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## EXAMITY® ONLINE PROCTORING HANDBOOK

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Examity® is the online live video proctoring solution used at Creighton for high-stakes exams. Please follow the instructions below, including Appendices 1 and 2, to ensure a positive proctoring event. Adherence to the procedures outlined in the Examity® Online Proctoring Handbook protects both the integrity of the exam process and you, the exam taker. Failure to follow these procedures may result in a charge of academic misconduct. It is the responsibility of the student to meet and maintain all technology and Examity requirements (see Appendices 1 and 2).

**What happens if I don't meet the expected Technology Requirements?** The University Technology Requirements are in place to ensure that students can optimally participate in all elements of their program. Students are expected to maintain these requirements throughout their entire enrollment. Academic consequences may result from a failure to meet technology requirements. Repeated instances of failure to meet or maintain Technology Requirements will be referred to your program's administration.

### STEP 1: SET UP YOUR EXAMITY PROFILE

*Set up your profile: this is done only once and must be completed prior to your first exam appointment.*

1. Go to <https://prod.examity.com/creighton>. You will see your Examity dashboard – this is where you will schedule and start all your exams.
2. Your log in credentials are: Your [netID@creighton.edu](mailto: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.
3. **Click on the “My Profile” tab and**
  - **Upload a full-sized photo of your US government-issued photo ID (your driver's license) or Creighton ID.** This ID will need to be used every time for verification purposes. Personal photos are not acceptable.
  - **Update your local time zone.**
  - Create three (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.
  - You will be prompted to type in your name for biometric keystroke recognition.
4. Log out and back into <https://prod.examity.com/creighton> to verify your profile settings.

### STEP 2: SCHEDULING YOUR EXAMS

**NOTE:** Students will be notified when exam schedules are posted. Appointments are made on the hour and half hour unless otherwise indicated and are first-come/first-served. Appointments for all exams should be made within a week after the exam schedule has been posted. Check the course syllabus for any exam appointment restrictions. All date/time restrictions are in Central Time (CT) so adjust accordingly if needed.

1. **When you are ready to schedule an exam proctoring session, log into Examity and click “Schedule Exam”.**
  - Select the Instructor's name, course and exam and select from the date and available time slots.
  - You will receive an email from Examity confirming your appointments. Double-check the date, the time and the time zone and adjust as needed at that time.

- **Less than 24 hours in advance and rescheduled appointments:** All appointments must be made more than 24 hours in advance to avoid extra fees. Appointments scheduled less than 24 hours in advance will use “On-Demand Scheduling.” The On-Demand fee is paid by the student via credit card at the time of scheduling.
- **No shows:** 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 program has already incurred the initial scheduled appointment expense.

### STEP 3: PRIOR TO EXAM

When determining an optimal place for taking an Examity proctored exam, there are several required factors. Since all exams are proctored online by Examity, not at a physical site, this opens the possibility for additional exam locations outside your home. **Note: Creighton will not provide reimbursement for locations charging a fee.**

#### BEFORE YOU START YOUR PROCTORING SESSION

- ✓ **Restart your computer** prior to every exam appointment to assure pending updates have installed.
- ✓ **Secure a reliable Internet connection of at least 3.0 Mbps upload and download speed.** In your location, go to <http://www.speedtest.net> to do a speed test.
  - Assure that you are the only person using the Internet at home during the exam – this includes stopping online streaming games and/or media, etc.
- ✓ **Locate a quiet space** where you are **not interrupted** and **free from clutter**.
  - The proctor will guide you through a **room scan using the webcam**. 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.
- ✓ **Connect your computer to a power source.** It is also required that the computer battery be fully charged prior to the exam session so that if power is interrupted, exam and proctor access are maintained.
- ✓ **Phone:** Students **MUST** keep the phone with the number provided in their profile **within reach** in case connectivity is lost during an exam as the proctor will call the student to resolve the issue.
- ✓ **Pop-up blocker: Be sure your pop-up blocker is set to allow the exceptions listed below.** This only needs to be done once. If needed, call the MyIT Service Support Center at 402.280.3037 for assistance.
  - Allow the following URLs: <https://test.examity.com> and <https://prod.examity.com>
- ✓ **Close out of all other programs including Outlook, Skype, Spotify, Sticky Notes etc.**
- ✓ **Gather all needed supplies allowed by the Program and/or Instructor.** Please check the course syllabus.

#### THE EXAMITY APPOINTMENT

1. Just prior to your appointment time, log in at <https://prod.examity.com/creighton> with **your netID@creighton.edu** and **your unique password**.
2. **Choose "Begin Scheduled Exam"** and select your exam.
  - 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. Proctors are monitoring up to four exams, including yours. **If the proctor does not connect with you within 15 minutes after your original appointment time**, stay in the session and call MyIT at 402.280.3037.

3. The web cam will turn on automatically and a light will indicate that it is on. Please uncover the webcam if you have covered it with tape, etc.
4. The proctor will walk you through the test authentication process for each exam.
  - Verify your identity with the ID uploaded into the system.
  - Agree with the exam rules (this may include showing any supplemental materials allowed by the Instructor).
  - Answer your security questions, keystroke biometric verification and checking the User Agreements.
  - Scan your work space.
  - Use the dry-erase sleeve to reflect the computer screen and keyboard (if required).

#### STARTING THE EXAM

5. Once the verification process is complete, the proctor will instruct you to start your exam.
  - Exams in BlueLine – start your exam.
  - Exams in ExamSoft – double click the Examplify icon on the desktop to start your exam.
6. **Your proctor will ask to take control of the keyboard and will enter the password for you – you will not be entering the exam password.** Once this is complete, the proctor will ask you to resume control of your keyboard.
7. Proceed with the exam.

#### EXITING THE EXAM

8. Once finished with the exam, Exit/Save the exam.
  - ExamSoft exams: If the green successful upload confirmation screen does not appear, let the proctor know you will contact the MyIT Service Desk at 402.280.1111, option 1 for assistance.
9. **Before exiting the Examiity session, the proctor will request a re-scan of your workspace area.**

#### TECHNOLOGY ISSUES DURING THE EXAM

In most instances, your proctor will speak to you via the proctor session or will call you at the number in your Examiity 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. The proctor will instruct you on how to proceed with any trouble-shooting needed. Please follow their instructions. If needed, please call the MyIT Service Desk at 402.280.3037 for assistance.

## STUDENT TECHNOLOGY REQUIREMENTS FOR HARDWARE, SOFTWARE AND INTERNET: APPENDIX 1

All Creighton University students enrolled in an online/distance program or course are required to have a **laptop computer** which **meets or exceeds** the below **requirements**. Any additional program/course-specific hardware or software requirements are listed in course syllabi.

FEATURE	MINIMUM REQUIREMENTS	RECOMMENDED
Operating system	Windows: 7 Mac: Yosemite	Windows: 8, 8.1, 10 Mac: El Capitan, Sierra
Display	11.6"	12" or higher
Processor	Intel i-Series i3 or equivalent (Windows/Mac)	Intel Core i5 or higher or equivalent (Windows/Mac)
Memory (RAM)	4 GB	8 GB or higher
Hard drive	250 GB	500 GB or higher
Camera, speakers, microphone	Internal	
Headset/ear buds	With built-in microphone	
Internet speed	3 Mbps upload/3 Mbps download	
Office 365	Free for all students	
Browsers	Latest version of: <ul style="list-style-type: none"> <li>Internet Explorer/Edge (PC only)</li> <li>Safari (Mac only)</li> <li>Google Chrome: <a href="https://www.google.com/chrome">https://www.google.com/chrome</a></li> <li>Mozilla Firefox: <a href="http://www.mozilla.org/firefox">www.mozilla.org/firefox</a></li> </ul>	Students are highly encouraged to install Firefox and Chrome in addition to the installed browser.
Plug-ins	Latest version of: <ul style="list-style-type: none"> <li>Adobe Reader to view PDF files (PCs only): <a href="http://www.adobe.com">http://www.adobe.com</a></li> <li>Adobe Flash Player: <a href="http://www.adobe.com">http://www.adobe.com</a></li> <li>Java: <a href="http://java.com">http://java.com</a></li> </ul>	

### PLEASE NOTE

- The Microsoft Surface Laptop with Windows 10s and tablet devices, such as iPad, iPad Pro, Android, Amazon Fire, Chromebook, etc. are **not** sufficient to support all activities within distance/online programs.
- Virtual operating systems such as Microsoft's Virtual Machine, Parallels, VMware, VMware Fusion, Apple Boot Camp or any other virtual environments are **not** allowed.
- Only genuine U.S. English, French, Portuguese, Swedish, and British versions of Windows operating systems are supported.

### EXAMPLES OF ACCEPTABLE LAPTOP COMPUTERS



PC laptop



PC 2-in-1



Surface Pro or Book  
with required keyboard



MacBook laptop

### INTERNET REQUIREMENTS

All off-campus/distance students are required to purchase their own dedicated home high-speed Internet service at a **minimal required speed of 3 Mbps upload and 3 Mbps download** for viewing lecture captures, simultaneous screen sharing, and video/audio conferencing. To test connectivity level, go to <http://speedtest.net> and run a test.

### OFFICE 365

As part of Office 365, faculty, staff, and students receive five (5) free copies of Office 365 to install on personally owned computers and devices. To access the download, sign in at <http://office365.creighton.edu> using your netID@creighton.edu (i.e. abc12345@creighton.edu) and your Blue password. Click on “Install Office 2016” button. This will locally install Word, Excel, PowerPoint, Outlook, and other Office 365 apps – a great benefit as you will not have purchase Microsoft Office.

- Office Online: The latest versions of Microsoft Word, Excel, Access, PowerPoint, Outlook, OneNote, Publisher and Skype for Business.
- Installation on up to five (5) PCs or Macs and Office apps on mobile devices including Windows tablets and iPads.
- 1 TB of OneDrive cloud storage.

### ADDITIONAL REQUIREMENTS

#### SCHOOL OF PHARMACY AND HEALTH PROFESSIONS (SPAHP)

- **All students in the SPAHP programs are required to adhere to the student technology requirements** due to the robust use of learning technologies for both distance/online and campus students.
- **Entry-level occupational therapy (OTD), pharmacy (PHA) and physical therapy (PTD) students are required to have digital inking capability.** Several models of Windows PCs have built-in inking capability; MacBooks do not. There is no requirement for an iPad. If you own an iPad, several apps are available which allow inking. Please note that you must be able to export/save the document as a .PDF or .docx to submit as an assignment.
- While Creighton endorses no particular eWriter brand over another, students have had success with the Wacom Intuos Draw (<http://www.wacom.com/en-us/products/pen-tablets/intuos>) or the Boogie Board Sync (<http://www.myboogieboard.com/ewriters/sync>) for laptops without integrated inking capability.

#### COLLEGE OF NURSING (CoN)

- **All students in the CoN programs are required to adhere to the student technology requirements** due to the robust use of learning technologies for both distance/online and campus students.

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## FACTORS EFFECTING YOUR PROCTORING SESSIONS: APPENDIX 2

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### INTERNET SPEED AND CONNECTIVITY

As a distance and/or online student, adequate connectivity is not only a requirement, but a necessity for academic success. The Internet Service Provider (ISP) landscape is ever-changing with the increased use of Internet by virtually all electronic devices – even refrigerators. ISPs in certain areas of the US have started to cap/limit the amount of downloaded data per month and others have started giving preferential service/bandwidth to paid subscriptions, such as Netflix. Since no two providers are the same, students need to check with their provider to assess their current connectivity and address any issues.

Support services is seeing an increased number of students who do not have cable TV, but instead use Internet services such as Netflix, Apple TV, Hulu, Roku, etc. for television viewing, while some students live in rural areas where satellite is still the only Internet provider. All Internet/Wi-Fi technologies use the bandwidth in your home.

The **minimal technical requirements of 3.0 Mbps download and upload speed** reflect the requirements specified by the academic technologies used by the University.

Run <http://www.speedtest.net> at the time and in the location you are going to use for your exam proctoring sessions.

- Speeds below the 3.0 Mbps upload and download will prohibit you from a successful proctoring session.
- If your proctoring session drops, that means your connectivity went below the minimum speed.
- Taking your exams can be done anywhere there is adequate connectivity, so you may want to consider taking your exam in a location other than your home if you cannot achieve the connectivity speeds needed.

#### Who is using the Internet in your home while you are trying to take a proctored exam?

- Other Internet users – especially online gaming, streaming Netflix, etc. will cause your connectivity to be low even if you are paying for a high Internet speed because it is still being used by the other sources. A rule of thumb is that you should be the only one using the Internet in your home during exams – no one else gaming, streaming movies, etc.

#### Is your router and/or modem old?

- Check with your ISP to make sure your equipment is adequate. If your home networking equipment is more than five (5) years old, you may be paying for a faster speed but you will not see it in your home due to the age of your networking equipment.

#### How far away is your laptop from the router?

- As the distance from the router to your laptop increases, the signal quality decreases and may decrease significantly depending on the distance and/or the construction of your home – multiple floors, etc. Solutions may include either working in the same location as the router, upgrading equipment for better Wi-Fi coverage in your home, or connecting directly.
- If you live in an apartment complex, the number of Wi-Fi networks in a small area may degrade your signal. A solution is to directly connect using an Ethernet cable.
- Hotspots from your cellular provider are not recommended as they do not provide adequate connectivity.



### Is your wireless network secured or locked?

- If you leave your wireless system non-secured, then you are providing Internet access to anyone in the neighborhood and you are also a prime candidate for identity theft. Make sure your network is secured. Follow the modem/router instructions to secure your home wireless network.

### Are you paying for Internet?

- While using free Wi-Fi at your local bistro or accessing the local unsecure wireless networks that come up on the list are a cheap way to go, this is a violation of the distance/online education requirements. You are in an online/distance program, therefore adequate Internet connectivity is required.

### Did you contact the MyIT Service Desk directly for assistance or to answer questions?

- If you are experiencing any issues with your computer, connectivity, etc. then the only place to contact is the MyIT Service Desk at 402.280.3037. Sharing concerns via social media or turning to your classmates does not solve the problem. Many times, students can experience similar issues for very different reasons. Troubleshooting each student individually is what the MyIT Service Desk will do to support your issue.

## FINDING A PLACE TO TAKE AN EXAMITY PROCTORED EXAM

When determining an optimal place for taking an Examity proctored exam, there are several factors to consider. Since all exams are proctored online by Examity, not at a physical site, this opens possibilities for additional locations outside your home.

### What is required?

- ✓ **Locate a quiet space** where you will **not be interrupted** and **free from clutter**. Creighton will not provide reimbursement for locations that charge a fee.
- ✓ **A reliable Internet connection of at least 3.0 Mbps upload and download speed**. In your location, go to <http://www.speedtest.net> to do a speed test.
- ✓ Connect your computer to a **power source** while taking an exam.
- ✓ Students **MUST keep the phone** with the number provided in their profile **nearby** in case connectivity is lost during an exam as the proctor will call to resolve the issue.

## OTHER CONSIDERATIONS

**What if my area has rolling brown-outs and I cannot guarantee power during my exam?** It is always recommended that your computer battery be fully charged prior to an exam. If the power goes off during your exam, your computer will automatically switch to battery power. If you are questioned by the proctor, just let them know that your power is out but that you are approved to continue without direct power.

**Are you able to keep people (and pets) from entering your testing area?** A quiet space where you are not interrupted and free from clutter is required. A room where you can close the door is recommended. However, if you don't have such a room, here are some examples to get you thinking:

- If you are home alone, any room will work: your kitchen table, your couch, the edge of your bed, the floor – any place where you are alone for the duration of the exam and there is no obvious clutter which could be misconstrued as notes.
- Are there study rooms available at your local library or community college? Don't forget to check the Internet speed and power availability.

- Is there a study carrel in a remote area of the library available? Don't forget to check the Internet speed and power availability. Talk to the librarian. They may have ideas/suggestions.
- Do you have a friend/family member who will let you use a quiet area in their home? Remember to check the Internet speed first.
- If you have children or pets at home, what would you do to care for them if you went to class to take an exam? Do something similar. Even if you think that young children will remain quiet and not need your attention, consider having a sitter/friend come to your home and keep the children occupied in another room. If they are in school, consider taking your exam while they are in school. Remind spouses/roommates/older children to stay out of the area you are in while taking your exam. Would your pet be in a kennel or put outside?

**Do I have to remove all items from my exam space?** The proctor will ask you to reposition anything in the immediate vicinity that could be considered information you could use during an exam – examples include a white board on the wall with writing (just erase all content), Periodic tables (just remove or cover or find a better location), papers on the work surface, 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.* You are not required to redecorate or clean as the proctor is not assessing your living space, only validating that there are no assets that could be used during the exam.

**NOTE:** If you reach for materials or fall out of your webcam's range during an exam, the proctor will interrupt you and flag the occurrence for review.

**Phones.** Please change your phone settings during exams so your notifications are not distracting.

- Mute all notifications (text, Facebook, email, etc.) except for the phone. This will minimize interruptions – then set your phone for vibrate only.
- If your phone vibrates during the exam, always ask the proctor if he/she is calling. If they say no, ignore the phone. If they do not answer, then connectivity to the proctor has been lost and you will need to work with the proctor via the phone to restore.

**Headphones/earbuds.** It is recommended that students use headphones/earbuds during the authentication process as it is easier to hear the proctor. If you do not understand something your proctor said, it is perfectly acceptable to politely ask him/her to please repeat.

**Earplugs.** If you wish to wear foam noise-blocking ear plugs, have those handy. Show them to the proctor and let him/her know you will be putting the ear plugs in once the exam starts.

## WHAT THINGS CAN I DO OR NOT DO WHEN TAKING AN EXAMITY PROCTORED EXAM?

**Check that you have everything you need to take the exam before starting the exam.**

- + If the Instructor allows scratch paper, have the allowed number of sleeves with white paper inserted as well as dry-erase markers and tissue/paper towel ready. Regular paper will NOT be allowed as a replacement for the dry erase sleeves.
- + If a calculator is allowed, have it on your desk and charged.
- + If calculations sheets are allowed, have them printed with your pencils on your desk.
- + If you have a cold, have the tissue nearby and explain/show the proctor during the environmental scan.



The following are **not** allowed during an Examity proctored exam session.

- No answering the phone or texting: Having your phone nearby and face down is required as Examity will contact you if there is an Internet connectivity interruption. If your phone rings/vibrates during an exam, ask the proctor via your computer if they are calling you. If the proctor does not respond, then connectivity has most likely been interrupted, so answer the call and follow the proctor's instructions.
- No talking/reading the exam questions/answers out loud.
- No drinks or hats.
- No accessing things in your pockets, backpack or on the work space/floor/chair near you.
- No bottle of dry-erase spray or dry eraser.
- No getting out of your chair to stretch or walk around – kinesthetic movements for OT exams are allowed only if indicated by the instructor. This will be included in the proctor's instructions.

**What do I do if the instructor indicated in lecture that something is allowed during the exam, but the proctor is not allowing that item or activity?** Please ask the proctor to wait a minute while you call the Exam Team to find out as sometimes instructors make last minute changes which are announced in class but not passed along to the proctors.

**How do the proctors know I am not cheating?** Examity proctors hundreds of thousands of exams annually across the world. The proctors are certified and follow industry best practices and standards for assuring exam integrity. All unusual behavior is flagged in the recording of the proctor session. Proctors are instructed to not interrupt exams unless necessary based on a 50% risk that something questionable is occurring.

- ✓ **Five-point authentication.** Prior to every exam, you will need to log in with your unique credentials:
  - Log into Examity with your username and password,
  - Provide your photo ID that you uploaded into your profile,
  - Type your first and last name as biometric authentication, and
  - Correctly answer your security questions. If you can't provide this information, then the proctor will not allow you to start your exam since you did not successfully prove that you are the person taking the test.

**Environmental scan.** Prior to each exam, you are asked to use the webcam to scan your work space. This is to ensure that you do not have notes, etc. at your disposal during the exam. The proctor may question items that are nearby and ask you to move anything that could be used to your advantage during a test. Such items may include other papers on your work surface or on the floor, etc. If required by your program, one (1) 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 proctor will ask the student to use this dry erase sleeve to reflect the computer keyboard area, monitor 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 required.

- ✓ **Proctor enters the exam password.** This assures exam password integrity.
- ✓ **Webcam viewing the exam taker and the desktop during the exam.** Once the exam has started, the proctor is online monitoring your physical actions via your webcam and desktop. All proctors are trained to look for key behaviors that could indicated cheating, such as, but not limited to:
  - **Staring at the same place or away from the keyboard and monitor for long periods of time.** Starting off to ponder a question response is not uncommon, however intently looking at other places repeatedly may prompt the proctor to interrupt the exam and ask you to scan that area to assure that there are no notes,

etc. This includes the rim of your monitor and keyboard, under your keyboard, under your desk, on your person, on the wall, etc.

- **Reading questions out loud.** There is no talking during an exam in the classroom, so talking is not permitted in a proctored environment. The proctor will interrupt and ask you not to talk as you could be relaying information.
- **Keeping connectivity.** If you lose connectivity during an exam for any reason, the proctor will call you on the phone to work through the issue, including getting your session back online. They will note the date and time of the interruption, which the Exam Team will compare to your exam log. If you do not answer the phone or work with the proctor to restore connectivity and continue with your exam, this will also be flagged and examined.

## WHAT HAPPENS TO THE EXAM VIDEOS AND WHAT ARE THE DIFFERENT FLAGS?

In addition to the original Examity proctor, each video is reviewed by a separate Examity auditor to assure the exam was correctly proctored and meets the Examity/Creighton standards. The Exam Manager is also alerted to flagged events. All proctored events are recorded for internal use and validity, including a written narrative provided by the proctor noting any incidents. Examity has a four-flag system:

- **Green flag** indicates everything occurred within the Creighton/Examity standards.
- **Blue flag** indicates something a little out of the ordinary occurred. An example of this might be a pixilation of the video due to low Internet connectivity. For the most part, proctors will not interrupt exams for a blue flag issue.
- **Yellow flag** indicates something unusual happened. Examples of this might include loss of connectivity during a proctoring session, another person enters the room but leaves immediately, an unusual background noise or slight biometric authentication discrepancies. The proctor will interrupt the exam to question you about the interruption as verification is needed that the incident was fleeting and inconsequential.
- **Red flag** indicates a violation of the Creighton/Examity exam rules, standards and policies. Such issues will be dealt with following the established Creighton policies and procedures through the Instructor and academic administration.