ISO 27001 Certified — Information Security Management System

Test Taker

User Manual

Version: 02   Date: 28th Mar 2022

DIGIPROCTOR SUPPORT

Email: support.india@digiproctor.com
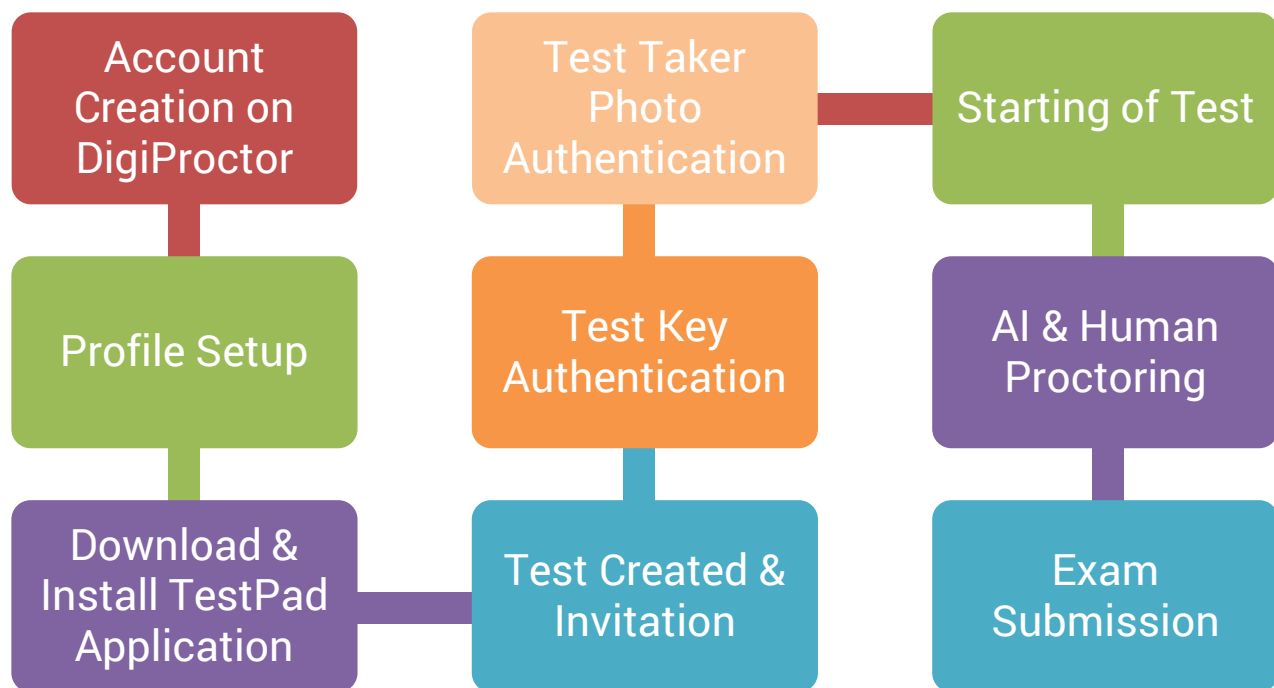
Phone: 08068944579

Subjects

❖ Introduction:

This Test Taker's Guide gives a step-by-step guidance on how to appear for a proctored test on DigiProctor. The guide covers the following areas:

1. Preparing for your Test on DigiProctor
2. Account Registration and Photo ID Verification
3. Download Test Taking application & mobile apps to take the test
4. Take the Mock Or Main Test
5. Actions taken by the Human Proctor/AI to deter aberrant behavior
6. FAQs related to Proctored test

Process Flow on DigiProctor:

Account Creation on DigiProctor	Test Taker Photo Authentication	Starting of Test
Profile Setup	Test Key Authentication	AI & Human Proctoring
Download & Install TestPad Application	Test Created & Invitation	Exam Submission

❖ Preparing for your Test on DigiProctor

<u>Communications for Test scheduled on DigiProctor:</u>

Option 1:

You will receive an SMS and/or an email with a link on your registered mobile number and email ID with logincredentials & URL.

- Click the email link to view your personal information and your exam schedule (time table containing the test name, date and time of test)

- 💡 **Tip:** If you do not find the email in your Inbox, check your Spam folder.

- Your examination schedule: This ensures that you are invited for the exams that you are supposed to be appearing for – any discrepancy must be reported to your examination body.

Option 2:

When your account gets created on DigiProctor - Login to the dashboard with your credentials and at the Left-hand side click on the Test Management tab where you can see all the tests scheduled for you, clicks on the test and you will be able to see the details of the test with the test key.

Test Setup or account/profile creation must be completed **<u>before the scheduled date of your examinations.</u>**

**This is a one-time activity.*

❖ Registration/Account Setup and Photo ID Verification

- Log into your DigiProctor account (with the details provided via an SMS and an email) via URLDigiProctor.com/html/login

DigiProctor info@digiproctor.com via amazonses.com
to me

digiproctor®

Dear Raja tyagi,

Your **test taker** account has been created on Digiproctor platform.

The login credentials are:

| Email ID	Password
raja.tyagi@cisocybersecurity.com	Bececix@457

You may login to your test taker account by clicking below URL or copying and pasting it in your browser. (Your browser should be Chrome above version 72)

https://digiproctor.com/html/login

At the login page, please enter the email-ID and Password shown above.

Click here to view Test Taker Guide and FAQs

- Click on **Take Snapshot** to upload your photo to setup your profile photograph **(one time activity).**

- This photo will be used to identify you every time you enter the test in DigiProctor.
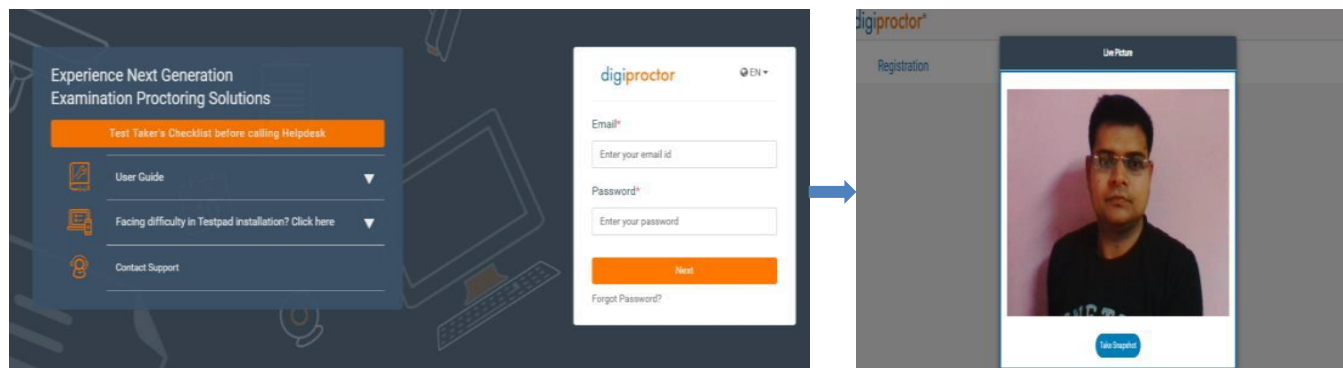
Tip: Alternatively you can setup your profile picture from TestPad/Web URL once exam get scheduled for you. Enter the Test key, if your profile picture was not updated yet, it will show error and display a button to create your profile, input your registered e-mail & update you profile picture with help of webcam.

Tip: If you face any difficulty in clicking your snapshot (picture) from your desktop/laptop (due to webcam not present or functional), then you can complete your registration process and ID verification from any android mobile device.

▶ How to login to your DigiProctor account?

Once you setup your account, you can view your Examination schedule (timetable containing test name, date, and time of test) on your personal dashboard.

❖ Download Test Taking application and mobile apps to take the test

Note: Download and install TestPad application to start the exam.

Incase Exam Device is Laptop/Desktop, Test can be given by two ways:

Option 1: TestPad Application (available to be doenload from DigiProctor Account)

Option 2: (Optional): Via web URL to be open in Google Chrome Browser of your device to give the test
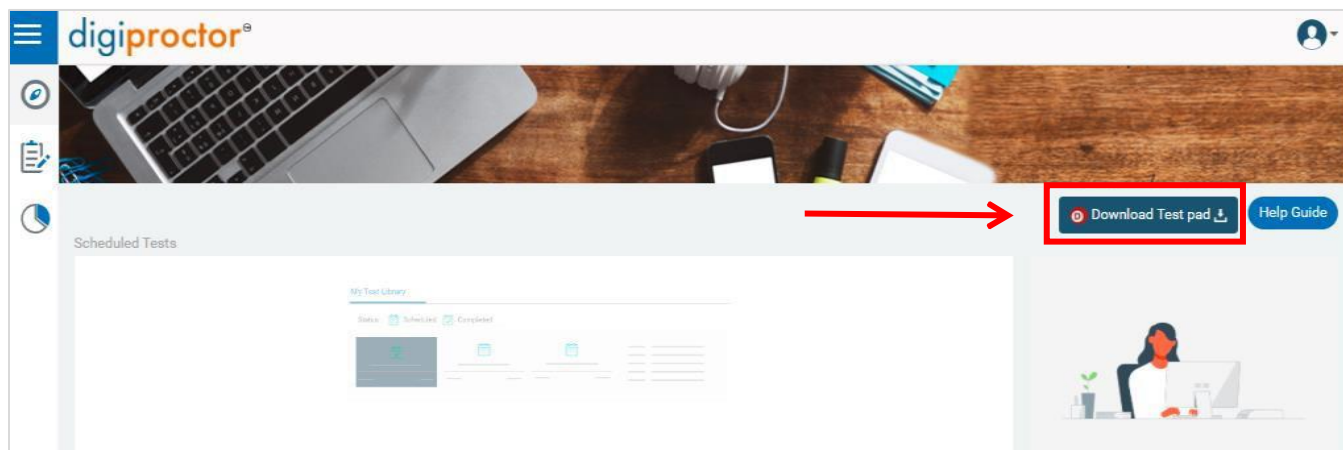
Option 1: Via TestPad Application

Once you are logged into your account, download the DigiProctor TestPad Application.

How to download TestPad: Click on the link in the email sent to you by DigiProctor and log into your account.

- You will reach your Dashboard
- Click on **Download TestPad** icon
- TestPad.exe file is downloaded into your system and install the application & desktop icon will becreated.
- To enter your test, you will always have to click on the TestPad icon on your desktop.

Note: DigiProctor will identify your device and download TestPad version which will be compatible with your device – it will automatically detect if you have a Windows or Mac machine.

The DigiProctor TestPad application and mobile Apps are periodically updated to improve user's experience.

▶ [How to download the DigiProctor TestPad for Windows ?](#)

▶ [How to download the DigiProctor TestPad for Mac OS ?](#)

Option 2: Via Web URL (Not available to all users)

If your organization/Examining body allowed/approved for Exam on Web Browser (Google Chrome V72 & Above only), you can start your exam directly on web URL (no need to install Testpad in this case). Below URL to be open in Google Chrome to start the Test:

https://digiproctor.org/html/start-test

Important Note: Web URL option will only work when it is approved by Examining Body, if any test is not allowed from web URL, you will get an error message that Test is not allowed from Web Browser. And follow the below steps to give the mock or Main test.

❖ Take the Mock Test

You shall be asked to appear for a mock test to prepare yourself for the final examination. In the mock tests, you will be taking a *live proctored test that simulates the actual test* for you to get a hands-on experience.

- Test will include different types of question and will make you familiar with test navigation & various functionality of test engine.
- Test will help you to learn how to use DigiProctor Upload Answer app for subjective questions
- DigiProctor will test the compatibility of devices -laptop/desktop and mobile – with application.

To give the mock test, copy the mock/setup Test Key & paste in TestPad/Web URL(Web URL work only if it is allowed by Admin) & start the mock test. Make sure your profile picture is already updated before starting the mock. * Note: Testpad can be downloaded from Your DigiProctor Account & Web URL will work if it is allowed by admin.

Important Points need to be checked during Mock:

- It is one of the step to verify your details, if found any mismatch update the same to examining body.
- Mock Test will check your camera & mic functioning, if it is not working you will not be able to enter to the test. If it is not working you have time before main to get it rectified.
- You must check all relevant functionality of the test application, like how to navigate to next/previous question/section, how to mark answers, how test window will appear, where is the calculator button is available, how to type subjective answer & how to upload hand written answer etc.

▶ [How to take a proctored test in DigiProctor using the Test Pad application?](#)

For the Final Examination

💡 **Tip:** You will received an e-mail or SMS on your registered mobile number (optional) informing that you have been invited to take a test with test schedule usually 1 day prior to Exam. On the day of your scheduled exam, log into your account. It's advisable to enter your test 15 min before the Start Time.

This is your test library under Test Management button 📝 . It will display details of all the tests scheduled for you by your institution.

- Test Name, Date and Time, and your Test Key
- Click on the test you wish to take and pick your Test Key (right-hand section)
- **Your Test Key is unique** for every test you take on DigiProctor (show below)
- Repeat this process before you enter your test.

FOR EXAMPLE: Let's click on the **Mock Test 02APR22**

- Your test is scheduled for 01:00 PM (IST) on the 2nd of April 2022
- On the right-hand side, you will see the details of your test and your unique Test Key
- Copy the **Test Key –** You can enter your test only with a <u>valid</u> Test Key.

If your Test Key is incorrect, the TestPad application will not allow you to proceed ahead and will display an error message. You can also pick the correct test key directly from the TestPad.

To give the Main test, copy the Main Test Key & paste in TestPad/Web URL(Web URL work only if it is allowed by Admin) & start the mock test. Make sure your profile picture is already updated before starting the mock. * Note: Testpad can be downloaded from Your DigiProctor Account & Web URL will work if it is allowed by admin.

How to get your Test Key when you have entered your Test with TestPad application)?

It's advisable to take your test on a laptop/desktop, only in case of any device or internet failure power outage **should you move your test to the DigiProctor Test Taking App (on mobile)**

Guidelines for selecting the right test environment to take a proctored test.

- Select a room that is free from noise, disturbance, or have people moving around.
- The location where you sit for the test must have a clear background behind you. The wall shouldnot have pictures, open windows with sunlight, or a strong source of light that can impede the camera from getting a clear image of you.
- You must be dressed appropriately since you would be monitored remotely.
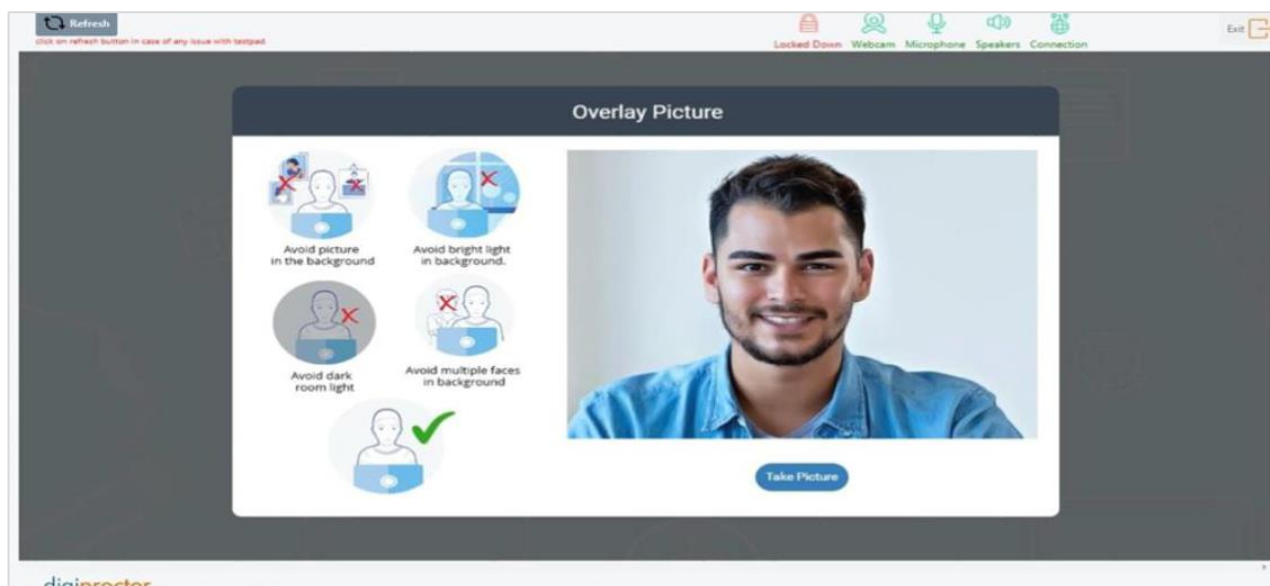

DigiProctor Test Pad will **first validate your Identity** by doing the face match with the photouploaded by you/your institution while registering you to take tests on DigiProctor.

- Take your photograph using your laptop's web camera
- This will be compared with your registered photo (uploaded during the time of registration)
- You will be allowed to enter your test only if your identity is validated
- If the faces in the two photos do not match, you will be automatically logged out from TestPad

OPTIONAL: There could be another ID verification before you enter the test (if your exam department has initiated the request for the same), follow the steps to enter your test.

Next, DigiProctor will automatically do a system check to ensure that all applications and devices required for the test are running and are in an active mode.
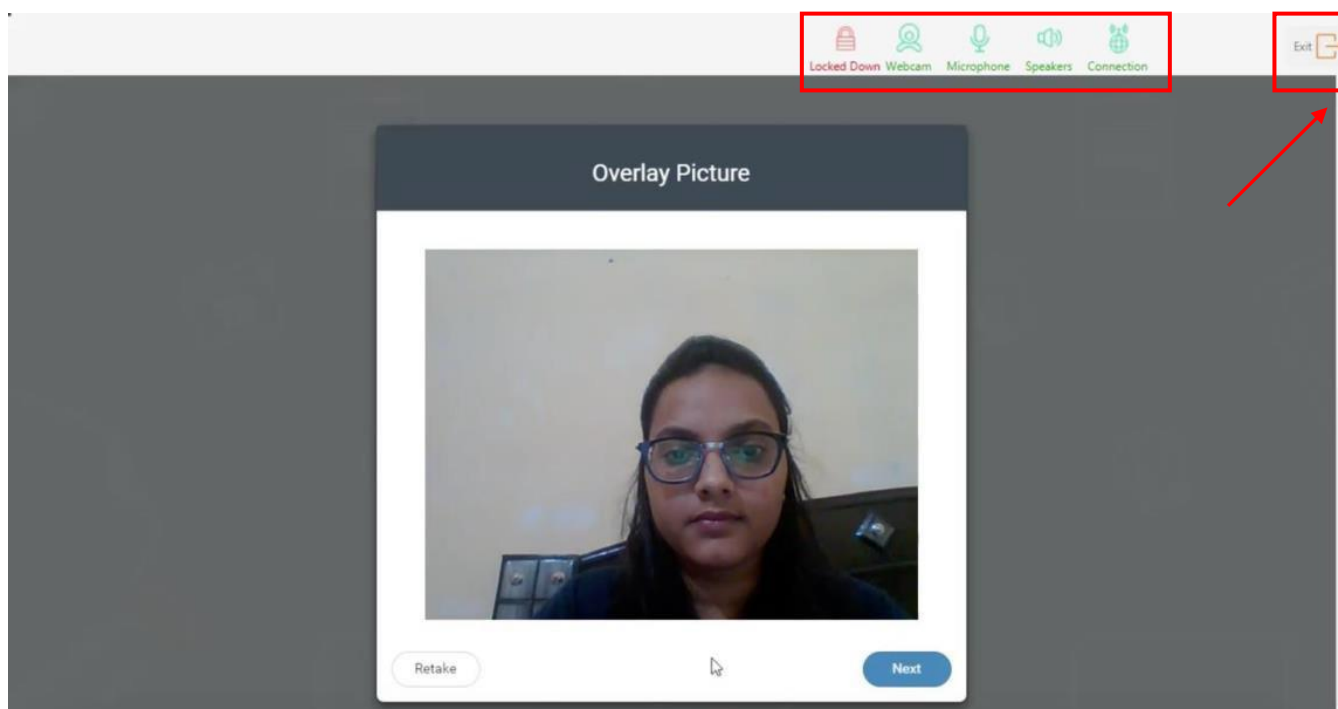
All Icons must be Green (shown in Red Box in the above screenshot)

- Look at the icons in the top bar of your test pad – **Webcam, Microphone, Speaker, and the Internet connection**

- The green icon indicates that their status is Active and Red icon means they are Inactive

- All applications must be in Active (Green) mode during the test. DigiProctor continuously checks their statuses and alerts you (icon turns red) if any system check fails.

- You must ensure that **all icons are always in Green** (active mode)

- As soon as you enter the test after taking your selfie, the first icon **Lockdown** also turns Green.

TestPad locks down your browser and kills any unnecessary application running on your system before you enter the test, you must read the Test Instructions very carefully.
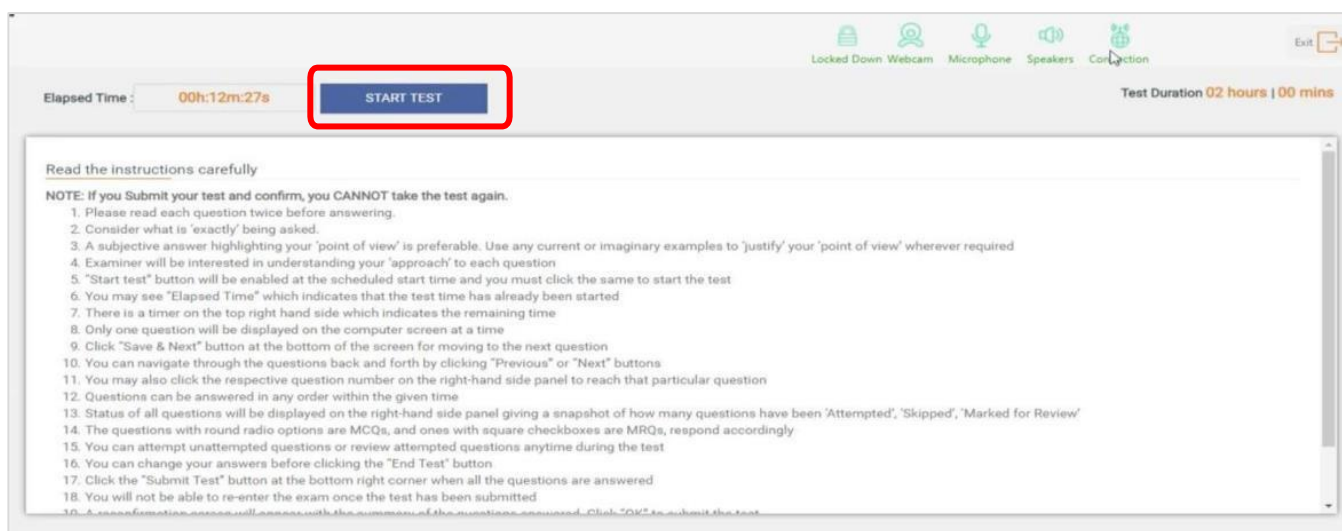
Now, check your Video & audio device functioning by recording a 3-5 second video and if

system found all OK will allow you to move to Instruction page.

Before you enter the test, you must read the **Test Instructions very carefully.**

Click START TEST button to start your test.

- If you have entered the test before the scheduled time then the Start Test button will not be active.
- The Start Test button becomes active (turns blue) at the (exact) scheduled time.
- Test Duration in displayed on the top right corner- the clock indicates how much time is left.

Tip: Test instructions are always available to you during your test. Click on "i" Button inside the test if you wish to read them during the test.

This is your TestPad where you will see the test questions. Test questions will appear one by one in the center of the TestPad.
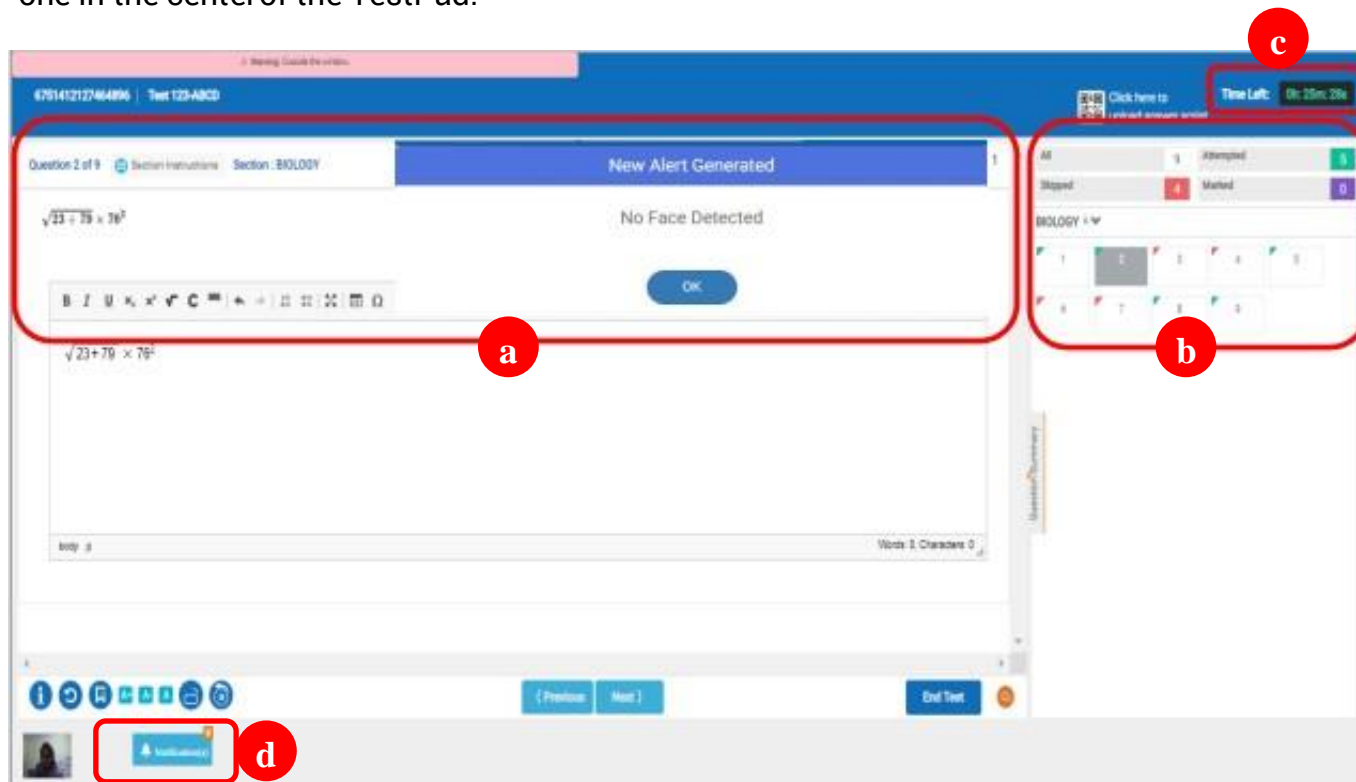
a. The TestPad engines **continuously monitor you and generate alerts for non-compliant behavior**.Alerts reduce the credibility of the test performance and may impact your results.

b. You can also go to any question with the help of the navigation bar

c. TestPad displays the **Test Time Remaining** for you to answer the question

d. **Notifications/Announcements:**
    The COE/Admin can send notifications/ broadcast messages to communicate with you during the test session. Your TestPad will display the number of notifications received that are waiting to be viewed.

During a live proctored test, human proctors (faculty members of your institution) are monitoring you. They can initiate actions like – Pause Test, Chat Session, Request a 360-degree test room scan, etc.
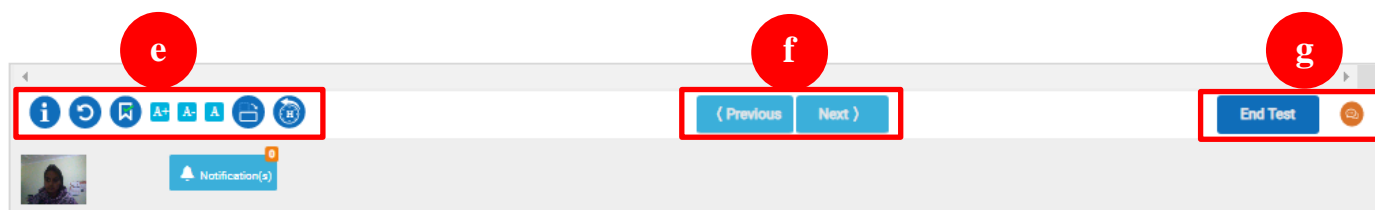
e. Group Action Buttons:

- **"i" Button** : Click "i" Button inside the test if you wish to read test instructions during the test.

- **Reset:** Click Reset to change your marked answers

- **Review**: Click Mark for Review, if you want to review this answer

- **A+/A-/A**: To change the font size of text content

- **Answer snapshot**: with help of this button in each subjective question, you will get the screenshot of typed answer on interval of every 2 minutes and you can restore the earlier answer at any time. As mentioned in below screenshot:

At any point of time, if you want to replace your current typed content to the earlier captured screenshot

of content, you have to click on Answer Snapshot button and then you will get all the answer screen shots captured with time stamp along with a button – Click here to insert to answer. If you click on this button your existing typed content will get replaced with the earlier one (as referred in below screenshot). This option can also be used wherein as a candidate you had mistakenly deleted the answer content, thus you will be able to restore your answer leveraging this.

Important Note: Answer Snapshot button is only available for Subjective Type Questions only.

f. **Previous/Next Navigation Buttons:** By clicking these buttons you can go to the previous /next question.

g. **End Test:** You can submit your test by clicking end test button. Once the exam get submitted it cannot be re-started.

You must comply with the test rules and guidelines. If you do not, then **Alerts will be generated on TestPad to prevent non-compliant behaviour during the test.**

Uploading Handwritten Answers during the test:

When exam is through TestPad: During the Test, to upload handwritten answers, click on the **QR Code icon/***Click here to start upload***button** on the Test pad. Now candidate will get 2 options to upload the handwritten answers as mentioned in below picture.

Option 1: *Through QR Code*
Option 2: *Through Test Key & URL* **upload.DigiProctor.com**
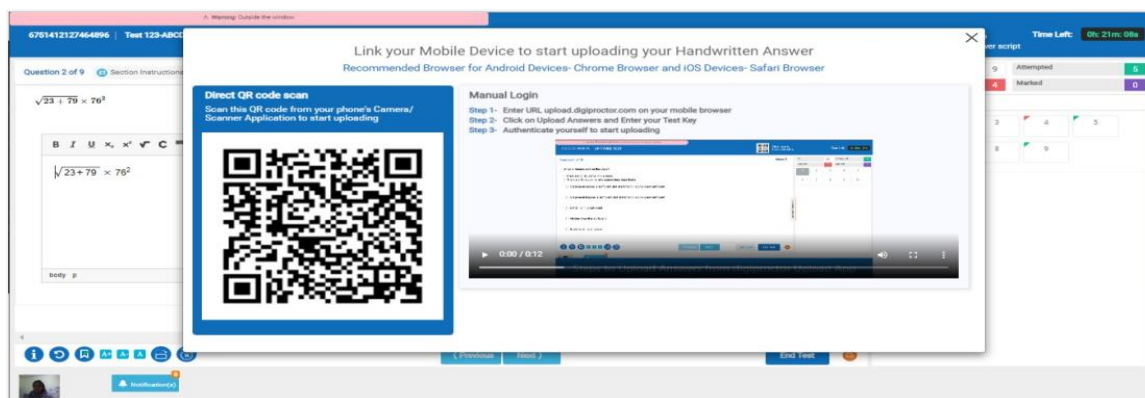
Option 2: **Through QR Code & Mobile Camera** Once candidate scan the QR code from his Mobile Camera, He will directly land to Question Details Page. Now TAP on **CLICK PICTURE button** to take Photos of handwritten answer one by one & Tap on **SEND Button** to upload them.
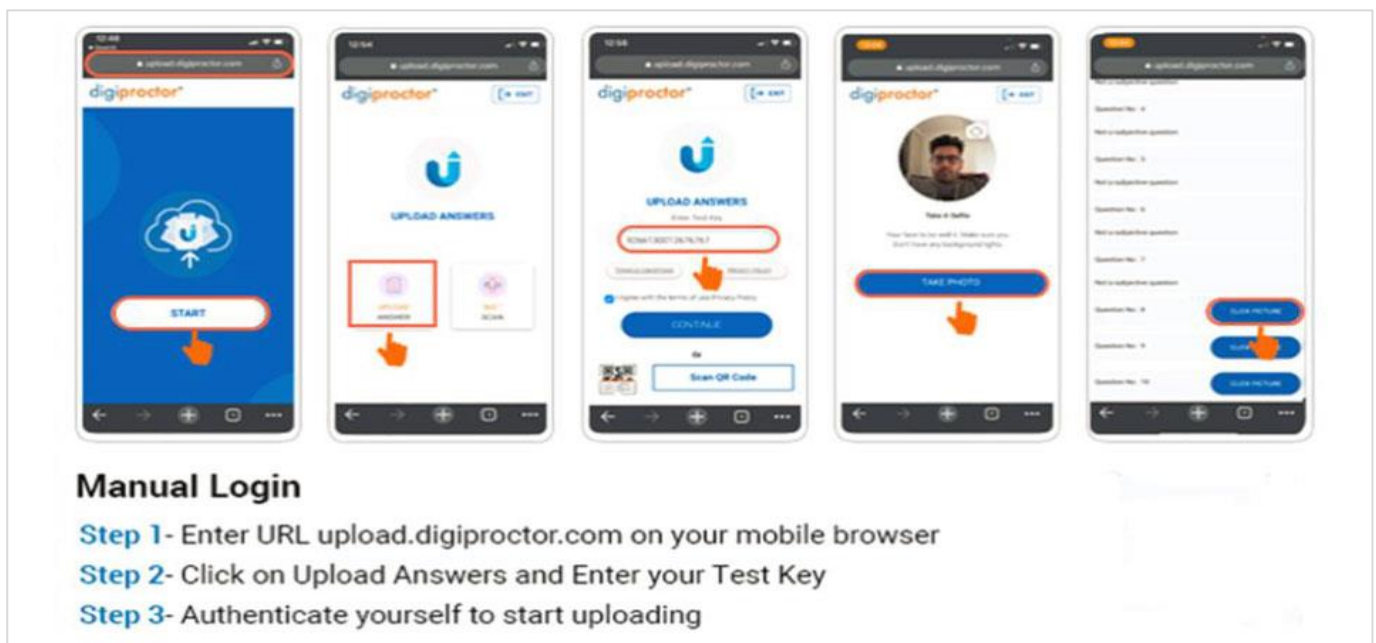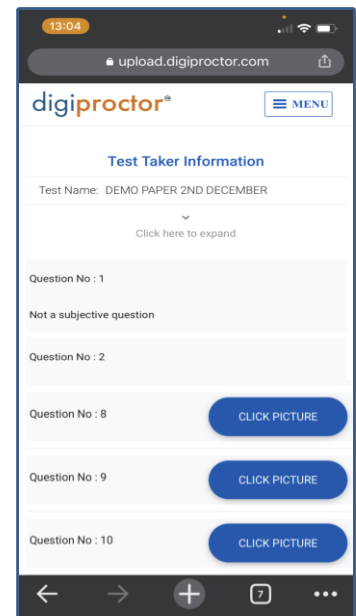
Option 2: Through Test Key & URL upload.DigiProctor.com Take your mobile phone and open Chrome (Android) and Safari (iOS) browser and type upload.DigiProctor.com and press enter. Tap on STAT Button > Tap on Upload Answer > Enter Your Test Key > Authenticate yourself with by capturing your photograph > Now TAP on CLICK PICTURE button to take photos of hand written answer one by one & Tap on SEND button to upload. As mentioned in below picture.

Manual Login

Step 1- Enter URL upload.digiproctor.com on your mobile browser

Step 2- Click on Upload Answers and Enter your Test Key

Step 3- Authenticate yourself to start uploading

▶ [How can I upload handwritten/hand drawn answers (of subjective questions) on my TestPad using the DigiProctor's (answer) Upload App?](#)

In case of Exam mode is through Mobile App: you will find an **Answer Screenshot** option below to question and you have to click on that, and it will ask for a photo capturing, click selfie and you will be redirected to paper where you will see a Click Picture option which. And follow the same procedure.
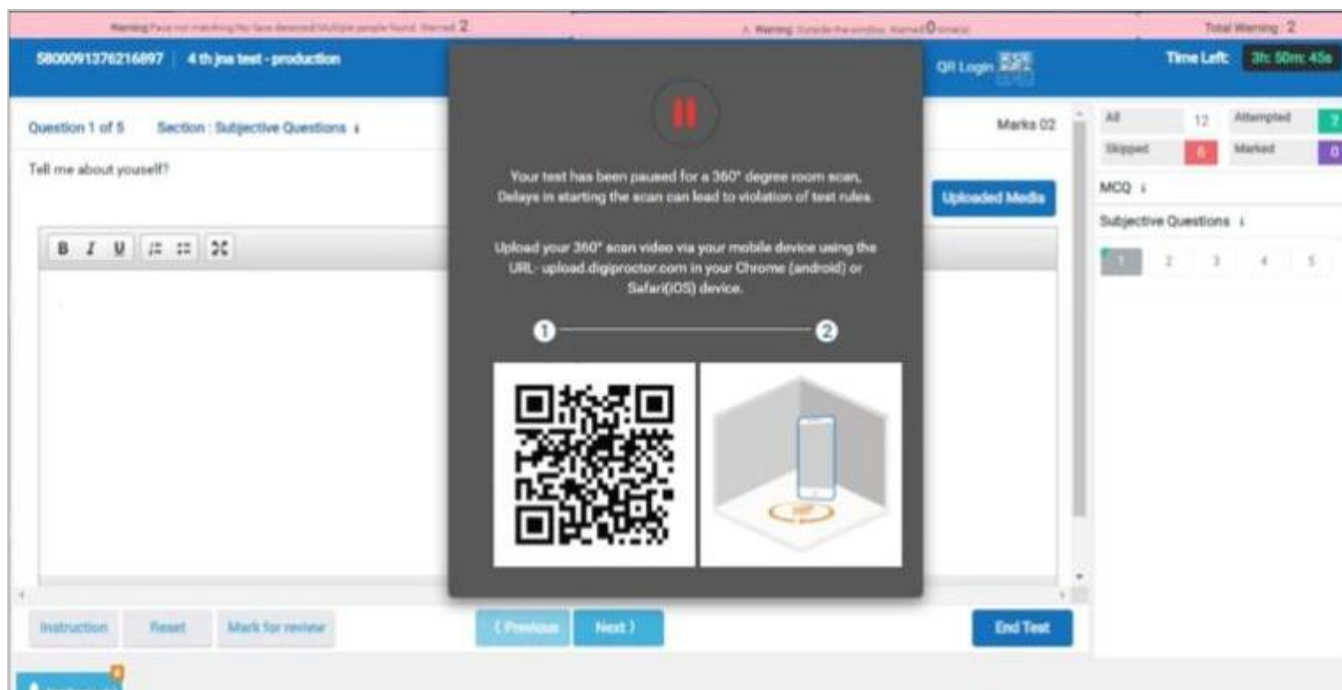
❖ Actions taken by the Human Proctor or AI to deter aberrant behavior

Proctor can initiates a 360 Degree Test Room Scan

Anytime during your test, the (human proctor) can request you to do a 360-degree test room scan. Open the URL: upload.digiproctor.com on chrome browser (android) Safari (iOS) or scan the QR code. Then click on the start button and after that a new screen will open with 2 Options (i) upload answers, (ii) 360 degree scan.

360 Scan via Mobile:

You need to click on the 360-scan option and after clicking on the option, automatically the back camera will open and place the camera in front of the QR code and once the QR code has been scanned, it will be redirected to another screen. Make a panorama view of his room and click on the send button.

360 Scan via Laptop/Desktop Camera:
In case, 360 scan is enabled through Laptop/Desktop only, then test taker have to move his/her Laptop/Desktop`s webcam to give panoramic view of surroundings.
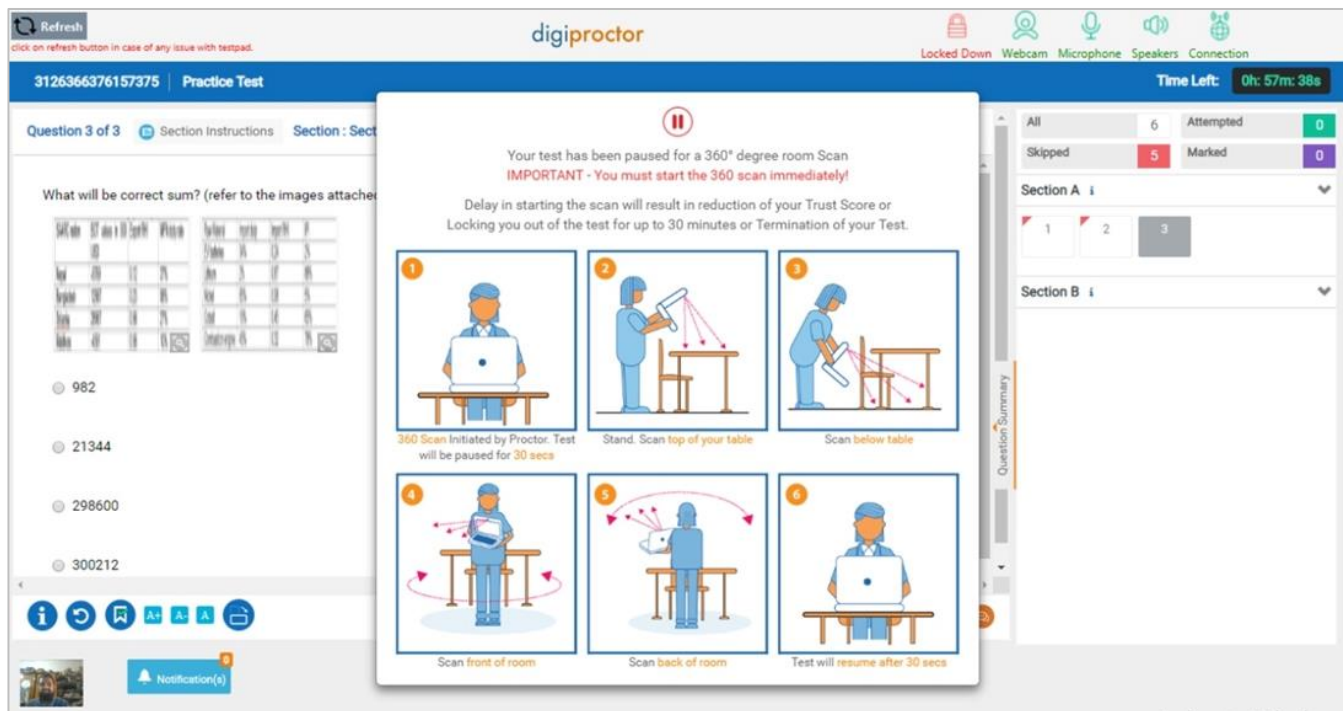
All the actions taken by the human proctor are recorded to create your test credibility profile – TheTrust Score.
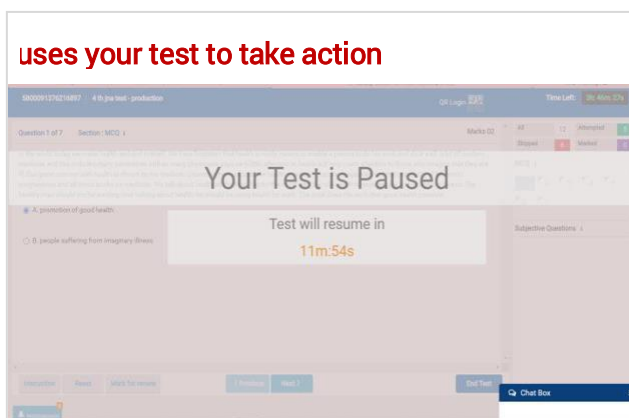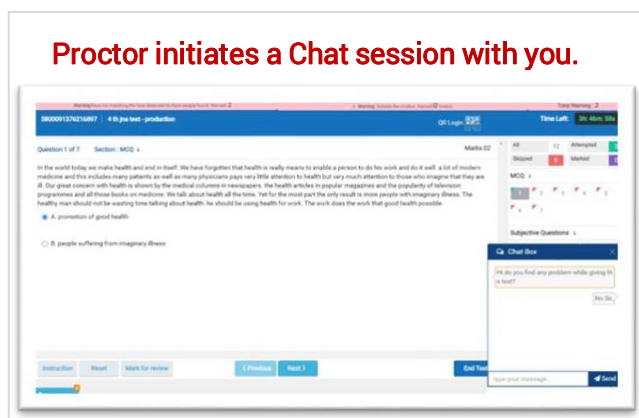
During the Test apart from Human Proctor, Artificial Intelligence (AI) is also monitoring your activities during the test & generate various alerts if found any aberrant Behavior. AI will generate alerts & reduce trust score automatically or can terminate the test if found below activities at Test Taker`s end:

Noise detected at Test Taker`s end

- Test Taker`s face is not present to Camera frame (Partially/fully)

- Multiple face are detected in Camera Frame

- Any non-permissible objects detected during the test
  Candidate close the Test window forcefully or try to navigate to move outside to test window intentionally

Rules and guidelines to take a proctored test on DigiProctor (read the FAQs)

The proctoring is done to monitor your behavior while you are taking the tests. This is done by using your webcam and mobile camera. These cameras are used to view your live streams and your environment during the test. The entire test session including everything that happens on your computer screen is recorded. Non- compliant behavior will reduce the credibility of your performance and impact your test results.

- You are continuously being monitored throughout the test for any non-permitted behavior and the entire test session is being recorded.

- All non-permitted behavioral patterns are automatically detected and recorded using Artificial intelligence algorithms and also by visual monitoring by human invigilators (remote proctors)

- Alerts and warnings will be issued and displayed on your TestPad if you break any test rule.

- Non-compliance can even result in the termination of the test (from remote)

- The Admin of your institution can take stringent action leading to the nullification of the result.

Remember DigiProctor has already taken your consent to use your camera and microphone to monitor you when you enter the test.

Click on DigiProctor Test Taking mobile app (on your mobile device) to enter the test. Enter your test key and hold the device in <u>an upright position so that your mobile camera can monitor you</u>.

Videos for DigiProctor Accounts and their Setup

▶ What are DigiProctor accounts and how to use them (Part-1)

https://www.youtube.com/watch?v=6I4neJoMgfc&t=5s

▶ How to Login into your Account? How to Reset your Password? (Part-2)

https://www.youtube.com/watch?v=sL22zqaj-QY

▶ How to set up Profile Photo in DigiProctor accounts? (Part-3)

https://www.youtube.com/watch?v=fPZyKDVlMFY&t=1s

Videos for Taking the Test

▶ How to start a proctored test in DigiProctor

https://www.youtube.com/watch?v=8het2-Q7oz4

▶ Test Window Overview- all functionalities

https://www.youtube.com/watch?v=72T_tL225vo&t=72s

❖ FAQs

➤ **Basic requirements to give Test on DigiProctor**

As a test taker, you must ensure availability of the following to ensure a smooth test process:

- Laptop/ Desktop with working Web camera & Microphone.
- Google Chrome browser (> v86) for setting up profile and take the test (if permitted)
- Stable internet connection throughout the exam (512kbps upload speed)
- DigiProctor TestPad Application: You must have the latest version of TestPad in your machine
- Isolated/ Noise free environment to take the exam
- List of supported Operating Systems for the DigiProctor Test Applications

Device	Operating System	Compatible Versions
Laptop	Windows OS	8 and above
Laptop	Mac OS	Mac OS Catalina and above
Mobile Phone	Android	V9 and above
Mobile Phone	iPhone	iOS 12 and above

➤ **I am not able to install the DigiProctor TestPad?**

If you are facing issues in installing the DigiProctor application, then follow the step-by-step guidelines to install the DigiProctor TestPad: https://digiproctor.com/html/login. Visit **Facing difficulty in TestPad installation? Click here > Test Pad for windows** After clicking on TestPad for Windows check the windows version from the above green line and download TestPad installer file (64or 32 Bit) and try to install the TestPad. After installation, the TestPad runs, and you are good to go.

If the installer file does not work then, download TestPad-64-bit zip or TestPad-32-bit zip. Extract the zipfile and there you will see a DigiProctor TestPad icon on which you need to click and the TestPad will run directly.

➢ **How to create a Profile in DigiProctor?**

To create a profile, students will receive an email from our end which will contain email id and passwordand the following URL **digiproctor.com/html/login**. The student needs to go to the link and enter the email id and password. After entering, the student needs to give permission to the camera on the site and click two clear images and after that he will be redirected to the dashboard. Once a student is at thedashboard that means the profile has been created.

Refer video link: [How to set up Profile Photo in DigiProctor accounts? (Part-3)](#)

**This is a one-time process which needs to be done. Once it's completed next time the student canlogin into the test directly with the test key.

➢ **What is a Test Key?**

Test Key is a unique 16-digit number to enter the test. Each test will always have a unique Test Key.

- Login to your DigiProctor account.
- Go to the 2nd tab - Test management.
- Collect your Test Key

Alternatively, you can collect your test key inside the test by inputting your registered email ID withDigiProctor and password.

➢ **Getting error Test is not allowed on Web Browser/Mobile App?**

When a Test is allowed only through Laptop/Desktop`s TestPad application & test taker tried to give gove via web URL or mobile app, he will get error that Test is not allowed from Web URL/Mobile App.

➢ **How to take a 360-degree view?**

Step1: -   Open the URL: upload.digiproctor.com on chrome browser (android) Safari (iOS).

Step 2: -   Once the student enters the URL and presses enter a new screen will open in blue color, click on the start button and after that a new screen will open with 2 Options (i) upload answers, (ii) 360 degree scan. Students need to click on the 360 scan option and after clicking on the option, automatically the back camera will open and place the camera in front of the Bar code and once the bar code has been scanned, it will be redirected to another screen.

Step 3:   Make a panorama view of his room and click on the send button.

➢ **Why am I not allowed to continue with my test?**

For an uninterrupted test experience, you must ensure that all the Five Icons placed on the top right sidebar of your TestPad are always Green (active mode). You might not be able to continue with your test and will be exited out:

a.   If your webcam is not found or it is not working properly

b.   If your microphone is not found or it is not working properly

c.   If you did not give permissions to the DigiProctor application to use the camera and/or microphone when you installed it.

d.   If your internet connection fails

e.   If you clicked on the Exit button (by mistake)

➢ **Can I use an external webcam during the test?**

Regardless of whether the camera is internal or external, the test taker needs to ensure that there is a working webcam available on the test taking device. **DigiProctor will use your default camera** – The testset activity will test your camera before you enter the test.

➢ **What will happen to my test during internet disconnection?**

In case you are facing internet disconnection, the TestPad will pause your test and wait until the internet connection is available again. Answers submitted by you have been saved and you will re-enter the test from where you got disconnected. **Ensure that your internet connection is stable during the test.**

➢ **My TestPad crashed in middle of the test. What should I do?**

If your TestPad application has crashed in the middle of your test then click on the "Refresh" button. If you are still not able to restart your test then you should close the TestPad application, re-launch it (openit again), and enter the same Test Key to resume your test. The questions you submitted before the TestPad application crashed have been saved.

➢ **How is an online proctored test conducted?**

The online tests are remotely proctored (invigilated) by professors and staff of the university to ensure itis being conducted fairly. The proctoring is done by monitoring students during the tests by using their webcam and mobile camera. These cameras are used to stream live the student and their environment during the test. The entire test session including everything that happens on the student's screen is recorded.

The proctors can remotely pause or terminate a student's test if needed. The proctoring is done to preventunfair practices during the conduct of the test.

➢ **What is non-permitted behavior during a Proctored Test? What guidelines should I follow to complywith test rules?**

For fair conduct of the test, certain actions will not be permitted during the test:
- You must not move out of your webcam coverage
- Talk on your mobile phone, smart watch or any other communication device
- Talk with someone present in the room
- Read a question out aloud or make lip movements
- Repeatedly look down or away from your device screen
- Moving out of the TestPad screen (if you try to navigate away from the TestPad)
- Intentionally switching off laptop microphone or camera
- Use proxies or unauthorized assistance to take your test

If any aberration is detected, the proctor can remotely pause your test, chat with you, or terminate yourtest. Every instance of non-permitted behavior detected would the credibility of your test performance.

➢ **If I am taking my test on the TestPad (web-based application) and I have to switch to the DigiProctorTestTaking (mobile) app, what will happen to the answers to the questions I have already submitted?**

DigiProctor TestPad application is seamlessly integrated with the DigiProctor Test-taking (mobile) app. If there is a power cut or low internet connectivity, you can switch to the test-taking app and restart the test.

- Your test will start from where you got disconnected – there is no time (and data) loss.

- With a mobile-based test app, you can take full-featured proctored & non-proctored onlinetests in any format (MCQ/MRQ and Subjective with text, audio, video & image-based questions).