

Delivered by

LEARNER GUIDE

How to use Proctortrack for Live Proctored Exams

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Getting Started

Please be advised it can take 30-45 minutes to complete the entire process of connecting to a Live Proctor. This process includes identification verification and securing the testing environment. *First time virtual exam writers note that the onboarding process must be completed and approved prior to your scheduled exam date. See the Create Your Proctortrack Profile Guide for details.*

Learners are **required to have the following equipment** to take their exam:

- Desktop computer or laptop. You must have administrator rights for your device to use Proctortrack software.
- Windows Operating System Requirements
 - a. Windows 8 or higher
 - b. PC Processor/Ram Requirements: Dual core 2.4 GHZ CPU, 8 GB RAM or better
 - c. Google Chrome browser only
- Mac Operating System Requirements
 - a. OSX EI Capitan 10.13 or higher
 - b. Mac Processor/Ram Requirements: Intel/ AMD Processor, 8 GB RAM
 - c. Google Chrome browser only
- Tablets, Chromebook, and mobile phones **do not** meet the requirements for the exam delivery software.
- Webcam (resolution 800 x 600 or better)
- Microphone, speakers, keyboard, mouse.
- High speed Internet connection (Cable Modem, DSL or better (1.5MBPS download, 1.5MBPS upload). <u>Click here to check your speed</u>.
- A smart phone to complete the room scan and to operate as a second camera during exams. Both Android and iOS mobile phone devices are supported. See minimum phone requirements listed below:
 - a. Android OS: version 6.0 and higher.
 - b. iOS (Apple): version 11.0 and higher.
 - c. Note: Harmony OS not supported at this time.
 - d. Mobile phones should have a working camera, be 100% charged and have the Proctortrack app downloaded **before** beginning an exam.
 - Mobile phones are required to be positioned in landscape, selfie-mode, keeping the learner, computer monitor, keyboard, and mouse within view of the mobile camera.
 - Phone stands, phone cases with built-in stands, or a clear glass cup, can be used to prop up the mobile phone during virtual exams.

• *Tip:* Keep mobile phones charging for the duration of the exam to avoid running low on power.

Note: <u>Click Here</u> to view detailed technical requirements posted on the Proctortrack website.

IMPORTANT NOTE: Ensure that all connections to other devices, programs, systems, and/or hardware that are not required for the delivery of the exam are turned off and/or disconnected prior to the exam. This includes but is not limited to connections to any home automation; any Bluetooth or other connections to hardware or any electronics; or any other computer equipment. Only a stand-alone computer/laptop connected to the internet can be used to take the exam. A mobile phone is also required to complete the room scan and to be used as a second camera during the exam. Any other connections detected during the exam may result in the termination of your exam. It is the learner's responsibility to ensure that their system meets these requirements.

Exam Day Virtual Testing Environment

Learners are required to ensure the testing environment is and will remain comfortable, quiet, and free of distractions during the scheduled exam. The following is required and will be confirmed by the proctor:

- An indoor, private, and quiet location (learners will not be permitted to write the exam in a room where a clear glass wall would allow their computer screen to be viewed by another individual).
- Learners must be seated so that a **blank wall is immediately behind them during testing**. Any pictures, artwork or other wall hangings must be removed.
- If there are permanent fixtures that cannot be removed from the wall, the space does not meet the testing space requirements and an alternative must be found.
- If the learner is writing with empty space, or an open room behind them, the space does not meet the testing space requirements and an alternative must be found.
- Learners should review the **Examination Policy** for the full list of Examination Day Protocols.

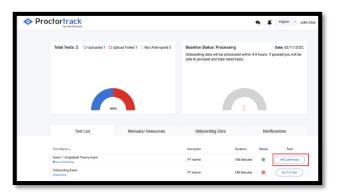
Proctortrack Support

Communicate with the live proctor via chat at any time during your exam if you encounter any issues. If the proctor is unable to assist, you will be directed to contact the Proctortrack technical support line via live-chat, phone, or email.

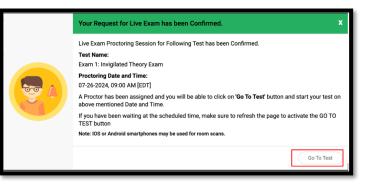
- For live chat during your exam use the chat box located on the bottom right corner of your screen.
- If you have not launched the app click the green chat box located at the bottom of the screen or visit the <u>support page</u> to trouble shoot.
- Proctortrack technical support: **1 (844) 966-1155.** (Mon-Fri, 8am to 9pm; Sat-Sun, 8am to 7pm)
- Email: <u>support@verificient.com</u>

Steps to Follow on the Day of Your Exam

- 1. Ensure your workspace meets all Examination Day Protocols.
- 2. Visit <u>https://ca-testing.verificient.com</u> and login with your Proctortrack username and password. **Note:** *Learners will not be able to connect to the proctor prior to the scheduled time slot.*
- 3. Click on **confirmed** for your scheduled exam.



4. Click on **Go to Test** once the button is active at the scheduled time of the exam.



5. Checkmark the box at the bottom of the page under the Let's Get Started Guidelines and click on Go To Next Step.

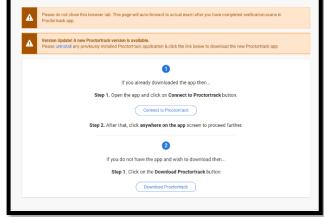
You will not be allowed to use a physical calculator for this test.	ALLOWED You will not be allowed to use an on-screen calculator for this test.	Print attempts cannot be stopped but will be flagged as violation for this test.
		F
COPY/PASTE IS NOT ALLOWED	PRINT SCREEN DISABLED	MULTIPLE MONITORS NOT ALLOWED
Clipboard is disabled for this test and Copy/Paste functions are not available.	Print screen functionality is not available during this test.	Using Multiple Monitors during this test will be flagged as a violation.
🖓 I have r	red, understand and will adhere to the required environment Go To Next Storp	t guidelines.

Alternative Formats Available Upon Request

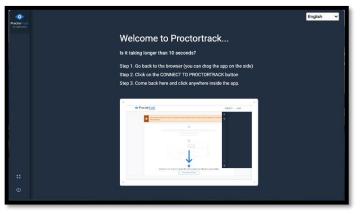
Version 3

6. Follow the instructions presented on the screen to connect to the Proctortrack app. Pay attention to any banner messages displayed (see image below).

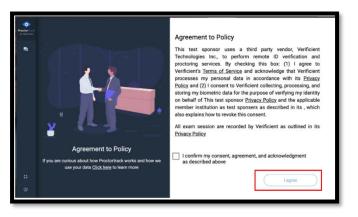
Note: Refer to <u>Appendix A</u> if you are using a Windows device and are unable to download the app. Mac users ensure to follow the steps shown on screen to adjust your permissions. Refer to <u>Appendix B</u> as a reference.



7. Follow the instructions presented on your screen if the app does not launch (see image below).

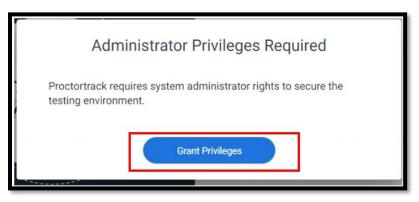


8. Click on I agree to proceed after reading over the Agreement to Policy.

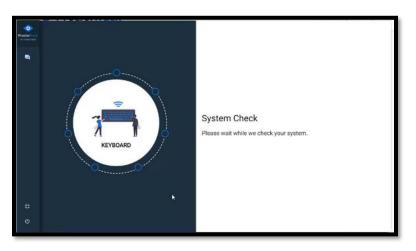


Alternative Formats Available Upon Request

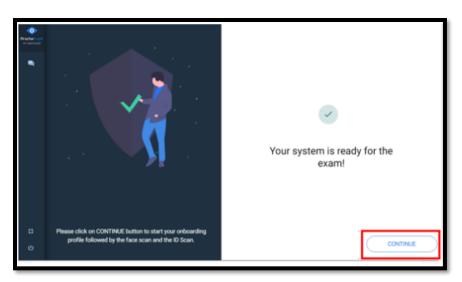
9. Click on Grant Privileges to proceed with the system check for your device.



10. A system check will be completed on your device. Learners using a windows device may come across a fire wall pop up. Select **Yes** to continue with the app.



11. Click on **Continue** to proceed.



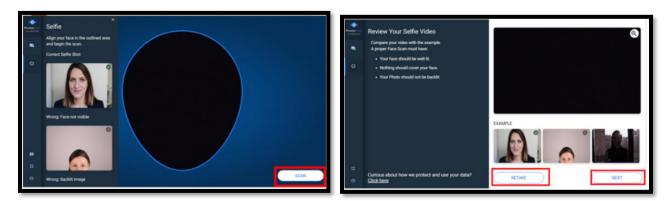
Alternative Formats Available Upon Request

12. Click on **Continue** to proceed to identity verification.

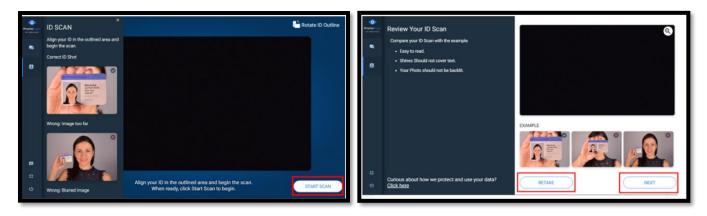


13. You will now be prompted to complete a Face Scan.

- a. Click Scan and follow the instructions displayed on the page.
- b. Click Next to proceed. You can Retake if the scan is blurry.



- 14. You will now be prompted to complete an ID Scan:
 - a. Click on Start Scan and follow the instructions presented on the screen.
 - b. Review Appendix D for approved Government issued ID.
 - c. Click on Next once you complete your ID scan to proceed.



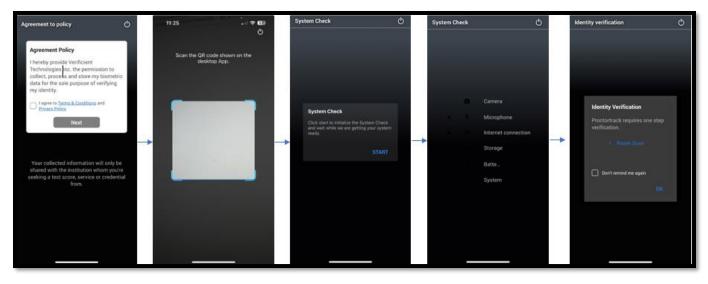
15. Click on Next after reading over the Test Guidelines.



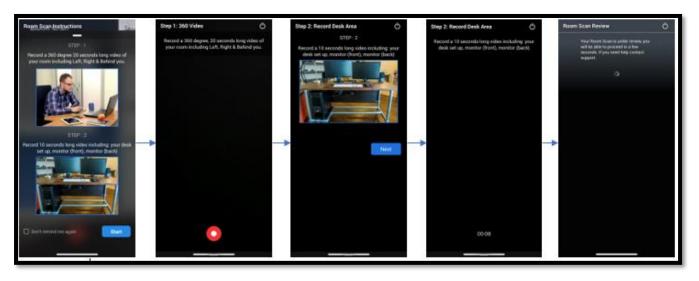
16. You will be prompted to complete a room scan. Follow the instructions displayed on the screen to capture a correct scan.

Practar Internet	Room Scan	Room Scan
		Your institution requires a Room Scan using the Proctortrack mobile app. Please CLEAR your immediate area for a successful room scan.
		Step 1
		Download the Proctortrack Mobile App
		If you haven't already downloaded the Proctortrack Mobile App, visit Proctortrack.com/mobile-app on your phone or Visit your App Store or Play Store.
		New York Constant
		Step 2
		Launch the Proctortrack mobile app. Scan the QR code using the mobile app.
		Follow the mobile app directions to produce a 360 degree scan of your room.
		Upon a successful room scan completion this page will automatically forward to the next step.

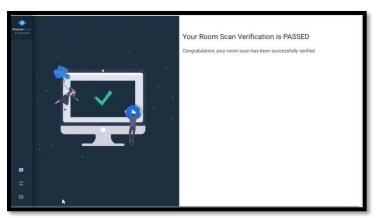
17. At this stage learners will use their mobile devices and scan the QR code to complete a 360-degree room scan. Ensure you have the Proctortrack mobile app downloaded.



- a) To download the Proctortrack app visit **proctortrack.com/mobile-app** on your phone or visit the App Store or Google Play Store.
- 18. Launch the Proctortrack mobile app and scan the QR code using the mobile app.
 - a. On your mobile device read the instructions on screen and click **Next** to proceed. You may have to adjust the permission settings on the app.
 - b. Select **Start** to complete a system check on your mobile device.
 - c. Select **Ok** after the system check to proceed with the room scan.
- 19. Follow the instructions presented on your mobile.
 - 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. Once the scan is completed it will be under review by the proctor.



20. The Scan will be approved or declined by the proctor. This step may take a few minutes. Once your room scan is approved you will see the image below on your screen.

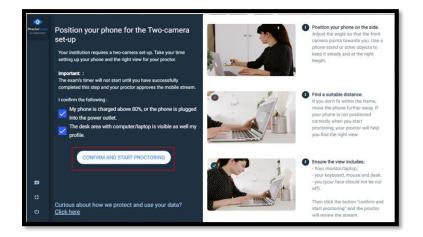


21. Click Next after your scan is completed to proceed.

22. Plug in your phone if its less than 80% charged into a power source and position it on landscape, selfie mode next to you.

Note: Phone stands, phone cases with built-in stands, or a clear glass cup, can be used to prop up the mobile phone during virtual exams.

a.) Click Confirm & Start Proctoring.



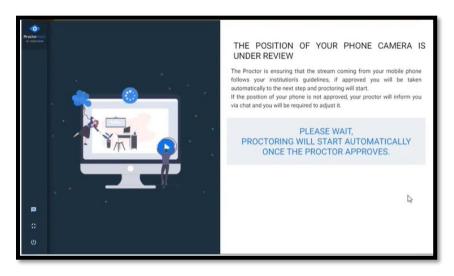
b.) On your mobile, proceed to click on I am ready to position my phone. Position the mobile camera on either the left or right side of you, ensuring that you, your monitor, keyboard, and mouse are captured within the camera view. The mobile phone camera should also capture some space around you so the proctor can monitor your space.



23. Monitoring is now active on the mobile device.

Monitoring On *		١
	Please proceed with the test on your computer.	
	End	

24. 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.



25. Proctoring is active.

- a. A Live Proctor will be available during the session and can assist via the chat window on the bottomright 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.
- d. Learners are advised to take a washroom break at this point of the exam set-up process. Please inform the proctor via the chat box before and after you take the washroom break.

Note: Once the exam has started, no washroom breaks will be permitted, except for pre-approved accommodations. Any unapproved breaks taken during the exam will lead to your exam being terminated.

26. Login using your Learner ID (X******) and Password. If you are experiencing issues logging into the learner portal, contact Humber technical support at **416-675-5025**, **option 4**. Please notify the proctor through the chat box before calling technical support.

3)	REC	CONNECT PHONE SHOW CHAT/	VIDED WINDOW END PROCTORING
← → C https://www.state-tms.training.com/educate/reco/home/wetcome.jsp	Allowed Links 👻		ENO
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2 🛛 🖿	END	Password	Forgot rassword?
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No. 000/07	Т	Sign in For further assistance, contact the	17 Burbort Centre.

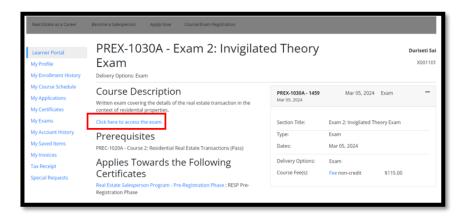
27. Click on the appropriate exam link under My Current Courses.

REAL ESTATE OF	teal topic ation B HUMBER					
Real Estate as a Career	Become a Salesperson Apply Now Course/Exam Registration					
Learner Portal	Learner Portal					
My Profile						
My Enrollment History						
My Course Schedule	Welcome to your Learner View.					
My Applications	Max Commente Commente					
My Certificates	My Current Courses					
My Exams	PREX-1030A - 1459 Exam 2: Invigilated E: Theory Exam	kam				
My Account History	inter param					
My Saved Items	View section details					
My Invoices						

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

Course Exam

a. Select Click here to access the exam link.



Alternative Formats Available Upon Request

Simulation Session Assessment

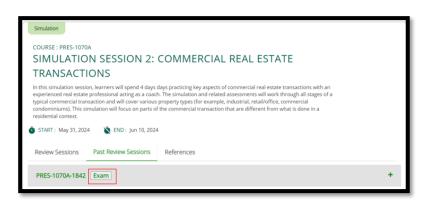
b. Select Click here to access the simulation session link.

PRES-1040A - Simulation Session 1: Dui Residential Real Estate Transactions					
Course Description A live assessment in which students demonstrate knowledge and skills	PRES-1040A - 2217	Jul 17, 2024 Simulation - Virtual	-		
around residential transactions in role-play and live work-product creation simulations	Expand to view schedule				
Click here to access the simulation.	Section Title:	Simulation Session 1: Residential Real Estate Transactions			
Prerequisites	Section Schedule:	Jul 17, 2024 to Jul 25, 2024			
PREX-1036A - Exam 3: Invigilated Theory Exam (Pass)	Type:	Simulation Session			
Applies Towards the Following	Days:	W, Th			
Certificates	Time:	9:00AM to 5:00PM			
Real Estate Salesperson Program - Pre-Registration Phase : RESP Pre- Registration Phase	Dates:	Jul 17, 2024 to Jul 18, 2024			
	Type:	Exam			
	Dates:	Jul 19, 2024 to Jul 25, 2024			
	Schedule and Location:	View Details			

c. Select the start icon.



d. Click on past review session, followed by the exam icon.



29. Click the **Current** tab.

a. Click on the appropriate exam link.

		G+Log Out
06-Aug-2024	C My Exams	at the
Current 🏥 Past	octostra	
Exam ID II Location	Exam Start Date Time	11
PREX-10304 Virtual Exam (Office Use Only)	06-Aug-2024 13:00 - 06-Aug-2024 16:00	DT
	2040	
		2 🗆 🖿
	200	
		VecCam Streaming 5
		WebCarn Streaming 5

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

tps://mylogin.humber.ca/my.policy	Allowed Links Y	Apps 👻	
REAL ESTATE DUCATION	IMBER	10: x159294 Name: TES Exam: 10: P/	
	Instructions for exam	0.00	
	WISHING YOU ALL THE BEST!	1	
🖑 180 Mins	③ 180 Mins	© 0 Mins	_
Allotted Time	Exam Time	Accommodation Time	
Use the calculator tool if needed fo	or computations.	Image: Second	
2			

- 31. Review the onscreen instructions carefully.
 - a. You can review the exam system functionalities by clicking on Take a Tour.
- 32. When you are ready to begin, please notify the proctor through the chat box.
- 33. Wait while the proctor confirms that your exam is unlocked.

34. Once the **Start Exam** button turns **GREEN** you can begin the exam.

A BEAL ESTATE	() HUMBER		
		Examil: PREX-1036A	
	Instructions for exam		
8	WISHING YOU ALL THE BEST!		
ტ 180 Mins	() 190 Mira	Cf 0 Mins	
Allotted Time	Examplime	Accommodation Time	
Use the calculator to	uch sione on any question. poi il needed for computations.		
Use the calculator to		÷	
Use the calculator to		± 🛛 = 🖓 •	
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Ure the calculator to			
Use the calculator to		WebCam Streaming Started	
Up the adjustment		WebCam Streaming Started You, 07/08/2024 02:17:56	

35. If at any time during the exam, 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.

C https://mylogin.humber.ca/my.policy		Allowed Links	Y Apps		
EDUCATION D	HUMBER	1			ID: X159296 Namo: TEST USER Exam ID: PREX-1030A
() 02:57,21 () 180 Mins () () 9 of 115	ී 0 Mins	Section 1(9 of 115)	🕅 (1 Bookmarked	•	1000
 Which is a correct statement rega Select one answer. 				ne term by the property ow	mer?
 An owner cannot discharge a me expiration of the term. 		Re-connect Ph	one	rge a mortgage freely if the	property —
An owner may have to pay a per discharging a mortgage.	code u	Proctortrack mobile a sing the mobile app. 0 reposition your phone	ince the app is	Pelio	END
mocrom		PROCTOR		You, 06/08/2024 0	1.51:26
🖷 Exam Summary	R Bookmark	Calcula	1	ype message here Send	

36. After attempting all exam questions, you will be presented with a summary page for review.

37. To submit the exam, click the **SUBMIT** button on the screen.

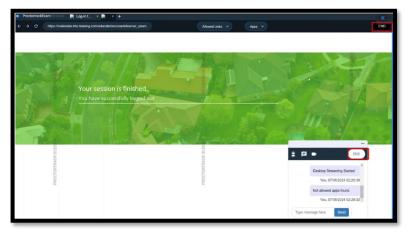
a. NO FURTHER CHANGES will be permitted after submission of exam.

	REAL E	STATE Ø	Í HUMBER		ID: X159296 Name: TEST USER Exam ID: PREX-1030
Report of the second seco	₫ 02.53.37	() 100 Mms	Total Questions Questions attempted Questions not attempted Questions not viewed	100 your exam now?	 24 02:26:24

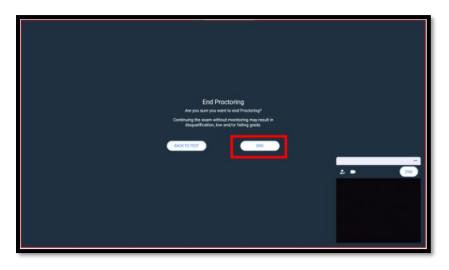
38. Select **Close** and proceed to end the proctoring.



39. Click the **END** button on any of the options shown below, to end the proctoring manually.



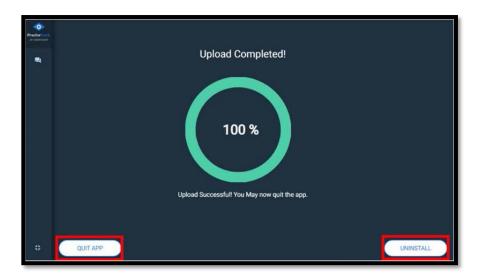
40. A pop up will appear, click on **End**.



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41. The exam session will begin to upload, do not quit the app. The time it takes to upload the data is dependent on the internet speed.



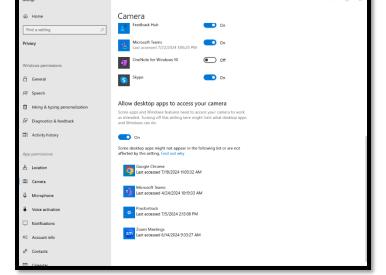
42. Click on **Quit App** once the upload is complete. If you are using a windows device, you have the option to **Uninstall** the app to remove Proctortrack from the desktop. You can also take a 2-minute survey.

43. Proctoring will end on the Mobile Phone and the app will close automatically. If not, click on **Quit Now** on the mobile phone.

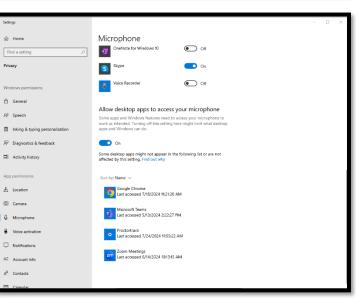
Appendix A – Removing Restrictions on Windows Device

Click on the **Connect** button after downloading the proctortrack app for the first time. In the event you are not directed to the system check, please follow these steps to remove any setting restrictions.

 a. Select Start > Settings > Privacy > Camera. When prompted to Allow access to the camera on this device, select Change and make sure Camera access for this device is turned on.

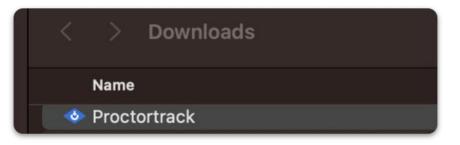


 Select Start > Settings > Privacy > Microphone. When prompted to Allow access to the microphone on this device, select Change and make sure microphone access for this device is turned on.

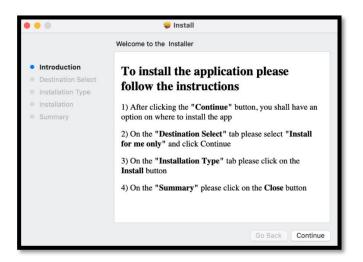


Appendix B – Mac Device Installation and Permission Settings

Under the download folder you will see a Proctortrack icon, as shown in the image below.

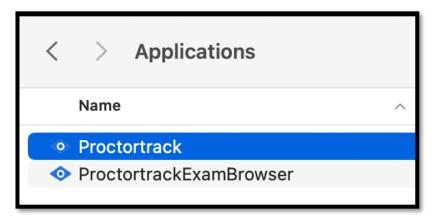


If a proctortrack.zip file is downloaded, click on the zip file and follow the instructions on screen.



If you have installed the application and it still has not opened automatically you can locate the Proctortrack app from Finder on your Mac device

- In the menu bar at the top, click on **Go > Home > Applications > Proctortrack.**
- Open Proctortrack (do not open ProctortrackExamBrowser).



You can also locate the proctortrack app using the launchpad.

• Open Launchpad: Click the Launchpad icon in the Dock (or use the Control Strip).



• Find an app on Launchpad: Type its name in the search field at the top of Launchpad.



Once the app is launched learners should follow the instructions below to grant Proctortrack and the Exam browser access to monitor and record the test session without any issues. Please make sure that the settings below are **enabled**.

a. If you have any privacy setting restrictions, you will be directed to follow the instructions presented on the screen. Ensure to enable all privacy settings to continue with the proctortrack app.

Keep in mind: Each time you give permission for the System events, Accessibility, Camera, Screen recordingand Microphone in the Privacy and					
Security settings, your system might ask you to quit. To avoid unnecessary restarts, please select 'quit' only after granting all the required					
permissions, including the final one for the microphone.					
System Events					
		Constraints			
		1			
		a nerest			
Accessibility		i tani			
	Open Accessibility Settings	E transf			
		Carriel Carlie Carriel Carlie Colta Science			
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Screen Recording					
To prevent multiple restarts, choose 'later' when	Open Recording Settings		DONE		

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Version 3

Go to System Preference --> Security and Privacy -> Privacy tab --> Select the Proctortrack check box for following options.

System Events			Grant System Events Access	
•	Grant Proctortrack the following Keep in mind: Each time you give permission for the Syst Security settings, your system might ask you to quit. To a permissions, including the final one for the microphone.	tem events, Accessibility, Camer	Proctortrack" wants access to control "System Events".	
	System Events Please grant permission once the 'System Events' popup appears.	Currently granted Grant System Events Access	Allowing control will provide access to documents and data in "System Events", and to perform actions within that app. Don't Allow Allow	

To enable C	To enable Camera			To enable Microphone		
Keep in mind: Each tir Security settings, you	r system might ask you to g the final one for the mic	a, Screen recording and Microphone in the Privacy and se select 'quit' only after granting all the required	Grant Proctortrack the follo Keep in mind: Each time you give permission fo Security settings, your system might ask you to permissions, including the final one for the mic popup appears.	Proctortrack" would like to	 Screen recording and Microphone in the Privacy and exect quit only after granting all the required Image: Control of the Privacy and the required 	
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Camera To prevent multiple prompted to quit.	Currently pend restarts, choose "later" when Open Camera Settings	ng Baker I waar I waar I waar I waar I waar	Screen Recording To prevent multiple restarts, choose 'later' wh prompted to quit.	Currently granted Open Recording Settings	Browne DONE	
לי Screen Record To prevent multiple ט prompted to quit.	ing Currently den restarts, choose 1ster' when Open Recording Setting	ed	Microphone Select 'quit' when prompted to quit.	Currently pending Open Microphone Settings		

Accessibility		To enable Accessibility		
Accessibility	Currently denied Open Accessibility Settings	 Search Verificient Solutions Apple ID Wi-Fi Bluetooth Network Notifications Sound Focus Sorreen Time General Appearance Accessibility Control Centre Siri & Spotlight Privacy & Security 	Accessibility Allow the applications below to control your computer. Proctortrack + -	

Screen Recording		To enable Scr	To enable Screen Recording		
Screen Recording Screen Recording "Proctortrack" would like tor screen and audio. Screen	ary resides, please select quit only after granting an the required	Q Search Q Search Verificient Solutions Apple ID WI-Fi Bluetooth Metwork Network Nottifications	 Screen & System Audio Recording Screen & System Audio Recording Mol the applications below to record the content of your screen and audio, even where using other applications. Proctortrack + - System Audio Recording Only Allow the applications below to access and record your system audio. No Items 		
Accessibility	Currently granted Copen Accessibility Settings	Sound Focus	+ -		
Camera To prevent multiple restarts, choose "later" prompted to quit.	Open Camera Setungs	Screen Time C General O Appearance			
Screen Recording To prevent multiple restarts, choose lister or prompted to quit.	Currently pending	③ Accessibility ③ Control Centre ⑤ Siri & Spotlight ⑥ Privacy & Security			

Note: For Mac Users: Once you have enabled the permission checks, the Proctortrack application will be in the system check phase. If not, please close the application and try launching again (refer to step 10). If you are still experiencing issues with the Proctortrack application, please contact Proctortrack support for assistance at 1(844) 966-1155.

Appendix C – Troubleshooting Scheduled Exam

lssue	Tip/Resolution
During the exam, only the questions are visible and not the answer options.	Ensure your machine browser zoom is set to 100% prior to taking the exam. If it's not set to 100% the options and buttons would have moved down in the UI –and it can only be viewed/accessed by using the scroll bar.
The submit exam icon in the exam system is not visible.	Ensure your machine browser zoom is set to 100% prior to taking the exam. If it's not set to 100% the options and buttons would have moved down in the UI –and it can only be viewed/accessed by using the scroll bar.
It is exam day and I have logged into the learner portal, but I cannot access my exam.	Learners must log into Proctortrack at <u>https://ca-</u> <u>testing.verificient.com</u> first .
	Click on Go to Test once it becomes active at the scheduled time and follow the directions on screen. Once scans are approved, proctoring begins, and learners will be directed to the Humber Learner Portal login page to access the exam.
The Proctortrack desktop application does not launch. It keeps prompting me to download the desktop application.	Save the application to the Downloads folder on your device. Double click on the application named Proctortrack.exe or Proctortrack.pkg from the Downloads folder to launch.
I keep failing the room and physical desktop scans.	Slowly rotate the camera on your mobile and use the ful time allotted to capture an entire 360-degree room scan.
I have launched the Proctortrack application but I am now stuck on a particular step.	Pay attention to the chat window for instructions from the proctor. Scroll to the bottom of the chat window to see new messages.

Appendix D- Acceptable Forms of Identification

Primary Identification Type:
Passport (Canadian or International)
Driver's License
Citizenship/Permanent Resident Card
Secure Certificate of Indian Status
Provincial ID Card (e.g. Ontario Photo ID card)
Nexus Card
Canadian Armed Forces Identification Card
Canadian Firearms License

Note: All acceptable forms of ID must be valid, contain a signature (whenever applicable), contain a clear photograph, and not expired.