



**MEDICAL SCIENCES COUNCIL
OF NEW ZEALAND**

TE KAUNIHERA PŪTAIAO HAUORA O AOTEAROA

**ONLINE EXAMINATIONS:
CANDIDATE HANDBOOK
Online Proctoring**

MAY 2022

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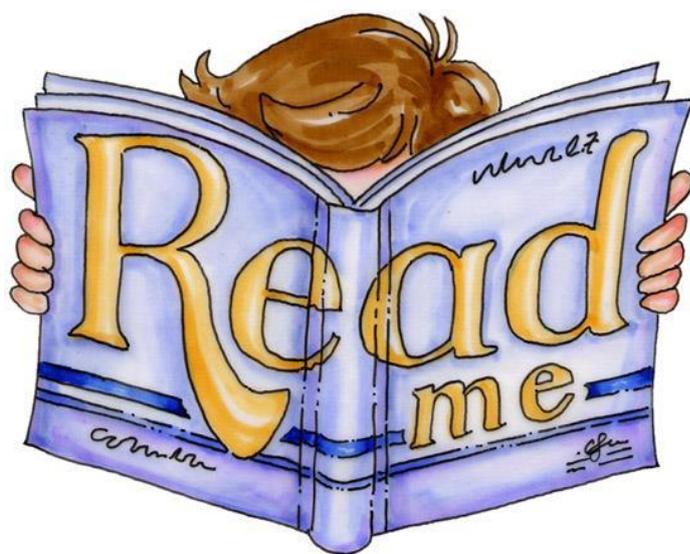
Introduction

From July 2022, the Medical Sciences Council (the Council) is introducing an online examination for practitioners whose qualification has been assessed as being non-equivalent to the Council's prescribed qualifications. In some instances, an online examination may be used as a return-to-practice pathway for registered practitioners who have not practiced for an extensive period of time.

This handbook provides information for examination candidates on the purpose and process for online examinations to assist you in preparing for the examination.

Please note this handbook should be read in conjunction with the Council's [Policy and Guidelines: Online Examinations \(June 2019\)](#)

Please make sure you read all of this handbook
before applying to sit an examination



Why do I have to sit an examination?

The Council has a legislative responsibility under the Health Practitioners Competence Assurance Act 2003 (the Act) to ensure all practitioners registered in medical laboratory science or anaesthetic technology have an appropriate qualification (inclusive of sufficient and relevant clinical experience) and meet the Council's fitness to practise requirements.

As an overseas-trained practitioner (or a practitioner with a qualification other than the prescribed qualification), you must provide details of your academic qualification along with a summary of your clinical experience. Your qualification is then assessed in terms of whether it is sufficiently aligned to the competence standards required of an entry-level practitioner in the scope of practice for which you are seeking registration.

If your qualification is assessed as being not equivalent, that is does not sufficiently cover all of the competence standards required to enable you to practise that scope of practice in New Zealand, then the Council may offer that you sit an online examination.

Candidates will have medical laboratory science or anaesthetic technology experience

An examination is based on an assumption that you will have acquired a sufficient level of base knowledge in respect of the safe and competent practice of medical laboratory science or anaesthetic technology.

There is a parallel assumption that you will have had formal training (even though your qualification has been assessed as being not equivalent) in the relevant scope of practice with appropriate and adequate post-qualification clinical experience.

What does an examination test for?

An online examination is used to assess your foundational knowledge in the scope of practice for which you are seeking registration. The examination is competence-based with a focus on the application of your medical laboratory science or anaesthetic technology knowledge in a clinical environment.

Questions are asked from the point of view of how knowledge is used to practice rather than a direct recall of your knowledge.

Examinations are linked to New Zealand Competence Standards

Before sitting an examination, you will need to make sure you are familiar with the competence standards the Council has set for the medical laboratory science or anaesthetic technology profession to be able to practise in New Zealand.

You can download a copy of the *Competence Standards for Medical Laboratory Science Practitioners* and the *Competence Standards for Anaesthetic Technology practitioners in Aotearoa New Zealand* from the Council's website at www.msccouncil.org.nz.

Examination Structure

Language

All examinations are set in English. Translated versions of an examination into another language are not available.

Examination length

An examination must be completed within a maximum period of 3-hours (180 minutes).

But you must allow for an additional hour to complete the examination entry procedures and post- examination activities. Therefore, you must allow for a total of 4 hours on the day of the examination.

4 hours

The total time you will need to allow for on the day of the examination

Multi-choice questions

An examination is set in a multi choice questions (MCQ) format where you are required to select the best possible answer from a selection of choices.

Question format

Exam questions are mostly set within two formats:

1. A single topic question
2. A vignette or clinical scenario

Graphs and images may be used with some questions.

All questions have four options, one of those being the correct answer and the other three incorrect answers (called *distractors*).

There is only one correct answer for each question.

Question Validity

Each question has been reviewed for content validity and statistical reliability prior to being included in an examination.

Examination question content

| | |
|---|---|
| 150 questions in total: - approx.75 questions in section 1 - approx.75 questions in section 2 | |
| Section 1: Generic Competencies | |
| Questions that relate to competencies generic to all medical laboratory science or anaesthetic technology scopes of practice | 45% - 55% of questions will relate to the generic competencies |
| Section 2: Scope-Specific Competencies | |
| Questions that relate to a specific scope of practice: <ul style="list-style-type: none">- Medical Laboratory Scientist- Medical Laboratory Technician- Medical Laboratory Pre-Analytical Technician- Anaesthetic Technician | 45% - 55% of questions will relate to scope-specific competencies |

45% - 55% of examination questions will be related to the medical laboratory science competence standards set out in Domains 1 to 5 of the Council's [Competence Standards for Medical Laboratory Science Practitioners in Aotearoa New Zealand](#).

The other 45% to 55% of examination questions will be related to the competence standards for the specific scope of practice for which you are seeking registration.

For anaesthetic technicians 45%-55% of the examination questions will be related to the anaesthetic technology competence standards set out in Domains 1-4 of the Council's *Competence Standards for Anaesthetic Technology practitioners in Aotearoa New Zealand*.

The other 45%-55% of the examination questions will be related to domain 5.

When selecting questions for an examination, the Examination Committee will ensure the number of questions per competence domain match up with the examination taxonomy as stated in the Council's [Policy and Guidelines: Online Examinations](#).

Examination Scoring

Pass / Fail

An examination is scored as a *pass* or *fail*.

Each correct answer is awarded one point and there is no deduction for wrong answers. Individual questions are not weighted and contribute equally to your examination score.

75% minimum pass for questions relating to competence domains 1-5 (medical laboratory science) or domains 1-4 (anaesthetic technology)

75% minimum pass for questions related to one of the scope specific domains

The pass score for an examination is set at a minimum of 75% in each of the two question sections – that is, 75% for questions relating to the generic competencies as set out in domains 1 to 5 (medical laboratory science) or domains 1-4 (anaesthetic technology), and 75% for questions relating to one of the scope-specific domains.

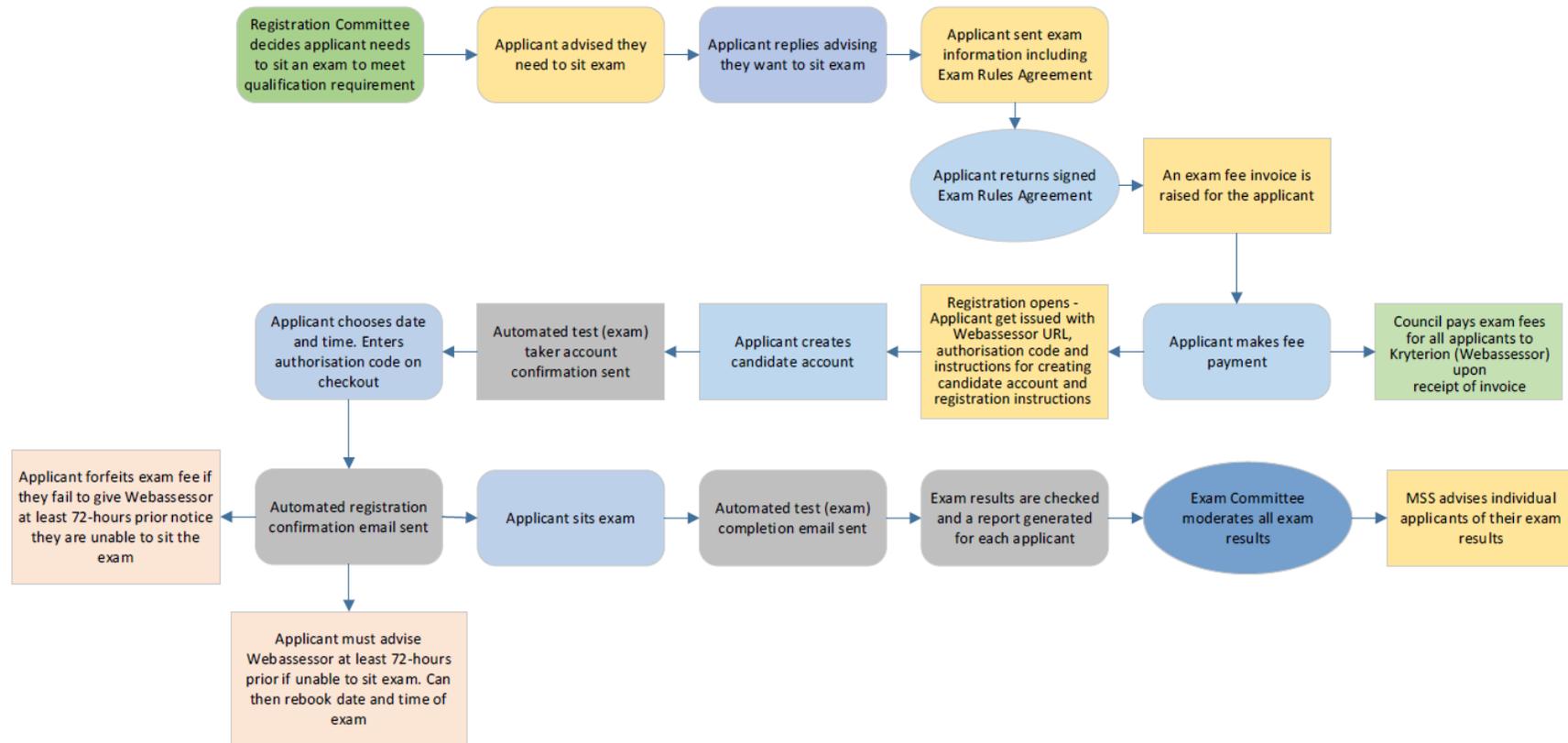
In the opinion of the Council, a 75% pass rate sets a level that indicates candidates are capable of safe and ethical practice.

Moderation of Examination Scores

A score may be adjusted after an examination has closed and been sat by registered candidates. An example¹ is where a subsequent moderation of an examination identified a particular question and its answer (and/or distractors) may have been impossible to select accurately. That may have been due to the grammar or expression used, and/or there being more than one reasonable answer to the question. In such circumstances the questions may be removed from the examination and marks for all candidates adjusted accordingly.

¹ Please note this example is given as an illustration only

Registering for an online examination: an overview



Registering for an examination

You will be advised if sitting an online examination is required for the Council to progress your registration application.

You must advise the Council you want to sit an examination

You must advise the Council in writing (via email) that you will sit an online examination.

You must send a signed Examination Rules Agreement

Upon receipt of your confirmation that you will sit an examination, you will be sent an information package that includes an Examination Rules Agreement (refer to Appendix 1).

You must sign and return the Examination Rules Agreement (by email is acceptable).



You will not be able to proceed any further with registering for an online examination until the Council has received your **signed and dated Examination Rules Agreement**.

You must pay an examination fee

Once the Council has received your signed Examination Rules Agreement, you will be sent an invoice for the examination fee. The examination **fee** is set at **\$2570.90** inclusive of GST or **\$2235.57** exclusive of GST. Your examination fee invoice will advise if your payment is to be inclusive or exclusive of GST.

Once payment has been confirmed, you will be provided with the URL to the online examination portal and a unique authorisation code.

Setting up your candidate account

Before you can register for the exam, you must create a candidate account on the online examination portal (Webassessor). You will need to have your registration code and be required to enter your contact details and create your own username and password.

Choose an examination date time and venue

Once you've created your candidate account, you will be able to select a date and time to sit your online examination. You will be required to enter your unique authorisation code to complete your registration for the examination.

Online Proctoring

You will need to complete your examination online. Online proctoring means that you log on through the internet to take your examination. You are monitored by a proctor employed by Kryterion Inc during your entire testing session in real-time. This monitoring involves your face, voice, desk and workspace being captured via a webcam. A recording is made of these images for examination security and the integrity of the examination process.

Preparing for your examination

It is important that you take time to prepare for your online examination.

You can sit a practice examination

Sitting a practice exam can help you to become familiar with the structure and question style of a typical examination. Before you can access a practice examination, you must have completed the set-up of your candidate account on the Webassessor website.

You can sit a practice exam as many times as you like and there is no cost involved. You will receive your exam results immediately and then use those to assist with your other preparations.

Please note questions contained in a practice examination are not included in a real-time examination.

Examination reference texts

All examination questions are linked to reputable and contemporary medical laboratory science or anaesthetic technology reference resources.

A list of reading resources has been provided in Appendix 2. While this list provides a reasonable cross section of academic and professional material used in developing examination questions, it is not exhaustive.

When searching other reference and resource materials, you should take care to ensure the material is relevant to current professional practice. You must also be aware there are specific legal and practice requirements in New Zealand. Please take care when using resources that reference overseas laws, regulatory requirements or specific practice requirements as they may differ from practice in New Zealand.

If you have a disability, you can request additional supports for the day of the examination

If you have a disability, you are able to request support for appropriate assistance to sit the examination, for the following special needs:

- A visual impairment. The examination can be delivered with larger fonts and higher contrasting colour, and reader assistance.
- A hearing impairment. Support can be provided to ensure examination supervisors communicate instructions in a satisfactory manner.
- Other physical or mental impairments must be supported by appropriate documentation provided by the candidate and will be considered on a case-by-case basis.

You must make sure you email your special needs request to the Council at msc@medsci.co.nz at least 30-days prior to your scheduled examination date

What to do if you are unable to make your scheduled examination

You have up to 72-hours before your scheduled examination date and time to advise Webassessor and the Council that you are unable to sit your examination on that day. You will then be given instructions on how to re-apply to sit your examination on a different day, at no additional cost.

If you fail to advise Webassessor and the Council at least 72-hours prior to your scheduled examination date, you are unable to claim any refund for your pre-paid examination fee. You will need to make a new application to sit an online examination which is inclusive of paying another examination fee in full.

Special considerations

In some instances, you may ask for a special consideration in respect of being unable to sit or complete an examination due to circumstances beyond your control. You may be given an opportunity to re-sit an examination at the next available date without incurring an additional examination fee.

Special considerations are not a means for circumventing the Council's usual examination process and are only accepted from eligible candidates. Special considerations are only considered upon receipt of adequate supporting evidence and will only be approved if the Council's Examinations Committee agrees there were exceptional circumstances beyond your control.

Special consideration will not lower the required pass mark, nor will it improve your overall score.

The only possible outcome of a special consideration is that you may be allowed to sit or re-sit an examination without incurring an additional examination fee

Special consideration situations may include:

- acute illness such as a hospital admission, sudden onset, or serious illness
- loss or bereavement such as the death of a close family member
- hardship or trauma – for example, being a victim of a crime, having a severe disruption to domestic life
- unforeseen call-up for service such as military service, court appearance, jury service
- extraordinary work commitments beyond your control. An official letter from your employer confirming the situation must be attached to your special consideration application
- an unresolved computer malfunction at the test centre
- an emergency event necessitating an evacuation

A request for special consideration based on the content of an examination will **NOT** be considered

The day of your examination

You will undergo a security check

You will be monitored by a proctor employed by Kryterion Inc during your entire testing session in realtime. This monitoring involves your face, voice, desk and workspace being captured via a webcam. A recording is made of these images for examination security and the integrity of the examination process.

The Required Testing Environment

- The room is well lit, quiet, and free from distraction.
- The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse.
- Lanyards/badges, watches, bracelets, and necklaces are not permitted to be worn during testing. Please remove all items from your neck and wrists.
- Religious garb is subject to visual inspection for recording devices or unauthorised test aids before being permitted.
- Glasses are subject to visual inspection for recording devices before being permitted.
- Interaction with another individual during your test session is not permitted.
- You may not use dual monitors.
- You cannot take a break for any reason. If you leave the workstation during the exam. Kryterion will inform the MRTB.
- You may not lean out of the camera view during your test session. The proctor must be able to see you at all times.
- Cell Phones are not permitted in the testing area.
- Reading the exam aloud is prohibited.
- You will be recorded during the entire exam experience.

Materials allowed/not allowed in the examination room

| | |
|---|--|
|  |  <p>Cell Phones are not permitted in the testing area.</p> |
|  | <p>Personal Items</p> <p>Lanyards/badges, watches, bracelets and necklaces are not permitted to be worn during testing.</p>  |

| | |
|---|---|
|  |  <p>You may not use dual monitors.</p> <p>The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse.</p> |
|  |  <p>Water is not permitted in the examination room</p> |
|  | <p>You may not lean out of the camera view during your test session. The proctor must be able to see you at all times.</p> |

Reporting problems

You must immediately advise Kryterion of any computer problems, noise disturbance, or other distractions that affect your ability to take the exam. Failure to do that will not usually be accepted as mitigating circumstances after the exam.

If the issue is not resolved and you believe it will affect your examination outcome, you must notify Kryterion and the MSC Examinations Coordinator immediately.

Examination results

You will be provided with your examination results approximately 3-weeks after you sat the examination. Please do not expect to receive your results any sooner as this is the minimum amount of time needed to analyse the examination results for all candidates, and to conduct a post- examination psychometric assessment to ensure all questions were fair, valid and reliable.

Your examination results will be sent to your email address and reported as a *pass* or *fail*.

Failing an examination

Should you fail an examination, you will receive limited feedback indicating the domains where your examination performance suggests you should apply additional focus and preparation for any future attempts.

There are a limited number of times you can sit an examination

| | | | |
|-----|-----|-----|-----|
| 1 ✓ | 2 ✓ | 3 ✓ | 4 ✗ |
|-----|-----|-----|-----|

You can take an examination up to a maximum of three attempts – that is, the first examination and then up to two more attempts.

You must sit your first examination within the 12-month period from the date you were advised an examination was required. Any subsequent attempts must be taken within the 12-month period subsequent to you sitting your first examination. There must be a gap of at least 3-months between each examination attempt.

If you fail the examination after three attempts, the Council is of the general view that you have demonstrated an inability to apply foundational knowledge and concepts to the minimum level required for the safe practice of medical laboratory science or anaesthetic technology in New Zealand. In this instance, you would be advised by the Council that they propose to decline your application for registration. In accordance with New Zealand legislation, you will be given an opportunity to be heard in respect of the proposal to decline your application.

Appendix 1: Examination Rules Agreement³

As an examination candidate, you are subject to rules of ethical and professional conduct. Failure to comply with the rules of the examination may be regarded as a breach of professional conduct.

The Medical Sciences Council (the Council) regards misconduct during an examination as a serious matter. Any allegation of misconduct against you will be investigated by the Council and may result in you being denied registration.

In the instance that you already hold registration with the Council (e.g. you are sitting an examination as a return-to-practice practitioner), an allegation of misconduct may be referred for a substantive investigation by a Professional Conduct Committee with the potential for charges to be laid with the Health Practitioners Disciplinary Tribunal.

- Misconduct includes, but is not limited to: attempting to take any reference material (electronic or hard copy), personal items or other materials including phones, watches, pens into the examination space
- attempting to access the Internet in the examination space
- fraudulent behaviour in the form of – falsifying results, using falsified identification documents, attempting to copy from another candidate, pretending to be someone else, or arranging for a third party to take your place for the examination
- failing to comply with the instructions of an examination supervisor (proctor)
- engaging in disruptive behaviour during the examination – i.e. attempting to talk to other people during the examination
- behaving in such a way to undermine the integrity of the examination
- attempting to record the examination material and/or attempting to share the examination material with other parties by means of written notes, audio/video recording or social media
- threatening, violent or inappropriate behaviour towards the Council’s staff or examination supervisors (this may also result in a referral to the police)
- directly contacting or attempting to directly contact the examination supervisors before or after an examination for any reason.

Should an examination supervisor have a reasonable concern about your ability to properly establish your identity or there is concern that identity documents are being misused, you will be refused access to the exam. Refused access to the exam will result in a forfeiture of your prepaid examination fee.

Declaration:

I declare that I have read, understood, and accept the Examination Rules Agreement of the Medical Sciences Council, as stated above.

Full Name:

Registration code:

Scope of practice:

Intended Examination Month:

Country in which you will sit the exam:

Date:

Signature:

³ The Examination Rules Agreement document has been adapted from similar documents published by the Medical Council of New Zealand

Appendix 2: Reading Resources

Health and Disability Commissioner. (2014). Code of Health and Disability Services Consumer's rights.

<http://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-servicesconsumers-rights/>

Health practitioners Competence Assurance Act 2003

www.legislation.govt.nz/act/public/2003/0048/latest/DLM203312.html

Privacy Act 1993 <http://www.legislation.govt.nz/act/public/1993/0028/latest/DLM296639.html>

Textbooks - General

K, Finnegan. (2014). *Pre-analytical Variables in Laboratory Testing. Vol28 (3): p10-12. Clinical Leadership & Management Review.*

Reed., Holmes. Weyers and Jones. (2nd Edition). *Practical Skills in Biomolecular Sciences.*

Rhoads, D. G. (Fifth edition). *Lab Statistics Fun and Easy A practical approach to method validation.*

Turgeon, M. L. (8th edition). *Clinical Laboratory Scienc.* 2020. Elsevier.

Turgeon, M. (2016). *Linne & Ringsrud's clinical laboratory science: Concepts, procedures, and clinical applications.*

Medical Testing 7 Second Edition

Internet resource

www.msccouncil.org.nz

<http://www.ianz.govt.nz>

www.handhygiene.org.nz

<http://onlinestatbook.com>

<https://www.lgcgroup.com>

<https://www.medicinenet.com>

<https://www.nzblood.co.nz>

<https://m.healthinfo.org.nz>

<https://www.hazardoussubstances.govt.nz>

AT

Competence Standards for Anaesthetic Technicians in Aotearoa New Zealand (Revised November 2018)

https://www.msccouncil.org.nz/assets_mlsb/Uploads/RP-MS003-V3-AT-Competence-Standards-Nov2018-v2.pdf

https://www.msccouncil.org.nz/assets_mlsb/Uploads/2020-Jun-V2-MS0-Code-of-Ethical-Conduct.pdf

Al Shaikh, B., Stacey, S. Essentials of Anaesthetic Equipment, 4th Edition (2013), Churchill Livingstone, Edinburgh, U.K.

Aitkenhead, A.R., Moppett, I.K. and Thompson, J.P. (Ed)(2013) Smith and Aitkenhead's Textbook of Anaesthesia. 6th Ed. ChurchillLivingstone

<https://www.nzblood.co.nz/assets/Transfusion-Medicine/PDFs/Transfusion-Medicine-Handbook-2016.pdf>

Aitkenhead, A.R., Moppett, I.K. and Thompson, J.P. (Ed)(2013) Smith and Aitkenhead's Textbook of Anaesthesia. 6th Ed. ChurchillLivingstone

Al-Shaikh, B. and Stacey, S.G. (2019) Essentials of Equipment in Anaesthesia, Critical Care and Perioperative Medicine, Elsevier Ltd.

Moppett, I.K., Thompson, J.P. and Wiles, M (Ed) (2019) Smith and Aitkenhead's Textbook of Anaesthesia. (7th edition). ChurchillLivingstone

Yentis, S. M., Hirsch, N. P., & Ip, K. (2018). Anaesthesia, Intensive Care and Perioperative Medicine A-Z: An encyclopaedia of principles and practice. (6th edition). Elsevier.

Allman, K., Wilson, I. & O'Donnell, A. (2016). Oxford handbook of anaesthesia. (4th edition). Oxford University Press

"Being aware of and being well read in areas of anaesthetic interest in airway management, crisis management and general perioperative practice from a variety of journals such as –

- Anaesthesia and Intensive Care,
- British Journal of Anaesthesia,
- Continuing Education in Anaesthesia, Critical Care & Pain,
- Journal of Perioperative Practice,
- Journal of Perioperative Nursing
- Pediatric Anaesthesia.

Additional guidelines and articles relating to the practice of Anaesthesia may be found on the following websites:

- Australia & New Zealand College of Anaesthetists (ANZCA)
- Association of Anaesthetists of Great Britain & Ireland (AAGBI)
- Fellowship of the Royal College of Anaesthetists (FRCA)
- Medical Sciences Council of New Zealand (MSCNZ)

MLS

Competence Standards for Medical Laboratory Science Practitioners in Aotearoa New Zealand (Revised November 2018).

https://www.msccouncil.org.nz/assets_mlsb/Uploads/2018-Nov-V2-MSCC-Competence-Standards-MLS.pdf

Australian and New Zealand Society of Blood Transfusion. *Guidelines for transfusion and immunohaematology laboratory practice*.

https://anzsbt.org.au/wp-content/uploads/2021/01/FINAL-Guideline_-_for_Transfusion_and_Immunohaematology_Laboratory_Practice_Published_20210125.pdf

Daniels, G. (2013). *Human Blood Groups*. 3rd ed. E-book: Wiley.

Bishop, M.L., Fody, E.P., and Schoeff, L.E. (2017). *Clinical Chemistry: Techniques, Principles, Correlations*. 8th ed. Philadelphia: Wolters Kluwer.

Delves, P.J., Martin S.J., Burton, D.R., and Roitt, I.M. (2017). *Roitt's Essential Immunology*. 13th ed. E-Book: Wiley.

Keohane, E., Otto, C., and Walenga, J. (2019). *Rodak's Haematology: Clinical Principles and Applications*. 6th ed. Newark: Elsevier.

Suvarna, S.K., Layton, C., and Bancroft, J.D. (2019). *Bancroft's Theory and Practice of Histological Techniques*. 8th ed. Newark: Elsevier.

Procop, G.W., Church, D.L., Hall, G.S., and Janda, W.M. (2020). *Koneman's Color Atlas and Textbook Of Diagnostic Microbiology*. 7th ed. Burlington: Jones and Bartlett.

Carroll, K.C., Pfaller, M.A., Landy, M.L., McAdam, A.T., Patel, P., Richter, S.S., Warnock, D.W. (2019). *Manual of Clinical Microbiology*. 12th ed. ASM Books.



Online Testing Requirements: What You Need to Know

Summary: Online or remote proctored exams should be done on a personal computer, no virtual machines are allowed, and the LockDown Browser download/installation may require an administrative user account.

Solution (Public)

Kryterion strongly recommends use of a non-work related or personal computer for online proctored (OLP) exams.

Virtual machines are not allowed.

Chromebooks are not supported at this time.

In order to participate in an OLP exam, you must download and install the provided LockDown Browser software. This may require Administrator privileges on your system.

Those administrative user privileges may not be available in corporate networks. This is why we ask you to use a non-work related or personal computer for online proctored exams.

Windows Minimum System Requirements:

Hardware:

- A minimum of 50MB available space
- Screen resolution of 1024 x 768 or greater
- Webcam and microphone (external webcams must be USB)
- An English (QWERTY) keyboard

Software:

- Windows 8.1 or 10

- Windows 11
- The latest version of Google Chrome or Firefox

Macintosh Minimum System Requirements:

Hardware:

- A minimum of 50MB available space
- Screen resolution of 1024 x 768 or greater
- Webcam and microphone (external webcams must be USB)
- An English (QWERTY) keyboard

Software:

- High Sierra
- Mojave
- Catalina
- Big Sur (Latest Version)
- Monterey (Latest Version)
- The latest version of Safari, Google Chrome, or Firefox

Additional Considerations:

Kryterion highly recommends disabling all software that can interfere with your online proctored exam. This includes, but is not limited to, pop-up blockers, antivirus software, firewalls, VMWare/Bootcamp, Skype, Photobooth and TeamViewer.

Internet Connection Requirements:

- Minimum Download: 1.0 Mbps
- Minimum Upload: 1.0 Mbps
- Your system's download speed should equal or exceed the upload speed for optimal operation. If it doesn't, reboot your modem and router.
- Ping should be under 200ms
- Jitter should be under 50ms

***Before downloading the LockDown Browser, Kryterion urges you to test your equipment at: www.KryterionOnline.com/SystemCheck**

How to Install Sentinel Secure

Solution (Public)

Security Considerations

Kryterion strongly recommends disabling all software that can interfere with your online proctored (OLP) exam. This includes, but is not limited to, pop-up blockers, antivirus software, firewalls, VMWare/Bootcamp, Skype, Photobooth and TeamViewer.

If your security software lets you “allow” Sentinel, you may still find it necessary to disable it and other programs in order to launch Sentinel successfully. Ask your system administrator for help in managing your system settings, if you need it.

After you complete your exam, you are responsible for re-enabling previously disabled programs.

Before You Install Sentinel

Uninstall existing versions of Sentinel:

- Web Sentinel
- Sentinel Secure
- Kryterion Sentinel
- Sentinel

In Windows...

- Click on Start/Windows, go to Control Panel
- Find and select Programs > Uninstall a Program.
- Right-click each Sentinel listing and select Uninstall.

In MAC OS...

- Open Finder
- Open the Applications folder; locate the program
- Click and drag it to the trash can
- Right-click the trash can and choose Empty Trash

Install Sentinel Secure in Windows

1. Log in to your system as an Administrator.
2. Close all open applications and log into your Webassessor account.
3. Click the **My Assessments** tab, then click the Install Sentinel button. Note: Some test sponsors require you to enroll in an exam in order to enable the Install Sentinel button.
4. If your browser is...
 - Internet Explorer, click Run.
 - Chrome, click Setup.exe.
 - Firefox, click Save File. After Setup.exe downloads, double-click it.
5. The *Do you want to allow this app to make changes to your device?* dialog appears. Click Yes.
6. After the Sentinel Secure Setup appears, click Next.
7. Read and accept the terms of the End-User License Agreement. Then click Next.
8. Click Install and Finish.

Install Sentinel Secure in Mac OS

1. Log in to your system as an Administrator.
2. Close all open applications and log into your Webassessor account.
3. Click the My Assessments tab, then click the Install Sentinel button.
4. If your browser is...
 - Safari, installation should begin automatically. If not, double-click the Sentinel Secure package.
 - Firefox, select "Save." After Setup.exe downloads, double-click it.
 - Chrome, click Download SentinelSecure.pkg.
5. The *Welcome to the Sentinel Installer* dialog opens. Click Continue.
6. Click Install.
7. Note: Your system may require you to enter your Administrator password before installation. Afterward, click Install Sentinel. Then click Close.

Create A Biometric Profile / Enrol in Biometrics

Solution (Public)

Biometric “markers” are unique but measurable characteristics used to confirm your identity digitally. Examples include fingerprints and facial measurements.

Your test sponsor may need you to confirm your identity using one or both of these Biometric tools: keystroke verification (i.e., typing style) and facial recognition.

If so, you must create a Biometric profile. Then, just before you start your exam, you must demonstrate that your current biometrics match the original profile. This allows the exam to proceed.

Close all other applications/webpages to which your webcam is streaming before creating your Biometric profile.

Don't miss this video!

Please view our [Tips for Successfully Taking and Matching Your Biometric Photo](#) video! This two-minute best practices video can save you time and frustration later.

For best results...

- Use the same computer for your Biometric enrollment as you will use to take your exam!
- Use a standard English-language QWERTY keyboard or access [Microsoft's Support Website for instructions on modifying your keyboard](#).
- Don't enter special characters (such as é).

To Get Started:

1. Log in to your test sponsor's Webassessor portal.
2. Open the My Assessments page. Click the Enroll in Biometrics button.

3. Note: If it isn't there, that means you completed your Biometric profile earlier. You're done.

For Online Proctored Exams

Before you can launch your exam, you must complete the following steps:

Step 1 **Install Sentinel**

If you have not installed the latest Sentinel or you are unsure, click the button above and run the installation program.

Step 2 **Enroll In Biometrics** 

Create your Biometric Profile - If you have not completed your Biometric Enrollment, a button will appear above. You must complete the Biometric Profile prior to taking an OLP test.

4. A *Do you want to allow this app to make changes to your device?* dialog appears in Window. Click Yes. Mac users see a similar option. phrased differently.

5. Allow the application to load.

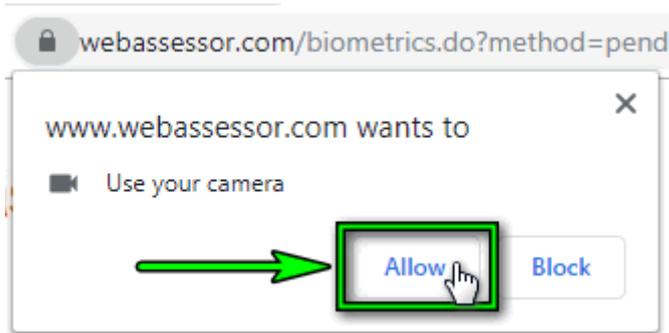
6. A Terms of Service screen opens. Read it, then click the Yes, I agree button.

7. You will be redirected to the Biometric Enrollment type that has been enabled by your Test Sponsor for your registered exam.

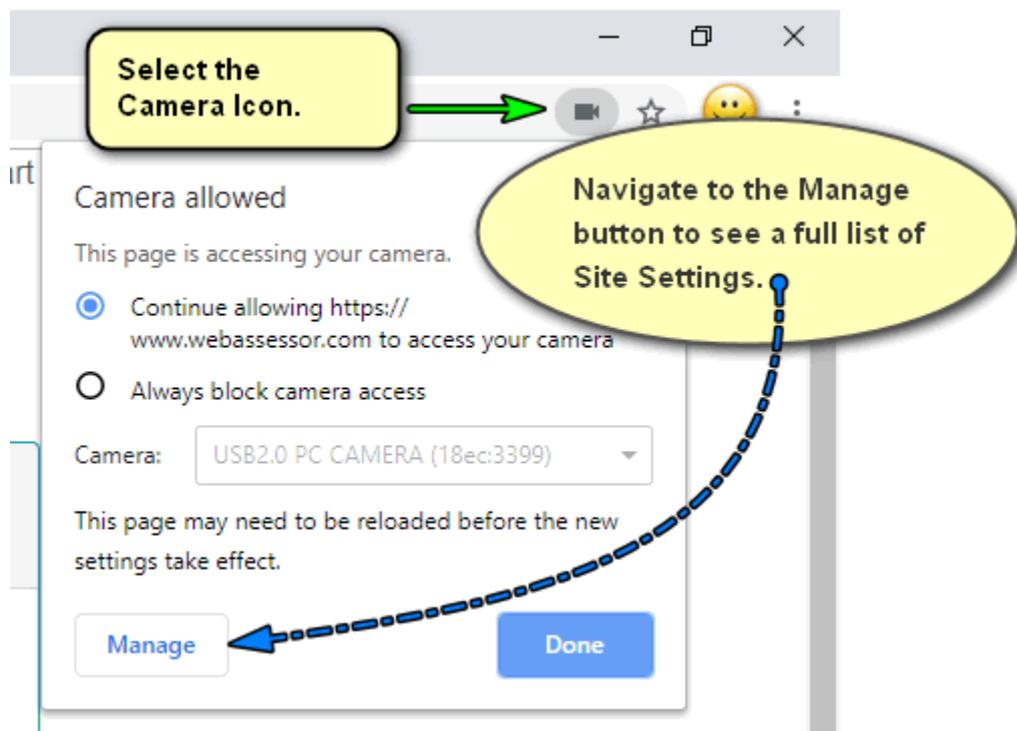
Enable your Video Feed for Biometric Enrolment

Webassessor will require access to your Integrated (built in) or External (USB) Camera in order to complete the Biometric Photo Enrolment process:

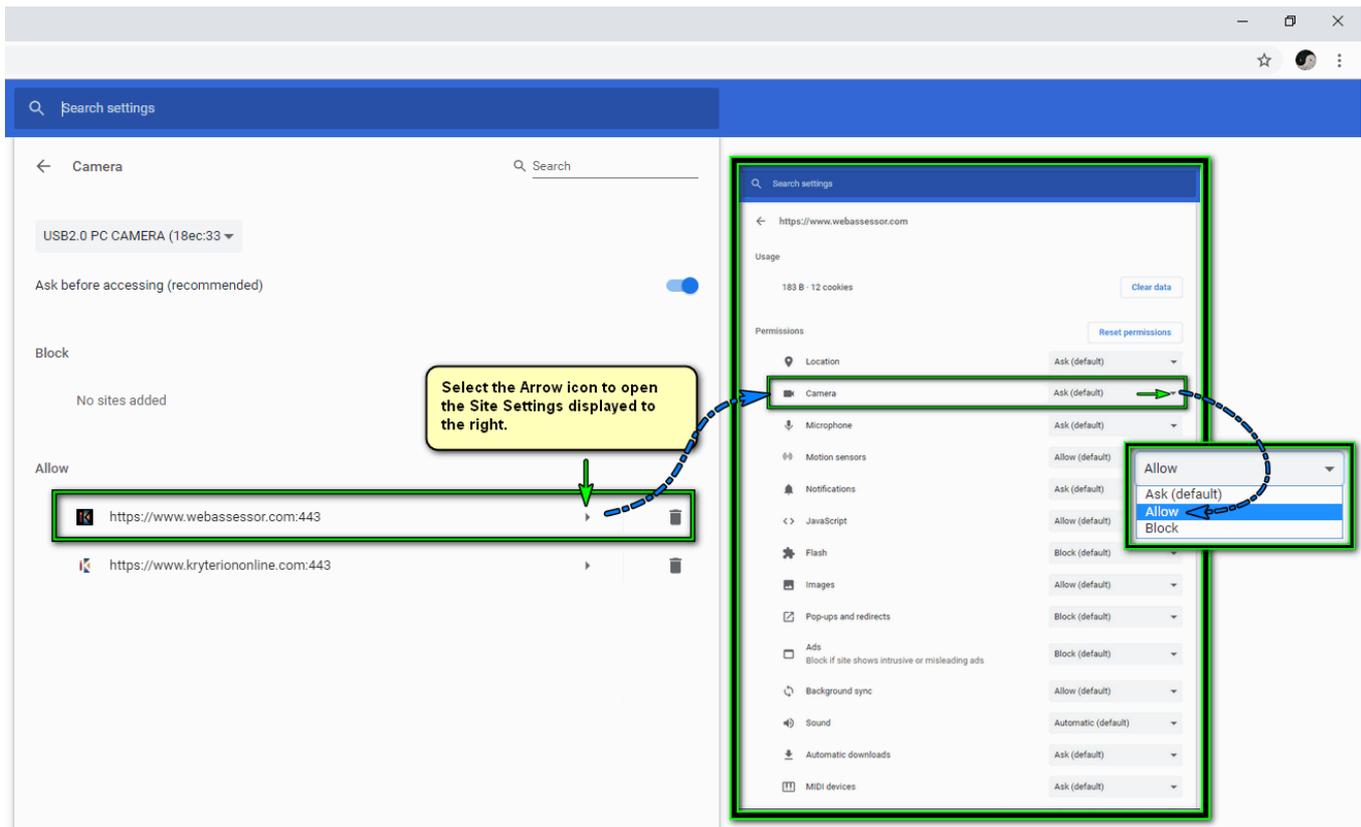
- To allow Webassessor access to your camera device, select **Allow** when prompted as shown below



- If your browser does not prompt you to **Allow** Webassessor to access your camera, you may manually toggle this setting by selecting the camera icon located at the top right corner of the URL address bar



- Locate and select the **Arrow** associated to <https://www.Webassessor.com>.
- Then, locate and select the **Arrow** associated to the **Camera**
- Select **Allow**, now you may close the **Site Settings** tab on your web browser.



- Finally, you will need to log out of your Webassessor Account and log back into your Webassessor account.

If Keystroke Verification is required

- A Keystroke Verification screen appears.
- Typing at your normal speed, enter your name (as displayed on screen) in the text box and hit the Enter key.
- Repeat this process until this screen display changes.

If Facial Recognition is required

- Sit directly in front of your webcam.
- Look directly at your own image on the screen.
- If you wear glasses, remove them.
- Avoid uneven lighting, low lighting, etc.
- Click the Start button.
- When the screen display changes, the Biometric profile is complete.

For details about installing the Sentinel LockDown Browser, see [How to Install Sentinel Secure](#)

For details about installing the Respondus LockDown Browser, see How to Install Respondus

Not all test sponsors require Biometric Photo enrollment.

Not all test sponsors require Keystroke authentication.

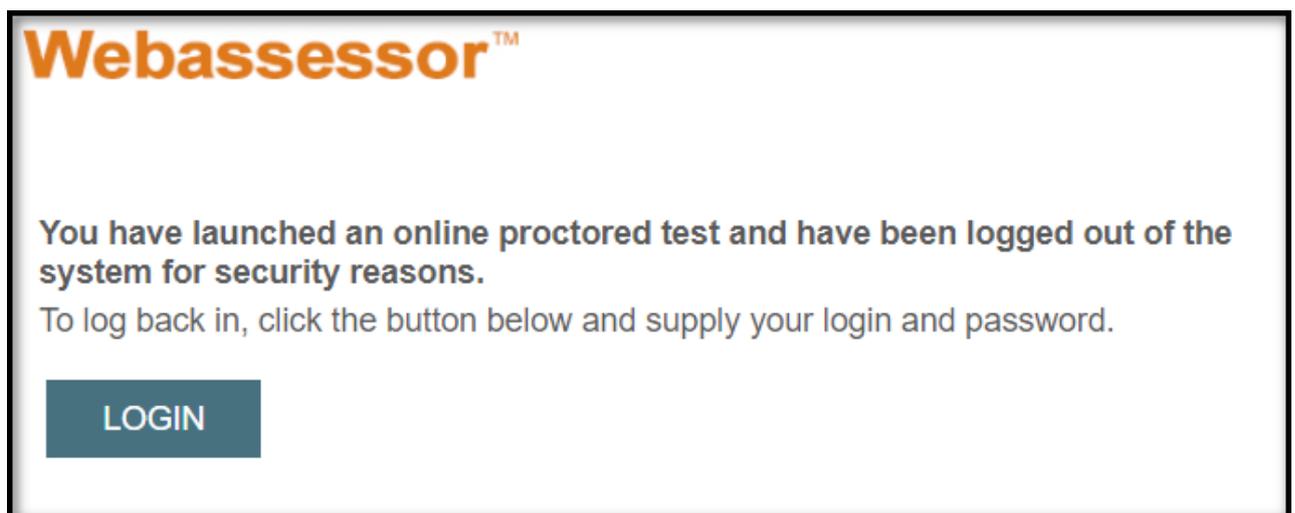
How to Launch an Online Proctored (OLP) Exam

Solution (Public)

Click the **My Assessments** tab of your Webassessor account to view the associated screen. You will find your exam listed in the Scheduled Exams section.

The Launch button appears 10 minutes before the exam is scheduled to start and remains visible for 30 minutes, or until you click it to begin.

Once you have selected the Launch button, Webassessor will automatically log you out of your account for security reasons. Your Webassessor browser page will display the following: "You have launched an online proctored test and have been logged out of the system for security reasons."



Note: All test candidates are recorded during the entire exam.

Biometric Authentication

Clicking the Launch button initiates a biometric factors verification process like the one you completed during enrolment.

If Facial Recognition is required

- Sit directly in front of your webcam. If you wear glasses, remove them. Avoid strong backlighting.
- Click the Start button.
- If the targeting display is red, adjust your position or the webcam until it turns green. The next step begins with a new screen.

If Keystroke Verification is required

- Use the same keyboard for this process that you used when enrolling to establish your keystroke rhythm.
- Type your name in the text box and press the Enter key as often as needed to match the typing rhythm defined when you initially enrolled. Once completed, the next step begins with a new screen.

Video Camera Preview Page and Camera Position

After you complete biometric authentication, Webassessor displays a Video Camera Preview page.

- Use the live video display to adjust the location of your webcam.
- If your exam requires an external webcam (i.e., a stand-alone webcam), position it so the proctor can clearly see all required items. See: [What are the camera requirements?](#)
- Verify that your microphone is working.
- If test aids are allowed, place them in view of the camera before clicking *I'm Ready, begin the exam*. They must remain in view until you complete the exam.

Security Check

Your test sponsor may require you to complete a few simple exam security checks before starting your online proctored exam. This "pre-check" typically involves an ID confirmation and a 360 degree video review of your test environment.

For ID authorization tips: [Click Here](#)

For room check guidance: [Click Here](#)

Testing Environment Requirements

- Your room is well lit, quiet and free of distractions.
- Your immediate surroundings are clutter-free. There is only one active computer, one active monitor, one keyboard, and one mouse.
- Only approved test aids are in your testing area.

- Contact your test sponsor with test aid questions before the exam.
- Test Aid icons located on the right side of your exam screen identify approved test aids.
- You are not wearing a lanyard, badge, hat, watch, or jewelry. (Remove them before the exam starts.)
- You may not interact with anyone – aside from online support staff – during your exam.
- You may not use dual monitors.
- Breaks during an exam are only allowed when pre-approved by your test sponsor. If you interrupt your exam for a break, we will inform your test sponsor.
- Do not lean out of the camera view during your exam. A proctor must be able to see you at all times.
- Cell phones are not permitted in the testing area.
- Reading the exam aloud is prohibited.

Note: If the testing environment or system set-up are not satisfactory, you will receive instructions to help you correct the issue(s). Once Kryterion approves the adjustments, your exam will resume.

Failure to satisfy the preceding requirements or follow instructions can lead to suspension of your exam and forfeiture of your payment. Your test sponsor will be notified. This is, however, quite uncommon.

Online Exam System Requirements

For information regarding the system requirements for your Online Proctored Exam: [Click Here](#)