



Carleton
UNIVERSITY

Canada's Capital University

LIVE E-PROCTORING GUIDE FOR STUDENTS

Scheduling and Examination Services

v. 1.04

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Objective

Carleton's live e-Proctoring solution mimics the face-to-face exam experience you would have if you were writing on campus. The human proctor will check your ID, maintain testing fairness, and provide help should you need it. Flexibility and support are at the core of this solution to ensure you get a fast response time to both your academic content questions and technical issues should they transpire.

Your exam will be proctored through the web-conferencing tool BigBlueButton (BBB). Many of you are already familiar with this platform since it has been widely used in many courses. This platform does not require a download and can be run simply from within a browser. You will complete the exam in cuLearn, while joining a BBB session with your webcam and microphone. If you are reluctant to transmit your webcam video, please discuss alternatives with your course instructor before exam day.

The link to e-Proctoring BBB session will be posted in your usual cuLearn course page. The exam will be placed within the same space as well. You and your classmates will be separated into individual breakout rooms to allow private communication with the proctor. Please have your student ID ready – it will be required for an identity check. Although this exam is not being written on campus, we still kindly ask you to dress appropriately.

The system has been vetted by the Deans, the Carleton Privacy Office, and Information Security.

1. Preparing to take your exam

- Prepare your exam workspace. Choose a quiet room with minimal noise and through-traffic from other people. Make sure others in the household are aware that you will be taking an exam, and that the space you are working in needs to be free from disturbance.
- Familiarize yourself with the list of authorized materials permitted for the exam and have them ready.
- If your exam involves scanning documents in order to upload to cuLearn, we encourage you to download a free pdf scanner app before exam day. If you don't have a scanner, we recommend CamScanner or Genius Scan (available for both Android and iOS), to quickly accomplish the task without the need to leave the exam location.
- Read the *Policy and Procedures for Writing Examinations* document, which is posted on the cuLearn course page.
- Watch [BigBlueButton tutorial videos](#) to become familiar with the tool.
- Visit test.bigbluebutton.org a few days before your first exam and test the tool in the mock-up conference room. Try to share your audio, video, and screen to make sure all your devices are set up and working as expected. If you experience any problems with the setup, feel free to [submit an exam support request](#), and the necessary support will be provided to you.
- Some instructors will have a dry-run of the session prior to the exam. If it is the case, we strongly recommend attendance to avoid hiccups on exam day.
- Fully charge the devices required for exam completion and e-Proctoring. Place the chargers within easy reach so you don't have to leave your workspace if you need them.

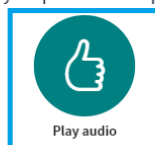
2. Logging in to e-Proctoring

Join the BBB session from two devices (e.g., a laptop and a cell phone) 15-20 minutes before the scheduled exam time (please use Safari browser for iOS and Chrome for Android). The two-device approach is the default participation option. If you have questions or concerns, please contact your course instructor to discuss alternate strategies.

- Navigate to your course page in cuLearn. You will find a link to the BigBlueButton session under the same topic as the exam itself. Click on it.
- Press **Join session**. If you are unable to join, your proctor hasn't started the session yet; please come back in 2 minutes.
- When prompted, please give permission to play audio. You will be muted upon entry.


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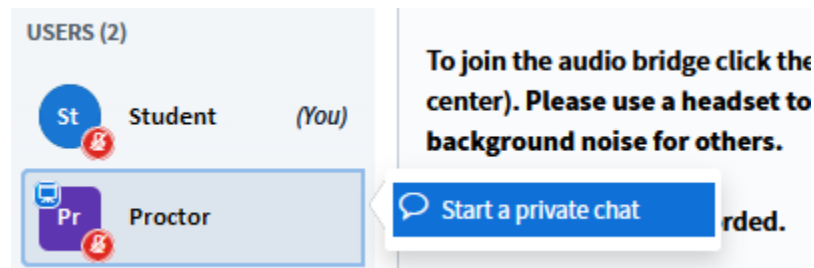
We need your permission to play audio.




Congratulations! You have just entered the e-Proctoring BBB session!

3. Awaiting check-in

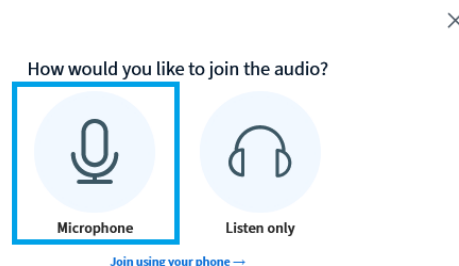
- You are now in a "waiting room." The **Users** list to the left of the screen contains your name and the name(s) of your proctor(s). Please wait here until they prompt you for check-in. While you are waiting, please kindly pay attention to the video that will be streamed for you soon. This short video contains information regarding examination regulations and BigBlueButton functionality. You can also find detailed instructions in **Shared Notes**.
- If you need to communicate with the proctor while in the "waiting room," use the **Private Chat**. **Private Chat** is located on the left side bar. If the left side bar is not visible, click on the toggle icon  at the top-left side of the room to expand it. Then click on the person to **Start a private chat** with them:



- Have your student ID, or any government-issued photo ID (e.g., a driver's license, a provincial photo card, or a passport), handy since you will need it for an identity check.
- Close off all unauthorized browser tabs and applications. Ensure that nothing is on your desk except for the materials permitted by your instructor and the devices required for exam completion and e-Proctoring.
- Optionally, you can turn on audio or pop-up alerts for the chat so that you don't miss important announcements. To do that, press on the three dots  in the top right corner of the screen, select **Settings** and then click on the toggle to enable **Audio Alerts for Chat** and/or **Popup Alerts for Chat**, depending on your preference.

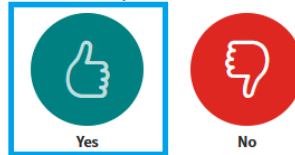
4. Check-in

- Please join the breakout room on both your devices when prompted by the proctor. Accept an invitation, allow pop-ups if needed, and complete an echo test:
 - 1) Select **Microphone** as the mode of joining the audio:

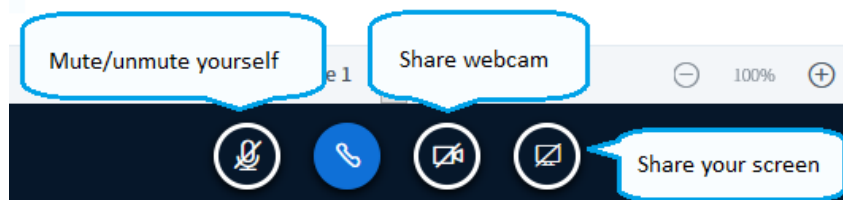


- 2) Choose your microphone in the browser settings, if pop-up appears, and allow access to it. Check your audio through the echo test.
 - If the echo test has been successful, click **Yes**:

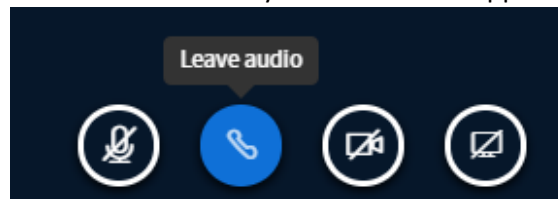
This is a private echo test. Speak a few words. Did you hear audio?



- If the echo test has failed, click **No**, log in with **Listen only** and inform your proctor. See [My echo test has failed/webcam is not working](#) in the [FAQ](#).
- Don't forget to familiarize yourself with the basic controls located in the bottom center of the BBB window:



- Unmute yourself and share your webcam on a cell phone/tablet. Fix your device at a place and angle that shows your desk and computer screen, so that your writing space can be observed.
- Share your screen on a laptop/desktop. Please click **Leave audio** as shown in the picture below, so that you won't receive the proctor's voice from two sources. Keeping the BBB session open on your computer allows you to chat conveniently with the exam support team.

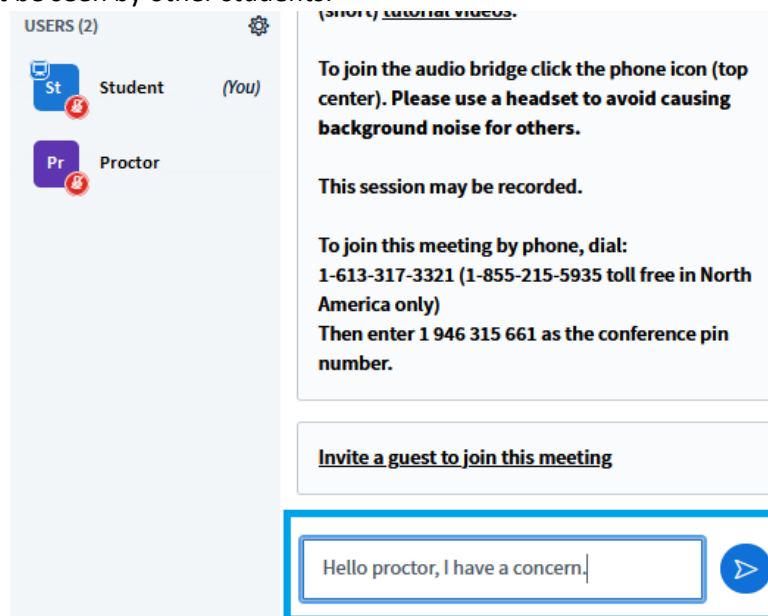


- You will be authenticated within 45 minutes either by presenting your ID to the camera, or by answering a security question, if webcam video is not available. Feel free to start your exam if it becomes available sooner than the check-in. If your exam is locked in cuLearn, you will receive a password to your exam when you join a breakout room.
- As part of the authentication process, you may be asked to scan your room to show your workspace. You will also be asked to show your cell phone being powered down (unless you are using it for e-Proctoring) and left in a location visible to the webcam, front side down. The cell phone should remain visible to the proctor at all times.

Please note: The countdown in a breakout room is NOT linked to your exam time – the countdown start value is always set to 1500 minutes.

5. While taking an exam

- Your microphone should be on and unmuted at all times.
- Your video should also be shared throughout the exam. Don't turn it off after the authentication.
- Please keep your speaker ON too, for receiving instructions or announcements during the exam.
- If you need to contact the proctor (e.g., you have a question or concern), post a message to the **Public Chat**, and the proctor will reply to you shortly. The breakout room is an individual e-Proctoring environment, where no other student is present, so the information you send via **Public Chat** won't be seen by other students:



Please do not speak loudly to maintain a quiet exam environment.

- Your proctor may contact you throughout the exam via chat or audio to relay exam information.
- Please be aware that you may be asked to show your workspace via webcam at any time during your exam. Please follow the instructions provided by your proctor.
- If you need to leave your computer's vicinity with the intention of returning (e.g., to take a washroom break), you are required to let your proctor know beforehand. Please notify them through the chat and wait for their confirmation (similar to the face-to-face procedures).
- You are not permitted to leave the e-Proctoring session until all students in your course have digitally signed in, which is typically 45 minutes after the start of the exam.

6. Upon exam completion

- When you have completed the exam and submitted your answers, please notify the proctor in a chat.
- The session will be kept open for 15 minutes after the exam has ended should you have any questions.

7. Additional FAQ

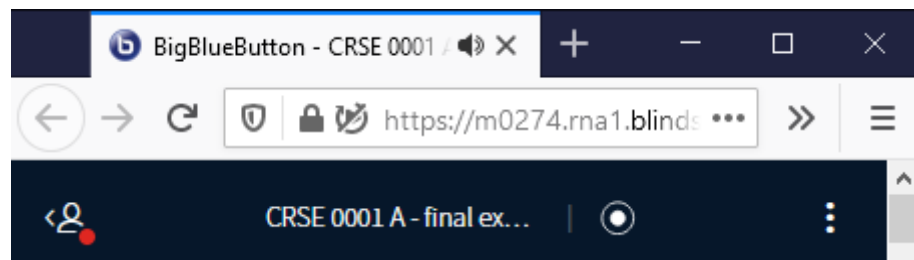
What do I need to participate in the e-Proctoring session?

As an exam-taker, you need the following:

- 1) A primary device for cuLearn and BBB chat, such as a laptop/desktop;
- 2) A secondary device with a webcam and a microphone (built-in or external), such as a cell phone/tablet;
- 3) Mozilla Firefox, Google Chrome, Edge 2018 and higher, or Safari browser (please keep in mind that Internet Explorer is not supported by BigBlueButton);
- 4) High-speed Internet.

How do I use my computer for both cuLearn and e-Proctoring?

You will work in cuLearn, while BigBlueButton will be running in the background. Please make sure to check BigBlueButton tab regularly for announcements. Alternatively, you may choose to split your screen in such a way that cuLearn takes up most of the space, while the BigBlueButton window of a much smaller size is in the corner. Just move the e-Proctoring session tab to a new browser window and resize it as you find convenient. If someone contacts you in BBB, a red circle will appear on the person icon (left side bar toggle) in the BBB tab (see the screenshot below). This may help you notice any chat messages as they come in.



What do I do if I don't have a second device/a webcam?

Please email covidinfo@carleton.ca with a copy to onlineexams@carleton.ca to request assistance, and contact your course instructor.

What if I have privacy concerns regarding sharing my image through the webcam?

Ask your course instructor about the alternative modes of assessment that are available.

My echo test has failed/webcam is not working.

Please take a screenshot of an error (if you receive any). If this happens while you are not actually writing an exam, [submit an exam support request](#) with the screenshot attached, and the necessary assistance will be provided to you. If the examination is in progress, inform your proctor and continue

the session as usual (if the problem is with the microphone, log in with **Listen only**). After the exam is over, [submit an exam support request](#) with the screenshot attached, and the support team will get in touch with you to troubleshoot the problem before future sessions.

I don't have Internet and must use my cell phone as a hotspot.

This strategy is fine and you don't need to turn off your cell phone even if it is not used for e-Proctoring. Leave it in plain view.

I will be taking my exam from a country where access to BigBlueButton may be blocked by a firewall. What should I do?

You can try out the access, as well as the webcam, the screen sharing, and the microphone, at test.bigbluebutton.org. If you are unable to access the website, you may need to [configure Carleton's Virtual Private Network \(VPN\)](#). Please make sure to set up VPN prior to exam day. If you are unable to see or hear yourself, please take a screenshot of the error that you receive (if any) and [submit an exam support request](#) with the screenshot attached – the necessary assistance will be provided to you.

The settings on my exam in cuLearn prohibit launching a second browser session during the assessment. Will cuLearn allow BigBlueButton to run at the same time? Won't BBB interfere with my exam?

Yes, cuLearn will allow BigBlueButton to run for e-Proctoring, even if a Browser Security feature is enabled for the exam.

I lost my student ID or don't have one. Will I still be able to participate?

Yes, you will. In that case, please be prepared to show a government-issued photo ID for the authentication (e.g., a driver's license, a provincial photo card, or a passport).

Do I get to use a scrap paper?

Yes, you can use scrap paper during the exam if it is authorized by your instructor. It is important, however, to show both sides of the sheets to the proctor to verify they are blank to start with. Use good judgment and follow the instructions when the proctor asks you to show your environment. You may be required to destroy used scrap paper in view of the proctor after the exam.

Is there an ideal location to take the exam? What if I have a roommate?

Use a place with good Internet connectivity, low noise, and good lighting. Ensure there is no one around you. Keep your phone off for the entire duration of the exam unless you use it for BigBlueButton. If you have a roommate who is taking the same exam, please find a different location to write yours.

My parent/housemate entered my room while I was writing my exam.

If your household member walks into the room during the assessment with an unrelated to exam question, don't worry. Politely remind them you're taking an exam and they need to leave you alone until the exam is completed.

I have dropped off the BBB room during the e-Proctoring session.

Refresh the page or click on the BBB activity link to join again.

I've lost my Internet connection during the exam and no longer have access to BBB.

Please reach out to the Examination Emergency Support team:

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).

Non-Urgent Exam Related Issues: [Submit an Exam Support Request](#).

Emergency Exam SMS: 613.518.2601 (only accepts plaintext SMS; not MMS, media/picture messages, or WhatsApp).

Email: OnlineExams@carleton.ca.

Exam Support: Fall Semester – Monday-Friday 8:30am-9:00pm (Eastern Time).

Non-Emergency: [613-520-2600 x1571 M-F, 8:30am-4:30pm \(Eastern Time\)](tel:613-520-2600).

8. Contact and assistance

Need help?

Email onlineexams@carleton.ca, and we will get in touch with you.