

# Automated Proctoring Troubleshooting Guide

**Having some trouble? Examity may have a simple fix, we've created this easy overview sheet to help guide you through our Automated Proctoring process. Good luck on your exam!**

## Browser Reminders:

- Acceptable browsers for Examity's Automated Proctoring solution are Google Chrome and Mozilla Firefox.
- Be sure you are not in private, incognito, or full-screen mode.
- Examity must open in a new tab after clicking the link in your LMS (Canvas, Blackboard, Moodle, Sakai, D2L) If it does not, right-click on the link and select "Open in a new tab."
- You must stay within the Examity window throughout your exam.

## Internet Speed Reminder:

You'll need at least 2 Mbps of upload and download speed to complete your exam on Examity. Remember, you can check your internet speed by running the Computer System Requirements, [bit.ly/ExamityCheck](https://bit.ly/ExamityCheck). Always run this check again right before you start your exam.

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## Authentication

- **During authentication, I navigated away from the Examity screen and now I'm stuck.**

Close out of everything and attempt to reschedule your exam session. If you are unable to reschedule, please reach out to our support team.

## Passwords

- **My password box disappeared.**

Click the Examity extension, located at the top of your browser, then select "Insert Password."

- **I clicked on the "Get Password" too early and now the button says "End Session."**

In the bottom right corner, it should say "Click here to re-enter your password." Press this on the password entry screen and it will populate.

- **My password is not working.**

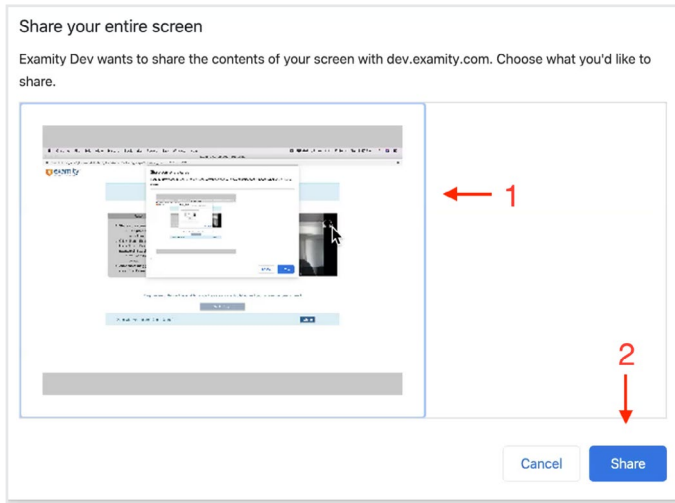
- **Option 1:** Enter text into the box and delete it before selecting "Insert Password."
- **Option 2:** Once the password has pasted in, add a space then delete the space.

For assistance, call **855-EXAMITY** (select option 1), email [support@examity.com](mailto:support@examity.com) or chat directly with us through the Live Chat feature on the Examity dashboard.

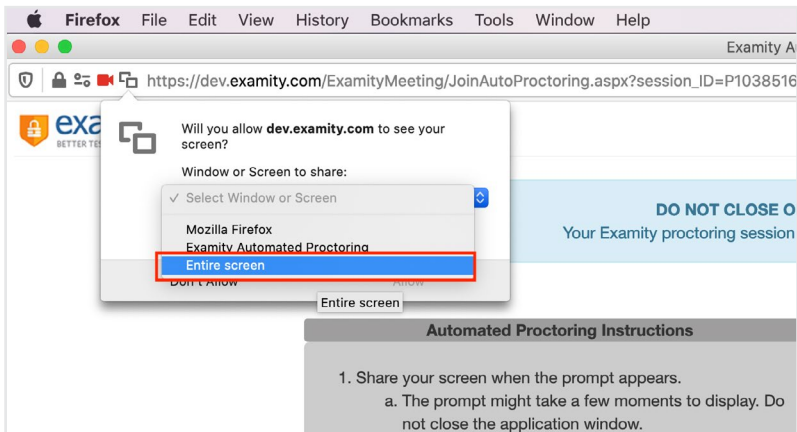
To expedite your support inquiry, please have your exam ID or course name on hand.

## Screenshare

- In **Chrome**, you must click the image of your screen first to enable the share button.



- In **Firefox**, make sure to select “Entire Screen” when prompted to share.

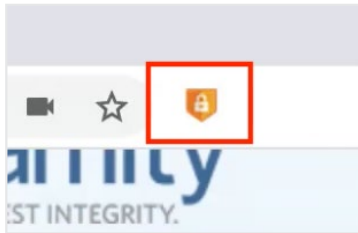


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- **My “Begin Exam” button isn’t enabled**

- Remember you must grant access to your webcam and microphone, and share your screen for this button to be enabled.
- Make sure your screen is not being shared by another application.
- For Mac users, you may need to “allow” your browser to record your screen through your Mac “Security and Privacy” setting. To enable this setting, go to your Mac’s System Preferences, then Security & Privacy, then Screen Recording, and select the checkbox next to your browser (Google Chrome or Firefox). Once this has been enabled, please quit and restart your browser to ensure the settings are now properly installed.
- Check that the extension is still installed by looking for the small orange lock icon at the top right of your browser (see image below.)



If you do not see the icon, you will need to install it manually. Please reference the links below to install:

**Installation on Google Chrome:** [bit.ly/EximityChrome](https://bit.ly/EximityChrome)  
**Installation on Mozilla Firefox:** [mzl.la/EximityFirefox](https://mzl.la/EximityFirefox)

- **I don’t know how to share my screen.**

**PC users:** Wait for the box to pop up (it can take a few seconds) click on the image of your screen, then press “Share.”

**Mac users:** You will need to “allow” Google Chrome to record your screen through your Mac “Security and Privacy” setting. To enable this setting, go to your Mac’s System Preferences, then Security & Privacy, then Screen Recording, and select the checkbox next to your browser (Google Chrome or Firefox). Once this has been enabled, please quit and restart your browser to ensure the settings are now properly installed.

- **I can’t use other applications because my Eximity screen is constantly appearing on top of all other applications.**

**PC users:** Open the Task Manager using Ctrl-Alt-Delete. Select the application you would like to use.

**Mac users:**

- **Option 1:** Use the Control + Down Arrow to view all open windows and select your desired application
- **Option 2:** Right-click on the running browser icon on the dock (menu bar at the bottom of your screen), and select the Tab with running Exam. Then switch over to the desired running application.

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