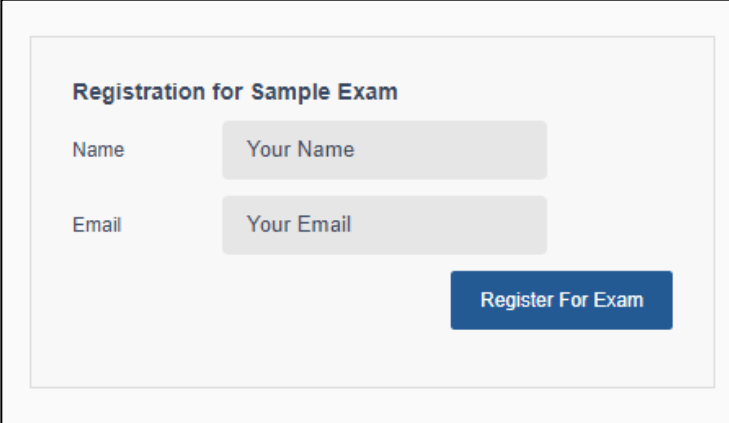So, you're taking a proctored virtual examination? Here are instructions to prepare yourself for the examination, as well as how to access the examination on test day.

There are two steps to complete registration for the examination: register on the ProctorExam website and complete the system check.

It is recommended that you register and complete the system check on the computer that you plan to take the examination on. This will help ensure that your technology will work on the day of the examination.

Step 1: Register for the Examination

Prior to your scheduled examination date and time, you will receive a link to the online proctoring service called ProctorExam. Clicking the link will take you to the registration page which looks like this:


You will register for the examination by entering your name and your email address and clicking the blue *Register For Exam* button.

You should register using the best email address to reach you at as all your communications from ProctorExam will be sent to that email address.

You should only register once. If you aren't sure that you've registered for the examination, you should contact your assigned analyst using the contact information at the bottom of your registration letter. They can confirm that you have successfully registered and provide the email address that you registered with.

After registering, you will receive this message:
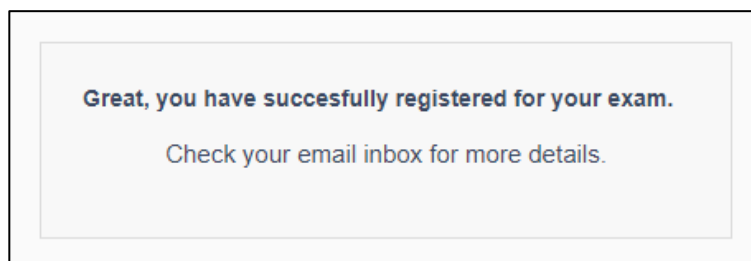
When you receive this message, you should go to your email inbox as you will receive an email with further instructions.

Step 2: System Checks

You will need to ensure that your technology is compatible with the ProctorExam. After registering, you will receive an email with a step-by-step list. The email will look like this:

Subject: Please register for your exam

Hi,
 	
You are signed up for your online exam.
 	
Exam name: Sample Exam
Duration: 150 min
 	
FOLLOW THESE STEPS:
STEP 1: Download the ProctorExam chrome plugin. Click here
STEP 2: Complete the System Check [48 hours in advance]. Click here
STEP 3: Once you finish the System Check you will receive an invitation to your exam.
 	
ASSISTANCE
   ● Your exam schedule: Contact your institution City of Philadelphia
   ● General video instructions (can be different for your exam): Click here
   ● General exam rules (can be different for your exam): Click here
   ● Other questions: Click here
 	
The ProctorExam Team

If you use the Google Chrome browser, you will not need to complete **STEP 1**. You just need to open your examination windows in the Google Chrome browser.

If you do not use or do not have the Google Chrome browser, you will need to add the Google Chrome plugin to your web browser. This plugin enables screen sharing on the ProctorExam platform. Screen Sharing can only be activated on the ProctorExam site. Your screen will not be shared with other parties or services. It is required that you share your screen as you will not be able to move forward without doing so. Use the link in **STEP 1** to add the plugin.

Next, you need to complete the system check on the ProctorExam site. Click the link in **STEP 2**. You will be taken to a page that looks like this:

On the right side of the screen, you will see a list of requirements for the system, and all will be checked during this process.

After clicking the blue *Next* button, you will be taken to a screen that will confirm your name and the examination title. You can click the blue *Start System Test* button which may take you to a virtual waiting room that looks like this:
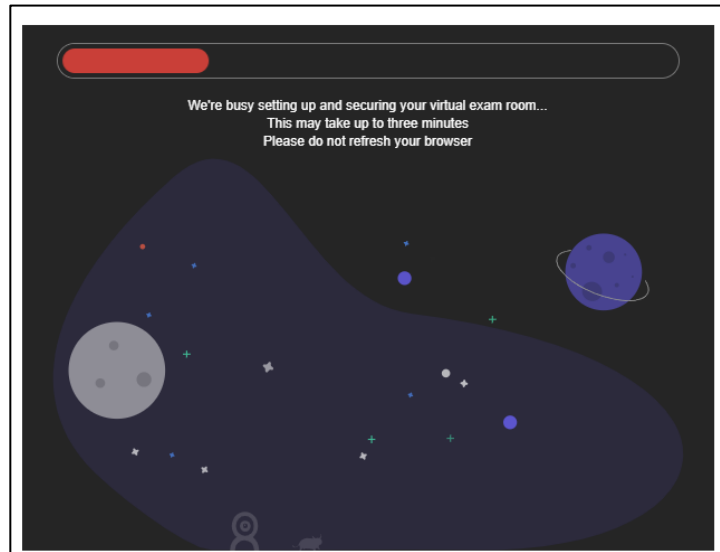
Do not refresh your browser window while in the virtual waiting room. Give it some time to move forward.

Microphone Test
If you are not taken to the virtual waiting room, you will be immediately taken to the microphone test. Usually, there is noise in your background that may trigger the test and you will receive a message of successful completion of the check within seconds. This is okay as it means that your environment can be heard. You can click the blue *Next* button.

Speaker Test
Next is the speaker test which your browser should begin to play a little tune. Answer whether you can hear the music. If you answer no, there will be a pop-up that gives instructions on what you should do, such as ensuring your volume is up or taking off headphones. If you answer yes, you will move to the next step. If you still have trouble with any of the system requirements, please use the ProctorExam Support chat feature at the bottom right of the screen.

Bandwidth Test
The system will check your bandwidth. It is your responsibility to ensure that you have a strong and steady internet connection with at least 1.5 Mbps upload speed to complete the examination process.
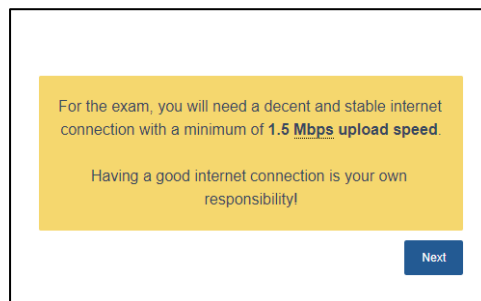
After your bandwidth is confirmed, click the blue *Next* button to check your webcam. If needed, allow the site to access your webcam. Moving around in front of the camera should complete the check. You can click the blue *Next* button when finished.

Screenshare

Screenshare is the last system requirement that is checked. On this page, a window will pop up and prompt you to select the screen you are going to share. You should click on the small version of your screen and then click the blue *Share* button. You will not be able to click the blue *Share* button if you do not select the screen. You will know that you've clicked the screen when a blue box appears around it. It should look like this:

You can click the blue *Share* button and move forward to the confirmation page.

Great! You have successfully registered for your exam.

You will find your exam link in the email we have just sent you (it might take a few minutes before you receive it).

You can now close this page.

ProctorExam will send you a confirmation email once you've successfully registered for the examination.

If you still have trouble with any of the system requirements, please use the ProctorExam Support chat feature at the bottom right of the screen.
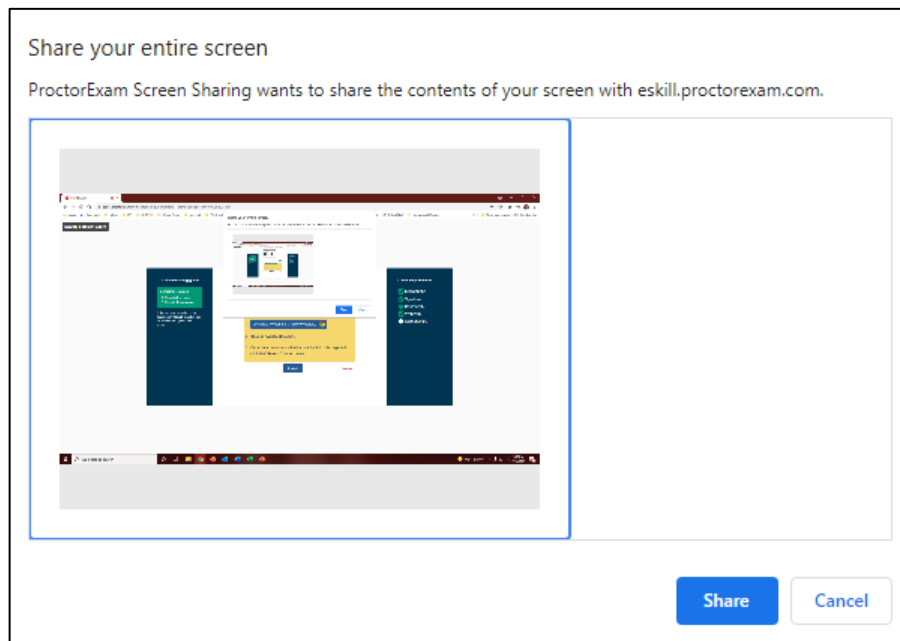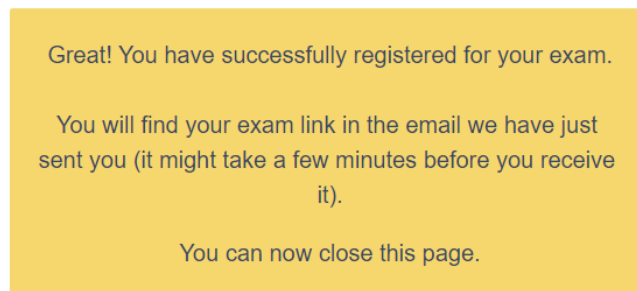
You are now registered for the examination!

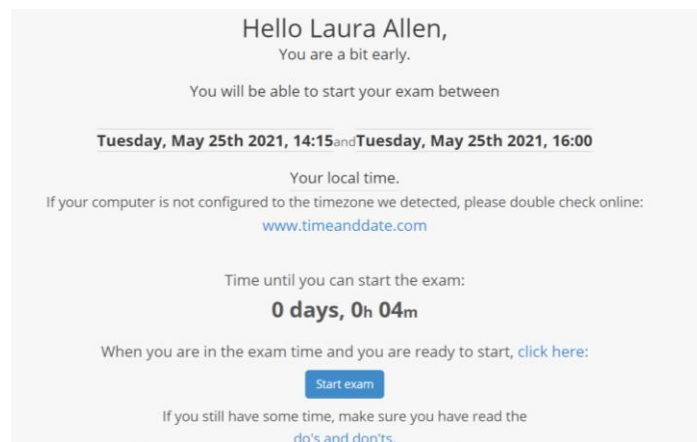Please continue to the next page.

Step 3: Examination Day

Once you've completed registration, you will immediately receive a confirmation email that states the following:

Subject: You are now ready to take your exam

Hi,

Below you will find the link to your online exam.

Exam name: Sample Exam
Duration: 150 min

FOLLOW THESE STEPS:
STEP 1: Keep your **photo ID** at hand.
STEP 2: Check when your **exam** time slot opens. Click here
STEP 3: Once your exam time slot opens please go back to the link on **STEP 2.**

ASSISTANCE
- Your exam schedule: Contact your institution City of Philadelphia
- General video instructions (can be different for your exam): Click here
- General exam rules (can be different for your exam): Click here
- Other questions: Click here

The ProctorExam Team

You should take steps to save this email and ensure that it is in a place that you can easily return to. For example, flag the email so that it is always the first email in your inbox. This email contains the examination link.

On the scheduled examination date and time, you will need to have your photo identification card to log in. You will click the link in **STEP 2**.

Please note that if you click the link <u>before</u> your scheduled examination date and time, you will receive the following message:

Hello Laura Allen,
You are a bit early.

You will be able to start your exam between

Tuesday, May 25th 2021, 14:15 and **Tuesday, May 25th 2021, 16:00**

Your local time.
If your computer is not configured to the timezone we detected, please double check online:
www.timeanddate.com

Time until you can start the exam:

0 days, 0h 04m

When you are in the exam time and you are ready to start, click here:

Start exam

If you still have some time, make sure you have read the
do's and don'ts.

You will not be granted access any sooner than your scheduled date and time for the examination.

Logging into ProctorExam

On the scheduled examination date and time, when you click the link in **STEP 2** you will be taken to the login screen.
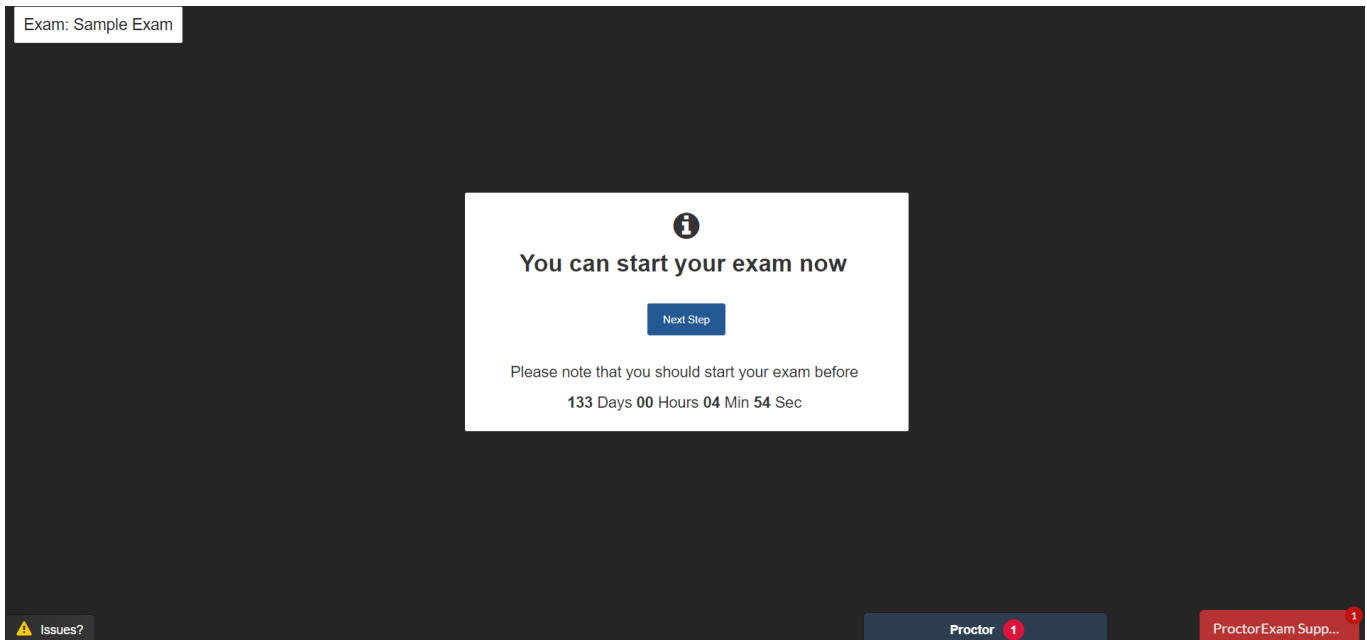
You will click the blue *Next Step* button.

On the next few screens, you will agree to additional examination setup items that include:

- A reminder to ensure that you use the bathroom, that you are alone and that your testing space is well lit.
- Notice that you must allow ProctorExam to send you desktop notifications during the examination. This is required as you will not be able to move forward without it. You will not receive ProctorExam notifications after the examination is over.
- Notice that ProctorExam has language services.

Click the blue *Next Step* button.

You may be taken to the virtual waiting room but will soon move to the screen to select your window for sharing your screen during the exam process. This process is the same as it was when you complete the system checks. Click the small version of your screen and then click the blue *Share* button. A blue box appears around the small version of your screen

You will quickly run through the system checks one more time before being instructed to close all computer applications and all browser windows/tabs, except for the ProctorExam screen. This is required as you will not be able to move forward without closing everything. You should also hide the screenshare toolbar so that you can see the entire window.

Next, you must verify your identity. You will take a photo of your photo identification card and a photo of yourself. This is necessary as your photo identification card and photo will be compared to ensure that you are the candidate scheduled to complete the examination. Submit both photos.

Everything on your computer screen and webcam is recorded after this point.

You will be instructed to show any additional material that you will use during the examination as permitted. However, you are **NOT** permitted to use any additional materials during the examination.

Confirm that you can see yourself in the camera and continue to the final step of the login process: click the blue *Start Exam* button.

Starting the Examination

You are in the examination once you have reached the ProctorExam Exam Instructions page that looks like this:

<div style="border: 2px solid black; padding: 10px;">

IMPORTANT NOTE

The average time to log into the examination and reach the ProctorExam Exam Instructions page is 10 minutes, per the ProctorExam Team. You have 30 minutes from your report time to completely log in and reach the ProctorExam Exam Instructions page. For example, if your report time is 8:00 AM, then you must be logged in and on the ProctorExam Exam Instructions page by 8:30 AM. If you have not reached the ProctorExam Exam Instructions page by 8:30 AM, you will be considered late and therefore, are not able to compete in the examination.

</div>

You should read all the instructions in the Exam Instructions box. You need to scroll down in the box to read all the instructions AND to press the link that will take you to eSkill, our online examination platform.
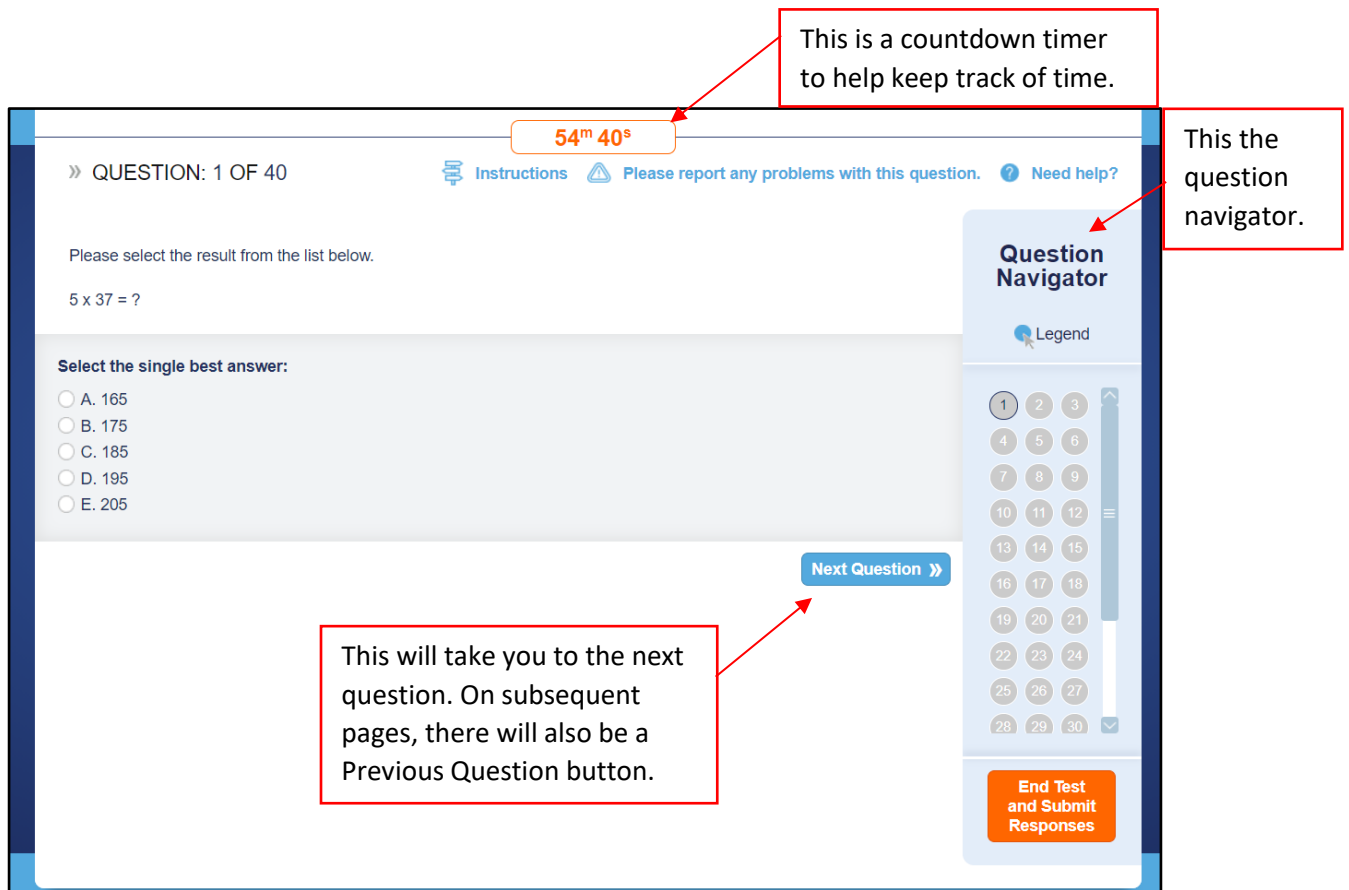
Taking the Examination via eSkill

A new tab will open for eSkill. You will log in, using your first name, last name, and social security number. Click the blue *Let's Begin* button.

The next page is an instruction page that is specific to using the eSkill platform. Please read these instructions. You should not use the browser buttons to navigate within the test. If you want to move to the new questions or return to a previous question, there are New Question and Previous Question buttons for you to use. Additionally, there is a question navigator with a button for each question that you may click to jump around questions, rather than click through in order. Once you're ready, you can click the blue *I've read the instructions, let's start* button.

Please continue to the next page.

The examination question screen looks like this:

This is a countdown timer to help keep track of time.

This the question navigator.

This will take you to the next question. On subsequent pages, there will also be a Previous Question button.

The examination question page will be the same for all questions. As you go to each question, the question number on the Question Navigator will turn orange as indication that you looked at that question.

When you get to the last question, it is recommended that you review all the questions and your selected answers before clicking the orange *End Test and Submit Responses* button. If you have not answered a question, a notice will appear on your screen that lists any question that you did not answer. You can click on the question in the link to be taken to the question so you can answer it.

Once you've answered all the questions and are ready to submit your exam, click the orange *End Test and Submit Responses* button.

You will be prompted to close the eSkill tab and should return to the ProctorExam tab. At the top right corner of the ProctorExam tab, click the blue *Finish Exam* button.

You have completed the examination!

ProctorExam will end the examination at the scheduled end time of the examination. If you are still answering questions in eSkill, your examination will be submitted and scored based on the answered questions.

A short video of this process can be found here: https://www.loom.com/share/6a6dee12ed4344edbf078de77e3efcc9