examity®
BETTER TEST INTEGRITY.

Proctoring Guide
Administrators & Instructors

For assistance, please contact your Examity Client Success Manager

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New Product Names

We've changed the names of our proctoring modalities to better reflect their features. If you have questions about whether a particular security level is right for your exams, please contact your Client Success Manager.

We advise that you do not change the security level of an exam if a test-taker has already scheduled it, or once the exam starts.

| Features	Automated	Automated + Audit	Live Authentication + Audit	Live Proctoring
Auto Authentication	✔	✔		
Auto Proctoring	✔	✔	✔	
Flagged Violations with Video	✔	✔	✔	✔
Reporting and Analytics	✔	✔	✔	✔
Human Audit		✔	✔	✔
Live Authentication			✔	✔
Live, Low-ratio Proctoring				✔
Real-time, On-screen Support				✔
Immediate Exam Intervention				✔

Using Examity With Your LMS Platform

If your Examity platform is integrated with your Learning Management System or your test delivery/enrollment management platform, you will access Examity via links in your system.

Your courses, exams, and test-takers should continue to be created in your LMS or test delivery/enrollment management platform. The integration with Examity means your data will be imported to Examity automatically. The process of importing means to download data onto a platform from a diferent source.

NOTE: There are steps that you must follow before your data can be imported over. The steps vary based on the LMS. Please reach out to your Client Success Manager for more information.
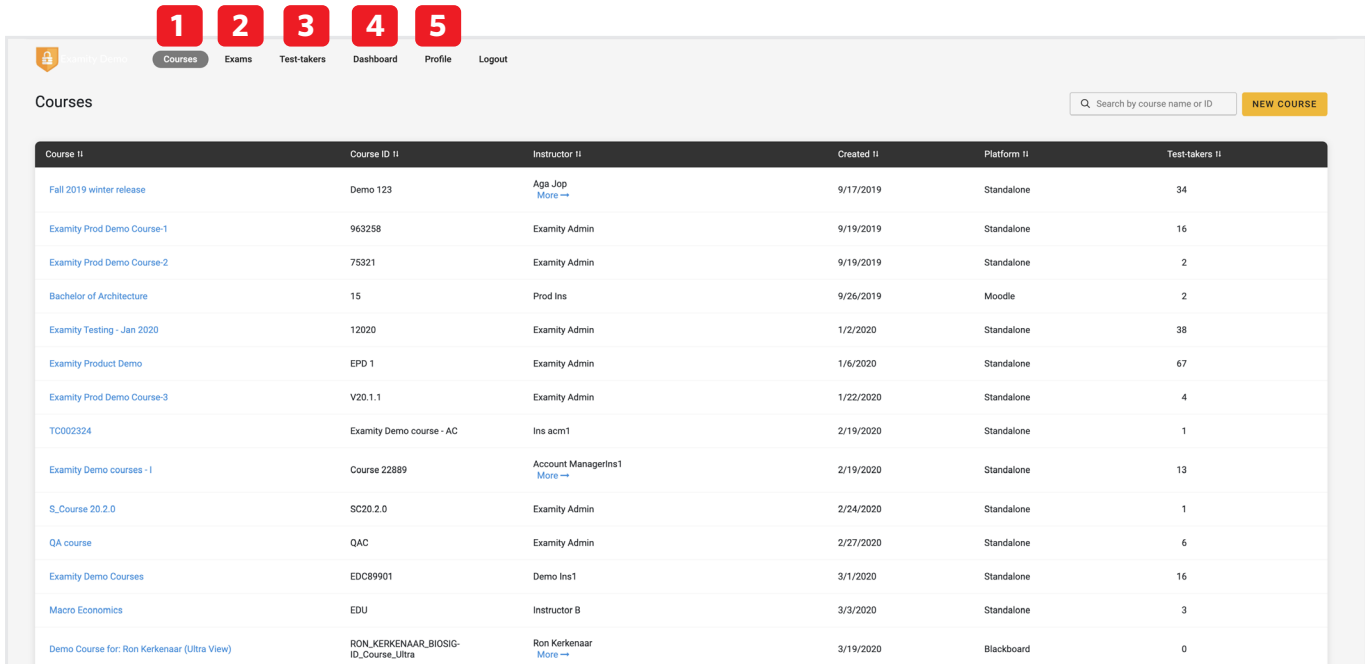
• LMS integration: You need to click on Examity link to import the course frst, then your exams and test-taker data will be imported overnight and will be available the next day.

• Test delivery/enrollment management platform: Your data fows through APIs links, which means the data you create in your system should be available in Examity within minutes.

Our recommended practice is to always edit exam details within your LMS or exam platform. If you edit some key exam details directly in Examity, this action will cause the data import to stop. Those key exam details include the Exam Name, the Exam Duration, the Exam Window (the start date/time and the end date/time), the Link to Exam, and the Exam Password.
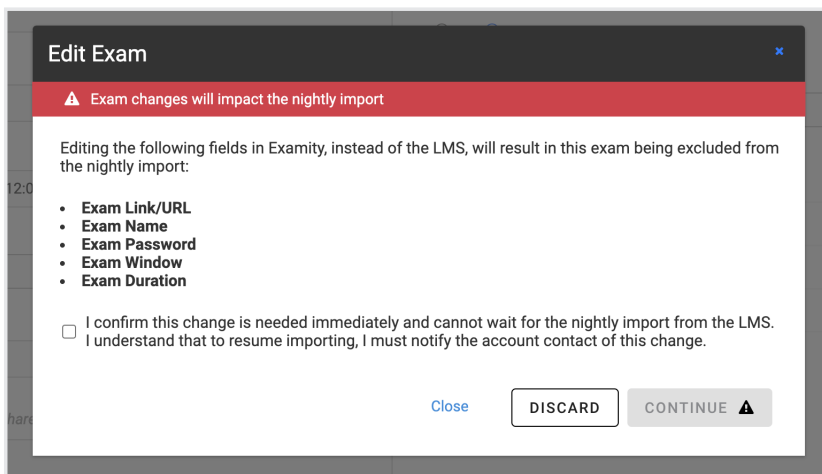
Navigating Your Examity Dashboard

Your Examity dashboard has five distinct areas to help you manage test-takers and exam appointments.

1. Courses: View all of your courses. You may also drill down further to see course details, test-takers, accommodations, and exams. Clicking the column headers allows you to sort by that field. Courses link your exams with your test-takers. Once enrolled in a course, a test-taker will have access to schedule or start appointments for all of the exams within that course.

2. Exams: With this view, you'll be able to see all of your exams across all of your courses. You will be able to see the exam status, modality, and activity.

3. Test-takers: Review details on all test-takers for your institution.

4. Dashboard/Reports: One-touch access to Examity's robust reporting and analytics. Here, you can explore a variety of real-time reports.

5. Profile: This is where you set your time zone that will drive the display in your Examity dashboard, including the exam scheduling window you will set and all reports.

Editing Your Exam

On the dashboard, select "Exams" at the top of your screen.
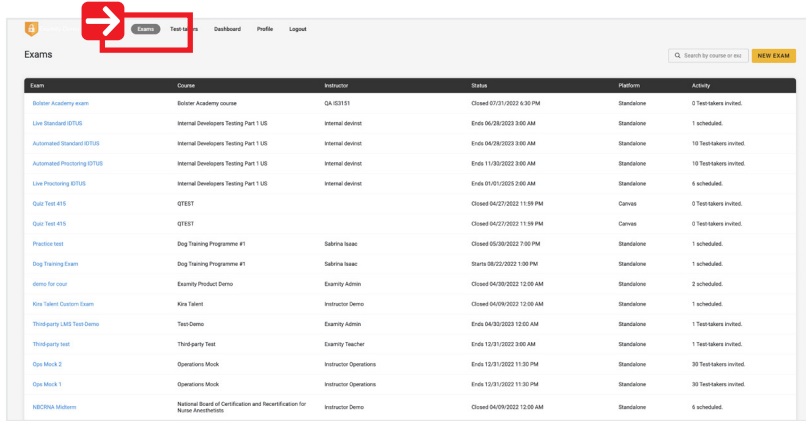

To access and input details for your exam, click the exam name. This will bring you to the exam shell, which is categorized into five distinct sections:

1. Info
2. Rules
3. Instructions
4. Supporting Documents
5. Exam Results

1. Info represents the foundation for your exam. Details include the scheduling window, the exam duration, the exam URL, and exam password. You can also select whether you would like to give test-takers the option to upload a file directly into Examity. You can enable additional security settings like Extension Block, Browser Lock, and more. If you are interested in these options but do not see them when setting an exam, please contact your Client Success Manager for more information.
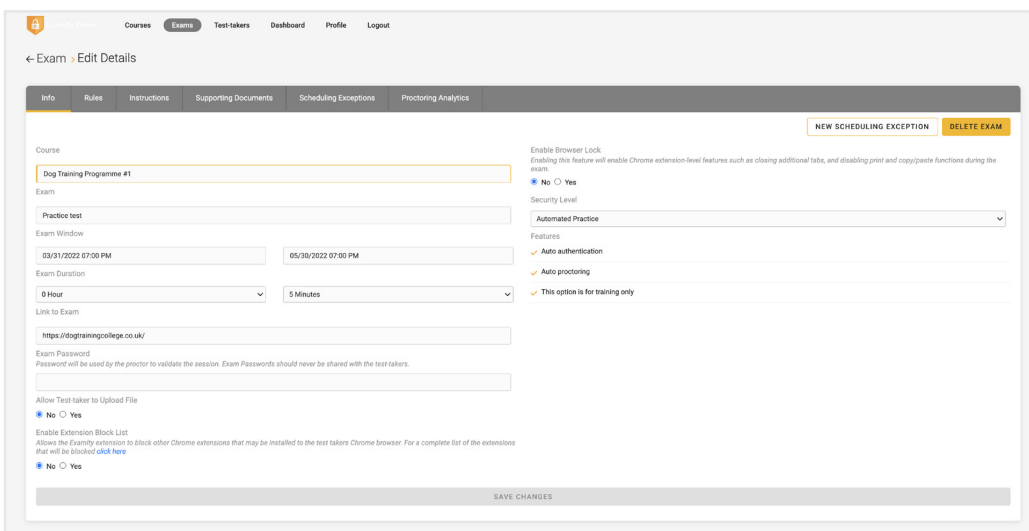
2. Rules allows you to specify rules for your exam. All exams have standard rules (listed on the left) that are a constant for every exam proctored with Examity. There is also an "Additional Rules" section (on the right) that provides optional rules for your exam. You can check of any additional rules that you would like to apply to your exam. For example, checking of "Scrap Paper" will allow test-takers to use scrap paper during the exam. Then, click "Save Changes" to lock in your additions.
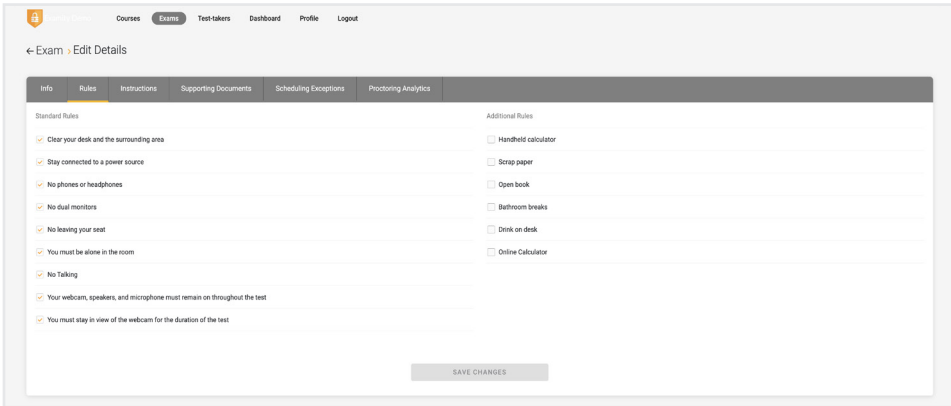

3. Special instructions can be added in the **Instructions** section. This is a critical step to clarify any policies, processes, or steps that are specific to your exams. Work with your Client Success Manager to define clear instructions for your exams that help test-takers, proctors, and auditors understand exam expectations.

Clicking "Import special instructions from an existing exam" allows you to quickly clone special instructions from another exam.
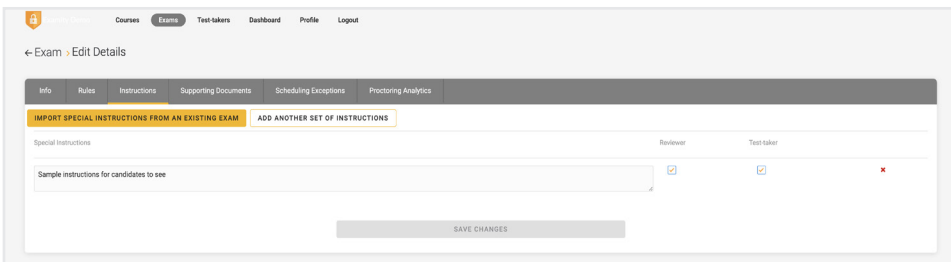
4. The **Supporting Documents** section is where you will be able to upload any critical assets for your exam, such as exam reference materials. **The test-taker has access to the materials just before the recording begins, and before they are connected to their proctor. If you provide supporting documents, the test-taker will be reminded to download them before they can proceed.**
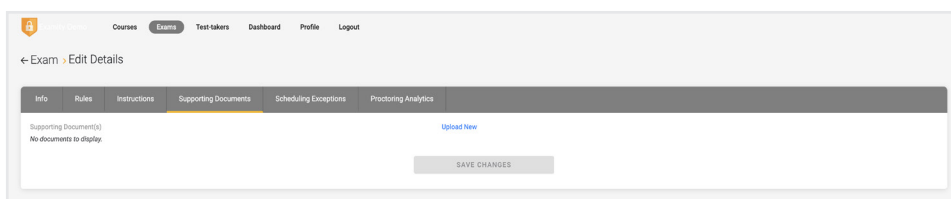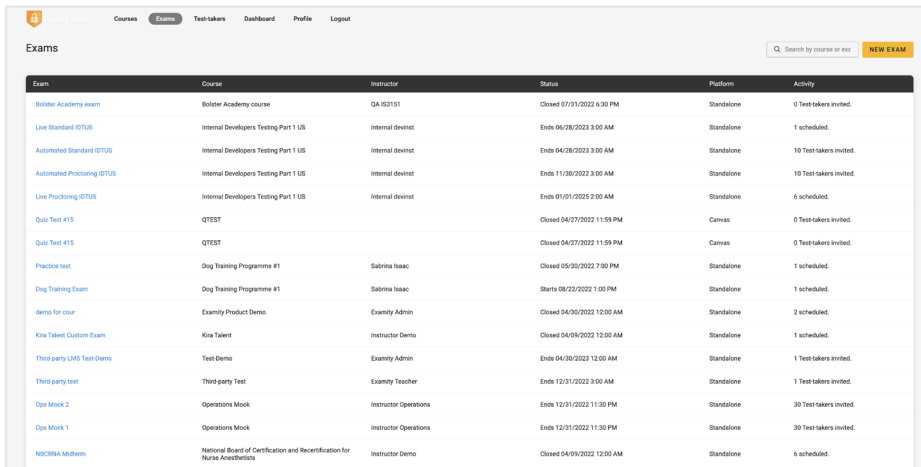
5. Within **Proctoring Analytics**, you will be able to see who has scheduled an exam appointment, as well as any violations that may have taken place during completed sessions. **See Tracking Exam Appointments Status**.
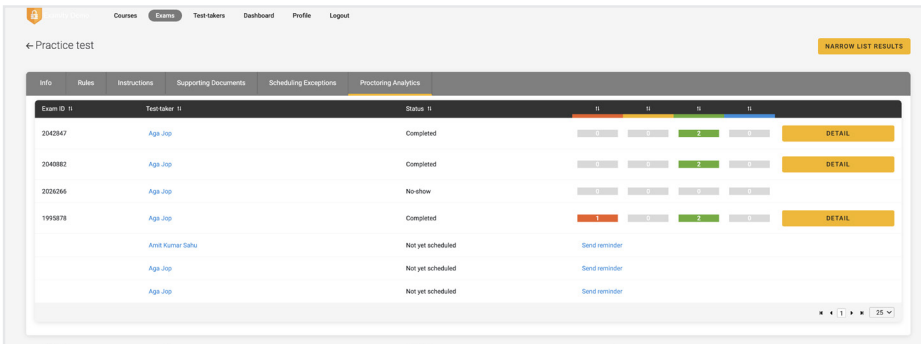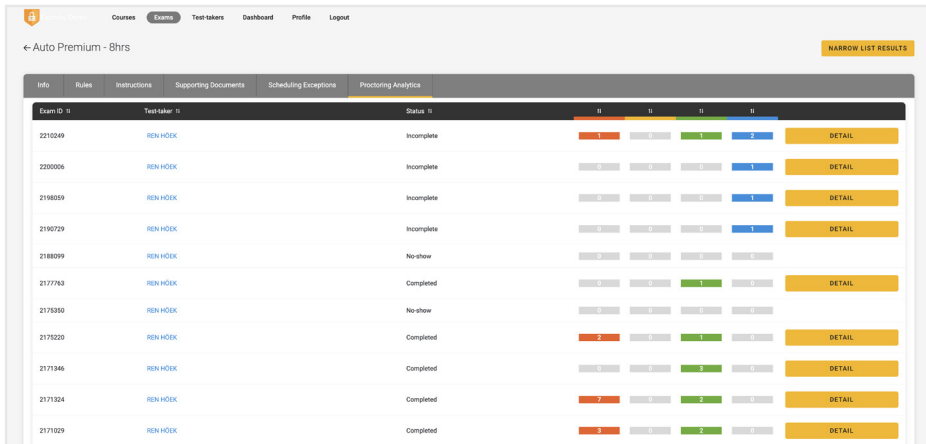

Tracking Exam Status

Check the status of appointments by selecting "Exams" at the top of your dashboard.

The following exam statuses may appear here:

Current Session	Definition
Scheduled	The test-taker has created an appointment time for their exam.
Cancelled	The test-taker has cancelled the test appointment.
Verification in Progress	The test-taker has started the exam process and in going through the steps to connect to proctor.
Waiting for Proctor	The test-taker is in the exam queue and awaiting proctor to be assigned.
Processed by Examity	For Automated exams, this status is applied when exam is submitted and sent or Completed to the client dashboard. No Auditor review.
Pending at Auditor	The test-taker has submitted their exam and it is awaiting review by the auditors.
Incomplete	The Candidate was not able to access the exam questions – this could be for any number of reasons (improper ID, LMS issue, internet capability, etc.)
Approved by Auditor	This exam has been reviewed by Auditors. If the test-taker has accessed the exam, the auditor will mark the exam as Approved after adding any necessary flags.
No Show	The test-taker did not arrive for their scheduled appointment. The system will change the status to No Show 35 minutes after the scheduled exam time.

To see the proctoring results, select the exam you wish to view. Then, navigate to the "Proctoring Analytics" tab. Here, you will see all appointments scheduled or taken by test-takers for the selected exam, the status of their exam, the exam ID, and any potential violations that may have taken place.
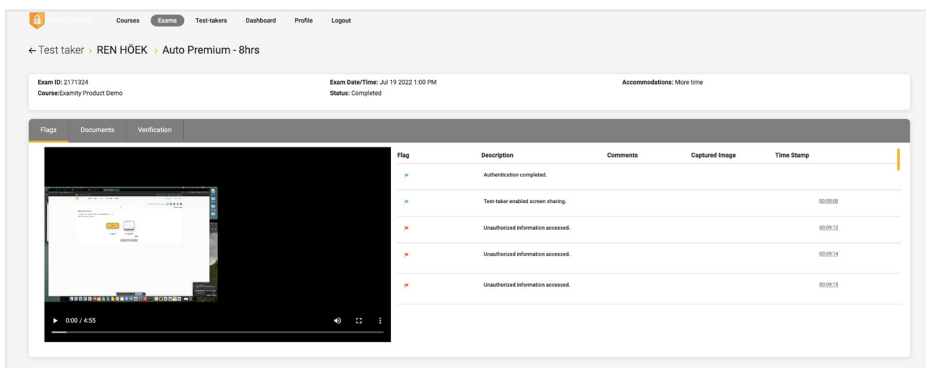

The Examity flagging system provides exam administrators with a snapshot of what happened during each exam:

• **Green flags** are raised for significant steps where there is no violation.
• **Yellow flags** are issued when a rule is broken, but misconduct may not have been intentional.
• **Red flags** are given when the test-taker exhibits a clear breach of exam rules and/or instructions.
• **Blue alerts** are reported when a technical issue arises.

To view the results of a specific appointment, click the "Detail" button at the end of the appointment's row to view the exam recording and details of any flags. The time stamps are hyperlinked so that you can jump to the spot in the recording where the behavior occurred.
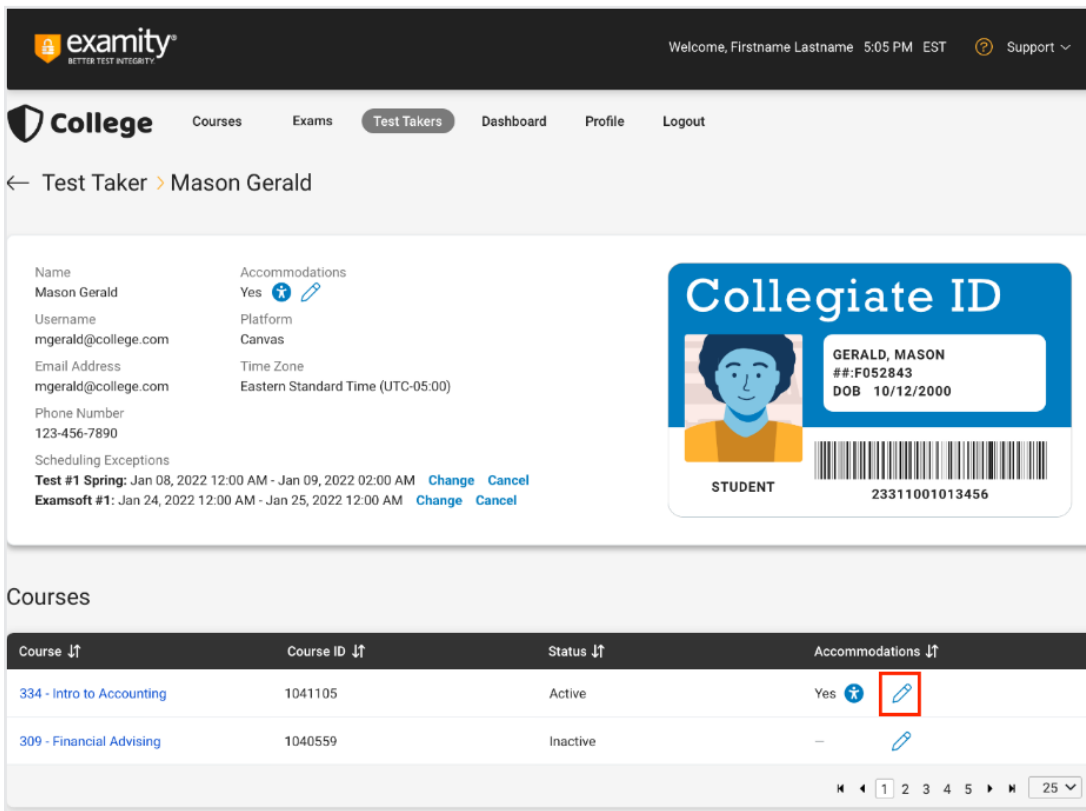
Accommodations

If test-takers require accommodations, you must make sure proctors are aware ahead of time by entering the information in the Examity platform. Accommodations are changes to the regular testing environment, or assistive devices and/or services for an individual test-taker. Accommodations can be applied to an individual user, a specific course for an individual user, or a specific exam for an individual user, depending on the test program's needs.

NOTE: If adding an accommodation related to the exam timer or duration of an exam, please be sure to add these into your LMS or test delivery platform first. Examity does not have control of the exam timer within these platforms.

Adding and Managing Accommodations

1. Click on "Test-takers" at the top of the Examity dashboard and select the test-taker for whom you wish to add an accommodation.

2. Find the entity for which you are applying the accommodation – the user or the course, for example – and select the pencil icon next to the Accommodations information. This will open a modal to add new or manage existing accommodations.

3. Review the information at the top of the modal and ensure you are applying the accommodation to the appropriate item. NOTE: If applying an accommodation to just the user, then this accommodation will apply to every proctoring appointment the user takes with Examity for this client, including courses and exams they are not yet enrolled into.
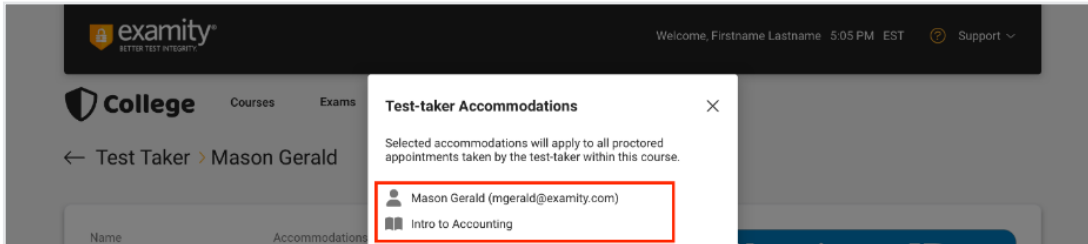

4. Expand categories by clicking the arrows on the left side of the modal, select which accommodations are relevant for this test-taker, and add any additional information or descriptions as needed. We need to know what assistive actions we can take, or devices we can allow, in order to ensure your test-takers succeed. We do not need to know any of their medical or disability information.
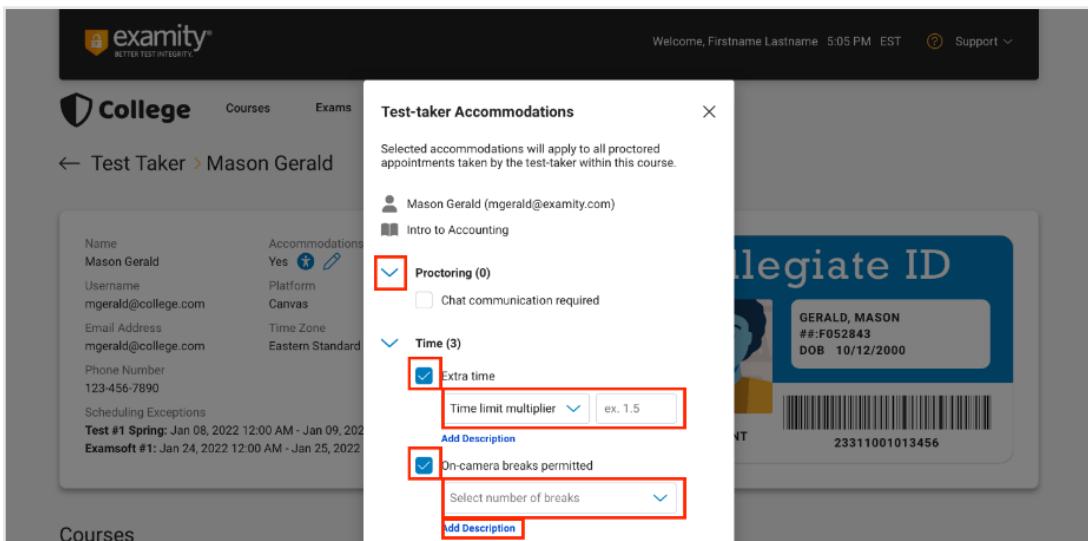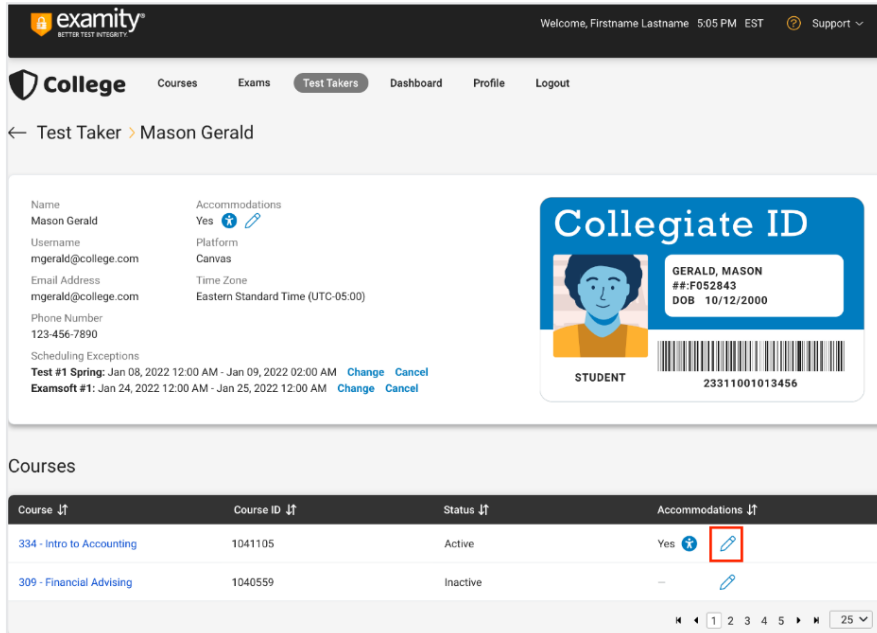
5. Click "Save," and then close the modal.
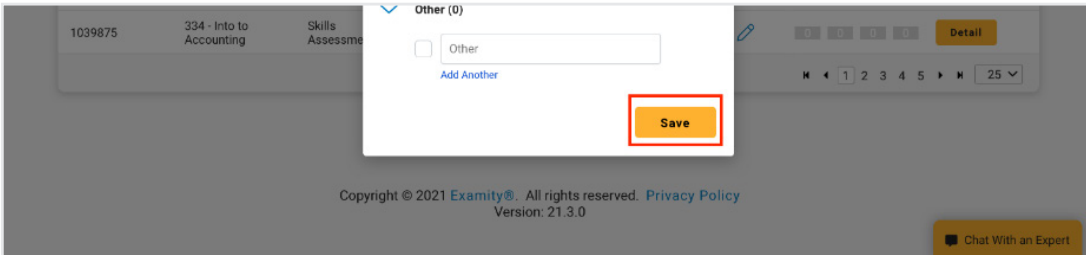
If a test-taker already has an accommodation, you can view it by clicking on "Yes" anytime this word appears in an accommodation column. Depending on what entity you are looking at – a course, an exam, a specific appointment – the accommodation information shown will be what is applicable to that specific level.
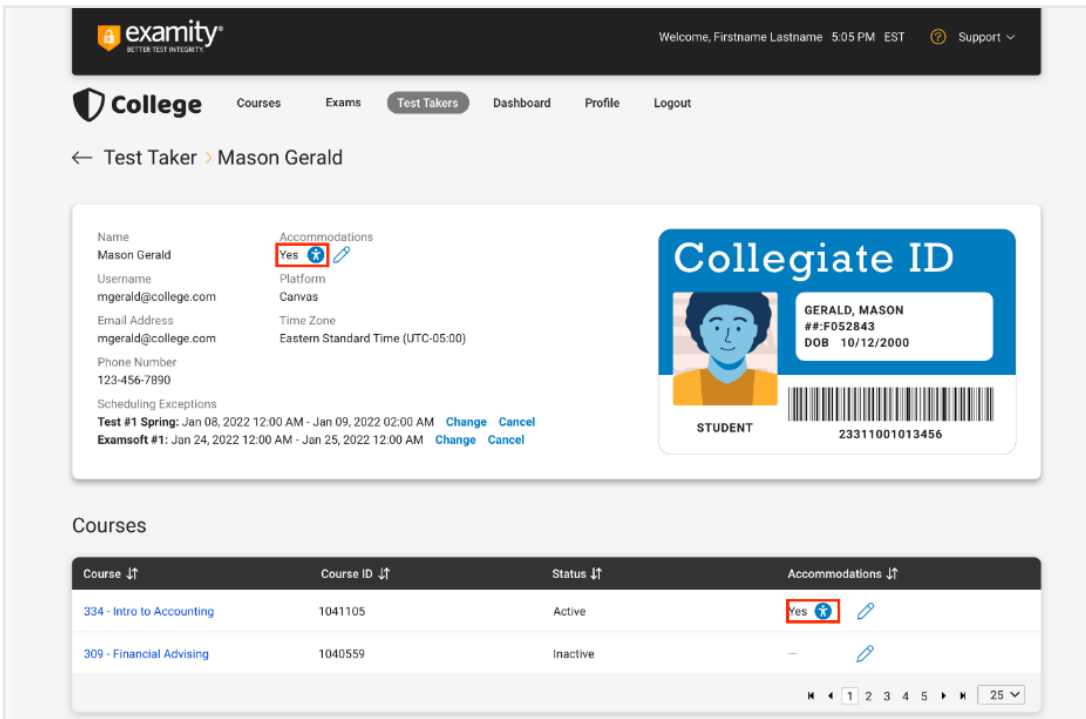
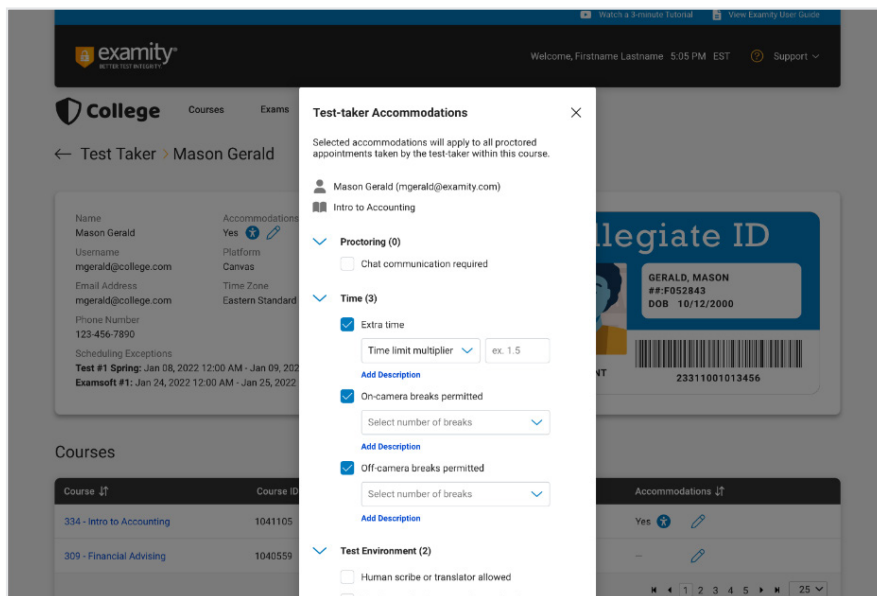## Editing/Deleting Accommodations

To edit or delete accommodations:

1. Locate the test-taker whose accommodations you would like to manage in the "Test-takers" section.

**2.** Click the pencil icon next to the accommodation data you would like to change.

3. You can toggle off items or delete descriptions. If there is information required for a specific accommodation, you will not be allowed to delete that information: you can only change it, unless you remove the accommodation entirely.

4. Once you are done making changes, select the "Save" button on the bottom of the pop-up to save any updates. You must click on "Save" in order to apply the edit to the accommodation or for it to be deleted.
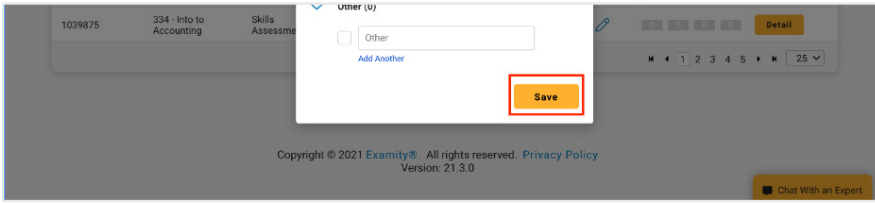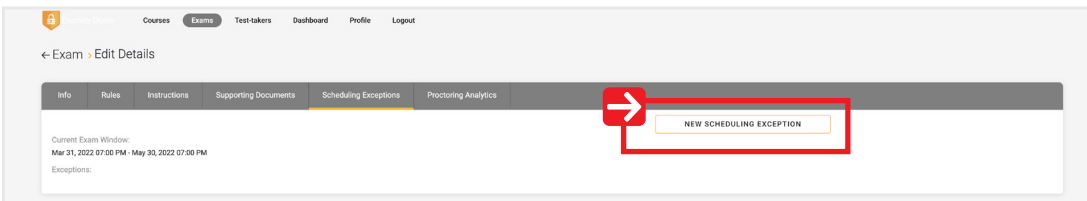
Scheduling Exceptions

You can create scheduling exceptions for test-takers who need to schedule their exam outside of the scheduling window. Scheduling exceptions allow you to set a new or unique scheduling window that is specific to the test-taker. This new window will display to the test-taker when they go to schedule, and they will not be able to schedule outside of this set window.

Any applicable exam fees, exam buffering, etc., still apply to exams that have Scheduling Exceptions. For example, a test-taker may be allowed to take their exam early, but they will still be charged an On-Demand fee if that exam is within 24 hours (if this pricing configuration is enabled).
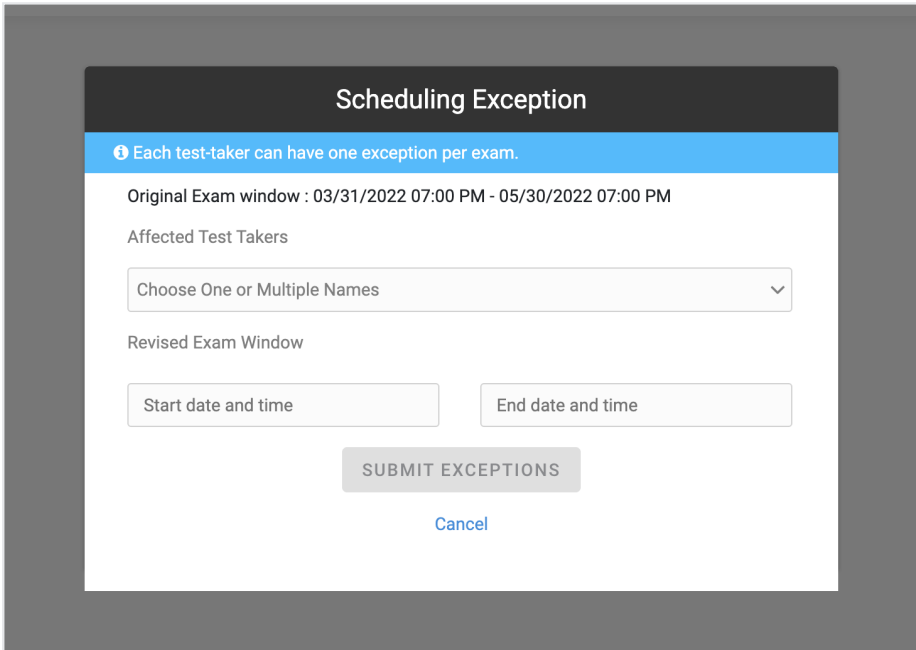
NOTE: There can only be one Scheduling Exception per test-taker per exam.

Create a Scheduling Exception:
1. Log in to Examity and locate your exam.
2. Click the "New Scheduling Exception" button on the "Info" or the "Scheduling Exception" tab.

3. Select the test-taker(s) who will share the new scheduling exception scheduling window. You can only add one scheduling exception timeframe at a time, but you can add multiple test-takers to the same window.
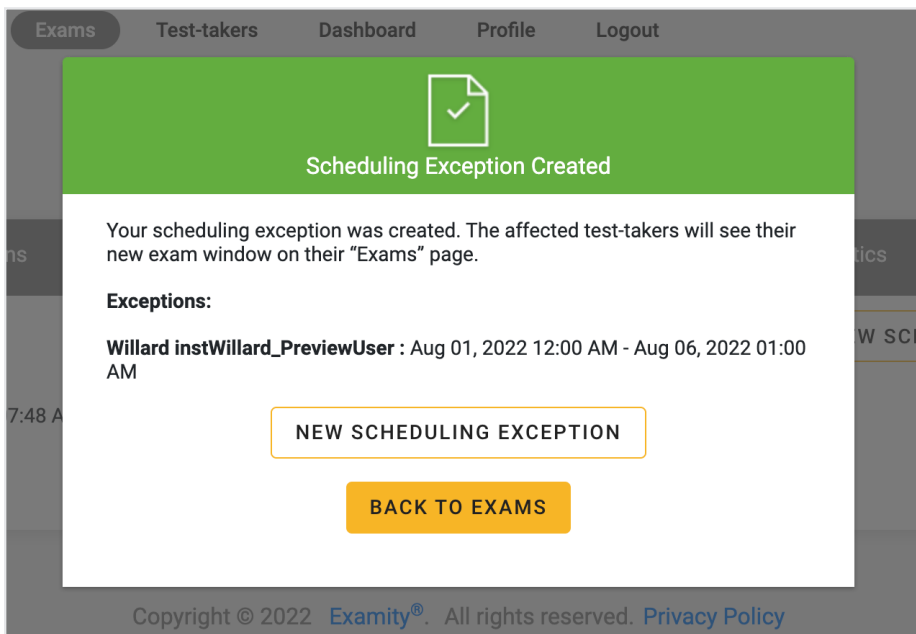

4. Select the revised scheduling window that will be applied to all of the selected test-takers. The selected test-takers will only be able to schedule their exam during this window, so make it wide enough to accommodate the exam duration and exam buffer time.
**5.** Click "Submit Exceptions" to save your changes.
6. Click "New Scheduling Exception" to create another scheduling exception window for other test-takers or "Back to Exams" to exit this workflow. The selected test-takers will see the new exam scheduling window you provided for this scheduling exception.
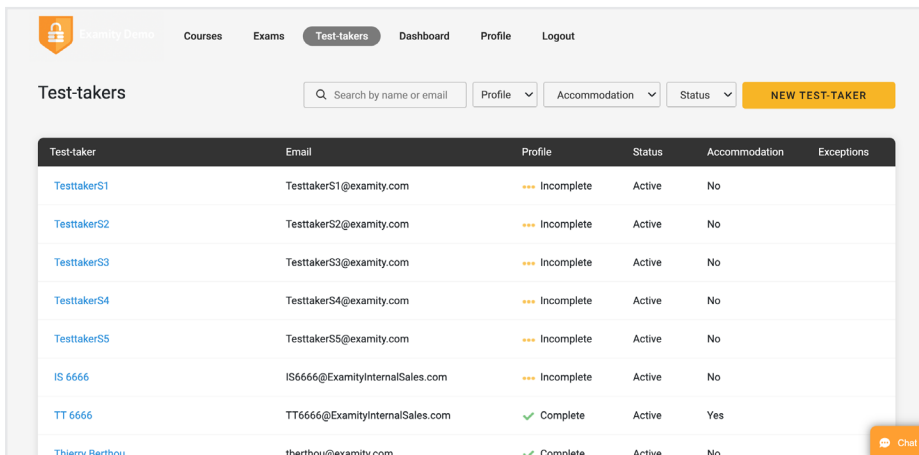
View, Change, or Delete Scheduling Exceptions by Exam:

1. Go to the "Scheduling Exceptions" tab.

2. Find the test-taker and click "Change" to change the exam window or "Cancel" to cancel the exam window.
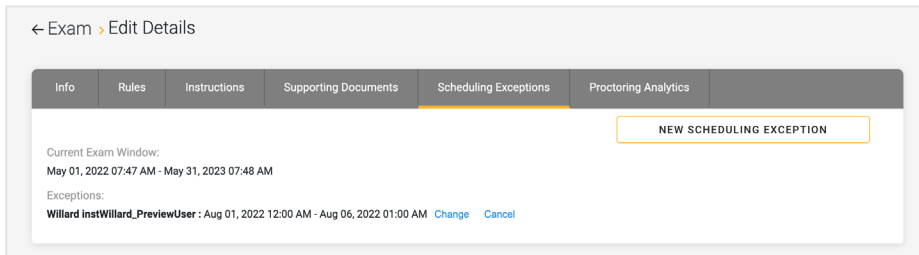
View, Change or Delete Scheduling Exceptions by Test-taker:

1. Log in as an exam administrator and go to the "Test-takers" menu option.

2. Find the test-taker and click either the test-taker's name or the blue clock icon in the "Exceptions" column.
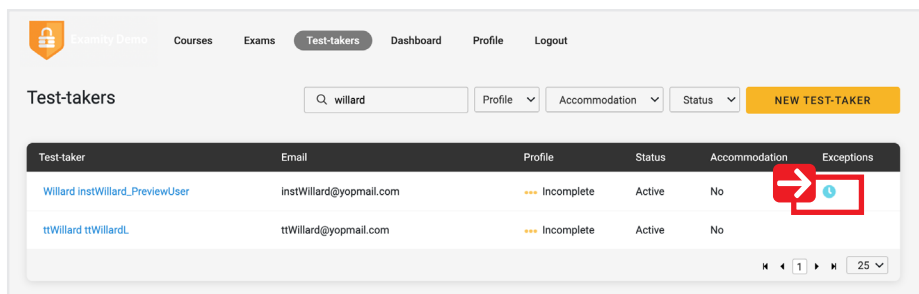
3. Find the exam and click "Change" to change the exam window or "Cancel" to cancel the exam window.

If you cancel the scheduling exception, test-takers will see the original exam window that all other test-takers see.

Reporting

Your exam administrators will have access to the following reports – only for courses they are assigned to:

Report	Description
SCHEDULE STATUS	Identify the test-takers who have, and have not, scheduled a session.
SCHEDULE DETAILS	Review the details of every scheduled session.
EXAM STATUS	Evaluate all past exam sessions, including those that require instructor review.
EVALUATIONS	Study test-taker survey results, covering the proctoring process and experience.
LAUNCH TIME	Research individual and average authentication time per exam.
DAILY EXAM COUNT	Count of exams scheduled by day.
MONTHLY EXAM COUNT	Count of exams scheduled by month.
TEST-TAKER WAIT TIME	Test-taker wait time before beginning an exam.

Thank you for administering your exams with Examity. If you have any questions or need assistance, please contact your Examity Client Success Manager