

# Proctoring Student Journey

## a guide for your next online exam

**i** Don't have a laptop?  
First ask friends & family to borrow one. Otherwise, get a laptop from Plexus/Wijnhaven.

[Get a laptop](#)

### Hardware

- Computer / laptop
- Keyboard
- Mouse
- Webcam
- Microphone

### Software

- Latest version of Chrome
- Proper internet connection (At least 1MB upload speed.)
- Install the Proctorio plug-in

**i** Run into trouble?  
Go to the Proctorio support page to start a livechat.

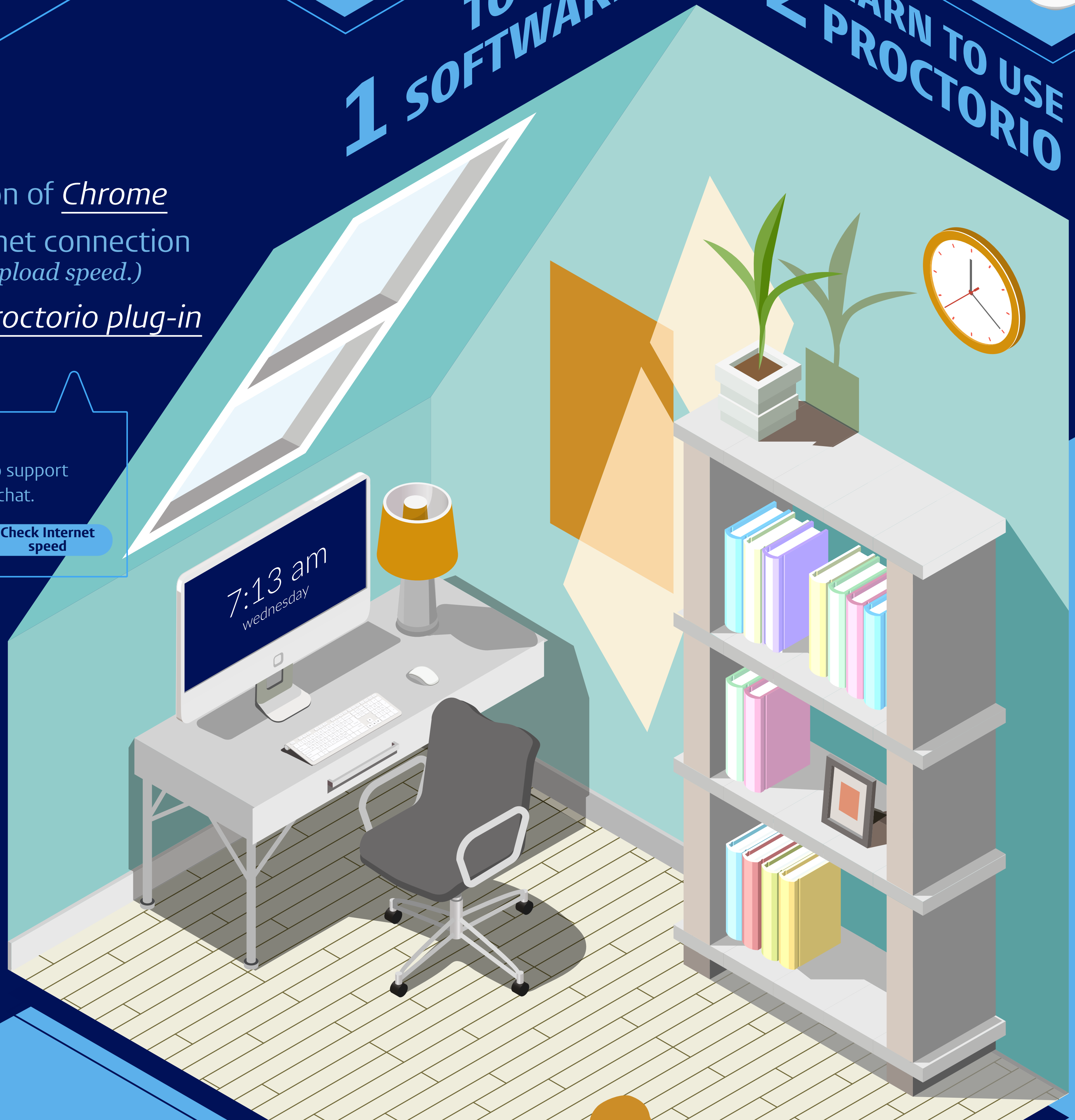
[Start live chat](#)   [Check Internet speed](#)

### Tips

- Watch the starter video
- Read the student documentation on the University Website.

## 1 TOOLS & SOFTWARE

## 2 LEARN TO USE PROCTORIO



**FAQ**  
Student FAQ

**Privacy Statement**

**Proctorio Student Guide**

## 4 DURING THE EXAM

## 3 PREPARE FOR THE REAL EXAM

### 5 Steps Preparation

- 1. Visibility**  
*Must be daylight quality, preferable overhead. Source of light must not be behind you.*
- 2. Desk & equipment**  
*Small snacks, drink and medicine are allowed. Music-transmitting earphones/headphones are not allowed.*
- 3. Surroundings**  
*Inform your housemates and put a 'do not disturb' sign on your door.*
- 4. Bathroom break**  
*You are not allowed to leave the webcam after the exam has started.*
- 5. Identification**  
*This must be your LU or OV card.*

### Run into technical issues during exam?

- Contact the Proctorio Helpdesk
- Contact institute's specific ICT support  
*This will be communicated to you by your teacher or institute.*

[Proctorio Helpdesk](#)

**i** Check with your teacher which tools (like certain books) are allowed.

**i** Don't have either of these cards? You can use an ID card with the ISBN number blocked.

## 5 AFTER THE EXAM

- If no suspicious behaviour occurs  
*Your data is deleted 2 weeks after the objection period (8-10 weeks).*
- If fraud is suspected  
*It will be taken to the board of examiners and your data may be retained for longer.*

- (attempted) use of unauthorised sources & resources
- (attempted) technical modifications undermine the proctoring system
- Use of someone else's ID
- (attempted) use of cheat sheets
- student is no longer in sight of the webcam

### Functional impairments

- Proctorio can provide larger font & extra time  
*Larger font can be adjusted on the platform. Extra time needs to be granted ahead of time. Check with your coordinator of studies ahead of time.*
- Other facilities must be arranged by the student, read more from Fenestra Disability Centre.

[Fenestra Disability Centre](#)

# Success!