Remote Exam Proctoring - Zoom Instructions for Students

Before Exam Day

HIPAA Account
- UW Zoom accounts can be either standard or HIPAA; make sure you are using the HIPAA version. Log in to the web portal at https://washington.zoom.us.
- Click **HIPAA UW Zoom**.
- If you see a screen that says "You are signing into a Zoom account that is different from your current one." Select the second option, "Switch to the New Account" on the following screen, then select "I Acknowledge and Switch" to confirm your selection.
- Follow the steps provided to confirm your account changes via email.

On Exam Day

Important Things to Remember
- Please have these instructions and your proctor's cell phone number handy during the exam in case of emergency.
- Put your Zoom device on a charger so you don't run out of battery during the exam.
- Put your Zoom device in Airplane Mode (and turn wi-fi back on) or use Do Not Disturb to silence calls/texts.
- If you are going to have your Zoom device on its side, please turn off the orientation lock (otherwise the picture will be rotated for the proctor).
- If you get disconnected from the Zoom meeting, exit your exam immediately (see instructions below) and then try to re-connect.
- For NBME Exams: You will need your UW Student ID number to start the exam. This can be found on your Husky Card or by going to https://my.uw.edu/profile/

Logging into Zoom Meeting
- Launch the Zoom Cloud Meetings app on your device (make sure it is the latest version).
- Tap **Sign In,** then at the bottom of the screen tap **SSO**. Type "uw-phi" in the company domain box if it is not there already. Tap **Go** or **Continue**. You will be taken to a web browser window and asked to enter your UW NetID credentials. After you sign in, you will be taken back to the Zoom app.
- From the Meet & Chat screen, tap **Join**. Enter the meeting ID and password you were given for your exam session.
  - NOTE: If you are not logged in to Zoom with your UW NetID, you will not be able to join the meeting!
- You will be put in a waiting room when you first join the meeting. When most of the students have logged in to the meeting, the Zoom host will automatically move everyone into the main meeting and give verbal instructions. Then you will be sent to your assigned breakout room with a proctor and up to around 15 students.

Starting the Exam

- o Once you are in the breakout room, the proctor will ask two things of each student. When you are called, please do the following:
    - o Use your Zoom device to show the proctor your immediate testing area.
    - o You are permitted one piece of blank paper for notes. Hold up the paper and show the proctor both sides to confirm that it is blank.
- o After you have shown your space to the proctor, find a stable place to put your Zoom device off to your side at around arm's length. Orient the camera so that it shows your face and torso.
- o For Examsoft Exams:
    - o Open Examplify and download any exams that are available to you.
    - o When all breakout rooms are ready, your proctor will enter the password into the Zoom chat.

- o For NBME Exams:
    - o Go to https://wbt.nbme.org/exam and download the secure browser.
        - ▪ NOTE: You should download a new version of the secure browser **before every exam**.
    - o Run the secure browser. Click **On Test Day/Start Exam**.
    - o When all the rooms are ready, your proctor will enter the start-up code into the Zoom chat.
    - o Enter the start-up code in the NBME software and click **New Examinee**.
    - o Read the exam instructions, check the box for agreement and click **Continue**.
    - o There are no scheduled breaks during this exam. Check the box for agreement and click **Continue**.
    - o Enter your identifying information on the next page, then click **Continue**.
    - o ID = your 7-digit UW student number
    - o Workstation = your last name
    - o Click **Launch Exam** to begin. There is an optional 15 minute tutorial before entering the exam; it does not count against your exam time. You can skip the tutorial if you choose.

During the Exam

- o Unless otherwise specified in this document, assume all other exam environment rules are in effect.
    - o Foundations exams: https://education.uwmedicine.org/curriculum/exams/exam-environment-foundations/
    - o Clerkship exams: https://education.uwmedicine.org/curriculum/exams/exam-environment-clerkships/
- o The proctor will mute all students at the beginning of the exam. Your primary way of communicating with the proctor in your room will be via chat so you don't disturb other students. Tap **More** and then **Chat** to pull up the chat window.
- o Potential Exam Issues
    - o Restroom break: Send your proctor a message via chat to let them know you are going to the restroom. Please keep your breaks as short as possible. Your exam timer will continue to run.
    - o Technical issues with Zoom: If you inadvertently drop out of the Zoom meeting, exit the exam immediately (instructions below; this will pause your exam timer). Text your proctor if possible to let them know you are having Zoom issues. Once you are back in the Zoom meeting, contact your proctor for help getting back into the exam.

- Technical issues with exam software:
  - Examsoft: If the software freezes or becomes non-responsive, exit the exam by holding down the power button until your computer shuts down (this will pause the exam timer). Most problems are fixed by a restart. After restarting, you will likely be taken back into the exam. If Examplify gives you a continuation code, send it to your proctor via text. They will then provide you with a resume code to enter.
  - NBME: If the exam software freezes or becomes non-responsive, quit the exam by typing **Ctrl-Shift-Q** (this will pause the exam timer). Usually re-launching the exam software fixes the problem. You will need to get a new start-up code from your proctor to re-enter the exam. Enter the start-up code and click **Restart Examinee**. Enter your UW Student ID and Workstation name and click **Submit**. Enter the answer to your security question and click **Continue**. The NBME Chief Proctor will then approve you to be re-admitted to the exam.

Ending the Exam

- When you have completed the exam, send your proctor a message in the chat that you have finished the exam.
- When you have the proctor's attention, if you have taken any notes during the exam please hold the paper up to the camera and tear it up so the proctor can see. If you did not take notes during the exam, show the proctor that both sides of your paper are still blank.
  - NOTE: Please be patient with the proctors at the end of the exam, as there may be several students finishing at the same time who need the proctor's attention.
- For Examsoft Exams: After the proctor has seen you destroy your notes, they will provide you the password for the secure review. You are not permitted to take any notes during the review period.
- Click **End** and then **Leave Meeting**.