



User manual for Students.
Start Exam platform with Proctor Edu
proctoring system usage.

1 System assignment

The proctoring system is designed to validate the independence of passing online exams or tests in distance learning systems (LMS). It verifies the identity of the participant and monitors in real time to identify possible violations.

2 Technical Requirements

Technical requirements of the proctoring system are given in Table 1.

Table 1. Technical requirements

Parameter	Minimum requirements
Web browser	Google Chrome
Operating System	Windows 7/8/10, macOS 10.12 "Sierra" or higher
CPU	minimum 1,8 GHz (or higher) (32-bit or 64-bit)
RAM	Not less than 4Gb
Webcam	Standard laptop camera or USB web-camera (minimum 640x480, 15 FPS)
Mic	Compatible internal microphone or web camera
Speakers	Optional
Web (network)	Wired access to the Internet with 5 Mbps (up/down)

Before the event, you should check the compatibility of the computer with the proctoring system on the page https://vshb_vshe.proctoring.online/api/check

Additionally, you can check the webcam, microphone and network here:

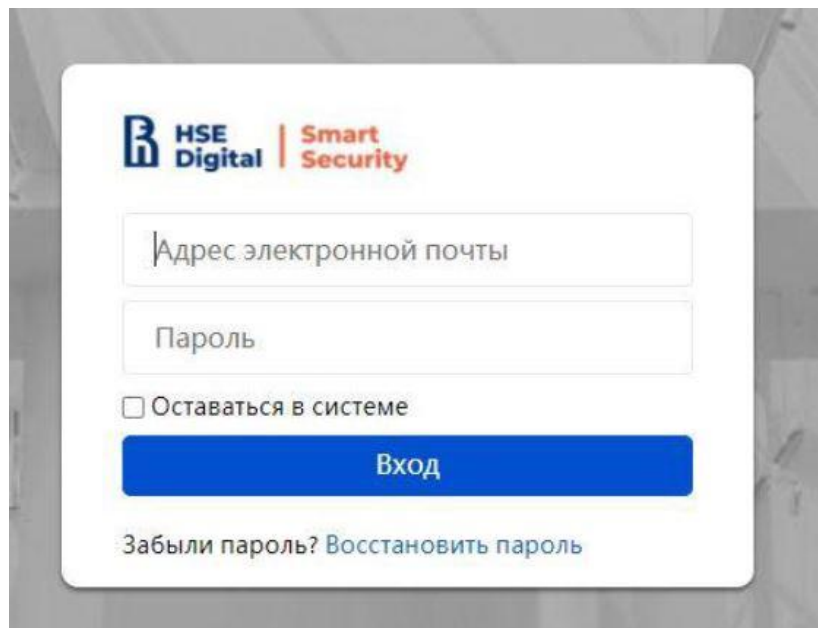
- [Webcam test](#)
- [Microphone test](#)
- [WebRTC Troubleshooter](#)

In case of technical difficulties, you should contact technical support via email **edunet@hse.ru**

3 Authorization

In order to access the testing center you need to follow the link <https://go.startexam.com/gsbsso>

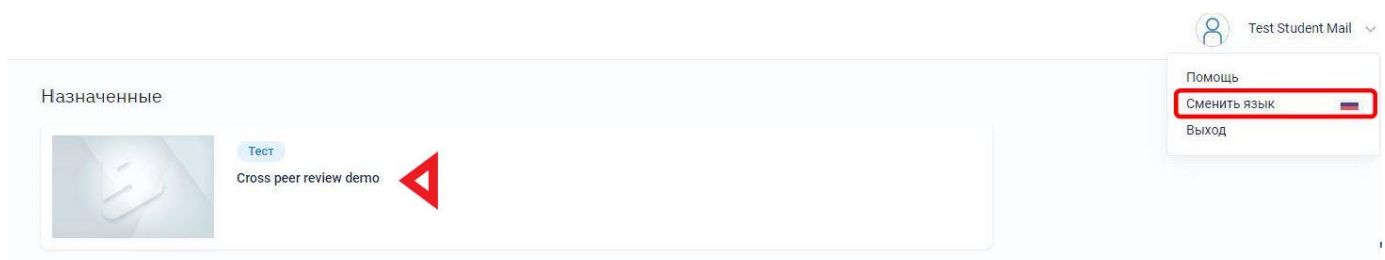
On the authorization page you should enter your corporate account *@edu.hse.ru and corresponding password. After that, kindly press “Log in” button:

The image shows a login form for HSE Digital Smart Security. It features a logo at the top left with the text 'HSE Digital | Smart Security'. Below the logo are two input fields: the first is labeled 'Адрес электронной почты' (Email address) and the second is labeled 'Пароль' (Password). Under the password field is a checkbox labeled 'Оставаться в системе' (Stay logged in). A large blue button labeled 'Вход' (Login) is positioned below the checkbox. At the bottom of the form, there is a link that says 'Забыли пароль? Восстановить пароль' (Forgot password? Restore password).

4 Personal account

After successful authorization, you will be transferred to personal account with assigned exams. You may proceed to assigned exam by clicking on it.

You can change system interface language. There are five language available now – Russian, English, French, Turkish and Chinese. You should locate to the upper right corner then press on your initials. Finally, click “Change language” option:



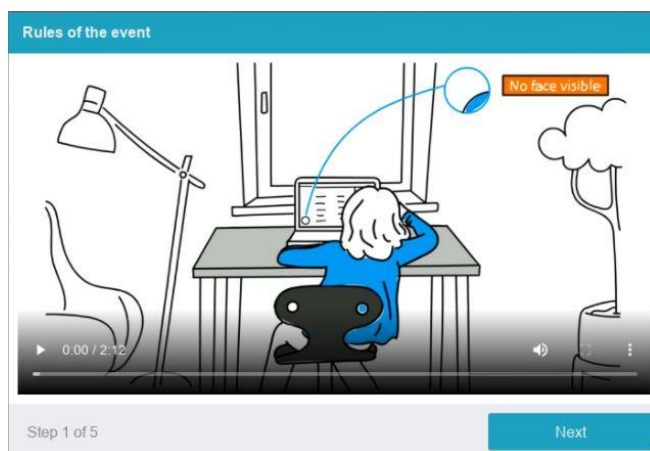
5 Confirmation

Carefully check your registration details and read examination plan. Then press “Start” button to go forward:

The screenshot shows a web interface for a 'Cross peer review demo'. On the left, a dark blue sidebar contains a progress indicator with two steps: '1. Регистрация' (checked) and '2. Подтверждение' (active). The main content area is titled 'Информация' (Information) and contains the instruction: 'Проверьте регистрационные данные и нажмите кнопку Начать.' (Check registration data and click the Start button). Below this, registration details are displayed in two columns: 'Фамилия' (Last name) 'Test', 'Имя' (First name) 'Student', 'Отчество' (Patronymic) 'Mail', 'Email' 'teststudentmail@edu.hse.ru', 'ОП' (Faculty) 'Группа' (Group) '-'. A section titled 'План тестирования' (Testing plan) shows '1 задание' (1 task). At the bottom right, a red arrow points to a red button labeled 'НАЧАТЬ' (Start). The top of the page features the HSE logo and text 'ВЫСШАЯ ШКОЛА БИЗНЕСА НИУ ВШЭ ШКОЛА ЭКОНОМИКИ' and user controls for 'Test Student Mail', 'Выход' (Logout), 'Язык' (Language), and 'RU'.

6 Assessment rules

To start an exam with proctoring, you should familiarize yourself with the rules of the event and give permission to the conditions of the proctored exam:



The system automatically evaluates credibility in the exam results based on the indicators listed below. Abidance with the following rules during the whole exam session would help you to get the highest credibility in the exam results:

- you give your consent for audio and video recording and subsequent storage of the entire exam;
- the webcam must be installed strictly in front of the face, and it is not allowed to install the camera from the side;
- the head should be fully framed, and no partial or complete exit from the camera's field of view is permitted;
- the face should be in the center of the webcam's field of view and occupy at least 10% of the space captured by the camera during the entire session;
- the face should be evenly lit, the light source should not be directed at the camera or only one half of the face;
- hair, clothing, hands or anything else should not cover the face area;
- it is not permitted to wear sunglasses, glasses with transparent lenses are only allowed to be used;
- there shouldn't be any other people in the room;
- it is prohibited to leave the workplace during the examination;
- there shouldn't be voices or noise in the background, it is most preferably if the exam is held in silence;
- the exam should be passed in a browser with a full screen window, you cannot switch to other applications (including other browsers) or minimize the browser, you cannot open third-party tabs (pages);
- all programs that use the webcam should be disabled on your computer, except for your browser;

- the materials and contents of the examination may not be recorded in any way or passed on to third parties;
- do not use sound, visual or any other clues;
- if an attempt to deceive the system or the proctor is detected, the results of the examination are invalidated.

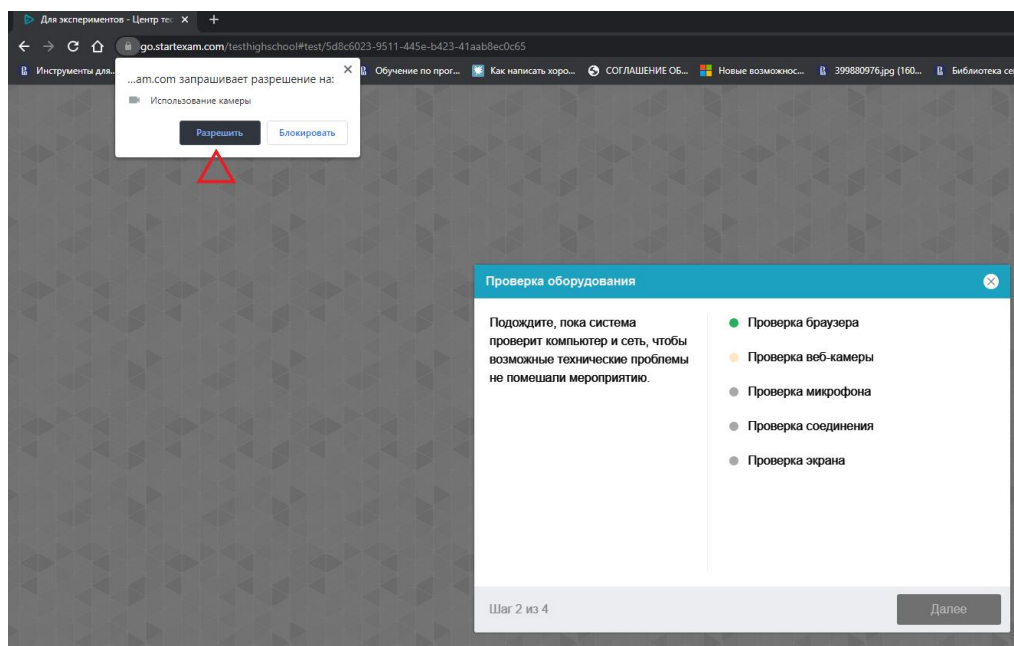
One or more participants can be present during the session (proctors or observers). At the same time, the session can be run without any other participants, or with the participation of a virtual proctor. In this case, the evaluation of the exam credibility will be carried out either by the proctor once the session is over (based on the protocol) or by the system automatically.

7 Equipment check

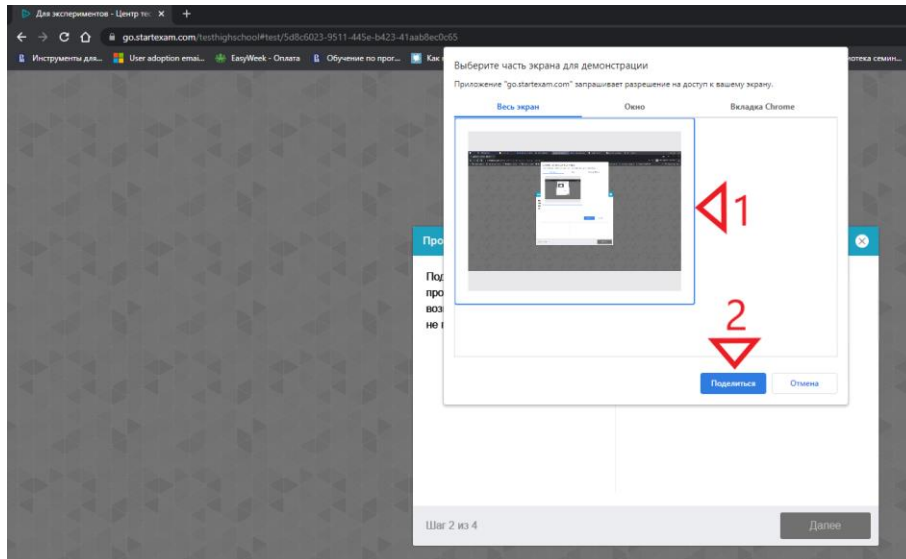
Computer and Internet connection check that allows identifying possible technical problems before the start of the exam is conducted at the start of each session. The check is run automatically; the user's interference is needed only in case problems are identified.

Equipment check stages are the following:

1. At the browser compliance check stage, the system checks whether your browser complies with the minimum requirements of the proctoring system; browser window should be switched to full-screen mode.
2. At the webcam check stage, you should enable camera access in the browser, if such a request is made. If the camera works correctly, then you will pass the webcam check.
3. At the microphone check stage, you should enable microphone access in the browser, if such a request is made. If the volume of your microphone is enough, then you will pass the microphone check.



4. At the screen check stage, you should give access to the entire screen. If access is given only to a part of the screen, or an additional monitor is installed, then the check will result in an error.



5. At the network check stage, the system checks the capacity of your web to transmit video traffic on WebRTC technology. If traffic is not blocked, you will successfully pass the check.

Potential issues and their solutions are listed in Table 2.

Table 2. Potential Issues and their Solutions

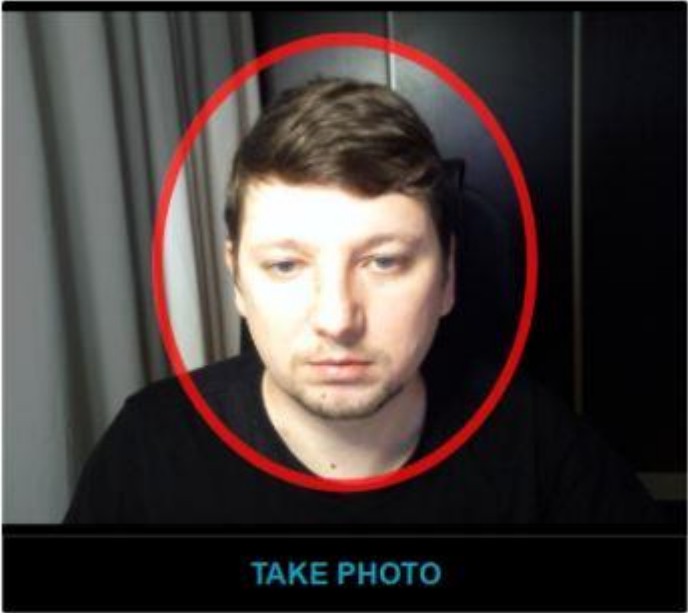
Issues	Solution
1) Browser check stage error	Your browser does not comply with the minimum requirements of the proctoring system. Install the latest version of Google Chrome and try again.
2) Webcam check stage error	Your webcam is not working or is being blocked by other computer applications. Check whether your webcam is working properly in the browser ; close other applications that might be using your webcam; disable antivirus; if there are several webcams on your computer, choose the correct one in the browser settings. If the webcam is working, but the error is still present, try to refresh the computer.
3) Microphone check stage error	The microphone is not working or disabled in the settings of your computer (operating system). Increase the volume of the microphone or plug another microphone and then choose it in the browser settings. Check whether your microphone is working properly in the browser .
4) Screen check stage error	Access to the screen is disabled; your browser does not support screen sharing; you gave access only to a part of the screen. If the browser requests you to enable screen sharing, do so; otherwise, refresh the browser.

8 Face photo

The proctoring system may ask you to take a picture of your face using a webcam. The face photo stage is a part of an identity verification procedure.

Taking a face photo

Take a photo with your face fitting into the oval frame on the screen. Make sure that there is enough light in the room. If the photo is not verified, please take a new photo.



Step 3 of 5

Next

9 ID photo

The proctoring system may require your identification document (ID), which should be done via webcam or uploaded to a JPEG file up to 5 MB from your PC. In case a scan is uploaded, the image should contain only the side with your photograph placed horizontally. The document is automatically checked by the proctoring system to be correct and clear, and the ID photo is verified with your face. An ID photo is the part of your identity verifying procedure.

Uploading an identity document

Take a picture or upload a scan of your ID that clearly shows your photo and name.



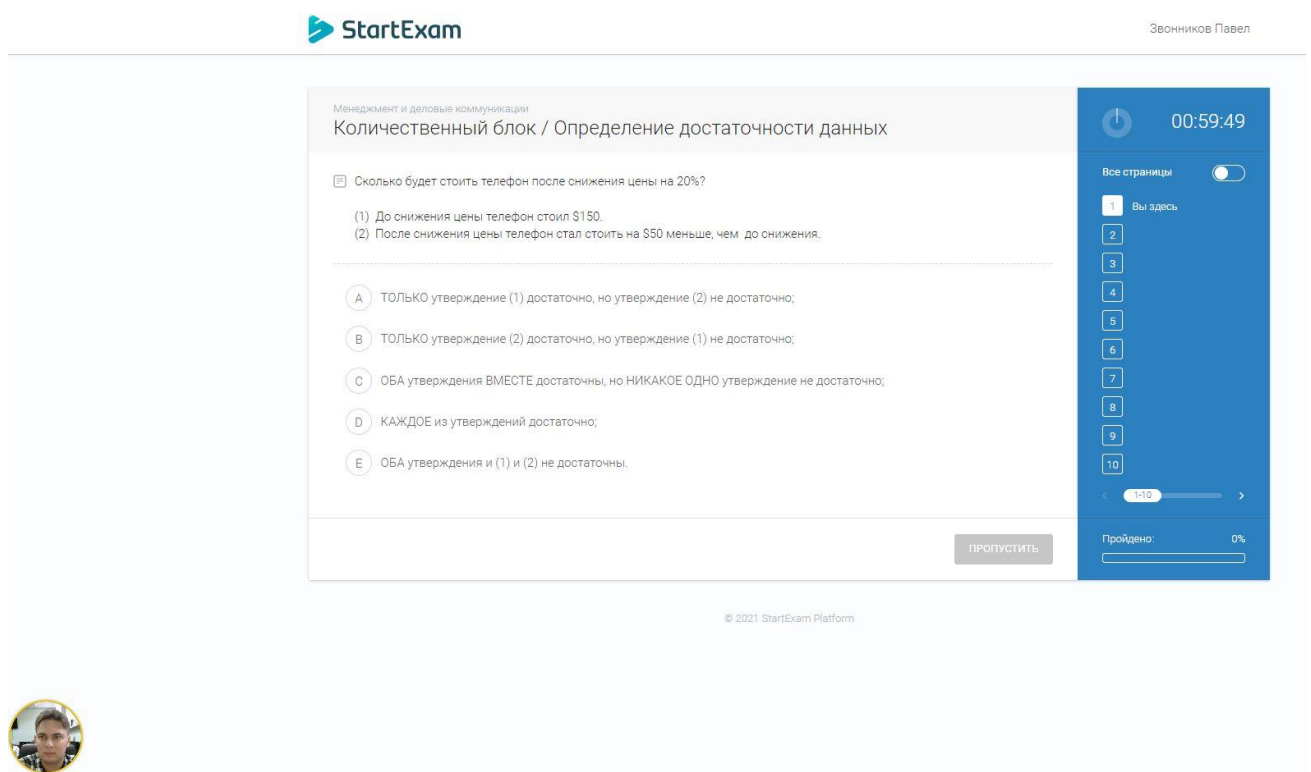
Step 4 of 5

Next

10 Start of exam

Once the previous steps are successfully completed, the exam page will open. The exam (test) page opens in the central part of your window, and a small circle is displayed in the lower left corner with the image from your camera.

On the right upper corner you will see the time counter. When the time is over exam will be finished regardless of whether you managed to complete all the tasks or not.



During the exam, make sure that your face fits completely into the circle and is well-lit. The circle frame may turn yellow or red, along with appearing notifications next to it, if some of the assessment rules are not followed or broken.

After providing the answer, you should move to the next task by clicking

“Answer” button. If you have any difficulties, you may click “Skip” button. Do not forget to come back to the skipped questions.

11 End of exam

Once the tasks provided by the assessment are completed, finish your exam. you will see the confirmation page that the exam is over. The teacher will inform you about results as soon as they check your file.

Once the exam is completed, it will no longer be possible to restart it. In case of violations and infringements of exam rules, the proctor has the right to cut the session off, then the exam procedure is stopped, and its results are canceled. Also, the completion occurs automatically after the end of the time allotted for your exam.

All audio, video and text messages, as well as recorded violations, are stored in the system and linked to your proctoring protocol. After a while, the results are checked and the final proctoring conclusion is given.

12 Technical support

In case of technical difficulties you should contact technical support via email

edunet@hse.ru

Include following information:

- Description of the issue occurred;
- Confirming screenshots;
- Other details that help technical support to identify the issue and help you in fast time manner.

