Automated Proctoring Troubleshooting Guide

Having some trouble? Examity may have a simple fix. We've created this easy overview sheet to help guide you through our Automated Proctoring process. Good luck on your exam!

Browser Reminders:
- Acceptable browsers for Examity's Automated Proctoring solution are Google Chrome and Mozilla Firefox. *Please disable pop-up blocker and any ad blocker extensions or plugins.*
- Be sure you are not in private, incognito, or full-screen mode.
- Examity must open in a new tab after clicking the link in your LMS (Canvas, Blackboard, Moodle, Sakai, D2L) If it does not, right-click on the link and select "Open in a new tab."
- You must stay within the Examity window throughout your exam.
- If you are using macOS Catalina, you will need to allow Chrome to share your screen before you start your exam. Watch this short **tutorial video** to see how.

Internet Speed Reminder:
You'll need at least 2 Mbps of upload and download speed to complete your exam on Examity. Remember, you can check your internet speed by running the Computer System Requirements, **bit.ly/ExamityCheck**. Always run this check again right before you start your exam.

Would you like to see proctoring session in action? Check out our demonstration video: **bit.ly/ExamityAutoDemo**

Time Zone
- **Make sure your time zone is set to where you will be testing.**

  You may not be testing in the same time zone as your institution. This can cause confusion about when your exam takes place. To set your time zone, click the "My Profile" tab and where it says "Time Zone," select the one for the region you'll be testing in. Then press "Save." You can view your selected time zone at any point in the top right-hand corner of the Examity dashboard. Make sure your computer is set to the same time.

Authentication
- **During authentication, I navigated away from the Examity screen and now I'm stuck.**

  Close out of everything and attempt to reschedule your exam session. If you are unable to reschedule, please reach out to our support team.

For assistance, call **855-EXAMITY** (select option 1), email **support@examity.com** or chat directly with us through the Live Chat feature on the Examity dashboard.

To expedite your support inquiry, please have your exam ID or course name on hand.

Passwords

• **My password box disappeared.**

Click the Examity extension, located at the top of your browser, then select "Insert Password."

• **I clicked on the "Get Password" too early and now the button says "End Session."**

In the bottom right corner, it will say "Click here to re-enter your password." Press this on the password entry screen and it will populate.
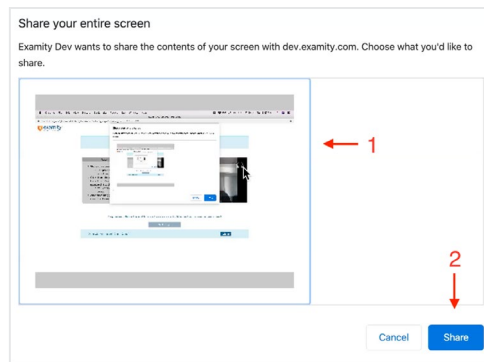
• **My password is not working.**

  - **Option 1:** Enter text into the box and delete it before selecting "Insert Password."
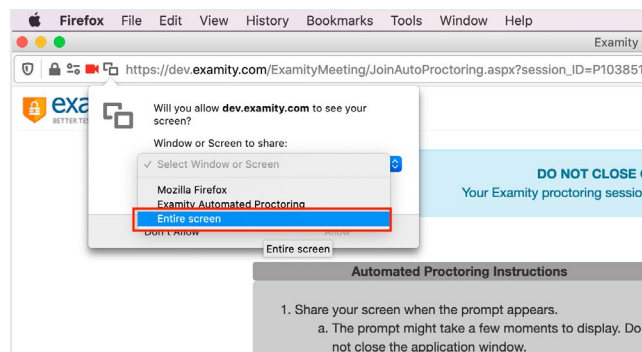 - **Option 2:** Once the password has pasted in, add a space then delete the space before submitting the password again.

Screenshare

• **In Chrome,** you must click the image of your screen first to enable the share button.

• **In Firefox,** make sure to select "Entire Screen" when prompted to share.

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• **My "Begin Exam" button isn't enabled.**
- Remember you must grant access to your webcam and microphone, and share your screen for this button to be enabled.
- Make sure your screen is not being shared by another application.
- For macOS Catalina users, you may need to "allow" your browser to record your screen through your Mac "Security and Privacy" setting. To enable this setting, go to your Mac's System Preferences, then Security & Privacy, then Screen Recording, and select the checkbox next to your browser (Google Chrome or Firefox). Once this has been enabled, please quit and restart your browser to ensure the settings are now properly installed. Watch this **short video** to see how.
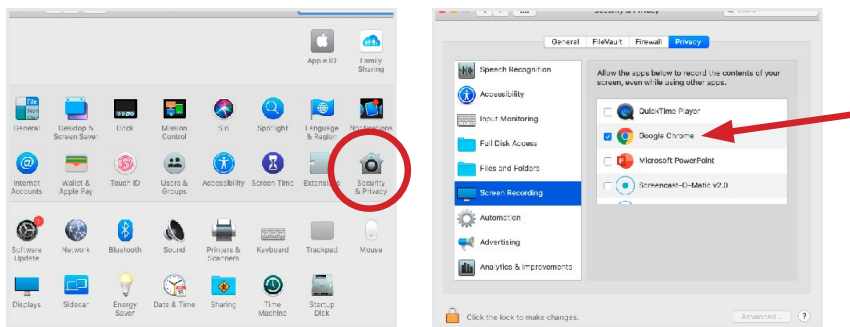
- Check that the extension is still installed by looking for the small orange lock icon at the top right of your browser (see image below.)
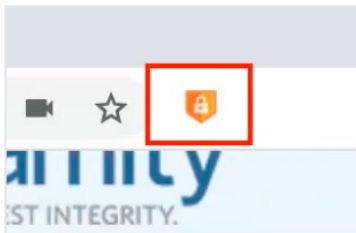
If you do not see the icon, you will need to install it manually. Please reference the links below to install:

Installation on Google Chrome: bit.ly/ExamityChrome
Installation on Mozilla Firefox: mzl.la/ExamityFirefox

• **I can't use other applications because my Examity screen is constantly appearing on top of all other applications.**
PC users: Open the Task Manager using Ctrl-Alt-Delete. Select the application you would like to use.

Mac users:
- **Option 1:** Use the Ctrl-Down Arrow to view all open windows and select your desired application
- **Option 2:** Right-click on the running browser icon on the dock (menu bar at the bottom of your screen), and select the tab with running exam. Then switch over to the desired running application.

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