



Carleton
UNIVERSITY

Canada's Capital University

CoMaS Student User Guide

Document version: 1.16.3

CoMaS version: 0.8.77

Document Release date 18-09-2026

Table of Contents

1. OVERVIEW	3
1.1 REQUIREMENT.....	4
1.11 HARDWARE & SOFTWARE REQUIREMENTS:	4
1.12 EXAMINATION REQUIREMENTS:.....	4
1.13 TECHNICAL ISSUES:	5
2. HOW DOES COMAS WORK?	6
2.1 EXAMINATION REQUIREMENTS:	6
2.2 INSTALLING CoMAS ON WINDOWS PC	8
2.3 INSTALLING CoMAS ON MACOS	8
3. RUNNING COMAS ON MACOS AND WINDOWS.....	10
3.1 REGULAR/STANDARD CoMAS.....	10
3.2 HYBRID CoMAS	20
3.2 WHAT HAPPENS AFTER EXAM.....	28
4. THINGS TO NOT DO DURING THE EXAM.	30
5. GOING FOR A BREAK	31
6. STUDENT VERIFICATION	32
7. TROUBLESHOOTING	33
7.1 GENERAL ISSUES RUNNING OR INSTALLING CoMAS.	33
7.2 WHAT HAPPENS IF MY TECHNICAL ISSUE IS NOT FIXED IN TIME?	33
7.3 MY SCREENSHOTS DO NOT CAPTURE THE SCREEN PROPERLY ON A MAC COMPUTER.	33
7.4 MY WEBCAM IS NOT WORKING WHEN I CLICK ON THE START WEBCAM.	34
7.5 THE WEBCAM PAGE DID NOT OPEN OR WAS CLOSED. HOW CAN I OPEN IT AGAIN?.....	34
7.6 CANNOT INSTALL CoMAS, RUN THE DOWNLOADED CoMAS INSTALLATION PACKAGE?.....	34
7.7 CoMAS REPORTS THAT IT CANNOT ACCESS FILES AND THEN CLOSES.	34
7.8 CoMAS REPORTS THAT IT CANNOT FIND A JAVA FILE.....	35
8. FAQ AND INSTRUCTIONAL VIDEOS.....	36
9. CONTACT US	36

1. Overview

Why is academic integrity important? Academic integrity ensures fairness, and that our programs and degrees have value. If we were on campus, you would sit in the exam room, proctors would check your campus card, and you would sign on the designated signing sheet for your course. You would put your hand up if you had a question or needed to use the washroom. We need to translate these activities into the digital world. Please know that we are here to support you through this new process and answer any questions you might have about how the solution works. Our goal, from the beginning, was to provide flexible, modular solutions, and in doing this, we elected to use in-house applications to provide us with the ability to customize and incorporate feedback. This guide will outline the features and functions of the CoMaS platform, our automated proctoring solution.

The e-Proctoring application, CoMaS, ensures that only the approved examination materials are being used during the exam and that the normal rules during exams continue to be observed, such as not communicating with other people. You can find more details about what information is gathered in the “How CoMaS works” section.

Please review this document and follow the instructions to install CoMaS. Before the exam day, you will receive an email giving you all the information you need to install and sign into CoMaS. An activity will be created for your exam, and it will be available from the time you receive this email until the end of the exam.

It is critical to install and test the CoMaS application well in advance (at least three business days) to leave enough time for troubleshooting, which can be time-consuming. The goal is to make sure everything is functioning as expected on the day of the exam. If you encounter any technical issues or have any questions regarding this application or process, please send an email to onlineexams@cunet.carleton.ca (please mention your course, operating system and version and include screenshots of the error if applicable). If you have any general questions or concerns about the e-proctoring of your exam, please contact your instructor.

1.1 Requirement

1.1.1 Hardware & Software Requirements:

1. A computer running one of these operating systems (Tablets, including Arm-based Microsoft Surface devices, are not currently supported.)
 - *Windows 10*
 - *macOS 10.14+*
2. Permission and access to download and install the application on your computer.
3. Link to download the application and passcode to log in (sent to you by the e-Proctoring team through onlineexams@cunet.carleton.ca).
4. Internet connection
5. If a webcam is necessary for your course, the webcam image will be displayed on the screen during the exam and overlaid, ensuring it is not obstructed by any other window. You can check the CoMaS folder on your desktop to ensure or check the images being captured.
 - *Please note that a webcam is mandatory for students writing remotely, including students approved by the Distance Exam Service to write remotely.*
6. An up-to-date version of Google Chrome. Google Chrome is the supported browser for CoMaS.
7. Computers should be kept awake for the whole duration of the exam (please change settings to prevent going to sleep or enabling a screensaver).
8. On macOS, allow CoMaS permission to record/share the screen when prompted.
9. Before running CoMaS, pause iCloud Drive or OneDrive syncing for the Desktop and Documents folders. You do not need to unlink your OneDrive account unless the support team asks you to do so.

1.1.2 Examination Requirements:

1. Make sure the taskbar (Windows) or dock (macOS) is **visible** and not hidden.
2. Before the exam starts, ensure your computer has at least **2GB** of free storage space (on the C drive for Windows users). This is necessary for CoMaS to create and store screenshot copies during the exam.

3. If you use multiple monitors, CoMaS must be able to capture each connected display. Only one working webcam is required unless your exam instructions state otherwise.
4. **Close** any irrelevant or unauthorized documents, applications, and webpages.
5. Position your camera or webcam to clearly show both you and your desk.
6. If a password is required to access the Brightspace exam, it will be added to CoMaS on the day of the exam. Once you have successfully logged into CoMaS the Brightspace password will appear in one of the CoMaS tabs titled **Brightspace Exam Password**. **Remember, this page only appears after you've successfully logged into CoMaS.**

1.1.3 Technical Issues:

Should you run into any problems during the download, installation of the app, or getting the webcam operational, we recommend checking the [FAQ](#) section of this guide initially. If you still can't resolve the issue on your own, please feel free to reach out for help. You can request support by sending an email to onlineexams@cunet.carleton.ca. Be sure to include details such as your course code, operating system, and its version, and attach screenshots of the error you're experiencing. We are committed to addressing your technical concerns as quickly as possible.

It is important to test CoMaS at least three business days before your exam. This gives enough time to resolve technical issues before exam day. If a technical issue occurs during the exam, any adjustment to exam time will depend on the circumstances and will be handled with the course instructor as needed.

A webcam may be required depending on the course or exam setup. Students approved for Distance Exams or otherwise writing remotely must have a working webcam, a reliable internet connection, and a supported computer. If a required webcam issue cannot be resolved, contact the e-Proctoring team and your course instructor as soon as possible.

2. How does CoMaS Work?

CoMaS has two modes, based on your instructor's exam requirements. In Regular/Standard Mode, you launch CoMaS normally and complete the exam through Brightspace or another approved system. In Hybrid Mode, CoMaS may also limit network access to approved websites and/or provide the exam file directly through CoMaS. Hybrid Mode must be run as an administrator. Your invitation email will tell you which mode to use.

Upon receiving your CoMaS invitation email, follow the link to download and install the application, adhering to the provided instructions. Remember, CoMaS remains inactive and doesn't collect any data unless you are running it. To ensure a smooth exam experience, install and log into CoMaS at least three days before your test to familiarize yourself with its functions. Depending on the mode specified in your invite (Regular or Hybrid), you'll either run CoMaS normally or as an administrator.

After you select the server and click 'OK', Google Chrome will open the CoMaS sign-in page. For identity verification, hold your student ID next to your face in front of the webcam and select Save ID.

For identity verification, you may use your Carleton student ID or another government-issued photo ID. Do not use a health card.

After ID verification, first-time CoMaS users for a particular course will encounter a terms and agreement pop-up. Subsequently, CoMaS will go through various setup steps, displaying a progress bar. When ready, CoMaS begins capturing screenshots.

A CoMaS page will open in Google Chrome, allowing you to manage the webcam feed and access Brightspace or other authorized exam links. CoMaS stores exam-session data in a designated folder on your Desktop and transmits it to the server. You can continue writing your exam normally while CoMaS runs in the background.

For a password-protected Brightspace exam, once CoMaS is running correctly, you can find the required password in the tab opened by CoMaS titled **Brightspace Exam Password**. Please note that the Brightspace password is different from the CoMaS passcode.

Post-exam, exit CoMaS to end the session and stop data recording. You can then uninstall CoMaS and delete the folder from your Desktop if desired.

2.1 Examination Requirements:

CoMaS works only after you run the application, and it is successfully logged in. While running, CoMaS does these tasks:

1. It randomly takes screenshots and transmits them securely to the server. It also stores this information locally on your computer in the CoMaS folder for your information.
2. For certain courses, screenshots may be deleted automatically when you log out of CoMaS, based on the course instructor's or department's request.
3. It records if a snapshot or file, inside the CoMaS folder, has been deleted or modified (this is forbidden to do while the application is running at the exam time). But after the exam, you can delete the whole CoMaS folder and uninstall the application if you like.

A note here is that if the application stops working during the exam and you need to run it again, it is fine to allow it to replace the folder and its content.

4. It will record if you lose your Internet connectivity.
5. If you open or modify a document while CoMaS is running (for example: pdf, doc, docx, txt, xls,xlsx, ppt, pptx, py, java, html, or htm), CoMaS records the file name, file path, and the application used to open or modify it. CoMaS does not read the contents of the file.

Please remember that you are not allowed to open any documents except for those authorized by your course instructor.

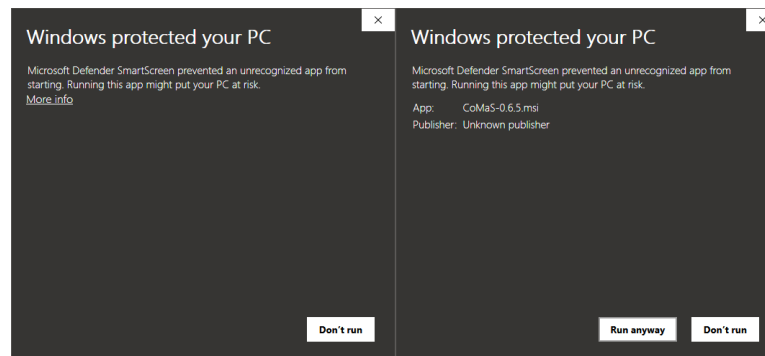
6. It does not look at any files on your computer that are not open.
7. It does not record or look inside any of your files and documents (except for the files inside the CoMaS folder which are generated on the desktop each time you log in).
8. During the CoMaS exam session, CoMaS records relevant activity from Google Chrome, including browser activity needed for exam monitoring. CoMaS does not monitor your browser after you end the CoMaS session.
9. It does not look at network traffic and does not probe devices with which you communicate.
10. It does not record what applications you have installed. It records if an application modifies a document or if the application is visible on the screen, but without recording the content of any files.
11. If you lose connectivity, CoMaS will still work in the background generating logs

and screenshots until you close it. When the internet connection resumes, if CoMaS is still running, it will re-establish a connection and send all the information it gathered while it was working.

2.2 Installing CoMaS on Windows PC

Download CoMaS using the link that is sent to you by email. Make sure the email is from Online Exams

1. Locate the downloaded file on your device, double-click on it to run.
2. Windows users may receive a Windows security warning when launching the installer. If this appears, click More info and then Run anyway, provided the installer was downloaded from the link in your official CoMaS invitation email.



3. Allow the User Account Control pop-up to install the application.
4. A window will open. Run the configurations and close. After installation is complete, you can see the CoMaS icon on your desktop.

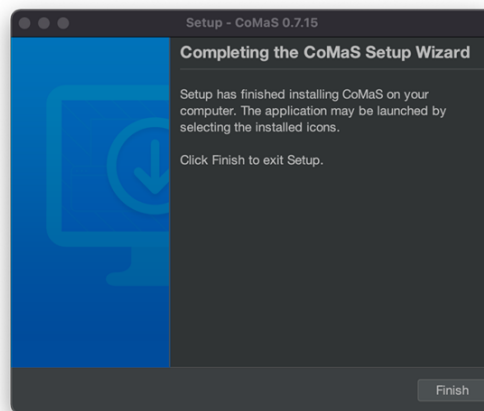


2.3 Installing CoMaS on macOS

1. Download CoMaS using the link that is sent to you by email.
2. Locate the downloaded **.dmg** file on your device and double-click on it to run.
3. The dialog below will pop up. Please double-click on **CoMaS Installer**.



4. You will be prompted to confirm that you wish to install the *CoMaS Installer app*. Click Open.
5. Complete the installation by clicking the Next button:



Please Note: Running CoMaS in a virtual machine or Docker container is not allowed. Doing so may be treated as an attempt to circumvent e-proctoring and may be referred for review as an academic integrity concern.

3. Running CoMaS on macOS and Windows

3.1 Regular/Standard CoMaS

1. A few days before the exam, an email will be sent to you that contains all the information you need to install and log into a CoMaS session.
2. Open the email with CoMaS login information. It will contain these items:
 - *Link to download the software.*
 - *Instructions*
 - *Server name:*
 - *Student Name:*
 - *ID:*
 - *Course:*
 - *passcode = CASE SENSITIVE*
3. It is critical to test CoMaS as soon as you receive this email to make sure everything is functioning correctly. After you receive the e-Proctoring Invitation email that contains all the login information, you can test it before the exam starts by following the steps shown here. You can use the same information to log into CoMaS on the day of the exam.
4. If you have any technical problems, send an email to onlineexams@cunet.carleton.ca. (Please mention your course, operating system and version and include screenshots of the error).
5. To locate CoMaS on macOS, use Spotlight to search for CoMaS or open /Applications/CoMaS/CoMaS. On Windows, use Windows Search or the orange CoMaS shortcut on your desktop.
6. If you are currently connected to a VPN, kindly disconnect before proceeding.
7. The first time you run CoMaS, it may take a couple of minutes to open. Please wait and avoid launching it multiple times.
8. Make sure CoMaS is not already running. Check Task Manager on Windows or Activity Monitor on macOS.
9. The first time you run CoMaS, especially on macOS, you may be asked to grant permission.

- *If asked to allow CoMaS notifications, press **Allow**.*
- *If asked to allow CoMaS to access your Desktop folder, press **OK**.*
- *If asked, "Do you want the application to accept incoming connections", press **Allow**.*
- *If asked to allow CoMaS to record this computer's screen, open System Settings/System Preferences, allow CoMaS under Screen Recording, and follow the prompt to quit and reopen CoMaS if required.*
- *If asked, CoMaS would like to access the camera, press **OK**.*

10. If you receive a message from Windows Security Defender regarding running Java, allow access.



11. Before running CoMaS, pause [iCloud Drive](#) or [OneDrive](#) syncing for the Desktop and Documents folders so that cloud syncing does not interfere with the CoMaS folder.

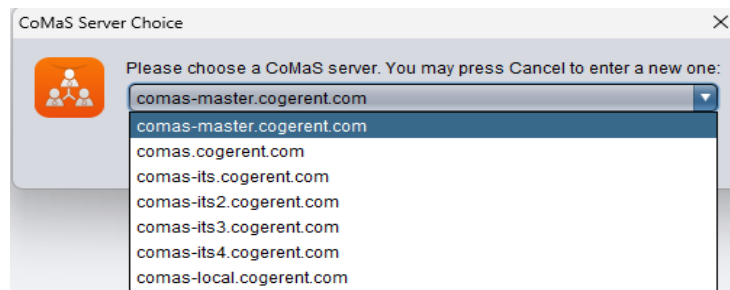
a) How to turn off iCloud Drive for Desktop & Documents Folders

- From the **Apple menu**, choose **System Settings**.
- Click your name, then click **iCloud**.
- Click **Drive** (or **iCloud Drive**).
- Turn off **Desktop & Documents Folders**.
- Click **Done**.

b) Pause OneDrive syncing for Desktop/Documents

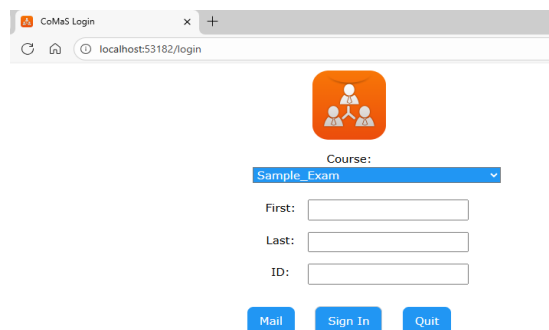
- Select the OneDrive cloud icon in the notification area to open OneDrive settings.
- Pause syncing for the exam period, or turn off Desktop/Documents folder backup if required by the instructions provided by the e-Proctoring team.
- Do not unlink your OneDrive account unless the e-Proctoring support team specifically asks you to do so for troubleshooting.

12. Run the application. Choose the server name shown in your invitation email from the dropdown list, then click OK.



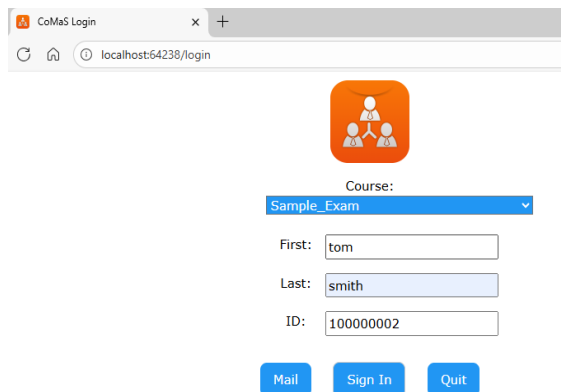
(This information is indicated in your invitation email).

13. Google Chrome will open the CoMaS sign-in page. Select your course from the dropdown list. If the course is not shown, return to the previous step and confirm that you selected the correct server.



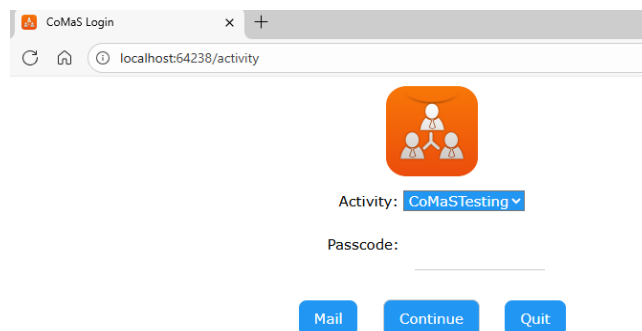
Generated: Tue Jan 06 14:31:40 EST 2026 using v0.8.75

14. Fill in your student information (make sure to use the exact name that was sent to you by email), and click on **Sign In**.



Generated: Tue Jan 06 14:38:41 EST 2026 using v0.8.75

15. Choose **CoMaSTesting** from the *Activity choice dropdown* to do all the testing and setup.
- It is recommended that you test CoMaS at least **three days** before your exam to allow sufficient time to resolve any potential technical issues.
 - Please paste the passcode provided in your invitation email into the Passcode field.
 - The CoMaSTesting session is available until one hour before the exam begins. If your exam has multiple dates, the first exam date is used as the cutoff for the testing session.
 - The remaining steps are the same as those for running CoMaS normally.



Generated: Tue Jan 06 14:39:52 EST 2026 using v0.8.75

16. On the day of the exam, select the correct exam session from the Activity dropdown.



Activity: Makeup-Nov07 CoMaSTesting Final-Dec07 Makeup-Nov07 Midterm-Oct26 default Quit

Passcode:

Mail

Generated: Fri Sep 18 12:07:43 EDT 2026 using v0.8.77

17. Enter the passcode from the email and click **Continue**:

CoMaS Login

localhost:58266/activity



Activity: Exam

Passcode:

Mail Continue Quit

Generated: Tue Jan 06 14:44:16 EST 2026 using v0.8.75

18. If you log into the wrong exam session or before the scheduled start time, you will see the page below.



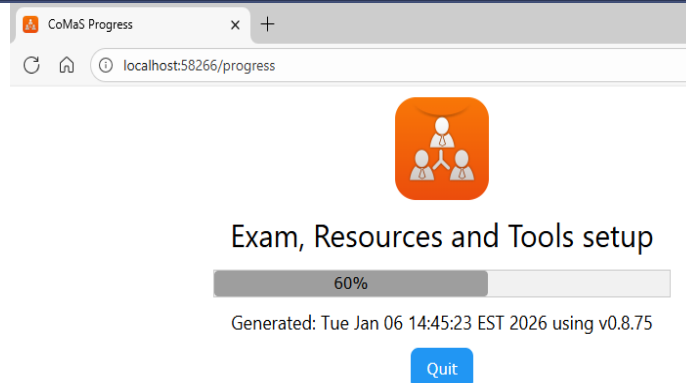
Waiting for start time (7) ...

0%

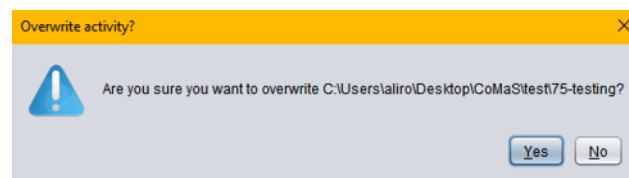
Quit

Generated: Fri Jun 19 17:55:58 EDT 2026 using v0.8.76

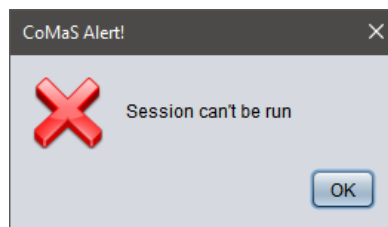
19. For online or distance exams, the next step is ID verification. See Section 10, Student Verification.
20. A new tab will open while CoMaS configures the exam session. Please wait until the progress reaches 100%. This may take a minute or two.



21. If you had logged into this session before - for example, to do a dry-run test -- it might ask you if you want the folder to be rewritten. It is necessary to say Yes to that question which will remove the content of this folder.

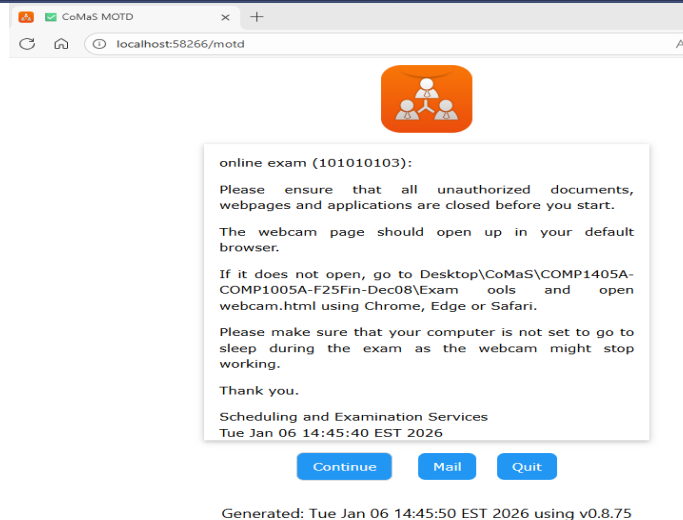


22. If you make an error in inputting any of this information, you might receive this message:

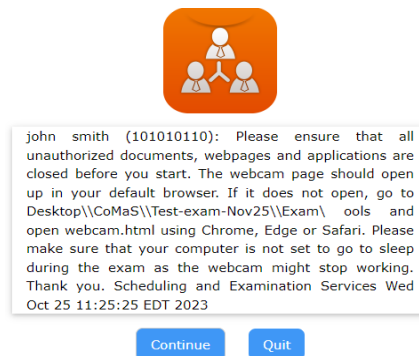


And if the passcode is wrong, it will bring up the passcode dialog again. Please carefully double-check that you have input the exact first/last name and the correct ID that were sent to you in the email. Also check that you have selected the correct course and activity and use the correct passcode with no space afterwards.

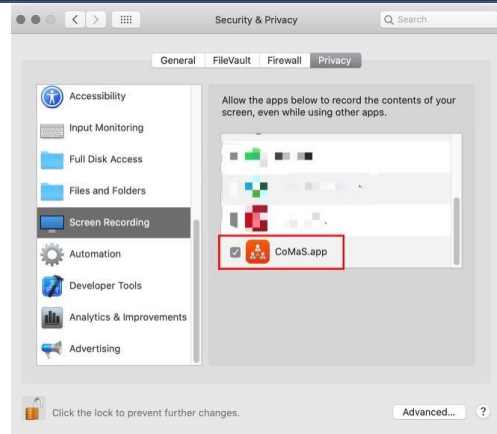
23. Read the User Agreement and if you do agree click on **Yes** to authorize CoMaS to share your information. Even if you do not have a webcam, you can click on Yes and continue without a webcam. This message will close after 300 seconds if you do not answer it; CoMaS will then terminate. You only need to agree to this agreement once per exam.



24. You will get a message which states some important information needed to properly set up your CoMaS.

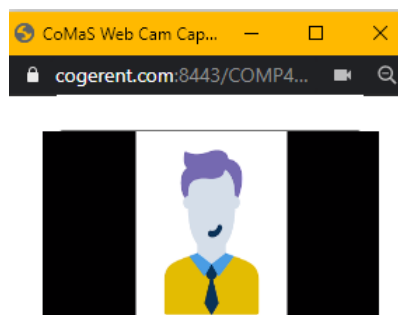


25. On macOS, allow CoMaS permission to record your screen. Open System Settings/System Preferences and locate the Screen Recording permission under Privacy & Security/Privacy. Ensure CoMaS is allowed. If permission is already enabled but screenshots are not working, turn it off and back on, then restart CoMaS if prompted.



26. CoMaS will open a webpage in Chrome which will show the webcam feed and will ask you for ID verification. For identity verification, please hold your student ID next to your face in front of the webcam and press Save ID. Based on your browser's settings it might ask you to allow using Camera. If you don't see any permission request from your browser or you cannot see your webcam image go to the browser settings and allow camera or change the settings to always ask you for permission (change permissions for Camera on [Chrome](#)).
27. Please note that webcam images are captured automatically by CoMaS. There is no need to use Picture-in-Picture (PIP) mode.

The webcam image page in the browser should be open all the time during the exam for CoMaS to capture it as part of the screenshots.



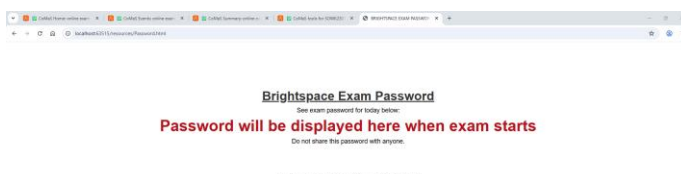
28. Please try to position your webcam in a way that your face is completely visible, if that is possible. If you have a detachable camera, place it in a way (on the side of the table) that your desktop, face, and part of the screen are visible.
29. It is the students' responsibility to ensure that CoMaS is running properly on their system. CoMaS status can be verified in several ways, as outlined below:

Check your screenshots: "Desktop/CoMaS/(Examname)/(Activityname)/screens/..".

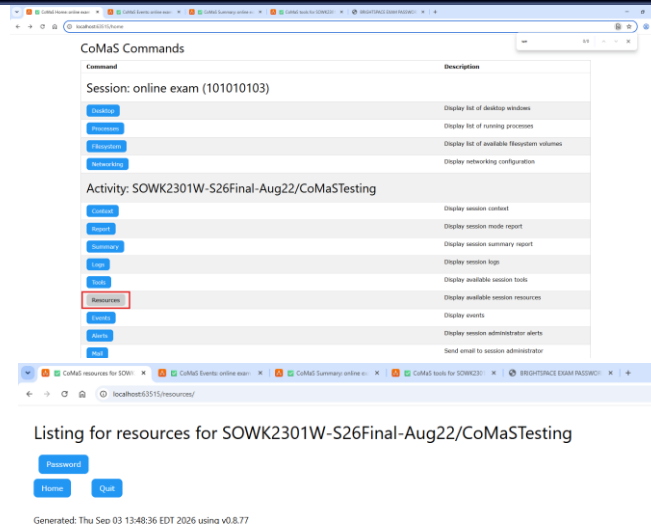
Reload the CoMaS webpages and check if they are loading properly (make sure the webcam is working if you reload)

You can also email onlineexams@cunet.carleton.ca and check with the support staff regarding your setup

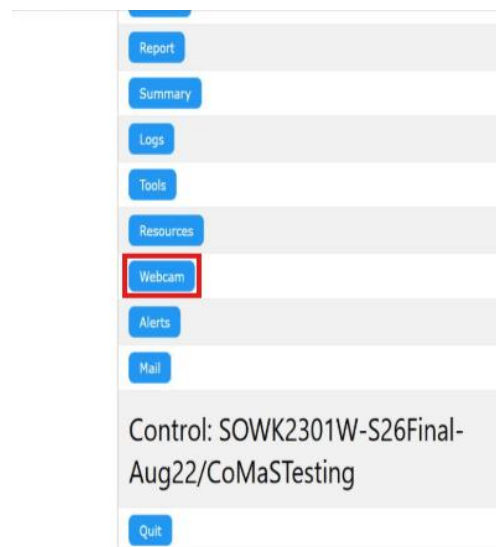
- a) You can check whether screenshots are being recorded by going to the CoMaS folder on your Desktop, opening the folder for your course/exam, and confirming that screenshots are appearing in the screens folder.
 - b) The other option is to refresh the CoMaS page, as shown below. After refreshing, the page should reload correctly, confirming that CoMaS is functioning properly.
 - c) Another option is to ask the online CoMaS support team to confirm that CoMaS is functioning properly. Students may email their requests to onlineexams@cunet.carleton.ca. Please note that, due to the volume of requests, the support team may require some time to respond. You can now start writing your exam.
30. For a password-protected Brightspace exam, once CoMaS is running correctly, you can find the required password in the tab opened by CoMaS titled **BRIGHTSPACE Exam PASSWORD**. Please note that the Brightspace password is different from the CoMaS passcode.



31. If **Brightspace Exam Password** tab is not opened automatically, you can go to **Home** tab, press **Resources** button and in the listed resources, you can open **Brightspace Exam Password** page by clicking **Password** button.



32. Similarly, during online exams which require webcams, if webcam page is not opened automatically, you can open it by right-clicking on **Home** tab to duplicate it. In the duplicated **Home** tab, you can press **Webcam** button under Resources to open it. You can open **Events** page for recording break time in the same way.



33. After you submit your exam, click Quit on any CoMaS page and select Confirm. Wait for the shutdown process to finish. Google Chrome may close automatically as part of the CoMaS shutdown process. Once CoMaS has closed, no further exam-session information is captured from your device.



SELECT	SCENARIO DESCRIPTION
☐	Washroom Break
☐	Accommodated Break
☐	Personal Emergency
☐	Technical Issue
☐	Scanning Documents
☐	
☐	

Generated: Wed Oct 25 11:59:36 EDT 2023 using v0.8.27

Quit



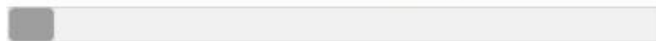
Session is now terminating. Please close all applications and save files

Cancel

Confirm

Generated: Wed Oct 25 12:00:32 EDT 2023 using v0.8.27

Session ending



Generated: Wed Oct 25 11:08:55 EDT 2023 using v0.8.27

Quit

3.2 Hybrid CoMaS

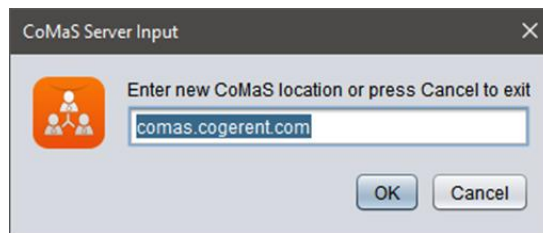
Hybrid CoMaS is used when the exam is completed directly through CoMaS and/or when access must be limited to approved websites during the exam. These restrictions are temporary and are removed when the CoMaS session ends.

1. Please refer to the information above on how to download and install CoMaS. If CoMaS is already installed on your computer, you'll need to uninstall it first, then use the link in the email to install the latest version.
2. If you are currently connected to a VPN, kindly disconnect before proceeding.
3. After installing CoMaS, run the application as an administrator so Hybrid Mode can apply the required exam settings.

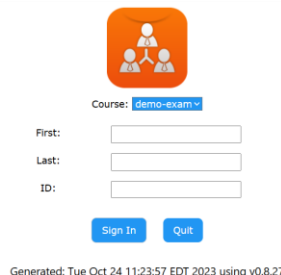
Windows users: right-click the CoMaS app and select Run as administrator.

macOS users: run CoMaS and enter your Mac administrator password when prompted.

4. After CoMaS starts with administrator access, select the server name shown in your invitation email from the dropdown list. For instance, **comas.cogерent.com**. The server's name can be found in your invitation email.



5. Google Chrome will open the CoMaS sign-in page. Select your course from the dropdown list.



6. Fill in your student information (make sure to use the exact name that was sent to you by email), and click on **Sign In**.



Course: demo-exam

First: tom

Last: smith

ID: 100000002

Sign In
Quit

Generated: Tue Oct 24 11:23:57 EDT 2023 using v0.8.27

7. Choose **CoMaSTesting** from the *Activity choice dropdown* to do all the testing and setup.
 - a) It is recommended that you test CoMaS at least **three days** before your exam to allow sufficient time to resolve any potential technical issues.
 - b) Please paste the passcode provided in your invitation email into the Passcode field.
 - c) The CoMaSTesting session is available until one hour before the exam begins.
 - d) The remaining steps are the same as those for running CoMaS normally.

CoMaS Login
+

localhost:64238/activity



Activity: CoMaSTesting

Passcode:

Mail
Continue
Quit

Generated: Tue Jan 06 14:39:52 EST 2026 using v0.8.75

8. On the day of the exam make sure to select the correct exam session from the dropdown.



Activity: Makeup-Nov07

Passcode:

Mail
Quit

Generated: Fri Sep 18 12:07:43 EDT 2026 using v0.8.77

9. Enter the passcode from the email and click **Continue**:



Activity: **exam** ▼

Passcode:

Generated: Tue Oct 24 11:30:49 EDT 2023 using v0.8.27

10. If you log into the wrong exam session or before the scheduled start time, you will see the page below.



Waiting for start time (7) ...

0%

Generated: Fri Jun 19 17:55:58 EDT 2026 using v0.8.76

11. A new tab will open, and CoMaS will configure itself and you will see the progress. Please wait until it reaches 100%.

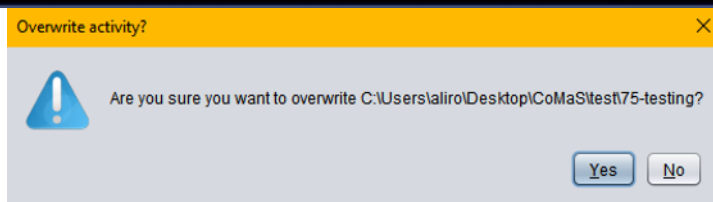


Exam and Resources setup

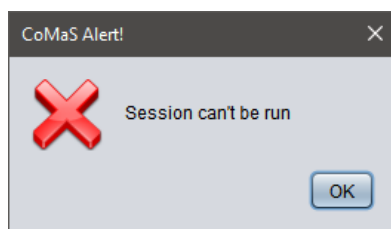
55%

Generated: Wed Oct 25 11:06:53 EDT 2023 using v0.8.27

12. If you previously logged into this session for a test run, CoMaS may ask whether the existing folder should be overwritten. Select Yes. This clears the earlier test-session content and prepares the folder for the current session.



13. If you make an error in inputting any of this information, you might receive this message:



If the passcode is incorrect, the passcode screen will appear again. Double-check the exact first and last name, student ID, course, activity, and passcode from your invitation email. Make sure there are no extra spaces after the passcode.

14. Read the User Agreement and, if you agree, select Yes to continue. If your exam does not require a webcam, you may continue without one. Students writing remotely, including approved Distance Exam students, must use a working webcam. The agreement screen closes after 300 seconds if no response is made, and CoMaS will then end. You only need to accept the agreement once per exam.



CoMaS monitors the local file system for unauthorized access to materials, takes screen shots periodically and monitors all network access. These screen shots are uploaded to the CoMaS server. Web cam access may also be required in order for the activity to proceed. System checks are also performed in order to confirm that your system meets requirements for e-proctoring. The end user license agreement can be found at [CoMaS EULA](#).

If you agree, press Yes and the session will continue.

If you do not agree, press No and this session will end.

This session will be terminated in 300 seconds if you do nothing.

5%

Yes

No

Generated: Wed Oct 25 11:15:35 EDT 2023 using v0.8.27

15. You will receive a message with important information needed to properly set up CoMaS.



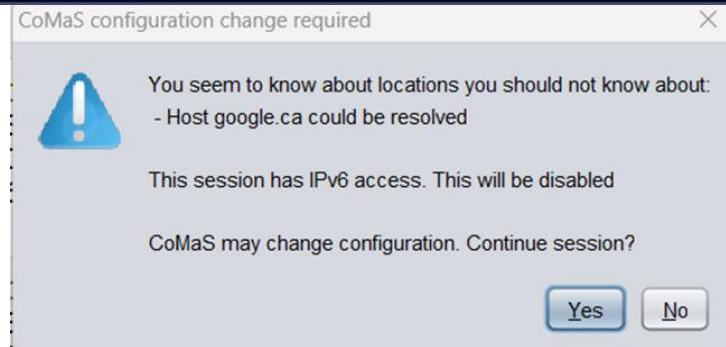
john smith (101010110): Started from instructor archive
An explorer window will open showing the exam folder.
Please save all of your work here. Please ensure that all unauthorized documents, webpages and applications are closed before you start. The event and log pages should open up in your default browser. Please make sure that your computer is not set to go to sleep during the exam as the webcam might stop working. Thank you.
Scheduling and Examination Services Wed Oct 25 11:07:06 EDT 2023

Continue

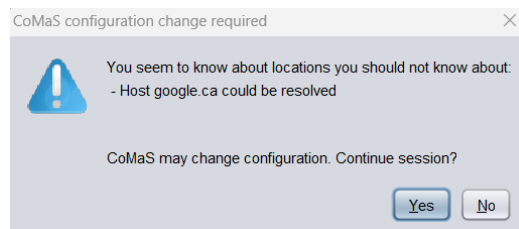
Quit

Generated: Wed Oct 25 11:07:06 EDT 2023 using v0.8.27

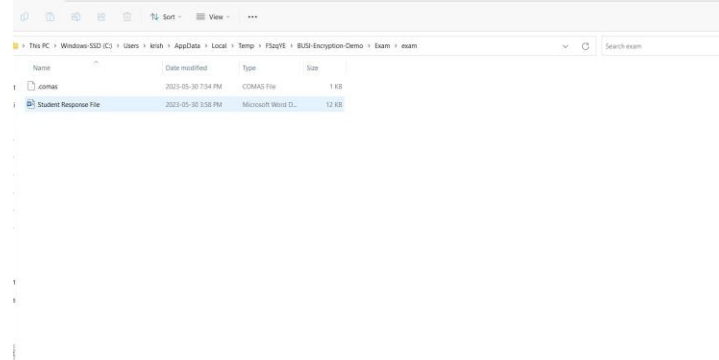
16. After clicking 'OK', Google Chrome will open the CoMaS Event and CoMaS Activity pages, along with any other authorized websites that are required for your exam.
17. A notification will pop up, asking for your approval to set up the IP on your device. It's **important** to choose 'Yes' for this step.



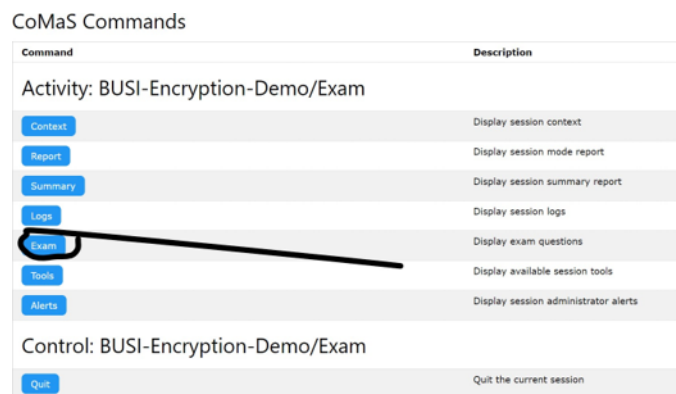
18. For the following pop-up, also select 'Yes.'



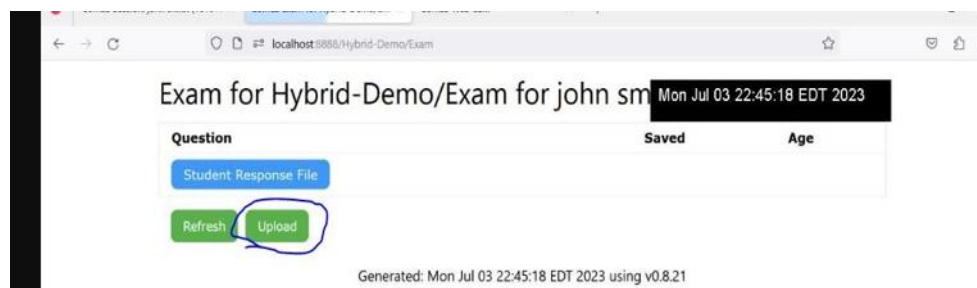
19. If your exam is on Brightspace or another approved website, sign in and navigate to your course and exam. Steps 19-22 below apply only to students completing an exam file directly through CoMaS.
20. A webcam is required for approved Distance Exam students and other students writing remotely. The webcam page will open in Google Chrome. Make sure Chrome has permission to use the webcam.
21. If your exam is completed directly through CoMaS, a window will open in File Explorer (Windows) or Finder (macOS), and a CoMaS Exam page will also open. Your exam questions may be provided in a Word or Excel file.
 - a) Do not delete, rename, or move the exam file. Save your work regularly while you write. Saving the file keeps your current work in the required CoMaS exam location, but it is not the same as your final exam submission.



22. You can also access your exam file from the CoMaS Activity page by clicking the Exam button.



23. Save your exam file regularly while you are working.
24. Do not move the exam file to another location on your computer or save a separate copy outside the CoMaS exam folder unless you are specifically instructed to do so.
25. When you finish the exam, save the file and use the Upload button on the CoMaS Exam page if your exam instructions require an upload. Make sure the upload is complete before ending the CoMaS session.



26. After your exam has been submitted or uploaded successfully, end the CoMaS session using the steps below:

- a) Save your work in MS Word/Excel and close the application completely. Then click Quit on any CoMaS page and select Confirm. CoMaS will not finish closing while the exam file is still open. On macOS, make sure Word/Excel is fully quit, not only minimized or with the document window closed.
- b) The shutdown process may take a couple of minutes. Please wait until it finishes. Google Chrome may close automatically as part of the CoMaS shutdown process. Once CoMaS has closed, no further exam-session information is captured from your device



SELECT	SCENARIO DESCRIPTION
☐	Washroom Break
☐	Accommodated Break
☐	Personal Emergency
☐	Technical Issue
☐	Scanning Documents
☐	
☐	

Generated: Wed Oct 25 11:59:36 EDT 2023 using v0.8.27

Quit



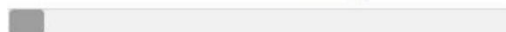
Session is now terminating. Please close all applications and save files

Cancel

Confirm

Generated: Wed Oct 25 12:00:32 EDT 2023 using v0.8.27

Session ending



Generated: Wed Oct 25 11:08:55 EDT 2023 using v0.8.27

Quit

3.3 What happens After Exam

1. After submitting your exam, click Quit on any CoMaS tab and confirm that you want to end the session. Wait for the shutdown process to finish. Google Chrome



may close automatically as part of the CoMaS shutdown process. For Hybrid CoMaS, save and upload your exam as instructed, close MS Word/Excel completely, and then quit CoMaS.

2. When the exam is finished, screenshots, webcam images (when required), and activity logs are securely stored on the Carleton-based server and reviewed by authorized Scheduling and Examination Services staff. SES may provide the course instructor with a report that includes relevant exam-session information, such as sign-in and sign-out times, open documents, browser activity visible in screenshots, connectivity interruptions, CoMaS test-run status, webcam status, possible use of unauthorized devices, and technical issues involving CoMaS or Brightspace.

4. Things to NOT do during the exam.

When the exam begins, treat your computer and workspace as an exam environment, similar to an in-person examination room.

1. Do not open or leave open any applications, documents, and webpages that are not allowed to be used or are not necessary for writing the exam. Make sure you close all of them when you start to write your exam (even if they are not relevant to the course material). This includes messaging and email applications. It is important to turn off any pop-up notifications as well.
2. Some applications, such as Microsoft Teams, Discord, and WhatsApp, may continue running in the background. Please use Task Manager to ensure that these applications are completely closed.
3. Do not use your phone or any other electronic devices such as headphones, unless allowed or required by your course instructor.
4. Do not change, move, or delete files inside the CoMaS folder while the exam is in progress. If CoMaS crashes and you need to restart it, it is okay to accept the prompt to overwrite the session files.
5. Do not close the CoMaS application until the exam has been submitted.
6. If CoMaS crashes or closes during the exam, start it again and accept the overwrite prompt if it appears. If you only notice at the end of the exam that CoMaS stopped working, submit an exam support request at <https://carleton.ca/ses/help> and include your course, operating system and version, and screenshots if available. The information will be shared with your course instructor.
7. CoMaS continues recording the exam session if your internet connection is temporarily lost. Do not close CoMaS. When the connection returns, CoMaS will reconnect and send the information collected while you were offline.
8. Do not communicate with anyone during the exam, either in-person or digitally.

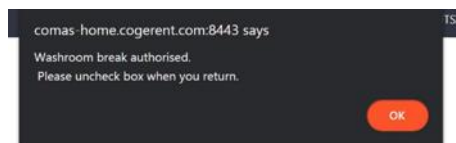
5. Going for a break

1. If you need to leave your examination space for a washroom break, academic requirement, PMC accommodation, or personal emergency, use the break option in the CoMaS web interface. You do not need to message a proctor before taking the break unless your course instructions say otherwise.
2. On the webcam/Events page, select the break reason that best matches your situation. If none of the listed reasons apply, enter a short description in the available field and select the corresponding checkbox.



SELECT	SCENARIO DESCRIPTION
☒	Washroom Break
☐	Accommodated Break
☐	Personal Emergency
☐	Technical Issue
☐	Scanning Documents
☐	
☐	

3. Click OK to start the break. When you return, clear/uncheck the break checkbox so the break duration is recorded correctly in the CoMaS report.



SELECT	SCENARIO DESCRIPTION
☐	Washroom Break
☐	Accommodated Break
☐	Personal Emergency
☐	Technical Issue
☐	Scanning Documents
☐	

6. Student Verification

Before starting an online or remote exam that requires identity verification, CoMaS will ask you to verify your identity using the webcam.

1. When you have a valid Carleton issued identity card.

Step 1: Allow Google Chrome to use your camera if prompted. If you cannot see the webcam image, open Chrome camera permissions and allow camera access for the CoMaS page.



Step 2: Hold your Carleton student ID next to your face in front of the webcam and select Save ID to capture the verification image.



2. If you do not have a valid Carleton student ID card:

Show another government-issued photo ID to the webcam. An authorized reviewer will verify the ID from the captured image. Do not use a health card as identification.

7. Troubleshooting

7.1 General issues running or installing CoMaS.

Troubleshooting CoMaS installation or operation problems. Try these steps in order:

1. Verify your login details, ensuring they match precisely with those provided in your email.
2. Close any active CoMaS processes using Task Manager (Windows) or Activity Monitor (macOS).
3. Remove the CoMaS folder from your desktop and attempt to run the program again.
4. If the problem continues, uninstall and reinstall CoMaS using the instructions in this guide. If antivirus or security software appears to be blocking the installation, contact the e-Proctoring support team before disabling or changing your security settings.
5. For further assistance, reach out to us at <https://carleton.ca/ses/help>. Remember to include details about your course, operating system, and screenshots of the issue you're encountering.

7.2 What happens if my technical issue is not fixed in time?

We're committed to addressing any concerns you raise, and usually we can resolve them. However, due to the variety of operating systems and configurations, some issues might not be resolved promptly. That's why it's important to download CoMaS at least three days before your exam, giving us enough time to tackle any problems.

If we can't fix the issue in time and your exam is approaching, please submit an exam support ticket for e-Proctoring via <https://carleton.ca/ses/help>. (*Please mention your course, operating system and version and include screenshots of the error*). We'll work with you and your course instructor to explore alternative options. We'll inform your instructor about the technical issue you've faced, and the steps taken to address it. We also recommend that you personally update your course instructor on the specifics of the problem you encountered.

7.3 My screenshots do not capture the screen properly on a Mac computer.

If you're using a Mac and screenshots are not capturing the full screen, check the Screen Recording permission for CoMaS in System Settings/System Preferences. If CoMaS is already allowed, turn the permission off and back on, then restart CoMaS if prompted.

7.4 My webcam is not working when I click on the start webcam.

In Google [Chrome](#) settings, allow the CoMaS page to access your camera. Make sure no other application is currently using the webcam.

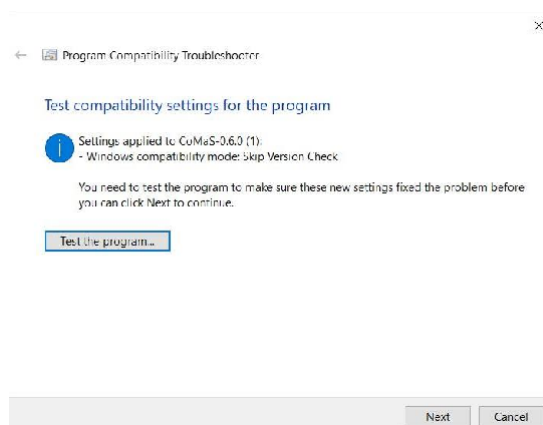
7.5 The webcam page did not open or was closed. How can I open it again?

From the CoMaS Home page, use the Resources section to reopen the Webcam page. If needed, confirm that Google Chrome has permission to use your camera.

7.6 I cannot install or run the downloaded CoMaS installation package. What should I do?

This may be a Windows compatibility or permission issue.

1. First approach: Look up 'CoMaS' using the search feature in Windows. Once you find it, right-click and select 'Open file location'. Then, right-click again and choose 'Run as administrator.'
2. Second approach: begin by searching for it in the Windows search bar. After locating it, right-click and select '**Open file location**'. Then, right-click on the CoMaS file and choose '**Troubleshoot compatibility**'. This action will trigger a pop-up window. Once the compatibility troubleshooter completes its analysis and suggests optimal settings for CoMaS, a new window will appear. At this stage, click on 'Test the program' to initiate the installation process. Follow the subsequent prompts to complete the installation.



7.7 CoMaS reports that it cannot access files and then closes.

CoMaS must be able to update the files in its Desktop folder each time it runs. If a file is still

in use or access is blocked, CoMaS may not start. Close any active CoMaS processes in Task Manager/Activity Monitor and try again. If needed, remove the CoMaS folder from the Desktop before restarting the application.

7.8 CoMaS reports that it cannot find a Java file.

Check the CoMaS folder for the required CoMaS .jar file. If the file is missing or incomplete, close CoMaS, remove the CoMaS folder, and run CoMaS again. If the file still does not download correctly, contact the e-Proctoring support team.

8. FAQ and Instructional Videos

Please use the link below to find our FAQs, how-to videos, and privacy FAQs:

<https://carleton.ca/ses/online-exams/e-proctoring/>

9. Contact Us

1. For troubleshooting installation or running CoMaS before or during an exam.
 - Send an email to onlineexams@cunet.carleton.ca.

Please include your course, operating system (including version), and attach screenshots of the error.

2. For any urgent issue during exam.
 - Exam-related emergency toll-free call line: [1-877-557-2930 \(Canada & USA\)](tel:1-877-557-2930).
 - Outside Canada/US exam emergency: [+1-613-518-2601](tel:+1-613-518-2601).
 - *Exam Support: Monday-Friday 8:30am-4:30pm (Eastern Time).*
3. For non-urgent exam-related issues:
 - Submit an exam support request: <https://carleton.ca/ses/help>.
 - Email: OnlineExams@carleton.ca.
 - Non-emergency phone call: [613-520-2600 x1571 M-F, 8:30am-4:30pm \(Eastern Time\)](tel:613-520-2600).