SPAHP ONLINE PROCTORING HANDBOOK

Examity is the online live video proctoring application used for all proctoring of high-stakes exams in the School of Pharmacy and Health Professions. Please follow the instructions below to assure a positive proctoring event and contact the Office of eLearning and Academic Technologies (OLAT) Exam Management Team at SPAHPproctoring@creighton.edu with any questions.

PRIOR TO ANY EXAM

Prior to taking any exams you should establish an appropriate space to take your exam. For more information on study strategies go to http://spahp.creighton.edu/departments-offices/academic-and-student-affairs/academic-support/study-strategies

Exam Processes and Requirements

- During the exam proctoring session, you will need to be in a quiet location with consistent, reliable, robust Internet, power and free of interruptions (pets, family members, etc.). Most students take their exams in their home, however other locations fitting the requirements may be used.

- Your computer must be plugged into a power source, not running from the battery. It is also recommended that your computer battery be fully charged prior to your exam session so if power is interrupted you will maintain exam and proctor access.

- You must have a strong Internet connection.
  - 3.0 Mbps upload and download speed is the School’s minimal Internet requirement for enrollment in the distance pathways (http://spahp.creighton.edu/departments-offices/office-elearning-and-academic-technologies/resources/minimum-system-requirements).
  - OLAT suggests using http://www.speedtest.net to test a network ahead of time in the location used for your exam. Please contact the OLAT Service Desk at 800.325.2830 option 4 with questions.
  - Assure that you are the only person using the Internet at home – this includes stopping Netflix, online streaming games and/or movies, etc. Other high-bandwidth Internet users in your home will weaken the robustness of your connection.

- You will be required to scan the room and your workspace area with your webcam as instructed by the proctor. A plastic sleeve with white paper inside will be used to reflect your keyboard and monitor. The proctor will ask you to clear all nearby items on your work surface before starting the exam such as notes, papers, etc. Your work area/space includes your work surface (table, desk, counter, etc.) plus the area around and under your work surface and seating area.

SETTING UP YOUR EXAMITY PROFILE AND SCHEDULING YOUR EXAMS

1. Set up your profile: this is done only once and must be completed prior to your first exam appointment.
a. You will need to upload a picture of your Creighton Student ID or government issued photo ID (driver’s license) so save a photo prior to setting up your profile. **You will show this ID to the proctor each time you start an exam.**

b. Go to [https://prod.examity.com/creighton](https://prod.examity.com/creighton) you will see your Examity dashboard from which you will schedule and start all your exams.

c. Your log in credentials are:

   i. **Your netID@creighton.edu** (i.e. abc12345@creighton.edu) and password is password$ as your temporary password. You will be asked to create a unique password at your initial login. Remember this password as you will use it every time you log into Examity.

d. Create your profile by clicking on the “My Profile” tab:

   i. Upload a photo of a government-issued picture ID (your driver's license) or Creighton ID. This ID will need to be used every time to take a test for verification purposes. Personal photos are not acceptable.

   ii. **Update your local time zone.**

   iii. Create 3 unique security questions. **You will need to know the answers to your security questions each time you log into Examity.** Failure to answer the security questions correctly will result in not being able to take the exam at the scheduled time.

   iv. You will be prompted to type in your name for biometric keystroke recognition.

e. Log back into [https://prod.examity.com/creighton](https://prod.examity.com/creighton) to verify your profile settings.

2. **Scheduling appointments**

   a. Students will be notified when exam schedules are posted. Appointment time slots have ample capacity, but like all other appointments, the earlier that appointments are made, the more time choices. Appointments are made on the hour and half hour unless otherwise indicated and are first come/first served. **Recommendation: Appointments for all exams should be made within a week of the exam schedule posting.**

   b. **Appointments must be rescheduled more than 24 hours in advance to avoid extra fees.** Appointments needing to be scheduled less than 24 hours in advance are scheduled using the On Demand feature. The On Demand fee and proctoring session fee are paid by the student via credit card.

3. **When you are ready to schedule an exam, click “Schedule Exam”** on your dashboard or on the top navigation bar. For the exam you wish to schedule:

   a. Select the Instructor’s name.

   b. Select the course.

   c. Select the exam.

   d. You will see a calendar, and in the top right-hand side of the screen, a button that says “On-Demand Scheduling.” If you are scheduling your test more than 24 hours in advance, you can just select from the date and time slots open. If you are rescheduling it less than 24 hours in
advance, make sure the on-demand option is enabled. Note that additional fees will apply if you enable on-demand scheduling.

e. You will receive an email from Examity confirming your appointments. Double check the date, the time and the time zone and make adjustments as needed at that time.

4. Canceling or rescheduling an appointment

a. If you need to reschedule your exam appointment, you may do so by clicking the reschedule/cancel link on the navigation bar or dashboard, and then selecting the exam you would like to change.

   i. Appointments canceled up to 24 hours in advance do not incur a charge.

   ii. If appointments are canceled less than 24 hours in advance the proctoring fee is payable by the student when you reschedule.

5. No shows

a. Failure to keep an appointment will result in having to use the On Demand feature to reschedule within the exam window. The student will be responsible for the On Demand fee as well as the additional proctoring session fee since the School has already incurred the initial scheduled appointment expense.

6. Phones

a. Phones cannot be used during exams, however the phone with the number you provided in your profile should be facedown and nearby. If there is a technical issue during an exam the proctor may call you in order to resolve the problem. If your phone rings during an exam, ask the proctor if they are still in the session with you. If they do not answer, answer your phone.

7. Wallpaper pictures

a. Your proctor will be viewing your screen so do not have anything open or as a wallpaper image you are not willing have visible to others.

THE DAY AND TIME OF THE EXAM

1. Prior to starting an exam appointment with Examity
a. Restart your computer the evening prior to your appointment to assure pending updates have installed.

b. **Be sure your pop-up blocker is set to allow these exceptions.** This only needs to be done once. If needed, call the OLAT Service Desk for assistance.
   
i. [https://test.examity.com](https://test.examity.com)
   
ii. [https://prod.examity.com](https://prod.examity.com)

c. Download your exam in SofTest prior to starting your appointment.

2. **Starting the Examity appointment: Refer to FAQs for detailed information**

a. **Gather all needed supplies** allowed by the instructor such as plastic sleeves used for scratch paper, dry erase markers, paper towel/Kleenex for erasing, calculator, etc. and place them on your workspace. Once your session begins you will not be able to leave or get up to gather forgotten items.

b. **One clean dry erase sleeve with white paper inside will be required prior to logging into every proctored session.** As part of the authentication process for every exam, the certified proctor will ask the student to use one clean dry erase sleeve to reflect the computer screen, keyboard and work space. Once the proctor has verified the computer work space, the dry erase sleeve should be set aside and will not be allowed to be used unless scratch paper is allowed.
   
i. If your instructor requires scratch paper to be returned, you will receive directions from the instructor. Please remember to have pencils and the return envelope ready before you start your exam session. The proctor will ask you to see the sheet(s) to verify they are free of additional writing before starting the exam.
   
ii. Upon exiting the exam, the proctor will verify inserting the sheet(s) into the Creighton-provided envelope, sealing and signing the envelope seal.

c. **Close out of all other programs including Outlook, Skype, and Sticky Notes etc.**

d. Just prior to your appointment time log in at [https://prod.examity.com/creighton](https://prod.examity.com/creighton) with your netID@creighton.edu and your unique password.
   
i. If you cannot take your exam at the scheduled time due to your own inability to remember and enter your security responses, you will have to re-schedule the exam appointment using the On Demand scheduling feature. You will be responsible for paying the On Demand fee as well the additional proctoring fee via credit card at the time of the rescheduling. This cost is not reimbursable.

e. **Choose "Begin scheduled Exam"** and select your exam.
   
i. You may log into your proctoring session no more than 15 minutes prior to the start of the appointment time. However, the proctor may not connect with you immediately as the proctor has up to 15 minutes after your appointment time to start your session. Example: Appointment time is 11:00 AM – student may log in at 10:45 AM, however the proctor has until 11:15 AM to start your session.
ii. **If the proctor does not connect with you within 15 minutes after your original appointment time,** stay in the session but call the OLAT Service Desk at 800-325-2830 option 4 OLAT will check with Examity to see if there is an issue.

f. The web cam will turn on automatically and a light will indicate that it is on.

g. It is helpful to wear a headset/earbuds during the authentication process as it makes it easier to hear the proctor’s questions. They will need to be removed and unplug them once the exam starts.

h. The proctor will walk you through the test authentication process, which includes:
   i. verifying your identity with the ID scanned into the system,
   ii. agreeing with the exam rules (this may include showing any supplemental materials allowed by the Instructor, such as calculator, formula sheet, etc.),
   iii. using the dry-erase sleeve to reflect the computer screen and keyboard,
   iv. scanning your work area/desk,
   v. answering your security questions, keystroke biometric verification and checking the User Agreements.

3. **Starting the Exam**
   a. Once the verification process is complete the proctor will instruct you to start your exam.
   b. Double click the SofTest icon on the desktop to start your exam as usual.
   c. **Your proctor will ask to take control of the keyboard and will enter the password for you – you will not be entering the exam beginning password.** Once this is complete, the proctor will ask the student to resume control of your keyboard.
   d. Proceed with the exam.

4. **Exiting the exam**
   a. Once finished with the exam, Exit/Save the exam.
   b. Before exiting the Examity session the proctor will request a rescan of your desktop area and verification all dry erase sheets have been wiped clean.
   c. If the green successful upload confirmation screen does not appear, let the proctor know you will contact OLAT for assistance.
   d. If your exam answers do not upload to ExamSoft, you will not be required to take the exam again because your answers are saved on your computer.
      i. Try closing SofTest then double clicking on the icon again as this usually submits the exam.
      ii. **If that did not work, log into ExamSoft’s Manual Upload site at [https://www.examsoft.com/dotnet/examtakers/manup.aspx](https://www.examsoft.com/dotnet/examtakers/manup.aspx) and follow the instructions for a manual upload.**
iii. If this fails, you will need to contact the OLAT Service Desk for assistance at 800.325.2830 option 4.

e. Follow the proctor's instructions related to scratch paper prior to exiting the exam. You will either erase the plastic dry erase sleeve(s) or seal the scratch paper in a Creighton issued self-addressed and stamped envelope to be mailed back via US mail.

5. Technology issues during the exam

a. In the rare instance of a technical issue pause your exam. In most instances, your proctor will speak to you via the proctor session or will call you at the number you entered into your Examity profile. If your phone rings during an exam, ask the proctor if they are still in the session with you. If they do not answer, answer your phone.

b. The proctor will instruct you on how to proceed with any trouble shooting needed. Please follow their instructions. Exams given in SofTest and proctored by Examity have the option to have the exam timer paused during troubleshooting.

6. If you need to restart your computer while in the middle of an exam

a. Be sure your proctor knows you will be restarting.

b. Ask the proctor for instructions on how to reconnect to the Examity session after the restart is complete.

c. Restart your Examity session following the instructions given by the proctor. If the SofTest “Return to Exam” window opens before you have reconnecte to Examity, ignore the window until your proctor has rejoined you.

d. Once back in Examity, if you restarted your computer wait for SofTest to restart. This will take 3 to 5 minutes. You may see a blank white window – just wait it out. If after 5 minutes the “Return to Exam” window does not appear, double click the SofTest icon. If you did not restart, double click the SofTest icon to resume the exam.

e. When presented with the “Return to Exam” window click “Return to Exam”.

f. Reopen SofTest to full screen and resume. The exam will resume at the last save point. Up to one minute of answers may be lost, but you will not lose any time.

7. If you need an excused absence on the day of the exam

a. Please follow the procedures indicated in the course syllabus, such as notifying your instructor, filing a STARS report with OASA at [http://spahp.creighton.edu/departments-offices/academic-and-student-affairs/academic-support/student-resources/peer-alert-and-canceling-your-Examity-appointment](http://spahp.creighton.edu/departments-offices/academic-and-student-affairs/academic-support/student-resources/peer-alert-and-canceling-your-Examity-appointment).