



**TECHNICAL  
SAFETY BC**

Safe technical systems. Everywhere.

# Guide to taking your exam online

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# Part 1 – General information

New to taking Technical Safety BC's exams online?

Technical Safety BC allows you to write exams online with the help of our online proctoring tool, ProctorTrack. ProctorTrack features various tools to ensure academic honesty and protect the integrity of certification exams. To do this, it uses video and audio recordings during your exam session. It also monitors screen and keyboard activity, taking screenshots of your desktop and detecting the number of monitors you may be using.

This guide will help you get ready to take your exam. It will explain hardware and software requirements, and provide everything you need to know so that your exam will go as smoothly as possible.

Review this guide carefully and avoid surprises on exam day.

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## Get your hardware ready

Here's what you need to take your online exam:

- A desktop or laptop computer that you will use for the exam (smart phones or Chromebooks will not work)
- A reliable internet connection
- A webcam
- A microphone (internal microphone only, headset microphones are not permitted)
- A smart phone that you will use to take your picture, show your ID, and record a video of your room to show it is clear of prohibited items
  - The smart phone will be locked and inaccessible once the exam begins

If you don't have these items in working condition, please call us to reschedule your exam at 1 866 566 7233. You cannot take the exam online without these items.

## Get your software ready

Technical Safety BC uses an online proctoring platform, ProctorTrack, to deliver your invigilated exam. If you don't have these already, you will need to download and install:

- Google Chrome or Mozilla Firefox (Internet Explorer and Safari are **not** recommended)
- Adobe Reader



Download and install these **3-5 days before your exam**. Also test your computer, mic, and webcam so that they're ready when exam time comes.

### STEP 1: INSTALL RECOMMENDED BROWSER

Our online exams require you to use one of the recommended browsers above. If you don't have one already, download and install one from the links below.

- [Google Chrome for Windows \(Recommended\)](#)
- [Google Chrome for Mac \(Recommended\)](#)
- [Mozilla Firefox for Windows](#)
- [Mozilla Firefox for Mac](#)

Upon successful installation, you will be asked if you want to make the installed browser your *Default Browser*. Select "yes".

### STEP 2: INSTALL ADOBE READER

During your exam, you may need to view digital information in PDF form. If you don't have it already, download [Adobe Reader](#).

### STEP 3: INSTALL PROCTORTRACK SOFTWARE IN ADVANCE

You will be asked to install the ProctorTrack software during your exam. You do not need to install the ProctorTrack software before this time.

## Get yourself ready

### BEFORE EXAM DAY

#### Set up your exam space

Make sure you have a quiet, well-lit place to take the exam. Your location needs a reliable internet connection. Be sure your room or desk doesn't have any personal items visible that you don't want to show on camera. Clear the room of any items that are not allowed.

#### Familiarize yourself with the exam rules

Technical Safety BC enforces strict exam protocols to ensure exams are protected from tampering and cheating. You have been provided with these rules. Be sure you understand them and are ready to adhere to them. On exam day, you will be asked to formally acknowledge and sign off on these rules.

### IMPORTANT

- ✓ Test your computer, [webcam](#), and [microphone](#) before your exam.

## ON EXAM DAY

**Have your ID ready.** You will need one of the following pieces of valid government-issued picture identification before starting the exam:

- Driver's licence, Canadian citizenship card, Passport, BC ID or BC Services card, Indian Status card, or Fire Arms Card

You should use the same ID that you used to apply for the exam. There is a possibility that we may request **second** piece of identification on the day of your exam, so it's a good idea to have two pieces of valid ID on hand.

**Important:** The information on your ID must match the information you provided on your application.

**Double check your set-up.** Ensure your hardware and software are ready and your room is set up properly. Review the exam rules one more time to be sure you understand what you can and cannot do.

### Start your exam.

1. Be sure you have an appropriate room set-up.
2. Click on the access link, and log in using the username and password in your confirmation email.
3. Follow the instructions provided on screen to access your exam, set up ProctorTrack, and take your exam.
  - a. The ProctorTrack set-up process is demonstrated in Part 2 of this guide. Take a look to know what to expect.

### TIPS

- ✓ **Close** all other tabs in Chrome and all other computer applications.
- ✓ **Disable** other devices in your household that have screencasting features (e.g., Apple TV, Amazon FireStick).
- ✓ **Silence** pop-up notifications on your computer.

## Readiness checklist

Use the checklist below as a guide to prepare you for your exam.

|                |   |
|----------------|---|
| HADRWARE       | <ul style="list-style-type: none"><li><input type="checkbox"/> Get access to laptop or desktop</li><li><input type="checkbox"/> Ensure reliable Internet connection</li><li><input type="checkbox"/> Set up webcam</li><li><input type="checkbox"/> Set up microphone</li><li><input type="checkbox"/> Bring smart phone</li></ul>  |
| SOFTWARE       | <ul style="list-style-type: none"><li><input type="checkbox"/> Download and install recommended browser</li><li><input type="checkbox"/> Download and install Adobe Reader</li><li><input type="checkbox"/> Run checks on <a href="#">webcam</a> and <a href="#">microphone</a></li></ul>   |
| EXAM READINESS | <ul style="list-style-type: none"><li><input type="checkbox"/> Review Exam Rules thoroughly</li><li><input type="checkbox"/> Review Frequently-Asked-Questions (FAQs)</li><li><input type="checkbox"/> Prepare room set-up, removing all prohibited items</li><li><input type="checkbox"/> Know how to get help before, during, and after the exam</li><li><input type="checkbox"/> Get your ID ready (using the same ID as your application)</li></ul> |

## Frequently asked questions (FAQs)

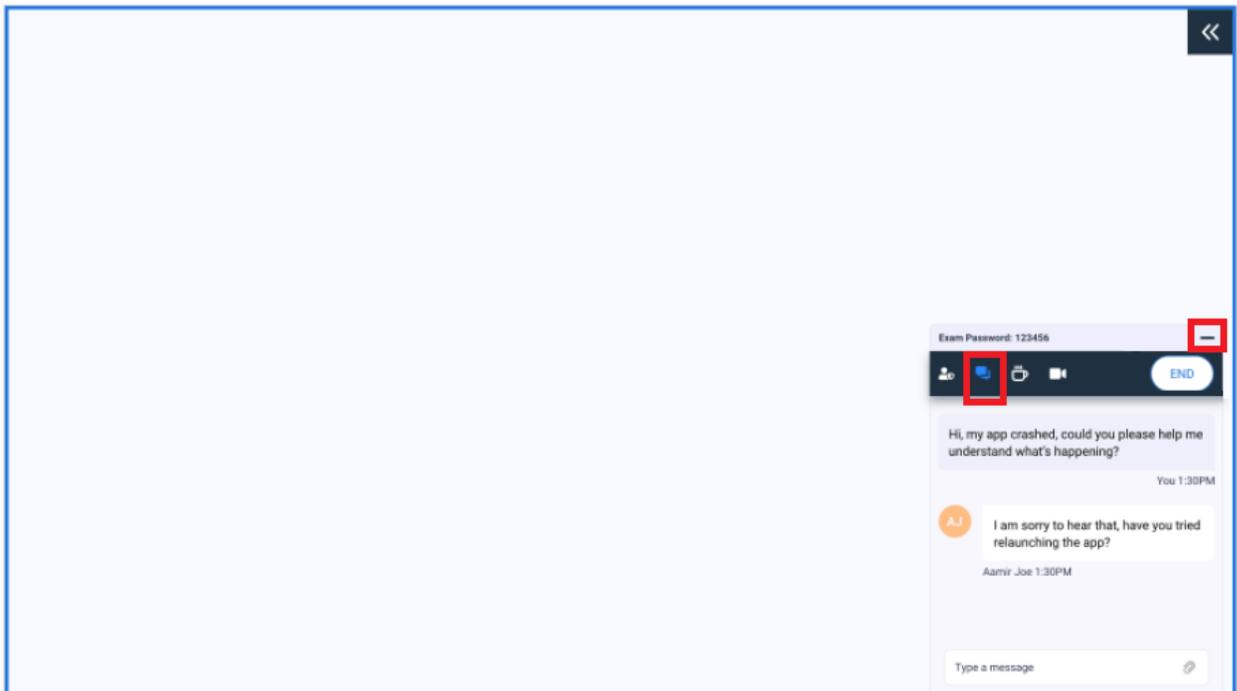
### Who to contact for help

1. **I need help with computer set-up, including issues downloading a recommended browser, and getting my microphone and webcam to work. Who do I contact?**

ProctorTrack provides technical support for the online exam set-up. They can be contacted at <https://www.proctortrack.com/support/>.

2. **Who will help me if I experience technical issues during my exam?**

ProctorTrack provides live technical support while exams are in progress. To access live support during the exam, click on the chat icon  in the top left-hand corner of the lower right pop-up window, and click the icon. If you don't see the lower right pop-up window, you can maximize it by clicking on the dash icon .



3. **I have other questions related to taking online exams. Who do I contact?**

For any other additional support required, call us at 1 866 566 7233.

Note that both ProctorTrack and our Contact Centre may not be able to support you immediately. It may take time for either support team to respond to you. The time spent resolving technical issues will not impact the total amount of exam time you have. Be assured that you will be given the full amount of time to take your exam.

## Taking an exam online

### 1. What is ProctorTrack?

ProctorTrack allows you to write exams online. It features various tools to ensure academic honesty. To do this, ProctorTrack uses video and audio recordings during your exam session. It also monitors screen and keyboard activity, taking screenshots of your desktop and detecting the number of monitors you may be using. Web traffic may also be recorded during your exam. If there are any instances of concern, ProctorTrack will report them to Technical Safety BC. The data is only collected during the exam period and may be reviewed by Technical Safety BC employees afterwards to ensure you comply with the exam rules.

### 2. What if I lose connectivity or get kicked out of the exam?

If you are removed from your exam, wait for connectivity to resume. Then, close all applications and windows. Navigate back to the exam from the link provided to you, just as you did when you initially began the exam. You will be able to continue from where you left off. If the problem persists and you cannot continue, call us immediately at 1 866 566 7233.

### 3. Will someone be watching me during my exam?

There is no live invigilator watching you write the exam but you will be recorded. Technical Safety BC employees will access these recordings afterwards to verify your compliance with the rules.

### 4. What about my privacy?

Online exams are recorded so that we may verify academic honesty afterwards. Information captured during the exam for review purposes may include:

- Real-time video and audio recordings of the examinee and their activities (including surrounding environment) during the exam session
- Screenshots of the examinee's computer desktop during the exam session
- Detection of the number of computer monitors connected to the examinee's computer
- Records of attempts to execute other routines or processes, such as opening additional browser tabs

Please be advised that support staff conducting the ID verification and live e-proctoring are located outside of Canada and your personal information will be temporarily accessed and stored outside of Canada. Any personal information collected is handled in accordance with the *British Columbia Freedom of Information and Protection of Privacy Act*. The proctored sessions are authorized under the authority of section 26(c) of FIPPA. If you have questions about the collection, use, or disclosure of this information, contact the Records, Information and Privacy Senior Analyst for Technical Safety BC at 1 866 566 7233.

### 5. What if I need to use the washroom?

You are allowed to leave the room one time during the exam to use the washroom, for five minutes. If you are away longer than five minutes, this will result in a breach of the exam room rules and an automatic fail.

For any special accommodation requests, please contact us to discuss options: [technicalsaftybc.ca/contact-us](https://technicalsaftybc.ca/contact-us).

### 6. What technological requirements are needed to take my exam online?

You will need a desktop or laptop computer that has a working camera and microphone. Note that only internal microphones are allowed. Headset microphones are not permitted. You will also need access to a reliable internet connection. Finally, you will need a smart phone to perform an ID check and room scan during the exam authentication process. Be sure you have these items in working order before registering for the online exam.

Here is a summary of the technological requirements:

|                          |   |
|--------------------------|---|
| OPERATING SYSTEM         | <b>MAC:</b> macOS Sierra 10.12 or higher, <b>PC:</b> Windows 7, 8, or higher                      |
| PROCESSOR/RAM            | <b>MAC:</b> Intel / AMD Processor, 8 GB RAM, <b>PC:</b> Dual-core 2.4 Ghz CPU, 8 GB RAM or better |
| RECOMMENDED WEB BROWSERS | Mozilla Firefox v20.0 or Higher Google Chrome v25.0 or higher                                     |
| PLUG-INS                 | Javascript Enabled & Third Party Cookies Enabled  |
| CAMERA RESOLUTION        | 800 x 600 resolution or better  |
| INTERNET CONNECTION      | Cable Modem, DSL or better (300 kbps download, 250 kbps upload)                                   |

### 7. How can I avoid problems during my exam?

Here are more tips for a smooth exam experience:

- **Pop-up notifications:** Turn off any notifications from your computer and internet browsers such as Facebook, Facetime, or any other services (for Mac, use Do Not Disturb settings)
- **Screencasting Devices:** Turn off/unplug any devices that have screencasting features, such as Apple TV or Amazon FireStick, because ProctorTrack will identify these devices during set-up and ask you to disable them
- **Automatic updates:** Turn off any programs that may update themselves automatically and attempt to notify you by opening a new window

### 8. Who determines if there is a violation of exam security protocol?

All suspicious activity is flagged by ProctorTrack for review by Technical Safety BC invigilators. Technical Safety BC will determine whether or not there is concern regarding your exam's circumstances.

**9. What happens if I have to leave my screen for reasons beyond my control, such as an emergency? Will I automatically fail my exam?**

During the exam, you are not allowed to leave the view of the webcam (with the exception of a five-minute washroom break). If an emergency were to occur that causes you to have to leave your exam, if you are able, verbally state what the emergency is, and we will contact you on a case by case basis to review the emergency and determine next steps.

**10. Am I allowed to access this guide, either digitally or in printed form, during the exam period?**

No. Due to ProctorTrack's exam security settings, you will not be able to access this guide digitally during the exam. Familiarize yourself thoroughly with the information in this guide ahead of time so that you do not require it during the exam.

## During the exam

### 1. What should I bring to the exam?

- Bring a valid piece of government-issued ID. Failure to present an acceptable form of identification will invalidate your exam. Please ensure your ID for authentication matches the information you provided on your application.
- You are allowed to bring your own reference material and use four blank sheets of paper for notes and calculations. You can also access Acts, Regulations, Directives, and Information Bulletins during your exam. Allowable reference material varies by technology. Refer to <https://www.technicalsaftybc.ca/certification/exam-information/permitted-reference-materials> for details. Code books are not provided.
- Your own personal scientific calculator, if needed for your exam. Programmable calculators are not allowed.

No other materials are permitted.

### 2. Can I write on scrap paper or my own notebook during the exam?

Notebooks are not permitted. You are allowed to use four blank sheets of paper for notes and calculations, and you cannot write down the exam questions.

### 3. Can I use Excel or other computer software during the exam?

No. ProctorTrack prohibits anything on your screen other than the exam. This is to ensure academic honesty. If you attempt to access other screens, you will be prompted to stop doing so, and a flag will be recorded in your proctoring record.

## After the exam

### 1. What do I do if I feel I am wrongly accused of cheating, or believe my exam mark is not accurate?

You can request a review. You will have 30 days from the time you received your exam results to file a request for a Safety Manager Review. See more [details](#).

### 2. When will I get my exam results?

Exam results will be provided in writing by mail or email within eight weeks. Exam results will not be provided by phone, or over the counter at our offices. If needed, you can contact us by filling out a contact form: [technicalsaftybc.ca/contact-us/contact-form](https://technicalsaftybc.ca/contact-us/contact-form).

### 3. How long it will take for me to receive my wallet card?

Provided that you have submitted all required documents, wallet cards will be mailed out within four weeks of your exam being marked. Wallet cards are subject to Canada Post delivery times.

### 4. How do I make sure Technical Safety BC has my correct contact information, such as my address?

If you are unsure about the address we have on file for you, or whether we have all your required documentation, please fill out a contact form: [technicalsaftybc.ca/contact-us/contact-form](https://technicalsaftybc.ca/contact-us/contact-form). This will avoid any unnecessary delays in your receiving your wallet card or other documents distributed by mail.

## Technical troubleshooting

### 1. Where can I download what I need for taking exams online?

- Chrome browser download for Windows: [Google Chrome for Windows](#)
- Firefox browser download for Windows: [Mozilla Firefox for Windows](#)
- Chrome browser download for Mac: [Google Chrome for Mac](#)
- Mozilla browser download for Mac: [Mozilla Firefox for Mac](#)
- Adobe Reader download: <https://get.adobe.com/reader/>
- For further details, see:
  - Chrome Webcam/Microphone Permissions:  
<https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>
  - Chrome Browser History and Cache:  
<https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>

### 2. I am getting a message that I don't have enough RAM. What do I do?

If you get this message, the best way to resolve it is to contact ProctorTrack Support immediately.

## Part 2 – ProctorTrack Set-up Instructions

The following instructions will assist you in going through the process of taking a proctored exam with Proctortrack. If you have any additional questions, you can call 1 844 753 2020 or visit [www.proctortrack.com](http://www.proctortrack.com) for additional information and live chat.

The following set-up process creates your profile in Proctortrack and gives you the opportunity to make sure everything is working correctly. It also gives you time to make any changes to your system before you start your exam.

Note that examinees can fail the ProctorTrack set-up for the following reasons:

- Missing or insufficient facial scan
- Missing or insufficient ID scan
- ID scan shows invalid ID
- Insufficient environment lighting

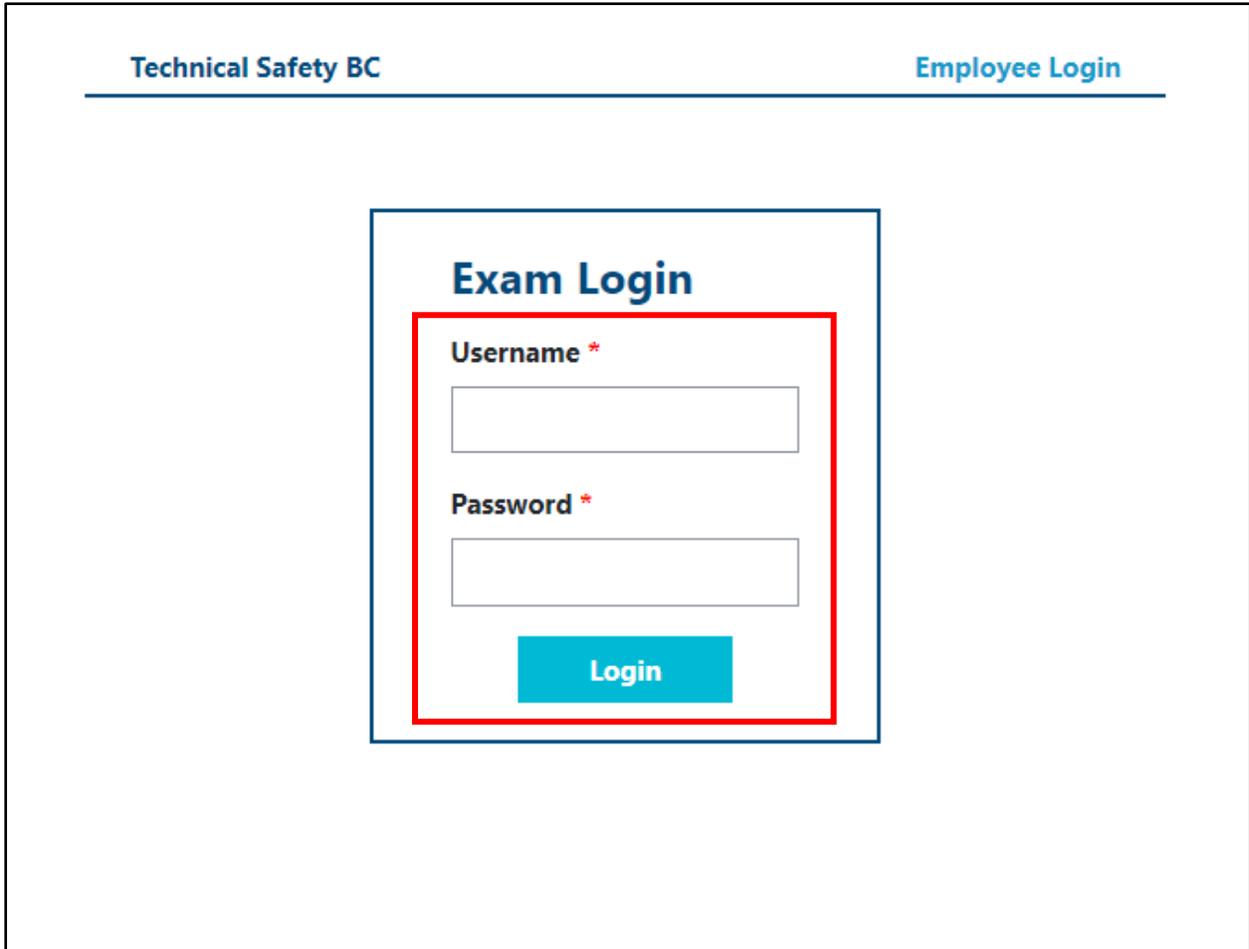
If you fail the set-up process, you will receive a notification listing the specific reasons for failure. You will then be asked to retake it.

The following sections will provide steps on how to attempt a proctored exam using Proctortrack so you know what to expect on exam day.

**IMPORTANT:** Screenshots and directions may be slightly different based on the browser and operating system you are using. These instructions were created using a Windows operating system and Google Chrome.

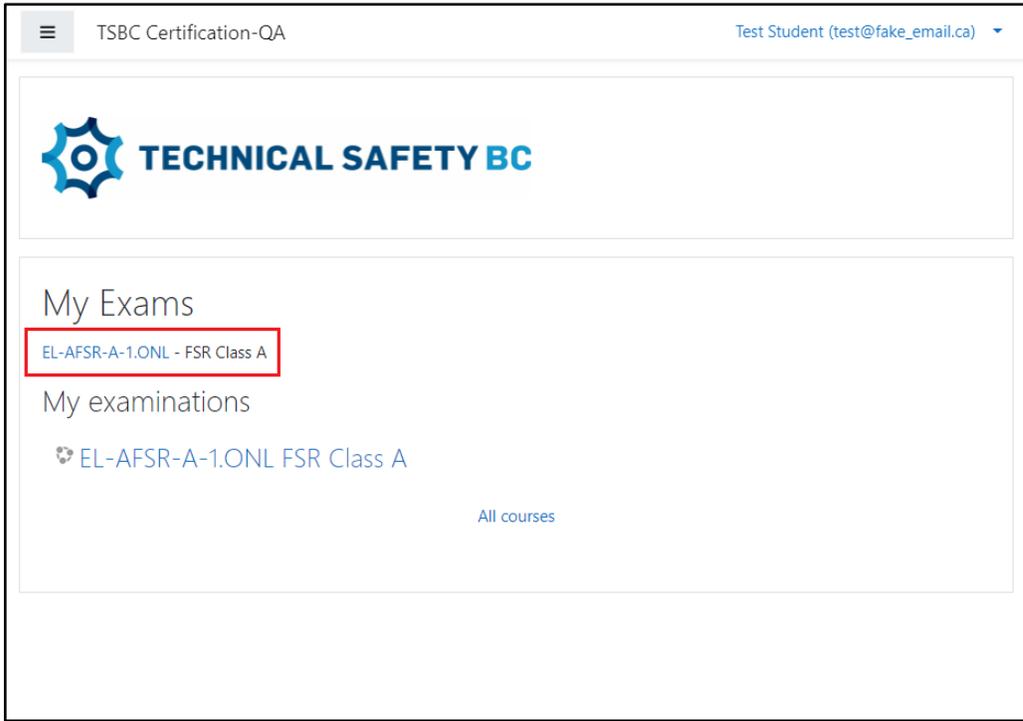
### Accessing the exam in the system

1. From the link provided in your certification email, log in to the exam system by entering the username and password provided to you. Then, click **Login**.



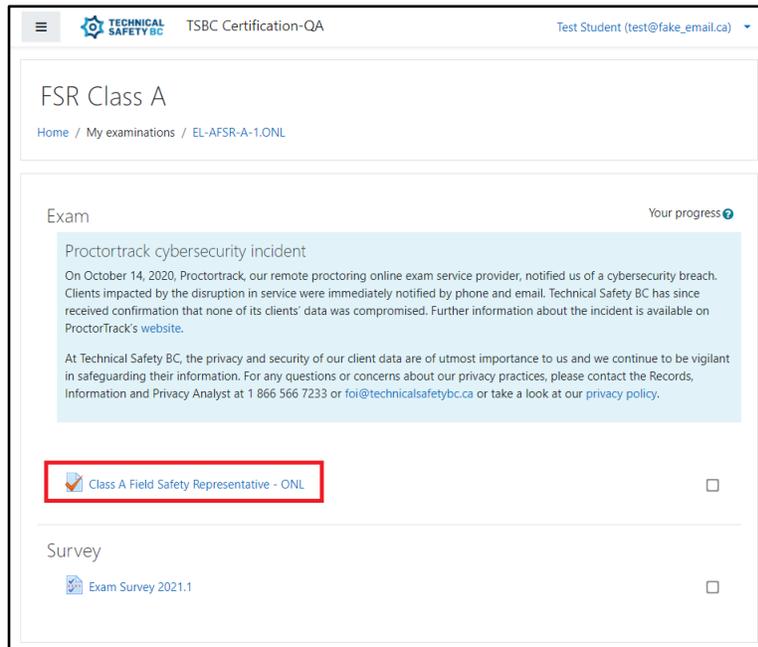
The screenshot shows the 'Employee Login' page for Technical Safety BC. The page has a header with 'Technical Safety BC' on the left and 'Employee Login' on the right. A horizontal line separates the header from the main content. In the center, there is a blue-bordered box titled 'Exam Login'. Inside this box, there is a red-bordered form containing two input fields: 'Username \*' and 'Password \*'. Below the password field is a blue 'Login' button.

2. Click on the exam name.



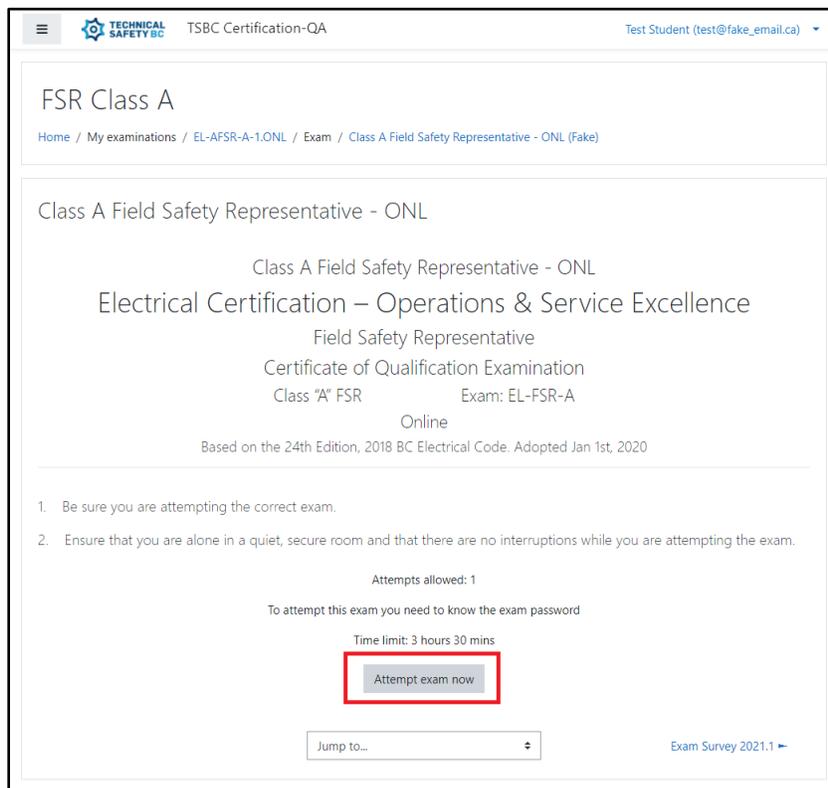
The screenshot shows a web application interface for 'TSBC Certification-QA'. At the top right, the user is identified as 'Test Student (test@fake\_email.ca)'. The main content area features the 'TECHNICAL SAFETY BC' logo and the heading 'My Exams'. Below this heading, a red rectangular box highlights the text 'EL-AFSR-A-1.ONL - FSR Class A'. Underneath, there is a section titled 'My examinations' which lists 'EL-AFSR-A-1.ONL FSR Class A' with a small gear icon to its left. At the bottom of this section, there is a link labeled 'All courses'.

3. Click on your exam name.



The screenshot shows the 'FSR Class A' page in the 'TSBC Certification-QA' system. The user is logged in as 'Test Student (test@fake\_email.ca)'. The page title is 'FSR Class A' with a breadcrumb trail: 'Home / My examinations / EL-AFSR-A-1.ONL'. Under the 'Exam' section, there is a notice about a 'Proctortrack cybersecurity incident' and a link to 'Class A Field Safety Representative - ONL' which is highlighted with a red box. Below this, there is a 'Survey' section with a link to 'Exam Survey 2021.1'.

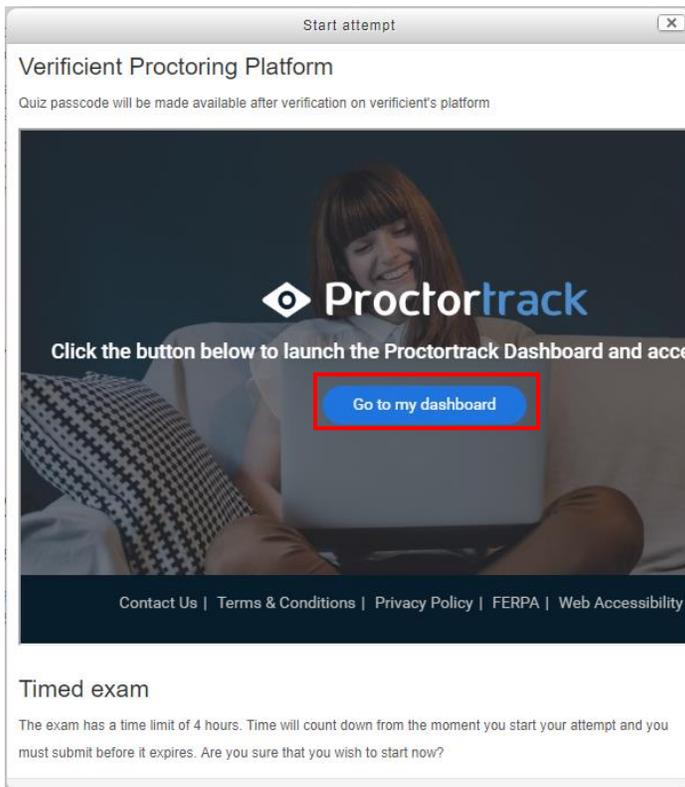
4. Read the instructions and click on **Attempt exam**.



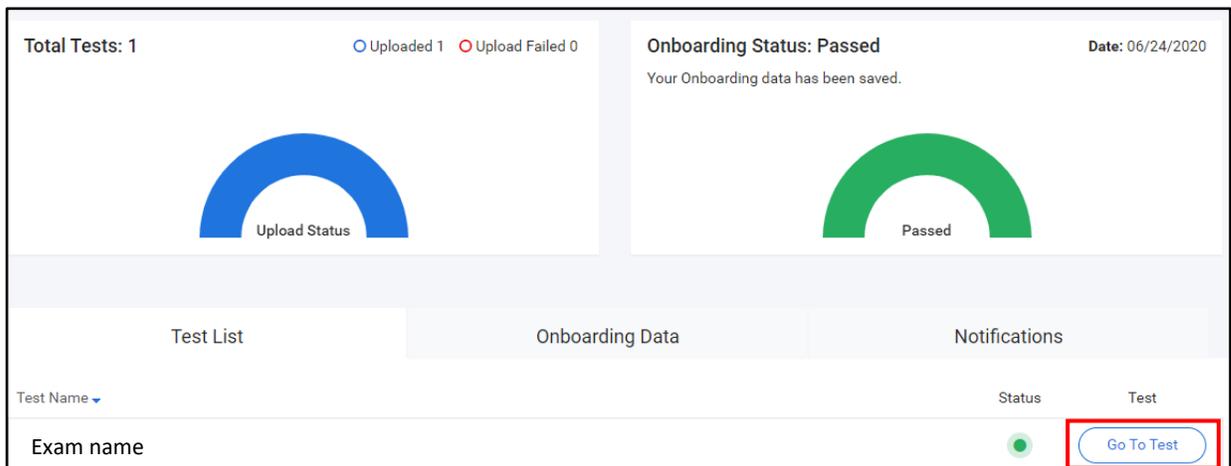
The screenshot shows the 'Class A Field Safety Representative - ONL' exam page. The page title is 'Class A Field Safety Representative - ONL' with a breadcrumb trail: 'Home / My examinations / EL-AFSR-A-1.ONL / Exam / Class A Field Safety Representative - ONL (Fake)'. The main heading is 'Class A Field Safety Representative - ONL' followed by 'Electrical Certification – Operations & Service Excellence', 'Field Safety Representative', 'Certificate of Qualification Examination', 'Class "A" FSR Exam: EL-FSR-A', and 'Online'. Below this, it states 'Based on the 24th Edition, 2018 BC Electrical Code. Adopted Jan 1st, 2020'. There are two instructions: '1. Be sure you are attempting the correct exam.' and '2. Ensure that you are alone in a quiet, secure room and that there are no interruptions while you are attempting the exam.' Below the instructions, it says 'Attempts allowed: 1' and 'To attempt this exam you need to know the exam password'. The 'Time limit: 3 hours 30 mins' is displayed. A red box highlights the 'Attempt exam now' button. At the bottom, there is a 'Jump to...' dropdown menu and a link to 'Exam Survey 2021.1'.

## Launching the ProctorTrack dashboard and the ProctorTrack plugin

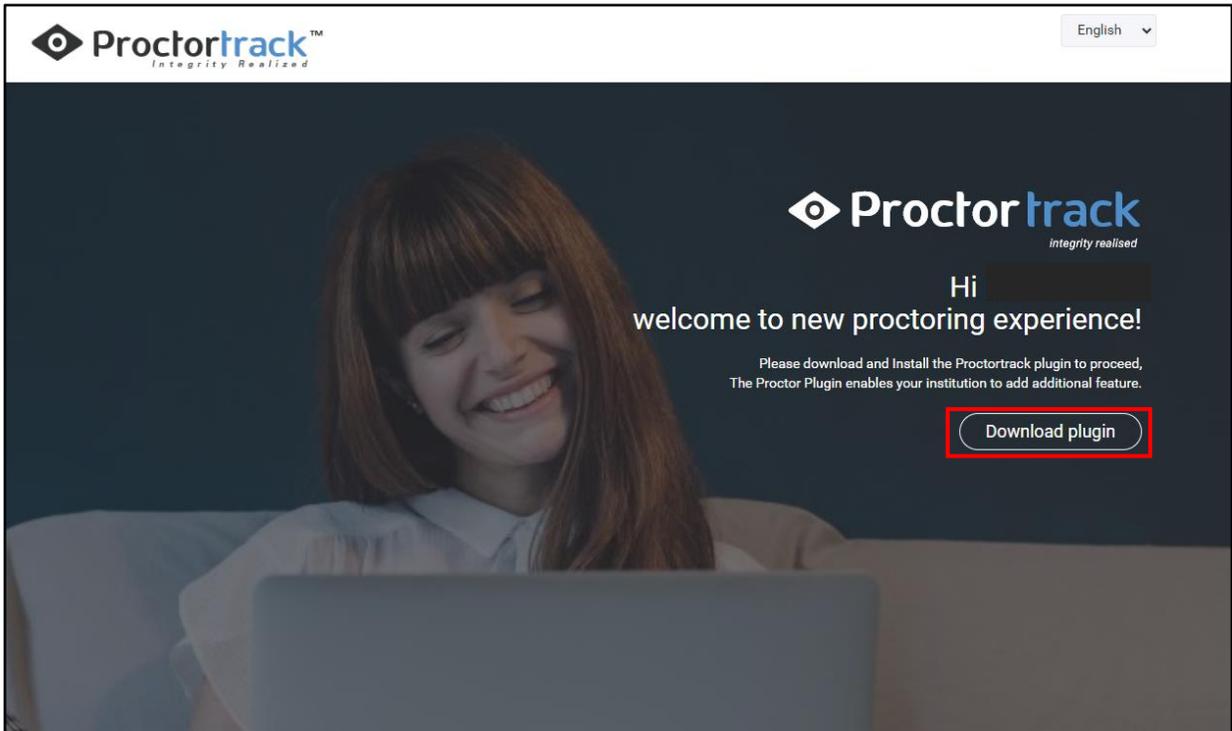
1. Click Go to my dashboard



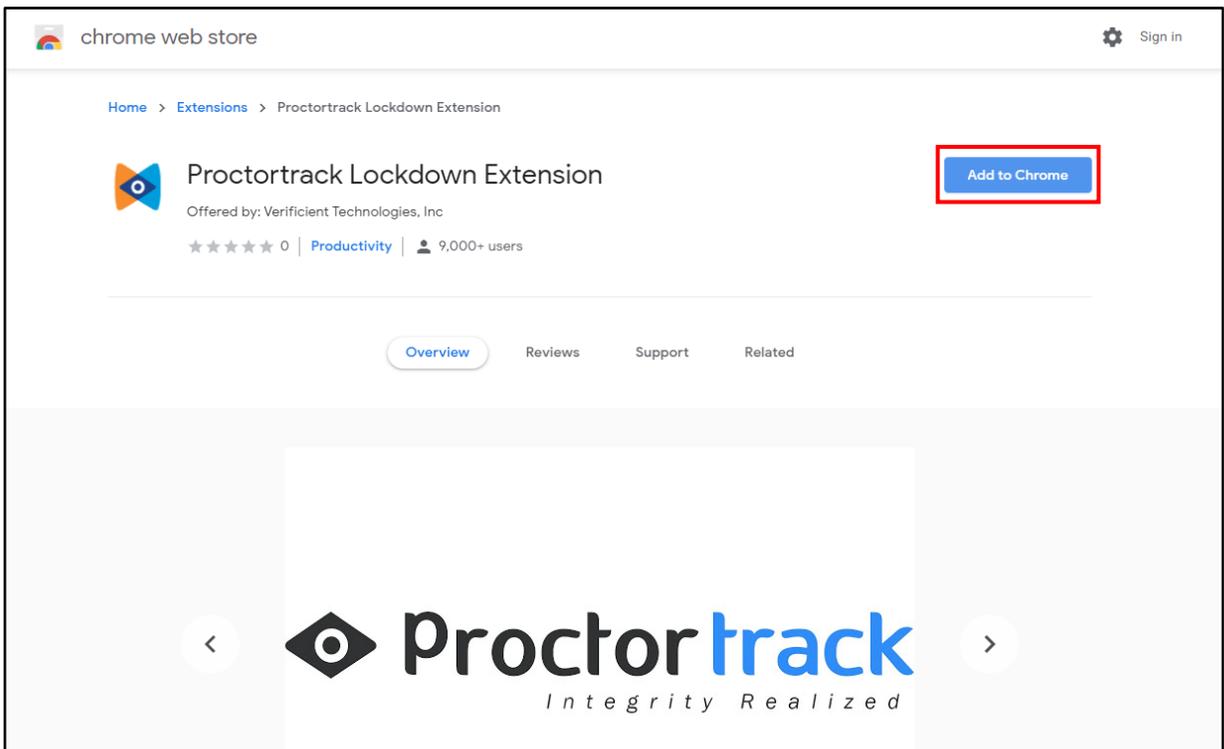
2. On the Proctortrack Dashboard, click on the **Go To Test** button for the test you would like to attempt.



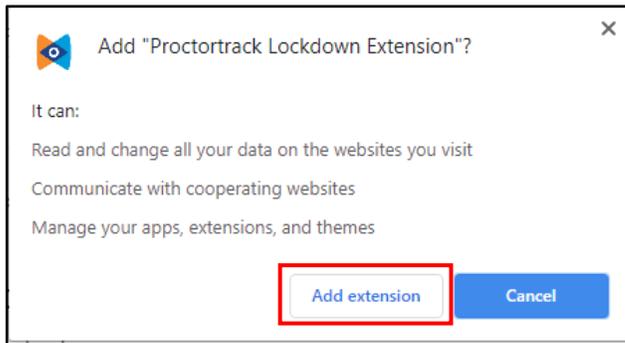
3. Click **Download plugin**.



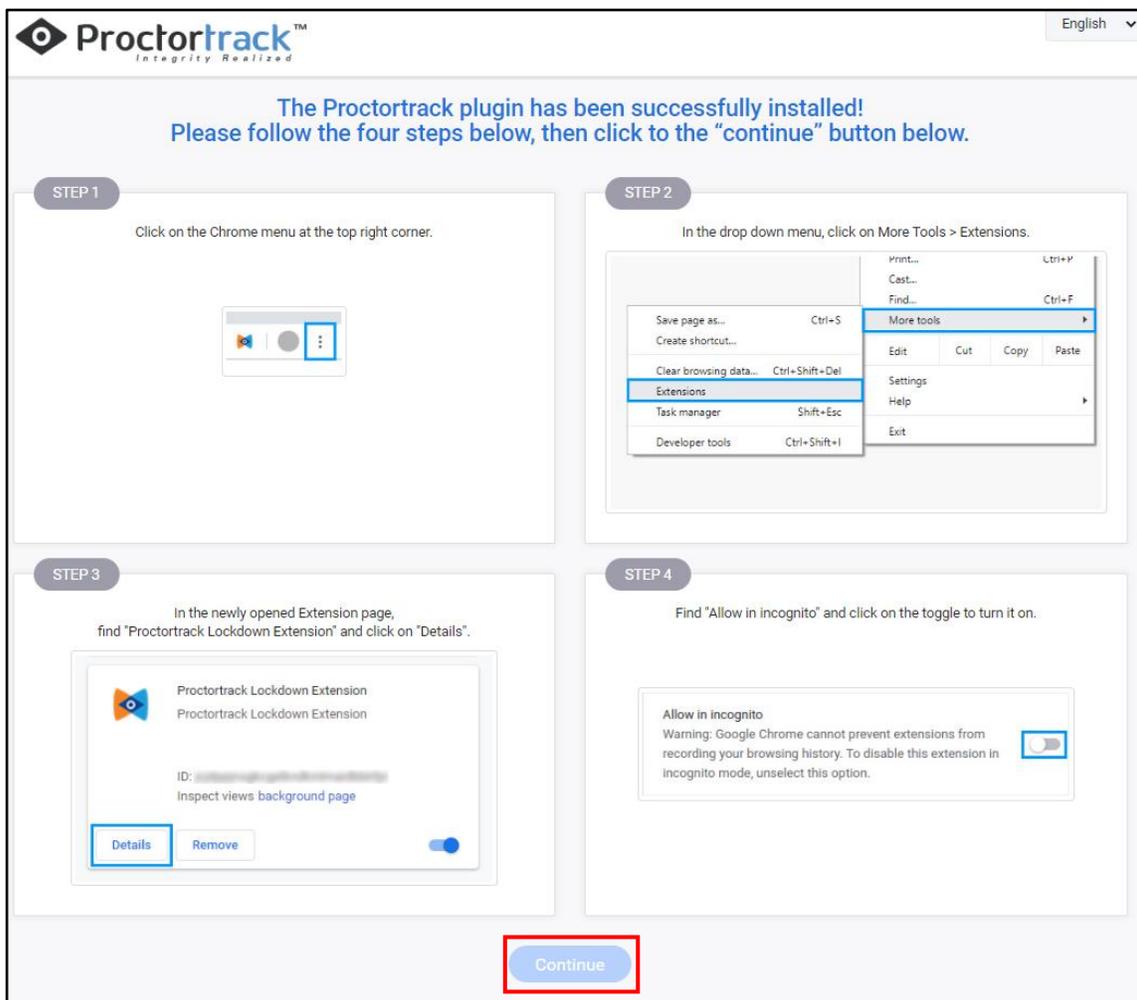
4. Click **Add to Chrome**.



5. Click **Add extension**.

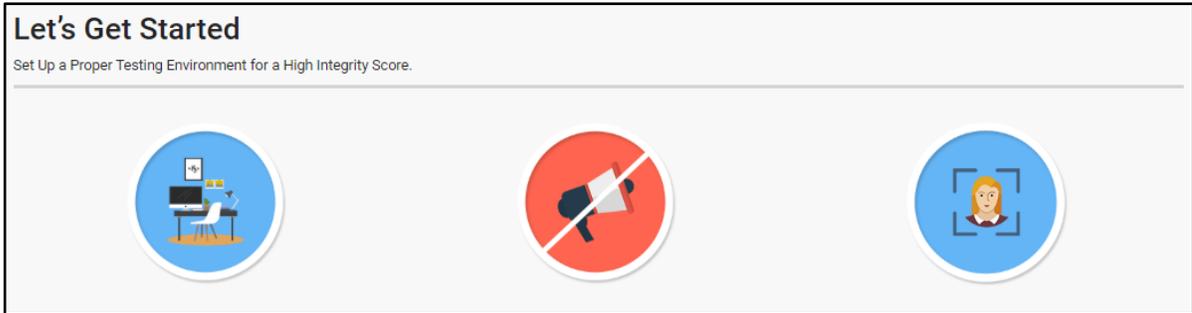


6. You will receive further instructions on the screen. Follow them and then click **Continue**.

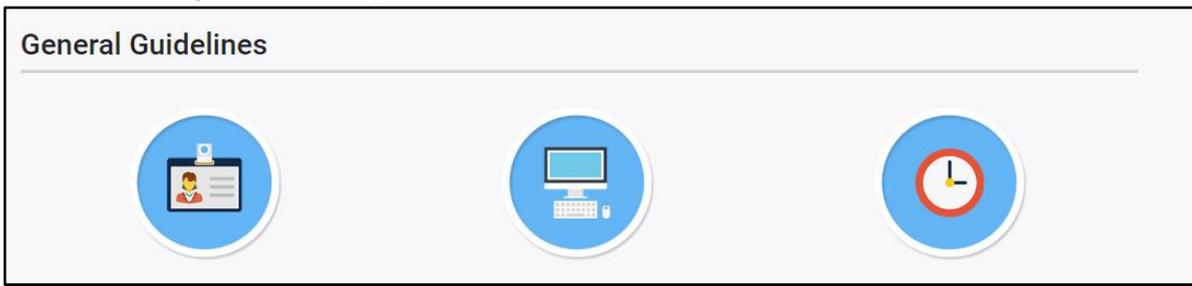


## Exam familiarization

1. Scroll down and read through the **Let's Get Started** section to understand the guidelines for a proper testing environment.



2. Scroll down further to find the **General Guidelines** and **Instructor's Guidelines**. These are the guidelines for your exam. Be sure to adhere to them.



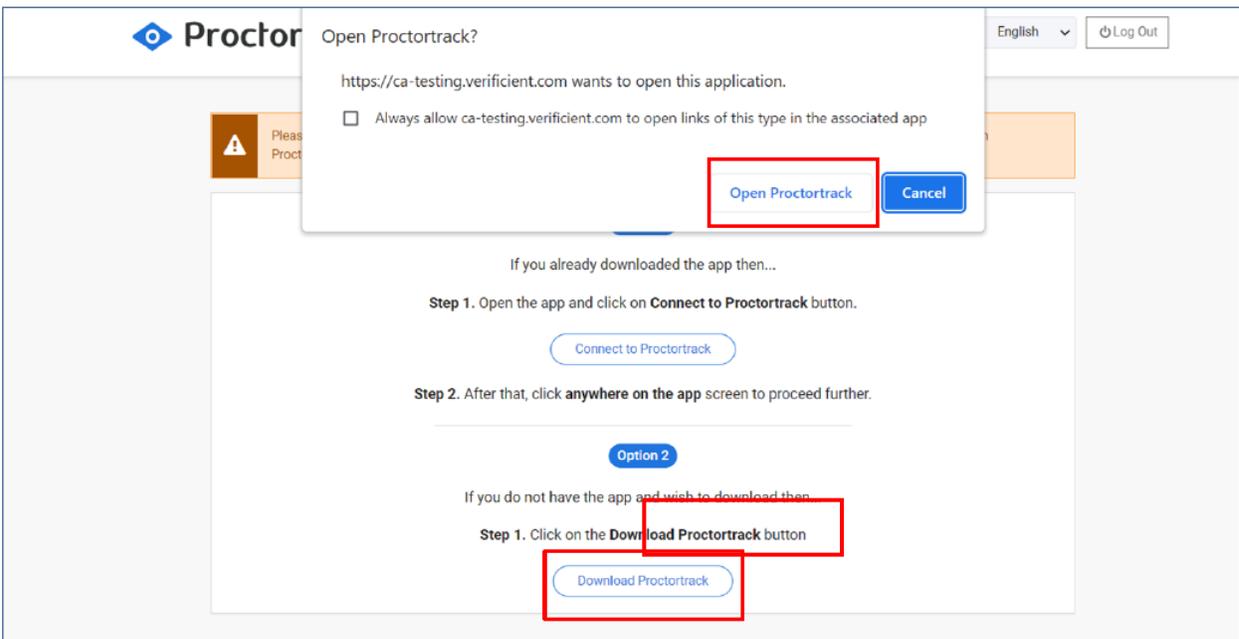
3. After familiarizing yourself with all the guidelines, check the box labeled "I have read, understand and will adhere to the required environment guidelines", and click **Go To Next Step**.

I have read, understand and will adhere to the required environment guidelines.

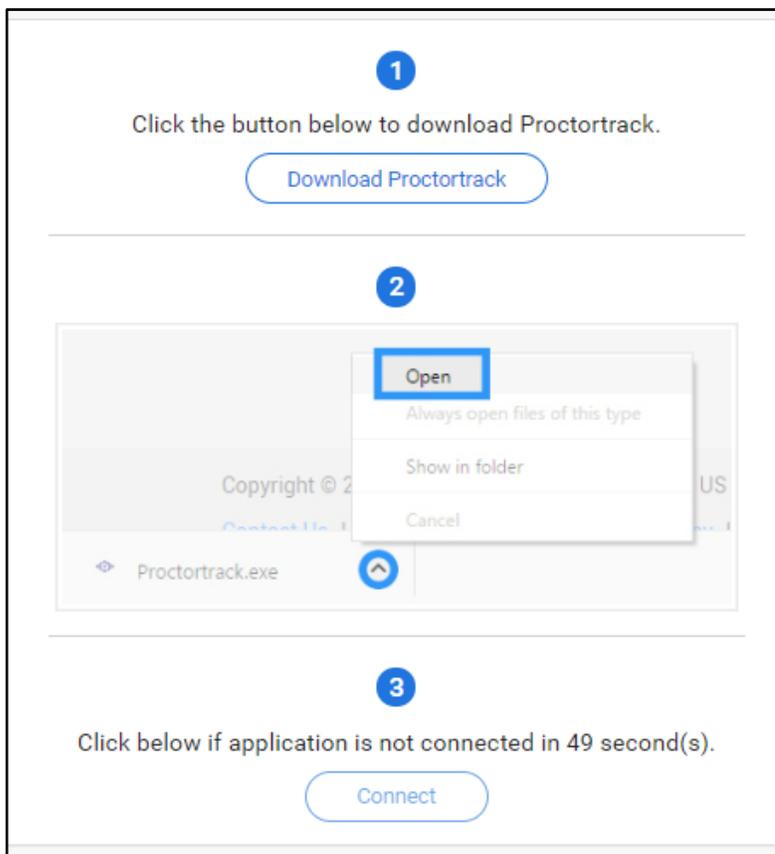
[Go To Next Step](#)

## Downloading and installing the ProctorTrack software

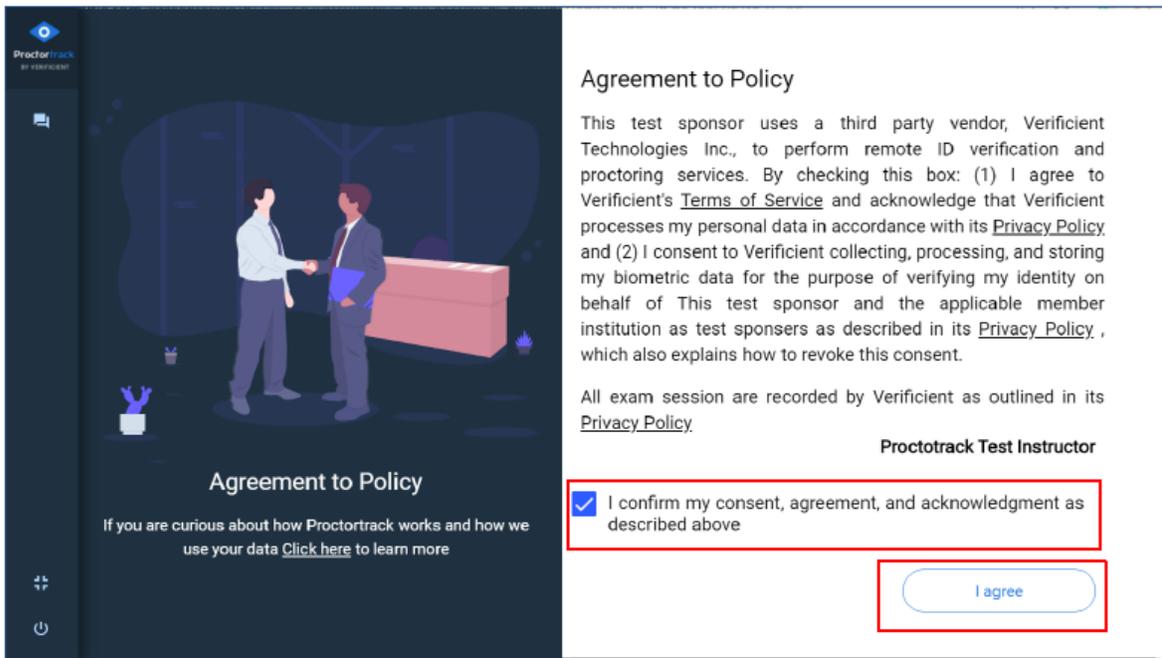
1. Click **Download Proctortrack**.



2. Follow the instructions on your screen.



3. Check the consent box and click **Start System Check**.



**Agreement to Policy**

This test sponsor uses a third party vendor, Verificent Technologies Inc., to perform remote ID verification and proctoring services. By checking this box: (1) I agree to Verificent's [Terms of Service](#) and acknowledge that Verificent processes my personal data in accordance with its [Privacy Policy](#) and (2) I consent to Verificent collecting, processing, and storing my biometric data for the purpose of verifying my identity on behalf of This test sponsor and the applicable member institution as test sponsors as described in its [Privacy Policy](#) , which also explains how to revoke this consent.

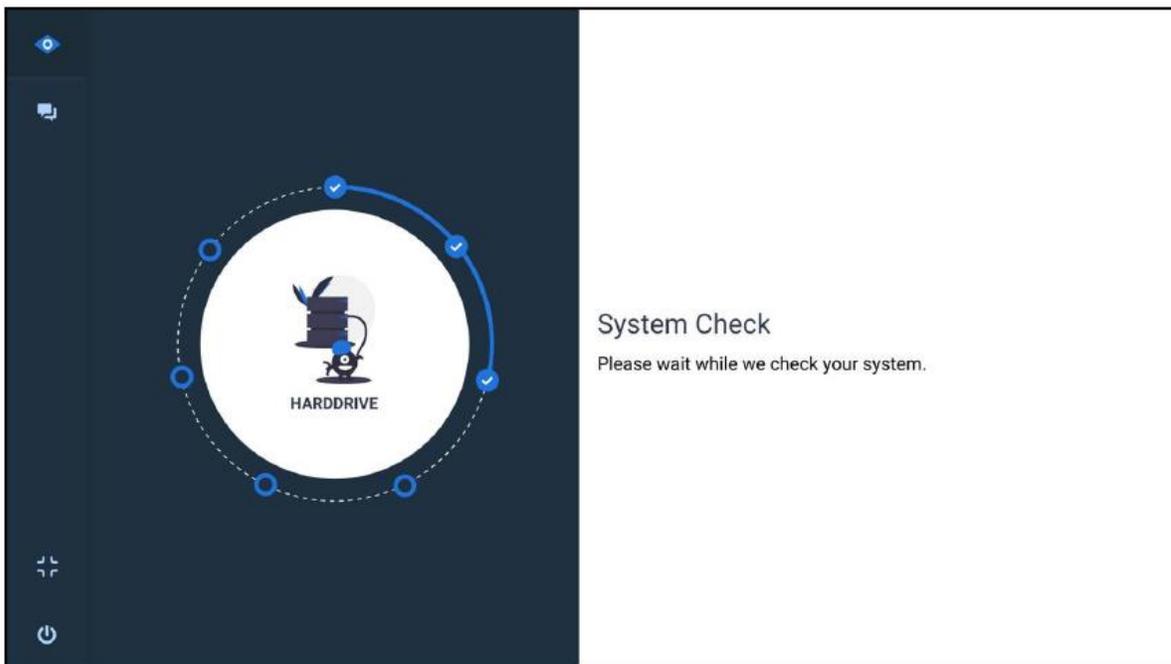
All exam session are recorded by Verificent as outlined in its [Privacy Policy](#).

**Proctortrack Test Instructor**

I confirm my consent, agreement, and acknowledgment as described above

[I agree](#)

4. The System Check will evaluate your hardware and software set-up. You will receive pop-up prompts to change settings on your computer, if required. Follow the prompts until the System Check completes successfully.

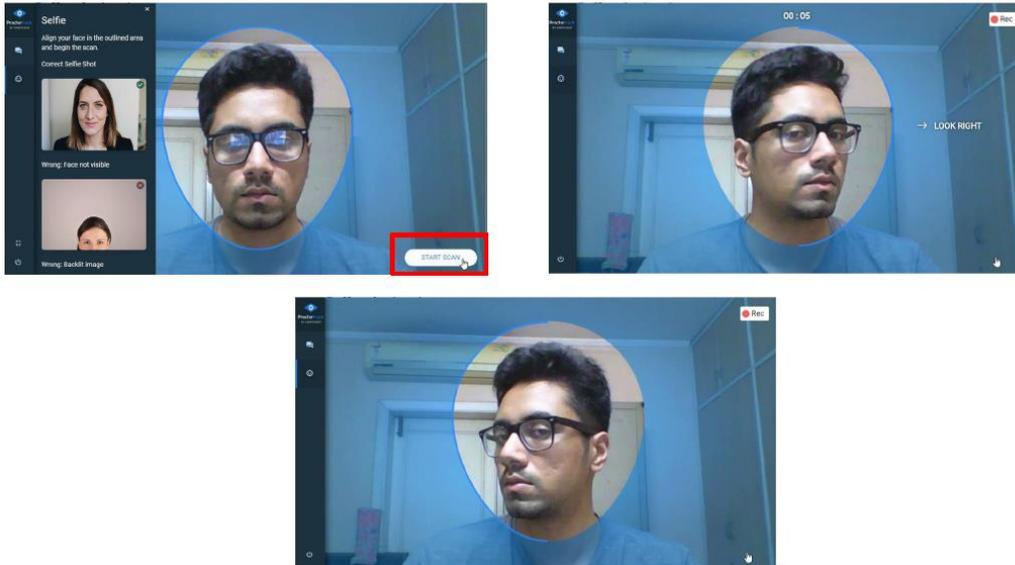


**System Check**

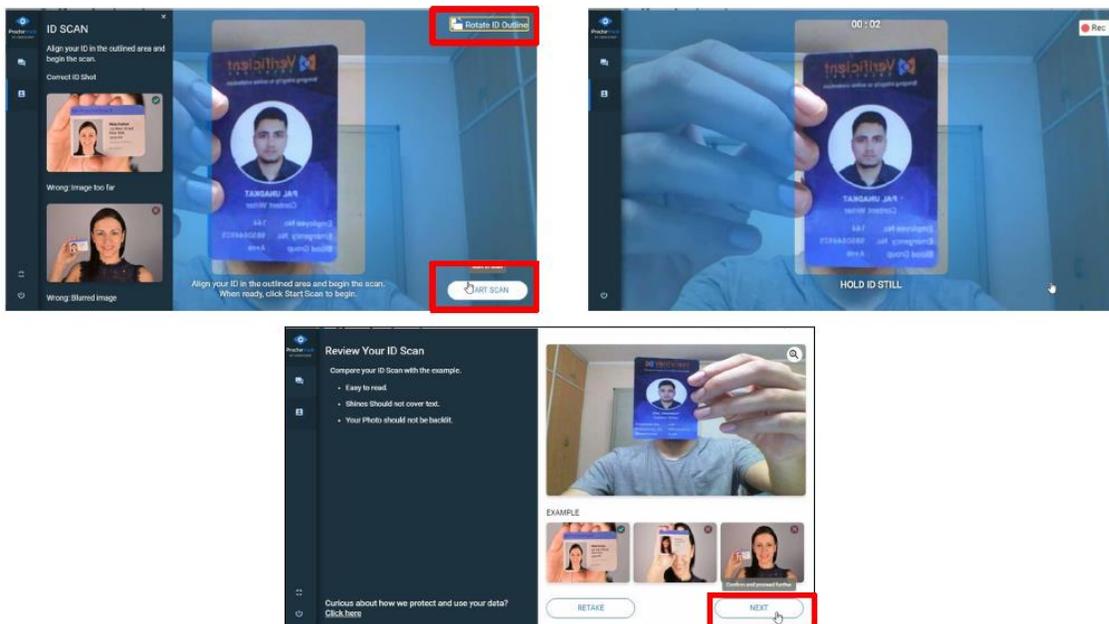
Please wait while we check your system.

## Verifying your identification and room scan on exam day (with your computer and the ProctorTrack Smart Phone App)

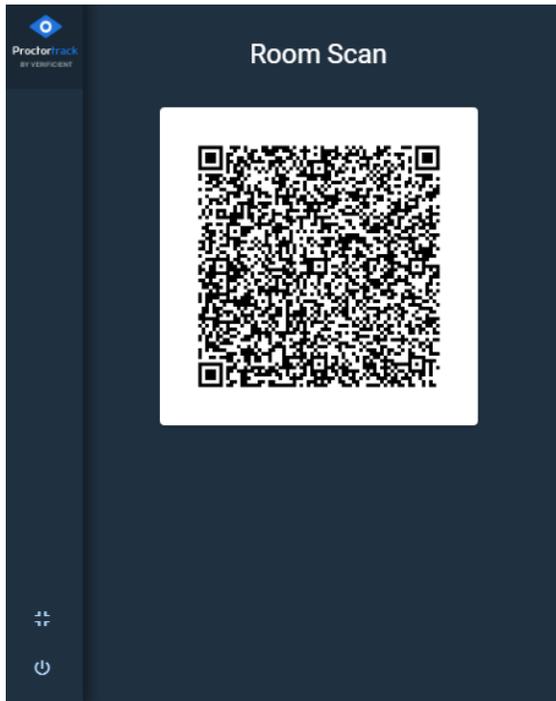
1. To confirm your identify on exam day, you will be asked to complete a face scan. Make sure to fill the frame before clicking **“START SCAN”**. After that, follow the on-screen prompts. You also have an option to retake the scan or click on **“Next”** to continue.



2. To confirm your identify, you will be asked to complete an ID scan. Read the instructions and click **“Start Scan”**. You can also change the orientation of your ID by clicking on **“Rotate ID Outline”**. Compare your ID scan with an example image and click on the **“Next”** button if everything looks right. If there is any ID scanning issue, click on the **“Retake”** button and scan the ID again.



3. You will be required to conduct a room scan using the Proctortrack mobile app.



### Room Scan

Your institution requires a Room Scan using the Proctortrack mobile app. Please CLEAR your immediate area for a successful room scan.

#### Step 1

Download the Proctortrack Mobile App

If you haven't already downloaded the Proctortrack Mobile App, visit [proctortrack.com/mobileapp](http://proctortrack.com/mobileapp) on your phone or visit your App Store.



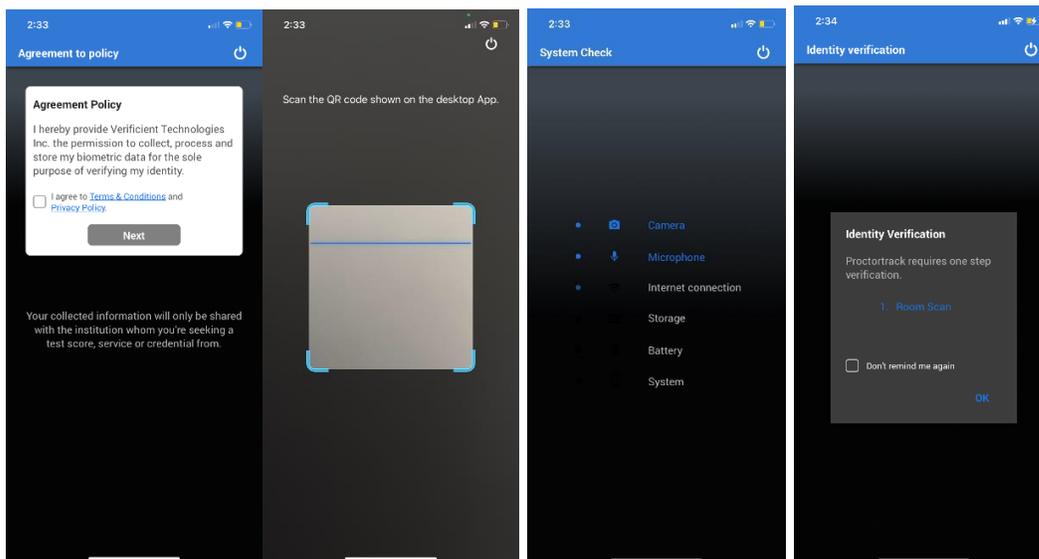
#### Step 2

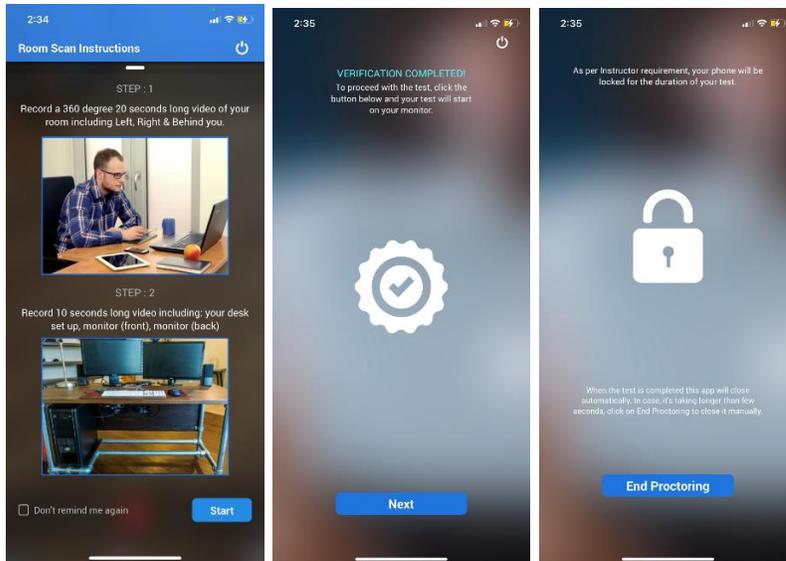
Launch the Proctortrack mobile app. Scan the QR code using the mobile app.

Follow the mobile app directions to produce a 360 degree scan of your room.

Upon a successful room scan completion this page will automatically forward to the next step.

4. On your smart phone, you will be guided through several verification, identification and room scan processes. Follow the prompts on your phone. Once you have completed all the steps, refer back to your computer to begin your exam.

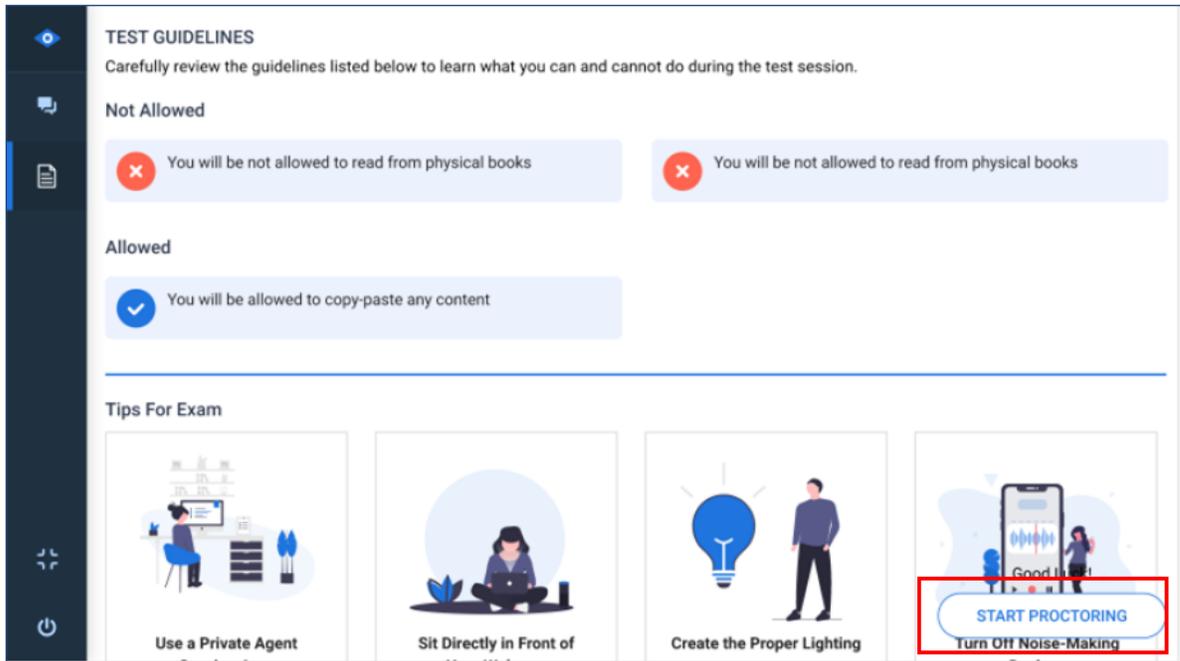




**IMPORTANT:** You must use a smart phone for the identification and room scan portion of the authentication process.

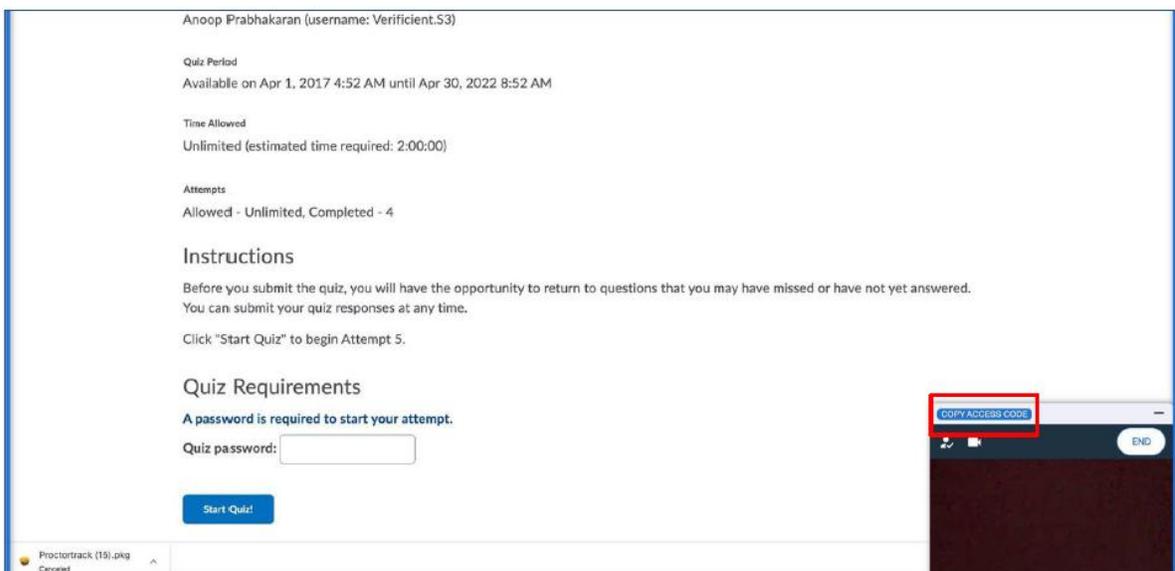
## Launching the exam

1. Review the exam guidelines once more to ensure you are ready to begin. Then, click **“START PROCTORING”**.



**NOTE:** Test guidelines will vary based on your exam. Be sure to carefully review the exam rules provided to you by Technical Safety BC.

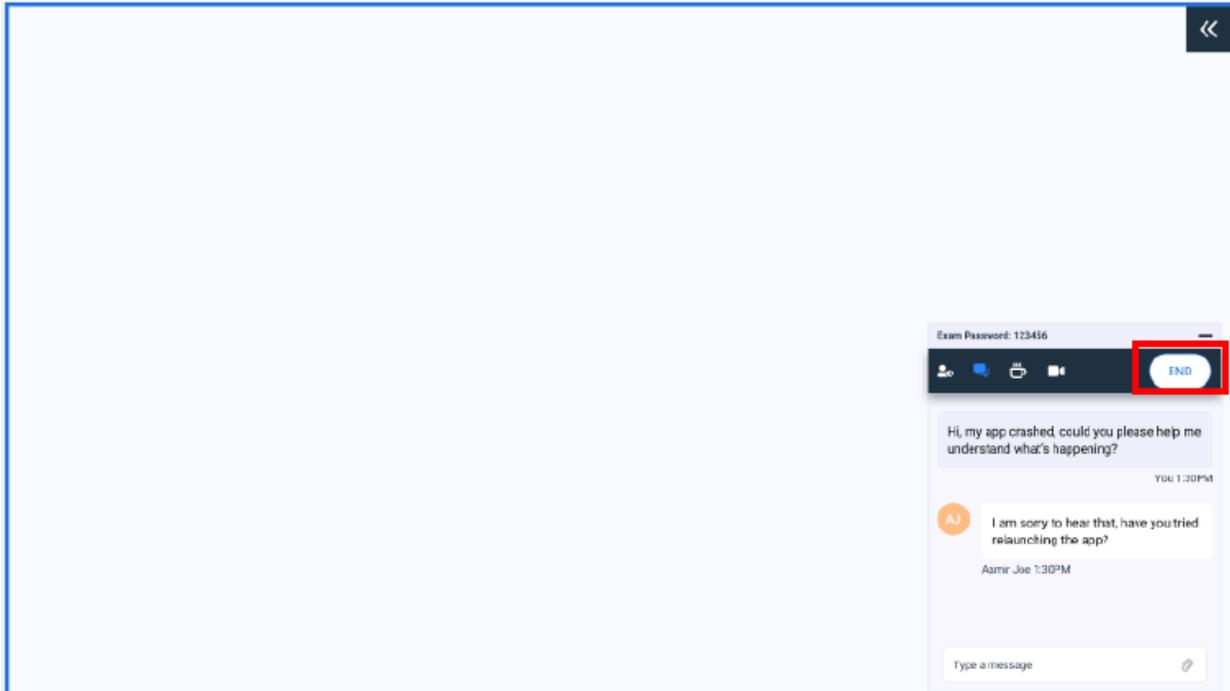
2. You will now be able to see yourself on the camera at the bottom right side of your screen. Click **“COPY ACCESS CODE”** to copy the password.



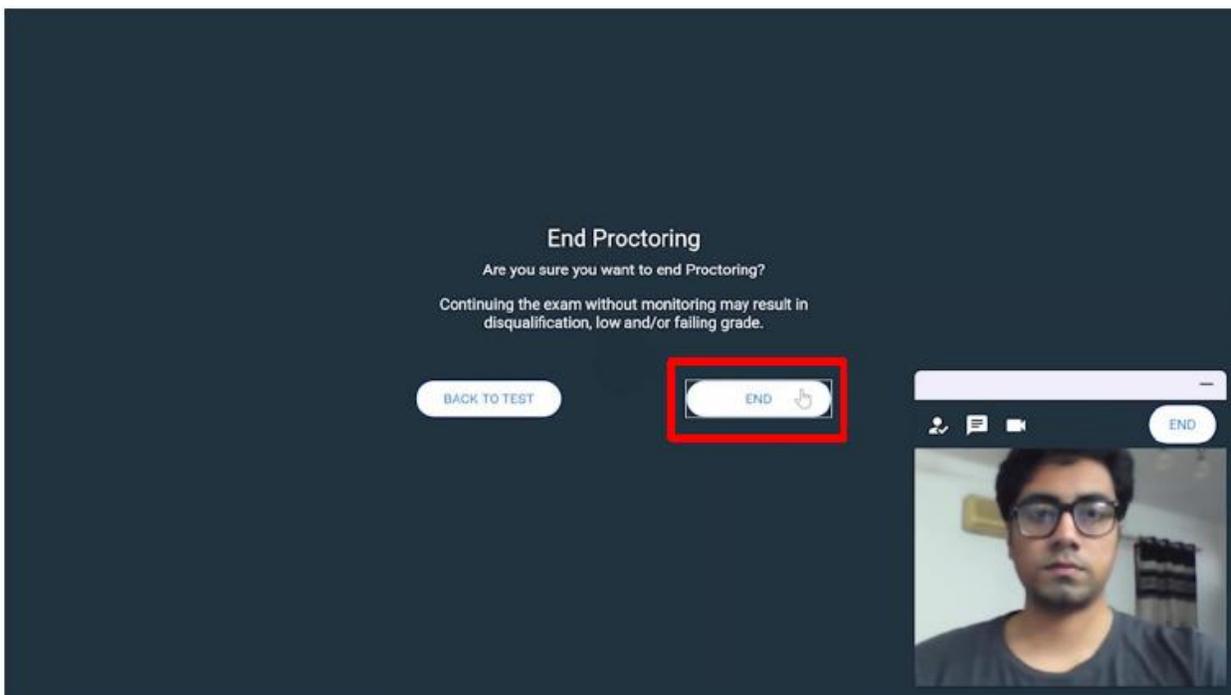
3. Paste the quiz password as shown below in the empty field and click on **“Start Quiz”**.
4. You may now take your exam. Good luck!

## Asking for help and finishing your exam

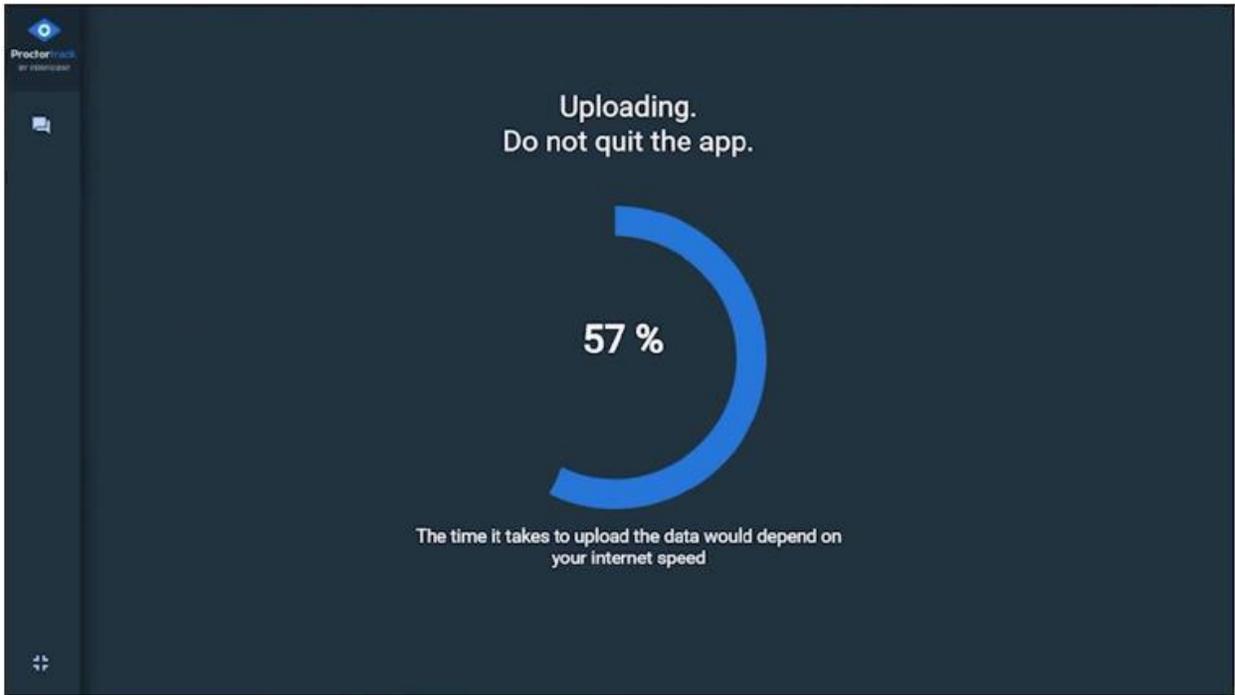
1. If you need support while using Proctortrack, you have the option to interact with support staff through the live chat feature. When you have answered all the exam questions, click the “END” button.



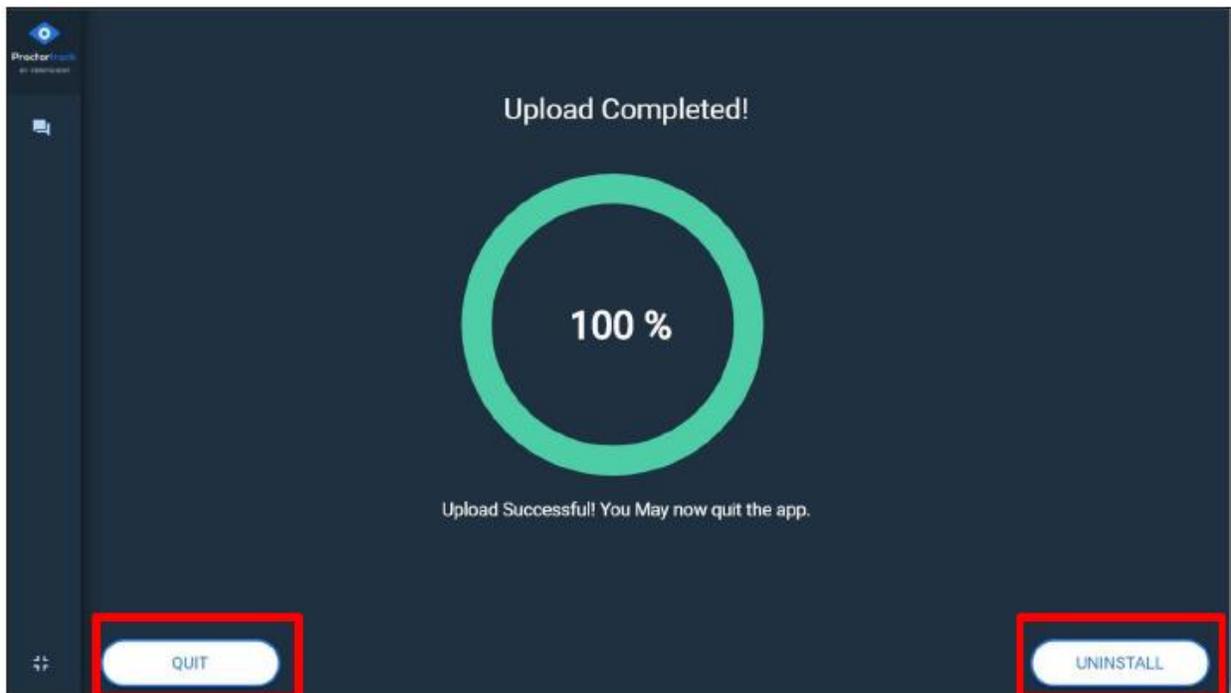
2. To confirm that you have completed your exam, click the “END” button near the middle of your screen.



3. Your test session will be automatically uploaded to Proctortrack within a few seconds



4. Once the upload finishes, your test session is complete! Both the buttons visible here will close Proctortrack. Click "**QUIT**" to save the application for use with later tests, or click "**UNINSTALL**" to remove Proctortrack from your computer. We recommend you uninstall Proctortrack after your exam session.



5. Close the app by clicking **End Proctoring**.

