FUNDAMENTALS OF SUSTAINABILITY ACCOUNTING

Online Proctoring Help Guide

Tips, Tricks, and Solutions to Common Challenges

The FSA Credential testing provider – Kryterion Testing Solutions – offers an online proctoring option for test takers who do not live near a testing center or who would prefer to take the exam from their home or office. To ensure test takers can take advantage of this added convenience, the online proctoring software has been developed by Kryterion to maintain a secure testing environment. A secure testing environment reinforces the value of the time and resources each of our test takers invest in their preparation to attain the FSA Credential.

If at any time you have problems setting up your online proctoring system, please contact Kryterion Technical Support directly at

> 1-877-313-2008 (+001.602.659.4679)

They are available 6:00 AM Sunday through Midnight Thursday and on Friday and Saturday from 6:00 AM to Midnight (U.S. Arizona Time).

Or chat with support by clicking the Live Chat link at
https://kryterion.force.com/support/s/?language=en_US.

Set Up

It is important to begin setting up your computer well in advance of your test date. Kryterion advises **at least 24 hours in advance**.

Step 1: Verify that you have the following:

- A web camera (both built-in and detached external web cameras will be accepted)
- A secure internet connection
- A microphone (the one built-in to your computer will be accepted)
- A quiet, disturbance-free area free from papers or other materials that may be construed to help you with the exam
- You only have one monitor. Two monitors will not be allowed so you will have to turn off the second monitor

*Note: that you are not allowed to use a tablet, smart phone, camcorder, or other video recording device for your web cam.

You can verity that your computer has the necessary requirements here:
https://www.kryteriononline.com/systemcheck/

FUNDAMENTALS OF SUSTAINABILITY ACCOUNTING

Step 2: Install the Sentinel Secure proctoring software

Windows	Mac
1. Close all open applications and log in to your Webassessor account.	1. Close all open applications and log in to your Webassessor account.
2. Click Install Sentinel from your Home page.	2. Click Install Sentinel from your Home page.

3. Depending upon your browser:
  a. Click Run for Internet Explorer
  b. Click download setup.exe file for Chrome
  c. Click Save and once downloaded double click the setup.exe file for Firefox
	3. Depending upon your browser:
	  a. The file should automatically begin the installation for Safari. If not, double click the Sentinel Secure package.
	  b. Select Save and once downloaded double click the SentinelSecure.pkg file for Firefox
	  c. Click download SentinelSecure.pkg file for Chrome

4. Click next once the Sentinel Secure Setup appears.	4. Click Continue when the Welcome to Sentinel Secure Installer appears.
5. Read and accept the terms of the End-User License Agreement and click next.	5. Select English, and then Continue to accept the End User License Agreement, and click Agree.
6. Click Install and Finish.	6. Click Install.
	7. You may need to make changes to your computer by entering the Administrator's password and clicking Install Sentinel.
	8. Click Close

If you are using a work laptop, you may need to work with your IT team to add the Sentinel software to the list of the firewall's approved programs. And, if you have any questions while installing the software, you can find help at [Kryterion's online proctoring support page](#).

Step 3: Create your Biometric Profile

Biometrics are distinctive and measurable identifiers used to confirm that an individual is who they say they are. You will create a biometric profile that consists of keystroke analytics and facial recognition.

Keystroke Analytics

Your typing pattern develops a rhythm that is exclusive to you. Webassessor analyzes your typing pattern to verify you are the person who should be taking the exam.

1. Login to your Webassessor account and ensure no other programs are actively using your web camera.
2. At the Home page, click "Enroll in Biometrics" and follow the onscreen prompts. If you do not see Step 2 to "Enroll in Biometrics", refer to the FAQ
3. Read and accept the Terms of Service and click "Agree".
4. Type your name, exactly as shown, into the text box. The software will record your typing pattern and speed. Please type at a consistent pace as you normally type. Make sure to use the 'Shift' key for capital letters. Do not use 'Caps Lock'.
   a. Windows Users must press 'Enter' after typing their name
   b. Mac Users will not have to press 'Enter', once you are done typing your name it will automatically record it.
5. Continue until the progress bar is solid green. When complete the program will automatically move to the next screen.

Facial Recognition

Facial recognition is a biometric that captures your image. When taking your photo, please place the camera so that only your face is in view similar to a driver's license or passport photo. Make sure the camera is in focus and the lighting is not too dark or too light. If you are wearing glasses or a hat, please remove them for the photo.

Hold perfectly still and click "Capture", a green background will appear. If a red background appears, adjust your position by moving closer to the webcam. Check the lighting on your face and the background behind your head.

Note: Mac users will not click Capture; the process starts automatically and sometimes will complete very quickly. Once done, it will take you to the screen that says your biometric enrollment is complete.

Begin your Exam

We **highly recommend** logging into www.webassessor.com/SASB 10 minutes before your exam to launch your exam. There will be some set-up time, which varies based on your computer set-up, and doing it early will prevent you from being stressed when the exam begins. It can be a simple set-up for most test takers, but a few have reported taking 15 minutes or more. Your 2-hour countdown will not begin until set-up is done and you see the first question.

Before you begin your exam, please ensure the following:

- You are prepared to sit for the entire exam without breaks. This includes not getting up to use the restroom, answer the phone, or anything else. You must remain in your seat until you complete the exam.
- Watches, bracelets and necklaces are not permitted to be worn during testing. Please remove all items around your neck and wrists.
- The testing surface is clutter-free and contains only one computer, one monitor, one keyboard, and one mouse. No other documents or items will be allowed.
- You may not use dual monitors.
- You may not lean out of the camera view during your test session. The proctor must be able to see you at all times.
- Reading the exam aloud is prohibited
- Kryterion highly recommends all software/hardware that has the capability to interrupt, intercept, or interfere with your proctored exam, be disabled during your test session. This can include pop-up blockers or anti-virus software.

The "Launch" button for your exam will appear 10 minutes before your scheduled time next to "Upcoming Assessments". If it is not shown, hover over the question mark under "Details".

Biometric Authentication

After clicking on the "Launch" button, the Sentinel will load and then verify your biometrics. The Authentication is very similar to the Enrollment.

Video Camera Preview Page and Camera Position

Once your biometrics have been authenticated, the "Video Camera Preview" page will appear.

Note: Sometimes if you have a built-in web camera on your computer, that camera will default on the screen.

On the "Video Camera Preview" page, prior to clicking on "I'm ready to begin my exam," please follow the steps listed below:

1. Click on Allow.

2. Right click on the video and choose settings.
3. Select the Camera tab to choose the desired web camera.

Please use the video on the screen to adjust your camera position. If using a built-in web camera, you must position your camera such that the Proctor can clearly see your face.

If using an external web camera, you must position your camera such that the Proctor can clearly see:

- Your full head and torso
- Both of your hands (without watches or other jewelry)
- Your keyboard and mouse

This video provides a tutorial:
https://www.youtube.com/watch?v=BoeXRLfpYv4&feature=youtu.be

Note: If you see a BLACK SCREEN or an error message when you are ready to begin your exam, please log out of Sentinel and make sure all applications, browsers (or browser tabs) are closed except the Webassessor home page. Make sure you do not have the camera video feed open in any other browsers. If the camera is occupied on a different web page or program, it will not be available for your biometrics or exam launch.

- KryterionOnline.com/Support
- Skype
- Photo Booth
- Dell webcam central
- Test my cam
- Cyberlink products

During the exam, if you need to adjust the size of the text, you can ask your proctor for assistance.

If at any time you are experiencing difficulty setting up your online proctoring system, please contact Kryterion Technical Support directly at

  1-877-313-2008 (+001.602.659.4679)

Or chat with support by clicking the Live Chat link at https://kryterion.force.com/support/s/?language=en_US.

They are available 6:00 AM Sunday through Midnight Thursday and on Friday and Saturday from 6:00 AM to Midnight (U.S. Arizona Time).