

Instructors Manual

Proctorio Setup

Proctorio is a software that is required for setting up or taking online exams.

When you're ready to create a proctored exam, you will need to use latest version of the supported internet browsers on a desktop/laptop. Other mobile and tablet devices (such as iPhones, iPads, or Android phones) are **not** supported for proctored exams.

The list below are the supported browsers:

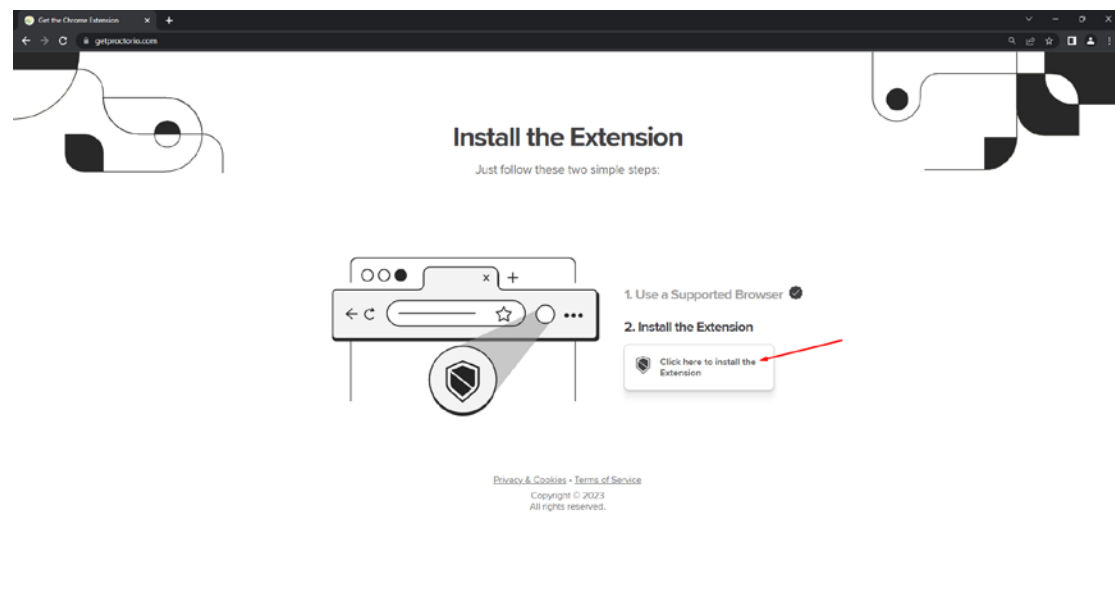
- Google Chrome
- Microsoft Edge
- Opera
- Brave

If not already installed, please download one of the supported browsers.

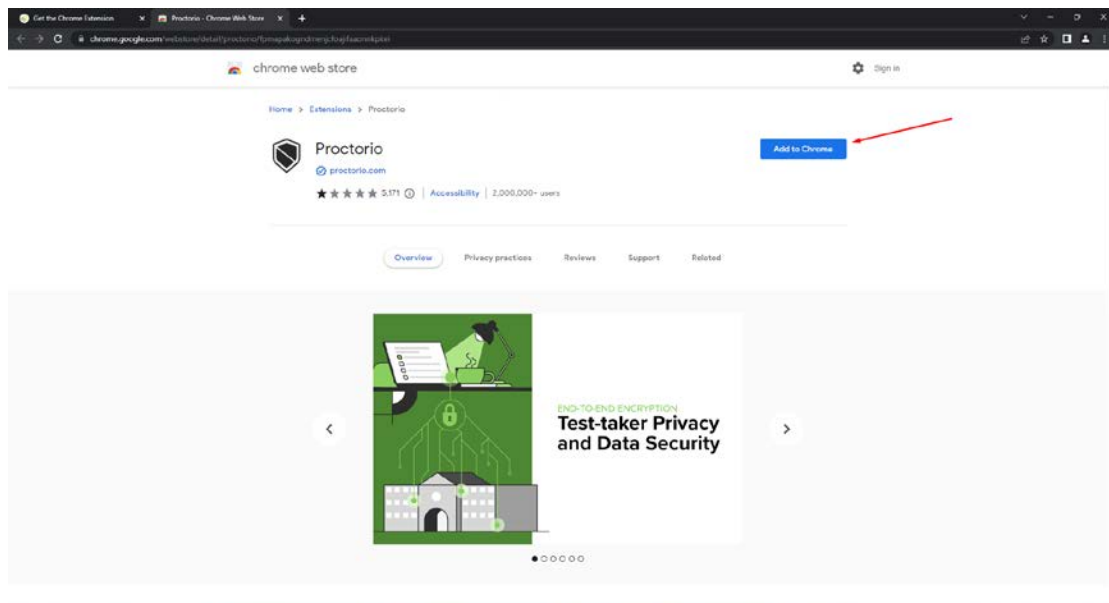
Installing the Proctorio Extension

Proctorio requires an extension to be added to your supported browser. You only need to install the extension once.

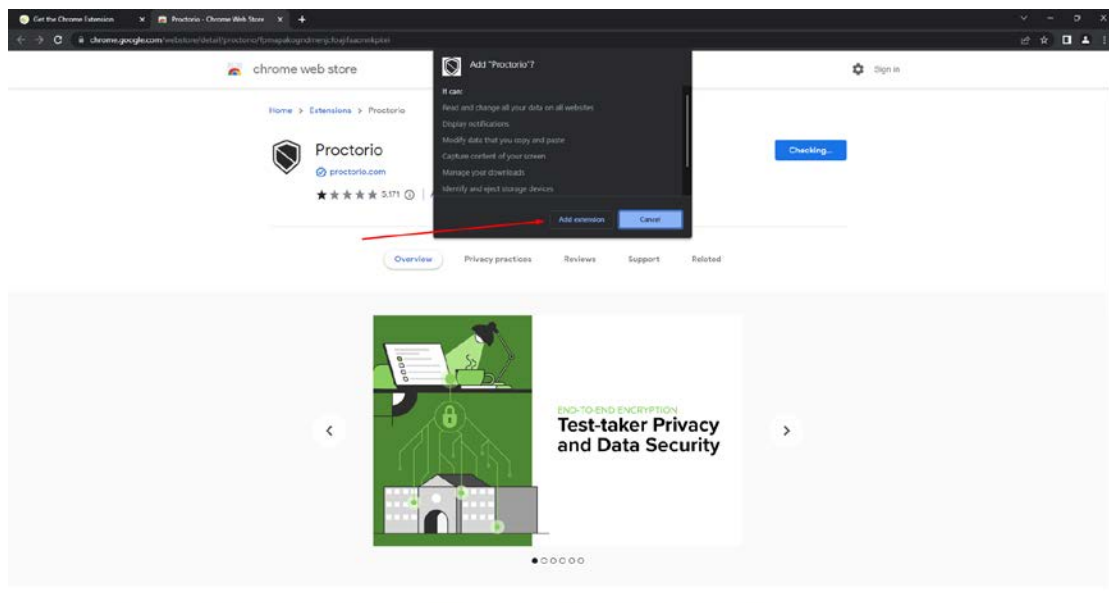
You can download the extension from <https://getproctorio.com/>.



Click on **Add to Chrome**

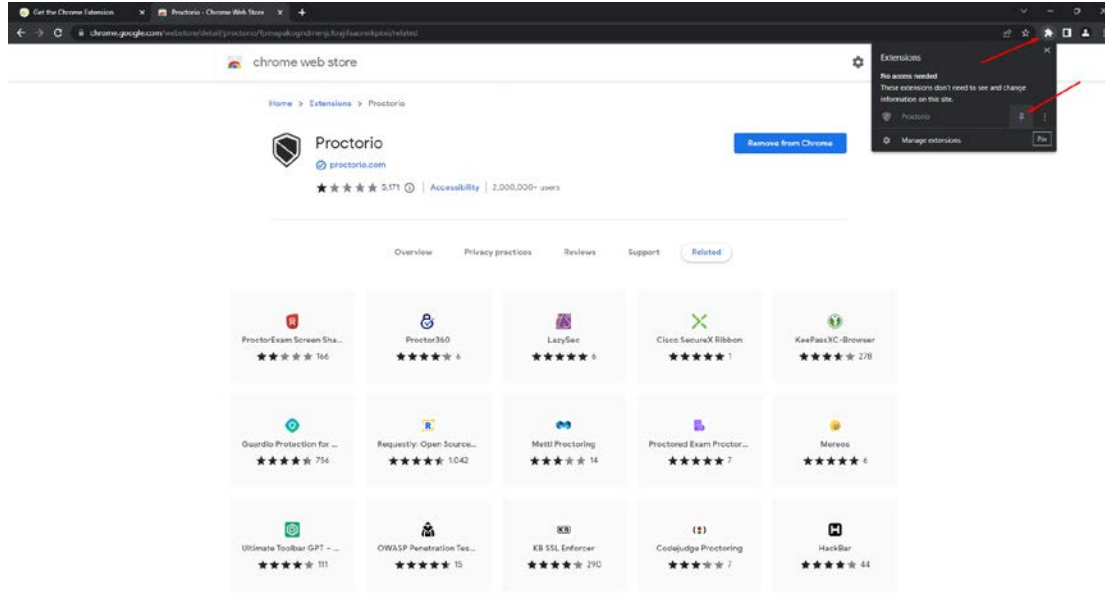


Then click **Add extension**



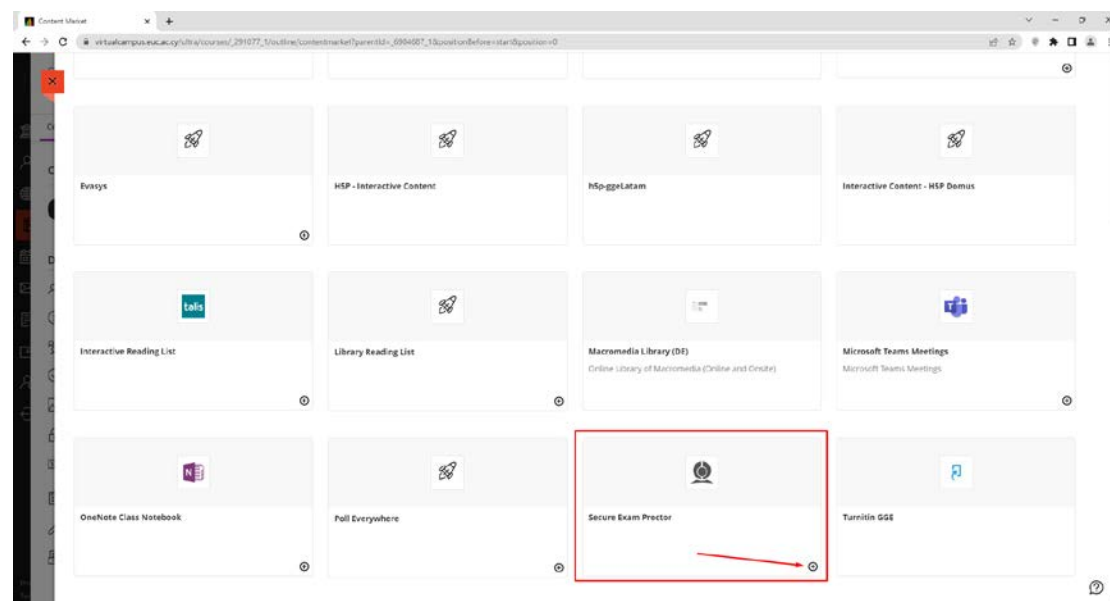
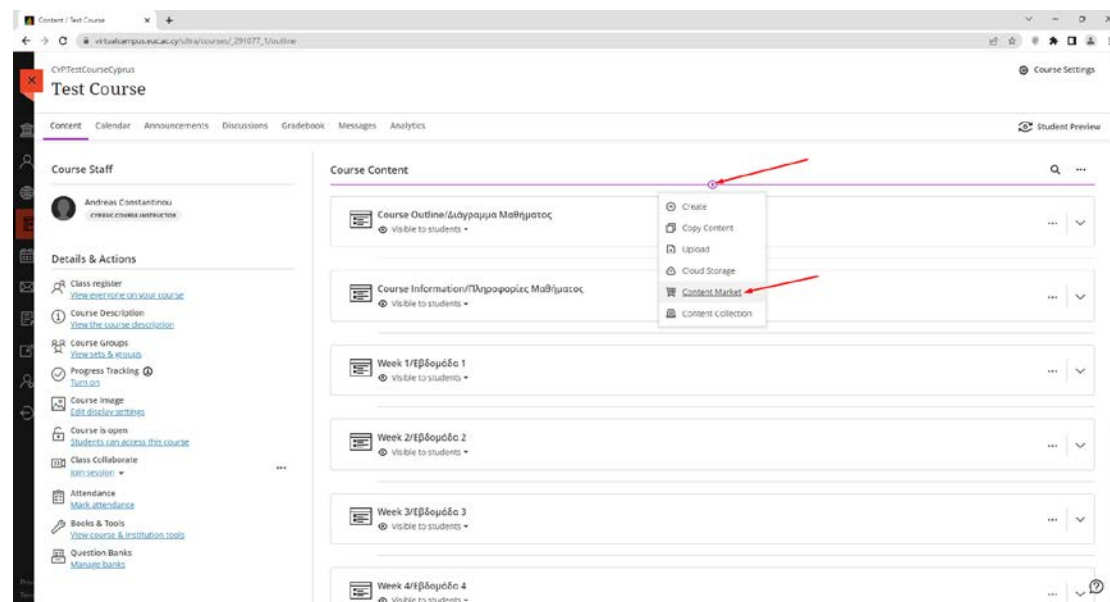
Once you add the extension click on the extension icon to pin it to your browser bar.

The extension will only be active while you are setting up the exam (is displayed in green) otherwise it will be off (is displayed in grey).

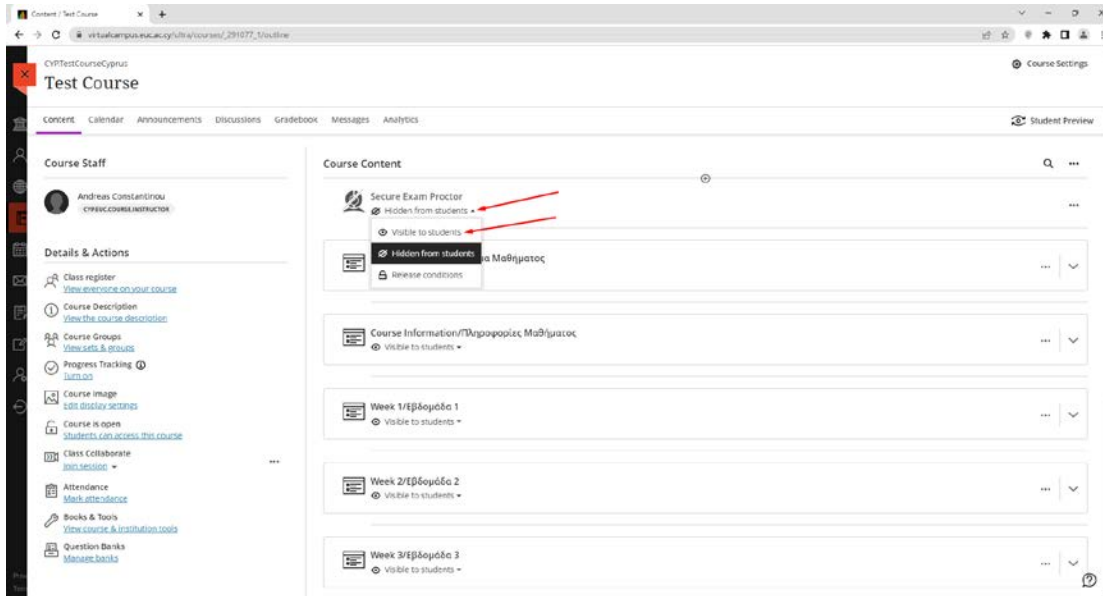


Setting up an exam

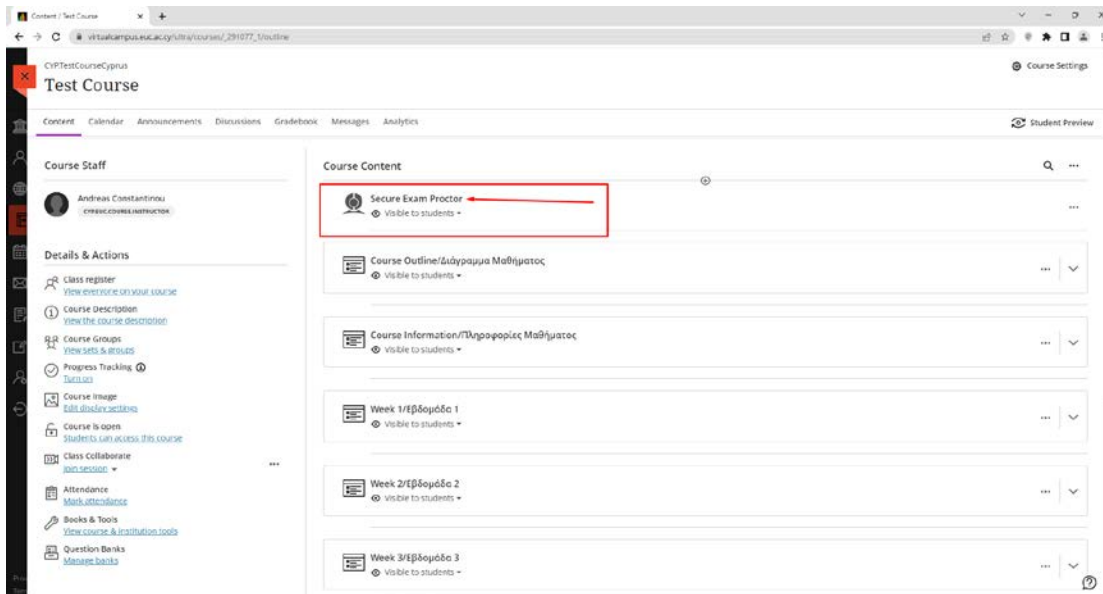
Inside the course, you'll have to add the **"Secure Exam Proctor"** module. It can be found by selecting the **plus symbol (+)** and then **"Content Market"**.



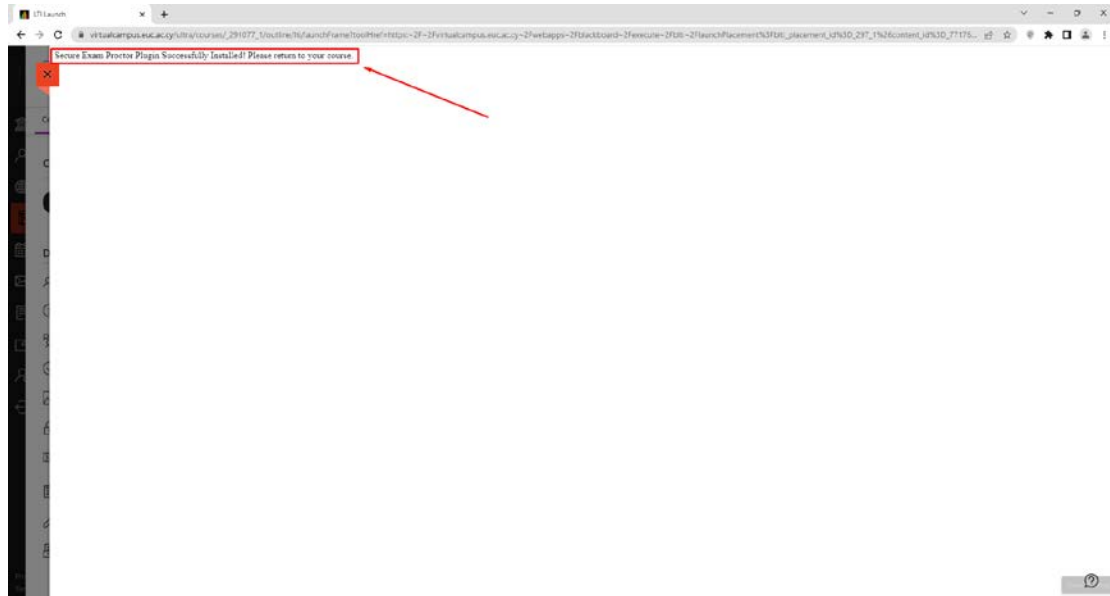
Make sure that the module is visible inside the course. After that you can click it in order to make sure that it has been created correctly. A message confirming that will appear.



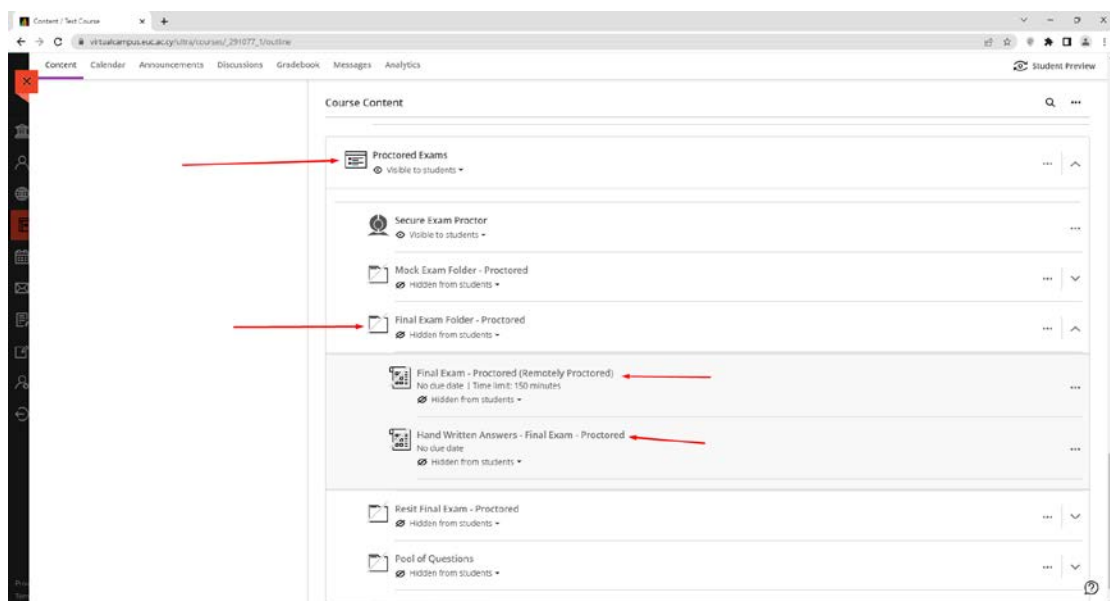
The screenshot shows the 'Test Course' interface. On the left, there is a sidebar with 'Course Staff' (Andreas Constantinou) and 'Details & Actions' (Class register, Course Description, Course Groups, Progress Tracking, Course Image, Course is open, Class collaborate, Attendance, Books & Tools, Question Banks). The main area is titled 'Course Content' and lists several items: 'Secure Exam Proctor' (with a dropdown menu showing 'Visible to students' and 'Hidden from students'), 'Course Information/Παραπομπές Μαθήματος', 'Week 1/Εβδομάδα 1', 'Week 2/Εβδομάδα 2', and 'Week 3/Εβδομάδα 3'. A red box highlights the 'Secure Exam Proctor' item, and a red arrow points to the 'Hidden from students' option in the dropdown menu.



The screenshot shows the 'Test Course' interface. On the left, there is a sidebar with 'Course Staff' (Andreas Constantinou) and 'Details & Actions' (Class register, Course Description, Course Groups, Progress Tracking, Course Image, Course is open, Class collaborate, Attendance, Books & Tools, Question Banks). The main area is titled 'Course Content' and lists several items: 'Secure Exam Proctor' (with a dropdown menu showing 'Visible to students'), 'Course Outline/Σύγγραμμα Μαθήματος', 'Course Information/Παραπομπές Μαθήματος', 'Week 1/Εβδομάδα 1', 'Week 2/Εβδομάδα 2', and 'Week 3/Εβδομάδα 3'. A red box highlights the 'Secure Exam Proctor' item.

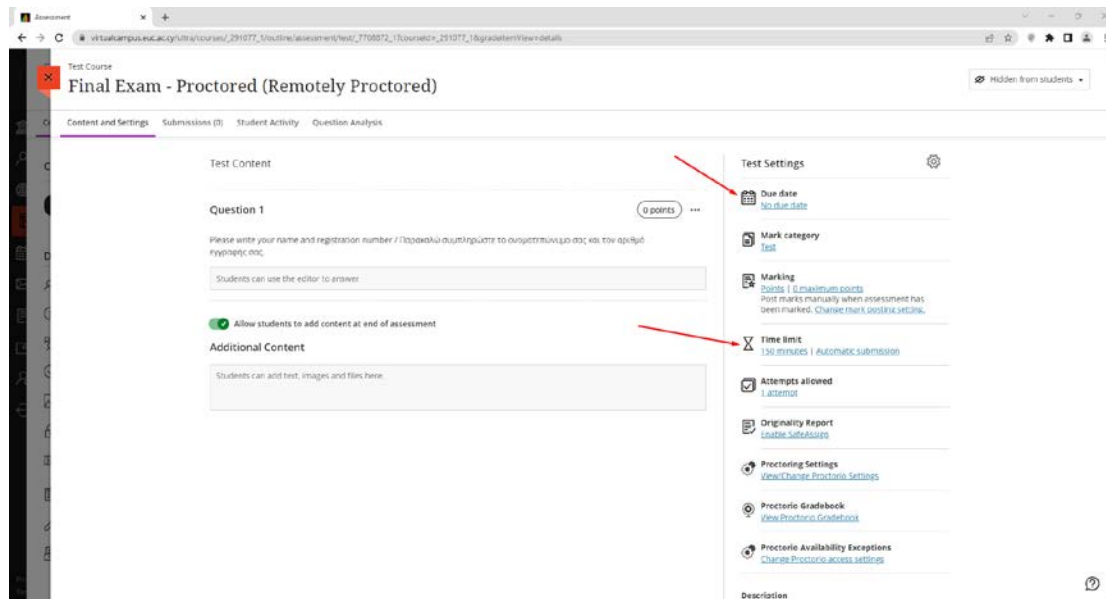


After enabling the Proctorio Module for your course, you can find the **Proctored Exams** folder at the very bottom of your course. You must use these templates when creating the exams for your course.



Proctorio is already enabled in these templates. All you need to do is to add questions and time limit to the exam and configuring the Proctorio settings for it.

The procedure for adding questions or question pools is the same as before.



Important Guidelines for exams:

- Proctorio should be installed by both Instructors and Students
- Make sure to leave the Proctorio module visible.
- Make sure to be in a collaborate session with the students 30 minutes before the exam starts.
- Make sure to stay in the collaborate session so that students can find you in case of a problem.
- **What is needed for an exam:**
 1. **Time limit** (necessary for Proctorio)
 2. No due date
 3. No release conditions
 4. No Declaration of Consent
 5. Make sure to make the exam folder visible at the time the exam starts and not before the exam otherwise the students will be able to see the exams before the exam starts.



In order for exams to be GDPR compliant, the following points have to be confirmed:

- The options “Record Web Traffic” and “Record Desk” must be **disabled** in the settings of the exam.

▼ Proctorio Exam Settings (**locked**)

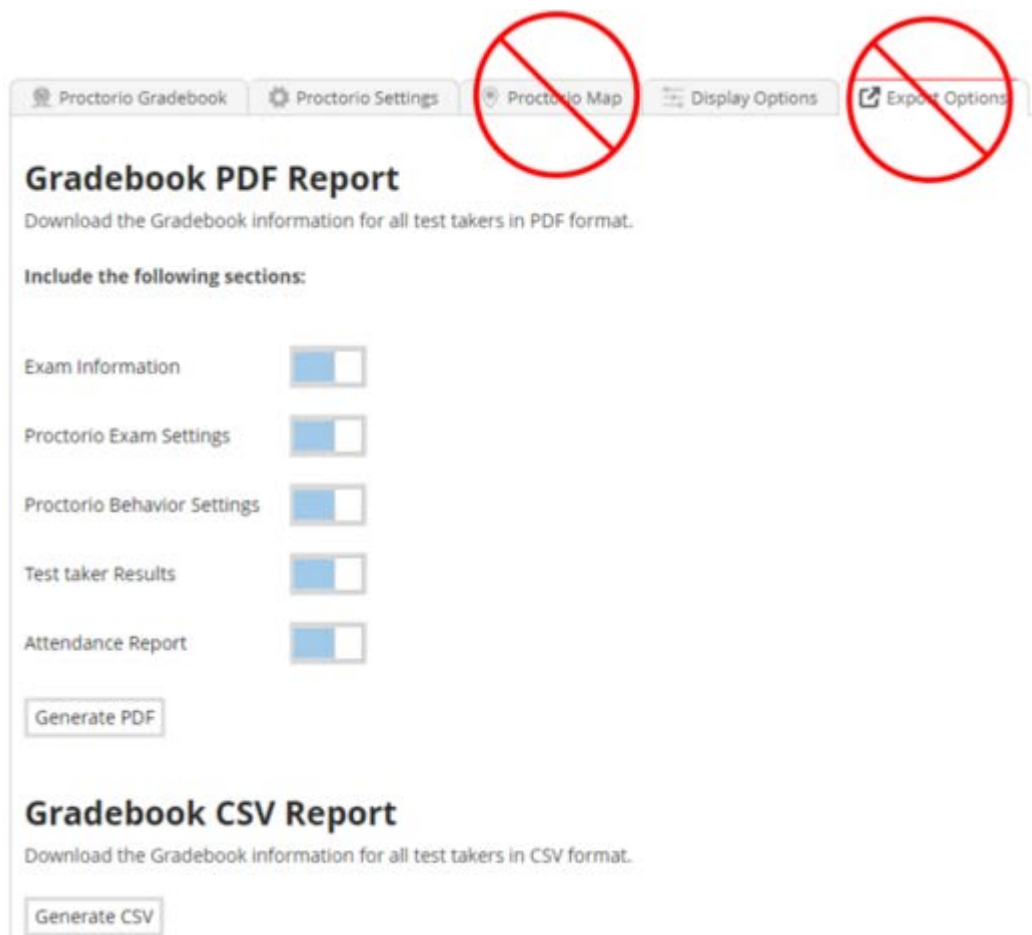
Exam settings can not be changed once the first test taker has started the exam.

▼ Recording Options

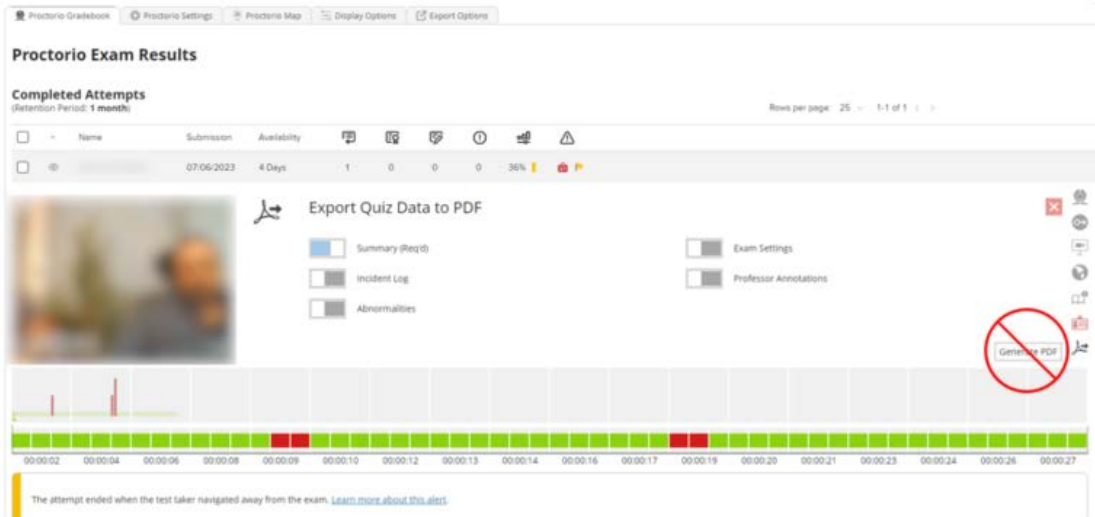


Record Desk will require the test taker to show their entire exam environment at intervals based on the option selected.

- During the review of students’ videos on the Gradebook of the exam:
 - The exporting of any data outside of the browser is **prohibited**
 - Accessing the Proctorio Map inside the Gradebook is **prohibited**



- Any work done inside the Proctorio Gradebook, should only be conducted inside the browser



Proctorio Gradebook | Proctorio Settings | Proctorio Map | Display Options | Export Options

Proctorio Exam Results

Completed Attempts
(Retention Period: 1 month)

Rows per page: 25 | 1-1 of 1

<input type="checkbox"/>	Name	Submission	Availability						
<input type="checkbox"/>		07-06-2023	4 Days	1	0	0	0	36%	

Export Quiz Data to PDF

☐ Summary (Req'd) ☐ Exam Settings

☐ Incident Log ☐ Professor Annotations

☐ Abnormalities

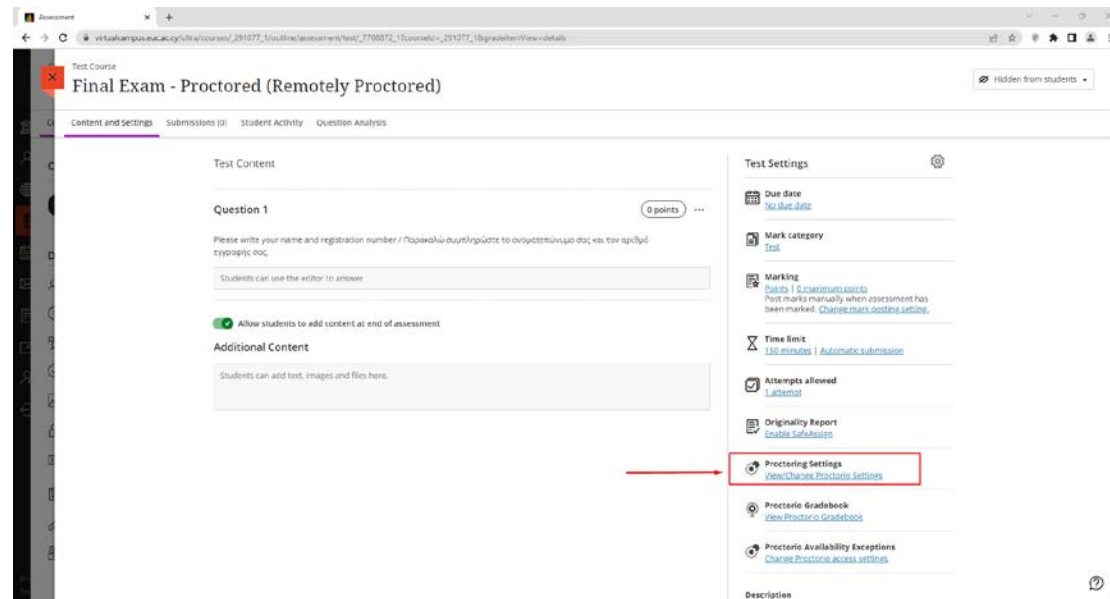
Generate PDF

00:00:02 00:00:04 00:00:06 00:00:08 00:00:09 00:00:10 00:00:12 00:00:13 00:00:14 00:00:16 00:00:17 00:00:19 00:00:20 00:00:21 00:00:23 00:00:24 00:00:26 00:00:27

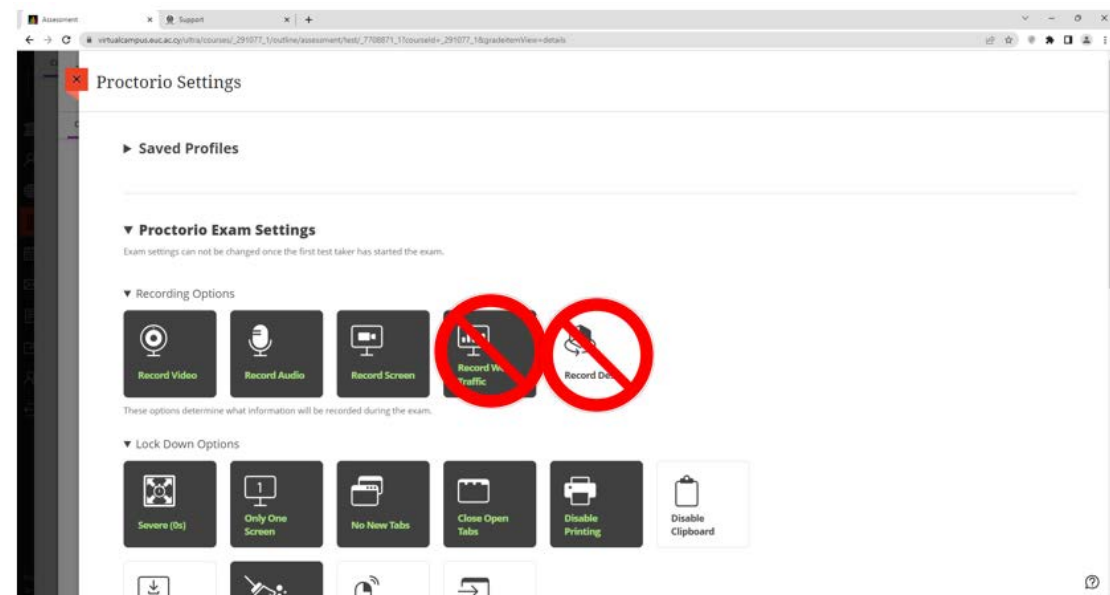
The attempt ended when the test taker navigated away from the exam. [Learn more about this alert.](#)

Proctorio settings

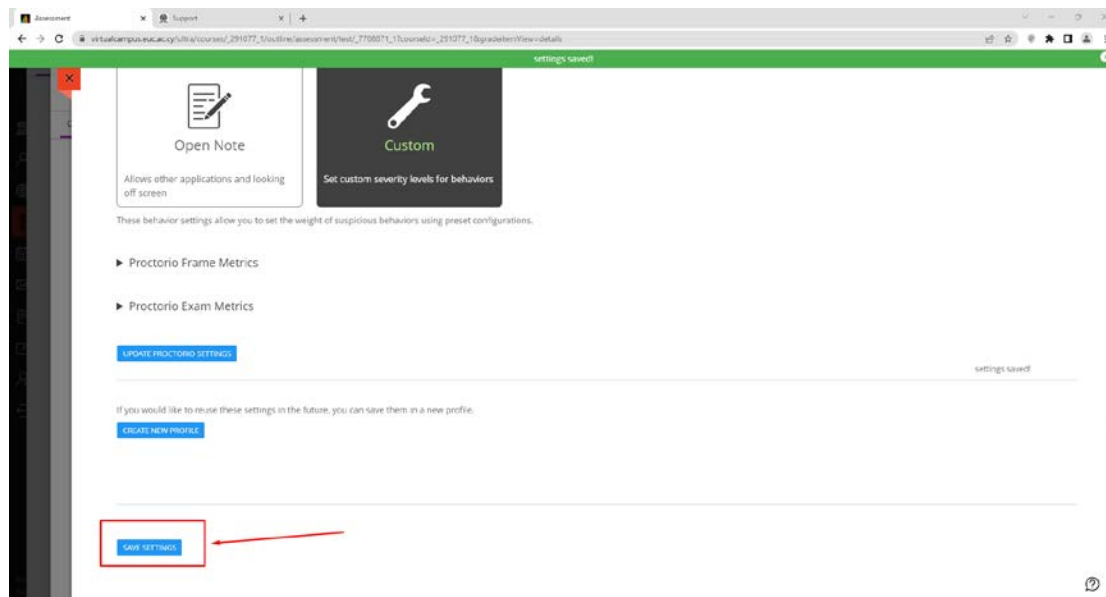
Proctorio settings for an exam can be configured by clicking on **“View/Change Proctorio Settings”**



On the window that appears, each setting can be chosen depending on the type of exam.



After selecting the various proctorio configuration options, click on **“Save Settings”**.





Proctorio Exam Settings are organized into three sections:

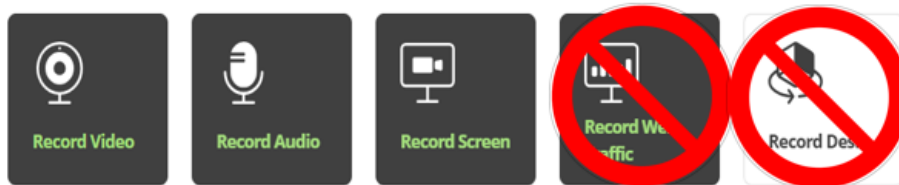
- Recording Options
- Lockdown Options
- Verification Options

Recording Options

To enable or disable an option, click on the associated button. An enabled Proctorio Setting will turn black.

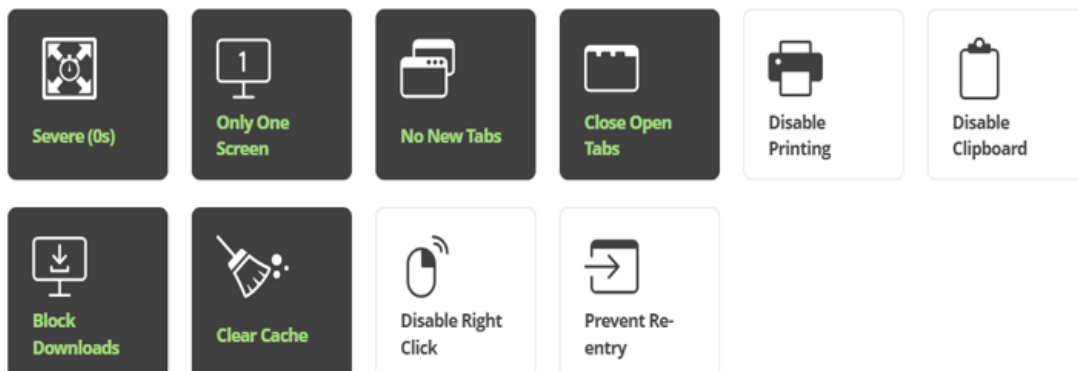
The options “Record Web Traffic” and “Record Desk” **must be disabled** in the settings of the exam.

▼ Recording Options



Record Audio will capture audio from the microphone for the entire exam, allowing you to listen to the test taker's exam environment.

▼ Lock Down Options



Record Video: Records the student’s face during the entire exam using the web camera.

Record Audio: will record the sound of the surroundings via a microphone during the exam. This could include the following

- Student talking to others
- Others talking to Student
- Changes in ambient noise

Record Screen: Records activities taking place on the monitor. The Record Screen option will take screenshots of the student’s entire desktop while they are within the exam. Recording the screen allows the instructor to view exactly what the student was seeing on their monitor. This could include other programs, websites, etc.

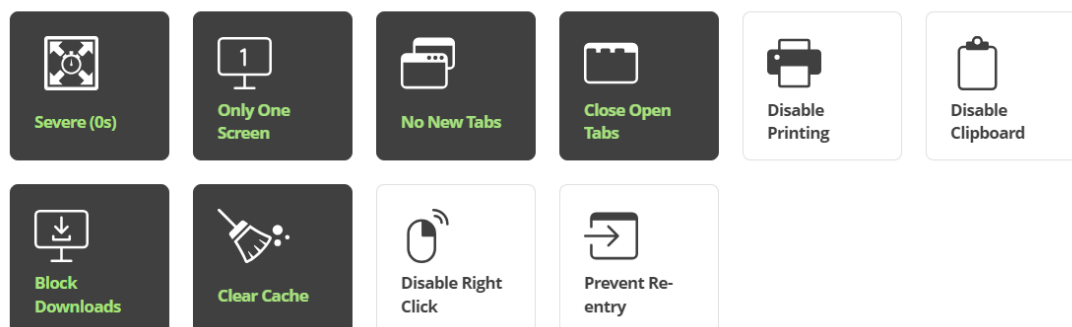
Record Web traffic: Must be **disabled** in the settings of the exam.

Record Desk: Must be **disabled** in the settings of the exam.

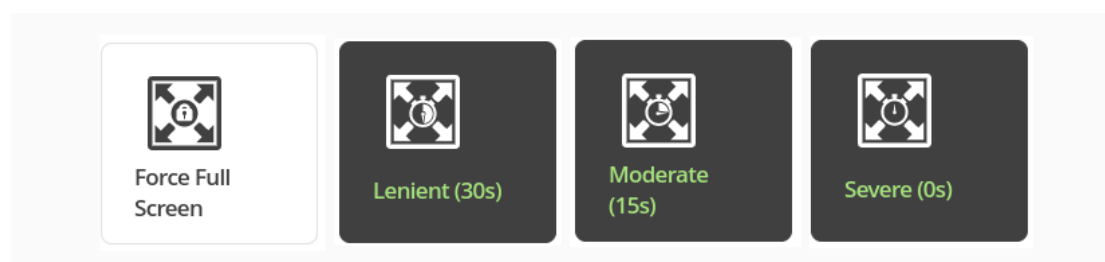
Lock Down Options

The Lock Down Options will increase the security during the exam

▼ Lock Down Options



Severe(0s): The Force Full Screen setting creates an additional locked down aspect for the students. This setting will force the exam to be taken in a full screen mode, ensuring that students do not use any outside resources on their computers during their exams. The students will not be able to minimize the exam or navigate away from the exam page (e.g., use other programs) or the exam will be immediately submitted. The length of time before a student is removed from an exam can be adjusted to suit different test requirements.



There are three settings for Force Full Screen:

- **Lenient (30 seconds)** - Allows the students to be out of Full Screen for 30 seconds before being kicked out of the exam. The students will be able to see a black screen with a notification that they should get back into the exam.
- **Moderate (15 seconds)** - Allows the students to be out of Full Screen for 15 seconds before being kicked out of the exam. The students will be able to see a black screen with a notification that they should get back into the exam.
- **Severe (immediate)** - The students are kicked out of the exam immediately upon exiting Full Screen.

Please keep in mind that the students will not be able to see anything but a notification screen with a warning to get back into the exam within those 15 or 30 seconds.

Only One Screen: This setting prevents the students from having multiple monitors/displays. Proctorio will detect the presence of an extra monitor and require the students to disconnect it prior to starting the exam.



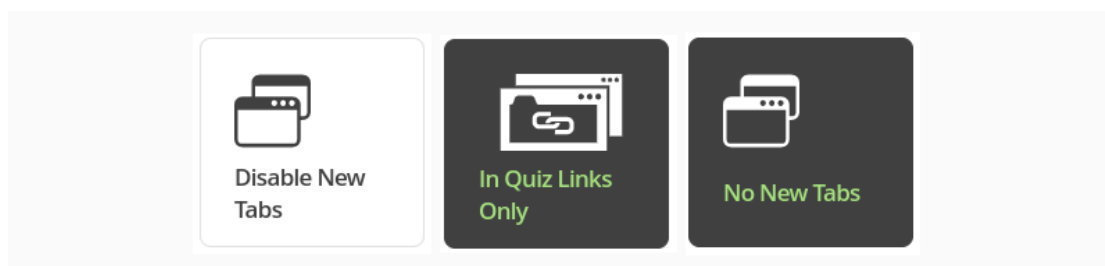
A Student can enter an exam if they have mirrored/duplicated displays even with Only One Display turned on. However, if they try to change the monitor displays so they show different instances, they will be removed from the exam.

Likewise, a student can go into an exam using a laptop with a non-mirrored external monitor plugged in but only if the laptop remains closed. As soon as the student opens the laptop, thus making two different displays, they will be removed from the exam.

No New Tabs: This option disables the opening of new tabs during the exam. This prevents the students from creating new tabs or windows to access sites after the exam has begun. However, it does not mean that the student will not have access to other website content. If the student has tabs open before the exam begins, then they will be able to look at these tabs.

There are three settings for Disabling New Tabs:

- **Tabs Allowed:** (Disable New Tabs option disabled): Test takers are permitted to open additional tabs within the Chrome browser.
- **No New Tabs:** Test takers cannot open additional tabs within the Chrome browser.
- **In Quiz Links Only:** Test takers are permitted to access links provided by the instructor within the quiz.



When paired with Close Open Tabs, the students is unable to access websites during the exam.

Disable Printing: This setting will prevent the students from printing the exam via keyboard shortcuts or right-clicking and printing. In addition, this preventive measure ensures that students cannot share exam questions or paste answers from outside sources.

Disable Clipboard: This setting will block the students from using copy, cut, and paste options. This preventive measure ensures that students cannot share exam questions or paste answers from outside sources.

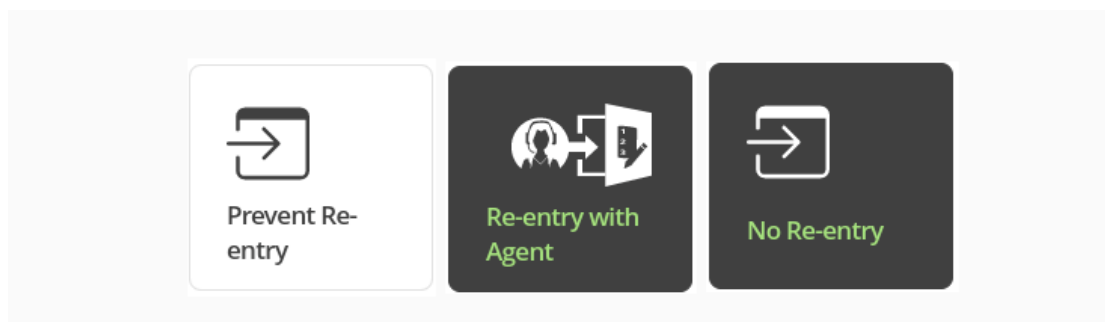
The Block Downloads: This feature will prevent students from downloading anything during the exam, including the exam itself and any files from websites or external sources.

If the students attempt to download anything, Proctorio will prevent the download from occurring and provide a warning to the student that the exam attempt has been suspended.

Clear Cache: setting clears any temporary exam-related files stored in the browser that were obtained after the start of the exam. This feature prevents students from searching temporary internet files to replicate the exam.

Disable Right Click: This setting prevents the students from right-clicking within the exam window. This feature protects against accessing the print menu, page source, and developer tools via the mouse.

Prevent Re-entry: This setting allows the exam administrators to choose whether the student may re-enter the exam.



Allow Re-entry (Prevent Re-entry disabled): will allow the students to continue the attempt after going through the pre-checks. The timer is not Proctorio's feature and cannot be stopped.

if Re-entry with Agent: is selected and the students has a connection issue, accidentally clicks out of the exam, or any other sort of an error to break the test connection, they will not be able to access the test again without first speaking with a Proctorio Agent. The timer is not Proctorio's feature and cannot be stopped.

No Re-entry: forces the students to coordinate with the instructor to make up the attempt if a connection is lost. The timer is not Proctorio's feature and cannot be stopped.

Verification Options

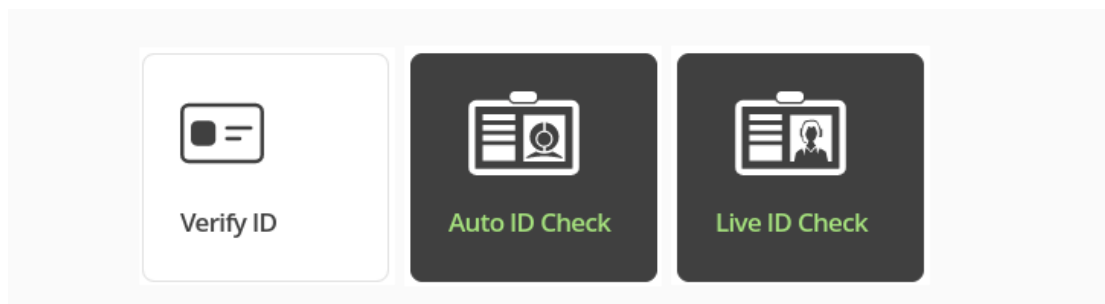
Verification Options are a set of Proctorio settings that help ensure that students' hardware will create the best results for review and remind students of school policies regarding academic integrity.

Verify Video: This setting will ensure that the test taker's webcam is working properly to ensure a face can be detected and present in the video feed.

Verify Audio: This setting will generate an audio sample of the white noise of the room and the student talking level. By enabling this option, the students have the chance to find a quieter location before starting the exam.

Verify Desktop: This setting creates an additional check during the system diagnostic test to ensure the students' screen recording is functioning properly. This setting works in conjunction with Record Screen.

Verify Identity: Enabling this setting will require the students to hold their student ID card to the camera during the exam pre-checks and take a photo of it. The ID image will be available for review within the Proctorio Gradebook.



There are two ways to verify test taker IDs:

Automatic Student ID Check: Requires from students to hold their student ID cards up to the webcam, and display an image in the Proctorio Gradebook for the exam administrator's review.

Live Student ID Check: Requires from students to hold their student ID cards to the webcam and is verified by a Proctorio Support Agent in real-time.

Verify Signature: When Verify Signature is enabled, students will be asked to e-sign the exam agreement page using the mouse or keyboard before proceeding to the exam.

Quiz Tool Options

- **Whiteboard:** With the whiteboard tool, the students' use of paper notes during the exams
- **Calculator:** This option will allow students to perform calculations using an on-screen calculator

Proctorio Frame Metrics

These behaviors are collected on a per-frame basis and drive the suspicion scores seen in the Proctorio Gradebook. Setting the weight of these flags determines how critical a particular behavior is in relation to the other flags.

The flags are weighted from 0 to 5. If a behavior flag is set to 0, then this is considered **"off"** and the behaviors will not count towards the suspicion level or be shown in the Incident Log.

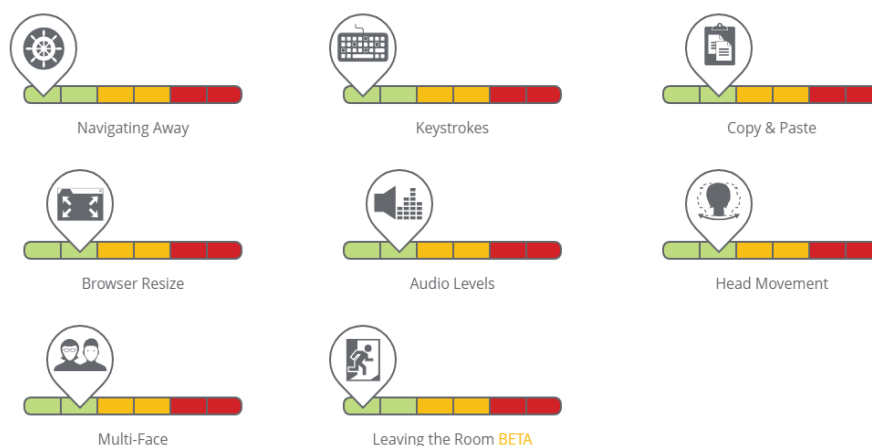
Increasing the weight of behavior causes it to stand out more when the suspicion levels are calculated. Any flag receiving a 5 will trigger high suspicion for a frame when detected.

These flags can only be collected if the corresponding Exam Setting is enabled

The eight-frame metrics are (required main exam setting):

▼ Proctorio Frame Metrics

The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled or not. The severity of these metrics can be changed at any time which will result in a re-calculation of the suspiciousness of a Proctorio proctored exam.



Navigating Away: slider is weighted, Proctorio will flag when the student leaves the exam page. To disable the flagging for this setting, simply change its weight to 0.

It should be weighted lower or disregarded entirely if the exam is an "open note" or if Students are authorized to use external digital materials.

Keystrokes slider: Proctorio will flag anytime the test taker types within the quiz window.

Copy and Paste: Proctorio will flag when the student copies, cuts, and pastes within the quiz window. Proctorio monitors these actions via right-click, hotkeys, and the browser menu.

Browser Resize: Proctorio will flag when the student changes the size of the browser while taking an exam. Changing browser size could indicate that the student uses unauthorized digital materials.

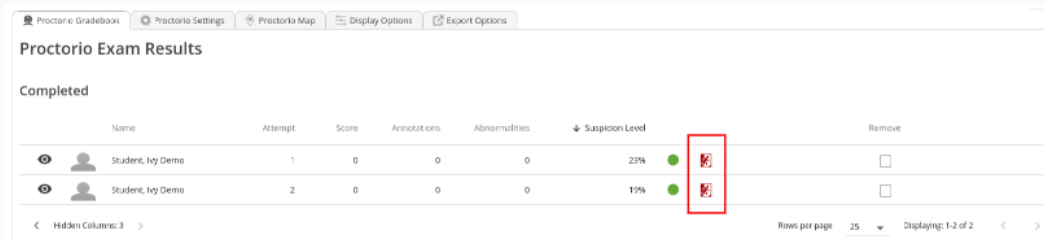
Record Audio: Proctorio will flag when the ambient noise reaches a level above the white noise of the exam environment. Frequent changes in the audio level could mean the student is talking to another individual and relaying questions or answers.

Head Movements: Proctorio will flag when the student moves their head away from the exam window. This could indicate that the student is looking at unauthorized physical notes or other monitors

Multi-Face: Proctorio will flag when multiple people look at an exam. This could include getting help from a colleague or classmate.

Leaving the Room: Proctorio will flag student who didn't interact with the keyboard and mouse for 20-30 seconds and whose face isn't clearly visible in the video feed. ***(Please keep in mind that this setting is still in the BETA phase.)***

A red "alert" icon will appear in the column to the right of the suspicion levels.



The screenshot shows the 'Proctorio Exam Results' interface. At the top, there are tabs for 'Proctorio Gradedbook', 'Proctorio Settings', 'Proctorio Map', 'Display Options', and 'Export Options'. Below the tabs, the section is titled 'Completed'. A table lists exam results for two students. The columns are: Name, Attempt, Score, Annotations, Abnormalities, Suspicion Level, and Remove. The first student, 'Student, Ivy Demo', has Attempt 1, Score 0, 0 Annotations, 0 Abnormalities, and a Suspicion Level of 23%. The second student, 'Student, Ivy Demo', has Attempt 2, Score 0, 0 Annotations, 0 Abnormalities, and a Suspicion Level of 19%. In the 'Suspicion Level' column, there is a green circle icon. To the right of the green circle, there is a red square icon with a white exclamation mark, which is highlighted by a red box. Below the table, there is a 'Hidden Columns: 3' link and a 'Rows per page' dropdown set to 25. The bottom right corner shows 'Displaying: 1-2 of 2'.

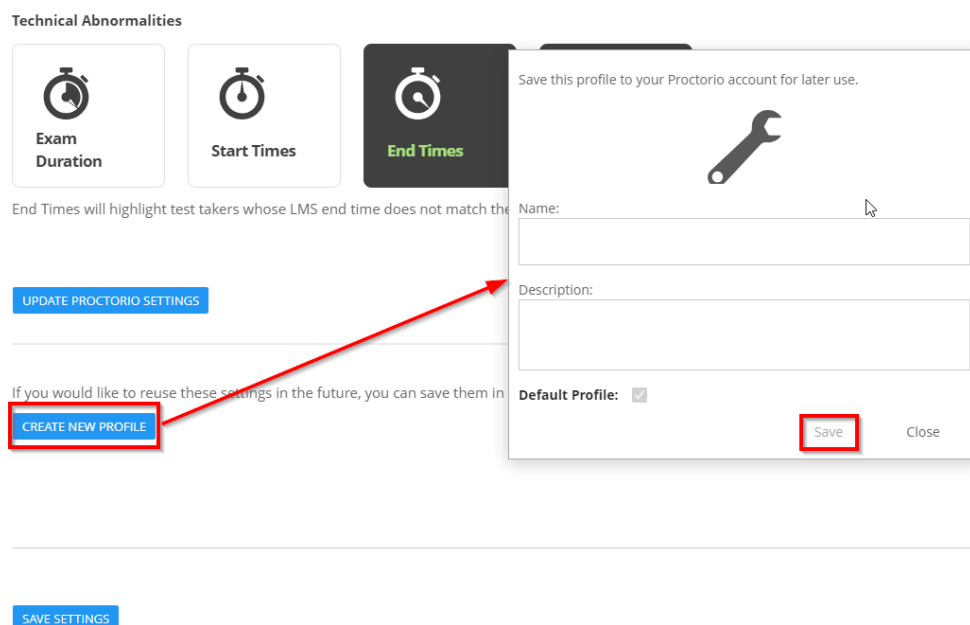
Name	Attempt	Score	Annotations	Abnormalities	Suspicion Level	Remove
Student, Ivy Demo	1	0	0	0	23%	<input type="checkbox"/>
Student, Ivy Demo	2	0	0	0	19%	<input type="checkbox"/>

All Proctorio Frame Metrics must be used only as an additional tool and it is at the discretion of the examiners and **only you** can assess the extent to which the rules of the examination were followed.

Create New Profile

Is located at the bottom lower corner of the Proctorio Settings. If you would like to reuse these settings in the future, you can save them in a new profile.

- Click on "create new profile button"
- Name the profile and fill in the description (if needed).
- Make the sure "default Profile" is checked
- Save the changes



The screenshot shows the 'Technical Abnormalities' section of the Proctorio Settings. There are three cards: 'Exam Duration', 'Start Times', and 'End Times'. The 'End Times' card is selected and highlighted in dark grey. Below the cards, there is a blue button labeled 'UPDATE PROCTORIO SETTINGS'. Below that, there is a text box with the text 'If you would like to reuse these settings in the future, you can save them in a new profile.' and a blue button labeled 'CREATE NEW PROFILE'. A red arrow points from the 'CREATE NEW PROFILE' button to a modal dialog box. The modal dialog box has a title bar that says 'Save this profile to your Proctorio account for later use.' and a wrench icon. It contains two text input fields: 'Name:' and 'Description:'. Below the input fields, there is a checkbox labeled 'Default Profile:' which is checked. At the bottom right of the modal, there is a red button labeled 'Save' and a 'Close' link.