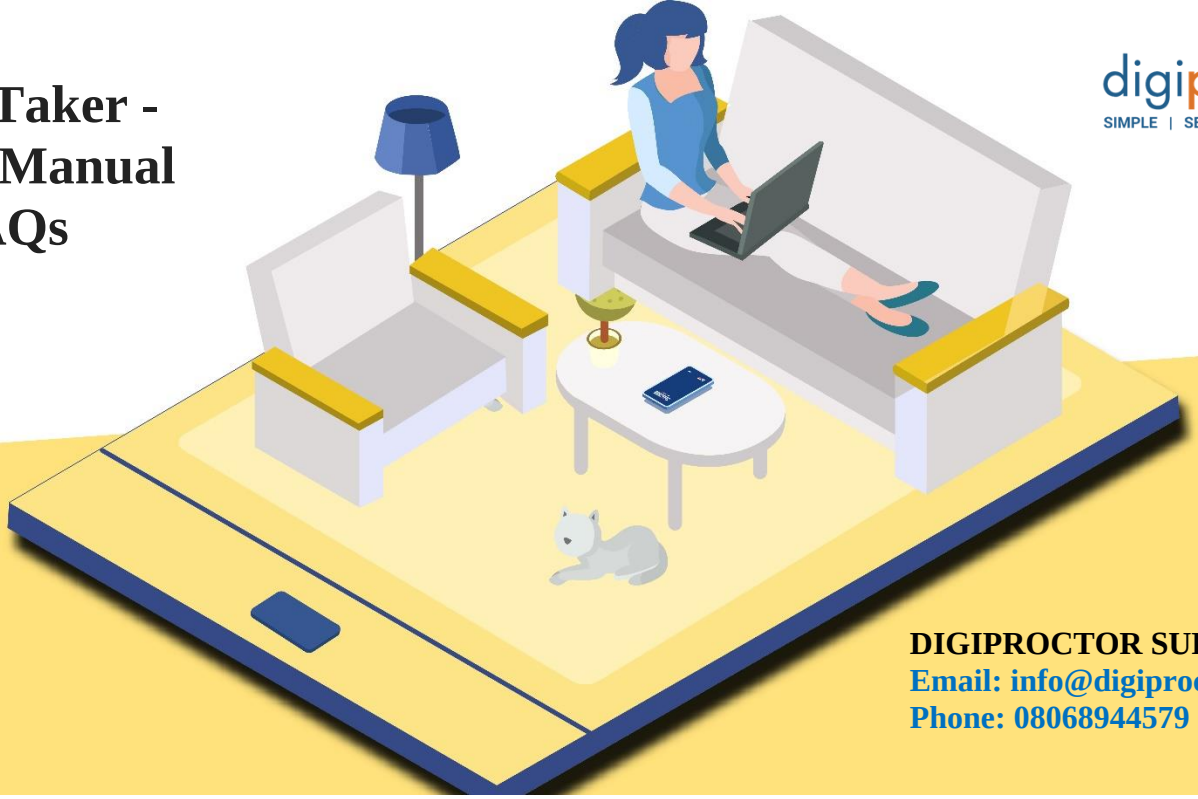
# Test Taker - User Manual & FAQs



digiproctor
SIMPLE | SECURE | AFFORDABLE

**DIGIPROCTOR SUPPORT**
**Email: info@digiproctor.com**
**Phone: 08068944579**

This Test Taker's Guide gives a step-by-step guidance on how to appear for a proctored test on DigiProctor. The guide covers the following areas:

1. **Preparing for your Test on DigiProctor**
2. **Test Registration and Photo ID Verification**
3. **Download Test Taking application take the test**
4. **Take the Mock Test**
5. **Actions taken by the Human Proctor to deter aberrant behaviour**

## 1. Preparing for your Test on DigiProctor

Communication 01
You will receive **an email with a link** on your registered email address.

- Click the email link to view your personal information and your exam schedule (timetable containing the test name, date and time of test)
- If you do not find the email in your Inbox, **check your Spam folder.**
- Your examination schedule: This ensures that you are invited for the exams that you are supposed to be appearing for – any discrepancy must be reported to Council.

Communication 02
When your account gets created on DigiProctor - you will receive an **email with the login username and password.** The mail will also have the following details:

- Test Setup guidelines
- User guide and Helpline details

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Test Setup must be completed **before the scheduled date of your examinations.**

You shall receive an **email with a link.** Click on the link and log into your DigiProctor account. You will be asked to appear for a Mock Test to get familiar with the application and complete your test set up process.

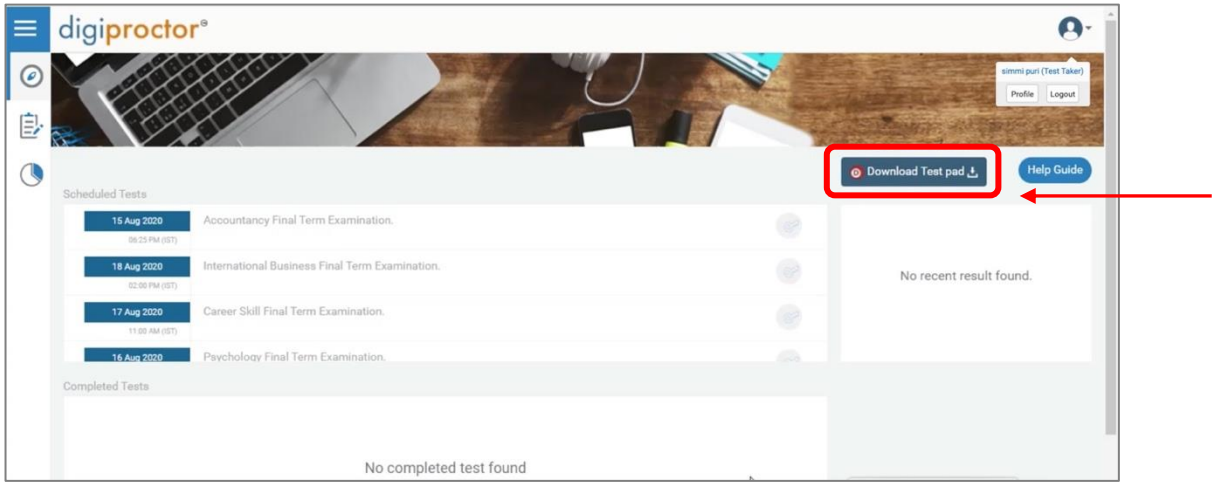
## 2. Registration and Photo ID Verification

- Log into your DigiProctor account (with the details provided via an SMS and an email)
- Click on **Take Snapshot** to upload your photo.
- This photo will be used to identify you every time you enter the test in Digiproctor.

**Tip**: If you face any difficulty in clicking your snapshot (picture) from your desktop/laptop (due to webcam not present or functional), then you can complete your registration process and ID verification from any android mobile device.

**How to login to your DigiProctor account?**

Once you login to your account, you can view your Examination schedule (timetable containing test name, date, and time of test) on your personal dashboard.




## 3. Download Test Taking application and mobile apps to take the test

Once you are logged into your account, download the DigiProctor Testpad Application

**How to download the DigiProctor Testpad for Windows**

**How to download the DigiProctor Testpad for Mac OS ?**

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Click on the link in the email sent to you by DigiProctor and log into your account.

- You will reach your Dashboard
- Click on Download Testpad icon
- Testpad.zip file is downloaded into your system (unzip this file and install the application)
- To enter your test, you will always have to click on the Testpad application on your desktop.

DigiProctor will identify your device: The **Testpad** you just downloaded will be compatible with your device – it will automatically detect if you a Windows or Mac machine.

*The DigiProctor Testpad application are periodically updated to incorporate changes.*

## 4. Take the Mock Test

You will be given mock tests, which would prepare you for the actual tests. In the test setup activity, you will be taking live proctored tests that simulate the actual test, so that you get a hands-on feel of how the online test would be.

- Mock test will include different types of questions and will make you familiar with test navigation
- Mock test helps us test the compatibility of all your devices -laptop/desktop and mobile with the application.

**How to take a proctored test in DigiProctor using the Test Pad application?**

You shall be asked to appear for a mock test to prepare you for the final examination. In the mock tests, you will be taking a *live proctored test that simulates the actual test* for you to get a hands-on experience.

- Test will include different types of question and will make you familiar with test navigation
- Test will help you to learn how to use DigiProctor Upload Answer app for subjective questions
- DigiProctor will test the compatibility of devices -laptop/desktop and mobile – with application.

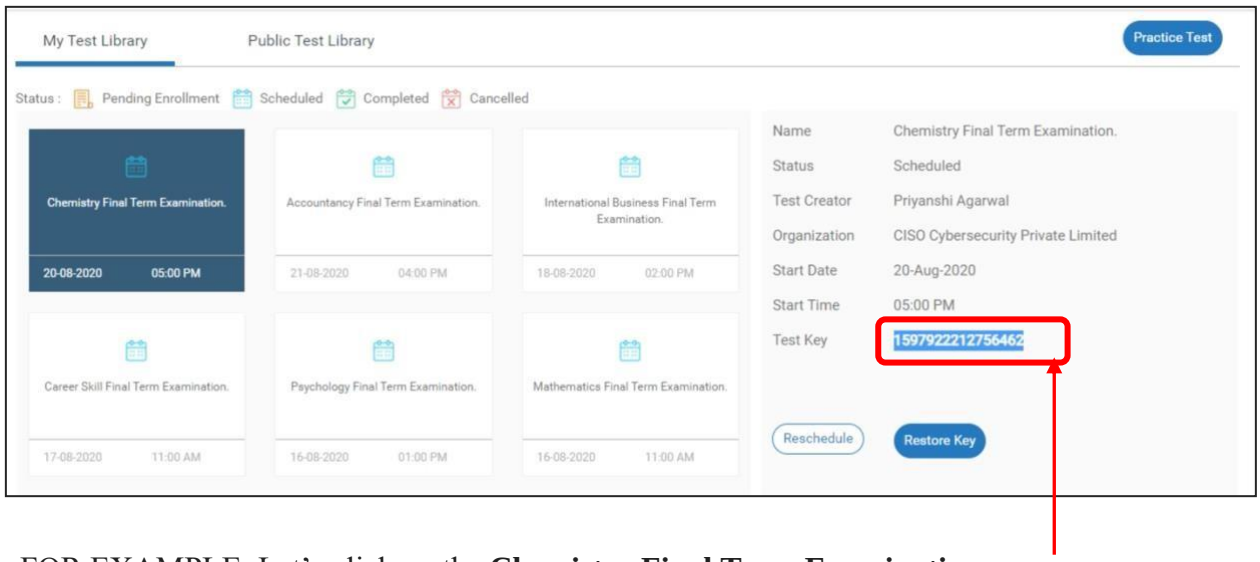
Communication 03 : **For the Final Examination**

*You will be sent an SMS on your registered mobile number (optional) informing that you have been invited to take a test with test schedule, and an email with the test information. On the day of your scheduled exam log into your account. It's advisable to enter your* ***test 15 min before the Start Time****.*

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This is your test library. It will display details of all the tests scheduled for you by your institution.

- Test Name, Date and Time, and your Test Key
- Click on the test you wish to take and pick your Test Key (right-hand section)
- **Your Test Key is unique** for every test you take on DigiProctor (shown in Red Box below)
- Repeat this process before you enter your test.



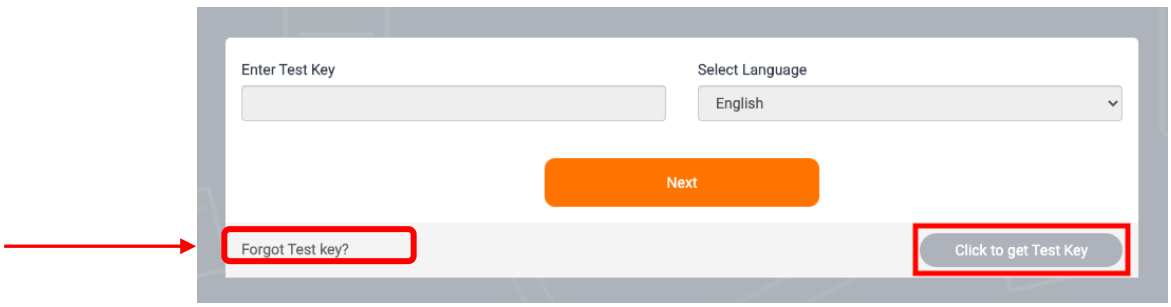

FOR EXAMPLE: Let's click on the **Chemistry Final Term Examination**

- Your test is scheduled for 05:00 PM (IST) on the 20th of August 2020
- On the right-hand side, you will see the details of your test and your unique Test Key
- Copy the **Test Key –** You can enter your test only with a valid Test Key.

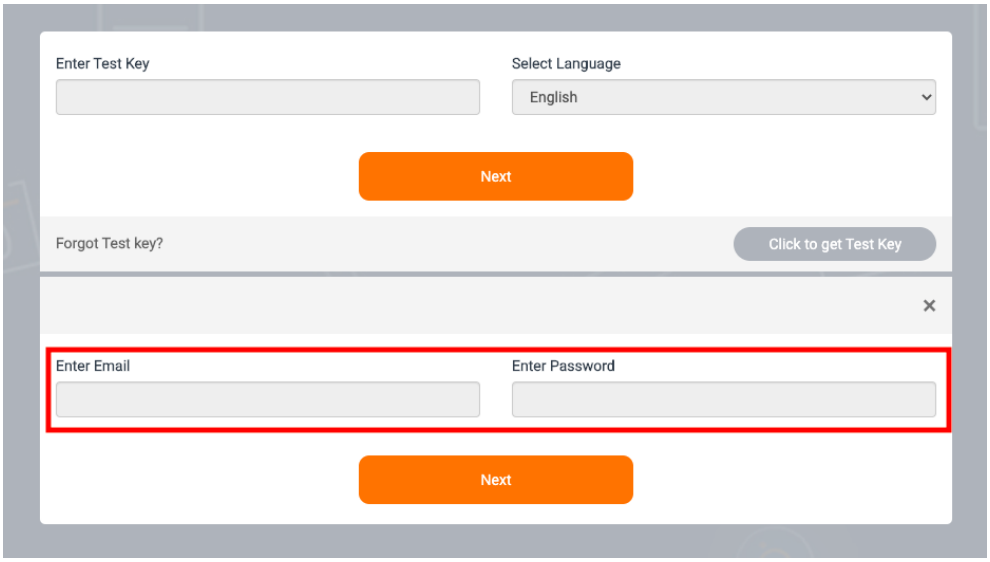
If your Test Key is incorrect, the Testpad application will not allow you to proceed ahead and will display an error message. You can also pick the correct test key directly from the TestPad.

Tip: Don't worry if you forget to copy this Test Key from your Test Library. Your Test Key is available inside your test - Enter your email ID & login password **to Get your Test Key**

**How to get your Test Key when you have entered your Test taking application (TestPad)?**




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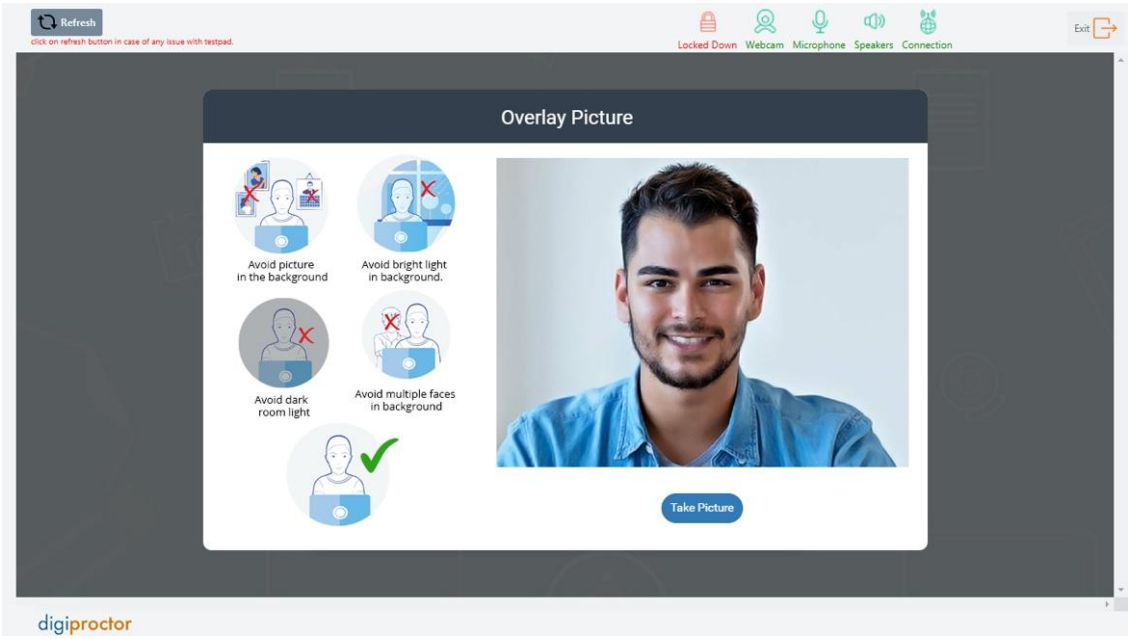

Next, click on the DigiProctor application (on your laptop/desktop) to enter your test

**Tip:** If you face issues in the Installation of the Testpad application or in accessing the camera of your device, connect with the Support Team to make your test compatible with the available infrastructure.

It's advisable to take your test on a laptop/desktop, only in case of any device or internet failure power outage **should you move your test to the DigiProctor Test Taking App (on mobile)**

## Guidelines for selecting the right test environment to take a proctored test.

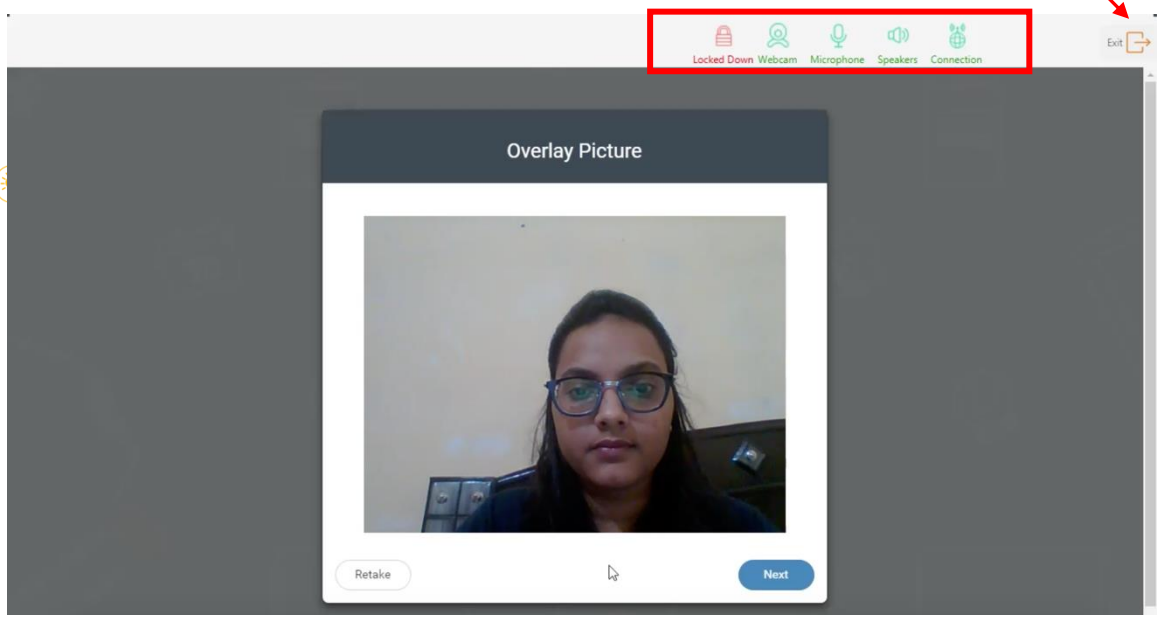
- Select a room that is free from noise, disturbance, or have people moving around.
- The location where you sit for the test must have a clear background behind you. The wall should not have pictures, open windows with sunlight, or a strong source of light that can impede the camera from getting a clear image of you.
- You must be dressed appropriately since you would be monitored remotely.




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DigiProctor Test Pad will **first Validate your Identity** by doing the face match with the photo uploaded by your institution while registering you to take tests on DigiProctor.

- Take your selfie using your laptop's web camera
- This will be compared with your registered photo (uploaded during the time of registration)
- You will be allowed to enter your test only if your identity is validated
- If the faces in the two photos do not match, you will be made to exit the test




OPTIONAL: There could be another ID verification before you enter the test (if your Admin has initiated the request for the same), follow the steps to enter your test.

Next, DigiProctor will automatically do a system check to ensure that all applications and devices required for the test are running and are in an active mode. **All Icons must be Green (shown in Red Box in the diagram)**

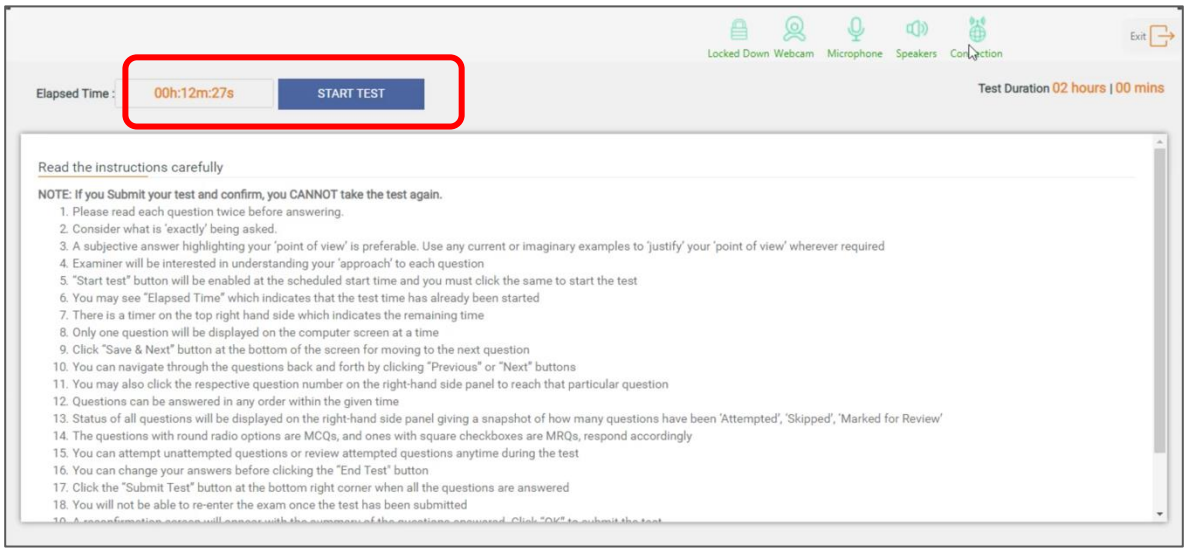
- Look at the icons in the top bar of your test pad – **Webcam, Microphone, Speaker, and the Internet connection**
- The green icon indicates that their status is Active and Red icon means they are Inactive
- All applications must be in Active (Green) mode during the test. DigiProctor continuously checks their statuses and alerts you (icon turns red) if any system check fails.
- You must ensure that **all icons are always in Green** (active mode)
- As soon as you enter the test after taking your selfie, the first icon **Lockdown** also turns Green.

*TestPad locks down your browser and kills any unnecessary application running on your system Before you enter the test, you must read the **Test Instructions very carefully***

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Before you enter the test, you must read the **Test Instructions very carefully.**

## Click START TEST button

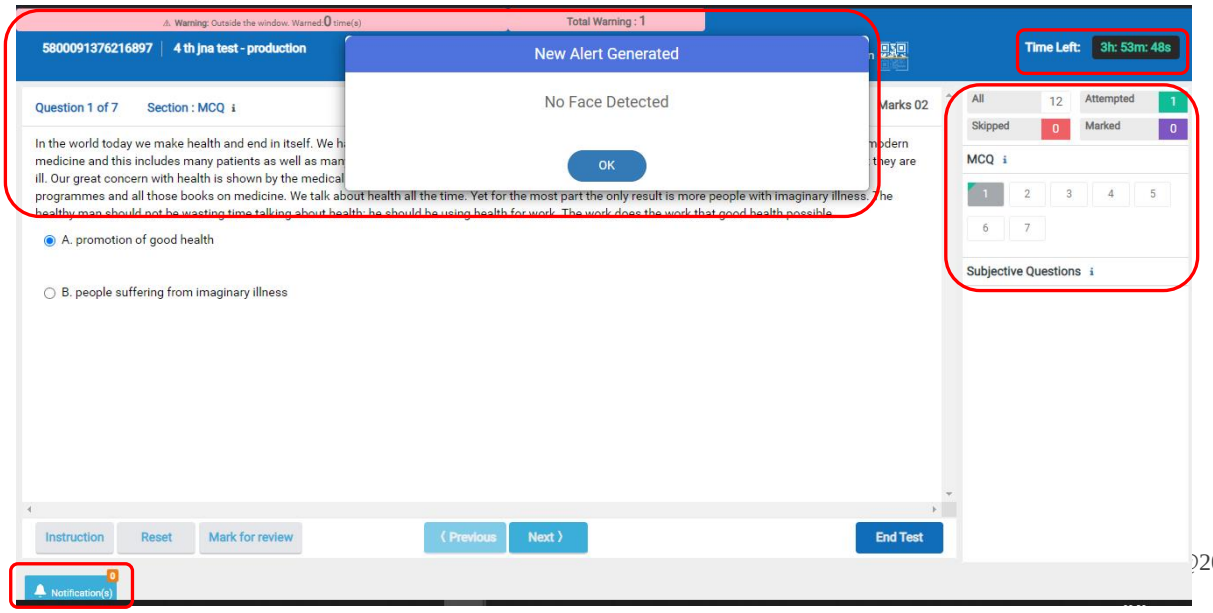



- If you have entered the test before the scheduled time then the Start Test button will not be active.
- The Start Test button becomes active (turns blue) at the (exact) scheduled time.
- Test Duration in displayed on the top right corner- the clock indicates how much time is left

Test instructions are always available to you during your test. Click on **Instructions Button** inside the test if you wish to read them during the test.

This is your Testpad where you will see the test questions.

**a.** The Testpad engines **continuously monitor you and generate alerts for non-compliant behaviour**. Alerts reduce the credibility of the test performance and may impact your results.



**b.** You can also go to any question with the help of the navigation bar
**c.** Testpad displays the **Test Time Left** for you to answer the question

Test questions will appear one by one in the center of the Testpad.

- Answer your question and move to **Next**
- Click **Reset** to change your marked answers
- Click **Mark for Review**, if you want to review this answer
- You must comply with the test rules and guidelines. If you do not then **Alerts will be generated on TestPad to prevent non-compliant behaviour during the test.**

**d.** Notifications/Announcements

The COE/Admin can send mass notifications/messages to communicate with you during the test session. Your Testpad will display the number of notifications received that are awaiting to be viewed.

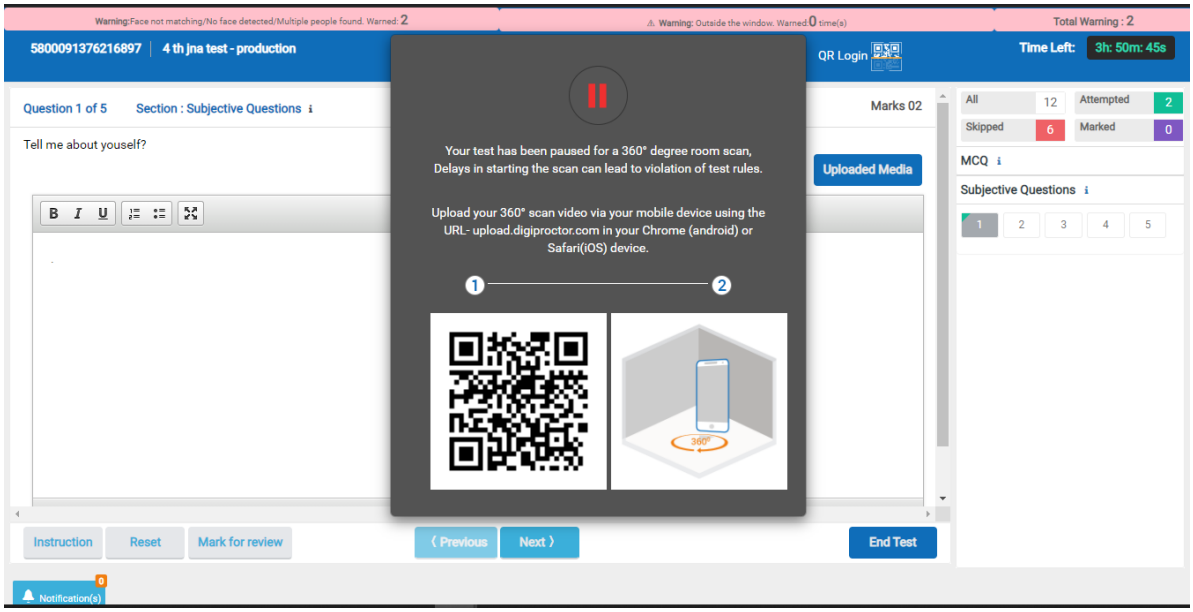
During a live proctored test, human proctors (faculty members of your institution) are monitoring you. They can initiate actions like – Pause Test, Chat Session, Request a 360-degree test room scan, etc.

## 5. Actions taken by the Human Proctor to deter aberrant behaviour

### Proctor initiates a 360 Degree Test Room Scan

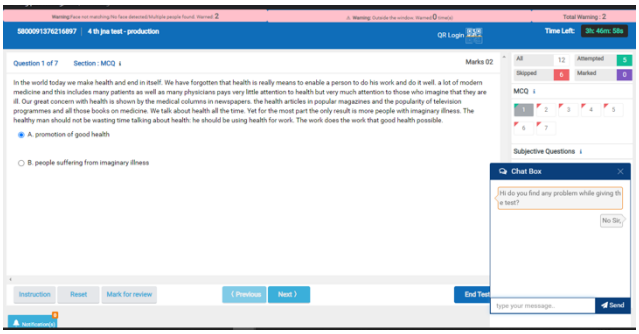
Anytime during your test, the (human proctor) can request you to do a 360-degree test room scan.

- Your test will be paused
- QR code will be displayed on the Testpad
- Scan this with your mobile device
- Pan the mobile camera to capture a 360-degree view of your test room.
- Upload the video using this link:




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**Proctor initiates a Chat session with you.**




**Proctor Pauses your test to take action**




**All the actions taken by the human proctor are recorded to create your test credibility profile – The Trust Score.**

## Rules and guidelines to take a proctored test on DigiProctor (read the FAQs)

The proctoring is done to monitor your behaviour while you are taking the tests. This is done by using your webcam and mobile camera. These cameras are used to view your live streams and your environment during the test. The entire test session including everything that happens on your computer screen is recorded. *Non- compliant behaviour will reduce the credibility of your performance and impact your test results.*

- You are continuously being monitored throughout the test for any non-permitted behaviour and the entire test session is being recorded.
- All non-permitted behavioural patterns are automatically detected and recorded using Artificial Intelligence algorithms and also by visual monitoring by human invigilators (remote proctors)
- Alerts and warnings will be issued and displayed on your Testpad if you break any test rule.
- Non-compliance can even result in the termination of the test (from remote)
- The Admin of your institution can take stringent action leading to the nullification of the result.

Remember DigiProctor has already taken your consent to use your camera and microphone to monitor you when you enter the test.

During the Test Setup, you have downloaded the two mobile app - DigiProctor Test Taking app and DigiProctor (subjective) answer) Upload app. **via upload.digiproctor.com**

**How can I upload handwritten/hand drawn answers (of subjective questions) on my Testpad using the DigiProctor's (answer) Upload App?**

Click on DigiProctor Test Taking mobile app (on your mobile device) to enter the test. Enter your test key and hold the device in an upright position so that your mobile camera can monitor you.

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# FAQs

## I am not able to install the DigiProctor TestPad?

If you are facing issues in installing the DigiProctor application then follow the step-by-step guidelines to install the DigiProctor TestPad: **https://digiproctor.com/html/login**

## What is a Test Key?

Test Key is a unique 16-digit number to enter the test. Each test will always have a unique Test Key.

- Login to your DigiProctor account.
- Go to the 2nd tab - Test management.
- Collect your Test Key

Alternatively, you can collect your test key inside the test by inputting your registered email ID with DigiProctor and password.

## Why am I not allowed to continue with my test?

For an uninterrupted test experience, you must ensure that all the Five Icons placed on the top right sidebar of your Testpad are always Green (active mode). You might not be able to continue with your test and will be exited out:

**a.** If your webcam is not found or it is not working properly
**b.** If your microphone is not found or it is not working properly
**c.** If you did not give permissions to the DigiProctor application to use the camera and/or microphone when you installed it.
**d.** If your internet connection fails
**e.** If you clicked on the Exit button (by mistake)

## Can I use an external webcam during the test?

Regardless of whether the camera is internal or external, the test taker needs to ensure that there is a working webcam available on the test taking device. **DigiProctor will use your default camera** – The test set activity will test your camera before you enter the test.

## What will happen to my test during internet disconnection?

In case you are facing internet disconnection, the TestPad will pause your test and wait until the internet connection is available again. Answers submitted by you have been saved and you will re-enter the test from where you got disconnected**. Ensure that your internet connection is stable during the test.**

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## My TestPad crashed in middle of the test. What should I do?

If your TestPad application has crashed in the middle of your test then click on the "Refresh" button. If you are still not able to restart your test then you should close the TestPad application, re-launch it (open it again), and enter the same Test Key to resume your test. The questions you submitted before the TestPad application crashed have been saved.

## How is an online proctored test conducted?

The online tests are remotely proctored (invigilated) by professors and staff of the university to ensure it is being conducted fairly. The proctoring is done by monitoring students during the tests by using their webcam and mobile camera. These cameras are used to stream live the student and their environment during the test. The entire test session including everything that happens on the student's screen is recorded.
The proctors can remotely pause or terminate a student's test if needed. The proctoring is done to prevent unfair practices during the conduct of the test.

### What is Non-permitted behaviour during a Proctored Test? What guidelines should I follow to comply with test rules?

For fair conduct of the test, certain actions will not be permitted during the test:

- You must not move out of your webcam coverage
- Talk on your mobile phone, smartwatch or any other communication device
- Talk with someone present in the room
- Read a question out aloud or make lip movements
- Repeatedly look down or away from your device screen
- Moving out of the Testpad screen (if you try to navigate away from the Testpad)
- Intentionally switching off laptop microphone or camera
- Use proxies or unauthorized assistance to take your test

If any aberration is detected, the proctor can remotely pause your test, chat with you, or terminate your test. Every instance of non-permitted behaviour detected would the credibility of your test performance.

## If I am taking my test on the Testpad (web-based application) and I have to switch to the DigiProctor Test Taking (mobile) app, what will happen to the answers of the questions I have already submitted?

DigiProctor Testpad application is seamlessly integrated with the DigiProctor Test-taking (mobile) app. If there is a power cut or low internet connectivity, you can switch to the test-taking app and restart the test.

- Your test will start from where you got disconnected – there is no time (and data) loss.
- With a mobile-based test app, you can take full-featured proctored & non-proctored online tests in any format (MCQ/MRQ and Subjective with text, audio, video & image-based questions).
- You can use the DigiProctor (answer) Upload app to upload handwritten/hand drawn answers to the subjective questions.

However, to prevent misuse, the institution can set a limit to the number of times you can restart a test.

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