

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 / Enroll 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.

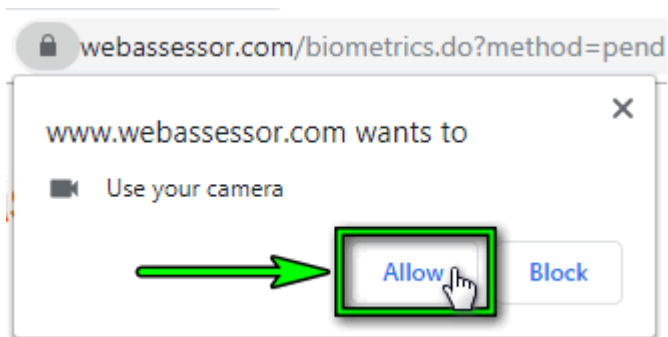
4. A *Do you want to allow this app to make changes to your device?* dialog appears in Windows. Click Yes. Mac users see a similar option, phrased differently.

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.

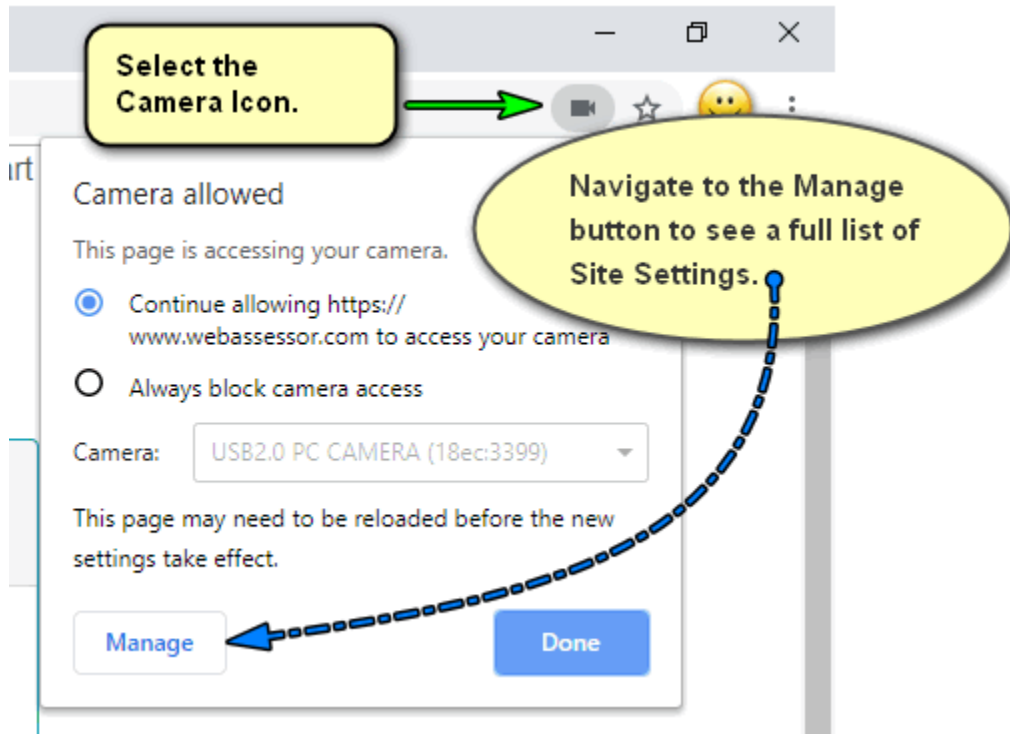
Enable your Video Feed for Biometric Enrollment

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

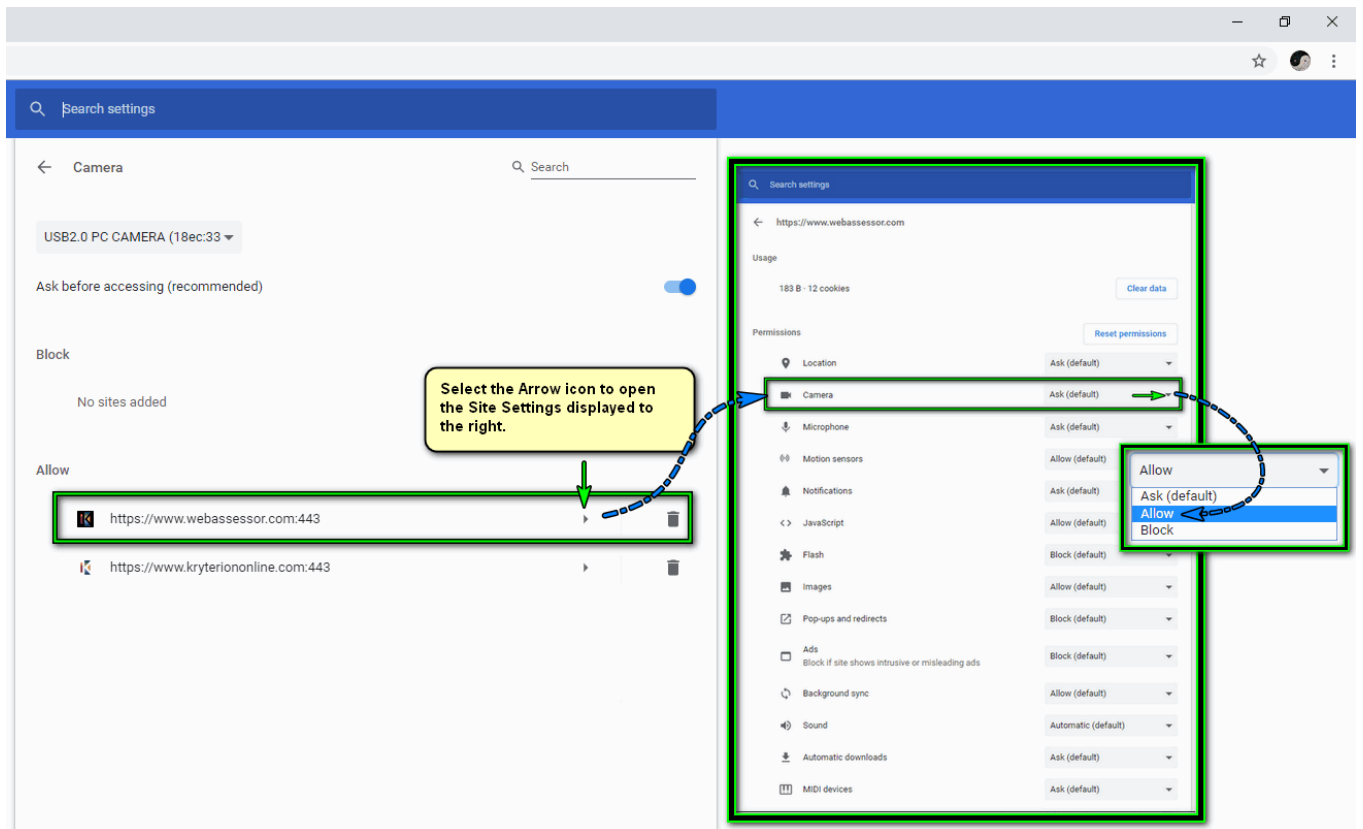
- To allow Webassessor access to your camera device, select **Allow** when prompted as shown below



- 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."

Webassessor™

You have launched an online proctored test and have been logged out of the system for security reasons.

To log back in, click the button below and supply your login and password.

LOGIN

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 enrollment.

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](#)