Step 1: Preparation

1. Read these rules and regulations:

TU Delft Policy for Online Exams

General:
1. The RPnow system will be used with online examinations in combination with MapleTA as instructed by faculty.
2. Students are required to establish identity following the procedures outlined in the RPnow instructions.
3. Students are responsible for self-testing the functionality of the system well in advance of all Remote Proctored exams in their courses, so that any troubleshooting that is required can be accomplished.

The online testing environment should mimic the ‘in class’ testing environment, and must conform to the following:

Testing Area:
1. Sit at a clean desk or clean table (not on a bed or couch).
2. Lighting in the room must be bright enough to be considered “daylight” quality. Overhead lighting is preferred; however, if overhead lighting is not possible, the source of light should not be behind the student.
3. Be sure the desk or table is cleared of all other materials. This means the removal of all books, papers, notebooks, calculators, etc. unless specifically permitted in the guidelines for that particular examination.
4. There must be no writing visible on desk, walls or anywhere else in the room.
5. Close all other programs and/or windows on your computer prior to logging into the proctored test environment.
6. Do not have a radio or the television playing in the background.
7. Do not talk to anyone else, there must be no communication with others by any means.
8. No other persons except the test-taker is permitted to enter the room during testing.
9. Make sure your (web) camera is always positioned facing you.

Behaviour:
1. Dress as if in a regular exam room.
2. You must not leave the room during the testing period at any time, unless specifically permitted in the guidelines for that particular examination.
3. You must not take the computer into another room to finish testing (exam must be completed in the same room the “Room Scan” is completed in).
4. The use of headsets, ear plugs (or similar audio devices) is not permitted.
5. The use of a (smart) phone is not permitted. The only exception is to contact support or your instructor in the event of a technical issue.

Policy Violation Consequences:
1. If you are flagged for suspicious behaviour, you will be contacted by either a representative of the digital exam desk or a member of the Board of Examiners. You will be subject to penalties as articulated in Teaching and Examination Regulations (OER). And as outlined in TU Delft’s OER, repeat offences will be subject to review and may result in a failing grade or expulsion.
2. For all other rule violations set above or non-compliance to the prescribed procedure, you may be notified by RPnow on behalf of the Digital Exam desk. This notification will be delivered by email after reviews are completed. The intent of these warnings is to allow you the chance to modify your behaviour to comply with this policy before punitive action is required.
2. Check the Computer Requirements
   • Use a fixed Ethernet connection (cable) as it is likely to be faster, more stable and deliver
     consistent speeds opposed to Wifi.
   • Check if your computer meets the requirements to take an online proctored exam. You can find the
     requirements on this RPnow page: http://clientportal.softwaresecure.com/support/index.php?/Knowl-
     edgebase/Article/View/252/0/system-requirements-remote-proctor-now

3. Watch the video
   Go to http://tudelft.remoteproctor.com and click on the button “Play Video” to see how RPnow works. This video represents the process until 3:15 then the video switches to Blackboard. At the TU Delft we use MapleTA.

   ![RPnow video screenshot]

   Read the “Helpful Hints”, these hints change regularly.

4. Watch the videos on how to make a proper Room-and-Desk Scan
   Go to http://www.icto.tudelft.nl/projecten/online-examination and read the instructions.

5. Have your ID card and NetID + Password ready

Step 2: Access the RPnow system

1. Download and run the RPnow software
   Go to http://tudelft.remoteproctor.com and click on the button “Download Software”:

   ![RPnow software download screenshot]

   Downloading and running the software may take a while. Be patient, you will be guided to
   a following page.
2. Read the RPnow Instructions

Click on the “Next button“ to continue. Notice the “Contact Support button“, this button is visible throughout your RPnow session and will lead you to Live Support hosted by Software Secure. By typing in your question you can start a chat.

RPnow will now check your microphone and guide you to the following page.

3. Fill in your Exam Information

Pick your exam teacher: this is always Digital Exams
Pick your exam: choose the exam you’ve registered for!
Enter your:
  - First name: this must the same as you ID card
  - Last name: this must the same as you ID card
  - Email address: this is to contact you for support or communication
  - Phone number: this is to contact you only for support

Click on the “Next button“
4. Read the Pre-Exam Advisory

5. Read the TU Delft Policies for online exams
These policies are the same as on page 1 of this manual.

6. Close programs on your computer
If you have programs running that are not permitted then RPnow gives you the option to close them yourself or the RPnow software can do this for you.

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Step 3: Interview by RPnow

RPnow will now prepare your interview, this consists of you:
1. taking a photo of your ID card.
2. making a scan of the room and desk.
3. taking a photo of yourself.

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Step 4: Log in to MapleTA

After the previous step you are guided to the log-in-screen of MapleTA. MapleTA is the application that is used by TU Delft to conduct your online exam. First you have to log in to MapleTA. You do this by typing in:

- your own NetID
- your own Password

Then click on “Log in”
Step 5: Start your exam in MapleTA

1. Click on the class you are taking, in this case: Practice Class TU Delft

2. Then click on the exam you want to take, in this case: Practice Class TU Delft - Student Readiness ...

When you click on the exam a new window appears: Proctor Authorization Request

3. Enter the following credentials:

   1. **Proctor Login** type: rpstudent
   2. **Proctor Password**: don’t type a password here!
   3. But use the “Green button” to have the system enter the password for you.
   4. **Select** Pre-authorize grading of assignment as well.
   5. **Click** on the blue “Authorize button”.

Your exam will now start.
Step 6: Taking your exam

Once your exam has started you can navigate through your exam with the “Next and Back buttons”.

To confirm that you have completed the exam click on the “Submit Assignment button”.

Step 7: Closing MapleTA and RPnow

1. To exit your exam: click on the “Quit & Save button”.
2. To exit MapleTA: click on “Logout”.
3. To quit the RPnow software: click on the RPnow “Close button”.

Optional: uploading written work

It may occur that you have to work out questions on paper. To hand in your written papers there are two options:
1. take a picture of the page(s) and upload the file(s) to a specific location; or
2. take a picture of the page(s) and mail the file(s) to a specific email address.
You will receive information from the TU Delft on which option you have to choose.

Important: Taking pictures and uploading or mailing them must be done before you exit your RPnow session (Step 7.3).

Helpdesk / support

This Manual helps you to take an online proctored exam (or practice test). But because we use two systems (RPnow and MapleTA) you’ll have to contact one of the two helpdesks if problems occur. Below you’ll find contact information per step in this guide. Don’t hesitate to use them.

TU Delft Remote-Exam Support
Offers support on Steps: 1 and 4 to 7

Support will be available during your exam. The easiest way to contact is:
• E-mail: remote-examsupport@tudelft.nl
• Telephone: +31 15 27 84590

Software Secure Support
Offers support on Steps: 2 and 3

Support will be available 24/7. Use the Contact Support button within your RPnow screen (top right).

Otherwise go the Support portal: http://support.softwaresecure.com and look for the Live Chat button.