

## Frequently asked questions

|                                                                     |           |
|---------------------------------------------------------------------|-----------|
| <b>1. Supported browser versions.....</b>                           | <b>2</b>  |
| <b>2. Checking your computer for compatibility.....</b>             | <b>2</b>  |
| <b>3. Access to the camera and microphone.....</b>                  | <b>2</b>  |
| 3.1. In Chrome Browser.....                                         | 3         |
| 3.2. In Firefox Browser.....                                        | 6         |
| <b>4. Screen access.....</b>                                        | <b>7</b>  |
| 4.1. In Chrome Browser.....                                         | 7         |
| 4.2. In Firefox Browser.....                                        | 9         |
| <b>5. Check for compatibility with WebRTC technology.....</b>       | <b>10</b> |
| <b>6. No access to webcam or black square instead of video.....</b> | <b>12</b> |
| <b>7. The test page does not open in IFRAME.....</b>                | <b>15</b> |
| <b>8. No access to the screen.....</b>                              | <b>16</b> |
| 8.1. macOS.....                                                     | 16        |
| 8.2. Linux.....                                                     | 17        |
| <b>9. The MediaRecorder error on Safari.....</b>                    | <b>18</b> |
| 9.1. macOS.....                                                     | 18        |
| 9.2. iOS.....                                                       | 19        |
| <b>10. Scrolling does not work on Safari.....</b>                   | <b>20</b> |
| 10.1. iOS.....                                                      | 20        |
| <b>11. Turn off notifications and calls.....</b>                    | <b>21</b> |
| 11.1. iOS Safari.....                                               | 21        |
| 11.2. Android Chrome.....                                           | 22        |
| <b>12. Error "Session blocked".....</b>                             | <b>23</b> |

# 1. Supported browser versions

Supported browser versions for PC:

- [Chrome](#) 72+ (Windows 7+, macOS 10.12+, Linux, Chrome OS)
- [Opera](#) 59+ (Windows 7+, macOS 10.12+, Linux)
- [Firefox](#) 66+ (Windows 7+, macOS 10.12+, Linux)
- [Edge](#) 79+ (Windows 7+)
- [Safari](#) 12+ (macOS 10.12+)

Mobile version:

- [Chrome](#) 72+ (Android 4.4+)
- [Safari](#) (iOS 13+)

# 2. Checking your computer for compatibility

Computer test page: <https://proctored.com/check>

Individual test pages can also be set up to check the settings for specific exams.

We recommend that you check your computer before the assessment starts so that you can make the necessary computer settings in advance. If the check is successful, the corresponding message is displayed.



**SUCCESS:** your computer meets the technical requirements and is compatible with the proctoring procedure.

# 3. Access to the camera and microphone

Page for checking webcam in browser:

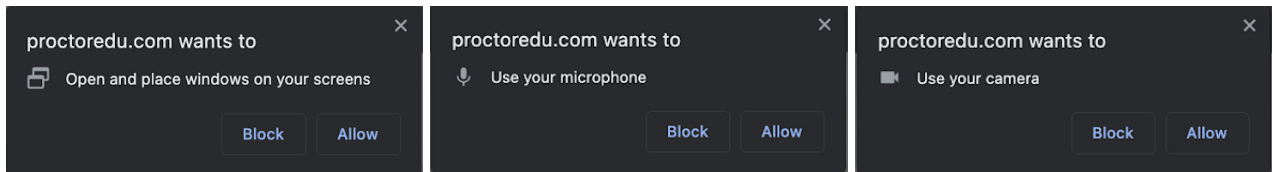
<https://webcammictest.com>

Page for checking microphone in browser:

<https://webcammictest.com/check-mic.html>

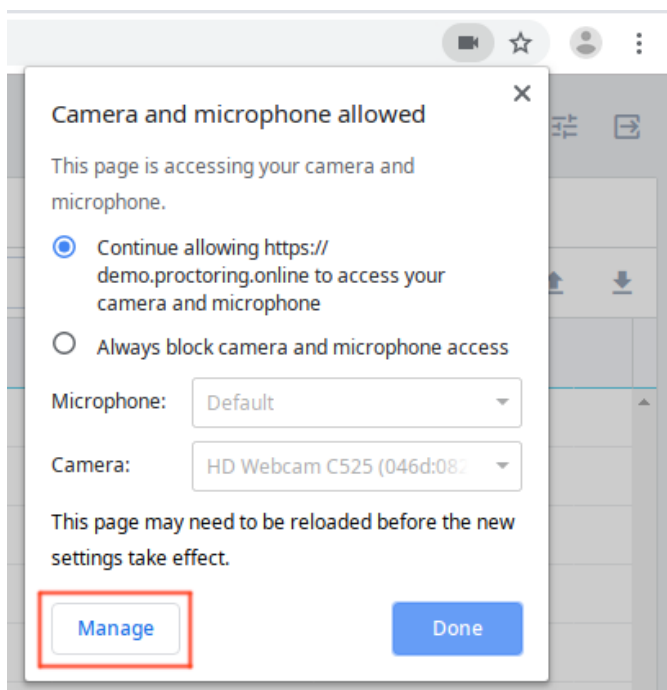
### 3.1. In Chrome Browser

The first time you request permission to place windows on your screens, access the camera and microphone, you must answer "Allow":

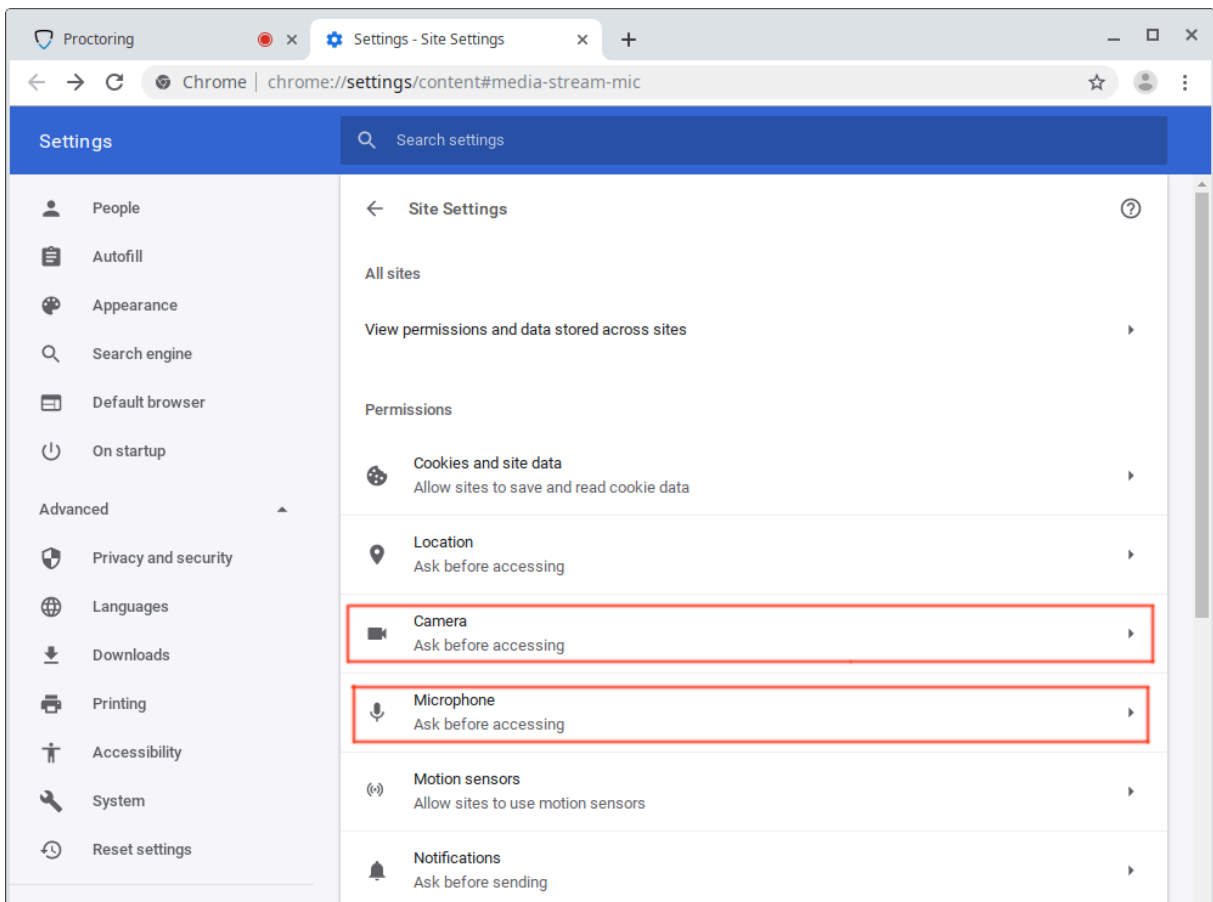


**If several cameras are connected to the computer :**

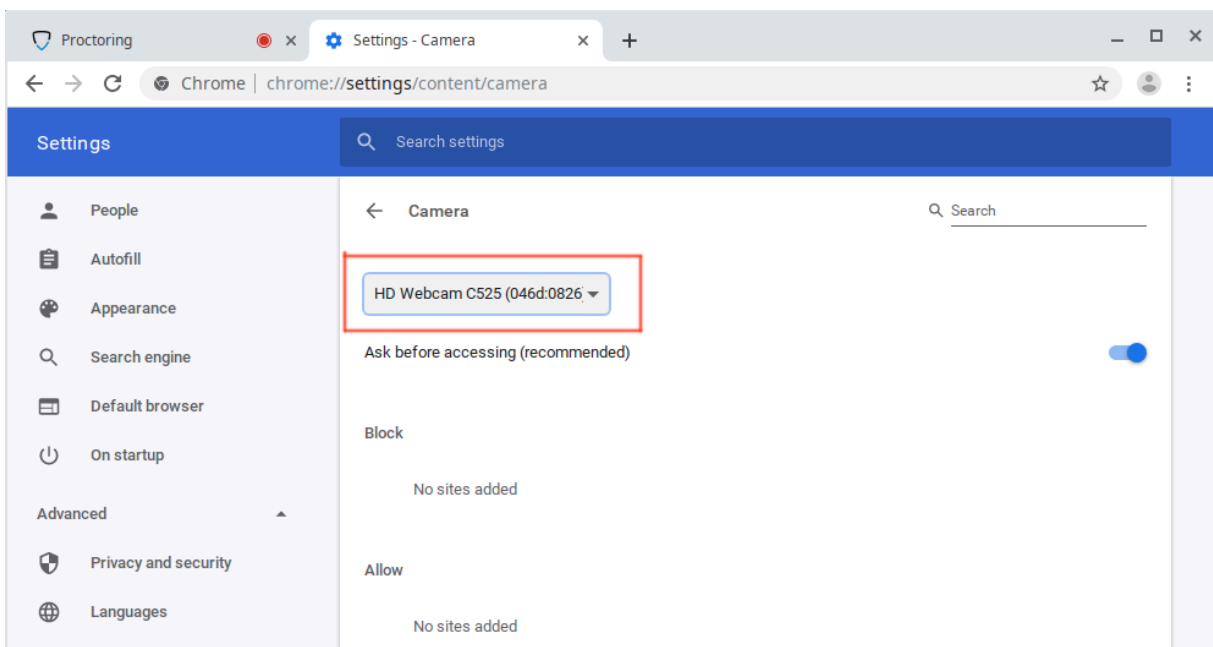
1) Click on the camera icon on the right side of the address bar and go to the settings by the "Manage" button (Windows and Linux) or the "Manage multimedia device settings" button (MacOS)



2) In the settings, select "Camera"



3) In the pop-up list, select another camera

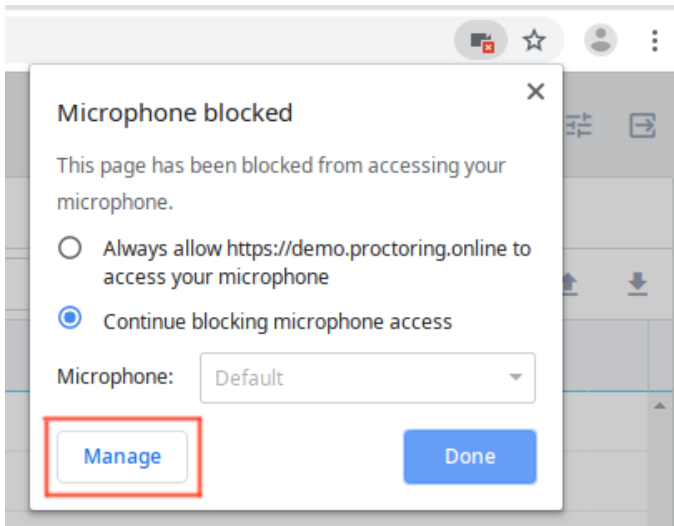


After changing the settings, you need to refresh the test page.

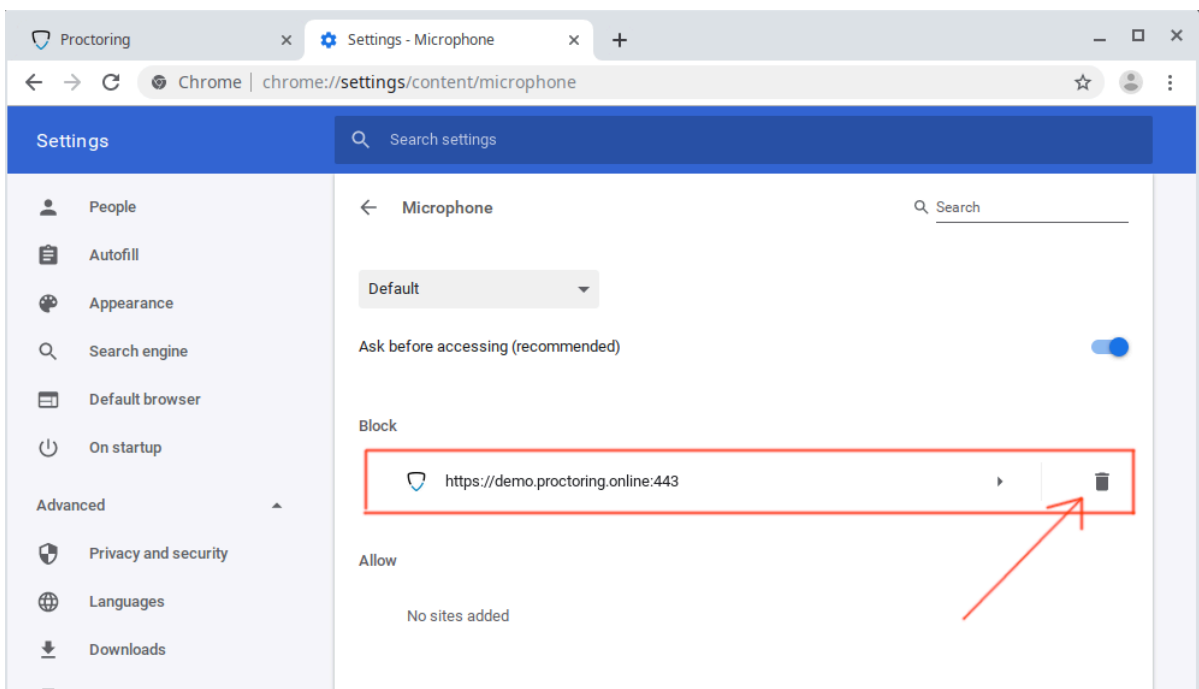
If several microphones are connected, you should follow the same steps for the "Microphone" item.

### If access was blocked:

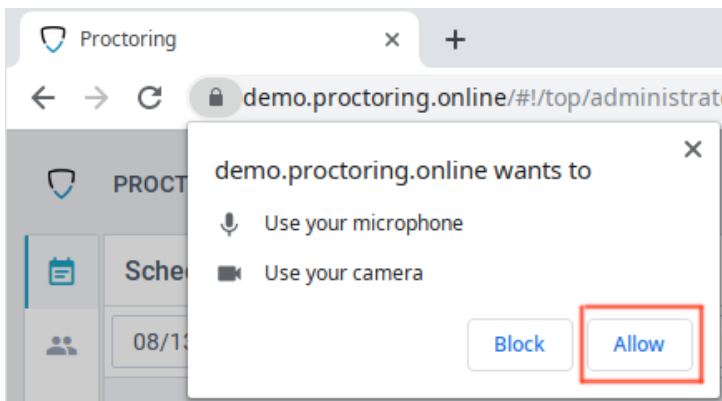
1) Click on the camera icon on the right side of the address bar and go to the settings by the "Manage" button (Windows and Linux) or the "Manage multimedia device settings" button (MacOS)



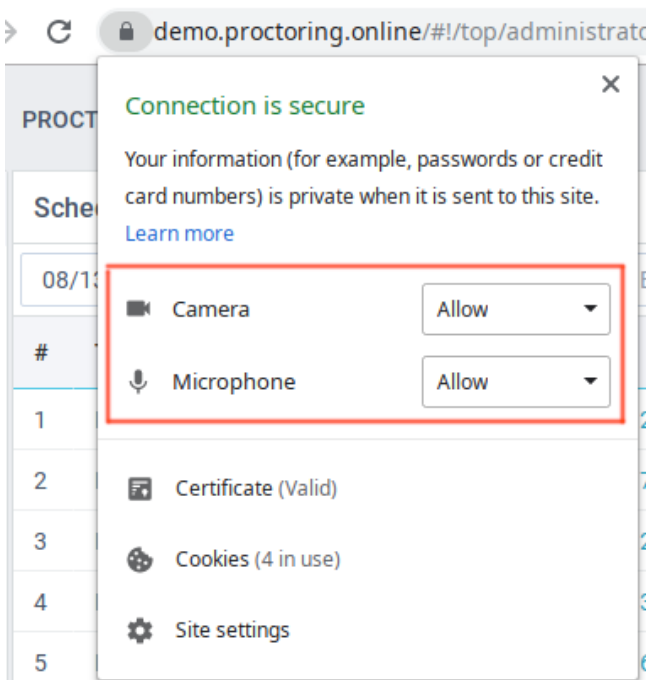
2) Remove from the list of blocked sites [https://\\*.proctoring.online:443](https://*.proctoring.online:443)



3) Reload the page and reply to the request for access "Allow"

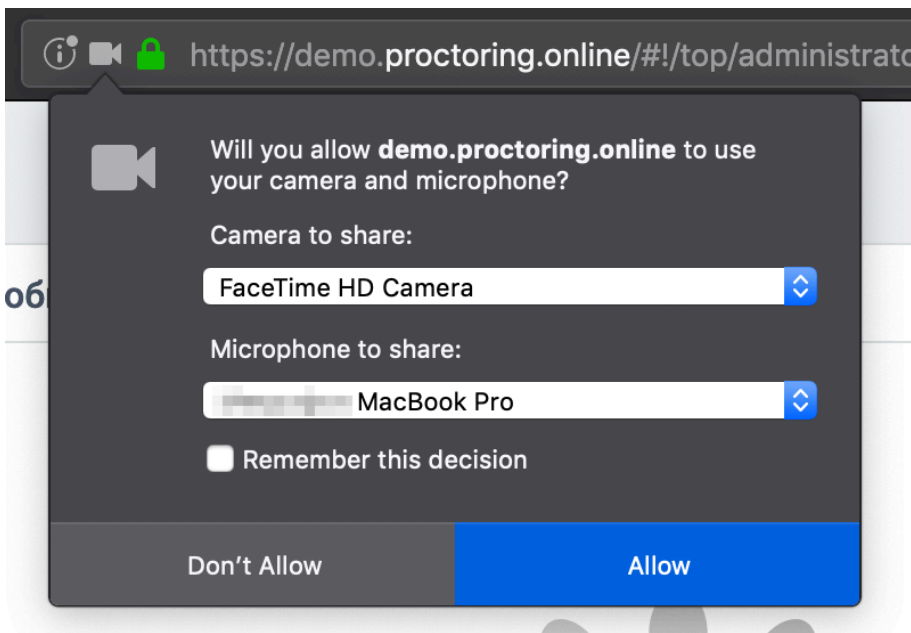


Another way to allow access to the camera and microphone is to click on the lock icon in the address bar and select "Allow" next to the "Camera" and "Microphone" items.



### 3.2. In Firefox Browser

The first time you request permission to access the camera and microphone, you should answer "Allow". To avoid repeated requests, you can check the box "Remember this decision". If access was denied, you should reload the page and give permission again.



## 4. Screen access

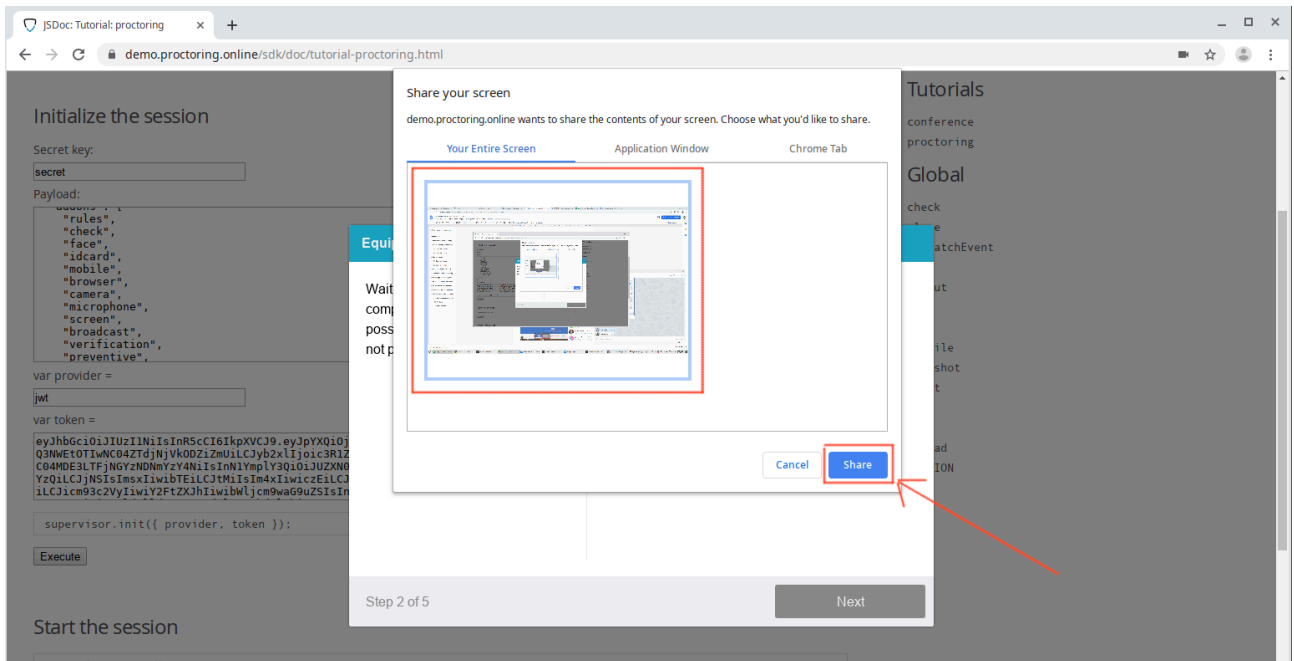
**To provide screen access in any browser, you need the following:** Go to your browser settings and make sure that the proctoring site has all the necessary permissions. To access the screen, the site must have "Window management" permission (the name may vary in different browsers)

### 4.1. In Chrome Browser

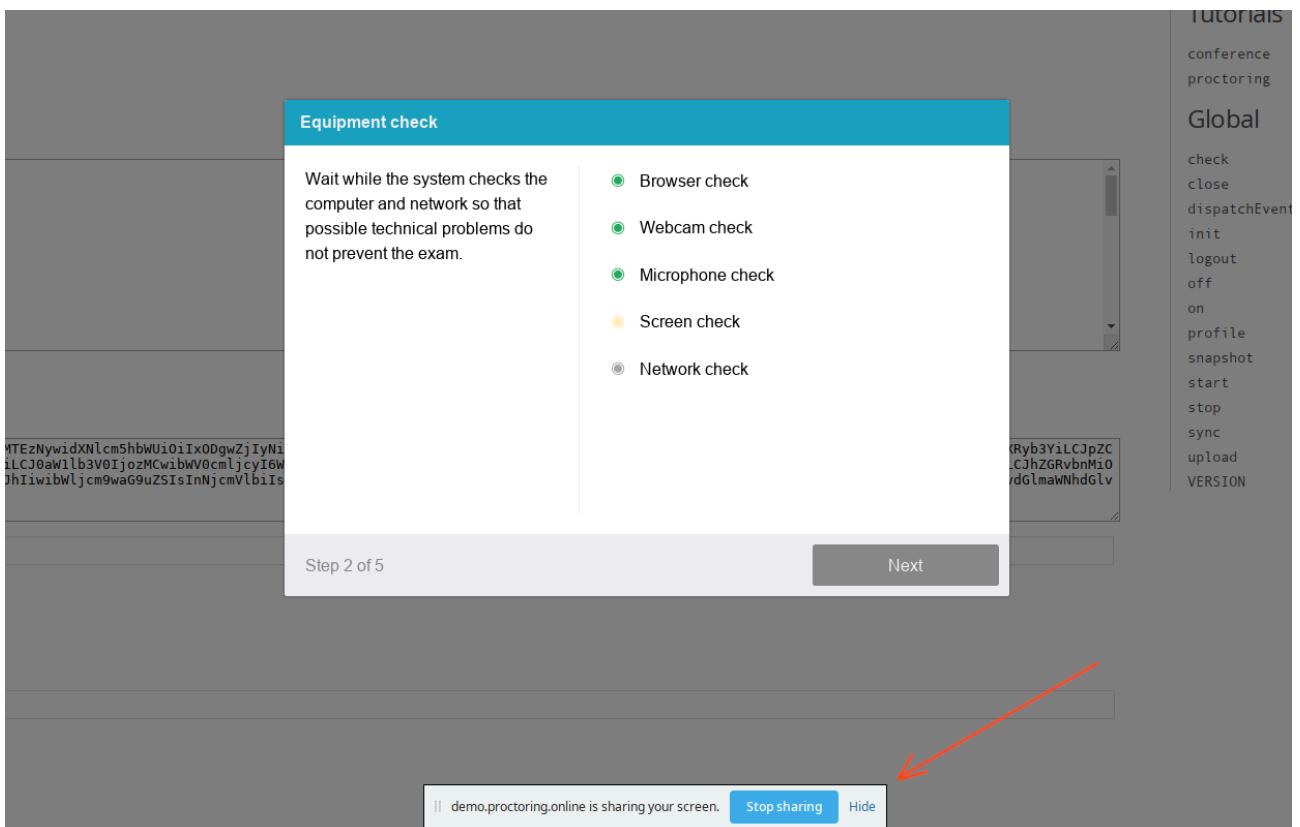
There are three ways to allow access to the screen on a computer in the Chrome browser:

1. In the version of Chrome 72+, access to the screen is requested automatically, no additional actions are required;
2. In older versions of Chrome, you need to install the Supervisor browser extension;
3. Instead of the extension, you can allow access to the screen with a special flag, which must be specified as an argument when running the "chrome.exe" file: `--enable-usermedia-screen-capturing`

## Should provide access to the entire screen



and after that access cannot be closed, so you shouldn't click "Stop sharing", but you can click "Hide".



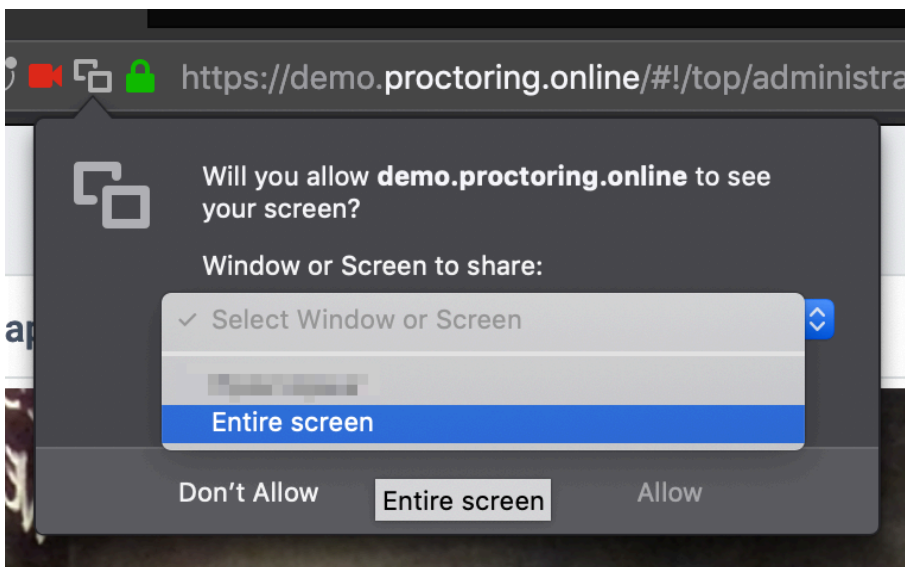


## 4.2. In Firefox Browser

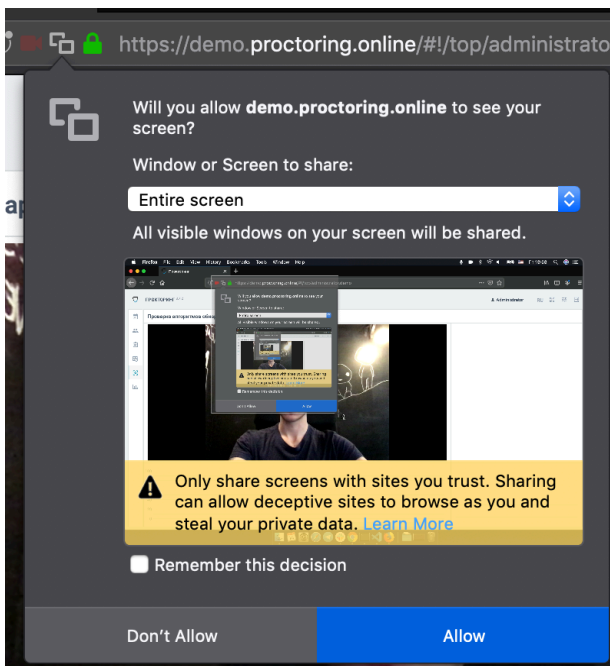
There are two ways to allow access to the screen on a computer in the Firefox browser:

- In Firefox 66+, access to the screen is automatically requested; no additional actions are required;
- In older versions of Firefox, you must install the Supervisor browser extension.

You should provide access to the entire screen . To do this, in the pop-up window in the window or screen selection field, select "Entire screen":



And then click "Allow" without selecting the "Remember this decision" checkbox:



## 5. Check for compatibility with WebRTC technology

In order for online video surveillance to work properly, outgoing connections to ports on the users' network must be allowed:

- 3478/tcp
- 3478/udp
- 49152-65535/udp

WebRTC verification can be done at [WebRTC Test](#). To start the test, click on the "Start Test" button. If no problems are found, then all items should be green.

Microphone



Camera



Network



Connectivity



Bandwidth



If the check fails, carry out the following steps:

**On the computer:**

- Step 1

Disable VPN, if in use.

- Step 2

Disable the firewall, if using Windows OS. If not, go to step 3.

[Instructions to disable the firewall.](#)

- Step 3

Try connecting to a different internet service provider or sharing the internet from your phone. Also, if you are using a router, you should try connecting the cable directly to your computer/laptop.

- Step 4

Check the speed of your internet connection. [Link to check.](#) The minimum incoming and outgoing internet connection speed to pass the test must be 256 kbps.

**If the problem occurs on your phone/tablet:**

- Step 1

Connect to the internet connection that you are using on your computer/laptop.

- Step 2

Disable any extraneous software, including antivirus. You should only have your browser running.

- Step 3

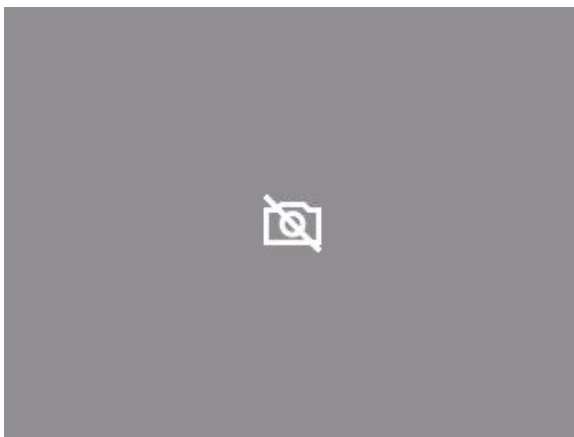
If none of the above helps, please contact your university/organization's technical support team, specifying

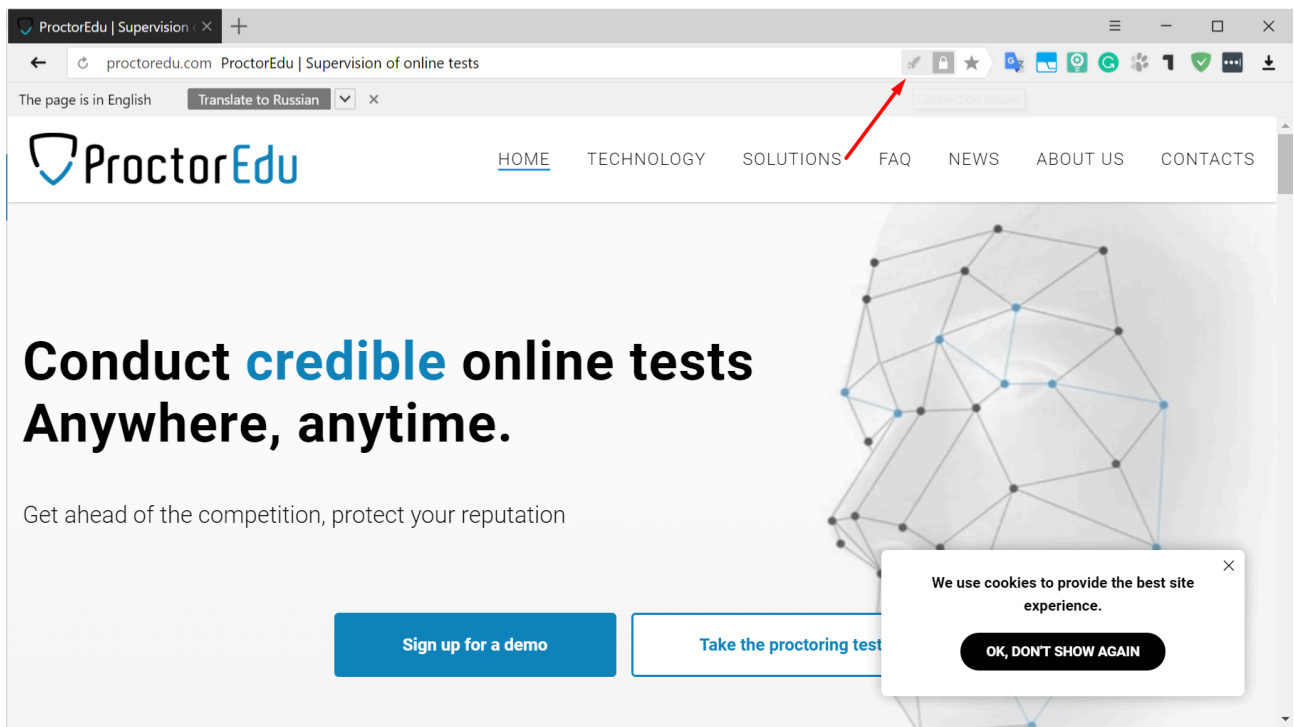
- your phone/tablet model;
- name and version of your phone's operating system.

## **6. No access to webcam or black square instead of video**

If a picture with a crossed out camera, a black rectangle, or a loading indicator is displayed, it means that the browser cannot access the camera or the camera does not work correctly. The reason may be problems with the webcam, the camera driver or access to the camera from a web browser, if the camera is in use by another application in the operating system (such as Skype or another browser), or access to the camera is blocked by Antivirus (ESET – static picture icon crossed out camera, Kaspersky – black screen). You need to close all applications that can work with the camera, disable the antivirus (or camera protection in it) and update the current tab in the browser. You can try restarting the computer.

ESET antivirus blocking example:





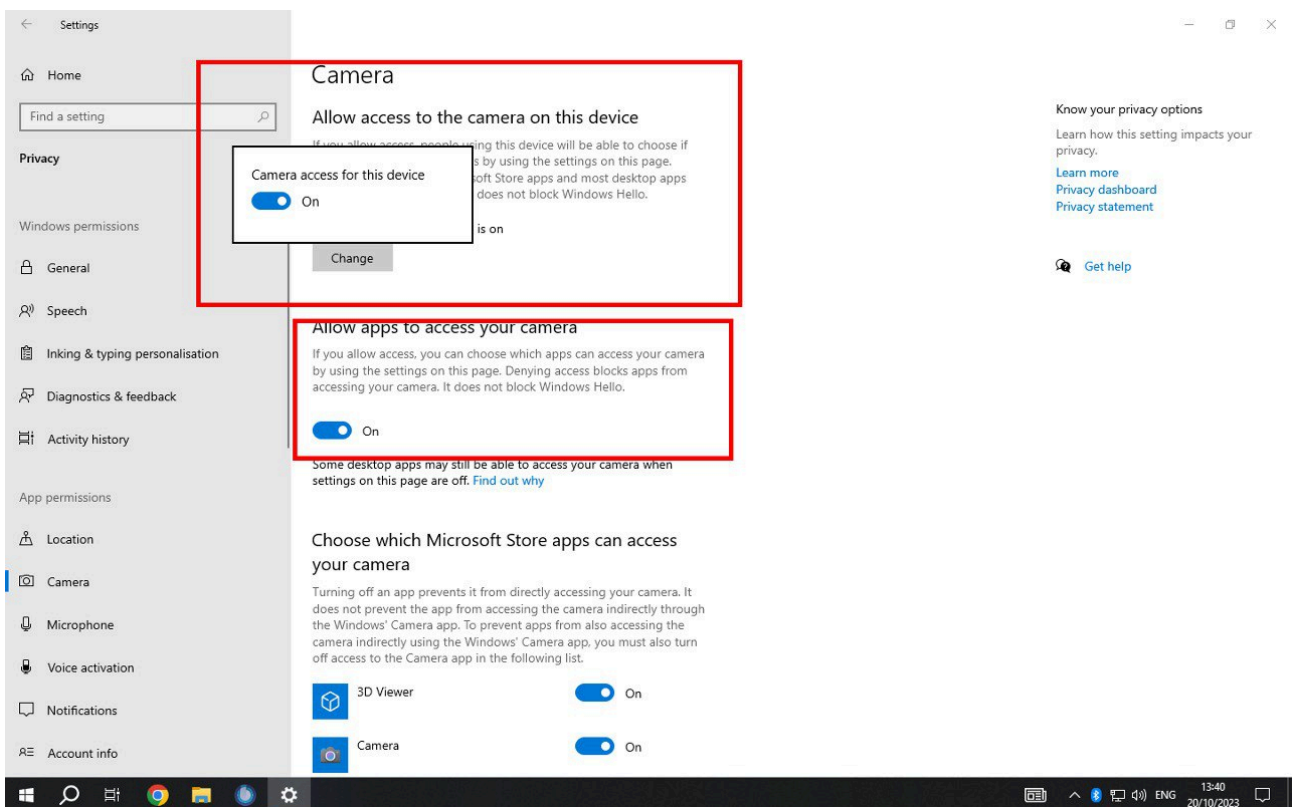
If all else fails, you can try resetting Chrome by opening the "chrome://settings/resetProfileSettings" page and confirming the action.

### **For Windows 10:**

1. Select Start > Settings > Privacy & security > Camera, then make sure Camera access is turned on. This setting lets any user on the device choose if they want apps to be able to access the camera.
2. Find Allow apps to access your camera and make sure it's turned on. This setting allows you to choose if any of your apps can access the camera. It doesn't set which specific apps can access the camera.

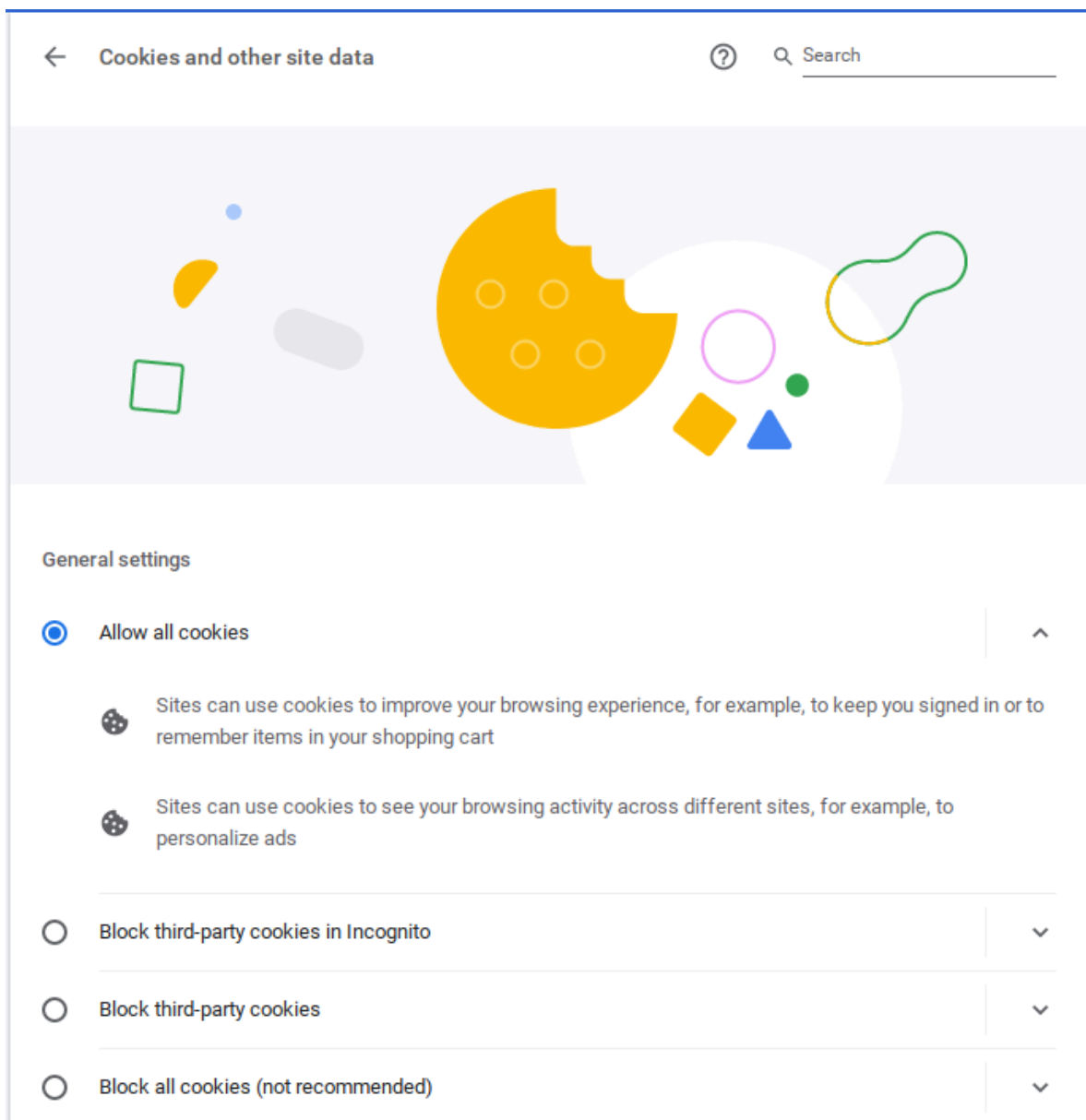


3. Once you've allowed your apps to access the camera, you can change the setting for each app. Find the app you want, then turn on camera access for that app.
4. If you don't see an app in the list, it might be a desktop app. Find Let desktop apps access your camera and make sure it's turned on. You can't change camera access settings for individual desktop apps.



## 7. The test page does not open in IFRAME

Cookies of third-party sites should not be blocked in the browser, in Chrome this is done in the settings "Settings" → "Privacy and security" → "Cookies and other site data" or you can simply enter "chrome://settings/cookies" into the address bar. "Allow all cookies" should be enabled there.



Page loading can also be blocked by some browser extensions, such as [Betternet Unlimited Free VPN Proxy](#) or [AdBlock](#) Ad blocker. You should try

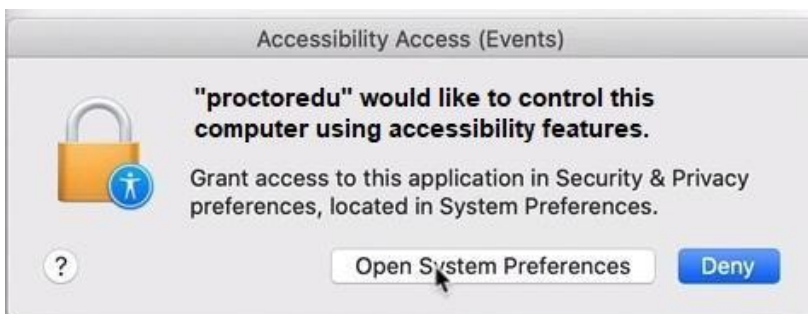
disabling all third-party extensions. In the Chrome browser, this can be done on the "chrome://extensions/" page, which can be opened through "Menu" → "Advanced Tools" → "Extensions".

## 8. No access to the screen

Access must be granted to the entire screen and no additional monitors must be connected to the computer and no multiple virtual desktops must be set up. Otherwise there will be an error when checking screen access.

### 8.1. macOS

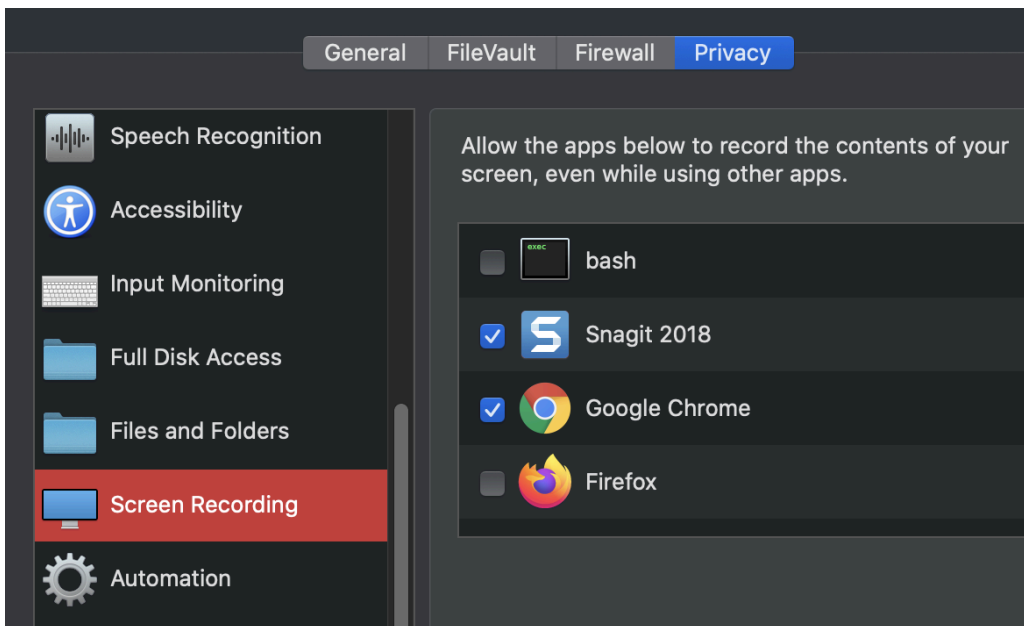
Starting with macOS "Catalina" 10.15, you need to grant additional permission in the system settings to access the browser screen. To do this, go to system settings in the System Preferences menu.



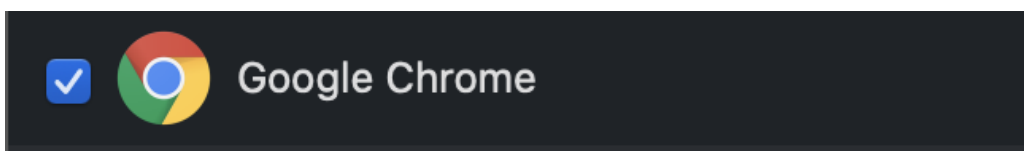
Then select " Security " → "Privacy".

On the left, scroll down and click "Screen Recording".

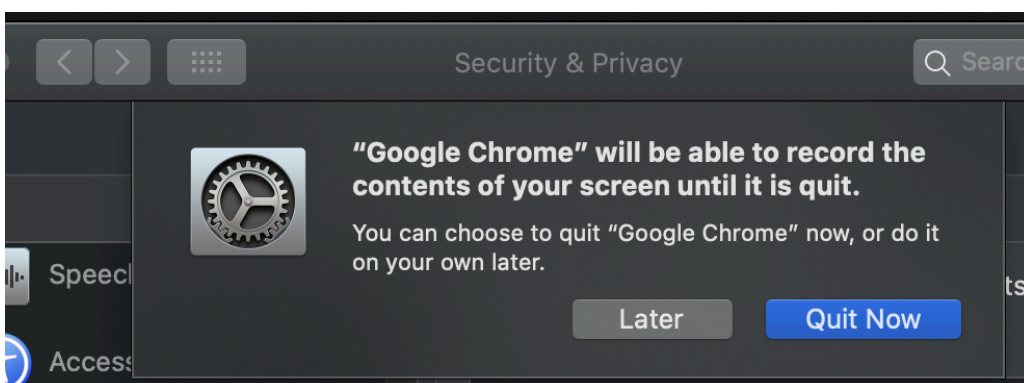




In the suggested list, select the browser that you want to allow access to the screen recording.

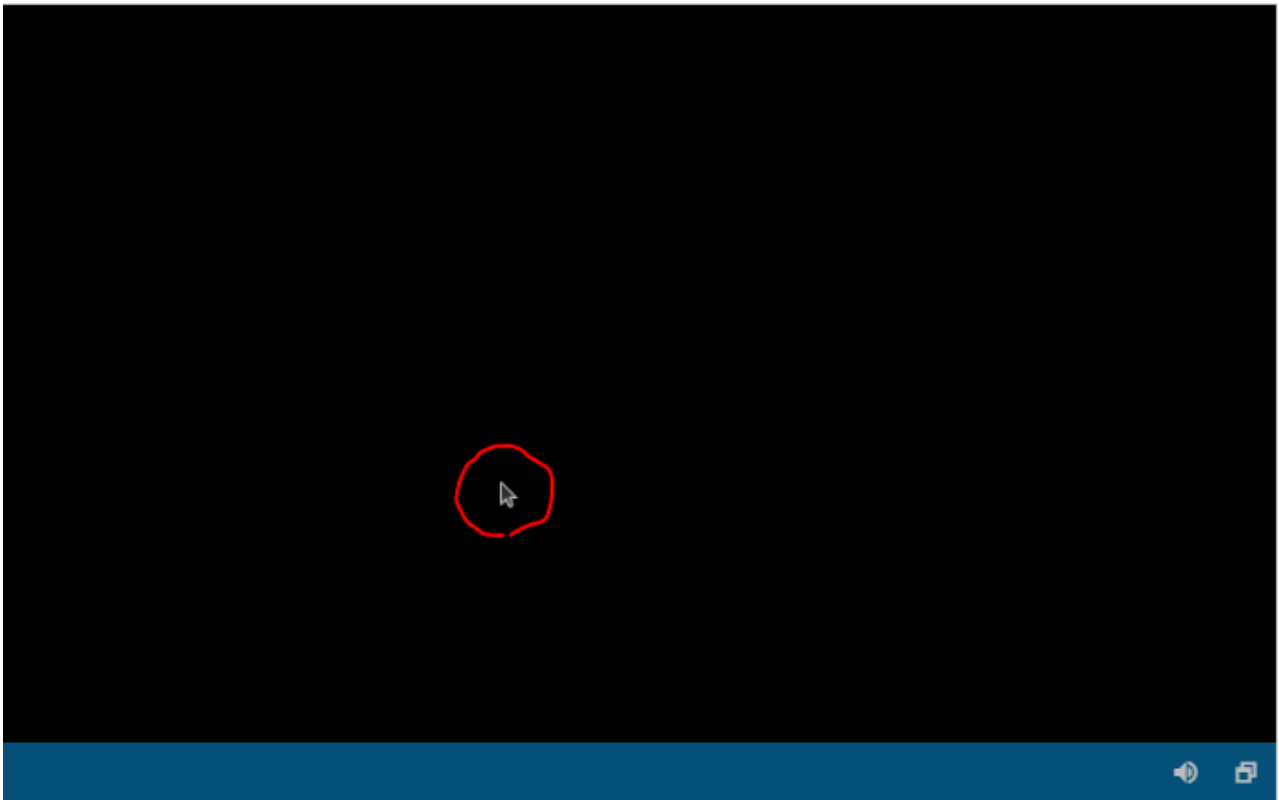


After that, you will need to restart the browser.



## 8.2. Linux

Sometimes in Linux there is a problem when only the mouse cursor is displayed instead of a picture from the screen.

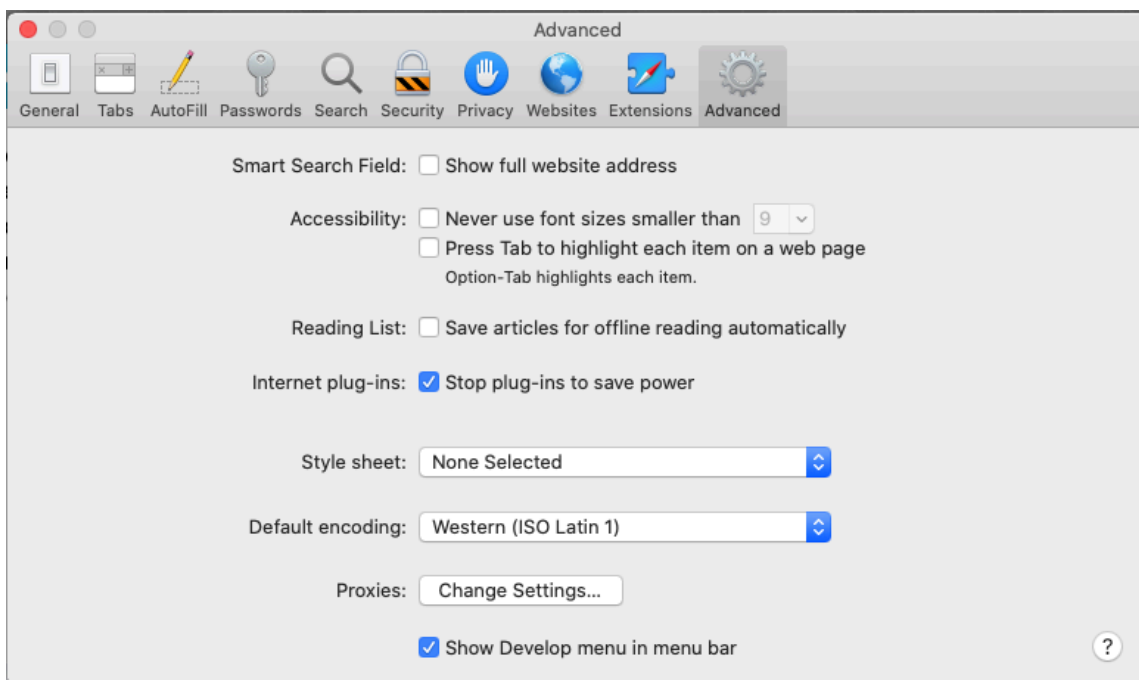


This problem occurs if the original (proprietary) video driver is not installed on the computer. You need to install the driver, restart the computer, after which the screen should be shared correctly.

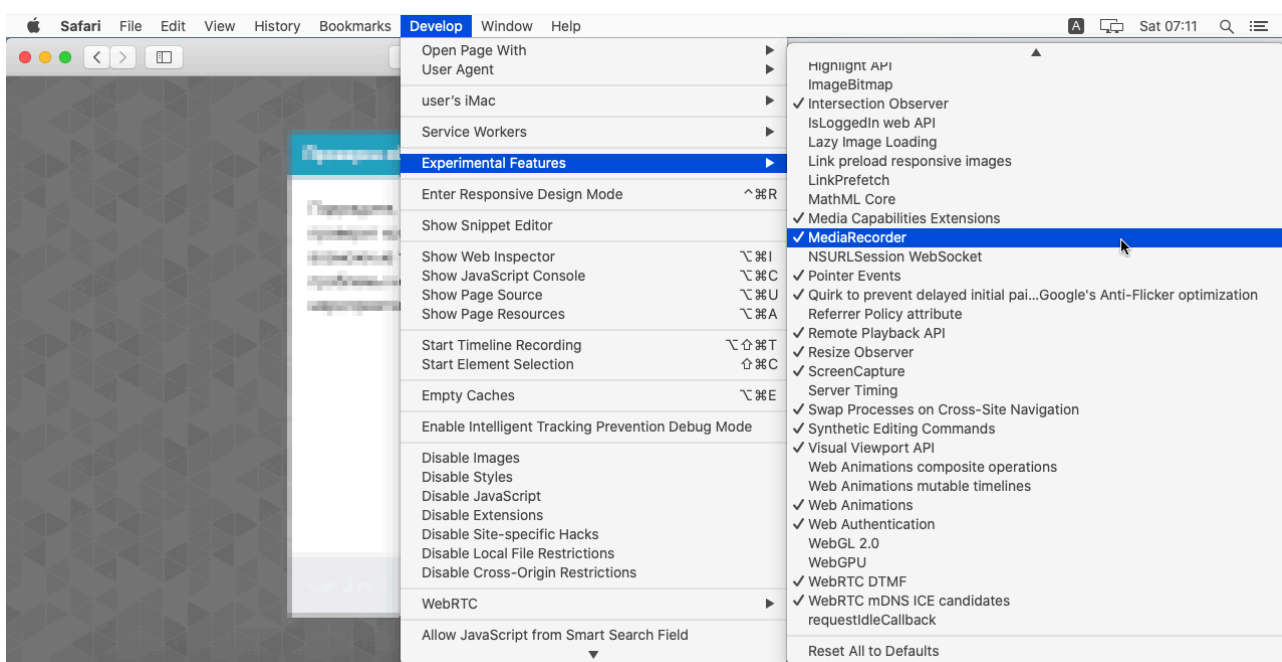
## **9. The MediaRecorder error on Safari**

### **9.1. macOS**

The MediaRecorder option must be enabled in Safari on macOS for the system to work correctly. This is done by enabling the developer menu under Safari → "Properties" → "Show Develop menu in menu bar":

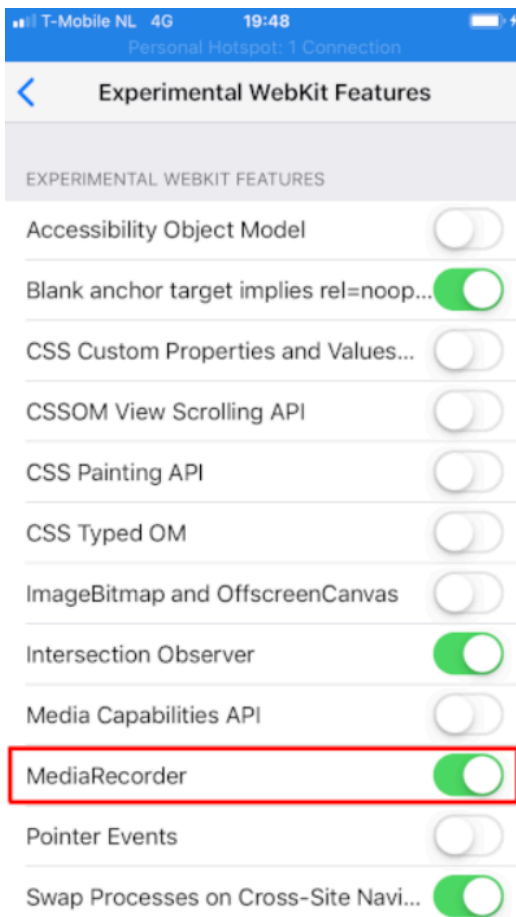


Then activate the "Develop" → "Experimental Features" → "MediaRecorder" option:



## 9.2. iOS

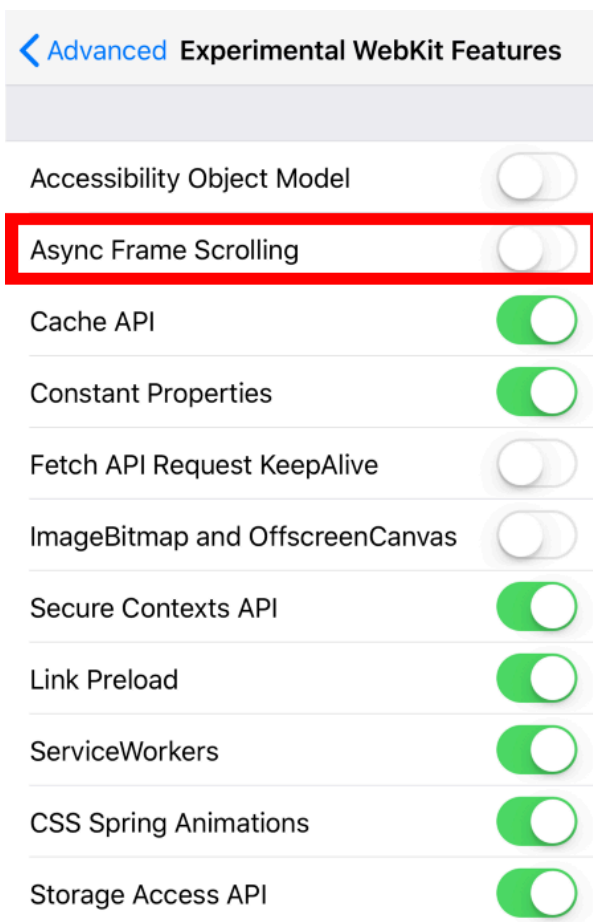
For the system to work correctly in iOS Safari, the MediaRecorder option must be enabled in the "Settings" → "Safari" → "Advanced" → "Experimental Features" → "MediaRecorder".



## 10. Scrolling does not work on Safari

### 10.1. iOS

In iOS Safari, scrolling inside IFRAME elements may not work when "Async Frame Scrolling" is enabled in Safari. You should disable this option "Settings" → "Safari" → "Advanced" → "Experimental Features" → "Async Frame Scrolling".

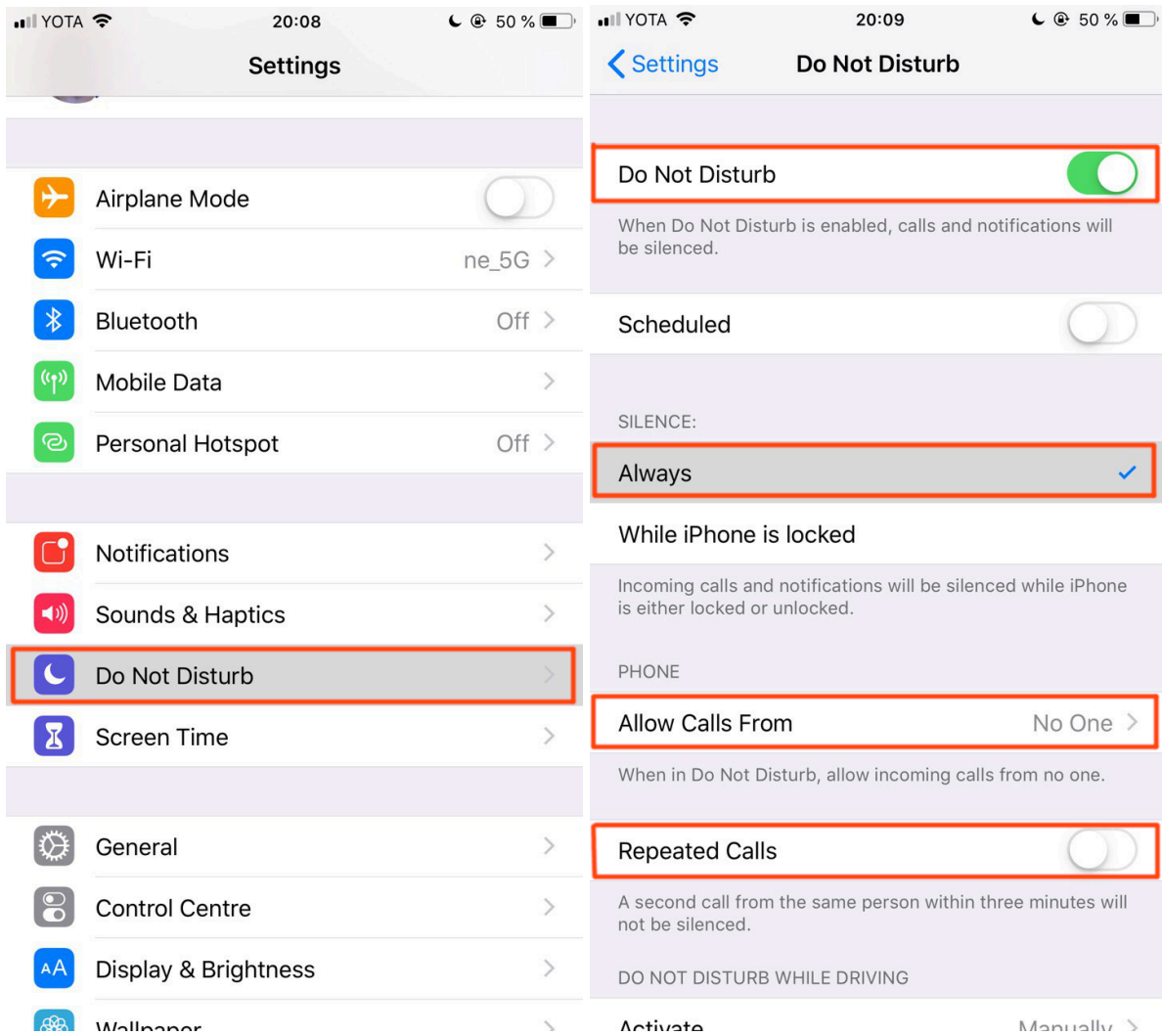


## 11. Turn off notifications and calls

It is recommended to turn off notifications and incoming calls when passing proctoring on mobile devices or when connecting a mobile camera. To do this, follow the steps below.

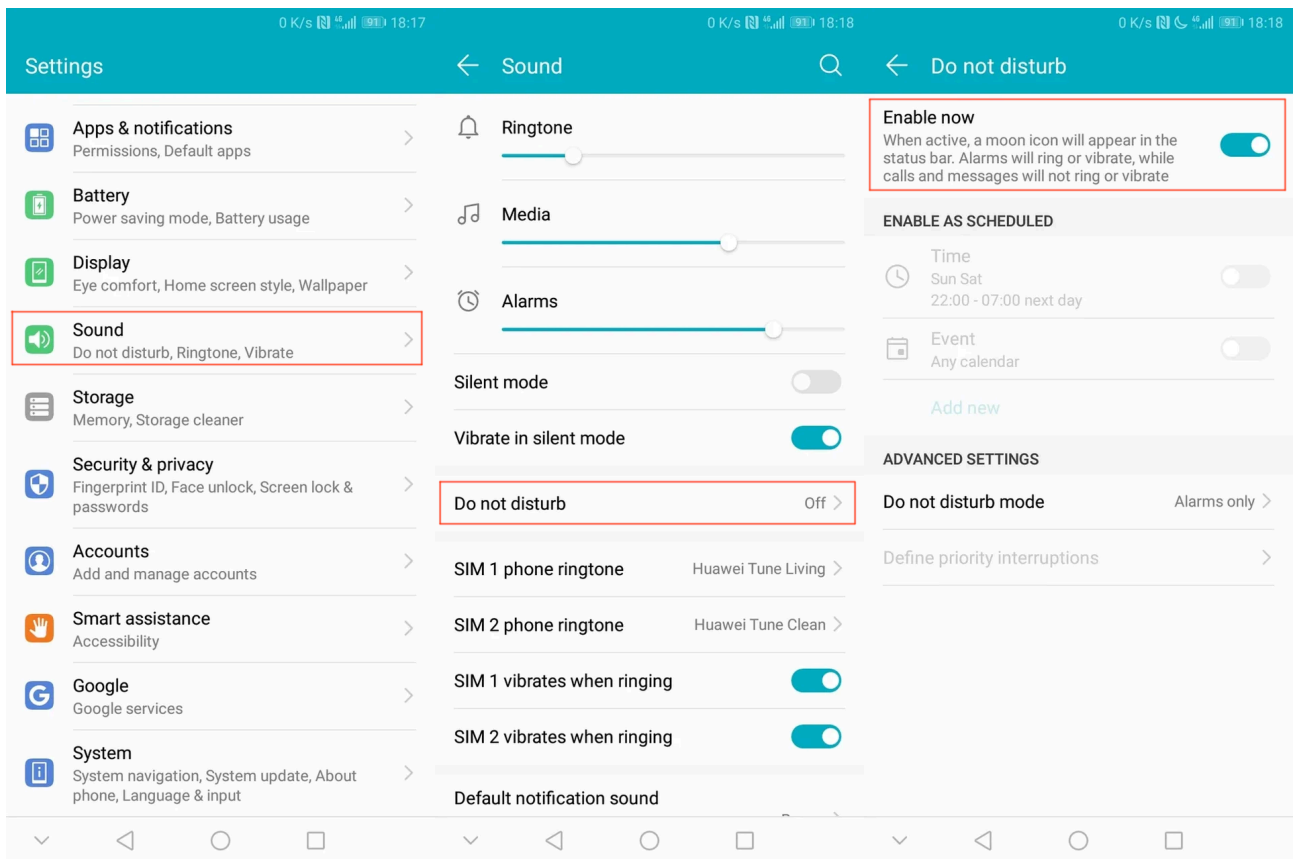
### 11.1. iOS Safari

Go to "Settings" → "Do not disturb" → enable "do not disturb" at the top, Silence - always, Phone - allow calls from - no one, Remove flag in "repeated calls".



## 11.2. Android Chrome

Go to "Settings" → "Sound" → "Do not disturb" → "Switch off now".



## 12. Error "Session blocked"

The error "Session blocked: This page was opened elsewhere, close this tab" means that the proctoring is opened in a separate page, browser, PC, mobile. You may pass the test only in one browser tab with the proctoring. In such cases, close all additional tabs and pass the test within your first window.

**ATTENTION!**

This page was opened elsewhere, close this tab.