



Proctoring FAQ

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Please make sure to read the student manuals for ProctorExam and Proctorio first, and always read faculty and institute-specific information on proctoring well as certain rules may deviate.

1. Do I have to show ID? If so, what type and what if I don't have it?

Before starting your exam, the system will ask you to identify yourself. Please do so by means of your LU card or OV card. If you do not have a LU card or have lost your card, [request a LU card](#) at least 3 days before your exam. LU cards can also be sent to addresses abroad, but be aware that this may take several days. If you are registered as a student of another Dutch university and are taking the exam as a guest student, instead show your ID from the university at which you are registered.

Please do not show your ID card or passport unless you do not have access to either of these cards, and if so, **ONLY with a blocked BSN-number.**

2. How should I prepare the room where I will take the exam?



- Choose a quiet room.
- Clear your desk of unnecessary items.
- Instruct housemates not to enter the room during your exam. We suggest you put a 'do not disturb' sign on your door.
- Remove all text books, exercise books and notes, other than those that are permitted in the exam.
- Remove any posters with text, to avoid possible misinterpretation by the system. You do not need to remove mirrors.
- Put away other devices such as tablets, phones or additional screens.
- If you share a room and your roommate needs to take an exam at the same time, contact your lecturer or coordinator in advance to ask what steps to take.

3. Which browser and IT facilities do I need, and what if I don't have them?

You will need the following:

- Laptop or desktop computer
- Google Chrome browser - other browsers do not work!
- [Proctorio](#) or [ProctorExam](#) plugin, downloaded as an extension to your browser
- Webcam
- Microphone
- When specified for your exam: mobile phone to take/upload photos of handwritten answers or as a second camera.

Not permitted/required:

- Headphones and earphones are not permitted (unless otherwise specified)
- You do not need a printer
- Phone, second monitor or other devices (unless otherwise specified)

If you do not have a suitable computer, first try to obtain one via friends or family. In some circumstances you can [borrow a laptop from the university](#), though be aware that there are a limited number available. If you are unable to obtain all the necessary facilities, contact your lecturer/coordinator well in advance of your exam and together you can look for possible solutions.

4. What are the internet requirements and what if my connection is insufficient?

You will need a stable internet connection, either via Wifi or using an ethernet cable. If you have insufficient internet access, contact your lecturer/coordinator well in advance of your exam and together you can look for possible solutions.



5. What technical checks and preparations should I undertake before my exam?

- If the ProctorExam system is being used, you will receive a Systems Check by email a few days ahead of the exam. Make sure to do this check well before your exam. If the Proctorio system is being used, you may be able to enter a test area ahead of time to do a system check. You will be informed about prior tech support by your institute and lecturer.
- Make sure the proctor system (which works via a plug-in in the Chrome browser) can access your webcam and microphone. If you experience problems, go to the privacy settings and switch on 'Allow apps to access your microphone/camera'.
- If you are instructed to use a mobile phone to upload items in your exam or as a second camera, make sure your phone is fully charged and set to flight mode, but with wifi enabled.
- Close all other applications and files on your computer, to avoid these being construed as cheating.
- Put away any non-permitted devices.

6. Can I use additional devices in the exam to access materials?

Unless otherwise specified, you are not allowed to use additional devices such as mobile phones, tablets or additional screens during your exam. For open-book exams, if your books are on an e-reader or tablet, install .epub or .PDF-reading software on your computer ahead of time so you can access these documents during your exam. If you are permitted to use your mobile phone to take/upload photos, your lecturer will let you know in advance.

7. What other items do I need to have ready for my exam?

If specified by your lecturer: mobile phone, Pens, pencils and ruler, blank paper.

Please keep snacks and drinks limited. If necessary, keeping medication on the table is allowed.

8. What are the rules on taking breaks, eating and drinking?

You must be visible in front of the camera for your entire exam, and are not permitted to take toilet breaks. Please make sure you have gone before the exams. Teachers are advised to consider this when determining the length of the exam. If you want to rest for a few moments, stay in front of the camera but try to avoid staring at something outside the camera's angle for a prolonged period. This might be flagged as suspicious behaviour. Any suspicious behaviour will later be checked by a Leiden University staff member, so does not automatically mean that you will fail the exam.

Just like during on-campus exams, you are permitted to drink, eat small snacks and take medication. Of course, you shouldn't obscure the camera's view by making sandwiches or having large items on your desk.



9. How does the system check for fraud or cheating?

Before the exam, the proctor system may request permission to do a Room Scan. Without the Room Scan your exam results will be invalid, so do not skip this step!

The proctoring system will monitor your exam and check for any suspicious activity as follows:

- ProctorExam: a qualified proctor at ProctorExam will check the recording of your exam to flag any suspicious activity. This is sent to Leiden University, where it will be interpreted by an authorised staff member, who will also ID check you. ProctorExam never decides on fraud, and you will not be watched live.
- Proctorio: the analytical software will flag any suspicious activity detected in your exam and send this as an encrypted recording to Leiden University, where it will be checked by an authorised staff member. The software does not decide on fraud, the board of examiners of your study programme makes those decisions.

Suspicious activity might include, for example, another person in your room, the use of headphones/earphones or the presence of books. Of course the materials that were or were not permitted in your exam will be taken into account.

10. What if I have technical problems during exam?

If you worry that you may experience technical issues during your exam, please know Proctorio and ProctorExam both have a chat function where you can ask for help. In the case of ProctorExam, this chat function is found in the bottom right corner of the ProctorExam environment. In the case of Proctorio, it will be in the shield-icon plug-in icon in the right top corner of your Chrome. You will be informed by your institute and lecturer in detail how tech support is arranged for you, so please check the information they provide you.

If you upload a file but do not receive a confirmation message, be assured that in most cases your upload was successful. However, do mention this issue in the assigned location in the exam (this may be the chat, an open field at the end of the exam, or another form based on your faculty's decision), just in case the upload failed. If you did not report the problem during your exam, please make sure to contact your lecturer afterwards to inform them about it.

11. What if I can't do the exam due to technical or personal issues?

If you are unable to take the exam for technical reasons, report this as soon as possible to your lecturer/coordinator, through whom you can apply to the Board of Examiners for an alternative examination. The university will deal with requests for additional examinations resulting for technical issues on a case by case basis, exercising as much flexibility as possible.

If you are unable to take the exam due to illness or personal issues, the standard procedures as stated in your study programme's [Education and Examination Regulations](#) apply.

**12. I have been granted special exam facilities or provisions. Do these also apply for proctored exams?**

If you have been granted special exam facilities or provisions, make sure your lecturer is aware of this at least 5 working days before the exam.

If you have been granted extra examination time by your board of examiners, the same entitlement applies for your online exams.

If you have been granted other facilities such as a standing table or a low-stimulus room, you must arrange this with your coordinator of studies. If needed, you are permitted to enlarge the font of your computer. For further advice, please contact [Fenestra Disability Centre](#).

13. Can I practice for taking proctored exams?

Before taking your exam, you can view a screencast of an online proctoring exam here.

- Proctorio: <https://vimeo.com/413561486/c8b7a0db50>
- ProctorExam: <https://vimeo.com/413527680/4da0446263>

You are also advised to read the [ProctorExam manual](#) and [Proctorio manual](#) well before your exam.

14. What security and privacy measures are in place?

Before choosing online proctoring, all study programmes have thoroughly investigated every alternative method of assessment. Online proctoring is only selected when there are found to be no viable alternatives.

The recording of your exam is only accessible to authorised Leiden University staff members or professional proctors hired for this purpose, and, in the case of ProctorExam, their own qualified proctors. Your personal data will only be retained until four weeks after the period in which it is possible for students to lodge an objection with the Examination Appeals Board. Only if you lodge an objection will your data will be kept for a longer period in order to meet the requirements of the objection process.

For further details see Leiden University's [ProctorExam privacy statement](#) and [Proctorio privacy statement](#).

Leiden University's security and privacy team have thoroughly vetted the Proctorio & ProctorExam systems and approved their use. A data processing agreement is in place and the entire process has been found to be GDPR compliant. All data collected by Proctorio & ProctorExam is encrypted and only sent to servers located in Europe. Proctorio & ProctorExam are based in the US therefore all content is subject to the Cloud Act. However, Leiden University's privacy officer has performed a risk analysis and considers the risk that the Cloud Act will be used for this content to be very small.

**15. What if I have privacy concerns?**

We understand that you may feel uncomfortable about being filmed in your own home. We therefore encourage you to take any steps you feel necessary to ensure a sense of privacy. For example, you could consider moving your computer to a more neutral location, setting up your work station with a blank wall behind you, or removing all personal belongings from your camera's view. Moreover, please make sure to inform yourself well via our website, the proctoring student manual, student proctoring FAQ, the proctoring privacy statement and video material explaining the proctoring platforms. These can all be found [here](#).

However, these resources may not provide enough security for you. As such, as specified in the [privacy statement](#), it is important to know that students have several rights under European AVG and GDPR privacy laws to which they can appeal: the right of access, the right to alter their data if these are factually incorrect or incomplete, the right to remove their data and the right to restrict processing of their data. If students wish to exercise these rights, or if they have any questions regarding privacy or the handling of their data, they should contact the Data Protection Officer: privacy@bb.leidenuniv.nl. Moreover, Article 21 of the GDPR provides students with a right to object to the processing of their personal information. Aforementioned objections can be lodged with the Executive Board (College van Bestuur), department of Legal Affairs: secretariaat-jz@bb.leidenuniv.nl.

If you wish to initiate such a process, please keep your lecturer, institute and the central proctor email (proctoring@sea.leidenuniv.nl) in CC. However, please be aware that there may be no online alternative available and you may have to wait for the next scheduled on-campus exam.