



## Remote Proctored Assessment Instructions - TEAMS

<b>Introduction</b>	0
<b>What the proctor will need</b>	1
<b>What the learners will need</b>	1
<b>Process Overview</b>	1
<b>Detailed Instructions: Before Testing</b>	2
<b>Detailed Instructions: During Testing</b>	3
Security Check	5
Proctor the Assessment	5
<b>Detailed Instructions: After Testing</b>	8
<b>Best Practices</b>	8
<b>Appendix A: Testing Rules</b>	9
<b>Appendix B: Downloading the Lockdown Browser</b>	10
<b>Appendix C: Accessing and Viewing Assessment Tutorials</b>	11
<b>Appendix D: Risk Observation Log</b>	12
<b>Appendix E: Creating a Meeting in TEAMS</b>	13
<b>Appendix F: Uninstalling the LockDown Browser</b>	14
Windows / PC Uninstall Instructions	14
Mac / OS Uninstall Instructions	16

## Introduction

These are instructions for proctoring assessments remotely using TEAMS. Be sure to read through the instructions thoroughly before a proctoring session. Remotely proctored sessions can accommodate multiple testers; however, when using TEAMS, it may be best to test one Learner at a time.

## What the proctor will need

- A computer with internet access. Do not use a tablet or a phone.
- Access to WINCRSystem.
- A Microsoft account to access TEAMS
- Remote Proctored Assessment Instructions (this document)
- *Testing Rules* ([Appendix A](#))
- *Risk Observation Log* ([Appendix D](#))

## What the learners will need

- A valid email address to receive information about testing.
- A WINCRSystem learner account
- A computer with internet access and a computer camera that can scan the testing environment.
- The lockdown browser installed on the learner's computer prior to the testing session. *Downloading the Lockdown Browser* ([Appendix B](#))
- A state-issued photo ID
- Scrap paper and a pen or pencil - optional

## Process Overview

- Proctors will need access to TEAMS.
- The Program or Proctor arranges an assessment time with the learner(s) and confirms that they have a computer with internet access and a camera that can scan the testing environment.
- Program designee or Proctor sends the learner(s) the TEAMS meeting invitation along with the *Testing Rules* ([Appendix A](#)) and the *Downloading the Lockdown Browser* ([Appendix B](#)) and the steps for *Uninstalling the Lockdown Browser* ([Appendix F](#)).

It may also be necessary to provide the Learner with their username and then follow-up with giving their password in another email or via a phone call.

- At the time of the scheduled assessment session, the Proctor and learners will join the TEAMS video conference call.

- Proctors will verify that TEAMS is recording the session.
- Proctor locks the meeting on TEAMS.
- Proctor informs learner(s) that the session is being recorded, both audio and video.
- Proctor reads the *Testing Rules and Learner Acknowledgement Statement* ([Appendix A](#))
- Confirm that each learner acknowledges they understand and agree with the Testing Rules.

*If there is more than one learner, then the Proctor will need to create a breakout room.*

- Explain to the learners that they will be sent to a Breakout room while state-issued ID's and testing spaces are checked one by one.
- Proctor brings the learners one by one from Breakout room into the TEAMS meeting to confirm each learner's identity by having them hold their state-issued ID up to their webcam.
- Proctor instructs each learner to pan around the room with their computer camera to show a clean testing space.
- Return each learner to the breakout room until all ID's and testing room checks have been done.
- After all ID's have been checked and their testing room is checked, bring all learners back into the meeting.
- Explain that if the Chat function is used that all can see the information.
- Proctor will assign the first assessment and assign only one assessment at a time.
- Proctor should verify they can always see the learners during the testing session.
- Proctor microphone should be muted once testing has begun.
- Once the learners complete the first assessment, the Proctor will assign the next assessment and so on until all assessments are complete.
- Immediately after testing is over the Proctor must clear the Assessment Assignment Grid.
- Proctors may need to complete the *Risk Observation Log* explained later in this document. ([Appendix D](#))

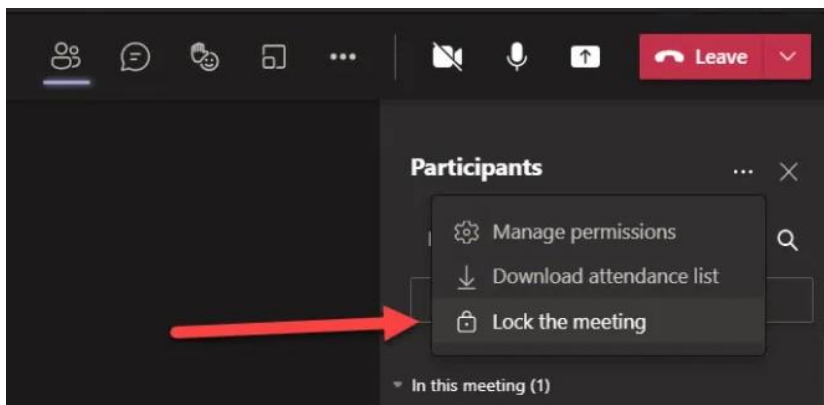
### **Detailed Instructions: Before Testing**

- Create a Meeting in TEAMS. ([Appendix E](#))
- Once the TEAMS meeting is created and saved, the invitation will be emailed to each learner. A follow up email should be sent to include the following:

- a. *Testing Rules* ([Appendix A](#))
  - b. *Downloading the Lockdown Browser* ([Appendix B](#))
  - c. *Learner's WIN Career Readiness System Username*  
*Indicate in the first communication that their Password will come in a follow-up email.*
  - d. *Accessing and Viewing the Assessment Tutorials* ([Appendix C](#))
  - e. *Uninstalling the Lockdown Browser after assessments* ([Appendix F](#))
- Send a follow-up email with the Learner's password or call and give it to the Learner.
  - Populate the Assessment Assignment Grid in the WINCRSystem before beginning the TEAMS testing session. *Do not* assign assessments until the session has begun.

## Detailed Instructions: During Testing

Once all learners have entered the TEAMS meeting, **lock the meeting**.

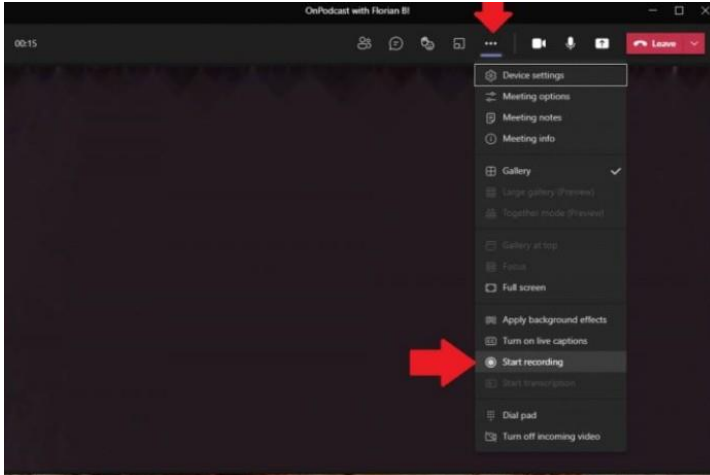


### Say the following:

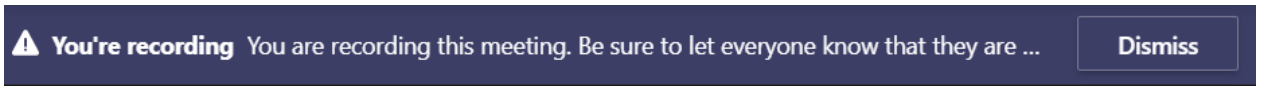


This testing session, audio and video, will be recorded from now until the meeting is ended for all.

- Start the recording:



- You will be notified that the recording has begun.



- Verify you can see everyone's face.
- Read the Testing Rules. ([Appendix A](#))
- Each learner will verbally or visually acknowledge they have understood and agree with the Testing Rules.

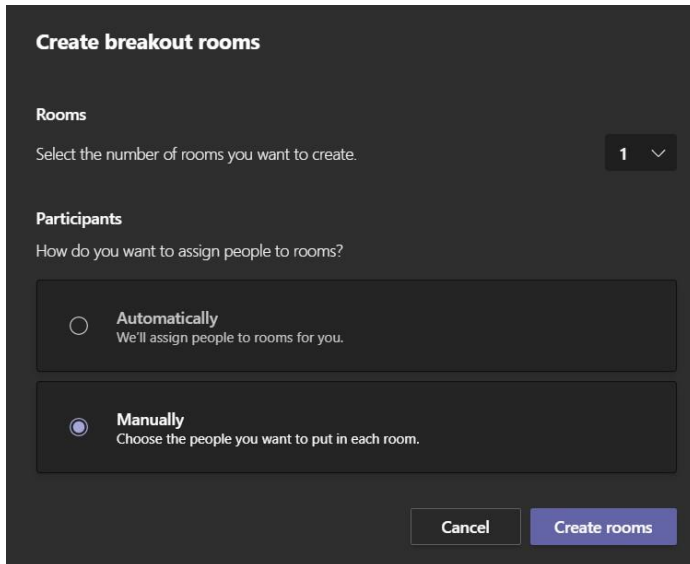
If more than one learner is testing, advise learners that all will be moved to a Breakout room briefly. Instruct them that they will be in the room until it is their turn. Security checks will be completed one by one (see below). It will take approximately 2 minutes per learner.

- When all learners have completed their security checks, let all learners back into the TEAMS meeting.

**Creating a breakout room:**

- Click on the breakout room icon  on the top bar of your meeting screen.

- Complete the set-up as shown below and then click on

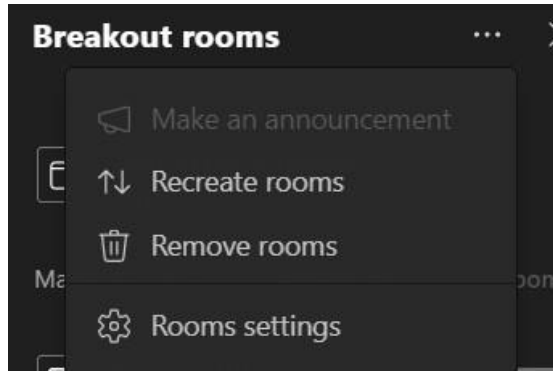
A dark gray dialog box titled "Create breakout rooms". It has two sections: "Rooms" and "Participants". In the "Rooms" section, there is a dropdown menu showing "1" with a downward arrow. Below it is the text "Select the number of rooms you want to create." In the "Participants" section, there is the text "How do you want to assign people to rooms?". There are two radio button options: "Automatically" (with the text "We'll assign people to rooms for you.") and "Manually" (with the text "Choose the people you want to put in each room."). The "Manually" option is selected. At the bottom right, there are two buttons: "Cancel" and "Create rooms".

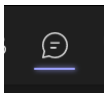
### **Security Check:**

- One at a time, check the learner’s identity by having them hold their state-issued ID up to their webcam.
- Ask the learner to show their desk and surroundings using their webcam to verify:
  - the learner’s cell phone is not in the room
  - no other people are in the room
  - no other computer, tablet, or mobile devices are near them
  - their space is clear of any notes, documents, books, etc.
  - Verify that the camera frames each learner appropriately

### **Proctoring the Assessment**

- Once all security checks are complete, all learners should be in the meeting room and the breakout room should be removed by clicking on the “...” next to Breakout rooms and then click on *Remove rooms*.



- Instruct all participants that they must communicate with the Proctor using the meeting chat . There should be no talking once testing has begun.
- Instruct learners that their microphones and cameras are to be kept open during testing.
- Remind learners that their testing session is being recorded.
- Assign the learners the first assessment. You may only assign one assessment at a time. The learner must finish each test before another can be assigned. **Do NOT assign any assessments prior to your TEAMS video conference.**
- The learner must close all running applications on their computer (other than TEAMS) and then login to <https://wincrsystem.com>.
- Instruct the learner to go to their desktop and click on appropriate assessment. The learner should then click on “Enter”. If taking multiple assessments, they will repeat this process to access the other assessments.
- The Lockdown Browser should engage automatically, and TEAMS should stay connected. If other programs are running, instruct the learner to choose “yes” to close the programs to access the Lockdown Browser. They may need to click “yes” multiple times to close out programs running in the background.
- While the learners are taking the assessments be sure to look for the following movements or behaviors. If you notice any of these, chat with the learner to determine the cause:
  - The learner is looking down for more than 5 minutes.
  - The learner is talking with someone.

- Someone walks into the room during the learner's assessment and does not immediately leave.
  - The learner's eyes veer off to the side.
  - Suspicious behavior during the assessment.
  - Navigating away from the assessment.
- Learners taking **multiple assessments**:

Once the learner is finished with the first assessment, they send the Proctor a **chat** message indicating they have submitted the assessment. Verify the assessment has submitted correctly via the Proctor monitoring screen in the WINCRS. Choose *Revise Assessments* and choose *Refresh* to see an assessment score. This may take a few minutes if the score does not display immediately.

- When ready to resume, assign the next assessment and send a message in **chat** instructing the learner to begin the next assessment.
- When a learner has finished *all assessments*, communicate the following using the chat function to communicate if there is more than one learner.



***“Please destroy any scratch paper now. Thank you for taking your proctored assessment(s), your results will display on your reports within approximately five minutes. I will now end your meeting session.”***

It is important that you uninstall the Lockdown browser. Instructions on how to do so were sent in an email prior to testing.



## Detailed Instructions: After Testing

- Once all assessments for this session have been completed, end the meeting by clicking on **Stop Recording** which is under the “...” menu at the top of the screen. You will be notified that the recording is being saved and the information about retrieving it will be in your message chat.

 **Recording is being saved** Recording has stopped. You can find the link to the recording in m... Dismiss

- Save the video recording after ending the meeting if there is a test irregularity.
- Learners should leave the meeting when they finish, or the Proctor can remove the learner from the meeting.
- Complete the *Risk Observation Log* ([Appendix D](#)) if there is a test irregularity and maintain a copy for your records.
- If there is a test irregularity, please notify WIN Learning Support immediately at 888-717-9461 option 3. *Do not erase the recording.*

## Best Practices

- Make sure you send the email with the detailed information early so that the learner has time to install the lockdown browser and seek assistance if needed.
- If proctoring more than 6 learners during one test session, a second proctor is strongly recommended. One proctor could manage the TEAMS meeting and one proctor could manage the WIN assessment process.
- Make sure you can always see all learners during testing.
- Proctors should log into the TEAMS meeting 15 minutes early and encourage learners to log into the meeting 10 minutes early.
- Send up a follow-up email to all learners reminding them to uninstall the Lockdown browser.

## Appendix A: Testing Rules

1. You must be alone in the room, and you may not leave for any reason during your proctored session, this includes restroom breaks.
2. The only things on your desk/within reach should be a computer, a state-issued photo ID, one sheet of blank scrap paper, and a pencil or pen.
3. You may not have a phone or any extra tablets or computer devices in the room with you.
4. You may not have any books, notebooks, notes, or papers near you.
5. You may not talk to anyone other than the proctor.
6. You may not navigate away from the assessment for any reason at any time throughout the test session.
7. The lighting in the room must be bright enough to be considered “daylight” quality. Overhead lighting is preferred. If overhead lighting is not available, the source of light must not be behind you.
8. The desk or walls around you must not have any writing.
9. The room must be as quiet as possible. Sounds such as music or television are not permitted.
10. You must not use headphones, earbuds, or any other type of listening equipment. Any audio must be played through device speakers.

## Appendix B: Downloading the Lockdown Browser

### Downloading the Lockdown Browser

The Respondus Lockdown Browser is required to access the WIN Learning assessments. Follow the steps below to download the lockdown browser.

1. Click on the appropriate link to download instructions for the operating system being used for testing.
2. Next, click on the installer link for your operating system to download the Respondus Lockdown Browser.

#### Windows Downloads

- [Windows Instructions](#)
- [Windows Installer](#)
- [Windows msi Installer](#)

#### Macintosh Downloads

- [Macintosh Instructions](#)
- [Macintosh Installer](#)

#### Chromebook Downloads

- Please contact the WIN Learning help desk at 1-888-717-9461 option 3 or [support@winlearning.com](mailto:support@winlearning.com) for a copy of the Chromebook lockdown browser Admin Guide.

In addition to installing the lockdown browser, your organization may need to whitelist a few website URLs. Below is a list of URLs you may need your Information Technology department to whitelist.

#### Sites to be Whitelisted

- \*.wincrsystem.com
- \*.zohosites.com
- \*.learnosity.com
- learnositymediaprocesed.s3.amazonaws.com
- s3.amazonaws.com/learnositymediaprocesed
- s3.amazonaws.com/assets.learnosity.com

*Please contact WIN Support if you have additional questions at 888-717-9461 Option 3 or by email at [support@winlearning.com](mailto:support@winlearning.com).*

## Appendix C: Accessing and Viewing the Assessment Tutorials

Assessment tutorials are designed to help learners navigate and use appropriate tools in each of our assessments.

**Important: Please open and view these tutorials prior to the assessment session.**

Log into the WINCRS portal: [www.wincrsystem.com](http://www.wincrsystem.com)

To get to the tutorial, the assessment from the dashboard or product dropdown. Then select the appropriate tutorial and simply click on the title to open. All Learners should view the Assessment Navigation Tutorial first. The Assessment Navigation Tutorial is the same for all assessments but there may be additional assessment specific tutorials to view.

## Appendix D: Risk Observation Log

Proctors will complete a form for each proctored session *if there are testing irregularities*.

Please provide specific reasoning for the observed irregularity, (e.g., “The learner was looking down for a period of 5 minutes or more, but it turned out to be their scrap paper”).

**Testing Date:** \_\_\_\_\_

Learner’s Name	Assessment Taken:	Irregularity Observed

**Notify WIN Learning Support immediately if there are any testing irregularities and retain a copy of this form for your records. WIN Support: 888-717-9461, option 3.**

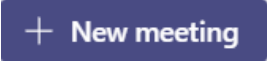
**Proctor Signature:** \_\_\_\_\_

## Appendix E:

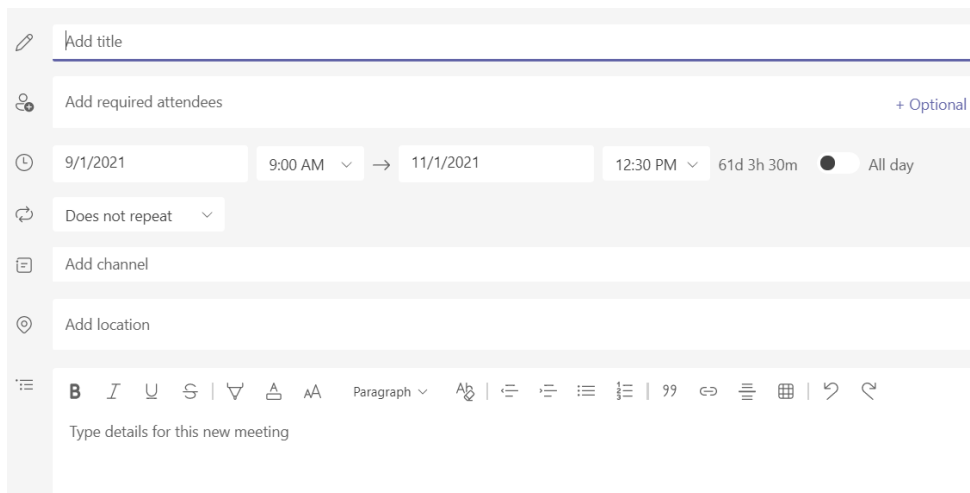
### Creating a Meeting in TEAMS

#### Scheduling the Meeting:


This is an example of one way to create a meeting in TEAMS.

1. Go to Calendar on the left side of the app and select  in the top right corner.
2. A **scheduling** form will open, and you should complete the appropriate information to align with your remote proctoring session.

You will need to know the attendees email addresses to enter at “add required attendees”.



The screenshot shows the Microsoft Teams meeting scheduling interface. It features a title field, an attendees field with a '+ Optional' link, a date and time selector (9/1/2021, 9:00 AM to 11/1/2021, 12:30 PM), a duration field (61d 3h 30m), and an 'All day' toggle. Below these are sections for 'Does not repeat', 'Add channel', and 'Add location'. At the bottom is a rich text editor with various formatting options and a 'Type details for this new meeting' prompt.

3. Once the scheduling form is complete, click on  in the top right corner of your screen. This closes the scheduling form and sends an invite to everyone’s email.

## Appendix F: Uninstalling the Lockdown Browser

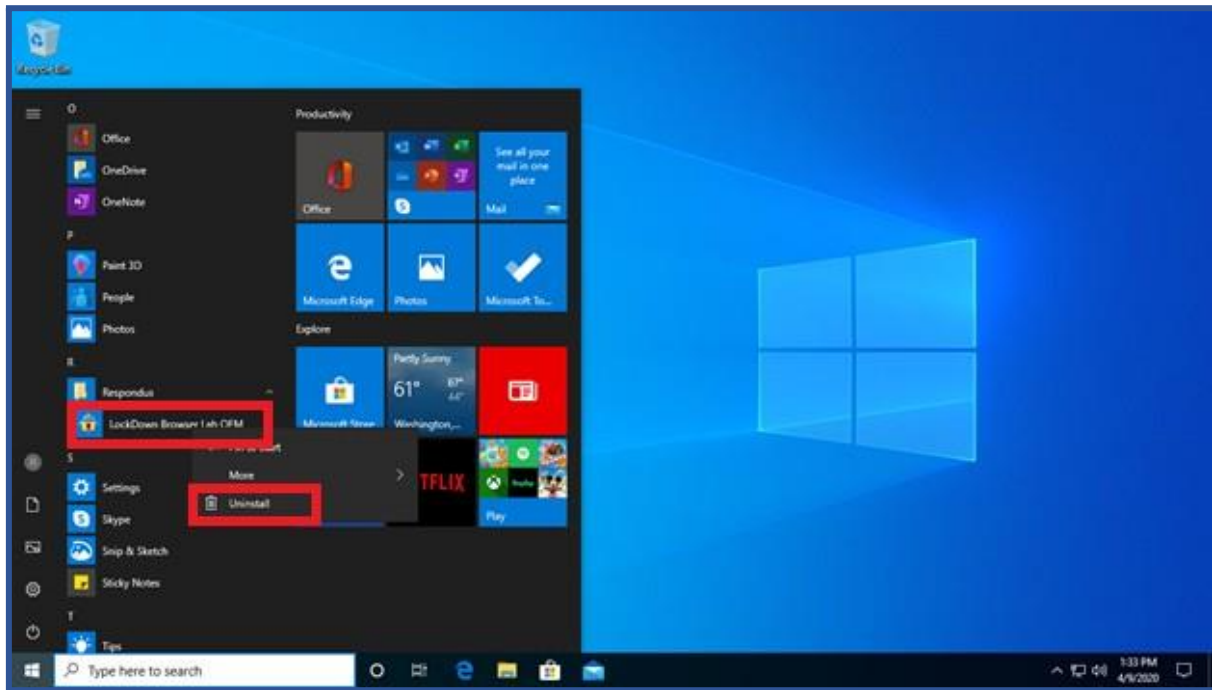
Make certain each learner uninstalls the Lockdown Browser. When they have completed this vital step, have them type “The Lockdown Browser has been uninstalled” in the Chat function in TEAMS.

### Windows / PC Uninstall Instructions

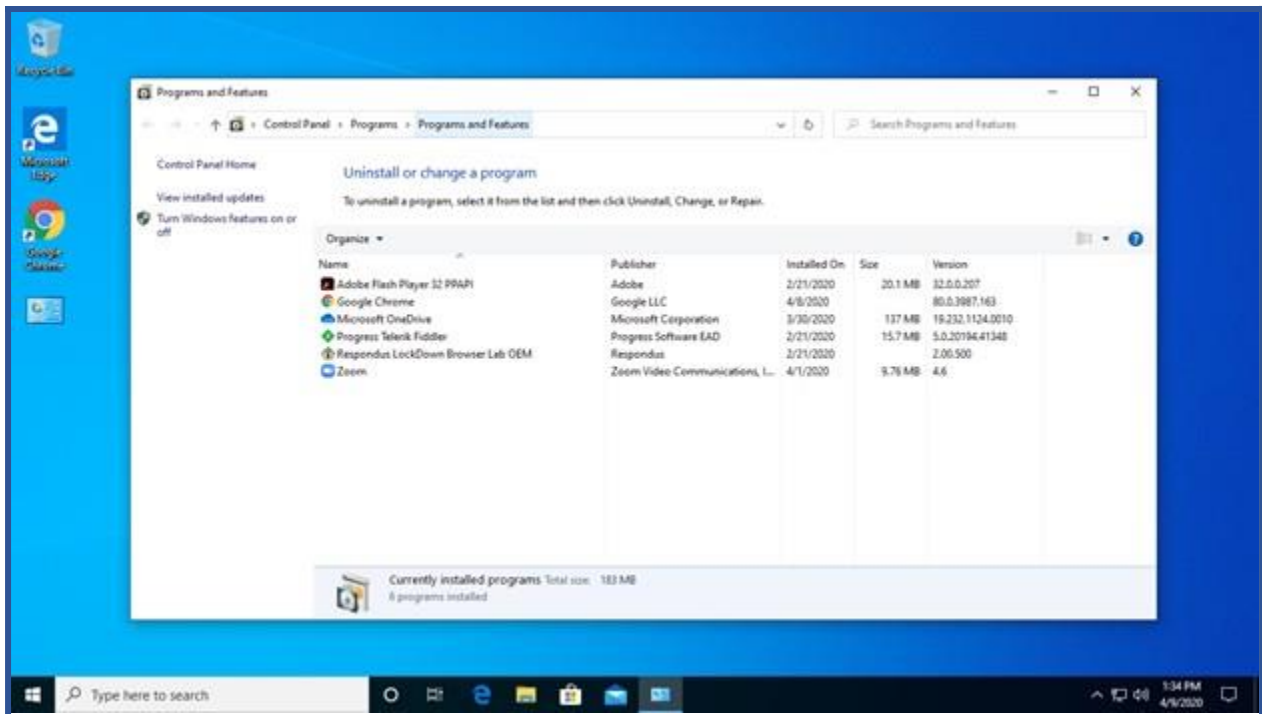
1. Click on the **Start** button
2. Scroll until you see a folder that says Respondus:



3. Click on the arrow to expand the folder and right click on Lockdown Browser OEM:

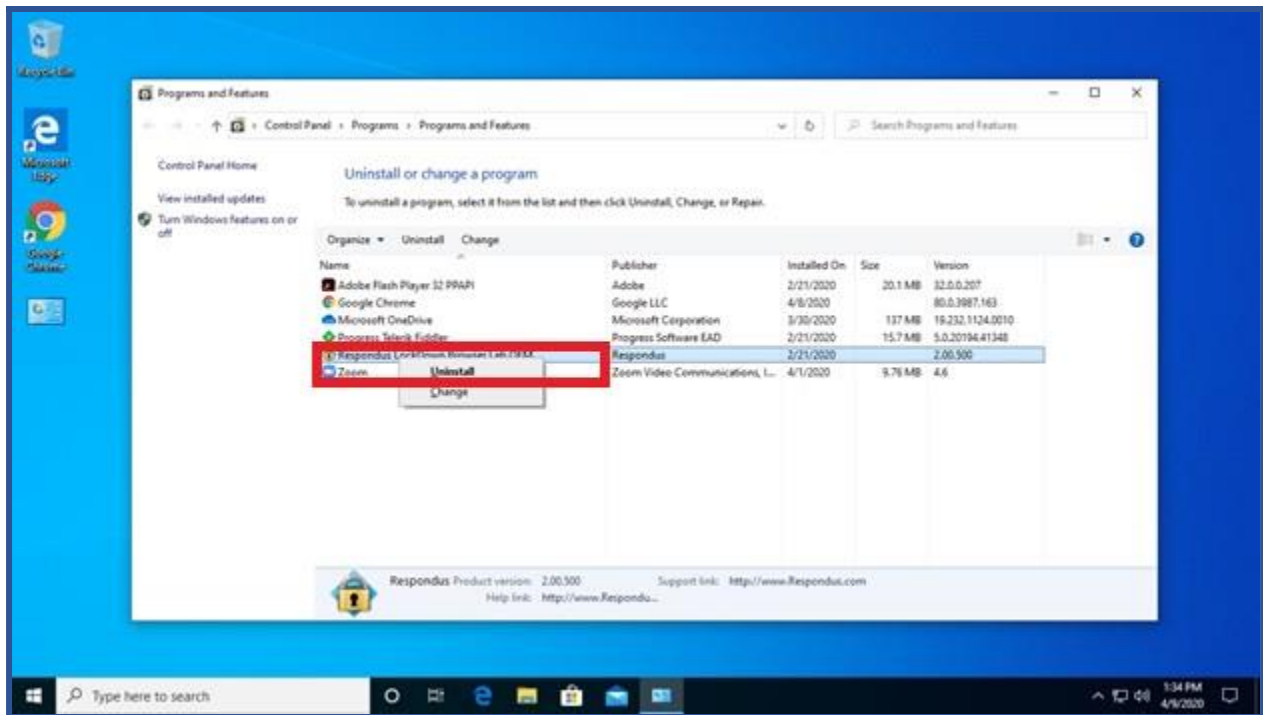


4. Click Uninstall. This will open the Programs and Features window:

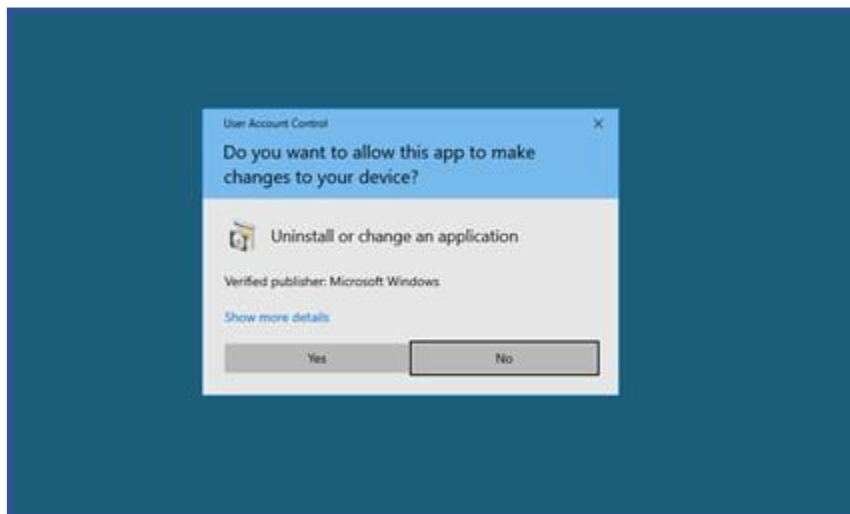




5. Right click Respondus Lockdown Browser Lab OEM:



6. Click Uninstall. A window will pop up asking if you want to allow this app to make changes to your device. Click Yes:



## Mac / OS Uninstall Instructions

1. Locate "Lockdown Browser OEM" in Finder.



2. Drag application to Trash to Uninstall.