

Dear student,

Soon you will be taking an online proctored test. Due to the integration between the ProctorExam software and the Ans digital test platform, this academic year 2023 – 2024, proctoring is organised differently than in the academic year 2022 – 2023. Proctoring is currently organised as described below. Please read the document carefully.

## Procedure Online proctored test

- Log in to Ans (<https://ans.app/>) 15 minutes before the start of your test, with the latest version of Google Chrome
- Click on 'Log in via your school account'
- Select your test from the list 'Scheduled assignments' (if the test has already started, it will be visible on the list 'Live assignments')
- Click on 'Launch ProctorExam' (scroll down for the button)
- Follow the instructions for setting up ProctorExam
- Once you have done this, click on the link in ProctorExam to go back to ANS
- You are now ready to start with your test

**Disclaimer: You will not receive a separate email from ProctorExam for the system check. The system check is no longer mandatory, but strongly advised.**

**You will also not receive an email with a link to your online proctored test, prior to the test.**

## How to test your system

To prevent issues with proctoring on the day of the test, please check if your systems are ready by taking the Practice test in Ans. We strongly advise you to do this at least 2 weeks before the actual test. The Practice test is available here:

- [RSM Practice test \(2023/2024\), Online proctored](#)

In case you can't access the Practice test, please inform your instructor who will forward your issue.

Please note that it is every student's responsibility to be well prepared for the test in Ans.

You will need the following:

- Compatible device with camera + updated Google Chrome browser + ProctorExam extension
- Compatible mobile phone with camera + ProctorExam app

## Make sure you visit the links provided below

- For the requirements - [ProctorExam support page](#)
- To check your [internet speed](#)
- To check your [webcam](#)
- To check your [microphone](#)

Your PC must allow the Google Chrome screen share extension to be active during the exam. For more information, check the following links:

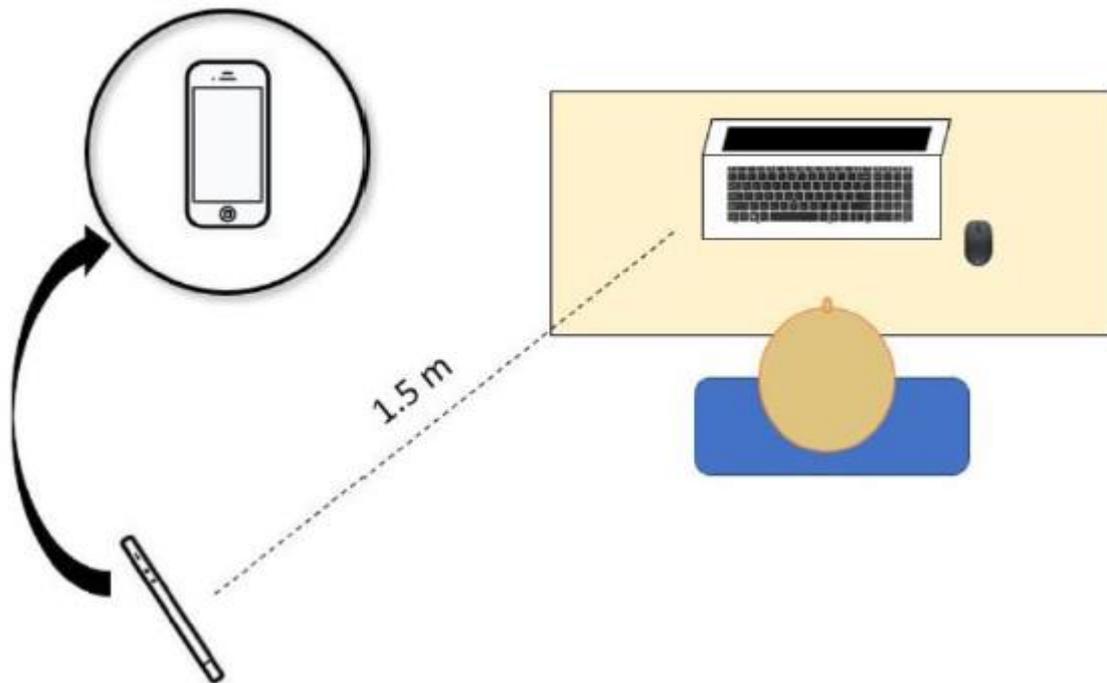
- [For macOS users](#) (Apple device)
- [For Google Chrome](#)

## Second camera set up

Since RSM requires a second camera via your mobile phone or tablet, make sure you have installed the ProctorExam app:

- [ProctorExam app for Apple users](#)
- [ProctorExam app for Android users](#)

The camera must be placed diagonally behind you in such a way that you, your desk and your screen are in view at a distance of 1.5 meters, like this:



*NB: the camera may be placed either left or right and either horizontally or vertically*

Make sure there is enough space and a surface (like a table, a shelf, or a windowsill) to put your camera on. Some books or other stackable items may be helpful to position and stabilize your camera. Also, make sure your mobile phone or tablet is being charged during the exam to prevent an empty battery. Test the camera position by using the selfie camera or test it during the system check. Please note that a minimum upload speed of 1.5 Mbps is required (see the requirements above).

## FAQ 2<sup>nd</sup> camera

- *What if I do not have a suitable phone or tablet that can serve as a second camera?*

Ask around if you can borrow a phone or tablet from your family members, friends, or housemates. This can also be an old model, if at least Android 5.1 or iOS 10.0 is installed.

- *What if I have problems positioning the second camera correctly?*

Depending on the size of your room and the position of your electricity sockets, it may take some effort to position the camera correctly. Try to use a small table, windowsill or chair and books, crates, or other stackable items to create a surface at the right position and at the right height. Do not worry too much about the exact angle or distance, as long as you place the camera diagonally behind you and your computer screen, your desk

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surface and you are in view. You can place your phone or tablet either horizontally or vertically, whatever works out best. Use an extension cord to connect the charger if needed.

- *How can I avoid the battery of my phone or tablet running low during the exam?*

Make sure that your device is being charged during the exam, use an extension cord if needed.

- *What can I do if something happens to the position of my phone or tablet during the exam?*

On your computer screen you can see whether your second camera is positioned correctly. If your camera moves or falls over, you are allowed to take a few seconds to return it to the right position, stabilise it and continue with the exam. You can place your phone or tablet either horizontally or vertically, whatever works out best.

- *What should I do if the ProctorExam app on my phone or tablet loses connection?*

If your internet connection is temporarily lost during a test with online proctoring you can, after your internet connection reconnects, continue normally with your test. All your answers will be saved. After the connection is reestablished you once again have to share your screen with ProctorExam. This will be the same as the procedure at the beginning of your exam.

- *Does the ProctorExam app block messages or calls on my phone or tablet during the exam?*

During the set-up procedure, ProctorExam asks you to put your phone or tablet in flight mode and then to connect to wifi. The flight mode blocks only regular calls and messages, but not other notifications. Therefore, you are advised to mute all sound signals on your phone or tablet to prevent these notifications affecting your concentration.

- *Can I use my phone as a hotspot and 2nd camera at the same time?*

Yes, you can. Depending on your phone subscription this may be expensive, in that case it is advisable to use stable wifi, preferably in combination with an internet cable for your laptop. But if you do want to use your mobile data for the exam, first test whether the connection meets the upload requirement of 1.5 Mbps. Make sure to mute all sound signals and during the set-up prior to the exam, do not put your phone in flight mode but click Next.

## Questions/issues during the exam?

If you encounter problems or if you have questions during the exam, do not hesitate to reach out via the chat at the bottom right of the ProctorExam screen.

Good luck with your exam!