INSTRUCTIONS ON USING THE EXAMUS PROCTORING SYSTEM

Table of Contents

1. Rules for Using the Proctoring System "Examus" (hereinafter, referred to as the Proctoring System).

1. Testing Regulations

1. Users are admitted to a test if they are registered in the Proctoring System or with any other partners' platform.
2. After logging into the Proctoring System using an internal account or a partner's platform account, the User will have access to a list of available tests/exams (or to the partners' webpage), where he/she can choose an available exam (or perform other actions according to partners' platform regulations).
3. After choosing an exam, the User can go through the identification process, as per the instructions of the system and the proctor.
4. After successful identification, the Proctoring System will grant access to the test.
5. During the test, the Proctoring System records video and audio of all of the User's actions, records the desktop of the User's PC (hereinafter referred to as the "Materials") and forwards the Materials to the Proctor.
6. After the test/exam, the Materials can be presented to third parties (e.g., test organizers) for the further review.

2. User Requirements

1. The User agrees not to pass on the access details of his/her account to thirdparties.
2. The User must follow all necessary conditions for operations of the Proctoring System:
   o an adequate level of illumination and a low noise level;
   o a document identifying the User;
   o no interference in the transmission of video and audio signals;
   o meeting the technical requirements for the User's equipment (see below) .
3. The User agrees that the Person, whose ID and image were stored in the Proctoring System after the first login, is the owner of the account in the Proctoring System.
4. The User shall use an original ID for his/her identification.
5. The User must not leave the observed zone of the webcam during thetest.
6. The User must keep the microphone switched on during the test.
7. During the test, the User agrees to only use one display device (a monitor, a TV, or a projector), one keyboard and one pointing device (a computer mouse, TrackPoint, etc.).
8. The User is not allowed to receive third parties' assistance during the test.
9. The User is not allowed to provide access to his/her computer to third parties during the test.
10. The User is not allowed to participate in conversations with third parties, use reference materials (books, cheat sheets, audio recordings), cell phones, pagers, calculators, tablets and computers, except for the one that should be directly used during the test.
11. The User agrees that Proctor has the right to terminate the testing process in the event that these Rules are breached or if the User violates ethical standards.

3. Requirements for the User's Equipment
1. OS Windows 7, 8, 8.1, 10, Mac OS 10.9 and higher.
2. Yandex browser (https://browser.yandex.ru/)
3. Google Chrome web browser (the latest version,

https://www.google.com/chrome/).
4. A working and switched-on webcam (including built-in cameras in laptops).
5. A working and switched-on microphone (including built-in microphones in laptops).
6. Chrome app "Examus" is installed.
7. Stable internet connection with data rates of not less than 1 Mbps.
8. Ability to transfer video using a WebRTC protocol (you can check at https://test.webrtc.org/).

2. Examination Procedure for the Proctoring system

- Install:
- Yandex.Browser (https://browser.yandex.ru/);
- Google Chrome web browser (https://www.google.com/chrome/);
- The application Exams for the HSE. Open the link in Google Chrome browser https://app.examus.net/ and download the HSE Exam app (Windows only) ;
- If You are using Mac OS version 10.10 or later, install Google Chrome browser (Google Chrome https://www.google.com/chrome/);
- If You are using MacOS version 10.12 or later, install Yandex browser (Yandex https://browser.yandex.ru/);
- Switch on cookies files in browser settings
- Using Yandex.Browser or Google Chrome web browser, go to the following page:
- https://hse.student.examus.net and click on button Сессия НИУ ВШЭ log in and have your e-mail account verified;
- On the examination day, at the appointed time (or 5 minutes prior to it), go to https://hse.student.examus.net and click on the name of the test you wish totake;
- Show your identification document on the camera, click on Photo icon and then Send button;
- You can now start the exam;
- Upon the completion of the exam, click on 'End the Exam' button;

3. Requirements for the User's PC

1. A PC or a laptop (mobile devices are not supported);
2. Windows operating system (Windows 7,Windows 8,Windows 8.1,Windows 10) or Mas OS X Yosemite (version 10.10, or a newer version);
3. You should have the latest version of Yandex.Browser /Google Chrome browser installed (for the latest updates check https://browser.yandex.ru/ и chrome://help/)Your computer (or laptop) must be equipped with a functioning external or built-in webcam;
4. You need to make sure that the mic is functioning and has been switched on (including built-in mics);
5. You should have a steady Internet connection with a speed no slower than 1 Mbps per second (however, the recommended speed is 2 Mbps per second);
6. Your computer should successfully pass the 'Computer setup' test.
7. You need to make sure that your network is set up for the following ports:

    443/TCP;
    80/TCP;
    3478/UDP; 3478/TCP;
    are open to the following IP addresses:
    188.128.30.79;
    188.128.30.71;
    188.128.30.72;
    81.177.100.134
    81.177.100.135.

    IMPORTANT: If your computer does not meet these requirements or fails to pass the 'Computer setup' test, the option of taking an exam with proctoring services shall not be available.

    How to prepare your workplace before taking a test:

1. Make sure your room is properly lit;
2. Check if your webcam and mic are on and the camera lens is not covered;
3. Have your ID document on hand;
4. Plug your laptop in (battery operation can affect the device'sperformance)
5. Clear the browser's cache;
6. Using Task Manager (Ctrl+Shift+Esc), shut down any unused or running programs, especially those that utilize the webcam or mic (check the *Processes* tab);
7. You cannot use the VPN service, or a remote management service (e.g., TeamViewer, RAdmin, Windows Remote Desktop, etc.);
8. Deactivate the antivirus' function to filter network traffic;
9. If, during testing, you experience problems with the downloading of video or webpages, restart your browser (update the web page using F5 button on your keyboard).
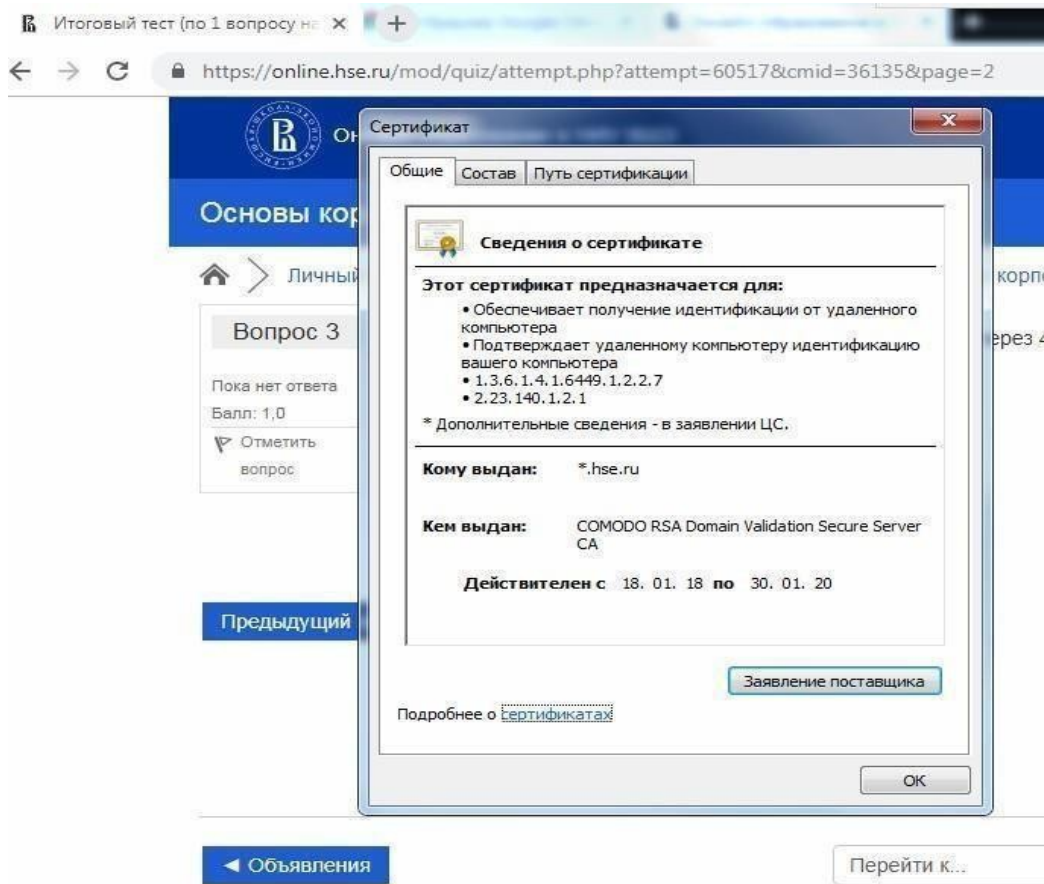
ESET antivirus settings

If ESET antivirus is installed on your computer, it is necessary to change its settings.

ESET > Settings -> Internet access protection -> ge...

E-mail" section, uncheck "Enable SSL / TLS

Next, click "OK".

In this mode, no question can be completed with an error, You must complete an attempt correctly.

To notify us about any problems, please contact the technical support service at elearn@hse.ru or "Examus" Technical Support Service at help@examus.net, support@examus.net.
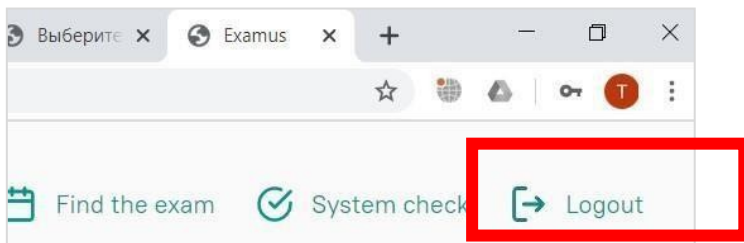
4. Getting started

4.1. Authentication

1. Open the https://hse.student.examus.net webpage and log on by clicking on the **"Сессия НИУ ВШЭ"**

Выберите свою компанию для входа

Q	

Высшая Школа Экономики

Сессия НИУ ВШЭ

2. If you wish to log out, click on '**Logout'** (as shown below):

4.2 Computer Check

Important! You need to check your computer's settings in advance (at least a day before testing), so that you have the time to refer to the User Support Service should any problems arise. Before running the check, make sure that:

- the webcam and mic are on;
- the webcam's lens is not covered or plastered over;
- the room is well lit;
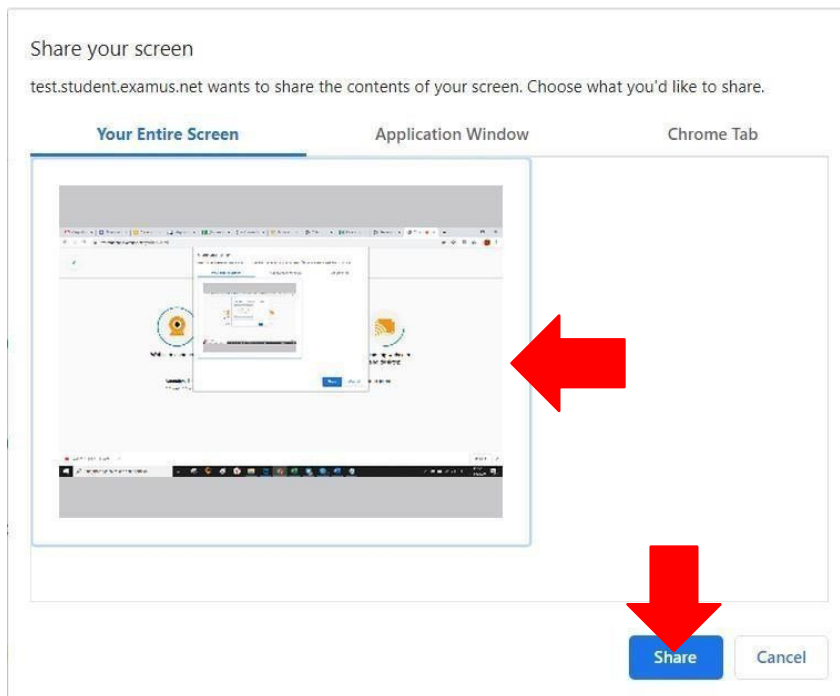- you have a steady internet connection.

1. Press the '**System Check'** (**Проверка)** button:
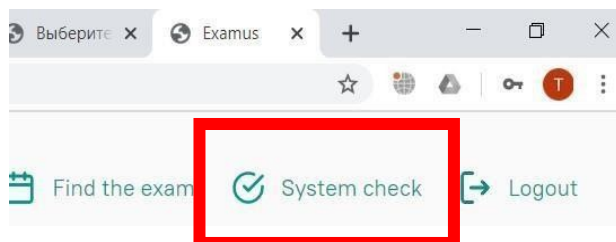
2. In the pop-up window, to request access to the mic and webcam, press '**Allow**' (**Разрешить)**:
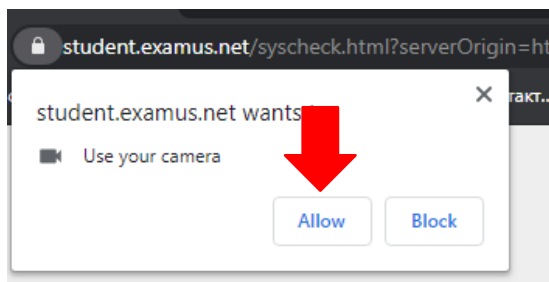
3. In the pop-up window, to request access to the desktop, press '**Share** (**Поделиться)**'**:

IMPORTANT! Do not disregard this step! Otherwise, it will be impossible to run the check.

If the '**Share** (**Поделиться)**' button is disabled (unclickable), click on the image of the desktop, so that it can be highlighted by the blue frame (see the screenshot above).

4. Wait for the completion of the checking process. If the process fails (i.e., a red symbol appears against one of the points, or the process freezes), refer to the recommendations set out in and repeat the process.

5. **Start the test**
   1. In Yandex browser or Google Chrome, go to https://hse.student.examus.net and log in by clicking on '**Сессия НИУ ВШЭ'**. If you wish to start the test, press **Start** (Начать).
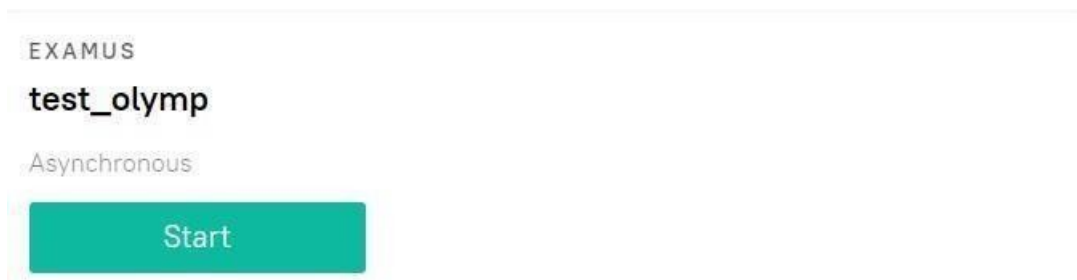
Important! The test will appear in the window no earlier than 5 minutes before the starting time of the examination.

   2. Please read the exam procedure, requirements for users, technical requirements for the equipment, confirm that you agree with the rules for the online testing and press '**Continue (Продолжить)**':

☑ I agree to the terms of the Rules of Using the Proctoring System

☑ I accept the personal data processing agreement

☑ Email me an application form

Continue

3. You will then have the window Syscheck opened for your computer settings to be checked. It will offer to follow the same steps as in the process activated by clicking on Check (Проверка) from the start screen (see Computer's check).

4. After the computer check is complete, press Next (Продолжить), and you will be re-directed to the ID verification process.

6. Identification of the Participant

1. Bring your ID document close to the webcam and **press the icon with a camera** (**Сфотографировать**), and then '**Send**(**Отправить**)':

Please take a photo of your id card
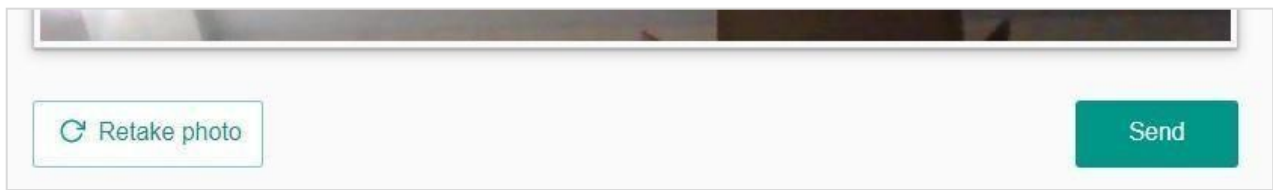
IMPORTANT: If you do not see the buttons reading '**Make a photo**', '**Retake photo**' and '**Send**' (**Сфотографировать**, **Перефотографировать** and **Отправить,** respectively), scroll down the page.

2. If the photo is not clear enough / text is blurred, press '**Retake photo**' and then '**Send**' (**Перефотографировать** and **Отправить,** respectively).

7. Testing Process

1. After the ID document has been sent, the page will refresh and the website with the test shall become available. Please find the button '**Start the Test**' (**Начать тестирование)**.
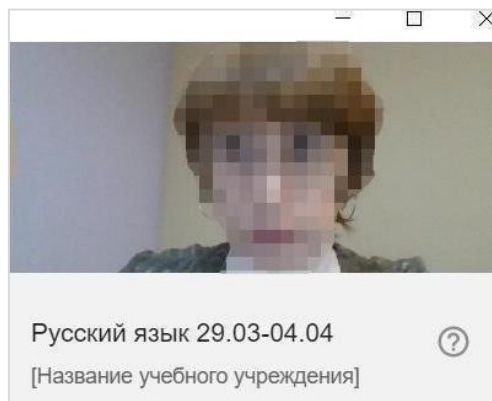
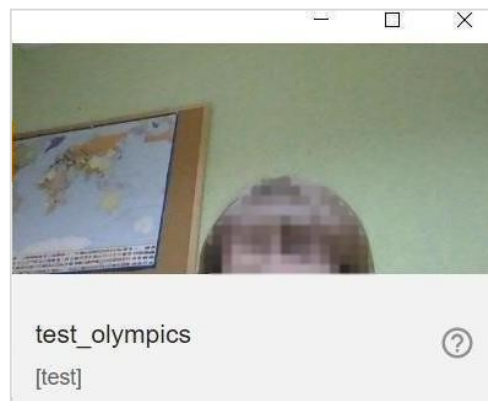If you need to hide or unhide the Examus sidebar, press the arrow to the left of the sidebar:
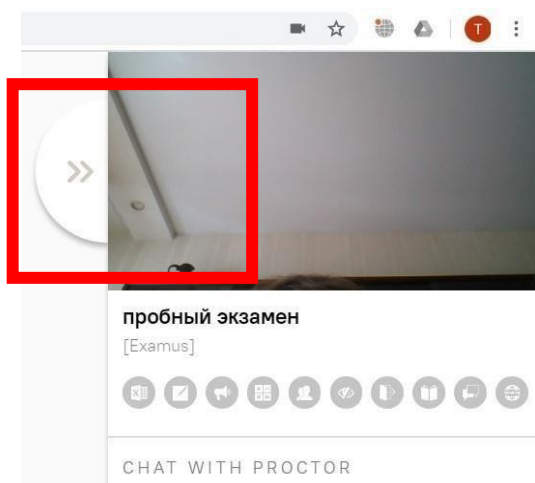
2. After access to the webcam is allowed, your image will appear in the top section of the Examus sidebar.

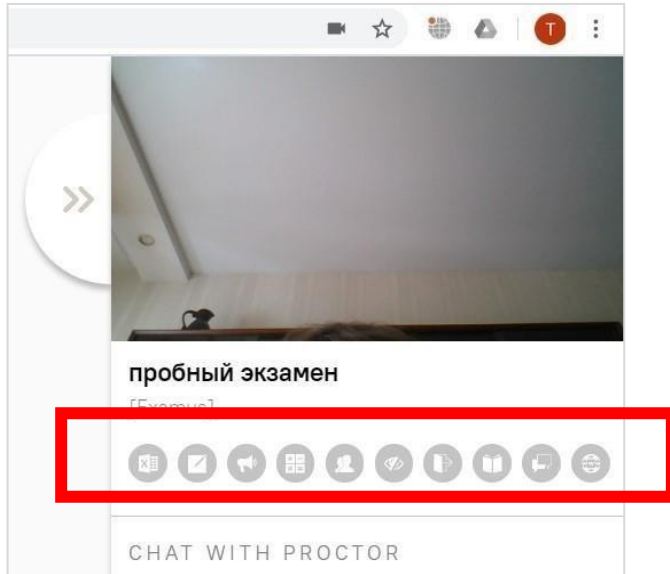**IMPORTANT!** During the exam process, you need to be seen on the screen:

RIGHT **WRONG**

3. Above the chat feed, you will see the examination rules. The active options are highlighted in colour, while the inactive options are colorless. To see the function for a respective icon, hover the mouse pointer over the icon and wait for the pop-up tip.

4. In the window with the test, press '**Start the Test** (**Начать тестирование**)' and get started. Pay attention to the countdown timer displaying the time left before the end of the exam:
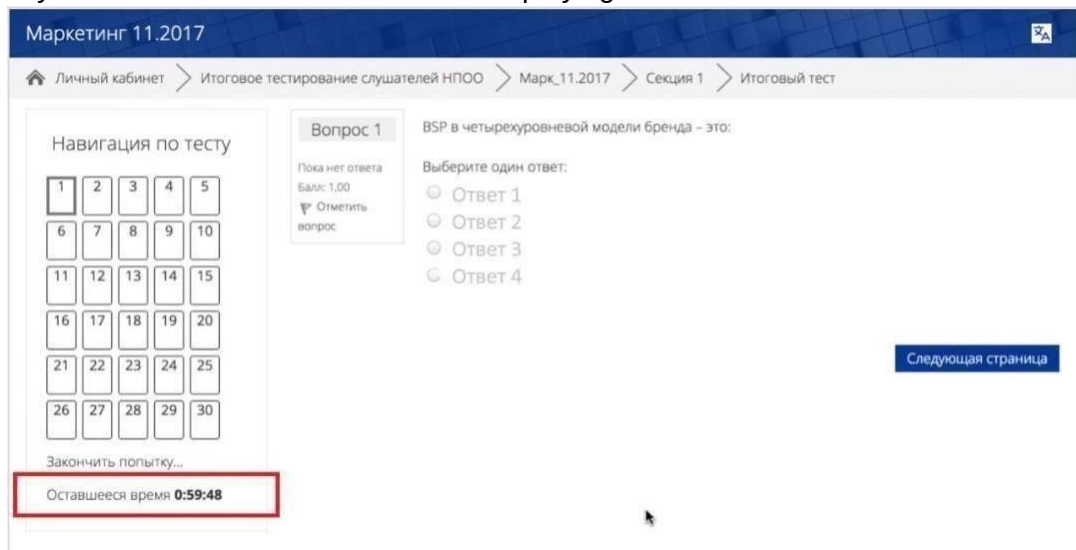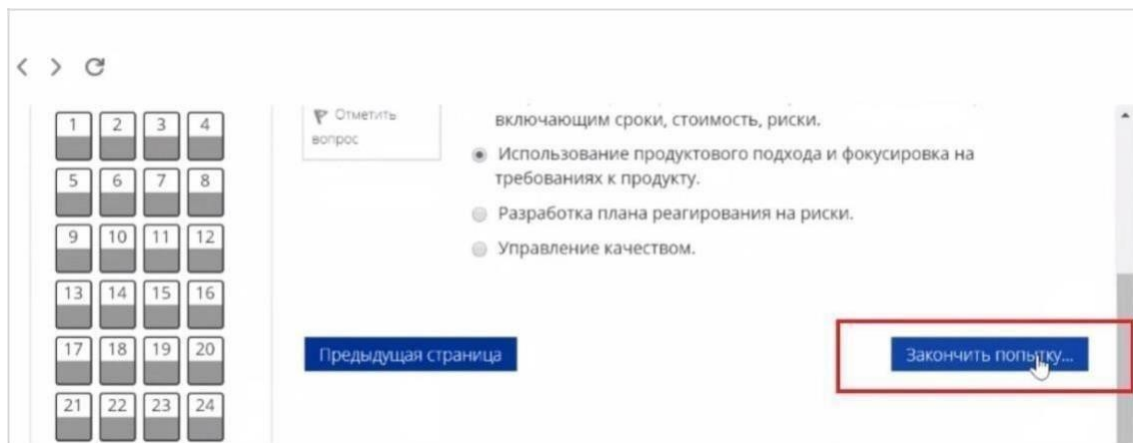

If during the test, you wish to go back to one of the test questions, use the navigation block in the right section of the screen:
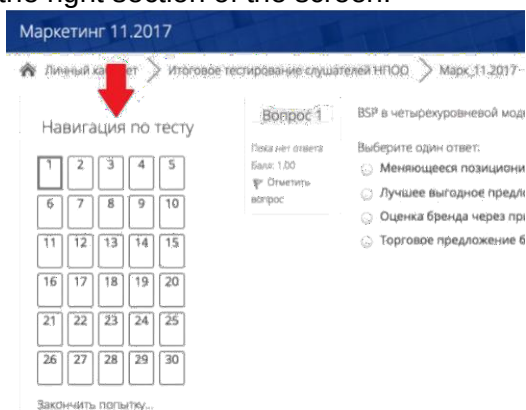
8. End of Testing

1. If you are confident in your answers and ready to send them for marking, press «**Закончить попытку**'"':

2. Close the Examus tab in your browser.

9. Technical Support

Should any problems arise, please contact the technical support service at elearn@hse.ru and support@examus.net.

10. FAQ

10.1 Problems with Logging In

**The system does not accept your login and/or password**
1. Close Examus web page and open the link https://et.hse.ru/login/forgot_password.php to reset your password. After you complete the password recovery procedure, you can go back to work with Examus at hse.student.examus.net
2. If you have successfully logged into the website using your browser, make sure that you access Examus by clicking on the '**Сессия НИУ ВШЭ**' button.
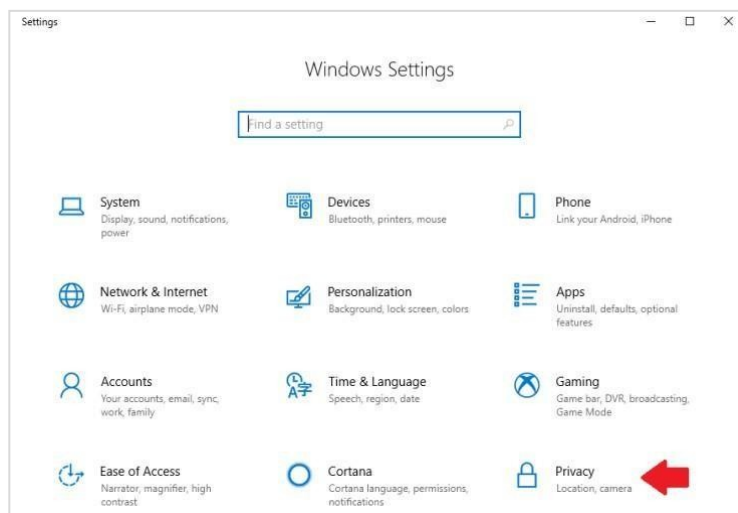
10.2 Checking is Not Happening

- You should have the latest version of Yandex.Browser /Google Chrome browser installed (for the latest updates check https://browser.yandex.ru/ и chrome://help/;
- Clear the cache (Ctrl + Shift + R for Windows, Command + Shift + R for MacOS) and restart your browser;
- Check the version of the operating system (OS) of your computer. For the correct operation of the software, the OS must be one of the following: Windows 7, Windows 8, Windows
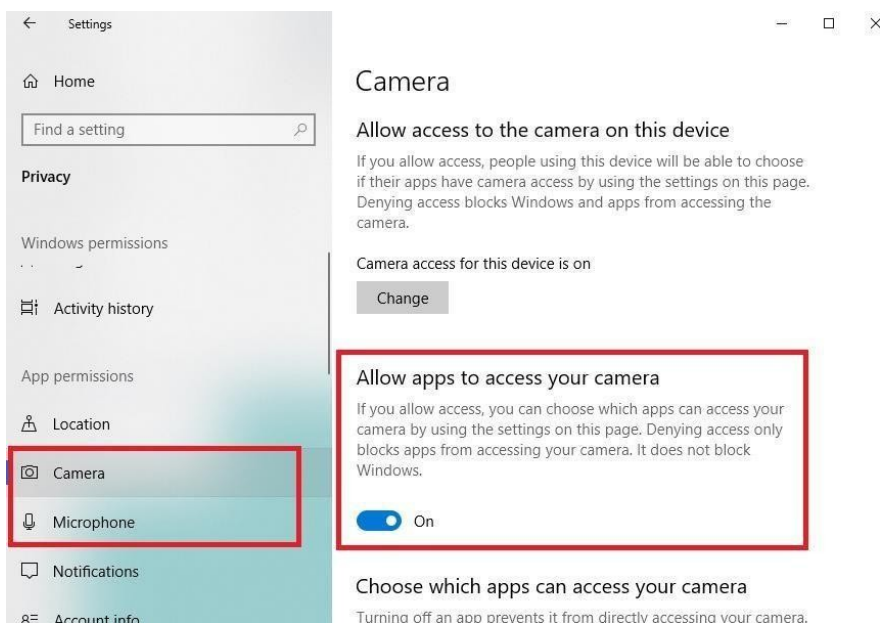
8.1, Windows 10 or Mac OS X Yosemite (10.10, and newer);

- Press the '**Repeat Checking** (**Повторить проверку**)' button several times (sometimes checking can start only after a second or third attempt);
- Checking may be hindered if the room is scarcely lit or your camera lensis plastered over;
- Please make sure that at the start of the checking process, you press in the window '**Allow access to the screen**' the '**Share** (**Поделиться**)' button. If the '**Share**' button is inactive, click on the image in the center of the window to get it highlighted by the blue frame (see the picture below):
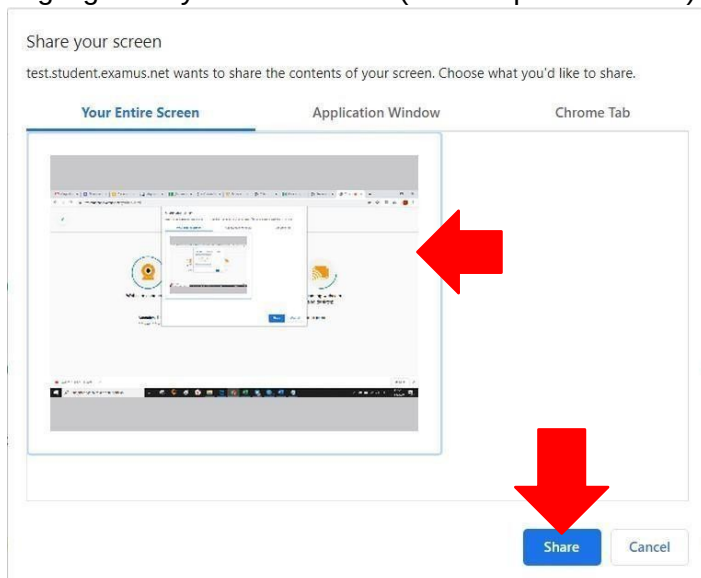

- Ensure that, at the start of the check, you allow Examus access to your webcam and mic in the pop-up windows (you should check if pop-windows are allowed in your browser's settings at chrome://settings/content/popups);
- When using **Lenovo** devices, webcam operation can be blocked by its internal software. In such cases, please contact technical support at help@examus.net to get instructions on how to set your webcam up;
- For **Windows 10**: Check in the Windows settings if the camera and mic on your computer are on and they are allowed to access the applications (Settings> Confidentiality> Camera, Settings > Confidentiality > Microphone)
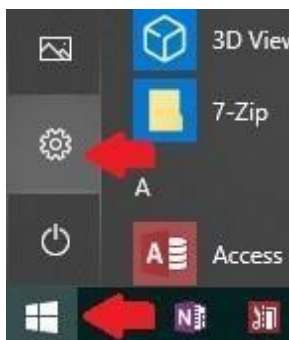
- Make sure that, in the Chrome browser settings (on the webpages chrome://settings/content/camera and chrome://settings/content/microphone), that the https://hse.student.examus.net website is not listed among 'Blocked' sites (if it is on this list, delete it from there);

  The website can be allowed to access the webcam by using the icon on the right section of the browser's URL tab:
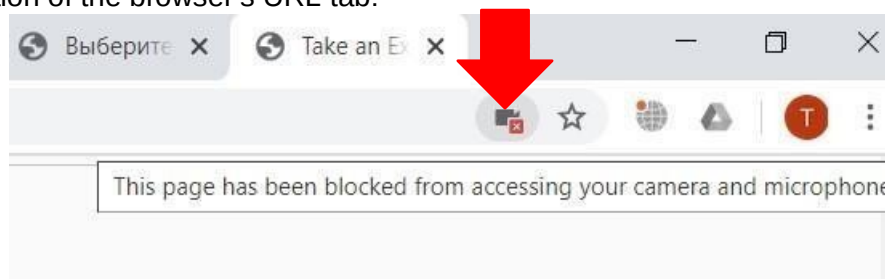
  Click on the icon with the webcam, and allow access for the website in the new window. Then, close the tab with the test (or the entire browser), re-open it and re- login to the test by following the link provided by organizers.

- Check if there are any other running applications that may use video streaming (e.g., Skype, Webcammax etc.) To close these applications properly, go to Task Manager (press '**Ctrl+Shift+Esc**', select the application and choose '**End the Process** (**Снять задачу**');
- If you are completing the test with the use of the corporate laptop and/or internet connection, refer to the system administrator if data transmission from the webcam and/or mic is not disabled;
- Check if the antivirus/brandmauer is off; this can possibly block data transmission from the webcam and microphone.

If the specified actions do not help, you can check your system at https://test.webrtc.org/. Please send a full screenshot with the results to help@examus.net. In addition, please specify in the e-mail which point of the Examus check is highlighted in red.

10.3 Problems during the Exam

Instead of the page with the test, the Personal Account page opens

In case the system requires to log in again after you completed the system check, you don't need to log in again.
The standard recommendations in this situation are as follows:

1. We recommend you check that Cookies are allowed in your browser settings:
Yandex browser: browser://settings/content page, scroll down to "Cookies", select "Allowed" and uncheck the "Block data and files from third-party sites" option.
Google Chrome: chrome://settings/cookies section "General settings", select "Show all cookies"

After you allow cookies, check if the problem persists. If it persists, go to step 2.

2. Clear Cookies in the browser
Yandex browser: browser://settings/siteData select "Delete all"
Google Chrome: chrome://settings/siteData - "Delete all"

If the problem still persists, go to step 3.

3. Use Incognito mode in the browser (Ctrl+Shift+N)
In Google Chrome, when switching to Incognito, make sure that the "Block third-party cookies" option is disabled

It is important that only one browser must be running and all other browsers must be closed. You also need to close Yandex browser in the system tray by right - clicking on its icon - "close browser".

If you still have the problem, please download Examus App at https://app.examus.net/
You should choose the version for ВШЭ.
Delete antivirus programs on your computer. They can block the App.

The buttons or test interface do not work, the page freezes, or images failed to upload
If the page with the test has frozen or the interface buttons (e.g., Save, Check etc.) do not respond when clicked, refresh the page (F5 for Windows, key combination **cmd+r** for MacOS), or restart the browser (input in the new tab chrome://restart and press 'Enter'). Before doing so, we suggest that you memorize or write down your answers as they might be erased (unless you have previously saved them).

Testing has been disrupted (due to a failed internet connection, the device was switched off, or for other reasons)
You can re-enter the test within five minutes after the moment when your session went down. If more than five minutes have passed, you cannot re-enter (this is an anti-cheating measure). You may request a repeat try from the test's organizer at elearn@hse.ru as long as you provide a detailed description of the technical problem.