

# Proctorio User Guide

## Using Proctorio

2023–2024

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## Before you take your exam

In advance of your exam, please see the below technical requirements for using Proctorio:

### Minimum device requirements:

- Webcam – 320x240 VGA resolution (minimum) internal or external for all systems
- Microphone–any Microphone, either internal or external for all systems
- Proctorio Browser Extension – you will be required to download and install this extension in advance of your exam. Download the extension [here](#).
- Microsoft word (must be downloaded on to your device, Microsoft 365 online or free version are not compatible with the proctorio settings.) – accepted file types are:
  - Word 2007 document
  - docx

**or**

.doc (Word document)
- For Data Protection reasons and to ensure the integrity of the exam process, the exam should not be taken in a shared space. Please ensure you have a private space to sit your exam. Your room will be scanned as part of the pre-exam checks.
- You will be asked to show your **photo id** as part of the pre-exam checks.
- You will be asked to scan your room and desk; you will need to move the web camera (pivot your laptop) around the room and across your desk for the scan to activate.

**Please Inform [info@iob.ie](mailto:info@iob.ie) before your exam, if you do not have the required computer devices, Microsoft word, photo ID or internet stability needed.**

## Day of the Exam

Login to IOB learn (where you would access your assignments & exams).

Go to the module page and click into the **Exam Paper Tab** at the top of the dashboard (see image below).

Click on the exam link and the Proctorio application will start automatically. **(If you have not installed the Proctorio software you will need to do this before you begin your exam. Please ensure to install Proctorio in advance of the exam. <https://getproctorio.com/>)**

Please ensure to read the Exam instructions carefully before you begin your exam

Click on the exam as noted on the dashboard

An understanding of robust financial planning and wealth management is an important pre-requisite for meeting customers' financial and lifestyle objectives. This module covers core concepts in modern portfolio theory and marries them with the practical application of tools and techniques to construct and manage client portfolios. It assimilates a range of theoretical and empirical evidence to provide the best solutions when advising customers on investment and wealth management.

Welcome	Exam Paper	MCQ Test - Wednesday 9 March 2022	Exam Information	IOB Policies and Procedures	Course Resources	Week 1	Week 2	Week 3
Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Assessments and Exam		

**PLEASE READ THIS NOTE CAREFULLY BEFORE YOU COMMENCE YOUR EXAM.**

### Pre-Exam Checks/Top Tips

- Using Chrome, download the browser extension from: <https://proctorio.com/support/setup> and ensure you test Proctorio in advance of your exam
- Check your Wi-Fi connection and your device well in advance of the exam and on the morning of your exam
- Set yourself up appropriately for an exam: a quiet space with no interruptions with a closed door and remove anything that you don't want to be on the invigilation video. Ensure you have water and a snack
- Do the Proctorio exam checks, microphone, camera, and room scan

**NOTE: your exam has started once the room scan commences so we have added an additional 30 minutes to your exam time (your exam will take 2 hours 30 minutes)**

- Ensure you have valid ID (Passport or Driving Licence).
- Once you have downloaded your answer book locally, ensure that you 'save as' with your membership number.
- While typing on the answer book, ensure that you continue to save throughout the exam in the event of technical issues.
- Once completed, please be sure to close the answer book before uploading as opened documents cannot be uploaded.
- **Keep an eye on your time as there will be no auto warning from Proctorio or IOB throughout the exam.** There is a **Timer** at the top right-hand corner of your screen as well as a red circle indicating that your exam is being recorded.

  Asset Management May 22 Exam Test (Remotely Proctored)

Follow the instructions on the screen to access the exam. Click on the button **Attempt Quiz** (as per the sample image below).

Please ensure to read the Exam instructions carefully before you begin your exam

## Tax and Estate Planning (Remotely Proctored)

Exam is open from XX until XX

Exam is 2.5 hours

This exam will be monitored by **Proctorio**. [Learn more about Proctorio](#).

A webcam and microphone are required to take this exam.

Time limit: 2 hours 30 mins

Grading method: Highest grade

[Attempt quiz now](#)

## Pre-Exams Checks

Before your exam begins, you will be taken through a series of pre-checks. These will establish and verify your internet connection, operating system, camera & microphone.

## Before you Begin

This exam will be proctored. Here are a few things to know before you begin.



**We will tell you when we start and stop recording.**



**Your institution can access the data collected and will control who sees it.**



**Decisions are made by your exam admin, not us.**

Proctorio GmbH complies with [GDPR](#), [FERPA](#), and [other regulations](#). Read our [Privacy Policy](#).  
Your data will be securely stored in **Amsterdam, Netherlands** for 6 months before being deleted.



### What's recorded during the exam

camera feed • audio • computer screen • exam environment • websites visited • location • identity document



### What's restricted during the exam

one monitor • You will not be allowed to open new **tabs or windows** during the exam except from links provided in exam questions. • no clipboard • no printing • no right-clicking • cache cleared



### 24/7 support available during the exam

Click the Proctorio browser extension icon to chat with an agent within seconds.

You may receive messages such as Multiple Screen detected or Close browsers, these are the set criteria for the exam and cannot be changed. **Please follow the instructions as noted in Red.**

Accessibility options:

[Enable high visibility mode.](#)

[Learn more about Proctorio's approach to Accessibility.](#)

User action required before you continue. Please do the following:

Close all other browser tabs and windows. (5 tabs still open). [click here](#) to do this for me.

Multiple display screens detected. Please disable all but **one** monitor. [Need help?](#)

You need to complete the required user actions explained above before you can continue.

Continue

Jump to...

Secure Exam Proctor



***Where you see 'Secure exam proctor' please ignore, as this is a system default setting and is not part of the exam***

Once you complete the actions noted in red. The **Continue button** will highlight in Green and should be selected.

Just a heads up...

It looks like your computer is pretty busy right now.

You can still proceed with your exam, but we recommend that you close all open tabs and any applications you have running in the background and try again.

You need to complete the required user actions explained above before you can continue.

Continue

Jump to...

Secure Exam Proctor



The Systems Diagnostics Test will begin, and each symbol will turn green. If one of the symbols highlights in **Red**, then follow the instructions on screen.

## System Diagnostics Test

The system diagnostics test will only take a moment



Webcam



Microphone



Connection

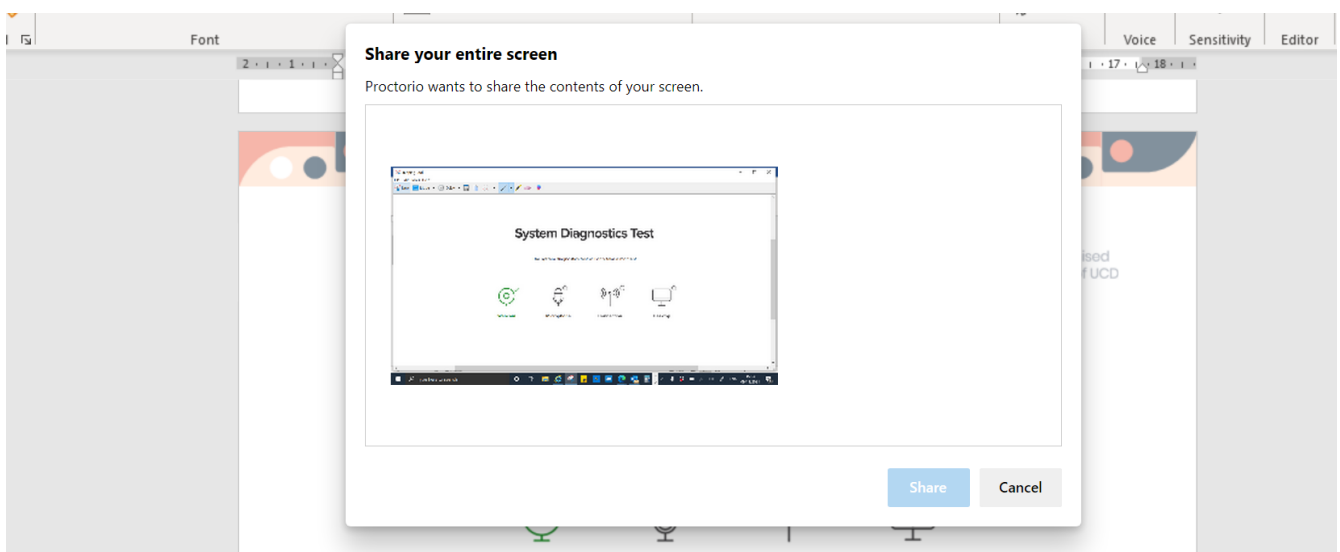


Desktop

**Please allow a few minutes for the test to complete.**

When the test is complete a screen sharing pop up box will appear. If you do not see the message box, it might be hidden behind the open window. Click Re-Test to try again. Or select Alt and Tab to view all opened tabs.

**Please click in the pop-up box to release the Share button and select Share.**



If something goes wrong, select Retest.

Oh no! Something went wrong.



Webcam



Microphone



Connection



Desktop

Please select the image of your screen and click the share button to move on. [Learn more about System Diagnostics Test.](#)

If you did not see the message box, it might be hidden behind this window. Click Re-Test to try again.

Re-test

Select Hide; to Hide this message **do not** select stop sharing.

|| Proctorio is sharing your screen. [Stop sharing](#) [Hide](#)

***Where you see 'Secure exam proctor' please ignore, as this is a system default and is not part of the exam***



**Please wait for the next page to appear, this may take a few minutes depending on your internet connection**

hang tight, this seems to be taking longer than usual



Webcam



Microphone



Connection



Desktop

Once all items are green then you will be asked for your picture to be taken.

Initial system checks passed



[Don't see yourself above? Click Here.](#)

Your exam is about to begin.



Use Restroom.



Get water.



Get comfy.



Get ready.

Next »



[Don't see yourself above? Click Here.](#)

Begin camera test »

## Webcam Image Test



Oh no! We're having a little trouble seeing you. Please adjust the camera so your face is centered and clearly visible. Tip #243 Make sure your face is centered and you're looking directly at the camera.

[Learn more about our webcam image test.](#)

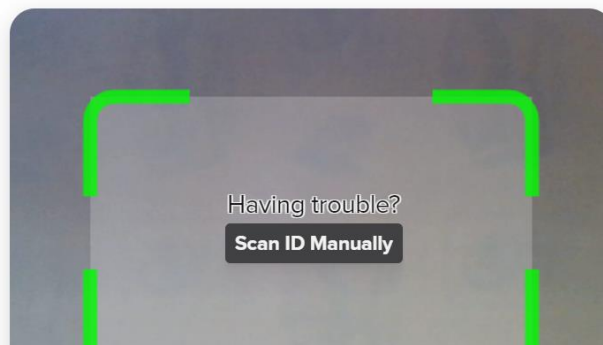
Re-test

If your image does not appear please read instructions and adjust your lighting, positioning and retest **You may have to adjust your lighting and/or take off glasses.**

Once your picture is uploaded, the next step is to hold your photo ID up to the camera and click on the **Scan ID Manually** button when it appears. This can take a few moments so please hang tight.  
**Your ID must be in the same name as your IOB record.**

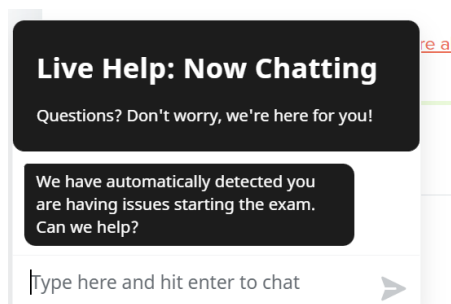
## Identification Card

Show a photo ID to the camera within the area indicated. This will be used to validate your identity. If this is unsuccessful a link will appear. Simply click the link to manually scan a photo of your ID.



Click on Scan ID Manually and the Next button.

Live Chat will appear if you are having trouble with the pre-exam checks.



**Once Proctorio accepts the scan please click next. There is no need to rescan once the ID has been accepted.**

Once the photo and ID card scan are accepted it will move to the next check which is the declaration and room scan.

Your institution has enabled periodic room scanning for this exam.



At several points during the exam, you may be asked to show a view of your exam environment. The request for a scan will include specific instructions about what area to scan. You can find more details [here](#). The scan may include a 360° view of the entire area, a view of the ceiling or floor, a view of the area under your desk, a view of the items on your desk, or some combination of these things. If there are items in any of these areas that you do not want to be recorded, please take a moment now to cover them or remove those items, or move to a different area.

Sometimes this can be tricky, especially when using a built-in webcam. Before moving on, we recommend you visit the [help center article](#).

I understand »

Jump to...

Secure Exam Proctor



The Declaration and Signature is next:

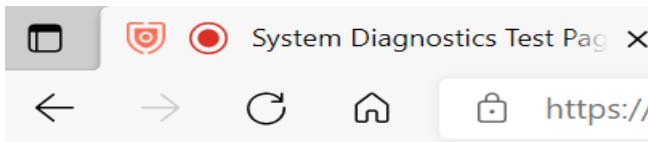
*age of 18, I acknowledge that I have read and agree to the [Terms of Service](#), and to the [Privacy Policy](#). If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I agree" or otherwise using the Services. If I am under 18, I understand that my parent must sign the agreement below and that by signing, my parent or legal guardian is providing express consent to access the Services, which includes the collection of my information as described in the privacy policy. Sign the agreement below to begin the exam.*

*Your exam administrator has enabled a calculator on your exam with ClassCalc. [Please review their Terms of Service here](#).*

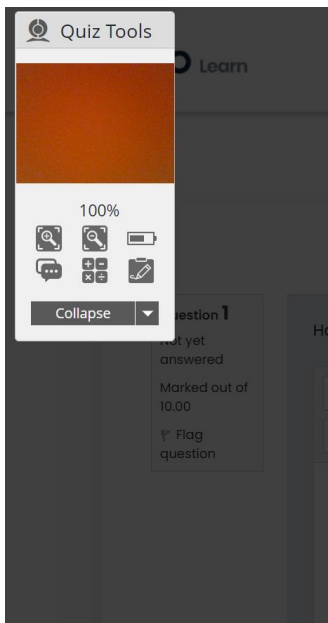


A signature capture interface with a large grey box for writing. The word "test" is written in cursive. Below the box is a dashed line. At the bottom left, it says "The Student". At the bottom right, there are two buttons: "Clear" with a circular arrow icon and "Accept" with a checkmark icon.

Please sign by typing on the keyboard and select accept.



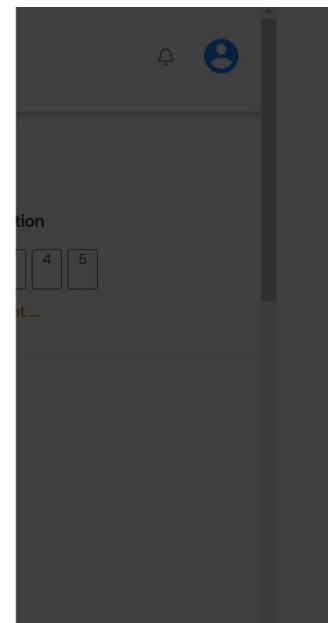
When the red circle appears at the top of the screen, Proctorio is recording. When you upload the exam, the red circle will disappear and Proctorio stops recording.



Your institution has enabled periodic room scanning for this exam.  
Your camera will be used to scan your environment

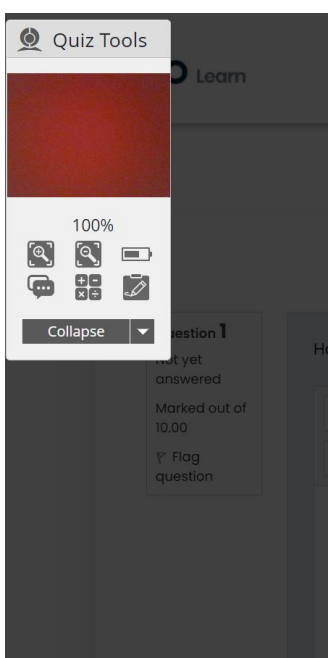
When you're ready, please click **start scan**.

*Your test has already started, please complete this immediately!*



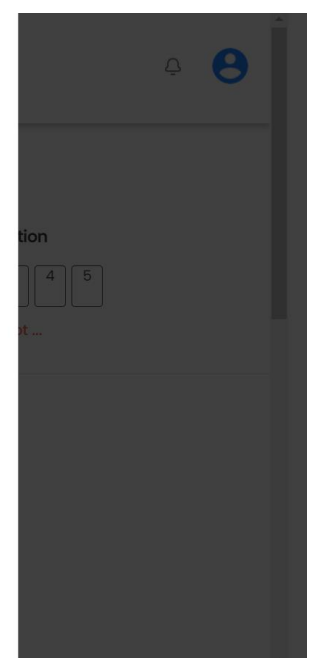
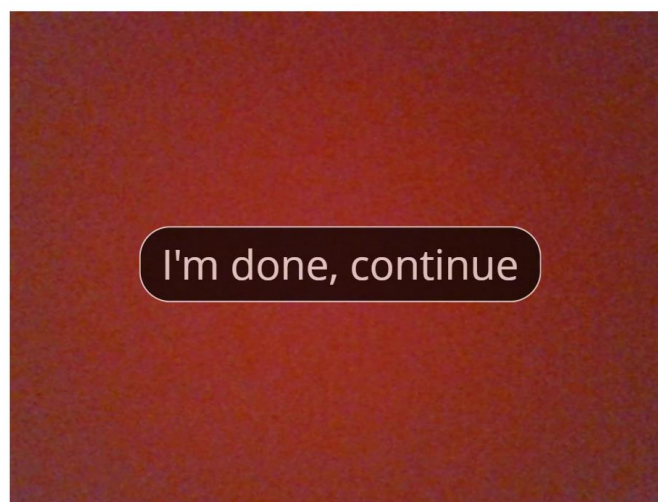
To Scan the room and your desk (including note paper), please pivot your camera around the room (360) using your web camera, once the scan is complete, please click the message **I'm Done, Continue'**.

**Failure to complete a full desk and room scan may result in a breach of exam regulations.**



### Please Complete the Room Scan

*Your test has already started, please complete this immediately!*  
**Once you are done**, click the button to return to you test.



## During your Exam

Your exam automatically begins once you click on the room scan.

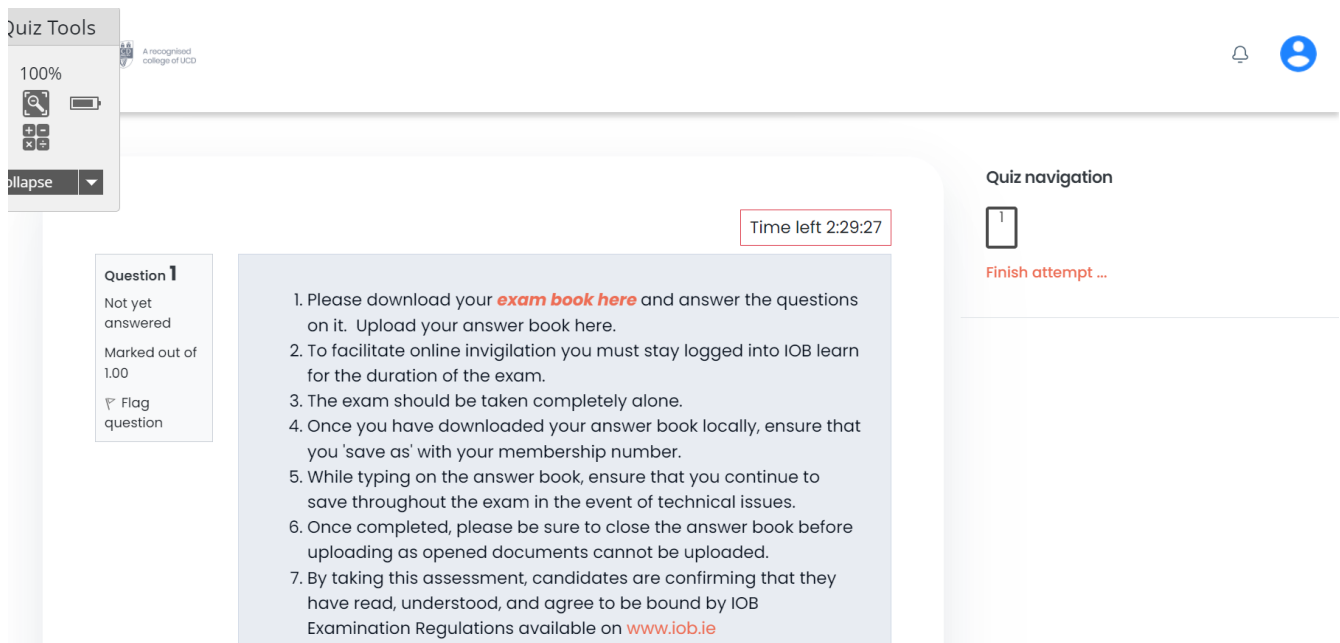
There is a Quiz toolbox available which contains the following.

- Battery power icon
  - Zoom in/out options.
  - Chat box for technical issues only
  - Calculator
- 
- Approved Resources: Calculators, Pen and Paper are allowed however handwritten notes cannot be submitted as part of your exam. Programmable or text storing calculators (e.g. phone calculators) or devices are not permitted, and an online invigilator may require sight of any such calculator.
  - Please ensure you have snacks and water with you and note that bathroom breaks will be noted on the invigilation report as part of the after-exam process. Any suspicious absences will be reviewed in line with UCD Academic Policies.
  - Please show your approved resources to the webcam once the exam commences. Please do not wait for approval. Invigilation reports will be reviewed after the exam to ensure the integrity of the exam is protected.
  - Note: If diagrams are required, please complete the required diagram on a piece of roughwork paper (approved resource), PDF and upload to IOB Learn within the exam timeframe (2.5 hours). Please ensure that you name this diagram as your membership number and refer to it in the exam script. Exam Answer Book and a Diagram Page are the only accepted uploads to IOB Learn. No other text or calculations should be included on the rough work you submit. Only diagrams will be forwarded for marking to the examiner.

## Downloading your Exam Answer Book

When you have completed the pre-exam checks you will be brought to your exam paper download section.

**Please go to step 1 and download the exam paper from the link.**



The screenshot displays the IOB exam interface. On the left, a 'Quiz Tools' sidebar shows a 100% progress bar, a search icon, and a 'collapse' button. The main content area features a 'Question 1' sidebar on the left indicating 'Not yet answered' and 'Marked out of 1.00'. The central area contains a list of seven instructions for downloading and using the exam answer book, with a 'Time left 2:29:27' timer in the top right corner. On the right, a 'Quiz navigation' sidebar shows a document icon and a 'Finish attempt ...' button.

Quiz Tools

100%

collapse

Time left 2:29:27

**Question 1**  
Not yet answered  
Marked out of 1.00  
Flag question

1. Please download your **exam book here** and answer the questions on it. Upload your answer book here.
2. To facilitate online invigilation you must stay logged into IOB learn for the duration of the exam.
3. The exam should be taken completely alone.
4. Once you have downloaded your answer book locally, ensure that you 'save as' with your membership number.
5. While typing on the answer book, ensure that you continue to save throughout the exam in the event of technical issues.
6. Once completed, please be sure to close the answer book before uploading as opened documents cannot be uploaded.
7. By taking this assessment, candidates are confirming that they have read, understood, and agree to be bound by IOB Examination Regulations available on [www.iob.ie](http://www.iob.ie)

Quiz navigation


Finish attempt ...

The Exam paper will then appear in your downloads either in the top right hand of your screen or bottom left (depending on your device)




**Quiz Tools**

100%



**Collapse** ▼

**Downloads**

 **Asset Management Demo**  
[Open file](#)

Time left 2:27:43

**Question 1**

Not yet answered

Marked out of 1.00

Flag question


1. Please download your **exam book here** and answer the questions on it. Upload your answer book here.
2. To facilitate online invigilation you must stay logged into IOB learn for the duration of the exam.
3. The exam should be taken completely alone.
4. Once you have downloaded your answer book locally, ensure that

Open the Exam paper, enable editing, and then proceed to save it as follows:

File Home Insert Draw Design Layout References Mailings Review View Help ACROBAT

**PROTECTED VIEW** Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. [Enable Editing](#)

6 5 4 3 2 1 1 2 3 4 5 6 7 8 10 11 12 13 14

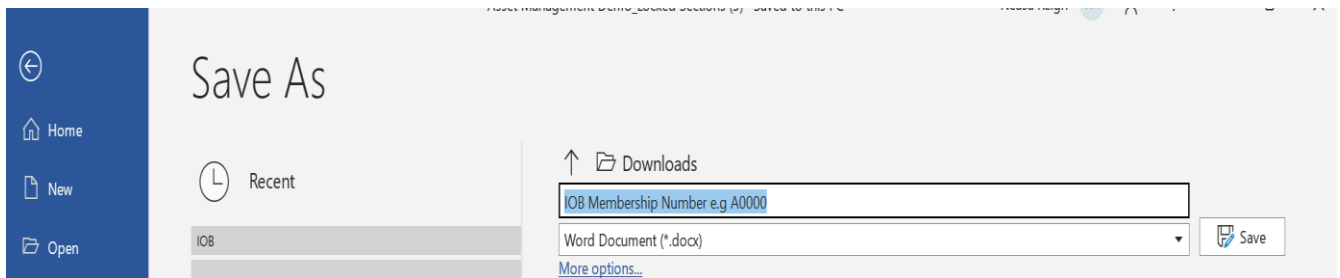


University College Dublin  
An Coláiste Ollscoile, Baile Átha Cliath

**DEMO Exam Answer Book**  
 Invigilated by Proctorio  
 07/05/2022  
 9-11.30AM

## Saving your Exam Answer Book

Please “Save As” on your device (save locally on your device) with your IOB Membership number.



**We recommend that you save your work regularly during the exam.**


Please read the exam instructions and then work through the exam questions typing your answers to each question.

When you have completed your exam, save your exam answer book, **close the word document** (remember to save as you go along) and return to IOB Learn to upload your exam paper.

**You must remain logged into IOB learn for the duration of your exam.**

**Quiz Tools**

90%




**Collapse** ▼

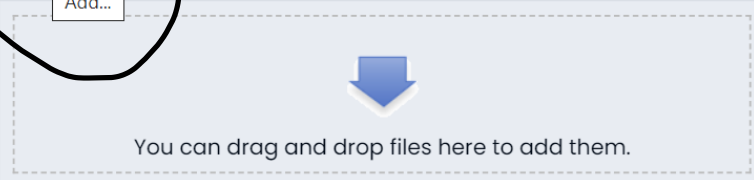
6. Once completed, please be sure to close the answer window to avoid uploading as opened documents cannot be uploaded.

7. By taking this assessment, candidates are confirming that they have read, understood, and agree to be bound by IOB Examination Regulations available on [www.iob.ie](http://www.iob.ie)

Time left 2:20:43

Maximum file size: 100MB, maximum number of files: 3

 Add...



You can drag and drop files here to add them.

**Accepted file types**

Document files .doc .docx .epub .gdoc .odt .oth .ott .pdf .rtf

Word 2007 document .docx

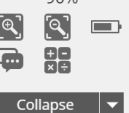
Word document .doc

**Finish attempt ...**

Click on the left-hand icon to add your file. This will bring you to the upload section. **Choose File.**

**Quiz Tools**

90%



**Collapse** ▼

**Proctorio**

Recent files

Upload a file

Private files

Wikimedia

**Attachment**

**Choose File** No file chosen

**Save as**

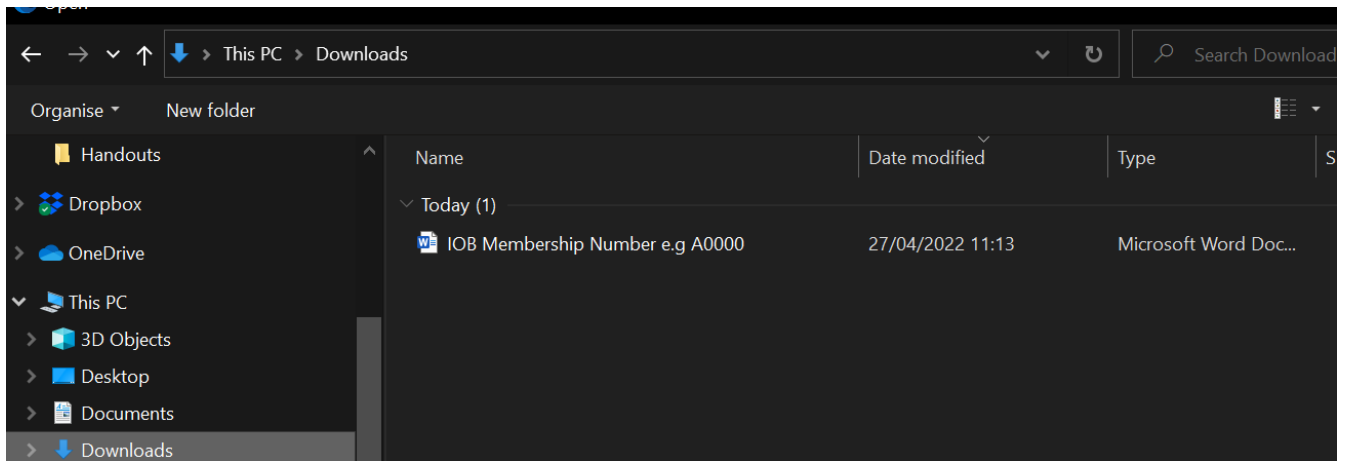
**Author**

Proctorio Test Student 1

**Choose licence** ⓘ

Licence not specified

**Upload this file**



Select your exam paper and upload using the “open “button.

When your exam paper has uploaded it will appear in IOB Learn.

90%

Recent files

Upload a file
Private files
Wikimedia

Attachment

Choose File
IOB Members....g A0000.docx

Save as

Author

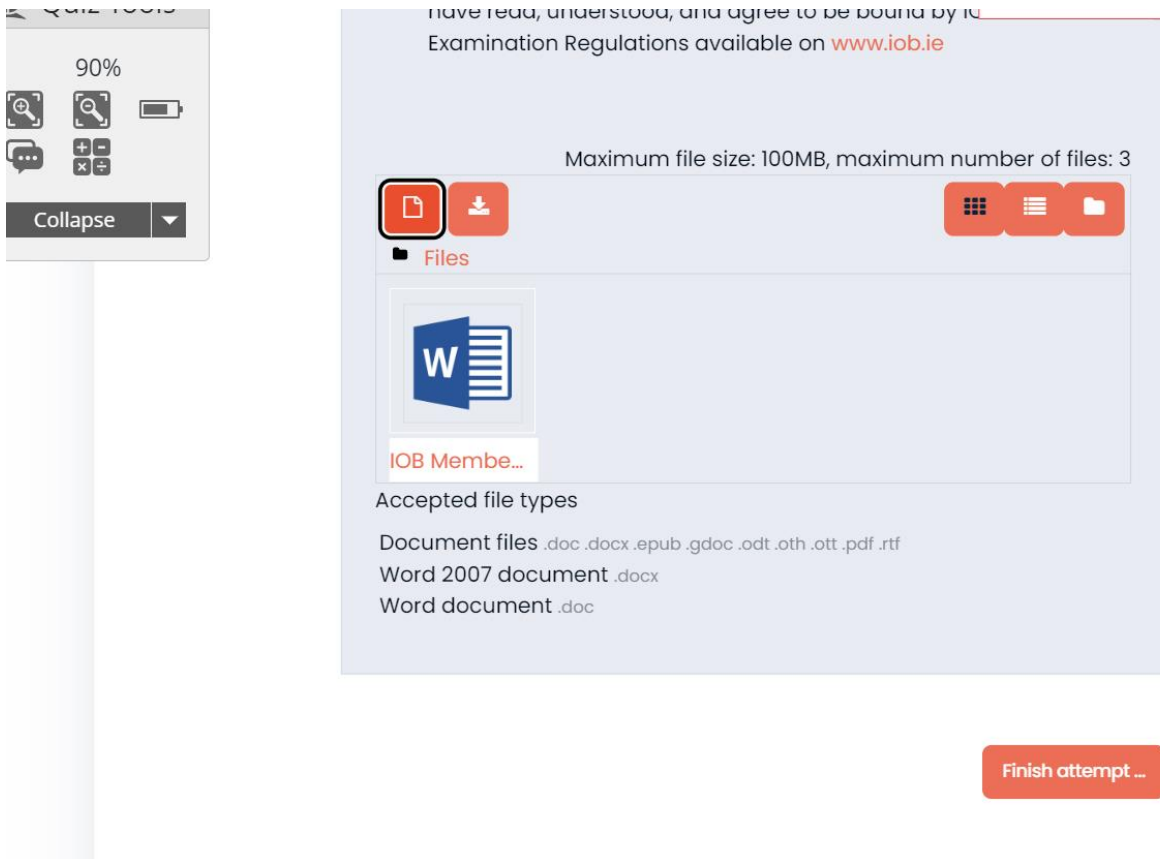
Proctorio Test Student 1

Choose licence ?




Licence not specified

Upload this file

Click on **Upload this File.**



Once the file has been uploaded then **Finish attempt**.

80%  
  
  
  
apse ▾

## Project Management May 22 Exam Test (Remotely Proctored)

### Summary of attempt

Question	Status
1	Answer saved

Return to attempt


Time left 2:17:05

This attempt must be submitted by Wednesday, 27 April 2022, 1:36 PM.

Submit all and finish

Once you have uploaded your exam paper select **Submit and Finish**. If you wish to return to your exam paper, select Return to attempt. If you wish to upload a second file, then repeat the upload steps. The maximum number of files is three. Please ensure to put your membership number on all files that you upload and name 1 of 2 and 2 of 2.

5. While typing on the answer book, ensure that you continue to save throughout the exam in the event of technical issues.
6. Once completed, please be sure to close the answer book before uploading as opened documents cannot be uploaded.
7. By taking this assessment, candidates are confirming that they have read, understood, and agree to be bound by IOB Examination Regulations available on [www.iob.ie](http://www.iob.ie)

 IOB Membership Number e.g A0000.docx

[Finish review](#)

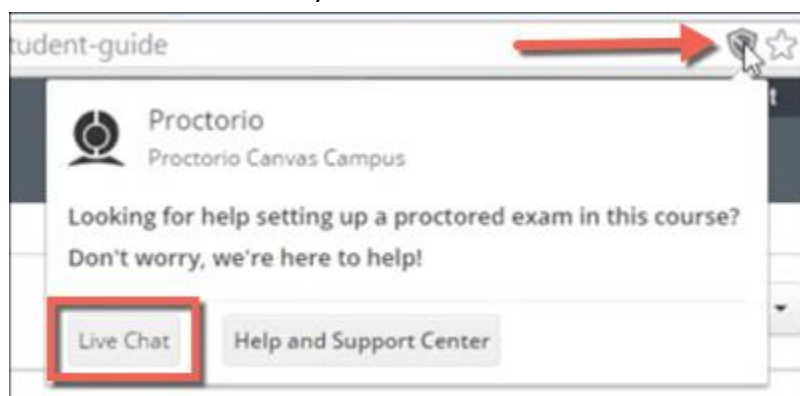
When your paper has been successfully uploaded you will see the following – **Finish Review**. Your exam has now been saved and you can exit IOB Learn. Proctorio will stop recording at this stage.

When submitting the completed script, students must upload their script to IOB Learn only.

# Troubleshooting and FAQ

Students can access Proctorio live chat support at any time while in the exam by going to the tool extension in your browser.

Click the **shield icon** in your web browser.



Click **Live Chat** to connect with support personnel to get help.

## FAQ | Proctorio

[Installing-Proctorio-software](#)

[FAQs](#)

[Quick-guide-to-Proctorio](#)

## What do I do if the internet drops?

If your internet connection drops during your examination, don't panic – as advised save your MS Word Exam Answer Book locally (desktop) and re-enter IOB Learn to upload continue or to upload your submission once you are within the exam timeframe. If you are unable to reconnect to your online exam session, please email [support@proctorio.com](mailto:support@proctorio.com) or contact IOB via the chat, phone 01 611 6500 or email [info@iob.ie](mailto:info@iob.ie) ( note in subject line Proctorio)

## Is it a problem if my internet connection occasionally fails while taking an exam through online proctoring?

It is important to ensure a stable internet connection. If you experience technical problems despite having a stable internet connection, you can report these on the Proctorio chat.

If it is an option to use a personal hotspot on your phone, please do so. You can let IOB know if you need to do this.



## How will IOB contact me if there are any announcements regarding the exam paper?

In the unlikely event there is an update or change to the exam paper. IOB will inform you through a webpage (link will be provided to you on the day of the exam). You will need to refresh the page during the exam to check for updates.

## How will I know that my exam has been submitted correctly?

Once you select submit and finish, your exam has been submitted. Proctorio will stop when your exam has been submitted. IOB will contact you if there is an issue with your submission. Once a student uploads their exam that submission is the only submission considered for grading.

**Submissions outside of the exam time will not be accepted.**

## Additional Information

Students undertaking programmes at IOB and therefore UCD are expected to adhere to the highest standards of academic integrity and honesty. The work you submit to IOB for assessment must be your own work. It is vital that you understand what plagiarism is, the guidelines that students must follow to avoid it and the penalties for instances of plagiarism. UCD's plagiarism policy and guidance for students can be found at the following link: [UCD Plagiarism Policy](#)

By taking this assessment, candidates are confirming that they have read, understood, and agree to be bound by IOB Examination Regulations.

Unapproved Resources (include but are not limited to) pre-prepared notes, textbooks, academic articles, or internet searches etc. are not allowed and will lead to the invocation of the [UCD Student Plagiarism Policy](#) Unapproved Resources Examples:

1. Pre-prepared notes
2. Textbooks
3. Articles and internet searches



A recognised  
college of UCD

## Contact Details:

**For Technical Support:** Contact [support@proctorio.com](mailto:support@proctorio.com) or Proctorio Chat Box or [Support | Proctorio](#)  
To advise IOB of technical issues contact IOB via the chat, phone 01 611 6500 or email [info@iob.ie](mailto:info@iob.ie)  
(note in subject line Proctorio)

**For Exam Related Support** Contact: [info@iob.ie](mailto:info@iob.ie) or phone 01 611 6500 or IOB chat function