



## **RUNNING EXAMUS**

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### **HOW TO PREPARE THE WORKPLACE BEFORE TESTING**

THE FOLLOWING STEPS MUST BE TAKEN BEFORE THE TEST:

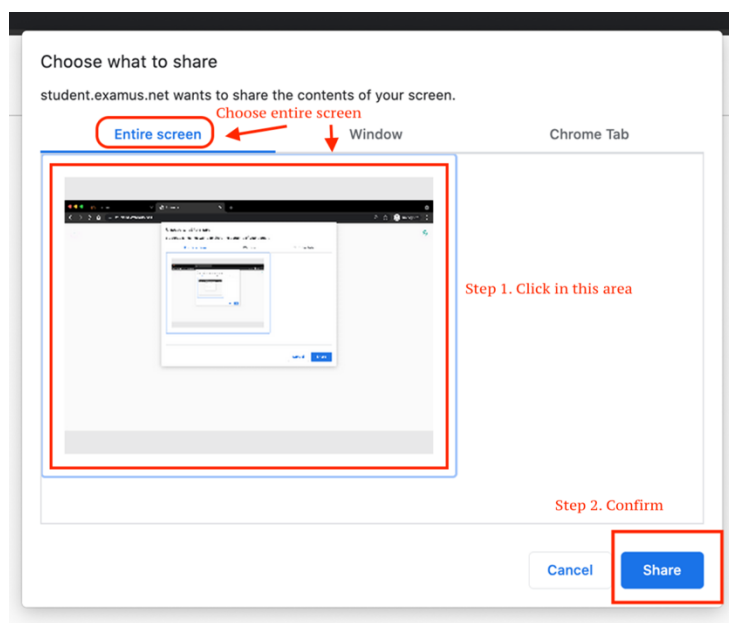
- ✓ Ensure that the room is well lit
- ✓ Check your Internet connection
- ✓ Make sure that the camera and microphone are turned on and the camera lens is not covered
- ✓ Prepare a document for identification
- ✓ Connect your laptop to the power network (battery power sometimes reduces the performance of the device)
- ✓ Restart your computer for maximum performance
- ✓ Make sure that your browser settings don't block 3rd party cookie
  
- ✗ Turn off all unnecessary programs and tabs in the browser
- ✗ Switch off and take away the headphones, take away the books and study notes (unless they are allowed by the exam rules)
- ✗ Switch off additional monitors, additional mice and additional keyboards (if you have any)

## SYSTEM CHECK

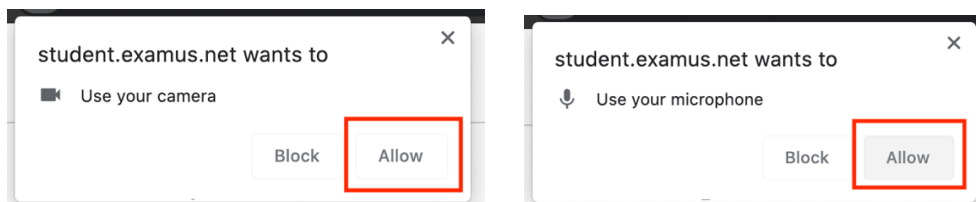
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The next step is checking your computer settings.

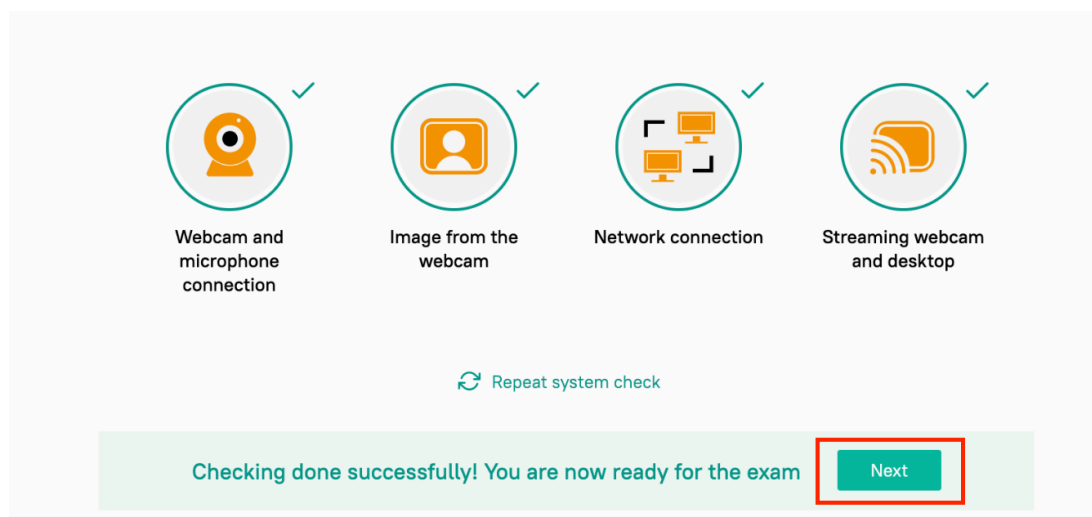
- In the pop-up window, choose «**Entire screen**» press «**Share**» to provide access to the desktop.



- In the pop-up window, press «**Allow**» to provide access to the mic and webcam.



- Wait for the checking process to complete.



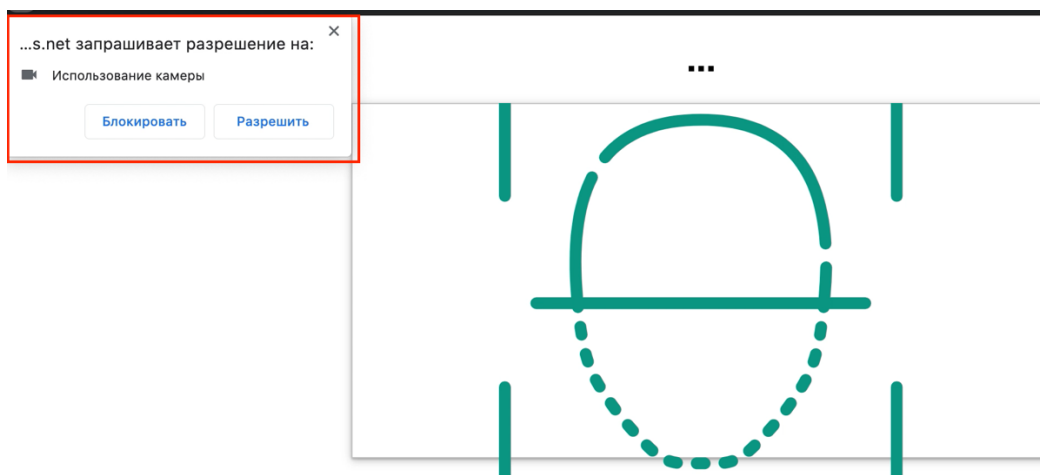
## IDENTIFICATION OF THE EXAM-TAKER

- Confirms his identity using a biometric identification system. Press «Confirm identify».

**To pass this exam, you must verify your identity using a biometric identification system**

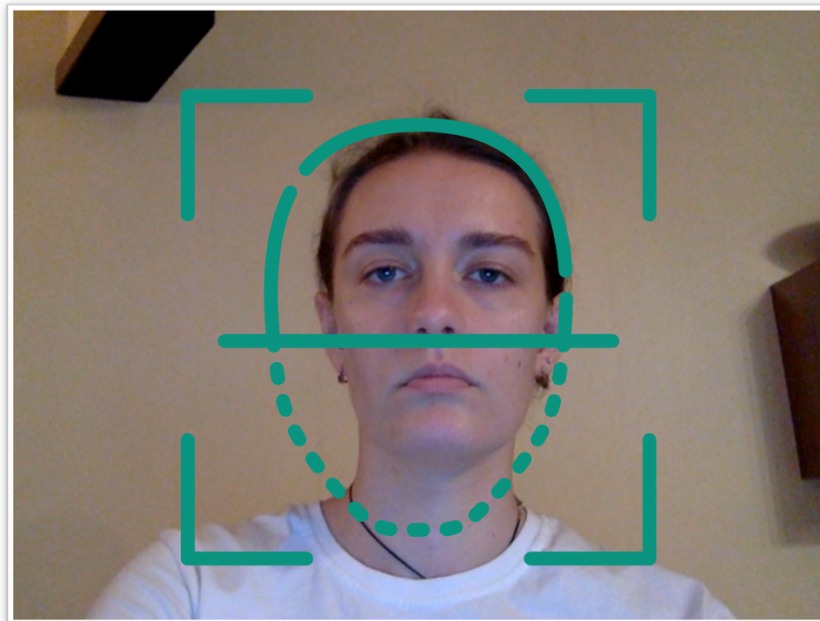
Confirm identity

- Re-access the camera.



- Take a photo of your face by placing it in the indicated oval.

Please take a photo



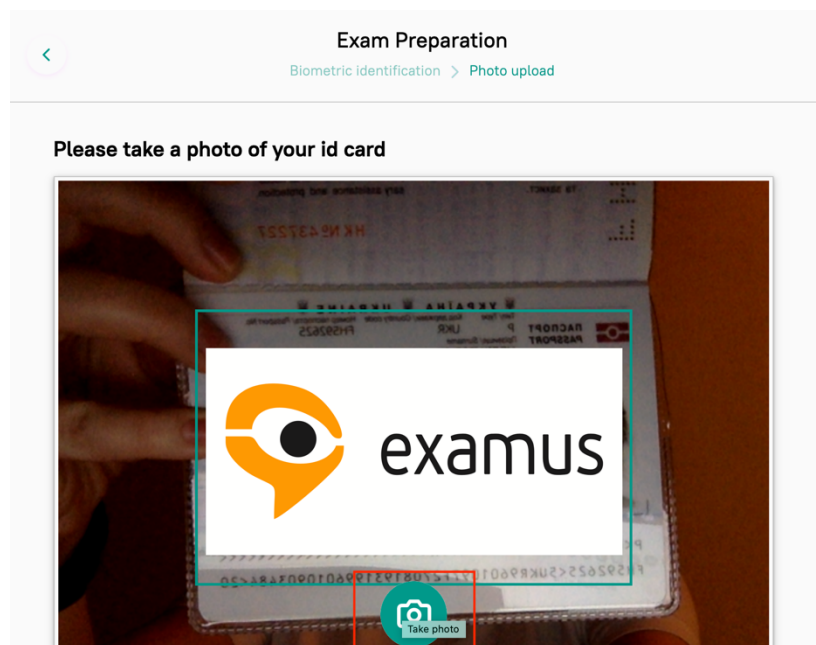
Take photo

- Take a photo and submit your identity document.

Bring a document to the camera and press «Take a Photo»



Then press the **Send** button



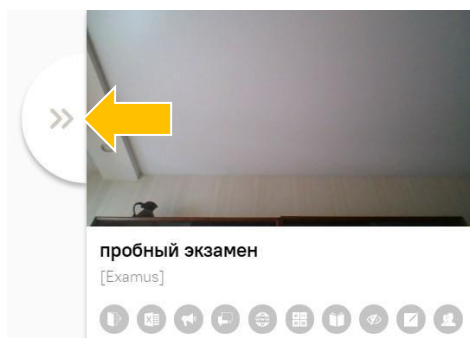
Retake photo

Send

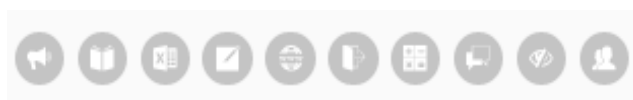
## TESTING PROCESS

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- If you need to hide or show the Examus sidebar, press the logo with the arrow to the left of the sidebar:

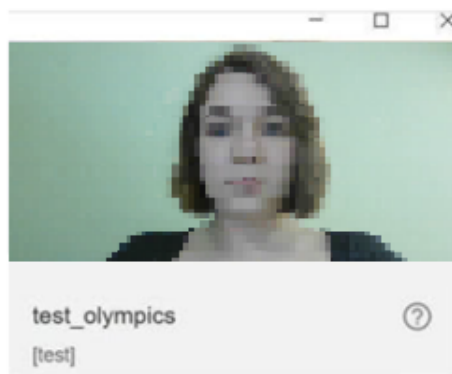


- Above the chat feed, you will see the examination rules. The active options are highlighted with color, while the inactive options are grey. To see the function for a respective icon, hover the mouse pointer over the icon and wait for the pop-up tip.

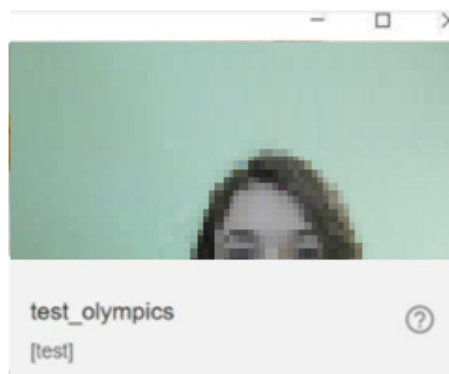


- During the exam process, make sure you remain clearly visible in the camera view:

**RIGHT**



**WRONG**



- Press Start the Test in the test window and get started.
- Pay attention to the timer indicating the time remaining before the end of the exam:

Time left **0:29:53**

## END OF TESTING

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- If you are sure of your answers and ready to submit them for checking, press **Finish attempt** button.

Quiz navigation

1 2 3 4 5

Finish attempt ...

Previous page

Finish attempt ...

Return to attempt

This attempt must be submitted by Thursday, 5 August 2021, 3:00 PM.

Submit all and finish

Answer saved

Confirmation

Once you submit, you will no longer be able to change your answers for this attempt.

Submit all and finish Cancel

Jump to...

- Close Examus.

## EXAMUS TECHNICAL SUPPORT

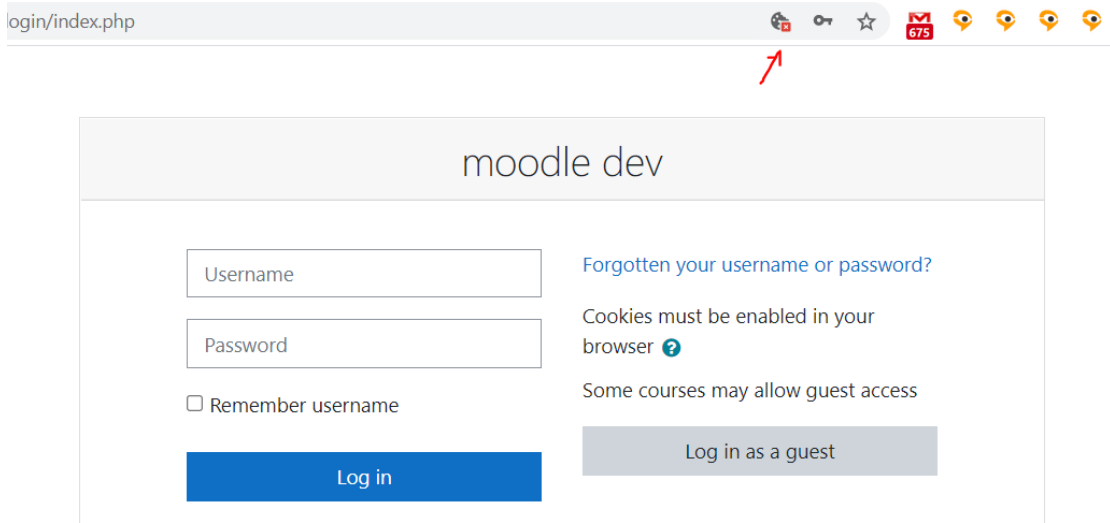
For troubleshooting, please contact the Examus Technical support [support@examus.net](mailto:support@examus.net).  
Technical support portal: <https://help.examus.net/en/support/solutions/36000029681>

You can also ask a question to the chat bot in Telegram @ExamusBot  
WhatsApp: +1 (650) 898-3337



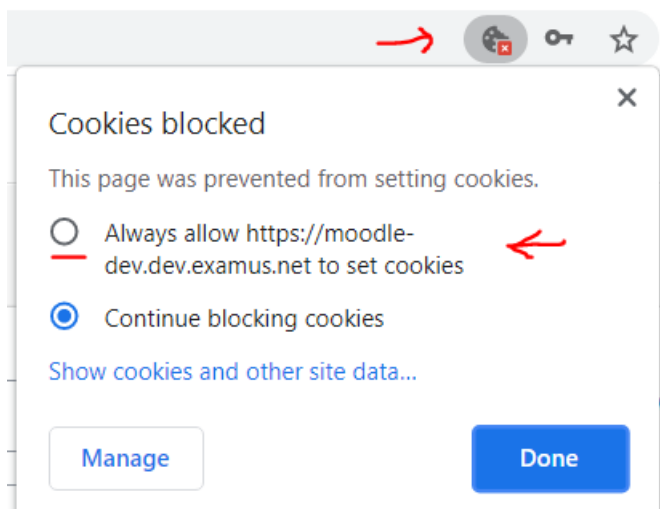
## TYPICAL PROBLEMS

- When you enter your username and password, the page is refreshed, it is impossible to go further.

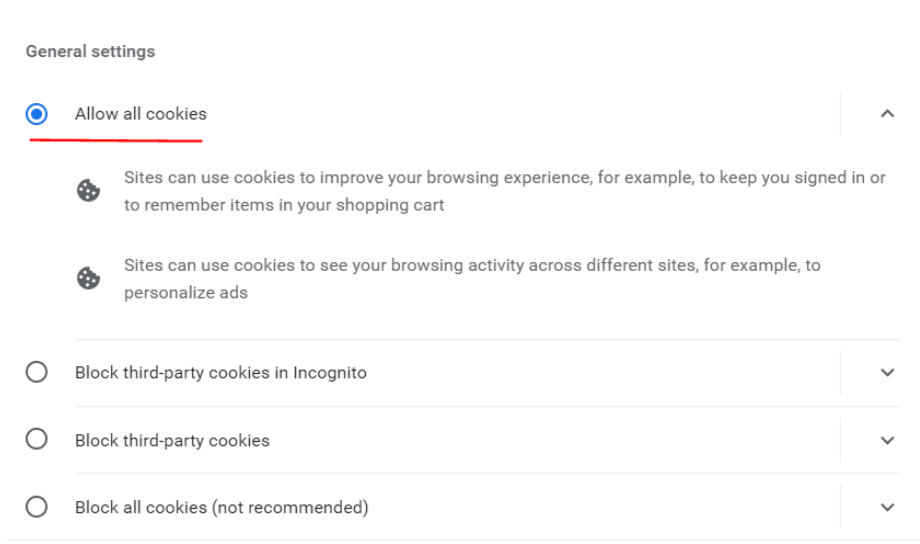


The reason for the behavior is the denial of cookies in the browser. To solve it, you need to enable the acceptance of cookies in the browser:

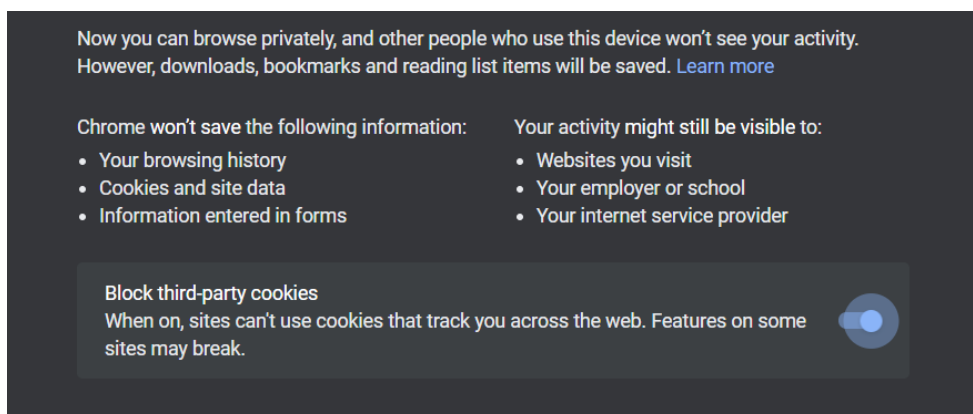
- Click on the Cookie icon in the upper right corner and select "Allow on this site"



- Go to section `chrome://settings/cookies` and choose "Allow all cookies"



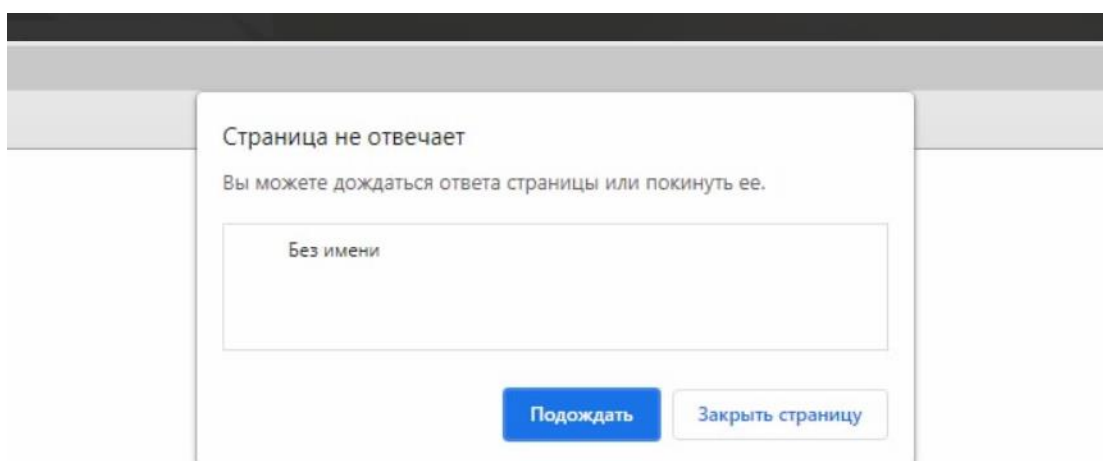
c) In incognito mode, you must deactivate the switch «Block third-party cookies» or use normal browser mode.



- When you go to the test in Examus it says: «Not available until completed: use the Examus application to access the module»

Reason: the student did not go through Examus, but directly to Moodle

- A page with the words "Page not responding" is stuck





Reasons:

- a) Weak computer. It is necessary to reduce the load on the PC, check compliance with technical requirements.
- b) Weak internet connection. Reduce network load and stabilize internet connection.
- During testing, a red message appears «Problems with video streaming»

Reasons: Problems with unstable speed or quality in the Internet connection. It is necessary to disable any third-party programs or applications that load the network channel, restart the router, ask everyone who is connected to the network to temporarily disconnect to reduce the load on the network channel.

