



MyCourseID Student Guide

Welcome



Welcome

Your instructor has chosen **MyCourseID** to help protect the integrity of their exams while providing a simple, secure, and student-friendly testing experience.

This guide explains what you can expect **before, during, and after your exam** so you can test with confidence.

Goals for Creating a Fair and Supportive Testing Environment

Our Goal: Help create a fair testing environment while protecting your privacy and supporting your success.

The table provides information about MyCourseID, including its purpose, usage, and related details.



What is MyCourseID?

MyCourseID is a remote exam monitoring solution that helps verify student identity and supports academic integrity during online assessments.

Depending on your instructor's settings, MyCourseID may:

- ✓ Verify your identity before your exam begins
- ✓ Confirm that you are the person taking the exam
- ✓ Monitor your webcam, microphone, screen activity, and testing environment
- ✓ Record only the activities required by your instructor's exam settings
- ✓ Notify your instructor of potential exam policy concerns for review

Guidelines for monitoring features enabled during exams, as determined by the instructor for each course.

Remember: Every course is different. Your instructor decides which monitoring features are enabled for each exam.

Tips and preparations to consider prior to taking your exam.



Before Your Exam

Equipment Checklist

Please have the following ready before starting your exam:

- ☐ Desktop computer, laptop, or Chromebook
- ☐ Working webcam
- ☐ Working microphone
- ☐ Smartphone with camera (if your instructor chooses to use a second camera)
- ☐ Reliable internet connection
- ☐ Google Chrome browser (or a Chromium based browser – i.e. Edge, Brave, Opera)

Note indicating that tablets/iPads and mobile devices are not supported.

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Guidelines for setting up an effective testing environment.



Prepare Your Testing Environment

Choose a location that is:

- ✓ Quiet
- ✓ Well lit
- ✓ Free from unnecessary distractions

Before starting your exam:

- Close unnecessary applications.
- Review your instructor's exam instructions.
- Plug in or fully charge your computer.
- Position your webcam so your face is clearly visible.

Guidelines and tips for managing exam conditions effectively.



During Your Exam

Depending on your instructor's settings, MyCourseID may monitor:

- ✓ Identity verification
- ✓ Face visibility
- ✓ Screen activity
- ✓ Browser activity
- ✓ Unauthorized websites or applications
- ✓ Additional electronic devices
- ✓ Leaving the camera view
- ✓ Talking with another person
- ✓ Other behaviors identified by your instructor's exam policies

Things to Remember

- ✓ Not every exam uses every monitoring feature.
- ✓ Your instructor determines which settings apply.
- ✓ Monitoring settings may vary from one course to another.

Unexpected Interruptions?

If something unexpected happens—such as a pet entering the room, someone knocking at the door, or a brief interruption—remain calm and continue following your instructor's directions.

These situations are considered during the review process.

Overview of privacy and security measures and considerations.



Privacy & Security

Your privacy matters. MyCourseID is designed to help protect your personal information.

Security Features

- ✓ Exam data is encrypted.
 - ✓ All information is stored securely according to your institution's requirements.
 - ✓ MyCourseID will never ask for your personal passwords.
 - ✓ Your institution determines how long exam recordings are retained.
 - ✓ Access to exam recordings is limited to authorized personnel involved in the review process.
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Table summarizing assistance options and contact information.



Need Help?

If you experience technical difficulties before or during your exam:

- ✓ Visit our Help Center at mycourseid.com
- ✓ Use the MyCourseID support and troubleshooting options available during your exam.
- ✓ Email us: Support@MyCourseID.com
- ✓ MyCourseID provides 24/7 technical support via email and chat.

Guidelines for Reporting Technical Issues During Exams

Important: Report technical issues as soon as they occur rather than waiting until after your exam has ended.

Effective strategies and advice to achieve success.



Tips for Success

- ✓ Read your instructor's exam instructions carefully.
- ✓ Test your webcam and microphone before exam day (by taking a practice exam).
- ✓ Log in a few minutes early.
- ✓ Have any approved materials ready before you begin.
- ✓ Stay focused and avoid unnecessary interruptions.
- ✓ If you're unsure whether something is allowed, ask your instructor before exam day.

A table summarizing common questions and their corresponding answers.



Questions?

Course Questions

Your instructor is the best resource for questions about:

- Exam rules
- Allowed materials
- Course policies
- Accommodations

Technical Support

For technical assistance with MyCourseID, please see the “Need Help” section above for a variety of support options during or prior to your exam.

We Wish You Success!

Thank you for helping maintain a fair and secure testing environment.

Good luck on your exam!