Proctoring with Zoom

Created by NUS CIT, last modified on 16 Sep 2021

Things you need

Device for exam-taking (desktop/laptop)

- Charger and cable (if using a laptop)

Device for proctoring: Mobile phone, tablet or a second computer

- Charger and cable
- Working front-facing camera/webcam
- Zoom app
- Microsoft Teams (log on during exams)
- For mobile phones - a way to mount/prop up the phone

> ⚠️ **Not allowed**
> - Extended screens/external monitors
> - Device(s) beyond the device for exam-taking and the device for proctoring.
> - Headphones/earphones

Leading up to the exam

1. **Install Zoom** and **Microsoft Teams** on your *second device*.

2. Keep **Zoom app updated**.

3. **Log on to Microsoft Teams** during the exam, enable notifications, turn speaker volume up.
   Important: this is the only way the invigilators/examiners or support can contact you if you happen to drop out of your Zoom meeting during the exam.

4. Make sure you have the **Zoom meeting ID** and **passcode** for the respective exam.

5. Make sure your front-facing camera/webcam is in good working condition.

6. If using a mobile phone, make sure you have **a way to mount the mobile phone**.
   You should position the second device at a side in order to have a clear view of your face, hands, the exam

device, and surrounding workspace.

7. Make sure your **devices are connected to power** so that they do not run out of battery during the exam.

8. **Participate in a mock test/exam** that your module facilitators might arrange. Use the same device(s) for the mock test that you will use for the exam.

9. If asked, *Allow the host to unmute you in any meeting scheduled by (name)?*, click **Allow**.
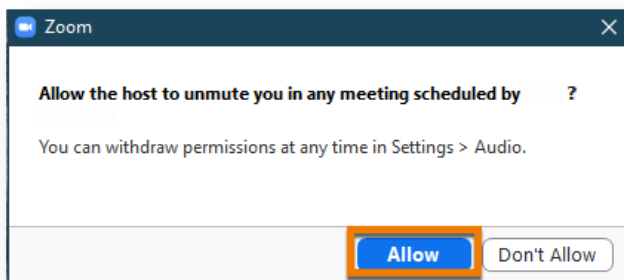
Exam day: before the exam

- Be early
- Log in to Zoom and Microsoft Teams
- Enter the meeting's waiting room
- In the meeting

Be early

1. Your examiner will provide the reporting time. Please be early and make sure you have everything you need for the exam.

Log in to Zoom and Microsoft Teams

On your second device:

1. Log in to **Zoom** *using SSO*.

2. Log in to **Microsoft Teams**, and set your status to **Available**.
   You can leave Microsoft Teams running in the background.

3. Make sure **notifications** for both apps are on. Make sure your **speaker volume is up**. You may want to mute notifications from other apps, so as not to distract you during the exam.

> ⚠ **No earphones or headsets allowed**
> You should not use earphones or a headset during the exam.

Enter the meeting's waiting room

1. Using the Zoom app, join the meeting using the provided meeting ID and passcode.

2. You will be placed in the meeting room.

3. Invigilators will check your display name against the student roster. Your display name must match the name in the roster (your name as in your matriculation card). If you are not being admitted, please leave the meeting, edit your display name (log in via SSO) to your official name, and rejoin the meeting.

4. Please be patient as the invigilator can only admit students into the meeting one person at a time.

In the meeting

1. If asked, *Allow the host to unmute you in any meeting scheduled by (name)?* click **Allow**.
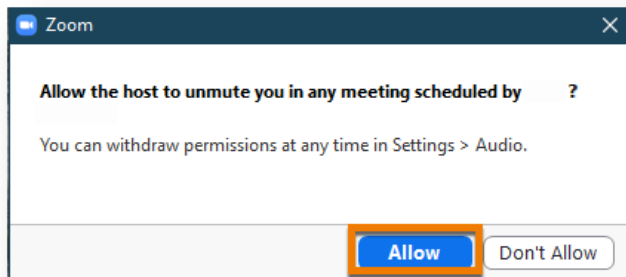
2. **Start video** so that the invigilator can see you.
3. **Show your matriculation card** or other identification document to verify your identity **when asked**.
4. **Keep video on during the exam** for proctoring.

Exam day: during the exam
- Technical assistance and issues
- Submission

Technical assistance and issues

1. If you need technical assistance:

a. **Raise your hand** physically and/or virtually in Zoom,
b. **Text chat in Zoom** with the invigilator about the issue,
c. If the invigilator cannot resolve the issue, **ask for permission to contact support** on Microsoft Teams,
d. Once they have given permission, **open Microsoft Teams and chat with Online Exam Support**.
   You will go off the webcam in Zoom, but this is ok as your invigilators would be aware that you are chatting with Online Exam Support.
e. Make sure you take a **still screenshot** or **screen recording** of the issue as evidence. Include the entire screen, not just a portion of the screen.

2. If your webcam view goes off:
   a. The invigilator will try to send a text chat to you in Zoom, or
   b. You might here an audio message from the invigilator saying that your webcam is off, or
   c. If both the text chat and audio message fail, they will try to contact you via Microsoft Teams.

3. If you get disconnected from Zoom (no longer in the meeting):
   a. The invigilator will try to contact you using Microsoft Teams.

Submission

1. Once you have submitted your answers, use the **green check mark** button in Zoom to indicate you have submitted so that invigilators can verify your submission.

2. You must remain in the Zoom meeting until the end of the exam, once the invigilator dismisses you.

No labels