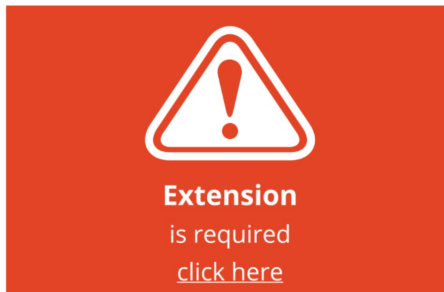


It's time to take your exam!

Please also read the Parent Guide as it will provide you with important steps required PRIOR to testing day, as well as phone numbers and sites to access if you are encounter issues on the day of testing.

- First, we recommend you restart your computer, which will free up available memory (RAM)
- Go to www.riversideonlinetest.com on a **Chrome browser**
- Sign in with your student ID and session code
- Proctorio will start automatically
 - If you are not using Chrome and/or do not have the Proctorio extension, you will see a red warning sign on your screen when you try to take your exam. You will then be prompted for a password or access code. Do not try to take your exam if you see the warning below:



- Once you use Chrome with the Proctorio Extension, you will no longer see the red warning and will be able to take your exam.
- You will be taken through a series of pre-checks. These will establish and verify your internet connection, operating system, camera, and microphone.
- You may be asked for permission for camera and microphone access. You must click “ Allow” to continue.
- If your camera or microphone fails the pre-check please set their permissions to allow by clicking the padlock icon (upper left) or broken camera icon (upper right) of the Chrome address bar.
- You will be asked to share your screen. The “share” button will be disabled until you click on the image of the screen that you want to share.
- macOS Catalina (10.15) users may experience an error when attempting to share their screen. The solution is to take the browser out of full-screen mode before sharing. To do this, move your mouse cursor to the upper left-hand corner of the browser window, exposing the green browser window button and click it.

Once you've made it through the pre-checks, you are ready to go! Good luck!

Helpful Tips for Test Takers

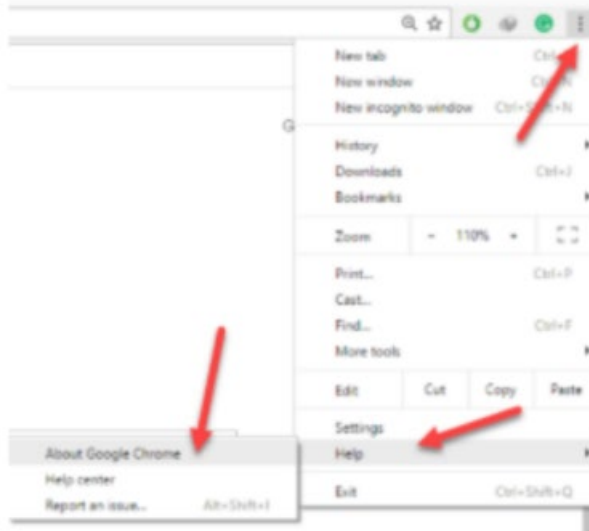
Best Practices

The following tips will allow you to go through your exam with as little technical difficulties and distraction as possible:

- Approach your online exam like you would any in-person exam in school.
- Take the [Virtual Remote Proctor System Pre-Check](#) to ensure all of your hardware, the Proctorio Extension, and your internet connection are working properly before entering the assessment.
- Try sitting at a kitchen, coffee, or dining table with suitable natural or artificial light and a blank wall behind you.
- If your camera is having trouble picking up your image, it is likely a lighting or a background issue.
 - Try adjusting the height or angle of your webcam, lowering your webcam or raising it, or possibly turning it from one side to another to find the perfect lighting.
 - Try moving closer to or further away from the webcam. Sometimes if we sit too close or too far the webcam and the system has difficulty picking up our features.
 - Try finding a different spot to take your exam that has a less distracting background. Sometimes when your background is too busy with posters, pictures, colors or designs, it can be difficult to differentiate your features and identify you.
 - Think like you're taking a selfie. If there is too much of a light in the front of you (perhaps from a lamp) or behind you (perhaps from open windows), some of your facial features may become difficult to see.
- If you wear glasses, you may experience glare from the reflection and the system may have difficulty picking up your image.
 - To fix this, try adjusting the angle of your head a bit and focus on the screen rather than the webcam.
 - You can also adjust the brightness on your computer to reduce the glare on your eyeglasses.
 - Lastly, if all else fails for the identity verification process you can take off your glasses so that the webcam and system can pick up your image. Once this process is over you can put your glasses back on and resume your exam.
- Talk to your parents, siblings, roommates, and pets before taking the exam. Make sure they're all aware you need to be alone and uninterrupted during the entire exam.

Troubleshooting

- **Google Chrome Version** – Make sure your Google Chrome version is up to date. You can check this by clicking on the three dots in the top right-hand corner of your screen. Click **Help**, then **About Google Chrome**, and the first thing you should see is your Google Chrome version. If it's not up to date, please select the option to update it.



- **RE-Install the Extension** – Please uninstall the Proctorio extension by clicking on the shield icon in the top right corner of your browser and re-install the extension from www.getproctorio.com.
- **Clear Cache and Cookies**
 - Head to the three dots in the right-hand corner
 - **More Tools**
 - **Clear Browsing Data**
 - Time Range should be set on **All-time**
 - Check **Cookies and Cached** images
 - Click **Clear Data**
- **Site Access** – Make sure that the Proctorio extension is allowed on all sites. To check this, please go to the three dots in the top right-hand corner of your browser -> **More Tools** -> **Extensions**. Here you'll see the list of all extensions installed. Locate the Proctorio extension, click on **Details** and in the **"Site Access"** section choose **"On all sites"**.
- **Disable All Extensions Except for Proctorio** – In the extensions tab, check your extensions and disable all except Proctorio (one could potentially block Proctorio). Head to the three dots in the top right corner of your Chrome browser -> **More Tools** -> **Extensions**.
- **Restart Your Computer** – Computers need to be restarted if they haven't been rebooted in a while. If you run into problems, fully restart your computer, which will close any open applications. Once restarted, head back to www.riversideonlinetest.com on your Chrome browser.
- **Reset Your Google Chrome** – Head to the three dots in the top right corner of your Chrome browser -> **Settings** -> Scroll down to **Advanced Settings** -> Restore settings to their original defaults. You will have to add the Proctorio extension again. Add the extension here. Once you have added the extension, go back to www.riversideonlinetest.com and try to start the exam.
- **Proxy Settings** – Proctorio doesn't encourage the use of virtual proxy networks. It will be necessary to disable them if you're experiencing issues with your connection.