



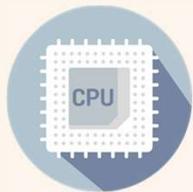
**Student Guide:**  
**How to use Proctortrack for  
BESA Exams**



# 1. Desktop/Laptop Minimum System Requirements



**MAC:** OSX High Sierra 10.13 or higher,  
**PC:** Window 7,8, or higher



**MAC:** Intel AMD Processor, 8GB RAM,  
**PC:** Dual-Core 2.4 Ghz CPU, 8GB RAM or better



Mozilla Firefox v20.0 or higher Google  
Chrome v25.0 or higher



Javascript Enabled & Third Party  
Cookies Enabled



Camera resolution of 800 x 600 or better



Cable Modem, DSL or better (300 kbps  
download, 250 kbps upload)

## 2. The Proctortrack Process

## 2.1 The Purpose of Onboarding



1. To get accustomed to the Proctortrack system and understand the steps in the process



2. To check computer compatibility with Proctortrack and troubleshoot any issues during the Onboarding



3. To create a baseline profile (face and ID scans)

## 2.2 The Steps to Using Proctortrack



1. Download Proctortrack and create a **Baseline Profile** by **Onboarding** (Face & ID Scan)



2. Wait for your **Onboarding approval** by email before continuing to your test.



3. Once your onboarding has been approved, log in to your academy account, open the test but **do not click ATTEMPT QUIZ NOW**



4. Copy the website address from the browser bar. Open the **Proctortrack Exam Browser** and paste the web address into there.



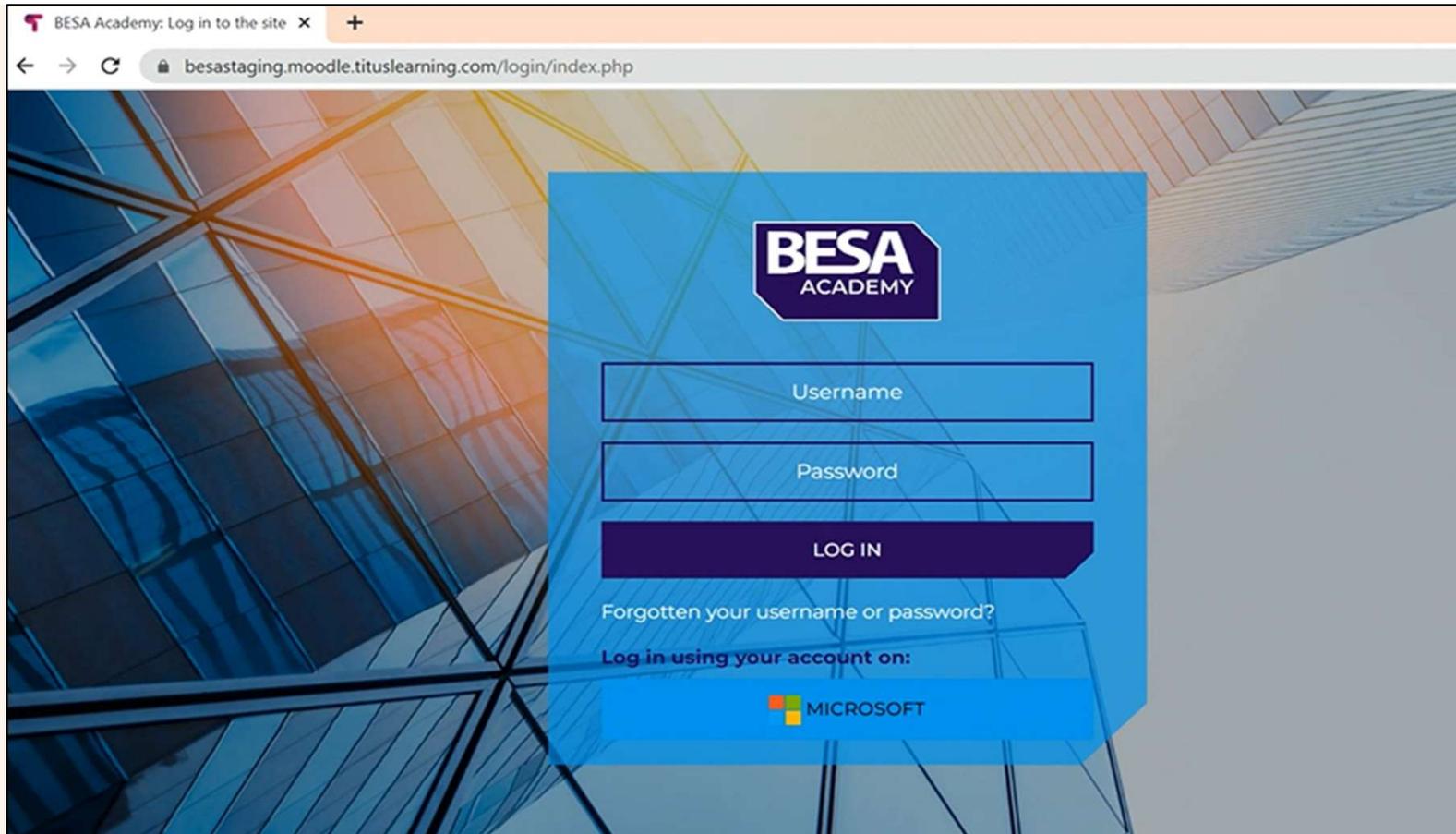
5. **Login and Take your test.**



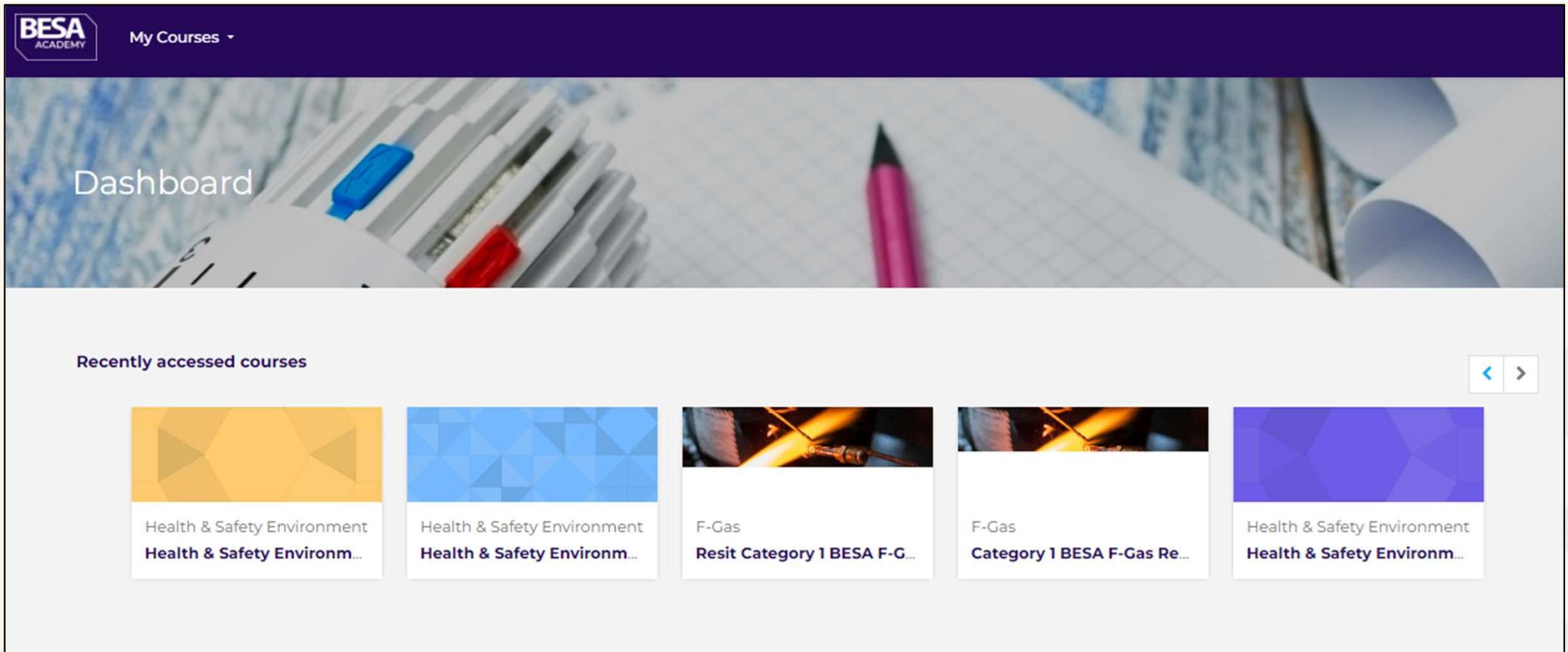
6. **Submit the Exam and End the Proctoring** in the browser and app. **Do not close the window until the data upload is 100% complete.**

# 3. Taking a Test With Proctortrack

1. Start by logging into your Academy account at [BESA Academy: Log in to the site](#). Enter your username and password then click **LOG IN**.



2. Navigate to the desired course in the list of available courses.



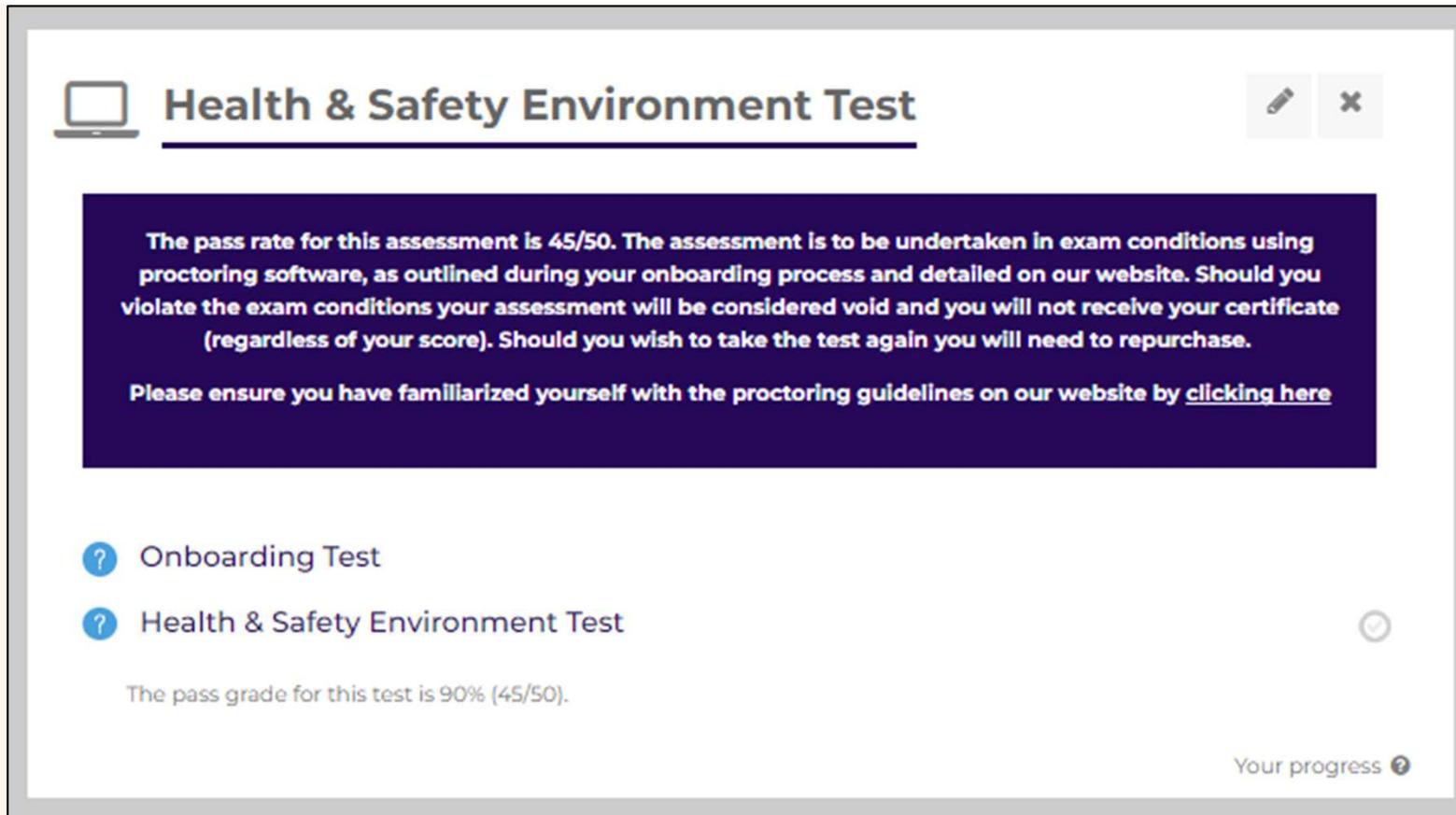
**BESA ACADEMY** My Courses ▾

# Dashboard

Recently accessed courses ◀ ▶

- Health & Safety Environment  
**Health & Safety Environm...**
- Health & Safety Environment  
**Health & Safety Environm...**
- F-Gas  
**Resit Category 1 BESA F-G...**
- F-Gas  
**Category 1 BESA F-Gas Re...**
- Health & Safety Environment  
**Health & Safety Environm...**

3. Select the name of the quiz that you will be attempting. If it's your first time using Proctortrack, take the Onboarding test.



The screenshot displays a web interface for selecting a quiz. At the top, there is a header with a laptop icon and the text "Health & Safety Environment Test". To the right of the header are two small icons: a pencil and an 'X'. Below the header is a large purple box containing white text that reads: "The pass rate for this assessment is 45/50. The assessment is to be undertaken in exam conditions using proctoring software, as outlined during your onboarding process and detailed on our website. Should you violate the exam conditions your assessment will be considered void and you will not receive your certificate (regardless of your score). Should you wish to take the test again you will need to repurchase. Please ensure you have familiarized yourself with the proctoring guidelines on our website by [clicking here](#)". Below this box, there are two radio button options: "Onboarding Test" and "Health & Safety Environment Test". The "Health & Safety Environment Test" option is selected, indicated by a checked radio button. Below the options, it states "The pass grade for this test is 90% (45/50)". In the bottom right corner, there is a "Your progress" label with a question mark icon.

4. Click “Attempt quiz now”.

## Health & Safety Environment Test

The pass grade for this test is 90% (48/53).

Attempts allowed: 1

To attempt this quiz you need to know the quiz password

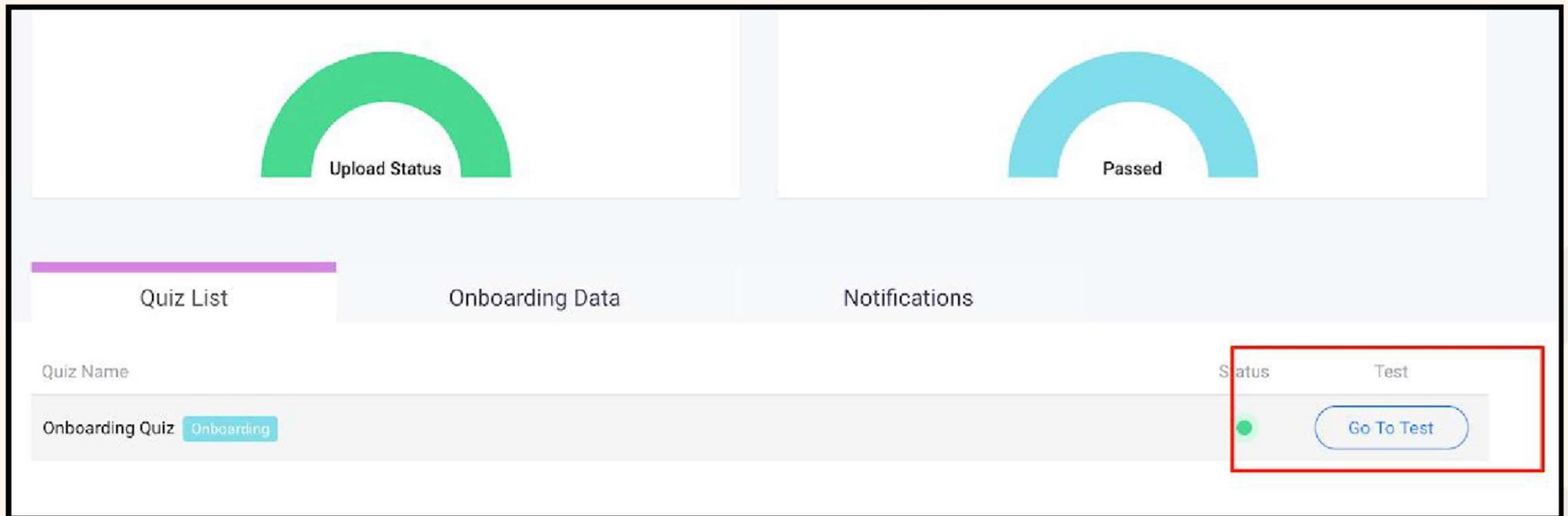
Time limit: 50 mins

[ATTEMPT QUIZ NOW](#)

5. This is the Proctortrack dashboard. On the top, you have the Onboarding status (each users may look slightly different depending on progress). Every test taker must have an approved Onboarding profile before being able to undertake any further tests.

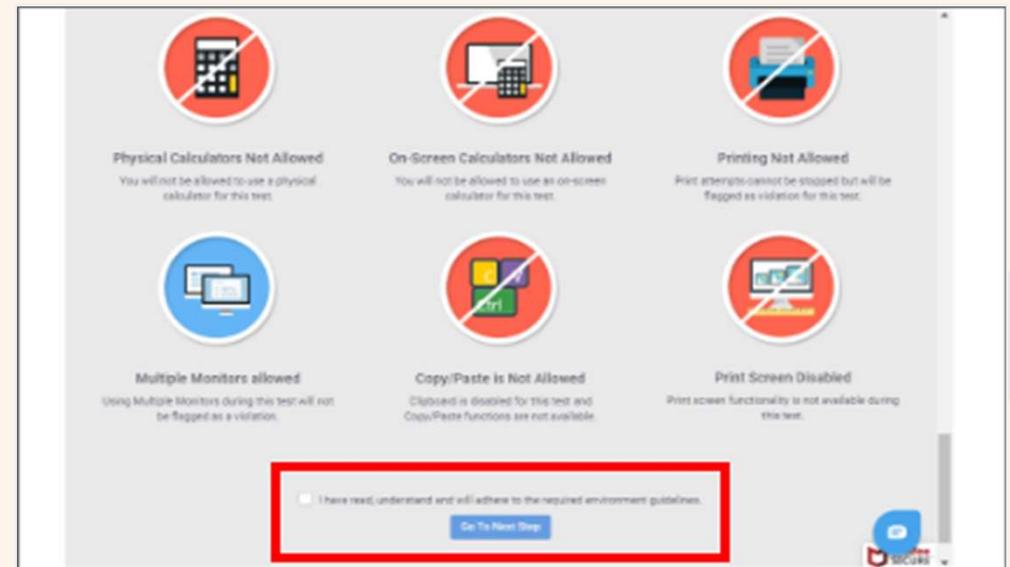
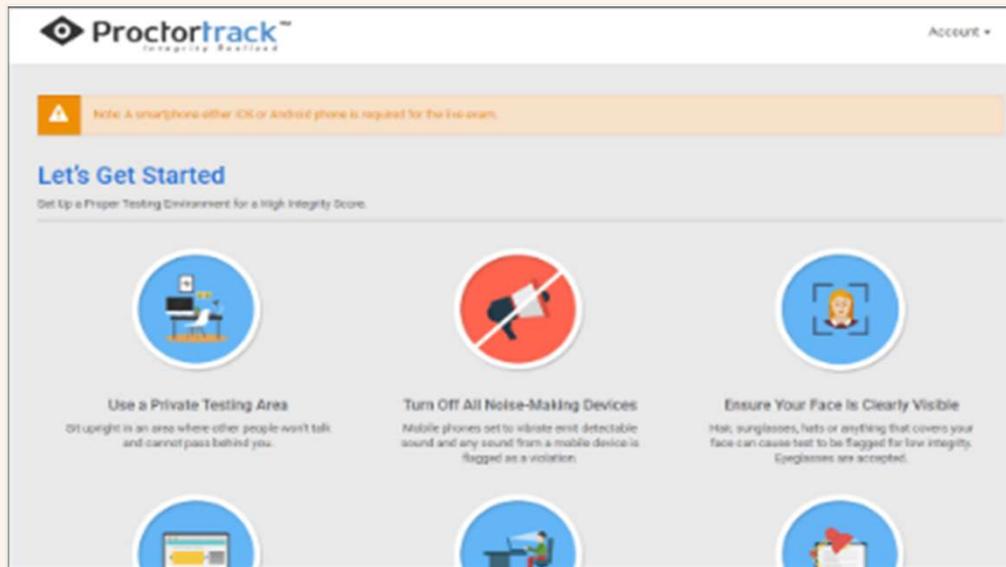
Click on the “Go to Test” button to take the Onboarding test.

**The Process for attempting the actual tests is the same as the Onboarding test.**

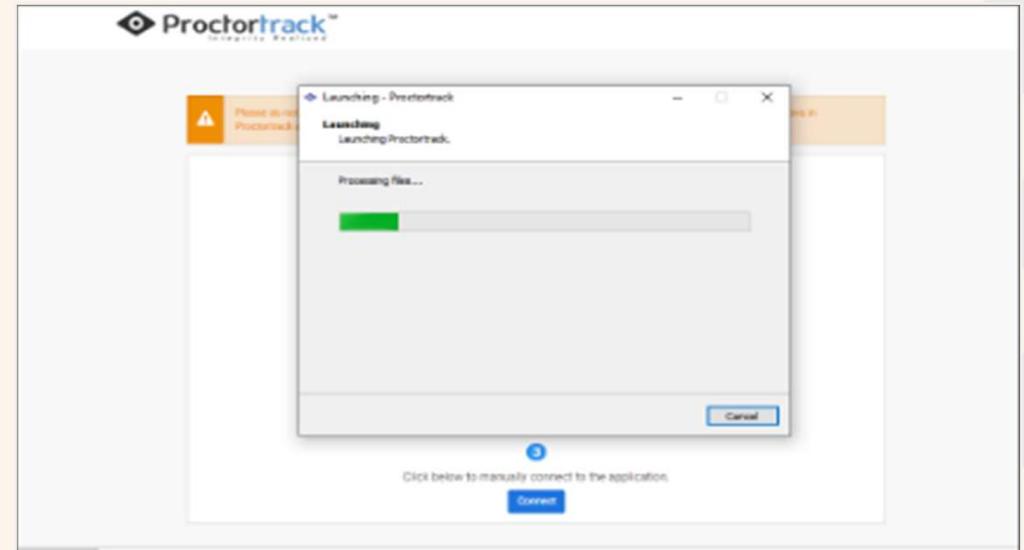
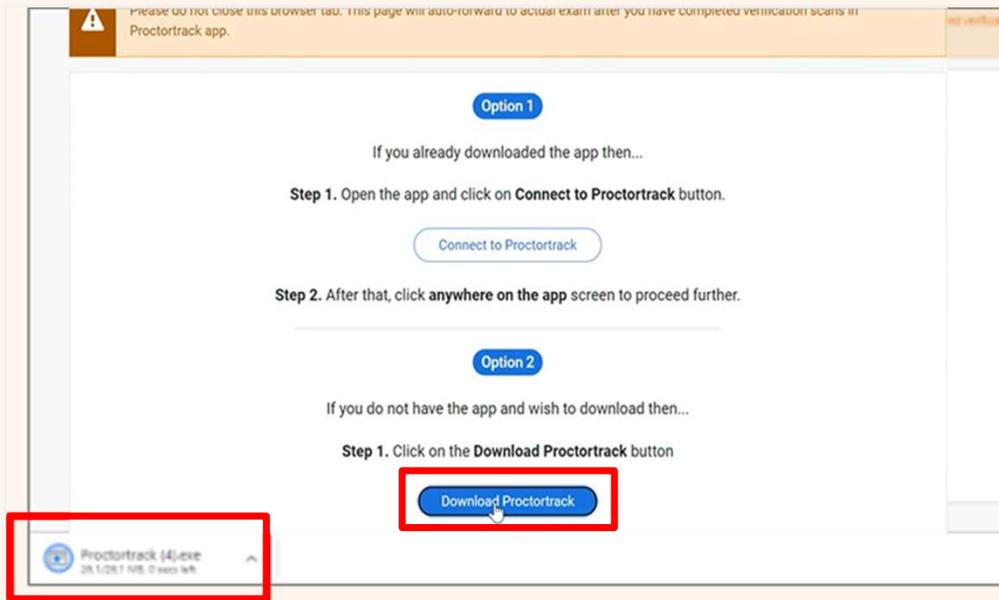


7. Read the exam guidelines. Read the Let's Get Started section to understand the guidelines for a proper testing environment. Not following these guidelines may result in your test being voided.

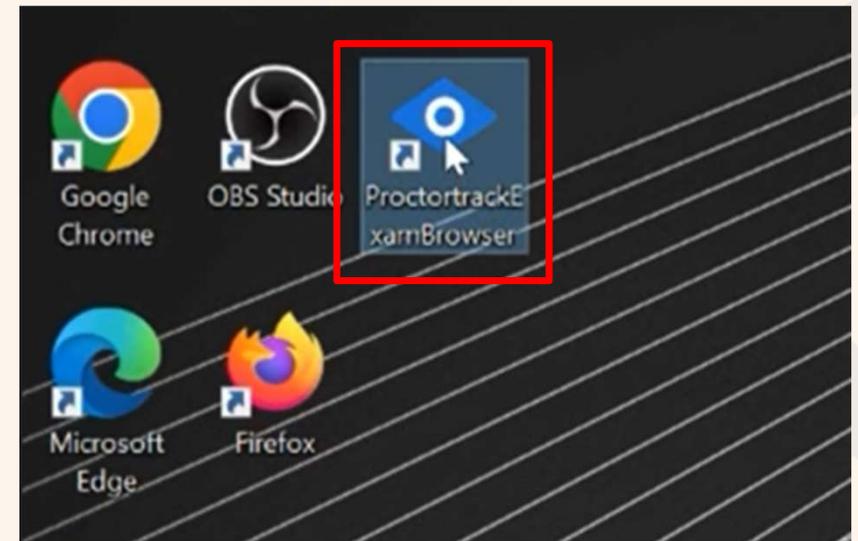
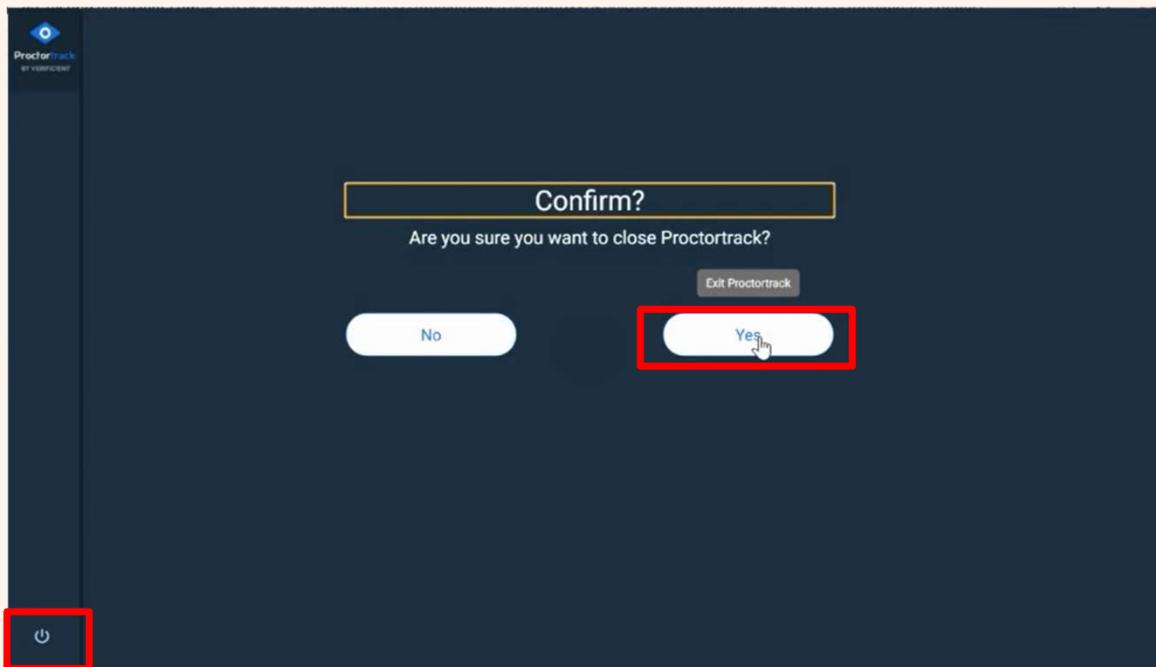
Select checkbox and click the **“Go to Next Step button”**.



## 8. Click on Download Proctortrack application and Install it.

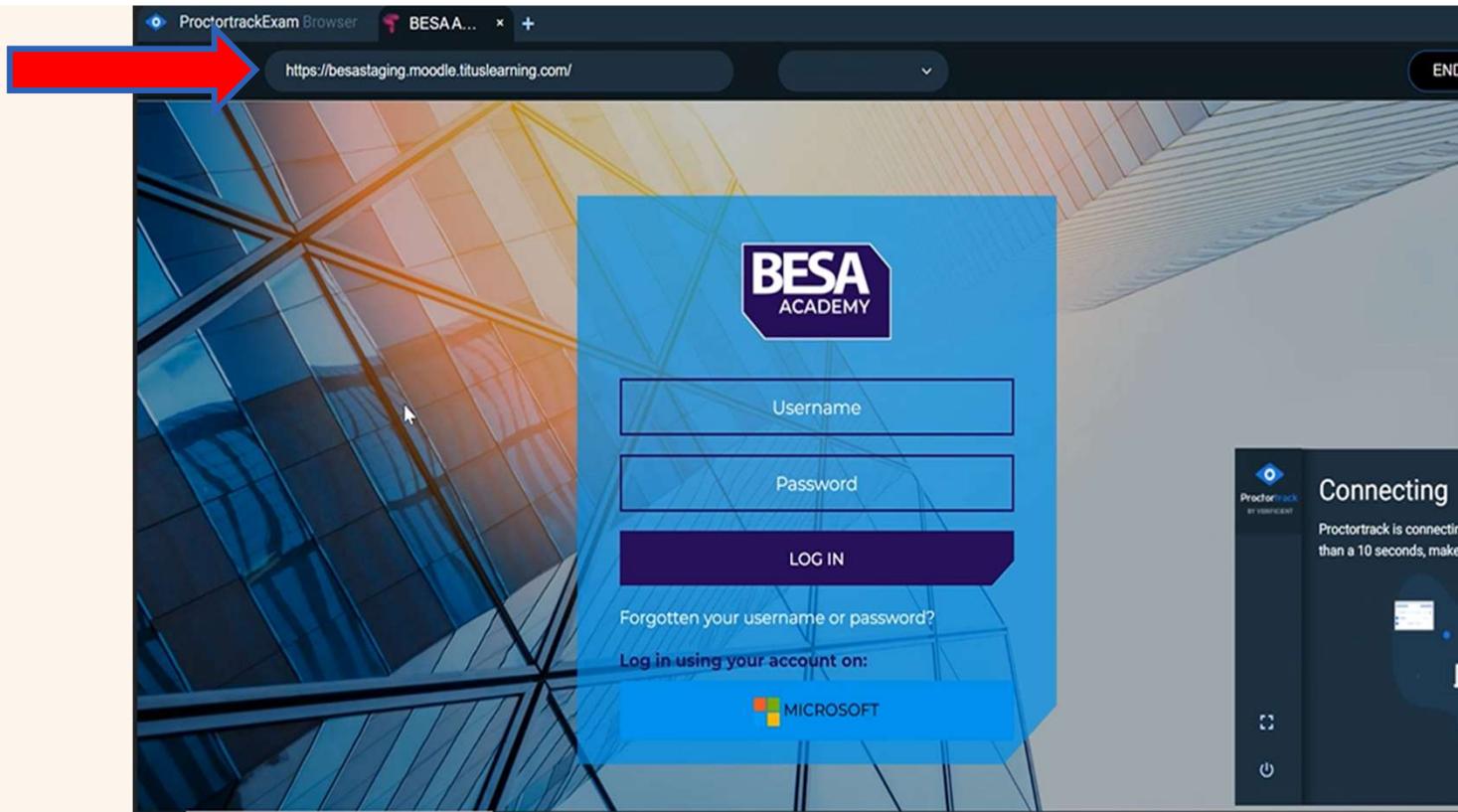


9. Once the Proctortrack application is launched (you may need to click the download box in the bottom corner), open the ProctortrackExam Browser from your desktop. **NOTE: Please close the Proctortrack application if auto launched**

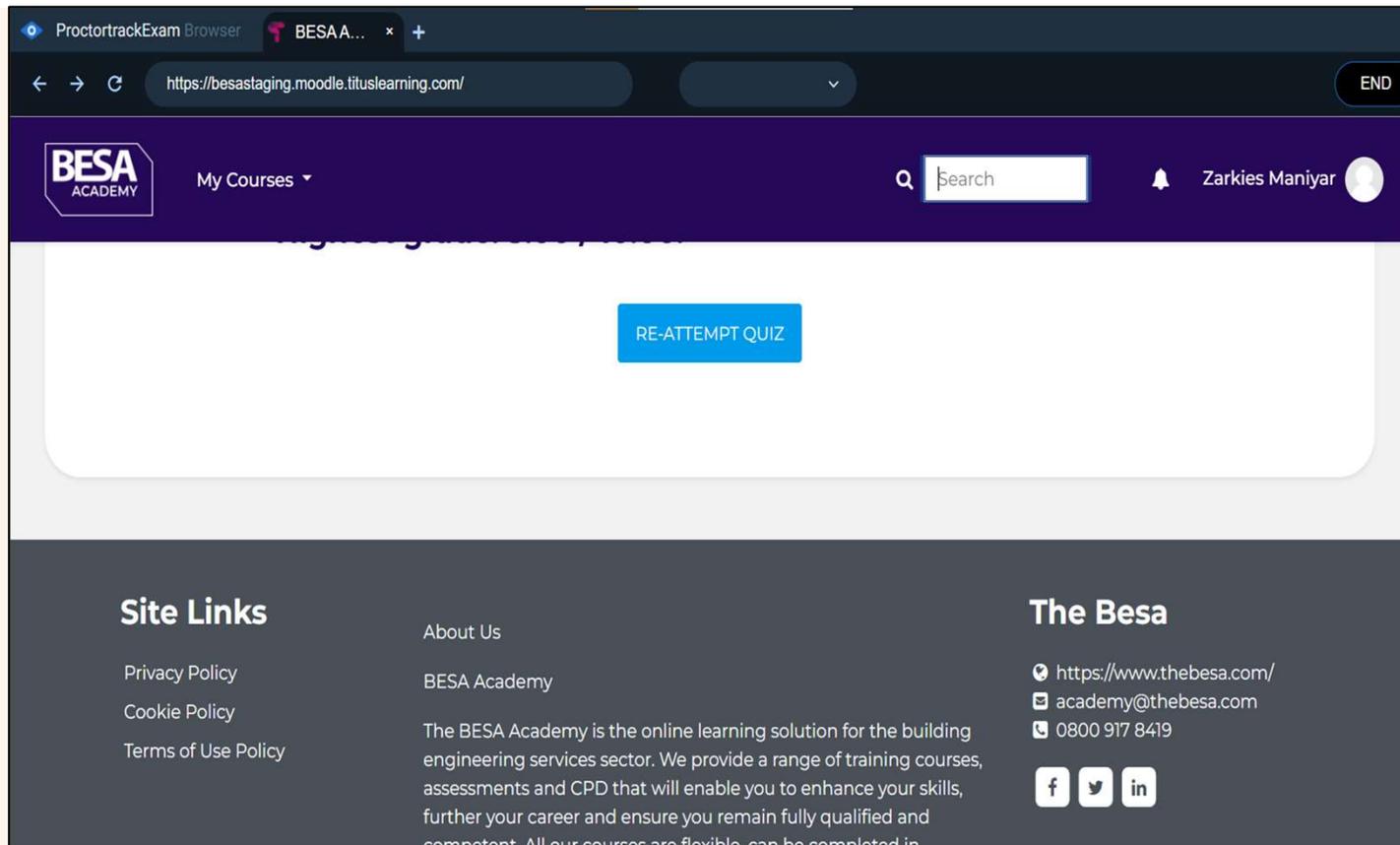


## 4. Proctortrack Exam Browser

1. Launch the ProctortrackExam Browser from the desktop and **manually enter the test URL** (or copy and paste the web address from your academy account in your usual browser) into the web address section (see red arrow) of the ProctortrackExam Browser and login by entering your user ID and password



2. Navigate to the desired course in the list of available courses, Select the name of the quiz that you will be attempting and click **“Attempt quiz now”**.



3. Once you Navigate to the Verificient Proctoring platform, Click on “Go to dashboard”

The screenshot shows a web browser window with the URL <https://besastaging.moodle.tituslearning.com/>. The page header includes the BESA ACADEMY logo, a 'My Courses' dropdown, and a user profile for 'Zarkies Maniyar'. A 'Start attempt' dialog box is open, displaying the 'Verificient Proctoring Platform' logo and a message: 'Quiz passcode will be made available after verification on verificient's platform'. Below this, there is a large image of a person sitting at a desk with a laptop. Overlaid on the image is the Proctortrack logo and the text: 'Click the button below to launch the Proctor Dashboard and access your test'. A blue button labeled 'Go to my dashboard' is highlighted with a red rectangular border. At the bottom of the dialog box, there are links for 'Contact Us', 'Terms & Conditions', 'Privacy Policy', 'FER', and 'Web Accessibility Policy'. In the background, a table titled 'Summary of your p' is partially visible, showing columns for 'Attempt', 'State', and 'Review'.

Attempt	State	Review
1	Finished Submitted We	Review
2	Finished Submitted We	Review

#### 4. Click "Go to test"

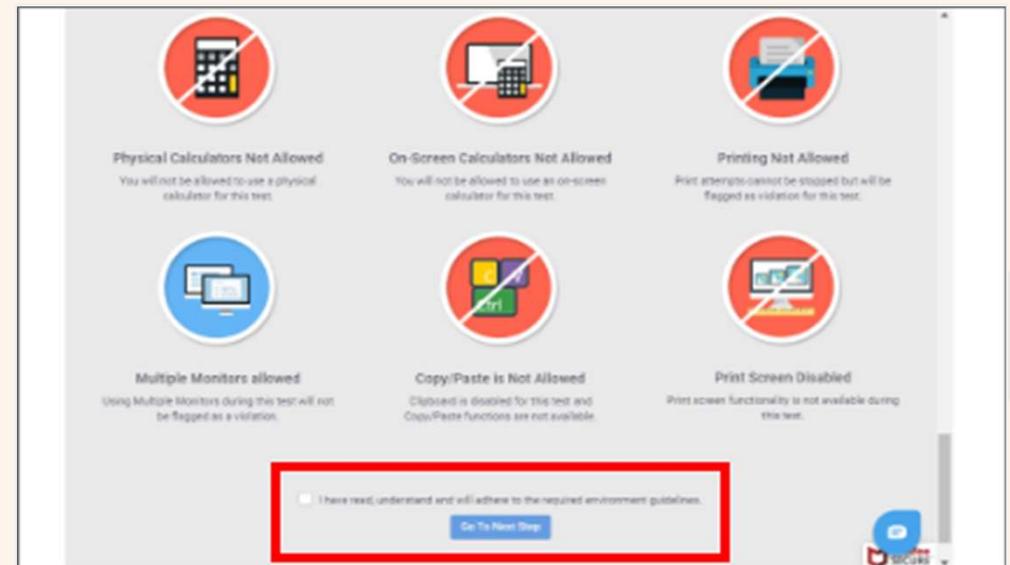
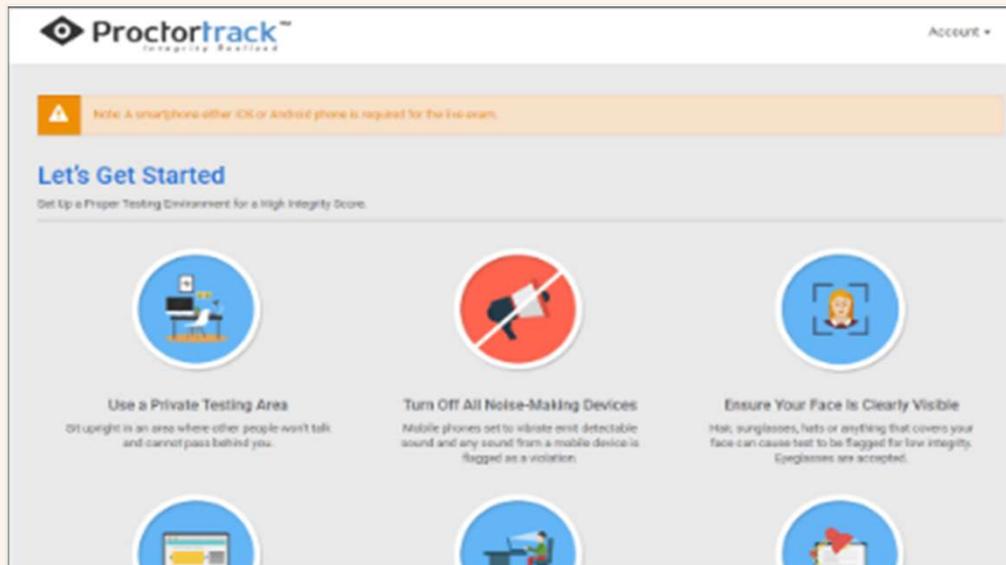
The screenshot displays a web interface with three tabs: 'Test List', 'Onboarding Data', and 'Notifications'. The 'Test List' tab is active. Below the tabs, there is a table with columns for 'Test Name', 'Status', and 'Test'. A single row is visible with 'Demo Test' in the 'Test Name' column, a green dot in the 'Status' column, and a 'Go To Test' button in the 'Test' column. The 'Go To Test' button is highlighted with a red rectangular border. In the bottom right corner of the interface, there is a blue circular button with a white envelope icon. At the bottom of the page, there is a footer with copyright information and links.

Test Name	Status	Test
Demo Test		<a href="#">Go To Test</a>

Copyright © 2013-2023 Verificent Technologies | US Patent No. 8,926,335  
[Contact Us](#) | [Terms & Conditions](#) | [Privacy Policy](#) | [FERPA](#) | [Web Accessibility Policy](#)

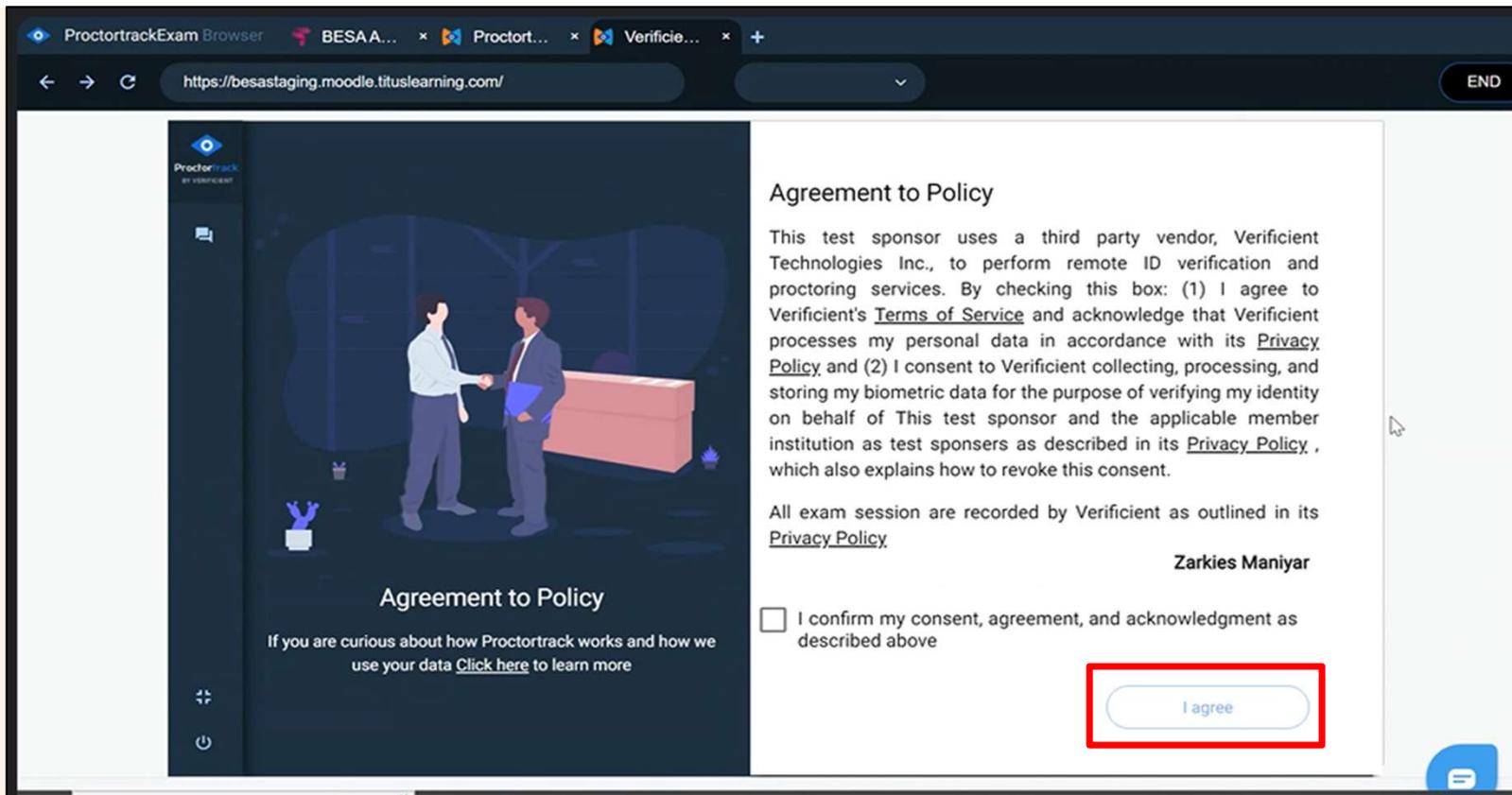
5. Read the exam guidelines. Read the Let's Get Started section to understand the guidelines for a testing environment. As previously mentioned, if these guidelines are breached, your test may be voided.

Select checkbox and click the **“Go to Next Step button”**.

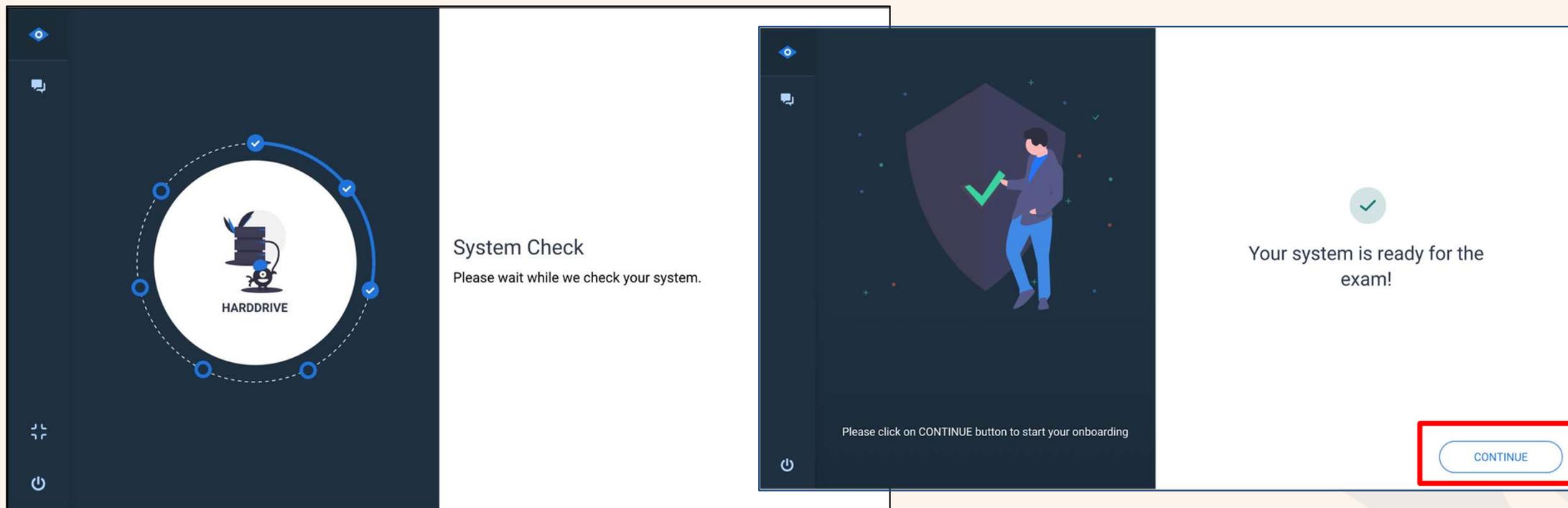


# 5. Face and ID Scans

1. The Proctortrack app should launch automatically and, you will be redirected to the “Agreement to Policies”. Please read the agreement policies, check the box below and then click on “I AGREE”.



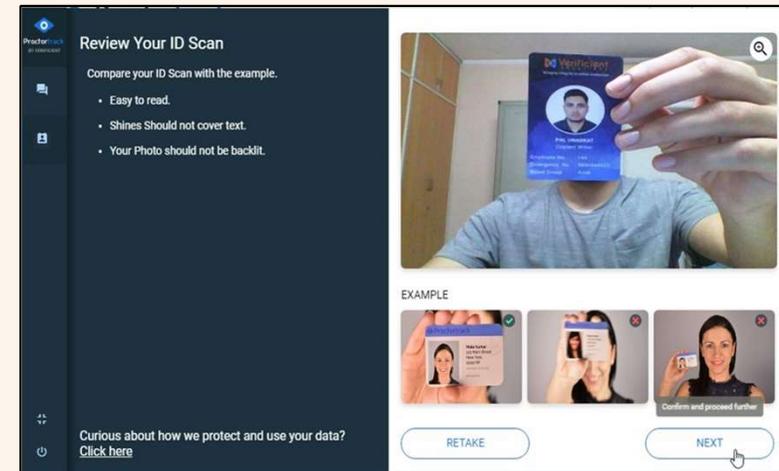
2. The system check will run to verify that your system meets the minimal requirements. Should your system not meet requirements, you should contact [Academy@thebesa.com](mailto:Academy@thebesa.com) to discuss further. If the app detects any unauthorized applications, it will automatically close them or ask you to close them manually.



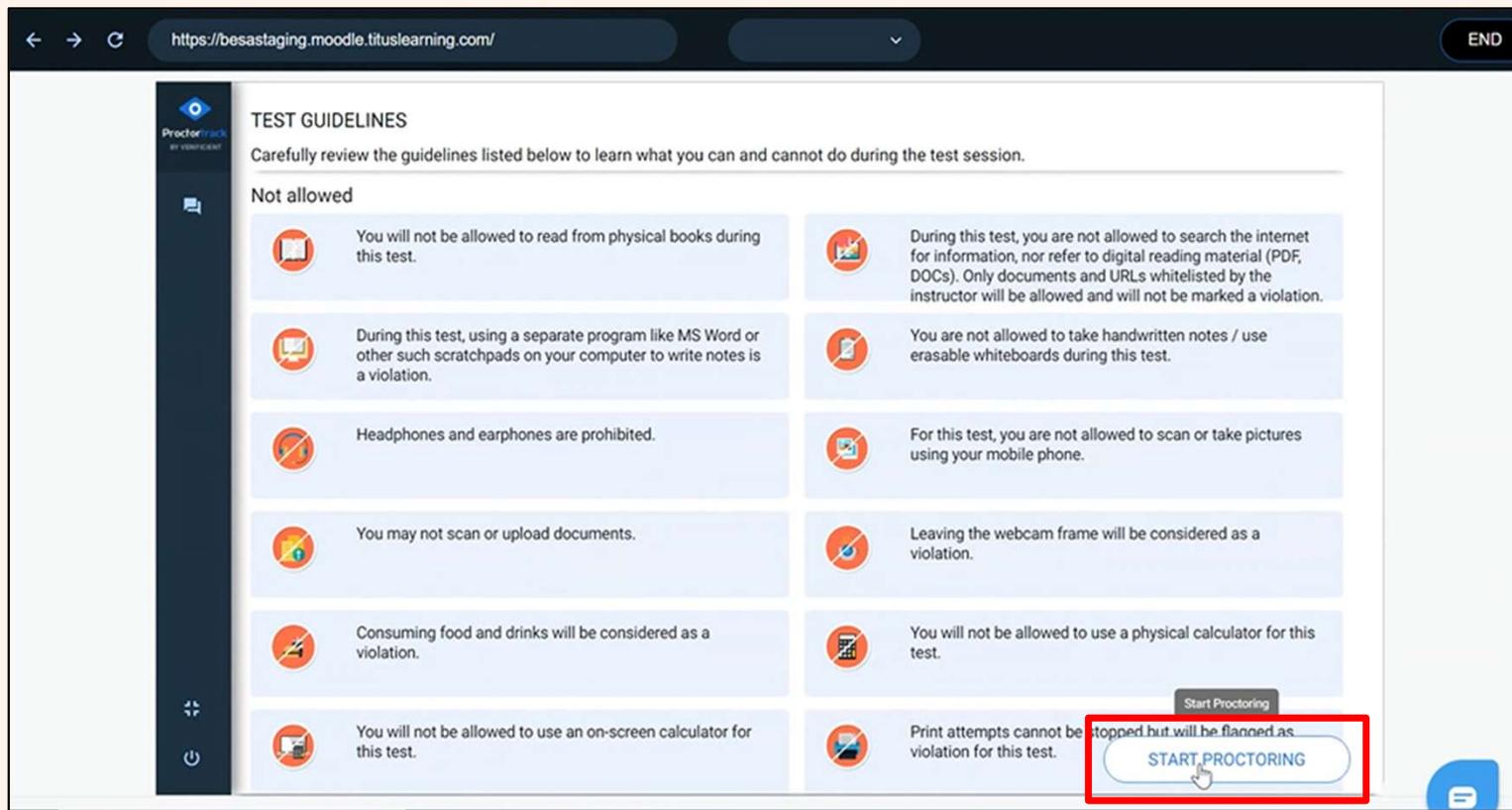
3. Please **Align Your Face** in the outlined area to **begin the scan** for verification.



4. Please **Align Your ID** in the outlined area to **begin the scan** for verification. Please refer to the exam requirements and check you have an acceptable form of ID.



5. The Test Guidelines window shows the Proctoring or monitoring configurations and instructions on what is allowed during the exam. Read them carefully and click **“START PROCTORING”** to begin your proctoring session.

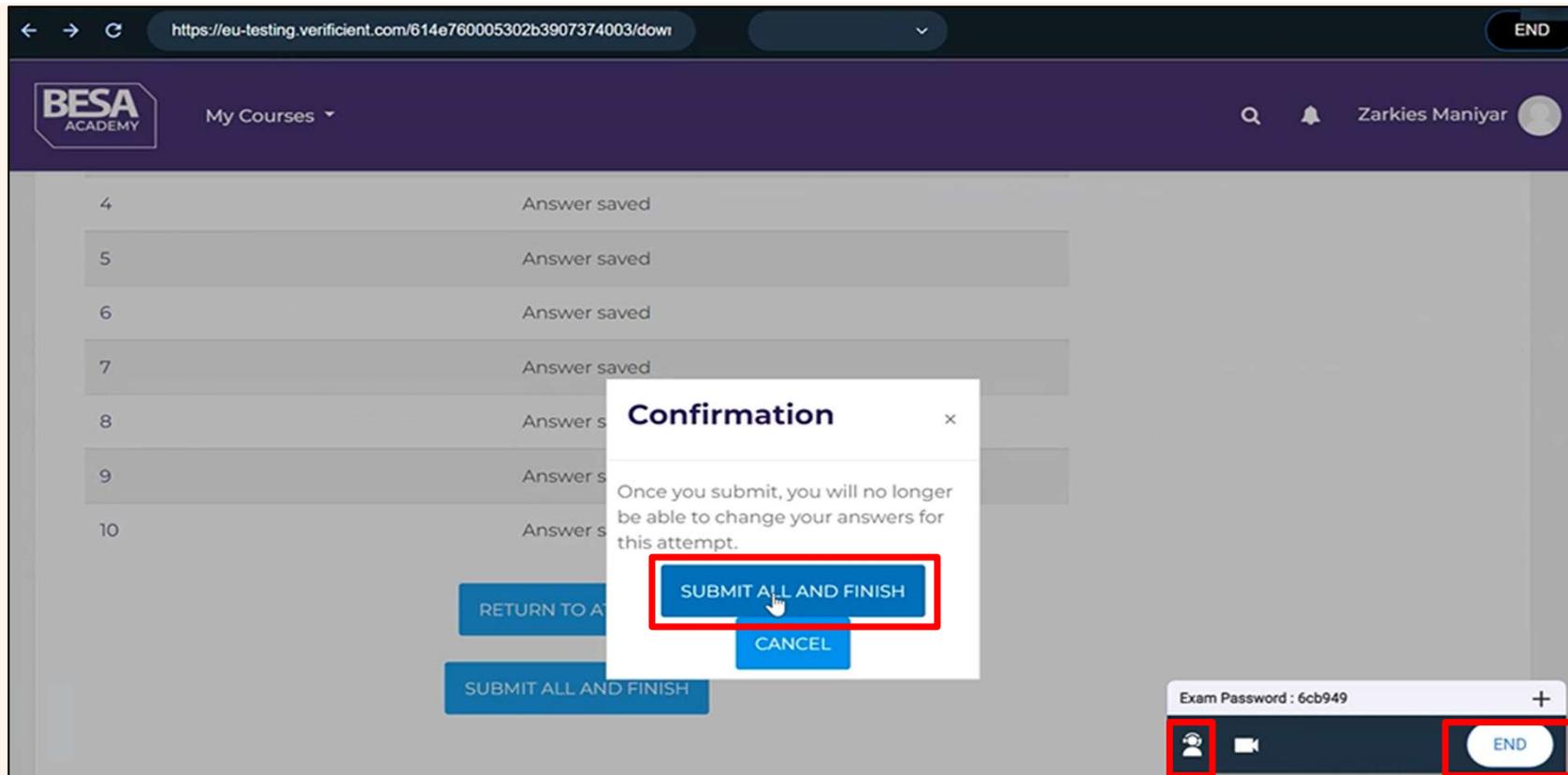


## 6. Attempting Quiz and End Proctoring

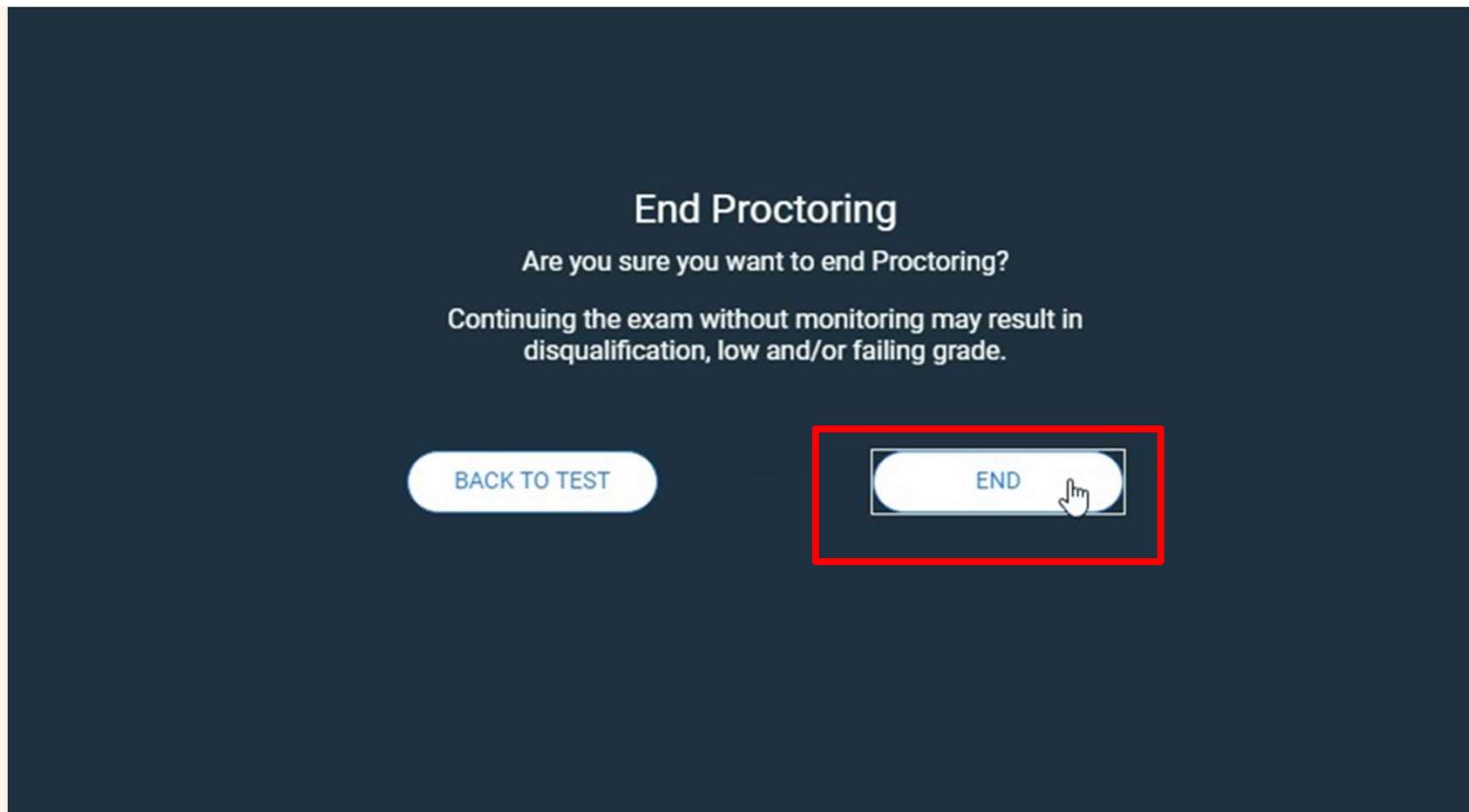
1. You will be redirected to the Exam Password page, please enter the quiz password and proceed with the test.

The screenshot shows a web browser window with the URL <https://eu-testing.verificient.com/614e760005302b3907374003/dowr>. The page header includes the BESA ACADEMY logo, "My Courses", and a user profile for "Zarkies Maniyar". The main heading is "Demo Test for Proctoring". Below this is a breadcrumb trail: "Home / Demo Test for Proctoring / Demo Test / Demo Test". The main content area is titled "Demo Test" and "Password". It contains a text prompt: "To attempt this quiz you need to know the quiz password". Below this is a "Quiz password" input field, which is highlighted with a red box. A Proctortrack overlay is visible in the bottom right corner, showing "Exam Password : 6cb949" (the password is highlighted with a red box), a plus sign, and an "END" button. A blue arrow points from the Proctortrack overlay to the input field.

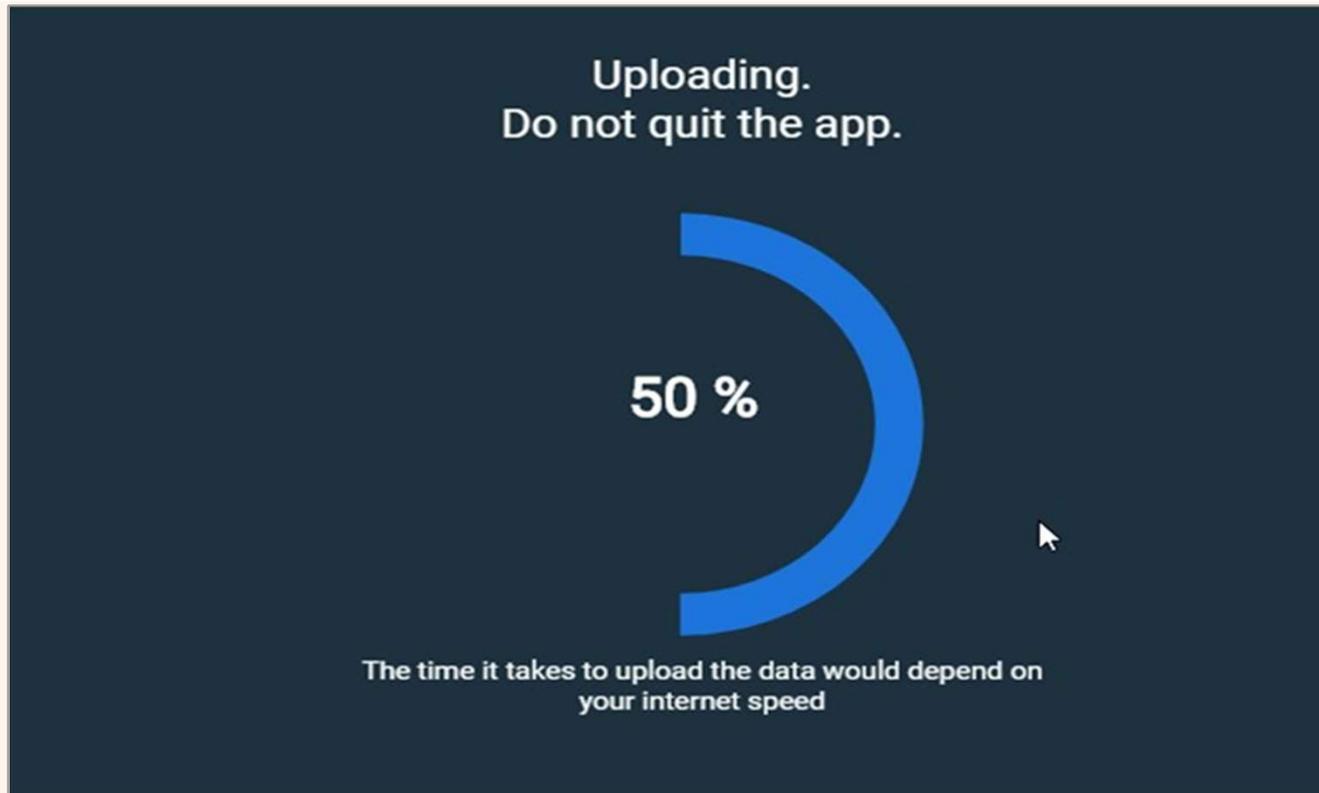
2. Take your exam as you normally would. You can get instant support by clicking the support icon at the top of your video feed . Once you have finished and submitted your exam, click on “END” to end the proctoring session.



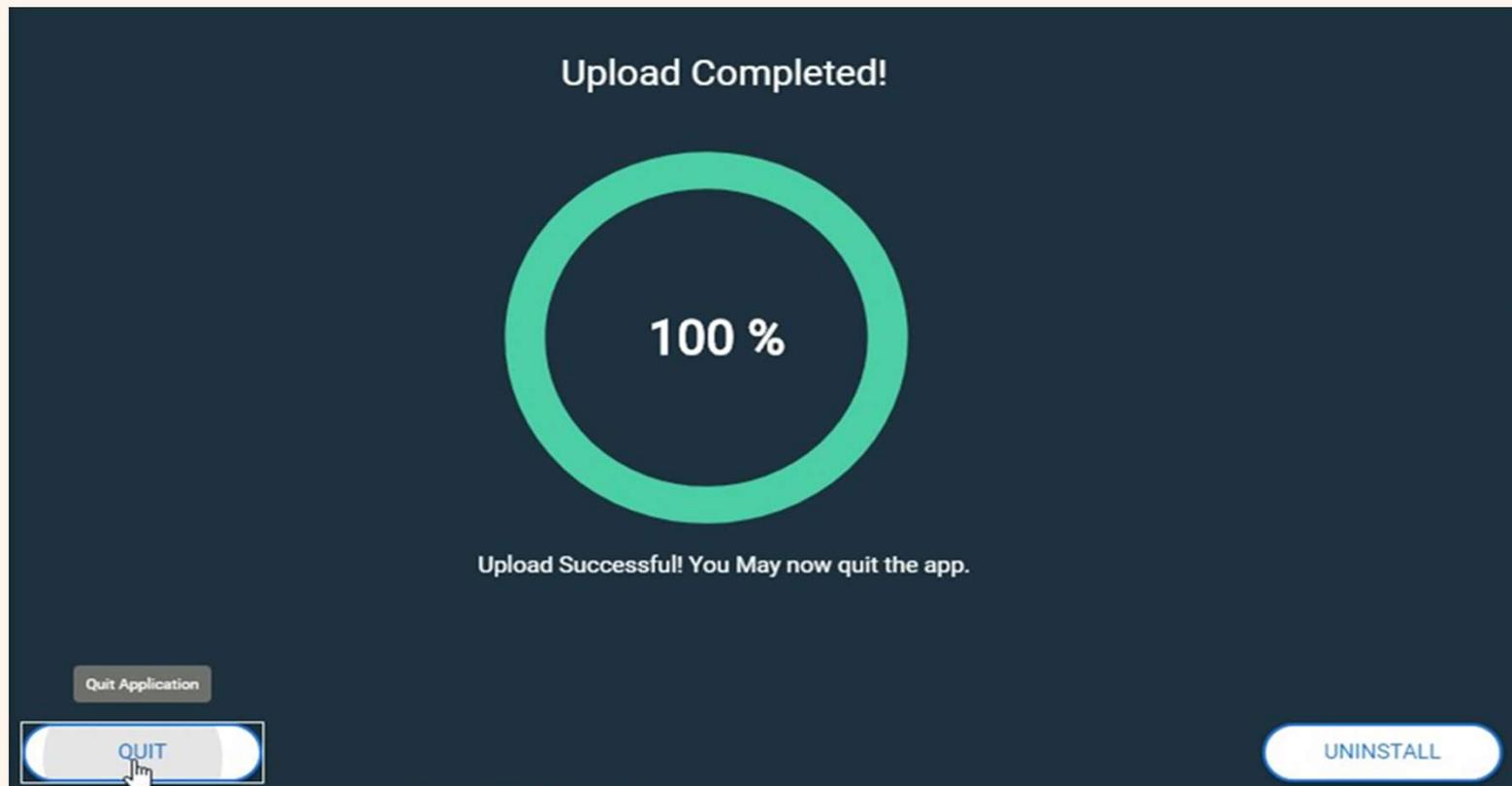
3. Check the box to confirm the upload and click on the **END** button.



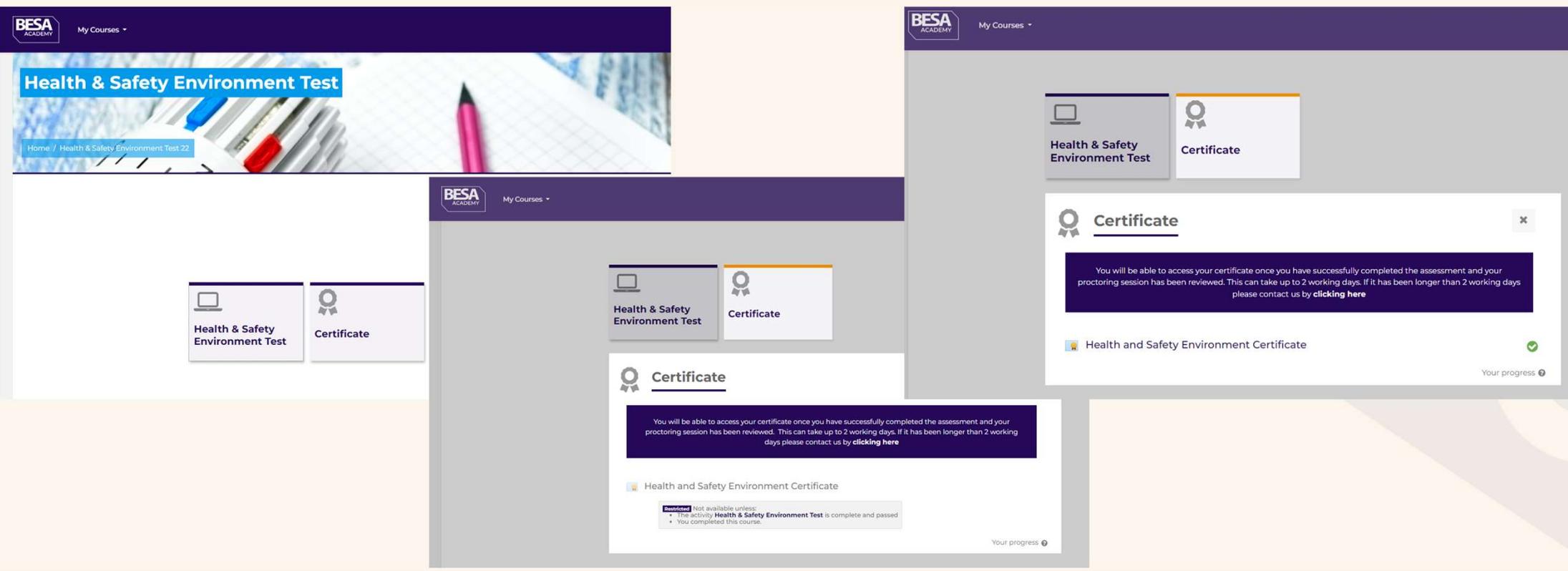
4. Do not close the window until the data is completely uploaded.



5. The test attempt is now complete. Click **QUIT APP** to save the application for use with later exams, or click **UNINSTALL** to remove Proctortrack from the current machine. Upon completion of the test, if you have achieved a passing grade, please allow 2-3 working days before logging back into your account to check for your certificate. If you have not achieved a passing grade please purchase a resit. Any queries please email [Academy@thebesa.com](mailto:Academy@thebesa.com)



6. Upon completion of the test, if you have achieved a passing grade, please allow 2-3 working days before logging back into your account to check for your certificate. There will be a green tick next to the certificate when it is available. If you have not achieved a passing grade please purchase a re-sit. Any queries please email [Academy@thebesa.com](mailto:Academy@thebesa.com)



# 7. Tech Support

Still stuck? Open a ticket, or contact our support team by live-chat, phone, or email.  
Our team is available 24 x 7 x 365.



**1. Phone :**  
+1(844) 753-2020, Call us anytime  
to speak with our Support team.



**2. Submit a support ticket at**  
[www.proctortrack.com/support](http://www.proctortrack.com/support)



**3. Chat :**  
Need help? Let's Chat! The Chat is located  
in the bottom right corner



**4. FAQ :**  
Click here for Frequently asked  
questions.



**5. [Support@verificent.com](mailto:Support@verificent.com)**  
Tell us your concern we'll be right  
with you.