

How to prepare for an exam with Proctorio?

In the upcoming exam period you are going to take an exam with online proctoring via Proctorio. This checklist will help you to prepare well for your exam. Answers to frequently asked questions and instructions for the assessment platforms can be found [here](#). Good luck!

GET YOUR HARDWARE READY. SO MAKE SURE YOU:

- Have a working laptop, webcam, microphone and internet connection. This is essential for you to be able to take your exam. Try to avoid situations where you're completing the exam with more people on the same network connection. This might result in technical network issues.
- Use web browser Google Chrome (version 10 or higher).
- Installed the Proctorio plugin for Google Chrome. You can download the plugin [here](#).
- Clear your cache and cookies and restart your computer in order to **prevent getting stuck** on a loading page or having problems connecting with Proctorio.
- Contact IMS Services/Student at 040 - 247 8888 if you experience technical problems outside the exam, such as a webcam not working properly.

EXECUTE A PRACTICE EXAM AND BECOME FAMILIAR WITH THE TEST ENVIRONMENT

- Practice exams will be ready in [Ans](#). You will find the Proctorio practice exam in the course 'Proctoring 1 (2, 3, 4 or 5)'.
• You can use the practice exams several times. Please use the manuals in the education guide if you are a first-time user of Ans.

EXAM DAY? START PREPARING YOUR ROOM APPROXIMATELY 30 MINUTES BEFORE THE EXAM TIME.

- Make sure you are in a quiet place where you won't be disturbed. Make sure there are no other people or noises in your room;
- Check well in advance what may be on your desk. Make sure there are no dictations, books, notes, unless it has been clearly indicated in advance that this is allowed. All (scratch) paper that will be used, should be blank.
- Do not use headphones, headsets, or earphones/earplugs. Noise-blocking earplugs are allowed.
- To avoid misinterpretations by the system and reviewers, it is recommended to remove or cover posters with texts related to the subject of the exam. It is not a problem if you have a mirror in your room.
- If you need to make a room scan, it will be indicated on the front page of your exam. You have to do the room scan in at least 15 seconds. Show your room and your desk. During the room scan, name what you have on your desk (e.g. notes, calculator, slides).
- For the identity check, hold your campus card in front of the camera at right angles for at least 5 seconds.

TECHNICAL PROBLEMS DURING THE EXAM?

- If you experience some troubles connecting to the service at the start of your exam, don't panic! This is because a lot of students are trying to connect to it. We granted all students 10 minutes of technical time, therefore, you can just wait a couple of minutes and try again. In case this doesn't work, contact IMS Services/Student at 040 - 247 8888.
- Contact Proctorio via the chat function in the exam environment.

AFTER THE EXAM

- If your exam did not go as expected due to (technical) problems, you can report this within 24 hours after the exam to the exam committee by filling in this [webform](#).

