KMPDC GUIDE TO ONLINE EXAMINATION SYSTEM

1. Link to the examination System: https://digiproctor.com/html/login

2. Compatible Devices

a) Personal Computers and Mac

Laptop with the following specifications / features:-

a. *Operating System - Windows 8 and above OR Mac OS, Catalina and above*
b. *Capability and can sustain battery charge for at least 3 hours;*
c. *Wi-Fi capability:*
d. *Webcam;*
e. *Microphone;*
f. *Internet Browser: Latest versions of* ***Chrome***
g. *Java runtime (bundled with Testpad installer) v1.8.0_11 - 1.8.0_281;*

b) Configuration of Mac

i.) Incompatibility of browsers issues especially those using Mac or iPads

The candidates have to access their DigiProctor account for the first time to validate their registration picture, this is supposed to be done using Chrome Browser on any laptop/ desktop.

ii.) Installation Restriction of TestPad by Mac

The installation of the Mac TestPad is done via the suggested mode as it is stated when the candidate downloads the TestPad.
Similar steps to download are available on the test taker login page as well as in the user guides available on the portal.
DigiProctor MacOS Installation Steps - https://bit.ly/37hvH1t

3. Validation of photos because of face masks

The candidates at the time of entering the test (authentication) will have to remove the face masks as a one-time activity. Once this is done, you should continue wearing the masks and the system will not generate any alerts, if generated, they will not interfere with your score.

4. Personal Details - different email addresses from the ones provided

The system has been populated with the personal details provided to us – Name, ID / Passport Number, Email address, Mobile Number and Photo. Any changes to these details should be communicated by **11th February, 2021** via email on examination@kmpdc.go.ke to enable update on in our systems.

5. Candidates not receiving the email with log in credentials

The emails of the account credentials are sent to all registered email addresses. Once they access their accounts, they can get all test related information within the DigiProctor account. In case an email is not received by a candidate in his/her inbox:

a) Candidates are supposed to check spam/ junk folder
b) Candidates can reset password for their account directly from the test taker login
c) Support can resend the credentials to the email
d) DigiProctor can reset the credentials of the candidate on request of support staff

6. What happens should there be a technical hitch

At any time in case of any device failure/ network failure, if a candidate is disconnected from the test, there is no need to worry as DigiProctor keeps on saving all your responses continuously. Even if a candidate's test is stopped in between, they can re-enter the test using same/ different device, the test will have all responses saved as to the last minute.

7. Extension / resumption of the test (to compensate for the time lost)

In case of a disconnection, as the responses are auto saved in the test, similarly the remaining time is also saved. If during the test, a candidate is disconnected and he had 30 minutes remaining, even if he was out for 10 minutes before re-entering, his test will have same 30 minutes left for him whenever he re-enters within the test duration.

8. Will the trust score be a factor during the marking the exams

The trust score is an indicator of the behaviour of the candidate during the exam, A.I as well as human proctors will lower the trust score of the candidate in case any aberration is spotted like- someone else helping the candidate, multiple persons in frame, someone else in place of the candidate.

This is just an indicator which is given to the Council to help them review the performance of the ones who have significantly lower trust scores to check if any unpermitted behaviour was not displayed in the test, which can even lead to disqualification.

Resourceful links are available on the below

i.) *Comprehensive guide to the examination system -* https://bit.ly/3tUsSwW

ii.) *https://www.digiproctor.com/home/test-taker-checklist-helpguide.html*

iii.) *Link to download Java is found on this link https://digiproctor.com/html/download-testpad#!*