

# Remote Proctor

## Installation guide and Manual



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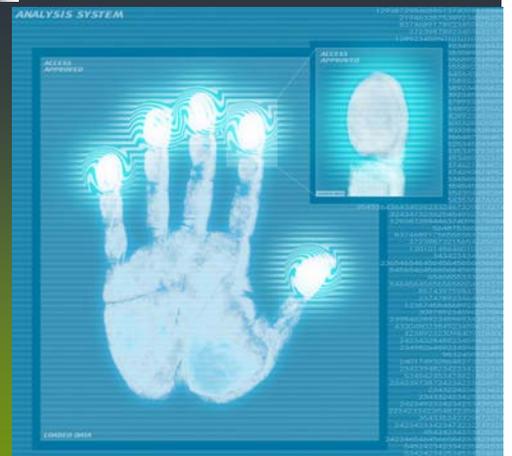
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## Remote Proctor System – Exam Policy

Secureexam Remote Proctor contains a web-camera and microphone. These are attached to software filters that detect changes in motion and sound. When there is sound or motion during the exam, the Remote Proctor will transmit video clips with sound through the Internet for later review by faculty and school administrators. These clips will be used for the purpose of establishing if any student misconduct occurred during the test. For more information about academic misconduct, please refer to the Oracle (Student Handbook) [http://www.troy.edu/student-services/oracle/2008-2009\\_Oracle.pdf](http://www.troy.edu/student-services/oracle/2008-2009_Oracle.pdf)

The video feed provides a 360 degree view of your exam environment. Accordingly, it is in your interest to eliminate any unnecessary sounds or movements during the test itself.

Please review the SOFTWARE SECURE, Inc. REMOTE PROCTOR SYSTEM PERSONAL PRIVACY POLICY attached to this document.

### Testing Environment

Generally, wherever you choose to take your exam, you should do everything possible to mimic a traditional proctored exam environment.

In order to minimize potential Remote Proctor video reviewing, you should:

- ***Make sure that the neck (mirrored ball) of the device is pushed down into the base.*** The Neck has a horizontal line drawn into the plastic. The neck of the device needs to be pushed down until the horizontal line disappears.
- ***Have adequate lighting.*** (When registering or taking the exam picture, the screen will display the snapshot that is taken. If the photograph is poor due to insufficient lighting, adjust, re-take picture, and leave illumination of the room the same throughout the test.)
- ***Not have any unnecessary noise*** (i.e. no cell phones, no music playing, etc...)
- ***Avoid unnecessary movements such as getting up and walking around.***
- ***Avoid background distractions*** - people or pets entering the room.
- ***Have a clean desk***
- Nothing should be on your desk other than your computer and the Remote Proctor unit (no papers, books, etc. This is unless the test is an open book exam)

**The unit must be placed and remain no further than two feet from the individual taking the exam.**

***Any of the above mentioned items can cause your exam to be invalid or at least come under scrutiny.***

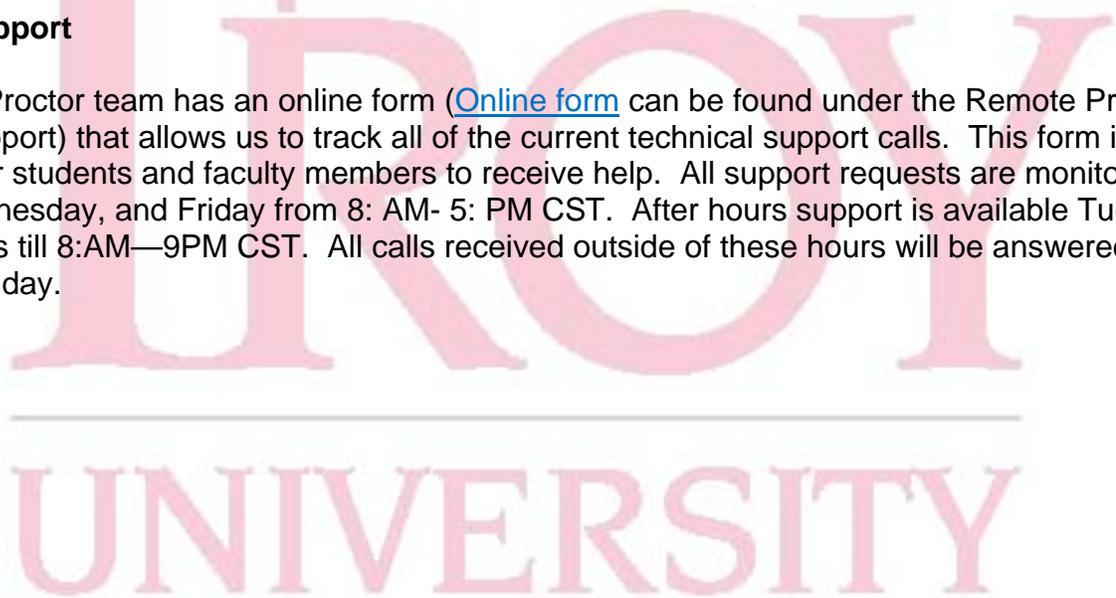
Remember, it is important to treat your personal exam location as if it was on campus or at a testing center, and you will be able to take your test at your convenience!

## Test Administration and Remote Proctor Support

Using the Remote Proctor device will require you to test the device prior to taking a graded online exam. To insure this, all Remote Proctor enabled courses have a Remote Proctor test. This test is non-graded but allows for the testing of the device in addition to valuable feedback about the Remote Proctor program. **IT IS IMPERATIVE THAT YOU TAKE THIS TEST PRIOR TO TAKING A GRADED BLACKBOARD EXAM.** In order for University personnel to provide students with any technical support, students must attempt to install the “Secureexam RP Software” and try to take the Remote Proctor test exam. The requirement for using the Remote Proctor instead of a human proctor necessitates this procedure. If the device is not tested by using the Remote Proctor exam, there is no guarantee that the device will work for your graded exams... It will then be up to your instructor to decide whether to accommodate any extenuating circumstances. Additionally, there have been circumstances where the Remote Proctor device did not work on your computer even after you have contacted technical support. MBS has strict guidelines on the time allotted between receiving the device and discovering that you have to return it for a refund. The return policy can be found here on the MBS website at [http://bookstore.mbsdirect.net/vb\\_faq.php](http://bookstore.mbsdirect.net/vb_faq.php) .

### Technical support

The Remote Proctor team has an online form ([Online form](#) can be found under the Remote Proctor tab, under support) that allows us to track all of the current technical support calls. This form is the fastest way for students and faculty members to receive help. All support requests are monitored Monday, Wednesday, and Friday from 8: AM- 5: PM CST. After hours support is available Tuesdays and Thursdays till 8:AM—9PM CST. All calls received outside of these hours will be answered the next business day.



**SOFTWARE SECURE , Inc. REMOTE PROCTOR SYSTEM  
PERSONAL PRIVACY POLICY**

**Purpose of this Privacy Policy**

This privacy policy describes how Troy University will use the personally identifiable information that is collected via the Software Secure Remote Proctor System (SRPS) when a student takes an online class that utilizes this technology for the online testing environment. For purposes of this policy, Troy University will be referred to as the "University" and the Software Secure Remote Proctor System will be referred to as the "SRPS unit". The term "biometric data" refers to methods for uniquely recognizing humans based upon one or more intrinsic physical or behavioral traits. For the purpose of this policy, "biometric data" will refer to the capture of fingerprint scans captured by the SRPS unit. The term "multimedia" refers to media that uses multiple forms of information content and information processing. For the purpose of this document "multimedia" will refer to the recording of photographs, video, and audio by the SRPS unit.

**What is Personally Identifiable Information**

"Personally identifiable information" is information that can be used to identify a student as an individual. Personally identifiable information includes biometric and any multimedia data captured by the SRPS unit while the student was utilizing the unit in conjunction with an online class assessment delivered by the University.

**How the University Uses the Personally Identifiable Information**

The University will use the biometric and multimedia data captured during an online test assessment to validate and verify the student taking the assessment. The data will also be used to ensure that the student adhered to the online testing requirements as set by the instructor.

Except as described, the University will not share or knowingly make any personally identifiable information available to third parties.

**Collection of Personally Identifiable Information**

The University only collects the personally identifiable information via the SRPS unit for the purpose of validation and verification that the student registered in the class is indeed the student that is taking the assessments. The faculty will govern the testing environment and will specifically notify students whether notes, textbooks, class materials, or the like may be used during the assessment. The biometric and multimedia data captured during the assessment will only be used by University personnel for assessment environmental review. Any other information gathered as a result of the review of the captured content will only be provided to agencies such as law enforcement agencies when the information so collected is clearly in the public interest. Otherwise, the data collected will not be shared.

In the unlikely event that the University believes that the security of a student's personal information has been compromised while in the University's possession, the University will notify the student. If notification is necessary, the University will attempt to do so as promptly as possible and to the extent that current contact student information is available.

In addition to the foregoing, the University will only share or disclose personally identifiable information when:

- the University needs to protect its legal rights;
- the University must comply with applicable laws, regulations, or legal or regulatory process;

the University has reason to believe that someone may be causing injury to or interference with the University's rights or the rights of other users, the general public, or using University services in violation of a legal or personal right.

**Cookies**

In the event that the University technical support staff is requested to assist a student with a SRPS unit malfunction, the University may set and access cookies on a student's computer. A cookie is a small amount of data (often including a unique identifier), that is sent to a browser from a website's computer and stored on that computer's hard drive. The University may use cookies to identify the student and computer that require technical assistance in order to troubleshoot the malfunction with the SecureExam Remote Proctor System. The cookies may contain personally identifiable information and such cookies will not be shared with others except as indicated above.

If the student does not want cookies, most Web browsers include an option that allows the student to not accept them. However, if a student set the browser to refuse cookies, the technical support staff may not be able to provide assistance with the SRPS unit.

**IP Address**

The Internet Protocol ("IP") address is usually associated with the place from which the student connects to the Internet through an Internet Service Provider or internet access point. The server that houses the captured data from the SRPS unit may also record the referring page that linked the student (e.g., another website or a search engine); the website visited after this website; other information about the type of browser, computer, platform, related software and settings used; any search terms entered on this website or a referral site; and other web usage activity and data logged by the web servers. The University may use the IP address to help diagnose problems with the servers, gather broad demographic information, and administer the SRPS unit. We may also link this information with the student's personal information when necessary to enforce compliance with University rules and policies, terms of service, or to protect University sites, customers or others.

**Children and Non-Students**

This policy and the SRPS unit are not intended for use by children, especially those under age 13. Children and other individuals (non-students) not involved in the test assessment should not be present in the room where the online assessment is being done. Any video or audio of any other individuals, and particularly minors, will be the legal responsibility of the student enrolled and engaged in the online test assessment.

The University will not be held liable under any circumstances for multimedia data content that is sensitive in nature. The University expects its students to adhere to certain rules of etiquette and good-taste. Therefore, students will not allow video or audio content to be captured:

- that are unlawful, harmful, threatening, abusive, harassing, defamatory, pornographic, libelous, invasive of another's privacy, or harmful to minors in any way;
  - that harass, degrade, intimidate or are hateful toward an individual or group of individuals on the basis of religion, gender, sexual orientation, race, ethnicity, age, or disability;
  - that include personal or identifying information about another person without that person's explicit consent;
  - that are false, deceptive, misleading, deceitful, misinformative, constitute "bait and switch" or impersonation of any person or entity;
- contain student's or a third party's advertising, branding or promotional content;
- that infringe any proprietary rights, including copyright, of any party, or postings that student's do not have a right to make available

### **Children's Online Privacy Protection Act (COPPA)**

The Children's Online Privacy Protection Act (COPPA) protects the online privacy and personal information of children less than 13 years of age. In compliance with this act, the University does not promote online collection of data from children, and does not intentionally collect any personally identifiable information from children under 13. Children under the age of 13 must not be present when a student is using the SRPS unit during an online course assessment.

The University does not knowingly request or collect personal information from any person under 13 years of age. It is the responsibility of the student to ensure that no underage minor or other individual has video or audio captured during an online test assessment. If the University becomes aware that an individual under the age of 13 has been captured during the test assessment the student will be contacted.

### **California and Canadian Users**

California and Canadian residents have the right to know how student information may be shared. The data collected via the SRPS unit will only be used by the University in course assessment evaluations.

### **Non-U.S. Students**

For those students located outside of the United States, please note that the video and audio data captured by the SRPS unit during the student's online assessment will be transferred to a server in the United States. By registering as a Troy University student enrolled in online curriculum, the student consents to this transfer. The laws and regulations in different countries impose different (and even conflicting) requirements on data protection. Because Troy University is located in the USA, as are the servers that store the captured data, all matters relating to this data are governed by the laws of the State of Alabama. Students also consent to the adjudication of any disputes arising in connection with usage in federal and state courts of, and in accordance with the laws of, the State of Alabama.

### **Other Terms of Use:**

#### **Disclaimers**

The University is not responsible for the conduct of any student during the test assessment. The University takes reasonable steps to protect the security and integrity of all personal information provided; however, due to the inherent nature of the Internet, the University cannot guarantee that the data collected by the SRPS unit, during transmission through the Internet, or while stored on the University's system or otherwise in the University's care, will be absolutely safe from intrusion by others, such as hackers. The University assumes no liability for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction or unauthorized access to, or alteration of, any user data captured. The University is not responsible for any problems or technical malfunction of any telephone network or lines, computer online systems, servers or providers, computer equipment, software, failure of any email due to technical problems or traffic congestion on the Internet or on any of the web sites or combination thereof, including any injury or damage to users or to any person's computer related to or resulting from participation in any activities on the web sites or downloading materials. The University makes no warranties that services will be timely, secure, uninterrupted, or error-free. Under no circumstances shall the University be responsible for any loss or damage, including personal injury or death, resulting from use of the web sites, any content posted on or through the web sites, or conduct of any users of the sites, whether online or offline. The University can, at its own discretion, delete any content stored on the servers as needed or directed.

#### **Limitation on Liability**

In no event shall the University be liable to the student or any third party for any indirect, consequential, exemplary, incidental, special or punitive damages, including lost profit damages, arising from a student's use of the services, even if the University has been advised of the possibility of such damages or anything to the contrary contained herein.

#### **Disputes**

In the event of a dispute, the student agrees that the dispute shall be governed by the laws of the State of Alabama, without regard to conflict of law provisions, and the student agrees to exclusive personal jurisdiction and venue in the state and federal courts of the United States located in the State of Alabama. The University may demand that any dispute between the University and the student about or involving the data collected must be settled by arbitration.

**Indemnity**

The student agrees to indemnify and holds the University, its staff, its faculty, and affiliates, and respective officers, agents, partners and employees, harmless from any loss or liability arising out of the use of the SRPS unit or from any claim, or demand, including reasonable attorneys' fees, made by any third party due to or arising out of the student's collected data in violation of these terms of service and/or any breach of the representations, warranties and obligations set forth above and/or if any content is collected during the use of the SPRS unit.

**Other Disclosures**

The University may disclose personal information when required or requested by law, court order or other government, law enforcement authority or regulatory agency; to enforce or apply the University's rights and agreements; or when the University believes in good faith that disclosing this information is necessary or advisable, for example, to protect the rights, property, or safety of the University including students, faculty, staff, or others affiliated with the University. The University reserves the right to use or disclose non-personal information in any way necessary.

The University may also disclose personal information when required by law or necessary to operate University business (e.g., to attorneys, auditors, or accountants), to protect student rights, to protect University rights, or to protect the rights of others.

**Security of the Information Collected**

The security of personal information is important to the University. We maintain physical, electronic, and procedural safeguards to secure all personal information. However, "perfect security" does not exist on the Internet, therefore, there is always some risk in transmitting information electronically. The personal information collected will be stored within databases controlled by the Software Secure, Incorporated. As deemed appropriate, security measures consistent with industry standards, such as firewalls and encryption technology, will be provided to protect all personal information. However, we cannot guarantee the security of the Software Secure Incorporated databases, nor guarantee that personal information provided by students will not be intercepted during electronic transmission.

**Accuracy of the Information Collected**

Any questions students may have regarding University Privacy Policies, the accuracy of personal information, the use of their personal information, or requests to correct, update, or remove student information stored in the databases, should be directed via email to [privacy@troy.edu](mailto:privacy@troy.edu), or via telephone to 334-670-5741. A student may also write:

Troy University  
University Attorney  
Attn: SRPS Privacy Policy Department  
500 University Drive  
Troy, AL 36082

**Changes to Privacy Policy and Notice**

The University may change this policy from time to time at its discretion. The student's continued use of the SRPS unit indicates consent to this privacy policy and any future amended versions. Revisions will be indicated by the "effective" date of the policy. Each student is urged to periodically check this Privacy Policy for updates. All changes will be effective upon posting, or as otherwise stated in the revision. If the student does not accept the terms of the Privacy Policy, as posted, then the student cannot participate in an online class test assessment using the SRPS unit.

This policy is effective as of September 29, 2007. The University reserves the right to change this policy at any time, and will post any changes to this policy as soon as they go into effect. The student is expected to refer back to this policy on a regular basis.

**Information for Which This Privacy Policy Does Not Apply**

This privacy policy does not apply to information collected about students by any other means than through the SRPS unit during online assessment. Except as specified herein, this policy also does not apply to information that students may provide to the University in any other manner.

# Read me first!!



**T**he Remote Proctor system requires you to explicitly follow the directions listed on the following pages. This document will help you install the Remote Proctor system. Please proceed through this guide following the steps as numbered.

#### **NOTE:**

Before you install Securexam Remote Proctor, you must uninstall any previous versions of Remote Proctor from your computer.

***Please do not plug in the Securexam Remote Proctor device until instructed to do so!!***



After installing the device into a USB port, you **must always use the same USB port** when using the Remote Proctor Device. To change the port, you must uninstall and reinstall the Remote Proctor software.

## **Step I. Requirements To use the Remote Proctor System**

In order to use the Securexam Remote Proctor, your PC must have the following:

- **1 Gigabyte of RAM** (2 GB recommended)
- 2 GB free hard drive space
- Internet Connection (strongly recommended: DSL, Cable, or LAN)  
No USB WIFI internet connection, hard wired (Cat5) connection recommended
- Microsoft .NET 2.0 Framework
- Microsoft Windows Operating Systems XP or Vista 32-bit (Software Secure does not support 64-bit or Non-North American versions)

## Step II. Pre-Installation Maintenance

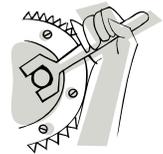


It is strongly recommended as part of a set of prudent and precautionary measures, students installing Securexam Remote Proctor perform the following maintenance on their computer prior to installing the software.

- Ensure that the computer meets the minimum requirements.
- Ensure that the latest virus software updates and definitions have been installed and have been run.
- Ensure that the latest updates for Microsoft Windows have been installed. Updates can be found at: <http://update.microsoft.com>
- Perform hard disk optimization/defragmentation to ensure proper working of the computer's hard disk.

The maintenance outlined above will help ensure that the computer is in good general working order.

## Step III. Installing the Securexam Remote Proctor device

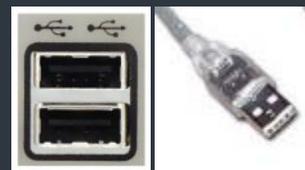


Securexam Remote Proctor device should be packaged with:

- One Securexam Remote Proctor main unit with USB cable attached
- One reflective teardrop mirror with "Cobra" shaped stand



• Figure 1. Assembling the Securexam Remote Proctor



• Figure 2. Picture of the USB port and cord for the Remote Proctor.

1. Remove the clear plastic arm holding the reflective ball and the Remote Proctor blue and crimson base from the box.
2. Insert the clear plastic arm into the base of the Remote Proctor unit and press **down firmly until the line on the inside of the arm cannot be seen.** (See figure 1.)
3. Remove the red tag from the USB cable connector and insert the USB connector plug into the desired USB port on your computer (See figure 2.) The system will respond with Found New Hardware Wizard and the light on the front of the device should light up (the light will only be on when the device is communicating with your PC or recording).
4. Select Cancel to stop the Wizard. **NOTE:** The Wizard will run up to a total of 3 times. Please select "Cancel" each time. (See figure 3 (XP) and Figure 4 (Vista))



• Figure 3. (XP) Found New Hardware Wizard (Please click "Cancel" up to three



• Figure 4. (Vista) Found New Hardware Wizard (Please click "Cancel" up to three times)



**Important: Note which USB port your Remote Proctor device is plugged into. If you have to unplug it, then plug it into the same port that the device was installed with. If you don't plug the device in the same port, then you can run into serious technical issues and you might have to re-install the software and device!**

## Step III. Installing the Securexam Remote Proctor device Cont.



5. Log in to Blackboard and click on the Student Resources tab in the right hand corner of the web page (see figure 5). Then select the Remote Proctor Selection (see figure 5a).

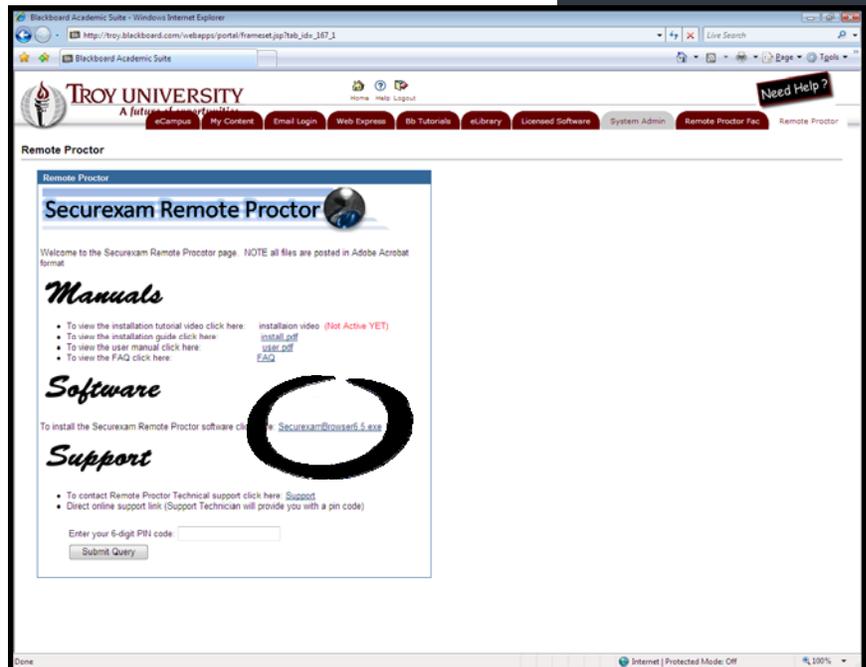


- Figure 5. SecurexamBrowser software



- Figure 5a. Remote Proctor Selection

6. Click the link in the software section of the Securexam Remote Proctor software (see figure 6).



- Figure 6. SecurexamBrowser software

## Step III. Installing the Securexam Remote Proctor device Cont.



8. Click “Run” to download Securexam Remote Proctor software (**Detailed visual step by step directions for XP can be found on the adjacent page 5.**)

- Select “**Run**” to continue the installation process
- Click “**Next**” when the welcome window appears
- ***Read the License Agreement carefully*** then check “**I agree**” then “**Next**”
- Click “**Next**” to continue the installation process
- Select “**Continue Anyway**” to install the Remote Proctor circuit board
- Select “**Continue Anyway**” to install the Remote Proctor camera
- Select “**Finish**” to complete the installation and to restart your computer



8. Click “Run” to download Securexam Remote Proctor software (**Detailed visual step by step directions for Vista can be found on page 6.**)

- Select “**Run**” to continue the installation process
- Click “**Next**” when the welcome window appears
- ***Read the License Agreement carefully*** then check “**I agree**” then “**Next**”
- Click “**Next**” to continue the installation process
- Select “**Continue Anyway**” to install the Remote Proctor
- Select “**Finish**” to complete the installation and to restart your computer

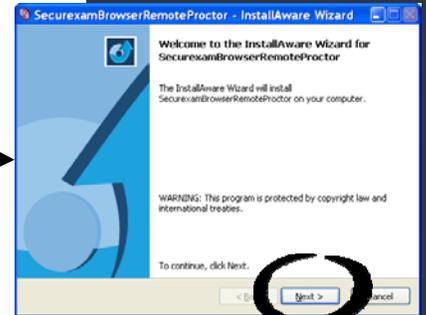
# Step III. Installing the Securexam Remote Proctor device Cont. (Windows XP)



• Figure 7 Setup



• Figure 8 Publisher Verification



• Figure 9 Welcome to Install Wizard



• Figure 10 License Agreement



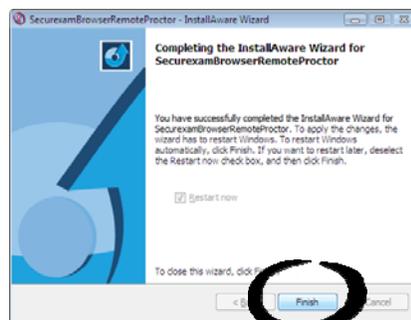
• Figure 11 Begin Configuration



• Figure 12 Windows Driver Warning



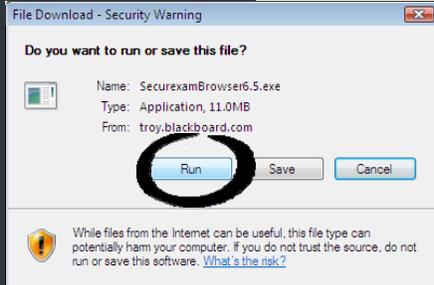
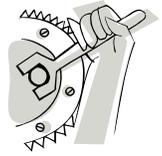
• Figure 13 Windows Driver Warning #2



• Figure 14 Finish Install



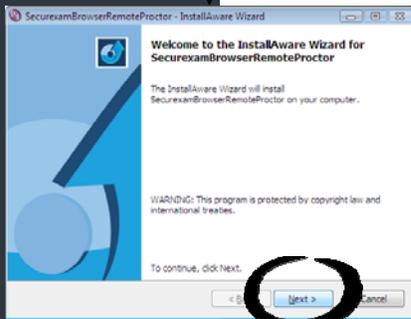
# Step III. Installing the Securexam Remote Proctor device Cont. (Windows Vista)



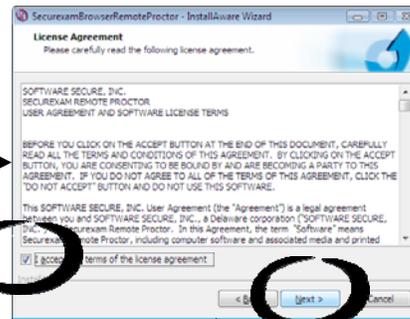
• Figure 15 Setup



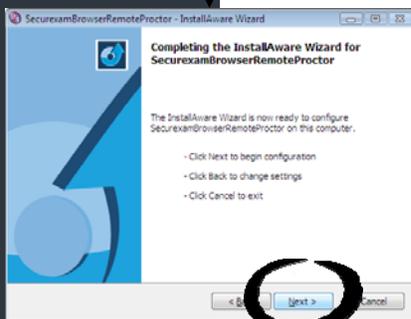
• Figure 16 Publisher Verification



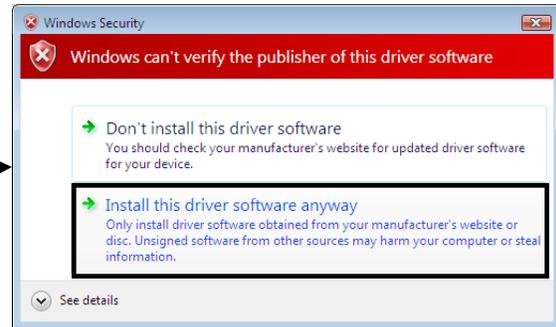
• Figure 17 Welcome to Install Wizard



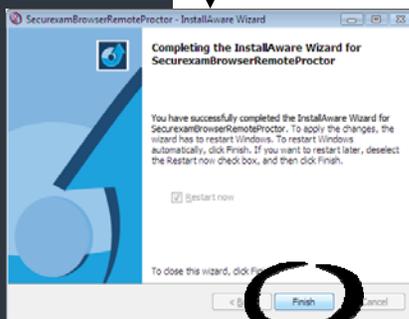
• Figure 18 License Agreement



• Figure 19 Begin Configuration



• Figure 20 Windows Driver Warning



• Figure 21 Finish Install



## FAQ



1. Does the Remote Proctor system capture when I'm not taking an exam? *The Remote Proctor system only captures video and audio during a test taking session. Even though the light is on, the device does not initialize until the Secureexam software is run and the test is initiated.*
2. What criteria is set for test taking? *The criteria is set by the academic department at Troy main campus. Consult your course syllabus for more information.*
3. What is exactly captured during a proctored exam? *The Remote Proctor device captures 360 degree video and audio to maintain academic integrity. The multimedia stream is uploaded to the server and reviewed by professors and a multimedia stream for evaluation.*
4. What if my Internet connection is lost during a test? *Do I have to retake the test? Sometimes Blackboard and other Internet applications such as the Remote Proctor can lose connectivity depending on the quality of Internet connection. If you lose connection, you are encouraged to contact your professor and advise them of what happened, when, and any circumstances leading up to the loss of connectivity. The video up to the disconnection will be reviewed and the professor will make the determination if, when, or how the new test is administered.*
5. What if I already have a web cam or other USB device(s) plugged in? **It is important to note which USB port your Remote Proctor device is plugged into. If you have to unplug it, then plug it into the same port that the device was installed with. If you don't plug the device in the same port, then you can run into serious technical issues and you might have to re-install the device.** *The Remote Proctor device itself will co-exist with other devices installed without any problems.*
6. I'm on a military or office computer and am not sure if I'm allowed to install the software. What do I do? *You need to consult the IT contact that is in charge of your computer to install the software. The Remote Proctor system does do a 360 degree video and audio capture so please be aware of your responsibility of taking your test in an area where photography or video is not permitted. See the course syllabus for the guidelines of the Remote Proctor test taking environment.*
7. Who do I contact if I have technical problems? *The preferred method of contact for the Remote Proctor device is using the online form. The form can be found on the Blackboard under the "Remote Proctor" tab or under the "What is the Remote Proctor" icon found on the login page of Blackboard. Follow the link under "support" and fill out the online form. This form will dispatch an e-mail to the Remote Proctor technician. (Note: Technical support calls will be handled Monday, Wednesday, and Friday 8AM-5PM. Tuesdays and Thursdays till 9PM) (excluding holidays.) Please allow for 10-30 minutes for a response.*



# User Manual



The remote proctor system requires you to explicitly follow the directions listed on the following pages. This document will help you use the remote proctor system. Please proceed through this guide following the steps as outlined.

## NOTE:

Please follow the Installation Guide to install the Remote Proctor unit prior to reading this user manual.

## Enrolling your credentials through the Remote Proctor

The first time you log into Blackboard using Remote Proctor, you will be required to enroll your user and biometric data (fingerprint and picture) into the system. Enrolling your information is a one time process. You will not be required to register all of this information each time you use Remote Proctor.

1. Start Remote Proctor by double clicking the "Securexam RP" icon on your desktop. (Or use the Start Menu: Start->All Programs->Software Secure, Inc.->Securexam->Securexam for RP)
2. The system will respond with a dialog asking for your Login. Enter: **troyniversity\_browser** for Username and **browser** for Password (**Note: these are case sensitive**) and select the "OK" button.
3. The Blackboard login window will appear, now enter in your Blackboard username and password and click "Login."

*Note: Once you start the Remote Proctor program, your computer is locked down so no other programs can run!*

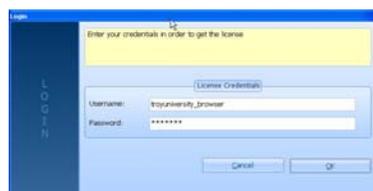


Figure 2. Remote Proctor Login. Enter **troyniversity\_browser** for Username and **browser** for Password



Figure 3. Regular Blackboard Login

## Enrolling your credentials through the Remote Proctor Cont.

4. If your Username and Password are valid within Blackboard, the Remote Proctor will start the process of gathering the user and biometric data. You will be prompted to fill in your user information required on the form. When done select "Next."
5. Remote Proctor will first collect your Biometric information (your fingerprint). Click the blue "Collect Bio Information" button. **Do not select the "Next" button yet.** The capture fingerprint dialog box will appear. Place your finger on the fingerprint scanner and wait until the system responds. Follow the instructions in the yellow pop-up bubbles until the system tells you that your fingerprint has been enrolled. (Hint: slightly vary the position of your finger tip each time you place it on the fingerprint scanner)
6. You will return to the Collect Bio Info page. Select the "Next" button to continue registration.

Secureexam Remote Proctor Enrollment

User Name: [Student]

First Name: [Jane]

Last Name: [Student]

Email Address: [jrogers@remoteproctor.com]

Confirm Email Address: [jrogers@remoteproctor.com]

Home Phone Number: [617 354 7464 x228]

Next ->

Figure 4. Enter in user data (if not already populated)

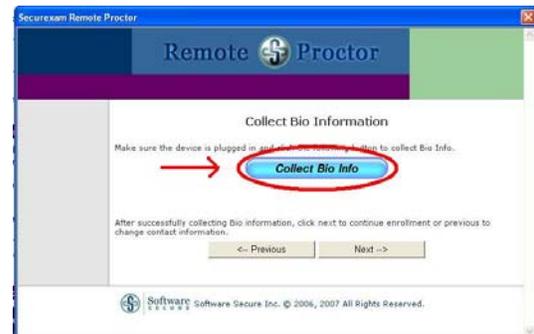


Figure 5. Select "Collect Bio Info" and wait for the fingerprint capture to display.

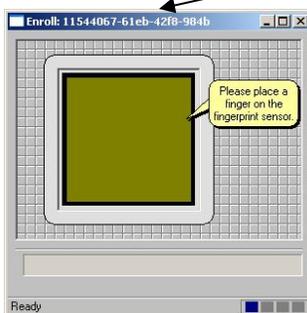


Figure 6. Finger print capture - Follow the directions shown in the little yellow pop-up box

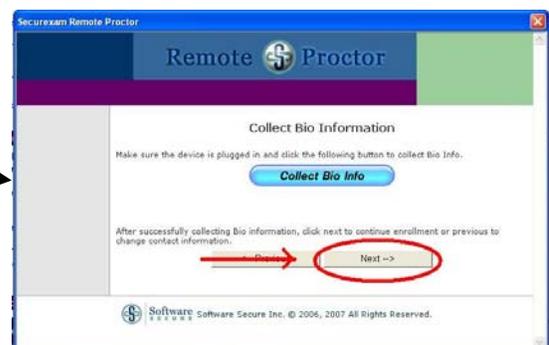


Figure 7. Select "Next" to continue the photographic capture

## Enrolling your credentials through the Remote Proctor Cont.

8. Next, select the blue "Take Picture" button . **Do not select the "Next" button yet.**
8. A dialog box will appear that shows a live video feed from the camera and a panel to validate your fingerprint. The fingerprint scanner will act as the button to take the picture. You are instructed to:
  - Position your head so that it fits/fills inside the red box at the top of the image in the dialog box.
  - Place your finger on the fingerprint pad on the Remote Proctor device. When it recognizes your fingerprint, the device will take the picture and display it in the dialog for your review.
  - When you are satisfied with the picture, you can accept it by selecting "Save and Close." If you are not satisfied with the picture, you may repeat the process by selecting the "Again" button.
  - You will then return to the Take a Picture page. This time, select the "Next" button.



Figure 8. Select "Take Picture" and wait for the capture screen to appear

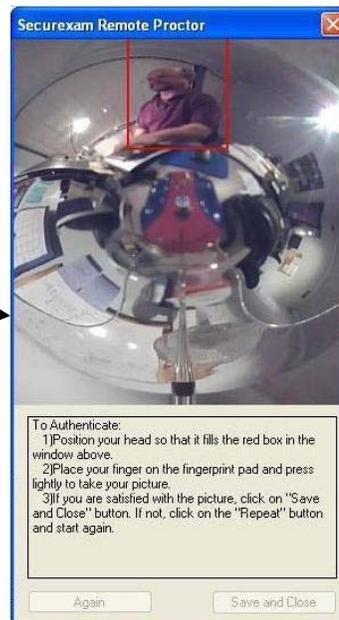


Figure 9. Follow directions in dialog box to capture picture

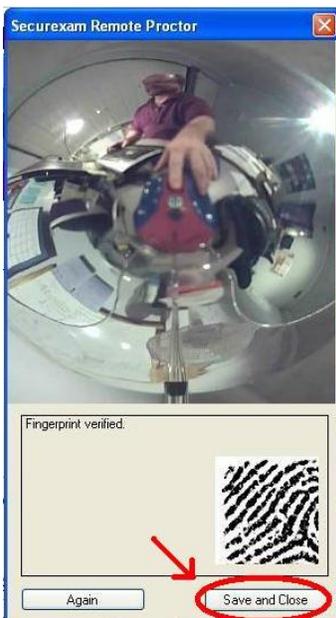


Figure 10. Select "Save and Close"



Figure 11. Select "Next"

## Enrolling your credentials through the Remote Proctor Cont.

7. The system will then upload your information to the Remote Proctor Server. Please wait as this may take a minute or so.
8. When the upload is complete, you will see a confirmation that all the necessary information has been gathered. If all the items in the list have a check mark next to them, you should select the "Submit" button. (If any of the items was not obtained there will be a red "X" beside the item. If so, you should select the "<-Previous" button until you get back to the appropriate page and re-enter the information.)
9. When the system has stored all the User Information and Biometric data, you have completed the enrollment. The system will display a confirmation message. Select the "Close" button and you will be returned to your Blackboard User Home page.

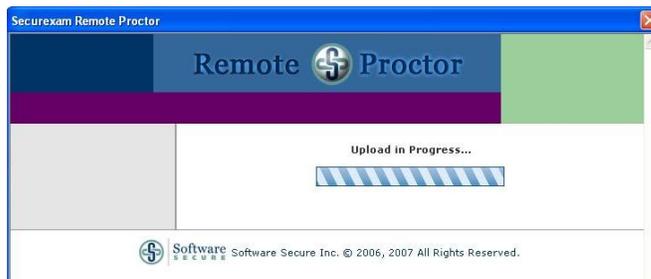


Figure 12. The system uploads the enrollment information. Please wait as this may take a minute or so.

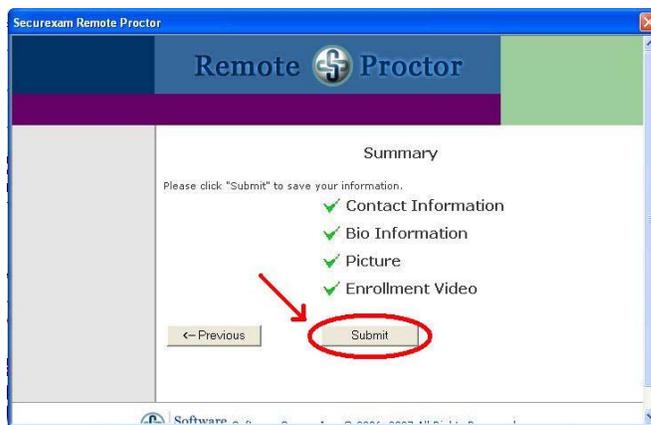


Figure 13. Select "Submit" if all of the Summary items show a green check box. If there is a red "x" then select "Previous" and re-register the missing items.



Figure 14. Enrollment Confirmation. Select 'Close'

## Taking a Remote Proctored exam

Taking a Remote Proctored exam is no different than taking any exam in Blackboard. The only exception is that the exam will ask you for a password. **DO NOT ENTER IN A PASSWORD**, once you authenticate with the Remote Proctor system the device will enter in a password for you.

1. Start Remote Proctor by choosing Secureexam Remote Proctor icon on your desktop. (You may also start the program using the following menu choice) Start->All Programs->Software Secure, Inc.->Secureexam for RP.
2. You should see your login page for Blackboard Course Management system. Log in as you normally would.
3. On your User Home page, select the course for which you want to take test. (An example is given below, you may not see an exam with this name on your system).
4. Go to the Assignments section and select the test you wish to take. When “Begin test (XXXX)..” Appears, Select the “OK” button to start the test.

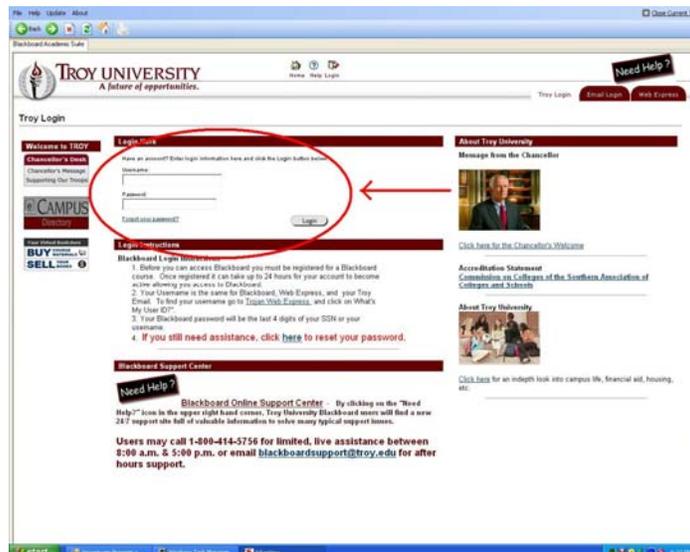


Figure 15 Login into Blackboard like you normally would



Figure 14 Double click the Remote Proctor icon on the desktop

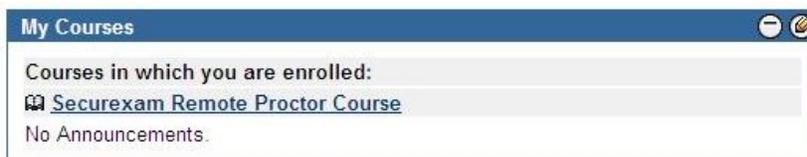


Figure 16 Select the course in which you have a proctored exam



Figure 17 Select the proctored exam and click “OK”

## Taking a Remote Proctored exam Cont.

5. When the password page for the exam appears, wait for the Remote Proctor Authentication dialog to appear. (This may take a few moments.)  
**Do not enter a password into the password box.** The Remote Proctor will do that for you once you authenticate.
6. Place your finger on the fingerprint scanner. The authentication dialog operates just as in the enrollment. You should follow the following steps just as you did for registering:
  - Position your head so that it fits/fills the red box at the top of the image in the dialog box.
  - Place your finger on the fingerprint pad on the Remote Proctor device. When it recognizes your fingerprint, the device will take the picture and display it in the dialog for your review.
  - When you are satisfied with the picture, you can accept it by selecting Save and Close. If you are not satisfied with the picture, you may repeat the process by selecting the "Again" button.
7. The system will authenticate you and then place the appropriate password into the password field. You **do not need to enter anything into the password field.** Wait and the system will do it for you. You should then Click on the "Submit" button.
8. Proceed with your exam as you would any other Blackboard exam. When you have completed the exam, you may exit Remote Proctor by using the "File->Exit" menu command.

Your Securexam Remote Proctor session is complete! Note that the Securexam Remote Proctor Uploader process (SRPUploader) may appear in your toolbar for a few minutes after Remote Proctor has completed. This is normal, and it will disappear when it has completed. **(Do not manually close this application until it has finished uploading the test!)**

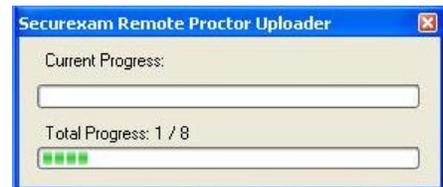
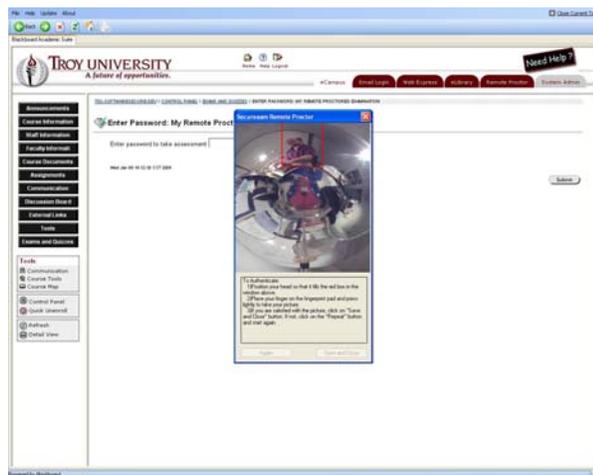


Figure 20 After closing the aforementioned screen, the SRP Uploader will send the exam information to the server

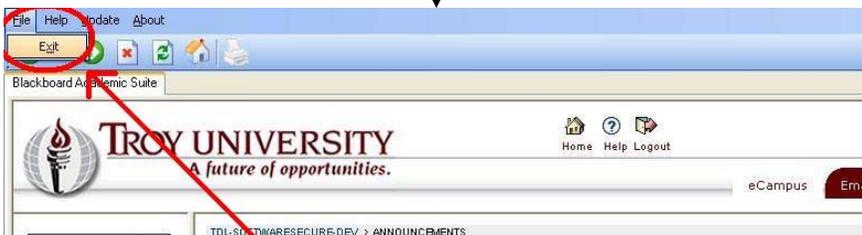
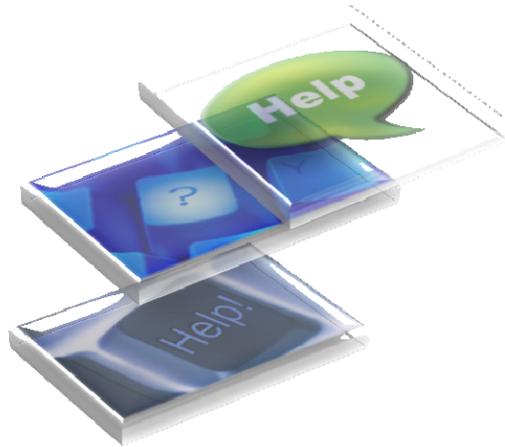


Figure 19 Once your test is completed select the "File->Exit" menu choice.



# Need Help?

Tech Support

Hours:

Monday-Wednesday-Friday 8AM-6PM CST

Tuesday and Thursday 8AM-9PM

Contact: Aaron Carolipio—Associate Director of Testing and Services  
334-670-3787

Scott Smith—Remote Proctor Coordinator  
334-670-5971

The fastest way to receive support is to fill out the online support form. The form can be found under the Remote Proctor tab within Blackboard under support.