INSTRUCTIONS ON USING

THE EXAMUS TESTING SERVICE

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1 Examination procedure using the Examus service

- Install the Google Chrome web browser (https://www.google.com/chrome/);
- Using Google Chrome web browser, go to the following page: https://student.examus.net/?serverOrigin=https://o7x.examus.net/, and click on **Университет Лобачевского** button, log-in and have your e-mail account verified;
- Click on the name of the test which you wish to take**;**
- Take a photo of your identification document and send it to the proctor for verification;
- You can start the exam now;
- Upon the completion of the exam click on 'End the exam' button;
- Close the Examus tab.

Requirements for the User's PC

1. A PC or a laptop (mobile devices are not supported);
2. Windows operating system (Windows 7, Windows 8, Windows 8.1, Windows 10) or Mas OS X Yosemite (version 10.10, or a newer version);
3. You should have the latest version of the Google Chrome web browser (at the moment when you take the test) installed (for the latest updates of the web browser, please see chrome://help/);
4. Your computer (or laptop) must be equipped with a functioning external or built-in web cam;
5. You need to make sure that the mic is functioning and has been switched on (including built-in mics);
6. You should have a steady Internet connection with a speed of not slower than 1 Mbps per second (however, the recommended speed is 1 Mbps per second);
7. Your computer should successfully pass the 'Computer setup' test.

   IMPORTANT: If your computer does not meet these requirements or fails to pass the 'Computer setup' test, the option of taking an exam with proctoring services shall not be available.
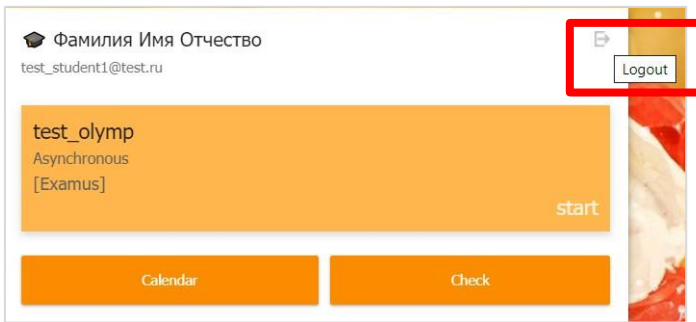
2 Authentication

Open the https://student.examus.net/?serverOrigin=https://o7x.examus.net/ webpage and log on by clicking on the **Университет Лобачевского** button. Enter your password and login. Press Enter.

Important! Do not use the Examus button for authentication!

If you wish to log out, click on 'Logout' (as shown below):

3 Computer's check

Important! You need to check your computer's settings in advance (at least a day before testing), so that you have the time to refer to the User Support Service should any problems arise.
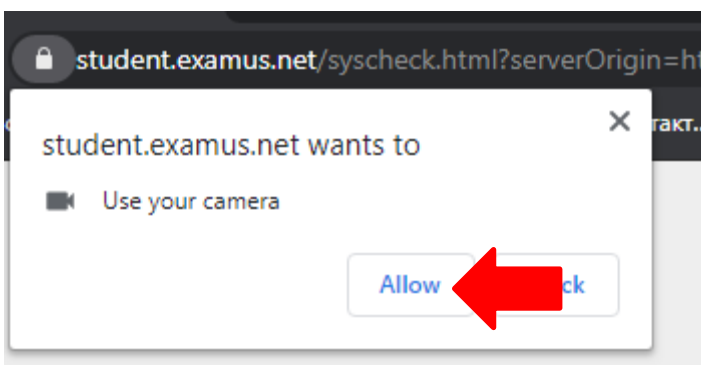
Before running the check, make sure that:
- The Webcam and mic are on;
- The webcam's lens is not covered or plastered over;
- The room is well-lit;
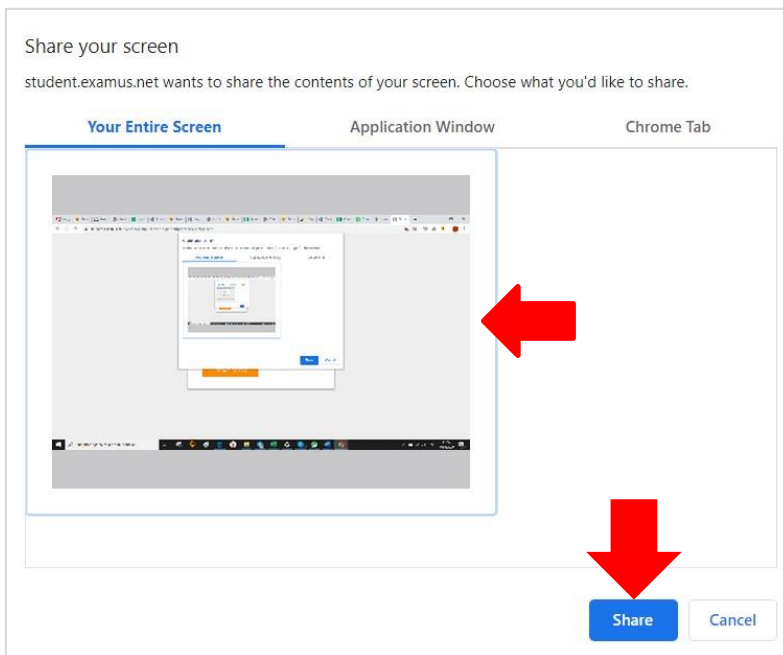- You have a steady internet connection.

1. Press the Check (Проверка) button:
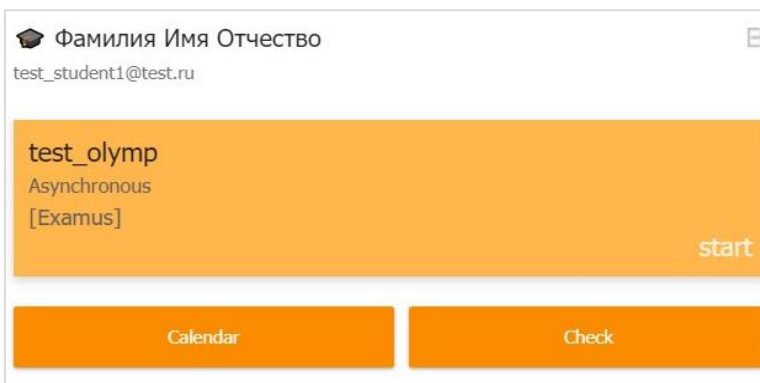
2. In the pop-up window, to request access to the mic and webcam, press Allow (Разрешить):

3. In the pop-up window, to request access to the desktop press Share (Поделиться):

IMPORTANT! Do not disregard this step! Otherwise, it will be impossible to run the check.

If the Share (Поделиться) button is disabled (unclickable), click on the image of the desktop so that it would be highlighted by the blue frame (see the screenshot above).

4. Wait for the completion of the checking process. If the checking process fails (i.e., a red symbol appears against one of the points, or the checking process freezes), refer to the recommendations set out in p. 9.2 Checking Is not Happening and repeat the process.

4 Start of the test

1. In Google Chrome, go to https://student.examus.net/?serverOrigin=https://o7x.examus.net/, and log in by clicking on **Университет Лобачевского** button. The test to be taken will be highlighted in orange. If you wish to start the test, press Start (Начать).
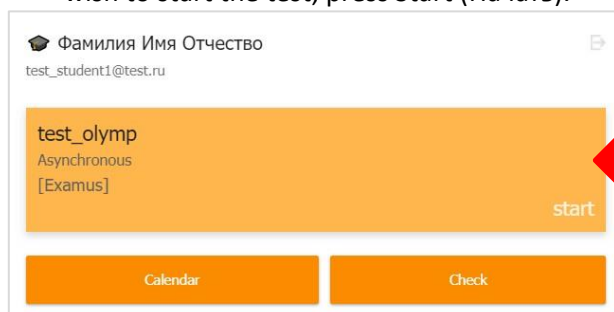
Important! The test will appear in the window no earlier than 15 minutes before the time of the examination.

2. Please read the exam procedure, requirements for users, technical requirements for the equipment, confirm that you agree with the rules for the online testing and press Continue (Продолжить):

3. Requirements for the User's equipment

1. OS Windows 7, 8, 8.1, 10, Mac OS 10.9 and higher
2. Google Chrome web browser (the latest version)
3. Working and switched-on webcam (including built-in cameras in laptops)
4. Working and switched-on microphone (including built-in microphones in laptops)
5. Installed Chrome app "Examus"
6. Stable internet connection with data rates of not less than 1 Mbps
7. The ability to transfer video using WebRTC protocol (you can check at https://test.webrtc.org/).

✓ I agree to the terms of the Rules of Using the Proctoring System

[Continue]

3. You will then have the window Syscheck opened for your computer settings to be checked. This will offer following the same steps as in the process activated by clicking on Check (Проверка) from the start screen (see Computer's check).

4. After the computer's check is complete, press Next (Продолжить), and you will be re- directed to the ID verification process.
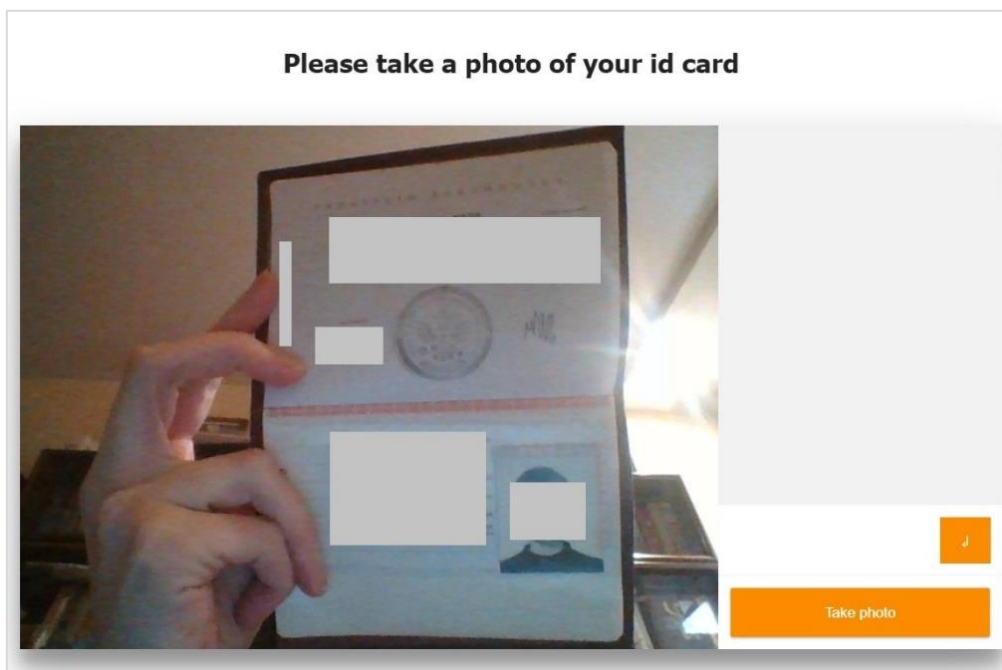

5   Identification of the participant

Bring the ID document close to the webcam and press Take a Photo (Сфотографировать), and then Send (Отправить):

Please take a photo of your id card

Take photo

IMPORTANT: If you do not see the buttons reading Take a photo, Take another photo and Send (Сфотографировать, Перефотографировать and Отправить, respectively), scroll down the page.

If the photo is not clear enough and/or if the text is blurred, press Take another photo and then Send (Перефотографировать and Отправить, respectively).

6 Testing process

1. After the ID document has been sent, the page will refresh and the website with the test shall be made available. Please find the button Start the Test (Начать тестирование).

2. In the right section of the screen, you will see the Examus sidebar, which features (from the top down): a window with the video of you, the exam title, the academic institution's name, and the exam rules.

3. If you need to hide or unhide the Examus sidebar, press the logo with the arrow to the left of the sidebar:

Русский язык 29.03-04.04
[Название учебного учреждения]
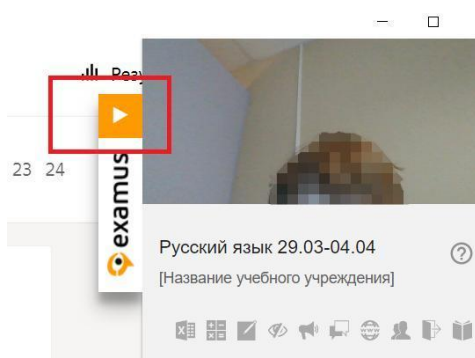
4. After access to the webcam is allowed, your image will appear in the top section of the Examus sidebar.
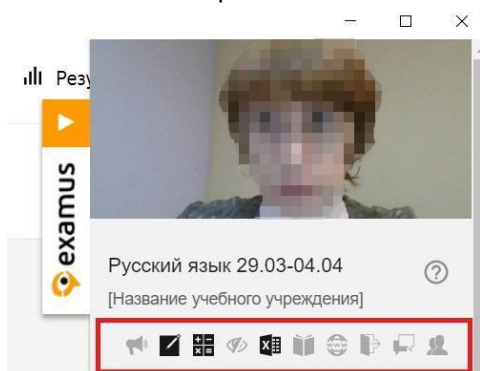
IMPORTANT! During the exam process, you need to be seen on the screen:

RIGHT   WRONG
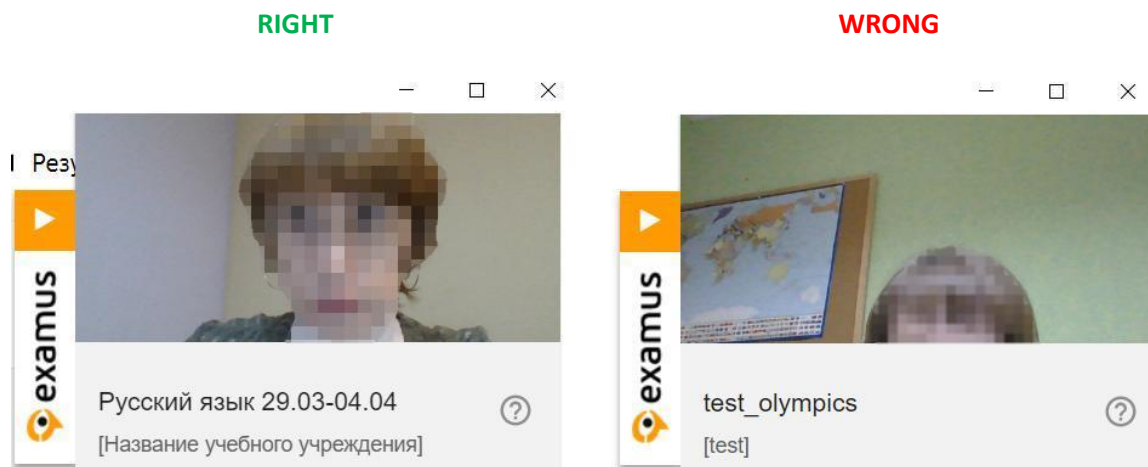
5. Above the chat feed, you will see the examination rules. The active options are highlighted in colour, while the inactive options are colorless. To see the function for a respective icon, hover the mouse pointer over the icon and wait for the pop-up tip.
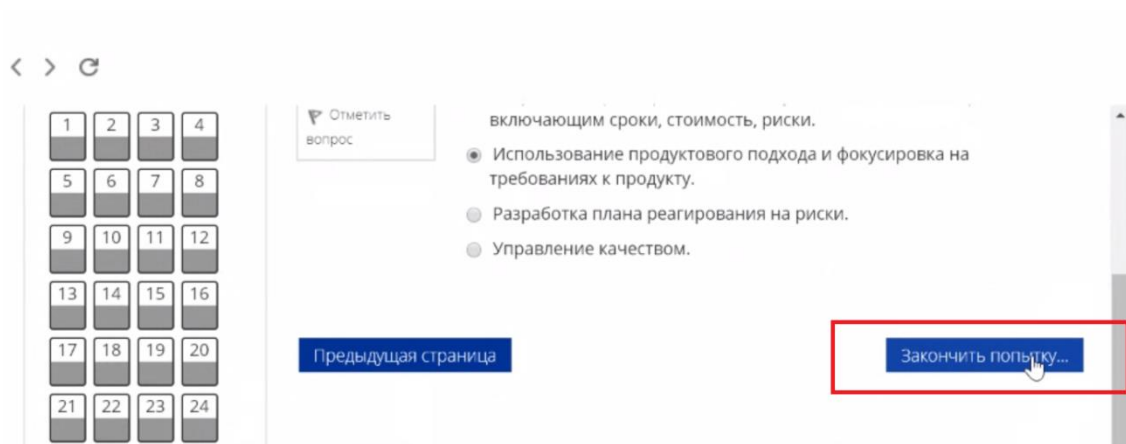

6. In the window with the test, press Start the Test (Начать тестирование) and get started. Pay attention to the timer indicating the time remaining before the end of the exam.

7 End of testing

1. If you are confident in your answers and ready to send them for marking, press End the Test (Закончить попытку):

2. You will see the page with your preliminary testing results. The accumulated points will be considered final after the proctor confirms your compliance with the exam procedure.

3. Close the Examus tab in your browser.

8   Technical Support

Should any problems arise, please contact the learners' support services at the University or Technical support of Examus: support@examus.net

9   FAQ

9.1   Problems with logging in

The system does not accept your login and/or password
1. Close the Examus tab and try logging onto the University website using your browser. If this fails, go to the section 'Forgot login or password?' ('Забыли логин или пароль?') and change your password.

2. If you have successfully logged into the website using your browser, make sure that you access Examus by clicking on the **Университет Лобачевского** button. You should not use the Examus button to login!

When trying to recover your password, you do not get the e-mail with the link to reset your access.
To get your account details restored, you need to log out of Examus, open up the Univarsity website and use the form for resetting your password to the website. After you complete the password recovery procedure, you can go back to work with Examus.

9.2   Checking is not happening

● Clear the cache (Ctrl + Shift + R for Windows, Command + Shift + R for MacOS) and restart your browser (input on the new tab chrome://restart and press Enter), and re-enter after this;
● Make sure that you use the latest version of the Google Chrome browser. For this, type in

chrome://help in the URL bar and, if needed, upgrade the browser;

● Please make sure that at the start of the checking process, you press in the window "Share your screen" the Share (Поделиться) button. If the Share button is inactive, click on the image in the centre of the window to get it highlighted by the blue frame (see the picture below):
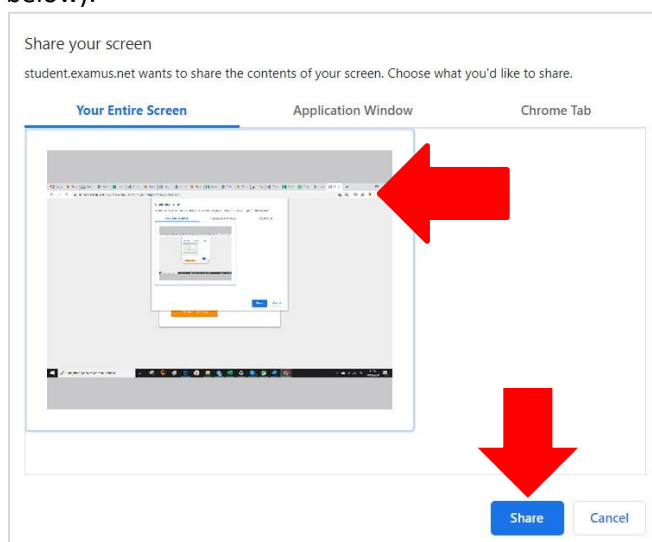
● Press the Repeat Checking (Повторить проверку) button several times (sometimes checking can start only after the second or third attempt);

● Ensure that, at the start of the check, you allow Examus access to your webcam and mic in the pop-up windows (you should check if pop-windows are allowed in the browser's settings at chrome://settings/content/popups);

● Make sure that in the Chrome browser settings (on the webpages chrome://settings/content/camera and chrome://settings/content/microphone), the https://student.examus.net/?serverOrigin=https://o7x.examus.net/ website is not listed among 'Blocked' sites (if it is on this list, delete it from there);

The website can be allowed to access the webcam by using the icon on the right section of the browser's URL tab:
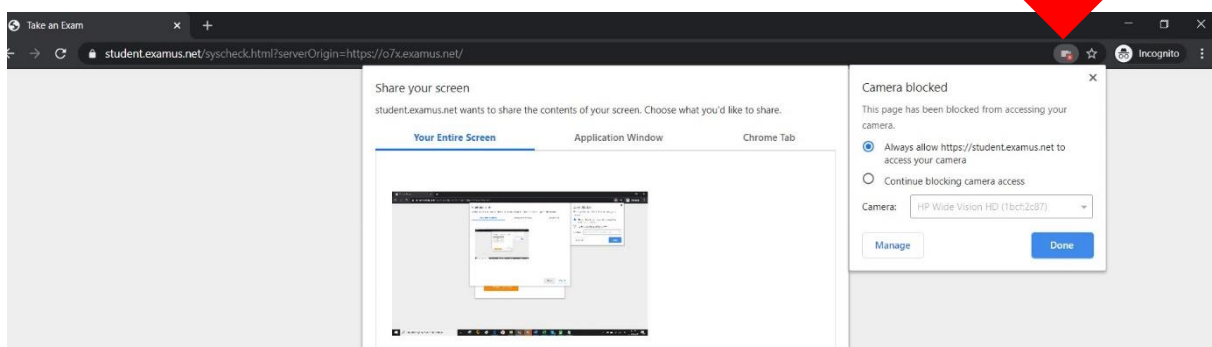
Click on the icon with the webcam, and allow access for the website in the new window.

● Checking may be hindered if the room is scarcely lit or your camera lens is plastered over;

- Check the version of the operating system (OS) of your computer. For the correct operation of the software, the OS must be one of the following: Windows 7, Windows 8, Windows 8.1, Windows 10 or Mac OS X Yosemite (10.10, and newer);

- In Lenovo devices, webcam operation can be blocked by its original software. In such cases, please contact technical support at help@examus.net to get instructions on how to set your webcam up;

- For Windows 10: Check in the Windows settings if the camera and mic on your computer are on and they are allowed to access the applications (Settings > Confidentiality > Camera, Settings > Confidentiality > Microphone)
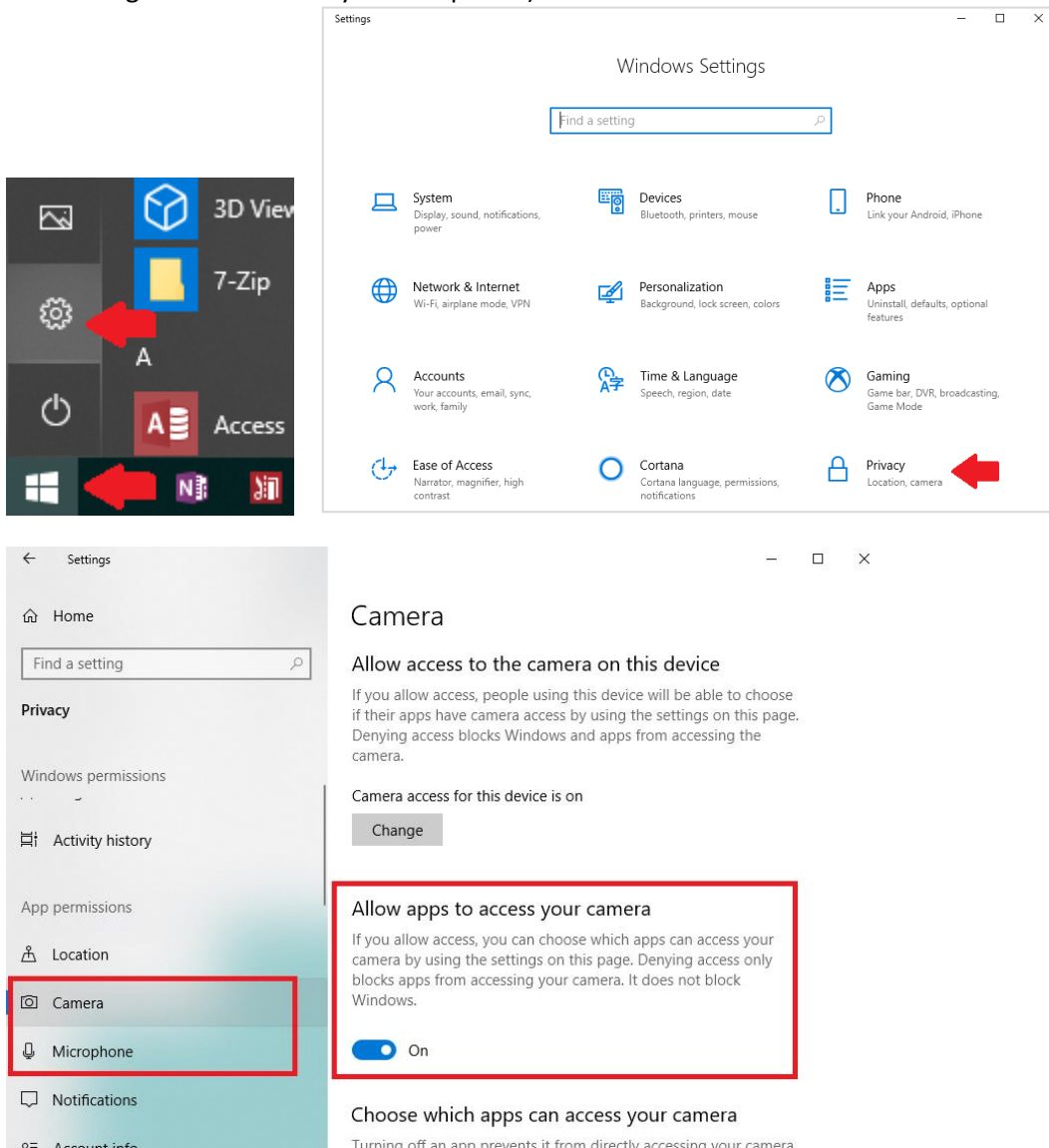
- Check if there are any other running applications that may use video streaming (e.g., Skype, Webcammax etc.) To close these applications properly, go to Task Manager (press Ctrl+Shift+Esc, select the application and choose End the Process (Снять задачу);

- If you are completing the test with the use of the corporate laptop and/or internet connection, refer to the system administrator if data transmission from the webcam and/or mic is not disabled;

- Try to check if the antivirus/brandmauer is off; this can possibly block data transmission from the webcam and microphone.

If the specified actions do not help, you can be checked at https://test.webrtc.org/. Please send a full screenshot with the results to help@examus.net. In addition, please specify in the e-mail which point of the Examus check is highlighted in red.

9.3   Problems during the exam

The buttons or test interface do not work, the page freezes, or images failed to upload
If the page with the test has frozen or the interface buttons (e.g., Save, Check etc.) do not respond when clicked, refresh the page (F5 for Windows, key combination cmd+r for MacOS), or restart the browser (input in the new tab chrome://restart and press Enter). Before doing so, we suggest that you memorize or write down your answers as they might be cleared (unless you have previously saved them).