Surpass
Powering Assessment

Online Invigilation Candidate Guide

Version 1

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System Requirements

All online invigilated exams must be sat on either a laptop or desktop computer. Your chosen device must have a working webcam, microphone and speakers. Additionally, your chosen device must also conform to the below minimum specifications. For most online invigilated exams you will also require the use of a mobile phone to be used as a secondary camera, the minimum specification for your mobile device can also be viewed in the table below.

WARNING: 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, therefore it is always recommended to use a personal computer.

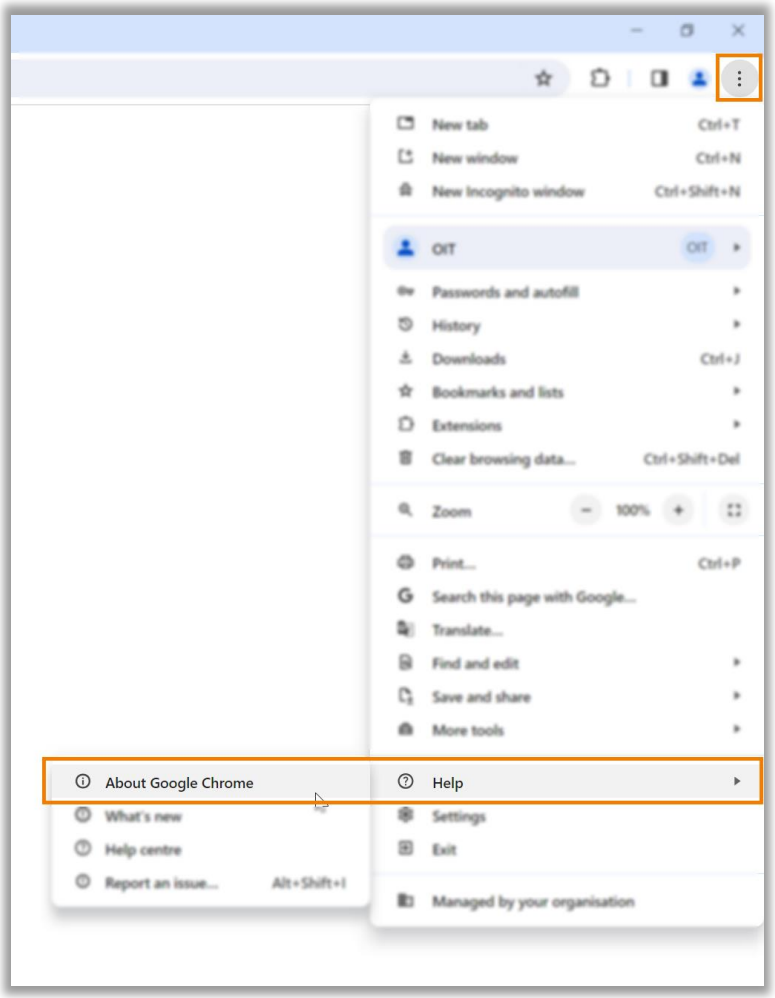
System Requirements	
Operating System	• ChromeOS. • macOS: the latest two macOS releases. • Windows 10 (32-bit/64-bit). • Windows 11.
Bandwidth	• 1.5 Mbps upload speed **(Warning: this is not your download speed**). • 10 Mbps download speed. • Ping under 25 ms. • We strongly recommend you use an ethernet cable to connect your computer to ensure a stable connection.
Resolution	• 1280 x 768 pixels, or higher.
Browser	• Google Chrome (latest version).
Mobile Phone Operating System	• Android 5.1, or higher. • iOS 10.0, or higher. • **WARNING: Huawei P30, Samsung Galaxy A3 (2016), and Google Pixel 3 and newer are not compatible with the ProctorExam app required to operate your mobile device as a secondary camera.**

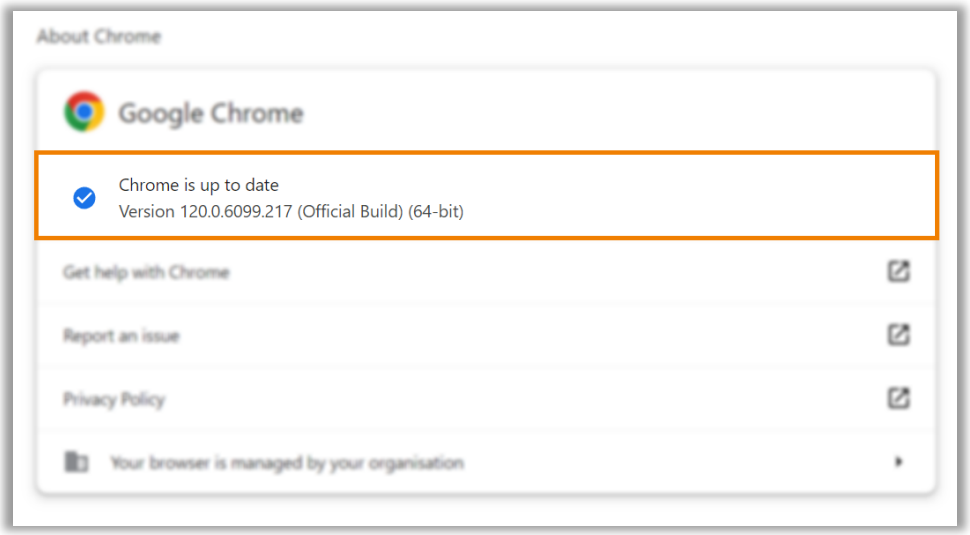
System Check Guide

This section of the candidate guide will demonstrate how to setup and test your equipment in preparation for your upcoming exam. We recommend completing the system check process as early as possible so that you have plenty of time before your exam day to rectify any potential issues.

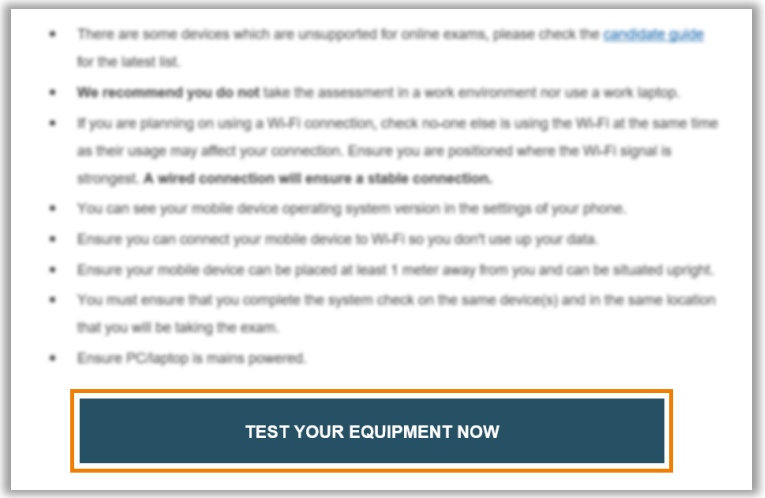
Starting the system check

You must first ensure you're using the latest version of the Google Chrome browser before beginning the system check process. Chrome should auto-update when you access the “About Google Chrome” area. This area can be found by clicking the three-dot vertical ellipsis to the right of the URL bar in a Chrome browser window, select Help, and then About Google Chrome. If any updates are made ensure you click the relaunch button to complete any updates.

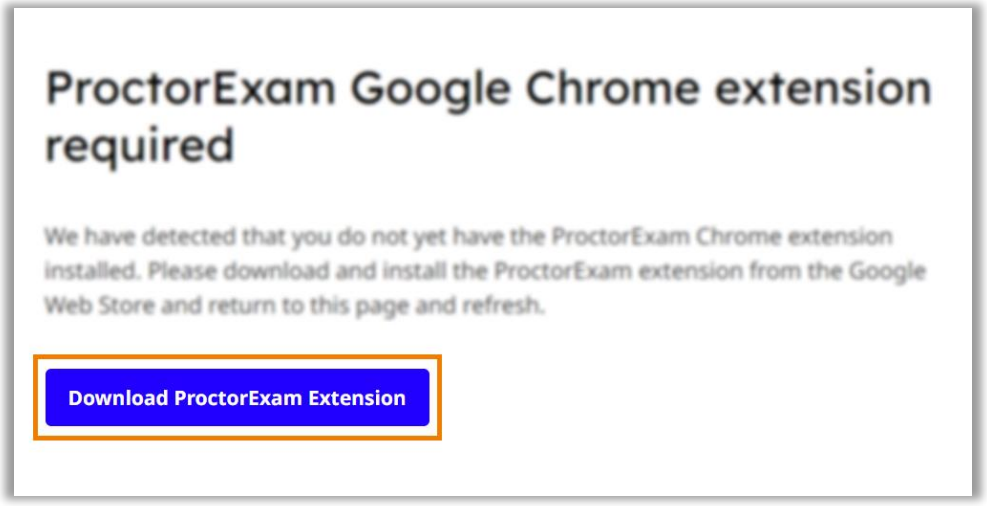


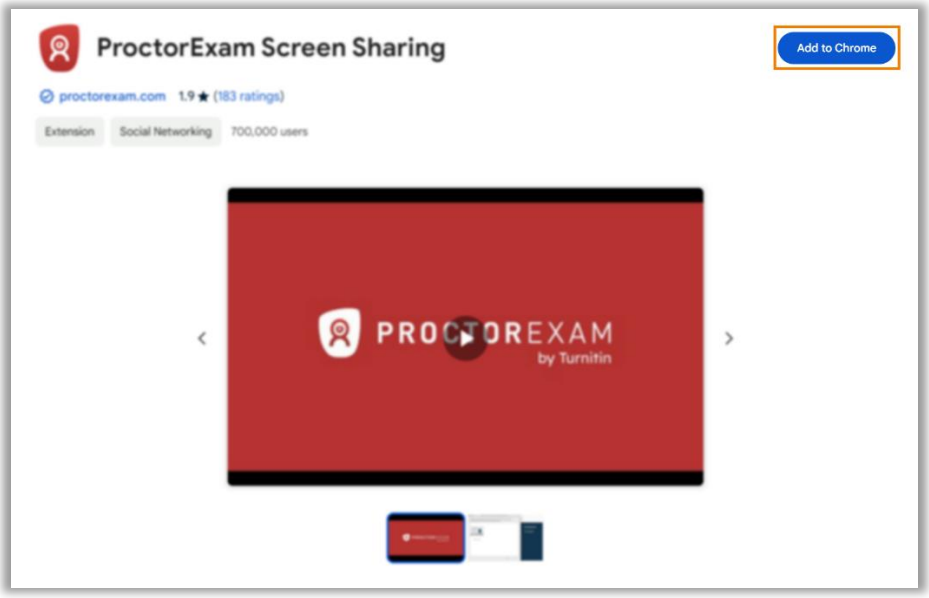


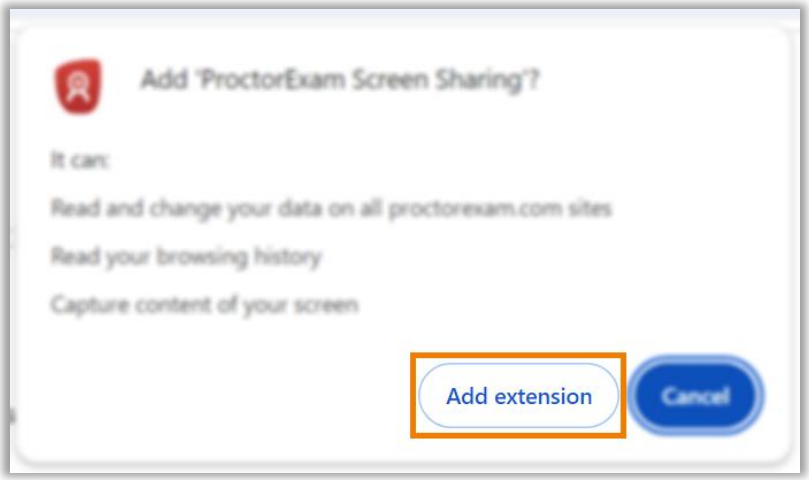
To begin the system check process, locate the system check requirements email, and click the link contained within the email to enter the step-by-step guide.



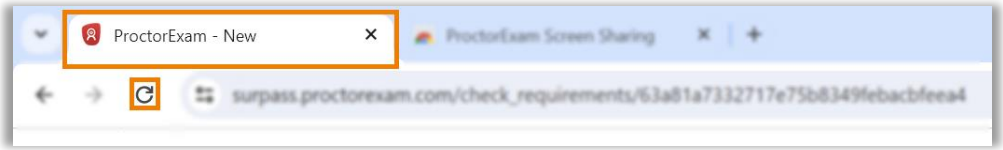
Download the ProctorExam Google Chrome extension by following the on-screen instructions.

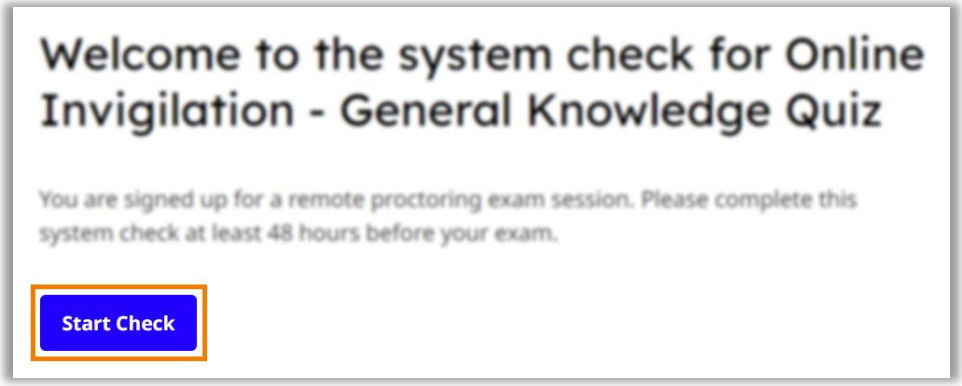






Back on the system check guide tab, reload the page, and click start check to begin testing your equipment.

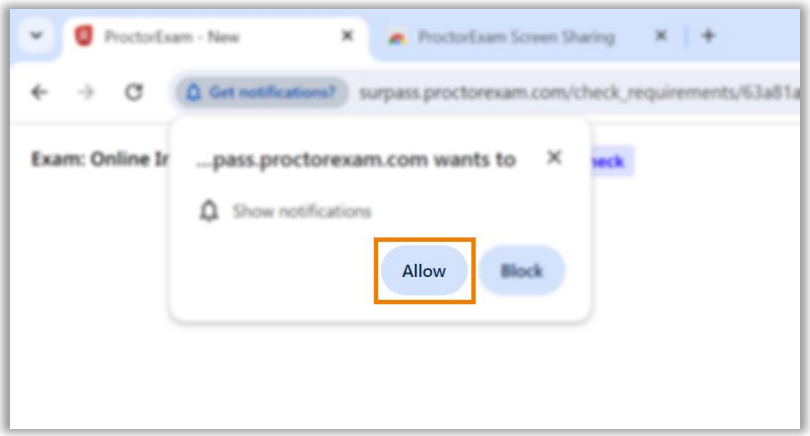


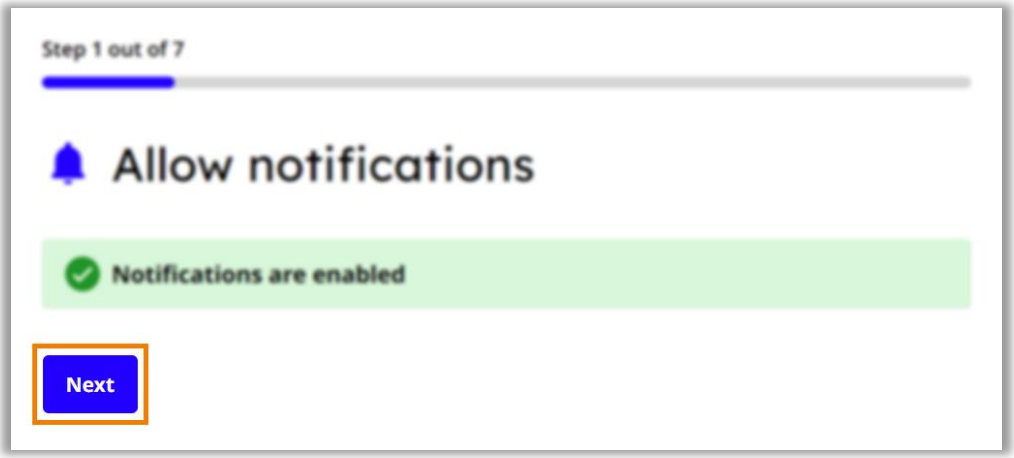


At each step of the system check process you can find further advice and guidance under the question mark logo on the right of the screen should you require it.

Step 1 – Allowing notifications

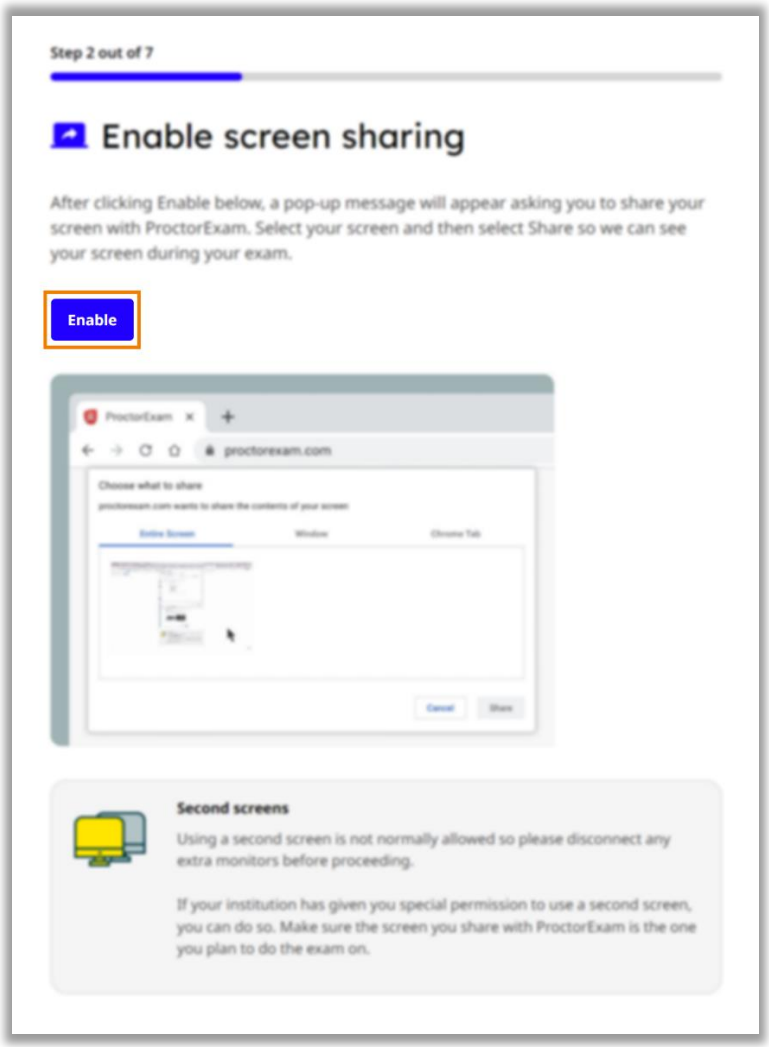
On the first step you must allow notifications before moving to the next step.

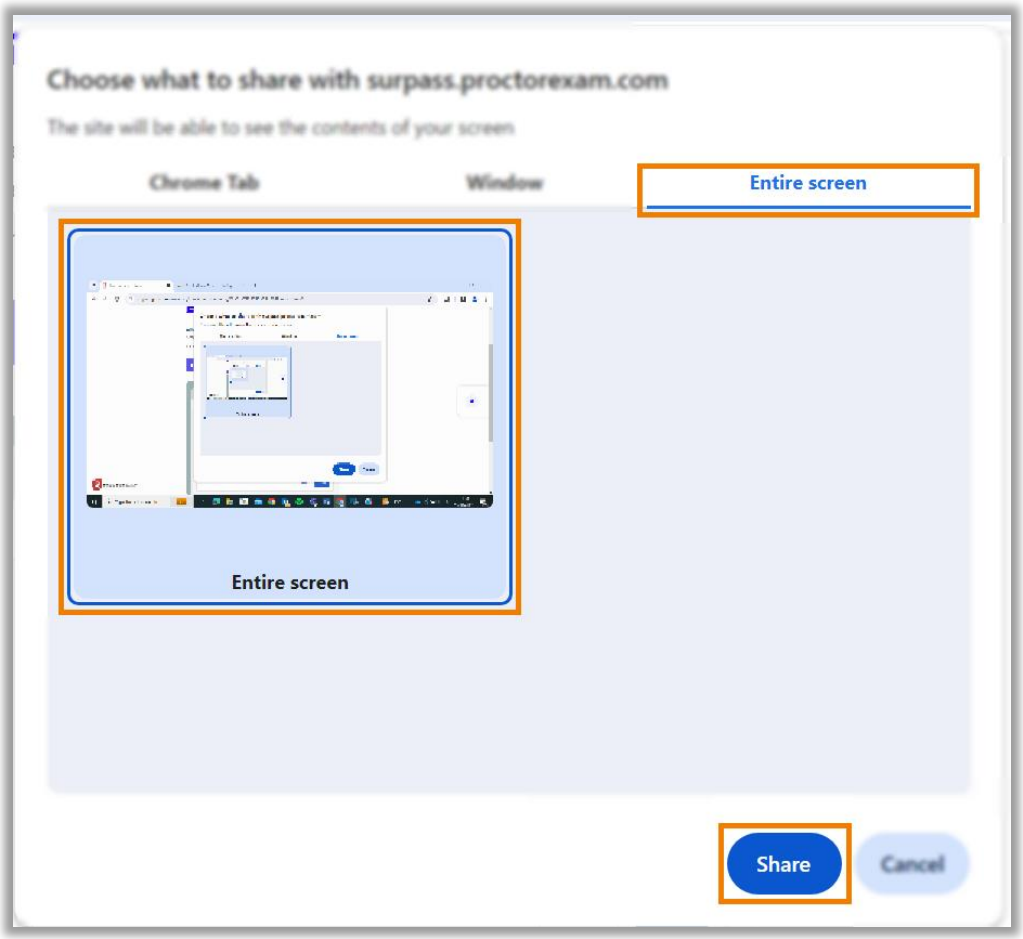


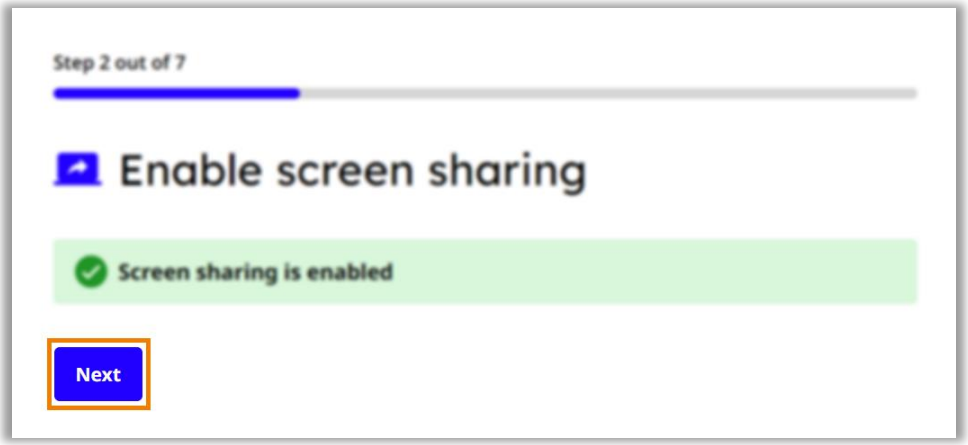


Step 2 – Enabling and testing screen sharing

You must now enable screen sharing. You should enable the entire screen option, by clicking the entire screen tab, then select the screen you will be taking the exam on, and then select share. **WARNING: For most exams you will only be allowed to use of one screen.**

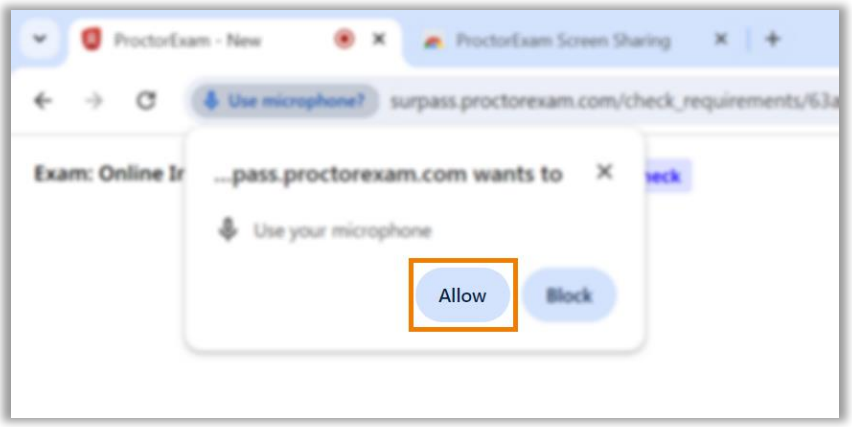


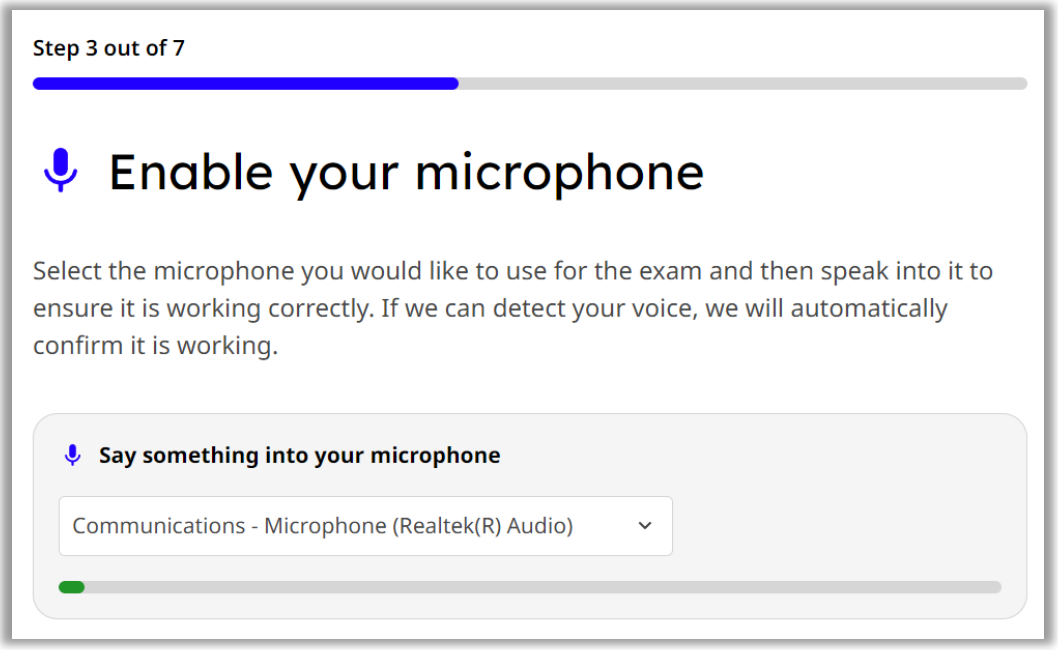

Choose what to share with surpass.proctorexam.com
The site will be able to see the contents of your screen
Chrome Tab
Window
Entire screen
Entire screen
Share
Cancel

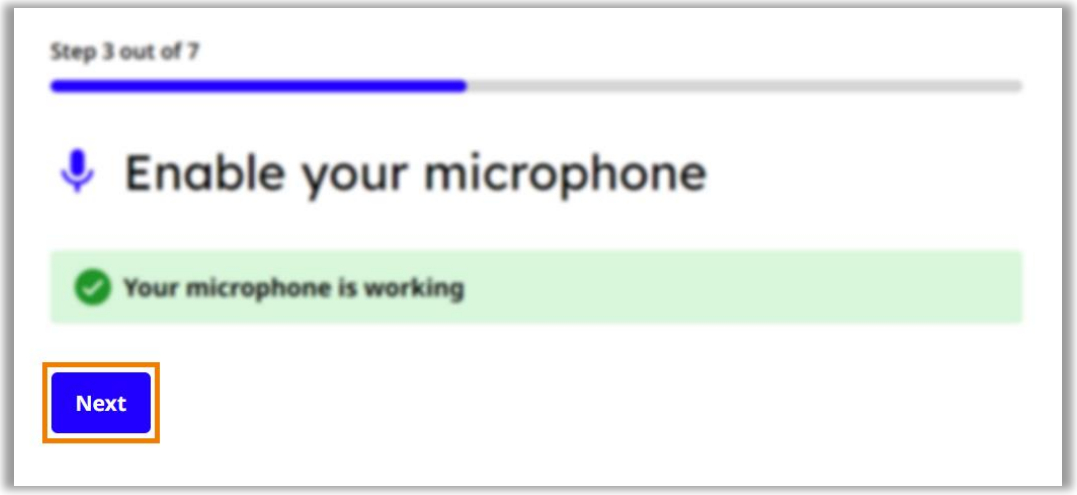

Step 2 out of 7
Enable screen sharing
Screen sharing is enabled
Next

Step 3 – Enabling microphone

You must now allow your microphone to be used, and then test this by making some noise.

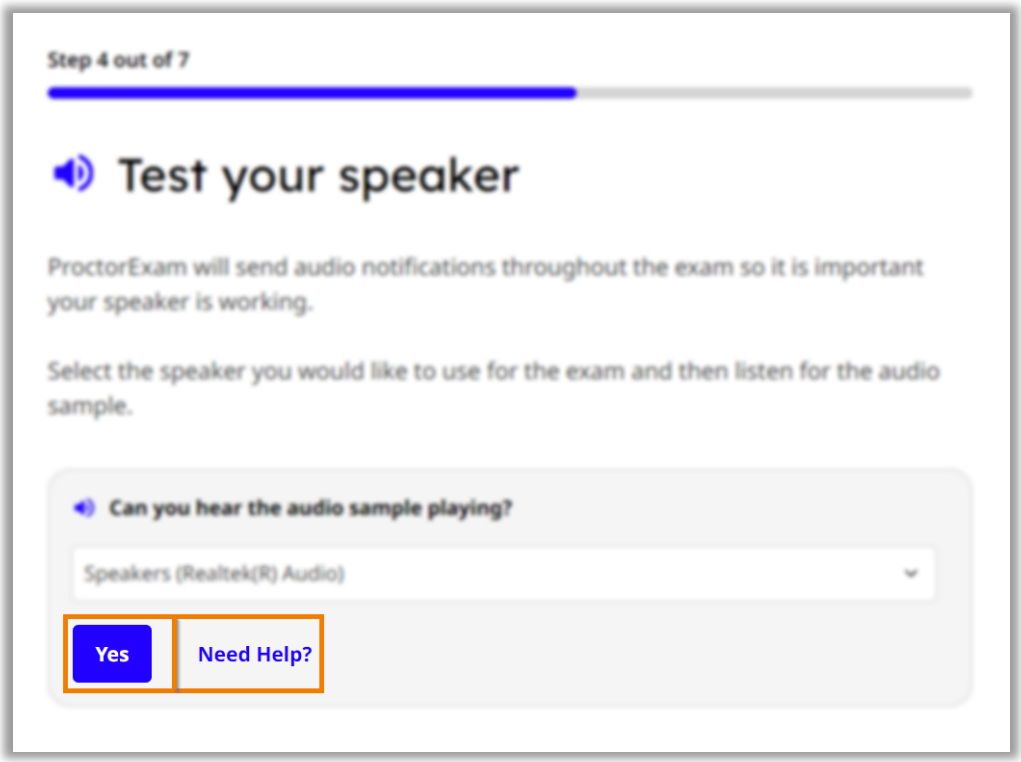


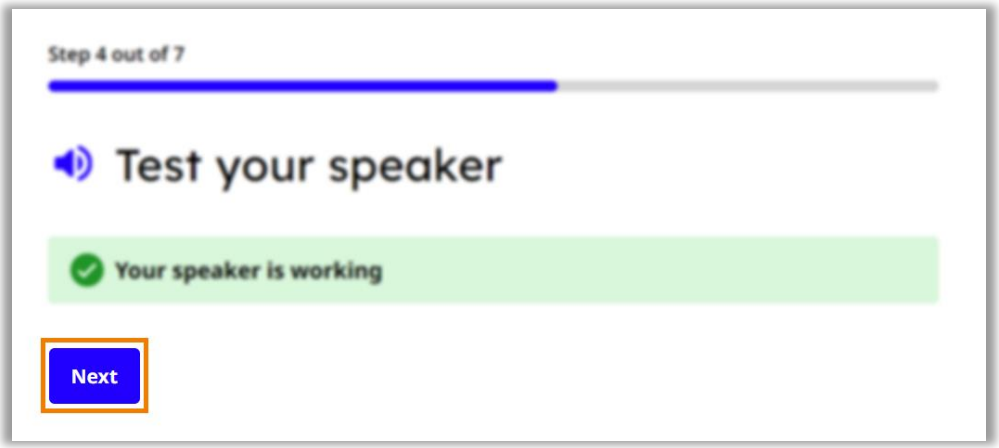




Step 4 – Testing speakers

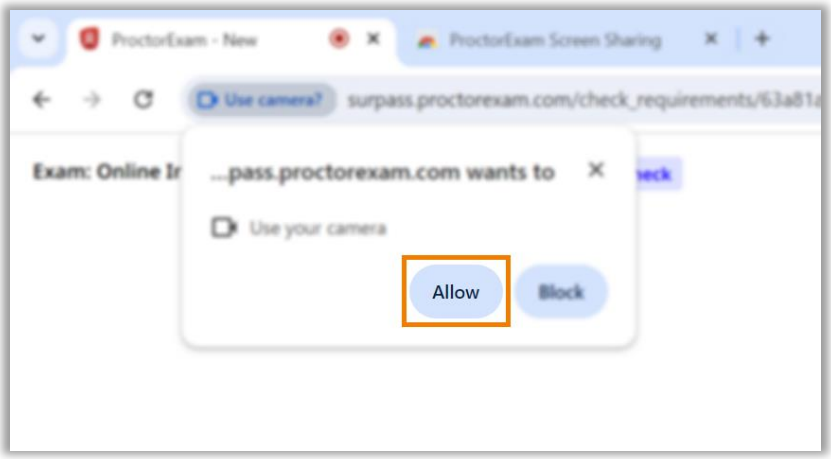
On the next step you will be testing your speakers. Listen for the audio sample. If you can hear the audio sample click yes, and then next. If you cannot hear the sample, click on the Need Help option to view suggested troubleshooting advice.

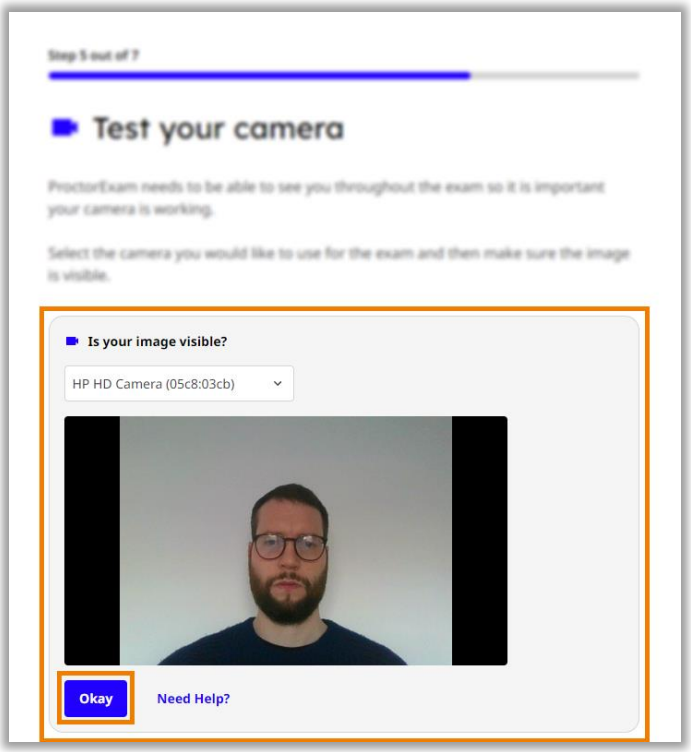


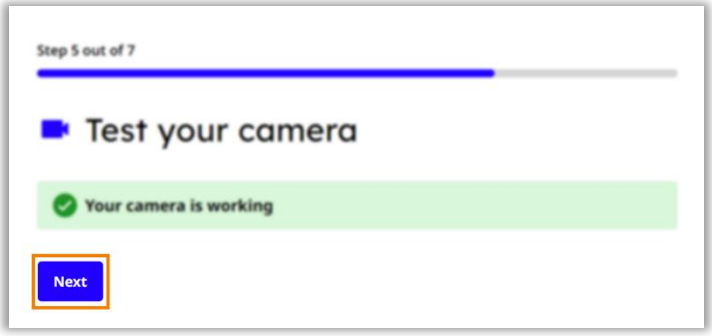


Step 5 – Enabling and testing webcam

Now you will be testing your webcam. You must first allow the use of your webcam. If you can see yourself in the on-screen window, click okay, and then next. If you cannot see yourself, click on the Need Help option to view suggested troubleshooting advice.





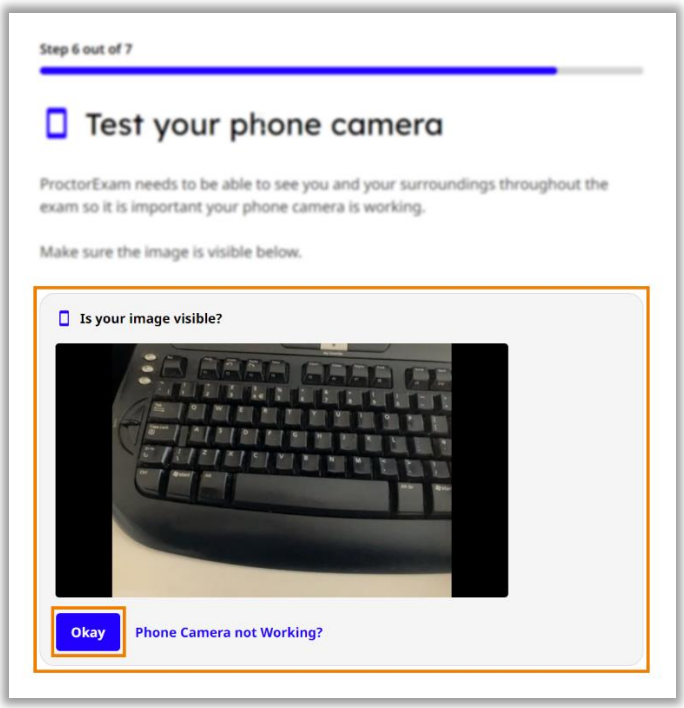


Step 6 – Downloading and testing ProctorExam app

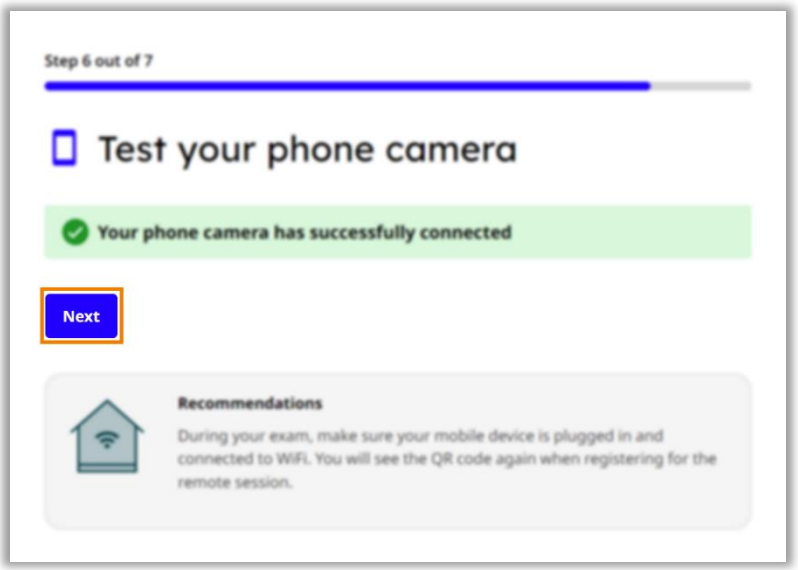
The next step is to download the ProctorExam app for your phone. Scan the QR code with your phone to initiate the download. Once the app is downloaded click the I already have the app option to move to the next step. If you are having an issue downloading the app click on the Need Help option to view suggested troubleshooting advice.

You must now test the mobile app is working, scan the on-screen QR code using the ProctorExam app. If you encounter a problem use the having issues with scanning the QR code option to view troubleshooting advice.

When you have successfully scanned the QR code with the app, ensure your camera image is visible on screen and click Okay. If you cannot see the image on-screen click the Phone camera not working option to view troubleshooting advice.

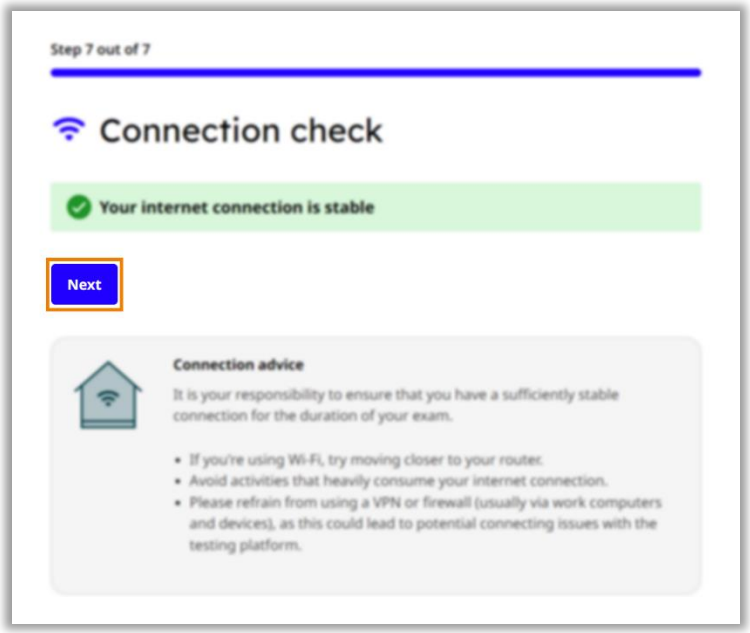


Once you have successfully connected your phone camera note the advice that your phone should remain connected to WiFi during your examination. You should also plug your phone in to a charger to ensure the battery does not run out.

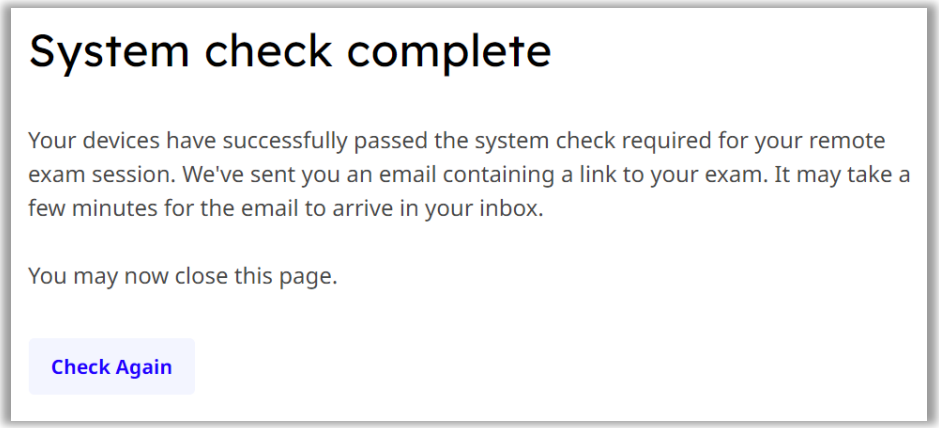


Step 7 – Checking internet connection

The final step is an automated check of your internet to ensure you have a stable connection. You should get a success message when the check is complete. There is also some important advice to consider regarding your internet connection. Click next to complete your system check.



You should now see a final message informing you that you have successfully completed the system check. If you wish to run the checks again, click the check again option, you should only need to do the checks again if you are changing devices.

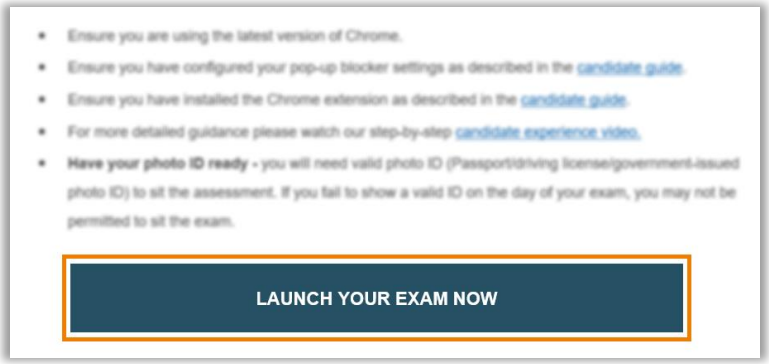


Exam Setup Guide

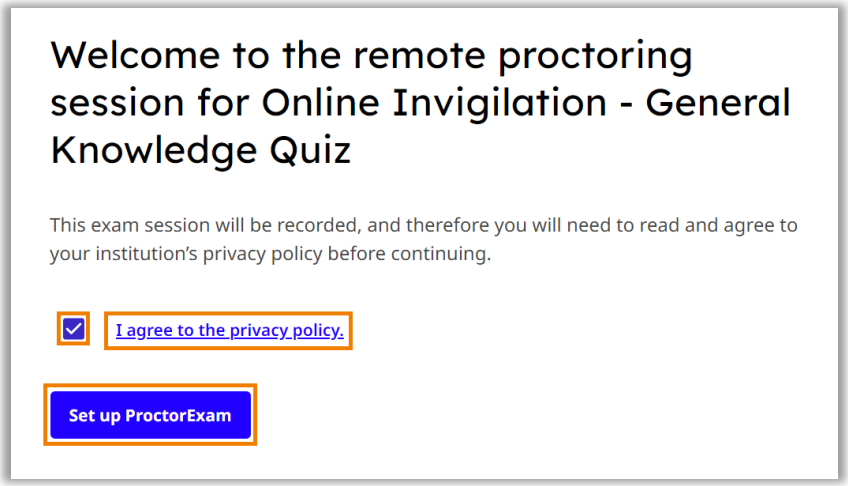
This section of the candidate guide will walk you through how to setup your exam on your scheduled date. Many of the steps will be similar to the ones you undertook on your system check, but they must be completed again to set everything up ready for the exam.

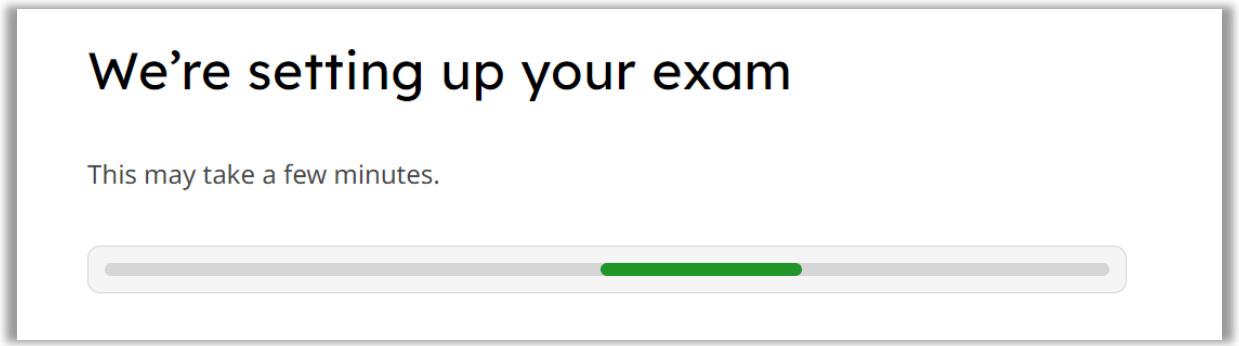
Starting the exam setup

On your scheduled exam date around 15 minutes before your scheduled exam time, click on your exam link, this should have been emailed to you three days prior. The exam link will take you to the step-by-step guide for setting up your exam.



Begin setting up your exam by reading and agreeing to your institution's privacy policy, then click the Set up ProctorExam button.

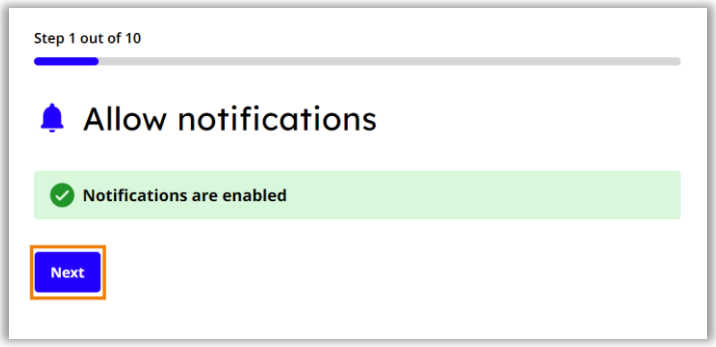




Take your time to read the advice given before moving to the first step.

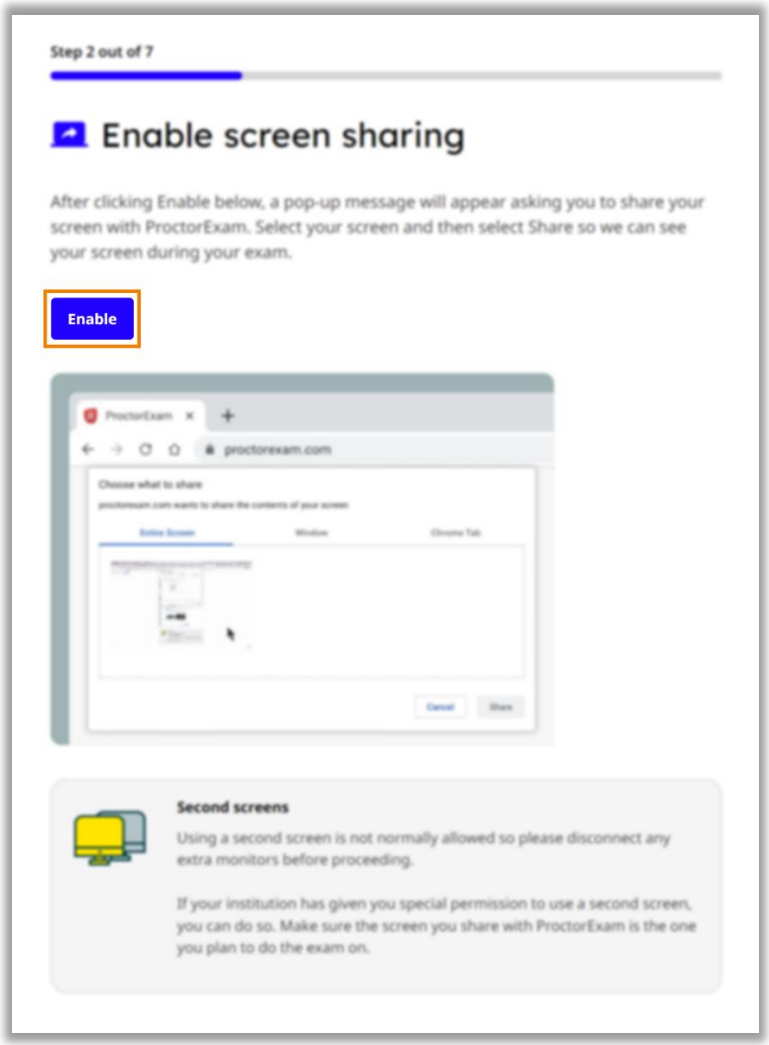
Step 1 – Allowing notifications

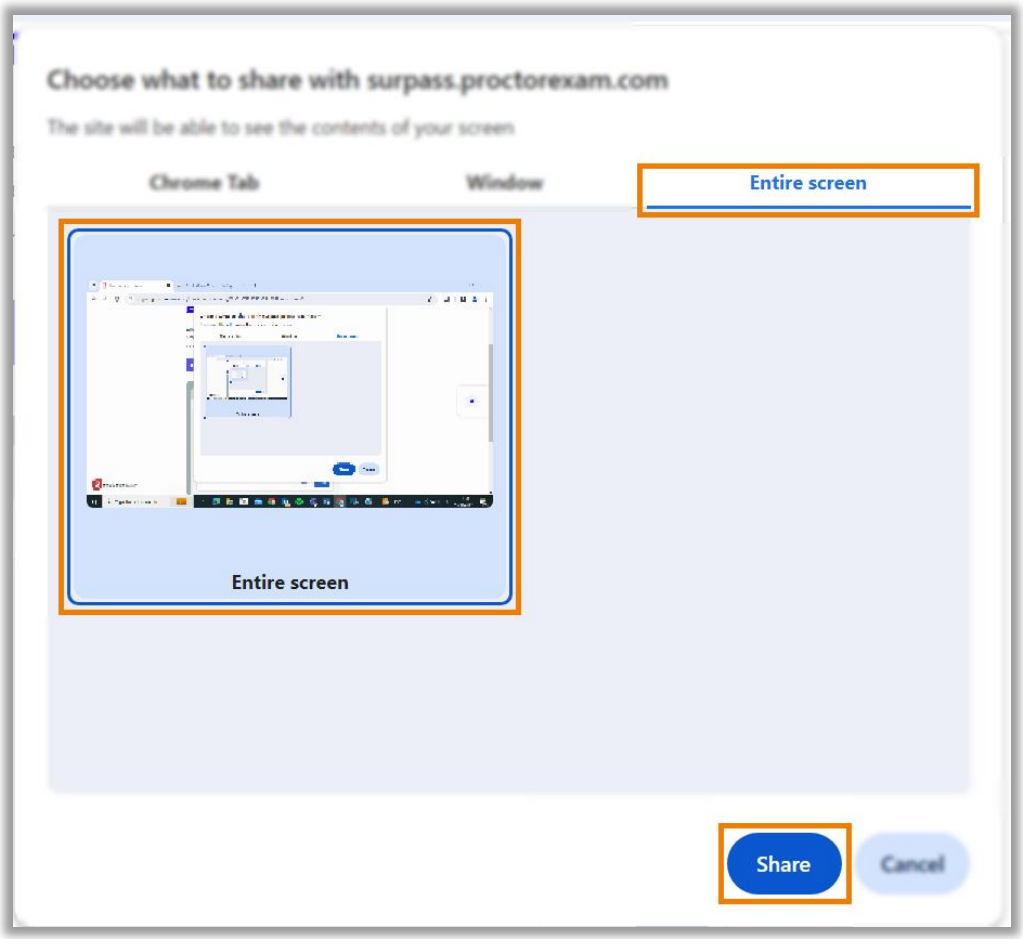
Firstly, you need to allow notifications, this should already have been done during your system check, therefore select next to move to step 2.

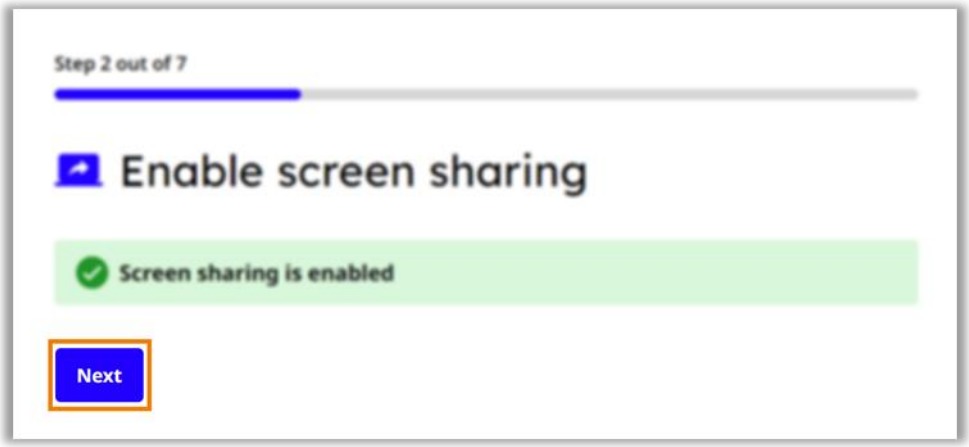


Step 2 – Enabling screen sharing

You must now enable screen sharing before moving to the next step. You should enable the entire screen option, by clicking the entire screen tab, then select the screen you will be taking the exam on and then select share. For most exams you will only be allowed to use one screen.

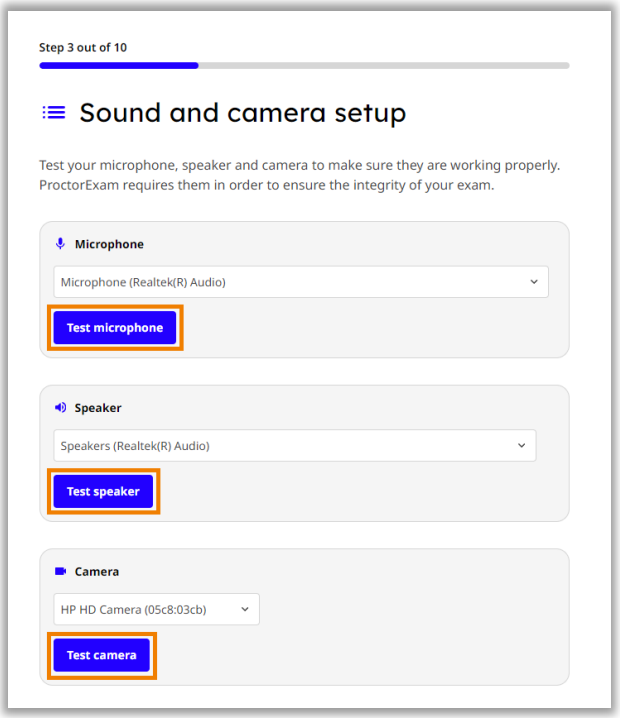



Choose what to share with surpass.proctorexam.com
The site will be able to see the contents of your screen
Chrome Tab
Window
Entire screen
Entire screen
Share
Cancel


Step 2 out of 7
Enable screen sharing
Screen sharing is enabled
Next

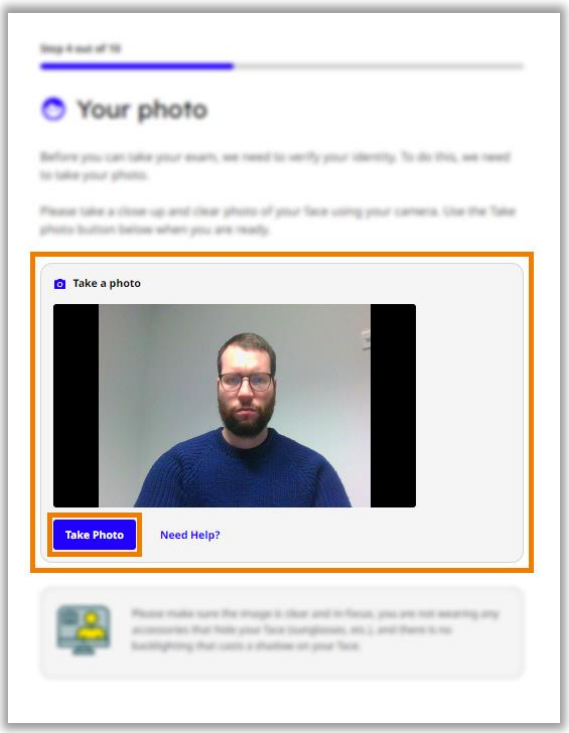
Step 3 – Testing microphone, speakers and webcam

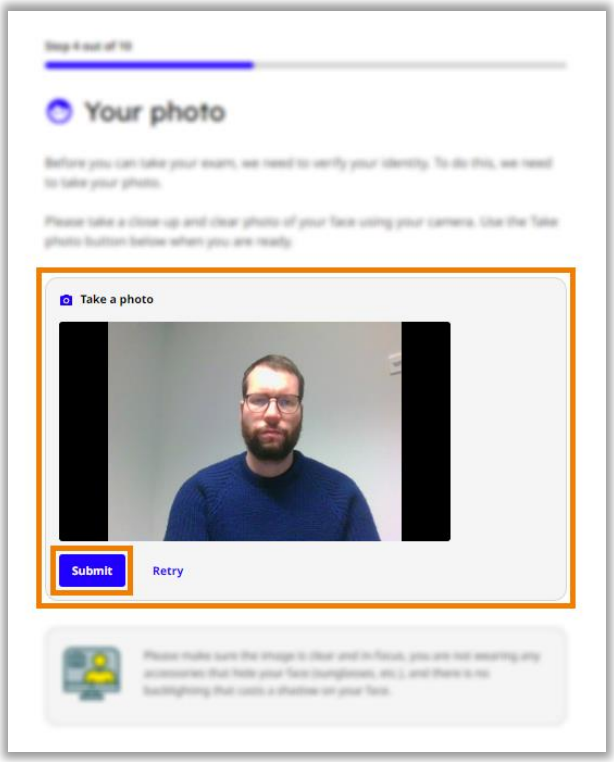
You must now test your microphone, speaker and camera. Follow the on-screen instructions to test each option. For each option there is troubleshooting advice available if you have any problems, accessed by clicking the Need Help button.



Step 4 – Taking verification photo

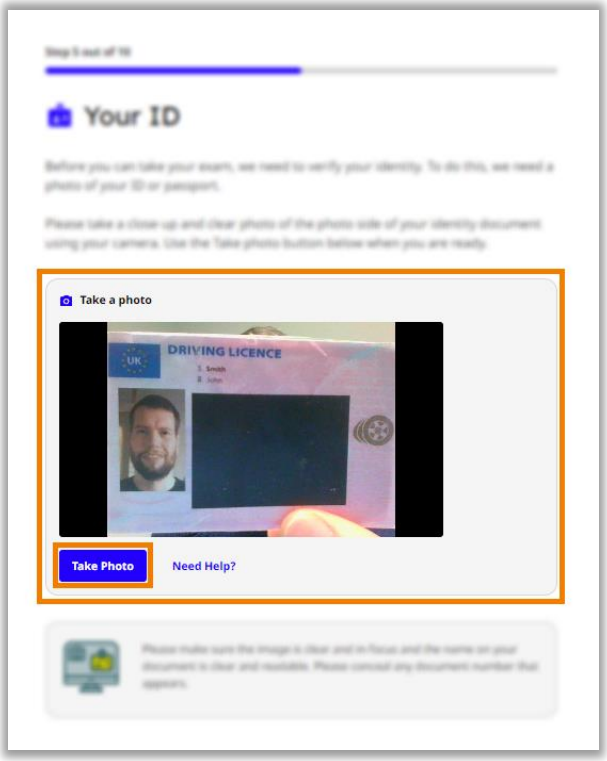
You now need to take a photo of yourself to verify against your ID. Look directly in to the camera, and click take photo. After taking the photo, inspect the image to ensure it is clear and in focus before submitting. If you need to take the photo again select the retry option.

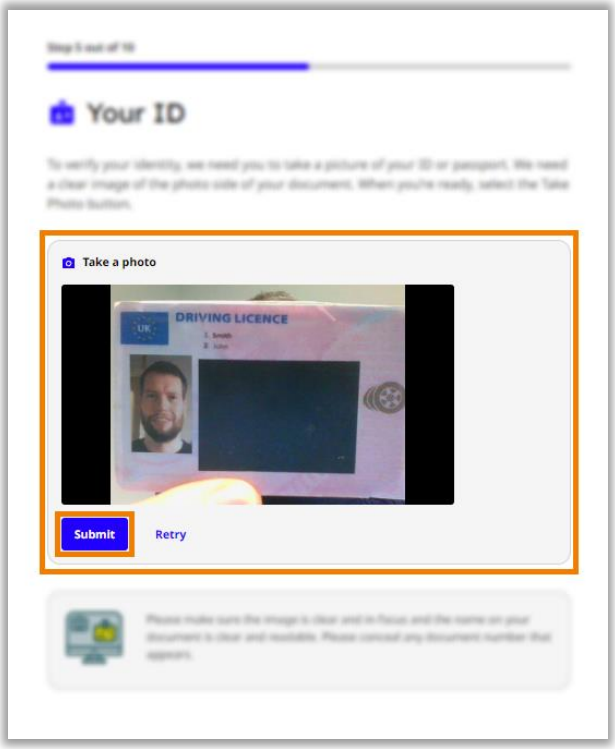




Step 5 – Taking ID photo

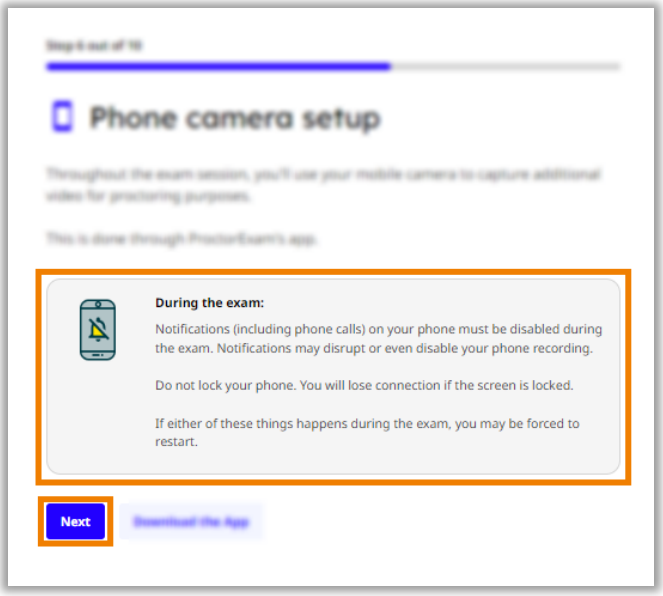
You now need to take a photo of your ID for verification. Hold your ID directly in front of the camera, and click take photo. After taking the photo, inspect the image to ensure it is clear and in focus before submitting. If you need to take the photo again select the retry option.



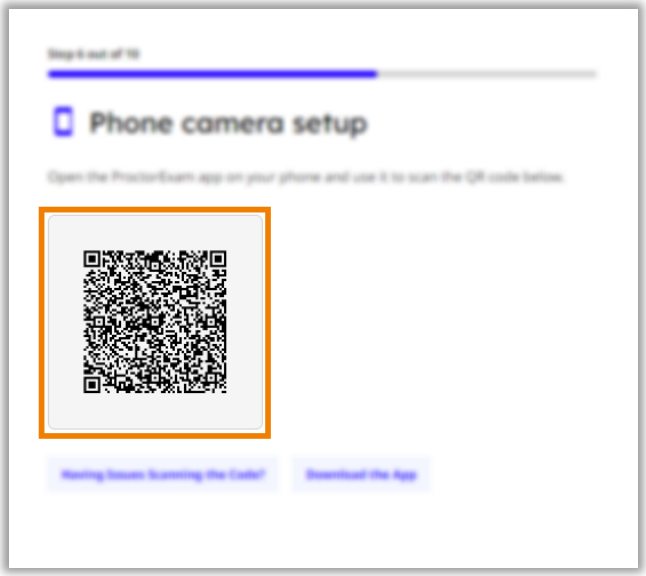


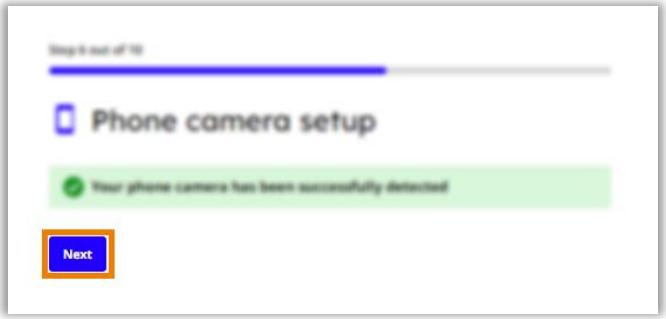
Step 6 – Setting up mobile camera

The next step is to setup your mobile phone camera. Ensure you have read and understood the advice regarding your mobile phone camera before clicking next.



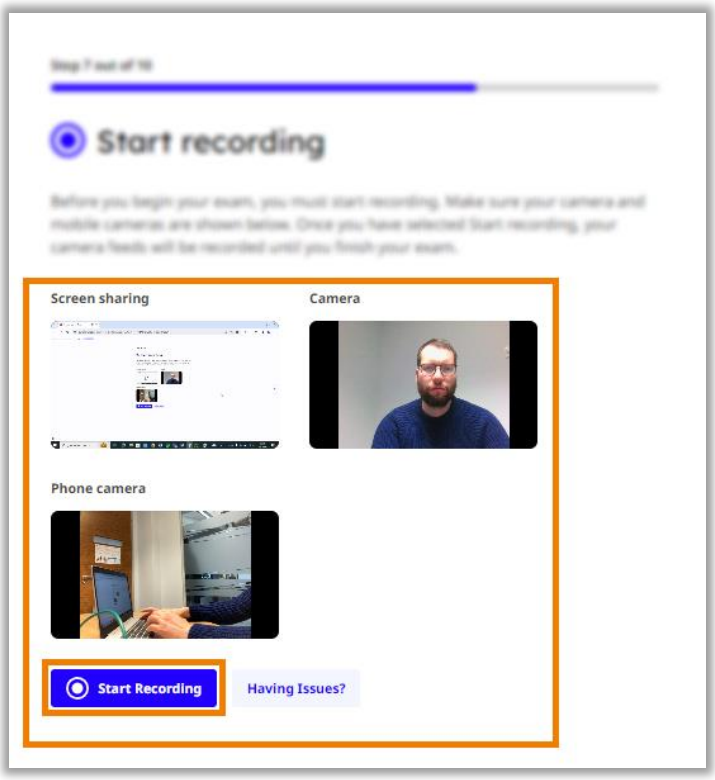
Now open the proctor exam app on your phone and scan the on-screen QR code to connect your mobile camera.

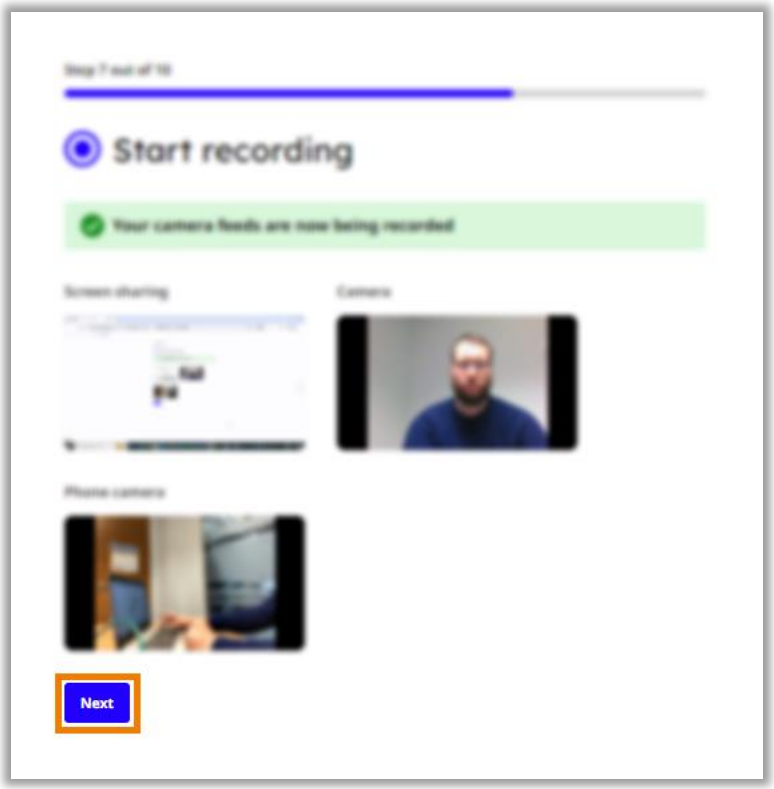




Step 7 – Starting camera recordings

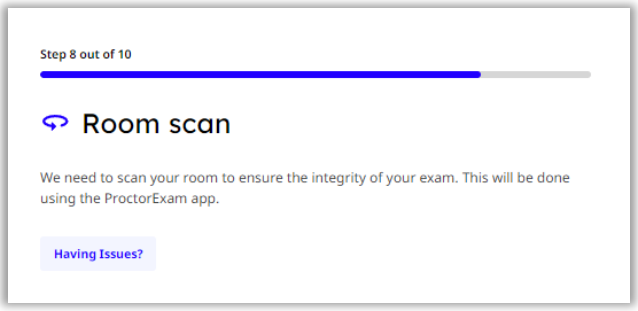
You must now start all your camera feeds recording. Ensure all camera feeds are shown on-screen before clicking Start Recording, from now on all cameras will be recording until you finish your exam. If you have any problems, use the Having issues option to view troubleshooting advice.

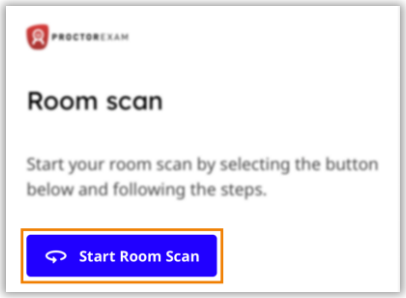




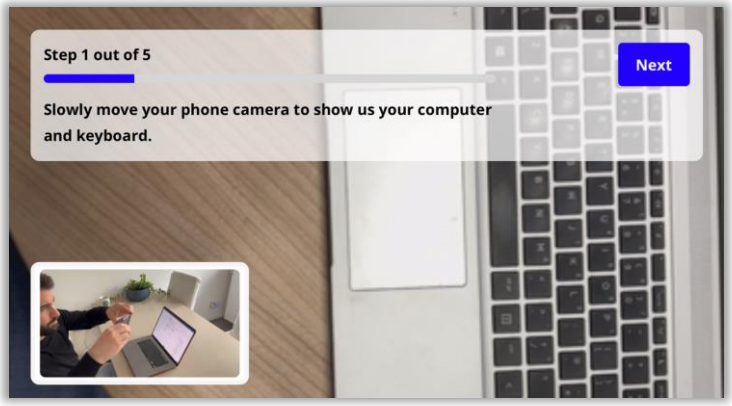
Step 8 – Scanning the room

You must now scan your room using your mobile camera to ensure the integrity of your exam. For this step switch to your mobile phone and follow the on-screen instructions.

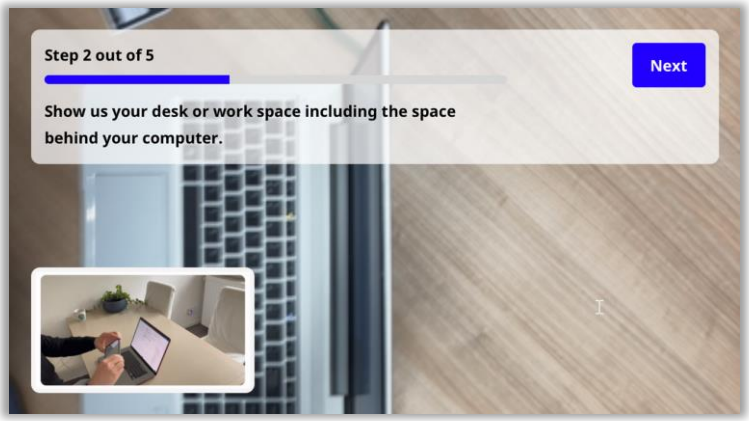




Slowly show your computer and keyboard.

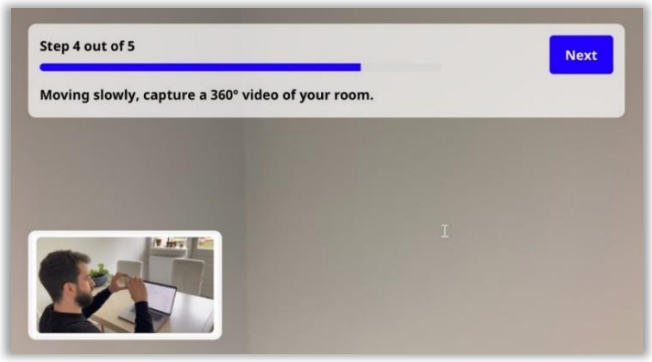


Next show your entire desk is clear.

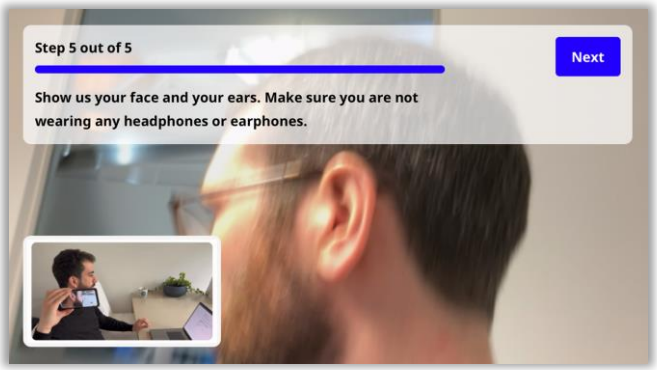


Now show under the desk and then the ceiling.

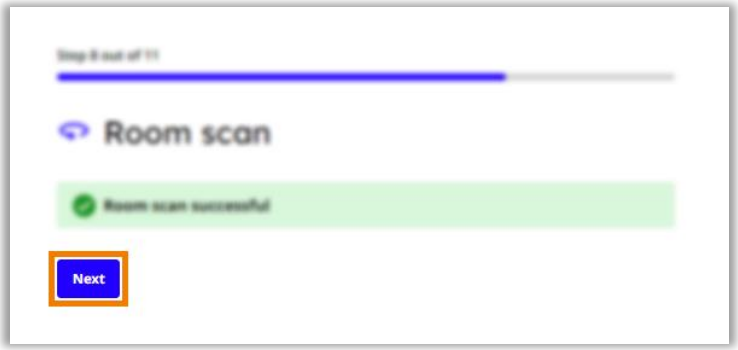
Slowly show a full 360 degree view of the room.



Finally show your face and ears, to show you are not wearing headphones, earphones or smart glasses.

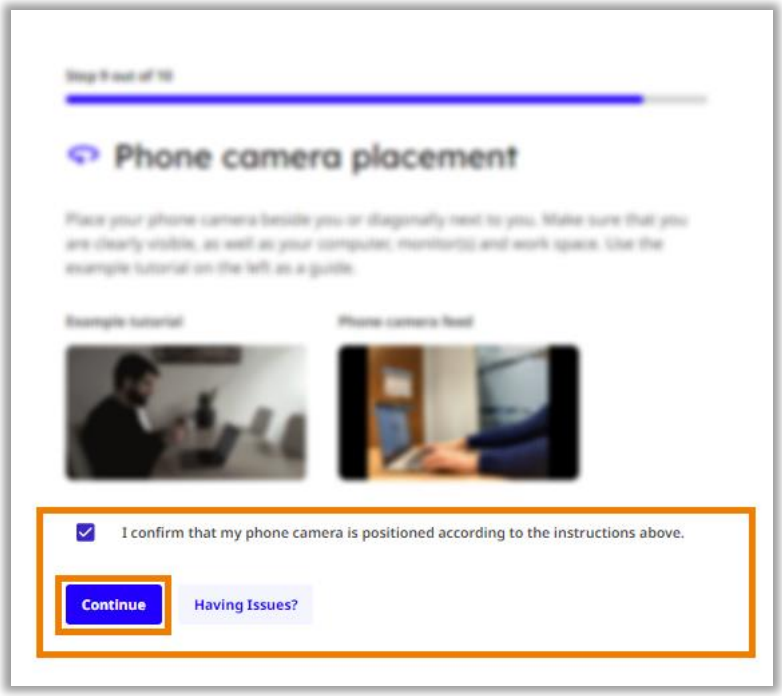


When you have completed the room scan on your mobile phone, move back to the instructions on the computer screen and click next to move to the next step of the setup.



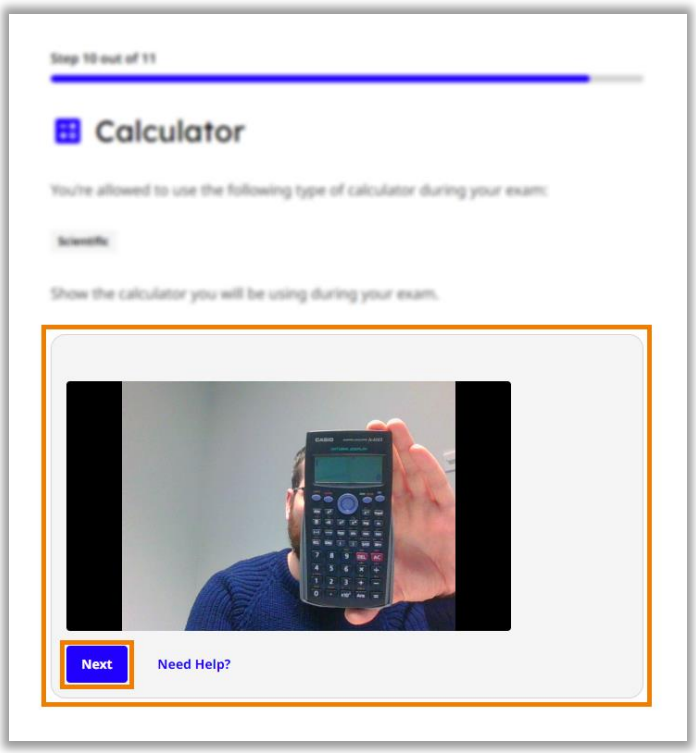
Step 9 – Positioning the mobile camera

Now you have completed your room scan follow the on-screen instructions and tutorial in order to ensure your mobile phone camera is positioned correctly. Once you are happy with your mobile camera placement use the tick box to confirm and select continue to move to the next step.

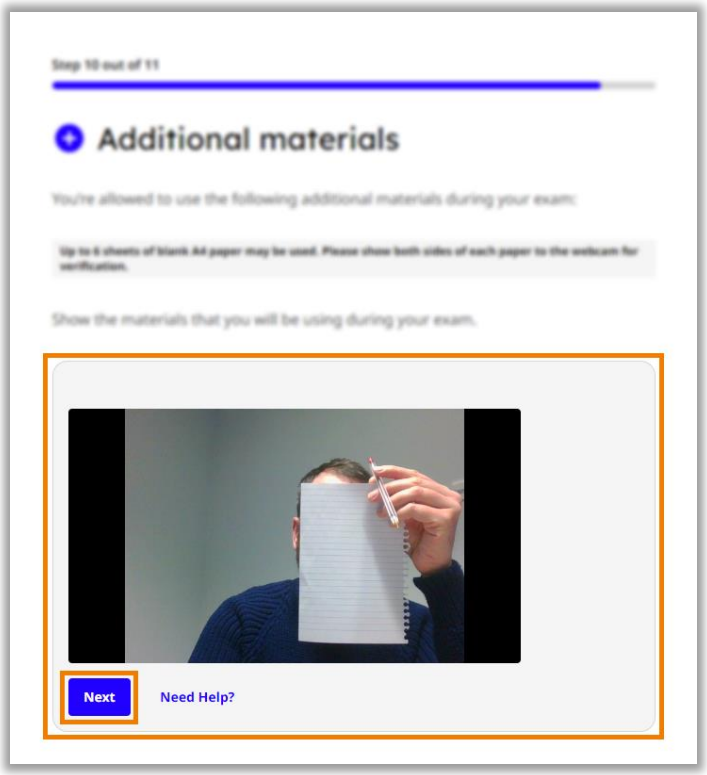


Step 10 – Showing any exam materials

If you're allowed a calculator in your examination, the next step will be to show this to your webcam for verification.



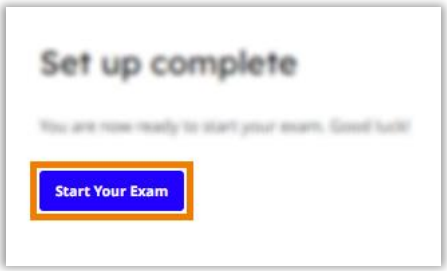
The next step is to show to your webcam any other materials you're allowed in your examination, such as a pen and paper. Any materials allowed will be listed on-screen. Ensure you show both sides of paper to prove it is blank.



Step 11 – Checking internet connection

The final step of the exam setup will be an automatic check of your internet connection. On this step there is some useful connection advice regarding how to ensure a stable connection throughout your exam.

When you're ready click next to finish your setup, and then click Start Your Exam.

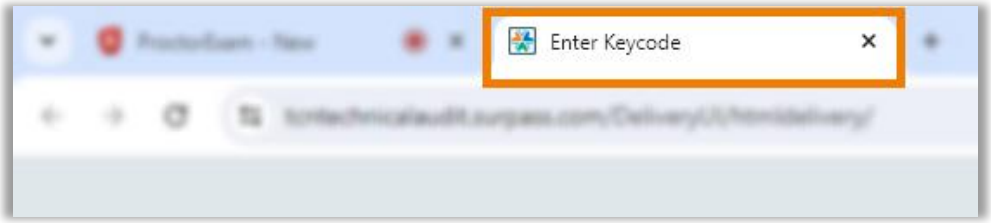


Instructions and keycode

You will now see an information page, **this page should remain open throughout your exam**. Ensure you read and understand all of the instructions.

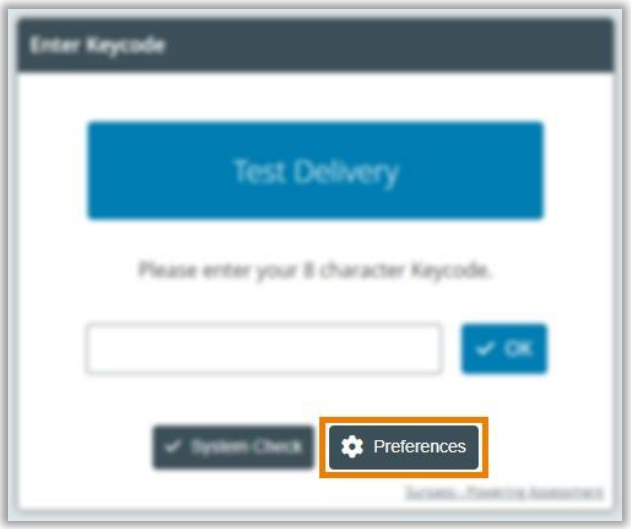
When you have done so and are ready to begin your exam, either copy or note down your keycode, this can be found under the individual instructions section at the bottom of the page.

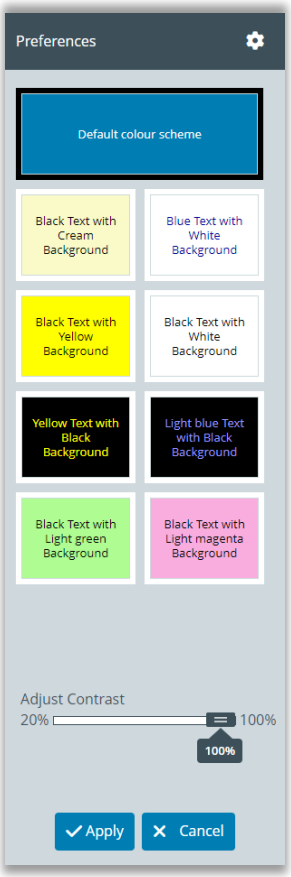
Now click the Launch Test link, this will open the exam window in a separate tab, **you should leave open both tabs throughout your exam.**

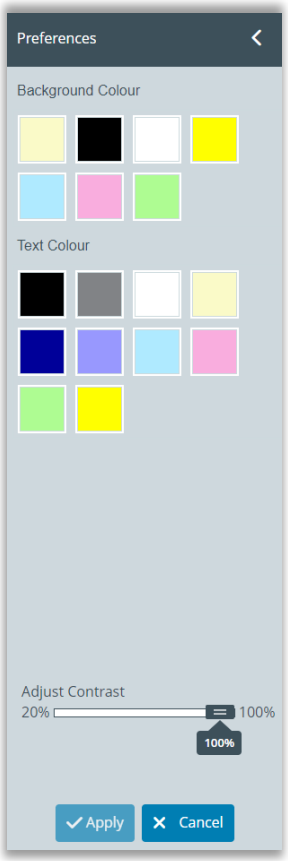


Colour preferences

Before entering your keycode in the exam window, if you wish you can change the colour scheme of your exam under the Preferences option, you can either choose from one of the default options, or create your own combination under the settings cog.







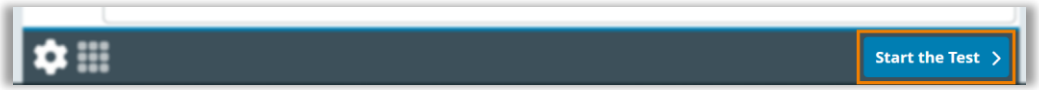
Entering the keycode and starting the exam

When you are ready you can either paste or type in your keycode in the available box and click OK to launch your exam.

Now check your details and confirm if correct.

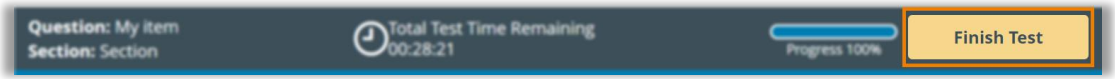
Next confirm your acceptance with your organisation’s code of conduct by checking the tick box and clicking continue.

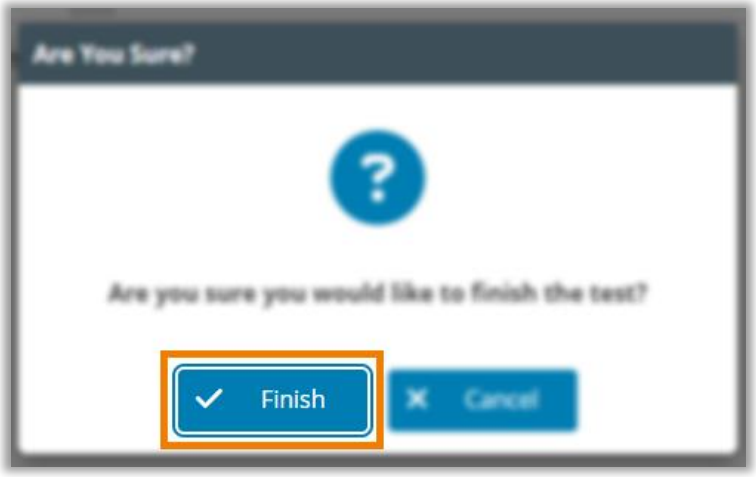
Now carefully read the specific information regarding your exam before clicking Start the test to be taken to the first question, this is when your exam timer will begin.

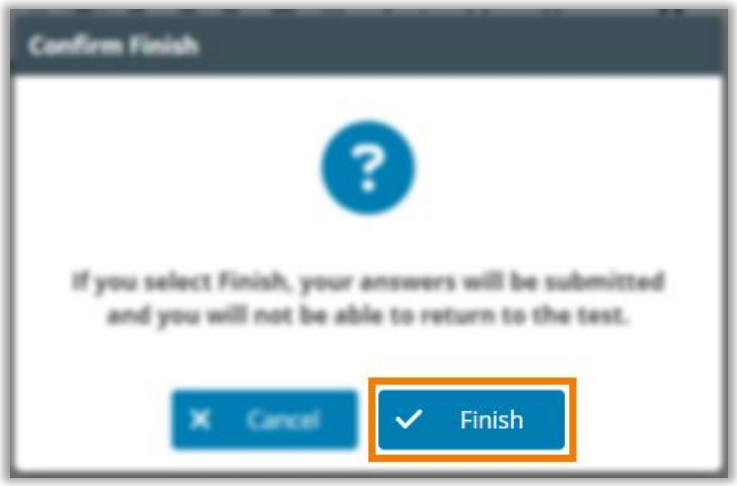


Finishing the exam

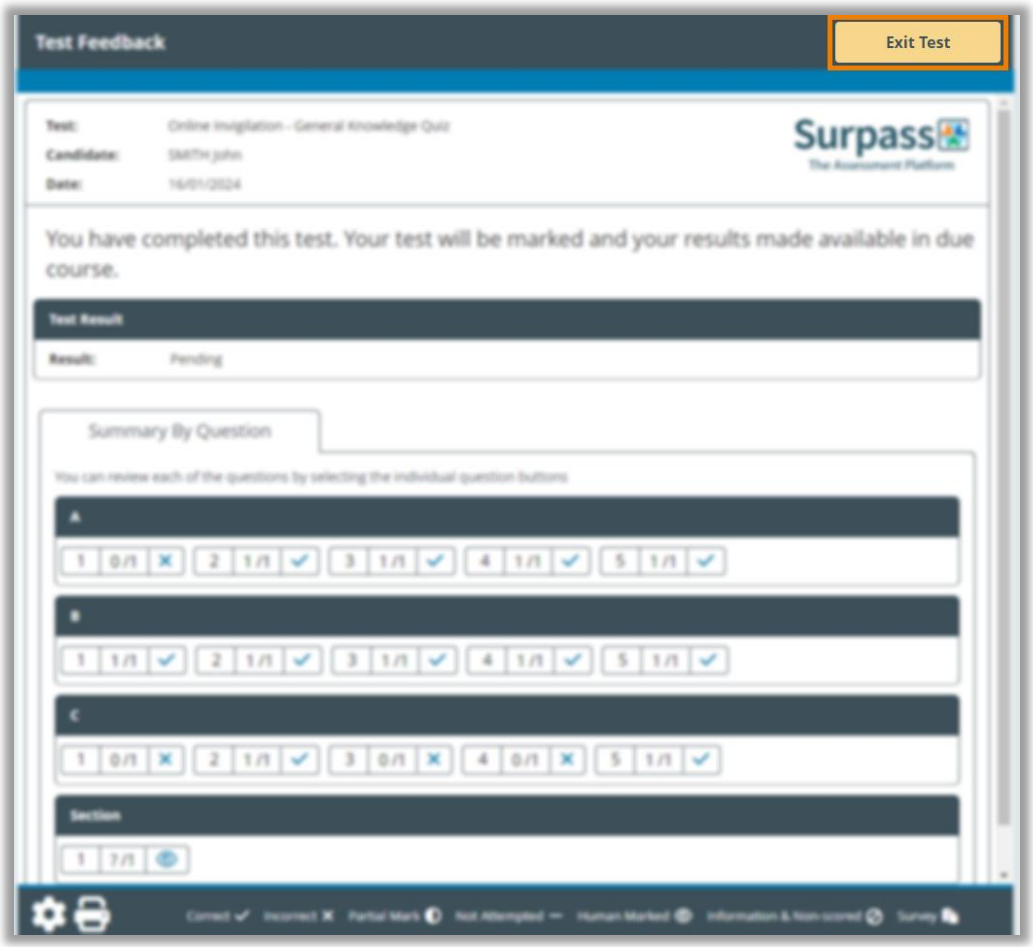
Once you have completed the questions and are happy to end your exam. Click the finish test button found in the top right corner of the exam window, and then click to confirm you wish to finish your exam.

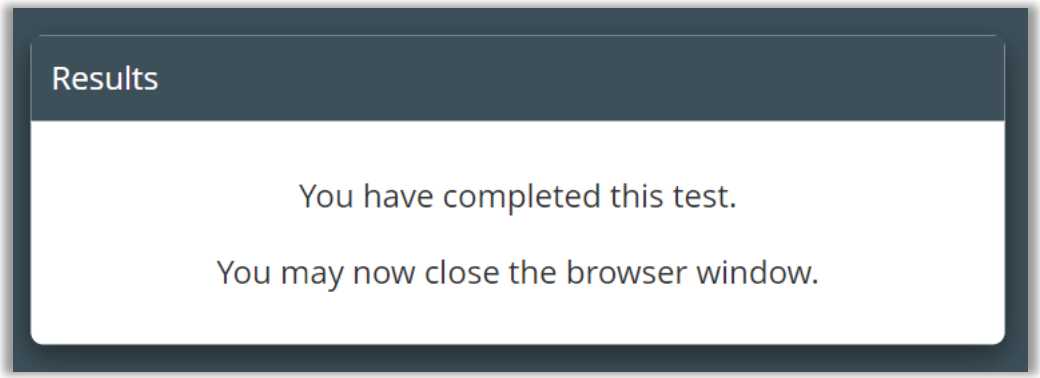






You will now be taken to the finish page of your exam. Some exams will provide feedback here, though this is not always the case. Once you have reviewed all the information on this page you need to click the exit test button found in the top right corner. You can now close this tab.

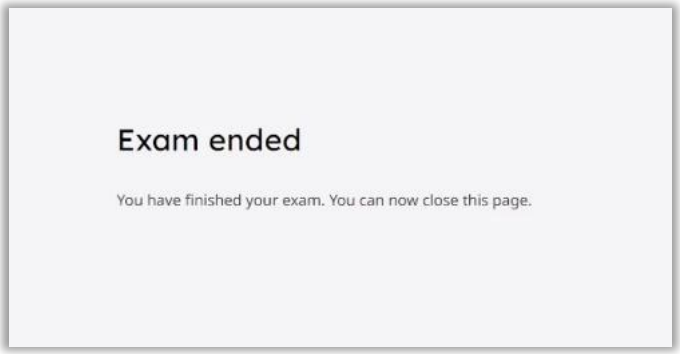




This should leave you with only the original exam information page open. You now need to click the end exam button again found in the top right corner, and then click to confirm. This will now end all camera recordings.

You can now close this tab.

Your exam is now fully completed and submitted. Your awarding organisation will be in touch in due course to confirm the results of your exam



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