



INSTRUCTIONS ON USING  
TESTING CONTROL SERVICE “EXAMUS”

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## 1. Examination procedure with the use of the “Examus” service

- Install the application.
- Open the application using the “Entrance Examination” button and have your computer tested with the “Computer setup”. In case this testing has not been completed, contact technical support service – [help@examus.net](mailto:help@examus.net)
- Confirm the time you want to take the test at by clicking twice on the date you have chosen.
- Open the application and click on **Start the exam** at the time you have chosen (+/- 15 minutes)
- Take a photo of the identification document and send it to the proctor for it to be verified.
- You can start the exam once you receive a permission from the proctor.
- You can address proctor in a chat if needed.

## 2. Checking computer and data transmission

Before you start working in the system make sure that your computer meets the following requirements:

- You should have one of the following operating systems: Windows 7, Windows 8, Windows 8.1, Windows 10 or Mac OS version 10.9 or a newer one.
- You should have the latest version of Web browser Google Chrome (at the moment of taking the test) installed.
- Your computer must be equipped with a functioning external or built-in web cam.
- The Internet connection should be not slower than 1 Mbps per second.
- Your computer should successfully pass the “Computer setup” test. This “Computer setup” test is available after the installation of “Examus” application. You need to install the application and log in using your login and password.

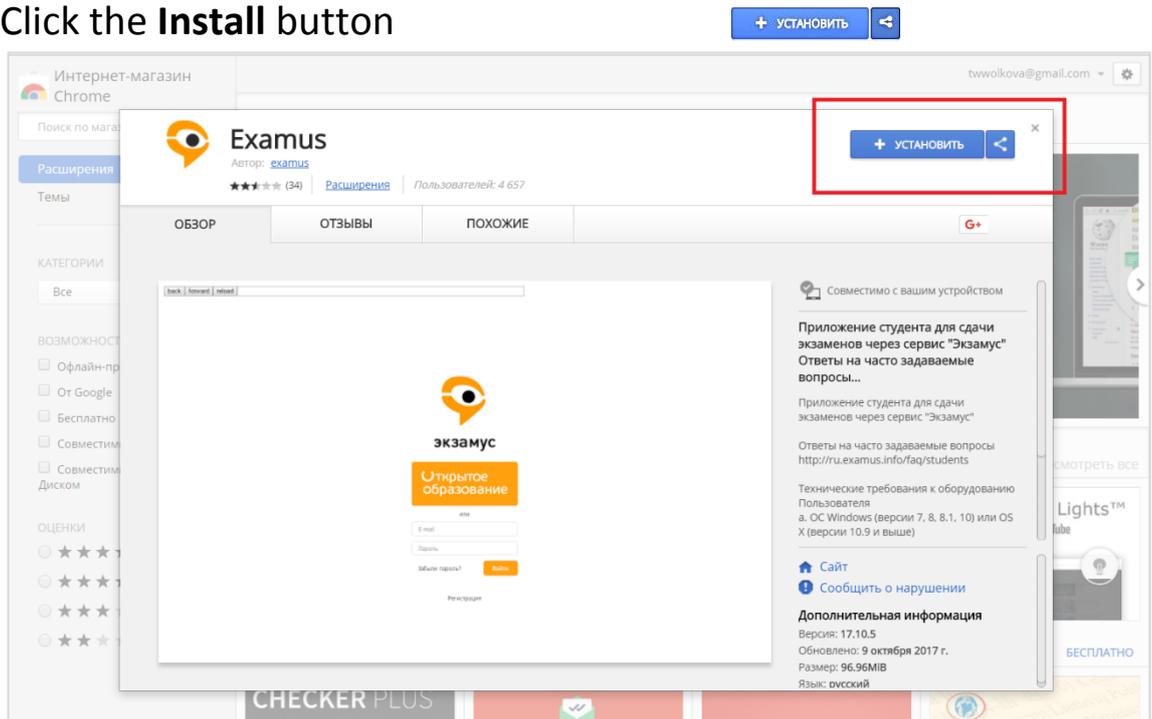
**IMPORTANT:** If your computer does not meet these requirements or fails to pass “Computer setup” test, you cannot be provided with this service of taking an exam with proctoring.

### 3. Application’s installation

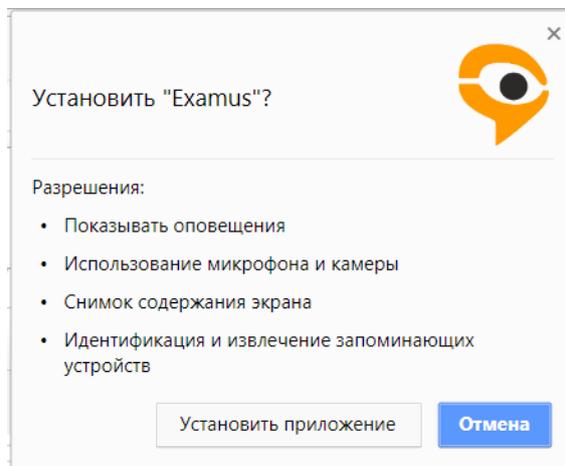
To install the application:

1. Open Google Chrome and follow the link (Google Web Store) <https://chrome.google.com/webstore/detail/examus/apippgiggejegipimfjnaigmanampcig>

2. Click the **Install** button



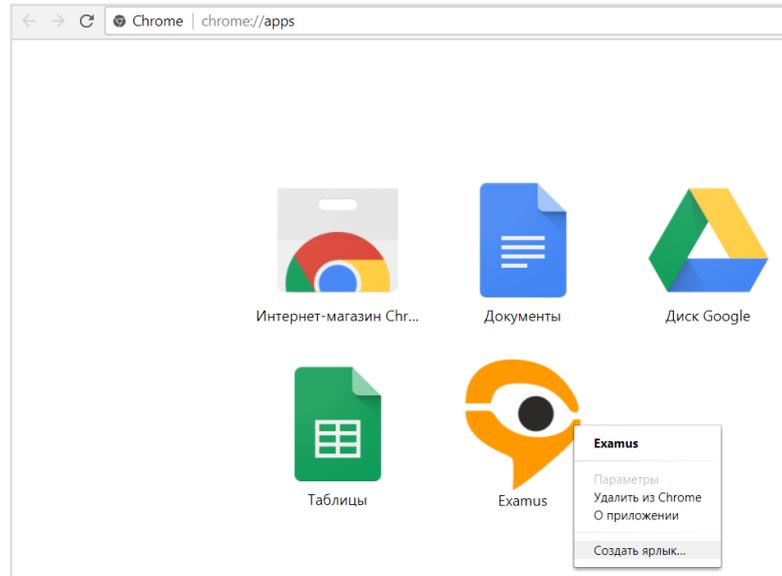
3. In the pop-up window “Install Examus?” click the **Install the application** button:



4. Wait until the installation process is over:



5. Create a shortcut icon on your Desktop. In order to do it open the “Services” tab in Chrome browser (chrome://apps/), click the “Examus” icon with a right button, click on **Create a shortcut** and confirm creating a shortcut icon on the desktop.

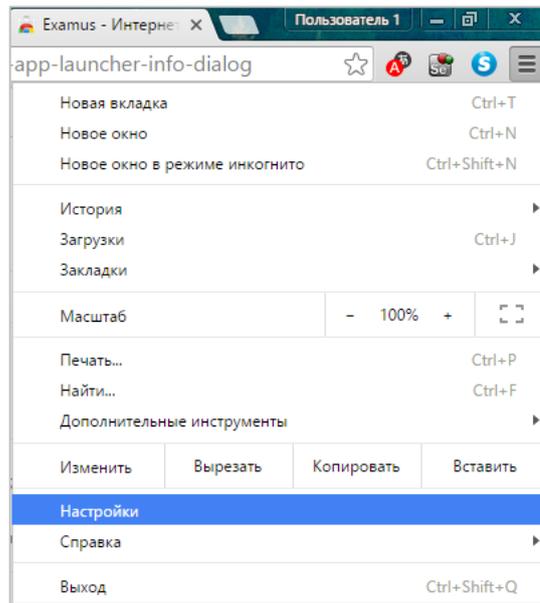


### 3.1 Eliminating problems when installing the application

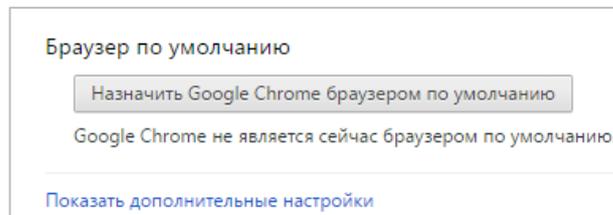
In case any problems arise when installing the application, try the following in order to eliminate them.

#### 3.1.1 Changing the location of installation files

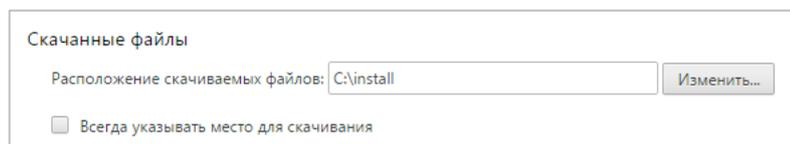
1. Open Google Chrome browser settings:



2. Click on the **Show additional settings** link:

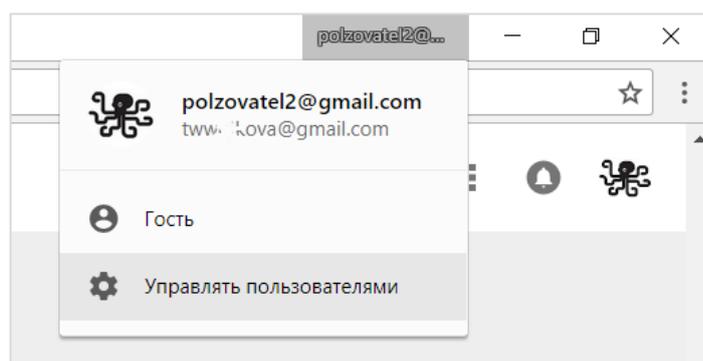


3. Choose the “Downloaded files” item, change the location by default for the files you download:



### 3.1.2 Installing the application for a different Google profile

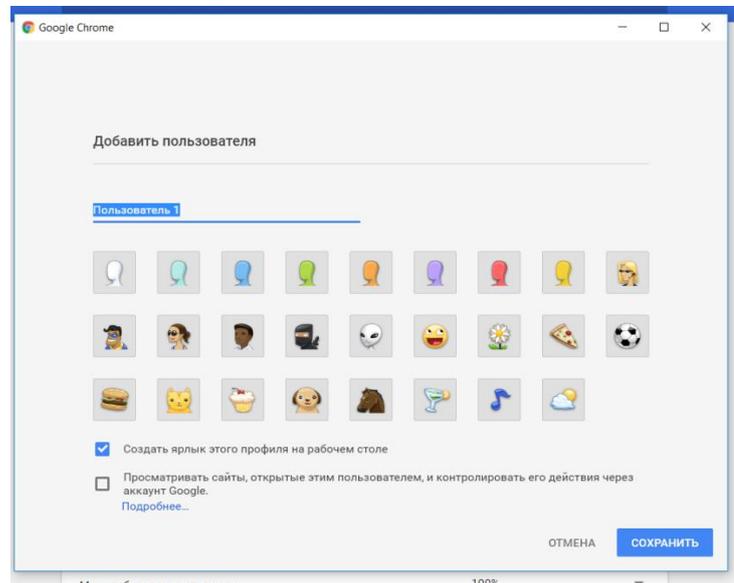
1. At the top right field of your browser click on the “User 1” or your login if you have entered your Google account, and choose the item **Manage users**:



2. In the pop-up window click on **Add a user**.



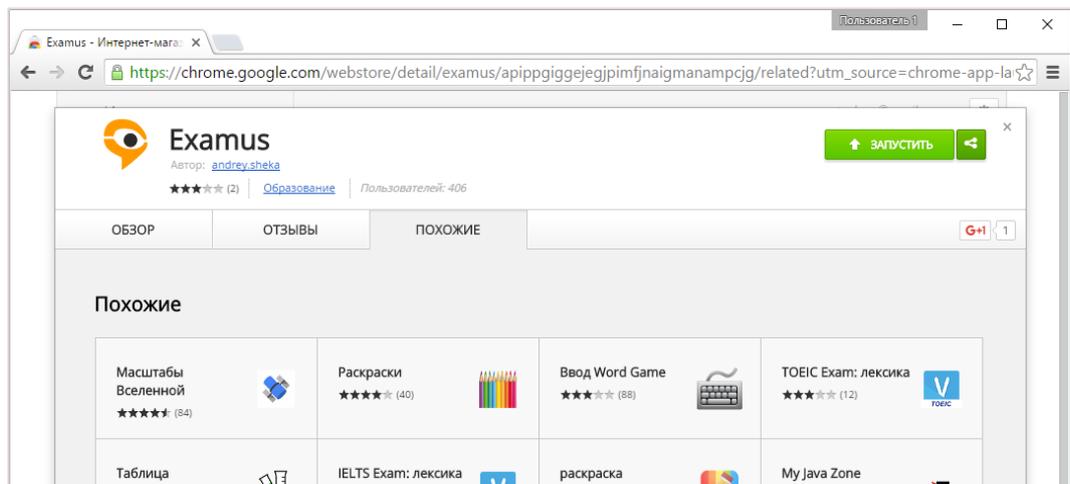
3. Type in a new user name in the field and click on **Save**:



4. Start an installation process for a new user once again.

#### 4. Starting the system

- Follow the application link in the Chrome Web Store given in a 3<sup>rd</sup> paragraph “Application’s installation” and click on **Start**. Wait for an application to start.



- You can also start the application by clicking twice on the shortcut icon if you have already created one in accordance with

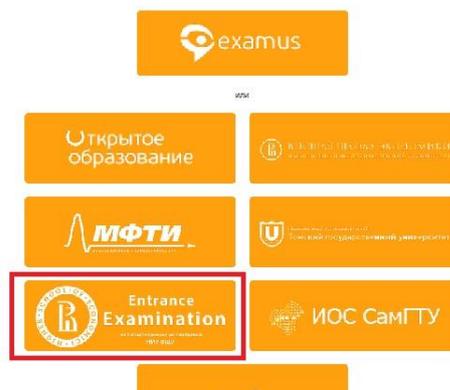
recommendations from the 3<sup>rd</sup> paragraph “Application’s installation”

## 5. Working with the “Examus” proctoring system

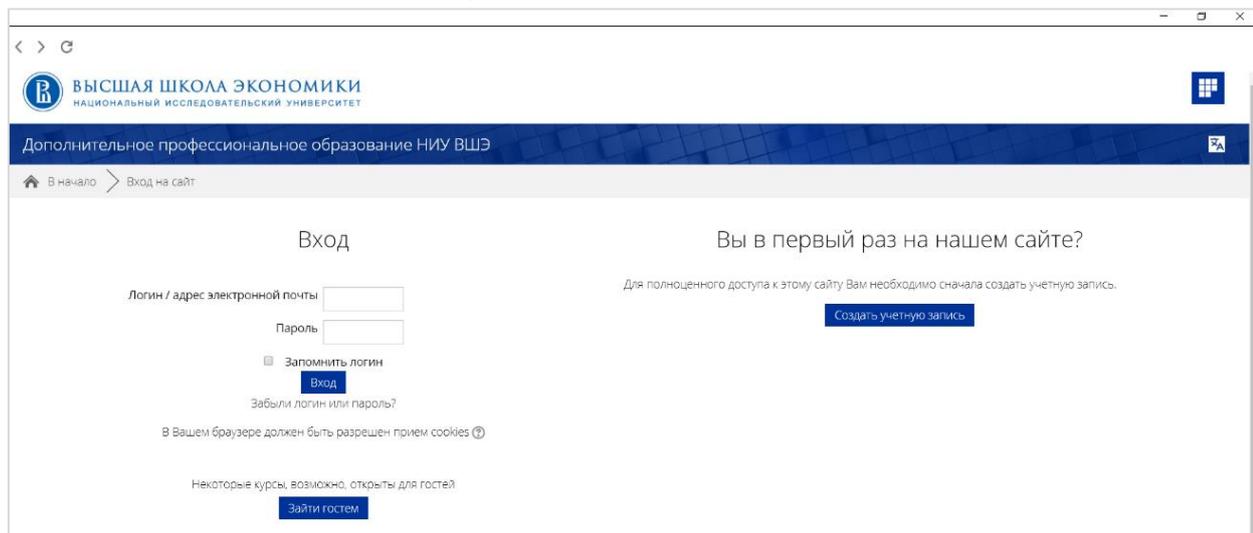
### a. Authorization

Once you start the application the authorization window will be available.

1. You need to click the **Entrance Examination** button in the authorization window in order to enter the HSE Moodle system:



2. You need to type in your login and password in the next window to enter the HSE Moodle system and click the **Enter** button.

The image is a screenshot of a web browser displaying the login page of the HSE Moodle system. The page header includes the HSE logo and the text 'ВЫСШАЯ ШКОЛА ЭКОНОМИКИ НАЦИОНАЛЬНЫЙ ИССЛЕДОВАТЕЛЬСКИЙ УНИВЕРСИТЕТ'. Below the header, there is a navigation bar with 'Дополнительное профессиональное образование НИУ ВШЭ'. The main content area is titled 'Вход' (Login) and contains a form with two input fields: 'Логин / адрес электронной почты' (Login / email address) and 'Пароль' (Password). There is a checkbox for 'Запомнить логин' (Remember login) and a 'Вход' (Login) button. A link for 'Забыли логин или пароль?' (Forgot login or password?) is also present. To the right of the login form, there is a message: 'Вы в первый раз на нашем сайте? Для полноценного доступа к этому сайту Вам необходимо сначала создать учетную запись.' (You are on our site for the first time? For full access to this site you need to create an account first.) with a 'Создать учетную запись' (Create account) button. At the bottom, there is a note: 'В Вашем браузере должен быть разрешен прием cookies' (Cookies must be allowed in your browser) and a 'Зайти гостем' (Login as guest) button.

### 5.1.1 The system does not accept login and / or password

1. Check if the authorization works properly when entering the HSE website using browser. If not, use the password reset system (“Forgot login or password?”)
2. If the authorization works when entering the website in a browser, make sure you are entering “Examus” using the button **Entrance Examination**. Do not use the Examus button for authorization!



### 5.1.2 White screen after authorization

If after clicking **Higher School of Economics** button you see a white screen, you need to:

1. Click the **Refresh** button at the top left corner of the application;
2. If the error is still there after refreshing the page, close the application, close all the open Chrome windows and start the application once again.

### 5.1.3 Authorization does not work properly (window with the test does not open)

1. Do not press the Enter button on your keyboard after typing in your login and password, use the blue **Enter** button in the web-interface;
2. It usually takes some time for the page to load, wait a little, do not click the **Enter** button again while waiting.

### 5.1.4 An account page opens instead of the exam page

1. Make sure that all the required fields at your account page are filled in (including attachments of required files):

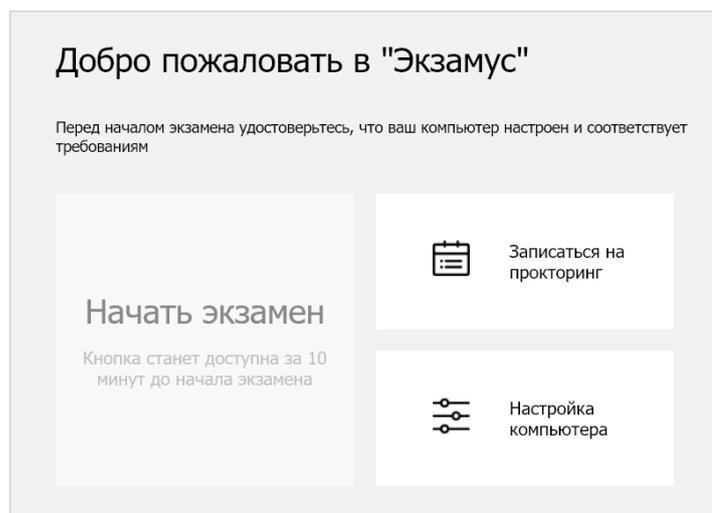
2. Click twice the **Previous** button at the top left corner of the application. You will get to the authorization page again. Click the **Entrance Examination** button once again to enter the HSE Moodle system.



## 5.2 Starting to work with the application

You will be offered three options in the welcoming window:

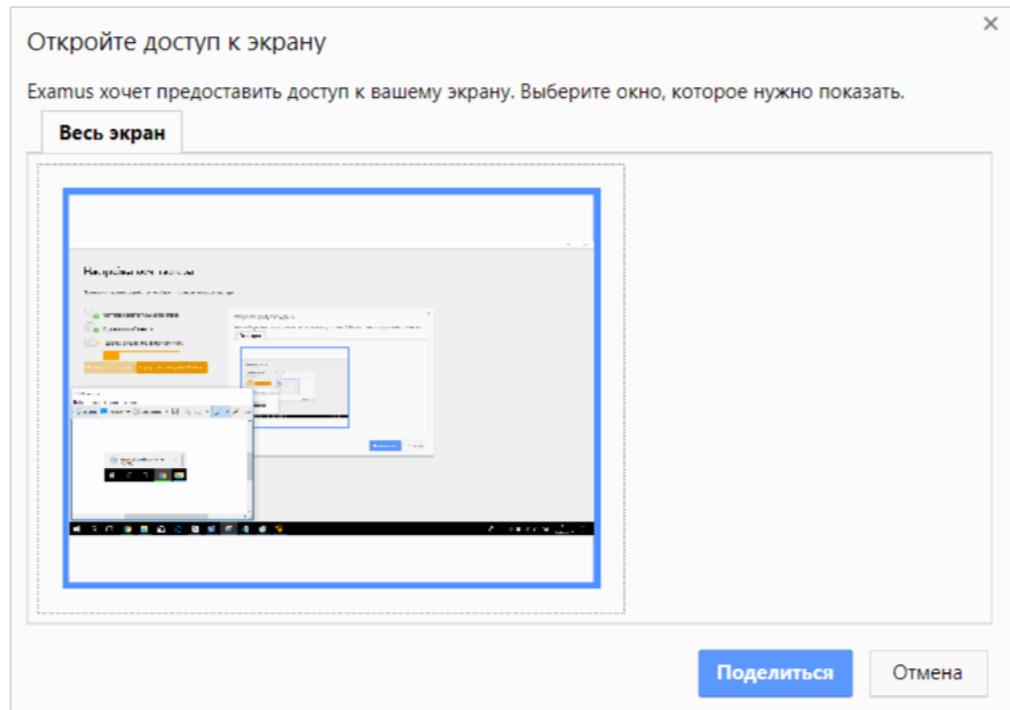
- Sign up for exam with proctoring;
- Get your computer set up before the exam;
- Start the exam (this button will be available if you have signed up for the exam and there are free available proctors)



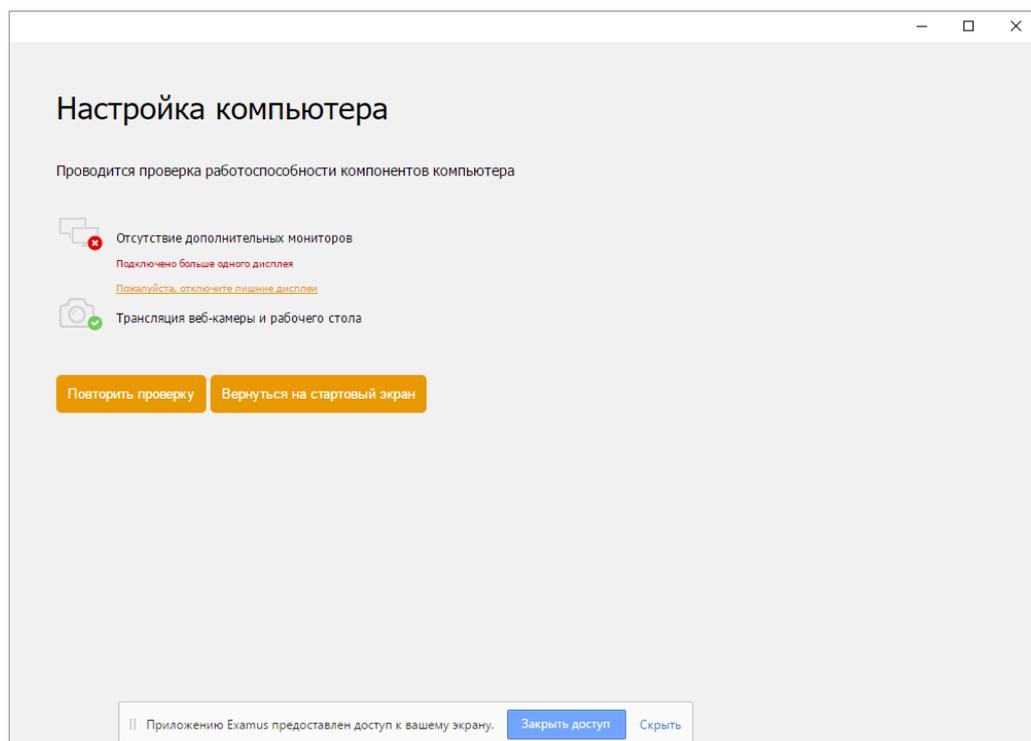
### 5.2.1 Computer setup

Clicking the **Set up the computer** button opens the computer testing window.

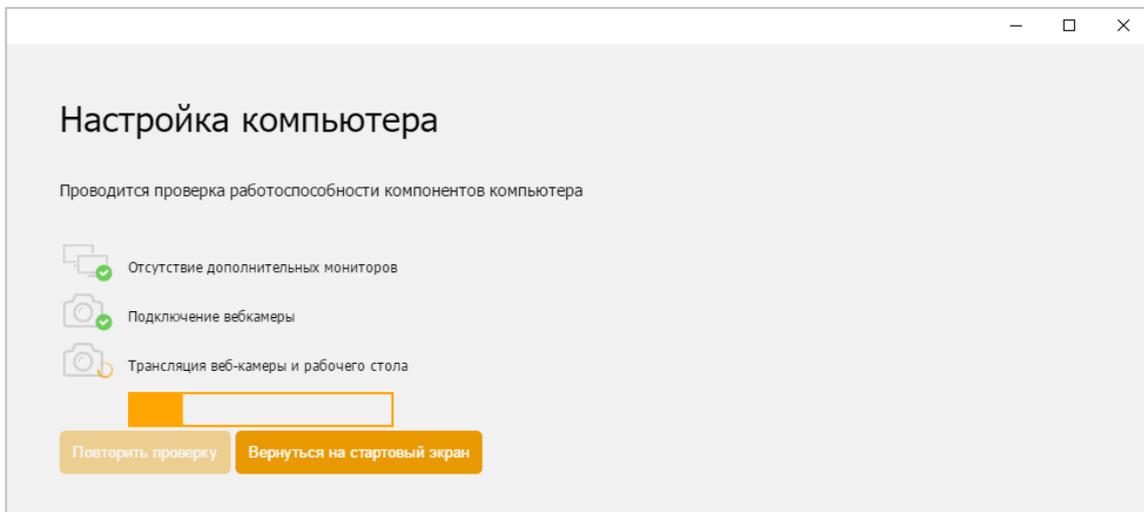
1. When undergoing testing it is necessary that you allow the application the access to the Desktop. To do it you need to opt for Desktop and click on **Share** in the pop-up window:



2. You need to wait till the testing process is over.
3. You need to eliminate inconsistencies (several screens or the web-cam being unavailable) if there are any and click the **Restart the testing** button.



4. If your computer has successfully undergone the testing, click the **Return to the start screen** button.
5. If for some reasons the testing lasts more than five minutes, and the button **Restart the testing** is not available, click the **Return to the start screen** button and start the testing once again.
6. If for some reasons you have not completed the testing at the first time, the button **Restart testing** becomes available. Click on it and start the testing again.
7. In case the connection progress check line has stopped and there are no notifications about successful or unsuccessful result of the testing, contact technical support service at [help@examus.net](mailto:help@examus.net)



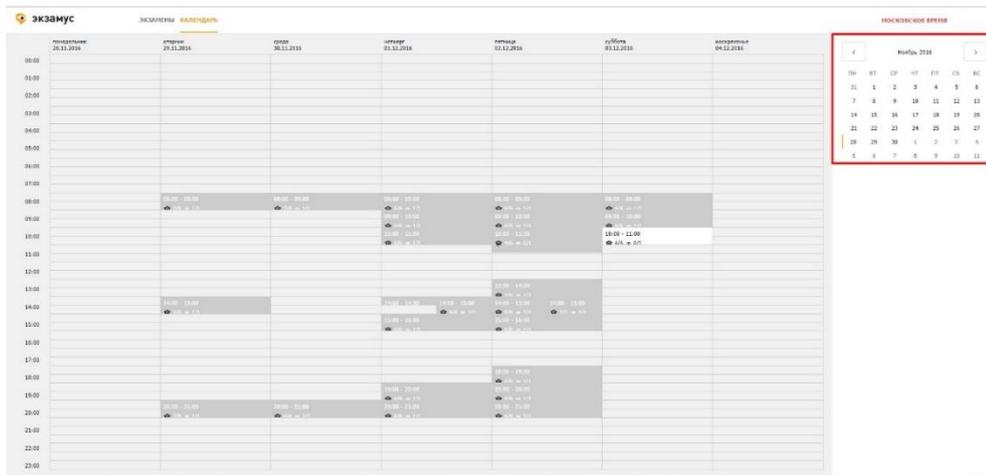
8. If the testing is not completed successfully after the second or third try, do the following:
  - Make sure you use the latest version of Google Chrome browser. To do this copy this address <chrome://help> in your browser address bar and update the current version if needed;
  - Check the operating system version of your computer. Google does no longer work with Windows XP, Vista. For the application to work properly you need Windows 7 or newer versions.
  - If the previous steps do not help, get your computer tested at <https://test.webrtc.org/>. Send us the screenshot with the results on email [help@examus.net](mailto:help@examus.net). Do not forget to

mention your personal email address you used to create your account in the system.

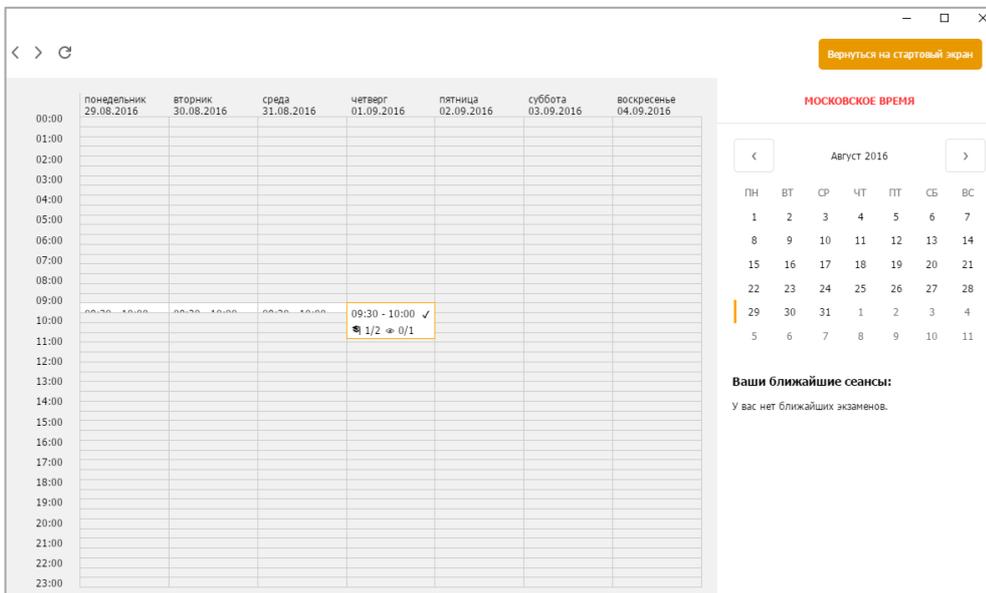
### 5.2.2 Signing up for proctoring

In order to take an exam, you need to confirm your registration for the proctoring.

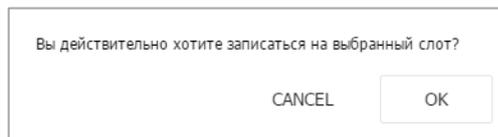
1. When the button **Sign up for the proctoring** is clicked, a window with a calendar pops up where there are available slots for you to sign up for an exam.
2. Loading the list of your exams might take some time. However, if after waiting you still do not see your exam, click on **Refresh** at the top left corner.
3. Pay attention to the fact that you can sign up for an exam not later than 24 hours before it starts. It means that if you want to sign up for the exam on Wednesday morning you will not be able to do it later than Tuesday morning.
4. The first step is choosing an exam. You need to choose one from the list of available variants.
5. Pay attention to the following: on the right of this page you will see a list of exams that you signed up for. **If you click on an exam from this list, this will cancel your registration.**
6. After you choose an exam, a page with a calendar will be available, there will be slots for signing up for proctoring. Grey colored slots are not available – other people have already taken all the places.
7. Pay attention to the fact that proctoring for each exam is limited by dates of conducting an exam that the university sets up and by the fact whether there are any available proctors at a particular time.
8. **Pay attention that if you want to sign up for the next week you need to choose a date in a calendar at the top of the right column.**



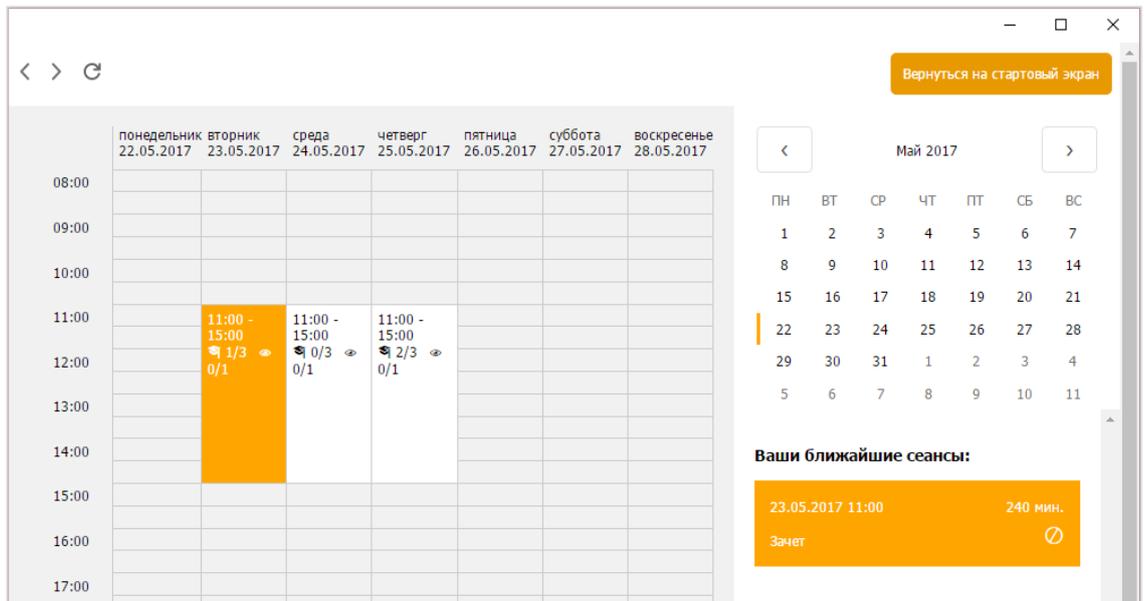
**Important:** It is a Moscow time zone that is given in a calendar – keep it in mind when picking the time for an exam.



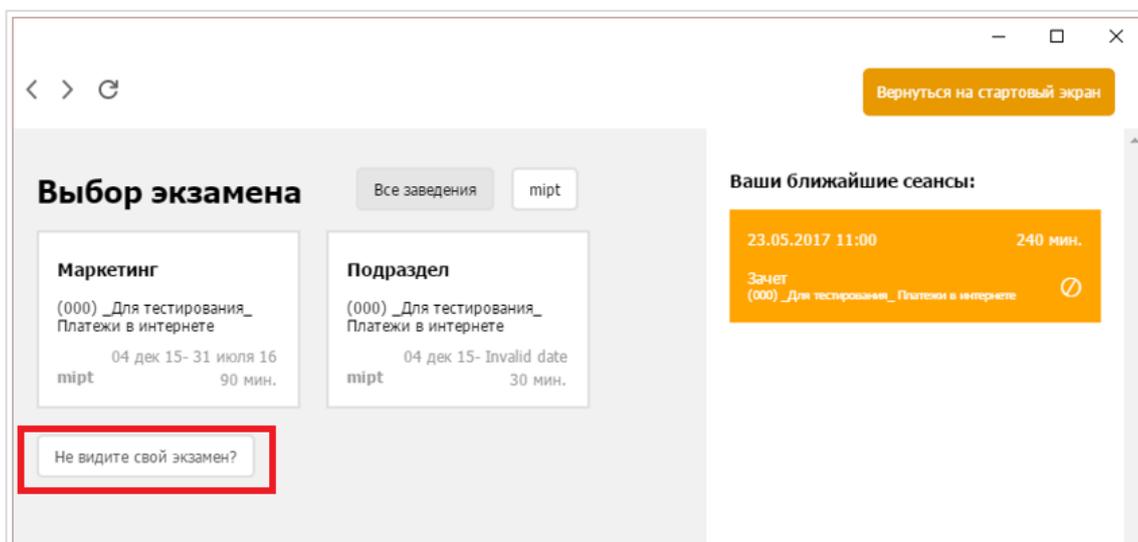
9. To sign up you need to click on the slot once to pick it and then click on it one more time, confirm your choice in the pop-up window:



10. A new notification will appear in the field “Your nearest sessions”. The space with the session will become yellow.

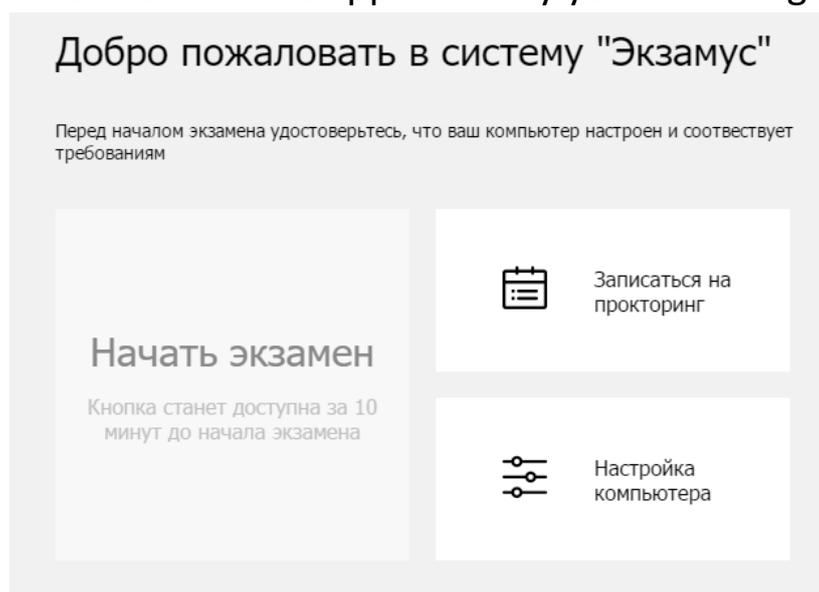


11. If this space does not become yellow, refresh the page by clicking on the button at the top left corner.
  12. To change the time you signed up for, you need to click on the time you have picked and confirm the cancellation. After that you can pick a new slot.
  13. Do not click on the chosen exams anymore! You may accidentally cancel your registration.
  14. If you want to sign up for another exam, click the **Previous** button at the top left corner or use the **Return to the start screen** button.
- Pay attention** that you can cancel your registration not later than 24 hours before the exam starts. For example, you cannot cancel your registration for Wednesday morning on Tuesday evening.
15. If your exam is not in the list, click the **Do not see your exam?** button. You will receive the instructions.



### 5.2.3 Starting an exam with proctoring

1. Enter the application at the time appointed by you.
2. The **Start the exam** button will be active not earlier than 10 minutes before the time appointed by you for taking an exam.

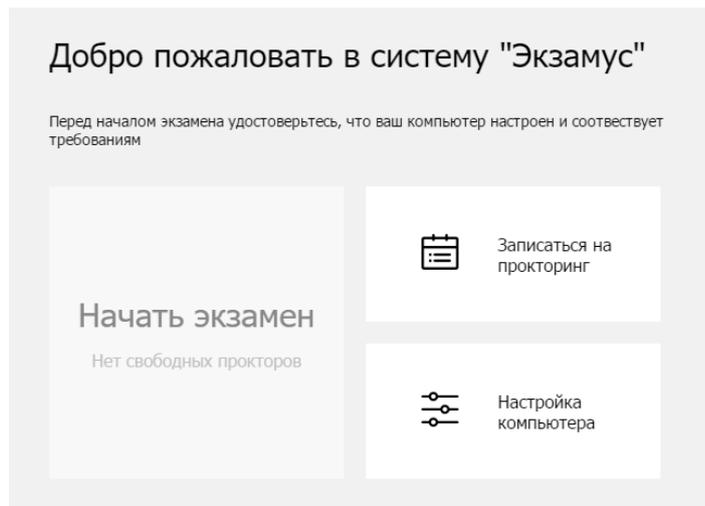


3. In case the **Start the exam** button does not become active, the following variants can be possible:

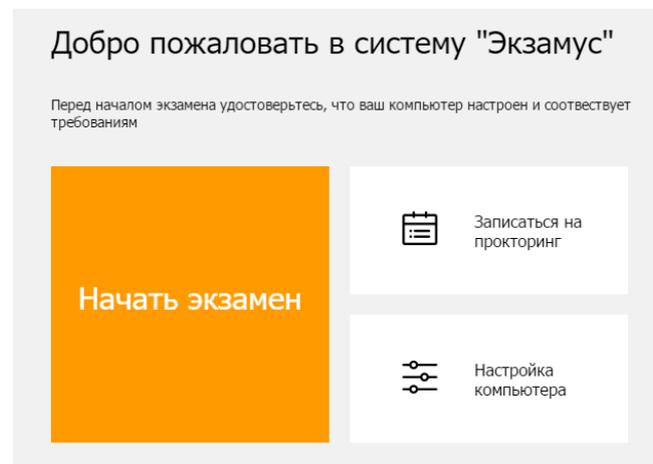
*Variant 1.* The **Start the exam** button is unavailable because the time has not come yet or there is no such an appointment.

*Variant 2.* There are no free proctors. If your time for taking an exam has come, but the **Start the exam** button is unavailable with a note "There are no free proctors", you should immediately contact the "Examus" technical service support:

[help@examus.net](mailto:help@examus.net)



4. If there are free proctors and an appointment is made, the **Start the exam** button becomes available 10 minutes before the exam.



5. After you click the **Start the exam** button in the application, you should read and accept exam procedure rules and study system requirements for the application.
6. Confirm your acceptance of the online testing procedure rules, processing and storage of your personal data and also being ready to receive, sign and send an agreement form on processing personal data to the "Exampus" system postal address and click the "Continue" button.

**1. Порядок прохождения тестирования**

1. К тестированию допускаются Пользователи, зарегистрированные в Системе прокторинга, либо на одной из платформ-партнеров, подтверждающих регистрацию Пользователя.
2. После авторизации с помощью реквизитов доступа к учетной записи в Системе прокторинга (либо с помощью процедуры передачи авторизации с платформ-партнера), Пользователь получает доступ к списку доступных ему тестов/экзаменов (либо к веб-сайту платформы-партнера, соответственно), где он может выбрать доступный ему экзамен (либо выполнить иные действия, предусмотренные регламентом платформы-партнера).
3. После выбора теста/экзамена Пользователь проходит процедуру идентификации согласно инструкциям системы и проктора.
4. После успешного подтверждения личности Пользователя Система прокторинга допускает пользователя к процессу тестирования.
5. Во время процесса тестирования Система прокторинга ведет видео и аудиозапись действий Пользователя, запись рабочего стола компьютера Пользователя (далее Материалы), и обеспечивает передачу указанных Материалов Проктору.
6. После завершения теста/экзамена Материалы могут быть переданы для обработки и анализа третьим лицам, в частности, организаторам тестирования.

**2. Требования к Пользователю**

1. Пользователь обязуется не передавать реквизиты доступа к своей учетной записи в Системе прокторинга третьим лицам.
2. Пользователь обязан обеспечить необходимые условия для работы Системы прокторинга:
  - достаточный уровень освещенности
  - отсутствие шумового фона, препятствующего контролю аудиоканала
  - наличие документа, удостоверяющего личность пользователя
  - отсутствие помех передаче видео и аудио сигнала
  - выполнение технических требований к оборудованию пользователя (см. ниже).
3. Пользователь соглашается, что лицо, чьи документ и изображение были зафиксированы в Системе прокторинга при первом входе, является владельцем данной учетной записи в Системе прокторинга.
4. Пользователь обязан использовать для идентификации оригинал документа, удостоверяющего его личность.
5. Пользователь обязан не покидать зону видимости веб-камеры во время тестирования.
6. Пользователь обязан не отключать микрофон во время тестирования.
7. Пользователь обязуется во время тестирования использовать только одно средство вывода изображения (монитор, ТВ, проектор), одну клавиатуру, один манипулятор (компьютерную мышь, трекпойнт и др.).
8. Пользователь не имеет права привлекать помощь третьих лиц во время тестирования.
9. Пользователь не имеет права предоставить доступ к компьютеру сторонним лицам во время тестирования.
10. Пользователь не имеет права во время тестирования вступать в разговоры с третьими лицами, использовать справочные материалы (книги, шпаргалки, записки), сотовые телефоны, пейджеры, калькуляторы, планшеты. Допускается использование только того компьютера, что непосредственно используется для работы приложения "Экзамус".
11. Пользователь обязан выполнять инструкции Проктора.
12. Пользователь обязан немедленно сообщить Проктору о нарушениях настоящих Правил, произошедших не по вине Пользователя.
13. Пользователь соглашается с тем, что Проктор вправе прервать процесс тестирования в случае нарушения настоящих Правил либо нарушения этических норм Пользователем.

**3. Технические требования к оборудованию Пользователя**

1. ОС: Windows (версии 7, 8, 8.1, 10) или OS X (версии 10.9 и выше)
2. Интернет-браузер Google Chrome последней на момент сдачи экзамена версии
3. Наличие исправной и включенной веб-камеры (включая встроенные в ноутбуки)
4. Наличие исправного и включенного микрофона (включая встроенные в ноутбуки)
5. Установленное Chrome-приложение «Екзамус»
6. Наличие постоянного интернет-соединения со скоростью передачи данных от Пользователя (upload) не ниже 1 Мбит/сек.

Я согласен с правилами проведения онлайн-тестирования  
 Я даю письменное согласие на обработку и хранение моих персональных данных  
 Отправить мне бланк заявления на электронную почту

**Продолжить**

## 7. You will be directed to the “Computer setup page”

### 5.3 Starting an exam with proctoring

In the “Computer setup” window you will be offered the same process as when you click **Computer setup** at the start screen. After completing computer setup, click the **Continue** button and you will move to the identification window.

### 5.4 Identification

1. In the “Identification” window, hold your passport or another identification document up to the web-cam and click **Take a photo** button.

## Идентификация личности

Пожалуйста, сфотографируйте документ, удостоверяющий личность.



2. Make sure that passport data can be easily read from the photo and click the orange **Send** button.

## Идентификация личности

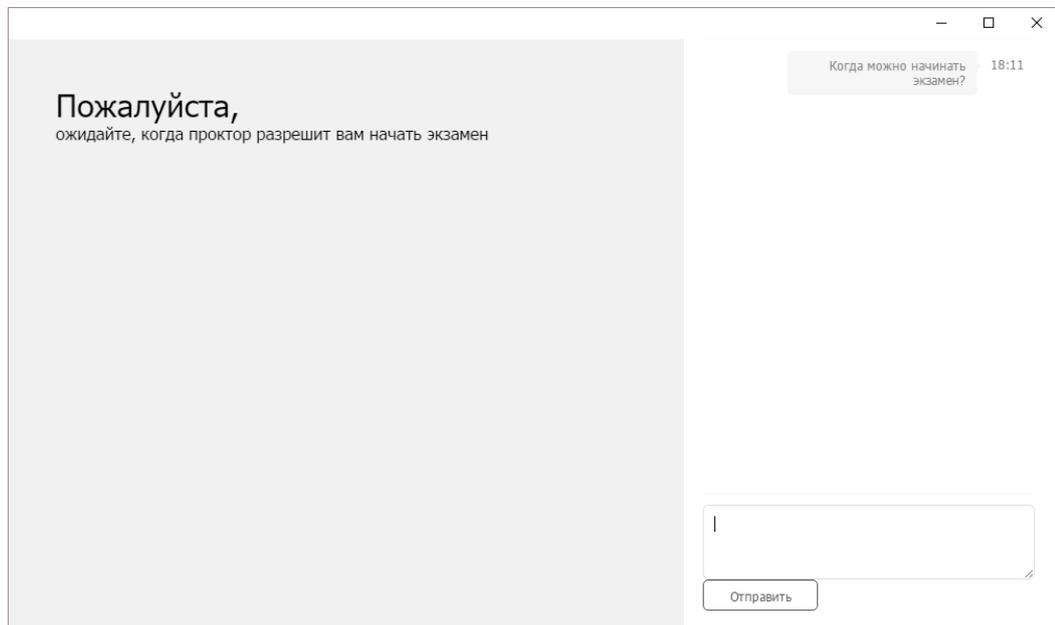
Пожалуйста, сфотографируйте документ, удостоверяющий личность.



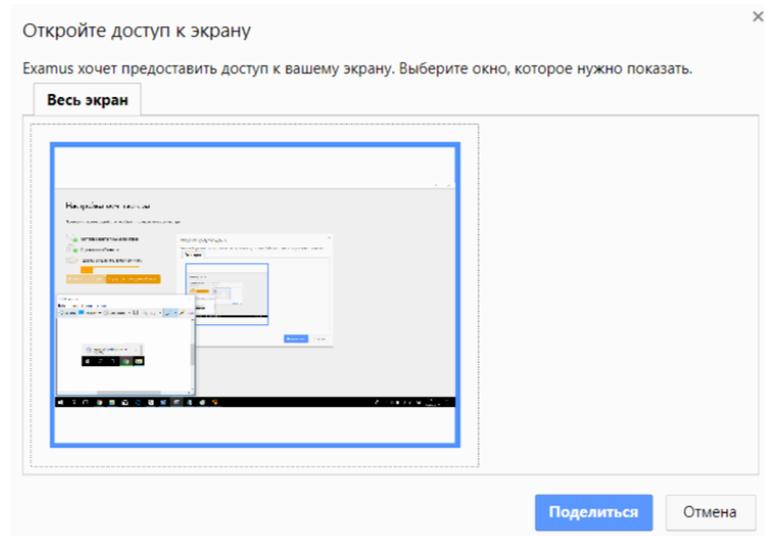
3. If the document data is unreadable, click on **Retake a photo** and do it once again.
4. If you have any problems at the taking photos of the documents stage, write about it in the chat box with a proctor.

## 5.5 Undergoing testing

1. After the document has been sent, a waiting window will be displayed with a chat room on the right side. You can ask a proctor organizational questions you may have there.

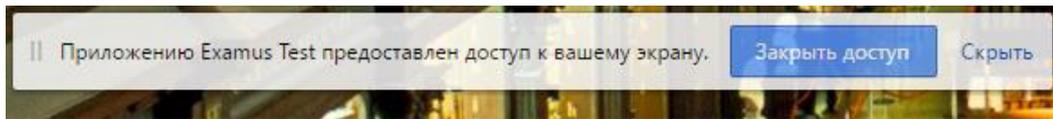


2. It is essential that you give the application the access to your screen (**Share** button). Otherwise, the exam will not take place.



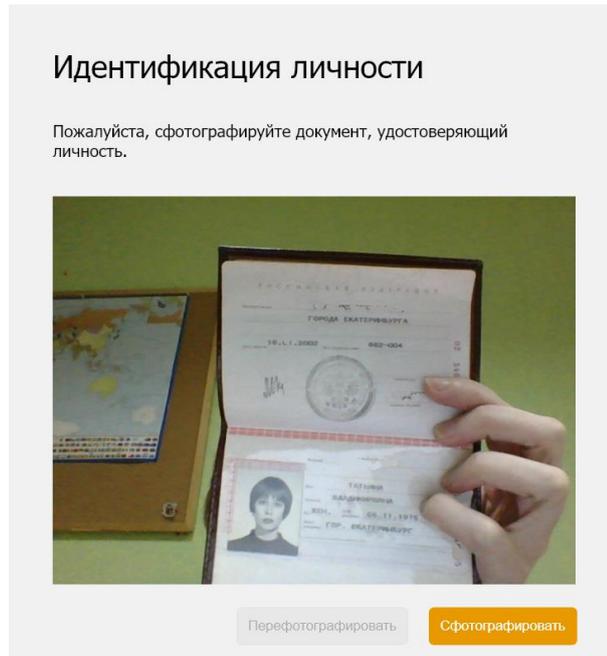
**DO NOT:** Interrupt access to the screen using the **Close access** button, which you can see at the bottom of the screen, unless the proctor him- or herself asked you to do so!!

Sometimes a proctor can ask you to close the access to the desktop and open it again - do it!

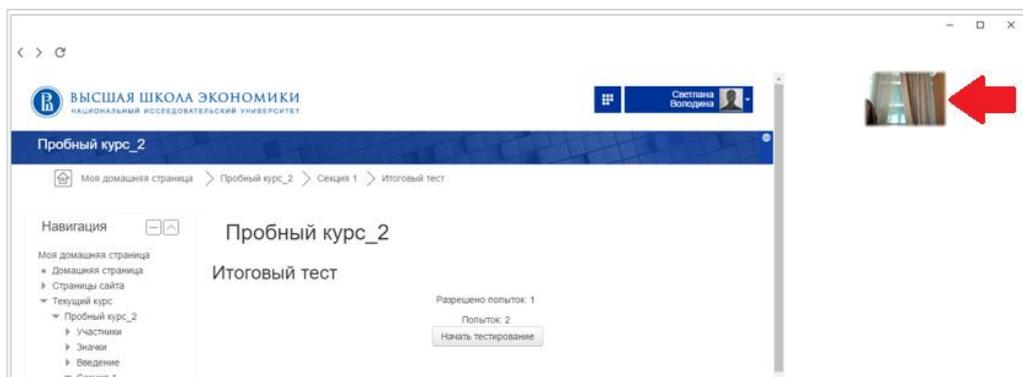


However, you can remove this window from the field of vision if it disturbs you (click the **Hide** button).

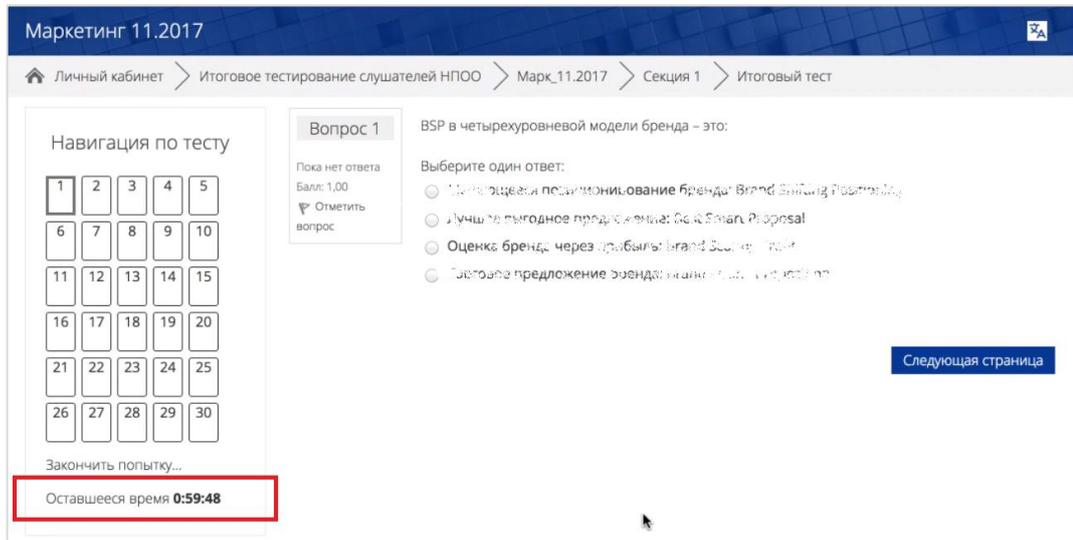
3. A proctor may ask you to retake a photo of the document, in that case you will be automatically directed to the identification page.



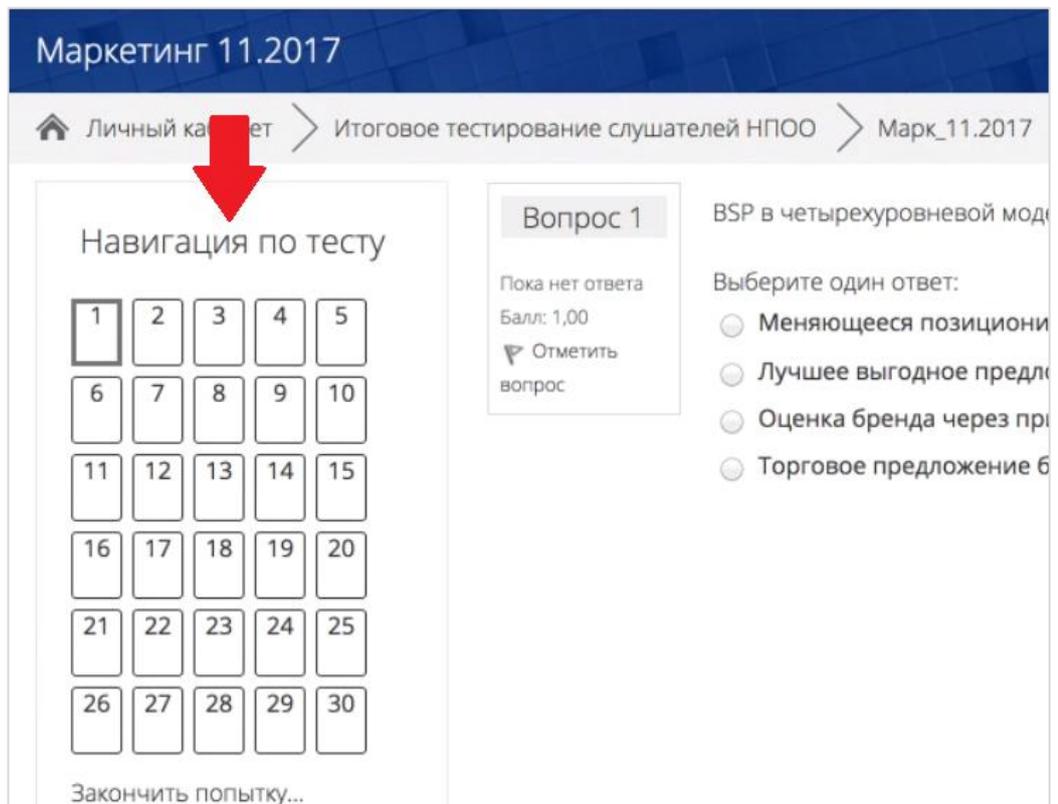
4. When a proctor approves the document, the page will be refreshed and the "Higher School of Economics" website as well as the **Start test** button will become available.
5. Please note that you will be able to see a video window in which you will see yourself as a proctor sees you. Adjust your camera so your face can be seen completely:



6. After you click the **Start test** button, you can start working. Be sure to pay attention to the timer that displays the time you have until the end of the exam:

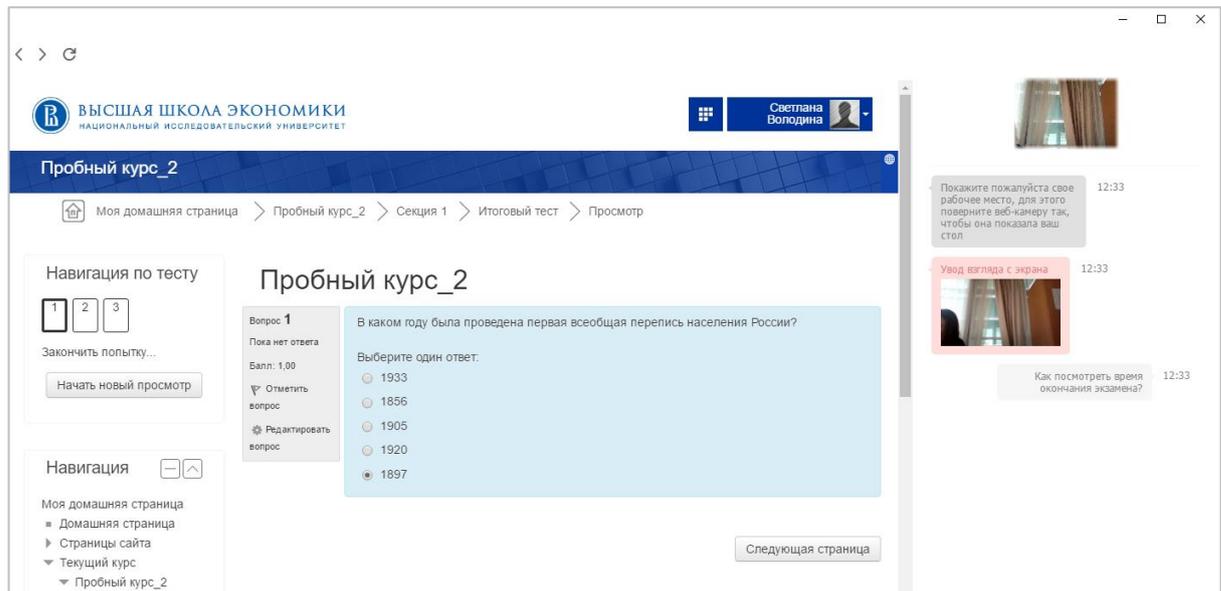


7. If during the exam you want to go back to one of the test questions, use the navigation block on the left side of the screen:



## 5.6 Communication with a proctor

1. In the case of you taking prohibited actions, the proctor will send a report on the violation, which will be displayed in the chat line (on the right):

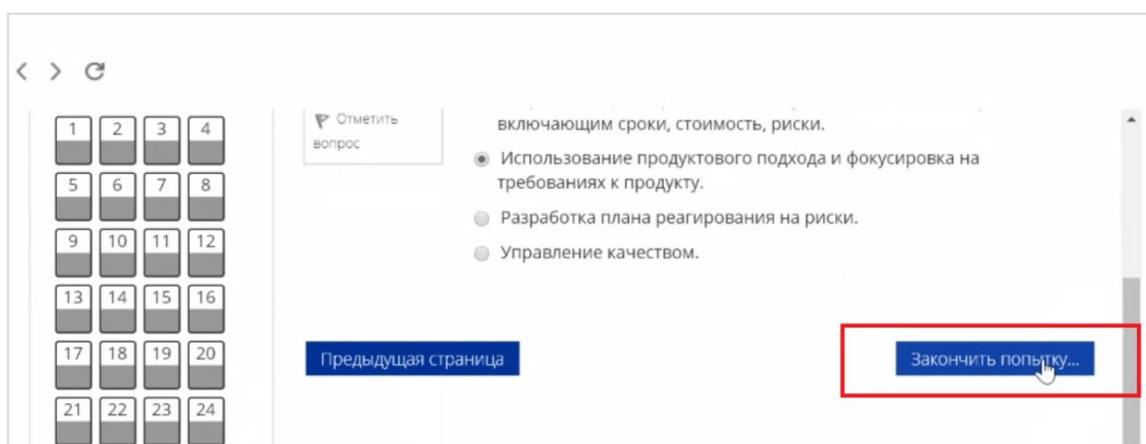


2. You can communicate with the proctor throughout the exam and ask questions using the chat.

3. Please follow all the proctor's instructions!

## 5.7 Completion of the exam

1. If you are sure of your answers and you are ready to send them to get them checked, click the **End Try** button:



2. You will see a page with preliminary test results. The final score will be counted after the proctor's final examination of the exam procedure.

3. Close the "Examus" application

## **6. Technical support service**

To notify us about the arising problems, please contact the technical support department of HSE at [elearn@hse.ru](mailto:elearn@hse.ru), [openedu@hse.ru](mailto:openedu@hse.ru), or “Examus” technical support service at [help@examus.net](mailto:help@examus.net).

