



### CREATE YOUR PROCTORTRACK PROFILE

The Onboarding Exam Process

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#### Create Your Proctortrack Profile

All **first-time** test takers will receive an email from Proctortrack with their username and password. Learners must sign into their Proctortrack account and complete their profile by taking an **onboarding exam**. The onboarding exam must be completed prior to the first scheduled exam date. The onboarding exam process creates a baseline profile for learners in the Proctortack system. This profile includes photo identification verification and a system check of the learner's devices. The system check will ensure the device (laptop/desktop) is compatible with the virtual proctoring software. Learners will complete a room scan during the onboarding exam process as part of the mobile phone system verification. **Rooms are not reviewed for approval during onboarding**.

Learners will go through a similar process on the day of their scheduled exam. The physical testing space and the electronic examination environments are reviewed for each actual exam attempt and must be approved by the proctor for the learner to continue with the exam.

#### Onboarding Exam Rules

- All learners **must have an approved** onboarding exam at minimum **24 hours** before the scheduled exam date.
- Learners must present a government issued photo ID for the onboarding exam.
- If not approved, learners **MUST** attempt the onboarding exam again until it is approved.
- The onboarding exam should **NOT** be attempted on the scheduled exam date.
- Learners can view their onboarding status on the dashboard of their Proctortrack account.
- The onboarding exam profile is valid for one year.
- Learners who have already taken a virtual exam and have successfully passed the onboarding exam do not need to complete the onboarding exam again until it expires.

#### **Equipment Requirements**

Learners are **required to have the following equipment** to complete their onboarding exam.

- Desktop computer or laptop. You must have administrator rights for your device to use Proctortrack software.
- Windows Operating System Requirements
  - a. Windows 8 or higher
  - b. PC Processor/RAM Requirements: Dual core 2.4 GHZ CPU, 8 GB RAM or better
  - c. Google Chrome browser only
- Mac Operating System Requirements
  - a. OSX EI Capitan 10.13 or higher
  - b. Mac Processor/RAM Requirements: Intel/ AMD Processor, 8 GB RAM
  - c. Google Chrome browser only

Alternative Formats Available Upon Request

Version 1.1

- Tablets, Chromebooks, and mobile phones **do not** meet the requirements for the exam delivery software.
- Webcam (resolution 800 px x 600 px or better)
- Microphone, speakers, keyboard, mouse.
- High speed Internet connection (Cable Modem, DSL or better (1.5MBps download, 1.5 MBps upload). <u>Click here to check your speed</u>.
- A smart phone to complete the room scan and to operate as a second camera during exams. Both Android and iOS mobile phone are supported. See minimum phone requirements listed below:
  - a. Android OS: version 6.0 and higher.
  - b. iOS (Apple): version 11.0 and higher.
  - c. Note: Harmony OS not supported at this time.
  - d. Mobile phones should have a working camera, be 100% charged and have the Proctortrack app downloaded **before** beginning the onboarding exam.
  - e. Mobile phones are required to be positioned in landscape, and front-facing camera mode, keeping the learner, computer monitor, keyboard, and mouse within view of the mobile camera phone.
  - Phone stands, phone cases with built-in stands, or a clear glass cup, can be used to prop up the mobile phone.
  - *Tip:* Keep mobile phones charging for the duration of the exam to avoid running low on power.

**Note**: <u>Click Here</u> to view detailed technical requirements posted on the Proctortrack website.

**IMPORTANT NOTE:** Ensure that all connections to other devices, programs, systems, and/or hardware that are not required for the process of the onboarding exam are turned off and/or disconnected prior to taking the onboarding exam. This includes but is not limited to connections to any home automation, Bluetooth or other connections to hardware or any electronics, or any other computer equipment. Only a stand-alone computer/laptop connected to the internet can be used to take the onboarding exam along with the mobile phone which is used as a second camera. It is the learner's responsibility to ensure that their system meets these requirements.

#### Proctortrack Support

Communicate with Proctortrack technical support line via live chat, phone, or email before or after your onboarding exam.

- For live chat click the blue chat icon on the bottom right corner of your screen or use the <u>support page</u> to troubleshoot.
- Proctortrack technical support: **1 (844) 966-1155.** (Mon-Fri, 8am to 9pm; Sat-Sun, 8am to 7pm)
- Email: <a href="mailto:support@verificient.com">support@verificient.com</a>

### Onboarding Exam Steps (First Time Test Takers)

- 1. Ensure your workspace meets all Examination Day Protocols.
- 2. Visit <u>https://ca-testing.verificient.com</u> and login with your Proctortrack username and password.
- 3. Click on Go To Test button for the onboarding exam.

Proctortrack     by Verificient			🙊 🍂 English 🗸 John Doe JD	≡
Total Tests: 2 🛛 O	Uploaded 1 O Upload Failed 1 O Not Attempted 0	Baseline Status: Processing Onboarding data will be processed v able to proceed and take listed tests	Date: 02/11/2022 vithin 4-8 hours. If passed you will be	
	100%		ž	
Test Li	st Manuals/ Resources	Onboarding Data	Notifications	
Test Name 🗸		Instructor Durati	ion Status Test	
Exam 1: Invigilated Theo Cive Proctoring	ry Exam	PT Admin 180 M	tinutes () Confirmed	
Onboarding Exam Onboarding		PT Admin 180 M	tinutes 0 Go To Test	

4. Scroll down and read the information provided under the **Let's Get Started** guidelines. Checkmark the box at the bottom of the page to agree to the terms and click on **Go To Next Steps**.



5. Follow the instructions presented on the screen to connect to the Proctortrack app. Review any banner messages displayed (see image below).

**Note**: If you are using a Windows device and are unable to download the app, refer to <u>Appendix A</u>. If you are using a Mac, follow the steps shown on screen to adjust your permissions and refer to <u>Appendix B</u>.

📀 Proc	tortrack	English	~	
A	Please do not close this browser tab. This page will auto-forward to actual exam after you have completed verification scans in Proctortrack app.			
	Option 1			
	If you already downloaded the app then			
	Step 1. Open the app and click on Connect to Proctortrack button. Connect to Proctortrack			
	Step 2. After that, click anywhere on the app screen to proceed further.			
	Option 2			
	If you do not have the app and wish to download then <b>Step 1.</b> Click on the <b>Download Proctortrack</b> button			
	Download Proctortrack			

6. Follow the instructions presented on your screen if the app does not launch (see image below).



7. Read the Agreement to Policy, then checkmark the box at the bottom of the page and click I Agree.



8. Click on Grant Privileges to proceed with the system check for your device.



9. A system check will be completed on your device. Learners using a Windows device may come across a fire wall pop up. Select **Yes** to continue with the app.



10. Click on **Continue** to proceed.



11. Click on **Continue** to proceed for identity verification.



12. You will now be prompted to complete a Face Scan.

- a. Click Scan and follow the instructions displayed on the page.
- b. Click Next to proceed. You can Retake if the scan is blurry.



13. You will now be prompted to complete an **ID Scan**:

- a. Click on Start Scan and follow the instructions presented on the screen.
- b. Review Appendix D for approved government issued ID.
- c. Click on Next once you complete your ID scan to proceed.



14. Click on Next after reading over the Test Guidelines.



15. You will be prompted to complete a room scan. Follow the instructions displayed on the screen to capture a correct scan.

Proctor	Room Scan	Room Scan
		Your institution requires a Room Scan using the Proctortrack mobile app. Please CLEAR your immediate area for a successful room scan.
		Step 1
		Download the Proctortrack Mobile App
		If you haven't already downloaded the Proctortrack Mobile App, visit Proctortrack.com/mobile app on your phone or Visit your App Store or Play Store. $\bigcup_2$
		Tapp Sale
		Step 2
		Launch the Proctortrack mobile app. Scan the QR code using the mobile app.
		Follow the mobile app directions to produce a 360 degree scan of your room.
		Upon a successful room scan completion this page will automatically forward to the next step.
_		

- 16. At this stage learners will use their mobile phones and scan the bar code to complete a room scan. Ensure you have the Proctortrack app downloaded on your mobile phone.
  - a.) To download the Proctortrack app visit **proctortrack.com/mobile-app** on your phone or visit the App Store or Google Play Store.



- 17. Launch the Proctortrack mobile app and scan the QR code using your mobile
  - a. On your mobile phone read the instructions on screen and click **Next** to proceed. You may have to adjust the permission settings on the app.
  - b. Select **Start** to complete a system check on your mobile phone.
  - c. Select **Ok** after the system check to proceed with the room scan.
- 18. Follow the instructions presented on your mobile phone.
  - a. Record a 360 degree 20-second-long video of your room including the area to your left, right and behind you.
  - b. Record a 10-second-long video including: your desk, set up, monitor (front), monitor (back).



- 19. Click Next after your scan is completed to proceed, and your test will start on your monitor.
- 20. Plug in your phone if it's less than 80% charged into a power source and position it on landscape, frontfacing camera mode next to you.

**Note**: Phone stands, phone cases with built-in stands, or a clear glass cup, can be used to prop up the mobile phone during virtual exams.

a.) Click Confirm & Start Proctoring



b.) On your mobile phone, proceed to click on **I am ready to position my phone.** Position the mobile phone camera on either the left or right side of you, ensuring that you, your monitor, keyboard, and mouse are captured within the camera view. The mobile phone camera should also capture some space around you so the proctor can monitor your room.



25. Monitoring is now active on the mobile phone.

Monitoring On *	
	Please proceed with the test on your computer.
	End

- 21. Learners can see themselves being recorded in the bottom right corner of the screen.
  - a. The footage can be minimized by clicking on the top right corner of the video feed.
  - b. Use the arrows to move the video feed to the left or right of the screen.



22. Complete and submit the onboarding exam by clicking on any of the **End** buttons displayed.

			RECONNECT PHONE	SHOW CHAT/VIDEO WINDOW END PROCTORING
< → C (	https://proctortrack.ca/humber-onboarding/	Allowed Links 🗸	Apps v	END
⊘Pro	octortrack			
	Thank you for complet T	ing the Onboarding Exam, you o hree important things to keep ir	can now end the n mind:	proctoring.
	Ý 🛌			
	Onboarding Room Scan WILL NOT be reviewed	Exam day Room Scan WILL BE reviewed live	Onboarding	profile review takes 4-8
	Passing onboarding doesn't mean your room is approved. Room Scan won't be checked or saved.	On exam day, a live proctor will review and must approve your room setup before you can start. Check if your room meets Humber's guidelines beforehand to avoid delays.	Approval is n resubmit. On is valid for 1 student dash	nandatory; If you fail, you must ce approved, Onboarding Profile year and status is on your board.
				+

23. A pop up will appear, proceed, and click on **End**.

- 24. The onboarding exam will begin to upload, do not quit the app. The time it takes to upload the data would be dependent on the internet speed.
- 25. Click on **Quit App** once the upload is completed. If you are using a Windows device, you have the option to **Uninstall** the app to remove Proctortrack from your device. You can also take a 2-minute survey.



26. Proctoring will end on the Mobile Phone and the app will close automatically. If not, click on **Quit Now** on the mobile phone.

#### Appendix A – Removing Restrictions on a Windows Device

Click on the **Connect** button after downloading the proctortrack app for the first time. In the event you are not directed to the system check, please follow these steps to remove any setting restrictions.

 a. Select Start > Settings > Privacy > Camera. When prompted to Allow access to the camera on this device, select Change and make sure Camera access for this device is turned on.



 b. Select Start > Settings > Privacy > Microphone. When prompted to Allow access to the microphone on this device, select Change and make sure microphone access for this device is turned on.



### Appendix B – Mac Device Installation and Permission Settings

> Downloads
 Name
 Proctortrack

Under the download folder you will see a Proctortrack icon, as shown in the image below.





If you have installed the application and it still has not opened automatically, you can locate the Proctortrack app from Finder on your Mac device

- In the menu bar at the top, click on **Go > Home > Applications > Proctortrack.**
- Open Proctortrack (do not open ProctortrackExamBrowser).



You can also locate the proctortrack app using the launchpad.

• Open Launchpad: Click the Launchpad icon in the Dock (or use the Control Strip).



• Find an app on Launchpad: Type its name in the search field at the top of Launchpad.

			Q. Search			
(+)				W		
TeamViewer	Google Chrome	Microsoft PowerPoint	Segrite Endpoint Security	Microsoft Word	ProctortrackExamBro	Proctortrack
				5		

Once the app is launched learners should follow the instructions below to grant Proctortrack and the Exam browser access to monitor and record the test session without any issues. Please make sure that the settings below are **enabled**.

a. If you have any privacy setting restrictions, you will be directed to follow the instructions presented on the screen. Ensure to enable all privacy settings to continue with the proctortrack app.

	Keep in mind: Each time you give permission for the S Security settings, your system might ask you to quit. To permissions, including the final one for the microphone	ystem events, Accessibility, Camera, o avoid unnecessary restarts, please e.	Screen recordinga select 'quit' only a	nd Microphone in the Privac fter granting all the required	y and
	System Events				
	Please grant permission once the 'System Events' popup appears.				
	Accessibility		E		
		Open Accessibility Settings	Neuros     Automativa     Automativa     Automativa     Automativa     Automativa     Automativa     Automativa     Automativa     Automativa     Automativa		
	Camera				
	To prevent multiple restarts, choose 'later' when prompted to quit.	Open Camera Settings	A Loss Roses Charles Discourses Charles Discourses Conservations		
	Screen Recording				
	To prevent multiple restarts, choose later' when	Open Recording Settings		DONE	

Go to System Preference --> **Security and Privacy** -> **Privacy tab** --> Select the **Proctortrack check box** for following options.

System Events						Grant System Events Access
•	Grant Proctortrack the following Keep in mind: Each time you give permission for the Sy Security settings, your system might ask you to quit. T permissions, including the final one for the microphon	I <b>permissions</b> Istem events, Accessibility, Camera avcid unnecessary restarts, please	, Screen recording e select 'quit' only	and Microphone in th after granting all the	e Privacy and required	?
	System Events Please grant permission once the 'System Events' popup appears.		Contractions Contr	(C) General gene the age of end of the end of the	systemet	
	Accessibility	Currently denied Open Accessibility Settings	Verbeden Derrit Derrit Derrit Derrit Derrit Derrit Manneter Derrit Derri			Control "System Events". Allowing control will provide
	Camera To prevent multiple restarts, choose 'later' when prompted to quit.	Currently denied     Open Camera Settings	Original State     Original			"System Events", and to perform actions within that app.
÷:	Screen Recording To prevent multiple restarts, choose 'later' when prompted to quit.	Currently denied Open Recording Settings		DON		Don't Allow Allow

Ac	cessibility			To enable Acces	sibility	
٩	Grant Proctortrack the following Keep in mind: Each time you give permission for the S Security settings, your system might ask you to quit.	<b>g permissions</b> System events, Accessibility, Camera, To avoid unnecessary restarts, please ne.	Soreen recording and Microphone in the Privacy and a select 'quit' only after granting all the required	Q Search	Accessibility  Allow the applications below to control your computer      Proctortrack	r
	System Events Please grant permission once the System Events' popup appears. Accessibility	Currently granted Grant System Events Access     Currently denied Open Accessbilly Settings	A C C COM C C C C C C C C C C C C C C C C C C C	Apple ID  WI-FI  Bluetooth  Network  Notifications  Sound	+ -	
	Camera To prevent multiple restarts, choose 'later' when prompted to quit.	Currently denied Open Camera Settings     Currently denied	Version	<ul> <li>Focus</li> <li>Screen Time</li> <li>General</li> <li>Appearance</li> </ul>		
U	To prevent multiple restarts, choose later when prompted to quit.	Open Recording Settings	DONE	Accessibility     Control Centre     Siri & Spotlight     Privacy & Security		



Scr	Screen Recording			To enable Scr	een Recording
0	Screen Recording	d this computer's estibility, Camera, 36 any restarts, please si vivacy & Security ettings Deny rrently granted Grant System Events Access Currently granted Open Accessibility Settings	reen recordingand Microphone in the Privacy and leter 'quit' only after granting all the required	<ul> <li>Search</li> <li>Search</li> <li>Verificient Solutions</li> <li>Wi-Fi</li> <li>Bluetooth</li> <li>Network</li> <li>Notifications</li> <li>Sound</li> <li>Focus</li> </ul>	Screen & System Audio Recording  Screen & System Audio Recording  Milow the applications below to record the content of your screen and audio, even while using other applications.      Proctortrack     The series of the s
	Camera To prevent multiple restarts, choose "later" when prompted to quit.		Control C	Screen Time General Appearance	
یر ۲۶ ا	Screen Recording To prevent multiple restarts, choose 'later' when prompted to quit.	Currently pending     Open Recording Settings	DONE	Accessibility     Control Centre     Siri & Spotlight     Privacy & Security	

**Note**: For Mac Users: Once you have enabled the permission checks, the Proctortrack application will be in the system check phase. If not, please close the application and try launching again (refer to step 3). If you are still experiencing issues with the Proctortrack application, please contact Proctortrack support for assistance at 1(844) 966-1155.

## Appendix C – Troubleshooting Onboarding

Issues	Tip / Resolution
I have a booked exam, but I do not see an onboarding exam on my dashboard.	Onboarding exams are available 24 hours after learners have registered for a virtual exam.
	Learners are advised to contact Humber Real Estate Education Support Line if you do not see your onboarding exam past the 24 hours.
	(416)-675-5025 - Select option 2
	Live chat is also available for general program inquiries including assistance with applications, registration, learner inquiries and technical support.
I have failed my onboarding exam, what can I do to fix it?	Common reasons for failing the onboarding exam are:
	Facial scan was not captured.
	<ul> <li>Photo ID scan was not captured.</li> </ul>
	Name was not legible in ID.
	A valid government issued photo ID must be held up to the camera and a picture taken where the name is clearly legible. Review the ID photo before submitting.
	A failed onboarding exam will require another submission. Learner will have to <b>Retake</b> the onboarding exam. Approval may take 4 - 8 hours.
	Failure to have a successful onboarding exam on the day of the actual exam will prevent learners from writing their exam.
What type of identification can I use for the onboarding exam?	Learners must present a valid, government issued identification bearing a photograph and signature (e.g., passport, driver's license, permanent resident card).
	Provincial health cards are not accepted.
	The name on the government issued photo identification must match the Learner Portal.
	A learner is not allowed to write the exam if the presented identification does not match the name reflected on the learner's program registration.

### Appendix D-Acceptable Forms of Identification

Primary Identification Type:
Passport (Canadian or International)
Driver's License
Citizenship/Permanent Resident Card
Secure Certificate of Indian Status
Provincial ID Card (e.g. Ontario Photo ID card)
Nexus Card
Canadian Armed Forces Identification Card
Canadian Firearms License

**Note**: All acceptable forms of ID must be valid, contain a signature (whenever applicable), contain a clear photograph, and not expired.