

Preliminary computer check-up for taking an exam with proctoring technologies

1. Preliminary computer check-up and testing can be done without authorization at <https://proctoredu.com/demo>

Instructions are published here:

https://docs.google.com/document/d/1pmvgDpo8vsVUOvxthb-JzUfZWm_Roy2DEUssOzwYx_4/preview

2. Before the check-up please make sure that:

- ✓ your web-camera and microphone are turned-on;
- ✓ camera lens is not covered by something else;
- ✓ there is enough light in your room;
- ✓ your network connection is working properly;

Technical requirements for proctoring system are listed in the following table.

Table — Technical requirements

Parameter	Minimum requirements
Web-browser	Chrome 72, Opera 59, Firefox 66, Edge 79, Yandex.Browser 19.3
Operational system	Windows 7, macOS 10.12 "Sierra", Linux
Mobile version	Android 4.4+ Chrome, iOS 12+ Safari
Web-camera	640x480, 15 frames/sec
Microphone	Any kind
Speakers	optional
Internet connection	256 Kbit/s

ATTENTION: If your computer doesn't meet technical requirements and fails to undergo the check, taking the exam with proctoring technologies will not be possible.

Equipment check

Computer and network connection check will start for detecting technical problems before the exam starts. The testing is done automatically and access is possible only if problems are detected.

Проверка оборудования

Подождите, пока система проверит компьютер и сеть, чтобы возможные технические проблемы не помешали мероприятию.

- Проверка браузера
- Проверка веб-камеры
- Проверка микрофона
- Проверка соединения
- Проверка экрана

Шаг 2 из 5 Далее

Check-up stages:

1. Firstly, the system will check if your browser meets all the requirements of proctoring system. The browser should be opened fullscreen.
2. During web-camera check-up, give the browser access to the camera, if the system requests so. If the camera is working correctly, the check-up will be finished successfully.
3. During microphone check, give the browser access to the microphone, if the system requests so. If the microphone volume is sufficient, the check-up will be finished successfully.
4. During screen check-up, the system will check screen capturing consistency. If there is no access to the full screen or there is an additional monitor display connected, the check-up will show an error.
5. During network connection check-up, the system will check if your network can transfer video traffic through WebRTC technology. If the traffic is not blocked, the check-up will be finished successfully.

Possible errors and their solution

Table — Errors and their solution

Error	Solution
1) Error on the stage of computer check	Your web-browser doesn't comply with proctoring system requirements. Set up last version of Google Chrome and try again.
2) Error on the stage of web-camera check	Web-camera is not working or is blocked by another application on your computer. Check your web-camera in the browser ; close other applications, which can affect the camera; turn-off antivirus; select correct web-camera in the settings, if there are several cameras on your computer. If the web-camera is working, but there is still an error, try to restart your computer.
3) Error on the stage of microphone check	Microphone is not working or it is turned-off in the settings of your computer (operational system). Turn up the volume or connect another microphone and select it in the browser settings. Check your microphone in the browser .
4) Error on the stage of screen check	No access to the screen. Your browser doesn't support screen capture, you gave access only to a part of the screen. If you see a tab with screen access request, give the access. If not, update your browser.
5) Error on the stage of network connection check	Your computer or your internet provider are blocking video traffic transfer through WebRTC technology. Data transfer speed should be no less than 256 kbit/s. Ports TCP/UDP 3478 should not be blocked by the network. Also this error may be caused by browser extensions, such as Adblock. Turn off all the extensions, connect to another network or use another browser.