



# TalentCentral™

## Remote Proctoring Guide

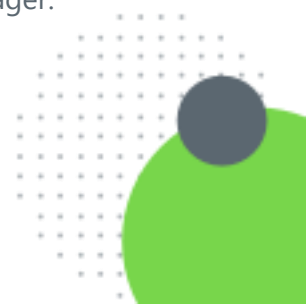


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This document is designed to help you understand the Remote Proctoring functionality and enable it on TalentCentral™.

There is an assumption that the reader is competent in using TalentCentral to create projects, manage projects and retrieve results. If you require assistance to do this please refer to our [Project Administration Guide](#), register for [TalentCentral System Training](#), or contact your Account Manager.



# Remote Proctoring

Remote Proctoring brings in powerful capability to TalentCentral's online assessments with improved security, while maintaining the world class client and candidate experience. Users can choose from the following features to be enabled on TalentCentral:

**Periodic Image Capture\***: This will capture the candidate's image at specific intervals during the assessment. *Capturing images of the candidates can have legal implications in different locations and SHL recommends that the client's Legal department evaluates using this Remote Proctoring method to ensure legal compliance.*

**Browser Off Focus**: This will capture the percentage of assessment time that the candidate tries to toggle away from the test screen.

**Multi face Detection\***: This will take a snapshot if more than one person is present in the frame. *Capturing images of the candidates can have legal implications in different locations and SHL recommends that the client's Legal department evaluates using this Remote Proctoring method to ensure legal compliance.*

**Print Screen Count**: This will count the number of times the candidate attempts to take a screenshot during the assessment.

**Copy Paste Attempt**: This will capture the number of times candidate attempts copy-pastes from the test screen.

These can be enabled by contacting your Account manager or [local support team](#).

\*The *Periodic Image Capture* and the *Multi face Detection* features do not capture the candidates' consent for recording their image for monitoring purposes. They are therefore not compliant with the EU GDPR or other local legislation around video/image recording.

The use of our proctoring technology is designed to provide the client with details surrounding the candidate's testing experience.

Our proctoring report is designed to provide information on candidate behaviour during the test taking experience, which can then be used at your discretion.

There is no 'one size fits all' interpretation of the flags thrown by the system, and SHL is unable to provide further guidance on the likelihood of dishonest behaviour.



# Availability of Remote Proctoring

The availability of Remote Proctoring is determined by the assessment, the device and the browser used to complete it.

## Assessments

Remote proctoring is available for many, but not, all products on TalentCentral:

**Verify Ability tests:** Proctoring is available for all assessments within the Verify portfolio.

**Skills Tests:** Proctoring is available only for the newest skills tests, which are indicated with "new" in the title.

**Personality Assessments:** Proctoring is not available for personality assessments, such as OPQ, MQ or RemoteWork Questionnaire.

**Job Focused Assessments:** Proctoring is not available for job-focused assessments.

**Virtual Solutions:** Proctoring is available for Smart Interview On Demand, Smart Interview Live and Virtual Assessment and Development Centres.

For further information or to check if a specific assessment you are using is compatible with remote proctoring, please contact SHL.

## Devices

Compatible with Desktop/Laptop only but not tablet/mobile devices.

## Browsers

Latest versions of Firefox, Chrome, Edge, and Safari (11+).



# Adding Remote Proctoring to a Project

Remote Proctoring can be enabled for new and existing projects. For existing projects, it will only be available for candidates who start their assessment after the proctoring functionality has been enabled.

## Adding Remote Proctoring to a New Project

- Create a [project](#) as normal.

A new section named 'Proctoring' will appear on the project creation page.

- Expand the [Proctoring](#) section.
- Choose the proctoring [features](#) you would like to enable for this project.

▼ Proctoring				
Candidate proctoring				
<input checked="" type="checkbox"/> Browser Off Focus	<input checked="" type="checkbox"/> Print Screen	<input checked="" type="checkbox"/> Multi Face Detection	<input checked="" type="checkbox"/> Periodic Image Capture	<input checked="" type="checkbox"/> Copy Paste

- Click [Create](#).

The selected proctoring features will be available for all supported assessments within the project.

## Adding Remote Proctoring to an Existing Project

- Locate the existing project from the [Manage](#) section or [Favourite](#) projects.

A new section named 'Proctoring' will appear on the project page.

- Expand the [Proctoring](#) section.
- Choose the proctoring [features](#) you would like to enable for this project.

▼ Proctoring				
Candidate proctoring				
<input checked="" type="checkbox"/> Browser Off Focus	<input checked="" type="checkbox"/> Print Screen	<input checked="" type="checkbox"/> Multi Face Detection	<input checked="" type="checkbox"/> Periodic Image Capture	<input checked="" type="checkbox"/> Copy Paste

- Click [Update](#).

The selected proctoring features will be available for all supported assessments within the project.







# Candidate Experience

The candidate will receive further information on remote proctoring and the use of their data as part of the [Data Protection Notice](#).

Candidates will see a dynamic review page advising them of the system requirements. The content will reflect the proctoring features enabled on the project and what each feature will monitor/capture. The candidates can then decide if they want to [Proceed](#).

**REMOTE PROCTORING**

The following remote proctoring, which employs web-cameras and screen monitoring software, provides the employer assurance in maintaining assessment integrity.

 <p><b>Periodic image capture</b></p> <p>Snapshots captured at regular intervals using your web camera</p>	 <p><b>Multi-Face detection</b></p> <p>Detects when another person is visible in the test session</p>	 <p><b>Browser toggle</b></p> <p>Detects when the monitor screen is not focused on the assessment</p>	 <p><b>Screenshot/ Copy Paste</b></p> <p>Detects attempts to copy, paste, or take screenshots</p>
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**Remote proctoring is required**  
If you are unable or unwilling to take an assessment with remote proctoring, please sign out and contact your recruiter or employer to determine next steps.

**System Requirements**  
Remote proctoring is not compatible with mobile devices. Please use a desktop or laptop equipped with a functioning camera. It is recommended to use the most recent versions of Chrome, Firefox, and Microsoft Edge browsers.

I acknowledge this notice regarding remote proctoring

[PROCEED](#)




If [Periodic Image Capture](#) is enabled, a check page will appear. This will prompt the candidate to enable their camera and will also provide suggestions on the test taking environment.

Once they begin their assessment, a recording signal will display on the candidate screen and the selected parameters will be monitored and captured.



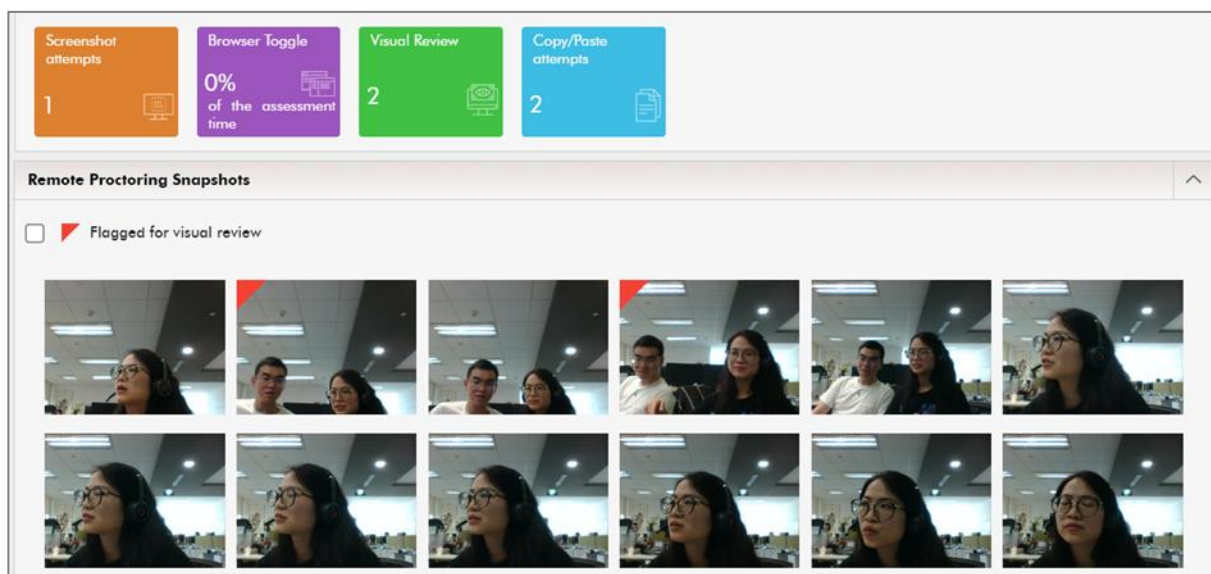
# Accessing Remote Proctoring Reports

Once the candidate has completed, the proctoring report can be accessed from the results page.

		Candidate	Video Interview +	Available Reports
			Rating	
			Main	
<input type="checkbox"/>	★	Jane Doe <sup>?</sup> jtest12@noreply.com	3.5	1/1   

- Click on the *graph icon* on the right-hand side to view the report on screen.

Admin users will see a combined proctoring report for each candidate, which includes proctoring data for all assessments the candidate has completed. This will be available on-screen, and the admin can choose to download the on-screen report, if required.



The report provides the following information:

- 1) *Candidate information* (Name & Email ID)
- 2) Proctoring flags for each assessment:
  - a. *Browser toggle, Screenshot attempts, Copy/Paste attempt.*
  - b. *Visual review* – The system provides the count of candidate's *snapshots* that seems suspicious majorly because of any surrounding objects/person.
- 3) *Candidate's image capture* while taking the assessments at a regular interval.



# TalentCentral™ Support

For queries about our services, solutions, or products, please contact [Customer Success](#). For system issues please contact [Technical Support](#).

Country	Telephone	Country	Telephone
Australia	1800 091 846	Japan	81 3 5909 7207
Belgium	0800 49683	Netherlands	08 00 02 03 243
Canada	1 800 899 7451	New Zealand	0800 45 22 14
China	400 820 3912	Norway	80 01 19 25
Denmark	80 88 97 91	Singapore	800 441 13 52
Finland	0800 9 19639	South Africa	0800 999 914
France	08 05 10 16 86	Sweden	02 00 89 68 25
Germany	08 00 66 47 991	Switzerland	0800 001 668
Hong Kong	800 966 235	UAE	800 044 0581
India	00080 01007444	UK	0330 100 34 35
Italy	800 976 020	USA	1 800 899 7451

For additional training materials, please visit: <https://talentcentral.learning.shl.com/>

For technical support, please visit: <https://support.shl.com>





## About SHL

SHL is the global leader in HR technology and psychometric science that leads to deep people insight, helping companies craft powerful workforce solutions that drive business results. With more than forty years of powerhouse product launches, ground-breaking science, and business transformation, SHL continues to build on a long legacy of innovation and development. SHL equips leaders at more than 10,000 companies with the intelligence to effectively manage talent, customers, and operations. SHL is a trusted partner to nearly 90% of the Fortune 500 and FTSE 100, and more than 70% of the Dow Jones Asian Titans. More at [SHL.com](https://www.shl.com).

