

# Recommended Practice to Student for Taking Online Assessment through Proctorio

## Introduction

The following provides general practices which you have to observe when taking online assessments through Proctorio. These practices should be read in conjunction with the relevant VTC's guidelines wherever appropriate.

### 1. Preparation for taking Online Assessment through Proctorio

- 1.1. A new Moodle tool, Proctorio, will be used for conducting online assessment on Moodle. It can be found in the section "Activities". Your teachers will give you a brief instruction or conduct a mock trial. You should familiarise yourself with the operation of Proctorio before taking the online assessment.
- 1.2. You should prepare all necessary computer equipment <sup>Note 1</sup>, accessories and stationeries in advance. A web camera <sup>Note 1</sup> is required to connect to your computer and place it in front of you for monitoring during the online assessment.
- 1.3. To ensure you can have a smooth operation in the Moodle platform, please use the browser Google Chrome and **do not** use smart phone and smart device (e.g. tablet, iPad) to conduct the online assessment.
- 1.4. You are strongly advised to select a quiet location which has good internet connection <sup>Note 1</sup> with sufficient privacy to take your online assessment. Please also check if your computer / laptop is connected to electricity supply during the online assessment.
- 1.5. Sit at a place with suitable natural or artificial lighting and where possible, a blank wall behind you.



Figure 1 - Example of Environment Lighting and Clean Desk Setting

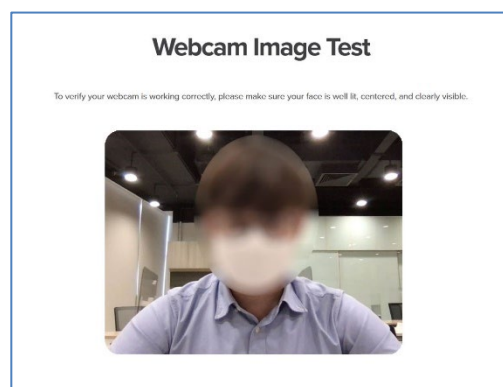
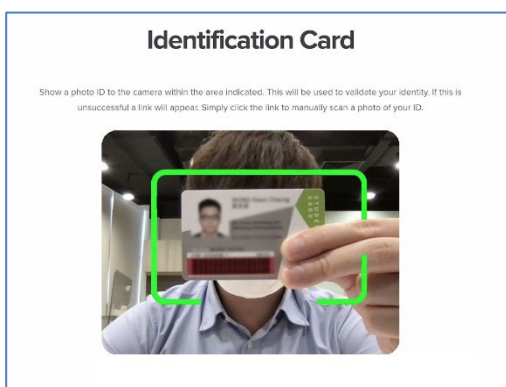
- 1.6. Inform your parents, siblings, and roommates that you will need to be alone and uninterrupted during the entire online assessment.

---

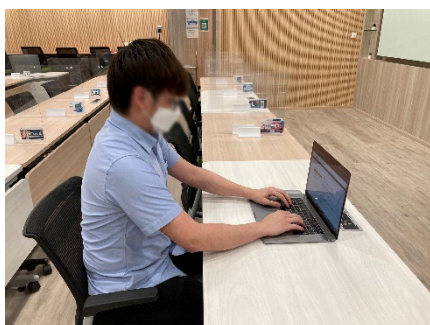
*Note 1: Please refer to **Section 5** for detail technical requirements.*

## 2. Before the Start of the Online Assessment through Proctorio

- 2.1 You are not allowed to use mobile phones and other electronic / communication devices (e.g. electronic iPad / dictionaries, databank and smartwatches, hands-free/Bluetooth headsets, tablets, etc.) when attending an online assessment, unless you are otherwise instructed by your teacher. Furthermore, you should ensure that you do not have in possession on your desk any unauthorised materials relating to the online assessment. Any candidate found to be in possession of such materials will be considered to be cheating.
- 2.2 You should open only **one** browser tab to access Moodle for the assessment. It is not allowed to open other programmes, applications or browsers in your computer / laptop.
- 2.3 Be ready and access Proctorio normally at least 30 minutes before the assessment begins, or any duration as instructed by your teacher / invigilator.
- 2.4 Turn on your web camera. Do **not** use virtual background and video filter. System may require you to show your Student ID card in front of the web camera to verify your information. A candidate shall be liable to expulsion from the online assessment if the documents do not correspond to the person sitting the assessment. Legal proceedings will be taken against both the candidate and the substitute in such cases per VTC's prevailing Guidelines.



- 2.5 Ensure your web camera can capture your face, the system will monitor your movement and make recording during the assessment. To comply with the data privacy policy, these recorded materials will be treated as strictly confidential and destroyed 60 calendar days after the announcement of subject results or when any relevant investigation is completed or any relevant dispute is resolved, whichever occurs last.



- 2.6 If there are any technical problems, please contact your teacher / invigilator or relevant staff immediately.

- 2.7 If calculators may be used during an assessment, you are required to use the Proctorio's scientific calculator in the assessment. No other physical electronic calculator is allowed. You will find the scientific calculator in the 'Quiz Tools' menu which will display as soon as you begin the assessment (Figure 2). The Quiz Tools is located in the upper left corner of the assessment screen.

To open the calculator, press the following icon:

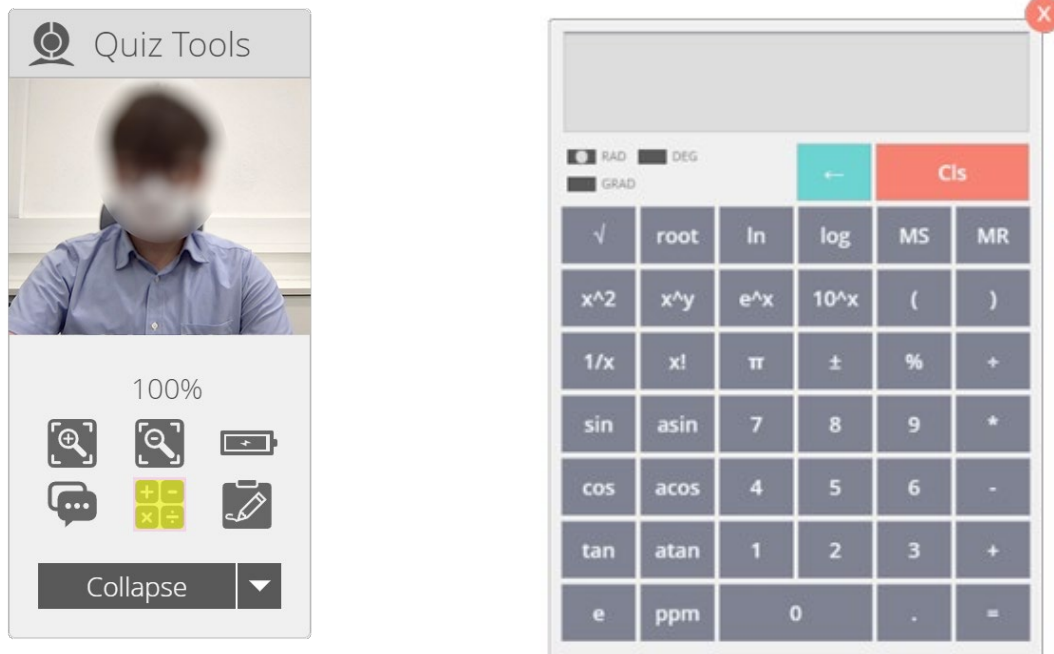


Figure 2 – Quiz Tools & Scientific Calculator

- 2.8 Subject to the arrangement of individual classes, no candidate shall start the assessment until instructed to do so by the teacher / invigilator.

### 3. **During the Online Assessment through Proctorio**

- 3.1 Eating and drinking is not allowed during the online assessment. No bathroom break or away from the screen is allowed unless the special approval of the teacher / invigilator is sought.
- 3.2 During the online assessment, there shall be neither communication with others (e.g. your family members at home) nor any dishonest conduct.
- 3.3 If candidates are suspected of cheating, the invigilator will make remarks to the assessment record to indicate that the suspected cheating occurred. The candidates concerned will be allowed to continue the assessment. However, the candidates may be required to show the relevant materials or devices to the invigilator through the web camera. These candidates will subsequently be required to present themselves to a Disciplinary Hearing.
- 3.4 You are not allowed to download the assessment questions by whatever means (e.g. screen capture or photo taking etc.) unless the special approval of the teacher / invigilator is sought.
- 3.5 If you encounter any problems during the online assessment, you should send private chat messages to communicate with the teacher / invigilator.

- 3.6 Any loss of network connectivity will result in the online assessment to end automatically. Please make sure your current connection is stable during the entire assessment.
- 3.7 Your **clipboard** will be disabled during the assessment. Copy and paste functions will not work and your **current clipboard will be emptied**.
- 3.8 Once your assessment is submitted, the **browser cache** will be cleared.

#### 4. **At the End of the Online Assessment through Proctorio**

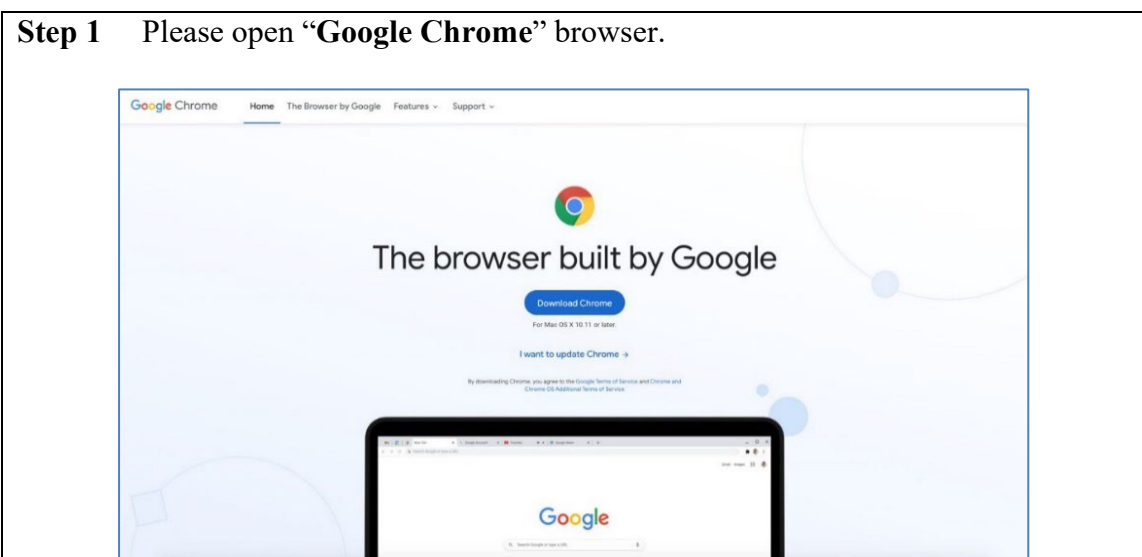
- 4.1 An online assessment shall normally not be extended beyond the scheduled time, unless as otherwise instructed by the teacher / invigilator.
- 4.2. You should not leave the online assessment or disconnect yourself from Proctorio / Moodle until it has been confirmed that your answer has been successfully submitted as advised by the invigilator.
- 4.3 Any complaint about the conduct of the online assessment shall be made in accordance with the relevant VTC's Guidelines.

#### 5. **Technical Requirements for Proctorio**

- 5.1 Please refer to the general technical requirements as follows :

- Hardware  
Please refer to the below website for the technical requirements for Proctorio:  
<https://proctorio.com/support/requirements>
- Software  
Install [Google Chrome](#) if needed.

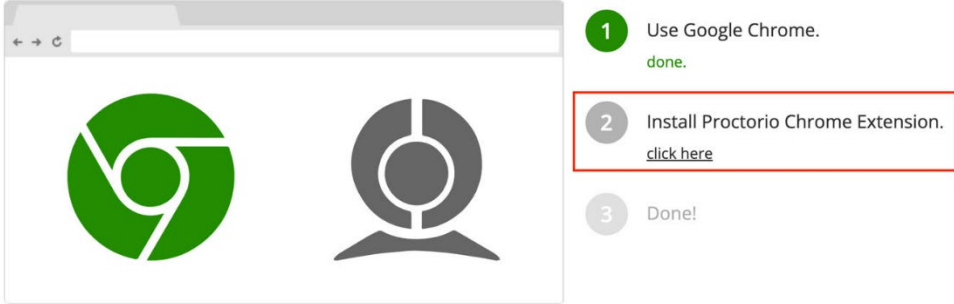
Proctorio # Note 2 only works in **Google Chrome** browser and the **Proctorio Chrome Extension** is required :



**Step 2** Go to “<http://getproctorio.com>”, follow the instruction to install the Proctorio Chrome Extension.

**Proctorio Chrome Extension**

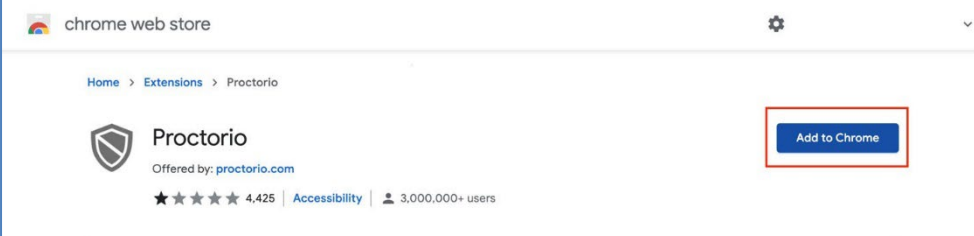
This course requires you to install an extension into your browser.



- 1 Use Google Chrome. done.
- 2 Install Proctorio Chrome Extension. [click here](#)
- 3 Done!

**Proctorio Inc.**  
Scottsdale, Arizona.  
Privacy and Cookies  
Terms of Service  
Copyright © 2013-2017 Proctorio inc.  
All rights reserved.

**Step 3** Click “Add to Chrome”.



chrome web store

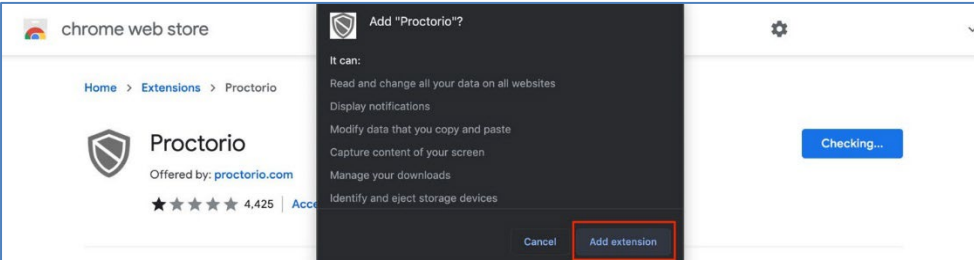
Home > Extensions > Proctorio

**Proctorio**  
Offered by: [proctorio.com](http://proctorio.com)  
★★★★★ 4.425 | Accessibility | 3,000,000+ users

Checking...

Add to Chrome

**Step 4** Click “Add Extension”.



chrome web store

Home > Extensions > Proctorio

**Proctorio**  
Offered by: [proctorio.com](http://proctorio.com)  
★★★★★ 4.425 | Accessibility

Checking...

Add "Proctorio"?

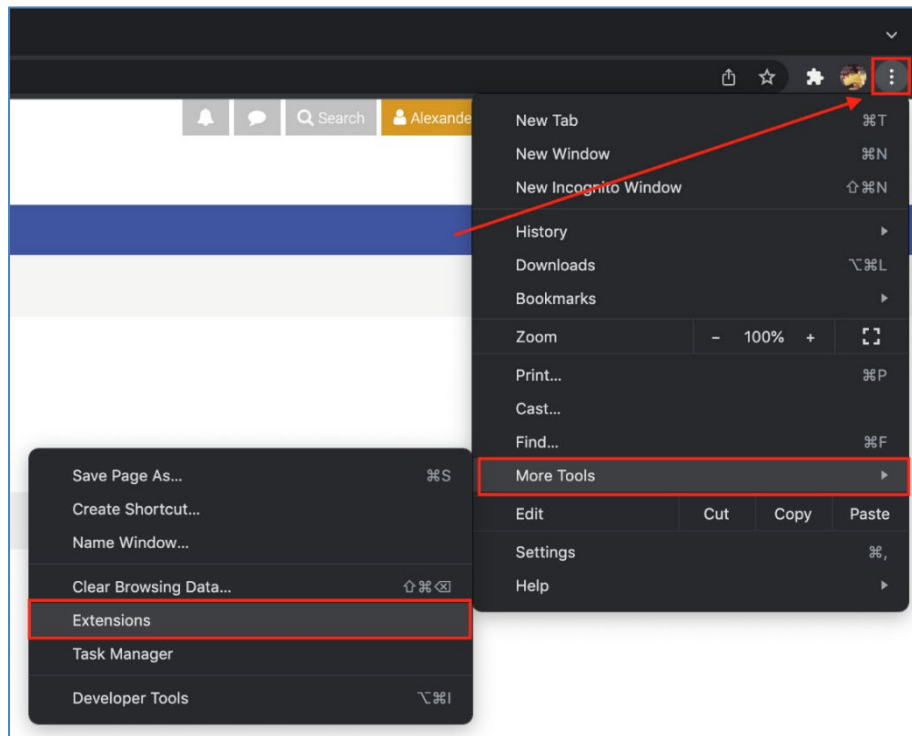
It can:

- Read and change all your data on all websites
- Display notifications
- Modify data that you copy and paste
- Capture content of your screen
- Manage your downloads
- Identify and eject storage devices

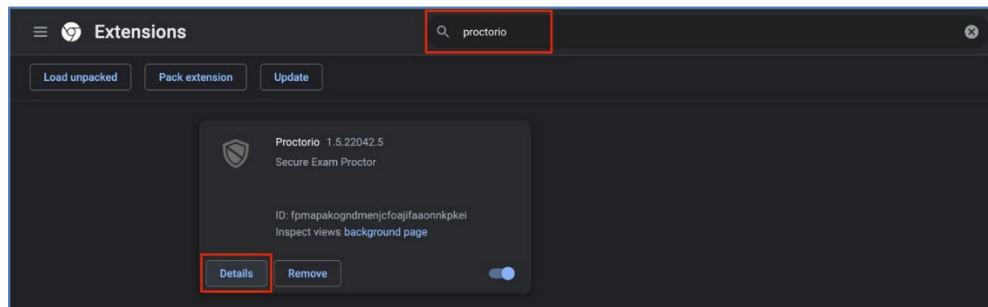
Cancel Add extension

**Step 5 Important Note :** Verify the Proctorio extension is allowed on all sites.

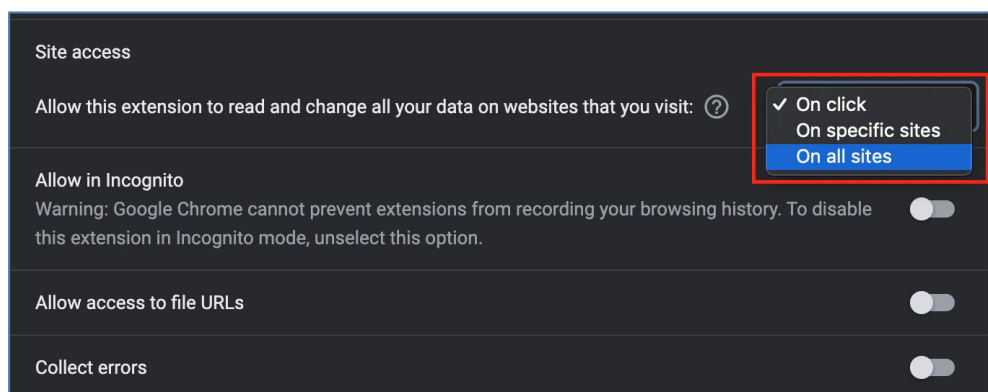
To check this, navigate to the three dots icon (...) in the top right-hand corner of your Google Chrome browser, expand the **More Tools** drop-down menu, then select **Extensions**.



**Step 6** Find the Proctorio extension, click on the **Details** button.



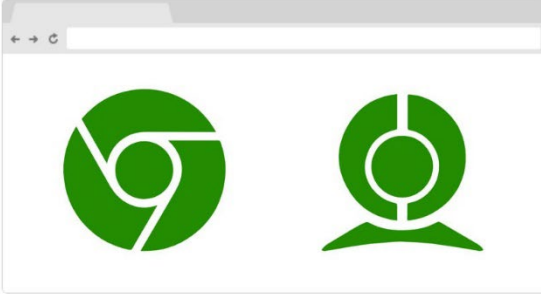
**Step 7** Find item Site access, verify that “**On all sites**” is selected.



**Step 8** Go back to “<http://getproctorio.com>”, and you should be able to see all done.

**Proctorio Chrome Extension**

This course requires you to install an extension into your browser.



The screenshot shows a browser window with two green icons: the Chrome logo on the left and the Proctorio logo on the right. To the right of the browser window is a list of three numbered steps:

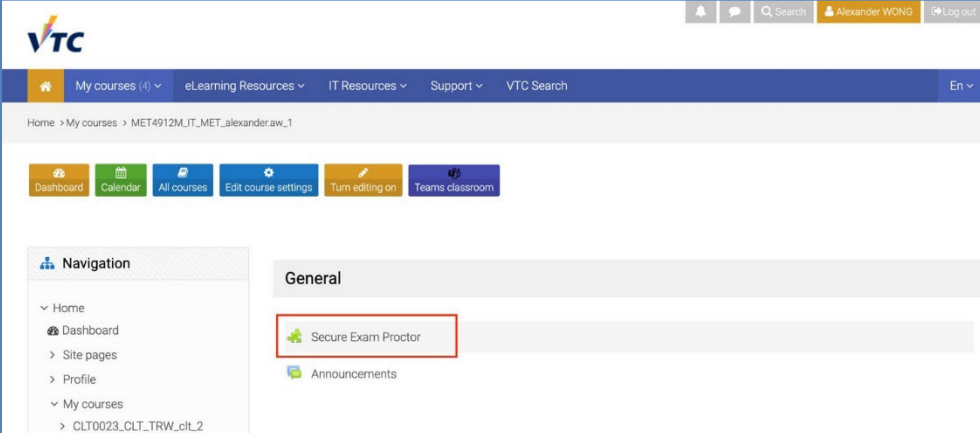
- 1 Use Google Chrome. done.
- 2 Install Proctorio Chrome Extension. done.
- 3 Done!

Below the browser window, there is a footer section with the following text:

**Proctorio Inc.**  
Scottsdale, Arizona.  
Privacy and Cookies  
Terms of Service  
Copyright © 2013-2017 Proctorio inc.  
All rights reserved.

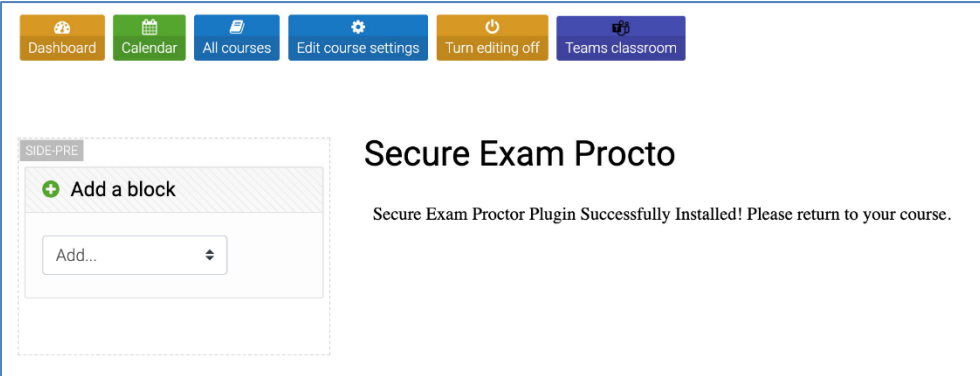
**Step 9** Go to the Moodle course with “**Secure Exam Proctor**”, which normally should be in the first section and toppest position of the course.

Click on “**Secure Exam Proctor**”.



The screenshot shows the Moodle course page for 'MET4912M\_IT\_MET\_alexanderaw\_1'. The page has a navigation menu on the left and a 'General' section on the right. In the 'General' section, the 'Secure Exam Proctor' block is highlighted with a red box. Below it is the 'Announcements' block.

The following message “**Secure Exam Proctor Plugin Successfully Installed!**” should be displayed after the plug-in installed properly.



The screenshot shows the Moodle course page with the 'Secure Exam Proctor' block highlighted. The block contains the following text:

**Secure Exam Procto**

Secure Exam Proctor Plugin Successfully Installed! Please return to your course.



**Step 10** You are now ready to attempt any assessment monitored by Proctorio in Moodle.

**Important Note 1 :** If you find it necessary to input the password when taking the assessment. It is mainly because the Proctorio is not working correctly on the assessment. Please follow **Step 6** once again.

**Important Note 2 :** If you find yourself disconnected from Proctorio, please follow **Step 6** once again as well. To prevent this from happening, please make sure not to access the quiz unless you are using Google Chrome and have the Proctorio plugin installed.

---

# Note 2: Proctorio is iKeepSafe Certified: <https://ikeepSAFE.org/global-leader-online-proctoring-recognized-excellence-data-security-privacy-protection/>

<https://proctorio.com/about/personal-data-protections>

<https://proctorio.com/coppa>

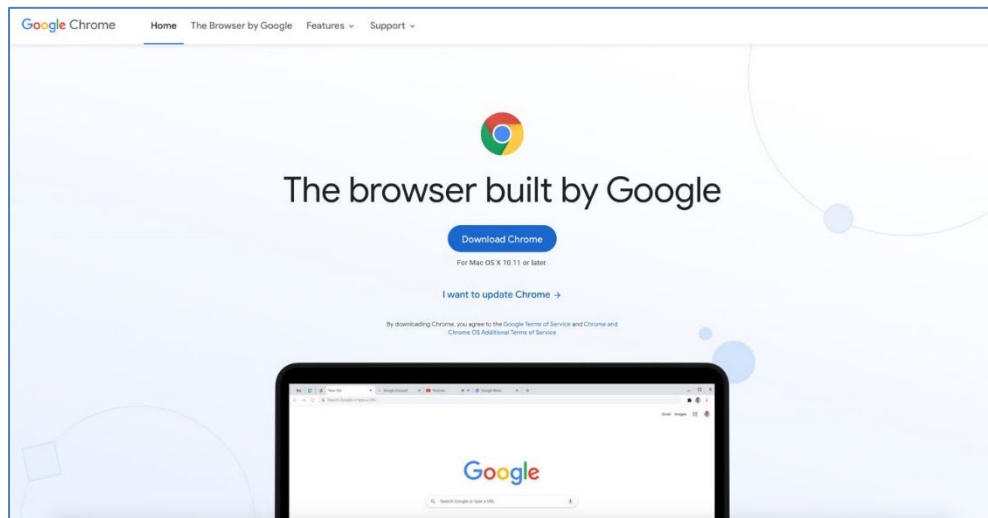
<https://proctorio.com/ferpa>

<https://proctorio.com/gdpr>

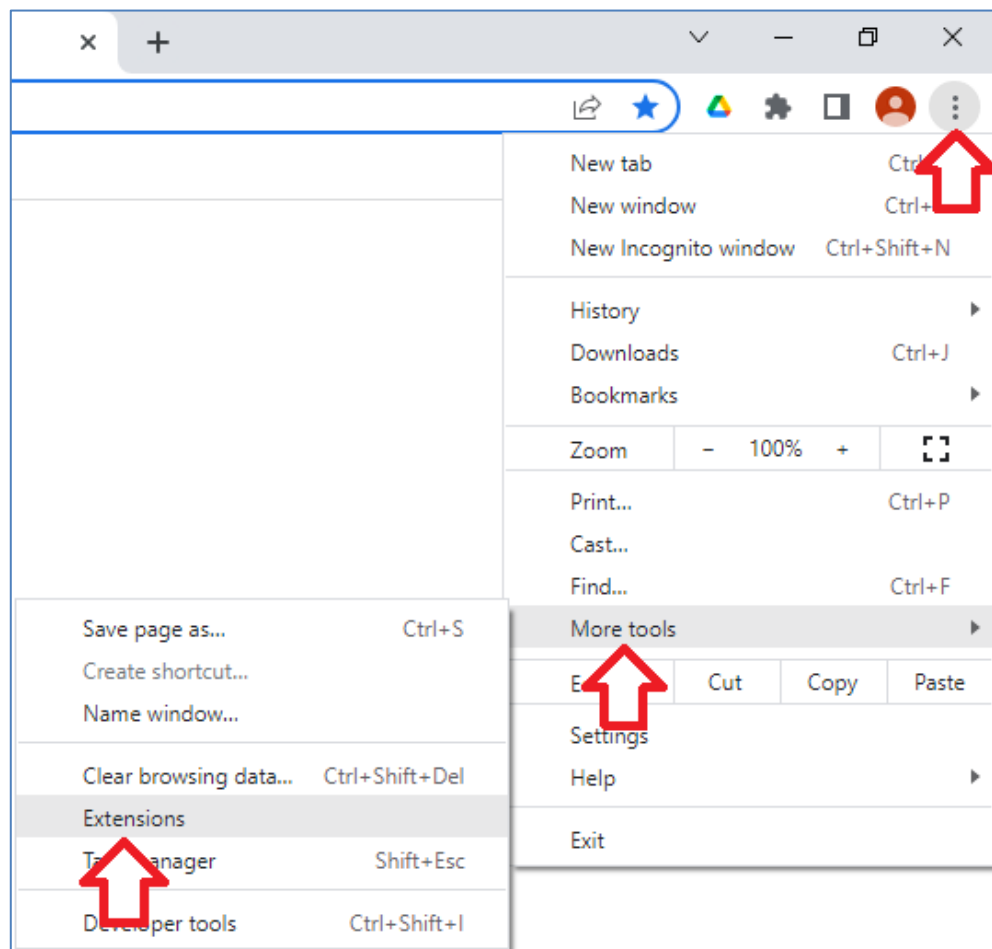


## 5.2 How to uninstall or Disable Proctorio Chrome Extension (After assessment)

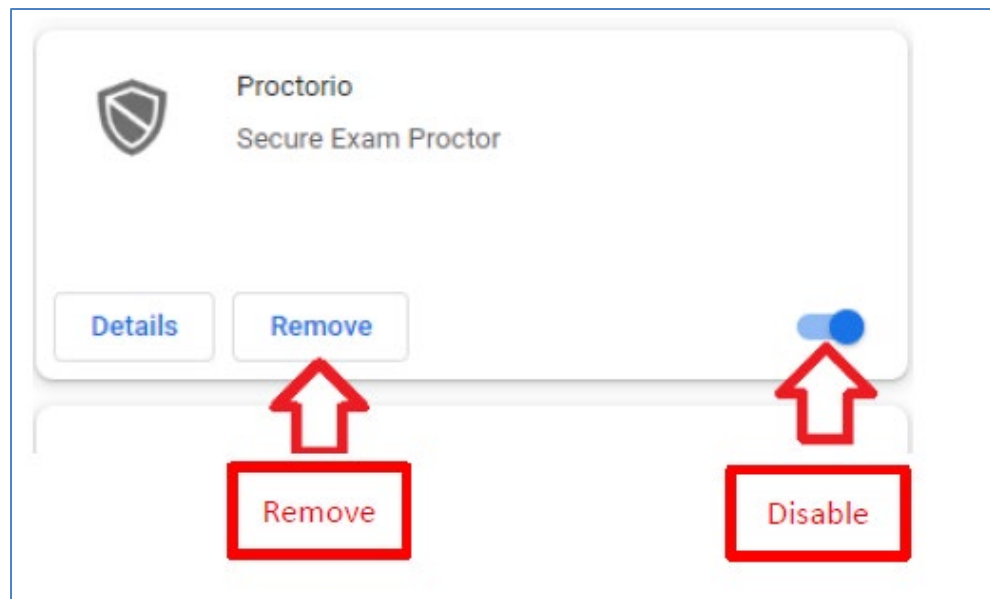
**Step 1** Please open “Google Chrome” browser.



**Step 2** Go to Customize and Control Google Chrome (three dots in the upper right of the browser) > More tools > Extensions



**Step 3** Find the Proctorio extension, click the “Remove” button or “Disable” button of the plugin.



## 6. Enquiries Contact

### 6.1 Non-technical Issues

You may contact your teacher / invigilator or relevant staff immediately if you encounter problems during the online assessment.

### 6.2 Technical Issues

Information Technology Services Division

Tel. No. : 2836-1202;

Email : [itsd-helpdesk@vtc.edu.hk](mailto:itsd-helpdesk@vtc.edu.hk)