

EXAMITY[®] TECHNICAL SUCCESS DOCUMENT

A student guide to ensure technical success when connecting with Examity[®]

Examity[®], the leader in online proctoring, offers you a secure and convenient way to take your exams online. To get familiar with the service, please access your Student Quick Guide and watch <http://bit.ly/2eWijCl>.

Students are responsible for arriving to the scheduled appointment with working hardware and software. Examity[®] proctors will troubleshoot with students if necessary, but if the situation cannot be fixed, students are responsible for scheduling a new appointment which may incur an additional cost.

In order to ensure technical success, you must meet the Examity[®] system requirements:

- Desktop computer or laptop
 - » At this time tablets (Android, iOS, Microsoft) and Chromebooks are not supported.
- Webcam and microphone (built-in or external) – test your webcam at www.testmycam.com
 - » www.testmycam.com will test hardware only.
 - » Make sure your webcam is not in use with another program (i.e. Skype).
 - » Make sure your webcam is not disabled.
 - » Some computers have default security settings that prevent applications from accessing your webcam. Please ensure those settings have been turned off.
- Connection to network with sufficient internet speed: at least 2 Mbps download speed and 2 Mbps upload – test internet speed at www.speedtest.net
 - » Test your Internet speed multiple times as broadband will fluctuate depending on usage around you. Schedule your test accordingly. Test just prior to your exam as well.
 - » Please note that low Internet speed can prevent your webcam from functioning properly while connected to a proctor.
- Operating systems: Windows XP or newer, Mac OS X 10.8 (Mountain Lion) or newer
- Browser: Google Chrome v39 or later, Mozilla Firefox v34 or later, Apple Safari v6 or later
 - » Configure your browser to allow pop-ups.

If you schedule within 24-hours of taking your exam, you must hit the “on-demand” button in the scheduler. Please note, that canceling, scheduling, or rescheduling your exam within 24-hours will cost \$5.00.

To begin your exam:

- Log into K-State Online, and then through your course, log into the Examity[®] dashboard. Select “Start Exam” and click “Connect to proctor”
 - » You will see the Examity[®] logo as you wait to meet your proctor. As soon as the proctor is ready, a blue “proceed” button will appear on the screen.
- Click the blue “proceed” button
 - » This step will attempt to automatically launch the screen sharing application. Once successful, the proctor will be waiting for you.
- Enter the screen sharing session
 - » Once connected, the proctor will greet you and introduce him or herself. The proctor will attempt to establish a stable connection to your computer in 3 ways:
 - Clear audio (i.e. you and your proctor can hear each other)
 - View of your computer screen
 - Enabling your webcam so you and your proctor can see each other
- Start the Authentication process

If you have any questions or concerns previous to your exam, you are encouraged to contact Examity[®]'s technical support team 24/7 via at support@examity.com, live chat, or phone at (855)-392-6489.