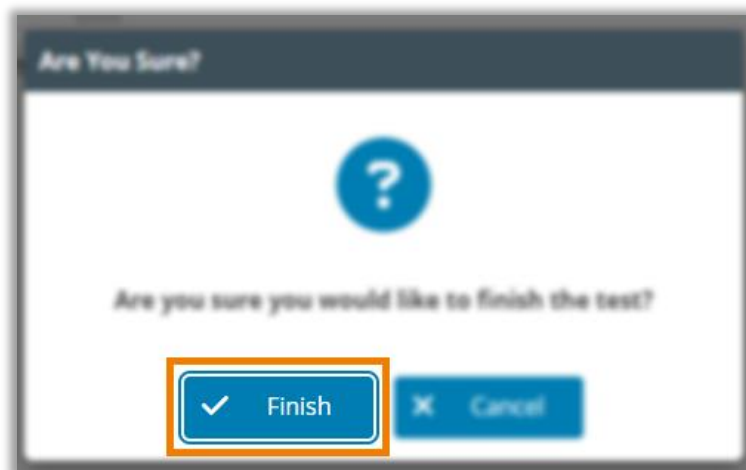
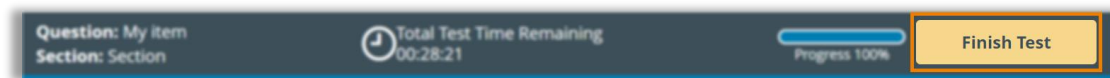
The screenshot shows a dialog box titled "Agree to Terms" with the Surpass logo and tagline "The Assessment Platform" at the top. The main text states: "By ticking this box you confirm that you will adhere to the Organisation's code of conduct." Below this text is a checkbox labeled "I accept these terms," which is checked. At the bottom of the dialog are two buttons: "Exit" (with a close icon) and "Continue" (with a checkmark icon). The "Continue" button is highlighted with an orange border. The footer of the dialog reads "Surpass - Powering Assessment".

Carefully read the specific information regarding your exam. When you are ready, select 'Start the test' to be taken to the first question. Your exam timer will begin.



Finishing the exam

Once you have finished the exam, select the 'Finish Test' button in the top-right corner of the exam window, and then select 'Finish'. Select 'Finish' again to end the exam.



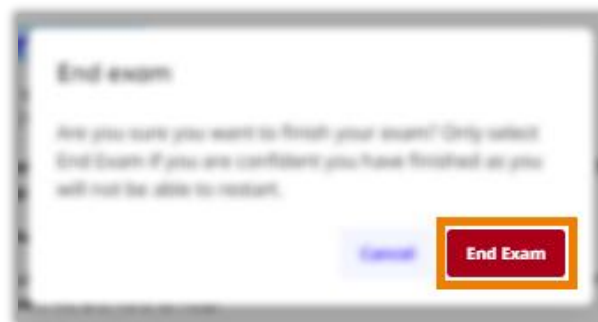
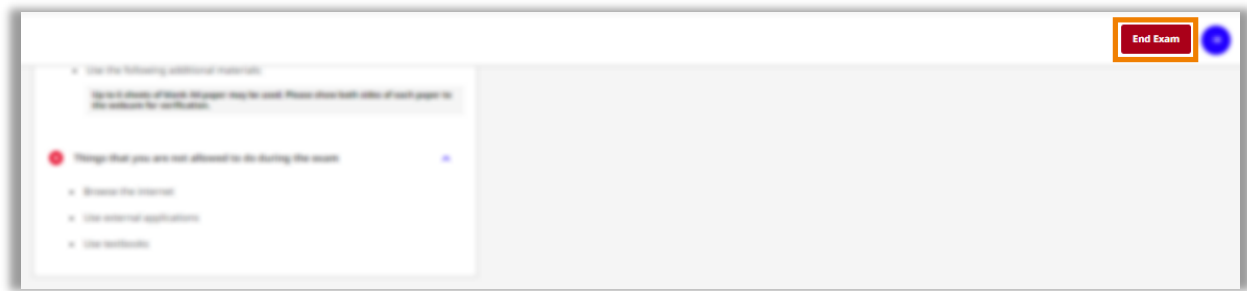
You will now be taken to the final page of your exam. Some exams may provide feedback here, though this is not always the case. Once you have reviewed all the information on this page, select 'Exit Test'.

The screenshot shows the 'Test Feedback' page in the Surpass assessment platform. At the top right, there is an orange 'Exit Test' button. The page header includes the test name 'Online Invigilation - General Knowledge Quiz', the candidate name 'SMITH John', and the date '16/01/2024'. A message states: 'You have completed this test. Your test will be marked and your results made available in due course.' Below this, a 'Test Result' section shows 'Result: Pending'. The 'Summary By Question' section allows reviewing individual questions, showing five questions with their respective scores (e.g., 1/1, 0/1, 1/1) and status (Correct, Incorrect, Partial Mark, Not Attempted). A 'Section' summary at the bottom shows '1 7/1'. The footer contains icons for settings, printing, and a legend for question statuses: Correct (checkmark), Incorrect (X), Partial Mark (circle), Not Attempted (dash), Human Marked (person), Information & Non scored (info), and Survey (bar chart).

The screenshot shows the 'Results' page in the Surpass assessment platform. It features a dark blue header with the word 'Results' in white. The main content area is white and contains the text: 'You have completed this test.' followed by 'You may now close the browser window.'

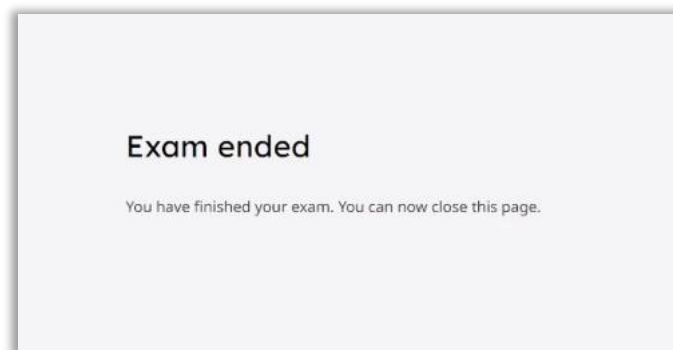
You can now close this tab, leaving you with only the original exam information page open.

Select the 'End Exam' button again found in the top-right corner, and confirm your decision. This will end all camera recordings.



You can now close this tab.

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





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