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About this document

In this document we have put together a selection of frequently asked questions on online proctoring. This document is also available on the university website. Also check out the [leaflet](#) with alle necessary information on online proctoring in once glance.

Proctoring (general information)

What is online proctoring?

With 'Online Proctoring' we mean online supervision or surveillance during an exam. We do this to keep the situation as similar as possible to regular exams that used to take place at FSW. This way, we make sure that exams are conducted with high validity, and study delays are reduced as much as possible. At FSW we make use of surveillants who walk around. Online we use the surveillance service Proctorio, a proctoring software in combination with the test application Remindo.

Invigilators¹ hired by Leiden University view the recordings in which the software has detected 'abnormal behaviour'. An example of abnormal behaviour is walking away during the exam. The invigilator receives a notification of this via an automatically generated report. The invigilator views the specific moments in the recordings and assesses whether there is a 'suspicion of irregularity'. If there are no suspicions, the proctor data are automatically deleted after 10 weeks. If there is suspicion of an irregularity, the images are retained until the Board of Examiners has made a decision.

¹ Whenever the word invigilator, surveillant or reviewer is used in this document, this person can also be a university lecturer.



Can I take a practice exam to test if I am ready for online proctoring?

Yes, you will have the opportunity, and we strongly advise you, to take a practice exam in Remindo. The practice exam will be available on your dashboard one week prior to your first proctored exam.

The practice exam is not related to the course you are going to take the exam in, but is purely meant to let you experience the tools, try out technical aspects, and discover possible issues ahead of time. Also make sure for your practice exam that you have a computer that is fast enough and has a stable internet connection. Practise well in advance.

I have a brand-new computer. Do I really need to do the Proctorio practice test?

Yes, you should always do a Proctorio practice test in Remindo. If you cannot find a practice test in your dashboard one week before your first proctored test please contact [digitaltesting](mailto:digitaltesting@FSW.leidenuniv.nl) via email so they can add you to one of the practice tests.

I lost or did not receive LU card, now what?

It is expected you identify yourself with your LU card. If you have lost your LU card, please request a new LU card as soon as possible. You can do that [here](#).

If you don't have your replacement card in time or if you did not receive your LU Card because you live outside of the Netherlands you may use your passport or another national photo ID card. Always make sure that the card you show contains your name and a photo of you, but please make sure you cover your social security number and signature!

What is the entry time and how long in advance do I have to be ready?

From 30 minutes before the start of the exam, the 'entry time', you can already log in to Remindo. If you are going to do an exam with Proctorio, make sure you do all Proctorio pre-



checks in time. Usually the pre-checks take about 5 minutes if you already have Proctorio installed on your computer.

Proctorio will start recording after the pre-checks are done. You can still go to the toilet if the exam has not yet started. The invigilators view the recordings from the moment the exam has started.

You should start the exam no later than 10 minutes after the scheduled start of the exam. This provides enough time to resolve possible technical problems.

What happens in case of a force majeure?

In case of force majeure during the exam, such as a power outage or area wide internet failure, or problems with your hardware or software, you always inform your study advisor. If there is sufficient reason to do so, the Board of Examiners can decide to deal with the exam or the results differently than usual.

In case Proctorio has failed to make recordings, outside of your influence, you will not be held responsible.



Computer related

What do I need to take an online exam with proctoring?

You need the following:

- a working (charged) laptop or computer. Make sure it is restarted in time, so that as few other applications as possible keep running. Rebooting can improve the stability of your computer.
- a well working webcam and microphone
- a stable internet connection (using a network cable is more reliable than using Wi-Fi)
- the latest version Chrome browser (<https://www.google.com/chrome/> opens in new window)
- the Proctorio plug-in extension (<https://getproctorio.com> opens in new window)

Make sure your equipment (laptop, webcam, microphone and internet) is working properly beforehand. Take the practice exam on ul.remindotoets.nl. The practice test will be available one week prior to your first proctored exam.

You will also have to do a pre-check for your webcam, audio, internet connection and computer speed just before the exam, and you will have to identify yourself with your LU card at that moment. Make sure you do this in time; the pre-check takes about 5 minutes.

You can log in half an hour in advance and start the pre-checks. Please note that Proctorio will record as soon as you have done the pre-check, so video and audio will be recorded as well. The start of the recordings is clearly shown on screen by Proctorio.

The invigilators will only check the recordings from the start of the exam.



What should I do if I don't have a laptop with a working webcam and microphone?

First ask people in your network whether you can borrow a suitable laptop for your exam. Check if you can [borrow](#) a laptop from Leiden University for a short period of time. If this does not work, please contact your study advisor in time.

What happens with my answers when I lose my internet connection?

Remindo saves your answers every minute. As long as you have logged in within the fifteen minute timeframe at the start of the test you will have no problems getting back into Remindo with no or minimum loss of results.

What if I do not have a suitable computer or internet connection (for example, too little RAM, no camera or microphone)?

It is important to check whether your computer, internet connection and if needed webcam/microphone meet the system requirements well before starting a promoted exam (for Proctorio requirements see <https://proctorio.com/system-requirements>). The Proctorio Systems Diagnostic Test, which you can do during a practice exam, is relevant for this.

During the Proctorio Systems Diagnostic Test you will receive instructions to solve specific the problems. Please contact Proctorio if a problem with e.g. webcam, microphone, internet connection or screen sharing is not solved. Click on Live Support Chat on the website www.proctorio.com/support. Proctorio is available 7 days a week, 24 hours a day. The official language is English. An initial response generally follows within a minute.

If the problem occurs during the exam, please use the FSW chat. The link to the chat will also be given on the introduction page of the exam. You can always view this information during the exam by clicking the “Show Introduction” button at the bottom of the page in Remindo.

Why do I need a webcam and microphone for an online proctored exam?

When taking the online exam, the starting point is that you do not behave differently than during a physical exam in the room. Talking during an exam is therefore not allowed, it must



also be (reasonably) quiet in the room where you take your exam. A passing truck or other sudden noise that does not indicate fraud will not be seen as such.

The webcam will record images of you while taking the exam, and your microphone will record the sound. The recordings can be viewed afterwards by invigilators; this only concerns the flagged images that indicate "possible suspicious behaviour". Their findings can be submitted to the Board of Examiners, which ultimately decides whether there is a reasonable suspicion of fraud.

[What should I do if my webcam and/or microphone is not working?](#)

In any case, it is useful to check your webcam and microphone in time so that you still have time to take action if necessary. If you can't get the webcam and microphone working on your own, try borrowing another webcam and / or microphone from someone close to you.

Is this also not possible? Then contact your study advisor.

[I find it distracting to constantly see myself in the picture during the exam, can that also be turned off?](#)

Yes, during the exam you can choose the "hide" option in the Proctorio popup. The webcam will still record, but then you will no longer see yourself in view.

[What can I do to make my connection stable?](#)

The best solution is to take an exam (with and without) online proctoring with a wired connection.

If this is not possible, make sure that as few other equipment and programs on your computer as possible occupy the Wi-Fi network. Think of smartphones, other laptops, but also smart-TVs, etc., and restart your computer well before the exam, so that certain programs that have been running in the background for a long time are shut down.



This way, more bandwidth remains free for your computer and you can keep your connection more stable. You can also sit closer to the Wi-Fi router to have a better connection.

Can I wear headphones or earphones?

No, this is not allowed. Sound producing headphones or earphones are not allowed. If you do have the right to use them, for example because of the use of reading software, this is known at the SSC, and settings and surveillance of the exam will be adjusted accordingly.

Earplugs to stop sound, and which are clearly recognizable as such, may be used. Only put them in when Proctorio is running, and clearly show in the video that you are putting in sound blocking earplugs.

I don't use Chrome, can I use another browser?

No, you need Google Chrome and the Google Chrome plug-in from Proctorio to take an exam with Proctorio.

Do I need a printer?

No, you don't need a printer.

Can I use the camera of one device and take the exam on another device?

No, everything should be done on the same device.

Where can I find my Remindo dashboard?

Your Remindo dashboard is the homepage in Remindo at ul.remindotoets.nl. This is your start screen for every test available to you.



What should I do if my screen freezes? What will happen to my results?

If your screen freezes and refresh the page.

To stop a process on a Mac: click Command + period (.)

To stop a process on a PC: hit CTRL + ALT + DELETE

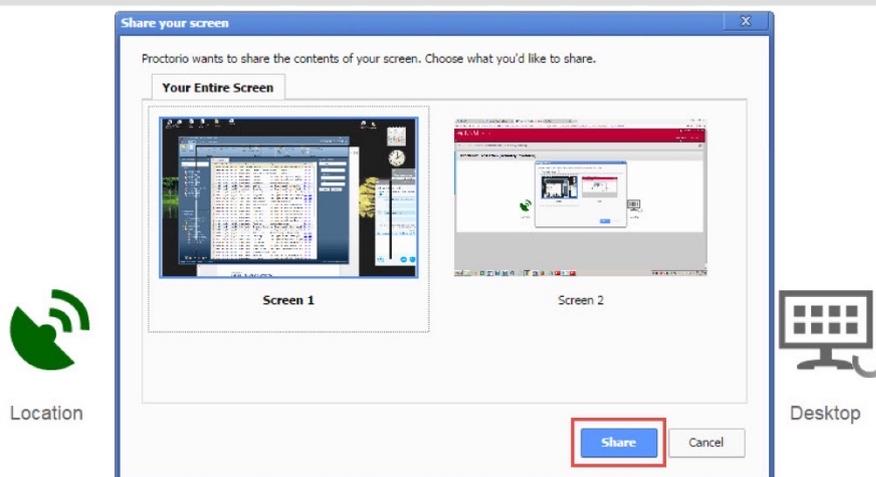
If this does not help you can restart your computer.

Once you have logged into Remindo and started your test you will not have any problems getting back into the test again. Remindo saves your result every minute so you do not need to worry about this either. If it is a proctored test you will have to go through the pre-checks again but this is no problem. Please notify the [FSW chat](#) if you have lost connection and had to log in again so we will always a note of this for the exam committee. If necessary the [FSW chat](#) can allow you extra time.

How should I share my screen?

Click both the mini-version of your screen AND click on 'share'.

Prechecks: Test Exam (Remotely Proctored)



What do I do if I cannot log in to Remindo?

If you cannot log in to Remindo and you get, for instance, an 'Account Services' warning then empty your cache and cookies by clicking on the three dots at the top right of your Chrome browser.



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The Proctorio plugin does not work, what should I do?

Uninstall all your plugins, including Proctorio's. Empty your cookies and clear your cache and restart your Chrome browser. Then reinstall the Proctorio plugin. If this fails, please contact the Proctorio chat at [Proctorio.com/support](https://proctorio.com/support).



Guidelines for the room / exam space

What do I need to do to prepare the room where I am going to make the exam?

Please take care of the following:

- Choose a quiet place
- Remove unnecessary stuff from your desk
- Ask your housemates not to come in during your test; if a housemate does come in, ask him / her to leave immediately. This will not be seen as fraud.
- Remove theory books, workbooks and notes. In principle, these extra materials are not allowed, unless explicitly requested by your teacher.
- Remove any posters to prevent the system from misinterpreting them
- Remove other devices such as smartwatches, headphones, tablets, cell phones, and additional displays
- Make sure your windows are closed if you live in a crowded area, or if it is cold outside, because you are not allowed to leave your place during the exam to close the window.
- Do you share a room and does your roommate have to take an exam at the same time? Discuss well ahead of time how you can solve this.
- Good lighting; if necessary arrange an extra lamp to be able to adjust the lighting. Make sure your web image is not too dark or too light.
- Tip: have a video call with a friend or family member to check whether you are clearly visible.



My environment is really not suitable to take an exam with online proctoring. Can I take the exam at the university instead?

Contact your study advisor. The study advisor coordinates with the Board of Examiners.

There is limited capacity at the faculty, and if new Corona measures are taken or if a complete lockdown comes, it will not be possible to take exams at the faculty at all, so it is best to try to think of a different solution first.

Are there any requirements for the layout of my room?

It is best to provide as neutral a room / background as possible. Remove anything from the space that you expect could be causing problems. For example, a poster with a lot of text is not practical to leave hanging, but a mirror is not a problem.



Identification

Do I need to show proof of identity? If yes which one? And what if I don't have one?

Yes, you must identify yourself during the pre-checks, preferably with your LU card. [Request a LU card opens in new window](#) if you don't have one. Apply for this in time for the test. It is important to show both a photo and your name, so if you do not have a LU card, a personal OV Chip card is also possible.

In extreme cases, you use a passport, driver's licence or national identity card, but please cover your BSN number and signature.



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During the exam

What are the terms and conditions that I need to agree with?

By agreeing to these terms and conditions and by taking part in this exam, you certify that you understand that the following actions will be considered fraud:

- using a mobile telephone or other device
- using headphones or earphones
- reading and/or thinking aloud
- leaving your computer and going out of view
- showing a false or invalid ID in the Proctorio pre-checks
- accessing any browser other than tinyurl.com/fswchat and ul.remindotoets.nl

Further, you certify that you understand that

- noise cancelling earplugs, which are recognizable as such, can be used. Please, do not wear them until your exam has started and Proctorio is running, and show clearly in the camera that you put the earplugs in your ears
- any false claim in respect of this work will result in disciplinary action in accordance with university regulations and the degree programme regulations, and will be reported to the Board of Examiners; disciplinary measures can result in exclusion from the course and/or the degree programme
- your work may be checked for plagiarism using plagiarism detection software and/or other measures taken by the university to detect and prevent fraud and plagiarism

You certify, finally, that you understand and endorse the significance of fraud prevention and that you acknowledge that in the event of (major) fraud the degree programme could declare the exam invalid, which would have consequences for all students.

What do I do if I run into a problem during a test?

We have a special FSW chat that you should contact during your test. You are allowed to open this tab and leave the full screen in Remindo. If necessary the FSW chat will redirect you to the Proctorio live chat but always put your question forward in the FSW chat first.

How can I check whether I have access to the right exam?

Check your Remindo dashboard to see what tests have been planned for you. At least one day prior to the exam you will be able to check whether you will have access to the correct test and whether you have been put in the correct language group. English tests always have EXAM or RESIT in the name. Dutch exams have TENT and HER in the test name. Contact digitaltesting immediately via mail if you have been mistakenly put in the wrong exam.



What happens if I start my exam later due to problems?

Your test time starts when you have started the exam and the first question is displayed. This is possible from the time the exam is scheduled until 15 minutes after the scheduled start time.

Make sure you log in on time and have done the pre-check. Are you having trouble logging in? Please contact the FSW chat.

When will the recordings start?

During the exam it is clearly shown that the recordings have started. This happens when you have finished the pre-checks. In Proctorio you can recognize this by the following text:

"Proctorio loaded. Recording via Proctorio has been started. "

Note that recordings will therefore be made before you start the actual test. Please keep this in mind. The invigilators only view recordings from the start time of the exam.

If I look away from my screen, will this be considered fraud?

A quick look away is no problem. Only systematic and repeated looking away from the screen in a given direction will be presented as suspicious to the Board of Examiners. When you take the online exam, you simply look at the exam itself most of the time.

Can the software determine whether I am taking the exam in a fair way?

The Proctorio software will never determine whether you have committed fraud or not. If the software signals that you are looking away from your screen, the recordings will be viewed by an invigilator. In case of suspicious behaviour, the situation is presented to the Board of Examiners who will assess the situation.



If I think out loud, is that seen as fraud?

Talking during an exam is seen as an irregularity and is reported in the subsequent analysis as an indication of possible fraud. So please be quiet while taking your exam, just like you would during an exam on location.

If you do talk during the exam, these recordings will be viewed and/or heard by the invigilator. In case of suspicious behaviour, such as reading exam questions aloud, the situation is presented to the Board of Examiners who will assess the situation.

Will Proctorio block the use of my laptop? Is it still possible to open documents?

In most cases, such functions are disabled. However, if this function is not technically disabled during your exam, the use of this function will be stored via screen recordings so that the invigilator can see which documents you have opened and whether these documents should indeed have been opened according to the instructions for the exam.

In most cases, however, this is not the case, so make sure you do not have any other documents or programs in view.

My books are on an iPad / e-reader, can I use this during the exam?

No, even if the use of a specific book during an examination is permitted, it may not be consulted electronically. So please make sure you have a physical copy.

Can I use additional equipment during a test to consult materials?

No, you are not allowed to use additional devices such as mobile phones, tablets or other monitors.

Are the pre-checks part of my test time? How much time do the pre-checks take?

Your time in Remindo will only start running after you click on "start" after the pre-checks and the introduction page. The pre-checks take about 5 minutes, and you can do them half



an hour before the start of your exam - Proctorio only records when you have finished the pre-checks.

You can press start up to 10 minutes after the scheduled time, this is to compensate for any delay in the pre-checks. After those 10 minutes you will be late and you can no longer start your exam.

I have to take the same exam with several people at the same time in the same room. Is that allowed?

No, that is not allowed. Sounds and movements of another person in the room where you are taking your exam will be registered and may lead to a notification in the report of your exam. Let others know in time when your exams are and where you will take them so that you can be left alone.

How is fraud tested?

The identification and verification process take place before the exam starts. There is also a pre-check for your microphone, webcam and internet connection. During your exam Proctorio limits a number of functions of your computer or browser, such as printing or downloading, and sends recordings from the webcam, microphone and screen during the exam.

After the exam, Proctorio automatically marks suspicious moments based on the recordings; this happens behind the scenes and you will not see it. After the exam an invigilator of Leiden University then checks and assesses whether the suspicious moments do indeed constitute potentially fraudulent behaviour.

The recordings are checked in a safe location that is arranged by Leiden University and the invigilators also sign a confidentiality agreement. Finally, the Board of Examiners examines a selection of suspicious images and determines whether follow-up steps are necessary. This procedure corresponds as much as possible to the procedure for suspicious situations in an



examination room.

How does the ID scan work and how can I identify myself?

You show your LU card with photo and name during the ID scan. The data from this scan is encrypted immediately. Only the invigilators who carry out the ID check will see your data. You can request a LU card [here](#). Apply for this at least a week before the test.

In extreme cases, you can use a passport, driver's licence or national identity card, but do cover your BSN number and signature. We do need a picture of your face and your name.

If you normally wear glasses, please take your glasses off when a picture of your face is taken; that makes identification easier. During the exam itself you can of course just keep your glasses on.

Is it a problem if my internet connection is lost during the exam?

Remindo stores all the answers given every minute. Remindo also saves the given answers when you navigate to another question. Proctorio has also built in a buffer of approximately one minute. So, if your internet connection is lost for a short time, that is usually not a problem.

Will the time continue if my internet goes down or if I am kicked out of the exam, for example?

Yes, the exam time starts as soon as you have started, and this time continues, even if you were kicked out from the exam due to technical problems. Try to restart Remindo as quickly as possible and continue with the exam. If you have lost a lot of time, it is advisable to contact the FSW Digital Assessment Helpdesk via the FSW Chat (accessible from the Introduction page of the exam).



What should I do if I get the message that I have too little RAM / RAM?

In general, you can also just continue with the exam even with this warning, but it might be wise to solve this issue as much as possible in advance. By closing as many tabs and applications as possible beforehand, you can probably avoid this problem.

If this does not work, restart the computer.

What if I find the Proctorio popup annoying?

You can move or minimise the popup. This also applies to the "screen sharing" bar, but do not turn off screen sharing!

Can I eat or drink during my exam?

You can drink during the exam. Make sure there are no labels on your bottle. Eating is not allowed.

What if the webcam won't focus on my ID?

If the webcam does not want to focus, you can move the ID card away from the camera and towards the camera. Also take a look at the lighting: do you have too much light or too little? If necessary, turn the card so that the light does not fall directly on it. If this does not help, it might be due to your hardware. Make sure you have tested this properly during the practice test.

Am I allowed to go to the bathroom during my exam?

No, this is not allowed. Please make sure you have been to the bathroom before the exam. For students who, for medical reasons, have formal permission to go to the bathroom more often, the examination and surveillance will be adjusted. If you feel this is relevant for you, please contact the study advisor.

In the unlikely event that you cannot postpone the bathroom visit, make sure you tell the webcam what you are going to do and why. When viewing the recordings afterwards, the Board of Examiners can take this information into account.



What should I do if I am experiencing problems using Proctorio during the examination?

First report technical problems via the [FSW chat](#). This chat can be accessed from the Introduction page from within Remindo; they may redirect you to the chat function of Proctorio.

If your problem cannot be solved and you have to abort your examination, please report this to your study advisor, who may advise you to go to the Board of Examiners. They will be able to decide what the next steps should be.

What should I do if Proctorio is no longer visible during the exam?

Please do the following actions in sequence:

- Close Chrome via the cross at the top right. (Do NOT indicate that you have finished the exam within Remindo!). Your answers will be saved in Remindo that way.
- Open Chrome and go to the exam in Remindo again. Proctorio should restart automatically after you log back into the exam.

Isn't the use of chat seen as fraud?

The use of the FSW chat will automatically be flagged by Proctorio, but because the images are viewed and assessed by an invigilator, your request for help will not be labelled as fraud. This also applies if you are redirected from the FSW chat to the Proctorio chat (for Proctorio-specific problems). This request for help is not seen as fraud either.

What if I have a question about the exam or an exam question?

Just like during a regular exam, you are not allowed to ask content-based questions about the exam. The FSW chat will therefore only be able to answer technical questions. If you encounter an error in a question contact your teacher after the exam. You can also put a comment with the question. Use the button 'Do you have a comment on this question' in your Remindo test. Your teacher will go over the comments after the test and will decide



which comments to follow up on. Please be advised that an individual response to your comment is highly unlikely.

Can I photograph or copy the exam questions or save them in any other way?

No, this is not allowed. Nor may you take screenshots or record the examination with a camera. With regular examinations it is also forbidden to copy the exams.

The distribution of questions or answers is considered serious fraud and copyright infringement and will be punished by the Examination Board, as well as possible additional legal action.

Can I leave the full screen mode to go to the FSW chat?

Yes, you can. The reviewers of the Proctorio recordings have been instructed that the FSW chat can be contacted in case of (technical) difficulties.

How do I know how much time I have left?

Remindo shows you how much time you have left.



Privacy

What can I do to protect my privacy?

We understand that you may not like the idea of being filmed at home. We therefore encourage you to make adjustments yourself so that you are less disturbed by it.

- For example, move your computer to a neutral room, with an empty wall behind you, or remove your personal items from view.
- Make your exam full screen (Windows: F11, Mac: Ctrl + Cmd + F), so that shortcuts in your taskbar and bookmarks in your browser are not visible.
- Close programs that could provide notifications during the exam.

How does Leiden University guarantee my privacy?

We handle your personal data with care. Please read the [privacy statement opens in new window](#) to get more clarity about what happens with your personal data in Proctorio. The security and privacy experts at Leiden University have thoroughly screened and approved Proctorio. There is an agreement for data processing. All data that Proctorio collects is encrypted and is only sent to servers within Europe.

Is someone watching me while I take my exam?

No, no one is watching during the exams. Surveillance is done afterwards, using the recordings.

Will my device remain accessible to Proctorio after the exam?

No, Proctorio only works while taking the exam. As soon as Proctorio is closed, your device is no longer accessible. You can choose to remove the Proctorio plug-in afterwards, but you don't have to.



What happens to the recorded data and by whom is it viewed?

The data collected while taking an exam is automatically processed. The data is stored in countries that must comply with our privacy legislation.

A lecturer or an invigilator hired by Leiden University has access to your personal data. The images are only viewed when Proctorio detects irregularities that may indicate abnormal behaviour.

Subsequently, the Board of Examiners assesses whether there has been a violation of the rules. If there are no irregularities, the system will automatically delete the data after a maximum of 10 weeks.

Where are my personal data stored?

All data processed for taking the exam is stored encrypted on servers within the EU. However, if you send an email or chat message to the Proctorio helpdesk during the exam, your IP address and email address will be stored securely and encrypted in the US.

How are my personal data secured?

Leiden University takes appropriate technical and organizational measures to protect personal data against unlawful access, loss and other forms of unlawful processing.

What happens to my personal data that I share when I ask a question via the Proctorio chat?

If you use the Proctorio chat, your email and IP address will be encrypted and stored at an organization that processes this data on behalf of Proctorio in the US.

Which of my personal data are processed?

If you take an online exam in Remindo with Proctorio, Leiden University will process the following personal data, exclusively obtained during the exam:

- first and last name
- e-mail address



- photo of your LU card (or other card with photo + name)
- a photo of you, taken via the webcam of your laptop or computer
- video and audio recordings of you, made via the webcam of your laptop or computer
- on-screen activities while taking the exam
- keyboard strokes and mouse movements
- the IP address of the computer network to which your laptop or computer is connected
- the internet pages you visit during the exam
- your answers to the exam questions

How long will my personal data be stored in Proctorio?

Your personal data collected by Proctorio will be stored for a maximum of 10 weeks and then automatically deleted in Proctorio. If there is a suspicion of an irregularity, data may be stored for a longer period; in any case, as long as the examination by the Board of Examiners, an appeal case or an objection procedure is ongoing.

Your personal data will not be stored for longer than two weeks after the period in which students can lodge an appeal with the Examination Appeals Board. Only if you lodge an appeal will your details be stored for a longer period, for the purpose of carrying out the appeal procedure.

Who can I contact with questions about how Leiden University handles my privacy?

You can send your question to privacy@bb.leidenuniv.nl.



Who can access my personal data?

All personal data will only be viewed by invigilators and employees of Leiden University who are authorised to do so. They will check whether you are indeed the person who should take the exam, just like a physical surveillance.

After the exam has been taken, the proctoring software automatically creates an overview of 'abnormal behaviour'. Proctorio works on the basis of 'zero-knowledge technology': a process in which an already encrypted message is re-encrypted one or more times.

The invigilators² view the recordings at a location with equipment from Leiden University. The invigilators also sign a non-disclosure agreement in advance. The recordings with abnormal behaviour or events are then viewed and assessed by the invigilator and are only shared with staff of Leiden University for whom it is necessary that they have access to your personal data. For example, members of the Board of Examiners.

For what purposes will my personal data be processed?

Your personal data will be processed for the following purposes:

- a. Authentication: during or after the examination it is checked whether the person taking the examination is actually the student;
- b. Checks for fraud: during or after the examination it is checked whether the student has followed the applicable rules and has not used other sources than permitted (such as cheating letters, chats, browser sessions).
- c. Time (if and when applicable): after the examination, it will be checked whether you have taken the examination within the time available. Processing is only permitted if there is a legal basis for doing so.

For academic education, Leiden University bases the processing on article 6.1(e) AVG: the processing is necessary for the performance of a task in the public interest pursuant to the

² Please note that invigilators can also be university lecturers



WHW. For other forms of education, the processing is based on article 6.1(f) AVG: justified interest.

Will my details be shared with third parties?

Your personal data collected by Proctorio will be stored in Microsoft Azure. The servers are located in Amsterdam and Munich. The aforementioned zero-knowledge technology is used to encrypt personal data when transmitted over the internet and during storage. Your personal data will be shared with Proctorio and sub-processors. In this context, it is good to know that despite the encryption, personal data is still there. These are not shared with third parties, unless Leiden University is obliged to provide these data on the basis of a legal obligation or legal proceedings. The agreements made between Leiden University and Proctorio regarding the processing of personal data also apply to the parties engaged by Proctorio.

How will my personal data be secured?

Leiden University takes appropriate technical and organizational measures to protect personal data against unauthorized access, loss and other forms of unlawful processing. Data that is recorded by Proctorio during the online examination will be encrypted and stored.

The recording of your test will only be viewed by authorised staff of Leiden University for whom it is necessary that they have access to your personal data. For privacy reasons, Leiden University cannot disclose the names of the staff members who check the recordings.

What rights do I have under the AVG, and how can I make use of them?

In addition to the right of objection with the Board of Examiners you can make use of your right of objection on the grounds of article 21 AVG. This is possible when, in your opinion, there are specific circumstances on the basis of which your privacy interests should outweigh the interests mentioned above.

In addition, on the basis of the AVG you have other rights to which - under certain conditions - you can appeal: the right of inspection, the right to change your details when these are



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factually incorrect or incomplete, the right to removal, and the right to restriction of processing. To exercise these rights, please contact the Data Protection Officer: privacy@bb.leidenuniv.nl.



Special circumstances

How are special provisions taken into account?

The Board of Examiners states the following about this:

- If you have received formal permission from the student counsellor to spend extra time on the exam, you can assume that OSC will also grant this for an online exam in Remindo (with or without proctoring). You do not need to contact the study advisor for this.
- If you have formal permission from the student counsellor for larger font size, different furniture, a specific place in the room or the use of a laptop, these are situations that you can control yourself. You do not need any special arrangement for an online exam (with or without proctoring). Again, no contact with the study advisor is required.
- If you have formally obtained permission from the student counsellor for a facility other than those mentioned in the previous two points, please contact your study advisor to explore the best way to take the exam. In a small number of cases, this category of students can be offered the opportunity to take the exam at FSW.
- If you do not have a statement from the student counsellor for special facilities, but you still foresee problems when conducting an online exam (with or without proctoring), for example due to the home situation or technical problems, please try to arrange an alternative location or alternative equipment. If your problem continues to apply despite your best efforts to resolve it yourself, please contact your study advisor.
- Do you have objections in principle to participation in an exam with proctoring? Then contact your study advisor. Based on the rules and regulations, no guarantee can be given that for this situation an alternative will be offered to the exam with proctoring at this time.



Can the exam also be taken abroad?

In principle, it is possible to take the exam abroad. However, do take into account any time difference.

Also, at a location abroad it is important that you have a quiet room at your disposal with stable internet, a computer with Google Chrome, and a good webcam and microphone if proctoring is used during your exam.



Process and objection

Can I refuse to take part in proctored exams?

Yes, you may. If, after reading the [privacy statement opens in new window](#), you still have insurmountable objections to an exam using proctoring services, you can refuse to participate. In that case, you must inform the Board of Examiners as quickly as possible.

You can ask the Board of Examiners for a replacement test. In some cases, you may be allowed to use a laptop from the university or to take the examination in an examination room. The Board of Examiners may also decide to allow a replacement test or decide that you will have to wait until the examination can be taken in another way. If this is not possible, you may have to wait for the next scheduled exam on campus. This may result in a study delay.



Still no answer to your question?

The answer to my question is not listed, what now?

If the answer to your question is not yet in this FAQ, you can send the FSW Digital Assessment Helpdesk an email: digitaltesting@fsw.leidenuniv.nl.