Proctor Guide

Admin Guide:

Student Interaction:
1. Login to the system 30 mins before the exam.
2. You will see some unallocated student accounts with no user details. In the unlikely case of them being utilized, you will be notified. Otherwise, you do not need to communicate with these accounts.
3. In the system you can see whether student (allocated) started the exam and his/her last response time.
   a. If student has **not started the exam 10 mins after** the scheduled time, you need to contact via chat. If no response, you need to call the student.
   b. If the student's **last response is more than 10 minutes ago**, you need to contact via chat. If no response, you need to call the student.
   c. In **any other case, you do not** have to reach the student.

Master proctor interaction:
1. You need to contact master proctor when you fail to solve a student problem with this guide or when you become unreachable.
2. Before the exam starts verify that grand master proctor marked your attendance in the attendance sheet (link will be shared tomorrow).

Common problems from students and how to fix them

1. The most common fix: **reload/refresh page**, you may need to explain the student that it is the circular arrow on the top left corner of the browser.
2. If reloading does not help: ask them to **logout and login**. If it still fails report to the master proctor and through to admin.
3. Sometimes the students may complain that the exam is not shown after start exam: sometimes the exam reopens in a scrolled down view, ask them to **try scrolling up**.
4. If they by mistake block the camera: ask them to reload.

What to include in the messages from proctor to master proctor or to admin

1. **Student number(s):** Very important. If the problem is specific to a student or few students please include this.
2. **Exam medium:** S/T/E This is also important to resolve issues quickly.
3. **Short description:** Please include all other details that you think is necessary – will make it easy to resolve issues quickly.

Important to master proctors: If you realize that important information is missing in the message you received from your proctor, please get the necessary information before sending the issue to the admin.