



Online Proctoring Guide Mac Operating System



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ABOUT ONLINE PROCTORING

Online proctoring is a way for you to take a Salesforce certification exam remotely from your own computer, rather than going in to a testing facility. Online proctored exams are delivered through Kryterion’s Sentinel Secure software which allows the exam to be monitored by a proctor through a webcam. This document goes over the requirements for your Mac computer and testing environment, and includes instructions for creating your biometric profile and launching your exam.

PREPARING FOR YOUR ONLINE PROCTORED EXAM

There are a few steps you need to take prior to your scheduled exam. Not completing these steps can prevent you from launching your exam at its scheduled time, which means you might have to reschedule or pay a cancellation fee.

When you launch the Sentinel Secure software to create your biometric profile and launch your exam, you won't be able to access any applications or documents on your computer. We suggest you print these instructions or access them from a different device so you can easily reference them. Once your exam starts, you'll need to remove this guide and all other materials from your testing area.

STEP 1: VERIFY YOUR COMPUTER'S TECHNICAL REQUIREMENTS

To ensure your computer can successfully download the Sentinel Secure software and launch your exam, you must meet the following hardware, software, application, audio, and webcam requirements. To check if your computer meets the technical requirements, visit <http://www.kryteriononline.com/support>.

HARDWARE

- Hard drive with a minimum 50 MB available space
- Color Video (Minimum resolution 1024 x 768 or greater)
- Webcam with Microphone (an external, stand-alone webcam is required; built-in webcams are not accepted). Also is USB only
- Macintosh compatible mouse (optional)
- Internet access (Recommended minimum of 1 Mbps upload & 1 Mbps download) ping must be below 200ms
- Administrator rights to your computer.

SOFTWARE

- Operating system OSX (10.7 or newer with Intel processor)
 - Note: OSX 10.9.1 is not supported, but 10.9.2 or newer is. – now 10.10, 10.11, 10.12 (Sierra)

INSTALLED APPLICATIONS

- One of the following internet browsers:
 - Safari (Latest version)
 - Firefox (Latest version)
 - Chrome (Latest version)

PORTS OPENED

- 80, 443, 1935 as well as 8082, 8083, 8084, 8085, and 8087 (Note: Check your firewall documentation or contact your technology administrator.) – only 80, 443. No other ports required

AUDIO REQUIREMENTS (MICROPHONE)

- A microphone is required for your webcam.
- Headsets, earphones, or recording devices (such as a digital video camcorder) are not permitted.

VIDEO/WEBCAM REQUIREMENTS

- An external, stand-alone webcam is required. Built-in webcams are not accepted.
- Recommended specifications:
 - Minimum video resolution of 720p with a frame rate of 30 fps.
 - High speed USB 2.0 connection – ‘plug and play’ preferred.
 - Camera viewing angle: 78 to 80 degrees.
 - Manual focus ring (auto zoom and auto focus must be disabled).
 - Built-in microphone is highly recommended.
 - Recommend cameras with a heavy base and flexible neck to allow easier placement.
 - Cord length of 6 feet (2 meters) or more.
- We recommend setting up your webcam so that you cannot accidentally disconnect it during the testing session.

STEP 2: TEST YOUR EQUIPMENT

We recommend that you test your video speed and ensure your microphone and webcam are working together. To do this, visit

<http://www.kryteriononline.com/support>.

1. When the page loads, your connection speed will automatically be tested. Make sure your “upload speed” is at least 1 MB. If not, you may need to take your exam at a different location.
2. After the speed test is complete, view the “Camera and Mic Test” section.
 - In the small box on your screen, click the Allow button.
 - Click on the Change button to select the external webcam.
 - Make sure the webcam provides an acceptable field of vision for the proctor. The proctor should be able to see your keyboard, mouse, hands and face, as well as a minimum view of 12 inches (30 centimeters) on either side of the keyboard.
3. To test the audio portion, talk and watch for the meter to “jump.”
 - If the meter jumps slightly, click on the **Change** button and choose the microphone that jumps the most.

STEP 3: INSTALL THE SENTINEL SECURE™ SOFTWARE

The Sentinel Secure software creates a secure connection between you and the proctor during your exam. This software must be installed on your computer prior to your testing session. Follow the below instructions to download the Sentinel Secure™ software. You may need the computer's administrator login and password when installing the Sentinel Secure™ software. Be sure to close any open applications to ensure a smooth installation. They should uninstall previous versions of Sentinel software first.

Note: You must register for an online proctored exam in advance of completing this step.

1. Log in to your test taker account at <http://www.webassessor.com/salesforce>.
2. From your Home page, click **Install Sentinel** under Step 1.
3. Depending upon your Internet browser:
 - Safari: The file should automatically begin the installation for Safari. If not, double-click the Sentinel Secure package from your Downloads folder.
 - Firefox: Select Save and once downloaded, double-click the setup.exe file.
 - Chrome: Download setup.exe file
 - **Note:** If you receive an error message indicating the application cannot be opened because it is from an unidentified developer, follow these steps to resolve:
 - Go to System Preferences and select **Security & Privacy**.
 - In the lower left corner, select the **padlock** icon to unlock the pane with your administrator password.
 - From the 'Allow applications downloaded from' section, select **Anywhere**.
 - A pop-up will occur; select **Allow From Anywhere**.
 - You can now reopen the application.
4. Click **Run** to allow the program to make changes to your computer, if applicable to your Internet browser.
5. When the Sentinel Secure Setup box appears, click **Continue**.
6. Accept the terms of the End-User License Agreement and click **Continue**.
7. Select Install for all users of this computer and click Continue.
8. Click Install.
9. Enter your administrator password.
10. Click **Close** once the installation is complete.

Note, the **Install Sentinel** button will remain on your Webassessor home page even after it is installed on your computer. This button is always available should you uninstall the application and need to reinstall it.

STEP 4: CREATE YOUR BIOMETRIC PROFILE

Biometric “identifiers” are distinctive, measurable characteristics used to confirm that an individual is who they say they are. Kryterion uses facial recognition to authenticate your identification. Please follow the below steps to create your biometric profile.

1. Log in to your test taker account at www.webassessor.com/salesforce.
2. From the Home page, click **Enroll in Biometrics** under Step 2.
 - For Chrome only: if the Sentinel application does not launch immediately, click on the grey shield icon on the right side of the URL search bar.
3. From the “Welcome to Kryterion Online Enrollment” page, click **Continue**.
4. Read the “Terms of Service” agreement and, if you agree, click **Yes, I accept**.
5. The next page will take your biometric photo. When taking your photo:
 - Look directly into the camera during the video capture.
 - You should see a green box around your face when you are in the correct position. If you are out of position or have poor lighting, you will see a red box.
 - If you see a red box, ensure the following:
 - You are in focus and the lighting isn’t too dark or too bright.
 - Both ears are visible.
 - If you wear glasses, remove them during the photo capture.
 - When you see the green box, the camera will take five pictures in rapid succession. You will need to hold perfectly still for a few seconds, until the page says “Online Enrollment Completed.”
6. Click Exit Sentinel.

TESTING ENVIRONMENT REQUIREMENTS

In order to provide a secure testing environment, your testing area must meet the following requirements:

1. Sufficient lighting, quiet, and free from any activity other than testing. It must also be clutter free and contain only the approved equipment described in this guide.
2. The webcam must provide a view of the computer, keyboard, mouse, your hands and full face, and a minimum view of 12 inches (30 centimeters) on either side of the keyboard.
3. During your exam, you must be in compliance with the [Certification Program Agreement](#) and follow all instructions provided by the proctor.

The following is **not permitted** during your online proctored exam:

1. Access to personal belongings, material, or devices is not permitted.
2. External monitors, projector screens, or recording devices are not permitted in the testing area.
3. No other individuals are allowed in the testing area.
4. Eating, drinking, and smoking are not permitted.
5. Head phones or a head piece that blocks any portion of the face are not permitted.
6. Leaving the testing area is not permitted.
7. Disconnecting the camera at any time during the testing session is not permitted.

Failure to comply with the program agreement, proctor instructions, or the testing environment requirements may result in exam suspension and/or disciplinary action.

LAUNCHING YOUR ONLINE PROCTORED EXAM

When your exam is scheduled to begin, your test taker home page in Webassessor will update to include a **Launch** button beside your exam. Before launching your exam, you must have completed all the steps listed above in the “Preparing for Your Online Proctored Exam” section and meet all requirements in the “Testing Environment Requirements” section. Failure to meet the requirements may prevent you from completing your exam and you may be subject to a reschedule or cancellation fee. All online proctored exam sessions are recorded.

Before you start your exam, please do the following:

1. Eliminate computer interruptions: it is required that any software or hardware having the capability to interrupt, intercept or otherwise interfere with the test delivery is disabled during your testing session. This includes, but is not limited to:
 - o Pop-up blockers
 - o Anti-virus software
 - o Screen and device capture utilities
 - o Alerts (such as reminders, calendars, e-mail, etc.)
2. Close all applications running on your computer. Only your Webassessor test taker homepage should be open.
3. Confirm you are in a comfortable location, which meets the testing environment requirements (described above).
4. Confirm your external webcam is connected to your computer. Do not allow your camera to be disconnected at any time during your testing session.
5. Confirm you are not connected to any external monitors or devices.

To launch your exam at its scheduled date and time, please follow the instructions below:

1. Login to your test taker account at www.webassessor.com/salesforce.
2. When you are ready to begin, click the **Launch** button next to your scheduled exam.
 - o You may also notice that you will be logged out of your account in Webassessor. This is normal behavior when the Sentinel Secure application launches your online proctored exam.
For Chrome only: if the Sentinel application does not launch immediately, click on the grey shield icon on the right side of the URL search bar
3. Once the Sentinel Secure software is open, you will no longer have access to any other application on your computer. From the “Welcome to

Kryterion Online Testing” page, click Continue.

4. Read the “Terms of Service” agreement and, if you agree, click Yes, I accept.
5. The next page will take your biometric photo. When taking your photo:
 - Look directly into the camera during the videocapture.
 - You should see a green box around your face when you are in the correct position. If you are out of position or have poor lighting, you will see a red box.
 - If you see a red box, ensure the following:
 - You are in focus and the lighting isn’t too dark or too bright.
 - Both ears are visible.
 - If you wear glasses, remove them during the photocapture.
 - When you see the green box, the camera will take five pictures in rapid succession and you will need to hold perfectly still for a few seconds, until the
6. From the Video / Audio Preview page, read through all the instructions provided.
 - Make sure the webcam provides an acceptable field of vision for the proctor. The proctor should be able to see your keyboard, mouse, hands and face, as well as a minimum view of 12 inches (30 centimeters) on either side of the keyboard.
 - Review the test aid icons on the right-hand side of the screen. Be sure you comply with the acceptable and unacceptable test aids.
 - Ensure you meet all requirements outlined in the Testing Environment Requirements section of this document.
7. After you validate your webcam, microphone, and testing environment are set up properly, select the “I’m ready, start the test!” button to start.

Note, if you have printed this document for reference or accessing it from a different device, please remove it from the testing area when you start the exam.
8. During your exam, if you are not meeting the requirements for online proctoring, the proctor will send you an alert on the screen. You must comply with all messages provided by these alerts. If you do not comply with any of the testing requirements, your exam will be suspended and you will not be allowed to continue testing.
9. Should any issues arise during your exam, you can message with Kryterion Technical Support within the Sentinel Secure software by selecting the “Help” button.

CONTACT INFORMATION FOR ADDITIONAL HELP

For assistance with online proctoring technical requirements, contact Kryterion Technical Support:

- Phone: +1 (877) 313-2008 or +1 (602) 659-4679
- Email: olpsupport@kryteriononline.com
- Live chat: <http://www.kryteriononline.com/support>

For assistance with general online proctoring inquiries or scheduling, go to certification.salesforce.com and click on Guided Help or check out our [FAQ](#).
Need to open a case? Click [here](#) for more details.

ABOUT TRAILHEAD

Trailhead is your path into the Salesforce economy. It's the fun way to learn the skills you need to transform your company, earn credentials that grow your career, and connect with a global movement of Trailblazers to continue learning together.



*The fun way to
learn Salesforce*

LEARN

Learn at your own pace, from our experts, and your peers.

EARN

Earn points, badges, and skill-based credentials that grow your resume.

CONNECT

Connect with fellow Trailblazers to learn, inspire, and blaze new trails.

CONTACT US

sfdc.co/learnsalesforce
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