examity®
BETTER TEST INTEGRITY.

Proctoring Guide
Administrators & Instructors

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New Product Names

We've changed the names of our proctoring modalities to better reflect their features. If you have questions about whether a particular proctoring level is right for your exams, please contact your Client Success Manager.

We advise that you do not change the proctoring level of an exam if a test-taker has already scheduled it or once the exam starts.

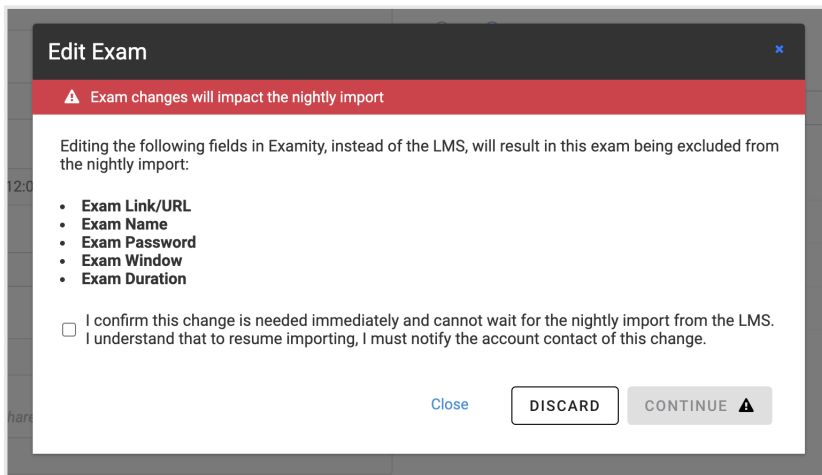| Features	Automated	Automated + Audit	Live Authentication + Audit	Live Proctoring
Auto Authentication	✔	✔		
Auto Proctoring	✔	✔	✔	
Flagged Violations with Video	✔	✔	✔	✔
Reporting and Analytics	✔	✔	✔	✔
Human Audit		✔	✔	✔
Live Authentication			✔	✔
Live, Low-ratio Proctoring				✔
Real-time, On-screen Support				✔
Immediate Exam Intervention				✔

Using Examity With Your LMS Platform

If your Examity platform is integrated with your Learning Management System or your test delivery/enrollment management platform, you will access Examity via links in your system.

Your courses, exams, and test-takers should continue to be created in your LMS or test delivery/enrollment management platform. The integration with Examity means your data will be imported to Examity automatically. The process of importing means to download data onto a platform from a different source.

NOTE: There are steps that you must follow before your data can be imported over. The steps vary based on the LMS. Please reach out to your Client Success Manager for more information.

• **LMS integration:** You need to click on Examity link to import the course first, then your exams and test-taker data will be imported overnight and will be available the next day.

• **Test delivery/enrollment management platform:** Your data flows through APIs links, which means the data you create in your system should be available in Examity within minutes.

Our recommended practice is to always edit exam details within your LMS or exam platform. If you edit some key exam details directly in Examity, this action will cause the data import to stop. Those key exam details include the Exam Name, the Exam Duration, the Exam Window (the start date/time and the end date/time), the Link to Exam, and the Exam Password.

Edit Exam   ✕

⚠ **Exam changes will impact the nightly import**

Editing the following fields in Examity, instead of the LMS, will result in this exam being excluded from the nightly import:

- **Exam Link/URL**
- **Exam Name**
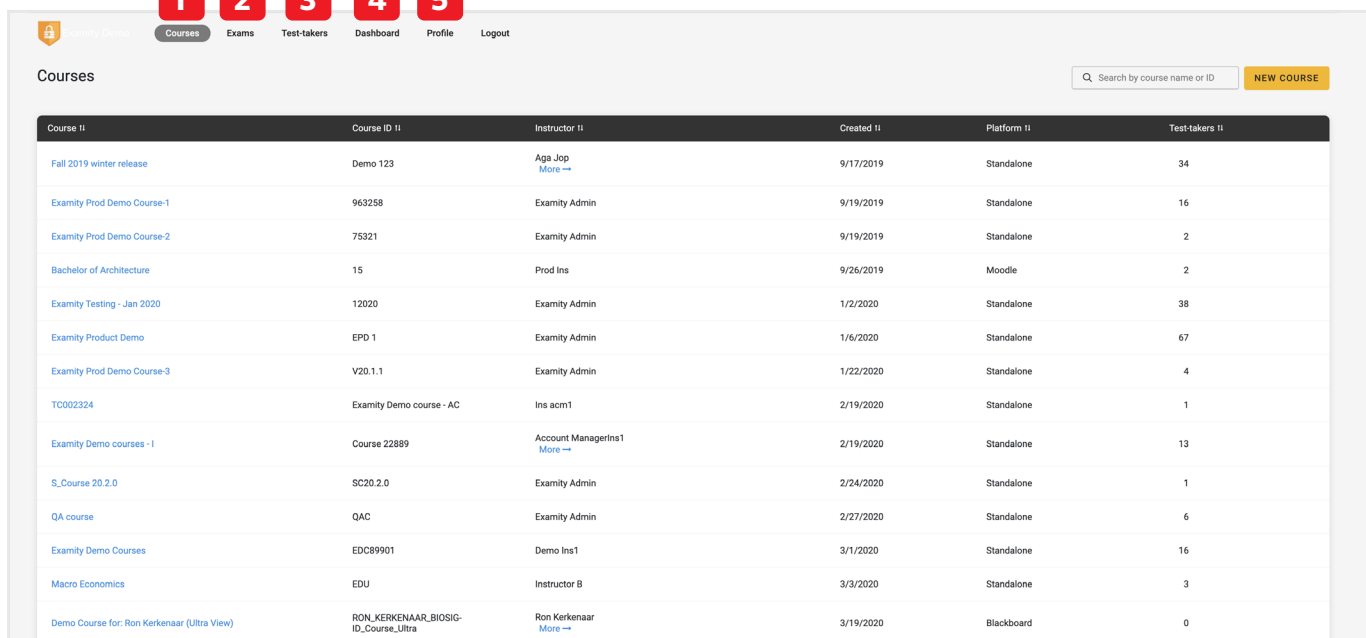- **Exam Password**
- **Exam Window**
- **Exam Duration**

☐ I confirm this change is needed immediately and cannot wait for the nightly import from the LMS. I understand that to resume importing, I must notify the account contact of this change.

Close   DISCARD   CONTINUE ⚠

Navigating Your Examity Dashboard

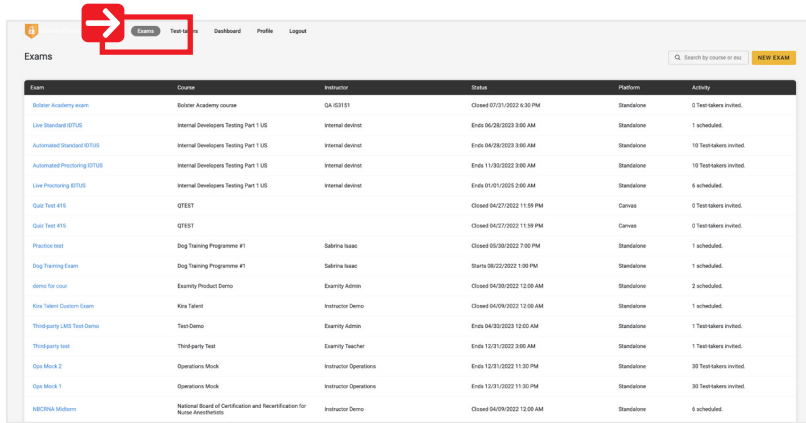Your Examity dashboard has five distinct areas to help you manage test-takers and exam appointments.

1. Courses: View all of your courses. You may also drill down further to see course details, test-takers, accommodations, and exams. Clicking the column headers allows you to sort by that field. Courses link your exams with your test-takers. Once enrolled in a course, a test-taker will have access to schedule or start appointments for all of the exams within that course.

2. Exams: With this view, you'll be able to see all of your exams across all of your courses. You will be able to see the exam status, modality, and activity.

3. Test-takers: Review details on all test-takers for your institution.

4. Dashboard/Reports: One-touch access to Examity's robust reporting and analytics. Here, you can explore a variety of real-time reports.

5. Profile: This is where you set your time zone that will drive the display in your Examity dashboard, including the exam scheduling window you will set and all reports.

Editing Your Exam

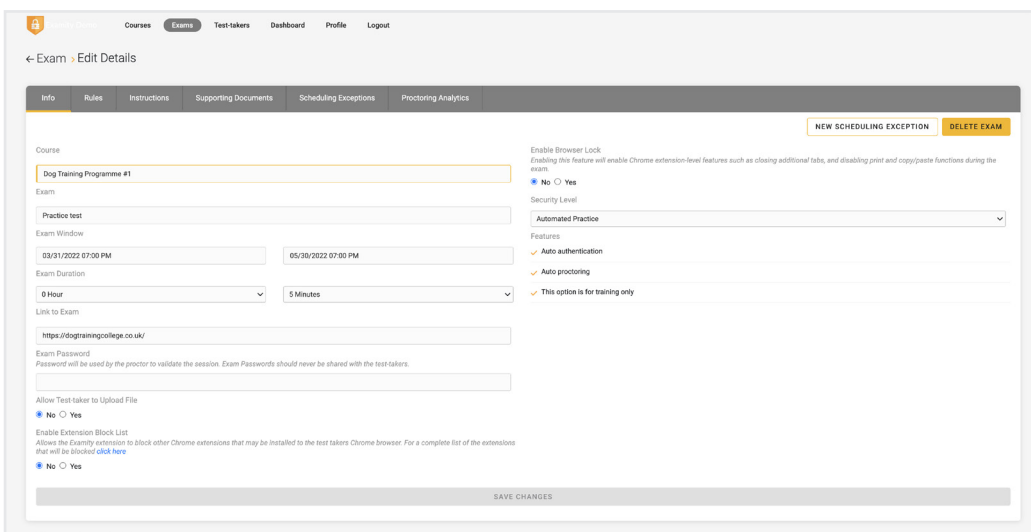On the dashboard, select "Exams" at the top of your screen.

To access and input details for your exam, click the exam name. This will bring you to the exam shell, which is categorized into five distinct sections:

1. Info
2. Rules
3. Instructions
4. Supporting Documents
5. Exam Results

1. Info represents the foundation for your exam. Details include the scheduling window, the exam duration, the exam URL, and exam password. You can also select whether you would like to give test-takers the option to upload a file directly into Examity. You can enable additional security settings like Extension Block, Browser Lock, and more. If you are interested in these options but do not see them when setting an exam, please contact your Client Success Manager for more information.

![Examity logo - BETTER TEST INTEGRITY]

2. Rules allows you to specify rules for your exam. All exams have standard rules (listed on the left) that are a constant for every exam proctored with Examity. There is also an "Additional Rules" section (on the right) that provides optional rules for your exam. You can check off any additional rules that you would like to apply to your exam. For example, checking off "Scrap Paper" will allow test-takers to use scrap paper during the exam. Then, click "Save Changes" to lock in your additions.
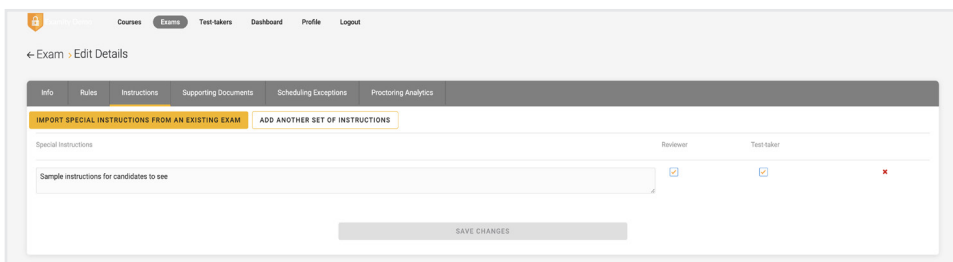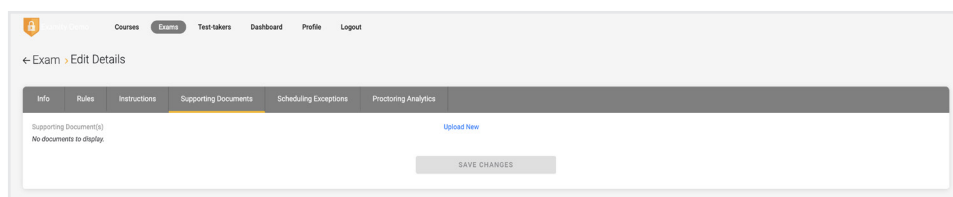

3. Special instructions can be added in the **Instructions** section. This is a critical step to clarify any policies, processes, or steps that are specific to your exams. Work with your Client Success Manager to define clear instructions for your exams that help test-takers, proctors, and auditors understand exam expectations.
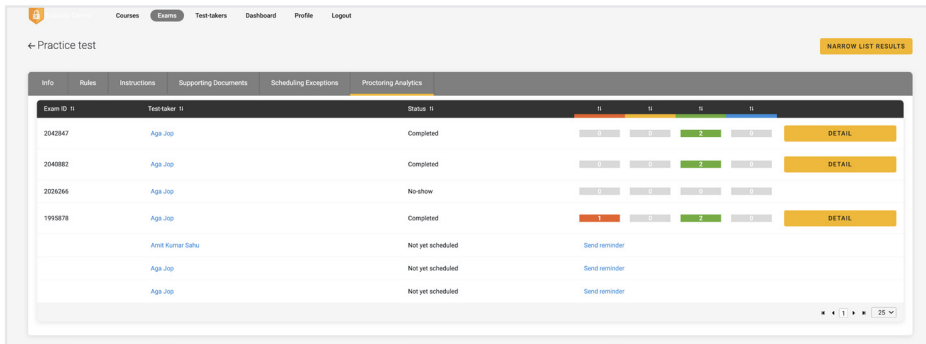
Clicking "Import special instructions from an existing exam" allows you to quickly clone special instructions from another exam.

4. The **Supporting Documents** section is where you will be able to upload any critical assets for your exam, such as exam reference materials. **The test-taker has access to the materials just before the recording begins, and before they are connected to their proctor. If you provide supporting documents, the test-taker will be reminded to download them before they can proceed.**

5. Within **Proctoring Analytics**, you will be able to see who has scheduled an exam appointment, as well as any violations that may have taken place during completed sessions. **See Tracking Exam Appointments Status**.
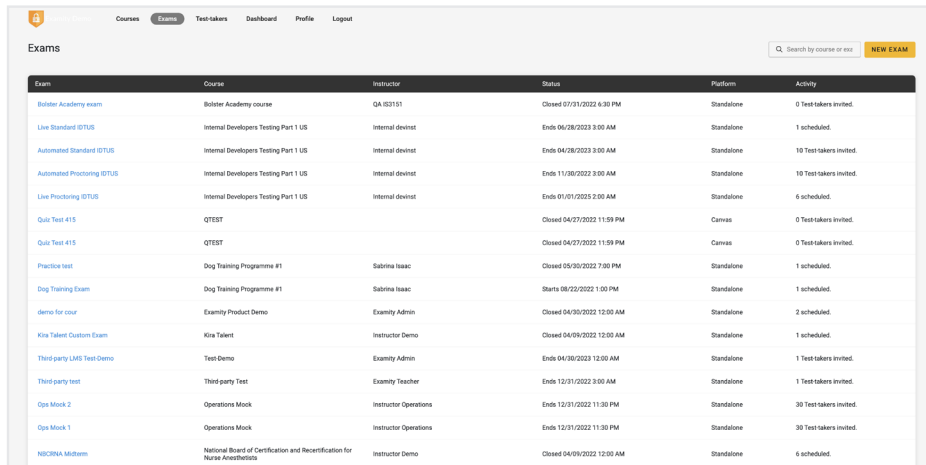

Tracking Exam Status

Check the status of appointments by selecting "Exams" at the top of your dashboard.

The following exam statuses may appear here:

Current Session	Definition
Scheduled	The test-taker has created an appointment time for their exam.
Cancelled	The test-taker has cancelled the test appointment.
Verification in Progress	The test-taker has started the exam process and in going through the steps to connect to proctor.
Waiting for Proctor	The test-taker is in the exam queue and awaiting proctor to be assigned.
Processed by Examity	For Automated exams, this status is applied when exam is submitted and sent or Completed to the client dashboard. No Auditor review.
Pending at Auditor	The test-taker has submitted their exam and it is awaiting review by the auditors.
Incomplete	The Candidate was not able to access the exam questions – this could be for any number of reasons (improper ID, LMS issue, internet capability, etc.)
Approved by Auditor	This exam has been reviewed by Auditors. If the test-taker has accessed the exam, the auditor will mark the exam as Approved after adding any necessary flags.
No Show	The test-taker did not arrive for their scheduled appointment. The system will change the status to No Show 35 minutes after the scheduled exam time.

To see the proctoring results, select the exam you wish to view. Then, navigate to the "Proctoring Analytics" tab. Here, you will see all appointments scheduled or taken by test-takers for the selected exam, the status of their exam, the exam ID, and any potential violations that may have taken place.
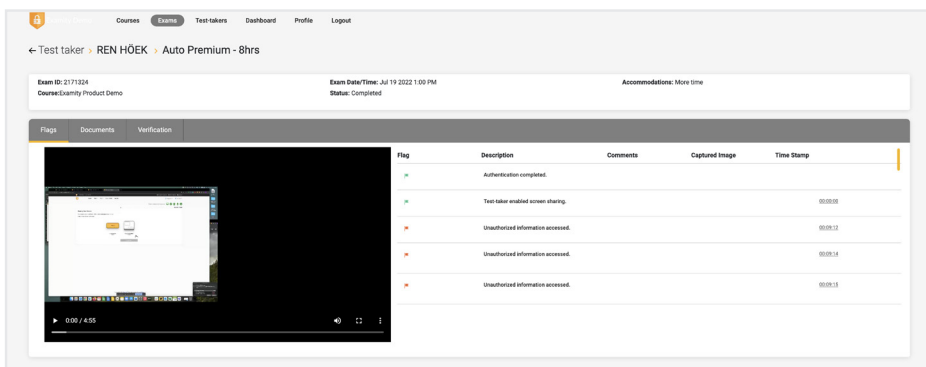
The Examity flagging system provides exam administrators with a snapshot of what happened during each exam:

• **Green flags** are raised for significant steps where there is no violation.
• **Yellow flags** are issued when a rule is broken, but misconduct may not have been intentional.
• **Red flags** are given when the test-taker exhibits a clear breach of exam rules and/or instructions.
• **Blue alerts** are reported when a technical issue arises.

To view the results of a specific appointment, click the "Detail" button at the end of the appointment's row to view the exam recording and details of any flags. The time stamps are hyperlinked so that you can jump to the spot in the recording where the behavior occurred.

Accommodations

If test-takers require accommodations, you can make sure proctors are aware ahead of time by entering the information at the course level. This means that any accommodations added will apply to all exams within this course.

Any time accommodations added to Examity must be added to your LMS or exam platform first. Examity is not in control of the exam timer. The exam timer is set in the LMS.

1. Click on "Courses" at the top of the Examity dashboard, and select the course you wish to add accommodations to.
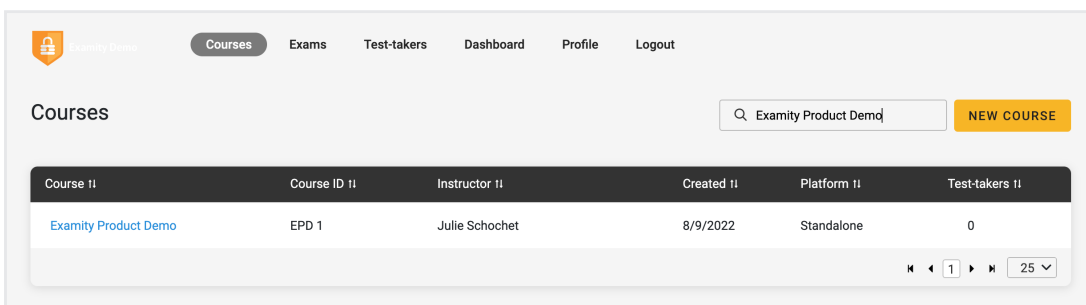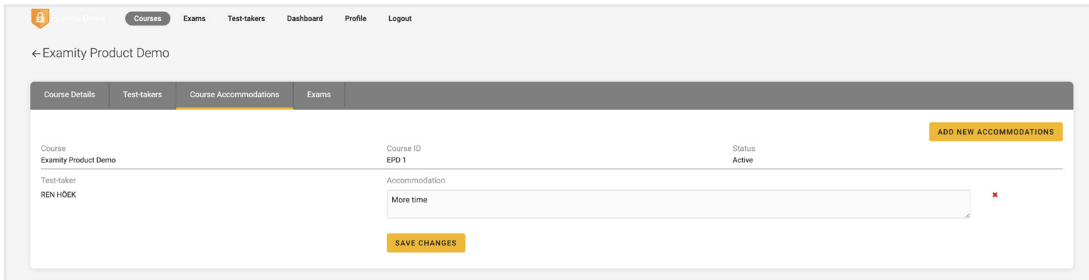
2. Click on the "Course Accommodations" tab.
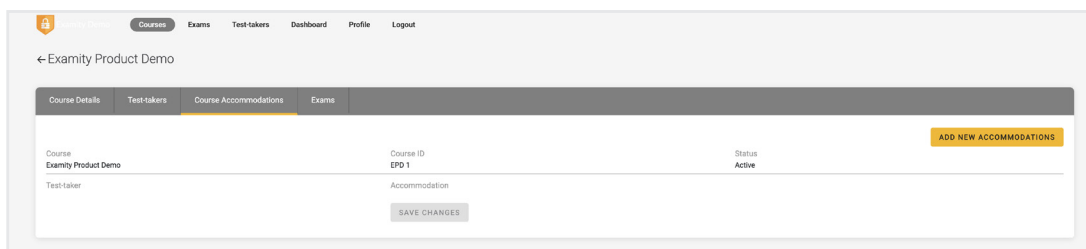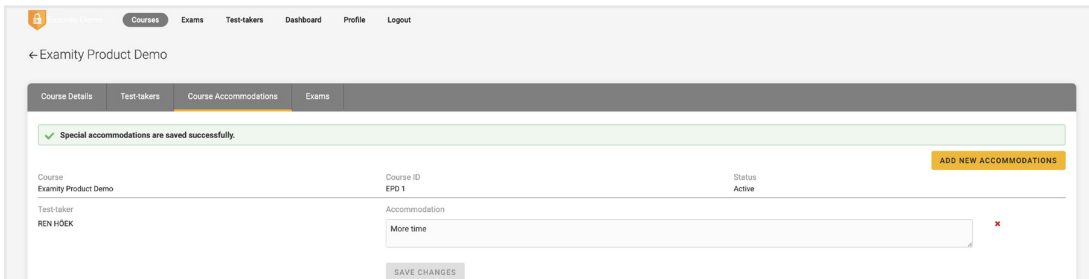
3. Select the name(s) of the test-taker(s) in the drop-down menu.
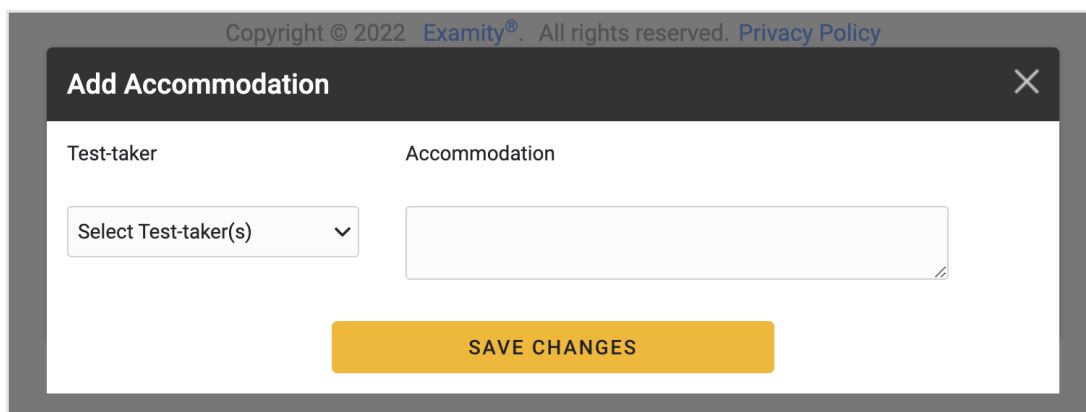
4. Enter the accommodation in the "Accommodations" box and click "Add Accommodations."
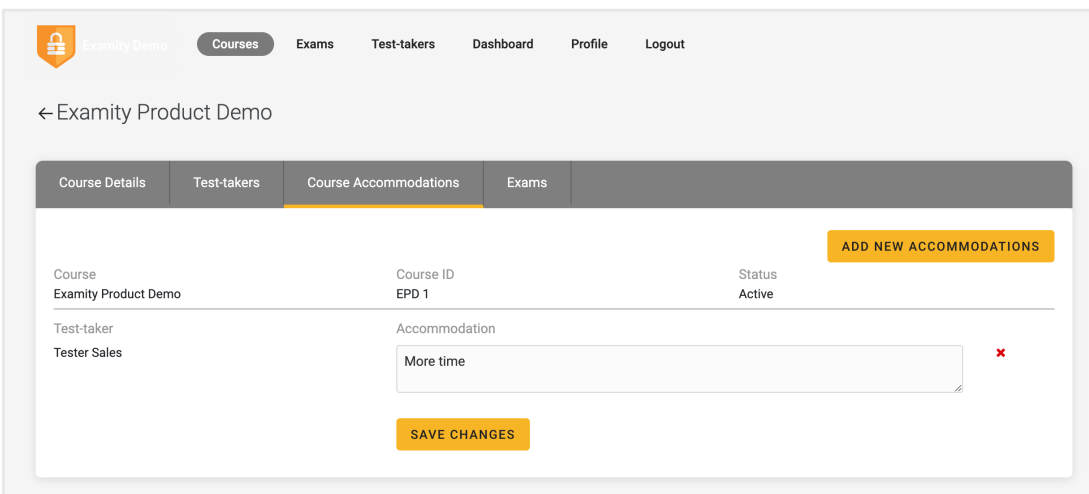
5. You will see a breakdown of each test-taker and their respective accommodations. Finally, click "Save Changes."

Editing/Deleting Accommodations

To delete an accommodation:
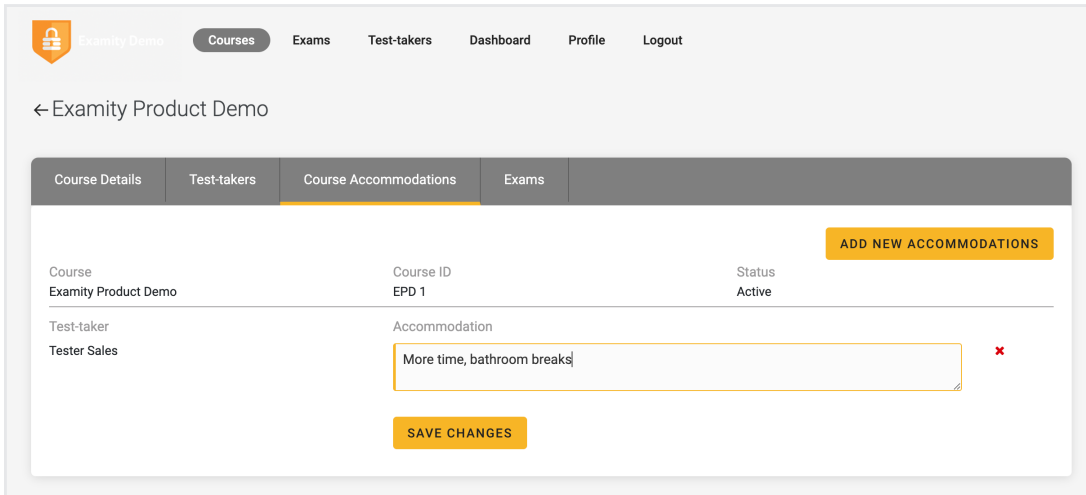
1. Click the red "X" on the far right side of an existing accommodation.

2. Once you are done making changes, select the "Save Changes" button on the bottom of the page to save any updates.

Failing to "Save Changes" will not delete the accommodation.

To edit an accommodation:
1. Locate the accommodation for the particular user you would like to make changes to.
2. Click within the box for an existing accommodation and make changes.
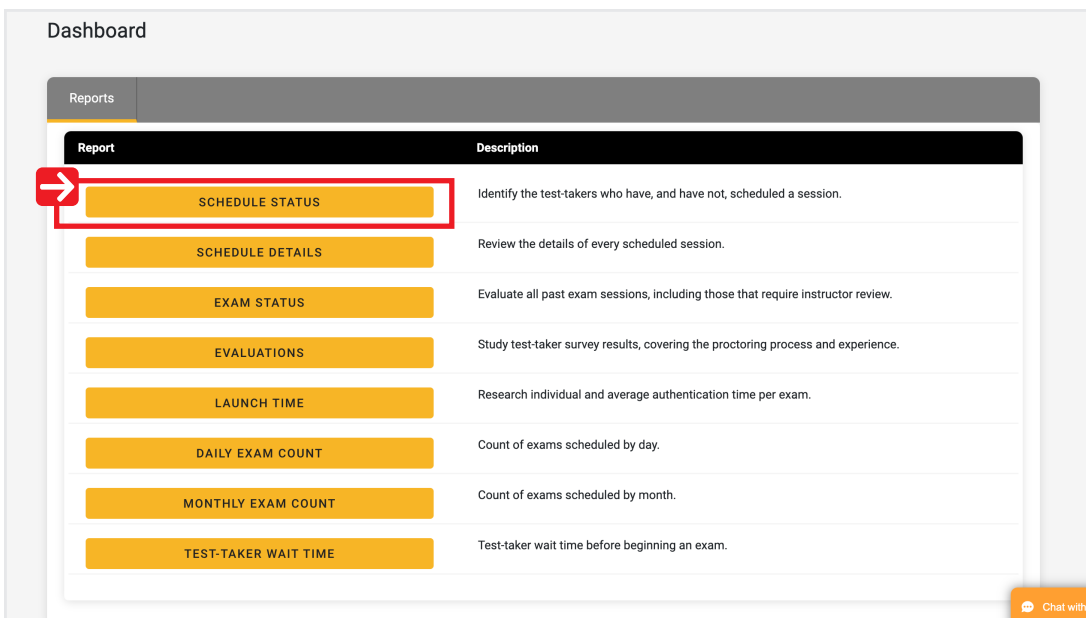
3. Once you are done making changes, select the "Save Changes" button on the bottom of the page to save any updates.

If test-takers have not scheduled their exam, you can send reminder emails from the Schedule Status report.
1. Go to Reports/Dashboard
2. Click on "View Report" for Schedule Status Report

3. Click on a number in the "Unscheduled Test-takers" column to see a list of all test-takers who have not scheduled for a particular exam.

Exam Link ⇅	Exam Password ⇅	Exam Start Date ⇅	Security Level ⇅	Special Instructions ⇅	Test-takers ⇅	Scheduled Test-takers ⇅	Unscheduled Test-takers ⇅	Scheduled Percent ⇅
https://test.examity.com/onlin ...	1Examity21!	03/09/2022 3:00 AM	Automated Practice		0	0	0	0%
https://bd-partner-a- ...		06/21/2022 10:00 AM	Live Proctoring		0	0	0	0%
https://bd-partner-a- ...		06/23/2022 11:00 AM	Live Proctoring		0	0	0	0%
https://test.examity.com/onlin ...	1Examity21!	01/01/2022 1:00 AM	Live Proctoring	Opening an Excel file during ... More →	5	1	4	20%
https://test.examity.com/onlin ...	1Examity21!	01/01/2022 1:00 AM	Automated + Audit		5	4	1	80%
https://www.boston.com	RedSox!*	06/04/2022 2:00 AM	Automated + Audit		1	0	1	0%
https://test.examity.com/onlin ...	1Examity21!	05/01/2022 1:00 AM	Automated Practice		1	1	0	100%

4. Use the checkboxes on the left side of the screen to select which users you would like to send a reminder email to.

☑	Course ⇅	Instructor ⇅	Exam ⇅	Test-taker ⇅	Email ⇅
☑	ETS Demo	Demo Instructor	ETS Demo Exam	Naila Ghorbel	nghorbel@examity.com

NOTE: You can also select the checkbox in the top left corner of the table to select all test-takers.

5. Select the "send reminder email" button which appears next to the "NARROW LIST RESULTS" button once the test-takers have been selected.
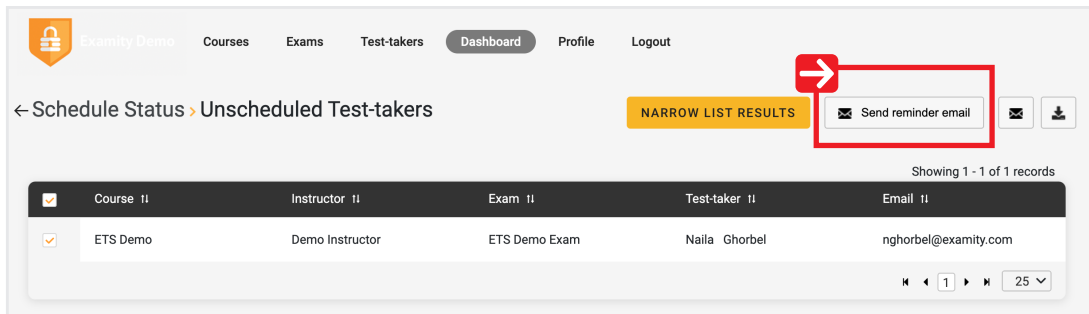
6. You will see a preview of the email on the screen.
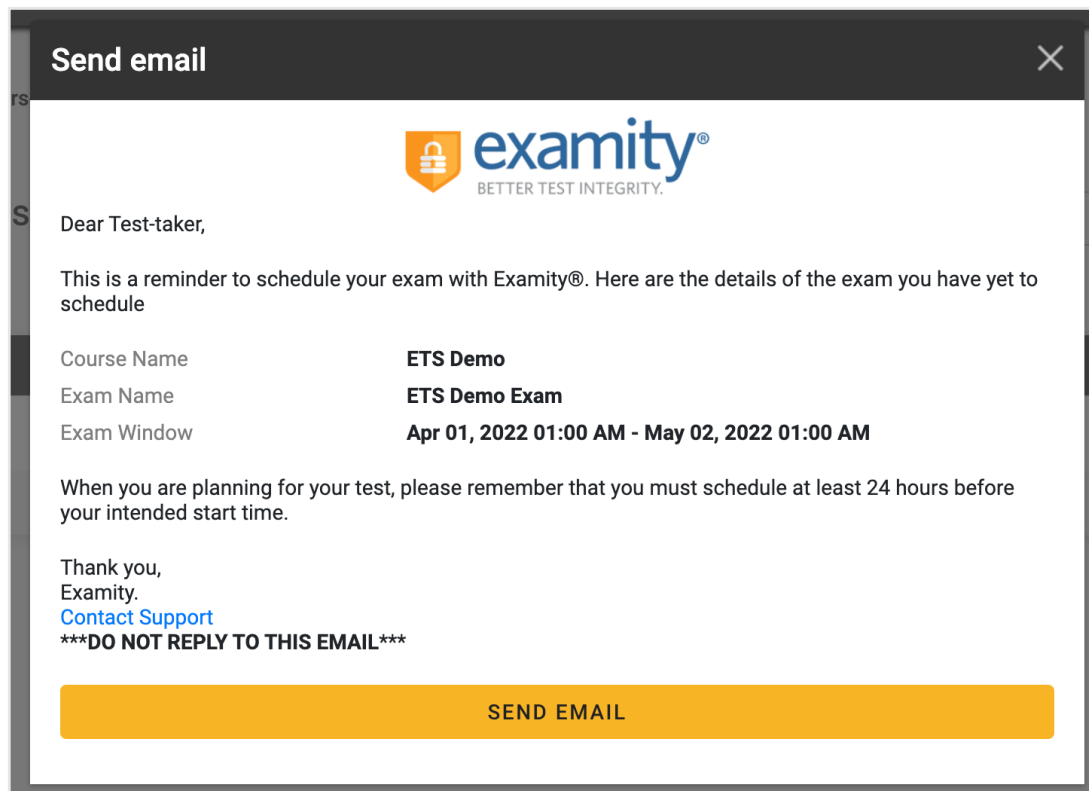
7. Select "Send Email" and wait until you see the confirmation message: "Email sent successfully."
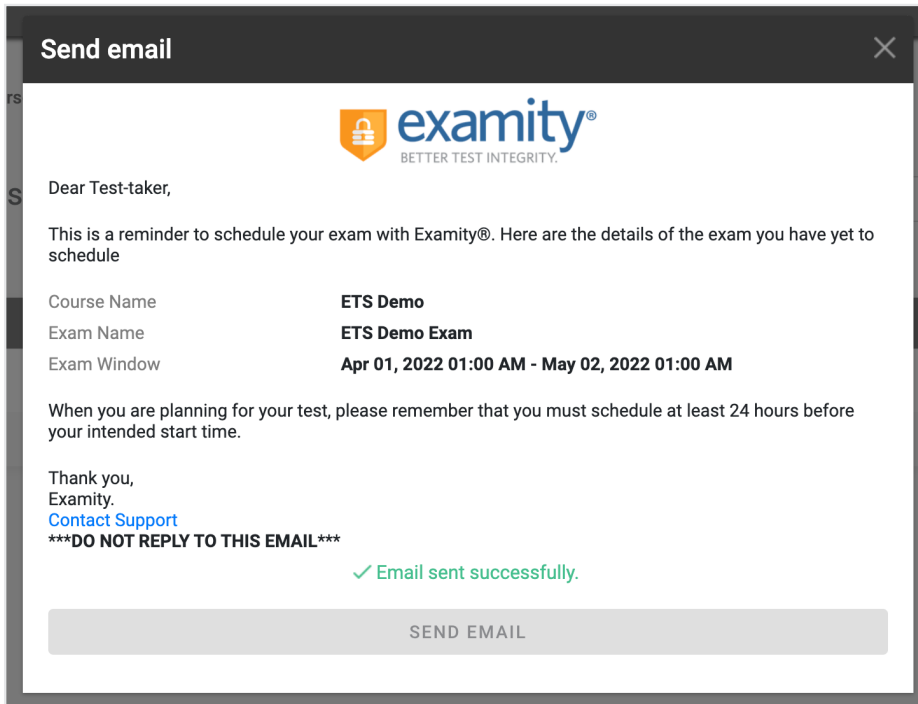
Scheduling Exceptions

You can create scheduling exceptions for test-takers who need to schedule their exam outside of the scheduling window. Scheduling exceptions allow you to set a new or unique scheduling window that is specific to the test-taker. This new window will display to the test-taker when they go to schedule, and they will not be able to schedule outside of this set window.

Any applicable exam fees, exam buffering, etc., still apply to exams that have Scheduling Exceptions. For example, a test-taker may be allowed to take their exam early, but they will still be charged an On-Demand fee if that exam is within 24 hours (if this pricing configuration is enabled).

NOTE: There can only be one Scheduling Exception per test-taker per exam.

Create a Scheduling Exception:
1. Log in to Examity and locate your exam.
2. Click the "New Scheduling Exception" button on the "Info" or the "Scheduling Exception" tab.
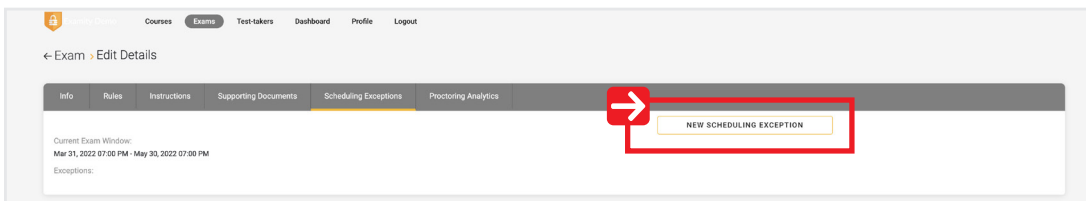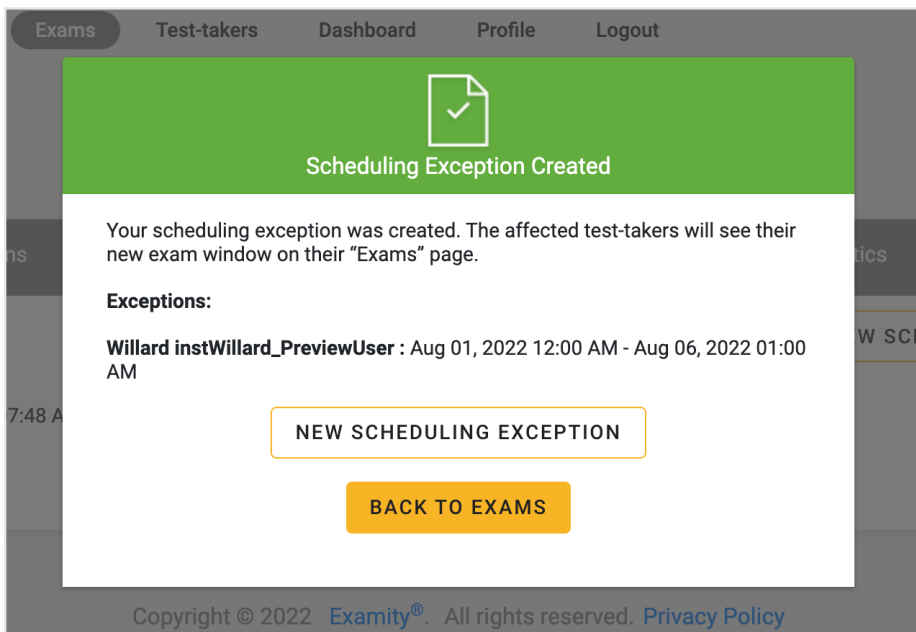
3. Select the test-taker(s) who will share the new scheduling exception scheduling window. You can only add one scheduling exception timeframe at a time, but you can add multiple test-takers to the same window.
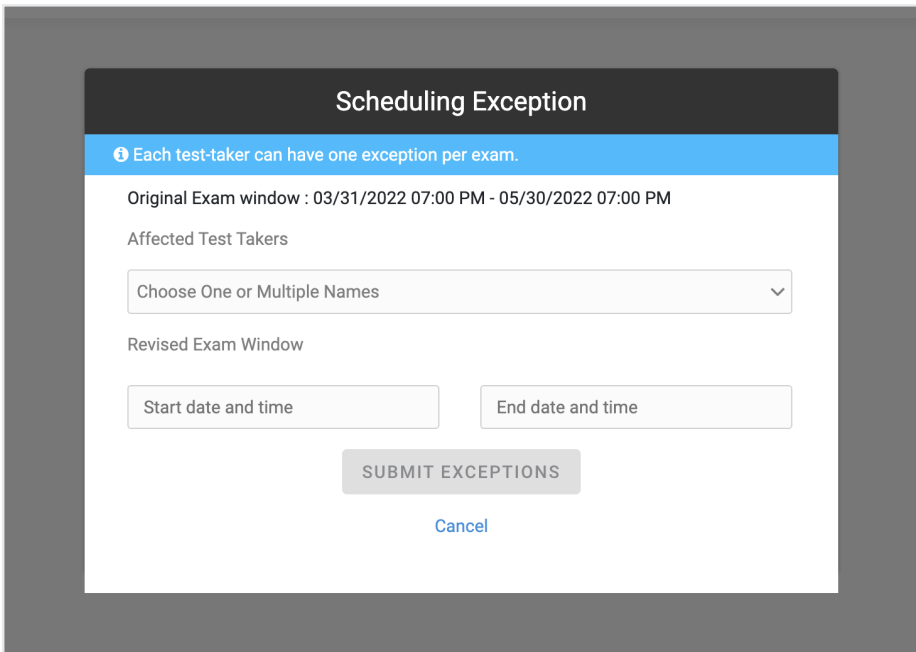

4. Select the revised scheduling window that will be applied to all of the selected test-takers. The selected test-takers will only be able to schedule their exam during this window, so make it wide enough to accommodate the exam duration and exam buffer time.
5. Click "Submit Exceptions" to save your changes.
6. Click "New Scheduling Exception" to create another scheduling exception window for other test-takers or "Back to Exams" to exit this workflow. The selected test-takers will see the new exam scheduling window you provided for this scheduling exception.

View, Change, or Delete Scheduling Exceptions by Exam:
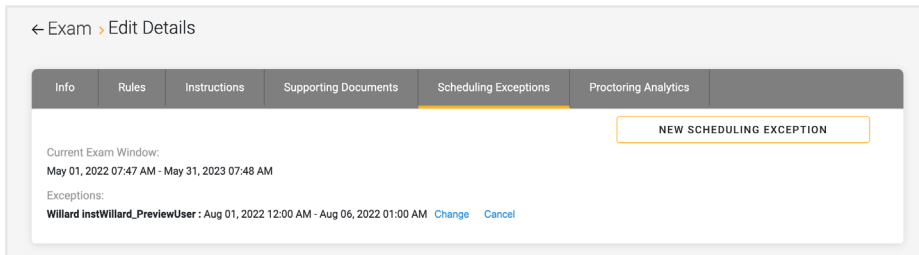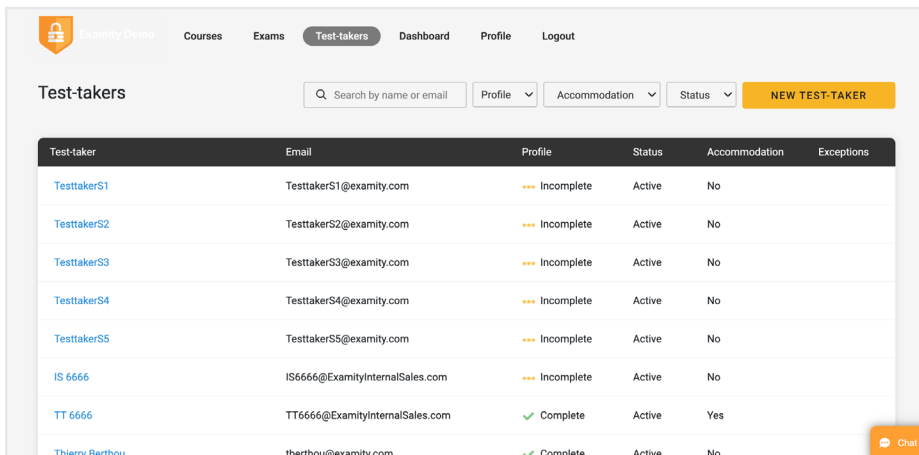**1.** Go to the "Scheduling Exceptions" tab.
2. Find the test-taker and click "Change" to change the exam window or "Cancel" to cancel the exam window.

View, Change or Delete Scheduling Exceptions by Test-taker:
1. Log in as an exam administrator and go to the "Test-takers" menu option.

2. Find the test-taker and click either the test-taker's name or the blue clock icon in the "Exceptions" column.
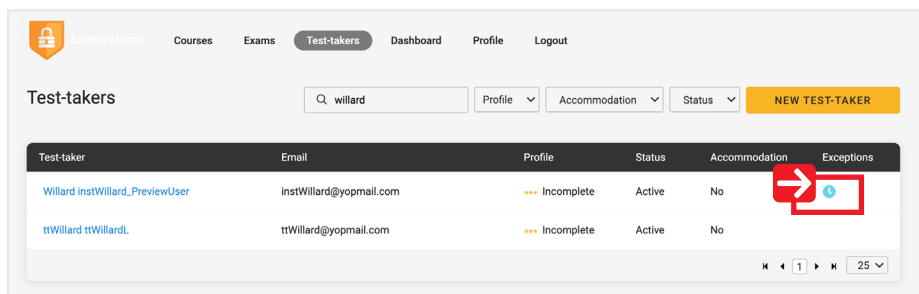
3. Find the exam and click "Change" to change the exam window or "Cancel" to cancel the exam window.

If you cancel the scheduling exception, test-takers will see the original exam window that all other test-takers see.

Reporting

Your exam administrators will have access to the following reports – only for courses they are assigned to:

Report	Description
SCHEDULE STATUS	Identify the test-takers who have, and have not, scheduled a session.
SCHEDULE DETAILS	Review the details of every scheduled session.
EXAM STATUS	Evaluate all past exam sessions, including those that require instructor review.
EVALUATIONS	Study test-taker survey results, covering the proctoring process and experience.
LAUNCH TIME	Research individual and average authentication time per exam.
DAILY EXAM COUNT	Count of exams scheduled by day.
MONTHLY EXAM COUNT	Count of exams scheduled by month.
TEST-TAKER WAIT TIME	Test-taker wait time before beginning an exam.

Thank you for administering your exams with Examity. If you have any questions or need assistance, please contact your Examity Client Success Manager