Gatehouse Awards Auto-proctored (AP) Exams Candidate Guide

Before the exam:

- have a valid photo ID available
- you will need two devices: a main device (usually a laptop or a computer) to access the exam, and a second device (usually a phone or a tablet) to act as an auxiliary camera
- make sure both your devices are fully charged
- turn off the automatic screen lock on the second device
- put the 'do not disturb' mode on the second device (auxiliary device)

IMPORTANT – during the exam, use your second device only as a camera.

PRACTICE AUTO-PROCTORED (AP) EXAM

Take our short practice exam with auto-proctor at this link.

This will help you learn how the system works and check that your devices are ready for the exam. Make sure you complete the entire exam to practice the transition between the units within an AP session.

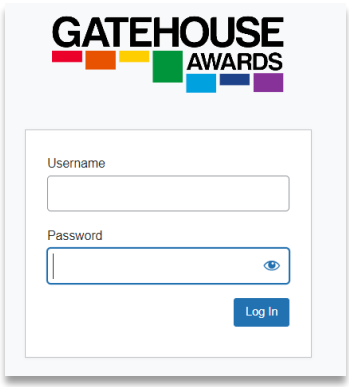
https://exams.gatehouseawards.org/proctor-example-setup/

LIVE AUTO-PROCTORED (AP) EXAM

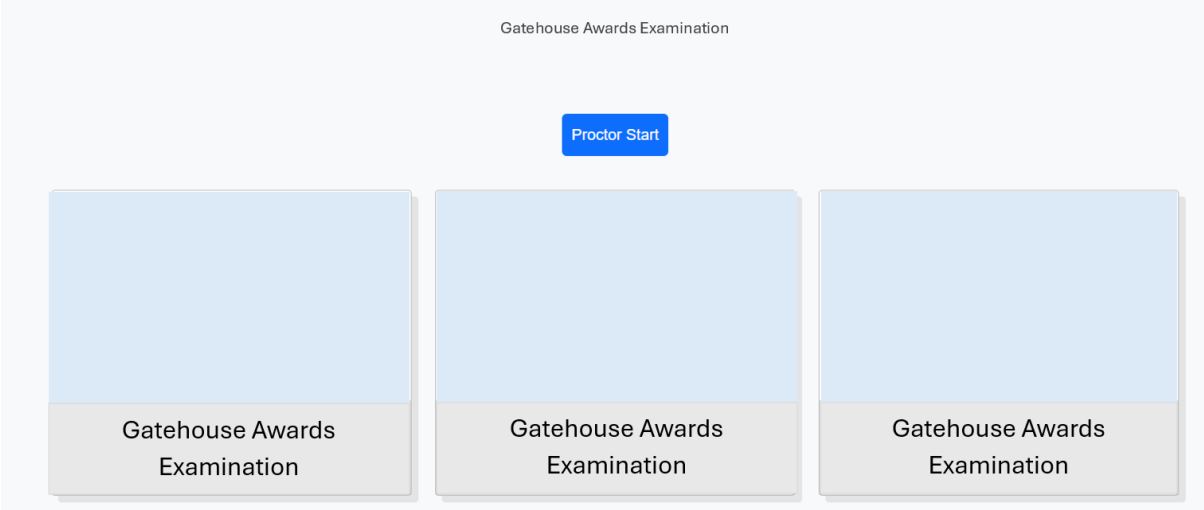
At the start of the exam:

1) Follow this link: https://exams.gatehouseawards.org/login

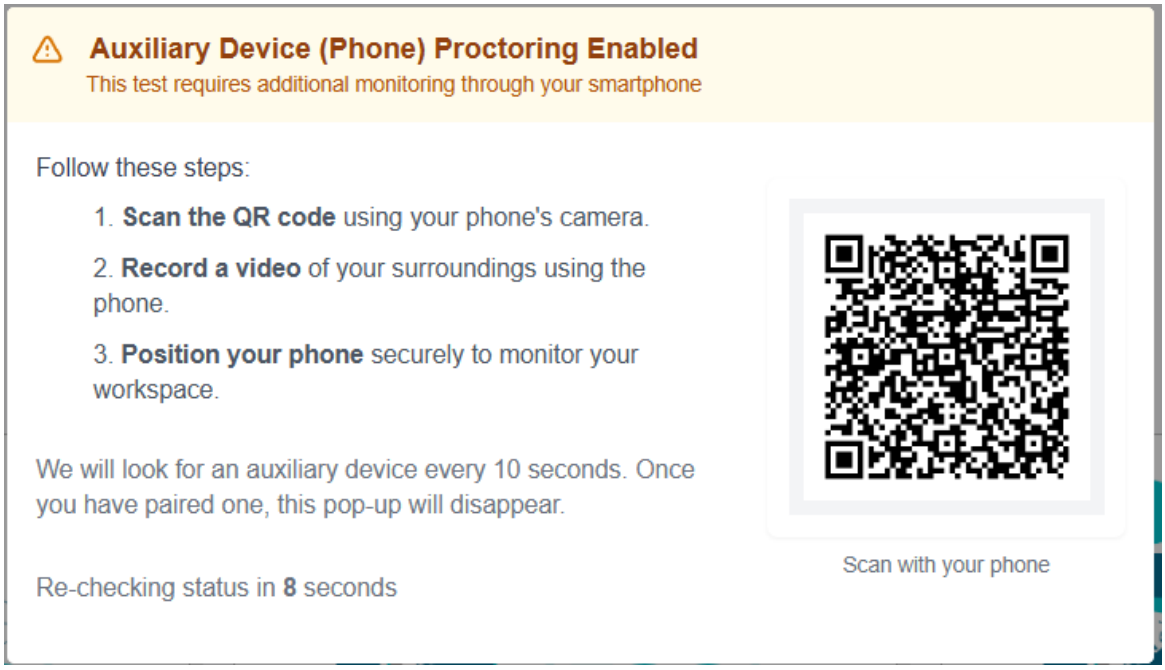
2) Enter your log in details. Use your **Candidate Number** as your username and password. Do not add any spaces.



3) Click on Proctor Start



4) Scan the QR code with the second device (the one you are using as your auxiliary camera).

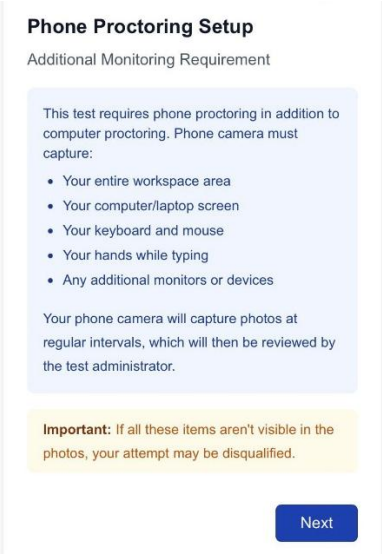


5) Click 'Proctor Start' on your second device.

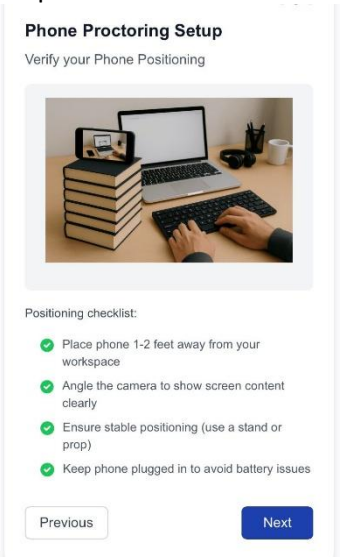


6) Set up phone proctoring.

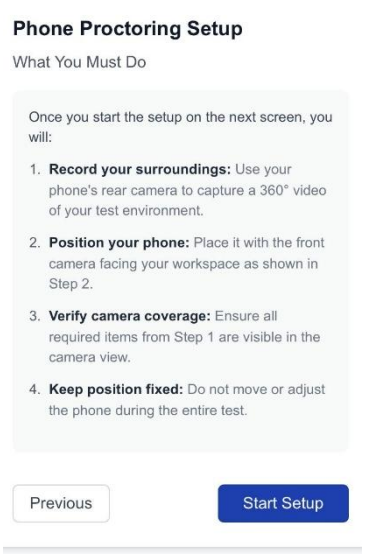
Step 1



Step 2



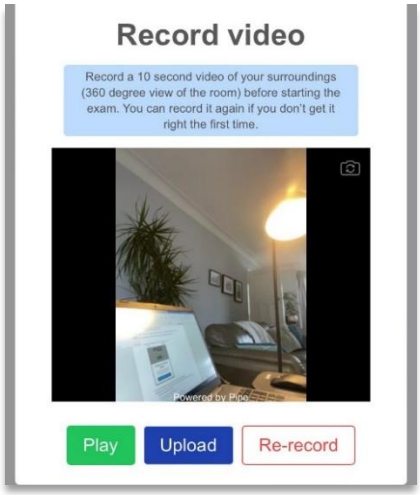
Step 3



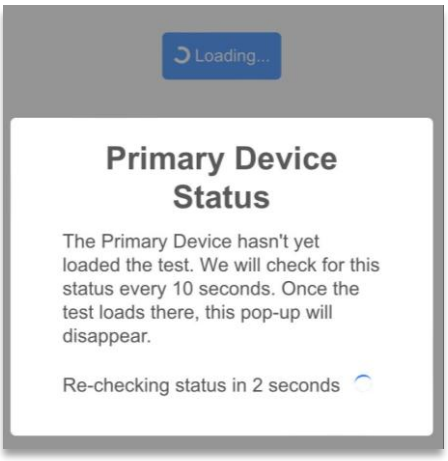
7) Allow access to microphone and camera.
8) Record a 10-second video showing the whole room. Turn your camera slowly to show all sides of the room.
9) You may need to switch to the back camera on your device.
10) Click on ‘Start’ to record a 10 second video of your desk and your surroundings. In the video, we need to see:
    - the main device you will be using to access the exam
    - the desk you will be working at
    - the walls around the desk

This is to check that you do not have any items or materials that are not allowed in the exam.

Click 'Play' to watch your video. To record a new video, click 'Re-record'.

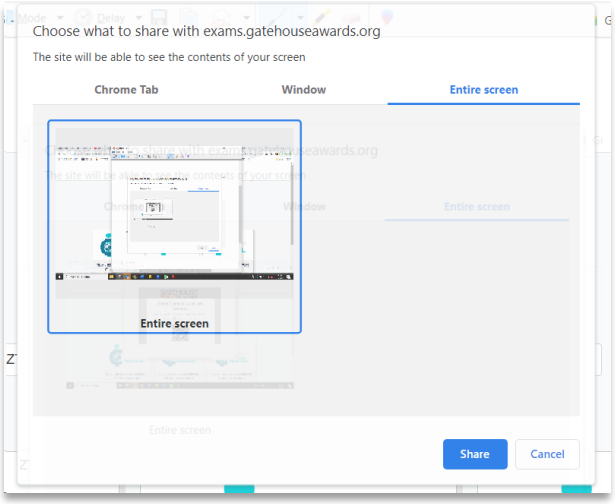


11) Upload the video. You will see the following screen:

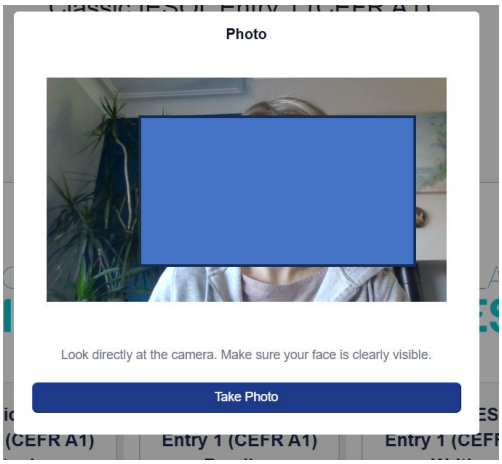


12) Go back to your main device and click on 'Finished Auxiliary Setup'

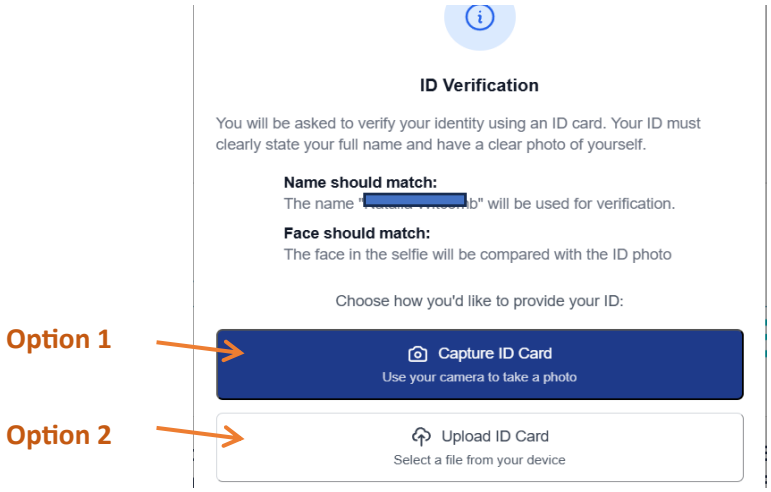
13) On your main device, select 'Entire screen' by clicking on the preview image of your screen and then click on 'Share' button.



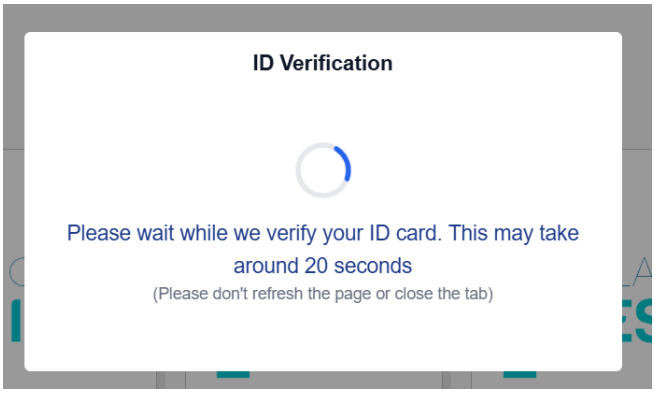
14) Take a clear photograph of your face using the camera on your main device and click on 'Submit'.



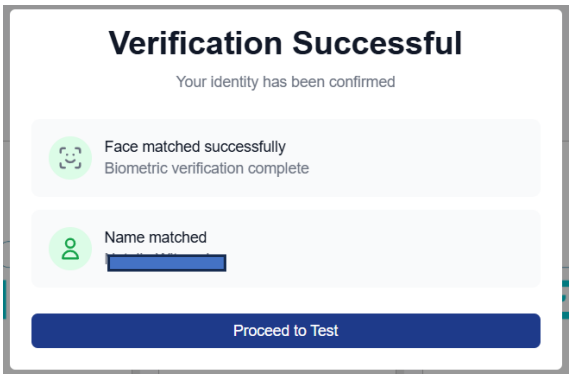
15) You must confirm your identity. You can take a new photo of your ID (option 1) or upload a photo you have already saved (option 2).



The system will check that your ID matches your photo and the personal details you gave when you registered for the exam.



If the details match, you will be able to proceed with the exam:



The system cannot successfully verify my ID.

This usually happens because:

a) the details you provided to register for your exam do not match the details on your ID

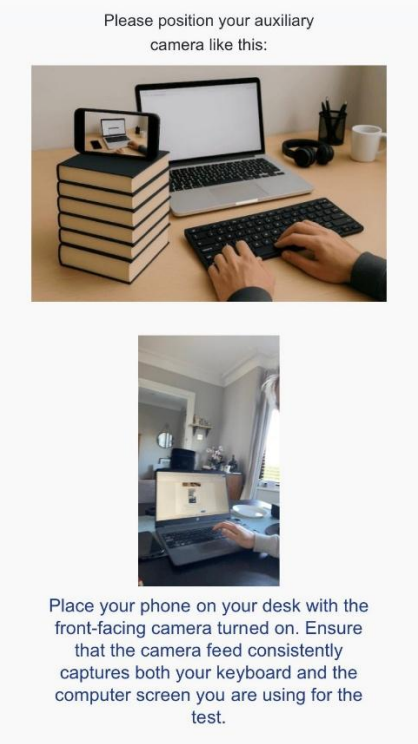
b) the photo of your ID is not clear enough

c) the ID card you have provided is not valid or does not have an expiry date

You will have 5 attempts to verify your ID. If all 5 attempts are not successful, you will still be able to continue with the exam. A member of our staff will check your ID after the exam.

16) The proctoring session will now start on your main device. You might need to allow camera access again if prompted.

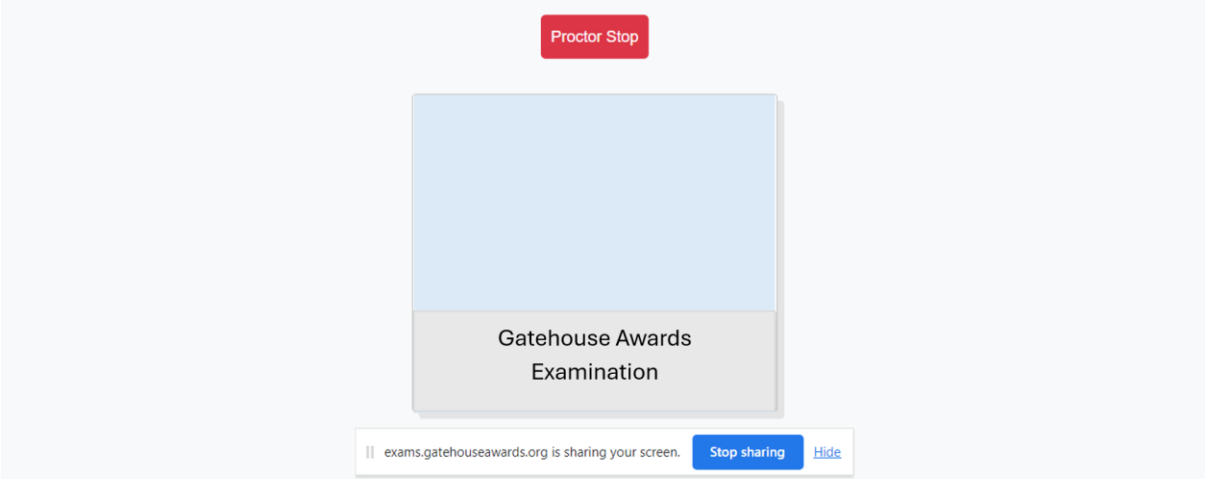
17) Position your second device (auxiliary camera) in line with the guidance. Keep the camera on for the duration of the entire exam.



18) You can now start your exam by clicking on the first unit.

KEEP THE PROCTORING SESSION RUNNING FOR THE DURATION OF THER EXAM.

DO NOT CLICK ON 'PROCTOR STOP' UNTIL YOU HAVE COMPLETED ALL THE UNITS.



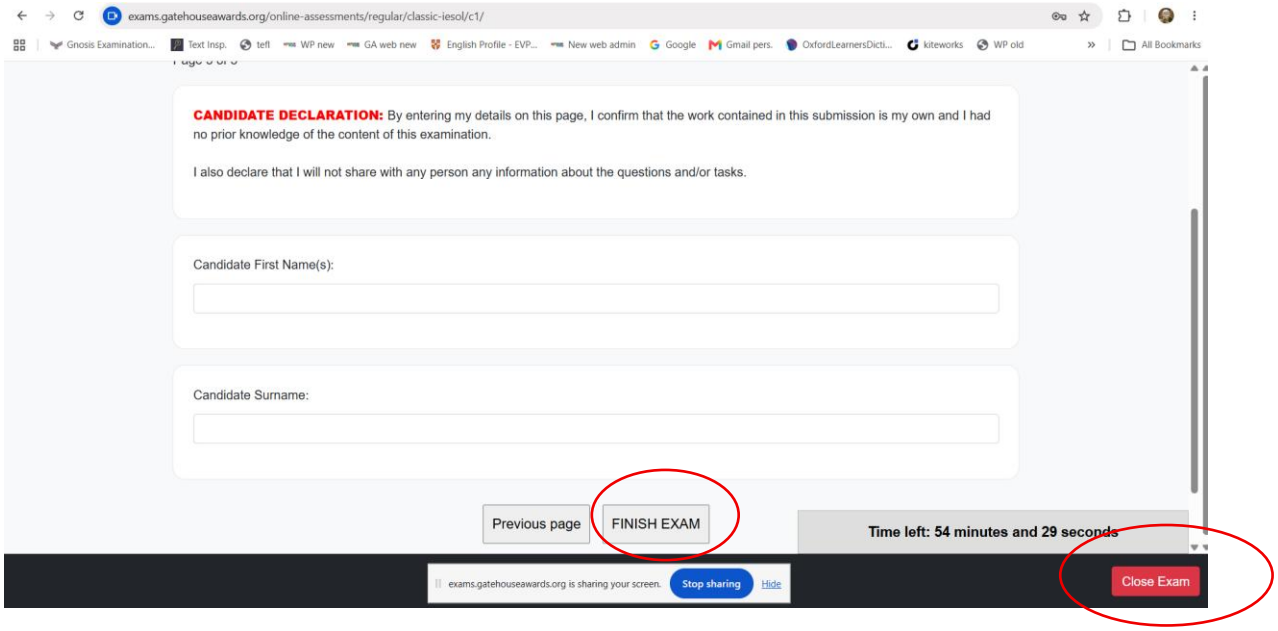
19) Moving to another unit.

If your exam consists of more than one unit, DO NOT disconnect the proctor session in between the units and do not switch off the auxiliary camera.

Once you have finished a unit:

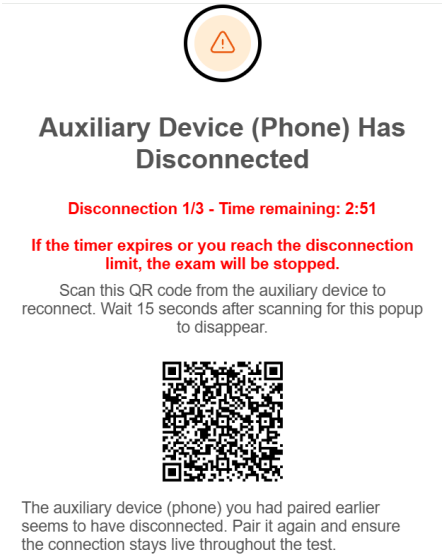
- complete the Candidate Declaration
- click on the grey FINISH EXAM button
- click on the red 'Close Exam' icon in the bottom right of the screen.

Important: DO NOT USE the 'back arrow' in the top left of your screen.



20) What if the auxiliary camera device disconnects during an exam?

If your auxiliary camera disconnects during an Auto proctored exam session, your access to the exam page will be blocked until you have reconnected the camera. You will see the following message on the screen.



You will be given **up to 2 minutes** to reconnect the camera using the QR code displayed. Complete the reconnection process as soon as possible. If you do not reconnect the camera within the two minutes, the entire exam session will automatically terminate.

- You will NOT need to complete the ID check again as part of the reconnection process.
- The exam timer will stop while you reconnect – you won't lose any time.
- A maximum number of auxiliary camera reconnections during any examination session is 3 attempts. If you fail to reconnect during the third attempt, or disconnect again for the fourth time, the exam session will end and you will not be allowed to proceed with the exam.

Remember:

- Do not stop screen sharing on your main device.
- Do not stop the video on your second device.
- Do not close or minimise the window on the second device.
- Do not refresh the page on your main device at any point during the exam.
- Only click on 'Proctor Stop' when you have completed all the exam units.
- The auto-proctored session on your auxiliary device will stop automatically.

IMPORTANT: Do not end your exam session early.
If you stop the proctoring session before finishing all parts of your exam, or disconnect your second device too many times, you may need to pay a £20 fee to take the exam again.

Gatehouse Awards will decide whether you can have another attempt.