YouTestMe

Test-taking Guide

Table of Contents

1 Introduction 3
2 Technical Support Contact 3
3 Requirements for test-taking 3
3.1 Important notice 3
3.2 Booking the session 4
3.3 Starting the test 6
3.4 Equipment check 8
3.4.1 Allowing the camera and microphone 8
3.4.2 Take a photo of yourself 10
3.4.3 Uploading an identity document 10
3.4.4 Scanning the environment 10
3.5 Attempting the test 13
4 FAQ and Solved Issues 15
4.1 Screen share 15
4.1.1 I cannot share the screen on Google Chrome 15
4.1.2 I cannot share the screen on Google Mozilla 16
4.2 The proctoring test page does not open 17
4.3 During the Exam, there are notifications "Two faces in front of a camera" and similar. Should I be concerned? 17
4.4 I cannot take a picture 18
4.5 Proctor cannot hear me (microphone problem) 18
4.6 Proctor cannot see me (camera problem) 19
4.7 Usage of the external camera instead of build-in 20
4.8 I have a problem with sharing my screen on Firefox ..... **Error! Bookmark not defined.**

1 Introduction

This document represents a guide to the test-taking process with the Proctoring option turned on.

Please follow these instructions carefully to avoid your test attempt being nullified.

2 Technical Support Contact

The technical support team is available only during the live session.

Phone:	+1 888 551 35 71

3 Requirements for test-taking

To start a successful testing session with proctoring, you must have the following:

1. A working camera
2. A working microphone (or headphones with a microphone)
3. A stable and fast Internet connection
4. Chrome or Firefox browser
   Note: Google Chrome is recommended.
5. Laptop or Desktop computer (Please do not use tablets or mobile phones)

Outside interruptions may compromise your test-taking session. Keep in mind the following:
The noise in the room where the test should be taken should be reduced to the minimum.

1. You should be the only person in front of your camera.
2. You may not use other tabs.
3. The table below explains the terminology and acronyms used in this document.

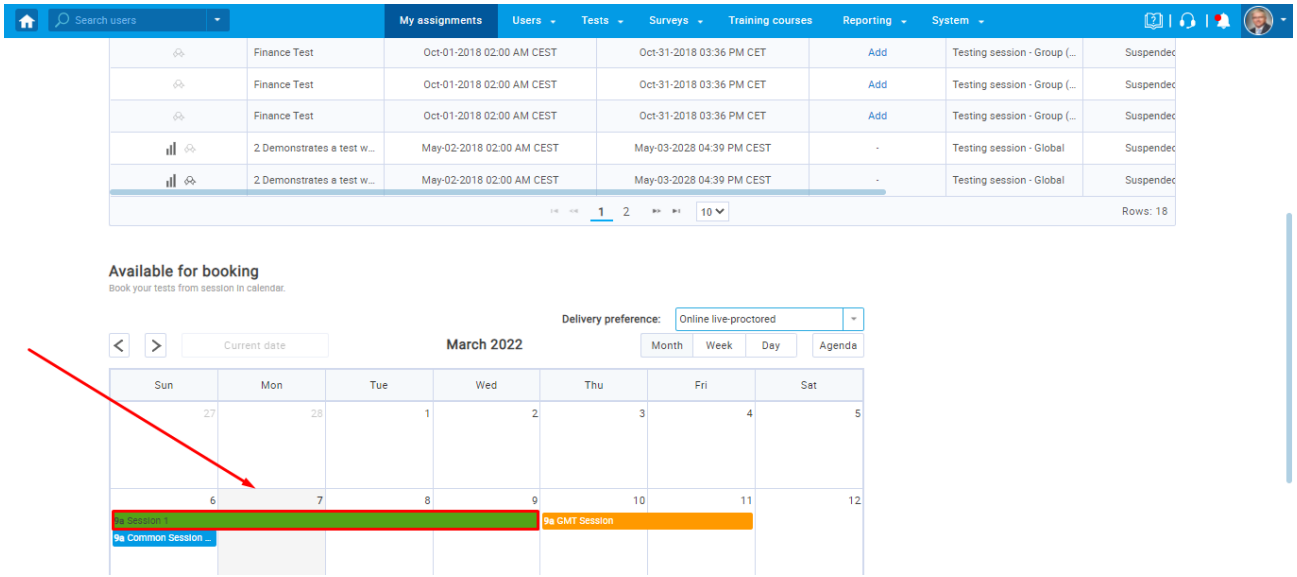
3.1 Important notice

Before taking the Exam, you MUST do the equipment check. Start the equipment check by clicking on this link. Instructions on going through all the steppes of the equipment check process can be found in the "3.4 Equipment check "chapter.

3.2 Booking the session

To book the session, please follow the steps below:

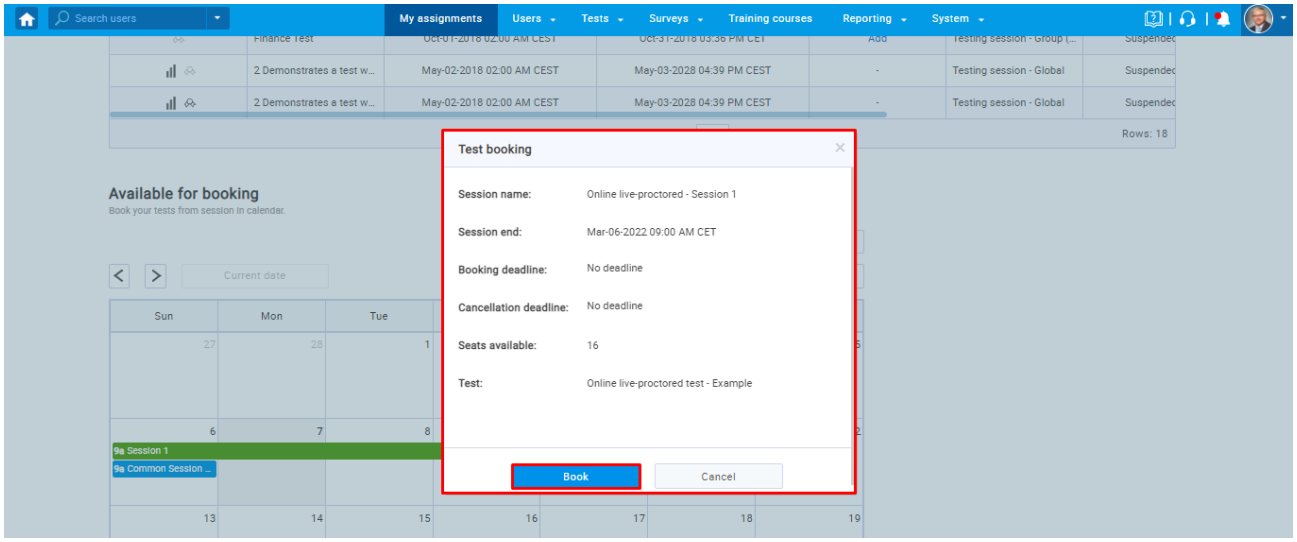
1. On the "**My tests and surveys**" tab, you should scroll down to the calendar and book the Exam in one of the available or upcoming sessions by clicking on it.



Note: You can take the Exam in one offered session with a different exam start time. You can book the Exam only in the available or upcoming session. Sessions are marked in different colors depending on the start and end time:

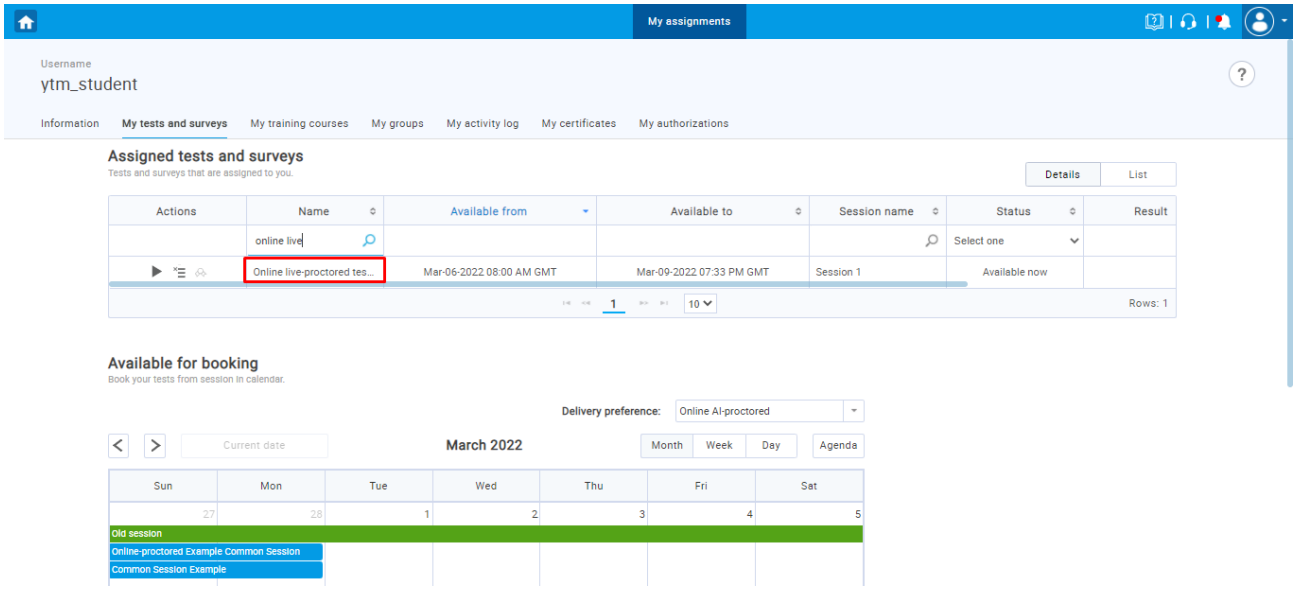
- Expired - blue
- Available - green
- Finished - yellow

2. The "**Test booking**" dialog will appear with the session's information. Click on the "**Book**" button to book the Exam.



Note: You can book the Exam only in the session in which there is a free seat -> seat available > 0.

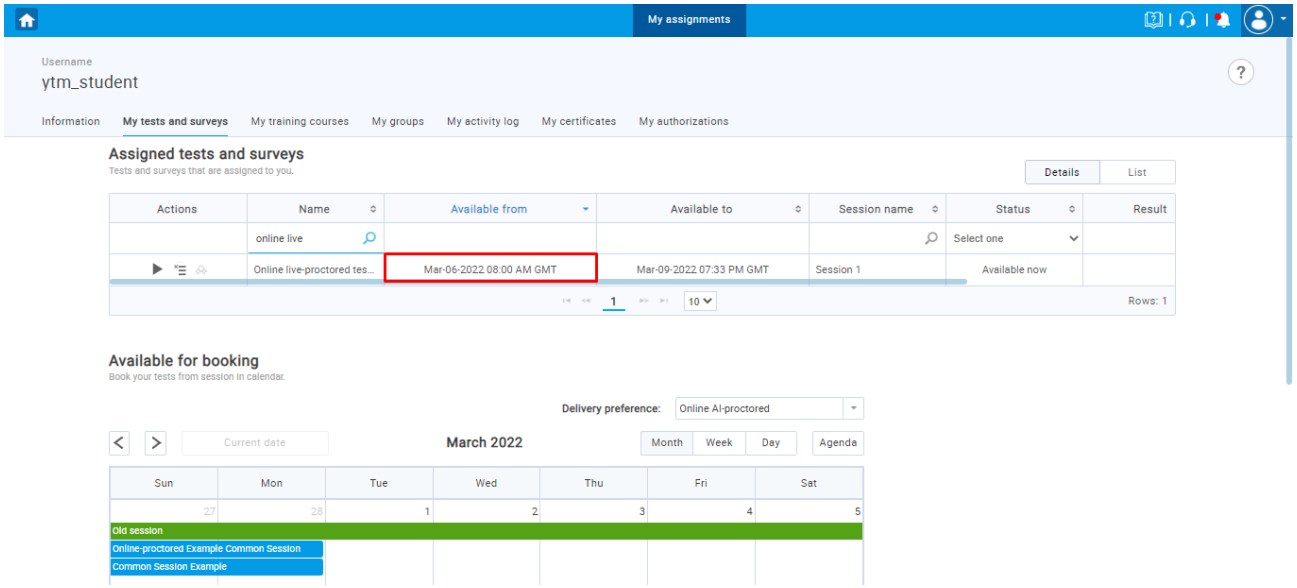
3. The previously booked test will appear in the table at the top of the page.


My assignments
Username
ytm_student
Information
My tests and surveys
My training courses
My groups
My activity log
My certificates
My authorizations
Assigned tests and surveys
Tests and surveys that are assigned to you.
Details
List
Actions
Name
Available from
Available to
Session name
Status
Result
online live
Select one
Online live-proctored tes...
Mar-06-2022 08:00 AM GMT
Mar-09-2022 07:33 PM GMT
Session 1
Available now
Rows: 1
Available for booking
Book your tests from session in calendar.
Delivery preference:
Online AI-proctored
Current date
March 2022
Month
Week
Day
Agenda
Sun
Mon
Tue
Wed
Thu
Fri
Sat
Old session
Online-proctored Example Common Session
Common Session Example

3.3 Starting the test

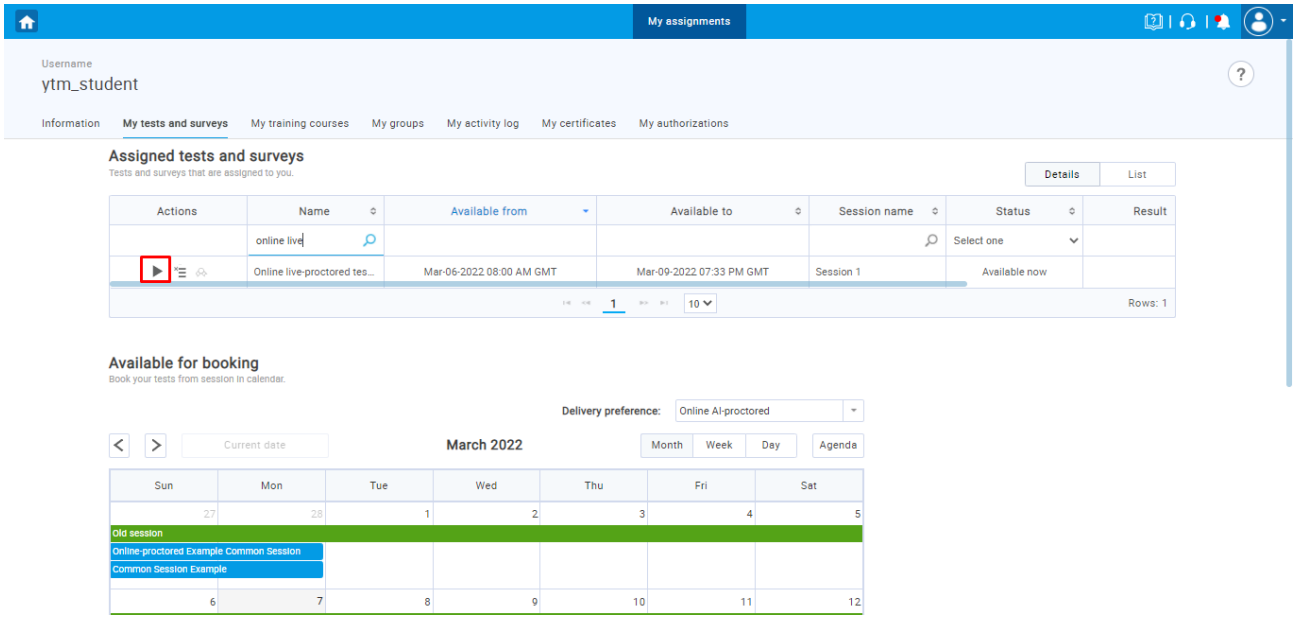
To start the official Exam, please follow the steps below:

Note: You can start the Exam on the date marked in the "**Available from**" column.



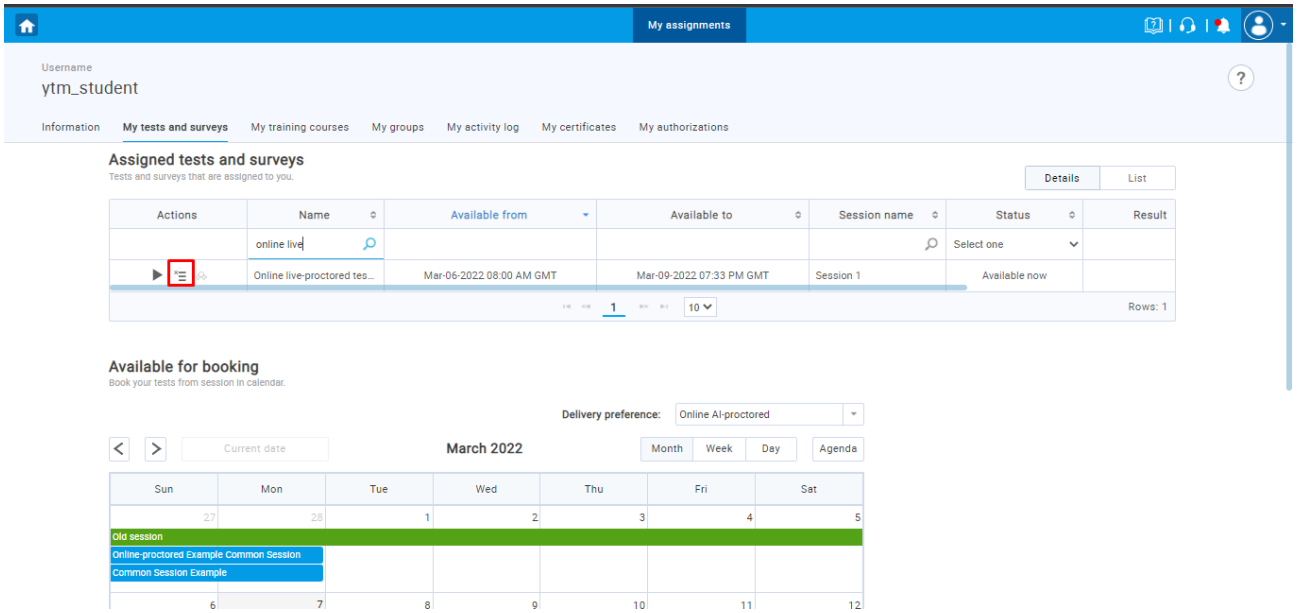
1. Once booked Exam can be started or canceled:

1.1. Press the "**Start**" button in the "**Actions**" column to start the test.



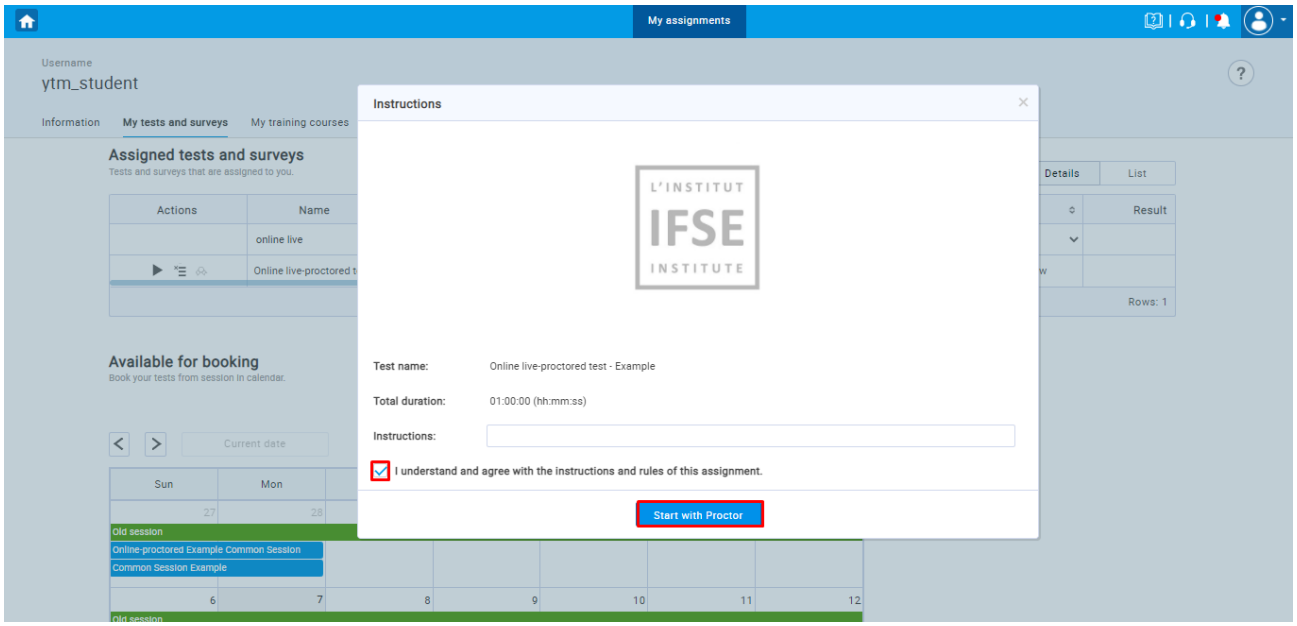
Note: If you started the Exam, go to step 2.

1.2. Press the "**Cancel**" button in the "**Actions**" column to cancel the booking.



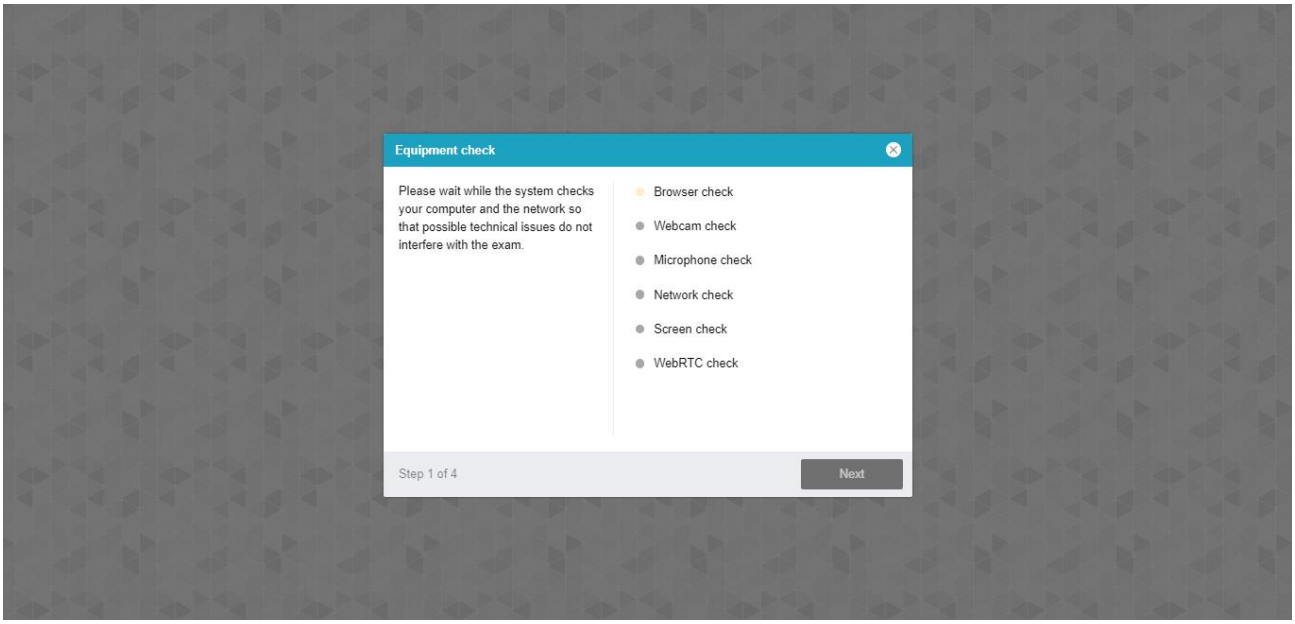
Note: If you cancel the booking, you can book the same test again in another session. Return to step 1.

2. Accept the instructions and rules of the test and click "**Start with Proctor**".



3.4 Equipment check

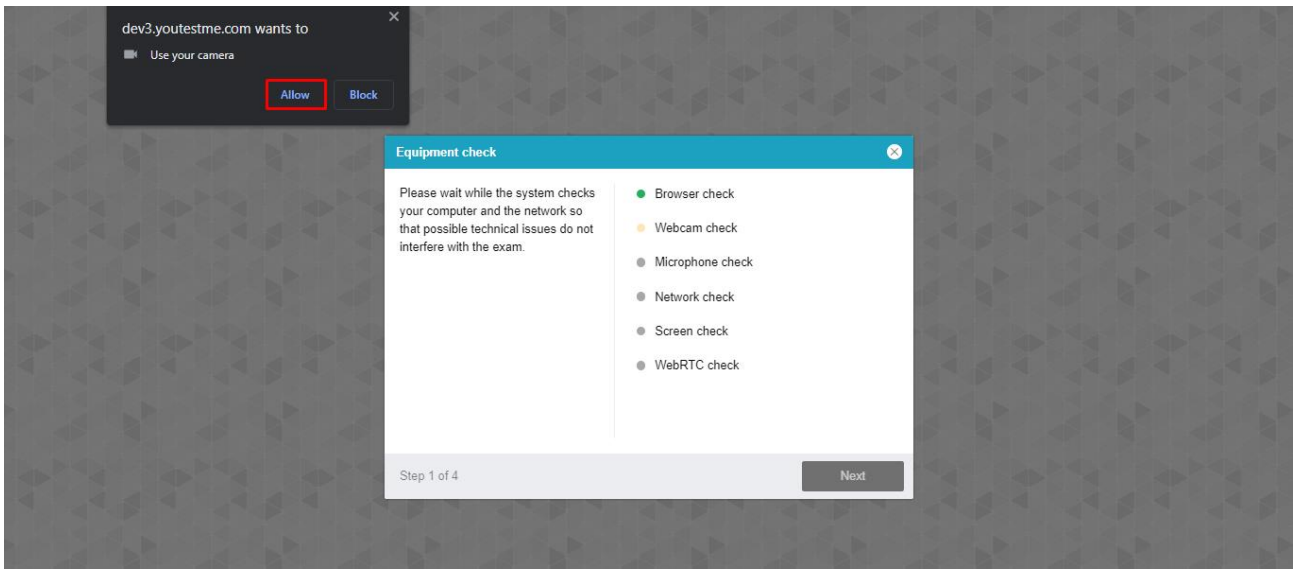
In this step, the system will perform checks on your computer and the network so that possible technical issues do not interfere with the Exam.



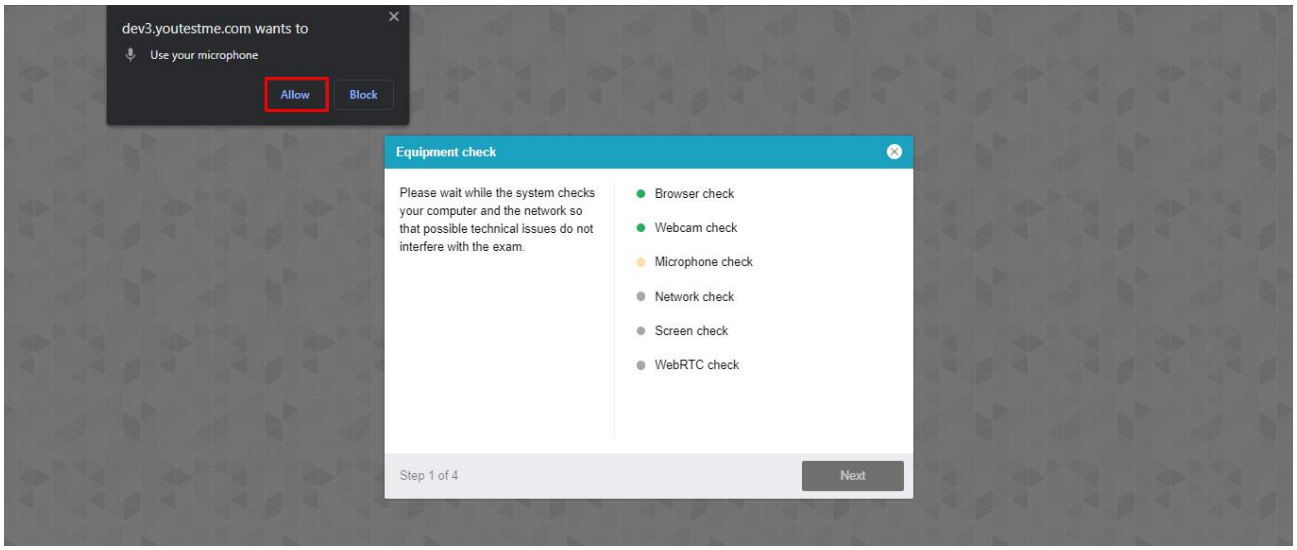
3.4.1 Allowing the camera and Microphone

Allow the camera, Microphone, and Screen sharing (Entire screen) usage when prompted. Wait until everything has been set up:

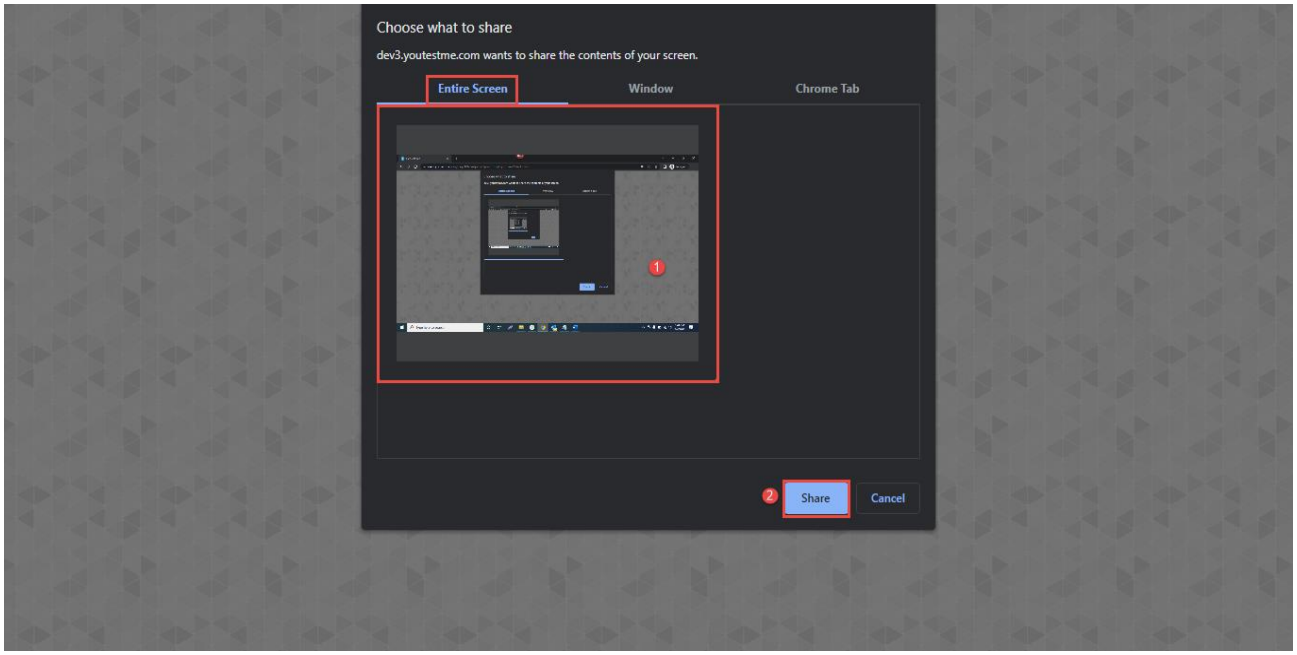
1. Camera



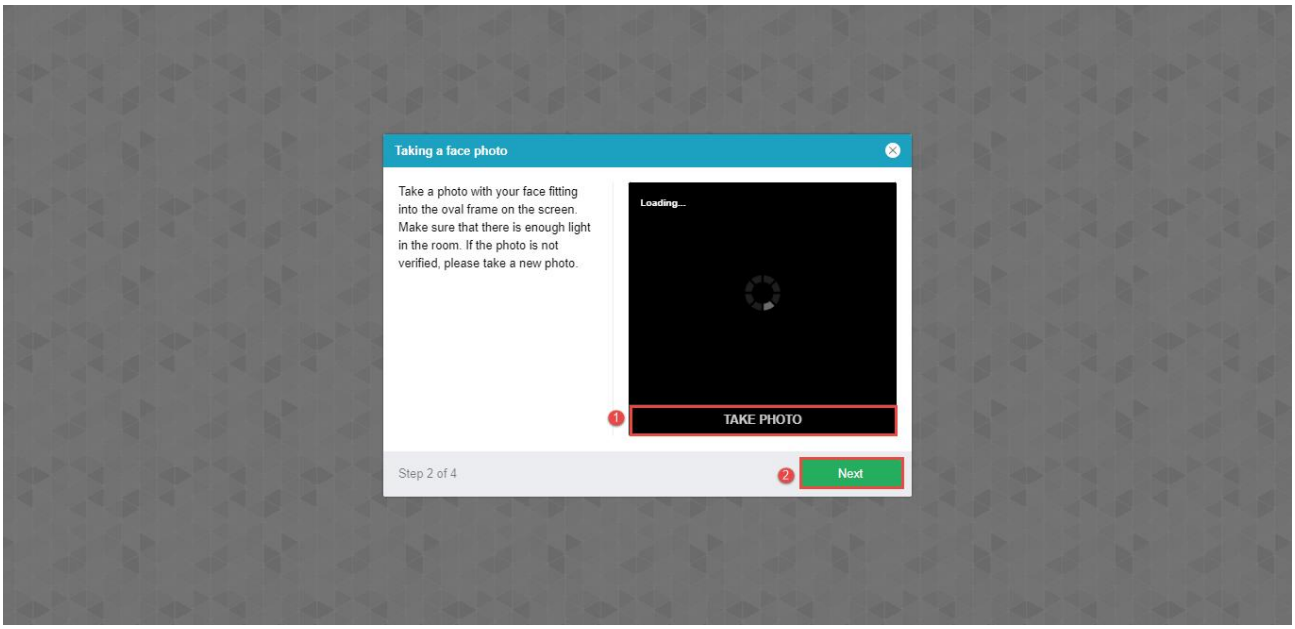
2. Microphone



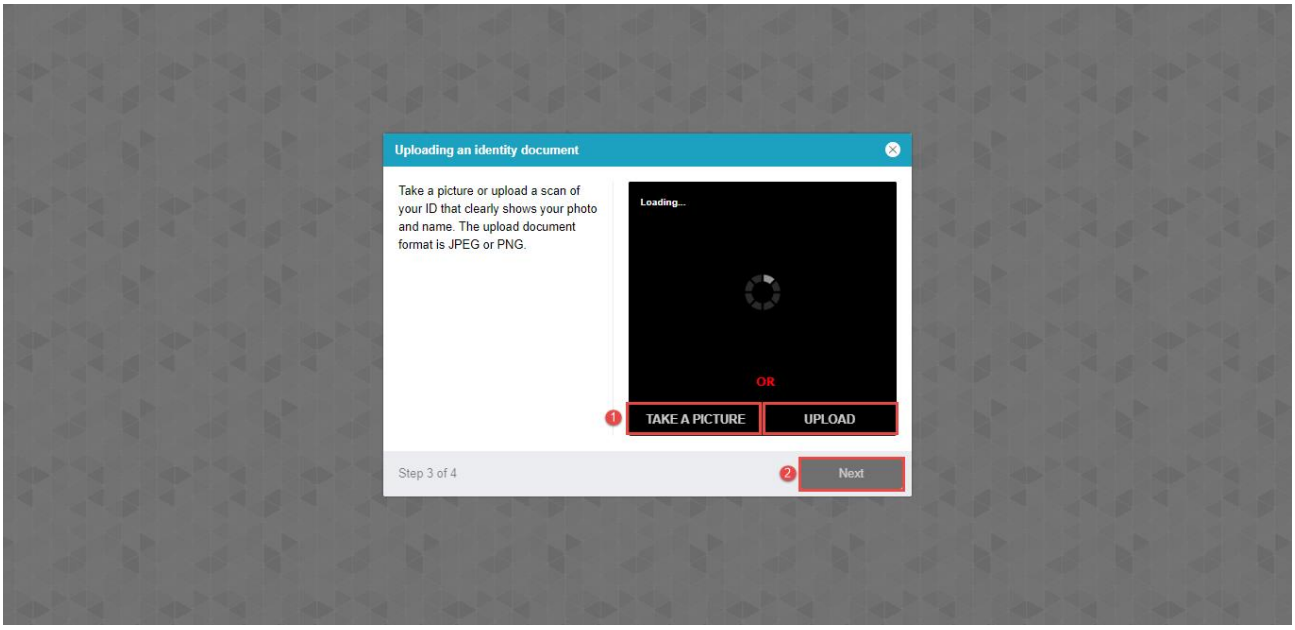
3. Screen sharing (Entire screen)



3.4.2 Take a photo of yourself

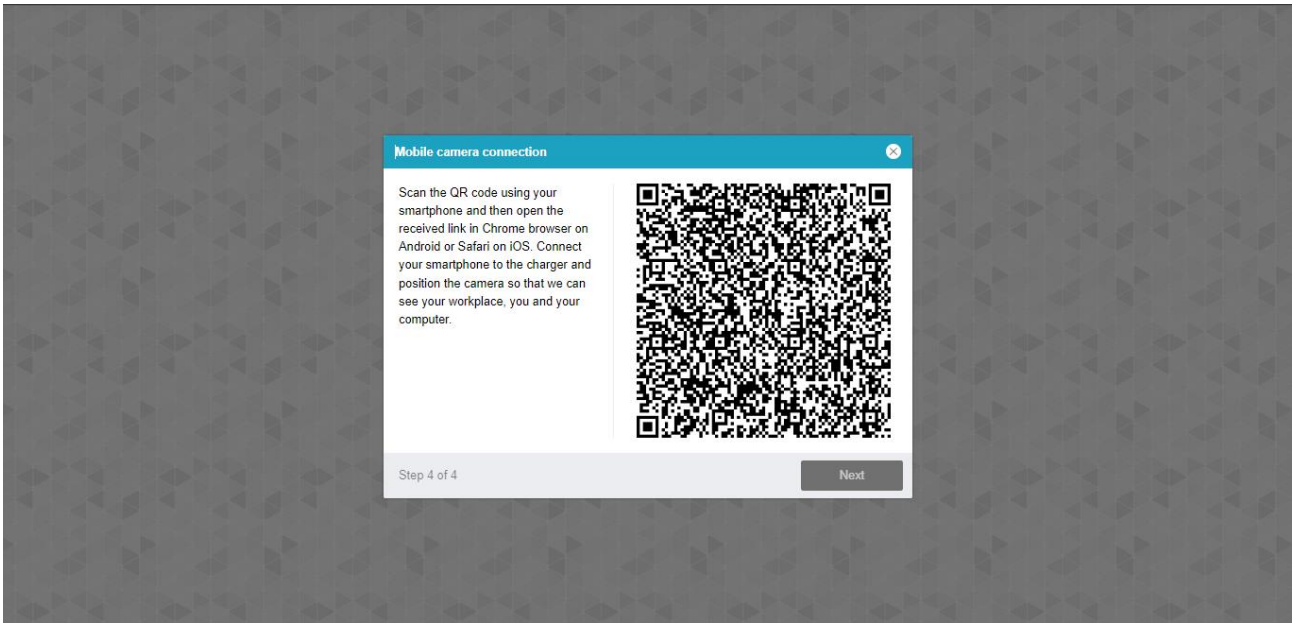


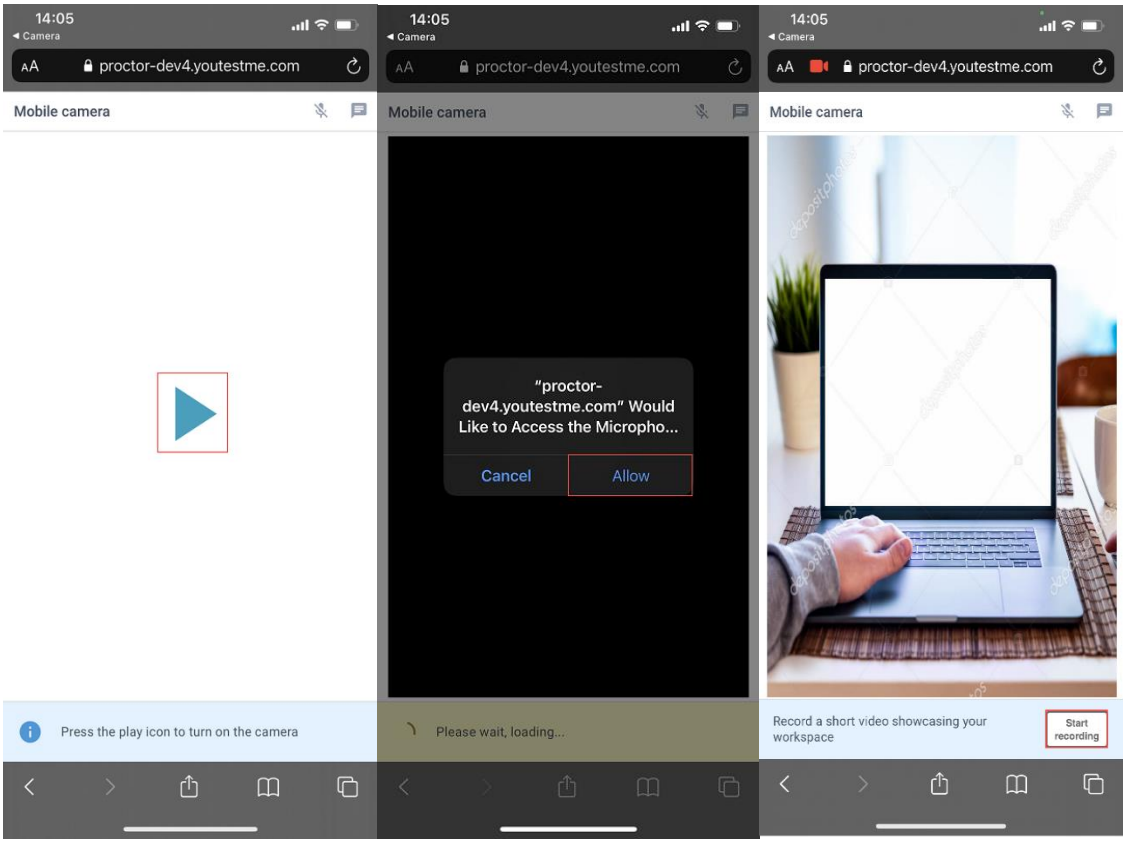
3.4.3 Uploading an identity document

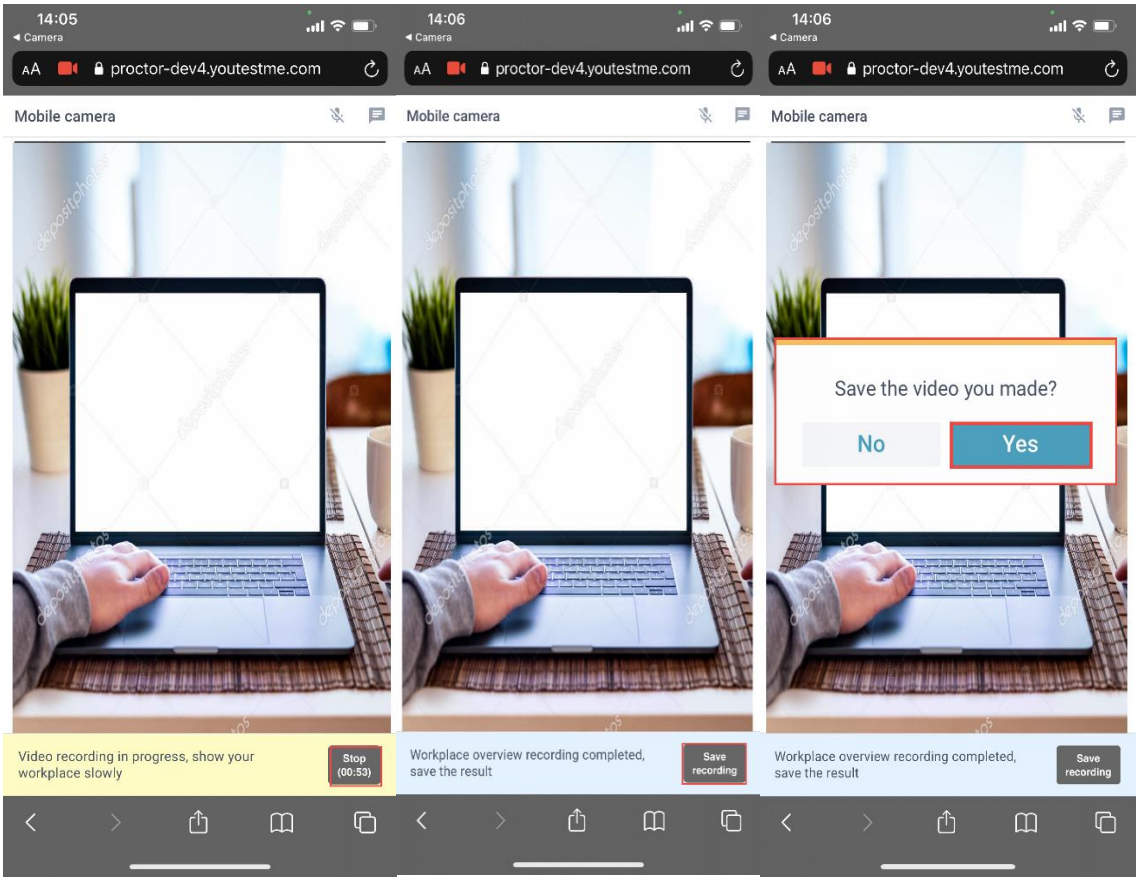


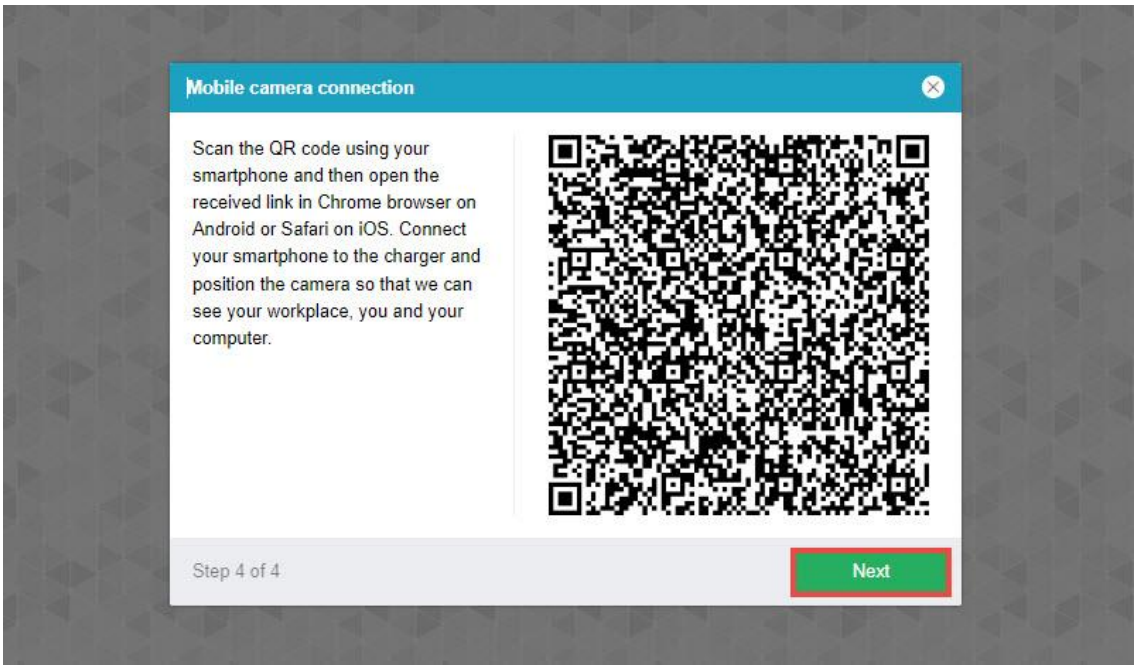
3.4.4 Scanning the environment

Scan the QR code using your smartphone and then open the received link in Chrome browser on Android or Safari on iOS. Connect your smartphone to the charger and position the camera so that we can see your workplace, you and your computer.


Mobile camera connection
Scan the QR code using your smartphone and then open the received link in Chrome browser on Android or Safari on iOS. Connect your smartphone to the charger and position the camera so that we can see your workplace, you and your computer.
Step 4 of 4
Next


14:05
Camera
proctor-dev4.youtestme.com
Mobile camera
Press the play icon to turn on the camera
"proctor-dev4.youtestme.com" Would Like to Access the Microphone...
Cancel
Allow
Please wait, loading...
Record a short video showcasing your workspace
Start recording

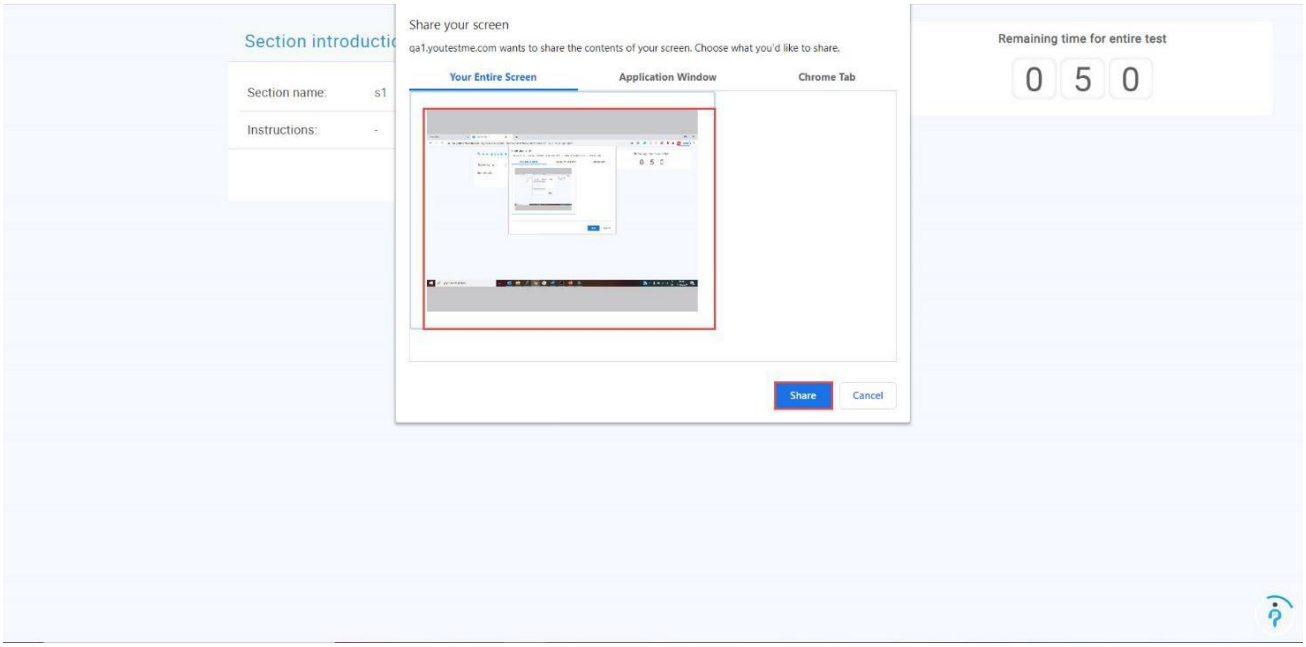

14:05
Camera
proctor-dev4.youtestme.com
Mobile camera
Video recording in progress, show your workplace slowly
Stop (00:53)
14:06
Camera
proctor-dev4.youtestme.com
Mobile camera
Workplace overview recording completed, save the result
Save recording
14:06
Camera
proctor-dev4.youtestme.com
Mobile camera
Save the video you made?
No
Yes
Workplace overview recording completed, save the result
Save recording


Mobile camera connection
Scan the QR code using your smartphone and then open the received link in Chrome browser on Android or Safari on iOS. Connect your smartphone to the charger and position the camera so that we can see your workplace, you and your computer.
Step 4 of 4
Next

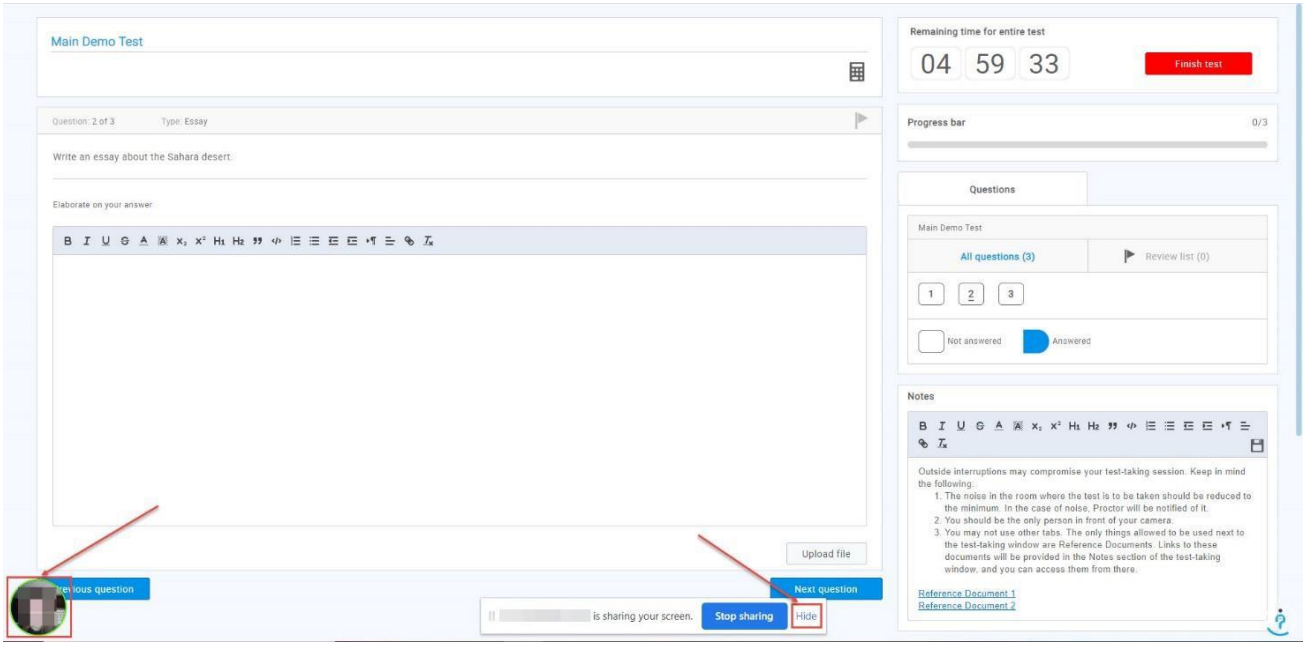
3.5 Attempting the test

You will need to confirm the entire screen sharing once again. When prompted with permission to share your entire screen, press the button "Share." If you cancel sharing, you will not be proctored, which will mean your Exam will not be valid. Proctoring is required for all Exam takers.

You can move your picture by clicking and dragging. Place the mouse cursor over it, press and hold down



the left mouse button, then move the mouse while still holding down the left mouse button. By clicking on your picture, the chat that you can use to contact the proctor will open.

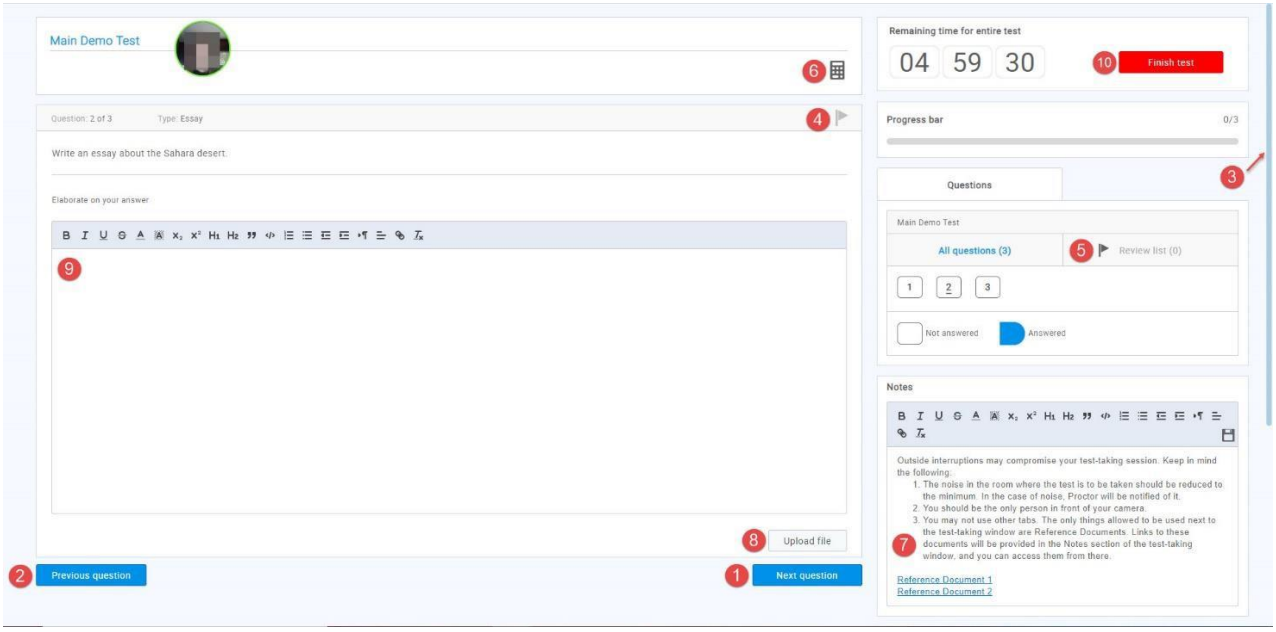


ATTENTION – During the test-taking:

- Do not click the "**Back**" button on your browser.
- Do not click the "**X**" button on your browser; to finish the test, use the "**Finish test**" button.
- Do not click the "**Finish test**" button unless you are sure you have completed everything.
- Do not log out from the proctoring system during the test-taking.

The only buttons you are allowed to click on the platform during the test-taking are:

1. **Next question** – to go to the next question
2. **Previous question** – to go back and re-do a question
3. **Use the scroll bar** – you can also use the scroll bar to see the Notes.
4. **Mark for review** – if you want to mark a question for a review and later go back to it, use this button (it is optional). The question will appear in the Review list (marked with number 5in the screenshot below)
5. **Review list** – use it to go back to the questions you have marked for a review previously
6. **Calculator**
7. **Notes** – Here, you can see a set of instructions or rules and links that you can use to access the Reference Documents. Besides reading the instructions, you can add your notes.
8. **Upload File** if needed.
9. **Write** your answer
10. **Finish test** – when you make sure you are done with the test, click this button.



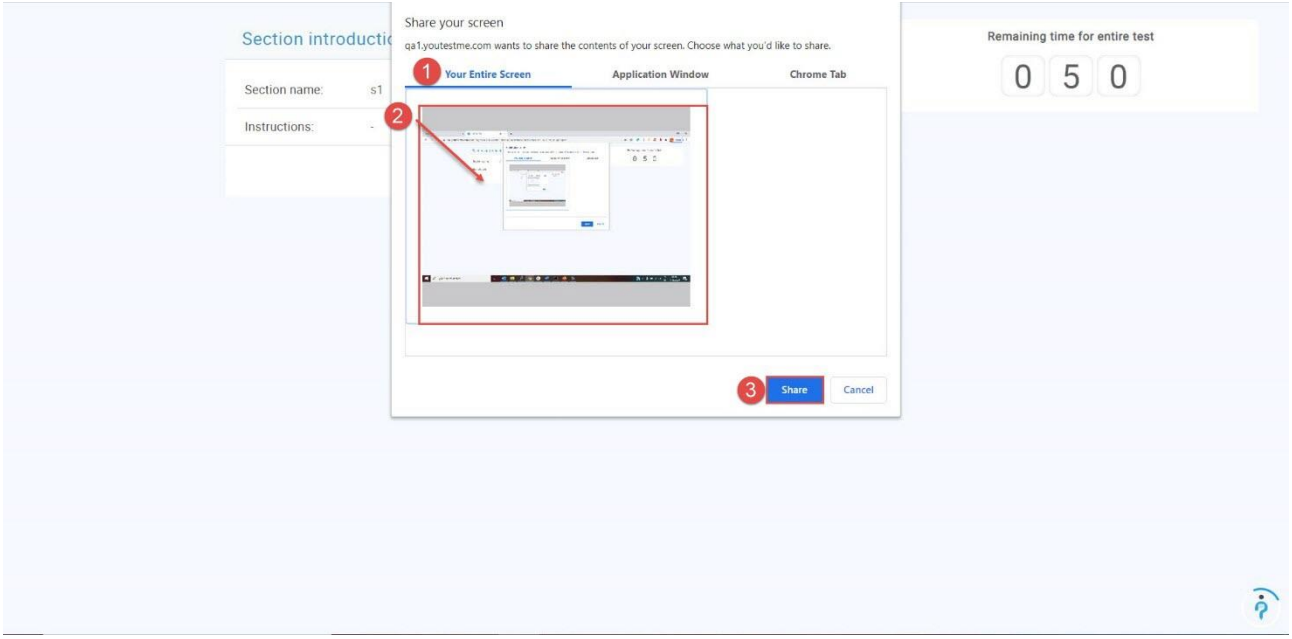
4 FAQ and Solved Issues

4.1 Screen share

4.1.1 I cannot share the screen on Google Chrome

Once you are on the screen sharing screen, you will have to:

1. Choose the entire screen.
2. Click on the screen box
3. Click on the button "**Share**".



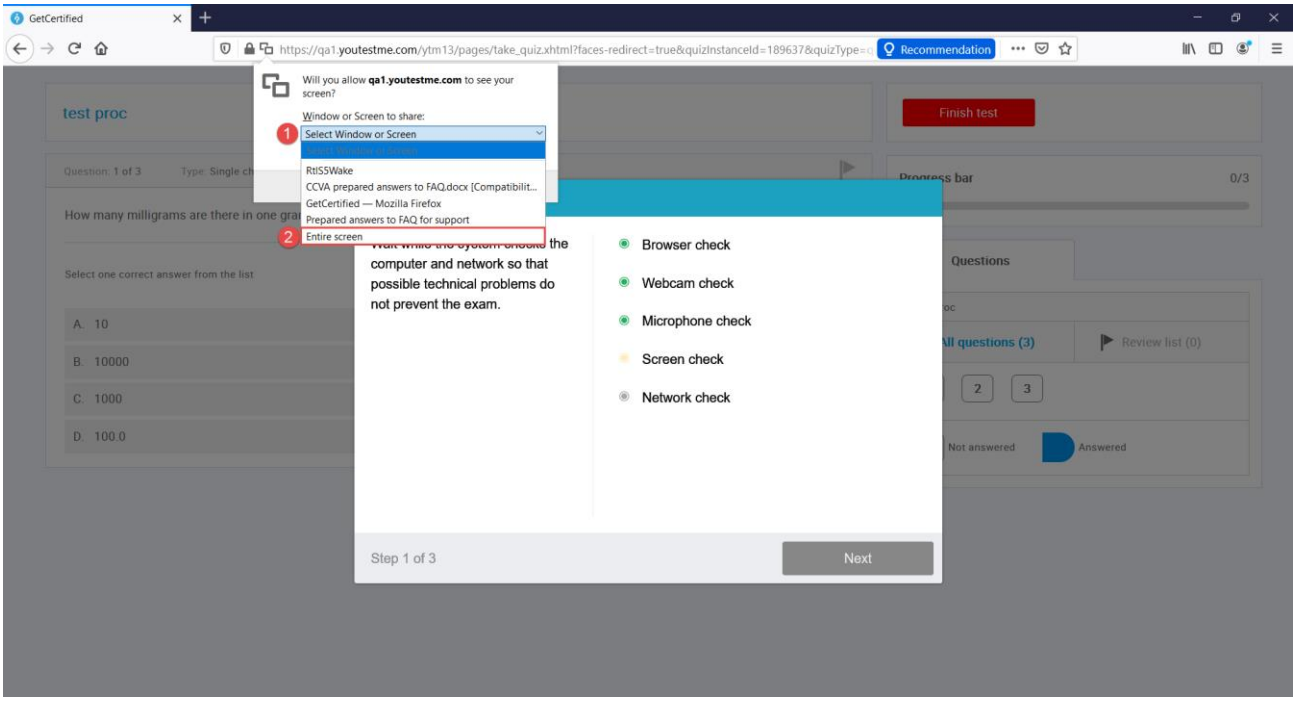
Once the equipment check is done, you will be prompted with the screen sharing option once again, and you will have to follow the same steps as above.

Please note that if you are using two monitors, sometimes you must unplug one to be able to choose the entire screen option.

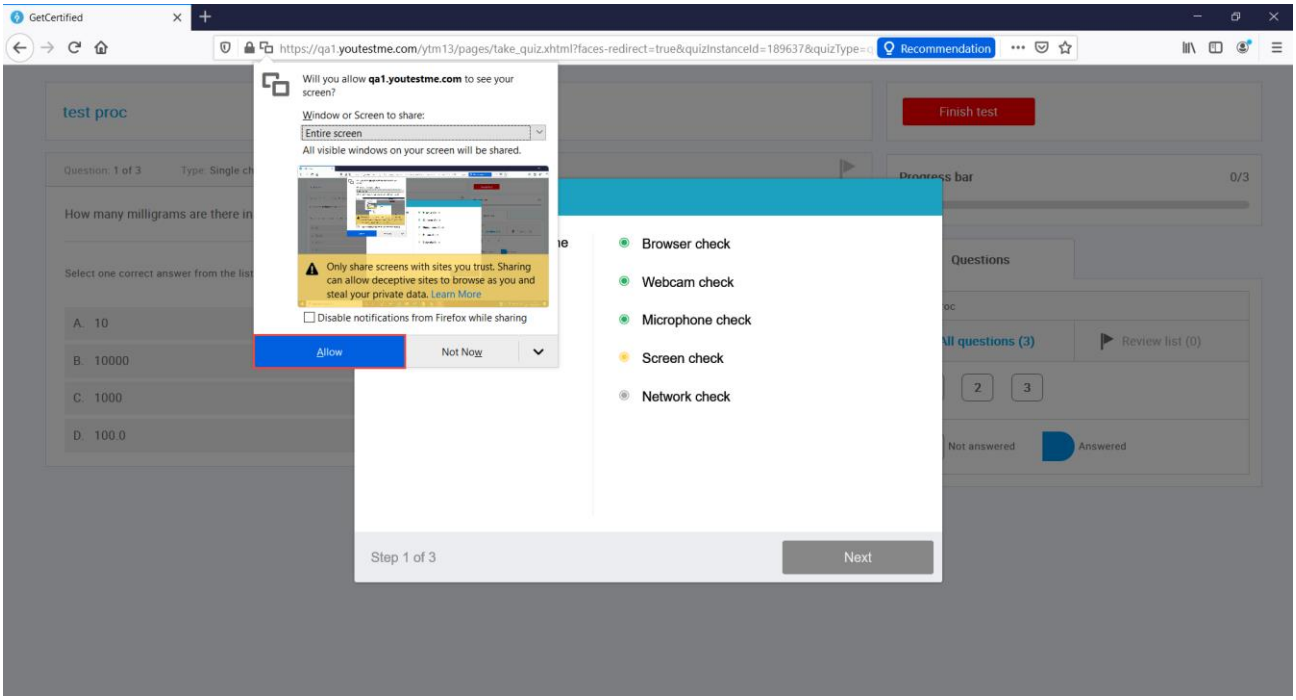
4.1.2 I cannot share the screen on Mozilla

To be able to allow screen sharing on Mozilla Firefox you need to click on the "**Retry**" button and the new window will appear, where you should:

1. Click on the "**Select Window or Screen**" dropdown.
2. Choose "**Entire screen**" option



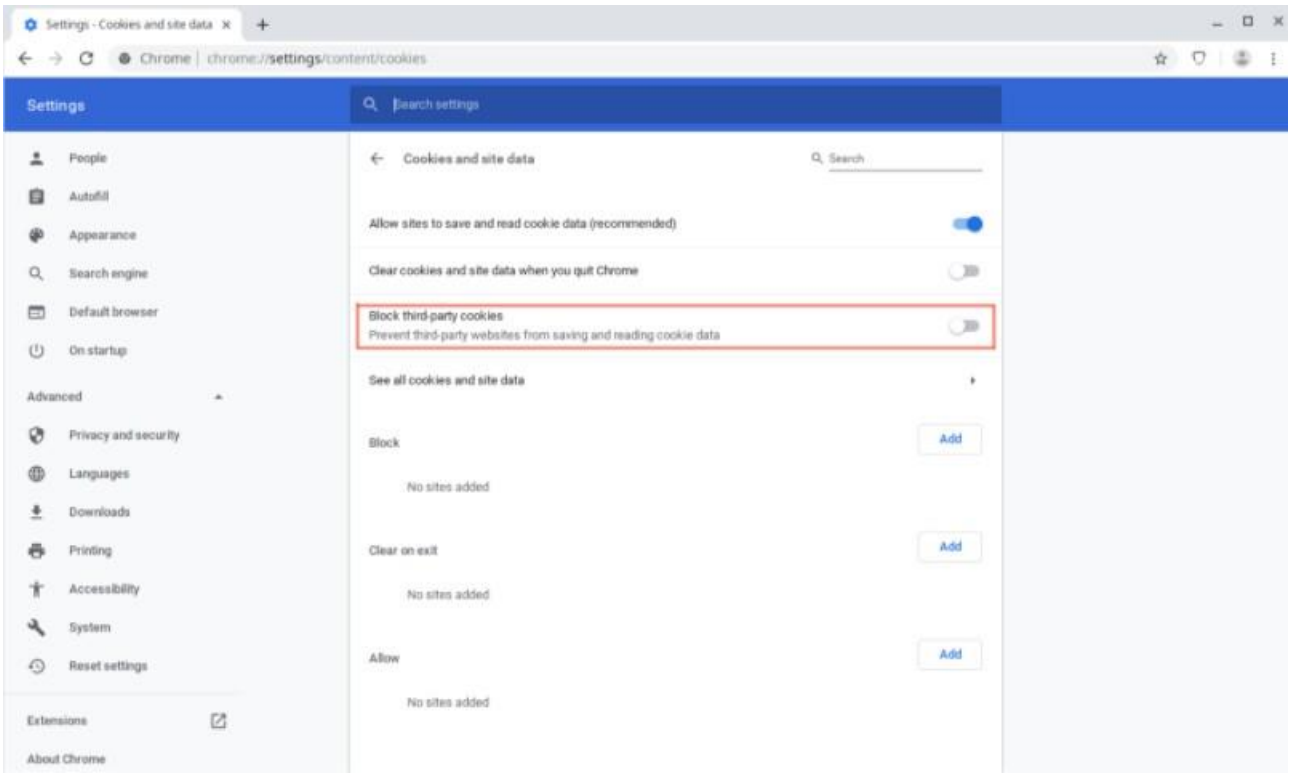
Click on "**Allow**" button to give permission for screen sharing.



Kindly note that it is necessary to share the “**Entire screen**” and if you are using the two screens you will not be able to see that option. Please unplug one screen and then follow the instructions above.

4.2 The proctoring test page does not open

Cookies of third-party sites should not be blocked in the browser. In Chrome this is done in the settings “**Settings**” -> “**Advanced**” -> “**Site settings**” -> “**Cookies**” or you can simply enter “**chrome://settings/content/cookies**” into the address bar. "**Block third-party cookies**" should be disabledthere.



Page loading can also be blocked by some browser extensions, such as VPN Proxy or ad blocker. It wouldhelp if you tried disabling all third-party extensions. In the Chrome browser, this can be done on the "chrome://extensions/" page, which can be opened through "Menu -> Advanced Tools -> Extensions."

4.3 During the Exam, there are notifications "Two faces in front of a camera" and similar. Should I be concerned?

Sometimes, due to light or shadows, the system can give a wrong message. If you have followed the instructions, you should not worry because the proctors will watch your test-attempt and see if there issuspicious behaviour.

4.4 I cannot take a picture

Please make sure that your face fits into the frame on the screen and that there is enough light in the room. The glasses' reflection may also be a problem, so please try to take a photo without glasses if you are wearing them.
If that doesn't help, our additional recommendation is to turn off other applications that use the camera (such as Skype or another browser). Antivirus can also block camera access. In that case, try to disable the antivirus (or camera protection) and refresh the current tab in the browser.

4.5 Proctor cannot hear me (microphone problem)

You need to confirm the following:

1. Access to the Microphone is allowed in the browser.
   - **1.1. Chrome**
     - 1.1.1. Click the three dots icon in the top right corner.
     - 1.1.2. Navigate to the "**Settings**".
     - 1.1.3. On the left side select "**Security and Privacy**".
     - 1.1.4. Select "**Site Settings**".
     - 1.1.5. Click on "**Microphone**" under the "**Permissions**" section.
     - 1.1.6. Confirm that the GC application is allowed to use your Microphone. If not select the GC application and allow microphone usage.
   - **1.2. Mozilla**
     - 1.2.1. Click the three lines icon in the top right corner.
     - 1.2.2. Navigate to the "**Settings**".
     - 1.2.3. On the left side select "**Privacy & Security**".
     - 1.2.4. Scroll the page and find microphone settings. Click on the "**Settings**" button.
     - 1.2.5. Confirm that the GC application is allowed to use your Microphone. If not select the GC application and allow microphone usage.
2. Microphone usage in the computer settings is allowed
   - 2.1. In the search box in the bottom left corner, enter Microphone.
   - 2.2. Open Microphone privacy settings.
   - 2.3. Confirm that microphone usage is allowed.
   - 2.4. Scroll the page and confirm that microphone usage is allowed for the browser you are using for taking a test.

4.6 Proctor cannot see me (camera problem)

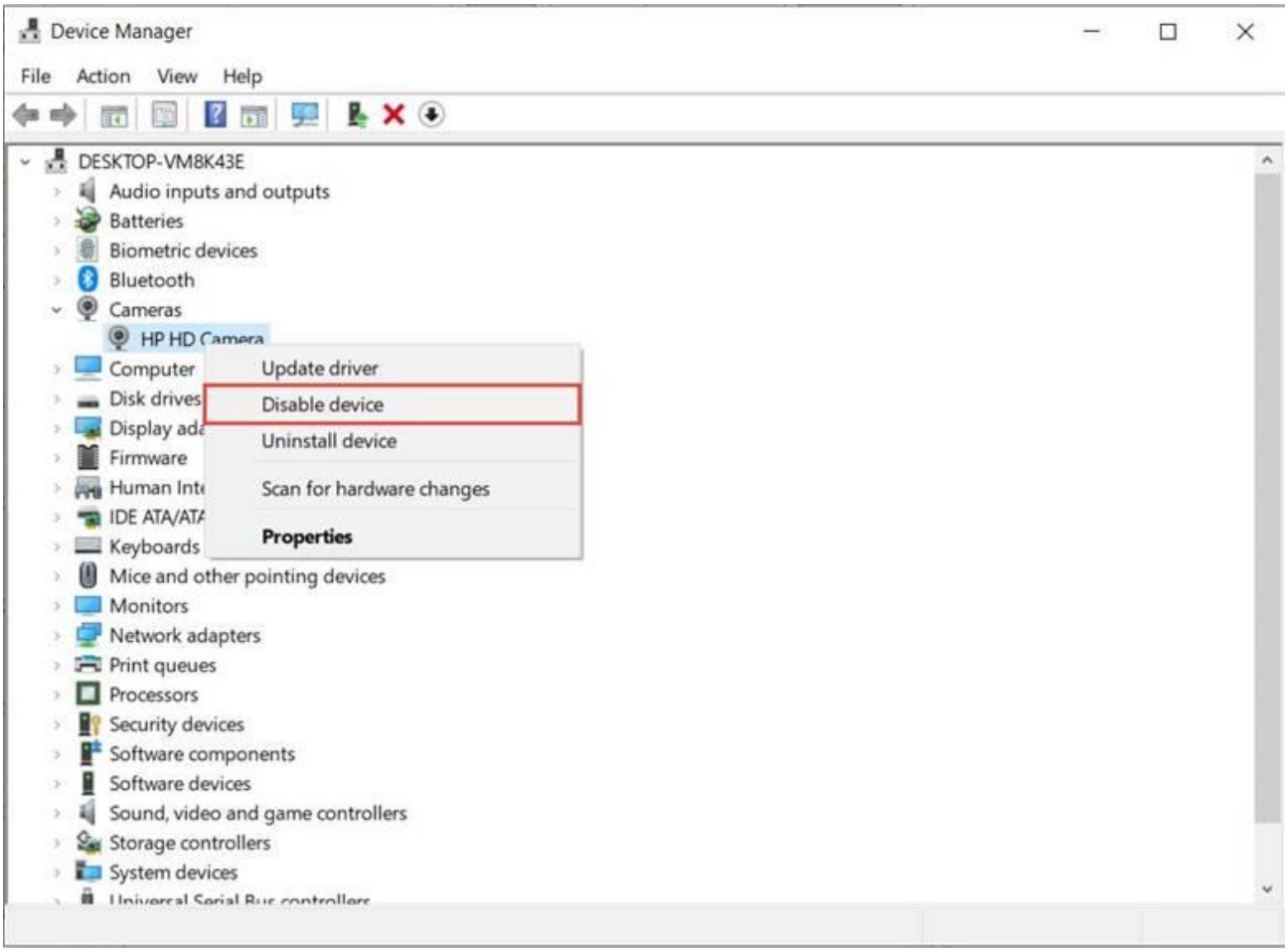
You need to confirm the following:

1. Access to the camera is allowed in the browser.
   1.1. Chrome
      1.1.1. Click the three dots icon in the top right corner.
      1.1.2. Navigate to the "**Settings**".
      1.1.3. On the left side select "**Security and Privacy**".
      1.1.4. Select "**Site Settings**".
      1.1.5. Click on "**Camera**" under the "**Permissions**" section.
      1.1.6. Confirm that the GC application is allowed to use your camera. If not select the GC application and allow camera usage.
   1.2. Mozilla
      1.2.1. Click the three lines icon in the top right corner.
      1.2.2. Navigate to the "**Settings**".
      1.2.3. On the left side select "**Privacy & Security**".
      1.2.4. Scroll the page and find camera settings. Click on the "**Settings**" button.
      1.2.5. Confirm that the GC application is allowed to use your camera. If not select the GC application and allow camera usage.
2. Camera usage in the computer settings is allowed
   2.1. In the search box in the bottom left corner, enter Camera.
   2.2. Open Camera privacy settings.
   2.3. Confirm that camera usage is allowed.
   2.4. Scroll the page and confirm that camera usage is allowed for the browser you are using for taking a test.

4.7 Usage of the external camera instead of build-in

In the computer settings, do the following:

- Press Windows + X, and click Device Manager.
- Click Camera devices.
- Right-click on the integrated webcam.
- Click Disable.



In the browser settings, do the following:

1. Chrome
   1.1. Click the three dots icon in the top right corner.
   1.2. Navigate to the “Settings”.
   1.3. On the left side select “Security and Privacy”.
   1.4. Select “Site Settings”.
   1.5. Click on “Camera” under the “Permissions” section.
   1.6. Choose the desired web camera.
2. Mozilla
   2.1. Click the three lines icon in the top right corner.
   2.2. Navigate to the “Settings”.
   2.3. On the left side select “Privacy & Security”.

2.4. Scroll the page and find camera settings. Click on the “Settings” button.
2.5. Choose the desired web camera.