
Examity® Online Proctoring System

Examity® is an online proctoring solution that gives students the flexibility to take exams remotely. It provides teachers, schools and students with the tools they need to preserve integrity. Please follow the instructions below to ensure a positive proctoring experience. Failure to follow these procedures may result in a violation of academic dishonesty.

Step 1: Log in and set-up your Examity® Profile

1. Click on the Examity® tab in the left navigation menu in the Canvas Course. You will be taken directly to the Examity® dashboard.
2. Create your Examity® profile by selecting “My Profile” from the dashboard.
3. Next, select your time zone. The time zone you select will be for the location where you will be when you take the exam.
4. Upload your government issued photo ID. You will need this ID for every exam.
5. Select and answer three unique security questions.
6. Enter your keystroke biometric signature.
7. Once your profile is complete, you are strongly encouraged to run a computer requirements check. To complete a computer requirements check, click the link in the upper right hand corner of the “My Profile” page. You must run the check on the same computer you will be using to take the exam. Note: it is strongly advised that the computer requirements check occurs 24 hours before your exam, as well as on the day of you exam.
8. Log out and back into Examity® to verify your profile settings.

Step 2: Scheduling Exams

1. Click “Schedule Exam” on the dashboard.
2. Select your instructor, and your course and exam name from the drop down menus. Be certain you are choosing the correct exam. If you do not choose the correct exam, you will not be able to write your exam on the day of your exam.
3. You will see a calendar. Select from the date and available time slots. If you are scheduling less than 24 hours in advance, you must select the “On-Demand” scheduling option.
4. You will receive an email from Examity® confirming your appointment. Confirm the date, time, and time zone.

Please note the following:

*Exam appointments are first-come/first-served.

*Check the course syllabus for any exam appointment restrictions. All date/time restrictions are in Central Time so adjust accordingly.

*If you need to reschedule or cancel the exam, click the “Reschedule/Cancel” tab on the top navigation bar on your dashboard. Select the exam you want to reschedule or cancel from the menu that appears.

*If scheduling less than 24 hours in advance, students will be responsible for an additional fee that is paid via credit card at the time of scheduling.

Step 3: Prior to an Exam

1. Restart your computer prior to every exam appointment to assure pending updates have installed.
2. Secure a reliable internet connection of at least 2.0 Mbps upload and download speed. In your location, go to <http://www.speedtest.net> to do a speed test.
3. Assure that you are the only person using the Internet at home during the exam – this includes stopping online streaming games and/or media, etc.
4. Locate a quiet space where you are not interrupted and free from clutter.
5. Students are required to have a medium sized mirror to reflect and show their laptop screen and keyboard to the proctor. The proctor will guide you through a room scan using the webcam. The proctor will ask you to clear all nearby items on your work surface before starting the exam such as notes, papers, etc. Your work area/space includes your work surface (table, desk, counter, etc.) plus the area around and under your work surface and seating area.
6. Connect your computer to a power source. It is also required that the computer battery be fully charged prior to the exam session so that if power is interrupted, exam and proctor access are maintained.
7. Enable pop-up blocker to allow Examity® URLs.
8. Close out of all other programs including other browsers, Word, Excel, Outlook, Skype, Spotify, Sticky Notes, etc.
9. Gather all needed supplies allowed by the Instructor. Students are allowed to have a whiteboard and dry-erase markers and eraser. Please check the Course Syllabus for specific permitted materials.

Step 4: Day of the Exam

1. Fifteen minutes prior to your appointment, log into Examity® through the Canvas Course.
2. Choose “Start Exam” and select your exam.
3. Click on “Connect to Proctor.” It may take up to 15 minutes to connect to a proctor.
4. Proctor support will walk you through the authentication process. You will be asked to:
 - a. Verify your identity. Be certain you have your photo ID with you. You will be required to hold the ID in front of your webcam. The proctor will need to see both your name and photo clearly.
 - b. Review the General Exam Rules and Special Instructions
 - c. Show your desk and workspace. The proctor will ask you to complete a 360° room pan and desk sweep with your webcam. This is to ensure your workspace is clear of any unauthorized materials.
 - d. You will be asked to answer one of your security questions.
 - e. You will type your unique biometric signature as per your profile set up.
 - f. Agree to the user agreement and exam rules.

- g. Once you have finished the authentication process, click on the “Begin Exam” link. The proctor will enter the exam password for you. Once the password is entered, you will begin the exam.

Please note the following:

*The time spent connecting to the proctor and completing the authentication process will **not** count towards your exam duration.

Technology Requirements

When taking an online course at Loyola University New Orleans, your computer should meet these minimum specifications:

Operating Systems: Mac 10.8 or newer. Windows XP

Web Browser: Both Mac and Windows users should run the newest version of Firefox or Google Chrome with the pop-up blocker disabled for the duration of the exam

Processor Speed: 1 GHz or higher recommended

Internet Connection: 2 Mbps upload/download

Monitor: a monitor capable of at least 800 x 600 resolution

Speaker: Internal speakers with headphones and microphone are required

Camera: Internal computer camera is required

All off-campus/distance students are expected to purchase their own dedicated home high-speed Internet service at a minimal required speed of 2 Mbps upload and 2 Mbps download for viewing lecture captures, simultaneous screen sharing, and video/audio conferencing. To test connectivity level, go to <http://speedtest.net> and run a test.

Students may not use a tablet, Chromebook, or cell phone to take an exam.

Internet Speed and Connectivity

As a distance and/or online student, adequate connectivity is not only a requirement, but a necessity for academic success. The Internet Service Provider (ISP) landscape is ever-changing with the increased use of Internet by virtually all electronic devices. ISPs in certain areas of the US have started to cap/limit the amount of downloaded data per month and others have started giving preferential service/bandwidth to paid subscriptions, such as Netflix. Since no two providers are the same, students need to check with their provider to assess their current connectivity and address any issues. Below are questions to take into consideration:

Who is using the Internet in your home while you are trying to take a proctored exam?

Other Internet users – especially online gaming, streaming Netflix, etc. will cause your connectivity to be low even if you are paying for a high Internet speed because it is still being used by the other sources. A rule of thumb is that you should be the only one using the

Internet in your home during exams – no one else gaming, streaming movies, etc.

Is your router and/or modem old?

Check with your ISP to make sure your equipment is adequate. If your home networking equipment is more than five (5) years old, you may be paying for a faster speed but you will not see it in your home due to the age of your networking equipment.

How far away is your laptop from the router?

As the distance from the router to your laptop increases, the signal quality decreases and may decrease significantly depending on the distance and/or the construction of your home – multiple floors, etc. Solutions may include either working in the same location as the router, upgrading equipment for better Wi-Fi coverage in your home, or connecting directly. If you live in an apartment complex, the number of Wi-Fi networks in a small area may degrade your signal. A solution is to directly connect using an Ethernet cable. Hotspots from your cellular provider are not recommended as they do not provide adequate connectivity

Is your wireless network secured or locked?

If you leave your wireless system non-secured, then you are providing Internet access to anyone in the neighborhood. Make sure your network is secured. Follow the modem/router instructions to secure your home wireless network.

Frequently Asked Questions

Are you able to keep people (and pets) from entering your testing area?

A quiet space where you are not interrupted and free from clutter is required. A room where you can close the door is recommended. However, if you do not have such a room, here are some examples to get you thinking:

If you are home alone, any room will work: your kitchen table, your couch, the edge of your bed, the floor – any place where you are alone for the duration of the exam and there is no obvious clutter which could be misconstrued as notes.

Are there study rooms available at your local library?

If you have children or pets at home, what would you do to care for them if you went to class to take an exam? Do something similar. Even if you think that young children will remain quiet and not need your attention, consider having a sitter/friend come to your home and keep the children occupied in another room. If they are in school, consider taking your exam while they are in school. Remind spouses/roommates/older children to stay out of the area you are in while taking your exam.

Do I have to remove all items from my exam space?

The proctor will ask you to reposition anything in the immediate vicinity that could be considered information you could use during an exam – examples include a white board on the wall with writing (just erase all content), papers on the work surface, etc. Your work area/space includes your work surface (table, desk, counter, etc.) plus the area around and under your work surface and seating area. The proctor is validating that there are no assets that could be used during the exam.

What do I do if the instructor indicated in lecture that something is allowed during the exam, but the proctor is not allowing that item or activity?

Ask the proctor to wait a minute while you call the Exam Team to find out as sometimes instructors make last minute changes which are announced in class but not passed along to the proctors.

How do the proctors know I am not cheating?

Examity® proctors hundreds of thousands of exams annually across the world. The proctors are certified and follow industry best practices and standards for assuring exam integrity. All unusual behavior is flagged in the recording of the proctor session. Proctors are instructed to not interrupt exams unless necessary based on a 50% risk that something questionable is occurring. Once the exam has started, the proctor is online monitoring your physical actions via your webcam and desktop. All proctors are trained to look for key behaviors that could indicated cheating, such as, but not limited to:

Staring at the same place or away from the keyboard and monitor for long periods of time.

Staring off to ponder a question response is not uncommon, however intently looking at other places repeatedly may prompt the proctor to interrupt the exam and ask you to scan that area to assure that there are no notes, etc. This includes the rim of your monitor and keyboard, under your keyboard, under your desk, on your person, on the wall, etc.

Reading questions out loud. There is no talking during an exam in the classroom, so talking is not permitted in a proctored environment. The proctor will interrupt and ask you not to talk as you could be relaying information.

What is not allowed during an Examity® proctored exam session?

No answering the phone or texting

No talking/reading the exam questions/answers out loud

No drinks or hats

No accessing things in your pockets, backpack or on the work space/floor/chair near you.

No getting out of your chair to stretch or walk around

Does the process of connecting to my proctor cut into my exam time?

No. The 15-minute authentication process does not cut into your exam time. The timer on your exam does not start until you have begun the test.

How do I know if my system meets Examity® requirements?

If you have any questions or concerns, you can email support@examity.com and arrange to do a system check with someone on our support team

What if something goes wrong during the exam?

It is important to have a phone accessible (but not within your immediate work space). The proctor will attempt to contact you by the phone number you provided during registration. You may also call 855-Examity® (855-392-6489), Option 1 and tell the agent you are having a problem with your exam.

The proctor will work with you to try to get back into the exam. It is important to follow all the proctor's instructions.

In the event you are unable to finish the exam, your instructor will be notified. We also encourage you to contact your instructor immediately after the exam or after the proctor determines you will not be able to continue so that you may work out an arrangement with your instructor.