ProctorEdu

Guidance for the Student

1 Purpose of proctoring

The proctoring system is designed to monitor the self-sufficiency of online exams or tests in distance learning systems (DLS). It verifies the student's identity and performs real-time monitoring to identify possible violations.

2 Technical requirements

Technical requirements of the proctoring system are given in Table 1.

Table 1 - Technical requirements

Option	Minimum requirements
Web browser	Chrome 72, Opera 59, Firefox 66, Edge 79, Yandex.Browser 19.3, Safari 12.x
Operating system	Windows 7+, macOS 10.12 "Sierra", Linux
Mobile version	Android 4.4+ Chrome 72+, iOS 13+ Safari
Web camera	640x480, 15 frames per second
Microphone	required
Speakers (loudspeakers)	optional (for communication with the proctor)
Network (Internet)	256 Kb/s

Before the event, you should check your computer's compatibility with the proctoring system at https://proctoredu.ru/check.

You can additionally check the webcam, microphone and network here:
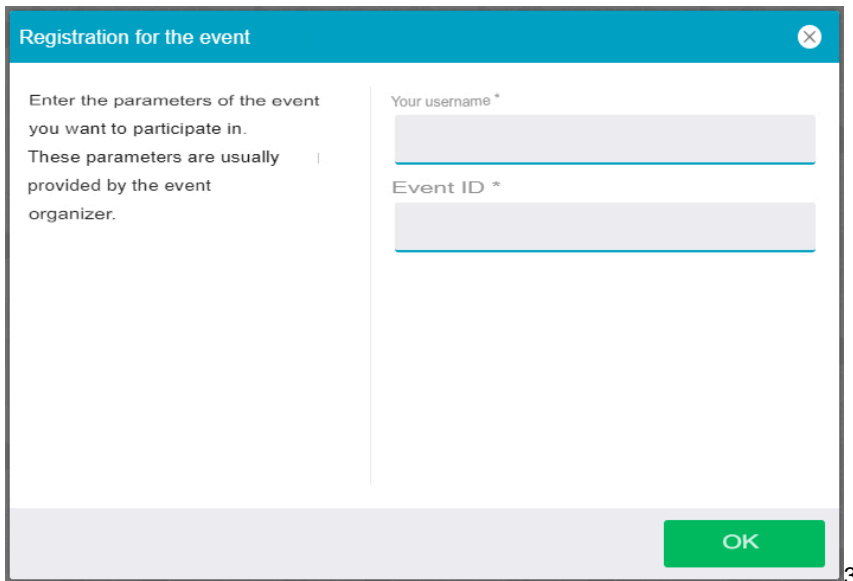
- (Check the webcam)
- (Check the microphone)

- [(Check WebRTC)](#)
- [(Check the speed of the Internet)](#)

3 Registration for the event

Depending on the scenario chosen by the organizers, you may need to register for the event first. To do this, you need to fill in two fields (Figure 1):

- Username - a unique and unchangeable identifier of the participant consisting of Latin letters and numbers (sometimes it is already filled in, in this case it is not necessary to change it);
- Event ID - is a set of Latin letters and numbers indicating a specific exam or test.

Registration for the event

Enter the parameters of the event you want to participate in. These parameters are usually provided by the event organizer.

Your username *

Event ID *

OK

3

Figure 1 - Registration for the event

What to use as a username and what event ID to specify must be communicated by the organizer in advance.

4 Conditions of the event

In order to start a proctoring event, it is necessary to read the rules and agree to the terms and conditions of the event (Figure 2).
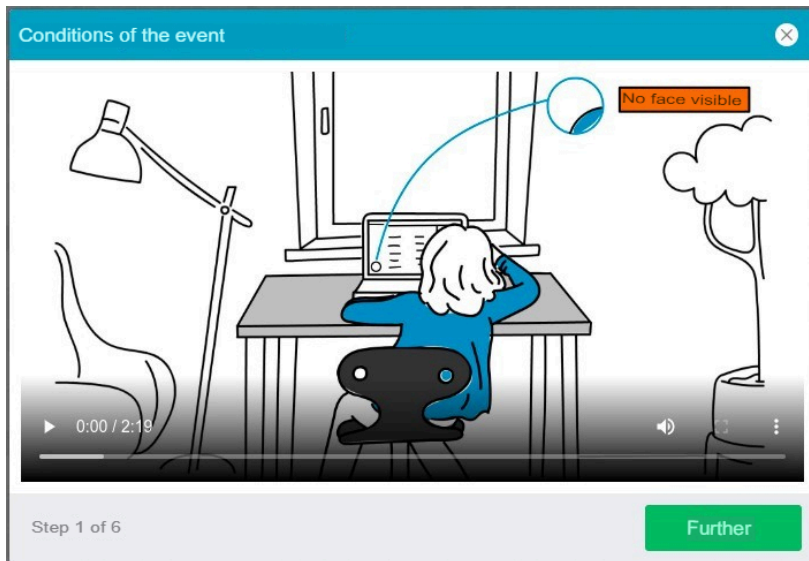

Figure 2 - Conditions of the event

The proctoring system automatically assigns a score to the confidence level of the event, which depends on the factors described below. Following these rules throughout the event will help you maximize your confidence score:

- You give your consent to the audio and video recording and subsequent storage of the entire event;
- The web camera should be placed strictly in front of your face, the camera should not be placed facing sideways.;
- The head must be fully in the frame, not partially or completely out of the camera's field of view;
- The face should be in the center of the webcam's field of view and occupy at least 10% of the space captured by the camera throughout the event;
- The face should be illuminated evenly, the light source should not be directed at the camera or illuminate only one half of the face.;
- hair, clothing, hands or anything else must not cover the face area;
- no sunglasses may be worn, only glasses with transparent lenses may be used;
- No other people should be in the room;
- It is forbidden to leave your workplace for the duration of the event;
- There should be no voices or noise in the background, it is ideal if the event is conducted in silence;
- the event must be conducted in a browser whose window must be expanded to the full screen, the browser must not be switched to other applications (including other browsers) or minimized, third-party tabs (pages) must not be opened or the browser must not be closed;
- All programs except the browser which use the webcam, microphone and screen recording should be turned off on the computer.;

- You need to ensure a stable Internet connection;
- Examination materials and content may not be recorded in any way, nor may they be made available to third parties;
- It is forbidden to use audio, visual or any other kind of prompts;
- If an attempt to cheat is detected by the system or proctor, the exam results are annulled.

One or more participants (proctors or observers) may be present during the event. At the same time, the event may take place without the presence of other participants or with the participation of a virtual proctor. In this case, the decision will be made by the proctor after the event on the basis of the protocol record or by the proctoring system itself.

5 Planning the time of the event

Some events do not have a specific date and time, in which case you will need to choose the date and time yourself from the options provided (Figure 3).

The interface of this step is presented in three steps:

1) date selection via the calendar interface;
2) selecting a time slot from the free ones;
3) the possibility to change the date and time before the start of the event.

After selecting the date and time, you can proceed to the next step.

Figure 3 - Event Time Planning

6 Checking the equipment

Before the start of each event, a computer and network check is launched to identify possible technical problems before the event starts (Figure 4). The test is performed automatically and user intervention is only required if problems are detected.
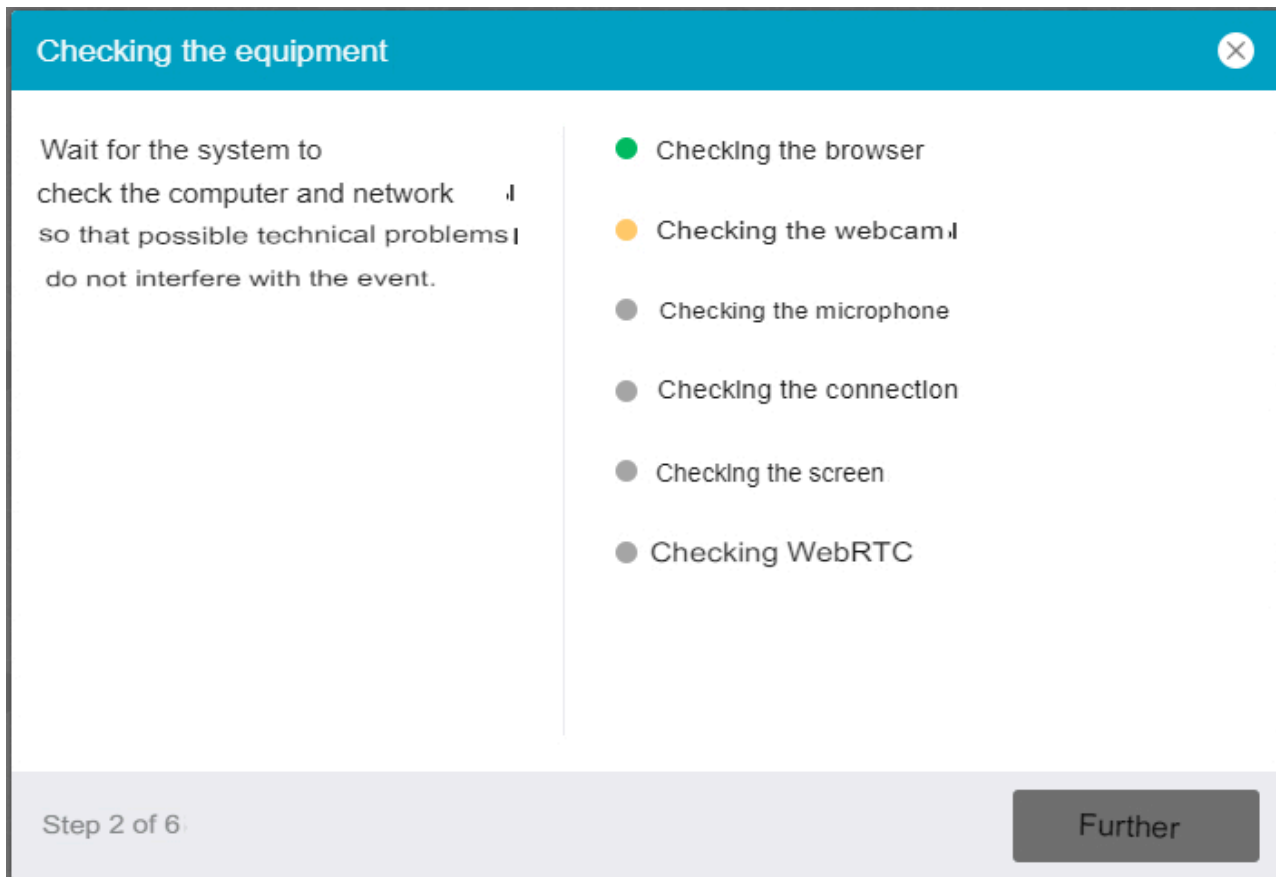
Checking the equipment

Wait for the system to
check the computer and network
so that possible technical problems
do not interfere with the event.

● Checking the browser

● Checking the webcam

● Checking the microphone

● Checking the connection

● Checking the screen

● Checking WebRTC

Step 2 of 6

Further

Figure 4 - Checking the equipment

The stages of verification are as follows:

4) At the browser compatibility check stage, it is verified that compliance
   of your browser with the minimum requirements of the proctoring
   system, the browser window should be maximized to the full screen
5) At the stage of web camera verification, you need to give access in the
   browser to the camera, if such a request appears. If the camera is
   working correctly, the test will be successful
6) At the microphone check stage, you should give access to the
   microphone in the browser, if such a request appears. If the
   microphone volume is set sufficient, the test will be successful

8

7) At the screen verification stage, the screen capture is checked for correctness, where it is necessary to give access to the whole screen. If access is not given to the whole screen or an additional monitor is connected, the test will end with an error

8) The connection verification stage checks whether a web socket connection to the server is possible. The check will be successful if this type of connection is not blocked.

9) The connection verification step checks whether video traffic can be transmitted on your network using WebRTC technology. The test will be successful if the traffic is not blocked.

Possible problems and their solutions are summarized in Table 2.

Table 2 - Problems and their solution

Problem	Solution
1) Error at the browser check stage	Your web browser does not comply with the minimum requirements of the proctoring system. Try to update your browser or switch to another browser.
2) Error during the web camera verification phase	The webcam is not working or is blocked by another application on your computer. Check the webcam in your browser; close other applications that may work with the camera; disable your antivirus (or block the camera in it); select the correct camera in your browser settings if your computer has multiple webcams. If the camera works but the error persists, try restarting the computer
3) Error during the microphone verification stage	The microphone does not work or is disabled in the settings of your computer (operating system). You need to increase the microphone volume or connect another microphone and select it in the browser settings dialog box. Check if the microphone is working in the browser.

4) Error during the screen verification stage	No screen access, your browser does not support screen capture, you have not granted access, you have only granted access to part of the screen. If you are prompted to access the screen, grant access, if not, update your browser. If you have multiple monitors connected to your computer, you should leave only one connected.
5) Error during the connection verification stage	Cannot establish a web socket connection to the server. The problem can be caused by browser extensions such as AdBlock ad blocker or VPN. It can also be caused by using a proxy server. Disable all browser extensions or try another browser, do not use a proxy or VPN.
6) Error at WebRTC verification stage	WebRTC video traffic is blocked on your computer or by your Internet Service Provider. The data transfer speed should be at least 256 Kbps (receiving and sending), and TCP/UDP ports 3478 should not be blocked in the network and on the computer (in the firewall). Using a VPN may also be a possible cause of the problem. Check the <u>network speed</u> and <u>port blocking</u>, disable the VPN

7 Filling in the profile

If your name is not available in the proctoring system, you will need to fill in your full name in the appropriate step (Figure 5).

10

Figure 5 - Filling in the profile

8 Photo of the face

The proctoring system may require a photograph of your face to be taken via web camera. A photo of your face is part of the procedure to verify your identity (Figure 6).
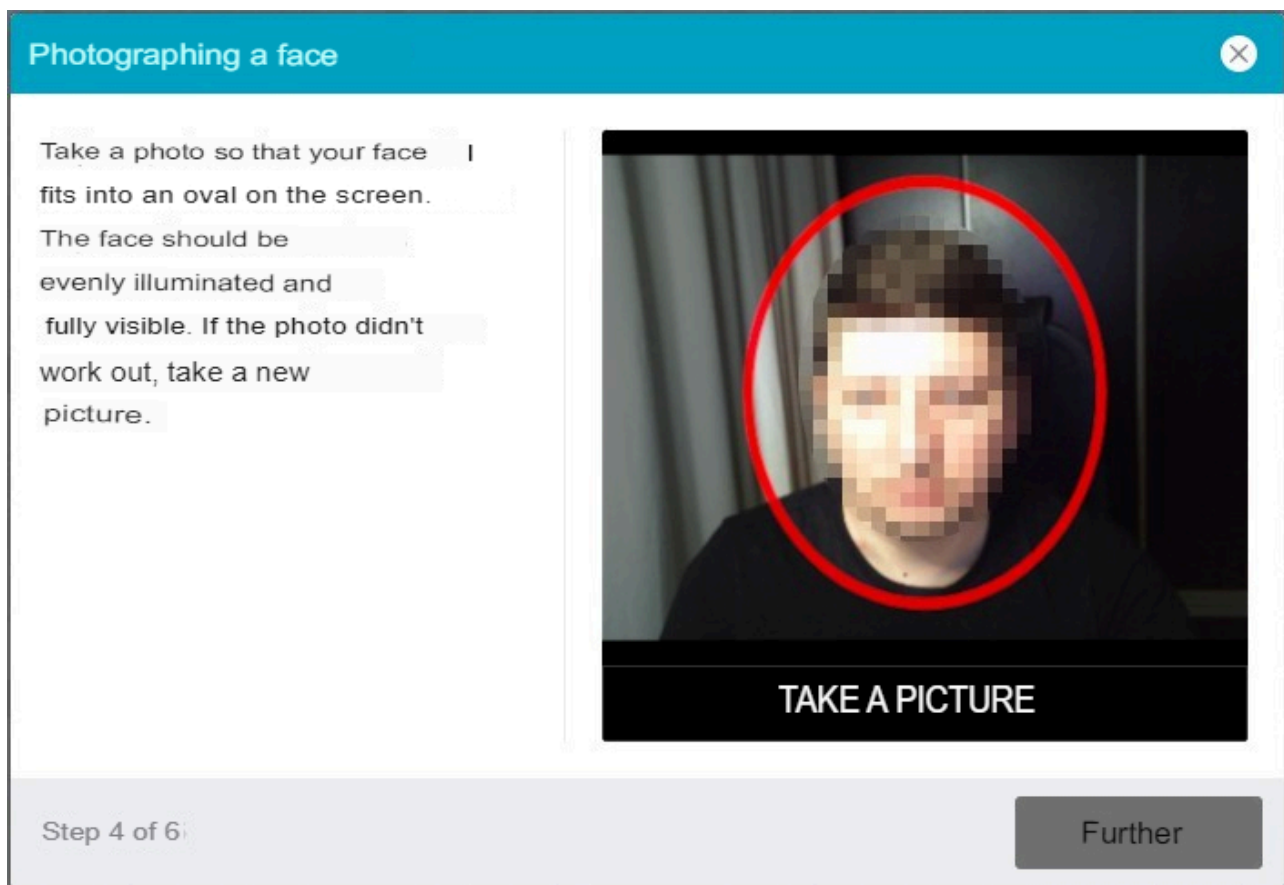
Figure 6 - Photo of a face

9 Photo of the document

The proctoring system may require a photo of your identity document (passport), which you will need to photograph via web camera or upload a scan from your computer in JPEG format up to 5 MB in size. The passport is automatically checked by the proctoring system for correctness and legibility, and the passport photo is checked to match your face. The passport photo is part of your identity verification procedure (Figure 7).

Figure 7 - Uploading an identity document

10 Recording an overview of the workplace

The event may involve capturing an overview of the workplace prior to the event. There is a separate step for this (Figure 8).

Follow the steps below to make a recording:

1) Make sure the camera picture is displayed on the screen.
2) Press the "Start Recording" button".
3) Over a period of 60 seconds, slowly rotate the camera like a panoramic shot so that you can see the entire workspace and room.
4) If you managed to show all the rooms faster, you should press the "Stop Recording" button.".

13