

# STUDENT QUICK START GUIDE

## Fisdap Remote Proctoring with Proctorio

### What is its Purpose?

Fisdap is partnering with Proctorio to virtually proctor assessments. Proctorio is a remote proctoring platform that uses machine learning to proctor students from wherever they may be. Proctorio offers a variety of secure exam settings including video, audio, and screen recording designed to maintain the integrity of the assessment and ensure uncompromised exam results.

### Technical Requirements

Please find the full list below of technical specifications required to seamlessly integrate Proctorio into your system.

- **Microphone:** Any microphone, either internal or external
- **Webcam:** 320x240 VGA resolution (minimum) internal or external
- Internet speed of at least 5 Mbps (ideally 10 Mbps or more). Test internet speed using <https://www.speedtest.net>
- Desktop or laptop computer (**NO iPads, tablets, or phones are to be used**) with the ability to download Google Chrome. To update your version of Chrome visit: <https://support.google.com/chrome/answer/95414>

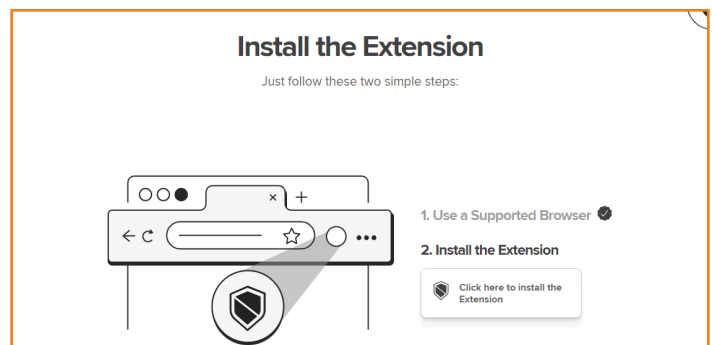
### Set Yourself Up for Success

- Ensure you are using a fully charged laptop or desktop computer.
- Install Google Chrome on your device by visiting <https://www.google.com/chrome/>. You **will not be able** to take the proctored assessment with any other browser.
- Check to see if your camera works in Chrome using <https://webcamtests.com/>
- Check your microphone works in Chrome using <https://www.onlinemictest.com>
- Have a school or government-issued ID card available.
- Find a well-lit space and be ready for a desk scan prior to the assessment.
- One piece of blank paper to be used during assessment. Please destroy the paper upon completion of the exam.

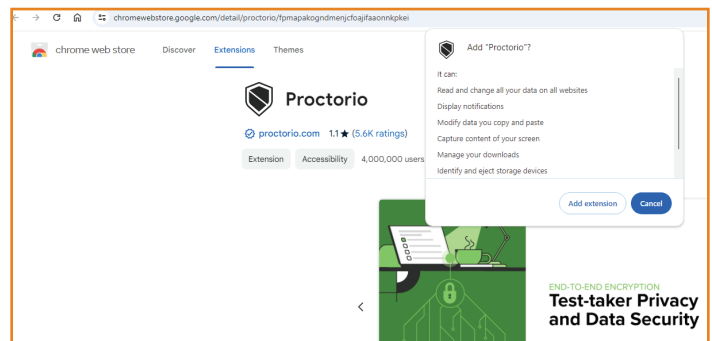
### Ready to Take the Assessment?

1. Begin by opening Google Chrome.
2. Log into **My Account:** <https://www2.jblearning.com/my-account/login>. New users should always log in from My Account. Returning users can log in from the Fisdap application for testing.
3. Under **Products > Active**, click on the name of the assessment to launch. This will navigate you to the Fisdap application.

4. Once you are in the Fisdap application, go to the **Learning Center**. The available proctored assessment will be listed under **Secure Testing**. Click on the name of the assessment to launch.
5. You will be sent to the Fisdap Assessment platform. Click on the name of the assessment to launch.
6. You will be asked to review the **Student Proctorio Instructions**. Click **Continue** to move forward.
7. You will be sent to the Proctorio webpage: <https://getproctorio.com/>. Here, you will be prompted to install the Proctorio Chrome Extension if you haven't already. (You will only need to do this the first time you take a proctored assessment via Proctorio.)



8. This will send you to the Proctorio page within the Chrome Web Store. Click **Add to Chrome** > Add extension.



9. Once the extension is installed, navigate back to the <https://getproctorio.com/> webpage. Before you begin, you will see a list of instructions, restrictions, and data collected during the assessment. **IMPORTANT:** At the bottom of the page, you may encounter warnings.
  - **RAM:** We recommend closing all other systems or windows. You should be able to move forward with the exam pre-checks regardless of this error.
  - **Incognito:** You may be prompted to enable incognito. Follow the instructions provided. Once it's enabled, you should proceed with the remaining pre-checks.
  - **Second monitor:** Unplug any additional monitors you may have.

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### Accessibility options:

[Enable high visibility mode.](#)

[Learn more about Proctorio's approach to Accessibility.](#)

**Warning:** This computer is only running on battery power (10%). We recommend you plug this computer in before continuing.

Your exam hasn't started yet! First, we need to set up your system.

**Continue**

- **Battery Power:** We recommend you use a fully charged laptop or plug the computer in before continuing.

- 10.** Click **Continue** at the bottom of the page. A **System Diagnostics Test** will prompt you to allow Proctorio access to your camera, microphone, and screen. After the system finishes its checks, click **Next** at the bottom of the screen to proceed.

### System Diagnostics Test

Initial system checks passed



Your exam is about to begin.

Use Restroom.

Get water.

Get comfy.

Get ready.

[Don't see yourself above? Click Here.](#)

Proctorio is sharing your screen.

**Stop sharing**

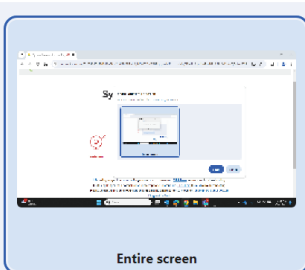
**Hide**

**Next >**

- 11.** Once you have allowed Proctorio access to your camera and microphone, you'll be prompted to allow screen share. **IMPORTANT:** You will need to click on the screen within the prompt, which will change the 'Share' button to blue. Once the system has completed its initial systems check, click **Next** at the bottom of the screen.

### Share your entire screen

Proctorio wants to share the contents of your screen.



Entire screen

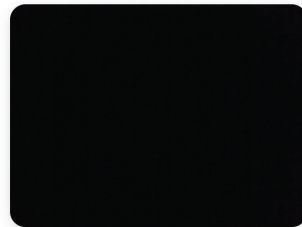
**Share**

**Cancel**

- 12.** The site will then conduct a Webcam Image Test. The system will take five photos to verify that your webcam is working correctly. Click **Begin camera test**. **IMPORTANT:** If you are not in a well-lit room, your camera may not be recognized, and you will not be able to move forward. If you experience issues during the webcam test, click on the Proctorio Support chat for assistance. This can be found in the bottom, left corner of the screen.

### Webcam Image Test

To verify your webcam is working correctly, please make sure your face is well lit, centered, and clearly visible.

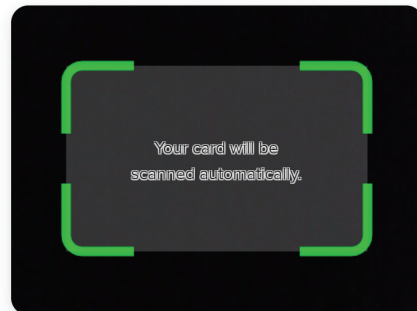


[Don't see yourself above? Click Here.](#)

- 13.** Next, you will be asked to show a photo ID to the camera. Your card will be scanned automatically. This is used to validate your identity. Click **Next**.

### Identification Card

Show a photo ID to the camera within the area indicated. This will be used to validate your identity. If this is unsuccessful a link will appear. Simply click the link to manually scan a photo of your ID.



Your card will be scanned automatically.

- 14.** Next, you will be asked to show your exam environment by using your device's camera to scan your desk. Click **I understand**.
- 15.** Finally, you'll be asked to sign the Exam Agreement. Click **Accept**.
- 16.** You will be asked to conduct an extra scan of your desk area. Your camera will be used to scan your desk environment. Click **Start scan**. Once the scan is complete, click **I'm done, continue**.
- 17.** You will be asked to read instructions before beginning the assessment. Click **Continue** to navigate to the exam.

Continues.

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### Desk Scan

your camera will be used to scan your desk environment.



Your institution requires you to scan your environment. The request for a scan will include specific instructions about what area to scan. You can find more details [here](#). The scan may include a 360 view of the entire area, a view of the ceiling or floor, a view of the area under your desk, a view of the items on your desk, or some combination of these things. If there are items in any of these areas that you do not want to be recorded, please take a moment now to cover them or remove those items, or move to a different area.

Sometimes this can be tricky, especially when using a built-in webcam. Before moving on, we recommend you visit the [help center article](#).

### Need Support?

- If you experience issues when installing the Proctorio Chrome extension, refer to the Support icon within the student portal.
- If you experience technical issues during your assessment contact Proctorio directly via the chat option in the quiz tools window.
- If you need further assistance or have any questions, please contact Fisdap Support at [support@fisdap.net](mailto:support@fisdap.net)
- Please note that if you are taking an exam outside of Fisdap Support hours, live assistance will not be available.
- Find the answers you need in our Support section by visiting <https://www.fisdap.net/support>

### During the test

While taking your assessment, there will be a quiz tools window available to you on the screen. It presents the following options:

- Battery Level
- Zoom in/out
- Live Chat
- Reposition the quiz tools window on your screen
- Minimize the quiz tools window

If you experience any issues with the system, you can begin a live chat with a Proctorio employee. This will not connect you with your instructor.

If your browser freezes during the exam, please exit out of the browser immediately to prevent losing time. Reopen the browser and navigate back to the Test tab. If this doesn't resolve the issue, please contact your proctor so they can troubleshoot with Fisdap Support.

Please be aware that failure to adhere to the established rules (e.g. plugging in additional monitors, turning off share screening) will result in the termination of your exam session, and you will be automatically logged out.

Once you complete the assessment, your Proctorio session will end, and your results will be available to your instructor and within the Fisdap application.

Source Code: FisdapProctorioStudentGuideApril2024

