



Carleton
UNIVERSITY

Canada's Capital University

LIVE E-PROCTORING GUIDE FOR STUDENTS

Scheduling and Examination Services

v. 1.09

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Objective

Carleton's live e-Proctoring solution mimics the face-to-face exam experience you would have if you were writing on campus. The human proctor will check your ID, maintain testing fairness, and provide help should you need it. Flexibility and support are at the core of this solution to ensure you get a fast response time to both your academic content questions and technical issues should they transpire.

Your exam will be proctored through the web-conferencing tool Zoom. Many of you are already familiar with this platform since it has been widely used in many courses. This platform does not require a download and can be run simply from within a browser. You will complete the exam in Brightspace, while joining a Zoom session with your webcam and microphone. If you are reluctant to transmit your webcam video, please discuss alternatives with your course instructor well before exam day.

The link to e-Proctoring Zoom session will be posted in your usual Brightspace course page or it will be shared with you via an e-mail from onlineexams@cunet.carleton.ca. The exam will usually be placed within the same space as well. You and your classmates will be separated into individual breakout rooms to allow private communication with the proctor. Please have your student ID ready – it will be required for an identity check. Although this exam is not being written on campus, we still kindly ask you to dress appropriately.

The system has been vetted by the Deans, the Carleton Privacy Office, and Information Security.

1. Preparing to take your exam

- Prepare your exam workspace. Choose a quiet room with minimal noise and through-traffic from other people. Make sure others in the household are aware that you will be taking an exam, and that the space you are working in needs to be free from disturbance.
- Familiarize yourself with the list of authorized materials permitted for the exam and have them ready.
- If your exam involves scanning documents in order to upload to Brightspace and you don't have a scanner, we encourage you to download a free pdf scanner app before exam day. You can use CamScanner or Genius Scan (available for both Android and iOS) to quickly accomplish the task without the need to leave the exam location.
- Read the *Policy and Procedures for Writing Examinations* document, which is posted on the Brightspace course page.
- Watch [Zoom tutorial videos](#) to become familiar with the tool.
- Visit test.zoom.org a few days before your first exam and test the tool in the mock-up conference room. Try to share your audio, video, and screen to make sure all your devices are set up and working as expected. If you experience any problems with the setup, feel free to [submit an exam support request](#), and the necessary support will be provided to you.
- Some instructors will have a dry-run of the session prior to the exam. If it is the case, we strongly recommend attendance to avoid hiccups on exam day.
- Fully charge the devices required for exam completion and e-Proctoring. Place the chargers within easy reach so you don't have to leave your workspace if you need them.


2. Logging in to e-Proctoring

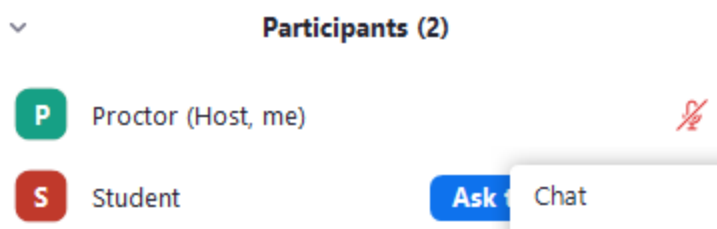
Join the Zoom session from two devices (e.g., a laptop and a cell phone) 15-20 minutes before the scheduled exam time (please use Zoom application for Android and MacOS). The two-device approach is the default participation option. If you have questions or concerns, please contact your course instructor to discuss alternate strategies.

- Navigate to your course page in Brightspace. You will find a link to the Zoom session under the same topic as the exam itself (in most cases). Click on it.
- Press **Join session**. If you are unable to join, your proctor hasn't started the session yet; please come back in 2 minutes.
- You will be muted upon entry.

Congratulations! You have just entered the e-Proctoring Zoom session!

3. Awaiting check-in

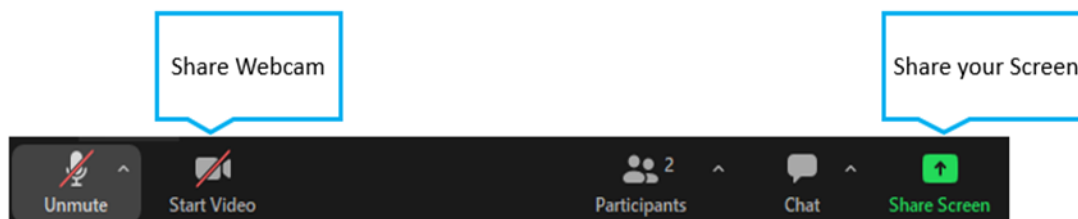
- You are now in the "Main room." The **Participants** list to the right of the screen contains your name and the name(s) of your proctor(s). Please wait until they prompt you for check-in. While you are waiting, please kindly pay attention to the detailed instructions in **Shared Notes**. This contains information regarding examination regulations.
- If you need to communicate with the proctor while in the "Main Room," use the **Chat**. **Chat** is located on the right-side bar. If the right-side bar is not visible, click on the chat icon  at the bottom-center of the room to expand it. Then click on the person to **Start a chat** with them:



- Have your student ID, or any government-issued photo ID (e.g., a driver's license, a provincial photo card, or a passport), handy since you will need it for an identity check.
- Close off all unauthorized browser tabs and applications. Ensure that nothing is on your desk except for the materials permitted by your instructor and the devices required for exam completion and e-Proctoring.

4. Check-in

- Don't forget to familiarize yourself with the basic controls located in the bottom center of the Zoom window:



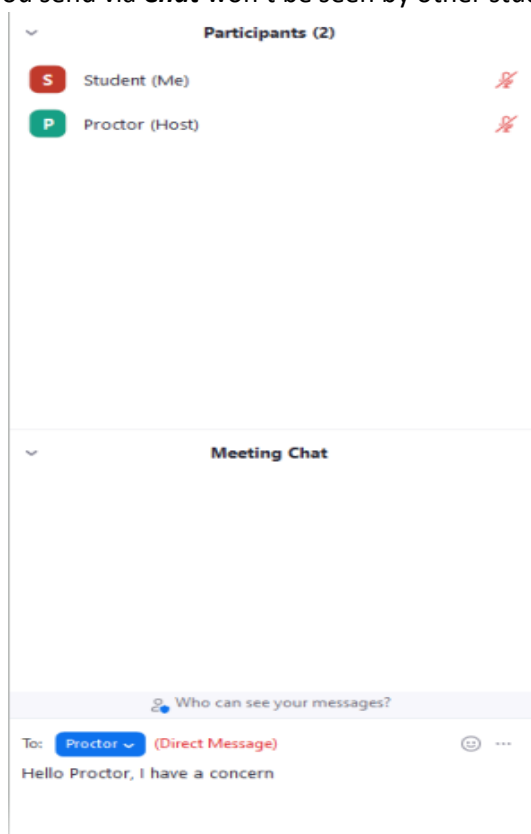
- Share your webcam on a cell phone/tablet. Fix your device at a place and angle that shows your desk and computer screen, so that your writing space can be observed. See [May I use virtual background or blur for the video?](#) in the [FAQ](#).
- Share your screen on a laptop/desktop. Keep the Zoom session open on your computer allows you to chat conveniently with the exam support team.
- You will be authenticated within 30 minutes either by presenting your ID to the camera, or by

answering a security question, if webcam video is not available. Feel free to start your exam if it becomes available sooner than the check-in. If your exam is locked in Brightspace, you will receive a password to your exam when you join a breakout room.

- As part of the authentication process, you may be asked to scan your room to show your workspace. You will also be asked to show your cell phone being powered down (unless you are using it for e-Proctoring) and left in a location visible to the webcam, front side down. The cell phone should remain visible to the proctor at all times.

5. While taking an exam

- Your video and screen should be shared throughout the exam. Don't turn it off after the authentication.
- Please keep your speaker ON too, for receiving instructions or announcements during the exam.
- If you need to contact the proctor (e.g., you have a question or concern), post a message to the **Chat**, and the proctor will reply to you shortly. The Focus Mode settings are enabled in a way, so the information you send via **Chat** won't be seen by other students:



- Your proctor may contact you throughout the exam via chat or audio to relay exam information.
- Please be aware that you may be asked to show your workspace via webcam at any time during your exam. Please follow the instructions provided by your proctor.
- If you need to leave your computer's vicinity with the intention of returning (e.g., to take a washroom break), you are required to let your proctor know beforehand. Please notify them through the chat and wait for their confirmation (similar to the face-to-face procedures).

- You are not permitted to leave the e-Proctoring session until all students in your course have digitally signed in, which is typically 30 minutes after the start of the exam.

6. Upon exam completion

- When you have completed the exam and submitted your answers, you are required to show the submission page to your proctor via screen sharing or video. Please wait for their confirmation before leaving the e-Proctoring session as they may be signing out other students at that time.
- The session will be kept open for 15 minutes after the exam has ended should you have any questions.

7. Additional FAQ

What are the requirements for participating in the Zoom e-Proctoring session?

As an exam-taker, you need the following:

- 1) A primary device, such as a laptop or desktop, to access Brightspace and engage in Zoom chat.
- 2) A secondary device, like a cell phone or tablet, equipped with a webcam and microphone (either built-in or external).
- 3) The Zoom application installed on your devices.
- 4) A reliable high-speed Internet connection.
- 5) A quiet environment free from people or distractions.

I do not meet the technical requirement for e-Proctoring, what should I do?

Please inform the instructor about the current situation while copying onlineexams@carleton.ca.

What is the process of using my computer for both Brightspace and e-Proctoring?

To use your computer for both Brightspace and e-Proctoring, you need to have Zoom running in the background while working in Brightspace. It is important to regularly check the Zoom application for any announcements. Another option is to split your screen, dedicating most of the space to Brightspace and keeping the Zoom app window smaller in one corner. You can easily move and resize the Zoom session window according to your convenience.

What if I have privacy concerns regarding sharing my image through the webcam?

Ask your course instructor about the alternative modes of assessment that are available.

Am I permitted to use a virtual background or a blur effect for the video?

The use of virtual background or background blur is prohibited for e-Proctoring. Please select 'x' (None) for "Virtual background settings":

I am experiencing issues with my screen share or webcam.

Please take a screenshot of an error (if you receive any). If this happens while you are not actually writing an exam, [submit an exam support request](#) with the screenshot attached, and the necessary assistance will be provided to you. If the examination is in progress, inform your proctor and continue the session as usual. After the exam is over, [submit an exam support request](#) with the screenshot attached, and the support team will get in touch with you to troubleshoot the problem before future sessions.

I currently don't have internet access, so I need to utilize my cell phone as a hotspot.

Using your cell phone as a hotspot is a suitable solution. It is not necessary to turn off your cell phone, even if it is not being used for e-Proctoring. Please keep it visible at all times.

I have an upcoming exam, but I'll be in a country where Zoom might be blocked due to a firewall. What steps should I take to address this issue?

You can test access, as well as the webcam, the screen sharing, and the microphone, at test.zoom.org. If you are unable to access the website, you may need to [configure Carleton's Virtual Private Network \(VPN\)](#). Please make sure to set up VPN prior to exam day. If you are unable to see or hear yourself, please take a screenshot of the error that you receive (if any) and [submit an exam support request](#) with the screenshot attached – the necessary assistance will be provided to you.

I have misplaced my student ID or do not possess one. Would it still be possible for me to take part?

Yes, you will. In that case, please be prepared to show a government-issued photo ID for the authentication (e.g., a driver's license, a provincial photo card, or a passport).

Can I use a scrap paper during my exam?

Yes, you can use scrap paper during the exam if it is authorized by your instructor. It is important, however, to show both sides of the sheets to the proctor to verify they are blank to start with. Use good judgment and follow the instructions when the proctor asks you to show your environment. You may be required to destroy used scrap paper in view of the proctor after the exam.

Can I wear headphones during the exam?

Same policy as for in-person assessments applies to online exams, so no headphones should be worn. Please maintain the same environment as if you were writing in an exam hall.

Is there an ideal location to take the exam? What if I have a roommate?

Use a place with good Internet connectivity, low noise, and good lighting. Ensure there is no one around you. Keep your phone off for the entire duration of the exam unless you use it for Zoom. If you have a roommate who is taking the same exam, please find a different location to write yours.

What should I do if my parent or housemate came into my room while I was taking my exam?

In case a member of your household enters the room during the assessment and asks an unrelated question, there's no need to worry. Kindly inform them that you are in the middle of an exam and

request them to give you some privacy until the exam is finished.

I have completed the exam and submitted my answers. What should I do now?

Upon completion of your exam, you are required to show the submission page to your proctor via screen sharing or video. Please wait for their confirmation before leaving the e-Proctoring session. We kindly ask you to be patient as your proctor may be signing out other students at the same time.

I got disconnected from the Zoom call during the e-Proctoring session.

Please re-enter the meeting or use the Zoom activity link to reconnect. After reconnecting, please notify your proctor regarding what occurred.

My Internet connection was disrupted in the midst of the exam, causing me to lose access to Zoom

Please reach out to the Examination Emergency Support team:

Exam-Related Emergency Toll-Free Call Line: [1-877-557-2930 \(Canada & USA\)](tel:1-877-557-2930).

Outside Canada/US Exam Emergency: [+1-613-518-2601](tel:+1-613-518-2601).

Non-Urgent Exam Related Issues: [Submit an Exam Support Request](#).

Email: OnlineExams@carleton.ca.

Non-Emergency: [613-520-2600 x1571 M-F, 8:30am-4:30pm \(Eastern Time\)](tel:613-520-2600).

8. Contact and assistance

Need help?

Email onlineexams@carleton.ca, and we will get in touch with you.