

Webassessor™

Proctoring Guide For Client Proctored Test Delivery

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Introduction

KRYTERION offers four robust options for test delivery and proctoring through our Webassessor™ platform:

- 1) KRYTERION Testing Centers (KTN)
- 2) Online/Remote Proctoring via webcam (OLP)
- 3) Unproctored Online Testing
- 4) Client Proctored Testing (through a private channel or at a special event)

This manual provides important guidance for clients intending to use Webassessor for client-proctored events or at private, client-contracted testing centers.

Webassessor™ Hardware and Software Requirements

Use Microsoft Internet Explorer or Google Chrome web browsers to deliver all exams.

Configure each of the workstations in your private center or at your event as follows.

Minimum hardware and software requirements:

- ▶ **Processor:** 1 GHz or higher required
- ▶ **RAM:** 1 GB or greater required
- ▶ **Operating Systems:**
 - ❖ Windows 7
 - ❖ Windows 8.1 (desktop mode only)
 - ❖ Windows 10 (desktop mode only)
- ▶ **Video:** A minimum of 256 color with video display set to 1024 x 768 resolution
- ▶ **Monitor:** Minimum of 15" CRT, LCD or LED
- ▶ **Laptops:** Must be connected to an outlet power source and not powered by battery alone
- ▶ **Internet Access:** DSL, T1, or cable
- ▶ **Installed Applications:** Internet Explorer 11.0 or higher, Google Chrome ONLY
- ▶ **Installation of Adobe Acrobat Reader:** <http://get.adobe.com/reader>
- ▶ **Installation of Java Runtime Environment (JRE):** <http://java.sun.com/javase/downloads/index.jsp#jre>
- ▶ **Installation of Adobe Flash Player:** <http://get.adobe.com/flashplayer/>
- ▶ Close all software applications other than Webassessor prior to the launch of a KRYTERION exam.

General Considerations

- ▶ **Printer:** If test aids must be printed and distributed on-site for a particular exam, the exam sponsor is responsible for ensuring that the necessary hardware is available, operational and appropriately housed. Are any additional steps required to protect exam integrity during the print production and distribution process?
- ▶ **Storage:** Will there be sufficient secure storage on-site (in the form of a wardrobe, closet, cabinet, locker, etc.) to hold candidates' personal items during test sessions? If not, is it possible to obtain and use other options (bins, chests, etc.)? All personal items should be stored to reduce risks to exam security.
- ▶ **Test Facility Conditions:** Is the test delivery area/facility set up to ensure minimal disruption from:
 - ❖ Area construction, vehicle and air traffic noise?
 - ❖ Interior and exterior foot traffic?
 - ❖ Other scheduled events (weddings and parties)?
 - ❖ Business, recreational and dining activities?

If not, would distribution of noise canceling headphones or disposable earplugs before an exam be an appropriate solution?

- ❖ Are room temperature (70-75 F/ 20-25 C), lighting and ventilation levels controlled to ensure candidates' comfort and optimal performance? Are restrooms in reasonable proximity to the testing area?
- ▶ **ADA accommodations:** Has your organization taken steps to confirm that testing conditions comply with applicable federal, state and local regulations regarding accommodation of individuals with disabilities? This applies to the accessibility of the test center's physical location and to seating and computer workstation configuration.

Preparing for the Candidate

Test sponsors must create private testing center and proctor accounts in Webassessor. Once each proctor account is completed, Webassessor emails the proctor a unique login, a proctor security code, a "sample assessment" authorization code and a link to a password set-up screen. Each proctor is responsible for defining a system-acceptable password and completing an assigned sample assessment.

Test Event Notification

Once a candidate selects a client's private center or event and completes test registration, Webassessor automatically:

- ▶ Emails the session details to the scheduler and proctors assigned to that center (in Webassessor).
- ▶ Lists the exam and details in the center's Testing Location Details mode > Scheduled Exams screen. Details include the *Date Scheduled*, *Candidate* (name), *Duration*, *Assessment* (title), *Proctor Instructions* and *Workstation*.
- ▶ Notifies all schedulers and proctors immediately via email when the candidate cancels/reschedules a session.
- ▶ Emails candidate a confirmation that includes a unique authorization code. It is required to launch the exam.

Proctor Instructions for a Specific Exam

If test aids are permitted for a particular exam, they are listed in the center's Testing Location Details screen > Scheduled Exams section > *Proctor Instructions* column.

Security Codes Used to Launch a Test

To access a Webassessor exam, a proctor must input a personal user ID, password and a proctor-specific authorization code (called a KCP Security Code) plus the candidate's unique candidate authorization code. Together, these codes constitute a compound key. It ensures that no single individual can access Webassessor testing infrastructure without authorization.

Using Webassessor to Launch an Exam

The Proctor Logs into Webassessor

1. **Proctor** opens the Webassessor login page: <https://www.Webassessor.com>.
2. **Proctor** enters an assigned proctor login and password. The Home screen opens.
3. To update an existing password, **proctor** selects the CHANGE PASSWORD link in the toolbar on the upper-right-hand corner of the page. (See Figure 1, below.)
4. The Change Password screen opens. **Proctor** enters a current password followed by a new password in the *New Password* and *Re-Enter New Password* fields, then selects SUBMIT at the bottom right of the screen display. Webassessor accepts the new password if all instructions were followed.

5. Webassessor emails proctor a new password confirmation.

Candidate Authorization Code and Test Verification

Proctors must obtain an exam-specific authorization code from each candidate for each scheduled exam. Candidates can register for multiple exams.

Proctor verifies that the *specific* exam the candidate intends to sit for exactly matches the exam listed in the center's Testing Location Details mode > Scheduled Exams screen for that individual.

Session Breaks for the Candidate

Proctor should encourage candidates to attend to any personal needs BEFORE launching an exam. Advise candidates that the test session timer continues to run when they leave the testing area during a session (e.g. to use the restroom or get a drink of water), reducing the time available to complete the exam.

Launching the Candidate's Exam

Note: Do NOT log in more than 60 minutes prior to the test event. For security reasons, Webassessor times out after 60 minutes of inactivity.

1. **Proctor** greets candidate and obtains the candidate's authorization code.
2. **Proctor** closes all software applications and navigates to the Webassessor login page:
<https://www.Webassessor.com>
3. **Proctor** enters an assigned proctor login and password. Proctor's Home page opens. (See Figure 1, below.)

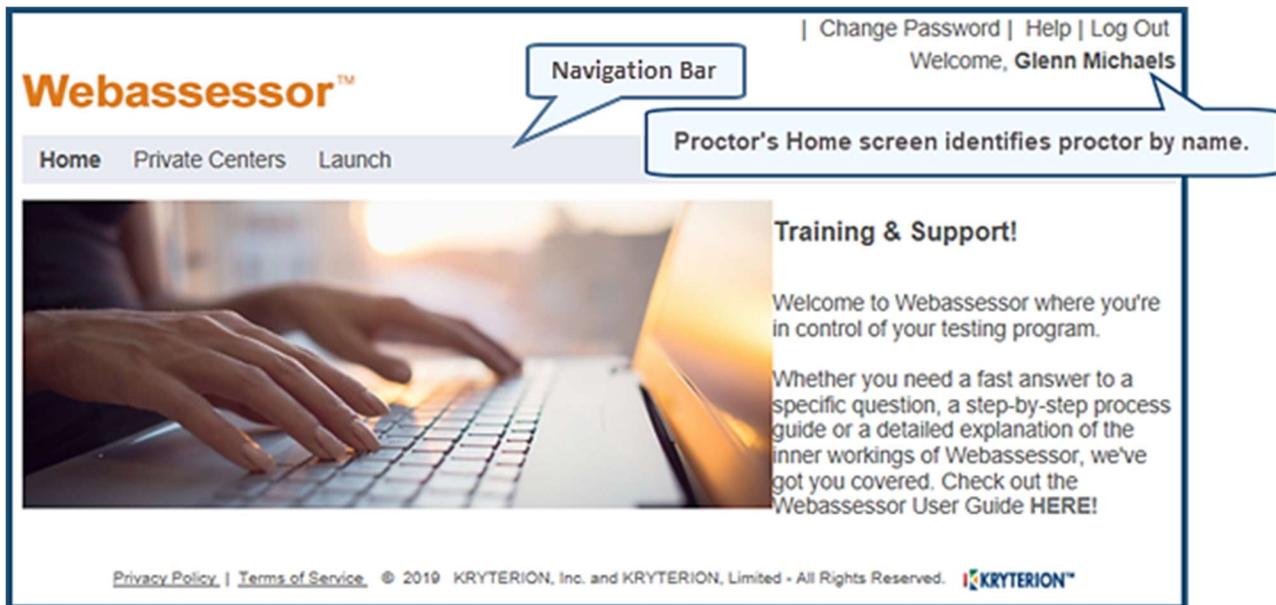


Figure 1

4. **Proctor** selects the LAUNCH tab in the navigation bar.
5. The Launch Exam – Step 1 screen appears. (See Figure 2, below.)

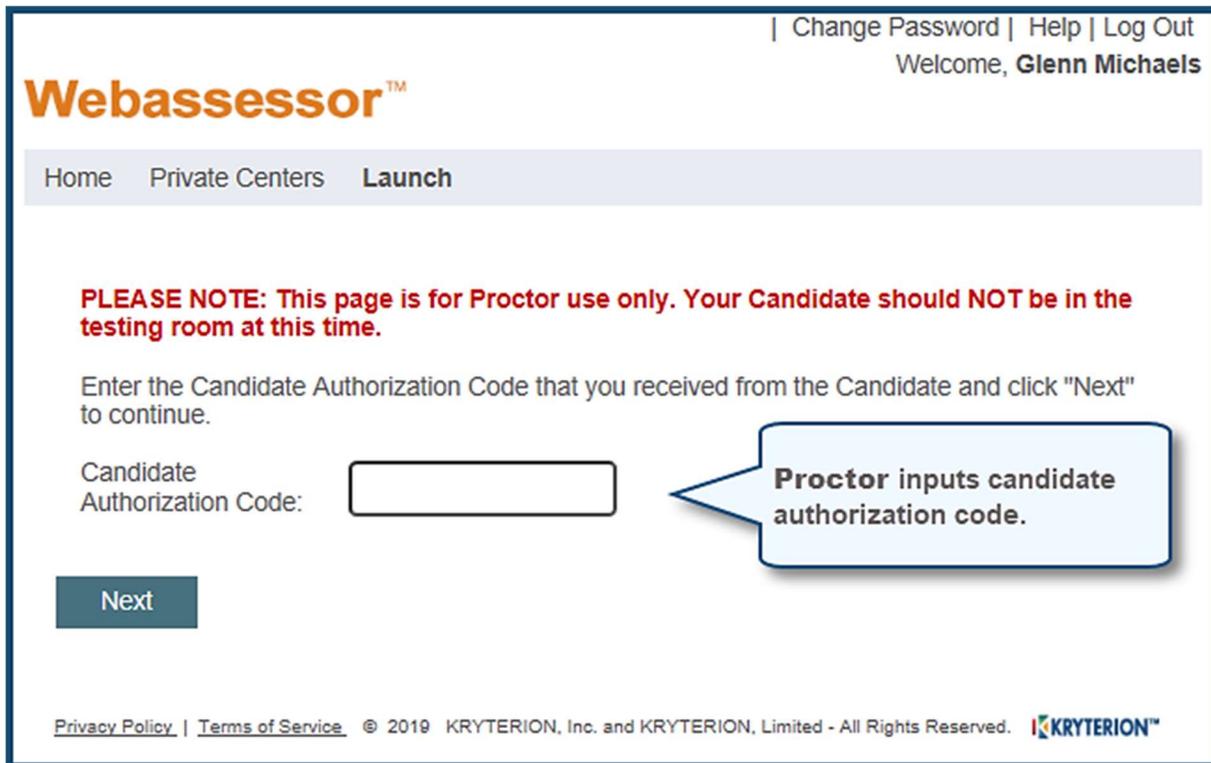


Figure 2: Step 1

6. **Proctor** populates the *Candidate Authorization Code* field with the code provided by the candidate and selects NEXT button.
7. The Launch Exam – Step 2 screen appears. (See Figure 3, below.)

[| Change Password](#) | [Help](#) | [Log Out](#)
 Welcome, **Glenn Michaels**

Webassessor™

[Home](#) [Private Centers](#) **Launch**

Candidate Name:	SampleCandidate
Assessment:	KCP Sample Test
Candidate Authorization Code:	m5etf4ts

PLEASE NOTE: This page is for Proctor use only. Your Candidate should NOT be in the testing room at this time.

IMPORTANT: Be sure that the Candidate Name, Assessment and Candidate Authorization Code matches the information provided to you by the Candidate.

Please confirm all of the following before entering your KCP Security Code.

- You have verified the Test Taker ID matches the name listed above
- Confirmed with Test Taker that assessment information is correct
- Logged Test Taker into the Sign In/Sign Out log
- Test Taker has read Assessment Procedures document and you have answered any questions
- Answered any assessment software or assessment procedure questions
- Gave Test Taker a calculator

Enter Proctor Security Code to begin assessment:

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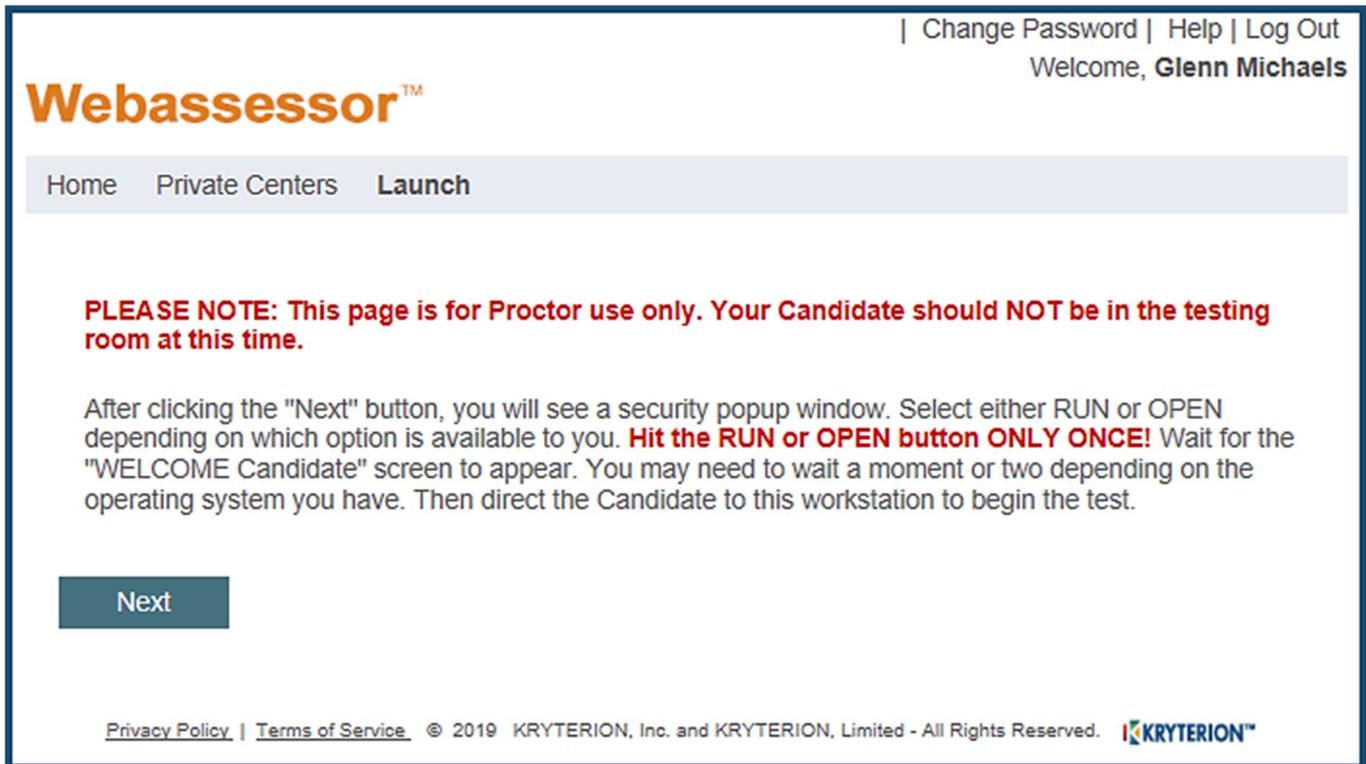
#1 Flag all Proctor Checklist items.

#2 Enter proctor security code.

Figure 3: Step 2

8. Webassessor displays the candidate’s name, assessment name and authorization code in the screen header. **Proctor** verifies that this information is correct.
9. A checklist appears below the screen header. **Proctor** must complete each task or verify the intent to do so by flagging the adjacent check boxes. (See Figure 3, above.) **Proctor** then enters a personal proctor security code in the *Enter Proctor Security Code ...* field.

10. **Proctor** selects NEXT button to open the Launch Exam – Step 3 screen. (See Figure 4, below.)



| Change Password | Help | Log Out
Welcome, **Glenn Michaels**

Webassessor™

Home Private Centers **Launch**

PLEASE NOTE: This page is for Proctor use only. Your Candidate should NOT be in the testing room at this time.

After clicking the "Next" button, you will see a security popup window. Select either RUN or OPEN depending on which option is available to you. **Hit the RUN or OPEN button ONLY ONCE!** Wait for the "WELCOME Candidate" screen to appear. You may need to wait a moment or two depending on the operating system you have. Then direct the Candidate to this workstation to begin the test.

Next

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Figure 4: Step 3

11. **Proctor** selects the Launch Exam – Step 3 screen > NEXT button. The operating system utilized by the computer may display a prompt indicating that the exam downloaded. (See Figure 5.)

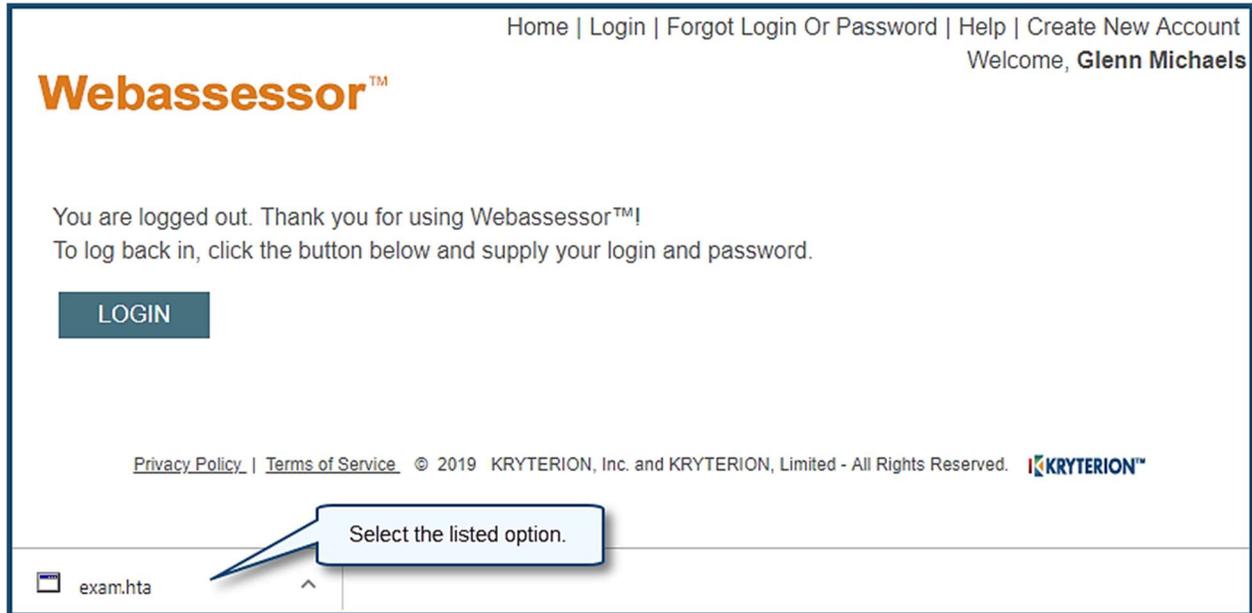


Figure 5

12. Proctor selects exam and a dialog appears. (See Figure 6.) Select RUN.

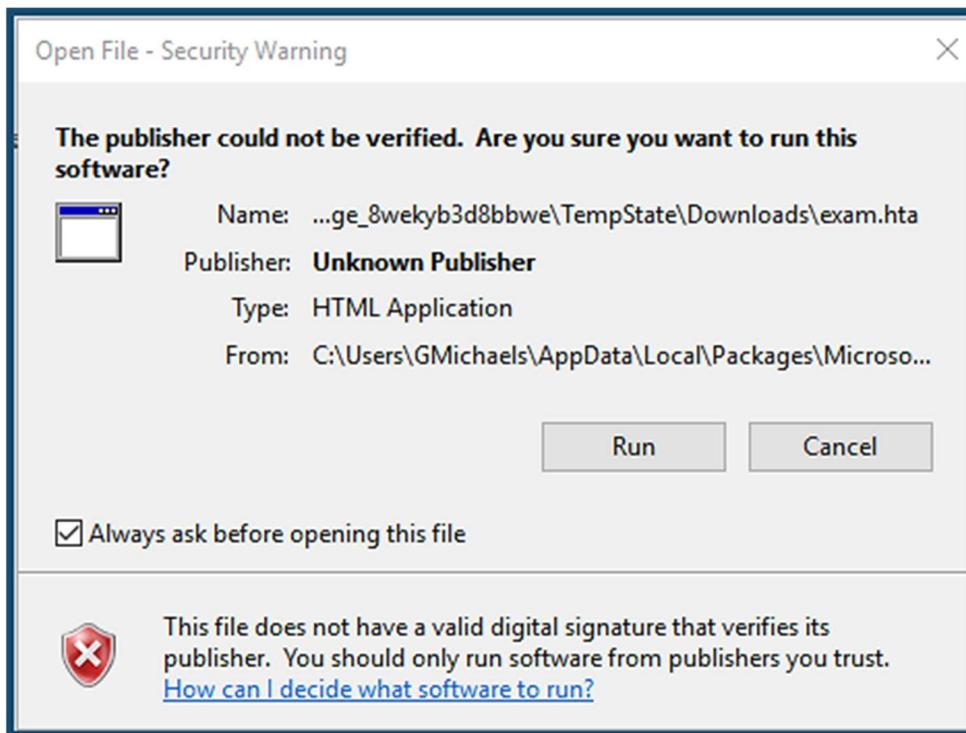


Figure 6

13. The Welcome Candidate screen opens. (See Figure 7, below.) *PLEASE NOTE: Custom branding may change the appearance and verbiage of this screen.*

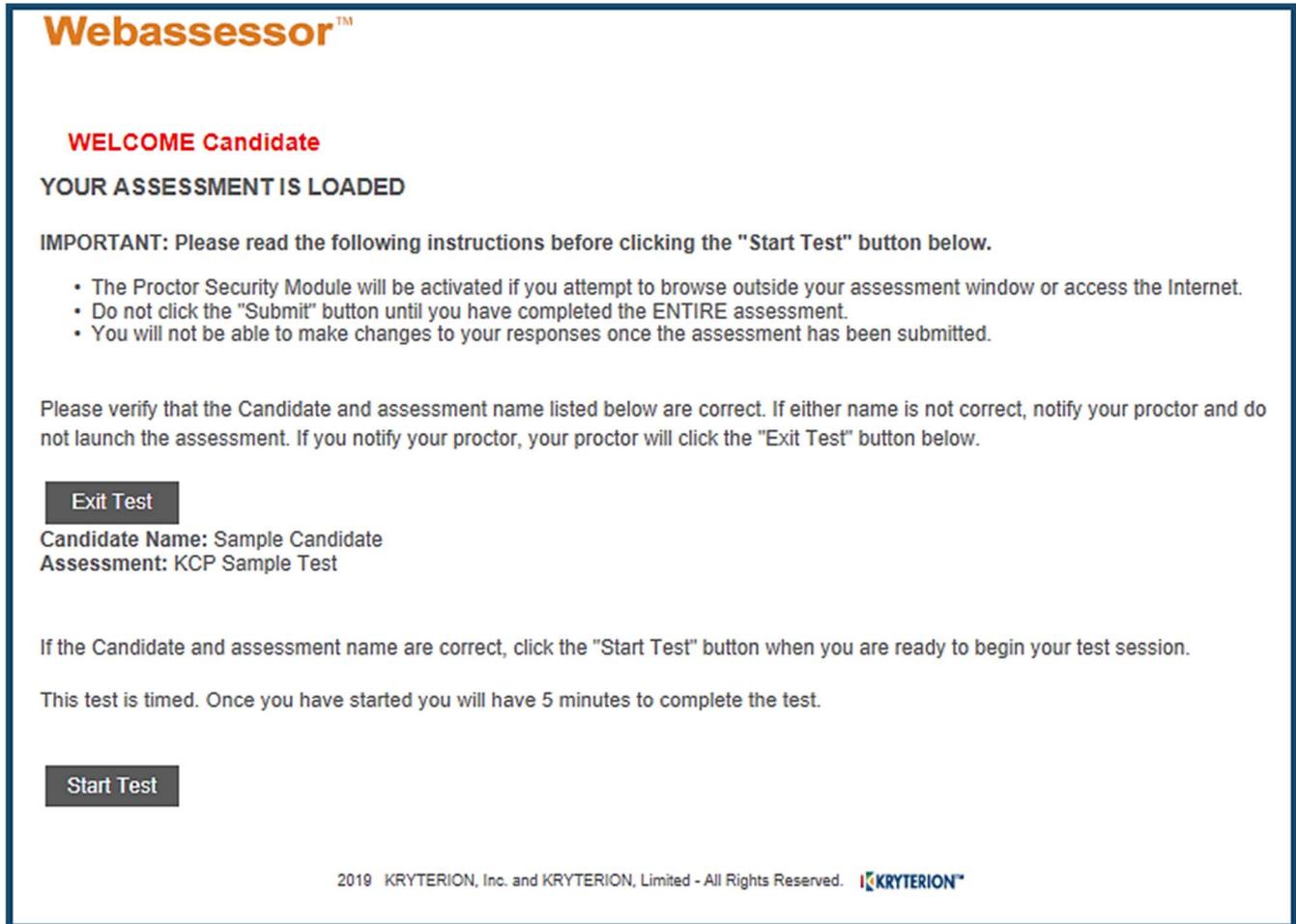


Figure 7

14. **Proctor** brings candidate into the testing area.
15. **Proctor** instructs candidate to read screen instructions carefully before selecting the START TEST button.
16. If candidate name and assessment title listed in this screen (see Figure 7) are correct, *candidate* selects START TEST. A screen similar to Figure 8, below, appears. It includes a LAUNCH button.

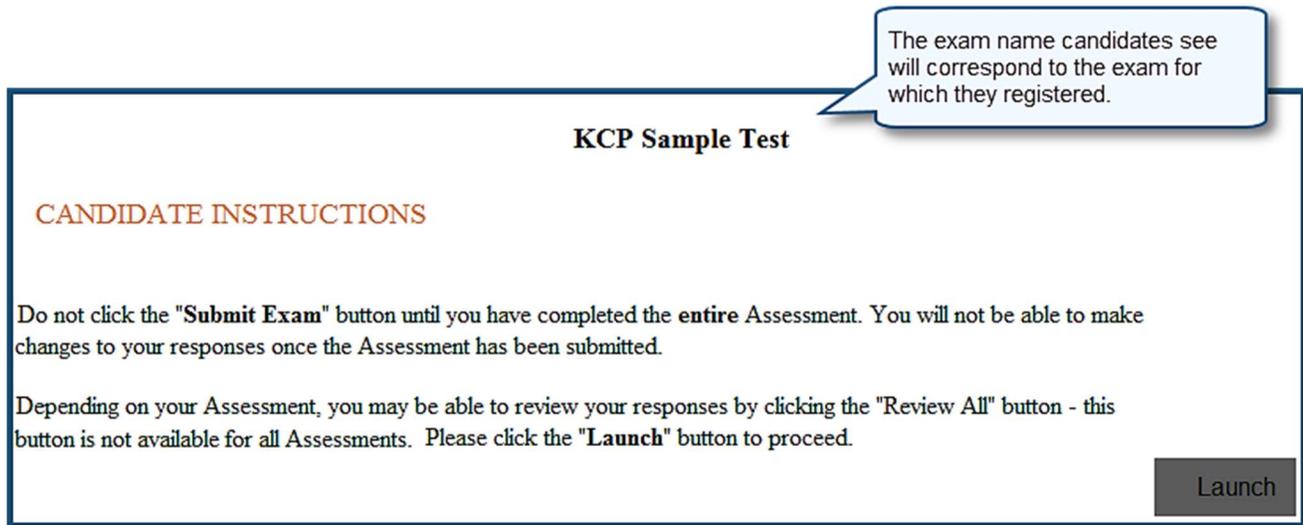
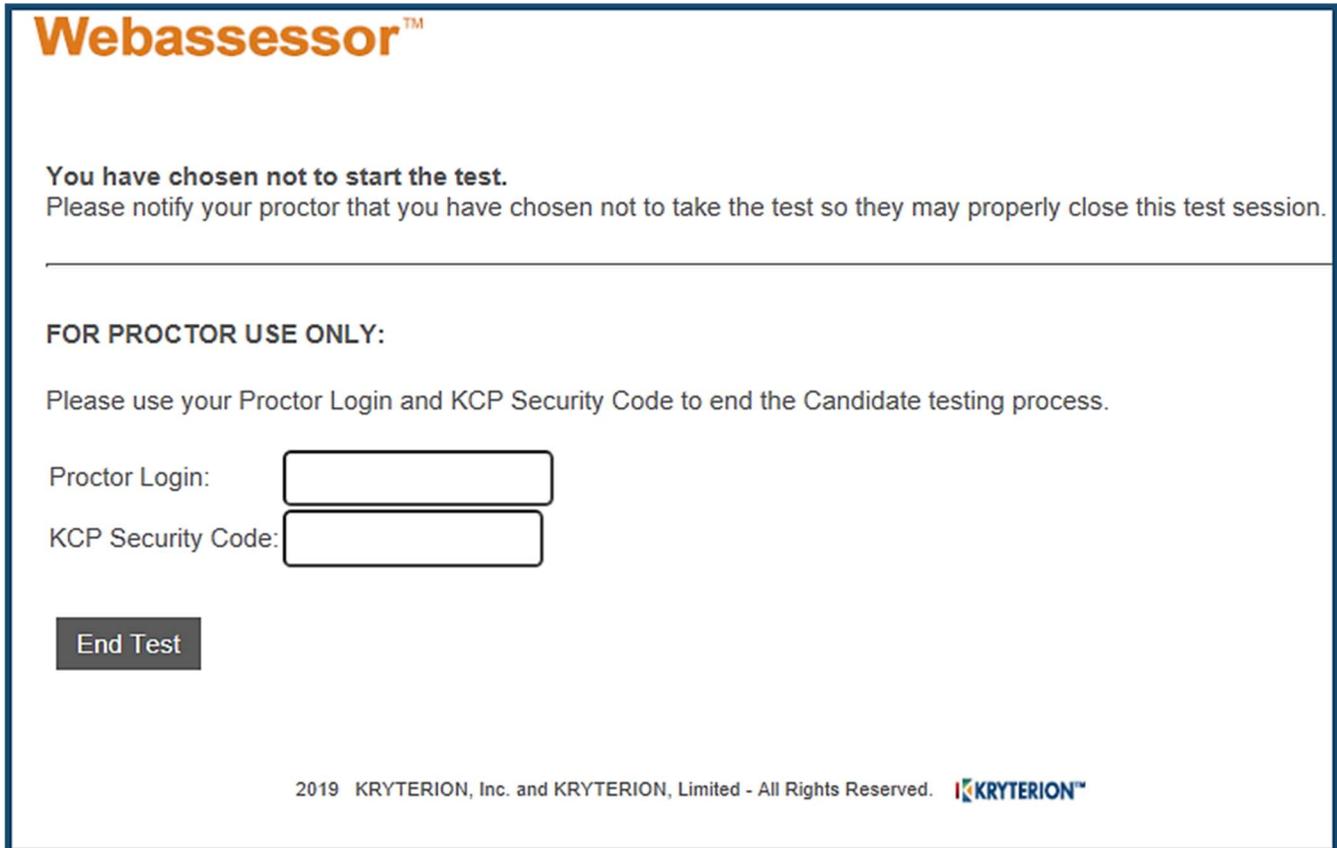


Figure 8

17. **Candidate** selects LAUNCH button when ready to proceed with the exam.
18. **Proctor** advises candidate to notify proctor if the assessment listed in the screen is NOT correct. (See Figure 7, above.)
19. **Proctor** is responsible for selecting EXIT TEST.
20. Webassessor then displays the screen shown in Figure 9, below. **Proctor** must enter the assigned proctor login and KCP (Proctor) security code in the corresponding fields to end the test session.



Webassessor[™]

You have chosen not to start the test.
Please notify your proctor that you have chosen not to take the test so they may properly close this test session.

FOR PROCTOR USE ONLY:

Please use your Proctor Login and KCP Security Code to end the Candidate testing process.

Proctor Login:

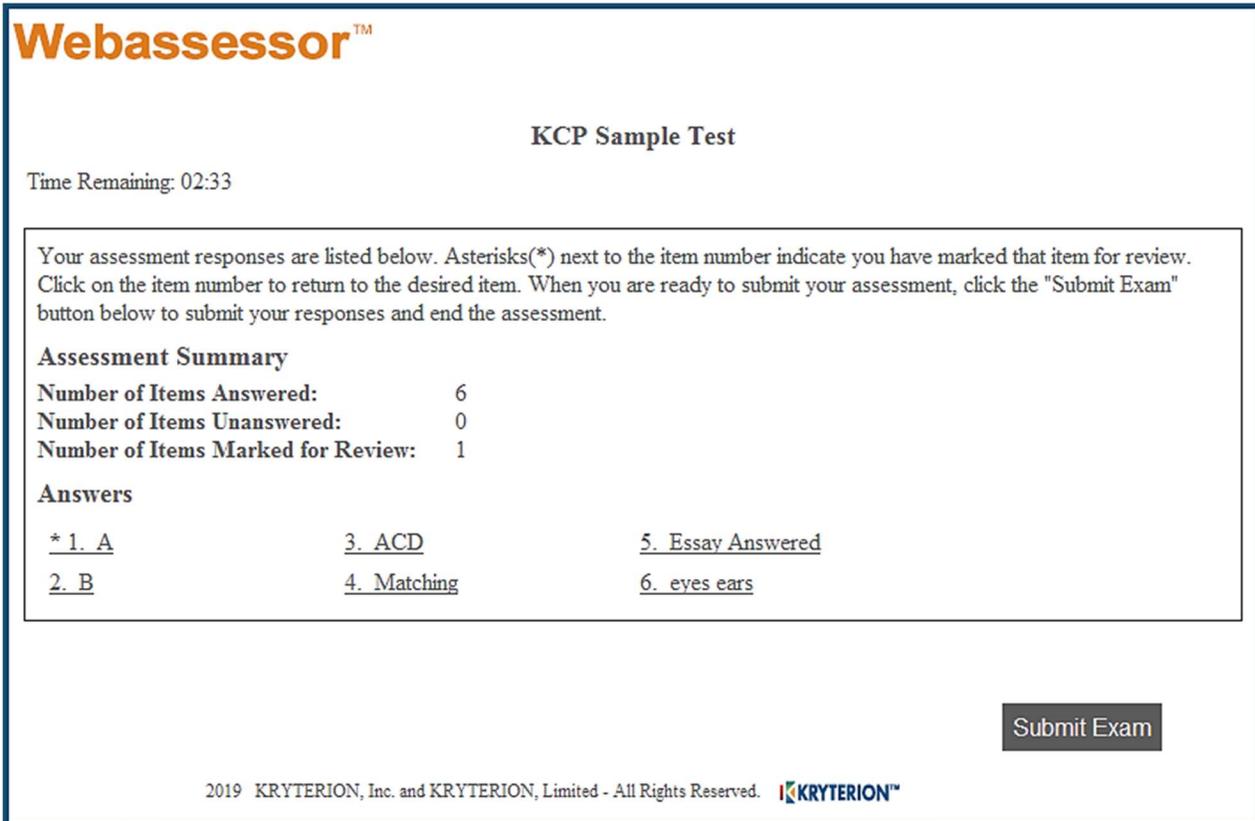
KCP Security Code:

End Test

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Figure 9

21. After **candidate** completes the exam, Webassessor displays an Assessment Submission screen with a SUBMIT EXAM button. It may or may not resemble the version shown below. (See Figure 10.)
22. **Candidate** selects the SUBMIT EXAM button when ready.



Webassessor™

KCP Sample Test

Time Remaining: 02:33

Your assessment responses are listed below. Asterisks(*) next to the item number indicate you have marked that item for review. Click on the item number to return to the desired item. When you are ready to submit your assessment, click the "Submit Exam" button below to submit your responses and end the assessment.

Assessment Summary

Number of Items Answered:	6
Number of Items Unanswered:	0
Number of Items Marked for Review:	1

Answers

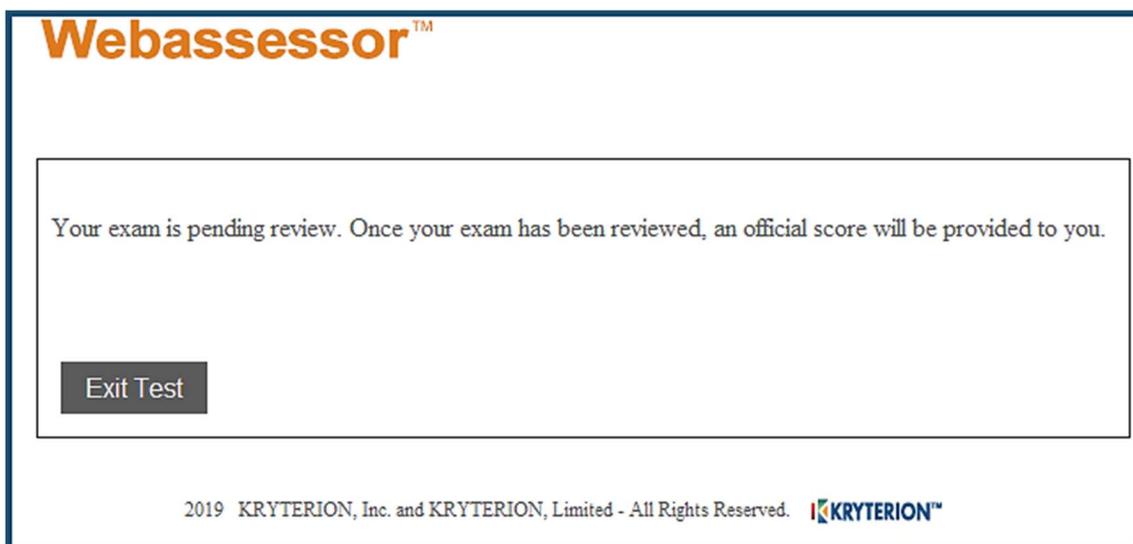
* <u>1. A</u>	<u>3. ACD</u>	<u>5. Essay Answered</u>
<u>2. B</u>	<u>4. Matching</u>	<u>6. eyes ears</u>

Submit Exam

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Figure 10

23. Webassessor displays a screen with an EXIT TEST button. (See Figure 11, below.) The guidance displayed in Figure 11 will vary by exam type.



Webassessor™

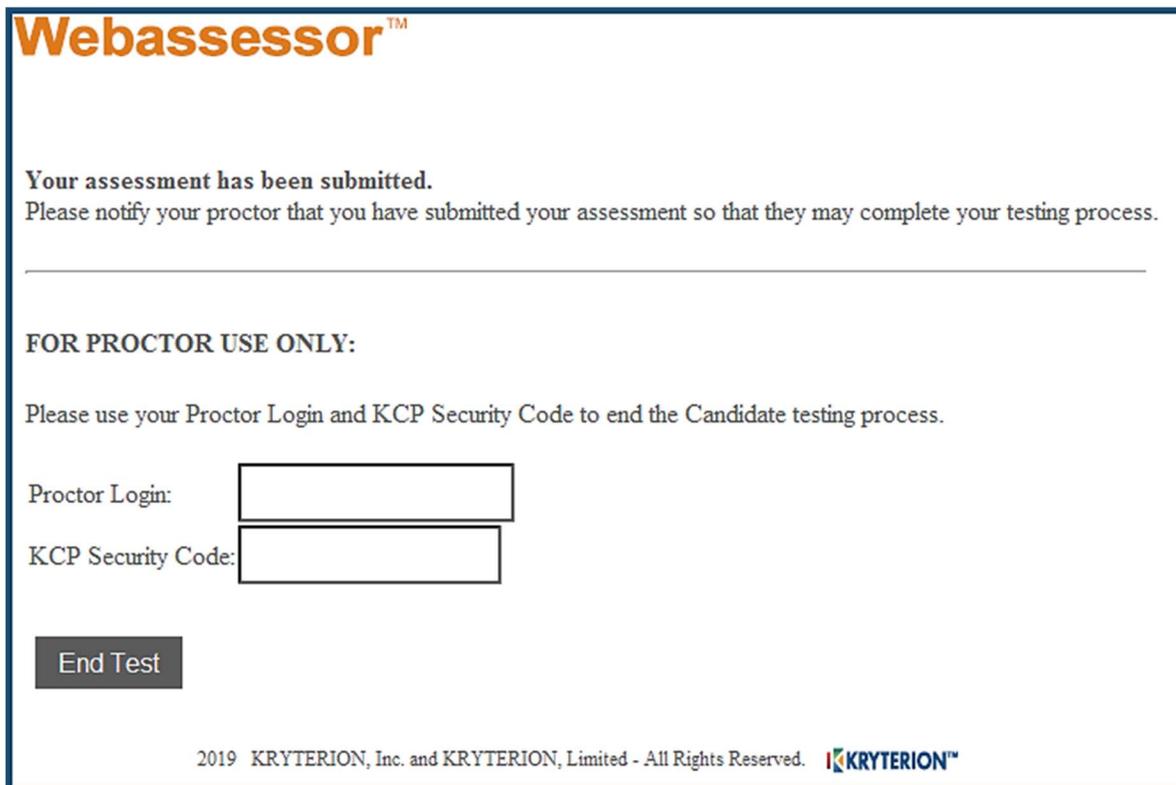
Your exam is pending review. Once your exam has been reviewed, an official score will be provided to you.

Exit Test

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Figure 11

24. **Candidate** selects the EXIT TEST button when ready.
25. Webassessor displays a Submission *Confirmation* screen. (See Figure 12, below.)
26. **Proctor** is responsible for closing the test session by populating the *Proctor Login* and *KCP Security Code* fields with the appropriate entries.
27. **Proctor** selects END TEST button.



Webassessor™

Your assessment has been submitted.
Please notify your proctor that you have submitted your assessment so that they may complete your testing process.

FOR PROCTOR USE ONLY:

Please use your Proctor Login and KCP Security Code to end the Candidate testing process.

Proctor Login:

KCP Security Code:

End Test

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Figure 12

28. Webassessor automatically closes the exam and logs the proctor out.

Exam Result Notification

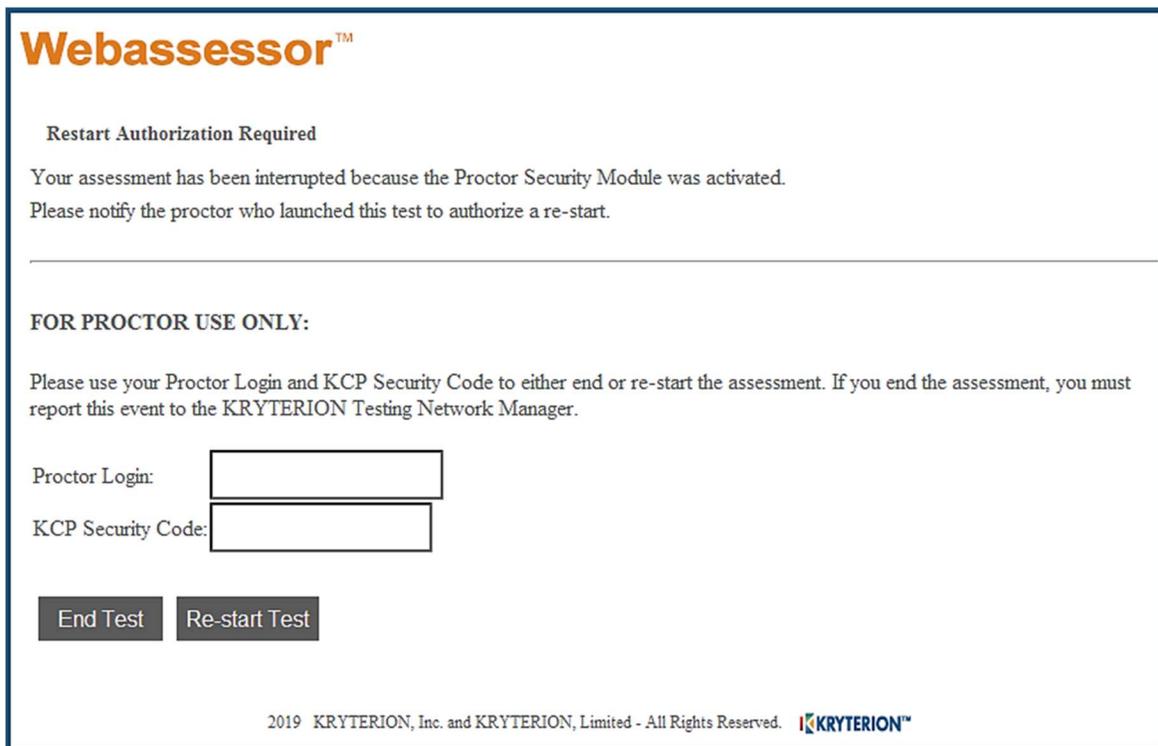
Webassessor reports exam outcomes to candidates using multiple methods. Options include immediate post-exam reporting, automatic email reporting and delayed notification by email or USPS mail.

Automated reporting can include an overall exam score, a pass/fail notification, both or neither. In exam records, the Security screen > Manual Review option influences these outcomes. In test forms records, multiple Scoring

screen field settings can affect exam outcome reporting. For details, speak to your program manager or review the Webassessor Users Guide.

Restart Authorization Required

Various circumstances can result in unintended exam disruption accompanied by the appearance of the Restart Authorization Required screen. (See Figure 13, below.)



Webassessor™

Restart Authorization Required

Your assessment has been interrupted because the Proctor Security Module was activated.
Please notify the proctor who launched this test to authorize a re-start.

FOR PROCTOR USE ONLY:

Please use your Proctor Login and KCP Security Code to either end or re-start the assessment. If you end the assessment, you must report this event to the KRYTERION Testing Network Manager.

Proctor Login:

KCP Security Code:

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Figure 13

These include:

- ▶ CTRL key was pressed
- ▶ ALT key was pressed
- ▶ Alert Box: Start Menu was activated
- ▶ BACKSPACE key was pressed
- ▶ ESCAPE key was pressed
- ▶ HELP key was pressed
- ▶ Candidate otherwise violates exam protocol
- ▶ Internet connection is lost during a test session

The Restart Authorization Required screen directs the *candidate* to notify the **proctor**.

Proctor restarts exam by entering the assigned proctor login and KCP (proctor) security code in the corresponding fields and selects RESTART TEST button.

Webassessor reopens the session at the point the disruption occurred and retains previously submitted item answers. The test session timer resumes at the point of disruption so no time is lost.

Troubleshooting Guide

#1.Candidate Authorization Code / Proctor Security Code not accepted

Double-check. Do either of the codes incorporate a typo? Did you enter the code in the correct field? (Note: codes are case-sensitive.)

If copying and pasting codes, confirm that an extra space does not precede or follow the code. KRYTERION recommends manual entry of codes for this reason.

#2. The proctor is logged out after selecting NEXT in the Launch Assessment – Step 3 screen

(See Figure 4, above.) This is often the result of temporary data or cookies stored in the browser. **Proctor** should:

1. Select TOOLS > INTERNET OPTIONS from the top left of the browser. If the menu is not visible, press the ALT or F10 keys on the keyboard.
2. Select DELETE in the options wizard > GENERAL tab.
3. Select DELETE to remove cookies and for temporary Internet files in the next screen that appears. In older browsers, individual check boxes and DELETE buttons may display. Flag the check boxes, then select both DELETE buttons.
4. Close the wizard and the browser, then open a new browser and re-launch the exam.

If this process does not resolve the issue, have the proctor reboot the computer and begin the launch process again. If the issue still is not resolved, another computer may be necessary.

#3. Webassessor is inaccessible

Proctor verifies that Internet connection is good.

1. If the Internet connection was lost, **proctor** should attempt to reconnect to the Internet. If this is not possible, **proctor** should contact the technical support department.
2. If the Internet connection seems good but <https://www.Webassessor.com> will not open, **proctor** should access another website. If it does not open, **proctor** should contact the technical support department.

3. If **proctor** can access another website but not <https://www.Webassessor.com>, **proctor** should contact the client or test sponsor.

#4. White, black, blue, or frozen screen appears during a test launch or test session

This may occur due to excessive network delay locally and because of a Webassessor outage. **Proctor** should:

1. Tell *candidate* that previously submitted answers are retained and that the test session timer will restart at the point of disruption.
2. Press the F5 key to refresh the screen.
3. Select the YES/OK button at the resend form information prompt. The exam should resume at the next question with no time lost.
4. Reboot the computer if pressing F5 did not work. Log back into Webassessor and relaunch the exam.

Contact the technical support department if unable to relaunch.

#5. The candidate's NEXT button doesn't open the next test session question

This may occur when an Internet connection is interrupted or lost. Follow the steps outlined in item #4, above.