Test Taker Guide

Online Proctoring Series

June 2017 Version

Table of Contents

Welcome

Welcome to Kryterion's Webassessor™ application for Online Proctored exams. For a successful testing experience, we recommend that you complete the steps below at least forty-eight (48) hours prior to your proctored exam. If you require further assistance regarding the steps listed in this document, please refer to the Support Page.

https://www.kryteriononline.com/test-taker/online-proctoring-support.

Verify Requirements

To ensure you are able to launch your exam please be sure your computer meets the hardware and software requirements below.

Windows	MAC

Hardware
 	
 ▸ Minimum 50MB available space
 ▸ Screen Resolution 1024 x 768 or greater
 ▸ Webcam and Microphone – USB only
 ▸ Internet access (Recommended minimum of 1 Mbps upload / 1 Mbps download) Ping must be below 200 ms to Phoenix, AZ, USA server
 ▸ Operating Systems
    ▸ Windows 7
    ▸ Windows 8.1 Only (Touch screens require the use of a mouse and keyboard)
    ▸ Windows 10 (Touch screens require the use of a mouse and keyboard)
	Hardware
	
	 ▸ Minimum 50MB available space
	 ▸ Screen Resolution 1024 x 768 or greater
	 ▸ Webcam and Microphone - USB only
	 ▸ Internet access (Recommended minimum of 1 Mbps upload / 1 Mbps download) Ping must be below 200 ms to Phoenix, AZ, USA server
	 ▸ Operating System OS X
	    ▸ 10.11 El Capitan
	    ▸ 10.12 Sierra
	    ▸ 10.13 High Sierra

Installed Applications
 	
 ▸ Internet Explorer 11 or Edge required for Sentinel Secure™ *
 ▸ Adobe Flash ActiveX (Latest for Internet Explorer)
 ▸ .Net Framework 4.6.2
 ▸ Ports Opened
    ▸ 80 & 443
 ▸ Administrator Rights
	Installed Applications
	
	 ▸ Safari (Latest Version) required for Sentinel Secure™ *
	 ▸ Ports Opened
	    ▸ 80 & 443
	 ▸ Administrator Rights

*You may also install and launch your exam using Chrome or Firefox.

Security Considerations

Kryterion highly recommends all software/hardware that has the capability to interrupt, intercept, or interfere with your proctored exam be disabled during your test session. This includes, but is not limited to:

- Pop-up blockers
- Anti-virus software
- Firewall (windows and 3rd party)

- VMWare/Bootcamp
- Skype, Photobooth
- TeamViewer

After you have exited Sentinel, you will need to ensure that these settings have been re-enabled.

As an alternative, you may "allow" Sentinel through your security software. With the ever-expanding list of available security suites, it may still be necessary to disable these programs just before attempting to launch Sentinel.

Note: If you are unable to alter settings of the above-mentioned programs, please contact your System Administrator.

Camera Requirements

Note: You will not be allowed to use an internal camera, unless permitted by your Test Sponsor. If you are unsure which camera is allowed, please contact your Test Sponsor.

Recommended Specifications:

- Minimum Video Resolution of 720p with a frame rate of 30 fps
- High Speed USB 2.0 connection - Plug and Play preferred
- Manual focus ring
- No auto zoom or auto focus – must be turned off
- Built-in microphone highly recommended
- We recommend cameras with a heavy base and flexible neck to allow easier placement
- Cord length of 6' (2m) or more.
  Digital Camera/Camcorder, Smartphone, GoPro, additional Laptops/computers are not acceptable as camera alternatives.

Regarding proper placement of your camera, refer to the section below; "Video Camera Preview Page and Camera Position," or refer to the videos located on the Support Page.

Test Your Equipment

Navigate to https://test.kryteriononline.com/webcam-checker/
The website will provide steps on how to check your audio and video locally.

The speed test will check your Internet speed. Please click in the box below "Select Host" and type "Phoenix", click on any server and then "Go".

Step 1: Install Sentinel Secure™

Uninstall Any Earlier Sentinel Applications (if applicable)
Uninstall any previous sentinels (also referred to as "Web Sentinel", "Sentinel Secure" or "Sentinel").

Installing Sentinel Secure™
You will need to be logged in as an Administrator to perform the following steps.

Windows Hardware	MAC Hardware
1. Click on the Start/Windows 2. Go to Control Panel 3. Select "Uninstall a Program" under Programs 4. Click on the Program name 5. Select uninstall	1. Click on the Apple Menu in the top left 2. Go to Finder 3. Find the "Applications" folder 4. Scroll down to find the program 5. Click and drag the program to the trash bin. 6. Right click and choose Empty Trash Bin

Note: If you do not see "Step 1 Install Sentinel" on the Webassessor™ homepage, you will first need to register for an on line-proctored exam.

Windows Hardware	MAC Hardware

1. Close all open applications and log in to your Webassessor™ account. This includes all applications or webpages which may be utilizing your web camera and streaming video.
2. Click Install Sentinel from your Home page.
3. Depending upon your browser:
  ▶ Click Run for Internet Explorer.
  ▶ Click download setup.exe file for Chrome.
  ▶ Click Save and once downloaded double click the setup.exe file for Firefox.
	1. Close all open applications and log in to your Webassessor™ account. This includes all applications or webpages which may be utilizing your web camera and streaming video.
	2. Click Install Sentinel from your Home page.
	3. Depending upon your browser:
	  ▶ The file should automatically begin the installation for Safari. If not, double-click the Sentinel Secure package.
	  ▶ Select Save and once downloaded double click the SentinelSecure.pkg file for Firefox.
	  ▶ Click download SentinelSecure.pkg file for Chrome

Windows Hardware	MAC Hardware
4. Click next once the Sentinel Secure Setup appears. 5. Read and accept the terms of the End-User License Agreement and click next. 6. Click Install and Finish.	4. Click Continue when the Welcome to the Sentinel Installer dialog box appears. 5. Click Install. 6. You may need to make changes to your computer by entering the Administrator's password and clicking Install Sentinel. 7. Click Close.

Step 2: Create Your Biometric Profile

Biometrics are distinctive and measurable identifiers used to confirm that an individual is who they say they are. Examples can include fingerprint, facial recognition, DNA, palm print, hand geometry, iris recognition etc. In other words, this is an individual's unique footprint. Kryterion uses several types of authentication methods: passwords, keystroke analytics, and facial recognition.

During this step, you will create a biometric profile that may consist of keystroke analytics and/or facial recognition.

Please ensure your web camera is not streaming video in any other webpage or application prior to attempting to create your biometric profile.

Keystroke Analytics

Your typing pattern develops a rhythm that is exclusive to you. Webassessor™ analyzes your typing pattern to verify you are the person who should be taking the exam.

1. Go to www.webassessor.com and enter your User ID and Password.
2. At the Home page, click "Enroll in Biometrics" and follow the onscreen prompts. If you do not see Step 2 to "Enroll in Biometrics", refer to the FAQ on the Support Page.
3. Read and accept the Terms of Service and click "Agree".
4. Type your name, exactly as shown, into the text box. The software will record your typing pattern and speed. Please type at a consistent pace as you normally type. Make sure to use the 'Shift' key for capital letters. Do not use 'Caps Lock'.
   - ▶ Press 'Enter' after typing your name.
   - ▶ **Please note that the online-proctored exam you are scheduled for is supported by Standard English keyboards only. Special characters (such as é) cannot be used in your Test Taker name when performing the biometric enrollment. If you**

are using a non-English standard keyboard, please go to Microsoft's Support Website: https://support.microsoft.com/kb/258824 for instructions on modifying your keyboard to ensure a successful test launch.

5. Continue until the progress bar is solid green. When complete the program will automatically move to the next screen.

Facial Recognition

Facial recognition is a biometric that captures your image. When taking your photo, please place the camera so that only your face is in view similar to a driver's license or passport photo. Make sure the camera is in focus and the lighting is not too dark or too light. If you are wearing glasses or a hat, please remove them for the photo.

Hold perfectly still and click "Capture", a green background will appear. If a red background appears, adjust your position by moving closer to the webcam. Check the lighting on your face and the background behind your head.

Step 3: Launching Your Exam

The "Launch" button for your exam will appear 10 minutes before your scheduled time next to "Upcoming Assessments". If it is not shown, hover over the question mark under "Details". For additional information, please refer to the support page at:
https://www.kryteriononline.com/test-taker/online-proctoring-support

Biometric Authentication

After clicking on the "Launch" button, the Sentinel will load and then verify your biometrics. The Authentication is very similar to the Enrollment. Please follow the steps listed in "Step 2: Create your Biometric Profile" section above.

Video Camera Preview Page and Camera Position

Once your biometrics have been authenticated, the "Video Camera Preview" page will appear. Please use the video on the screen to adjust your camera position and verify your microphone is working. If the exam you are taking requires the use of an 'external webcam,' you must position your camera such that the Proctor can clearly see your full head, torso, hands, keyboard and mouse (if these are being used), any test aids you will be using and the immediate surrounding area, including your workstation, throughout the exam session.   For additional information, please review the videos on the Support Page.

If your test sponsor has allowed test aids, please make sure they are in view of the camera before clicking on "I'm Ready to Begin my Exam". They must also remain in view during the entire test session.

Note: If the camera position is poor, microphone isn't working, or the wrong camera was selected you will be paused during your exam to adjust these settings.

Required Testing Environment

▶ The room is well lit, quiet, and free from distraction.

▶ The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse.

▶ Be sure that only the permitted Test Aids are in your testing area. Contact your test sponsor concerning allowed test aids. Once the Sentinel loads, the allowed test aids will be shown as icons on the right side of the screen. These icons are not interactive tools; they simply identify allowed test aids.

▶ Lanyards/badges, watches, bracelets and necklaces are not permitted to be worn during testing. Please remove all items from your neck and wrists.

▶ Interaction with another individual during your test session is not permitted.

▶ You may not use dual monitors.

▶ You cannot take a break for any reason. If you leave the workstation during the exam, we are obligated to inform your test sponsor.

▶ You may not lean out of the camera view during your test session. The proctor must be able to see you at all times.

▶ Cell Phones are not permitted in the testing area.

▶ Reading the exam aloud is prohibited

▶ You will be recorded during the entire exam experience.

Additional Support

If you require further assistance regarding the steps listed in this document, please refer to the Support Page.

If you require further resolution to an issue, we are available 24 hours a day, 7 days per week, 358 days a year (Closed for US observed holidays).

Voice: 1-877-313-2008 (U.S.) or +001-602-659-4679 (International)

Live Chat: https://www.kryteriononline.com/test-taker/online-proctoring-support, then click on "Click Here to Chat".

E-Mail: OLPsupport@KryterionOnline.com

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About Kryterion Inc.

Kryterion is a global leader providing a full range of Online Proctoring solutions. Headquartered in Phoenix, Arizona, Kryterion has been on the forefront of testing solutions since 2001 and operates in more than 800 locations worldwide. Additional information is available at https://www.KryterionOnline.com.

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