**Test Taker Guide**

Online Proctoring Series

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## Welcome

Welcome to Kryterion’s Webassessor™ application for Online Proctored Exams. For a successful testing experience, complete the steps below at least forty-eight (48) hours before your proctored exam. If you require further assistance regarding the steps listed in this document, go to <https://www.kryteriononline.com/test-taker/online-proctoring-support>.

## Verify Requirements

Please make sure that your computer meets the hardware and software requirements below:

| Windows | | MAC |
| --- | --- | --- |
|  | |  |
|  |  |  |
| **Hardware**   * Minimum 50MB available space * Screen resolution 1024 x 768 or greater * Webcam and Microphone – USB only * Internet access: Recommended minimum of 1 Mbps upload / 1 Mbps download. Ping must be below 200 ms to Phoenix, AZ server during speed test. * Operating Systems:   + Windows 7   + Windows 8.1 Only (touch screens require the use of a mouse and keyboard)   + Windows 10 (touch screens require the use of a mouse and keyboard) | | **Hardware**   * Minimum 50MB available space * Screen resolution 1024 x 768 or greater * Webcam and Microphone - USB only * Internet access: Recommended minimum of 1 Mbps upload / 1 Mbps download. Ping must be below 200 ms to the Phoenix, AZ server during speed test. * Operating System OS X:   + 10.11 El Capitan   + 10.12 Sierra   + 10.13 High Sierra |
| **Installed Applications**   * Internet Explorer 11 or Edge required for Sentinel Secure™ \* * Adobe Flash ActiveX (Latest for Internet Explorer) * .Net Framework 4.6.2 * Ports Opened   + 80 & 443 * Administrator Rights | | **Installed Applications**   * Safari (Latest Version) required for Sentinel Secure™ \* * Ports Opened   + 80 & 443 * Administrator Rights |

\*You may also install and launch your exam using Chrome or Firefox.

## Security Considerations

Kryterion highly recommends that you disable all software/hardware that can interrupt, intercept, or interfere with your proctored exam. This includes, but is not limited to:

* Pop-up blockers
* Anti-virus software
* Firewall (Windows and 3rd party)
* VMWare/Bootcamp
* Skype, Photobooth
* TeamViewer

*After exiting Sentinel, please be sure to re-enable these settings.*

As an alternative, you may “allow” Sentinel through your security software. With the   
ever-expanding list of available security programs, it may still be necessary to disable these programs just before attempting to launch Sentinel.

**Note:** If you are unable to alter settings of the above-mentioned programs, please contact your System Administrator.

## Camera Requirements

Note: You will not be allowed to use an internal camera unless permitted to do so by your Test Sponsor. If you are unsure which camera is allowed, please contact your Test Sponsor for clarification.

Recommended Specifications:

* Minimum video resolution of 720p with a frame rate of 30 fps
* High Speed USB 2.0 connection. Plug-and-Play preferred
* Manual focus ring
* Auto-zoom or auto-focus must be turned off
* Built-in microphone highly recommended
* We recommend cameras with a heavy base and flexible neck to allow easier placement
* Cord length of 6’ (2m) or more.
* **Digital Camera/Camcorder, Smartphone, GoPro or additional Laptops/Computers are not acceptable as camera alternatives.**

Regarding proper placement of your camera, refer to the section below: “Video Camera Preview Page and Camera Position,” or refer to the videos located on the [Support Page](https://www.kryteriononline.com/test-taker/online-proctoring-support).

## Test Your Equipment

Navigate to <https://kryteriononline.com/webcam-checker>.

The web page will allow you to check your Internet speed and show the steps for checking your computer’s video and audio.

1. Please click the “GO” button in the speed-readiness test area of the page..
2. The test will calculate your Ping time followed by your download and upload speeds. The speed test may select your local server first and run the Ping, download and upload tests.
3. When those tests are done, please click the blue down-pointing arrow to open the Select Host pop-up window. In the blank field near the top, type “**Phoenix**” (no quotes) and click on any server shown below. Click the word “**AGAIN**” in the blue circle.
4. Below the speed-readiness area of the page, follow the instructions for testing your webcam and microphone for your PC or Mac.
5. When finished with the above tests, close this web page. You will not be able to stream video for your exam if this page remains open.

## Step 1: Install Sentinel Secure™

* **Uninstall Any Earlier Versions of Sentinel, If Applicable.**
* **Installing Sentinel Secure**

You will need to be logged in as an Administrator to perform the following steps:

| Windows Hardware | | MAC Hardware |
| --- | --- | --- |
|  |  |  |
| * Click on Start/Windows * Go to Control Panel * Under Programs, select Uninstall a Program * Click on the Program name. * Select Uninstall | | * Click on the Apple menu at the top left * Go to the Finder * Double click the Applications folder * Scroll down to find the program * Click and drag the program to the Trash bin * Right click and choose Empty Trash Bin |

**Note:** If you don’t see “Step: Install Sentinel on the Webassessor home page, register first for an online-proctored exam.

| Windows Hardware | | MAC Hardware |
| --- | --- | --- |
|  |  |  |
| * Close all open applications and login to your Webassessor account. This includes all applications or web pages that may be utilizing your web camera and streaming video. * Click Install Sentinel form your Home page. * Depending on your browser: * Click Run for Internet Explorer. * Click Download setup.exe file for Chrome. * Click Save and once downloaded, double click the setup.exe file for Firefox. * When the Sentinel Secure Setup appears, click Next. * Read and accept the terms of the End User License Agreement. Click Next. * Click Install and Finish. | | * Close all open applications. This includes all applications or web pages that may be using your web camera and/or streaming video. * Log in to your Webassessor account. * Click Install Sentinel from your home page. * Depending on your browser: * The file should automatically begin the installation of Sentinel for the Safari browser. If not, double-click the Sentinel Secure package. * Select Save and, once downloaded, double click the SentinelSecure.pkg file for Firefox. * Click “Download SentinelSecure.pkg” for Chrome. * When the “Welcome to the Sentinel Installer” dialog box appears, click Continue. * Click Install * You may need to make changes to your computer by entering the Administrator’s password and clicking Install Sentinel. * Click Close. |

## Step 2: Create Your Biometric Profile

Biometrics are distinctive and measurable identifiers used to confirm that test takers are who they say they are. Identifiers can include fingerprint, facial recognition, ONA, palm print, hand geometry, iris recognition etc. In other words, this is an individual's unique footprint.

Kryterion uses several types of authentication methods: passwords, keystroke analytics, and facial recognition. During this step, you will create a biometric profile that may consist of keystroke analytics and/or facial recognition. Please ensure that your web camera is not streaming video in any other webpage or application while attempting to create your biometric profile.

**NOTE:** Not all test sponsors require **BOTH** Facial Recognition, mentioned above, **AND** Keystroke Analytics, described below.

Keystroke Analytics

Your typing pattern develops a rhythm that is exclusive to you. Webassessor™ analyzes your typing pattern to verify that you’re the person who should be taking the exam.

* Go to [www.webassessor.com](http://www.webassessor.com) and enter your user ID and password.
* On the home page, click Enroll in Biometrics and follow the onscreen prompts. If you do not see this step to Enroll in Biometrics, refer to the FAQ on the [Support Page](https://www.kryteriononline.com/test-taker/online-proctoring-support).
* Read and accept the Terms of Service and click Agree.
* Type your name exactly as shown into the text box. The software will record your typing pattern and speed. Please type at the same pace as you normally do. Make sure to use the shift key for capital letters. Do not use the Caps Lock key.
* Press Enter after typing your name.
* Please note that the online-proctored exam that you’re scheduled for is supported by Standard English keyboards only. Special characters (such as é) cannot be used in your Test Taker name when performing the biometric enrollment. If you are using a   
  non-Standard-Standard keyboard, please go to [Microsoft’s Support Website](https://support.microsoft.com/kb/258824) for instructions on modifying your keyboard to ensure a successful test.
* Continue until the progress bar is solid green. When complete, the program will automatically move to the next screen.

Facial RecognitionFacial recognition is a biometric that captures your image. When taking your photo, please place the camera so that only your face is in view, similar to a driver’s license or passport photo. Make sure that the camera is in focus, and the lighting is not too dark or too light. If you’re wearing glasses or a hat, please remove them from the photo.

Hold perfectly still and click Capture. A green background will appear. If a red background appears, adjust your position by moving closer to the webcam. Check the lighting on your face and the background behind your head.

## Step 3: Launching Your Exam

The Launch button for your exam will appear 10 minutes before your scheduled time next to Upcoming Assessments. If it’s not shown, hover over the question mark under Details. For more information, please refer to the Support page at: <https://www.kryteriononline.com/test-taker/online-proctoring-support>.

Biometric AuthenticationAfter clicking the Launch button, Sentinel will load and verify your biometrics. The Authentication is very similar to the Enrollment. Please follow the steps listed in the **Step 2: Create Your Biometric Profile** section above.

Video Camera Preview Page and Camera PositionOnce your biometrics have been authenticated, the Video Camera Preview page will appear. Please use the video on the screen to adjust your camera position and verify that your microphone is working. If the exam you’re taking requires the use of an external webcam, you must position your camera so that the Proctor can clearly see your full head, torso, hands, keyboard and mouse, if these are being used. The Proctor must also be able to see any test aids you’ll be using and the immediate surrounding area including your workstation throughout the exam session. For additional information, please review the videos on the [Support Page](https://www.kryteriononline.com/test-taker/online-proctoring-support).

If your test sponsor has allowed test aids, please make sure that they are in view of the camera before clicking on “I’m Ready To Begin My Exam.” They must also remain in view during the entire test session.

**NOTE:** If your camera is not correctly placed or if the microphone isn’t working or if the wrong camera was selected, you will be notified by your Proctor to adjust your equipment or settings.

## Required Testing Equipment

* The room is well lit, quiet and free from distraction.
* The testing surface is clutter-free and contains only one computer, one monitor, one keyboard and one mouse.
* Be sure that only permitted test aids are in your testing area. Contact your test sponsor concerning allowed test aids. Once the Sentinel loads, the allowed test aids will be shown as icons on the right side of the screen. These icons are not interactive tools; they simply identify allowed test aids.
* Lanyards/badges, watches, bracelets and necklaces are not permitted to be worn during testing. Please remove all items from your neck and wrists.
* Interaction with another individual during your test session is not permitted.
* You may not use dual monitors.
* You cannot take a break for any reason. If you leave the workstation during the exam, your test sponsor will be notified.
* You may not lean out of the camera view during your test session. The Proctor must be able to see you at all times.
* Cell phones are not permitted in the testing area.
* Reading the exam aloud is prohibited.
* You will be recorded during the entire exam experience.

## Additional Support

If you require further assistance regarding the steps listed in this document, please refer to the [Support Page](https://www.kryteriononline.com/test-taker/online-proctoring-support).

Kryterion Support is available 24 hours per day, 7 days a week, 358 days per year. We are closed for U.S.-observed holidays.

**Phone:** 1-877-313-2008 (U.S.) or +001-602-659-4679 (International)

**Live Chat:** <https://www.KryterionOnline.com/test-taker/online-proctoring-support>, then click “Click Here To Chat.”

**Email:** OLPsupport@KryterionOnline.com

Kryterion, Inc.  
7776 South Pointe Parkway West, Suite 200  
Phoenix, AZ 85044

**About Kryterion, Inc.**  
Kryterion is a global leader providing a full range of online-proctoring solutions. Headquartered in Phoenix, AZ, Kryterion has been on the forefront of testing solutions since 2001 and operates in more than 1,000 locations worldwide. Learn more at [www.KryterionOnline.com](http://www.KryterionOnline.com).

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