



Test Taker Guide

Online Proctoring Series

Version 2; 10/9/14

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Welcome!

Welcome to Kryterion's Webassessor application for Online Proctored exams. For a successful testing experience, we recommend that you complete the steps below at least forty-eight (48) hours prior to your proctored exam. If you require further assistance regarding the steps listed in this document, please refer to the FAQ on the Support Page. www.KryterionOnline.com/Support

Verify Requirements

To ensure you are able to launch your exam please be sure your computer meets the hardware and software requirements below.

Windows	Mac
Hardware	Hardware
<ul style="list-style-type: none">• Minimum 50MB available space• Screen Resolution 1024 x 768 or greater• Webcam and Microphone• Internet access (Recommended minimum of 1 Mbps upload / 1 Mbps download)• Operating Systems<ul style="list-style-type: none">○ Windows 8 (Touch screens require a mouse and keyboard)○ Windows 7	<ul style="list-style-type: none">• Minimum 50MB available space• Screen Resolution 1024 x 768 or greater• Webcam and Microphone• Internet access (Recommended minimum of 1 Mbps upload / 1 Mbps download)• Operating System OS X (10.7 or newer)<ul style="list-style-type: none">○ OSX 10.9.1 is not supported, but 10.9.2 or newer is.
Installed Applications	Installed Applications
<ul style="list-style-type: none">• Internet Explorer (version 9.0 or above)• Adobe Flash ActiveX (Latest for Internet Explorer)• Net Framework 4.0• Ports Opened<ul style="list-style-type: none">○ 80, 443, 1935 as well as 8082, 8083, 8084, 8085, and 8087• Administrator Rights	<ul style="list-style-type: none">• Safari (Latest Version)• Latest Flash Player (Installed through Safari)• Ports Opened<ul style="list-style-type: none">○ 80, 443, 1935 as well as 8082, 8083, 8084, 8085, and 8087• Administrator Rights

Camera Requirements

Note: You will not be allowed to use an internal camera, unless permitted by your Test Sponsor.

Recommended Specifications:

- Minimum Video Resolution of 720p with a frame rate of 30 fps
- High Speed USB 2.0 connection - Plug and Play preferred
- Camera viewing minimum angle: 80 degrees
- Manual focus ring
 - No auto zoom or auto focus
- 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.
- Any type of recording device such as a Digital Camcorder, Smartphone, tablet, additional laptops/computers are not acceptable

Regarding proper placement of your camera, refer to the FAQ on the support page.

Test Your Equipment

Note: Recording devices (such as camcorders) are not permitted.

Navigate to www.KryterionOnline.com/Support, there you will find 5 boxes:

1. The website will automatically test your Internet speed in the 'Bandwidth Check' box on the top left (Recommended minimum of 1 Mbps upload / 1 Mbps download)
2. The 'OS and Browser' box will show your OS and Browser and will alert you if it does not meet our minimum requirements.
3. The 'Adobe Flash Check' box will verify that the supported version of Flash is installed on your computer.
4. By clicking on "Check Ports", the 'Port Check' box will verify that the necessary ports are open. During this step if you see an error, it does not necessarily mean you won't be able to test. Please refer to the FAQ regarding further steps that may be necessary.
5. Under "Webcam and Microphone Check" click "Allow" in the Adobe Flash Player Settings box. If you are unable to see yourself, please refer to the FAQ on the [Support Page](#). Click on the "Test Audio" button and speak aloud to verify your microphone is functioning.

Step 1: Install Sentinel Secure™

Uninstall any Earlier Sentinel Applications (if applicable)

Uninstall any previous sentinels (also referred to as "Web Sentinel", "Sentinel Secure" or "Sentinel").

Windows	Mac
1. Click on the Start/Windows	1. Click on the Apple Menu in the top left
2. Go to Control Panel	2. Go to Finder
3. Select "Uninstall a Program" under Programs	3. Find the "Applications" folder
4. Click on the Program name	4. Scroll down to find the program
5. Select uninstall	5. Click and drag the program to the trash bin.

Installing Sentinel Secure™

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

Note: If you do not see Step 1 "Install Sentinel" on the Webassessor homepage, you will first need to register for an online proctored exam.

Windows	Mac
1. Close all open applications and log in to your Webassessor account.	1. Close all open applications and log in to your Webassessor account.
2. Click Install Sentinel from your Home page.	2. Click Install Sentinel from your Home page.
3. Depending upon your browser: <ul style="list-style-type: none"> o Click Run for Internet Explorer. o Click download setup.exe file for Chrome. o Click Save and once downloaded double click the setup.exe file for Firefox. 	4. Depending upon your browser: <ul style="list-style-type: none"> o The file should automatically begin the installation for Safari. If not, double-click the Sentinel Secure package. o Select Save and once downloaded double click the SentinelSecure.pkg file for Firefox. o Click download SentinelSecure.pkg file for Chrome
3. Click next once the Sentinel Secure Setup appears.	5. Click Continue when the Welcome to Sentinel Secure Installer appears.
4. Read and Accept the terms of the End-User License Agreement and click next.	6. Select English, and then Continue to accept the End User License Agreement, and click Agree.
5. Click Install and Finish.	7. Click Install.

	8. You may need to make changes to your computer by entering the Administrator's password and clicking Install Sentinel.
	9. Click Close.

Step 2: Create your Biometric Profile

Biometrics are distinctive and measurable identifiers used to confirm that an individual is who they say they are. Examples can include fingerprint, facial recognition, DNA, 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.

Keystroke Analytics

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

1. Go to www.Webassessor.com and enter your **User ID** and **Password**.
2. At the Home page, click "Enroll in Biometrics" and follow the onscreen prompts. If you do not see Step 2 to "Enroll in Biometrics", refer to the FAQ on the [Support Page](#).
3. Read and accept the **Terms of Service** and click "Agree".
4. Type your name, exactly as shown, into the text box. The software will record your typing pattern and speed. Please type at a consistent pace as you normally type. Make sure to use the 'Shift' key for capital letters. Do not use 'Caps Lock'.
 - a. Windows Users must press 'Enter' after typing their name
 - b. Mac Users will not have to press 'Enter', once you are done typing your name it will automatically record it.
5. Continue until the progress bar is solid green. When complete the program will automatically move to the next screen.

Facial Recognition

Facial 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 the camera is in focus and the lighting is not too dark or too light. If you are wearing glasses or a hat, please remove them for 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.

Note: Mac users will not click Capture; the process starts automatically and sometimes will complete very quickly. Once done, it will take you to the screen that says your biometric enrollment is complete.

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 is not shown, hover over the question mark under "Details". For further explanation, please refer to the FAQ on [Support Page](#).

Biometric Authentication

After clicking on the "Launch" button, the Sentinel will load and then verify your biometrics. The Authentication is very similar to the Enrollment. Please follow the steps listed in "Step 2: Create your Biometric Profile" section above. If you are having difficulties authenticating, please refer to the FAQ on the [Support Page](#) for additional suggestions.

Video Camera Preview Page

Once 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 your microphone is working. If you have any questions regarding camera position, please refer to the FAQ on the [Support Page](#).

If your test sponsor has allowed test aids, please make sure they are in view of the camera before clicking on “I’m Ready to Begin my Exam”.

Note: If the camera position is poor, microphone isn’t working, or the wrong camera was selected you will be paused during your exam to adjust these settings.

Required Testing Environment

- 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 the 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.
- Watches, bracelets and necklaces are not permitted to be worn during testing. Please remove all items around 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, we are obligated to inform your test sponsor.
- You will be recorded during the entire exam experience.

*Kryterion highly recommends all software/hardware that has the capability to interrupt, intercept, or interfere with your proctored exam, be disabled during your test session. This includes, but is not limited to:

- Pop-up blockers
- Anti-virus software

Additional Support

If you require further assistance regarding the steps listed in this document, please refer to the FAQ on the [Support Page](#).

If you require further resolution to an issue, we are available from Sunday 6am – Friday Midnight and Saturday from 6am - Midnight at: (Phoenix Arizona Time, UTC -7)

- **Voice:** 877-313-2008 (U.S.) or 001 602-659-4679 (International)
- **Live Chat:** www.KryterionOnline.com/Support, then click on “LIVE HELP”
- **E-Mail:** OLPsupport@KryterionOnline.com

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About Kryterion Inc.

Kryterion is a global leader providing a full range of Online Proctoring solutions. Headquartered in Phoenix, Arizona, Kryterion has been on the forefront of testing solutions since 2001 and operates in more than 800 locations worldwide. Additional information is available at www.KryterionOnline.com.

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