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What is this document?

This document is a user guide for candidates sitting remote invigilated tests using ProctorExam.

Follow the steps outlined in this document to ensure this process is as smooth as possible. Contact your organisation if you are having any difficulties.

Organisations can contact support@btl.com if they are having any issues with Surpass, however ProctorExam is a 3rd party application and so for any issues pursue ProctorExam's support channels.



1. Check your equipment

You will need a laptop or tablet with audio enabled, and a microphone in order to sit a remote invigilated test. You must also use the latest version of Google Chrome.

You can use the following websites to check your equipment is working correctly:

- Microphone – <https://www.onlinemictest.com/>
- Webcam – <https://www.onlinemictest.com/webcam-test/> or <https://webcammictest.com/>

If you do find that your webcam or microphone does not work, please see the below links that may assist in fixing this (there is further information in the troubleshooting section at the end of this document):

- To allow microphone and camera – <https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>
- To allow mic and camera on Mac – <https://support.apple.com/en-gb/guide/mac-help/mchlf6d108da/mac>
- To allow webcam on Windows 10 – <https://www.howtogeek.com/394677/fix-my-webcam-doesn%E2%80%99t-work-on-windows-10/>

1.1 Laptop or tablet system requirements

| | |
|-------------------------|--|
| Operating System | Windows 8 or higher MacOS X or higher |
| Bandwidth | 1.5MB (minimum) |

Ensure you have a strong WiFi connection. Tethering to the internet via a mobile phone is not supported. If possible, turn off any auto-updating applications before taking a test.

Note: Attempting to use a laptop or device that is intended for work purposes may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform and therefore it is recommended to use a personal laptop.



1.2 Webcam system requirements

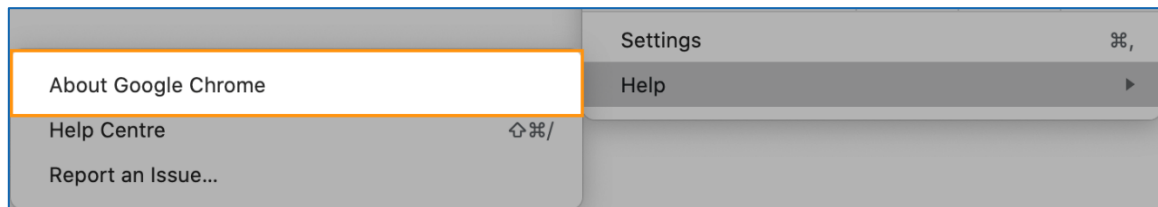
| | |
|-------------------|------------|
| Resolution | 1280 x 720 |
|-------------------|------------|

2. Register for your test

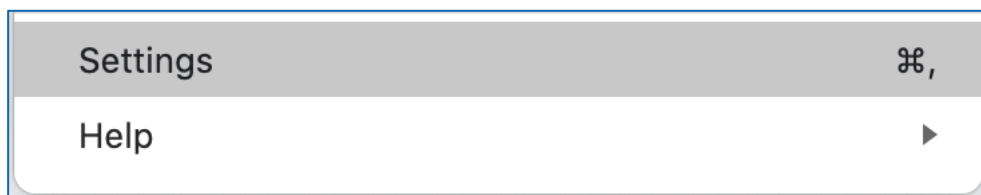
Once you have received your registration email, you can perform your system check. It's recommended you complete the system check 48 hours in advance of your test.

2.1 Enable pop-ups and redirects

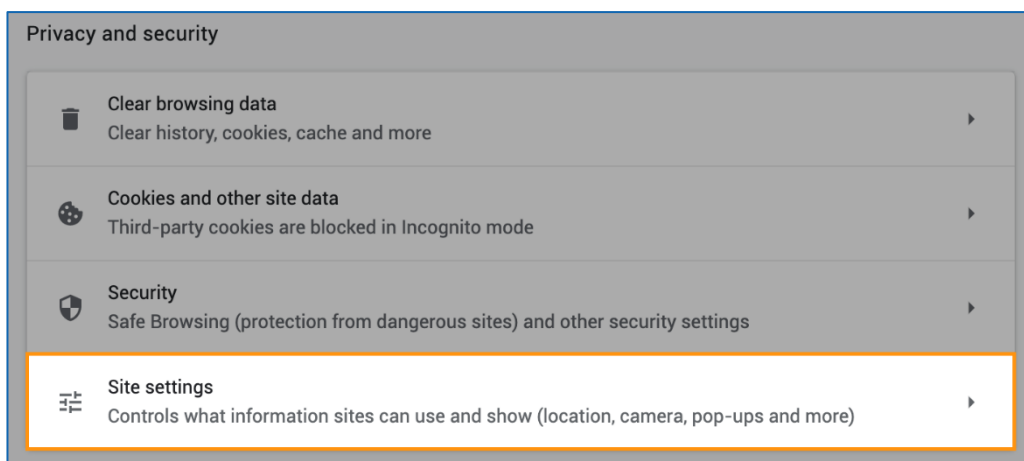
Ensure you are using the latest version of Google Chrome. You can find this information by navigating to *Help > About Google Chrome*.



You must also enable pop-ups. To do this, go to *Settings*.

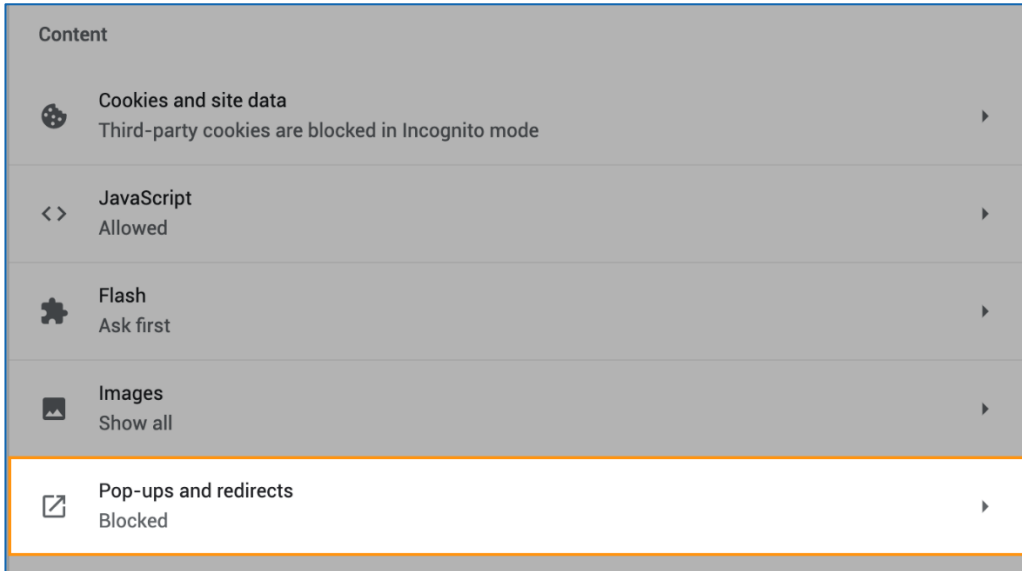


Go to *Site Settings*.





Go to *Pop-ups and redirects*:



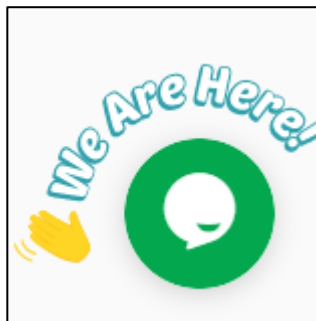
Add <https://surpass.proctorexam.com> to your list of websites that allow pop-ups.

2.2 Perform your system check

Your registration email contains a comprehensive list of supported and recommended hardware and software as well as further useful information. Ensure you read this.

Select **TEST YOUR EQUIPMENT NOW** to begin the system check. You will receive a reminder email nearer to the start of your test if you have not yet completed it.

If you encounter any technical difficulties, you can access chat support in the bottom right-hand corner of your screen.





2.2.1 Test your microphone

Allow ProctorExam to access your microphone. Test your microphone.

2.2.2 Test your speakers

Confirm you can hear the sample music to ensure your speakers work.

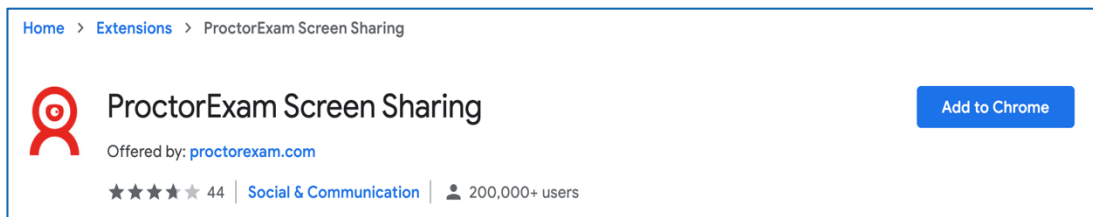
2.2.3 Test your webcam

Allow ProctorExam to access your camera.

2.2.4 Download the ProctorExam Google Chrome extension

You can find the ProctorExam Screen Sharing extension on the Chrome Web Store [here](#).

Select **Add to Chrome** to download the ProctorExam Google Chrome Extension.



Share your screen with ProctorExam to ensure your screensharing works.

3. Start your test session


You will receive the link to your test in an email.

Select **LAUNCH YOUR EXAM NOW** and follow the ProctorExam on-screen instructions. Press **Next Step** once you have completed each step.

3.1 Complete test session setup

Your test timer only starts after you click the **Start Exam** button at the end of this setup procedure.

Before we begin, please make sure that:



You use the toilet. **You are alone.** **Your room is well lit.**

[Next Step](#)

3.1.1 Identify yourself

Hold your ID up to your camera and then select **Take Picture**. **Submit Photo** if you are happy with it or choose to **Retake Picture**.

Next, select to **Take Picture** of yourself. **Submit Photo** if you are happy with it or choose to **Retake Picture**.



4. Open, start, and complete your test

Select **Start Exam** once you have finished step 3 and are ready to begin your test.

4.1 Copy your keycode

You can copy your keycode from the individual information section.

4.2 Launch your test

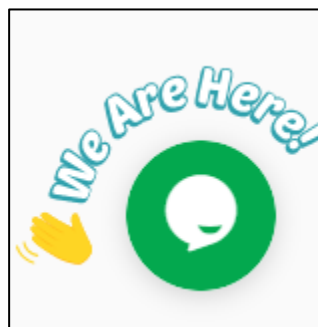
Select to launch your test from the exam instructions section.

4.3 Input keycode

Input your keycode and then press **OK** to begin your test.

4.4 Technical support

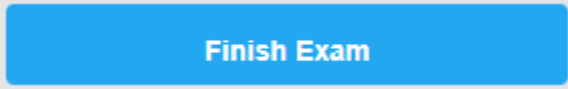
If you encounter any technical difficulties, you can access chat support in the bottom right-hand corner of your screen.





5. Finish your test

Once you have finished your test, close all of your open documents and then select **Finish Exam** within the open **ProctorExam** tab in Chrome.





6. Troubleshooting

With the continual introduction of new hardware, there are some issues we are aware of which have settings that could potentially block access to the ProctorExam platform. Below are details on how to amend settings to allow access.

- Lenovo – in order to allow enable webcam please click on this link:
<https://success.highfive.com/hc/en-us/articles/360004684891-No-Video-from-Camera-on-Windows#lenovo>
 - o Further support can be found here:
<https://support.lenovo.com/gb/en/solutions/ht500417-adjust-or-disable-integrated-camera-settings-with-lenovo-vantage-windows-10>
- MacOS Catalina and Big Sur – in order to grant access to folders, webcams, microphones and screen sharing please click on this link:
<https://nektony.com/duplicate-finder-free/folders-permission>