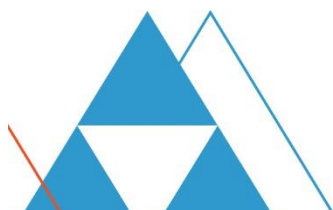# CLT Guide

Advice to Students on using Proctorio

Proctorio Advice to Students

Introduction

This information sheet provides general advice to students on using Proctorio as part of a remote invigilated exam. The links provided throughout the document direct you to further in-depth information on the topics of privacy, student identification cards and preparing for your remote exam. As you are aware, in March the ANU transitioned to remote learning to keep our community safe and combat the spread of Covid19. The University remains committed to mitigating any impact of these transitional measures. Due to the continued need for social distancing, assessment will take place remotely rather than on campus this semester. In the majority of ANU courses, convenors have been able to provide alternative forms of assessment. In a small number of courses however, invigilated exams are a core assessment requirement. To fulfil these requirements, the University has purchased an Australian license for Proctorio, which serves as one of the tools available to course conveners to conduct remote, invigilated exams safely, securely and equitably. For further information on why the University has chosen to work with Proctorio, visit the University's [Proctorio FAQ](#). You can watch a video of the University's Vice [Chancellor Professor Brian Schmidt answering questions about Proctorio here](#).

Your Privacy

We want to assure you that the safety of our community remains paramount. The University's Information Security Office has conducted ongoing assessments to address the specific concerns of our students and these findings can be found [here](#). The University has also completed a [Privacy Impact Assessment](#) and has provided additional [information on Proctorio and privacy here](#). It is important for you to be aware that the only people able to access recordings of your exams are ANU staff normally associated with your exam – your lecturers, tutors and invigilators. Adherence to the University's privacy policy is written into a teacher's employment contract.

ANU Student Card or other Identification

Proctorio will request you display your ANU student card for identification. It will use your webcam to take a photo of the card and a photo of your face, which will be compared by an ANU staff member to confirm your identity. Artificial intelligence facial recognition is not used on either the photo of your face or your ID card. Proctorio does analyse the image to verify the approximate size and shape of your ID card, and this includes the photo on your card, as well as estimate parameters for the size and shape of your face. If Proctorio is having trouble taking a photo of your face, it may help to remove a hat or reflective glasses. Wearing a PPE face mask is permitted during the exam. However, you will need to temporarily remove your mask while Proctorio takes a photo of your face during the identification process. If you do not have your ANU student card, you are welcome to use a driving licence or passport. Make sure your name and photo are clearly captured by your webcam and place your fingers (or a small piece of opaque sticky tape) on the card to cover other private information, such as your address etc. If you have no form of photo identification, please refer to the *Commencement of the examination- Online* section of the ANU [Examination Conduct](#) page.

ANU Proctorio Identity Declaration

As part of your exam, you will need to agree to a Proctorio Identity Declaration (**Appendix 1)** and abide by ANU rules of Examination Conduct and University Academic Misconduct Rules. Please read this Identity Declaration so that you are familiar with its content in advance of the exam.

Preparing for Your Exam

- Make sure you are using Google Chrome. If you have not already installed Google Chrome on your computer, you can download and install it here.

- Open Chrome and navigate to getproctorio.com to install the Proctorio Google Chrome extension. You can also download the Proctorio extension via the Secure Exam Proctor link in the Proctorio Practice Wattle site. Steps and instructions are listed in the Proctorio Student User Guide. Please note that once your invigilated exams are over you can uninstall this extension at any time.

- Students outside of Australia may need to use ANU Remote Access to install Chrome and the Proctorio extension. After these are installed, you are welcome to continue or discontinue using ANU Remote Access while you do the exam, whichever connection works best for you.

- During the semester you may have been using ANU's Virtual Information Commons Remote Desktop to access programs available on the campus Information Commons from your home computer. Please note however that you cannot take your exam within this environment. You will need to **exit this desktop environment and use your Chrome browser during the exam**.

- Make sure you have a properly working webcam and microphone and that you are using the latest version of Google Chrome. Detailed instruction on how to prepare for your proctored exam can be found in the Proctorio Student User Guide.

- **We strongly recommend that you take the time to practice a proctored exam before your own exam is scheduled to take place**. You can visit the Proctorio Practice Wattle site for further information on using Proctorio or go directly to the practice exam so that you are familiar with the proctored scenario **before sitting your actual exam**. Most courses using Proctorio will also provide a practice exam using the same settings and techniques you will encounter in your real exam.

- There are computers available in the Chifley Library if you would like to try out Proctorio without installing it on your own computer. Bookings can be made here to sit a practice exam in the Library. If headphones are required for your exam, please ensure that your headset is compatible with the Chifley Library computers. You can also bring your own laptop to the Chifley Library to practice your exam, instead of using the Library computers. Bookings can be made here.

- If you are registered with Access and inclusion and have an Education Access Plan outlining the necessity for Special (Alternative) Examination Arrangements (SEAs), you may request to complete your examination/s at the Chifley Library. To apply for this consideration, please email access.inclusion@anu.edu.au.

- If you need to sit your examination/s in the Chifley Library due to other circumstances, please email examinations.officer@anu.edu.au to apply for this consideration.

- If you encounter difficulties during the exam you can use the Proctorio Live Chat link to get in touch with a Proctorio staff member to help you. Click on the shield icon in your Chrome browser and then click on the 'Live chat' button. See Figs. 1 and 2 below.
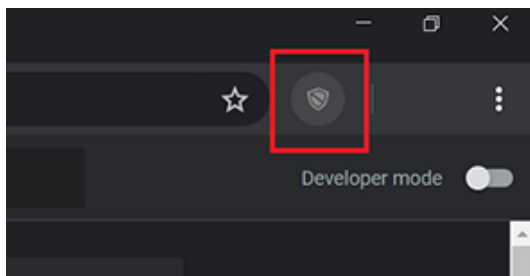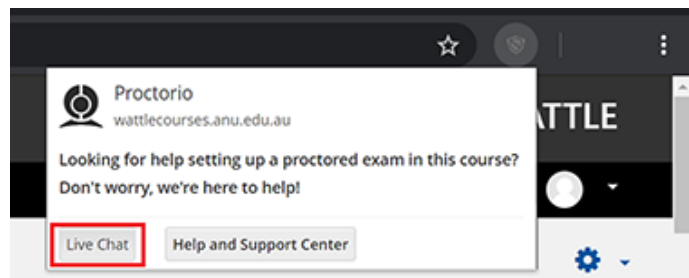

Fig 1. Click on the Shield icon in Chrome

Fig 2. Click on the Live Chat button.

- A 'Need Help' block is also posted on the right-hand side of your examination interface, should you encounter difficulties during your examination. Note: If you are using a 15" or 13" laptop screen, this information **may appear at the bottom of your examination window**. A copy of this information is detailed in Appendix 2. **We strongly recommend that you print out this information and have it to hand, in the unlikely event that you temporarily loose internet connectivity or access to Wattle during your examination.**

- In the Proctorio Practice Wattle site you will also find helpful information on Setting Up and Using Proctorio, Proctorio and Privacy, Preparing for Remote Exams and Information on examination arrangements, deferrals, appeals and policy.

Appendix 1

Proctorio identity declaration, student consent and declaration on examination conditions

By clicking "I accept, begin exam now" (button below) I represent and warrant that I, [Firstname Surname], am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown.

If over the age of 18, I acknowledge that I have read and agree to Proctorio's Terms of Service, and to Proctorio's Privacy Policy. If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions regarding the Proctorio's Terms of Service or Proctorio's Privacy Policy, I or my parent or legal guardian will not click "I accept, begin exam now" and will contact Proctorio before clicking "I accept, begin exam now" or otherwise using the Proctorio Services.

I agree and acknowledge that:
- I have read and understood the expectations and requirements regarding this examination as described on the Examination Conduct webpage.
- I am eligible and able to undertake this examination.
- I will follow the directions set out in the examination instructions.
- During the examination I will not access or have in my possession materials that are not expressly permitted by the course convener or on the Examination Conduct webpage.
- My work in this examination:
  - upholds the principles of academic integrity as defined in the University Academic Misconduct Rule.
  - is original.
  - is produced for the purposes of this examination and has not been submitted for assessment or examination in any other context.
  - in no part involves cheating, collusion, fabrication, plagiarism.
- The use of my WATTLE account to electronically undertake and submit this examination task constitutes my agreement to this declaration.
- If I do not agree to this declaration, I will not click on the "I accept, begin exam now" button and will instead apply for a deferred examination in accordance with the process and timeframes set out on the Deferred examinations webpage. Failure to comply with the prescribed deferred examination process and timeframes may result in failing the examination task.

Appendix 2

Important Information if you encounter difficulties during your examination
Please print a copy before your examination

Need help?

- Proctorio Help – speak directly to a Proctorio agent by clicking on the Proctorio extension shield in your Google Chrome extension bar [top right of browser].
- Technical Examination Help – contact ITS on +61 2 61252222
- General Examination Help [e.g. illness, Special Consideration, Deferred Examinations] – contact the Examinations Office +61 2 61253236
- Course Convener Help – [Your course convenor will provide information regarding the specific support available.]