SOFTWARE SECURE
REMOTE PROCTOR PRO
MEDIA KIT
The Remote Proctor Pro System from Software Secure, Inc., of Cambridge, MA, both authenticates the identity of the test taker and ensures exam-room conditions without requiring non-traditional students to perform in a traditional proctored environment.

Through video, audio and biometric tools, the Software Secure Remote Proctor Pro System is a convenient solution for Mississippi State University distance students to complete online programs from any location worldwide, without sacrificing academic integrity.

PRODUCT SPECIFICATIONS

Overview
Mississippi State University and Software Secure, Inc., have introduced the Software Secure Remote Proctor Pro System. Produced through a public-private partnership, the Software Secure Remote Proctor Pro System addresses a critical need in distance learning by providing a technique to electronically proctor examinations for online students — anytime, anywhere. The video, audio and biometrics elements of the Software Secure Remote Proctor Pro System will further ensure academic integrity for MSU Distance programs.

Remote Proctor System Features and Benefits
• Exams are available online 24/7
• Electronic proctoring is available in testing environments where traditional proctors are not accessible
• The Software Secure Remote Proctor Pro System exceeds the regional accreditation and federal regulation requirements for test-taking authentication

Innovations
• Test access granted by finger-scan authentication. Fingerprints are converted into a mathematical equation and stored securely to protect identifications
• Real-time audio and video of exam conditions recorded only during test time
• Restricted access to online sources during testing through the Securexam® Browser
• Instructor-set security
System Requirements

1. Ensure the most recent version of Windows:
   • Windows Vista/7: go to Start> Windows Update
   • Windows 8: hit “Windows Key + X” and click “Search”. Select “Settings” and type
     “Windows Update”. Click “Windows Update” and complete the on-screen instructions.

2. Window users install latest version of Microsoft Silverlight:
   [http://www.microsoft.com/getsilverlight/]

3. MAC users install Quicktime: [http://quicktime.com]

4. Once Software Secure Remote Proctor Pro is installed Windows Update will auto
details.aspx?id=22]) Windows 8 may need to have this version “turned on”. For details, see:
   [http://clientportal.softwaresecure.com/support/index.php?/Knowledgebase/Article/
   View/286/17/net-framework-error-on-windows-8]

*Note: English, Spanish, and French are the only supported Operating System Languages.*

<table>
<thead>
<tr>
<th>Operating System and Version</th>
<th>Browser</th>
<th>RP Device Version Supported</th>
<th>USB Port¹</th>
<th>Plug-Ins</th>
<th>Space Requirements</th>
<th>RAM</th>
<th>Resolution</th>
<th>Other</th>
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</thead>
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<tr>
<td>Vista SP², 32- or 64-bit</td>
<td>IE8 or greater*</td>
<td>RP1, RP2</td>
<td>1 USB Port@</td>
<td>Silverlight 5.X**</td>
<td>100 MB</td>
<td>1 GB</td>
<td>1024x768</td>
<td>Microsoft.net Framework 3.5 SP1***</td>
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<tr>
<td>Windows 7 SP1*, 32- or 64-bit</td>
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<td>RP2</td>
<td>1 USB Port@</td>
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<td>Windows 8 (including 8.1) 32- or 64-bit</td>
<td>IE8 or greater*</td>
<td>RP2</td>
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<td>100 MB</td>
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<tr>
<td>MAC 10.7.X</td>
<td>Safari 5</td>
<td>RP2</td>
<td>1 USB Port@</td>
<td>Silverlight 5.X**, Quicktime 7.6.3$</td>
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¹ Securexam Browser does not require a USB port.
² To ensure most recent version, please go to Start>Windows Update (Vista, 7)
³ RP2 devices require USB 2.0
⁴ http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx and must be installed in 32-bit version of Internet Explorer or in Safari
$ http://quicktime.com or run Apple Updates
Installation
• Set up is simple. Students load software and plug the Remote Proctor Pro device into the computer’s USB port
• First-time users register biographical information, including contact information, a fingerprint and picture
• After verification of biographical information, the data is uploaded to a secure server
• myCourses directs the student to a secure testing screen

Technical Support
In addition to receiving comprehensive instructions, students will be able to contact Software Secure Remote Proctor Pro System Technical Support 24/7.*

Web: http://clientportal.softwaresecure.com/support
Phone: 844.224.9763

*Students should not contact the MSU ITS helpdesk with issues associated with Software Secure Remote Proctor Pro System.

GETTING SUPPORT: Please review the following to be sure you choose the right path for support. If you have one of these (3) issues, please contact CDE Technical Assistance for support:

1. Cannot login to your myCourses
2. You do not know where the exam is, or the exam is no longer available
3. You are getting an error similar to “Exam is not registered within the Remote Proctor system”

If none of the above applies to your issue, you can get support from Software Secure in one of the following ways:

1. Navigate to http://clientportal.softwaresecure.com and search the Knowledge Base or FAQ for solutions and answers to your questions.
2. If you don’t find the answer to your question/issue, you can create an account and submit a Web Ticket through the Portal or you can call support at the number posted on the portal’s Home Page under the “Contact Us” link.
4. Call 844.224.9763
SOFTWARE SECURE REMOTE PROCTOR PRO SYSTEM POLICY FOR ONLINE EXAMS

Objective
This policy outlines proctoring and examination security expectations for students when online examinations are given in a course.

Standards
Examinations are important mechanisms for evaluation of student learning. The Master of Science in General Biology program adheres to standards of academic integrity as articulated by Mississippi State University,™ and as described in the Honor Code. Cheating on examinations is contrary to both academic integrity standards and to ethical standards as articulated in the School Conduct Policy.

Examinations in the programs are proctored. Examinations are proctored using the Software Secure Remote Proctor Pro System. Students taking online examinations are required to use this system. Online examinations will not be available to students unless the Software Secure Remote Proctor Pro System is used.

Process
The Remote Proctor Pro system will be used with online examinations as instructed by course faculty members. Students are required to take online examinations using a computer that meets the minimum requirements as outlined in the instructions on the Software Secure installation page (http://www.remoteproctor.com/install).

• Students are required to register their devices and establish identity following the procedures outlined in the Remote Proctor Pro instructions.

• Students are responsible for self-testing the functionality of their units well in advance of all Remote Proctored exams in their courses, so that any troubleshooting that is required can be accomplished. A practice quiz for this purpose can be found in myCourses.

Test Environment Requirements
The online testing environment should mimic the “in class” testing environment, and must conform to the following:

• A quiet, secure, fully lighted room for the examination:
  - No other people in the room
  - No communicating with others by any means (with the exception of contact with your instructor in an emergency)
  - No leaving the room
  - Clean desk or table with nothing except computer and remote proctor system on the desktop or tabletop including removal of all books, papers, notebooks or other materials, unless specifically permitted in written guidelines for a particular examination
  - No writing visible on desk or on walls
  - No music or TV playing
- No use of headphones
- No use of cell phone for any reason other than to contact support or your instructor
- All other computer monitors must be powered off

• Have the Remote Proctor device correctly situated:
  - Within an arm’s reach at all times during an exam
  - On the opposite side of the keyboard as the computer mouse (if using one)
  - Parallel to the keyboard (not behind the screen, etc.)
  - Nothing covering the base or prism
  - Lighting must be “daylight” quality and overhead is preferred if at all possible. If overhead is not possible, the source should not be behind the student.

Software Secure Remote Proctor Pro System contains a web-camera, microphone and fingerprint reader. These devices identify the student and capture video and audio throughout the exam and upload it to SSI’s secure servers. This video will be used for the purpose of establishing if any suspicious activity occurred during the test. The video feed provides a 360-degree view of the exam environment and all video records are subject to review by faculty.

Generally, wherever the student chooses to take the exam, everything possible should be done to mimic a traditional proctored exam environment.

All exam videos can/will be reviewed by the course faculty and the Program director. If cheating is suspected, the student will be referred to the Honor Code Council.

In general, students are encouraged to treat their personal exam location as if it was on campus.
Contact information for Product Technical Support

Technical support is available by phone 24/7 for students from Software Secure at 1-844-224-9763 or by clicking the following link for online assistance: http://clientportal.softwaresecure.com/support/.
Here, students will be able to either (1) search the Knowledge Base (KB) to find the answer to their question; or, (2) open a web-ticket which will be promptly answered by Software Secure Technical Support.