Welcome to your ProctorExam guide!

Your department or institution has made a new tool available to you and your colleagues to conduct exam remotely. This guide is designed to help you to start as easily as possible with this new platform. As part of ProctorExam functionalities, a live chat is available to interact with candidates for technical support or exam related matters.

In this document you will find an overview of:

What is Tawk.to?

Tawk.to is an online platform for live customer support. If you are an agent on tawk.to, you must have been invited.

In your account activation email, you will find your credentials, go to www.tawk.to and login to your account. You will see your dashboard.

To know how to use the dashboard, you can refer to the tawk.to knowledge center; in particular to the messaging system.

Tawk.to in the context of ProctorExam

The use of the platform is identical. You will only receive the emails related to your institute. We will describe hereafter why students can experience problems and as many problems as possible.

Traditionally, when a university decides to take a test through the ProctorExam platform, this happens in three steps: the university sets the test, they communicate to the students that the test will be done on ProctorExam and the students are invited. After an exam is created and the student is invited to it, the student has to go through a series of steps :

> 1 - check requirements (test their material),
>
> 2 - « create » their virtual exam room (re-test their material)
>
> 3 - identify themselves
>
> 4 - connect to the exam
>
> 5 - take their test
>
> 6 - finish their test.

For every problem that can happen, we will describe:

- **Step:** when it can happen

- **Problem:** where is the student blocked

- **Cause:** the possible cause of the problem

- **Solution:** how to best help the student

- **Back up:** in case the solution didn't work, maybe a workaround is possible

General troubleshooting considerations

ProctorExam is an online platform: for most of the problems, a good enough internet connection will be key.

• In almost all the cases, the first suggestion to the student is to refresh the browser.

• Second one should be to get closer to the Wifi source. If the candidate is on wifi, suggest to connect the computer to the modem, with an Ethernet cable.

• Finally, our servers can experience overload; although we spread load to avoid that, in case it happens, connection might be difficult for the students. They will have to wait for a few minutes.

Most common troubleshooting situations

The student didn't receive invitation to the check requirements

Step: before starting the check requirements

Problem: students are told that the information from ProctorExam should be sent but don't have it. They reach for us from the website: they are "anonymous" on Tawk

Cause: email in either in spam or blocked by email policy

Solution: Try to check your spam folder.

Back up: If the email is not there either, ask the student for their institute, exam, name and email address. Go to administration in the right institute, find the exam and go the "manage students" panel, find the student. Click the "Resend" button (reduced by default) next to their name (see image1)
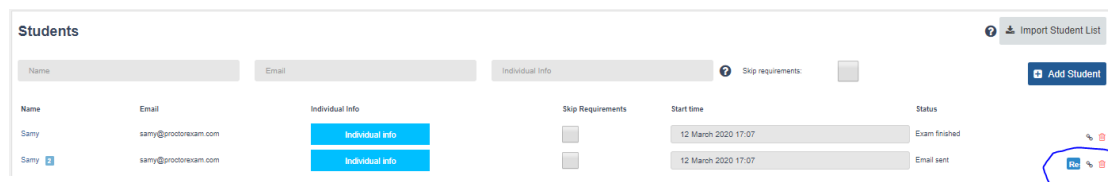
If the student still receives nothing, you can click the hyperlink symbol next to the button and select the "check requirements" link and paste it in the tawk chat.

Student is stuck during the system checks

S: during the requirements

P: when clicking a step away, the next one doesn't load properly

C: various

S: ask the student to refresh the browser. If the problem persists, ask the student to restart the browser or the laptop.

B: Make sure that the student has the ProctorExam extension, that the browser is not blocking camera or microphone.

Student did the requirements but did not get invited to the exam

Same problem as 1.

If you get to the hyperlink icon, share the session link with the student.

Student can't enter the exam session

Try refreshing the page. If it doesn't work, ask the student to share the link and try to access it yourself.

Student gets a "Wait 3 minutes and then refresh" message:

S: student session

P: student can't go on with the virtual exam room

C: time out between the emission of the right and entry of the student

S: suggest the student to get closer to the Wifi. If it doesn't work/ is not possible, wait a few minutes.

Student gets stuck during creation of exam room

S: student session

P: one step of the student session is failing

C: Can be that the plugin is not installed or disabled, can be that the access to camera/ mic is blocked on the browser. Can also be caused by an internet connection too low or unstable.

S: check with the students the different causes.

B: it is possible that the access is made difficult because of platform overload. In that case, suggest the student to wait a couple minutes and retry.

Most common questions

Here are the questions that the students ask most frequently. Those questions can be asked during the technical check , the test or sometimes just after they finish the exam:

Can I use a second monitor?

No, only one monitor is allowed

Can I use Linux to take the test?

Yes, it is possible

Can I take the test on my mobile phone?

No, ProctorExam is meant to function with a laptop/ Desktop

My microphone is on my headphones, is that a problem?

Headphones are prohibited. Please put the mic in place and the earphones/ headphone around your neck

Can I use my mobile data to take the test?

We recommend not to use it: it is not suitable for continuous video feed and has high chances of breaking down during the exam. You will be responsible of a loss of video

My check requirements went fine but I am stuck at the exam set up page, how is this possible?

Check requirements is just a test; maybe your rights have changed on your equipment or maybe your connection is worse than the day you tried it (e.g: competition with other devices)

When will I get my exam results?

Your institute will evaluate your exam and communicate the result accordingly.