

Quick Reference Guide

Steps for Exam Day

Note: This is a quick reference guide of steps for the exam day. All learners are encouraged to review the Proctortrack **Learner Guide** for the steps to complete the onboarding exam. The Onboarding exam **must** be completed at least **one day before** the scheduled exam date.

1. Login to your Proctortrack account using your Proctortrack username and password at <https://ca-testing.verificient.com> on the day of your exam.
 - a. Ensure your workstation is clear and distraction-free.
 - b. During the exam session, **you must be always in the proctor's view**.
 - c. Learners will not be able to start the exam prior to the scheduled time slot.
2. Click on **Go to Test** once the button is active at the scheduled time of the exam.
 - a. To contact the Proctortrack support team at any time, use the chat widget on the bottom right corner of the page.
3. Scroll down and read the information provided under the **Let's Get Started** guidelines.
4. Checkmark the box at the bottom of the page to agree to the terms.
5. Follow the instructions presented on the screen. Pay attention to the banner messages displayed.
 - Step 1: Open the App and click **on Connect to Proctortrack** button.
 - Step 2: Click **anywhere on the app screen** to proceed further.If you do not have the app, please follow the instructions to download:
 - Step 1: Click on the **Download Proctortrack button**. After download is complete proceed to click **on Connect to Proctortrack**.
- Note:** If you are **unable** to download the Proctortrack app, please refer to the **Learner Guide, Appendix B** if you are using a Windows device and **Appendix C** if you are using a Mac device.
6. During the first time you launch the app it may take about 2 minutes for the app to get started.
7. Read over the **Agreement to Policy** and check mark the box to confirm your consent, after you have read the information. Click on **I agree** to proceed.
8. Your device will now complete a system check. if you are using a windows device, you may come across a fire wall pop up on your screen. Select **allow access** to continue with the app.
9. After the system check your system is ready for the exam, click **Continue** to proceed.
10. You will be prompted to verify your identity. Ensure to read the information provided on the screen, then click on **Continue** to proceed.
11. You will now be prompted to complete a **face scan**.
12. Once your face scan is approved click on **Next** to proceed.

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13. followed by an **ID scan refer to Appendix F** in the **Learner Guide** for a list of acceptable ID.
14. You will now see a set of **Test Guidelines**. Ensure to read it before proceeding.
15. At this point you will need your mobile phone. You should see a screen with a QR code. Scan the bar code with your mobile phone. If you have not already downloaded the app visit **proctortrack.com/mobile-app** on your phone or visit the App Store or Google Play Store to download the Proctortrack app.
16. Launch the Proctortrack mobile app and scan the QR code using the mobile app. **Follow the mobile app directions** to produce a 360-degree scan of your room. Once completed successfully the page will automatically forward to the next step.
 - a. Record a 360 degree 20-second-long video of you room including left, right and behind you.
 - b. Record a 10-second-long video including: your desk, set up, monitor (front), monitor (back).
 - c. After the 10-second-long video your room scan will be under review by the proctor.
17. Once you complete your room scan the proctor will then approve or decline it. Please allow a few minutes for this process as it will take time.
18. Once your room scan is completed select **Next** to proceed and your test will start on your monitor.
19. Plug in your phone if its less than 80% charged into a power source and position it on landscape, selfie mode next to you. Make sure that you and your monitor are within the phone camera view.
20. When you are done, return to the desktop app and click the button **Confirm & Start Proctoring** and, on your mobile, proceed to click on **Start**.
21. Monitoring is now active on the mobile device.
22. Once your room scan is approved, you will automatically be taken to the next step and proctoring will begin. If the position of your phone is not approved, your proctor will inform you via chat and you will be required to adjust it.
23. Proctoring is active.
 - a. A Live Proctor will be available during the session and can assist via the chat window on the bottom-right corner of the screen.
 - b. A blue border will be placed around the screen as a reminder that live proctoring is now in session.
 - c. The page will now be redirected to the Learner Portal.
24. Login using your Learner ID (X*****) and Password. If you are experiencing issues logging into the learner portal (only), contact Humber technical support at **416-675-5025, option 4**. Please notify the proctor through the chat box before calling technical support.
25. After you have logged in under **My Current Courses**, click on the appropriate exam link from the list shown.

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26. You will be directed to the exam access page.

Course Exam

- a. Select **Click here to access the exam** link.
- b. Learner writing a course exam **skip to step 26**.

Simulation Session Assessment

- a. Select **Click here to access the simulation session** link.
- b. Select the **Start** icon.
- c. Click on the **exam icon**.

27. Click the **Current** tab to access the exam link.

- a. Click on the appropriate link within the list shown. Further instructions will be provided on the screen.

28. The **Start Exam** button at the bottom of the screen will be inactive (greyed out) until the exam is unlocked.

29. Review the on-screen instructions carefully.

- a. Take a few minutes to view the tour of the exam system by clicking the **Take a Tour** button at the bottom of the screen.

30. When you are ready to begin, please notify the proctor through the chat box.

31. Please wait while the proctor confirms that your exam is unlocked.

32. Once the **Start Exam** button turns **GREEN**; you may click it to begin the exam.

33. In the event your phone gets disconnected a pop up will appear informing you to reconnect the phone. Follow the instructions on the screen to re-connect the phone.

34. After you have attempted all the exam questions, you will be presented with a summary page for review.

- a. Review the questions (including any questions bookmarked).

35. Submit the exam by clicking the **SUBMIT** button on the screen.

36. Once you have submitted your exam, **NO FURTHER CHANGES** to your answers will be permitted.

37. Select **Close** and proceed to end the proctoring.

38. Click the **END** button on any of the options shown after submitting the exam, to end the proctoring manually.

39. A pop up will appear on your screen, proceed, and click on **End**.

40. The exam will begin to upload do not quit the app. The time it takes to upload the data would be dependent on the internet speed.

41. The app on the mobile will close automatically.

42. Once the upload is complete proceed to click on **Quit App** to close and save the application. If you are using a windows device, you have the option to **Uninstall** the app to remove Proctortrack from the desktop. You can also take a 2-minute survey.

You have now completed your exam. We advise all learners to review the Learner Guide for additional information.