

EXAMITY[®] TECHNICAL SUCCESS DOCUMENT

A student guide to ensure technical success when connecting with Examity[®]

Examity[®], the leader in online proctoring, offers you a secure and convenient way to take your exams online. To get familiar with the service, please access your Student Quick Guide and watch <http://bit.ly/2eWijCl>.

Students are responsible for arriving to the scheduled appointment with working hardware and software. Examity[®] proctors will troubleshoot with students if necessary, but if the situation cannot be fixed, students are responsible for rescheduling which may incur an additional cost.

In order to ensure technical success, you must meet the Examity[®] system requirements:

- Desktop computer or laptop
 - » At this time tablets (Android, iOS, Microsoft) and Chromebooks are not supported.
- Webcam and microphone (built-in or external)
 - » Check the webcam and microphone in the Computer Requirements check in your Examity profile
 - » Make sure your webcam is not in use with another program (i.e. Skype).
 - » Make sure your webcam is not disabled.
 - » Some computers have default security settings that prevent applications from accessing your webcam. Please ensure those settings have been turned off.
- Connection to network with sufficient internet speed: at least 2 Mbps download speed and 2 Mbps upload.
 - » Internet speed will fluctuate depending on usage around you. Schedule your test accordingly. Run the computer Requirements Check just prior to your exam as well.
 - » Please note that low Internet speed can prevent your webcam from functioning properly while connected to a proctor.
- Operating systems: Windows XP or newer, Mac OS X 10.8 (Mountain Lion) or newer
- Browser with pop-up blocker disabled: Google Chrome v39 or later, Mozilla Firefox v34 or later, Internet Explorer v8 or later, Microsoft Edge, Apple Safari v6 or later
 - » Configure your browser to allow pop-ups.

To begin your exam:

- Once logged into the Examity[®] dashboard, select “Start Exam” and click “Connect to proctor”
 - » You will see the Examity[®] logo as you wait to meet your proctor. As soon as the proctor is ready, a blue “proceed” button will appear on the screen.
- Click the blue “proceed” button
 - » This step will attempt to automatically launch the screen sharing application. Once successful, the proctor will be waiting for you.
- Enter the screen sharing session
 - » Once connected, the proctor will greet you and introduce him or herself. The proctor will attempt to establish a stable connection to your computer in 3 ways:
 - Clear audio (i.e. you and your proctor can hear each other)
 - View of your computer screen
 - Enabling your webcam so you and your proctor can see each other
- Start the Authentication process

If you have any questions or concerns previous to your exam, you are encouraged to contact Examity[®]'s technical support team 24/7 via at support@examity.com, live chat, or phone at (855)-392-6489.