

Dear student,

You have requested to take your exam via online proctoring. This means the following:

- **15 minutes before the exam starts** you log in to ANS (<https://ans.app/>) using Google Chrome.
- You select the exam in the list of 'Scheduled assignments' (please note in case the exam has already started, you can find the exam in the list of 'Live assignments')
- Click the button 'Launch ProctorExam' (scroll down for the button)
- Follow the instructions for setting up ProctorExam
- Once you have done this, please click on the link in ProctorExam to go back to ANS
- You are now ready to start with exam

* The ProctorExam system check is not a required action. You will start ProctorExam via ANS. **You are urgently advised to check your own systems well before the exam date.** Please visit:

- <https://proctorexam.com/test-taker-support/> for the requirements (ProctorExam support page)
- <https://www.speedtest.net/> to check your internet speed
- <https://www.onlinemictest.com/webcam-test/> to check your webcam
- <https://www.onlinemictest.com/> to check your microphone

Your PC must allow that a Google Chrome screen share extension is active during the exam, for more info:

- General troubleshooting: [How to install the ProctorExam Screen Sharing Extension – ProctorExam](#)
- Apple macOS and higher: [Mac: Instruction for screen sharing Apple macOS and higher – ProctorExam](#)



In case the exam requires a second camera via your mobile phone or tablet, make sure you have installed the ProctorExam app:

[ProctorExam app for Apple](#)

[ProctorExam app for Android](#)

If you encounter problems during the system check or during the requirements check, you can go to the support page of Proctor Exam via: support.proctorexam.com

If you encounter problems or if you have questions **during** the exam, do not hesitate to reach out via **the chat** at the bottom right of the ProctorExam screen.

Students can ask questions about the proctoring process in **advance** and **afterwards** via proctoring@eur.nl. These questions will be addressed by the Examination Organisation.

Good luck with your exam!

Team Online Proctoring
Erasmus University Rotterdam