GUIDELINES FOR THE SURVEILLANCE PROCEDURE AND THE EXAMINATION PROCEDURE

The information contained in this document provide a helpful support to guide you through every STEP required for the correct usage of the Surveillance Platform and the Working Platform of your exam.
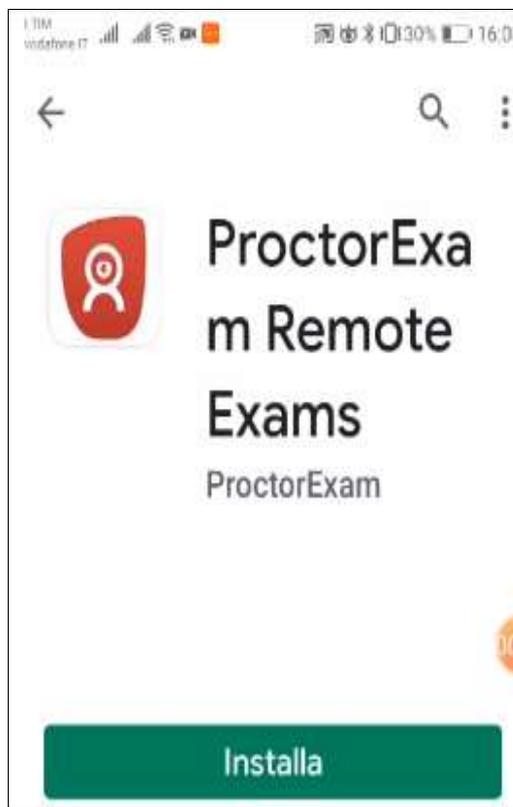
SOFTWARE AND CONNECTIVITY REQUIREMENTS

- PC (Windows 8 operating system, or later ones, or LINUX) or MAC (MAC-OS 10.14, or later ones) equipped with a webcam and a microphone, it is mandatory to use GOOGLE CHROME (81.0, or later ones) as browser.
- Internet connection with minimum speed in upload and download of 1,5 Mbps. However, the admission to the exam depends upon the system check in which, in the days before the exam, you will be asked to take part to a test session to check the correct functioning of all the tools and the connectivity of the exam environment.
- Smartphone or tablet (Android v.4.1, or later ones – IOs v.8, or later ones) equipped with a cam. We suggest you to use Wi-Fi connection. During the procedure, you will be asked to download an APP on your smartphone/tablet (34MB) from Google Play or the App Store (depending on which operating system you use, Android or iOS).
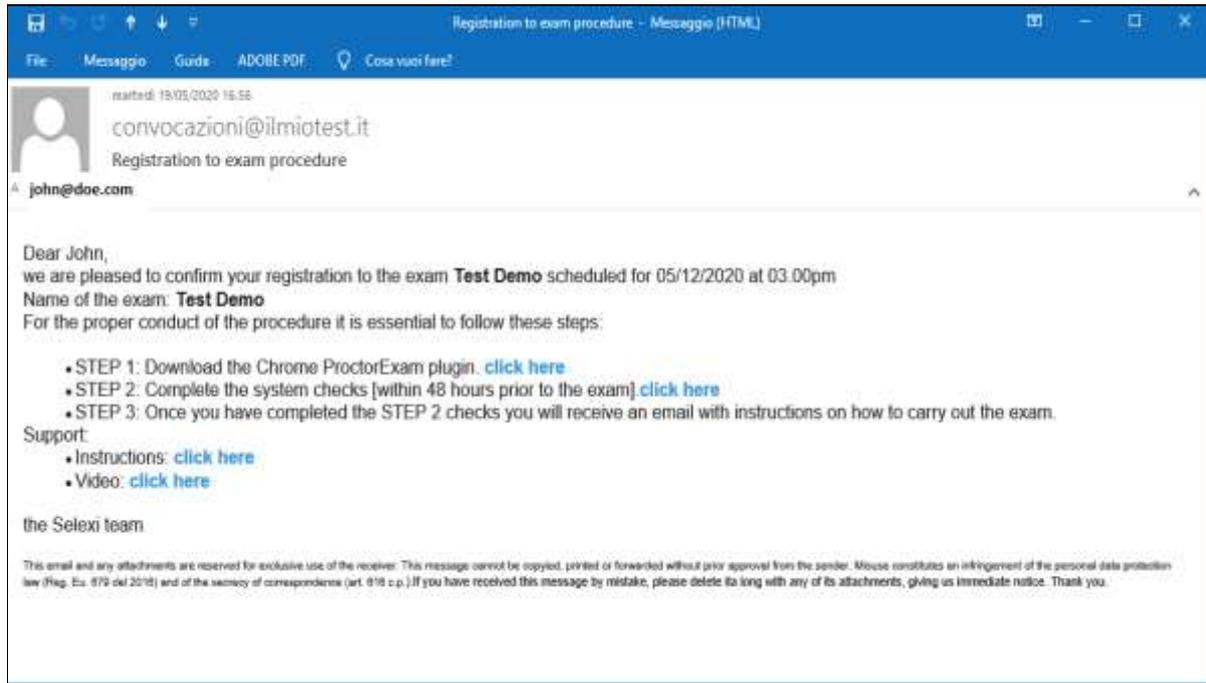
Please note: a Tablet can be used ONLY to replace a Smartphone, not a PC (or a Mac)

If you do not have access to the above mentioned tools, you have enough time to obtain them before the date of the examination.
Download the ProctorExam App on your Smartphone or Tablet. Android users will find it over at the Play Store, iOS users can download it from the Apple Store

ONLY after the deadline set by the Competition Notice for the enrolement to the exam, you will receive the "Registration to the Exam Procedure" e-mail (please also check your SPAM folder).
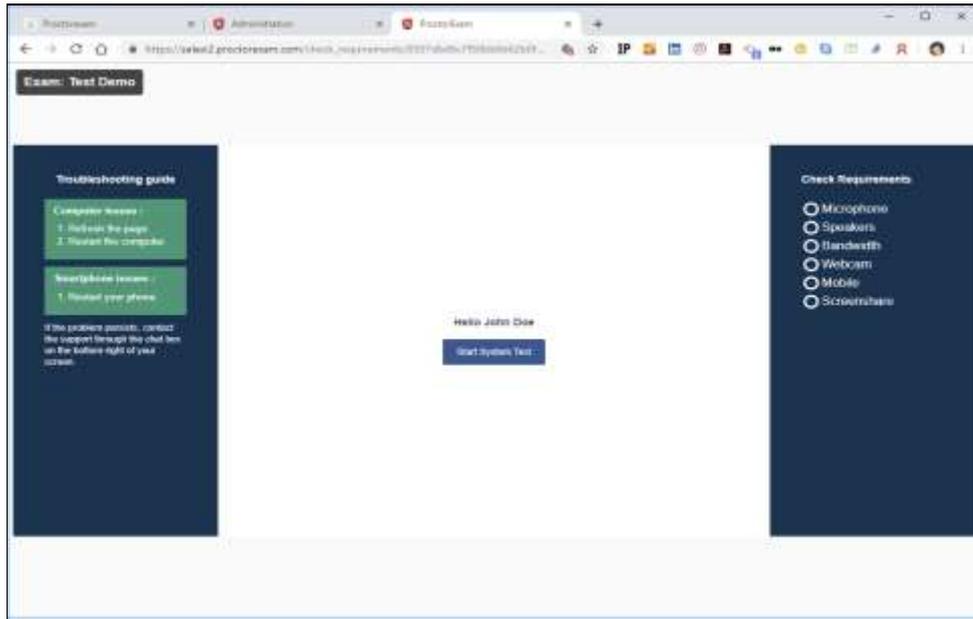

By clicking on the first link, you will be able to download the free Chrome plugin.
If previously installed plugins are in use, you will be asked to turn them off (to quote some examples: ad-blocking or content-filtering plugins)

Clicking on the second link you will be redirected to the platform, and you will be asked to check the correct functioning of:

- the speakers and the microphone of your PC
- your internet access
- your webcam
- your screenshare

If required, click "Allow" in order to enable the surveillance system during the procedure.
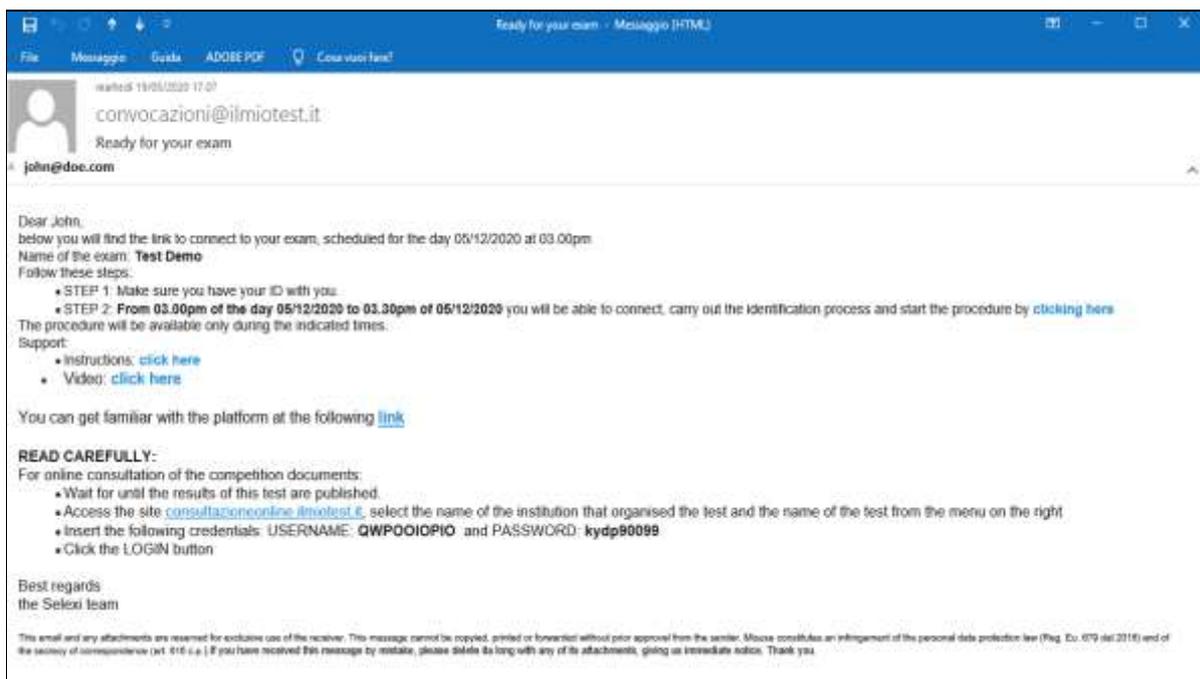
Lastly, you will have to launch the ProctorExam App that you downloaded on your smartphone (or tablet) and scan the QR-code shown on your PC screen, in order to check the correct functioning of the app.

Once you have completed all of these passages, you will receive a second E-mail containing your convocation to the test, with the precise indication of the time frame within which you will have to be connected for the identification procedure, during which you will have to show your ID.

In addition to the information about the exam, in this e-mail you will find indications to:
- get familiar with the exam working platform connecting to the provided link and trying a demo version
- access your personal page on the online system for the consultation of the documents, that will become available after the publication of the results

On the day of the exam you will have to click on the STEP 2 link <u>strictly within the indicated time frame</u>, and follow all the steps required for the identification process, to check the correct functioning of your tools, and to monitor the environment in which you will take the test.

You will be asked to check again the proper functioning of your tools: the microphone and speakers of your PC, your internet access, your PC webcam and the ProctorExam app on your smartphone.

You will need to scan the QR-code on your PC monitor using the ProctorExam App that you previously installed on your smartphone, and lastly, share your PC screen.
After a few seconds from linking to the QR-code that you will scan during the procedure, the Mobile App will switch to energy-saving mode and go dark.

For the identification process, you will have to show your ID through your PC webcam, take a photo while it is perfectly readable and click on "SEND".
Then you will have to position yourself inside of the silhouette template, take another picture and send it to the system as well.

You will be asked to frame:
- your PC
- the floor underneath your desk
- the ceiling
- the walls surrounding you
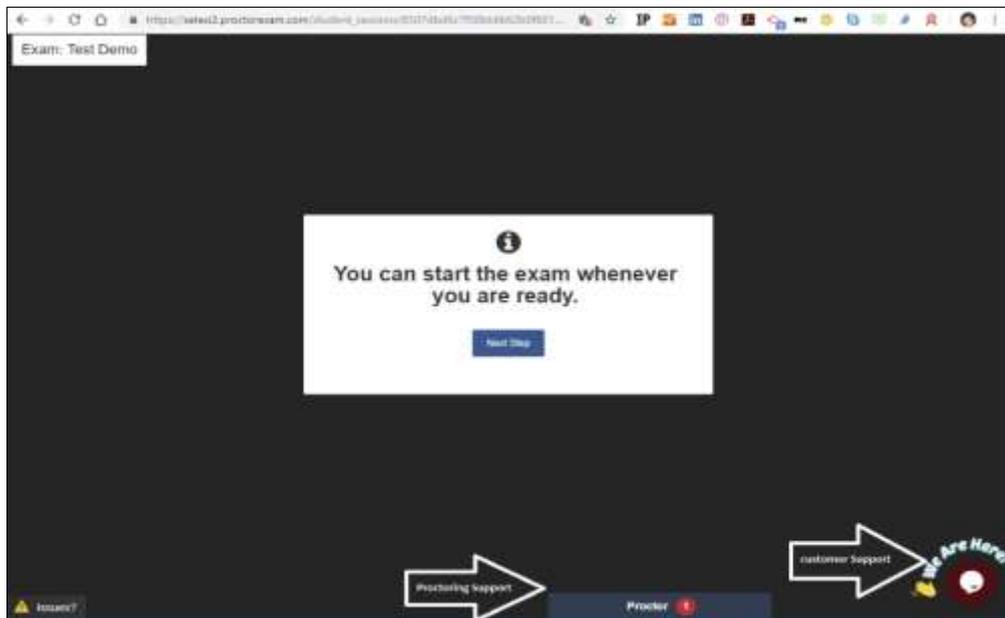- your ears, in order to check that you have no earphones on

Then you will have to swich your mobile device to airplane mode and enable Wi-Fi connection.
If you do not have a home internet connection, you are allowed to use your Smartphone/Tablet mobile data connection.

Lastly, you will have to place your Smartphone behind your shoulders in order to frame yourself from the back, and connect the device to a power source to prevent it from running out of battery.
Check the framing, and place the device better if it is necessary, using a stand mount if needed.

If technical issues occur you can address the support service using the chat box that you can find on the bottom right part of the screen. You can do it whenever you need to, from the process of verification of the requirements to the whole duration of your exam.

Leave your Google Chrome browser open and, when the time of the exam comes, click the link to connect to the Exam Platform, accept the terms and conditions, log-in and carefully read the instructions before you start.

When you are finished, log out, go back to Google Chrome and click the END TEST button on the top right part of the screen.

Good luck!

WARNING

Things you cannot have with you during the exam
- Additional devices (additional screens, keyboards, mouses)
- Headphones or earphones

Things you cannot do during the exam
- Talk
- Go to the toilet
- Browse books, papers, web pages

Exam enviroment requirements
- Adequately lit room
- Be alone
- Correctly placed webcams (PC and smartphone/tablet)