

Online Proctoring FAQ

Students

1. When will my exam take place?

If the course you are following does have a proctored online exam, the schedule of your exam will show in MyTimetables.

We also strongly recommend you keep an eye on Canvas for the most updated information shared by your course instructor.

In case your course does not have a proctored online exam, all the information regarding the assessment has been shared by the course instructor in Canvas.

2. What does it mean if my examination includes online proctoring?

If you are sitting an examination that includes online proctoring, the invigilators will not be monitoring you at a physical location, but will be using your device's camera and microphone. In addition, the university will provide real-time support via a live chat service. Its employees are standing by to help to resolve possible technical issues.

3. When do I need to be ready to start the exam?

You need to be ready for the exam 30 minutes before the start of the test. You will need to perform several checks. On the one hand, you will need to identify yourself for an online examination with online proctoring. You do this by holding your university student card, showing your name and picture, in front of the camera. If you have lost your card, it is also possible to use your passport or identity card as proof of identity. You must cover up sensitive personal data such as your personal identification number (BSN) when identifying yourself for the examination. Moreover, additional technical checks for the microphone, camera and internet connection will take place.

4. What materials and equipment do I need to have ready to participate in the exam?

To participate in a proctored online exam you will need:

- Your student ID card as a proof of identification. Did you lose your university student card? Then you may use your passport or identity card as an exception.
- A laptop computer with microphone and camera
- A stable internet connection

Students who do not have access to the required devices for online proctoring can apply with the Erasmus Trustfonds for support. Visit [this page](#) for further information about this support.

5. What materials may I have with me during the exam?

You may have a bottle of water with you while taking the exam. Make sure to have this on the table before the exam starts. Your examiner will inform you in case you are permitted to use any other materials, e.g. paper, pencil, or a calculator.

6. Does the online proctoring tool work in all browsers?

No, ProctorExam, the software used for the online proctoring by Erasmus University is only supported in Google Chrome. Please make sure to download this browser before the date of the exam to have it ready for the exam date.

7. Which steps do I need to take to participate in the online proctored exams?

72 hours before the exam you will receive an email from ProctorExam to perform a systems check. It is crucial that you perform the check to avoid any problems on the day of the exam. On the day of the exam you need to log in 30 minutes before the start of the exam, to perform the necessary checks before the starting time.

8. Where can I practice how to work in the test environment?

A test environment is available via <https://eur.remindotoetsdemo.nl/>

9. Is there a limited time window for the students to join the exams after the starting time of the exam?

Yes, students can join the exam from 15 minutes before the start of the exam up to 15 minutes after the start time of the exam.

10. Will I be able to ask exam-related questions to the instructor during the exam?

Yes, ProctorExam offers a chat box where you can type your questions to the course instructor during the first 30 minutes for the exam. They will answer you using the chat as well. Please make sure to include your course code (BMMEXXX) before you ask your question.

11. What if I experience technical difficulties during the exam?

ProctorExam offers a chat box that you can use to address any technical difficulties that you may encounter during your exam.

12. Will I be allowed to stand up and leave the room, e.g. to take a bathroom break?

Unfortunately, it is not possible to take a bathroom break during a proctored exam, as this could be considered a fraud attempt. Please remain seated in front of the camera during the whole exam, and please make sure not to drink too much before and during the exam and use the bathroom immediately before the actual exam starts.

13. Where can I ask my questions concerning online proctoring?

If you have any questions directly concerning online proctoring, please get in touch with the [online proctoring helpdesk](mailto:proctoring@eur.nl) (proctoring@eur.nl). We will try to answer your question as soon as possible.

14. How is my privacy safeguarded during the proctored online exam?

The company supplying the remote examination software needs to satisfy stringent requirements set by EUR to safeguard students' privacy and security and operates in compliance with European privacy and data protection regulations (GDPR). EUR has signed a processor agreement with the supplier and has executed a Data Protection Impact Assessment (DPIA) to see how data are handled and to take the necessary measures to minimize the risks. For more information about how the supplier handles your privacy and data security see the [website](#) of the supplier or check the [FAQ section on online proctoring](#) on the EUR corona website.

15. I have a functional impairment. Can I also apply for additional time when I am sitting an online examination?

We can also set up facilities for students with a functional impairment in the context of an online examination. Please get in touch with your study advisor for further information.