# ♥ ProctorEdu

# Frequently asked questions

1 Supported browser versions	2
2 Checking your computer for compatibility	2
3 Access to the camera and microphone	2
3.1 In Chrome Browser	3
3.2 In Firefox Browser	6
4 Screen access	7
4.1 In Chrome Browser	7
4.2 In Firefox Browser	8
5 Check for compatibility with WebRTC technology	10
6 No access to webcam or black square instead of video	10
7 No access to the screen on macOS "Catalina"	12
8 The proctoring test page does not open	13
9 Proctoring does not start on iOS Safari	14
10 The MediaRecorder error on iOS Safari	15
11 Scrolling does not work on iOS Safari	16
12 Turn off notifications and calls	17
12.1 On iOS Safari	17
12.2 In Android Chrome	18

## **1** Supported browser versions

Supported browser versions for PC:

- Chrome 72+ (Windows 7, macOS 10.12 "Sierra", Linux)
- <u>Yandex.Browser</u> 19.3+ (Windows 7, macOS 10.12 "Sierra", Linux)
- Opera 59+ (Windows 7, macOS 10.12 "Sierra", Linux)
- Firefox 66+ (Windows 7, macOS 10.12 "Sierra", Linux)
- Edge 79+ (Windows 7)

Mobile version:

- <u>Chrome</u> 72+ (Android 4.4)
- <u>Safari</u> (iOS 12)

# 2 Checking your computer for compatibility

Computer check page: <u>https://proctoredu.com/check</u>

We recommend that you check your computer before the event starts so that you can make the necessary computer settings in advance. If the check is successful, the corresponding message is displayed.

 SUCCESS: your computer meets the technical requirements and is compatible with the proctoring procedure.

# 3 Access to the camera and microphone

Page for checking webcam in browser:

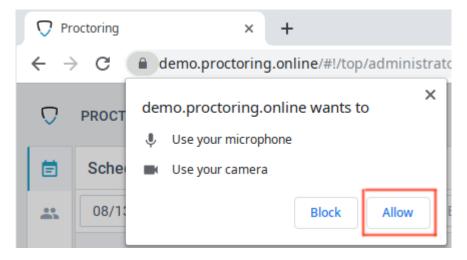
https://webcammictest.com/ or https://webcamtests.com

Page for checking microphone in browser:

https://webcammictest.com/check-mic.html

#### 3.1 In Chrome Browser

The first time you request permission to access the camera and microphone, you must answer "Allow"

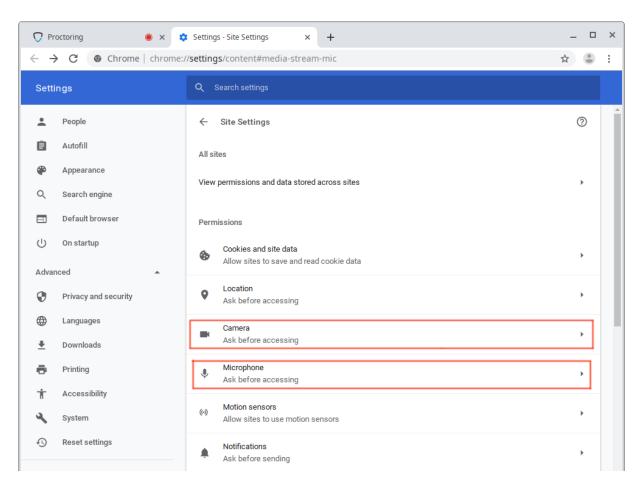


#### If several cameras are connected to the computer :

1) Click on the camera icon on the right side of the address bar and go to the settings by the "Manage" button (Windows and Linux) or the "Manage multimedia device settings" button (MacOS)

_		-	☆		:
	Camera and	microphone allowed	×		∋
	This page is acc microphone.	cessing your camera and			
		allowing https:// ctoring.online to access your nd microphone		t	<u>+</u>
	O Always blo	ock camera and microphone acc	ess		
	Microphone:	Default	-		*
	Camera:	HD Webcam C525 (046d:082	-		
	This page may settings take ef	need to be reloaded before the fect.	new		
	Manage	Done	2		

2) In the settings, select "Camera"



### 3) In the pop-up list, select another camera

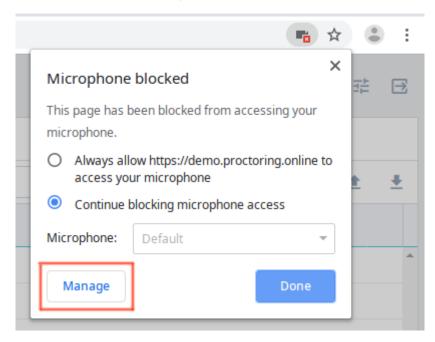
🖓 Pr	roctoring 💿 🗙 🔹	Settings - Camera × +	-		×
$\leftarrow -$	C Chrome   chrome:	//settings/content/camera	☆		:
Sett	ings	Q Search settings			
÷	People	← Camera Q Search		_	
Ê	Autofill				
۲	Appearance	HD Webcam C525 (046d:0826			
Q	Search engine	Ask before accessing (recommended)		•	
	Default browser				
ப	On startup	Block			
Adva	nced 🔺	No sites added			
۲	Privacy and security	Allow			
۲	Languages	No sites added			

After changing the settings, you need to refresh the test page.

If several microphones are connected, you should follow the same steps for the "Microphone" item.

#### If access was blocked:

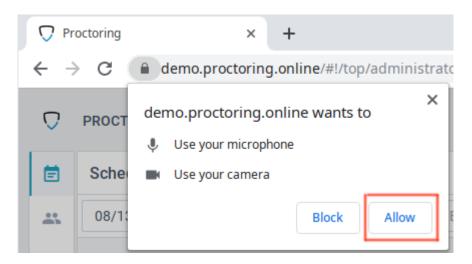
1) Click on the camera icon on the right side of the address bar and go to the settings by the "Manage" button (Windows and Linux) or the "Manage multimedia device settings" button (MacOS)



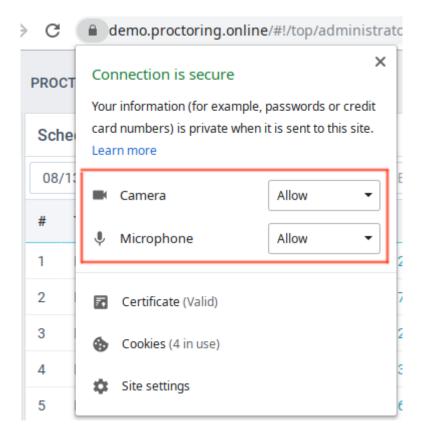
2) Remove from the list of blocked sites https://\*.proctoring.online:443

Proctoring	× 🔅 Settings - Microphone × +	_
$\leftrightarrow$ $\rightarrow$ C $\odot$ Chro	me   chrome:// <b>settings</b> /content/microphone	☆ 😩 :
Settings	Q Search settings	
People	← Microphone	Q Search
Advantage Appearance	Default 👻	
Q Search engine	Ask before accessing (recommended)	•
Default browser	Block	
() On startup	https://demo.proctoring.online:443	> <b>i</b>
Advanced	* · · · · · · · · · · · · · · · · · · ·	
Privacy and securit	W Allow	
Languages	No sites added	
Downloads		
- Drinting		

3) Reload the page and reply to the request for access "Allow"



Another way to allow access to the camera and microphone is to click on the lock icon in the address bar and select "Allow" next to the "Camera" and "Microphone" items.



#### 3.2 In Firefox Browser

The first time you request permission to access the camera and microphone, you should answer "Allow". To avoid repeated requests, you can

check the box "Remember this decision". If access was denied, you should reload the page and give permission again.

	1		https://demo. <b>proc</b> t	toring.online/#!/top/ad	ministrato
		K	Will you allow <b>demo.</b> your camera and mic Camera to share:	<b>proctoring.online</b> to use crophone?	
об			FaceTime HD Came	ra	$\bigcirc$
			Microphone to share	:	
			Микрофон МасВоо	k Pro	$\bigcirc$
			Remember this de	ecision	
			Don't Allow	Allow	

# 4 Screen access

## 4.1 In Chrome Browser

There are three ways to allow access to the screen on a computer in the Chrome browser:

- 1. In the version of Chrome 72+, access to the screen is requested automatically, no additional actions are required;
- 2. In older versions of Chrome, you need to install the Supervisor browser extension;
- Instead of the extension, you can allow access to the screen with a special flag, which must be specified as an argument when running the "chrome.exe" file: --enable-usermedia-screen-capturing

Should provide access to the entire screen

C a demoprotoring_online:dd/ddc/tutrial-protoring_html	⑦ JSDoc: Tutorial: proctoring × +		-	□ ×
<pre>Subject to the set of the se</pre>	← → C	oring.html	■ ☆	3 E
	Initialize the session Secret key: secret Payload: Trules", *check", *deac*, *acac*, *acac*, *acac*, *check", *chec	Share your screen demo,proctoring,online wants to share the contents of your screen. Choose what you'd like to share. Your Entire Screen Application Window Chrome Tab		
Start the session	Ster Start the session	p 2 of 5 Next		

and after that <u>access cannot be closed</u>, so you shouldn't click "Stop sharing", but you can click "Hide".

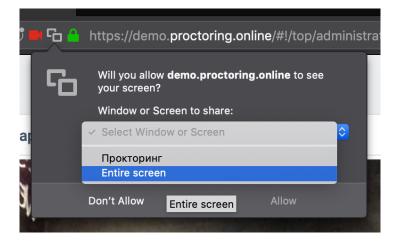
	Equipment check Wait while the system checks the computer and network so that possible technical problems do not prevent the exam.	<ul> <li>Browser check</li> <li>Webcam check</li> <li>Microphone check</li> <li>Screen check</li> <li>Screen check</li> <li>Network check</li> </ul>		TUTOFIAIS conference proctoring Global check close dispatchEven init logout off on profile snapshot start stop
HTEZNywidXNlcm5hbWUiOiIxODgwZjIYNi iLCJ0aWllb3V0IjozMCwibWV0cmljcyI6W JhIiwibWljcm9waG9uZSIsInNjcmVlbiIs	Step 2 of 5	e is sharing your screen. <b>Stop sharing</b> Hide	Ryb3Y1LCJp2C .CJh2GRvbnM10 rdGlmaWNhdGlv Next	sync upload VERSION

## 4.2 In Firefox Browser

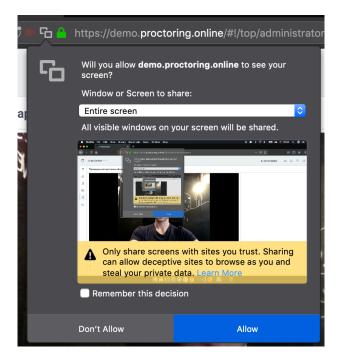
There are two ways to allow access to the screen on a computer in the Firefox browser:

- In Firefox 66+, access to the screen is automatically requested; no additional actions are required;
- In older versions of Firefox, you must install the Supervisor browser extension.

You should provide access to the entire screen . To do this, in the pop-up window in the window or screen selection field, select "Entire screen":



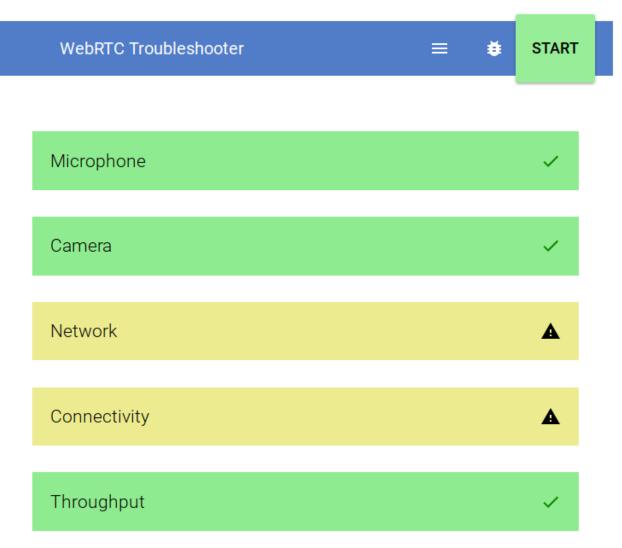
And then click "Allow" without selecting the "Remember this decision" checkbox:



## **5** Check for compatibility with WebRTC technology

WebRTC verification can be done at WebRTC Troubleshooter.

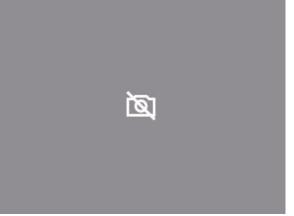
To start the test, simply press the "START" button. If no problems are found, then all items should be green or yellow.



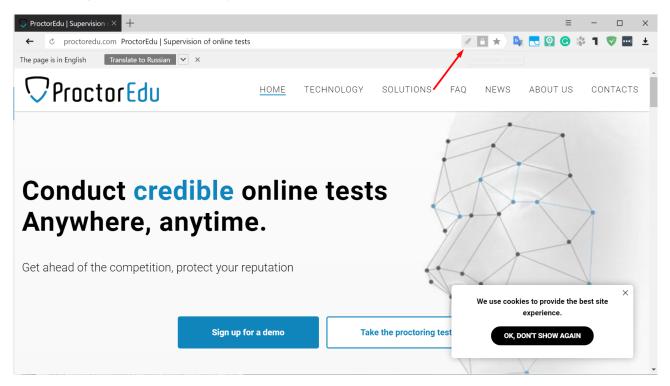
## 6 No access to webcam or black square instead of video

If a picture with a crossed out camera, a black rectangle, or a loading indicator is displayed, it means that the browser cannot access the camera or the camera does not work correctly. The reason may be problems with the webcam, the camera driver or access to the camera from a web browser, if the camera is in use by another application in the operating system (such as Skype or another browser), or access the camera is blocked Antivirus (ESET — static picture icon crossed out camera, Kaspersky — black screen). You need to close all applications that can work with the camera, disable the antivirus (or camera protection in it) and update the current tab in the browser. You can try restarting the computer.

ESET antivirus blocking example:



In Yandex.Browser, you need to disable the "Turbo" mode for the proctoring to work correctly, otherwise it blocks the video from the camera.



If all else fails, you can try resetting Chrome by opening the "chrome://settings/resetProfileSettings" page and confirming the action.

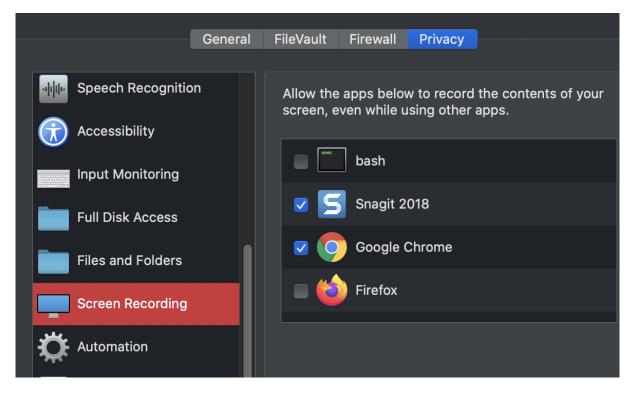
## 7 No access to the screen on macOS "Catalina"

Starting with macOS "Catalina" 10.15, you need to grant additional permission in the system settings to access the browser screen. To do this, go to system settings in the System Preferences menu.

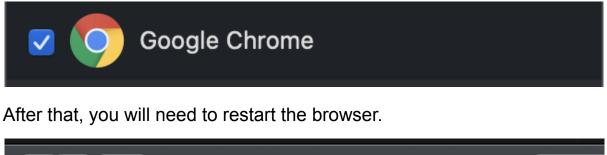


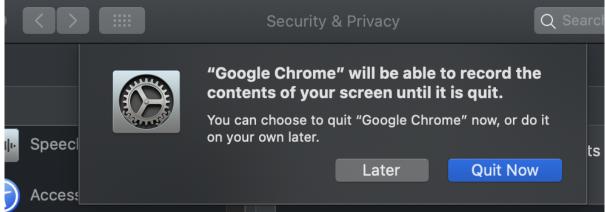
Then select " Security "  $\rightarrow$  "Privacy".

On the left, scroll down and click "Screen Recording".



In the suggested list, select the browser that you want to allow access to the screen recording.





# 8 The proctoring test page does not open

Cookies of third-party sites should not be blocked in the browser, in Chrome this is done in the settings "Settings"  $\rightarrow$  "Advanced"  $\rightarrow$  "Site settings"  $\rightarrow$  "Cookies" or you can simply enter "chrome://settings/content/cookies" into the address bar. "Block third-party cookies" should be disabled there.

🔹 Settings - Cookies and site data x +							
← -	C C Chrome   chrome://settings/con	tent/cookies	☆ ▽   😩 🗄				
Sett	ings	Q Bearch settings					
•	People	← Cookies and site data Q. Search					
Ê	Autofill Appearance	Allow sites to save and read cookie data (recommended)					
Q	Search engine	Clear cookies and site data when you quit Chrome					
	Default browser	Block third-party cookies					
Ċ	On startup	Prevent third-party websites from saving and reading cookie data					
Adva	nced	See all cookies and site data					
0	Privacy and security	Block Add					
$\oplus$	Languages	No sites added					
<u>+</u>	Downloads						
÷	Printing	Clear on exit Add					
Ť	Accessibility	No sites added					
٩	System						
0	Reset settings	Allow Add					
Exter	isions 🖸	No sites added					
Abou	t Chrome						

Page loading can also be blocked by some browser extensions, such as <u>Betternet Unlimited Free VPN Proxy</u> or <u>AdBlock</u> ad blocker . You should try disabling all third-party extensions. In the Chrome browser, this can be done on the "chrome://extensions/" page, which can be opened through "Menu"  $\rightarrow$  "Advanced Tools"  $\rightarrow$  "Extensions".

## 9 Proctoring does not start on iOS Safari

If passing tests with proctoring on mobile devices is allowed, but proctoring does not start in iOS 12+ Safari (SDK integration), then you should check the Safari settings. For proctoring to work correctly, you must disable the option "Settings"  $\rightarrow$  "Safari"  $\rightarrow$  "Privacy & Security"  $\rightarrow$  "Prevent Cross-Site Tracking".

•III VZW	Wi-Fi 🗢	6:51 PM	7 8 \$ 91% 🔳	📲 VZW Wi-Fi 🗢	6:57 PM	4 8 \$ 90% 🔳
		Settings		Settings	Safari	
6	Phone		>	PRIVACY & SECURITY	· ·	
	Messages		>	Prevent Cross-Si	ite Tracking	$\bigcirc$
	FaceTime		>	Block All Cookies	6	$\bigcirc$
0.0	Maps		>	Ask Websites No	ot To Track Me	$\bigcirc$
	Compass		>	Fraudulent Webs	ite Warning	
0	Safari		$\geq$	Camera & Microp	ohone Access	
	News		>	Check for Apple	Pay	
л	Music		Σ	Allow websites to che About Safari & Privac		up.
	тv		>	Clear History and	d Website Data	
*	Photos		>			
101	Camera		>	READING LIST		
	iBooks		>	Automatically Sa	ve Offline	$\bigcirc$
<b></b>	Podcasts		>	Automatically save al offline reading.	I Reading List items fr	om iCloud for
5	Game Center		>	Advanced		>

# 10 The MediaRecorder error on iOS Safari

For the system to work correctly in iOS Safari, the MediaRecorder option must be enabled in the "Settings"  $\rightarrow$  "Safari"  $\rightarrow$  "Advanced"  $\rightarrow$  "Experimental Features"  $\rightarrow$  "MediaRecorder".

IT-Mobile NL 4G 19:48     Personal Hotspot: 1 Connection	<b>••</b>
Experimental WebKit Features	
EXPERIMENTAL WEBKIT FEATURES	
Accessibility Object Model	$\bigcirc$
Blank anchor target implies rel=noop	
CSS Custom Properties and Values	$\bigcirc$
CSSOM View Scrolling API	$\bigcirc$
CSS Painting API	$\bigcirc$
CSS Typed OM	$\bigcirc$
ImageBitmap and OffscreenCanvas	$\bigcirc$
Intersection Observer	
Media Capabilities API	$\bigcirc$
MediaRecorder	
Pointer Events	$\bigcirc$
Swap Processes on Cross-Site Navi	

# 11 Scrolling does not work on iOS Safari

In iOS Safari, scrolling inside IFRAME elements may not work when "Async Frame Scrolling" is enabled in Safari. You should disable this option "Settings"  $\rightarrow$  "Safari"  $\rightarrow$  "Advanced"  $\rightarrow$  "Experimental Features"  $\rightarrow$  "Async Frame Scrolling".

Advanced Experimental WebKit Features

Accessibility Object Model	$\bigcirc$
Async Frame Scrolling	$\bigcirc$
Cache API	
Constant Properties	
Fetch API Request KeepAlive	$\bigcirc$
ImageBitmap and OffscreenCanvas	$\bigcirc$
Secure Contexts API	
Link Preload	
ServiceWorkers	
CSS Spring Animations	
Storage Access API	

## 12 Turn off notifications and calls

It is recommended to turn off notifications and incoming calls when passing proctoring on mobile devices or when connecting a mobile camera. To do this, follow the steps below.

12.1 On iOS Safari

Go to "Settings"  $\rightarrow$  "Do Not Disturb"  $\rightarrow$  enable "Do not disturb" from above, Silence — Always, Phone - Allow Calls From — No One, remove the flag in "Repeated Calls".

•••II YOTA <a>      20:08</a>	<b>€ @</b> 50 % <b>■</b> )		20:09 Do Not Disturb	<b>€</b>
Settings		Settings	Do Not Disturb	
		Do Not Distu	rb	
Airplane Mode	$\bigcirc$	When Do Not Di	sturb is enabled, calls and n	otifications will
ᅙ Wi-Fi	ne_5G >	be silenced.		
Bluetooth	Off >	Scheduled		$\bigcirc$
🖤 Mobile Data	>			
Personal Hotspot	Off >	SILENCE:		
		Always		✓.
<b>Notifications</b>	>	While iPhone	is locked	
Sounds & Haptics	>	Incoming calls a is either locked of	nd notifications will be silend or unlocked.	ced while iPhone
C Do Not Disturb	>	PHONE		
Screen Time	>	Allow Calls F	rom	No One 🗦
_		When in Do Not	Disturb, allow incoming calls	s from no one.
General	>	Repeated Ca	lls	$\bigcirc$
Control Centre	>	A second call fro not be silenced.	om the same person within t	nree minutes will
A Display & Brightness	>	DO NOT DISTUR	B WHILE DRIVING	
Mallaanar	1	Activata		Manually

## **12.2 In Android Chrome**

Go to "Settings"  $\rightarrow$  "Sound"  $\rightarrow$  "Do not disturb"  $\rightarrow$  "Enable now".

	0 K/s 🕄 🏭 💷 18:17			0 K/s 🚷 🏭 💷 18:18	0 K/s 🕄	<b>) 🤇 📶 💷</b> 18:18
Settings		$\leftarrow$	Sound	Q	← Do not disturb	
	Apps & notifications > Permissions, Default apps	Ų	Ringtone		Enable now When active, a moon icon will appear in th status bar. Alarms will ring or vibrate, whil calls and messages will not ring or vibrate	e
Ī	Battery Power saving mode, Battery usage	53	Media		ENABLE AS SCHEDULED	
	Display Eye comfort, Home screen style, Wallpaper	$\odot$	Alarms	0	Time Sun Sat 22:00 - 07:00 next day	
	Sound > > Do not disturb, Ringtone, Vibrate			0	Event Any calendar	
	Storage America Storage Cleaner	Silent mode			Add new	
	Security & privacy		ate in silent mode		ADVANCED SETTINGS	
$\Theta$	Fingerprint ID, Face unlock, Screen lock & > passwords	Do r	ot disturb	Off $>$	Do not disturb mode	Alarms only $\geq$
	Accounts Add and manage accounts	SIM	1 phone ringtone	Huawei Tune Living $>$	Define priority interruptions	>
*	Smart assistance > Accessibility	SIM	2 phone ringtone	Huawei Tune Clean $>$		
G	Google >	SIM	1 vibrates when ringing			
	System	SIM	2 vibrates when ringing			
•	System navigation, System update, About > phone, Language & input		ault notification sound			
$\sim$	$\triangleleft$ $\bigcirc$ $\Box$	$\sim$	$\triangleleft$ $\bigcirc$		$\sim$ $\triangleleft$ $\circ$ $\circ$	