

# Content

<b>1. Supported browser versions</b>	<b>2</b>
<b>2. Checking your computer for compatibility</b>	<b>2</b>
<b>3. Access to the camera and microphone</b>	<b>3</b>
3.1. In Chrome Browser	3
3.2. In Firefox Browser	7
<b>4. Screen access</b>	<b>7</b>
4.1. In Chrome Browser	7
4.2. In Firefox Browser	9
<b>5. Check for compatibility with WebRTC technology</b>	<b>10</b>
<b>6. No access to webcam or black square instead of video</b>	<b>11</b>
<b>7. No access to the screen on macOS "Catalina"</b>	<b>12</b>
<b>8. The proctoring test page does not open</b>	<b>13</b>
<b>9. Proctoring does not start on iOS Safari</b>	<b>14</b>
<b>10. Scrolling does not work on iOS Safari</b>	<b>15</b>
<b>11. Turn off notifications and calls</b>	<b>16</b>
11.1 On iOS Safari	16
11.2 In Android Chrome	17

## 1. Supported browser versions

Supported browser versions:

- [Chrome](#) 49+ (72+ recommended)
- [Yandex.Browser](#) 16.4+ (19.3+ recommended)
- [Opera](#) 30+ (59+ recommended)
- [Firefox](#) 52+ (66+ recommended)
- [Safari](#) 11+ (12.1+ recommended)

Recommended browser versions do not require the installation of an extension.

Mobile version:

- Android 4+ Chrome
- iOS 11+ Safari

## 2. Checking your computer for compatibility

Verification page: <https://proctoredu.com/check>

**Checking equipment**

Wait for the system to check the computer and network so that possible technical problems do not interfere with the event.

- Checking the browser
- Checking your webcam
- Checking the microphone
- Checking the connection

Step 1 из 1

Next

We recommend that you check your computer before the event starts so that you can make the necessary computer settings in advance. If the check is successful, the corresponding message is displayed.

**1 Success:** your computer meets the technical requirements and is compatible with the proctoring procedure.

### 3. Access to the camera and microphone

Page for checking webcam in browser:

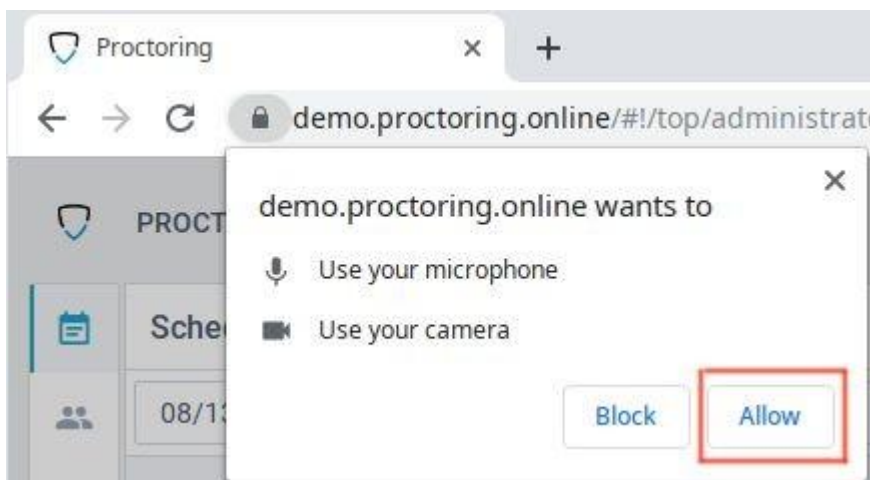
<https://webcammictest.com/> or <https://webcamtests.com>

Page for checking microphone in browser:

<https://webcammictest.com/check-microphone.html>

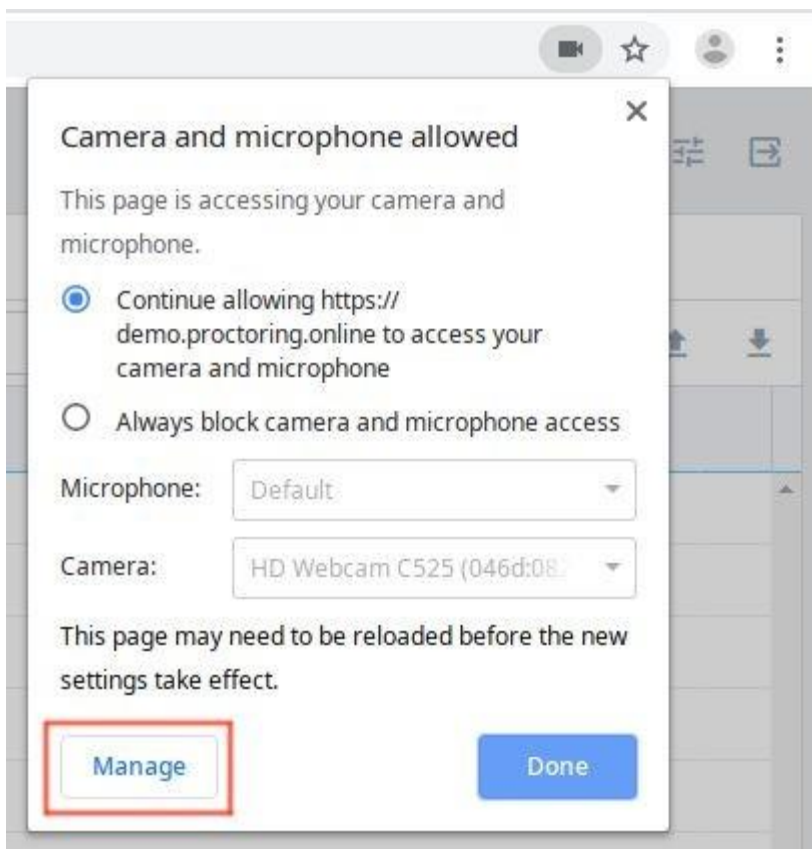
#### 3.1. In Chrome Browser

The first time you request permission to access the camera and microphone, you must answer "Allow"

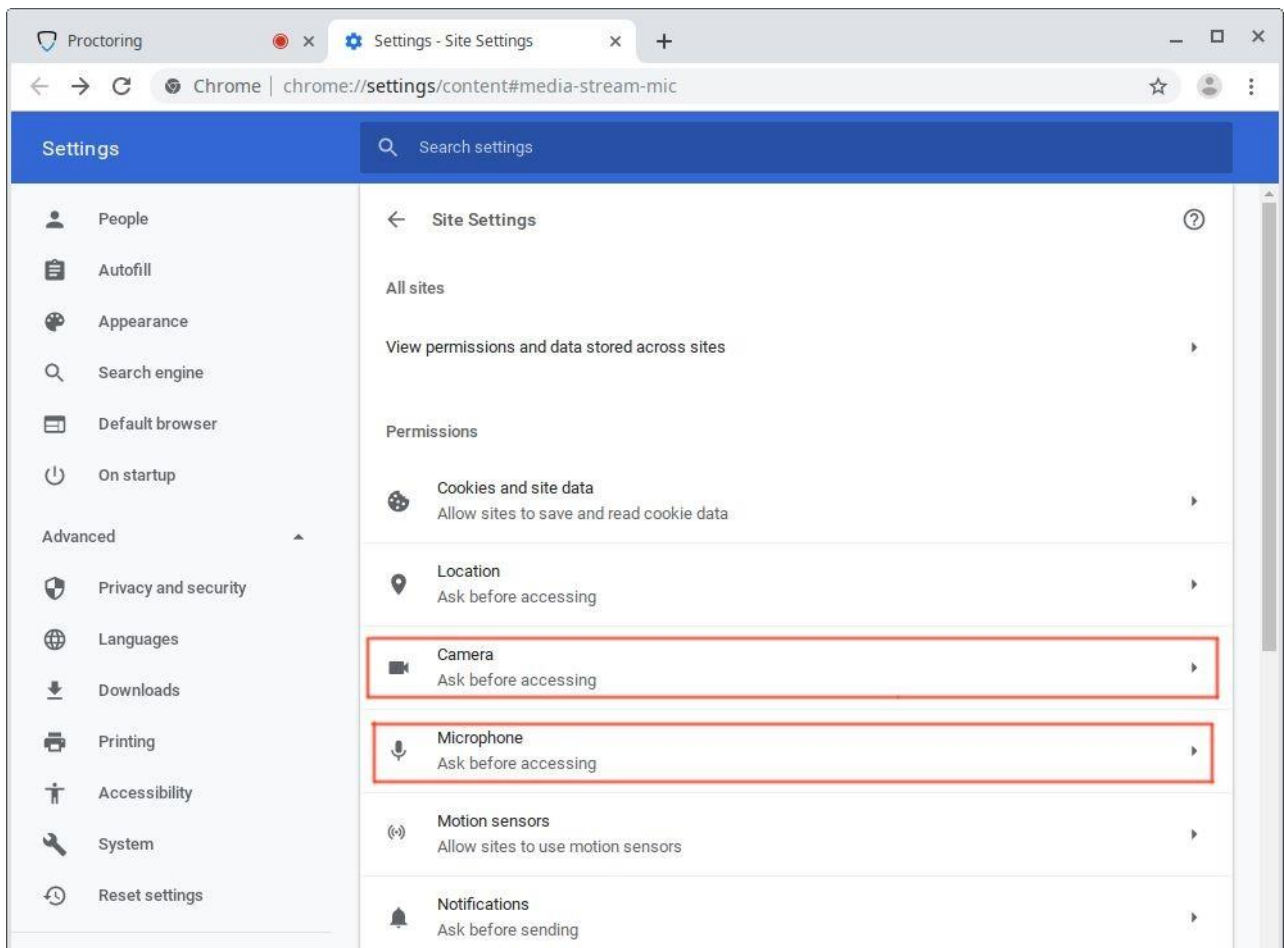


If several cameras are connected to the computer :

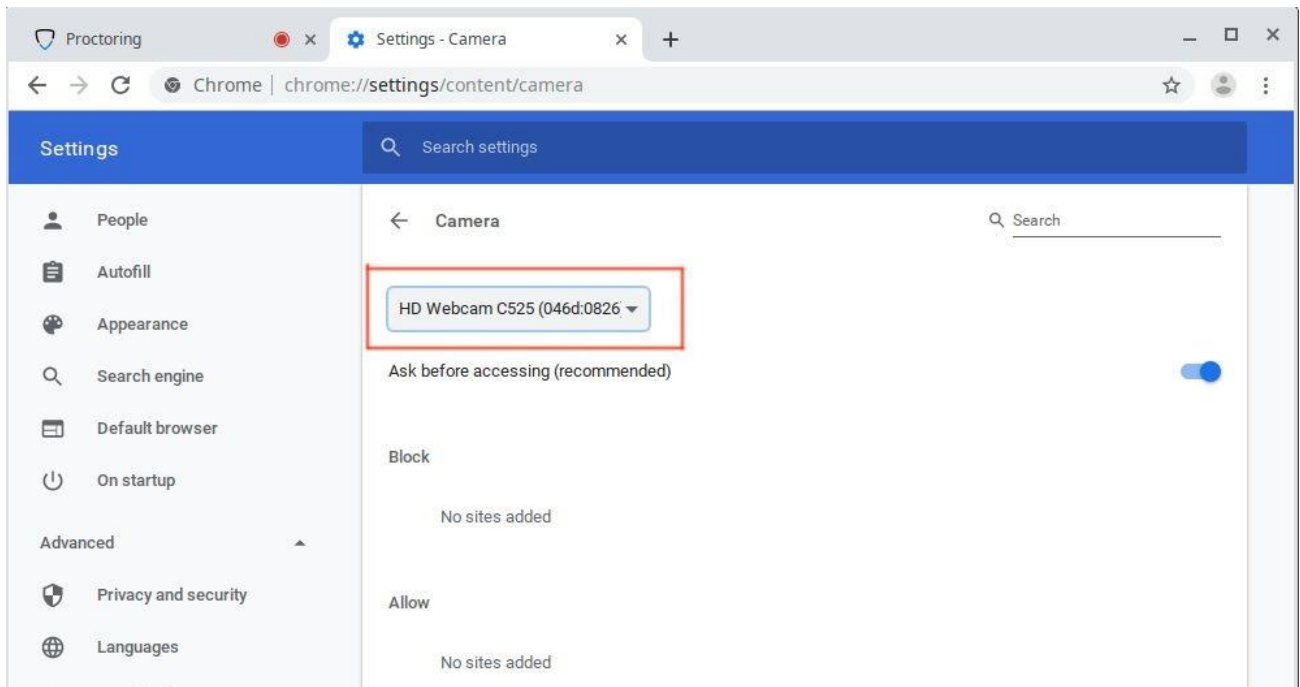
1) Click on the camera icon on the right side of the address bar and go to the settings by the "Manage" button (Windows and Linux) or the "Manage multimedia device settings" button (MacOS)



2) In the settings, select “Camera”



3) In the pop-up list, select another camera

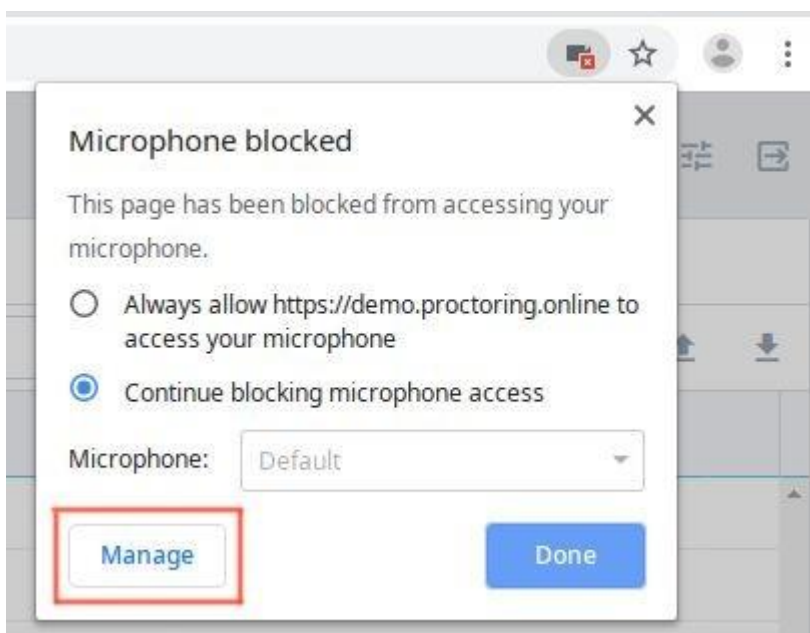


After changing the settings, you need to refresh the test page

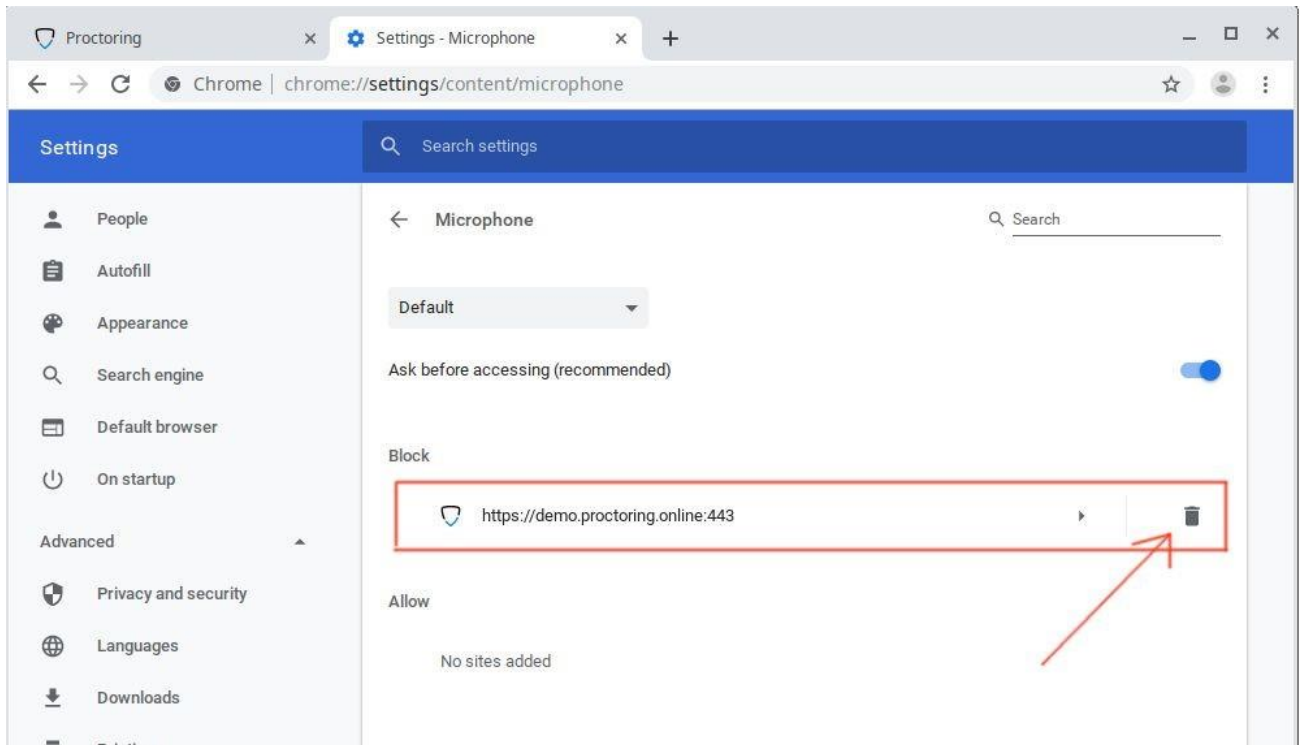
If several microphones are connected, you should follow the same steps for the "Microphone" item.

If access was blocked:

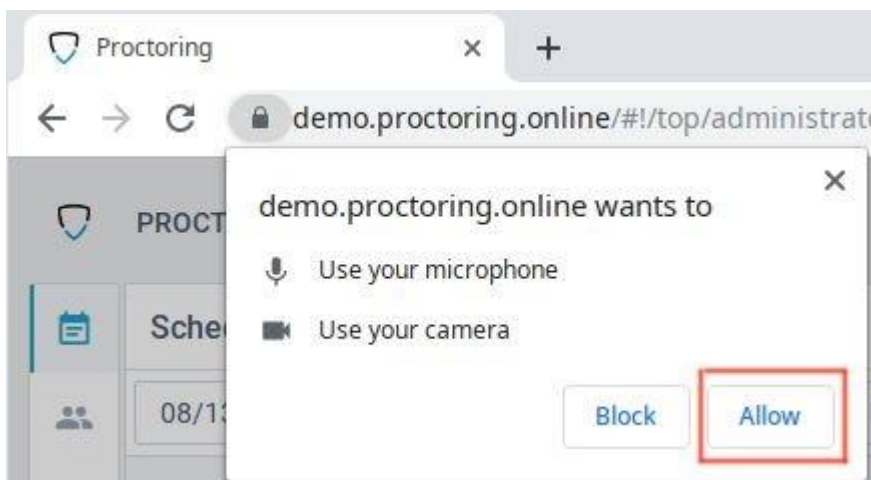
1) Click on the camera icon on the right side of the address bar and go to the settings by the "Manage" button (Windows and Linux) or the "Manage multimedia device settings" button (MacOS)



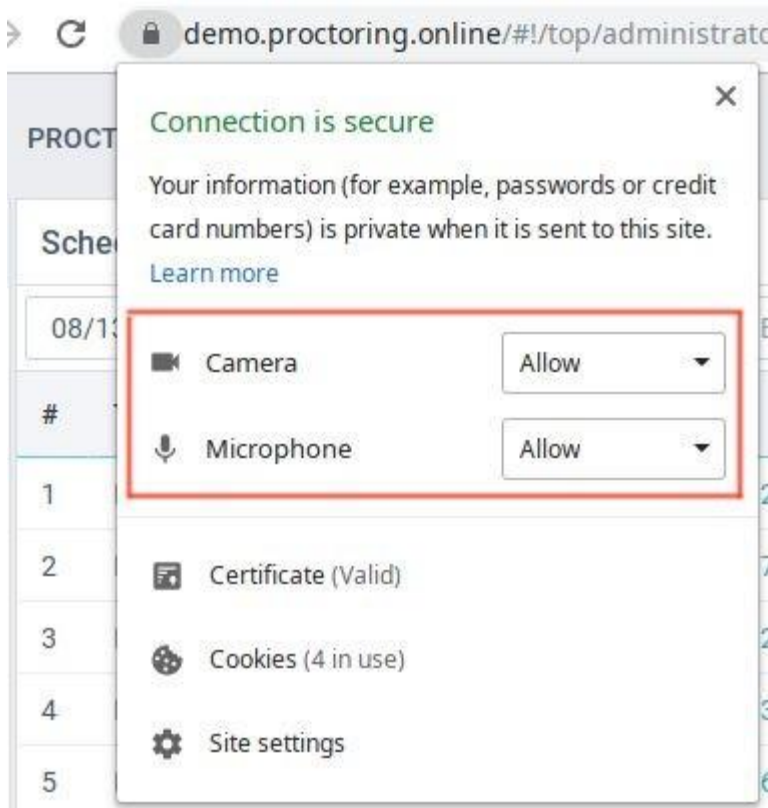
2) Remove from the list of blocked sites [https://\\*.proctoring.online:443](https://*.proctoring.online:443)



3) Reload the page and reply to the request for access "Allow"

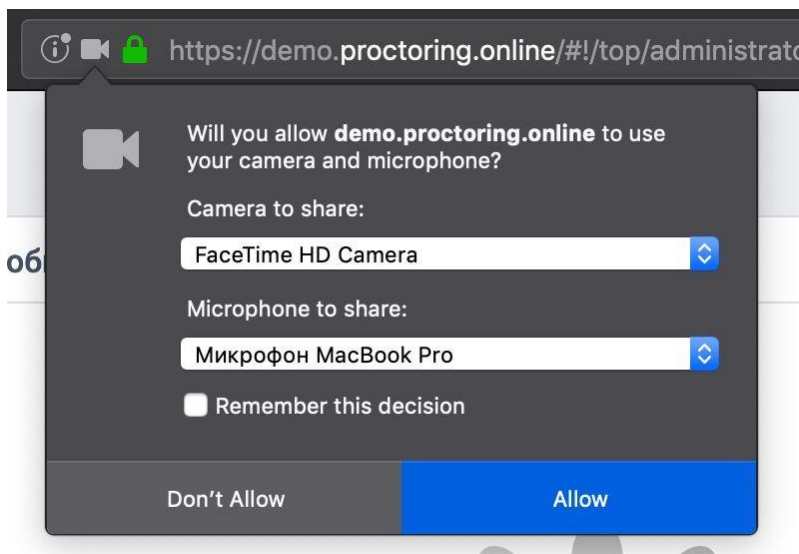


Another way to allow access to the camera and microphone is to click on the lock icon in the address bar and select "Allow" next to the "Camera" and "Microphone" items.



### 3.2. In Firefox Browser

The first time you request permission to access the camera and microphone, you should answer “Allow”. To avoid repeated requests, you can check the box “Remember this decision”. If access was denied, you should reload the page and give permission again.



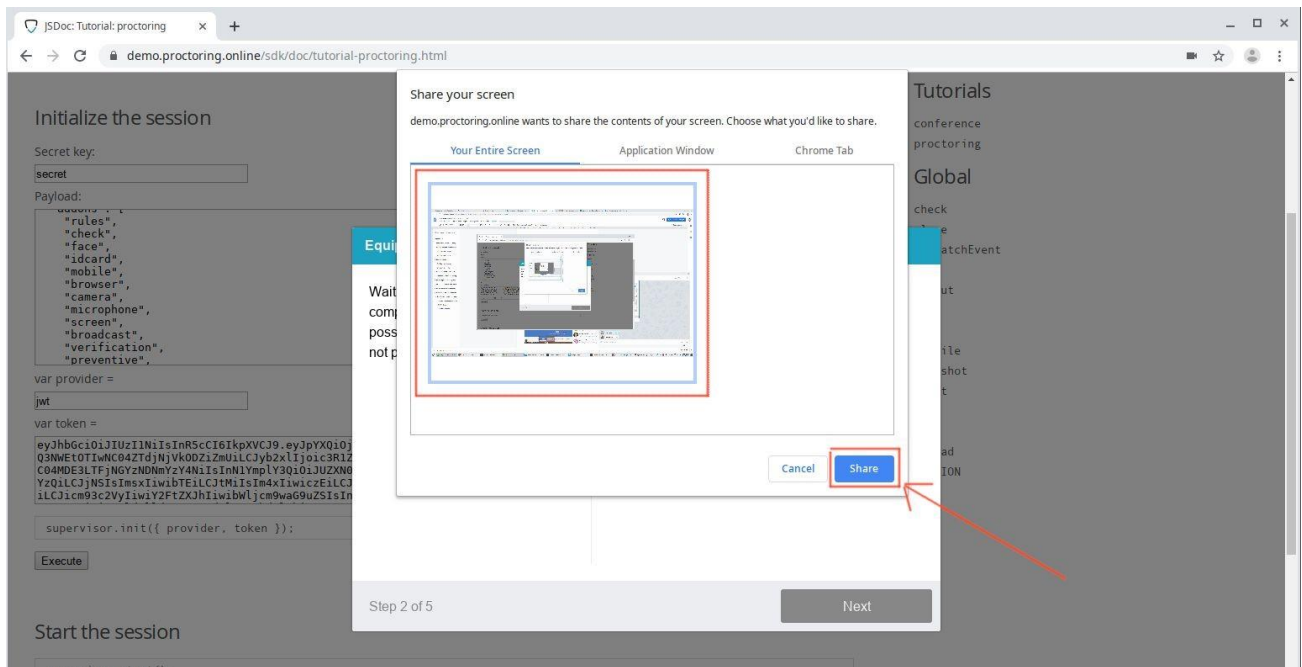
## 4. Screen access

### 4.1. In Chrome Browser

There are three ways to allow access to the screen on a computer in the Chrome browser:

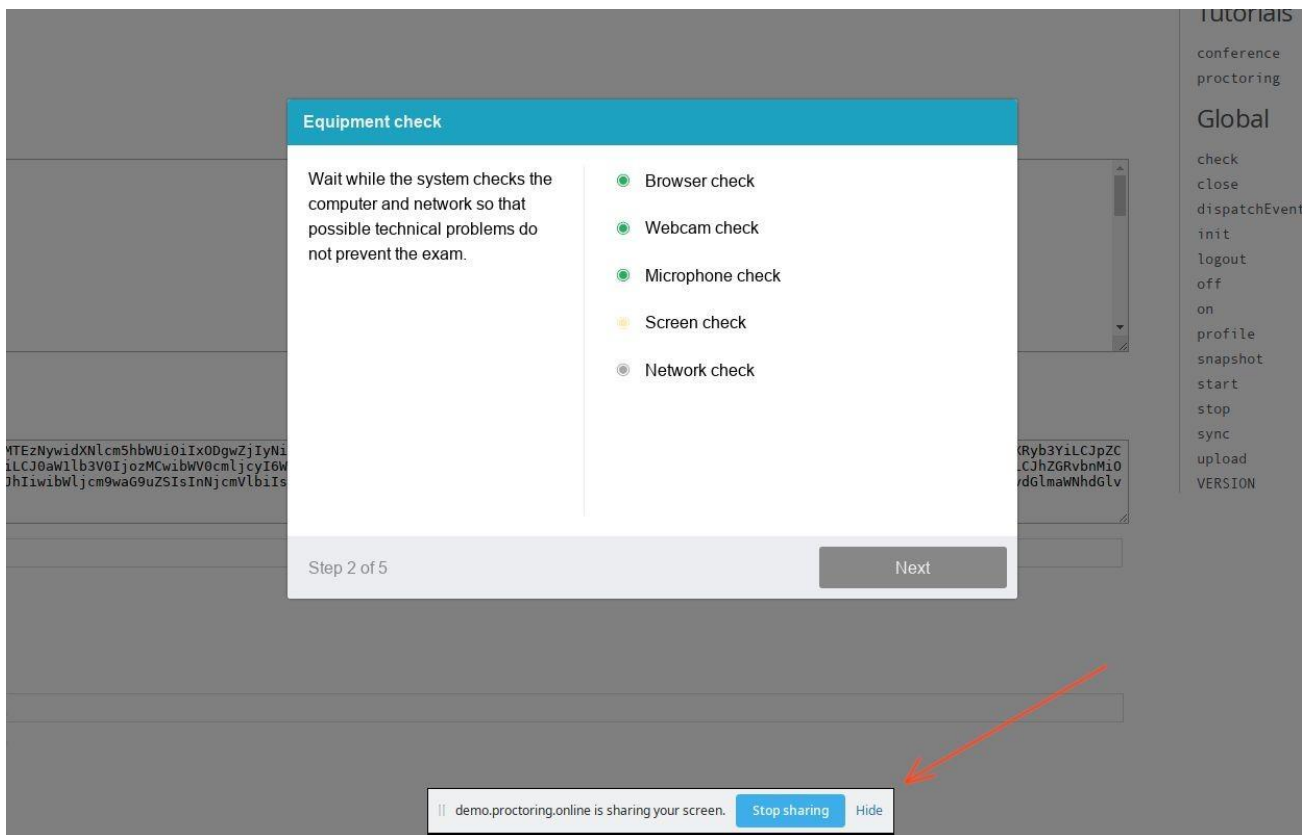
- 1) In the version of Chrome 72+, access to the screen is requested automatically, no additional actions are required;
- 2) In older versions of Chrome, you need to install the Supervisor browser extension (see section 5);
- 3) Instead of the extension, you can allow access to the screen with a special flag, which must be specified as an argument when running the "chrome.exe" file:  
--enable-usermedia-screen-capturing

Should provide access to the entire screen.



and after that access cannot be closed



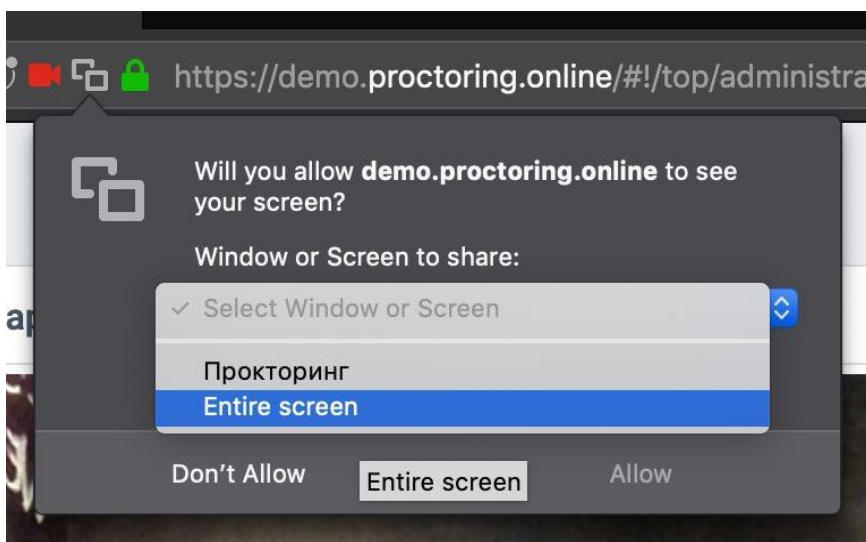


## 4.2. In Firefox Browser

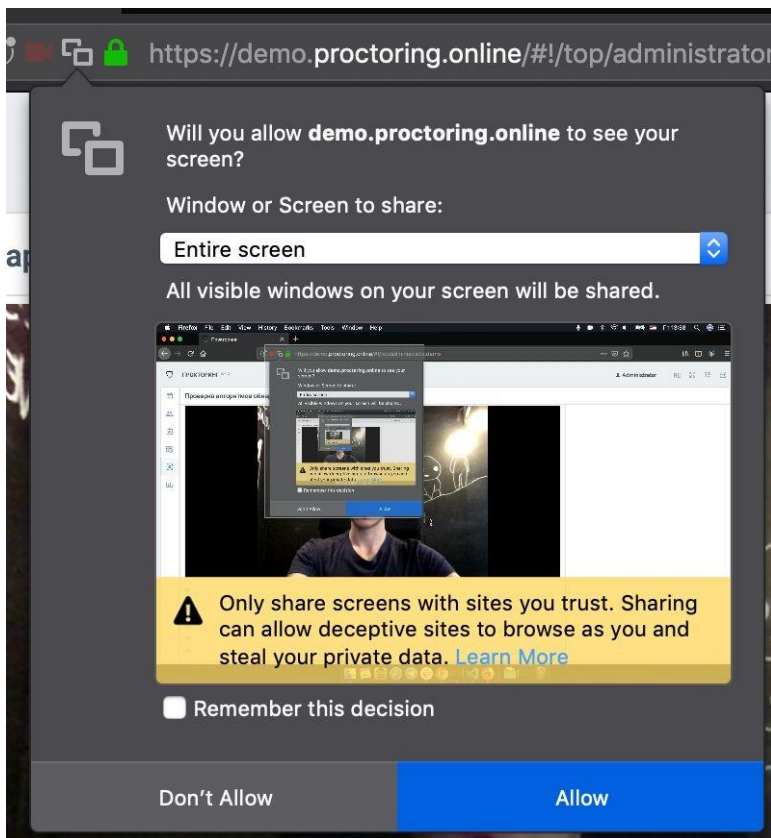
There are two ways to allow access to the screen on a computer in the Firefox browser:

- In Firefox 66+, access to the screen is automatically requested; no additional actions are required;
- In older versions of Firefox, you must install the Supervisor browser extension (see section 5);

You should provide access to the entire screen. To do this, in the pop-up window in the window or screen selection field, select “Entire screen”:



And then click “Allow” without selecting the “Remember this decision” checkbox:



## 5. Check for compatibility with WebRTC technology

WebRTC verification can be done at <https://test.webrtc.org>

To start the test, simply press the “START” button. If no problems are found, then all items should be green or yellow.



## 6. No access to webcam or black square instead of video

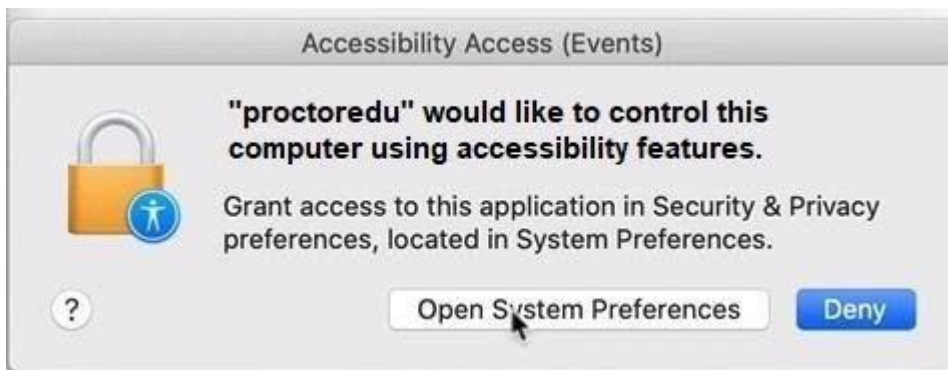
If a picture with a crossed out camera, a black rectangle, or a loading indicator is displayed, it means that the browser cannot access the camera or the camera does not work correctly. The reason may be problems with the webcam, the camera driver or access to the camera from a web browser, e If the camera is in use by another application in the operating system (such as Skype or another browser), or access the camera is blocked Antivirus (ESET - static picture icon crossed out camera, Kaspersky - black screen). You need to close all applications that can work with the camera, disable the antivirus (or camera protection in it) and update the current tab in the browser. You can try restarting the computer.

ESET antivirus blocking example:



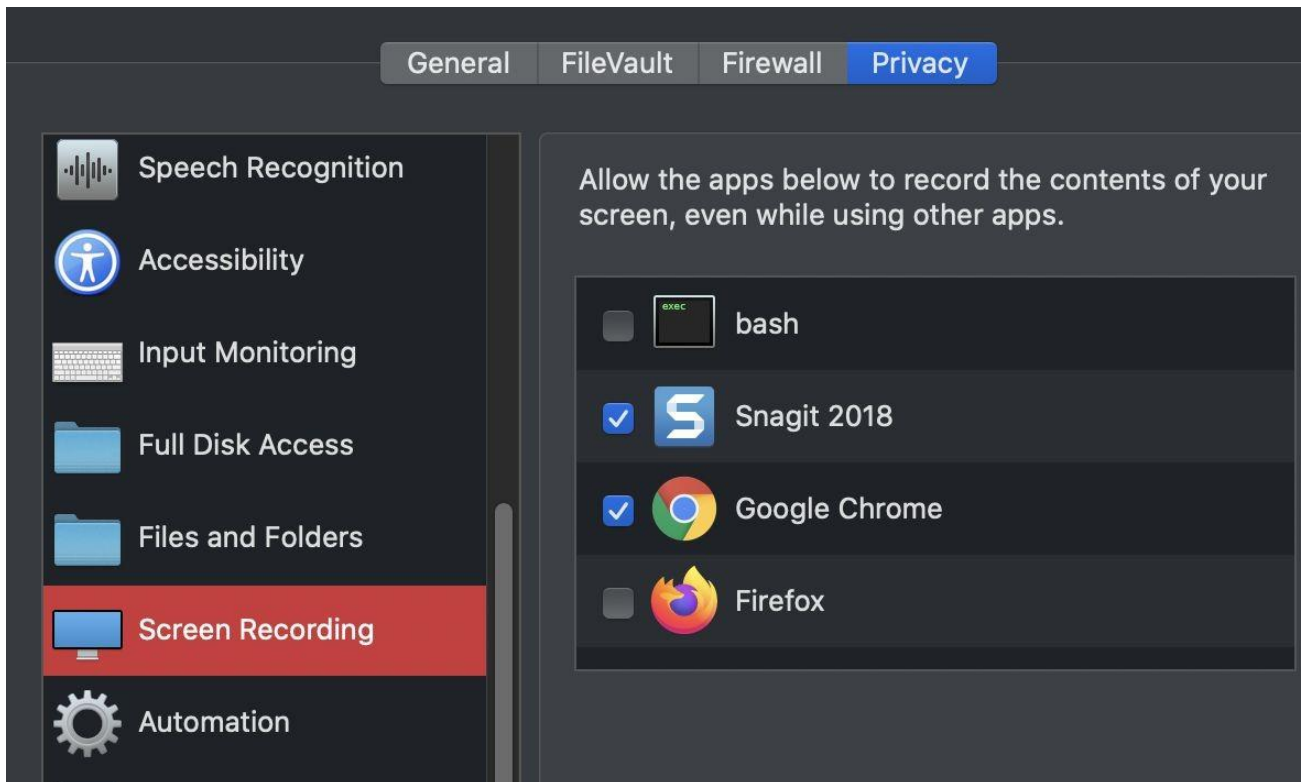
## 7. No access to the screen on macOS "Catalina"

Starting with macOS "Catalina" 10.15, you need to grant additional permission in the system settings to access the browser screen. To do this, go to system settings in the System Preferences menu.

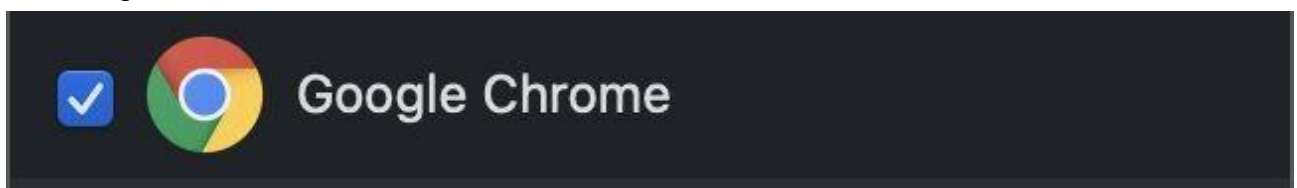


Then select " Security " → "Privacy".

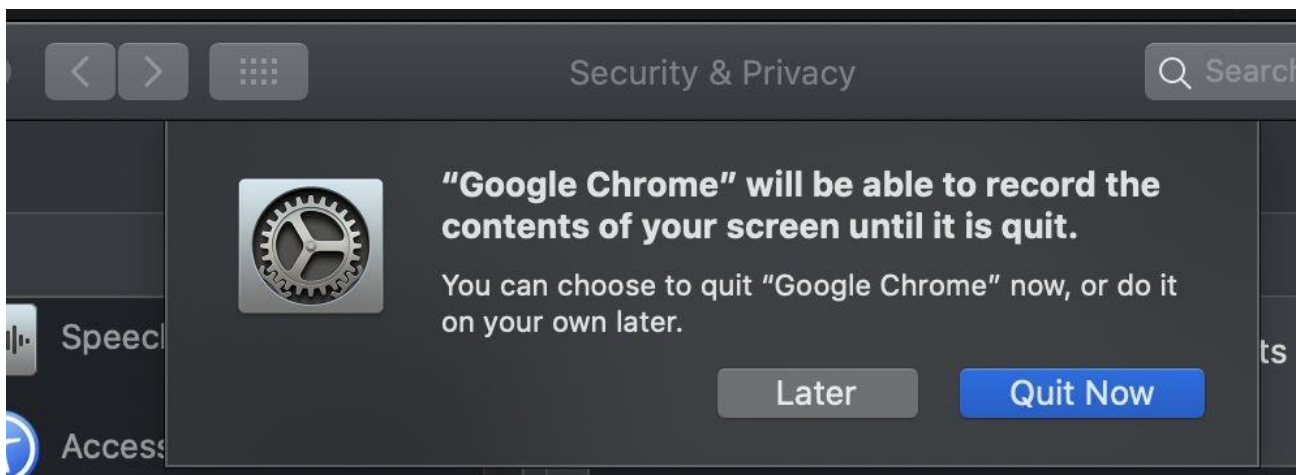
On the left, scroll down and click Screen Recording



In the suggested list, select the browser that you want to allow access to the screen recording.



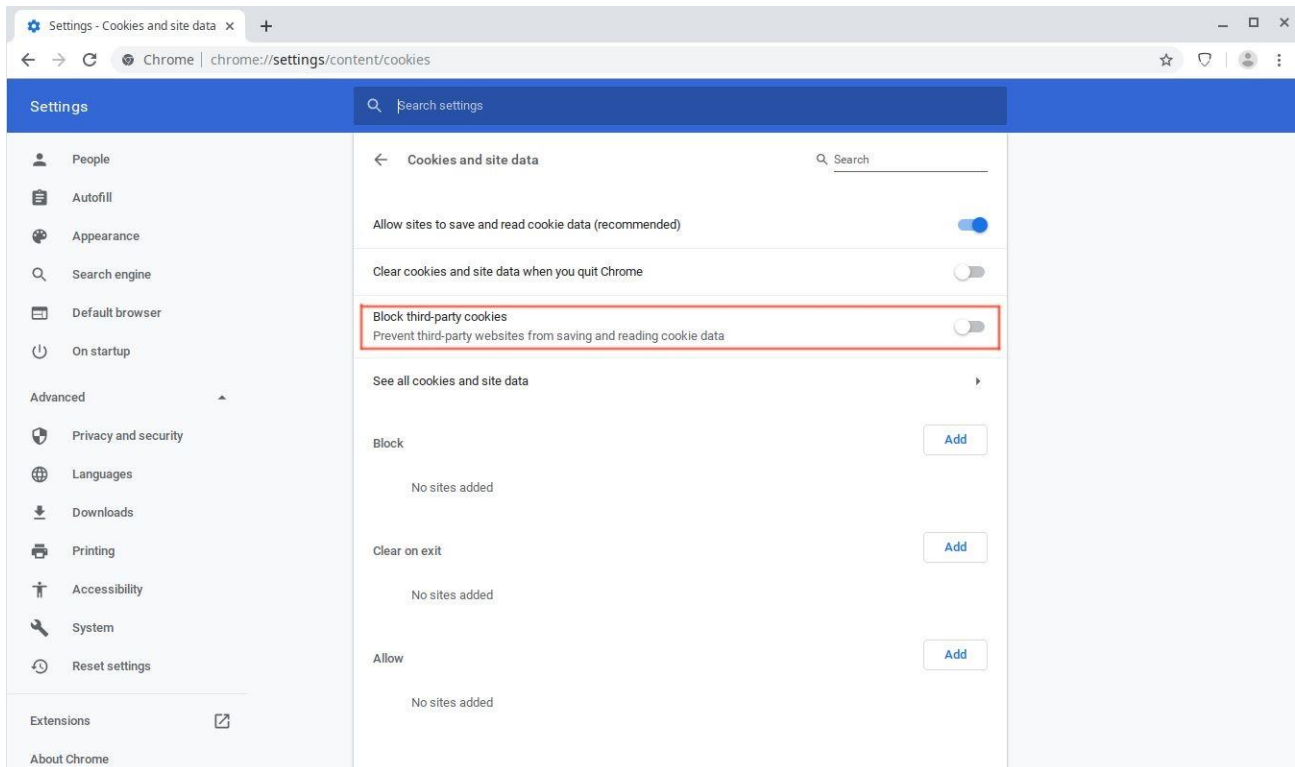
After that, you will need to restart the browser.



## 8. The proctoring test page does not open

Cookies of third-party sites should not be blocked in the browser, in Chrome this is done in the settings "Settings" -> "Advanced" -> "Site settings" -> "Cookies" or you can simply

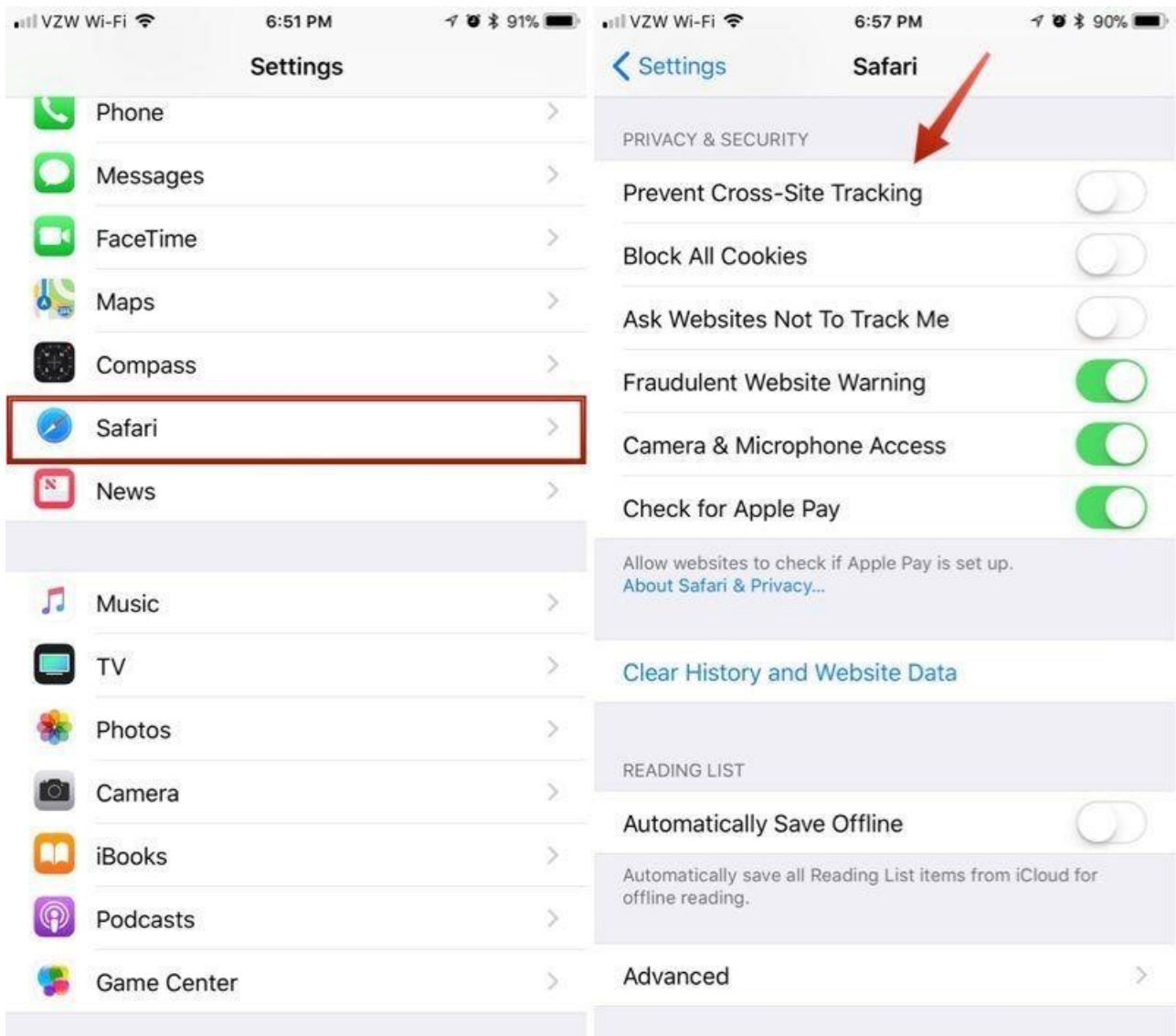
enter “chrome://settings/content/cookies” into the address bar. “Block third-party cookies” should be disabled there.



Page extensions can also be blocked by some browser extensions, such as [Betternet Unlimited Free VPN Proxy](#) or [AdBlock](#) ad blocker . You should try disabling all third-party extensions except Supervisor. In the Chrome browser, this can be done on the “chrome://extensions/” page, which can be opened through “Menu -> Advanced Tools -> Extensions”.

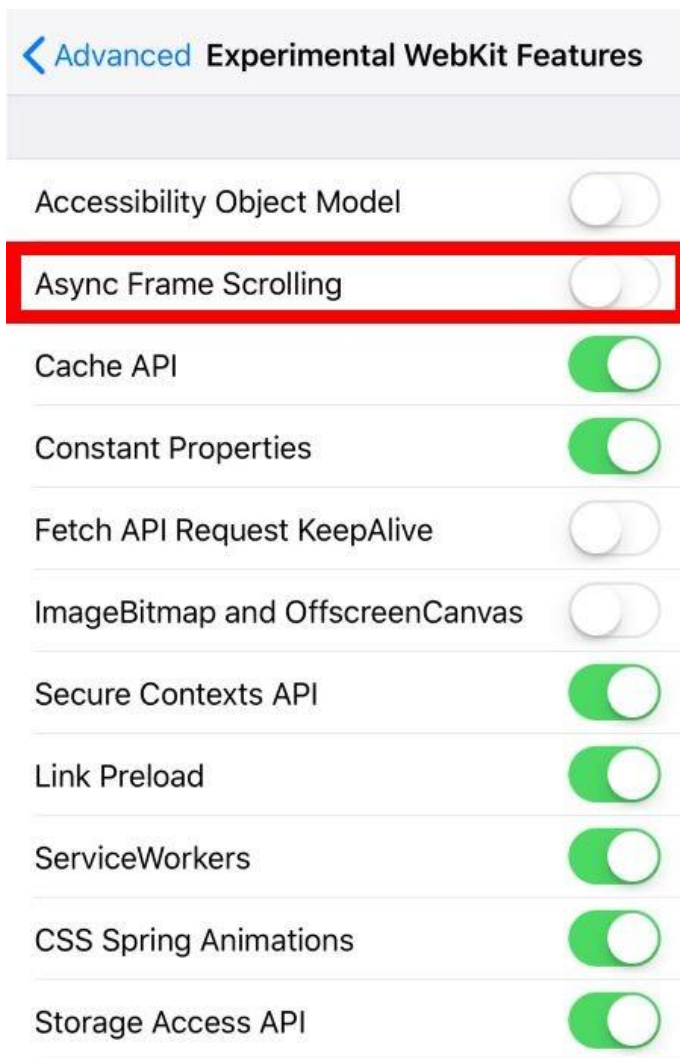
## 9. Proctoring does not start on iOS Safari

If passing tests with proctoring on mobile devices is allowed, but proctoring does not start in iOS 11+ Safari (SDK integration), then you should check the Safari settings. For proctoring to work correctly, you must disable the option “Settings -> Safari -> Privacy & Security -> Prevent Cross-Site Tracking”



## 10. Scrolling does not work on iOS Safari

In iOS Safari, scrolling inside IFRAME elements may not work when “Async Frame Scrolling” is enabled in Safari. You should disable this option “Settings -> Safari -> Advanced -> Experimental Features -> Async Frame Scrolling”.



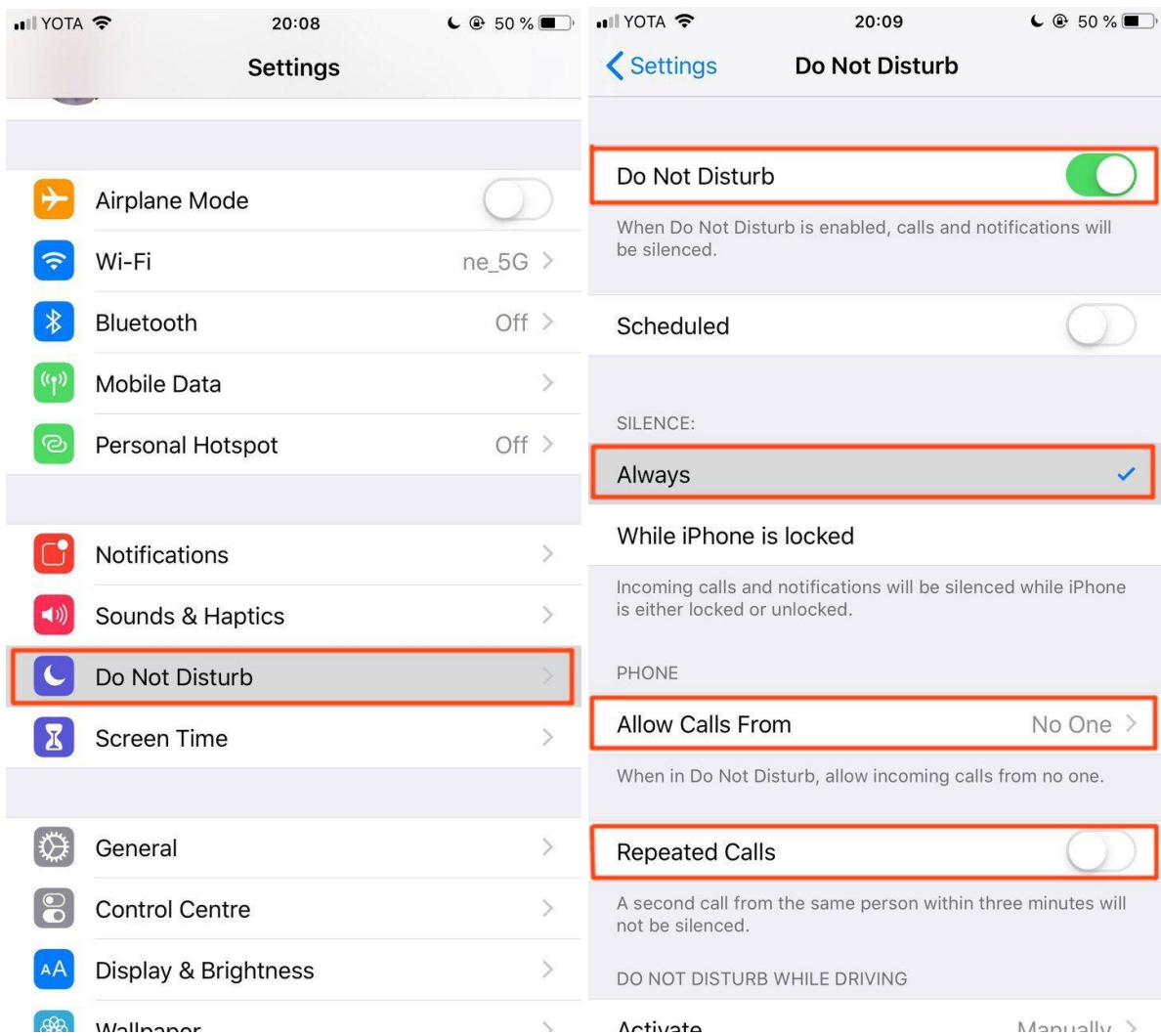
## 11. Turn off notifications and calls

It is recommended to turn off notifications and incoming calls when passing proctoring on mobile devices or when connecting a mobile camera. To do this, follow the steps below.

### 11.1 On iOS Safari

Go to "Settings" → "Do Not Disturb" → enable "do not disturb" from above, Silence - always, Phone - allow calls from - from anyone, Remove the flag in "repeated calls".





## 11.2 In Android Chrome

Go to "Settings" → "Sound" → "Do not disturb" → "Enable now".

