Remote Exam Joining Instructions

The following instructions set out how to join your upcoming exam(s); please read them carefully and follow them to complete your exam.

Timing

Your exam takes place at the same time as those sitting the exam on campus.
Please check the timetable regularly prior to the exams in case any changes have had to be made: https://studenthub.city.ac.uk/timetabling-term-dates-exams/exams/exam-timetable/_nocache

Your exam includes time in addition to the standard exam duration:
- Additional 15 minutes before the start of the exam to enable you to complete your ID and room checks
- Additional 30 minutes at the end of the exam for you to submit your work and account for any technical difficulties.

End times will be extended if required as part of your reasonable adjustments.

Preparing for the exam

Make sure you know the exam module code and can access the relevant module page on moodle. Note that the exam itself will not be visible prior to the exam start time.

Ensure you have you ID and any other materials necessary for your exam. This may include:
- Device (this must be the same device you used to onboard)
- ID (this must be the same ID you used to onboard)
- Materials permitted for the exam e.g. calculator
- Answering materials e.g. pen and paper if you choose to handwrite your answer
- Refreshments

The rest of your room should be tidy and your desk should be clear. Remove any artwork or revision posters on the walls that could be considered relevant to the exam. Note that it may not be possible to distinguish exact writing so everything that could seem suspicious should be removed or covered.

How to start your exam

Make sure you are ready to start the assessment at the stated joining time. It will take time to log in and go through the ID and room check. Do not leave it until the last minute.

| Exam Joining Time	Exam Start Time
09:45	10:00
14:45	15:00

1. <u>At the exam joining time</u> (15 minutes before the timetabled start of the exam), you should commence the process of logging into the exam, using the following link: https://eu-testing.verificient.com/. Your username is your City University email address and you received your password in the onboarding email, which you may have then reset. If you are not able to recall your password, please use the option to reset it.
2. Select your exam (as you did for the onboarding activity). Note that this will not be available until the exam joining time and if you log in prior to that you may need to refresh your page at the relevant time for it to become live.
3. Complete the joining process by confirming your ID and scanning your room. Following this the ProctorTrack recording will start.
4. Navigate to the moodle exam page.
5. At the exam start time commence your exam. You may need to wait until the exam opens if you complete the joining process before the exam start time.
   a. You should complete this as normal for a moodle exam whilst ProctorTrack runs in the background.
   b. You may handwrite your answers and scan or photograph them with your phone at the end of the exam to upload to moodle. Note: take care not to handle your phone until you are ready to upload. Excessive use of a phone without immediate upload will be reported for suspected academic misconduct.

Please note the following important points:

- **The link to the exam itself will be available within the platform (in the same way as you accessed the onboarding process). This link will not work until the stated joining time**. If you try to use it before that it will be greyed out and you will need to click "refresh" at the joining time for the link to become live.
- **You must use the link provided** (https://eu-testing.verificient.com/), do not search for Proctortrack online.
- You must use the same device as you used for the onboarding process.
- Your login details will be the same as you have used previously. If you have trouble logging in, please do not make multiple attempts to do so. If your password has been rejected more than once, please try resetting your password instead.
- Use Chrome as your browser.
- If you haven't already done so, set Chrome as your default browser for the duration of the exam period. This will ensure that Chrome is used when you click the joining link and prevent issues at the start of the assessment.
- If your Wi-Fi connection is unreliable, please instead use an ethernet cable to maintain connectivity during the exam. If you lose connectivity during the exam the recording will continue and will upload when the connection is established.
- In order to join the exam you will need to show the same ID as you showed for the onboarding process so please have this to hand.
- You should be ready to start the exam when you commence this process.

At the end of your exam

1. Submit your work to moodle. Please refer to the instructions on the moodle page.
2. Once your work is submitted you can close ProctorTrack by following the steps below. You may need to maximise it from your start bar in order to close it and stop the recording. **You must not exit until it has completed the upload of your proctoring session.**

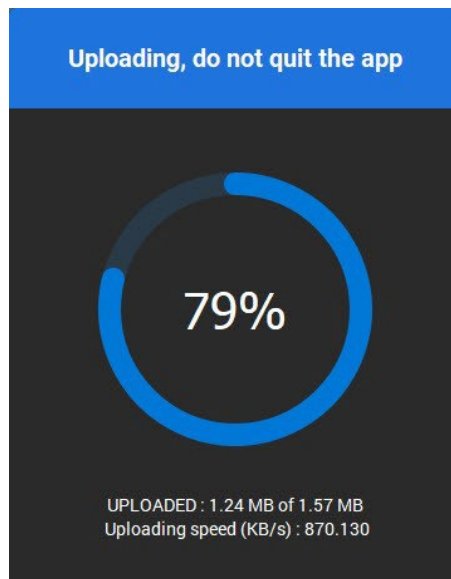   a.   Either select END in the top Proctortrack menu bar:
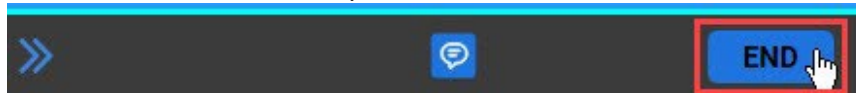
    b.   Or select the hamburger menu on the student video panel and then select END:
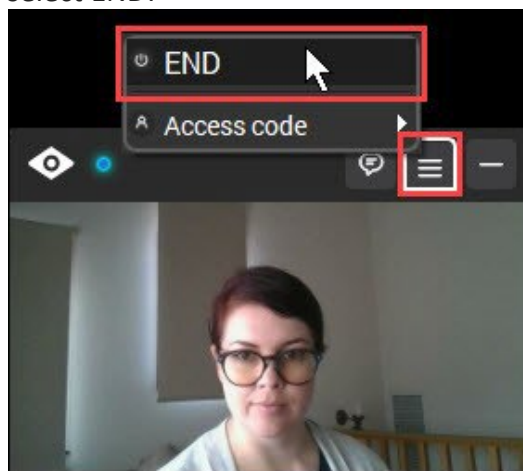
    c.   Select the Yes I have completed and submitted my test checkbox and then select END.
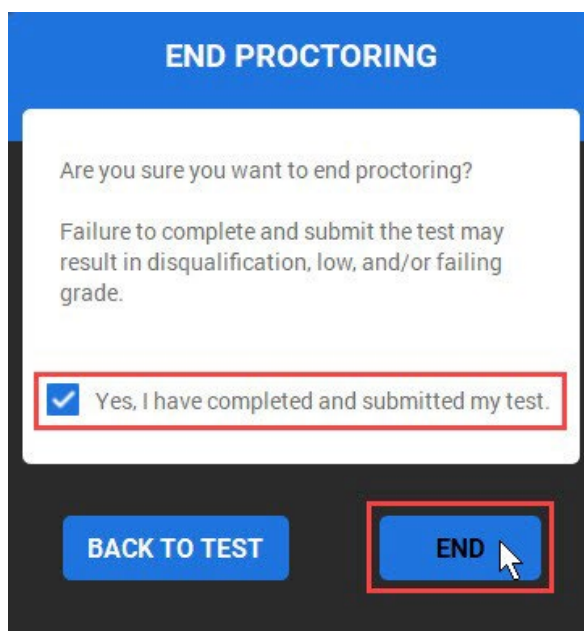
d. Proctortrack uploads your proctoring data. Do not close the Proctortrack software while the upload is in progress.

e. Once the upload is complete, the status will show as 100% and you have the option to close or uninstall Proctortrack.

Select **QUIT APP** to exit Proctortrack but leave it installed so you can use it for later tests.

- If you accidentally close ProctorTrack during the exam please restart ProctorTrack and complete the joining process to recommend recording. Note that any stops in recording will be referred for review as potential academic misconduct.
- Please ensure you have submitted your work before you click "Finish" in ProctorTrack.

Please see the next section for Instructions and Guidelines

Instructions and Guidelines

Mobile Phones

Mobile phones should not be used or within your vicinity during the exam. It should be left face down out of reach and ideally in another room.

The only instances where a mobile may be used is if MFA is required to log in to moodle, and to upload any handwritten work at the end of the exam. You should take care to complete these tasks swiftly and immediately remove the phone from your vicinity once the task is complete. All mobile phone use will be reviewed for suspicious behaviour.

Eating and drinking

You may eat and drink as you wish during the exam.

Calculators

If your exam permits calculators it must be a model accepted by the University for exams. Details of these modules can be found here in the 'What you need' section: https://studenthub.city.ac.uk/timetabling-term-dates-exams/exams/during

When using a calculator you should hold it up to the webcam at the start of your exam clearly showing the full calculator and it's model number.

Taking breaks during the exam

If necessary, you may take a short comfort break during the exam. Such breaks may be no longer than 5 minutes. The exam time will continue to run throughout any such breaks.

If you need to take a short comfort break, please ensure that you state your intention to do so directly into the webcam. Once you are ready to return to your assessment, please also state this directly into the webcam. This is purely for the purposes of the recording, do not expect a response.

When taking a break, you should remain, as far as possible, within the vicinity of the webcam such as when standing and stretching. Other than for the purposes of using the toilet, you should not leave the room in which you are taking the assessment at all.

If you are entitled to take additional breaks as part of your reasonable adjustments then the amount to which you are entitled will be included as additional time. For example, if you are entitled to an additional 10 mins per hour extra time and 5 mins per hour breaks, you will be given 15 mins per hour extra time. You should then manage your breaks within the extra time you have. Please note that, in taking a break as part of your reasonable adjustments, you must still remain within the vicinity of your webcam except as set out above.

All time off camera will be reviewed.

Noise

You should take you exam in a quiet, private space. You should not have contact with others during your exam and should not have any audio playing. Any noise detected could be indistinguishable from communicating with others and may be considered academic misconduct. Headphones are not permitted except where they are stated as part of your reasonable adjustments such as for assistive technology.

If you encounter any issues during the exam

Live support will be available throughout the exam. If you encounter any technical issues please email exams@city.ac.uk. You must not use Outlook for any purpose other than for seeking technical assistance.

Once you have reported an issue we will respond as quickly as possible and the time of reporting will be logged to ensure that you do not lose time whilst we resolve it. Some issues can take longer than others to resolve, please be patient, **if you've reported the issue you won't lose any time**. Do not chase up a response or report the issue elsewhere, that only adds to the number of reports we're receiving and delays our ability to respond quickly.

If your power cuts out temporarily during the exam do not panic. The recording will continue to be stored locally on your computer and will upload automatically once the internet connection is restored, provided you do not close the exam. You must therefore leave Proctortrack open at the end of the exam, until you have been able to submit your work. Please contact us at exams@city.ac.uk if your connection is not restored by the end of the exam.

If you have any issues within **moodle** during your exam, such as not being able to access the exam at the exam start time, or not having reasonable adjustment additional time added to your exam duration, please contact your school using the details they have provided.