



# Live Proctoring Test-taker Guide

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## Call Center Support Numbers

**United States:** +1 855-392-6489

**Australia:** +61 2-8520-3169

**UK:** +44 800-086-8080

**India:** +91 000-80091-91077

**Ireland:** +1 800-832-210

**Germany:** +0 800-182-1105

**France:** +08-00-99-18-49

## TECHNICAL REQUIREMENTS:

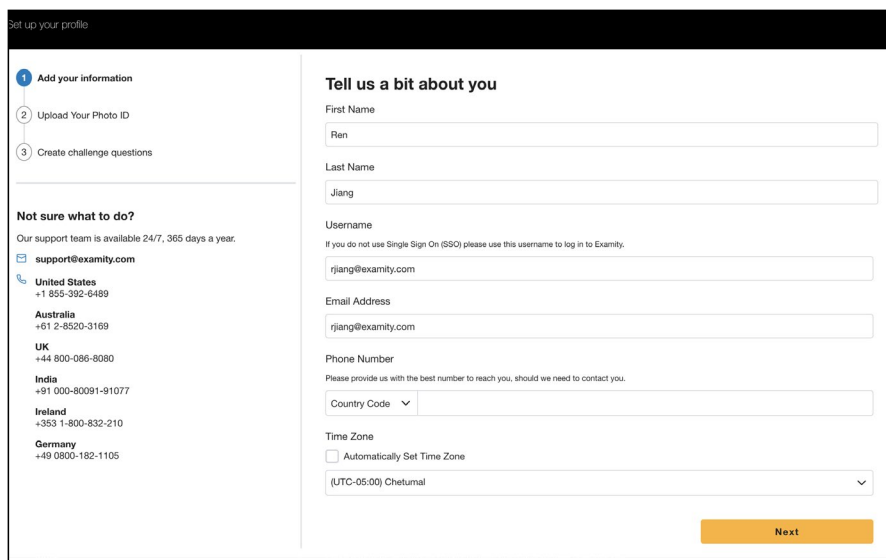
Before your exam, please confirm you meet Examity's technical requirements.

- **Browser:** Google Chrome. **Please turn off your pop-up blocker and ad blocker before the exam.**
- **Equipment:**
  - Desktop, laptop, or Chromebook (tablets are not supported)
  - Built-in or external webcam
  - Built-in or external microphone
  - Built-in or external speakers
- **Internet:** A required upload and download speed of 2Mbps, with 10Mbps recommended.

## Creating Your Profile

The first time you attempt to access Examity, you will be prompted to create your profile. Profile creation is a very quick process.

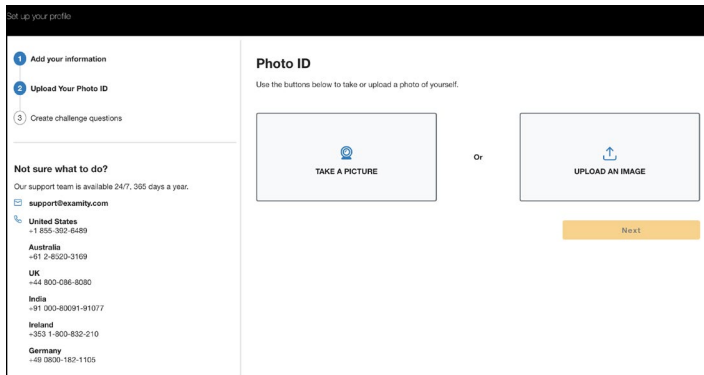
1. Provide key contact information for your profile.



The screenshot shows the 'Set up your profile' form. On the left, there's a sidebar with a progress indicator (1. Add your information, 2. Upload Your Photo ID, 3. Create challenge questions) and contact information for support@examity.com across various regions. The main area is titled 'Tell us a bit about you' and contains input fields for First Name (Ren), Last Name (Jiang), Username (rjiang@examity.com), Email Address (rjiang@examity.com), and Phone Number. The phone number section includes a dropdown for Country Code and a text field. There's also a Time Zone section with an 'Automatically Set Time Zone' checkbox and a dropdown menu currently showing '(UTC-05:00) Chetumal'. A 'Next' button is at the bottom right.

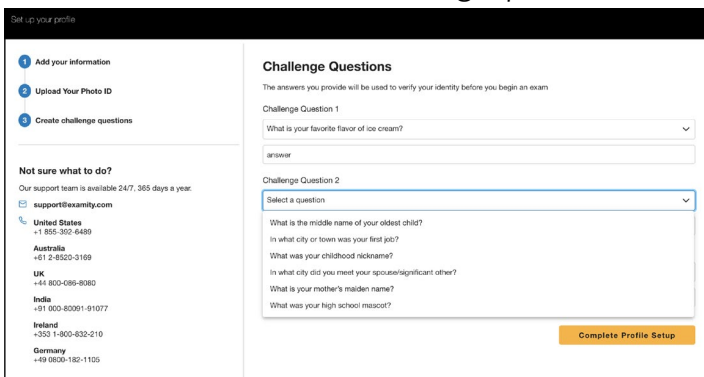
**TIP:** Confirm that your time zone reflects the location in which you will be testing.

2. Upload a picture of your ID (a valid government-issued photo ID). Please note, for verification purposes, you will need to bring this ID with you every time you take a test.



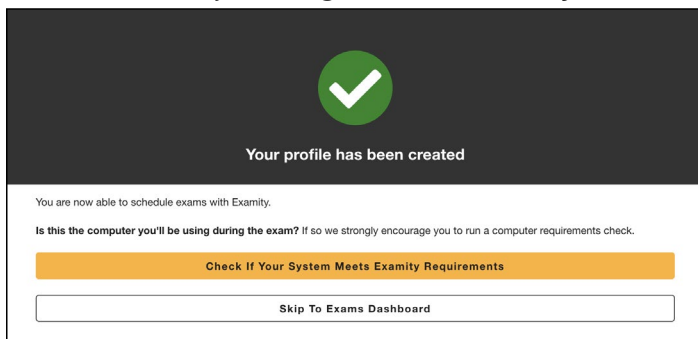
The screenshot shows the 'Set up your profile' page with three steps: 1. Add your information, 2. Upload Your Photo ID (current step), and 3. Create challenge questions. On the left, there is a 'Not sure what to do?' section with support contact information for the United States, Australia, UK, India, Ireland, and Germany. The main area is titled 'Photo ID' and instructs the user to 'Use the buttons below to take or upload a photo of yourself.' There are two buttons: 'TAKE A PICTURE' and 'UPLOAD AN IMAGE', separated by 'Or'. A 'Next' button is at the bottom right.

3. Select and answer three challenge questions.



The screenshot shows the 'Set up your profile' page with three steps: 1. Add your information, 2. Upload Your Photo ID, and 3. Create challenge questions (current step). On the left, there is a 'Not sure what to do?' section with support contact information. The main area is titled 'Challenge Questions' and states 'The answers you provide will be used to verify your identity before you begin an exam.' It shows 'Challenge Question 1' with a dropdown menu and an 'answer' input field. 'Challenge Question 2' has a dropdown menu with a list of questions: 'What is the middle name of your oldest child?', 'In what city or town was your first job?', 'What was your childhood nickname?', 'In what city did you meet your spouse/significant other?', 'What is your mother's maiden name?', and 'What was your high school mascot?'. A 'Complete Profile Setup' button is at the bottom right.

Your profile has now been created. You should see a confirmation screen. Before proceeding to the exam dashboard, we encourage you to perform a system check to see if your system meets Examity requirements. You can do so by clicking **"Check If Your System Meets Examity Requirements"** and following the process.



The screenshot shows a confirmation screen with a large green checkmark icon at the top. Below it, the text reads 'Your profile has been created'. A message states 'You are now able to schedule exams with Examity.' and asks 'Is this the computer you'll be using during the exam? If so we strongly encourage you to run a computer requirements check.' There are two buttons: 'Check If Your System Meets Examity Requirements' (highlighted in orange) and 'Skip To Exams Dashboard'.

## Navigating Your Dashboard


Once your profile is created, you will be directed to the Examity dashboard. There, a system check will automatically be performed in order to determine that your system meets Examity requirements. If all icons turn green, then your system is ready to test.

You're ready to start an exam!



If any of the icons turn red with an exclamation point, it means that that part of your system does not pass Examity requirements. You can click on the red text in the gray box to view steps that you can take to ensure that your system meets our requirements.

System check complete  
1 problem detected, click the icon to learn more



### Welcome to Examity

Here, you'll find your list of available exams. You can start or schedule exams, and make changes if needed.

We've detected issues that may prevent you from taking an exam.

\* Google Chrome is required

## Browser Requirements

**We have detected that you are not using a compatible version of Google Chrome.**

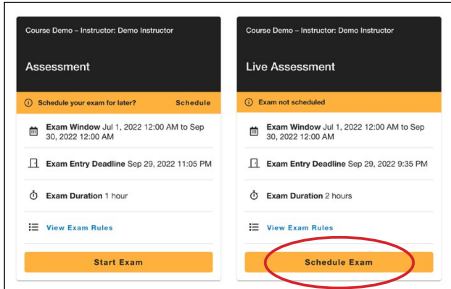
Exams can only be taken with Google Chrome on supported **Windows, MacOS, or ChromeOS** devices.

[Click here](#) to download Google Chrome or find Chrome help.

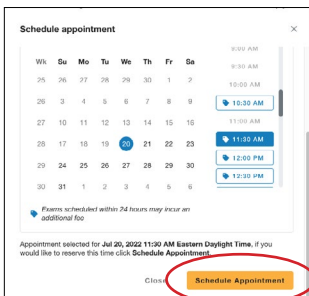
Close

**REMINDER:** You cannot take an exam if one or more parts of your system do not meet Examity requirements.

The Examity dashboard is where you will schedule, reschedule, cancel, and start exams. In addition, your dashboard offers access to edit your profile information. For live proctored exams, you will need to schedule the date and time of the exam in advance. To schedule your exam, click on the **"Schedule Exam"** button and follow the process.



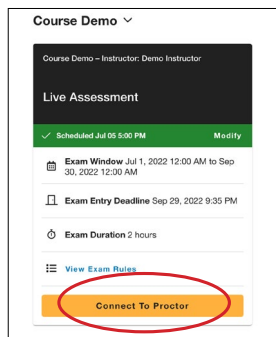
With Examity, you can often schedule an exam on demand. Select the day and time you want to take your exam. Then, click **"Schedule Appointment."**



**Please note:** Some organizations and institutions may require payment for scheduling your exam. You can pay by credit or debit card. Examity accepts all major credit and debit cards.

## Taking Your Exam

On the day of your exam, locate the exam card and select **"Connect to Proctor."**

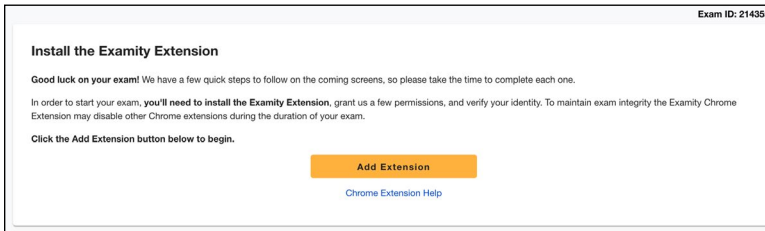


You will be sent to a new screen where you will be asked to run through a few steps to install the Examity extension, grant permissions, verify your identity, answer a challenge question, review exam rules, and approve our user agreement.

**REMINDER:** Before you start your exam, please confirm that you are accessing Examity through Chrome. If you are not using this browser, please restart your exam session in Chrome.

For assistance, chat directly with us through the Live Chat feature on the Examity dashboard, email [support@examity.com](mailto:support@examity.com), or call our [test-taker support team](#).

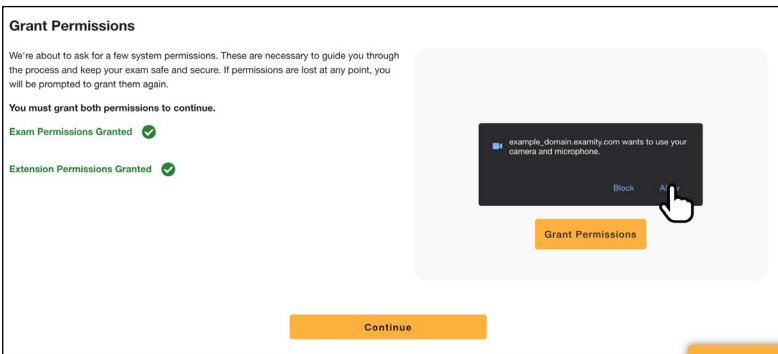
**1. Browser Extension:** Please follow the prompts to add the Examity extension to your browser. Then, click **"Next."**



**REMINDER:** In most cases, the extension will remove itself after every exam session.

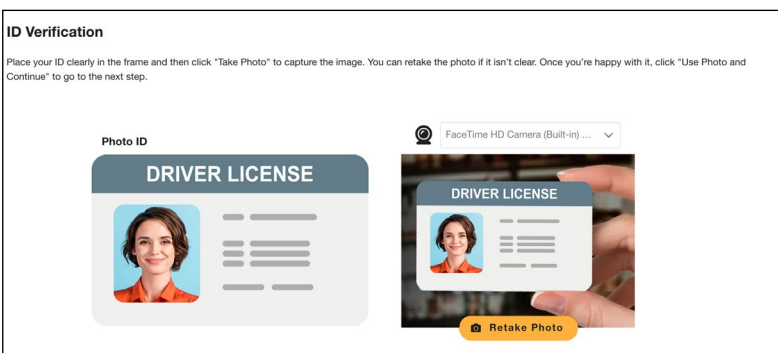
**2. Grant Permissions:** Click on the **"Grant Permissions"** button. You may need to perform this step twice: Once to grant permissions to the Chrome browser, and once to grant permissions to the extension.

A pop-up will appear to give Examity access to your camera and microphone. Please select **"Allow."** After both green check marks appear, you can then click **"Continue."**



**3. Identity Verification:** Identity verification may take one or two steps to complete, depending on what your test sponsor has chosen for the exam. Usually, you first take an image of yourself for facial verification. First, position your face in front of your webcam. Then, click **"Take Photo."** Then, click **"Use Photo and Continue,"** or select **"Retake Photo"** if needed.

After, you will need to verify your photo ID that you uploaded while creating your profile. Hold the photo ID in your webcam's view. Once ready, click **"Take Photo."** You can also retake the picture if needed, or click **"Use Photo and Continue."**



**4. Challenge Question:** Answer a previously selected challenge question. Once you have entered your answer, click **“Next.”**

**Your Challenge Question**  
Answer the question below using the response you gave when creating your account. You'll have three chances to answer correctly. Use our Live Chat feature if you need help.

What is your favorite flavor of ice cream?

Next

**5. Review Rules:** Take a moment to review all exam rules and special instructions. If your test sponsor uploaded materials for this exam, you will download them under **“Download Exam Support Files.”** Then, click **“I’m Ready.”**

**Prepare for your Exam**  
It's important to make sure your space is prepared before the proctor session starts. Please pay attention to any special instructions you may have been given here.

1

**Review the exam rules and guidelines**

- Clear your desk and the surrounding area
- Stay connected to a power source
- No phones or headphones
- No dual monitors
- No leaving your seat
- You must be alone in the room
- No Talking
- You must stay in view of the webcam for the duration of the test
- Your webcam, speakers, and microphone must remain on throughout the test
- Scrap paper
- Open book

2

**Review Special Instructions**

I'm Ready

**6. User Agreement:** Next, read and agree to Examity’s user agreement by clicking **“I agree and I’m ready to begin the exam.”**

**User Agreement**  
Take a moment to review these important items.

1. You understand that by using any of the features of the Examity web site and services, you act at your own risk, and you represent and warrant that (a) you are the enrolled student who is authorized to take the applicable exam and (b) the identification you have provided is completely accurate and you fully understand that any falsification will be a violation of these terms of use and will be reported to the appropriate university or test sanctioning body.

2. You agree that you will be held accountable for any and all infractions associated with identity misrepresentation and agree to participate in the disciplinary process supported by the university or test sanctioning body should any such party make any request of you.

3. You also certify that you are not accepting or utilizing any external help to complete the exam, and are the applicable exam taker who is responsible for any violation of exam rules. You understand and acknowledge that the applicable university or test sanctioning body will supply all exam rules, and the company will have no responsibility with respect thereto. You agree to participate in the disciplinary process supported by the university or test sanctioning body should any such party make such request of you in connection with any violation of exam rules.

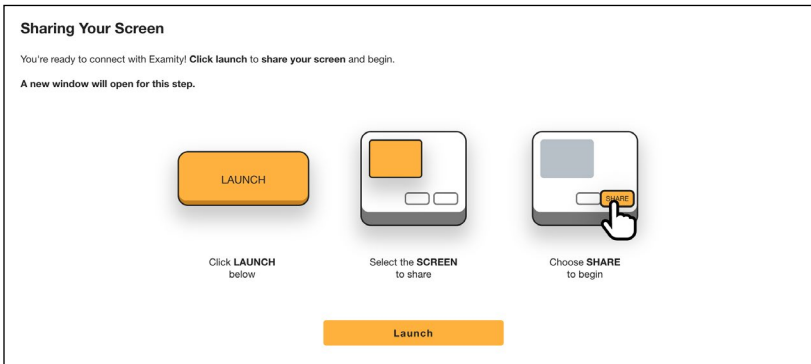
4. You also acknowledge that your webcam and computer screen may be monitored and viewed, recorded and audited to ensure the integrity of the exams, unless otherwise specified by your university or test sanctioning body. You agree that no one other than you will appear on your webcam or computer screen. You understand and acknowledge any captured data, along with your test answers, will be stored, retrieved, analyzed and shared with the university or test sanctioning body, in our discretion, to ensure the integrity of the exams.

I Agree And I'm Ready To Begin The Exam

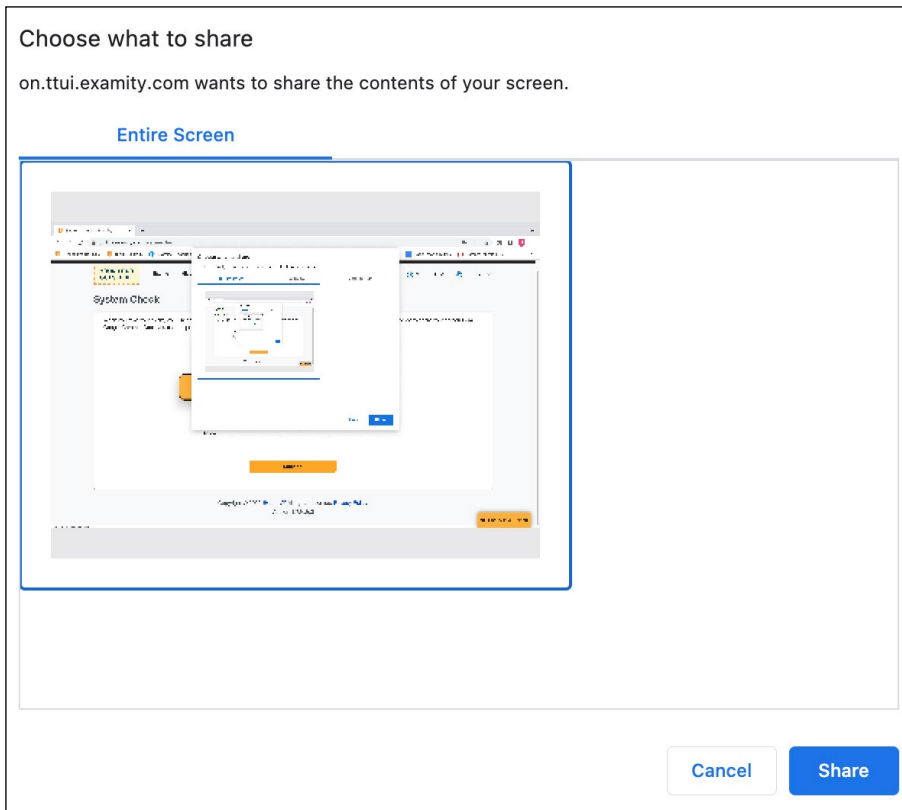
I do not agree



**7. Launch and Share Your Screen:** At this point, you'll be prompted to share your screen. First, click **"Launch."**

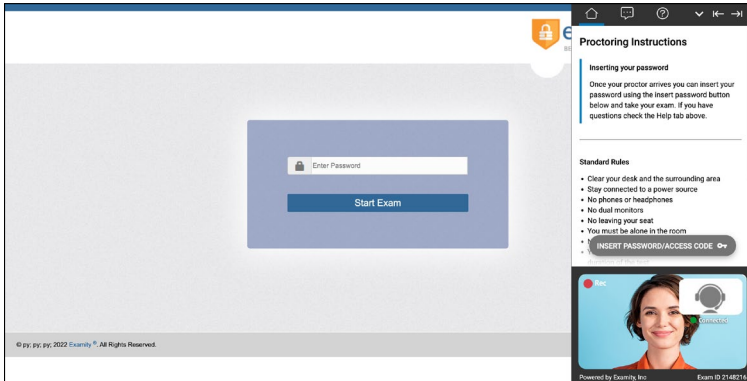


Then, select your screen to share. Please select the **ENTIRE SCREEN**. Then, click **"Share."** You will then be taken to the test platform.



Once you are taken to the test platform, you can proceed to the exam once the proctor is connected. To determine when the proctor is connected, the proctor's icon will appear in the top right corner of your webcam's screen in the sidebar, and a green circle with text that states **"Connected"** will show. The proctor will then provide additional instructions for the exam process.

**Please note that you may be required to perform a room scan during the live authentication procedure. If you would like to find out if you'll be required to perform one, or if you foresee any issues with your testing environment, please contact your test sponsor, institution, or organization prior to your exam.**

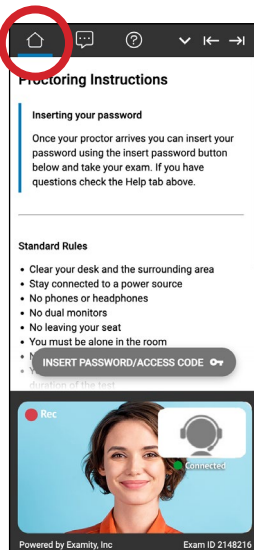


Some exams may require a password or access code. You must complete an authentication procedure with your proctor before you can enter the password. After authentication, click on the **"Insert Password/Access Code"** button in the sidebar. **You should only click on the button when you're on the password entry page.** Once the password has been filled into the password field, click **"Confirm."**

## How to Use the Examity Sidebar

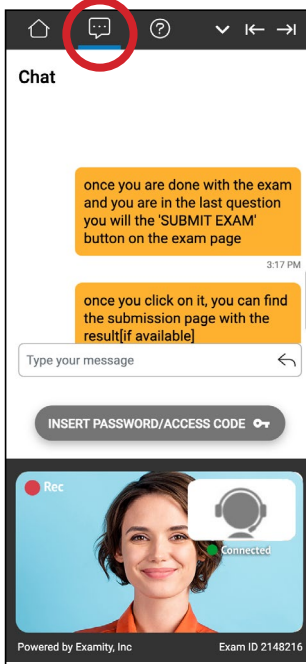
The Examity sidebar provides one-click access to everything you need for proctoring, including inserting the password, instructions, rules, chatting with your proctor, and ending your exam.

The Home icon on the left has instructions based on where you are in the proctoring process, as well as the exam's rules.



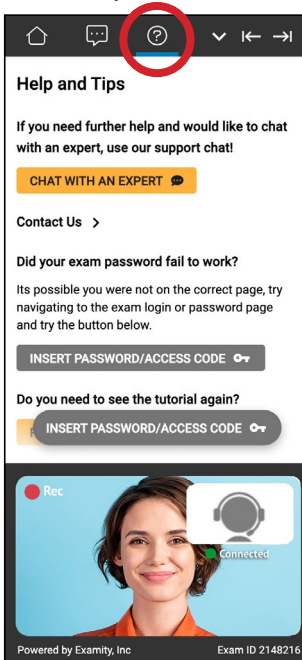
For assistance, chat directly with us through the Live Chat feature on the Examity dashboard, email [support@examity.com](mailto:support@examity.com), or call our [test-taker support team](#).

The Chat icon allows you to chat with your proctor.



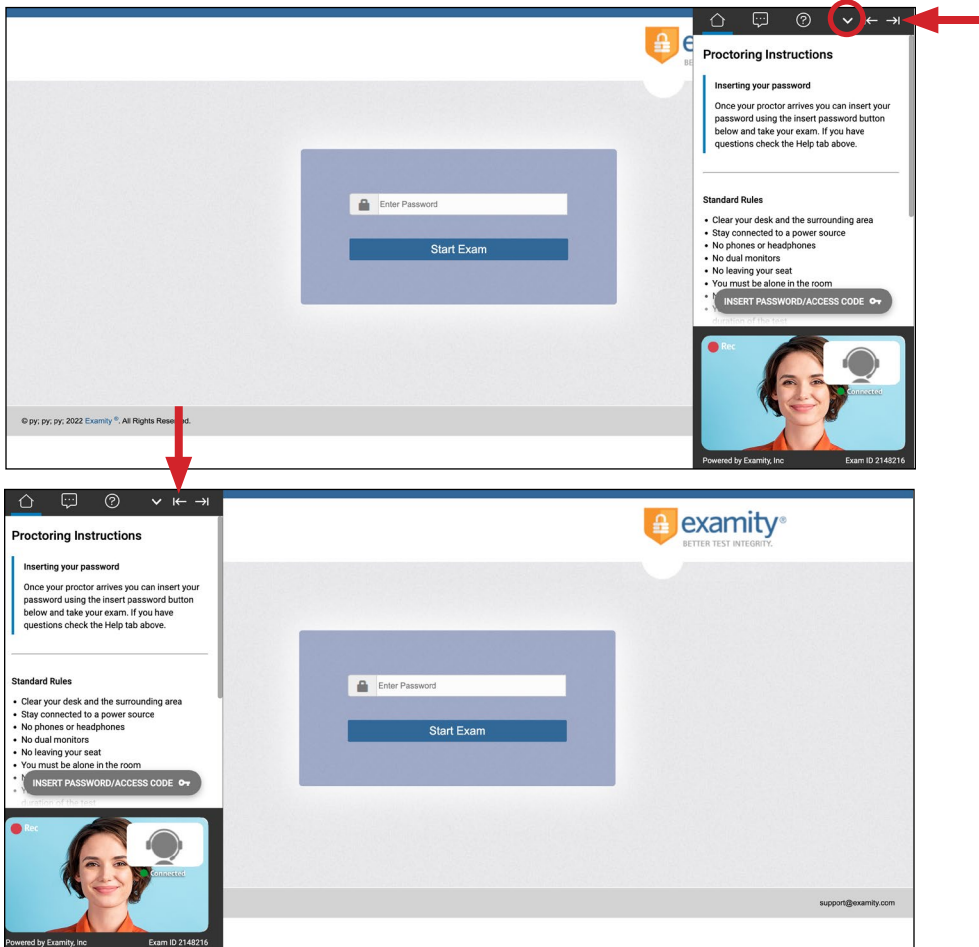
The Help and Tips section gives you the option to:

- Chat with or contact our 24/7 test-taker support team
- Insert the exam's password or access code
- View the "Learning Your Sidebar" tutorial
- Check your camera and microphone



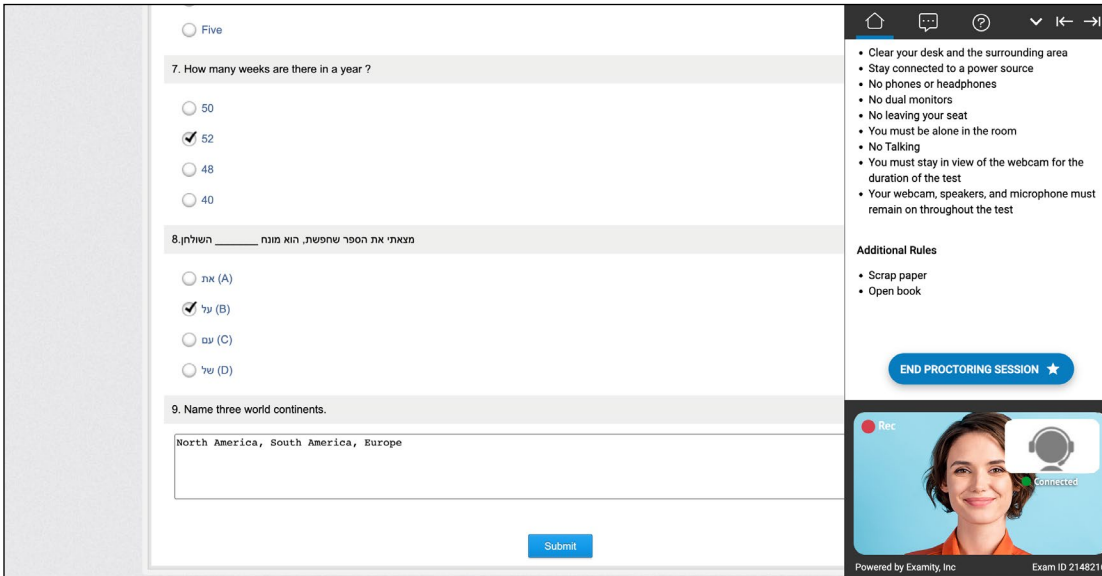
For assistance, chat directly with us through the Live Chat feature on the Examity dashboard, email [support@examity.com](mailto:support@examity.com), or call our [test-taker support team](#).

The down arrow will allow you to collapse (and later expand) the Sidebar. The right and left arrows allow you to place the Sidebar on the left or right side of your screen.



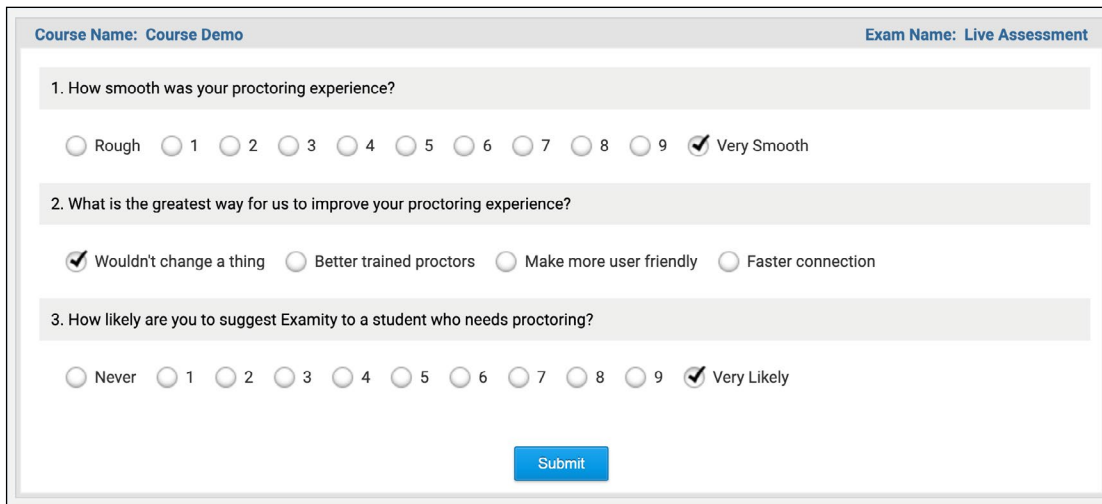
## Completing Your Exam

**1. Submit Your Exam:** Once you have completed your exam, notify your proctor and they will walk you through the submission procedure. You will click the **“Submit”** button, and then click the **“End Proctoring Session”** button. **Once you’ve ended your session, you’re all finished! You are free to close your browser, or to take an optional survey to give us feedback.**



The screenshot shows the Examity exam interface. On the left, there are three questions: Question 7 asks 'How many weeks are there in a year?' with radio button options 50, 52 (selected), 48, and 40. Question 8 is in Hebrew: 'מבוא' את הספר שחפשת, הוא מונח \_\_\_\_\_ השולחן.' with radio button options 'א' (A), 'ב' (B) (selected), 'ג' (C), and 'ד' (D). Question 9 asks 'Name three world continents.' with a text input field containing 'North America, South America, Europe'. A 'Submit' button is at the bottom. On the right, a sidebar contains a list of rules: 'Clear your desk and the surrounding area', 'Stay connected to a power source', 'No phones or headphones', 'No dual monitors', 'No leaving your seat', 'You must be alone in the room', 'No Talking', 'You must stay in view of the webcam for the duration of the test', and 'Your webcam, speakers, and microphone must remain on throughout the test'. Below the rules is an 'END PROCTORING SESSION' button with a star icon. At the bottom of the sidebar is a video feed of a female proctor with a 'Rec' icon and a 'CONNECTED' status. At the very bottom, it says 'Powered by Examity, Inc' and 'Exam ID 2148216'.

**2. Take a Brief Survey:** Your opinion is important to us, and we are constantly working to improve. Complete the short survey, and then click **“Submit.”**



The screenshot shows the Examity post-exam survey. It has a header with 'Course Name: Course Demo' and 'Exam Name: Live Assessment'. There are three questions: Question 1 asks 'How smooth was your proctoring experience?' with radio button options 'Rough', 1, 2, 3, 4, 5, 6, 7, 8, 9, and 'Very Smooth' (selected). Question 2 asks 'What is the greatest way for us to improve your proctoring experience?' with radio button options 'Wouldn't change a thing' (selected), 'Better trained proctors', 'Make more user friendly', and 'Faster connection'. Question 3 asks 'How likely are you to suggest Examity to a student who needs proctoring?' with radio button options 'Never', 1, 2, 3, 4, 5, 6, 7, 8, 9, and 'Very Likely' (selected). A 'Submit' button is at the bottom.

Thank you for taking your exam with Examity. If you have any questions or need support, please reach out to us.