Remote Proctor NOW

Exam Sponsor Guide

RPNow Teacher/Exam Sponsor Guide

Website: http://www.remoteproctor.com/AdminSite
Username: Provided to you via email
Password: Provided to you via email
Note: If you cannot login as an instructor/exam sponsor, please contact your institution's admin.

Update Account Info

After logging in, you can update your email address, name, and password.

To update your information:

1. Choose "Home".
2. Choose "Update My Info".

3. Update the available fields as necessary.

   Note: To update your password, be sure to use the "Update Password" button, and not the "Update Your Info" button.

Register Exams

To register an exam:

1. Select "Exam Registration".
2. Select "Register an Exam".

3. Fill out the drop-downs/forms.

   Note: Best Practice: The "Exam Name" should be the Course ID and the name of the exam (for example, Math 101 Section 204 - Final Examination). Failure to do so may cause students to be unable to locate the exam (or access the wrong exam, which will then give them an "incorrect password"). The "Exam Password" *must* exactly match what the exam password is listed as within your CMS. Failure to do so will also cause an incorrect password to populate, and students will not be

given access to the exam.

Additionally, the following special characters are not allowed in the "Exam Name" field:

#	<	>	:	,	\	/	?	*	|	&

EXAM REGISTRATION

Organization	Select an Organization ▼
Exam Sponsor	▼
Exam Name ❓	
Exam Password	
Approximate Duration of the Exam: (Will be pre populated with organization's default value.)	Minutes
Does this exam require a proctor/invigilator? (choose "no" if this is a practice exam)	▼

[Register Exam]   [Go to Exam Manager]

4. When creating the exams, determine if the exam will be a "Graded Exam". Choosing "No" (See picture A), will designate that you do not need this particular exam to be reviewed. Choosing "Yes" (See picture B) will open additional fields allowing you to input the start and end dates of the exam as well as "Exam Rule Exceptions" and the approximate number of students.

Note: Start and End Date fields determine the days that the exams are available in the drop-downs.

Picture A

Does this exam require a proctor/invigilator? (choose "no" if this is a practice exam) No ▼

[Register Exam]   [Go to Exam Manager]

Picture B

Graded Exam Yes ▼
(chose this option only if video review is required - this EXCLUDES practice exams.)

Exam Start Date [ ] 📅

Exam End Date [ ] 📅

Exam Rule Exceptions
(Note: Enter "None" in the Exam Rules textbox if there are no special instructions for this exam.)

No. of Students [ ]
(Approx)

[Register Exam]   [Go to Exam Manager]

Note: Organizations that use notifications will have this additional option appear. This option, when checked, indicates that Software Secure will email students regarding "Rules Violation" comments and/or will remind them the next time the student attempts an exam.

Notifications ☑
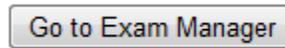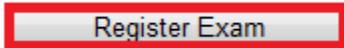
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5. Select "Register Exam".

Update Exams

Note: You can only update exams in which you are the teacher/exam sponsor for.

To update an exam that has already been registered (for instance, update the password or exam start and end dates):

1. Choose "Exam Registration".
2. Chose "Exam Manager".

3. Select "Edit" next to the exam you wish to update.

Organization	Exam Sponsor	Exam Name	Exam Password	Graded Exam	Start Date	End Date	Exam Duration	Exam Rule Exceptions	No of Students	UpdatedOn	
BB9Org	AndrewBB9 Test	Exam Test	thisisfake	True	09/29/11	12/01/11	60	None	20	11/21/2011 2:32:52 PM	Edit

4. Update the fields as necessary.

Organization	Exam Sponsor	Exam Name	Exam Password	Graded Exam	Start Date	End Date	Exam Duration	Exam Rule Exceptions	No of Students	UpdatedOn	
BB9Org	AndrewBB9 Test	Exam Test	thisisfake	☑	9/29/2011	12/1/2011	60	None	20	11/21/2011 2:32:52 PM	Update Cancel

5. Choose "Update".

Organization	Exam Sponsor	Exam Name	Exam Password	Graded Exam	Start Date	End Date	Exam Duration	Exam Rule Exceptions	No of Students	UpdatedOn	
BB9Org	AndrewBB9 Test	Exam Test	thisisfake	☑	9/29/2011	12/1/2011	60	None	20	11/21/2011 2:32:52 PM	Update Cancel

Note: Clients that use notifications will have an additional column appear. Editing this field will trigger, or prevent, notifications for users.

Reviewing Exam Entries

Note: Software Secure will perform video review for your institution—the instructions below provide a quick reference on how we complete them.

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To begin reviewing exam entries:

1. Select "Reviewer".
2. Select "Review Exams".

    Note: This is also the landing page after logging into the RP Now admin system.

Home	▶	Reviewer	▶	Exam Registration	▶
		Review Exams			

3. Use the "Search" options to find particular exams.

4. If you search for exams, select "View" to show all entries for that exam (they will appear at the bottom of the page).

    Note: "Search for Exam Records" will only provide you with specific video entries based upon the search information.

5. Locate the record you wish to review, and select "View".

6. A pop-up window will then open. The first page will show the user's picture and the picture of his/her ID.

7. For the "User Photo", use the zoom and move features to ensure identity.


8. Next, choose "Flash Playlist".

9. Here, you can view the "Exam Room" and "Webcam View" videos from the entire exam. Take note of their exam environment, and make sure it meets your institution's requirements (clean desk, no other computer or other persons in the room, no phones or laptops, etc…).
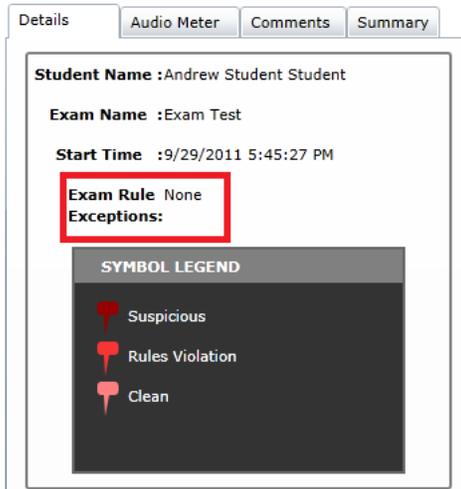
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Note: The "Webcam View" video is duplicated onto the "Webcam View and Desktop View" page.
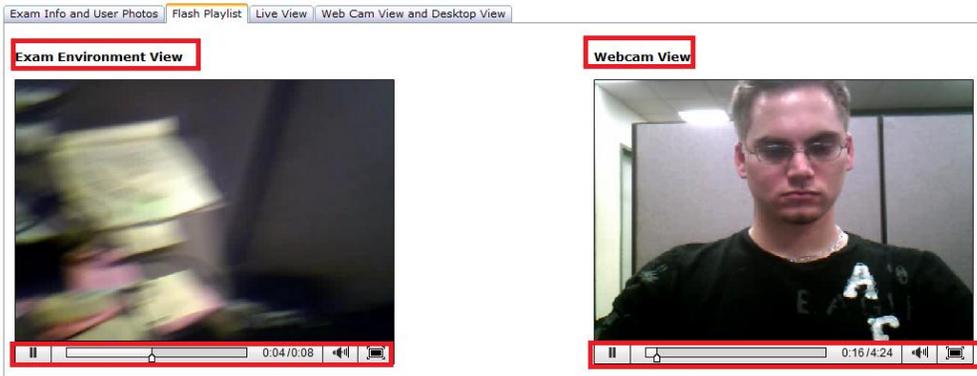
10. Coming soon: "Live View".

11. Next, select the "Webcam View and Desktop View" tab.
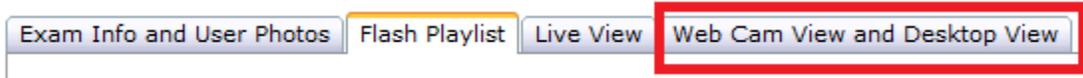
12. Exam Rule Exceptions will be listed on the right-side of the page.

13. By default, the "Webcam View" video will load first—and in "Blitz" mode.

Note: "Blitz" mode is a fast-forward of "Normal" mode by x22 the speed. However, each frame is displayed, so no data is lost between "Blitz" and "Normal" modes; but "Blitz" will not have sound.

14. Click the "Play" button (>) to begin reviewing the video.
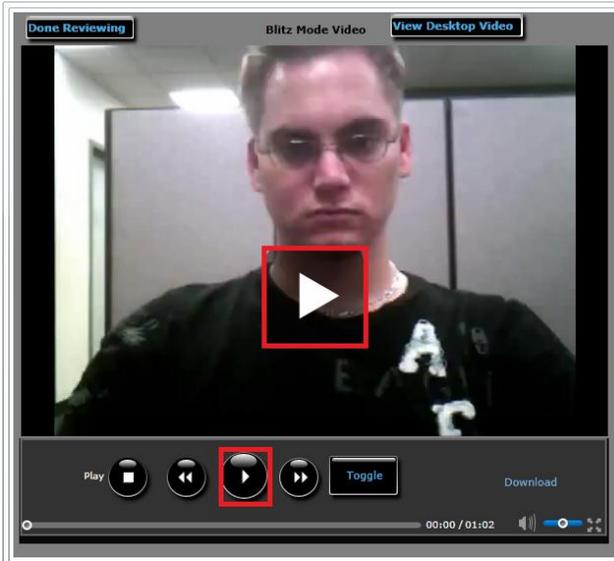
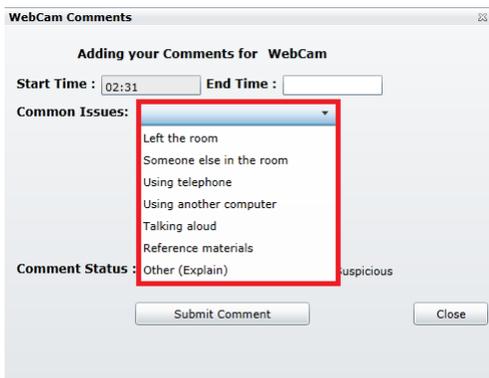15. Click "Toggle" to switch from "Blitz" to "Normal" mode.

16. Click "Add Comments" to create comments.

Note: "Add Comments" is only available in "Normal" mode.

17. Choose from the available drop-downs of Common Issues to document any noteworthy occurrences; or choose "Other" to type in a custom comment. You can also specify the "Start" and "End" times.

18. Choose the Status-level of the Comment.

Clean: The occurrence does not risk the integrity of the exam.

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Rules Violation: A specific rules violation occurred; but exam integrity is still intact (such as a student answering a phone or a person walking through the room; yet there is no interaction between them or the phone call is simply stating "I'm in an exam, let me call you back").

Suspicious: The exam integrity has been or appears to have been compromised (student clearly using notes or books when that specific exam does not allow it, or someone is providing answers to questions from another room).

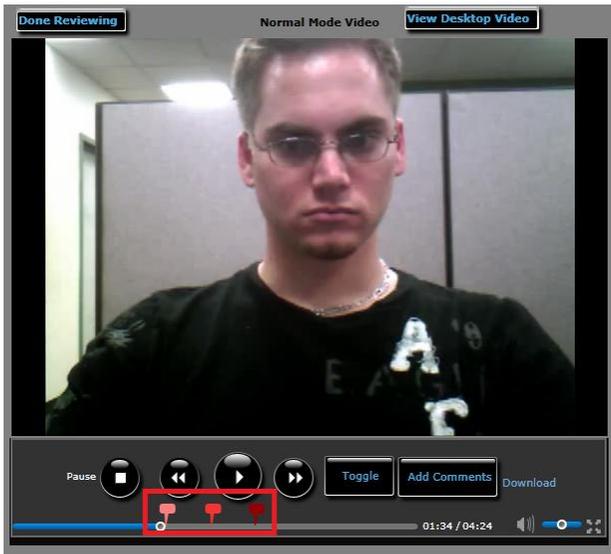19. Choose "Submit Comment".

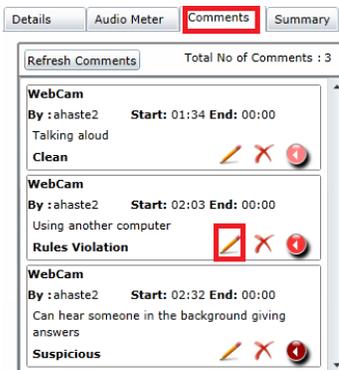20. A colored comment marker will appear at the location of the issue in the video timeline.
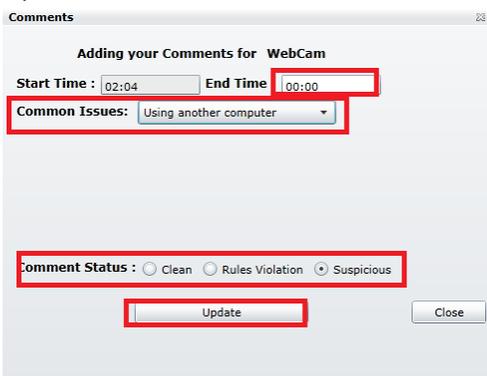Pink: Clean
Orange: Rules Violation

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Red: Suspicious

21. To edit a comment, select the "Comment" tab, and then chose the pencil icon to "Edit" the comment.

22. Click "OK" to confirm you wish to update.

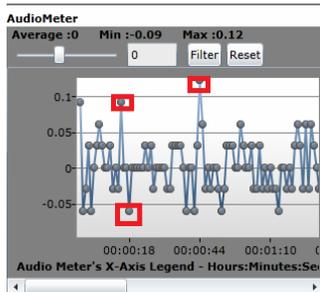23. Update the issue, status, and/or end time and choose "Update".

24. You can also delete the comment, or click the "Play" link to go directly to the location of the comment marker.

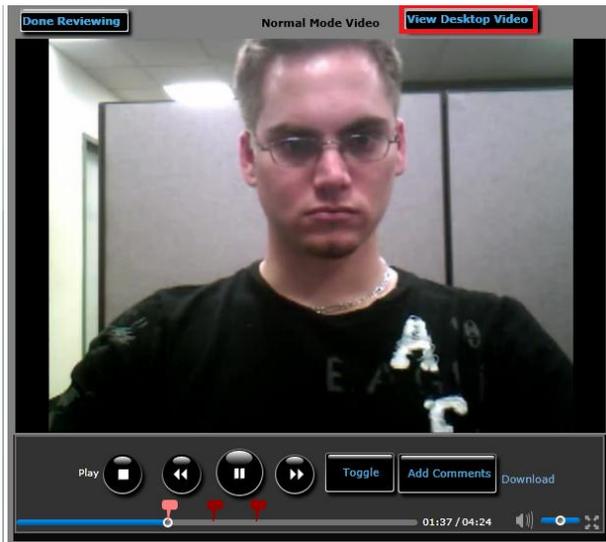25. You can use the "Audio Meter" tab to spotlight changes in audio.

26. Hit the bullet entry to take the video review to that specific location and start auto-playing the video in "Normal" mode.

27. When done with the "Webcam View" page, select "View Desktop Video".

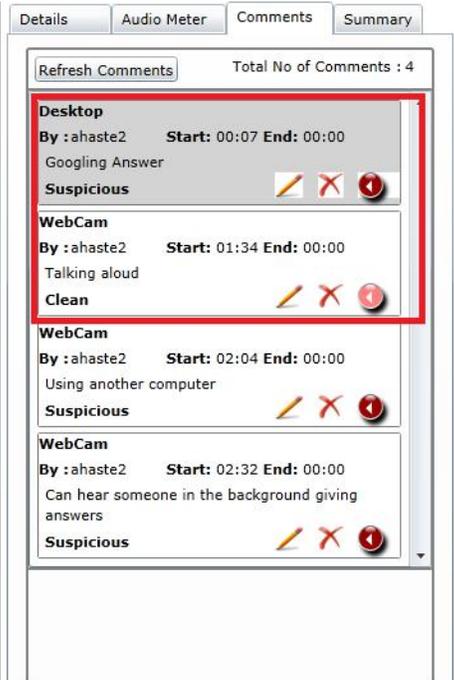   Note: There is only "Normal" view when reviewing the Desktop video.

28. The "Add Comments" button and the "Comments" tab work the same way as when on the "Webcam Video" page.
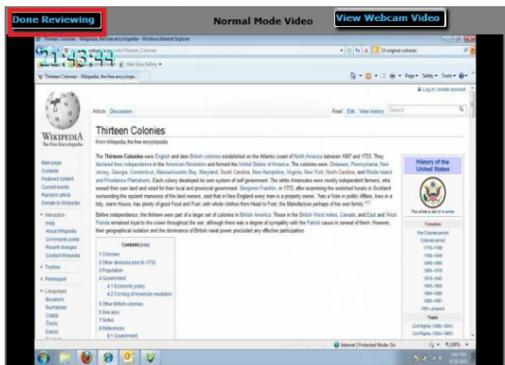
    Note: "Desktop" comments are given a gray background to easily distinguish them from "Webcam"

comments.
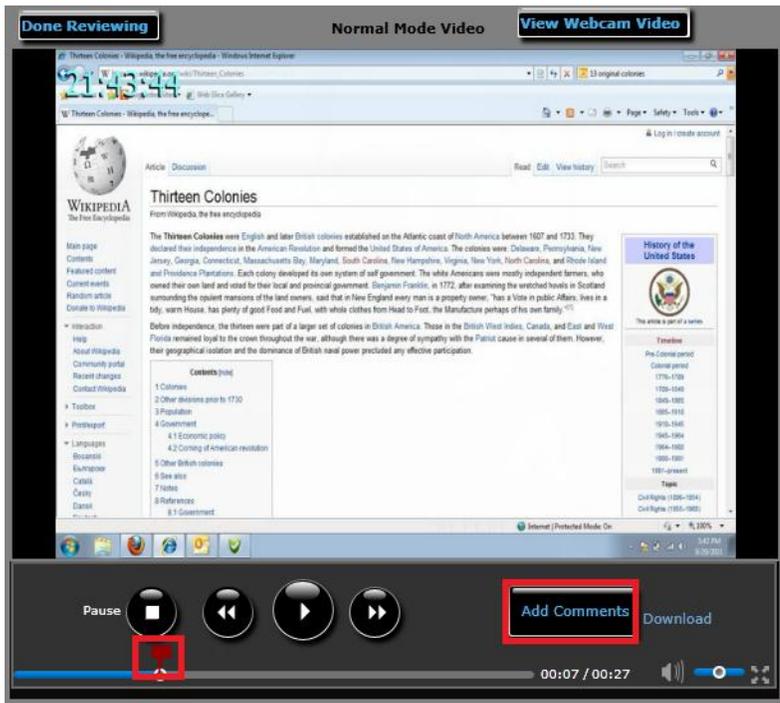
29. After reviewing the video feeds, select "Done Reviewing".

30. Complete the forms, and choose "Submit".

Note: The "Overall Review Status" is automatically generated based off of the "Comments" that were

added.

Final Review

Common Issues:	Improper lighting Improper device placement Device not fully assembled Other (Explain)

No of characters remaining : 1300

Other Comments

Overall Review Status: Suspicious

Submit   Close

31. After submitting the "Done Reviewing" page, the "Review Exams" page will show that particular submission as being "Reviewed", and will also update its "Review Status".

Exam Records

orgcode	First Name	Last Name	Email	PhoneNo	ExamName	Exam Start Date	Exam Status	Review Status	Exam Detail
BB9Org	Andrew Student	Student	astudent@ahaste.com	123-123-1234	Exam Test	9/29/2011 5:45:27 PM	Reviewed	Suspicious	View

32. You can then review another exam record.

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RPNow e-Report Guide

Email with Link

Upon reviewing the records for an exam, Software Secure will email a link to the reports. The reports will be sent to the admin account(s) that are configured to receive the reports in the Remote Proctor Now (RPNow) system.
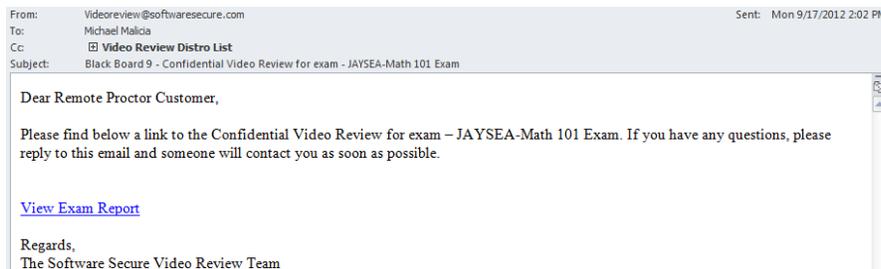

This email can also be forwarded, but only the admin and the exam's sponsor may access the report.

Note: For exams that have more than one report/email delivered, each report will only show exams for the records that have not yet been delivered in a previous report.

Login

If you are not already logged in, the link will take you to a login page. Login with your Exam Sponsor (Teacher) or Admin accounts to access the report.
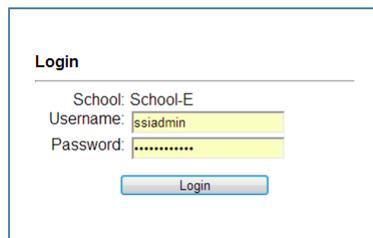
Report

After logging in, the report will be displayed.

The initial page of the report will contain a summary of the report—the total number of Suspicious, Rules Violations, and Clean records, respectively.

Note: When you select to expand "Clean" or click "Show Detail Report", you will see all the clean records provided in that report. However, if/when you "Print to PDF" then the "Clean" records will only show on organizations that are setup to deliver clean records.

Interactive Report

You can click the "+" next to the status to see the specific records for that level of activity.

Note: All Suspicious comments, throughout the report, will have a pink background or highlight, while Rules Violation will have yellow, and Clean will have green.

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Next, click the name of the individual.

A new window or tab will auto-open which will take you directly to the record's review page.
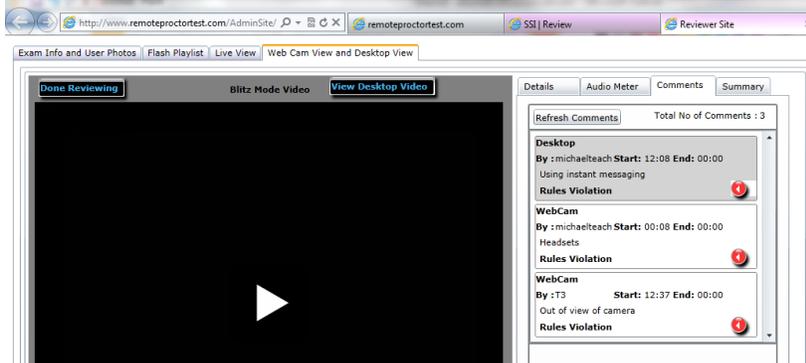
"Review by Org" availability

After reviewing the record and its comments, you can click "Done Reviewing", provide any additional notes you want to add, and "Submit" the review.

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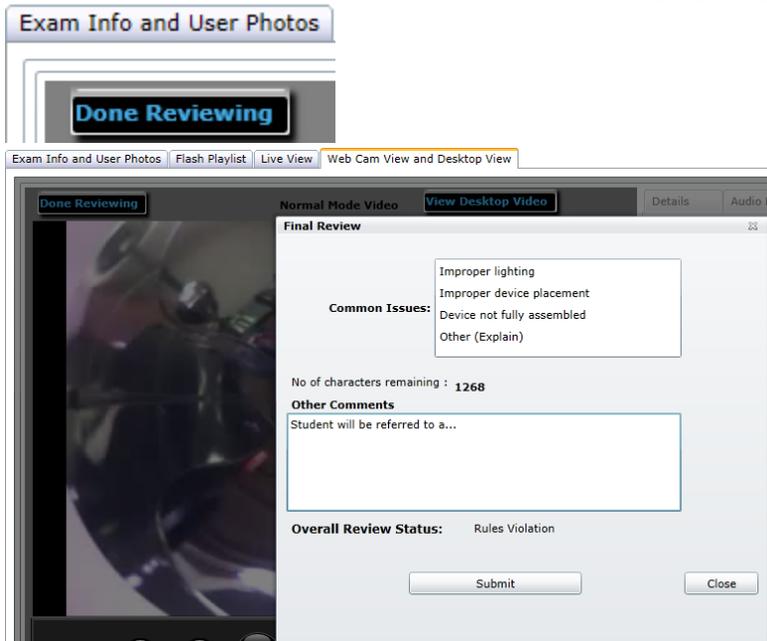
After submitting the record for review, you can login to the main site and locate the exam, and its records, by using the search features.
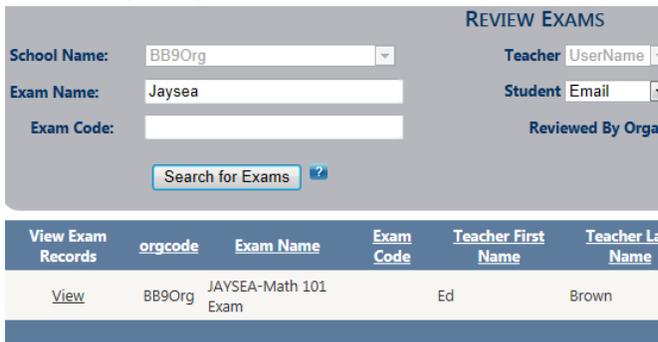
We've added a new column, "Reviewed by Org", to make knowing which records you've already reviewed easier.

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orgcode	First Name	Last Name	Email	PhoneNo	ExamName	Exam Code	Teacher First Name	Last First Name	Exam Start Date	Exam Status	Review Status	Reviewed By Org	Exam Detail
BB9Org	Michael	Malicia	mmalicia@softwaresecure.com		JAYSEA-Math 101 Exam		Ed	Brown	5/14/2012 10:46:12 AM	Delivered	Clean	False	View
BB9Org	red5tested4	Test Server	e@e.com		JAYSEA-Math 101 Exam		Ed	Brown	4/11/2012 1:30:08 PM	Reviewed	Clean	True	View
BB9Org	Shashi	Kanth	e@e.com		JAYSEA-Math 101 Exam		Ed	Brown	4/11/2012 12:17:35 PM	Delivered	Clean	False	View
BB9Org	Paul	House	e@e.com		JAYSEA-Math 101 Exam		Ed	Brown	4/11/2012 11:12:10 AM	Delivered	Clean	False	View
BB9Org	Steve	Lesser	j@j.com	333	JAYSEA-Math 101 Exam		Ed	Brown	4/11/2012 10:14:46 AM	Delivered	Rules Violation	False	View

"Show Detail Report" and "Print to PDF" options

You can also click on "Show Detail Report". This will expand the report to show all the records at once (one record per page).

This page will not only specify the suspicious and rules violations but will also separate them between the "Webcam" and "Desktop Comments", respectively. Each student (with a suspicious or rules violation record) will have a dedicated page.

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Finally, you can click the "Print to PDF" button which will open a new tab with a pdf version of the record. You can then click the icons to save the file as necessary.

Confidential Exam Video Review

Black Board 9

JAYSEA-Math 101 Exam
Exam Count : 8
Suspicious: 1
Rules Violations: 3
Clean : 4

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