



# Q-global<sup>®</sup> Video Proctoring

## User Help Guide

Before beginning the scheduled video proctoring session, please make sure your computer meets the minimum requirements.

### System Requirements

- **Operating System:** Windows or MacOS
- **Web Browser:** Latest version of Chrome™, Safari®, Edge, or Firefox™
- **Audio:** Built-in or external microphone and speakers
- **Screen Setup:** Laptop or desktop computer in a single monitor configuration
- **Screen Resolution:** A minimum of 1920 x 1080 pixels
- **Monitor Size:** 19-inches or larger
- **Webcam:** Built-in or external with a minimum resolution of 640x480 pixels
- **Internet Speed:** A minimum of 3 mbps of dedicated bandwidth
- **Internet Connection:** Ethernet cable connection. If using Wi-Fi, ensure there is a strong signal throughout administration

PHONES AND TABLETS ARE NOT SUPPORTED

### Environmental Considerations

Please ensure the room meets the following recommended guidelines:

- Indoors, with a walled environment, well lit, free from background noise and disruptions
- A private space that is free from people and/or animals

## Video Tutorials

### **Introduction to Video Proctoring – Proctor view** (7-minute video)

<https://www.brainshark.com/pearsonassessments/vu?pi=zGOz68vG0zd9hdz0>

### **Introduction to Video Proctoring – Examinee view** (2-minute video)

<https://www.brainshark.com/pearsonassessments/vu?pi=zJ6zcaVquzd9hdz0>

## Frequently Asked Questions

### **I'm having difficulty accessing my webcam**

View the webcam settings of your computer. Check your webcam to confirm it is not blocked by anything that may obscure the view. If your network settings restrict access, you may need to add the Pearson Q-global domain to your approved websites.

**Domain:** qglobal.pearsonassessments.com

If you believe you are having hardware issues, try searching the internet for more detailed troubleshooting ideas specific to your desktop/laptop device.

### **What if my internet or computer crashes during the assessment?**

If your computer or internet crashes during the administration, the assessment will pause while the issue is resolved. When you return to the session, the proctor can restart the assessment and you will continue at the point where the assessment stopped.

### **I've been waiting in the lobby for quite a long time. What do I do?**

- If you do not receive a specific alert message, then please continue to wait. A proctor will be with you soon. Recheck the date and time to ensure the scheduled appointment.
- If you have waited for a considerable amount of time and still do not connect with a proctor, close the browser window and relaunch the session again with the e-mail link.
- If after relaunching the session and a proctor is still unavailable, close the browser window to end the session and contact your **assessment administrator**. The contact information is noted in the e-mail invitation.