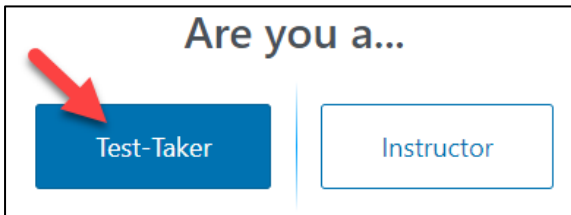


# LIVE+ Exam Guide

## STEP 1: Create your online profile with ProctorU

Go to <https://www.proctoru.com/portal/western-sydney-university>

1. Select  Sign Up  Test Taker

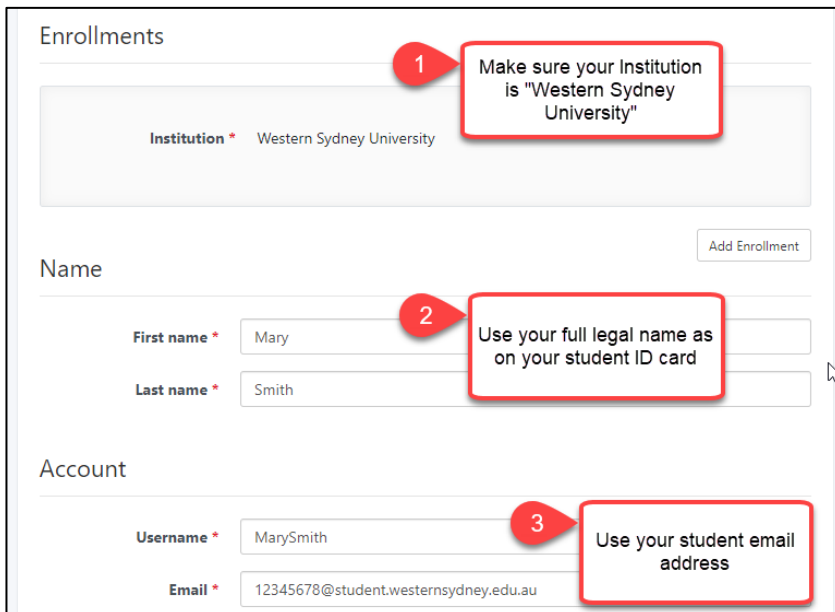


Are you a...

Test-Taker

Instructor

2. Institute – should be prefilled to **Western Sydney University**
3. Enter First Name/Given Name as on **Student ID card**
4. You **MUST** register with your student email address i.e. **12345678@student.westernsydney.edu.au**



Enrollments

1 Make sure your Institution is "Western Sydney University"

Institution \* Western Sydney University

Add Enrollment

Name

2 Use your full legal name as on your student ID card

First name \* Mary

Last name \* Smith

Account

3 Use your student email address

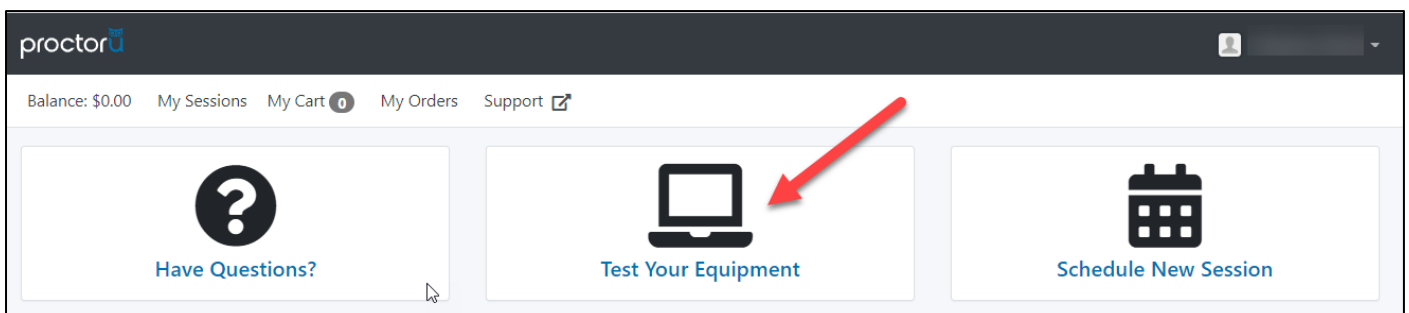
Username \* MarySmith

Email \* 12345678@student.westernsydney.edu.au

5. Set your **time zone** e.g. GMT +10:00 Australia/Sydney
6. Add contact **phone number** (for troubleshooting issues during exam)
7. Add **country** (Australia)
8. Review terms and select '**Create Account**'
9. You will receive a confirmation email from ProctorU. Open the email and **click on the confirmation link** to finalise your account setup.

## STEP 2: Test your equipment & Schedule your Exam Session

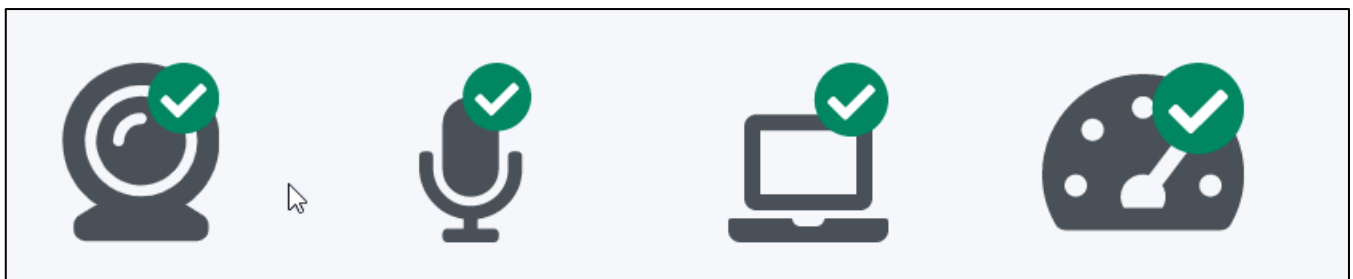
1. After your account has been verified, you MUST 'Test Your Equipment' on your profile page.



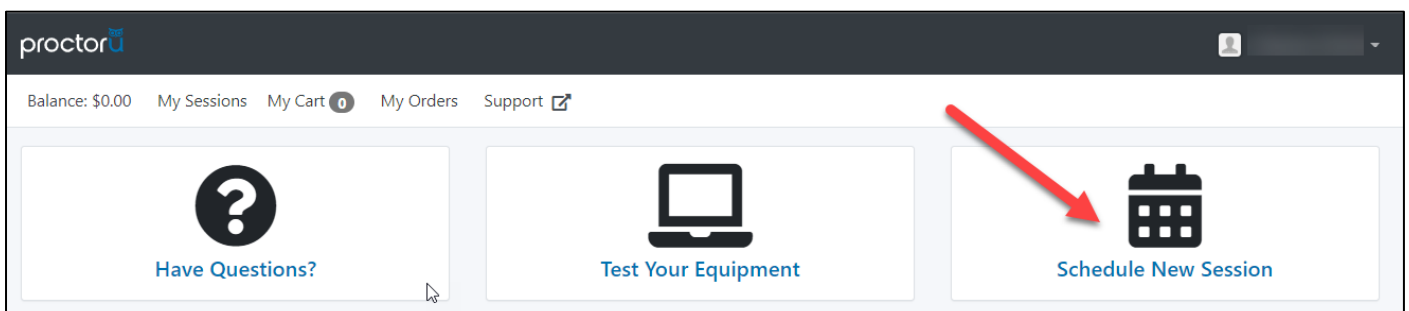
2. You will be asked to download the **Chrome ProctorU extension**. This will allow you to test your web cam, microphone, computer compatibility and internet connection. You will see the **Blue Owl** next to your Chrome address bar when installed correctly.



3. Make sure you get a green tick for all your equipment and have admin rights to your computer. (If you need technical support click [here](#) to go to the ProctorU tech support page)



4. Schedule your exam session by selecting 'Schedule New Session' on the profile home screen.



1. **Confirm Institute** → **Western Sydney University**
2. **Select Term** → **(This is your current semester, e.g. Autumn/1H)**
3. **Select Exam** → **Unit Number – Unit Name**
4. **Click on “Find Sessions”**

5. The date of your exam will appear in the calendar box.
  - You will need to **select a time** that is inside the time window indicated on your exam timetable i.e. AM session (09:30am- 12:30pm) & PM session (02:00pm-05:00pm).
  - Click the '**Find Available Times**' button. If no times are available, choose a later time.
  - After clicking “Select” you will be asked to **confirm** your session time by clicking “Schedule”
  - *Note: Session availability is based on ProctorU capacity and available slots at the time of selection. **The earlier you book the more choices you will have.***

6. You will see the confirmation screen when your request is completed. (Note: If you haven't registered 72hrs prior to exam start time, you will not be able to register).

proctorU

Balance: \$0.00 My Sessions My Cart 0 My Orders Support

Reservation complete.

## Your order was successful!

Print Receipt My Sessions

Session	Institution	Date & Time	Type	Price
100191 - Community Translation (UG)	Western Sydney University	06/16/2020 3:40PM AEST	Live+	\$0.00
<b>Total</b>				<b>\$0.00</b>

Reschedule

Payment Information

Payment Method

Credit on Account

7. On the home screen in your profile you will now see a countdown timer to your exam. You will also receive a reminder email 24hrs prior to your exam commencement.

Time to hit the books!  
Your next exam begins in:

26:22:36:56

DAYS HOURS MINUTES SECONDS

### STEP 3: Day Before Exam

1. Navigate to **vUWS** and check your exam information for the final exam.
2. Check resources allowed and ensure you have only these with you on the day.
3. Check how you will submit your exam. Whether you will need to upload your exam document or workings will be outlined in steps on your vUWS site. **Read them carefully!**

### STEP 4: Exam Day

1. Make sure you have a valid **Student ID** with you (You can use your Driver's Licence or Passport if your student ID has expired). You must be in a suitable private space where you won't be interrupted, no people or pets should be present.

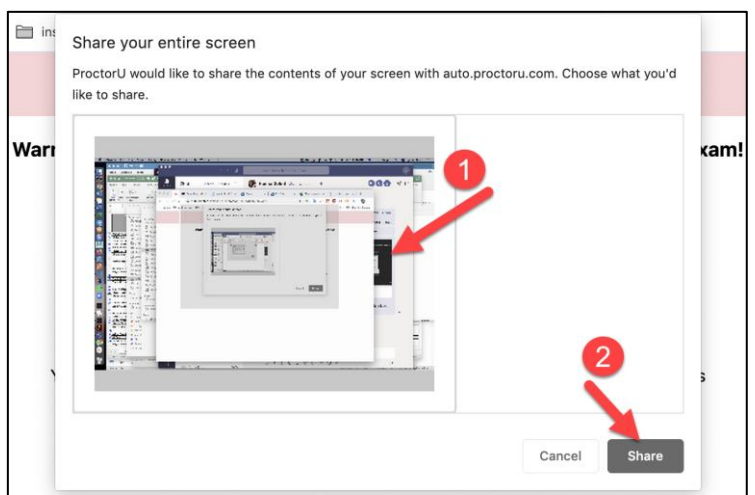
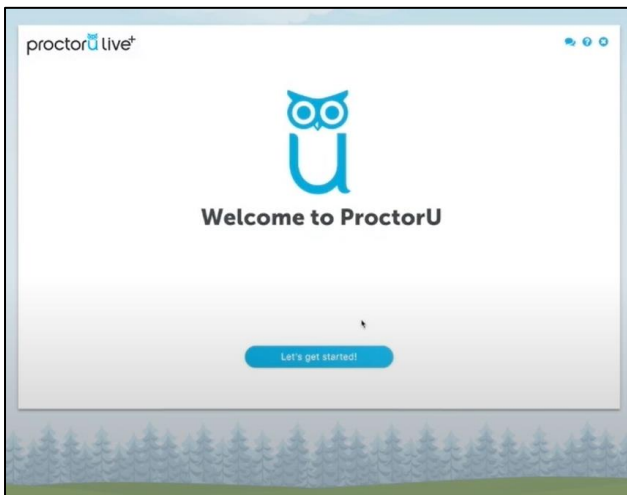
Once the exam begins you will not be able to leave your computer until the exam is complete. **Please use the restroom prior to your exam starting.** If you must go to the restroom during the exam it will be recorded as an absence from the view of the camera and may be reported to your Unit Co-ordinator for academic misconduct investigation.

2. Log onto ProctorU 10 minutes before your exam time. You should **test your equipment** again to make sure nothing has changed and you are ready to start your exam.

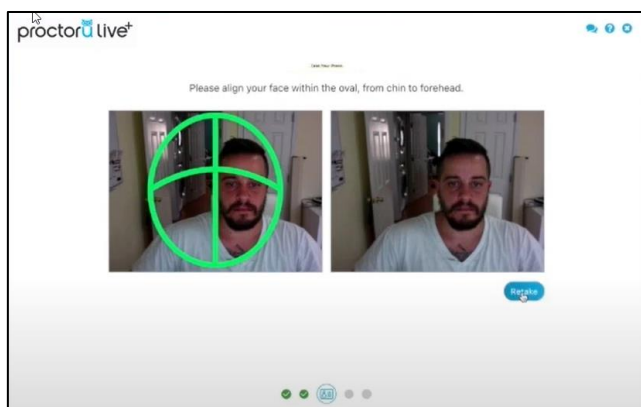
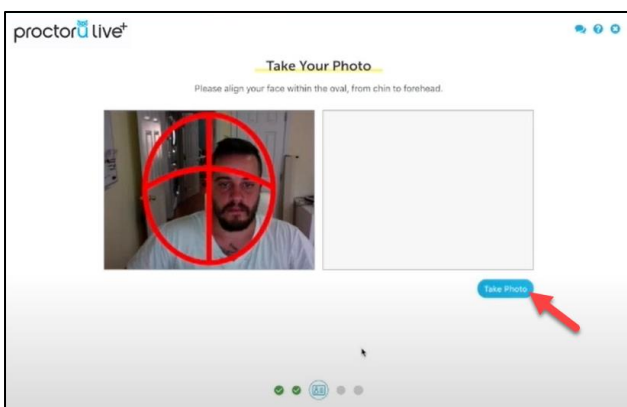
The countdown timer will change to a button when the time reaches 0:00. Click on “**Start Session**” to start your exam.



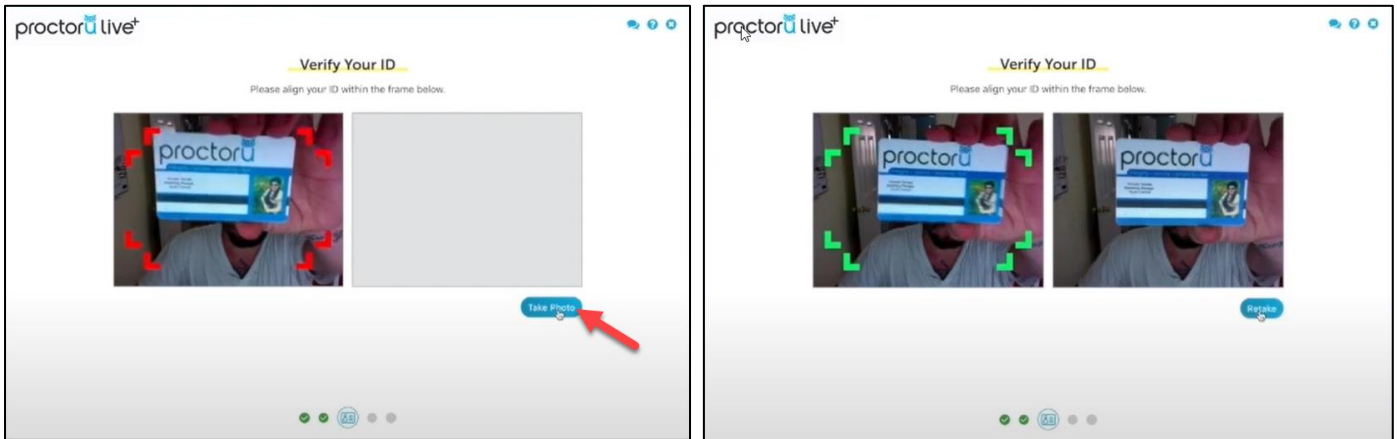
3. You will now see the ProctorU launch screen where you will need to click through a series of steps to launch the exam. You will also be required to share your screen in order to take your exam. You can watch the full process in this [VIDEO](#). (note: additional security questions are not required for WSU students)



4. After a quick computer check you will be required to confirm your identity by first taking a photo. You need to ensure your face is within the red circle and then **Click "Take Photo"** to take a picture. When the circle turns **green** you will move to the next stage.



- You will then need to take a photo of your Student ID (or driver's license or Passport) by lining it up within the red borders. You will also need to **Click "Take Photo"** this process is not automatic. When the borders turn **green** you will move to the next stage.

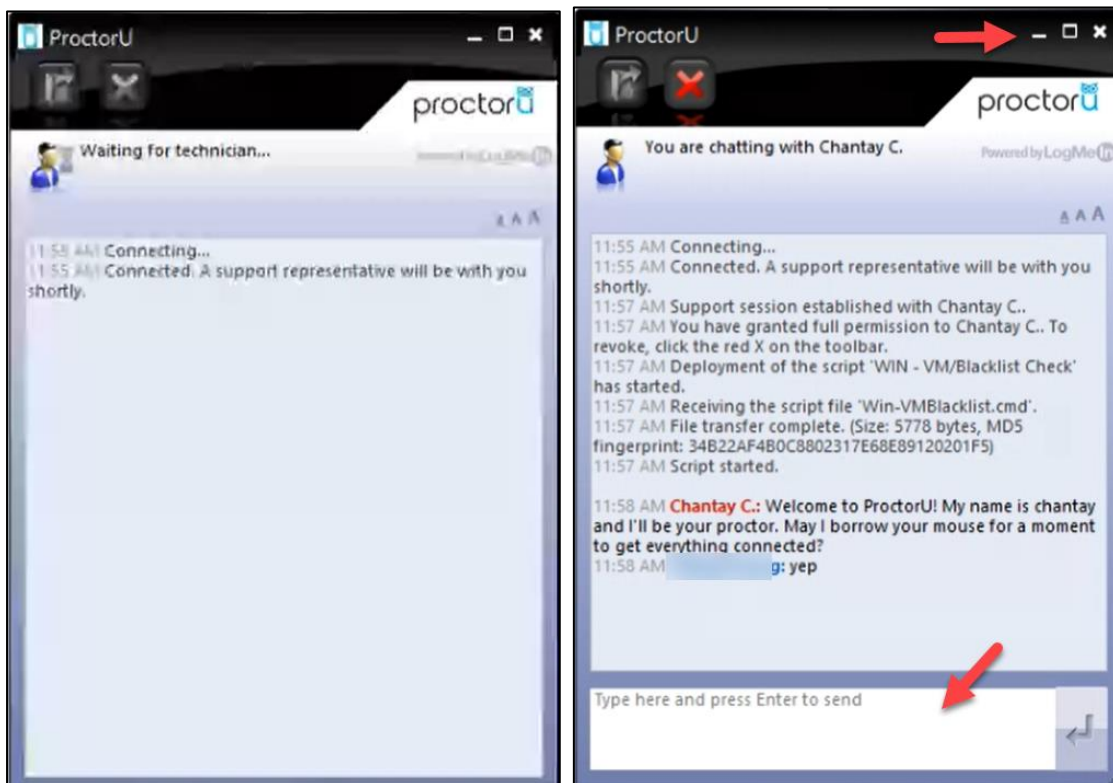


- You will then be asked to download the "LogmeinRescue" applet. This is an application file. You will need to locate it in your download folder and "run" it to begin your exam. Your security software may ask you to authorise installation. Click YES.

When the applet opens you may have to **wait up to 20 minutes** for your Proctor to connect. **Remain calm**, your exam time will not start until the Proctor has launched your exam.

When they connect, a **chat function** will appear at the bottom of the applet. Your Proctor will communicate with you through the applet. They may interrupt your exam if something has changed in your room, the web cam has moved, or to remind you not to talk.

**DO NOT CLOSE THE APP AT ANY TIME DURING THE EXAM UNTIL YOUR PROCTOR CONFIRMS YOU HAVE SUBMITTED YOUR EXAM.** You can minimise the app if it is in your way.



7. The Proctor will go through the following steps with you and may request to take control of your mouse.
- ✓ Confirm the **Unit Code and Unit name** of the exam you are sitting.
  - ✓ Ask to check your **Student ID** (or other ID) again
  - ✓ **Check your system** to ensure you are not using an extra screen and close any unnecessary applications
  - ✓ Ask you to place your **mobile phone** away from you and show where it is using the web cam
  - ✓ Ask you to show a **360-degree view** of your room and your desk to ensure it is clear
  - ✓ Check for any **allowed resources** (as listed in vUWS exam instructions)
8. The proctor will ask you to go to your **vUWS site** and navigate to your exam. Your proctor will then put in the exam password and your exam will begin. **DO NOT ATTEMPT TO PUT IN THE PASSWORD.** This is **NOT** your Western or ProctorU password. Only the proctor will know the exam password.

Enter Password: Begin Final Exam SAQ-MEQ Paper A

ENTER PASSWORD: BEGIN FINAL EXAM SAQ-MEQ PAPER A

Enter the Password to take the test.

Password

Monday, 27 April 2020 12:10:26 PM AEST

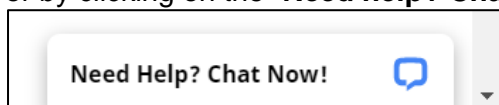
Click Submit to proceed.

Cancel Submit

9. When you finish your exam, before you submit, please **alert the proctor that you are submitting your exam**. Do not disconnect from the proctor (close the applet or stop screen recording) until they have confirmed the submission. If you run out of time and the proctor does not respond in time, submit your exam and wait for them to check you have submitted. This could take a few minutes. Please be patient.

## Support

You should contact **ProctorU** for support during the exam, either by typing in the “**LogmeinRescue**” applet or by clicking on the “**Need help? Chat now!**” button in the bottom right of your browser.



If you need further technical assistance BEFORE your exam you can contact ITDS on (02) 9852 5111 or email [itservicedesk@westernsydney.edu.au](mailto:itservicedesk@westernsydney.edu.au)

If you have any questions about your exams please contact the examinations team at [examinations@westernsydney.edu.au](mailto:examinations@westernsydney.edu.au)