Proctorio | Recommendations for Students

Quizzes in Canvas can be proctored remotely using the remote proctoring software "Proctorio". To prevent any problems during the exam, please take note of and implement the following instructions:

Prerequisites

Laptop or desktop PC
Recommendation: Windows device, no mobile devices

Chrome-Browser (latest version) incl. Proctorio extension

working webcam

stable internet connection

working microphone

quiet surroundings

Support Live-Chat (provided by Proctorio)

The Proctorio Support Live-Chat is your first point of contact before or during the exam.
In case of problems of any kind, contact the Proctorio Support Live-Chat **immediately**! If the problems persist, please get in touch with your contact person at the UWK.

The support chat is available before entering as well as during the the exam.

1. **Before the exam:** You can start the live chat via the Proctorio extension in the browser bar. The browser extensions can be found to the right of the address bar via the "puzzle piece" button (Chrome).
2. **During an exam:** The chat function is available via the Proctorio control panel.
3. **Tip:** For quick access, pin the Proctorio extension to your browser bar!

Note:

If an unknown access code is being requested when entering the exam, you can request re-entry to the exam directly via the aforementioned support live chat.
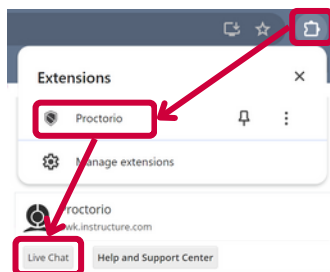
Proctorio | Tips & Troubleshooting for Students

Support Live-Chat (provided by Proctorio)

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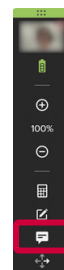
- **Before the exam:**
  via the Proctorio extension in the browser bar ("puzzle piece" button/Chrome)
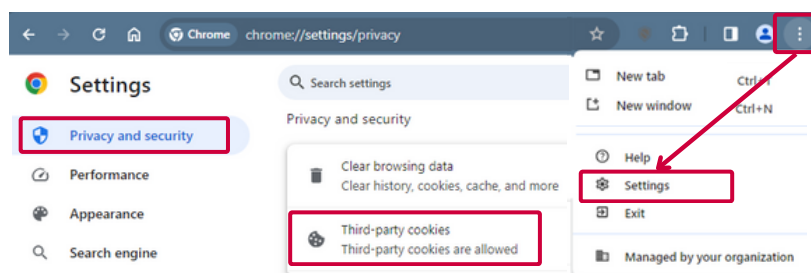
- **During the exam**:
  via the Proctorio control panel

## Before the exam

Browser settings:

- Install the Chrome browser as well as the Proctorio extension in advance.
- Restart your PC/laptop before starting the exam.
- Close all programmes, windows and browser tabs except for the browser and tab of the exam.
- Make sure that third-party cookies are enabled (":"-button - Settings - Privacy and security):

Entering the exam

Screen sharing:

- If the use of a second screen is enabled (in the case of Open Book exams), always share the screen on which the exam is being taken. This is not enabled for Closed Book exams!
- If the pop-up window with the screen sharing options does not appear, minimise all windows, as it may be located behind the main window.
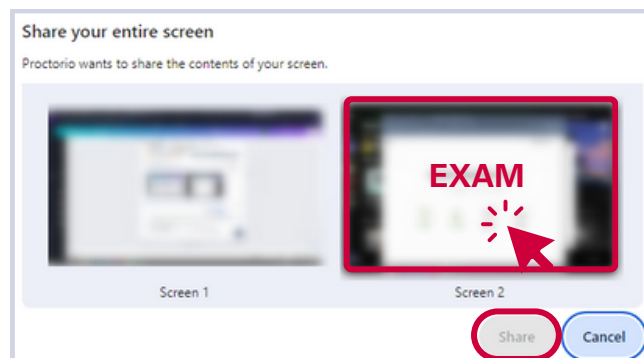
Access code:

- If an unknown access code is being requested when entering an exam, you can request re-entry to the exam directly via the aforementioned support live chat.

During the exam

Moving of text passages:

- Depending on the test setting, the clipboard may be deactivated, which prevents copying and pasting.
- To move a text passage in essay assignments, proceed as follows:
  - mark the passage
  - pressing the left mouse button, drag the text to the desired position.