



Learner Guide for BESA Exams

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What is Proctortrack?

Proctortrack is the automatic remote proctoring solution your institution has selected for use during online exams. More information about Proctortrack's privacy policies and technologies used can be found on our website.

How does it work?

The following guide will assist you, the student, in going through the process of taking a proctored exam with Proctortrack. Remember if you ever had any additional questions, you could call 1 (844) 753-2020 or go to www.proctortrack.com for additional information and live chat.

Why Onboarding?

Often students are unsure if their specific hardware setup will allow them to use Proctortrack. While a detailed list of supported operating systems and browsers is available on Proctortrack.com, students often prefer to just test their own system themselves. Keep in mind that Chrome and Firefox are the recommended browser. While Proctortrack will work in other browsers, the user experience is far superior in Chrome.

The onboarding process gives students the opportunity to make sure everything is working correctly during low-pressure circumstances. It also gives students time to make any changes to their system well before the first exam.

Students can fail onboarding for the following reasons:

- Facial scan missing or insufficient
- ID scan missing or insufficient
- ID scan shows invalid ID
- Environment lighting insufficient

If a student fails the onboarding exam, they will receive a notification listing the specific reasons for failure and be asked to retake the onboarding exam.

For students onboarding appears exactly the same as a normal exam, to help familiarize them to the testing environment.

If you have any questions, please do not hesitate to contact Verificient support:

- Proctortrack support: support@verificient.com, 1-844-753-2020

What do I need to take an exam using Proctortrack?



WEBCAM



MICROPHONE



KEYBOARD



MOUSE



HIGH SPEED
CONNECTION



RECOMMENDED
BROWSERS

OPERATING SYSTEM	MAC: macOS Sierra 10.12 or higher, PC: Windows 7, 8, or higher, Chromebook: Version 80 or higher
PROCESSOR/RAM	MAC: Intel / AMD Processor, 8 GB RAM, PC: Dual-core 2.4 Ghz CPU, 8 GB RAM or better
RECOMMENDED WEB BROWSERS	Mozilla Firefox v20.0 or Higher Google Chrome v25.0 or higher
PLUG-INS	Javascript Enabled & Third Party Cookies Enabled
CAMERA RESOLUTION	800 x 600 resolution or better
INTERNET CONNECTION	Cable Modem, DSL or better (300 kbps download, 250 kbps upload)

Taking an Exam with Proctortrack

Login to your BESA student account with your credentials and click on 'Log In.'

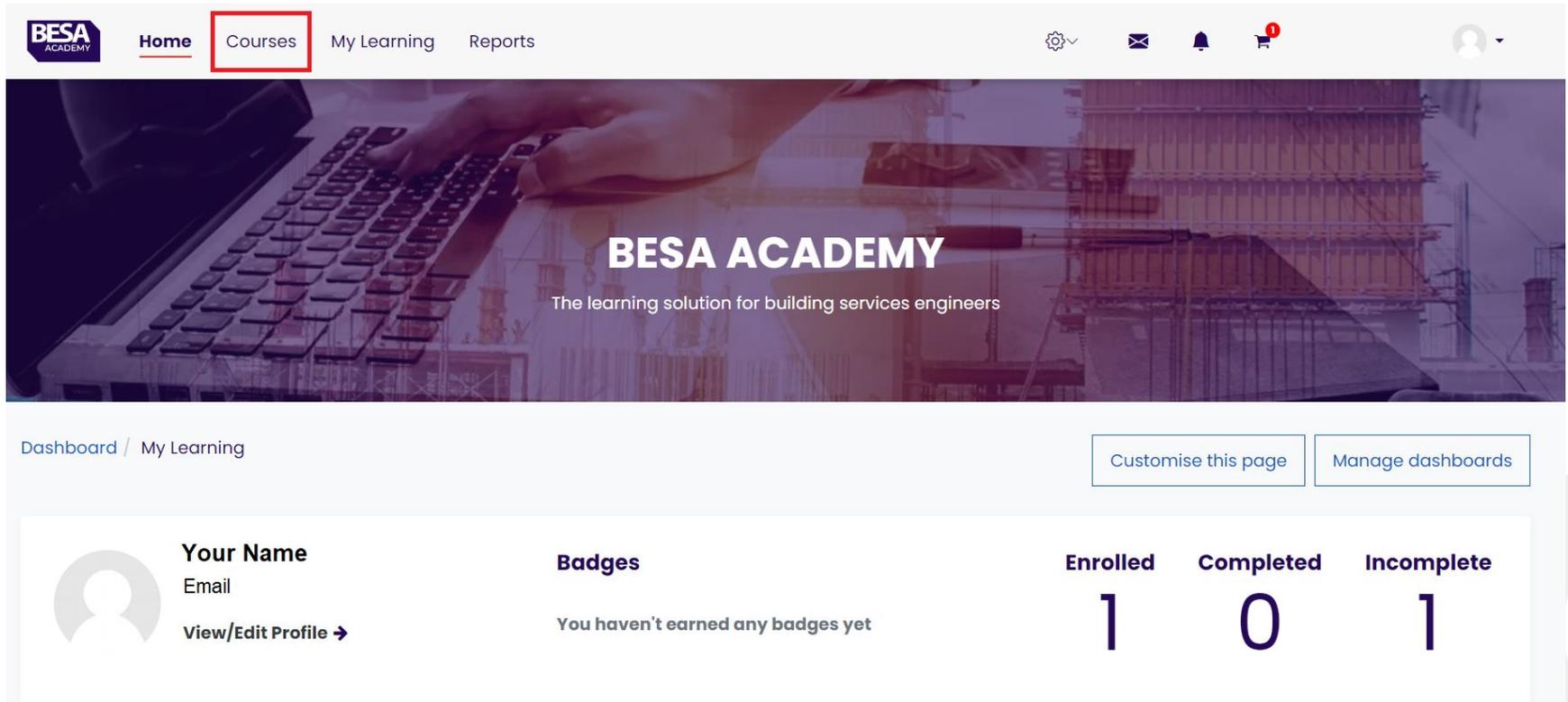


 Remember username

[Forgot username or password?](#)
Cookies must be enabled in your browser 

For full access to this site, you first need to create an account.

Once you login, click on the “Courses” tab.



The screenshot shows the BESA Academy dashboard. At the top, the navigation menu includes 'Home', 'Courses' (highlighted with a red box), 'My Learning', and 'Reports'. On the right, there are icons for settings, email, notifications, and a shopping cart. The main header features the BESA ACADEMY logo and the tagline 'The learning solution for building services engineers'. Below the header, the breadcrumb 'Dashboard / My Learning' is visible, along with buttons for 'Customise this page' and 'Manage dashboards'. The user profile section shows 'Your Name' and 'Email' with a 'View/Edit Profile' link. The 'Badges' section indicates 'You haven't earned any badges yet'. A progress summary table shows 1 enrolled, 0 completed, and 1 incomplete course.

Enrolled	Completed	Incomplete
1	0	1

Select the desired courses from My Courses and then Click on Go to Course.

Categories ▾ My Courses

Categories ▾  

My Courses



Health & Safety Environment Test (Online)

Our online HEALTH AND SAFETY ENVIRONMENT TEST meets the requirements for all Craft and Operative SKILLcards and enables those working on site a minimum level of health and safety awareness. The online test removes the hassle of booking and...

[Go to Course >](#)

Click on "Proctortrack - Start Here" button to go to next step.

Your progress 

General

[Expand all](#)

^ Health & Safety Environment Test

The pass rate for this assessment is 45/50. The assessment is to be undertaken in exam conditions using proctoring software, as outlined during your onboarding process and detailed on our website. Should you violate the exam conditions your assessment will be considered void and you will not receive your certificate (regardless of your score). Should you wish to take the test again you will need to repurchase.

Please ensure you have familiarized yourself with the proctoring guidelines on our website by [clicking here](#)

 Proctortrack - Start Here 

∨ Certificate

The Proctortrack Dashboard features an Onboarding status at the top. Successful approval of the Onboarding profile is mandatory to attempt the actual tests. The creation of an Onboarding profile is initiated by completing the Onboarding test, which serves as a sample test. To proceed, select the "Go to Test" button for the desired test.

Approval of the Onboarding Profile is a prerequisite for all test-takers before attempting any actual tests. The process for taking the actual tests mirrors that of the Onboarding test.

The screenshot displays the Proctortrack dashboard interface. At the top left is the Proctortrack logo with the tagline "by Verificient". On the top right, there is a notification bell icon, a language dropdown menu set to "English", and a user profile icon. The main content area is divided into two summary cards. The left card, titled "Total Tests: 2", shows a progress gauge at 0% and includes a legend with "Uploaded 0", "Upload Failed 0", and "Not Attempted 2". The right card, titled "Baseline Status: Not completed", contains a message: "Your Onboarding Test must be completed at least 3 business days before your exam. Click [here](#) to attempt the Onboarding..." and a progress gauge labeled "No Data". Below these cards is a navigation bar with three tabs: "Test List", "Onboarding Data", and "Notifications". The "Test List" tab is active, showing a table with columns for "Test Name", "Start Date", "End Date", and "Status". Two rows are visible: "H&SE Test" and "Onboarding Onboarding". The "Go To Test" buttons for both rows are highlighted with a red rectangular box.

Test Name	Start Date	End Date	Status
H&SE Test	10-26-2023, 05:05 PM	11-26-2023, 06:05 PM	Test
Onboarding Onboarding	10-26-2023, 05:05 PM	11-26-2023, 06:05 PM	Test

It will ask you to Download Proctortrack. Please click on Download Proctortrack Button to download the application. Once downloaded please Install the application.



Download Proctortrack

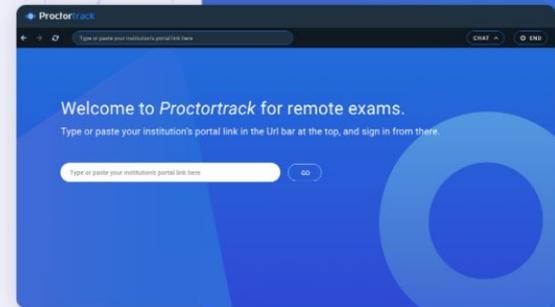
With this new Proctortrack **in-app experience** Your exam will be hosted inside the new Proctortrack Browser app.

[DOWNLOAD PROCTORTRACK](#)

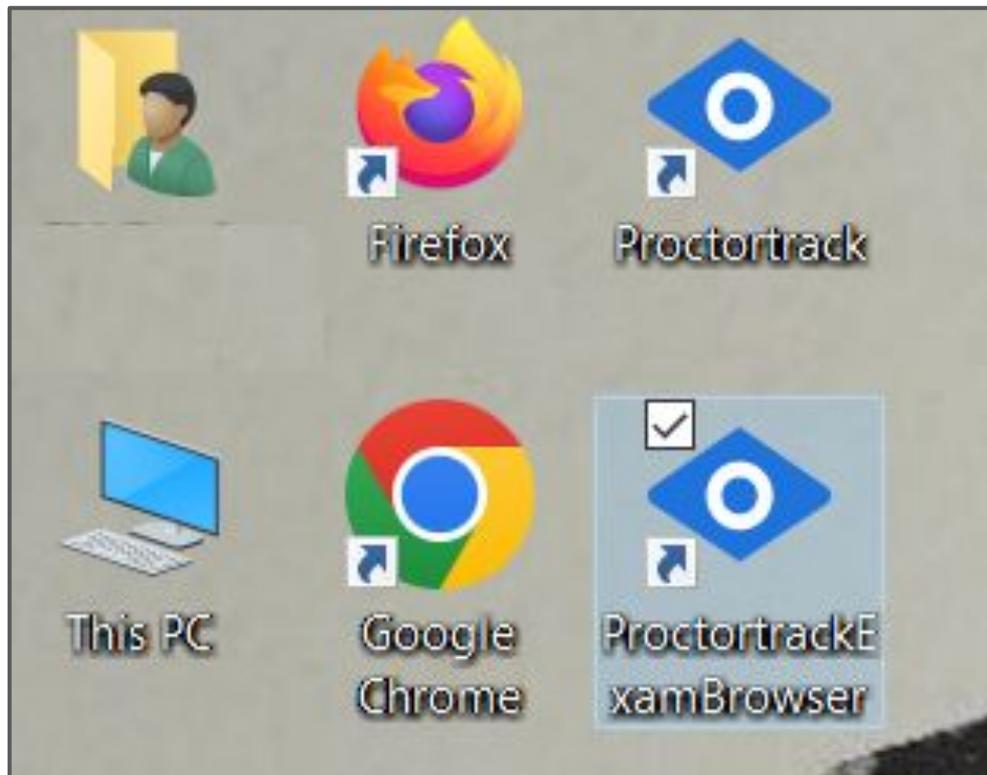
If your application fails to auto-launch, please proceed with the following steps:

- > Download, install and launch Proctortrack Browser.
- > Copy your LMS URL and paste into the ProctorTrack Exam Browser 
- > Once redirected to LMS, enter your credentials.

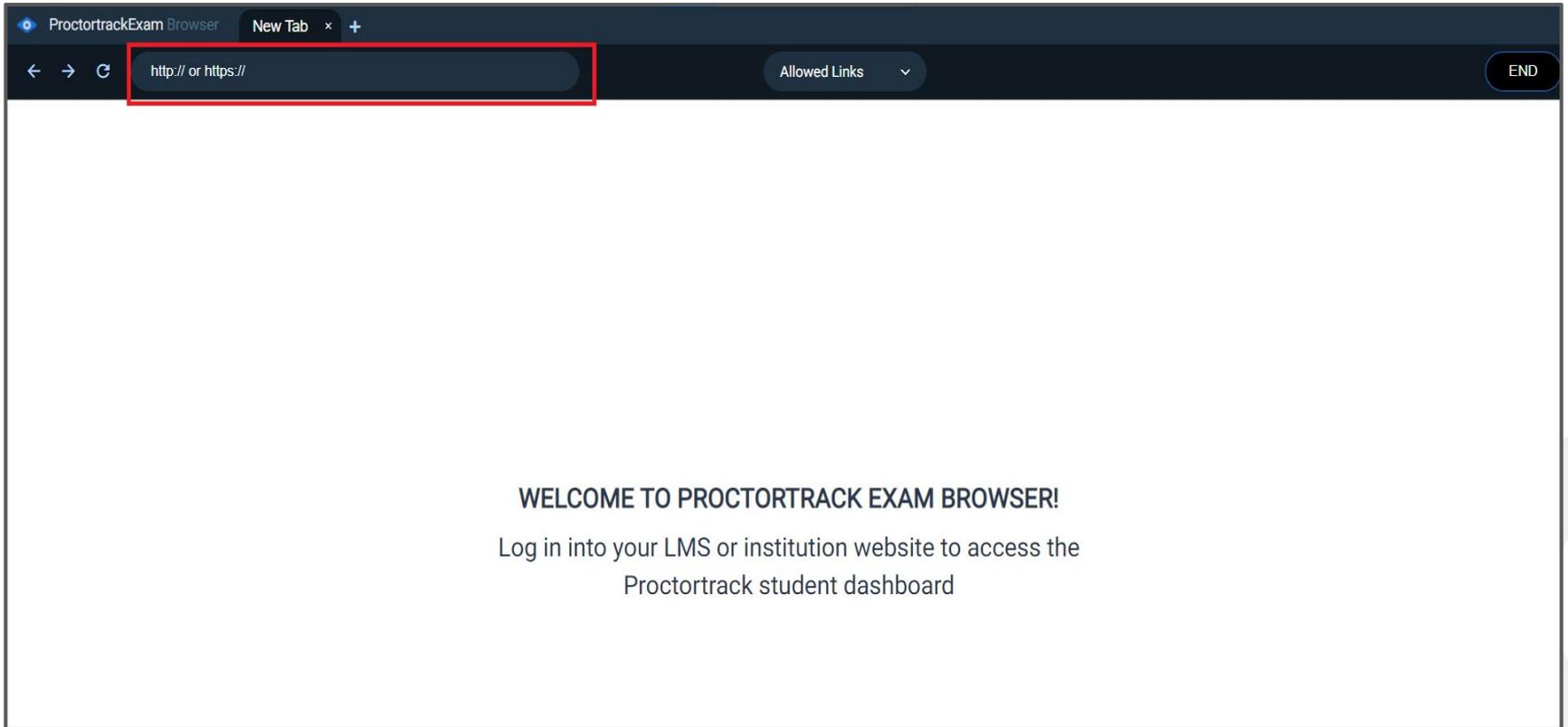
Now you are ready to take your exam.



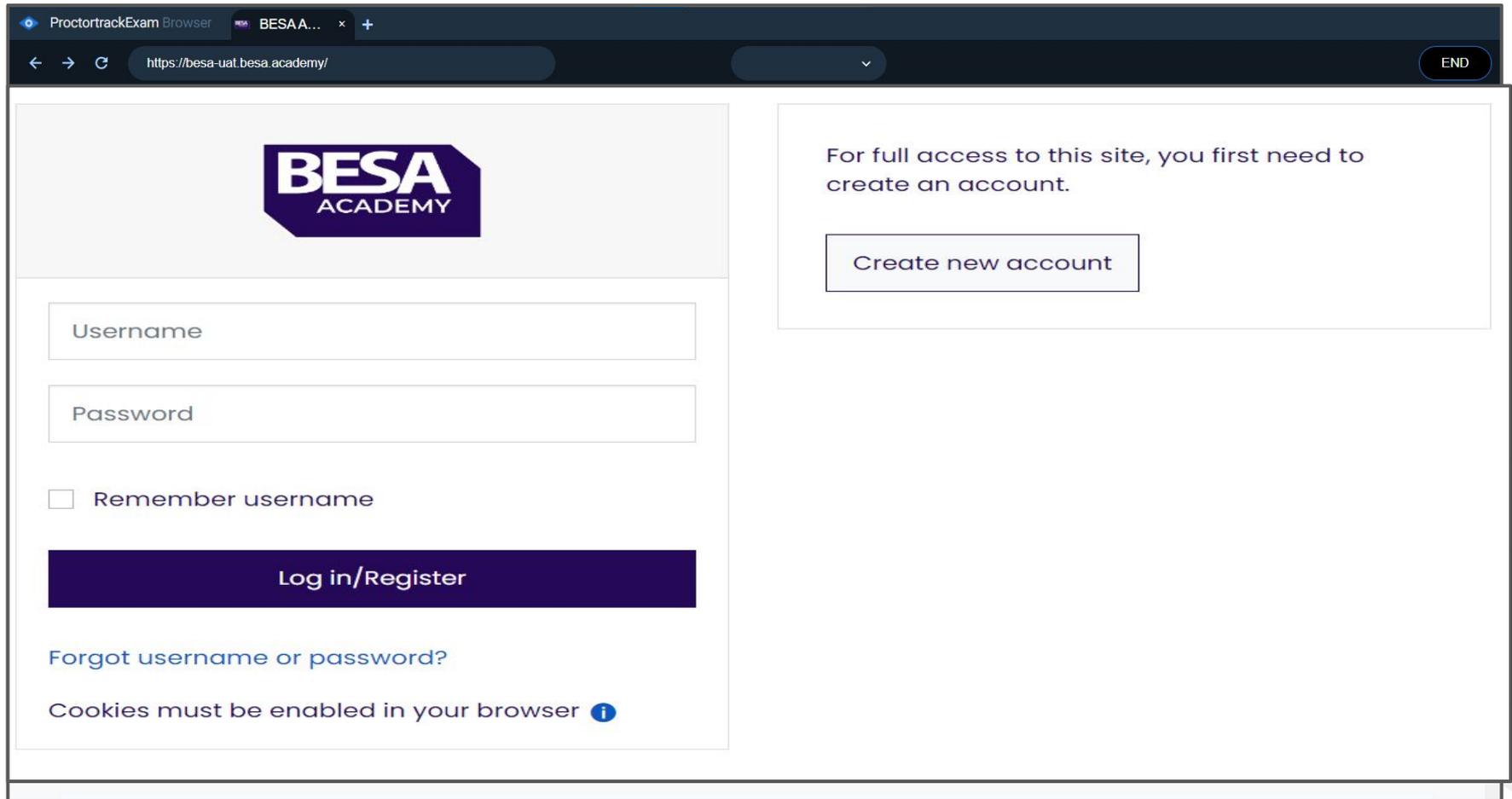
Once Proctortrack is successfully installed, please navigate to your desktop and launch the Proctortrack Exam Browser. Before initiating the browser, ensure to copy the BESA test URL, which is "<https://besa.academy>."



Upon opening the Proctortrack ExamBrowser, enter the BESA URL "<https://besa.academy>" into the address bar, following the provided example.



After opening Proctortrack ExamBrowser, please login back to your BESA website.



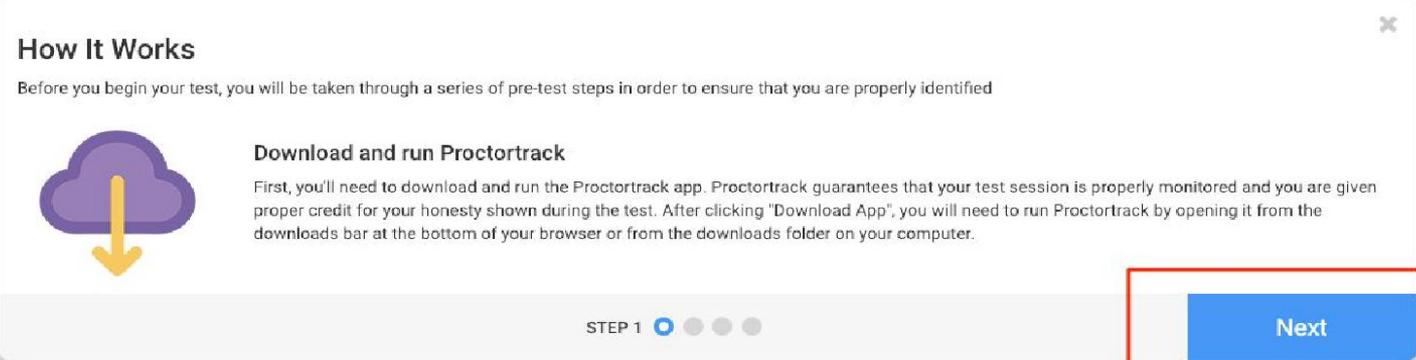
The screenshot shows a web browser window with the following elements:

- Browser Tab:** ProctortrackExam Browser
- Address Bar:** <https://besa-uat.besa.academy/>
- Page Header:** BESA ACADEMY logo
- Form Fields:**
 - Username
 - Password
 - Remember username
- Buttons:**
 - Log in/Register
 - Create new account
- Text:**
 - For full access to this site, you first need to create an account.
 - Forgot username or password?
 - Cookies must be enabled in your browser [i](#)

Once logged in please select the desired course and then click on Proctortrack - Start Here

The screenshot shows a web browser window with the address bar displaying `https://besa-ual.besa.academy/`. The page content includes a section titled "Health & Safety Environment Test" with an "Expand all" link. Below the title, there is a paragraph: "The pass rate for this assessment is 45/50. The assessment is to be undertaken in exam conditions using proctoring software, as outlined during your onboarding process and detailed on our website. Should you violate the exam conditions your assessment will be considered void and you will not receive your certificate (regardless of your score). Should you wish to take the test again you will need to repurchase." This is followed by a link: "Please ensure you have familiarized yourself with the proctoring guidelines on our website by [clicking here](#)". Below this is a button labeled "Proctortrack - Start Here" with a star icon and a checkbox. A second section titled "Certificate" is partially visible below a horizontal line. On the right side, a sidebar menu is open, listing various options: "Edit settings", "Turn editing on", "Course completion", "Reset completions", "Reset this course", "Completion editor", "Reminders", "Notifications", "Users", "Unenrol me from Health & Safety Environment Test 22", "Filters", "Reports", "Grades", "Gradebook setup", "Outcomes", "Backup", "Restore", "Import", "Reset", "Question bank", and "Switch role to...". The browser's address bar also shows "ProctortrackExam Browser" and "BESAA..." tabs.

Read through the guidelines under the 'How it Works' tab on the top, to further understand the steps required. Click the "Next" button to scroll through the steps.



Proctortrack™
Integrity Realized

How It Works

Before you begin your test, you will be taken through a series of pre-test steps in order to ensure that you are properly identified

 **Download and run Proctortrack**

First, you'll need to download and run the Proctortrack app. Proctortrack guarantees that your test session is properly monitored and you are given proper credit for your honesty shown during the test. After clicking "Download App", you will need to run Proctortrack by opening it from the downloads bar at the bottom of your browser or from the downloads folder on your computer.

STEP 1 ● ● ● ●

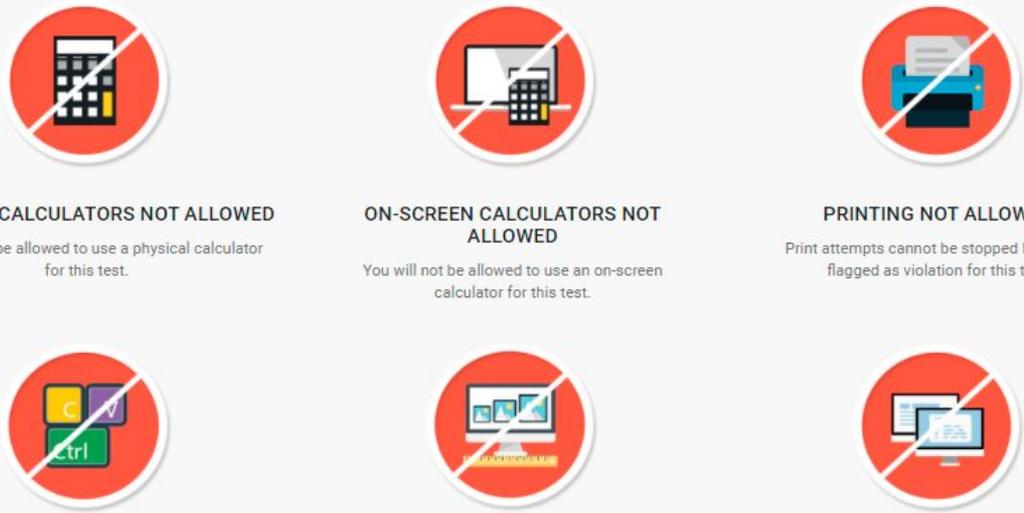
[Next](#)

Let's Get Started

Set Up a Proper Testing Environment for a High Integrity Score.



Scroll down to go through the “Let’s Get Started” section, to understand the guidelines for a proper testing environment. After getting familiar with all the guidelines, check the box (at the bottom) labeled “I have read, understand and will adhere to the required environment guidelines.” Click “Go To Next Step.”



PHYSICAL CALCULATORS NOT ALLOWED
You will not be allowed to use a physical calculator for this test.

ON-SCREEN CALCULATORS NOT ALLOWED
You will not be allowed to use an on-screen calculator for this test.

PRINTING NOT ALLOWED
Print attempts cannot be stopped but will be flagged as violation for this test.

COPY/PASTE IS NOT ALLOWED
Clipboard is disabled for this test and Copy/Paste functions are not available.

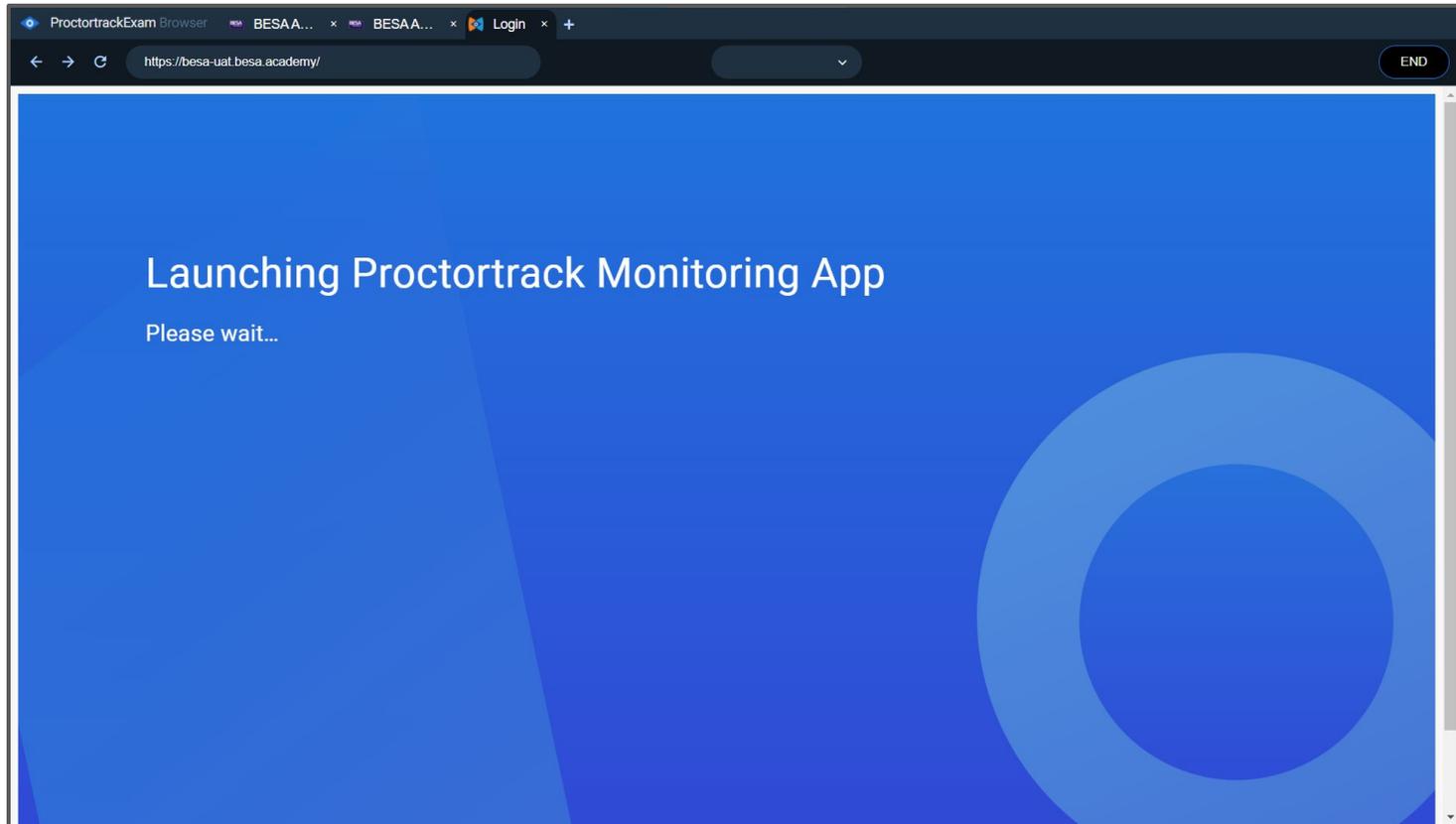
PRINT SCREEN DISABLED
Print screen functionality is not available during this test.

MULTIPLE MONITORS NOT ALLOWED
Using Multiple Monitors during this test will be flagged as a violation.

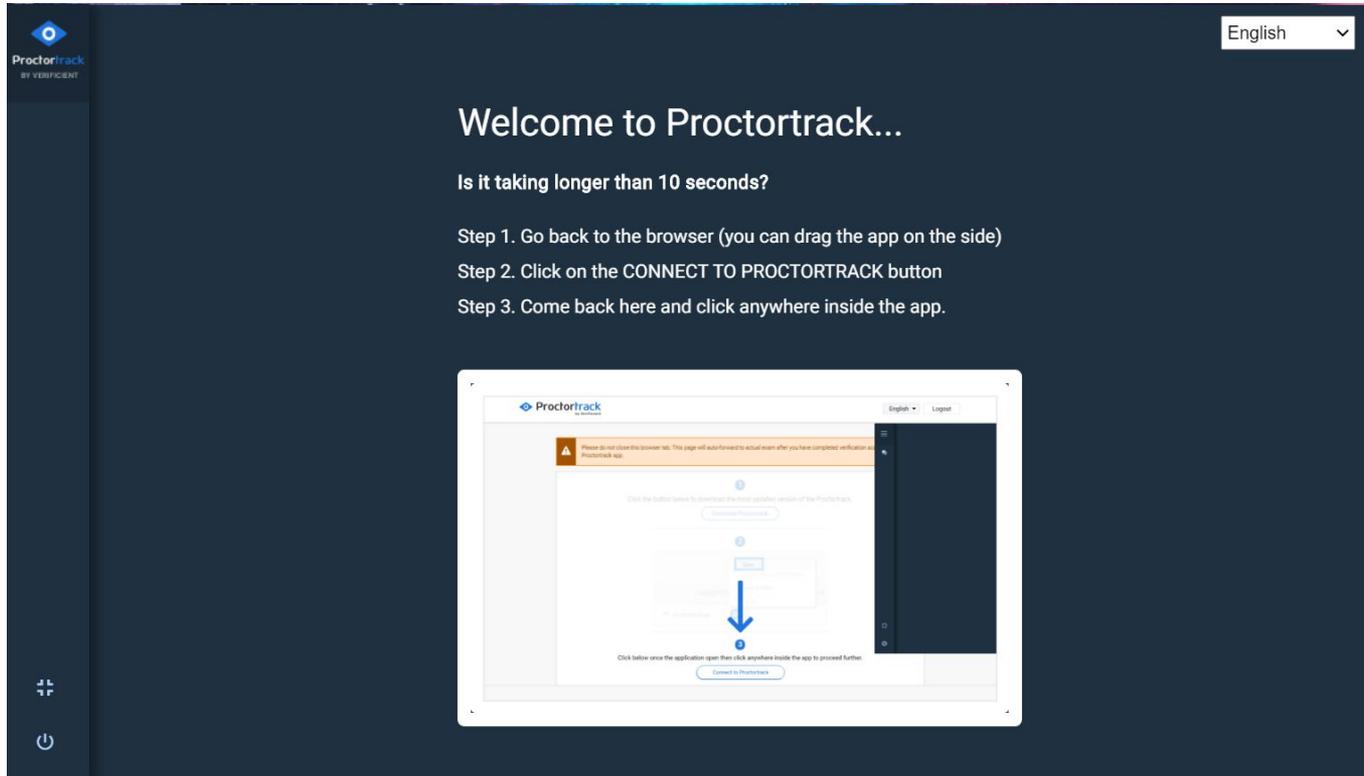
I have read, understand and will adhere to the required environment guidelines.

[Go To Next Step](#)

This is the connection page. Proctortrack application will launch automatically and will connect to our secured servers.



If it's taking longer than 10 seconds to initiate the app, follow the instructions displayed on the screen.



The screenshot shows the Proctortrack mobile app interface. At the top left is the Proctortrack logo with 'BY VERIFICENT' below it. At the top right is a language dropdown menu set to 'English'. The main content area has a dark blue background with white text. The heading is 'Welcome to Proctortrack...'. Below it is the question 'Is it taking longer than 10 seconds?'. Three steps are listed: Step 1. Go back to the browser (you can drag the app on the side); Step 2. Click on the CONNECT TO PROCTORTRACK button; Step 3. Come back here and click anywhere inside the app. At the bottom of the main content area are icons for a full-screen view and a power button. In the center, there is a white-bordered inset showing a browser window. The browser window displays the Proctortrack app's connection screen. It has a warning banner at the top: 'Please do not close this browser tab. This page will auto-forward to actual exam after you have completed verification for Proctortrack app.' Below the banner, there is a button 'Download Proctortrack App'. A blue arrow points down to a 'Connect to Proctortrack' button. At the bottom of the browser window, there is a note: 'Click below once the application opens then click anywhere inside the app to proceed further.' with a 'Connect to Proctortrack' button below it.

Proctortrack
BY VERIFICENT

English

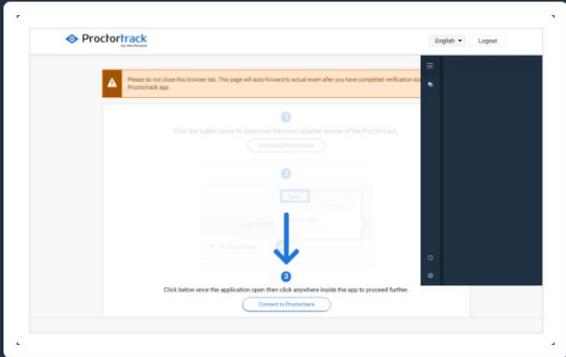
Welcome to Proctortrack...

Is it taking longer than 10 seconds?

Step 1. Go back to the browser (you can drag the app on the side)

Step 2. Click on the CONNECT TO PROCTORTRACK button

Step 3. Come back here and click anywhere inside the app.



Proctortrack

English | Logout

Please do not close this browser tab. This page will auto-forward to actual exam after you have completed verification for Proctortrack app.

Click the button below to download the most updated version of the Proctortrack app.

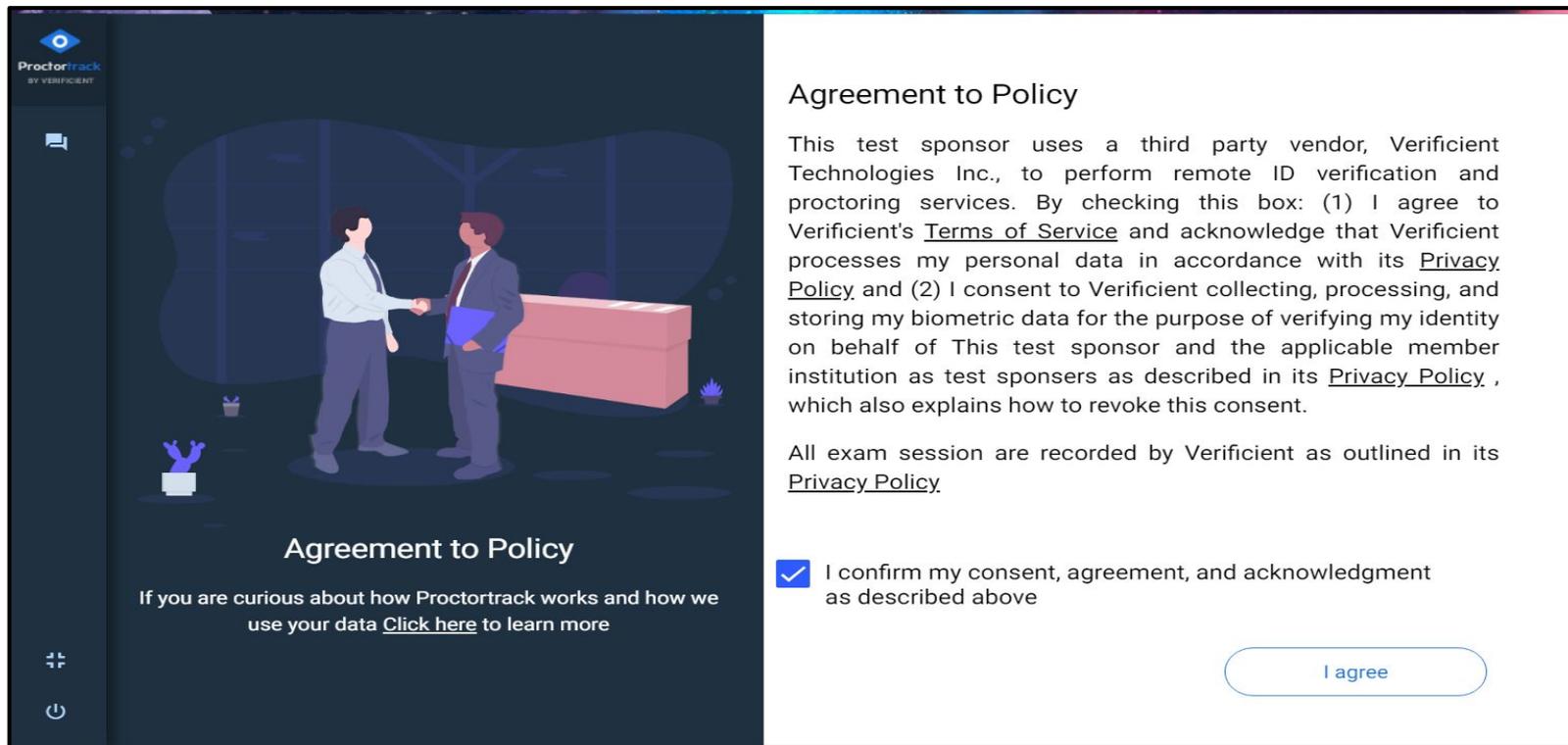
Download Proctortrack App

Connect to Proctortrack

Click below once the application opens then click anywhere inside the app to proceed further.

Connect to Proctortrack

You will be redirected to the “Agreement to Policies”. Please read the agreement policies, check the box below and then click on “I AGREE”.



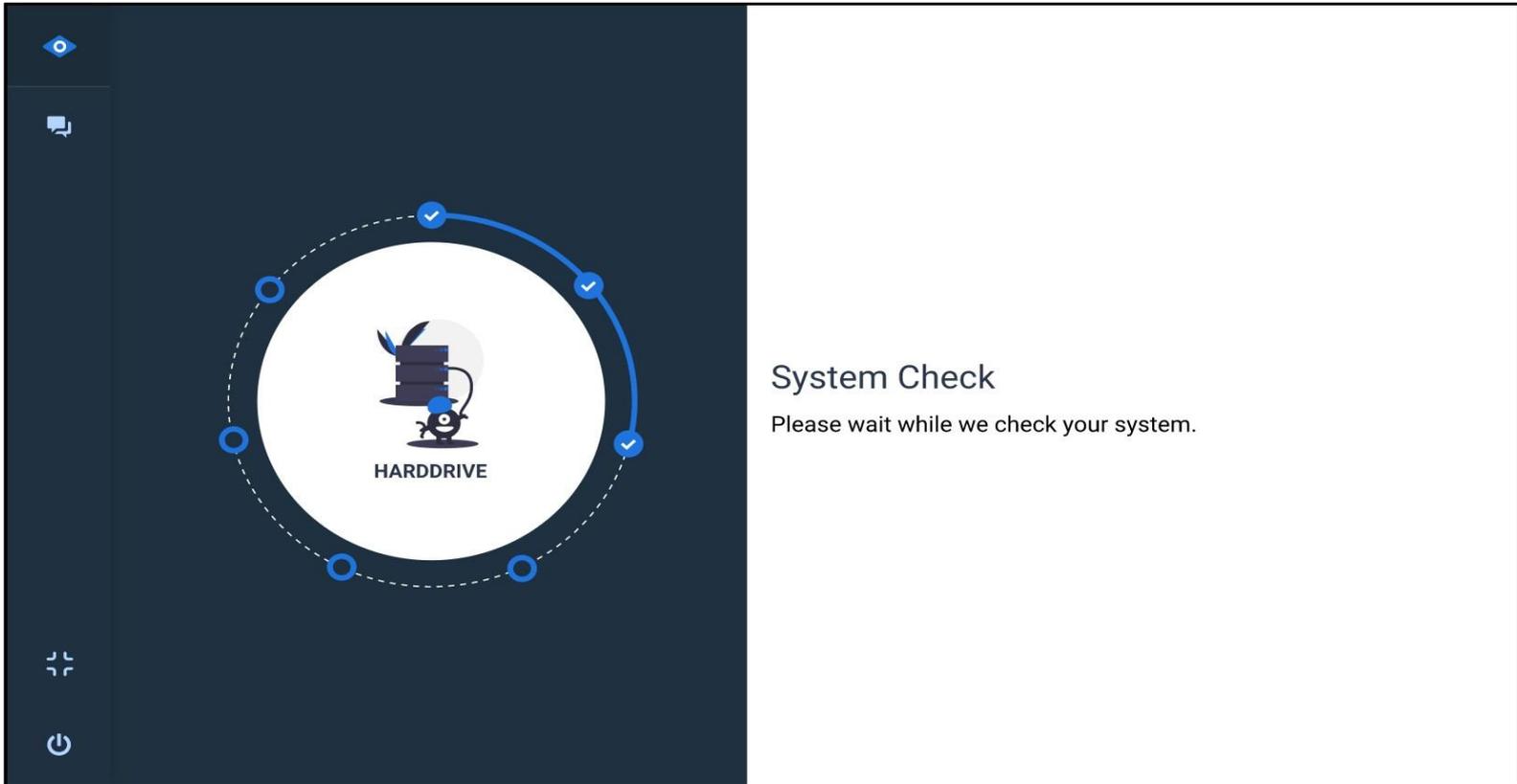
Agreement to Policy

If you are curious about how Proctortrack works and how we use your data [Click here](#) to learn more

I confirm my consent, agreement, and acknowledgment as described above

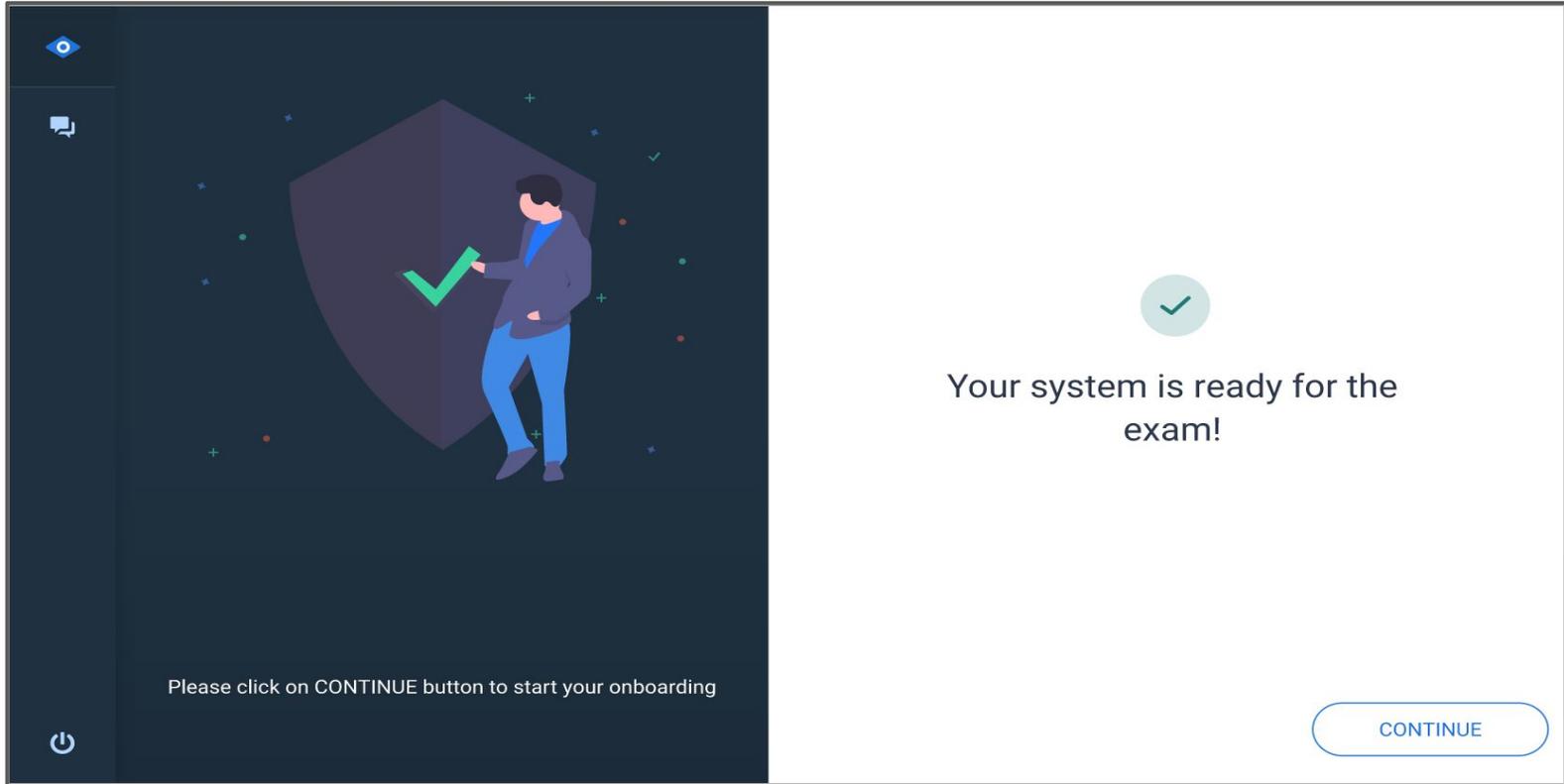
[I agree](#)

A 7-point System Check will automatically run to verify that the system is ready.

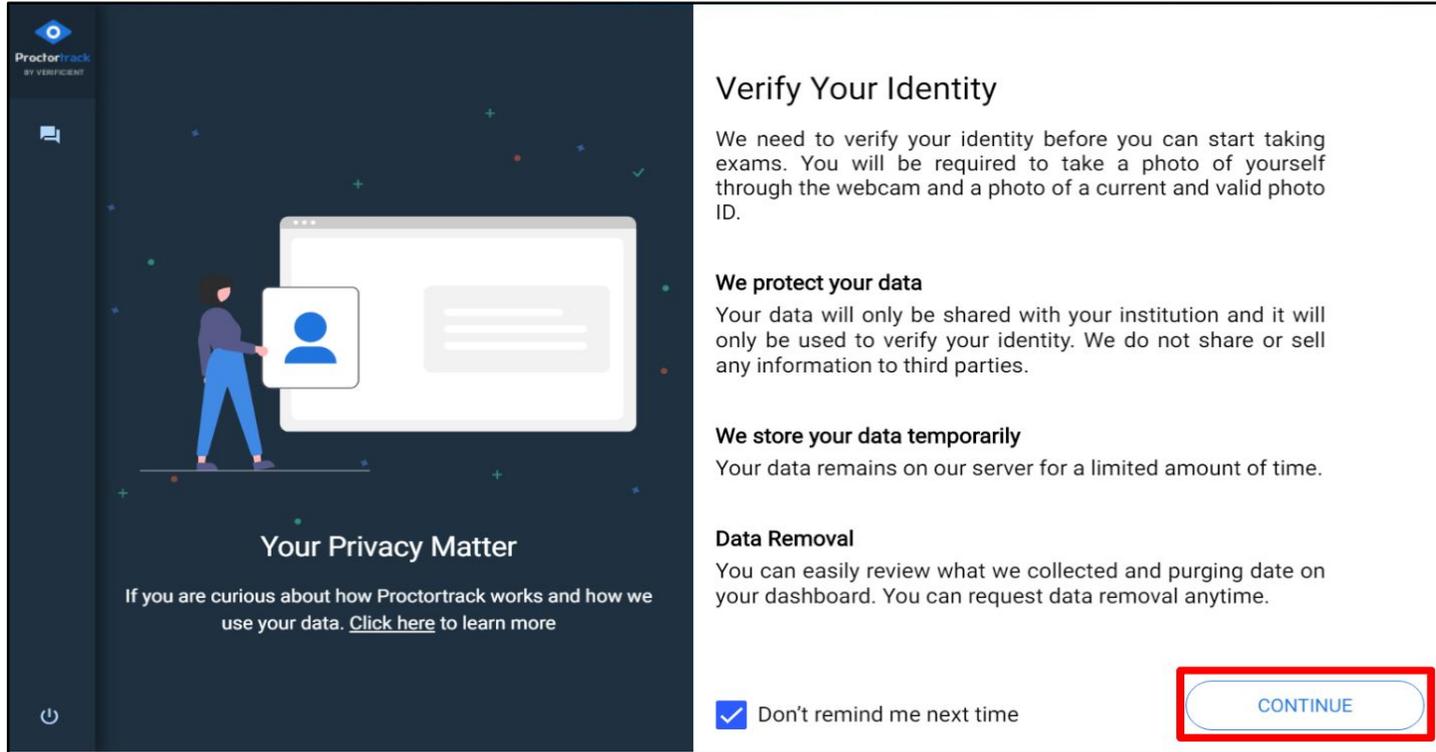
The image shows a software interface for a system check. On the left is a dark blue sidebar with icons for eye, chat, expand, and power. The main area features a circular progress indicator with seven points, three of which are checked. The center of the circle contains an illustration of a hard drive and a robot, with the text 'HARDDRIVE' below it. To the right of the progress indicator, the text 'System Check' and 'Please wait while we check your system.' is displayed.

System Check
Please wait while we check your system.

Once the System Check is successfully conducted, click “CONTINUE” to start your onboarding. Follow the prompts till you reach the Face and ID scan.



You will be prompted to verify your identity. Ensure to read the information provided on the screen, then click on Continue to proceed.



ProctorTrack
BY VERIFICENT

Your Privacy Matter

If you are curious about how Proctortrack works and how we use your data. [Click here](#) to learn more

Verify Your Identity

We need to verify your identity before you can start taking exams. You will be required to take a photo of yourself through the webcam and a photo of a current and valid photo ID.

We protect your data

Your data will only be shared with your institution and it will only be used to verify your identity. We do not share or sell any information to third parties.

We store your data temporarily

Your data remains on our server for a limited amount of time.

Data Removal

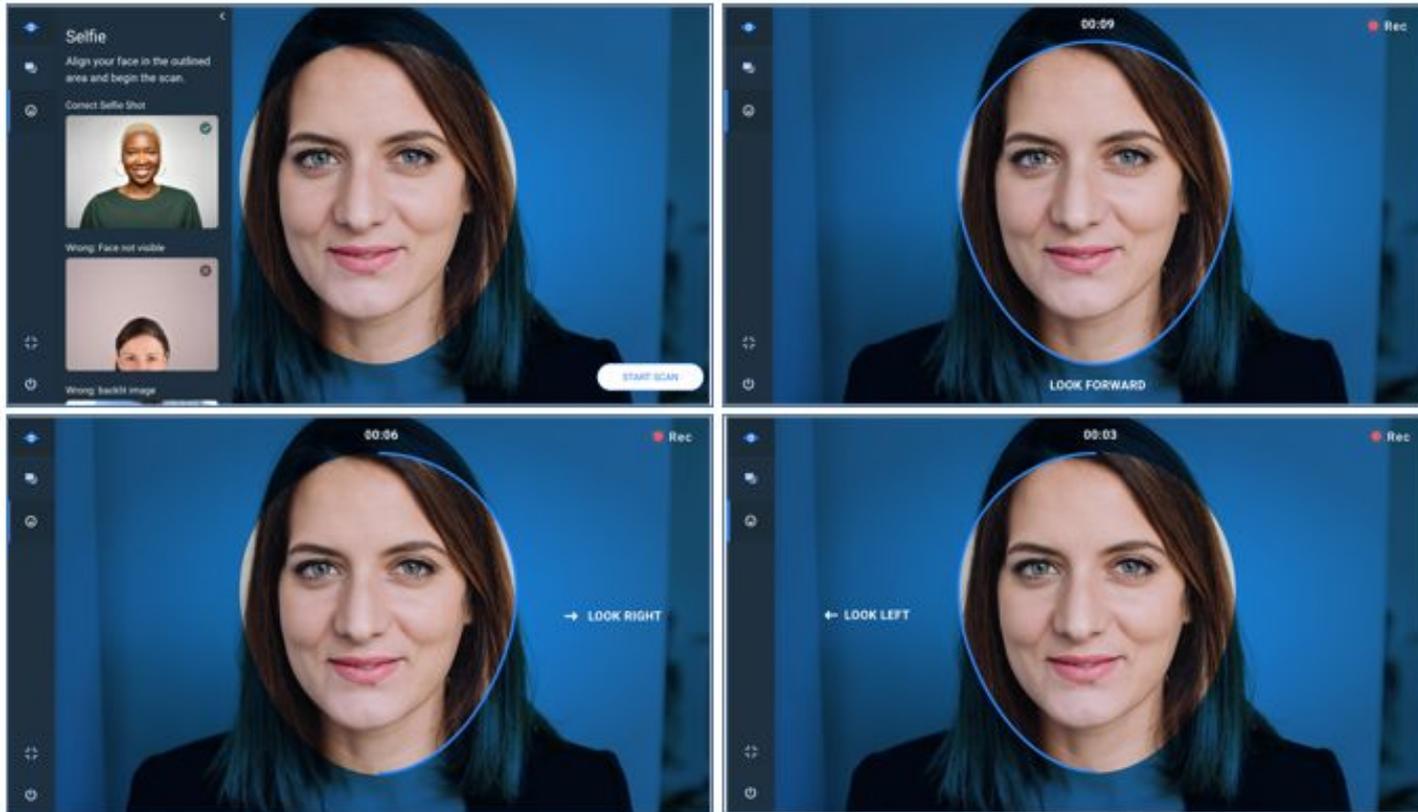
You can easily review what we collected and purging date on your dashboard. You can request data removal anytime.

Don't remind me next time

CONTINUE

You will now be prompted to complete a Face Scan.

Click Start Scan and follow the instructions displayed on the page to ensure a proper face scan is captured.



If the face scan is blurry click on Retake to capture again. Once the face scan is captured click on Next to proceed.



Review Your Selfie Shot



Compare your shot with the examples and make sure your picture follows the instructions below:

- Your face should be well lit.
- Nothing should cover your face.
- Your photo should not be backlit.



Curious about how we protect and use your data?
[Click Here](#)





Examples



RETAKE **NEXT**

You will now be prompted to complete the ID Scan.

Make sure to Fit the ID with-in the frame in the correct alignment and hold it steady to ensure the test n your final ID scan is readable. Click Start Scan to proceed

ID Scan

Align your ID in the outlined area and begin the scan.

Correct ID Scan

Wrong: image too far

Curious about how we protect and use your data? [Click Here](#)

Proctortrack

Mala Kumar
123 Main Street
New York,
11211 NY

date issued: 06/18/2015

#00003467212

Align your ID in the outlined area and begin the scan.
When ready, click Start Scan to begin.

START SCAN

Rotate ID outline

If the ID scan is blurry click on Retake to capture again. Once the ID scan is captured click on Next to proceed.



Review Your ID Scan



Compare your ID Scan video with the example.

- Easy to read.
- Shines Should not cover text.
- Your Photo should not be backlit.



Curious about how we protect and use your data?
[Click Here](#)



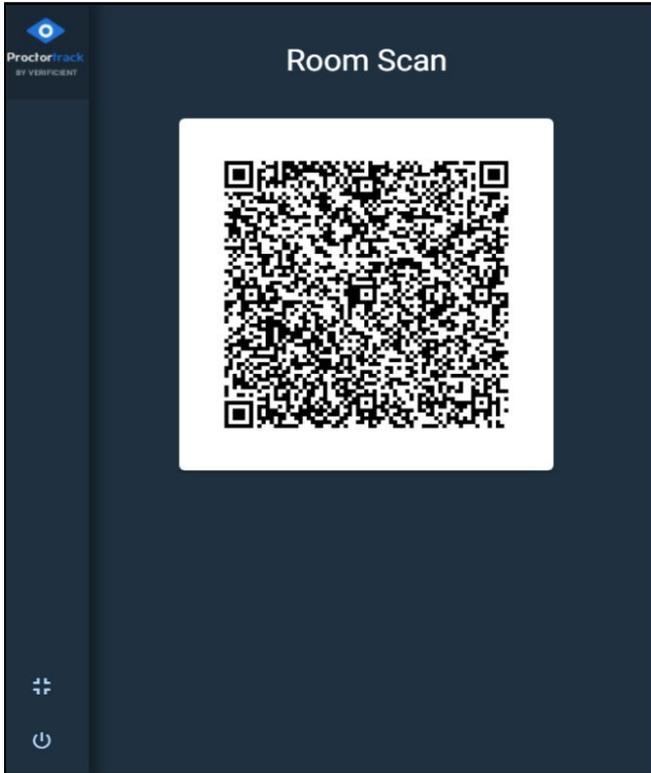


Examples



RETAKE **NEXT**

You will now be required to conduct a room scan using either the Proctortrack mobile app by scanning the QR code on your screen with the app or with your laptop by clicking on “CONTINUE WITHOUT MOBILE”



The screenshot shows the Proctortrack mobile app interface. At the top left is the Proctortrack logo with 'BY VERIFICENT' below it. The main heading is 'Room Scan'. In the center is a large QR code. At the bottom left, there are two icons: a plus sign and a power button.

Room Scan

Your institution requires a Room Scan using the Proctortrack mobile app. Please CLEAR your immediate area for a successful room scan.

Step 1

Download the Proctortrack Mobile App

If you haven't already downloaded the Proctortrack Mobile App, visit proctortrack.com/mobileapp on your phone or visit your App Store.

Step 2

Launch the Proctortrack mobile app.
Scan the QR code using the mobile app.

Follow the mobile app directions to produce a 360 degree scan of your room.

Upon a successful room scan completion this page will automatically forward to the next step.

Download the Proctortrack app visit proctortrack.com/mobile-app on your phone or visit the App Store or Google Play Store.

The Test Guidelines window shows the Proctoring or monitoring configurations and instructions on what is allowed during the exam. Read them carefully and click “START PROCTORING” to begin your proctoring session.

TEST GUIDELINES
Carefully review the guidelines listed below to learn what you can and cannot do during the test session.

Not Allowed

- You will be not allowed to read from physical books
- You will be not allowed to read from physical books

Allowed

- You will be allowed to copy-paste any content

Tips For Exam

- Use a Private Agent
- Sit Directly in Front of
- Create the Proper Lighting
- Turn Off Noise-Making

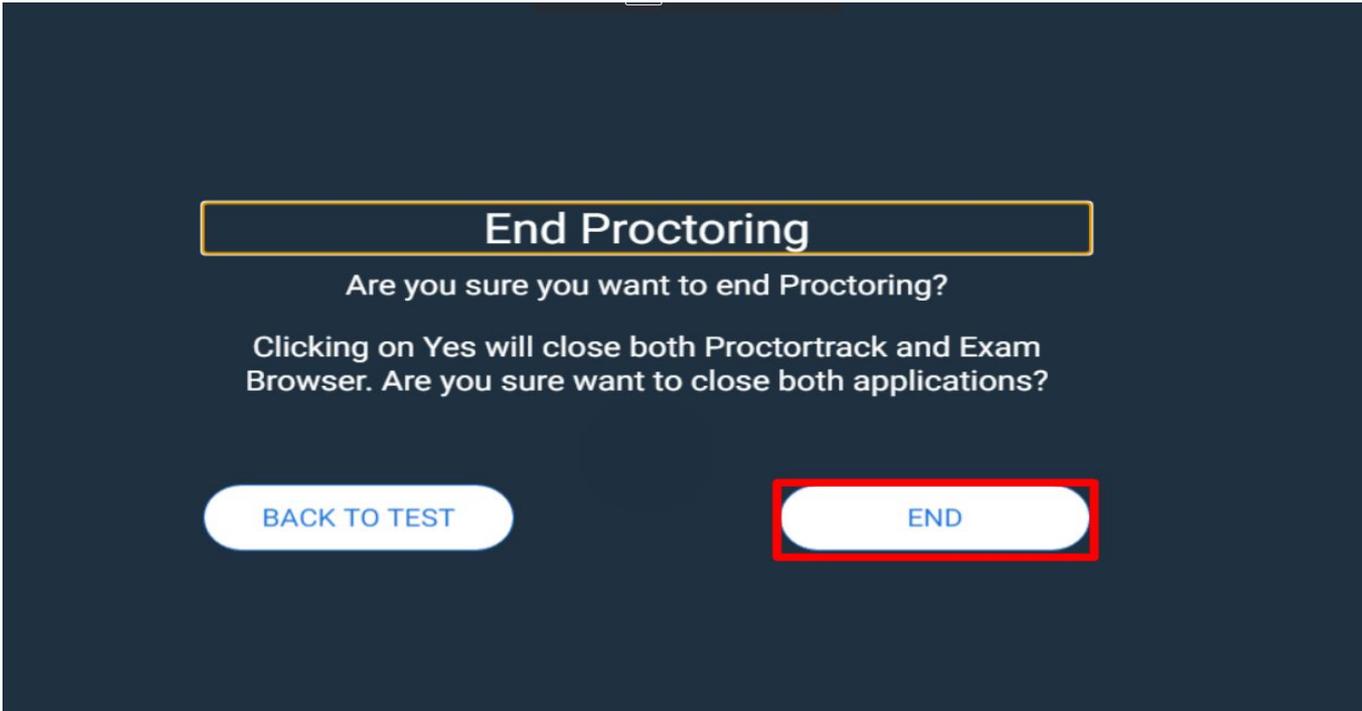
START PROCTORING

If your quiz is restricted by a quiz password, you should be able to copy it from the top of your video feed as shown below.

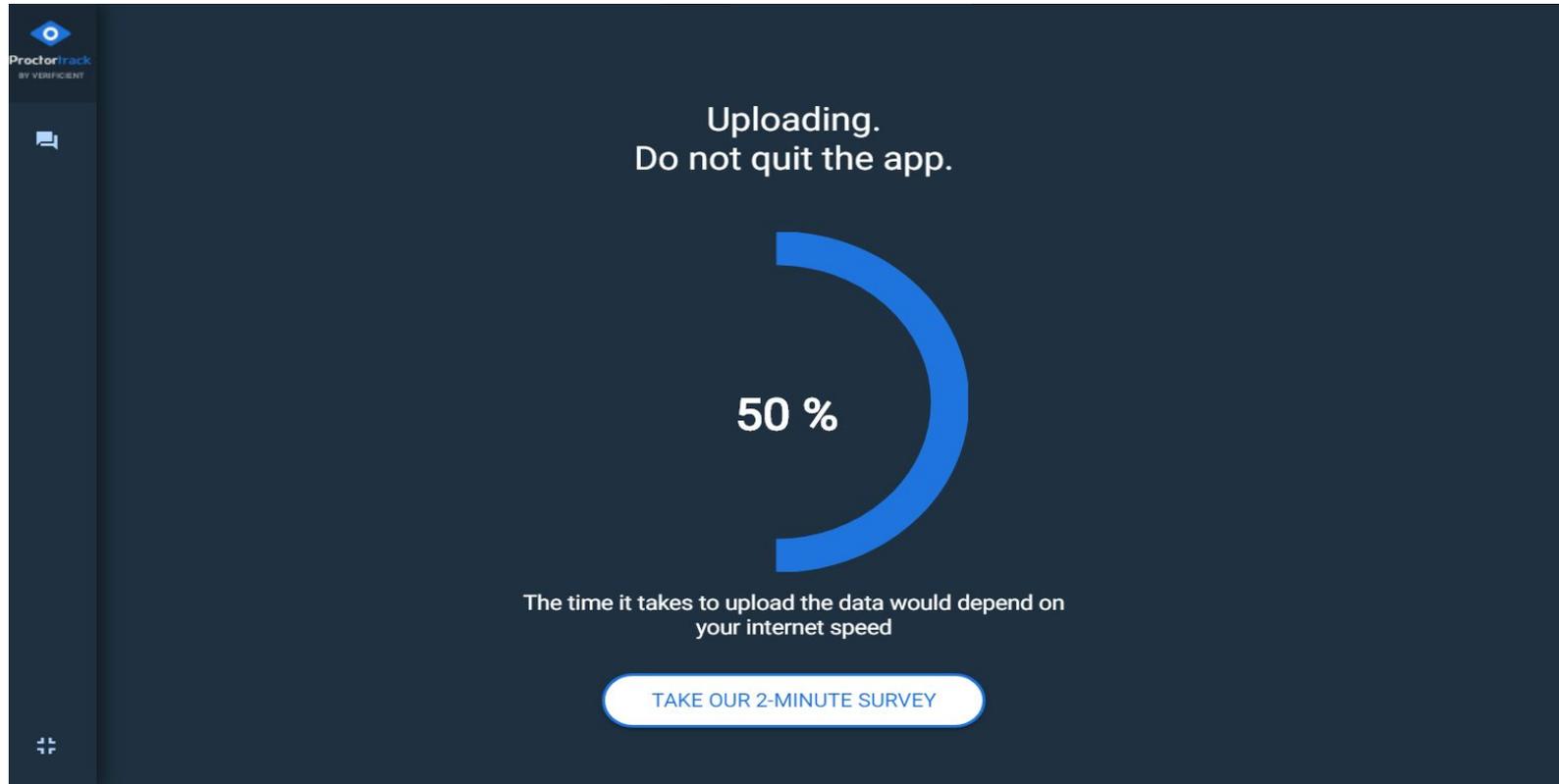
a. Click on “Copy access code” to copy the password.

b. Paste the quiz password and then Start the Quiz.

This is the End Proctoring window where you can click on “END” to start data upload

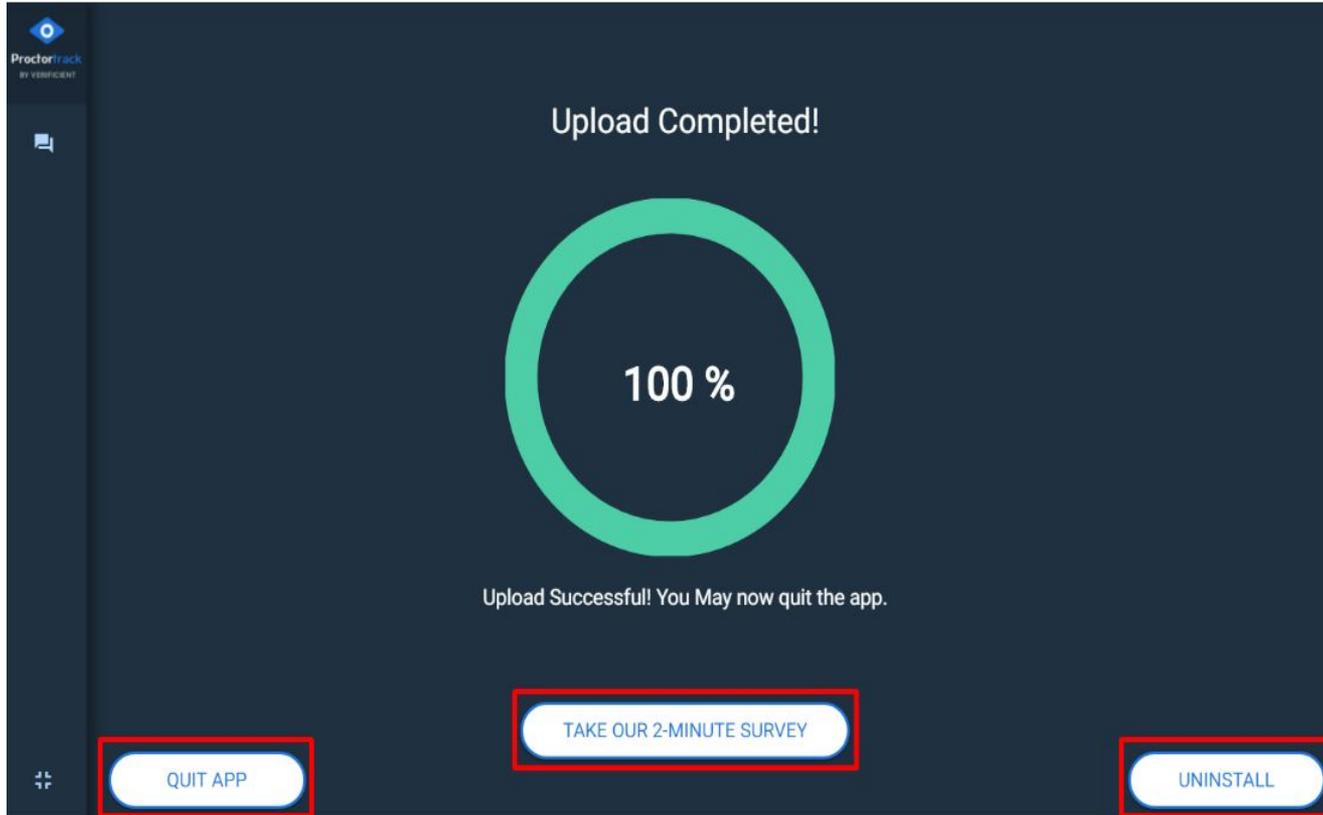


The session data will be automatically uploaded to Proctortrack within a few seconds.



The image shows a dark blue application interface for Proctortrack. In the top-left corner, there is a logo consisting of a blue eye icon above the text "Proctortrack" and "BY VERIFICENT" below it. A vertical sidebar on the left contains a chat icon and a window management icon. The main content area features the text "Uploading. Do not quit the app." at the top. Below this is a large blue circular progress indicator that is half-filled, with "50 %" written in white in the center. Underneath the progress indicator, it says "The time it takes to upload the data would depend on your internet speed". At the bottom center, there is a white rounded rectangular button with the text "TAKE OUR 2-MINUTE SURVEY" in blue. The bottom-left corner of the interface has a small white icon of four squares.

The test session is complete! Both the buttons visible here will close Proctortrack. Proctortrack will have to be run before each proctoring-enabled test. Click “QUIT APP” to save the application for use with later tests, or click “Uninstall” to remove Proctortrack from the current machine. Keep in mind that an opportunity to download Proctortrack will be given before each proctoring-enabled test.



Need Help?

Open a ticket, or contact our support team by live-chat, phone, or email. Our team is available 24 x 7 x 365.



1. Phone :

+1(844) 753-2020, Call us anytime to speak with our Support team



4. FAQ :

Click here for Frequently asked questions



2. Submit a support ticket at

www.proctortrack.com/support



5. Support@verificent.com

Tell us your concern we'll be right with you



3. Chat :

Need help? Let's Chat! Use this option from the bottom right corner.