



# Online proctored quiz exams. Instructions for students

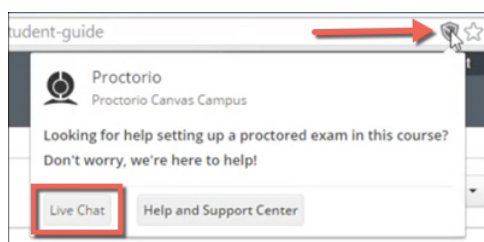
Version of January 31, 2021

## ATTENTION

For any technical issues with the EsamiMoodle platform or with initialization and test procedures required by Proctorio, contact **02 503 21888** or email [supporto.esamimoodle@unimi.it](mailto:supporto.esamimoodle@unimi.it), **Monday to Friday from 8 am to 6 pm.**

Alternatively, use the **LIVE CHAT** service in English built into the platform.

Visit <https://proctorio.com/support> for FAQ and LiveChat, or click on the Proctorio icon available in your browser.



Please note that the help desk provides technical support, not information on the contents of the exam.

## Prerequisites for taking the exam

To be able to take the exam, you are required to have:

1. A computer with Windows or Mac OS operating system (tablets and smartphones are not allowed);
2. The Chrome browser - the proctoring system DOES NOT WORK with other browsers;
3. A webcam and microphone connected to your computer;
4. A stable and performing internet connection capable of supporting the transmission of the webcam video signal;
5. University credentials used for access to online services (username - in the format name.surname@studenti.unimi.it - and password);
6. Identity document with photograph.

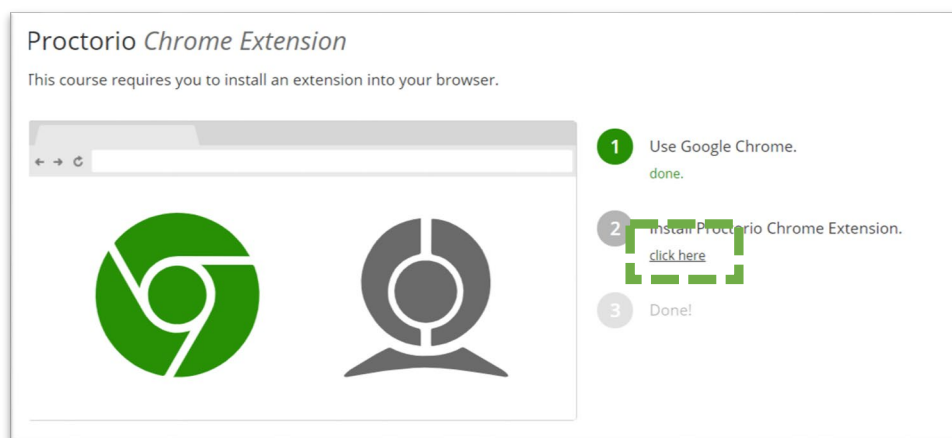
Please also note that for the examination, you **will be required to install the "Proctorio Chrome Extension"**.

### *Installing Proctorio Chrome Extension before the exam*

We recommend that you download and install the Proctorio Chrome Extension a few days before the exam to ensure that everything works and to reduce preliminary setting times, on the day of the exam.

You will find an installation wizard at <https://getproctorio.com>.

At "*point 2 Install Proctorio Chrome Extension*", click on "Click here":



**Add the extension** following the instructions.

*Proctorio Chrome Extension has been installed*

## Exam guidelines

On the day of the exam, it will be important to observe the following indications:

- Keep your identity document handy;
- Start the PC and the internet connection well in advance to check that everything is working. Then, wait for the exam start time;
- Avoid any illegal behaviour, or the exam will be cancelled;
- If during system setting or during the exam, the connection is lost, reconnect and immediately restart the exam access procedure; if the exam time has not lapsed you may re-enter and complete the quiz; the answers provided up to the time of disconnection will be saved (automatic saving every minute);

To make sure that you know and master the exam procedure, we recommend the **prior reading of the indications given below**, particularly of the **initialisation procedure** to be carried out before the exam. That section sets out some indications, recommendations and prohibitions that are binding for the proper conduct and validity of the exam.

### *Operation of the proctoring system*

During the test, the proctoring system will restrict some standard PC functions. Please find below the most common restrictions:

- The browser is set in "full screen" mode to prevent you from opening other applications; exiting the "full screen" mode causes the exam session to be closed;
- If the internet connection is lost, even for a short period, the exam session is automatically closed. Therefore, please make sure that your connection is stable for the entire duration of the exam;
- The clipboard function (used to copy and paste information) is disabled during the exam; the 'copy' and 'paste' functions are deactivated and the notes stored up to that moment are deleted;
- Once your exam is submitted, the browser cache will be cleared;
- You will not be able to start the exam before disconnecting any other device or monitor;
- You will not be allowed to open new browser tabs or windows for the entire duration of the exam; opening a new tab will result in the session being closed;
- During the exam, you will not be allowed to use the right mouse button and the related menu;
- You will not be allowed to print your exam;
- You will not be allowed to download or save any external files during the exam.

If the session is closed for one of the above reasons, reconnect and immediately restart the exam access procedure; if the exam time has not lapsed you may re-enter and complete the quiz; the answers provided up to the time of disconnection will be saved (automatic saving every minute).

For the entire duration of the exam, all information relating to the following peripherals, software, functions, actions and data **will be recorded by the proctoring system**

- microphone
- webcam
- the environment in which you are physically located
- your identity
- your clipboard
- your mouse position
- your browser size
- your browser tabs and windows
- head and eye movements
- the whole screen
- any website you visit
- any other applications running
- the number of display screens connected

### ***Exam guidelines and recommendations***

- During the exam it is forbidden to access other resources (phone, tablet, notes, books, etc.);
- During the exam it is forbidden to communicate with other people;
- It is mandatory to remain seated facing the computer screen until the exam is completed;
- You cannot leave the exam environment until you have answered all questions and submitted your exam for assessment;
- Choose a place where there are no disturbances or distractions: turn off the TV, radio, music, etc.;
- Make sure that you have a stable internet connection; if it is a shared connection with other people (for example your family) make sure that during the test, it is not used for other reasons (streaming movies, video chats, games ...), connect the computer to a power outlet from the mains to prevent it from turning off;
- Place the computer on a table and sit on a chair in front of the webcam; if it is an integrated webcam, make sure your face is well framed by orienting the screen;
- Do not wear sunglasses or hats and dress appropriately (considering that the exam will be video recorded); **DO NOT USE HEADPHONES or EAR-BUDS** for any reason (otherwise the exam will be cancelled); make sure that there is adequate lighting and avoid light sources behind;



- Turn off all other devices (smartphones, tablets, etc.) and place them out of your reach.

**Attention:** At the end of the exam, the instructor may, at their own discretion, assess whether your actions during the exam breach the exam rules and policies.

## Exam procedure

### Access to the exam environment

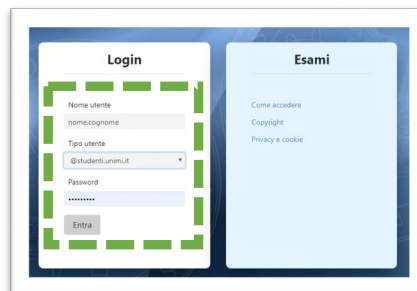
At the exam time, as provided by your instructor by e-mail or as posted to the course website, connect to the page <https://esamimoodle.unimi.it>, click on the LOGIN button in the proctored exam box and authenticate with your University credentials ("Username" and "password" - user type "@studenti.unimi.it"). Then click on the link to your exam.



The screenshot shows the 'Esami Moodle' page. At the top, it says 'Benvenuto nell'ambiente Moodle riservato allo svolgimento degli esami dell'Università degli Studi di Milano'. Below this, there is a paragraph of instructions: 'Verifica nelle istruzioni ricevute dal tuo docente la modalità di svolgimento previste per la prova: **esame Moodle con Proctoring** oppure **esame Moodle con Safe Exam Browser**. Entrambe le modalità prevedono l'installazione di un software sul tuo computer. Si raccomanda di effettuare la procedura di installazione prima dello svolgimento dell'esame per risolvere eventuali problemi e malfunzionamenti. **Accedi alla sezione dedicata al tuo esame.**'

There are two main sections with 'Accedi' buttons:

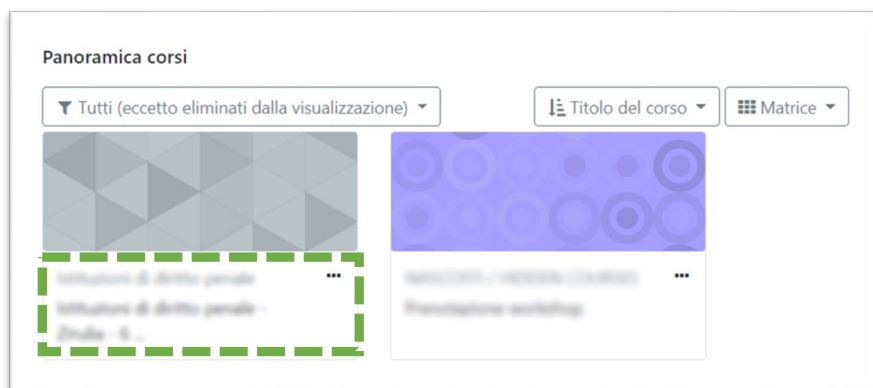
- proctorio**: 'Esami con proctoring'. 'Questa modalità di svolgimento dell'esame comporta obbligatoriamente l'uso del browser Chrome con l'estensione "Proctorio Chrome Extension".' The 'Accedi' button is highlighted with a green dashed box.
- Esami con Safe Exam Browser**: 'Questa modalità di svolgimento prevede un collegamento video in web conference con il docente e l'utilizzo del browser Safe Exam Browser.' The 'Accedi' button is also present.



The screenshot shows the login page with two panels: 'Login' and 'Esami'. The 'Login' panel contains the following fields:

- Nome utente: nome.cognome
- Tipo utente: @studenti.unimi.it (dropdown menu)
- Password: masked with dots
- Entra button

The 'Esami' panel contains links for 'Come accedere', 'Copyright', and 'Privacy e cookie'. The 'Login' panel is highlighted with a green dashed box.



The screenshot shows the 'Panoramica corsi' page. At the top, there are filters: 'Tutti (eccetto eliminati dalla visualizzazione)', 'Titolo del corso', and 'Matrice'. Below the filters, there are two course cards:

- The first card has a grey geometric pattern background and is highlighted with a green dashed box. It contains the text 'Introduzione di diritto penale' and 'Introduzione di diritto penale - Zedda - G...'. There is a three-dot menu icon to the right of the text.
- The second card has a purple circular pattern background and contains the text 'Introduzione di diritto penale' and 'Rivoluzione working...'. There is a three-dot menu icon to the right of the text.

Please read carefully the exam terms and conditions, then click on the link to the quiz

**INFORMATIVA BREVE SUL TRATTAMENTO DEI DATI PERSONALI**

**VIDEOSORVEGLIANZA**

Il Titolare del trattamento dei dati personali è l'Università degli Studi di Milano, con sede legale in via Festa del Perdono 7, 20122 Milano. Il Titolare può essere contattato al seguente indirizzo e-mail: [info@unimi.it](mailto:info@unimi.it)

- I dati personali e le eventuali categorie particolari di dati personali saranno raccolti e trattati per le finalità riportate nell'[informativa estesa](#). La base giuridica del trattamento è l'esecuzione di un compito d'interesse pubblico di cui è incaricato il Titolare trattamento per il D.L. n. 158 del 2001.
- I dati personali possono essere comunicati, in qualità di Responsabili del trattamento, a soggetti esterni, quali collaboratori, fornitori della piattaforma di teleconferenza e società fornitrici dei servizi di assistenza.

**Gli esami svolti con sistema Moodle - Proctoring vengono registrati al fine della verifica del corretto svolgimento della prova.** Le registrazioni non saranno conservate per più di 30 giorni, decorsi i quali verranno automaticamente cancellate. In caso di scelta di verificare l'efficienza dello studente escluso dalla prova per comportamenti scorretti, potranno essere conservate per un periodo di tempo maggiore ed eventualmente trasmesse alle Autorità competenti.

Gli interessati possono esercitare i diritti riconosciuti dal GDPR, in particolare il diritto di ottenere l'accesso ai propri dati personali e la cancellazione degli stessi, al sensi dell'art. 15 e ss. GDPR. Maggiori informazioni sono reperibili nell'[informativa estesa](#).

Prova d'esame

If the Proctorio extension has not been installed, you will be required to install it by a red-box alert.

Nome esame - Nome docente - Data appello

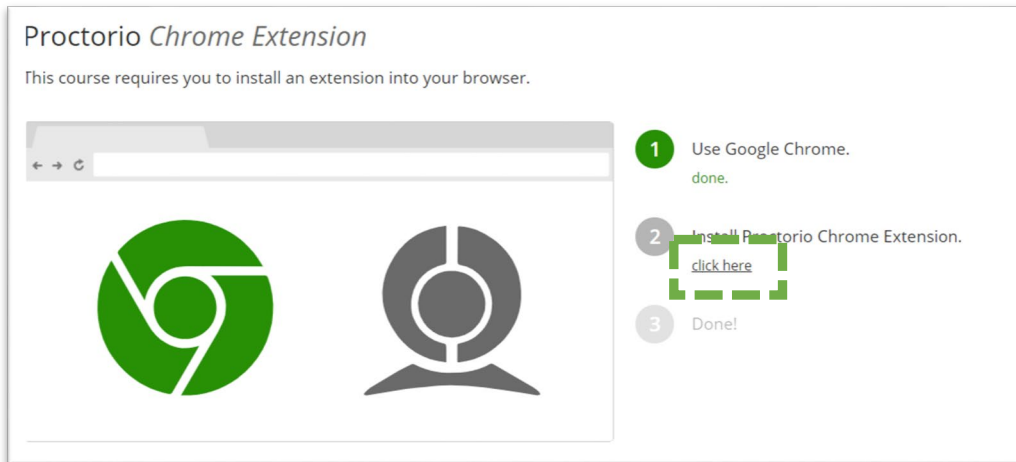
► Dashboard / I miei corsi / TEMPLATE / Introduzione / Quiz (Remotely Proctored)

Quiz (Remotely Proctored)

**Extension  
is required  
[click here](#)**

Click on the link "**Click here**" and follow the installation instructions.

At "point 2 Install Proctorio Chrome Extension", click on "Click here":

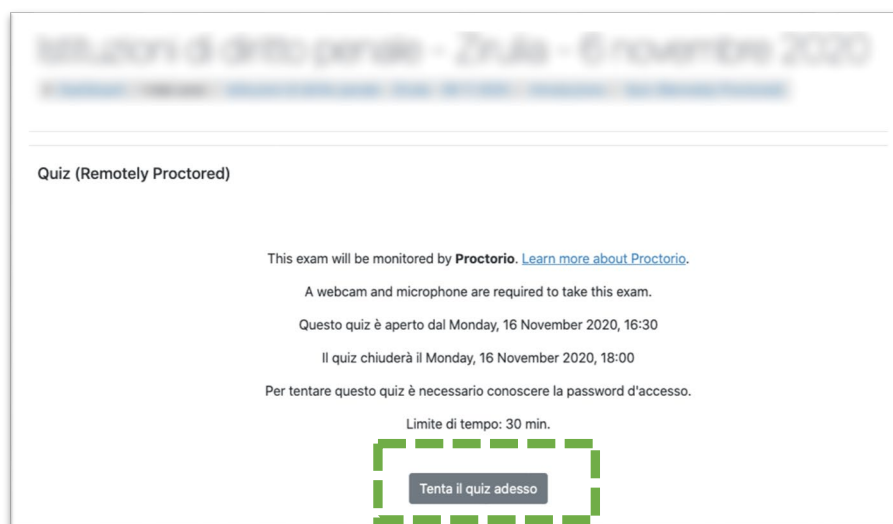


**Add the extension** following the instructions, and at the end of the process **go back to the Quiz** taking care to reload the page.

*Proctorio Chrome Extension has been installed*

**In the introductory page of the quiz, read** the indications concerning the **number of attempts allowed**, the date and time of start / end of the quiz and the **maximum time allowed for completing the quiz**.

To start the quiz (i.e. the exam), click on "**Try the quiz now**".





## Initialization of the exam

In the **initialization phase** you will be required to carry out a mandatory and binding procedure for taking the exam.

The procedure includes **4 steps** as described below and does not count towards the overall exam time.


### 1. Viewing the restrictions set for the exam

The restrictions set for the exam will appear. If Proctorio detects any other tabs open in the browser, you will not be able to continue with the exam. A link will be provided to automatically close any tabs and windows that are not allowed.


Quiz (Remotely Proctored)

## Before you Begin

This exam will be proctored. Here are a few things to know before you begin.



**We will tell you when we start and stop recording.**



**Only your exam admin can see what is recorded.**



**Decisions are made by your exam admin, not us.**

---

**What's recorded during the exam**  
camera feed • audio • computer screen • exam environment • websites visited • country/region • identity document

**What's restricted during the exam**  
no exam re-entry • one monitor • full-screen mode • no new tabs • no extensions • no clipboard • no printing • no downloads • no right-clicking • cache cleared

**24/7 support available during the exam**  
Click the Proctorio browser extension icon to chat with an agent within seconds.

**Accessibility options:**  
[Enable high visibility mode.](#)  
[Learn more about Proctorio's approach to Accessibility.](#)

**Before you can continue, please do the following:**

Close all other browser tabs and windows. (19 tabs and 1 window still open). [click here](#) to do this for me.


Your exam hasn't started yet! First, we need to set up your system.

[Fix errors to continue](#)


Once you have closed all the tabs and windows that are not allowed, you can continue with the next step by clicking on the "start exam pre-checks" button.

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This exam will be proctored. Here are a few things to know before you begin.



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Your exam hasn't started yet! First, we need to set up your system.

**Start exam pre-checks**

## 2. **Checking webcam, microphone and internet connection; selecting the desktop to be monitored**

To enable the webcam and microphone, it may be necessary to allow Chrome to use peripherals (privacy and security settings of the operating system and browser).

Quiz (Remotely Proctored)

### System Diagnostics Test

The system diagnostics test will only take a moment




Webcam



Microphone



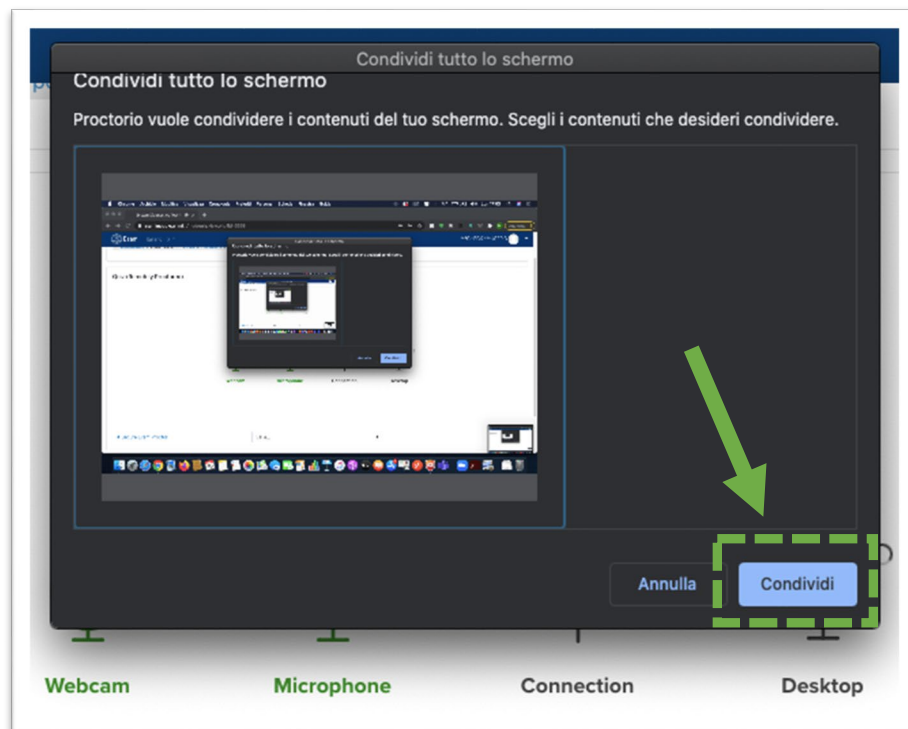
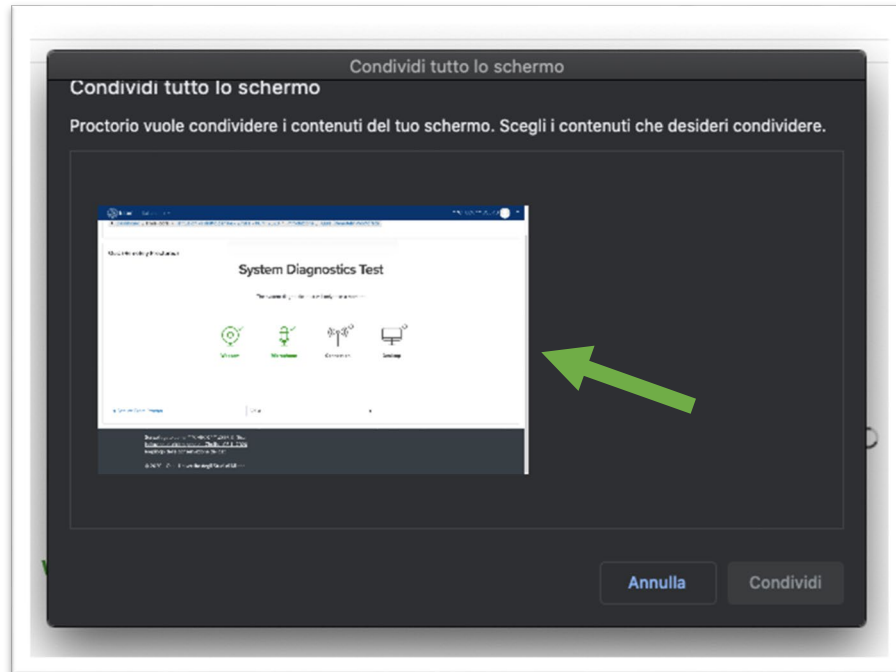
Connection



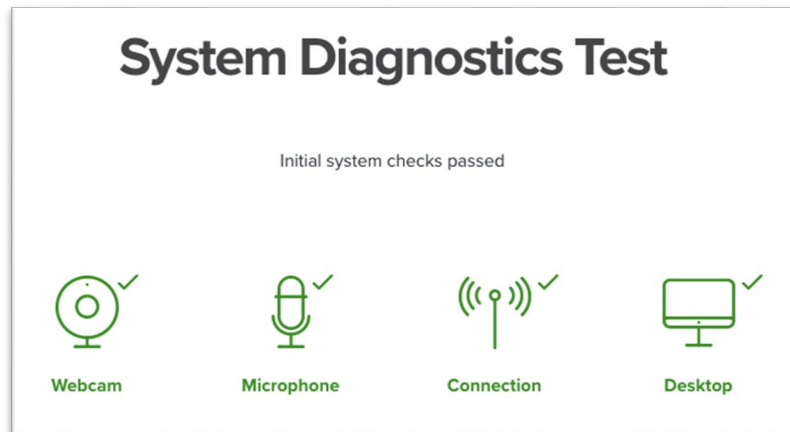
Desktop

Selecting the desktop to be monitored requires the user's authorisation. Otherwise, it is not possible to continue with the exam.

Click on the image of the desktop to be monitored and then on "Share".



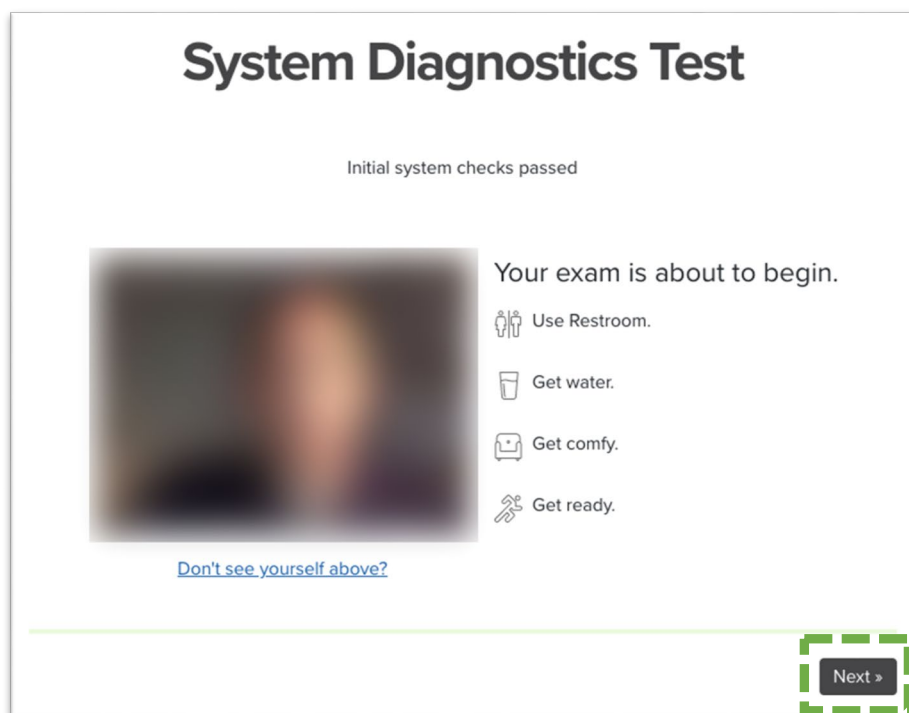
To continue with the exam, you will have to successfully complete all the pre-exam checks. Proctorio will present the results of the tests.



### 3. **How to take the exam without interruption**

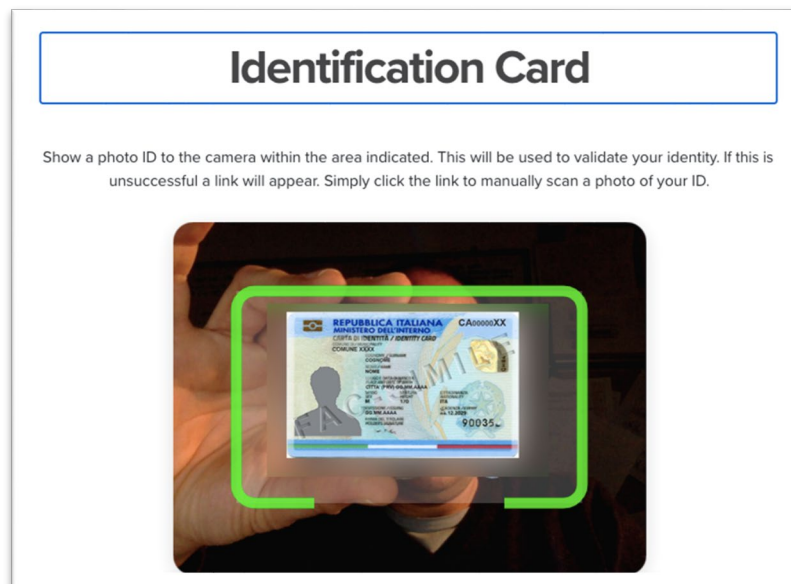
Proctorio displays some indications and advice to complete the exam without interruption.

Once ready, press the "next" button.

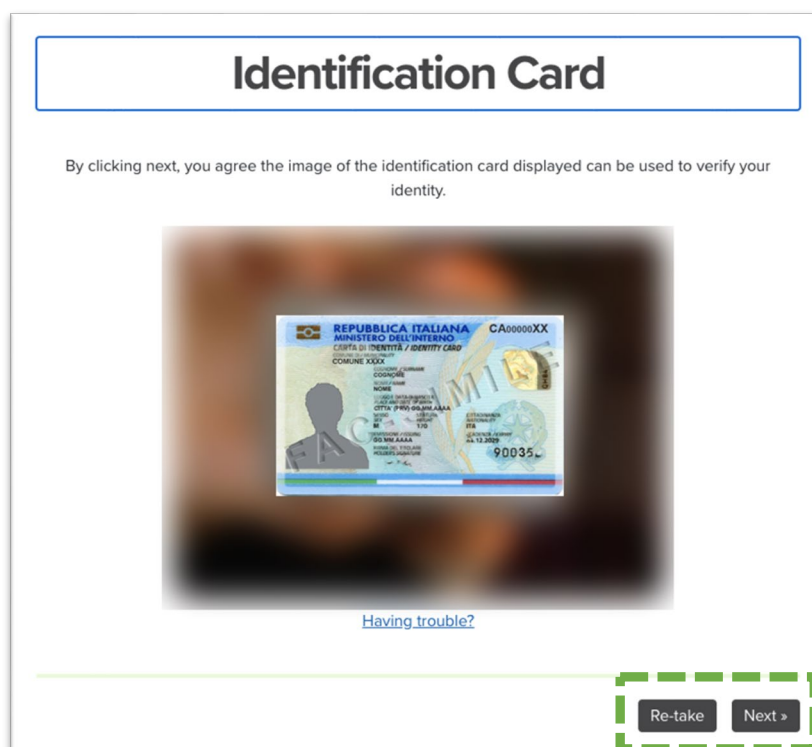


#### 4. Verification of identity document

Proctorio will ask you to show your identity document to the webcam. If automatic recognition does not work, a link will be provided to manually scan the document.

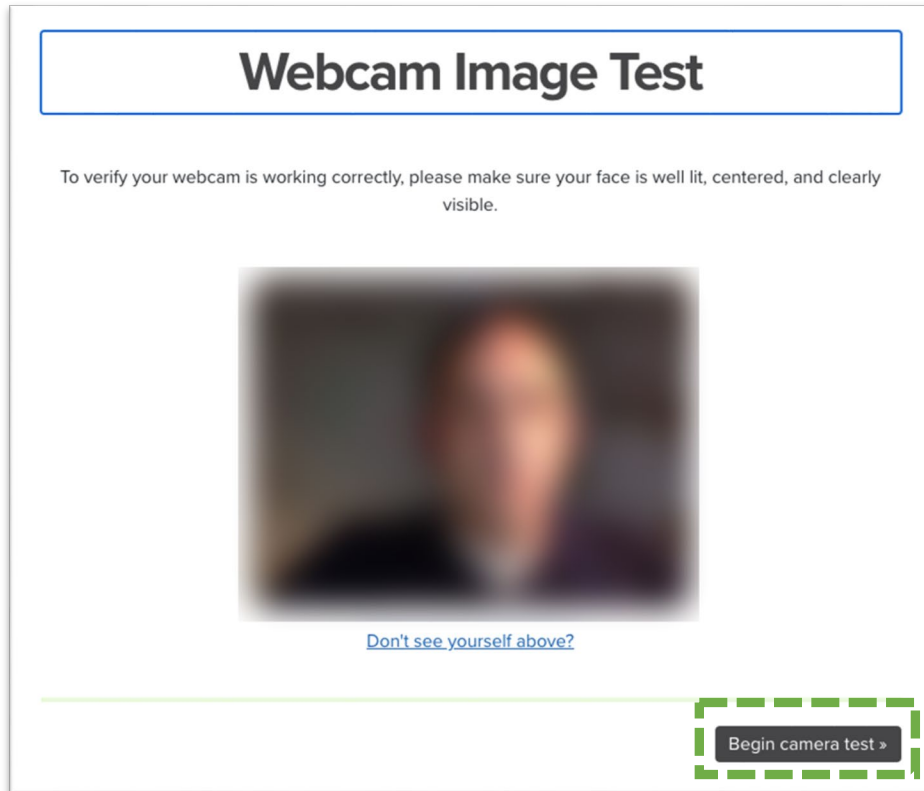


Once the document has been scanned, you may continue by clicking on the "next" button. If you are not satisfied with the image quality, you may repeat the operation by clicking on the "re-take" button:

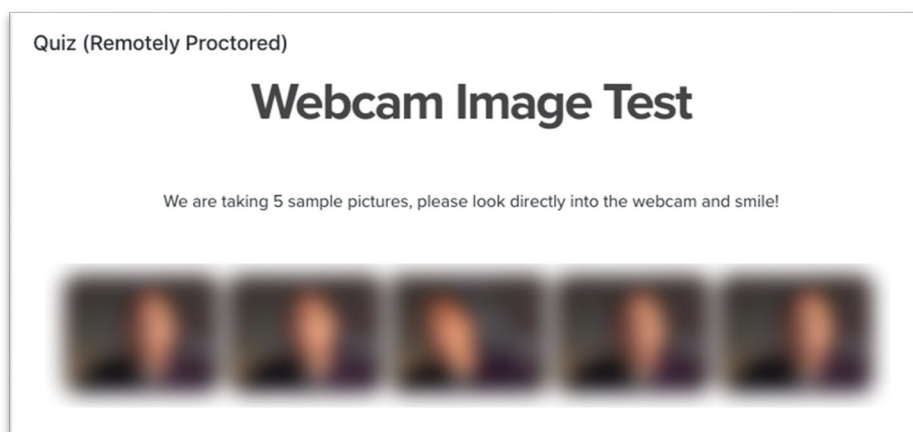


## 5. Identity verification

Proctorio requires you to take a picture of your face for identity verification. To take the picture, click on the "begin camera test" button:



5 images acquired by the system will be shown. If Proctorio fails to recognize the student's face in one of the 5 images, the operation must be repeated.

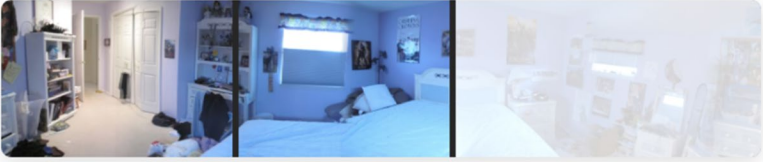


## 6. Key information before starting the exam

The system will inform you that at the beginning of the exam you will be prompted to pan the room. You will have to show your desk and the surrounding area. Read the instructions carefully and continue by clicking on the "I understand" button:

## Room Scan

We need you to take your camera and **scan your test environment**.



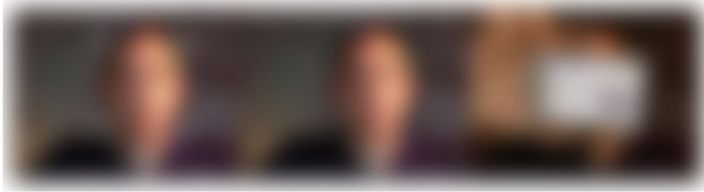
At the very beginning of your exam, **you will be asked** to show your exam environment. You must slowly move your webcam, showing the surrounding and desk area. If you are using notes, calculators or textbooks, please clearly show these items.

Sometimes this can be tricky, especially when using a built-in webcam. Before moving on, we recommend you visit the [help center article](#).

I understand >

Finally, Proctorio will ask you to certify that you are the actual holder of the credentials used to access the exam environment, and will present the conditions of use of the service. To continue, click on the button "I accept, begin exam now".

## Exam Agreement



*By clicking "I agree" I represent and warrant that I, \_\_\_\_\_ am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the applicable policy of this Institution. If over the age of 18, I acknowledge that I have read and agree to the [Terms of Service](#), and to the [Privacy Policy](#). If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I agree" or otherwise using the Services.*

I accept, begin exam now >

## ***The quiz***

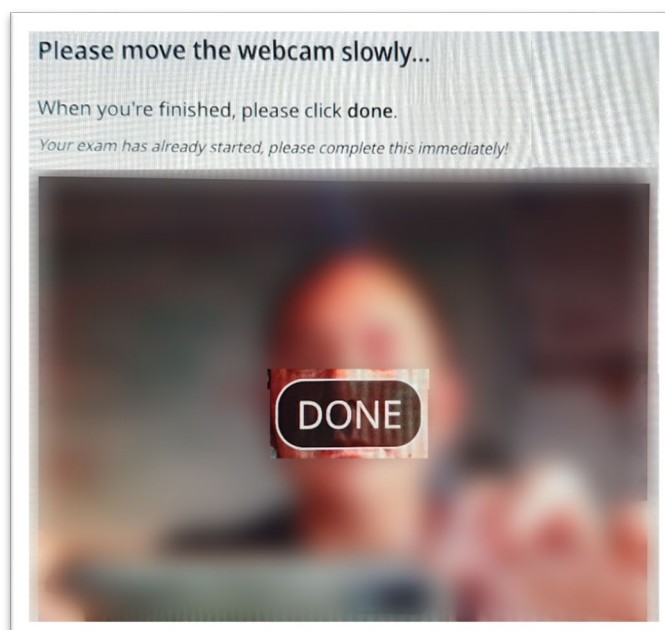
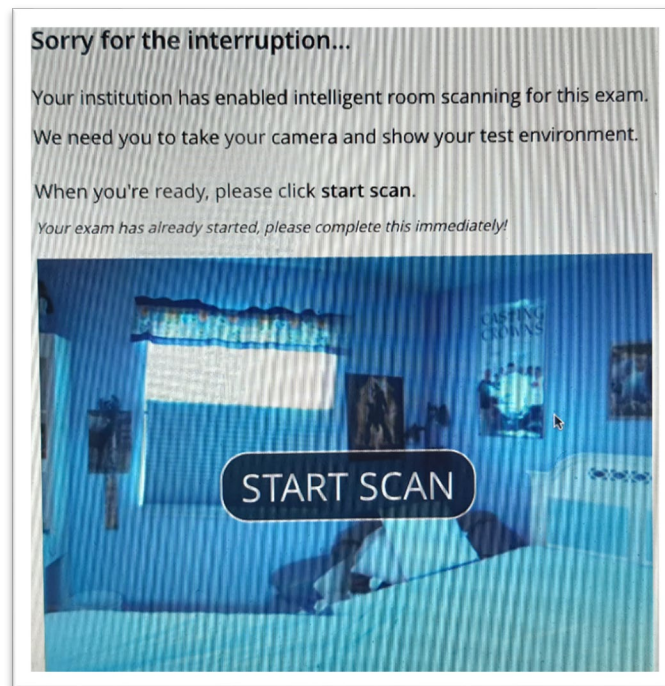
From this moment, the system will start counting the time.

As mentioned above, you will be first required to pan the room.

Attention: make sure you show your desk and the surrounding area.

To start panning the room, click on the "start scan" button.

At the end of the operation, click on "done".

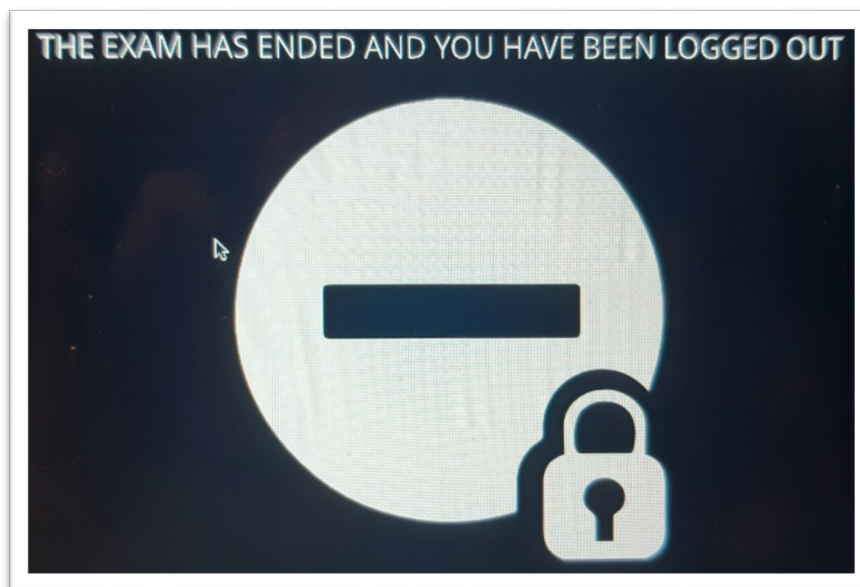




Answer the quiz questions within the time limits set by the instructor. **If you do not complete the quiz within the allowed time, it will be submitted automatically.**

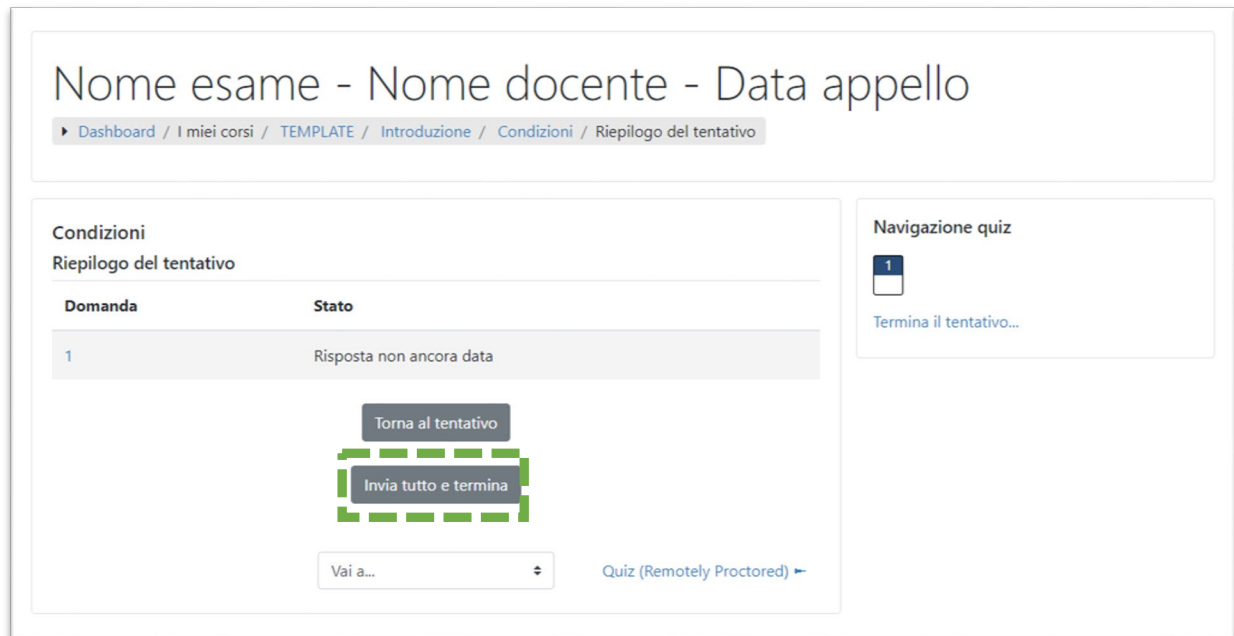
**Attention: You may switch from one question to another using the "Quiz Navigator" top right** (with the exception of the exams requiring sequential display of the questions).

While taking the exam, the quiz may be closed due to unauthorized operations (for example, exiting the "full screen" mode or interruption of desktop sharing) or due to temporary disruptions in internet connectivity. If the exam session is closed, the following image will appear:

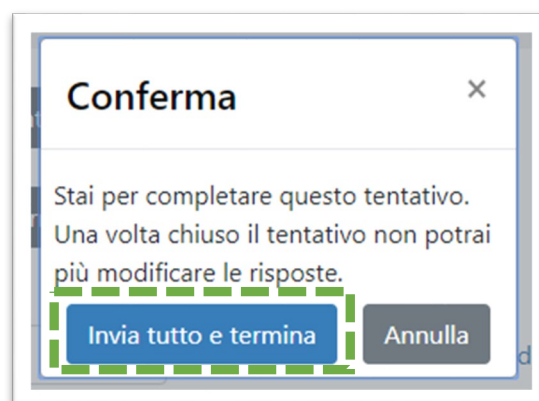


If the session is closed before you have completed the quiz, reconnect and immediately restart the exam access procedure; if the exam time has not lapsed you may re-enter and complete the quiz; the answers provided up to the time of disconnection will be saved (automatic saving every minute).

At the end of the exam, you will see a screen with the "**submit and end**" command:



Select the command, and confirm that you want to end the test by selecting again the command that will appear in the **Confirmation** window:



The exam will be over.