# User installation flow - AutoProctor + Locking Browser

AutoProctor does not require any downloads or installation.

Locking Browser requires learners to install the application prior to taking a proctored assessment. Below is an outline of the expected learner user flows when using these proctoring tools. **Alternatively, there is also a video that can be referenced [here](#)**.
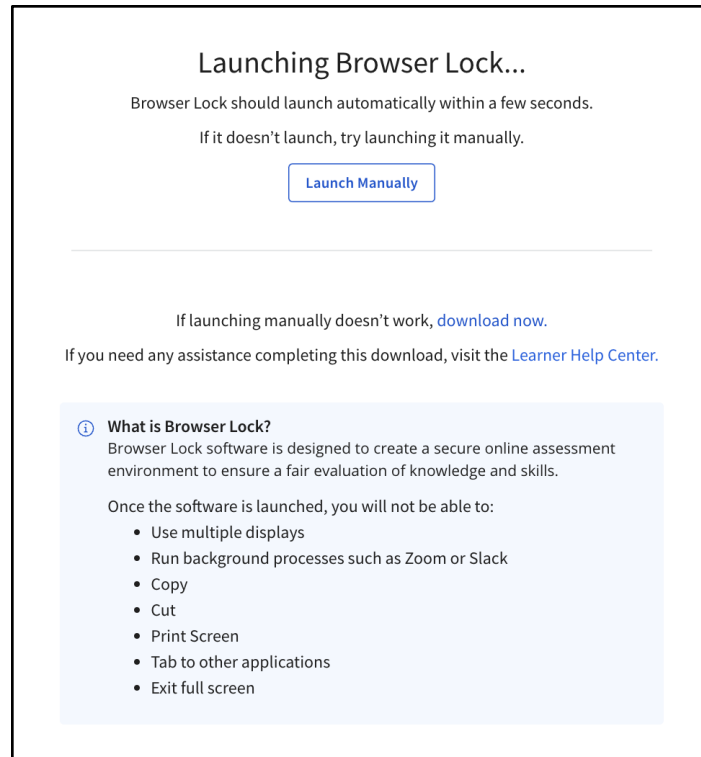
If you are a program staff or admin member who is testing out the flow to understand the learner experience, you should use a non-staff (e.g. Instructor or Teaching Staff) account when testing functionality (e.g. creating a test account with another email and enrolling in the course as a student). Staff roles are not required to go through the browser experience because it creates extra steps if they are simply trying to update & preview the assessment content.

1. Learner navigates to the proctored assessment in Coursera and clicks start:
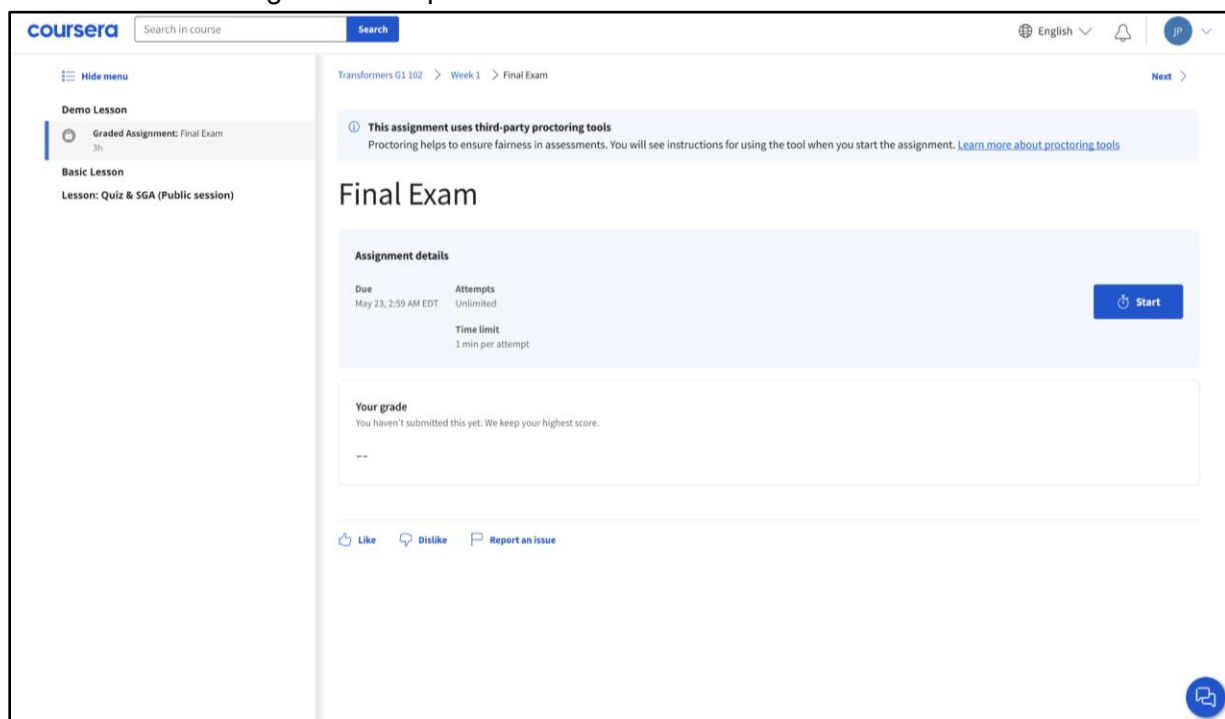

2. Learner sees Launching Locking Browser page
   a. If learner is using Locking Browser for the first time, they will need to click **download now**

Launching Browser Lock...

Browser Lock should launch automatically within a few seconds.

If it doesn't launch, try launching it manually.

Launch Manually

If launching manually doesn't work, download now.

If you need any assistance completing this download, visit the Learner Help Center.

ⓘ **What is Browser Lock?**
Browser Lock software is designed to create a secure online assessment environment to ensure a fair evaluation of knowledge and skills.

Once the software is launched, you will not be able to:
- Use multiple displays
- Run background processes such as Zoom or Slack
- Copy
- Cut
- Print Screen
- Tab to other applications
- Exit full screen

    b. If learner has already downloaded the application, then it will launch automatically but learners are also have option to launch manually if it does not happen automatically

3. Learner must then Install / Extract the downloaded file

    a. The learner must open the downloaded package and drag the application icon to the **"Applications" folder** as instructed:
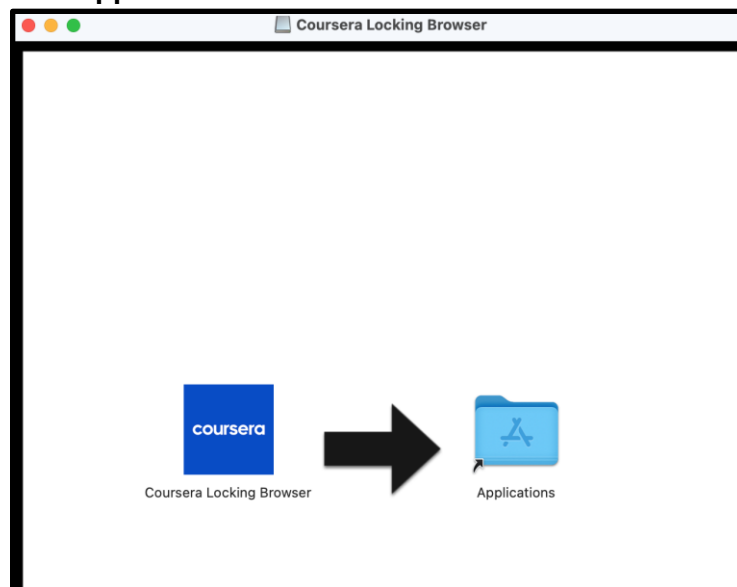
4. Open first time

a. **[MacOS only]** After extracting the Locking Browser application, the learner should attempt to open Locking Browser one time by right clicking on the application icon and clicking "Open" when prompted with the security dialogue. If you don't see the Open button as shown below, try again as it can require opening twice. Otherwise, the application may not automatically launch when trying to access the assessment through Coursera.

b.

5. Learner must navigate back to assessments page to continue proctored assessment

6. Learner will then be prompted to allow access to camera and microphone for proctoring

Start AutoProctor Sharing?

This assignment uses AutoProctor which requires camera, microphone, and screen sharing.

You will need to allow sharing permissions in order to move forward to the assignment.

Start Sharing

If you need any assistance using AutoProctor, visit the Learner Help Center.

ⓘ **What is AutoProctor?**
AutoProctor software is designed to.....
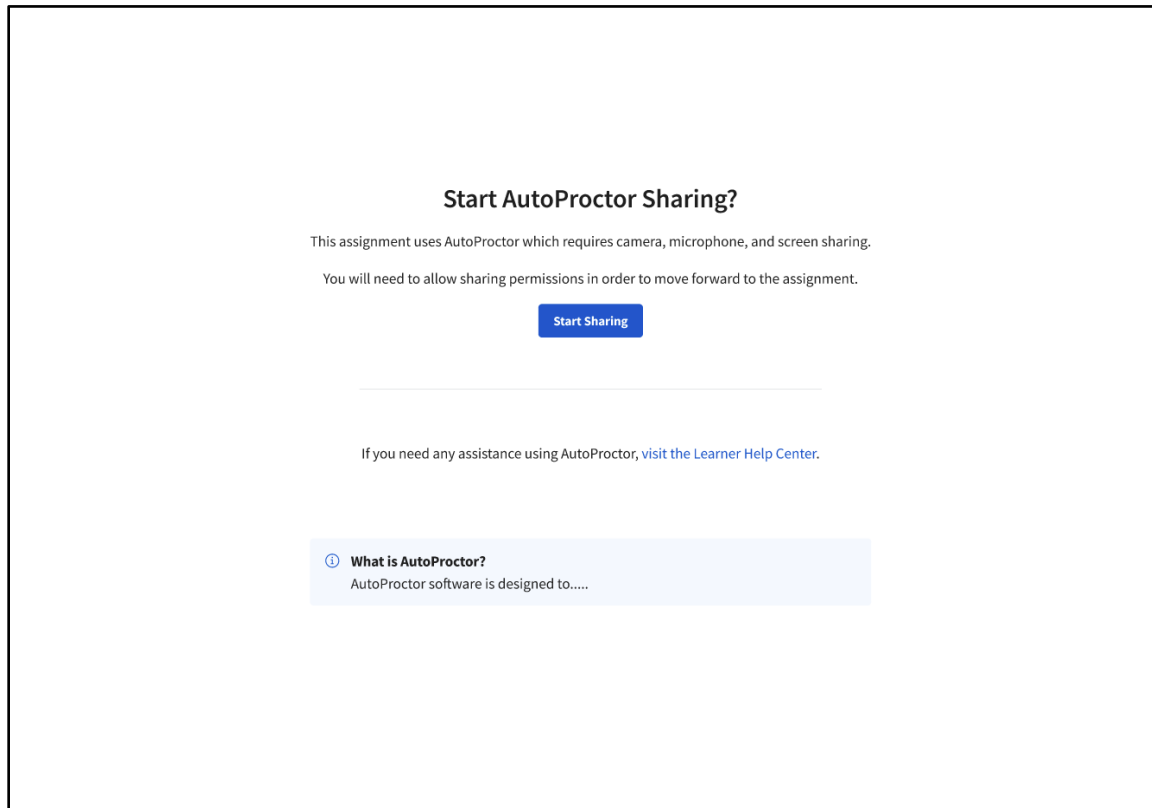
a. If a learner is opening the application for the first time, the browser will prompt the learner to grant it access to the system's devices with the message "Coursera Locking Browser would like to access the camera" and "Coursera Locking Browser would like to access the microphone". The learner must allow access by clicking "Allow" to continue to the exam.

7. When the exam starts, a learner will see:
    a. Their camera feed in the bottom right corner of the screen
    b. The learner can choose to minimize this by clicking the "X" button
    c. If suspicious behaviour is captured, the learner will be notified in the bottom left corner of the screen (e.g. if a learner blocks their camera so no face is detected, they will see a "No face detected" notification)

# User installation flow - AutoProctor only

When using AutoProctor only, the learner only needs to complete steps 1, 6, and 7 above. Step 6 is the only one that differs, and is outlined below:

6. If a learner is using AutoProctor for the first time, the browser will prompt the learner to grant it access to the system's devices with the messages below. The learner must allow access by clicking "Allow" to continue to the exam.
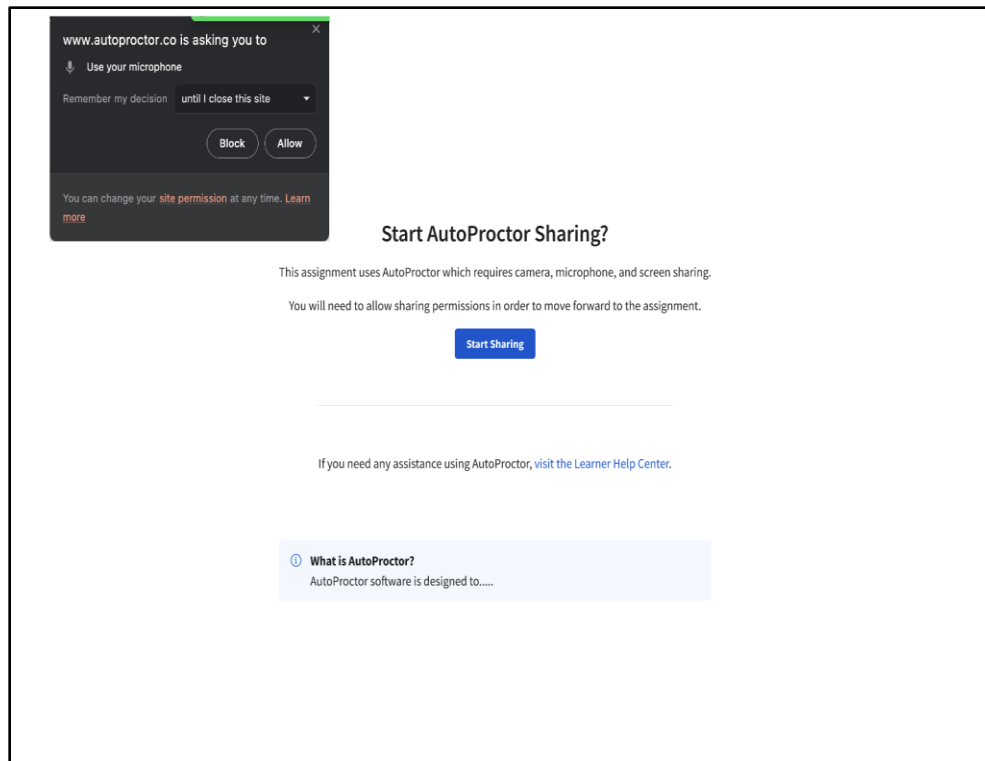
A learner **must share their entire screen** to access the exam

- Troubleshooting: AutoProctor will have on-screen troubleshooting steps if a learner is having trouble granting access
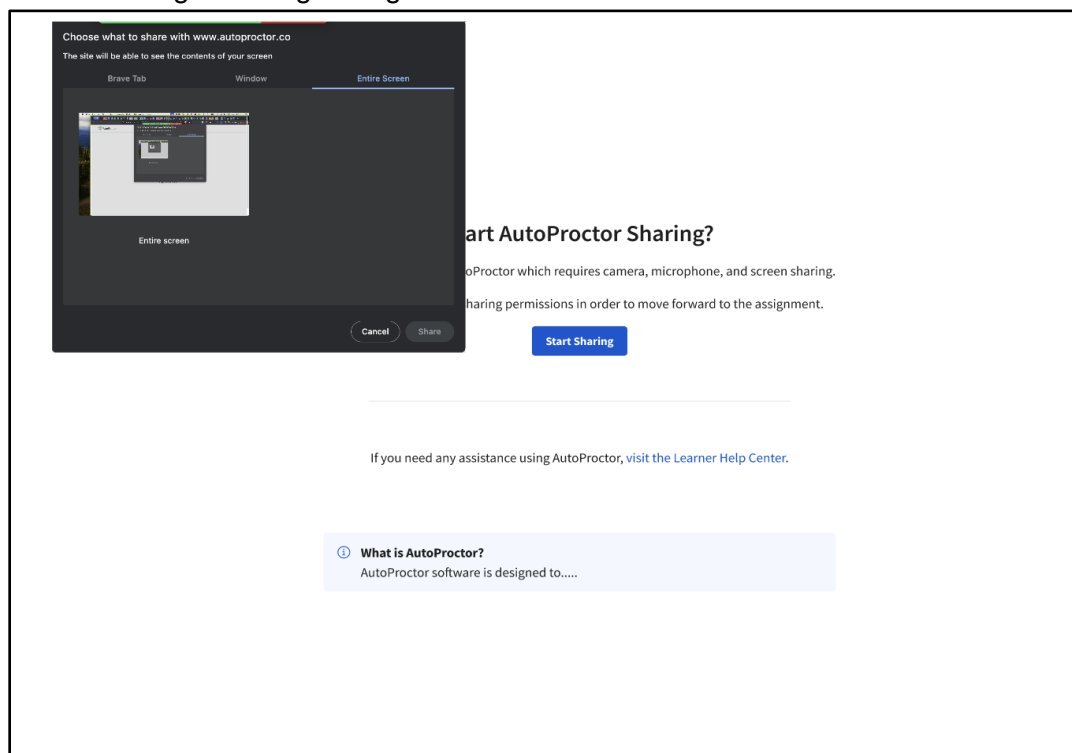
Exam Proctoring with AutoProctor and Locking Browser

You will be using 2 applications for your upcoming proctored exam. These applications are AutoProctor and Locking Browser.

What is AutoProctor?

AutoProctor is a proctoring provider that uses AI technology to identify potential issues that may conflict with your exam guidelines. If this happens, the violation event will be recorded and will be made available to your administrator for review.

The following behaviors trigger an incident to be captured:
- If there are multiple faces detected in the camera recording view
- If there is no face detected within the camera recording view
- If a learner changes tabs or applications
- If there is noise/voices detected
- If there are multiple monitors detected

What is Locking Browser?

Locking Browser is an application you will need to download prior to your exam day. It is a Coursera developed browser that prevents certain actions while you take your proctored assessment. The Locking Browser application:

- Prevents the use of multiple displays
- Prevents running background applications, such as Zoom or Slack
- Disables keyboard shortcuts such as copy, cut, paste, take a screenshot, print
- Disables other capabilities such as switching to other applications, exiting full screen, refreshing the page, and exiting the locking browser before the exam is done

What to Expect

Ahead of your proctored exam, you will have had a practice exam that will require you to download, install and run Locking Browser on your device. During the test exam you will also have a guided setup that will require you to provide camera and microphone permissions to the AutoProctor and Locking Browser applications. The practice exam will ensure that your device is compatible for the upcoming proctored event and will provide an opportunity to troubleshoot any issues you may encounter ahead of your scheduled exam date.

On the day of the exam, you will access your proctored exam through the Coursera platform. You will want to make sure that you have a quiet place with a stable internet connection to take your

exam. During the exam if certain actions are detected, such as leaving the exam area, the incidents will be recorded and will be made available to your administrator for review. Review the following Youtube video to get a more detailed overview of how to prepare for the proctored event and AutoProctor requirements.

Your exam will end either when you submit your answers and leave the exam, or after the time limit set by your course has been reached - whichever is earlier.

Support

If you need help during the exam please contact your exam administrator.

System Requirements

See Browser and Device Compatibility to check your device is able to support Honorlock, and run the AutoProctor test environment to double check you're ready to go.

Coursera

Ensure that you are able to log into your Coursera account ahead of the scheduled exam (at least 2-3 days before is recommended). In case you may experience any login/account access/settings issues, please reach out to Coursera support via the 24*7 chat option in the Learner Help Center or learner support webform to resolve the issue ahead of the exam.

Prepare for your Proctored Exam

Your upcoming exam will be administered with AutoProctor and Locking Browser via the Coursera platform. When preparing for your exam, check the list below to ensure a smooth experience.

Exam Day Checklist
1. Find an environment that is quiet and free of distractions
2. Review what to expect prior to your exam [insert email subject line, or link to where the "Suggested information to share with learners" was shared]
3. Make sure that the Locking Browser is installed on your device
4. Begin your exam

Support

If you need help during the exam or if you've already completed the exam and have questions please contact your exam administrator.

Common FAQs

1. **When will exam recordings become available?**

   The post-exam session reports should be available immediately after the learner submits their exam, but in some cases may take longer. If admin reports are not available after 24 hours post-exam, please reach out to our support team by visiting the Admin Help Centre so that our team can review what may be causing the delay.

2. **What happens if a learner's device does not meet the minimum required technical specs?**

   A learner would not be able to take the proctored assessment. A learner can still take an exam/assessment without proctoring if needed and Coursera can exclude learners from the proctored requirements. The customer would need to reach out to the CSM/IM to request this at this time. In the future we see this process becoming self-serve.

   CSM/IM/eng instructions: To exclude a learner from the requirement to use the locking browser, the learner's user id can be added to the list of the EPIC below. Please ensure

that the id is entered as a quoted string (for example: ″123456″ instead of 123456).

https://tools.coursera.org/epic/experiment/cpWMfubVEe6K0goRikKsMw
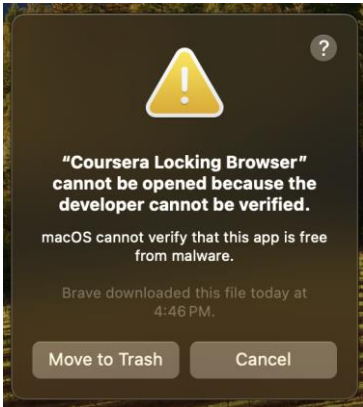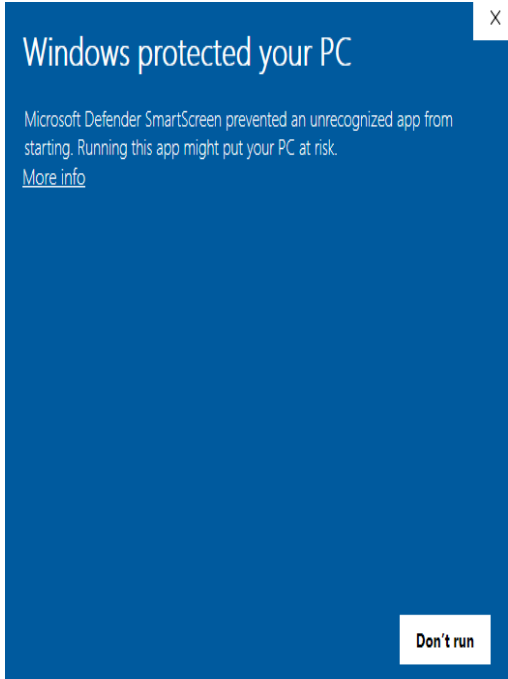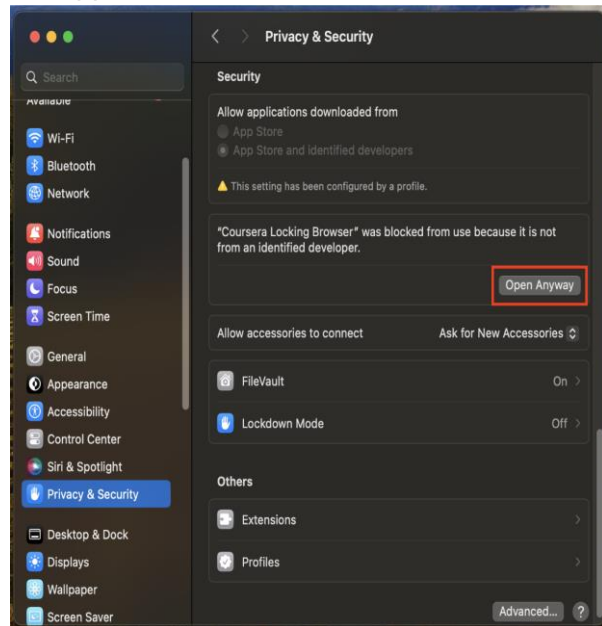
Troubleshooting

The majority of issues stem from learners using the unsupported devices (e.g. phones) or browsers. The best way to combat this issue is to run practice exams and provide appropriate documentation/communication prior to the primary exam event.

Troubleshooting related to Locking Browser installation

1. **When downloading Locking Browser, learner runs into an error: <u>Non-registered application permissions</u>**

Mac OS users	Windows users
Learner sees the below error message when trying to launch the browser. Since this is a new application that is not downloaded from the App store, MacOS security restrictions block the application from opening by default Learner should re-do [step 4 of the installation instructions](#) and continue to step 5 once resolved. If that doesn't work. Try to navigate to System Settings → Privacy & Security → Security →	On Windows when running the installer, a learner may see the following screen: Click "More info" and "Run anyway"

"Allow applications downloaded from" to open the application

2. **What happens if too many learners are facing issues and we need to remove the locking browser requirement?**

To exclude the entire assessment from the locking browser requirement, the assessment can be removed from the assessments listed in the EPIC. The EPIC identifies assessments by assessment id, type, and session id. **Please have this information available before the exam**.

https://tools.coursera.org/epic/experiment/jPoBw2O8Ee6vFhIeJsQy6w

3. **Learner denies browser access to folder where application is stored, if the application was not extracted into the "Applications" folder:**
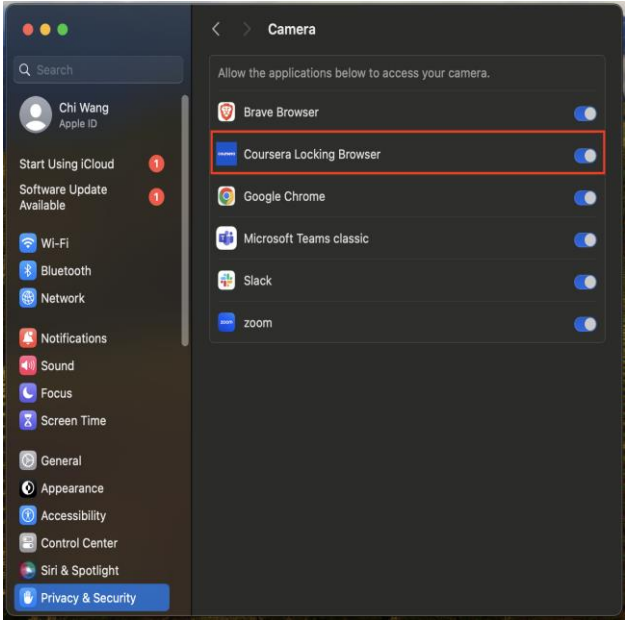   - Learner should re-do step 3 of the installation instructions and ensure the application is extracted into the "**Applications**" folder

Troubleshooting related to AutoProctor installation

1. **Learner denies access when prompted to give access to camera or microphone:**
   a. Troubleshooting: Granting permissions
   b. If a learner is opening the application for the first time, the browser will prompt the learner to grant it access to the system's devices with the message "Coursera Locking Browser would like to access the camera" and "Coursera Locking Browser would like to access the microphone". The learner must allow access by clicking "Allow" to continue to the exam.

c. If a learner denies access, they must troubleshoot the following steps to Allow access:

Mac OS	Windows
Learner should navigate to System Settings → Privacy & Security → Security → "Camera" OR "Microphone" sections to grant access to Coursera Locking Browser After allowing permissions, learner should re-launch the Locking Browser	Learner will need to enable the use of their camera and/or microphone by navigating to Settings > Camera or Settings > Microphone Allow desktop apps to access your camera Some apps and Windows features need to access your camera to work as intended. Turning off this setting here might limit what desktop apps and Windows can do. On Some desktop apps might not appear in the following list or are not affected by this setting. Find out why Allow desktop apps to access your microphone Some apps and Windows features need to access your microphone to work as intended. Turning off this setting here might limit what desktop apps and Windows can do. On Some desktop apps might not appear in the following list or are not affected by this setting. Find out why

Troubleshooting specific to the exam:

1. If learners encounter any issue, learners and admins should capture logs of the issue so our engineering team can investigate the issue post exam. Learners can capture log files by:

Mac OS	Windows
Open Finder and select Go > Go to folder from the menu bar. Enter `~/Library/Logs/Coursera Locking Browser/`	Open the file explorer and enter `%USERPROFILE%\AppData\Roaming\Coursera Locking Browser\logs` into the

into the popup window and hit enter. In this folder, you will find the `main.log` file containing the application log.	address bar. In this folder, you will find the `main.log` file containing the application log.

2. If a learner encounters a blocking issue with the Coursera Locking Browser, they can still take a proctored exam without it. Suspicious learner behaviour will [still be detected](#) through AutoProctor's features, but additional deterrence provided by the Locking Browser will be inactive.
   a. To exempt a learner from the LockingBrowser requirements for a proctored exam, contact your Customer Success Manager to assist you.
3. Learner has wrong local time set on their Coursera account which prevents them from accessing the exam on the first try. Learner must update the time and exam should be accessible thereafter.

Broader Coursera platform troubleshooting

1. Learners are not able to receive the invitation to the program (expected to happen infrequently, but may occur to a few learners). Invitations are not found in their spam folders, in some specific cases, even when a learner is provided with the Program direct link, learners are unable to access the program and the screen is blank. This may potentially be an internet bandwidth issue.
   a. University students should check their email settings to ensure that there are no email suppressions set up.
   b. Could potentially be VPN related, i.e., their corporate IT team needs to whitelist Coursera domain
   c. Admin should reach out to the support team ahead of the exam date so we can address the issue.

AutoProctor help center links

1. [What devices are compatible with AutoProctor's proctoring?](#)
2. [AutoProctor: Frequently Asked Questions categorized by Topic](#)