Proctorio | Recommendations for Students

Using the remote proctoring software "Proctorio", Quizzes in Canvas can be proctored remotely. The following instructions ensure the prevention of problems regarding Proctorio:

Prerequisites

- Laptop or desktop PC
  Recommendation: Windows device, no mobile devices
- working webcam
- working microphone

- stable internet connection
- quiet surrounding
- Chrome-Browser (latest version) incl. Proctorio-extension

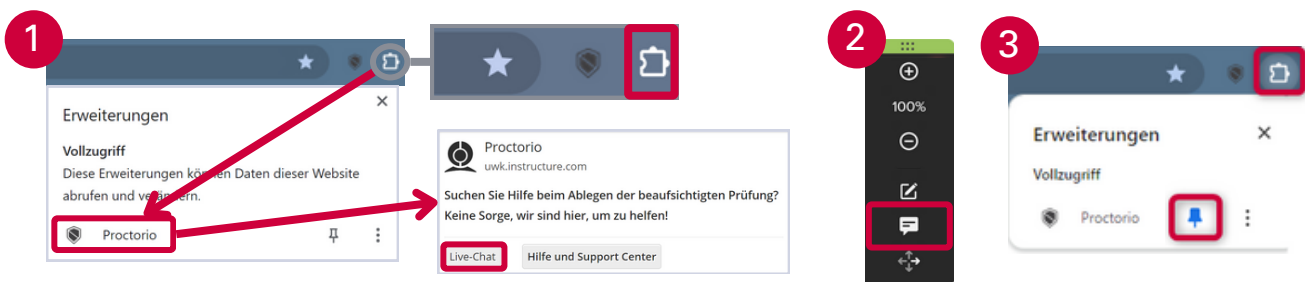## Support Live-Chat (provided by Proctorio)

- **first point of contact,** please contacted **immediately** regarding problems of any kind
- If the problem persists, please get in touch with your contact person at the UWK

Proctorio Support Live Chat - Contact

1. **Before the exam:** via the Proctorio extension (puzzle piece" button Chrome) to the right of the browser bar
2. **During an exam:** 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.

Finishing the Quiz correctly

- after the quiz you will be directed to the overview page
- in the Pop-up click the **link "Klicken Sie hier"**, um zum Canvas-Kurs zurück zu gelangen

Jede andere Aktion (Button "Zurückkehren", Tab/Fenster Schließen...) führt zu einem Logout. Die Prüfungsergebnisse werden aber in jedem Fall gespeichert!
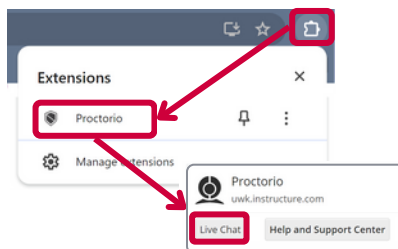
Proctorio | Tips & Troubleshooting for Students

Support Live-Chat (provided by Proctorio)

In case of problems of any kind, contact the Proctorio Live-Chat Support **immediately**! If the problems persist, please get in touch with your contact person at the UWK.
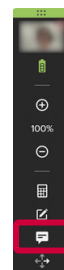
- **Before the exam:**
  via the Proctorio extension in the browser bar ("puzzle piece" button/Chrome)
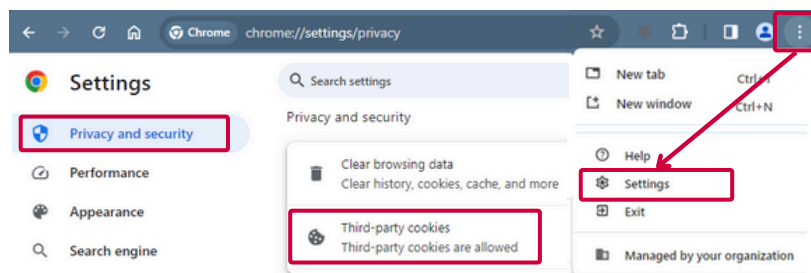

- **During the exam:** via the Proctorio control panel

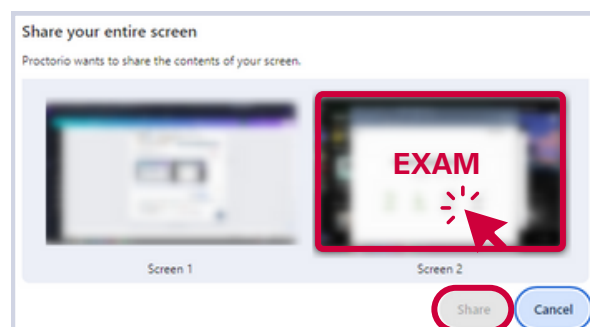## Before the exam

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):

When entering the exam

Screen sharing:

- use of a second screen enabled/Open Book exams: always share the screen where exam is being taken.
- Closed Book exams: only one screen can be active
- Pop-Up window with screen sharing options does not appear: minimise all windows, it may be located underneath

  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.

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 instead of copying/pasting it, proceed as follows:
    - mark the passage
    - pressing the left mouse button, drag the text to the desired position.