

**Student manual:
Admission tests conducted online and
data privacy information**

Contents

1. General information	2
2. Support.....	2
3. Technical and setting requirements for the online admissions exam	3
3.1 Room requirements for the online admissions exam	3
3.2 Technical requirements for the online admissions exam	3
4. Google Chrome Browser and Proctorio installation.....	4
4.1 Installing the Google Chrome Browser	4
4.2 Updating the Google Chrome Browser.....	5
4.3 Language settings for your Google Chrome Browser	6
4.4 Installing Proctorio in Google Chrome	7
4.5 Delete browser cache	8
5 Test procedure	9
5.1 Login.....	9
5.2 Connect to Proctorio	9
5.3 Entering the test.....	10
5.4 Performing Proctorio pre-checks.....	13
5.5 Taking the test	16
FAQs.....	19
Appendix	22

1. General information

The online admissions tests are carried out with the processor ELT E-Learning Trainings GmbH and the sub-processor ELC E-Learning Consulting GmbH using the examination software “Proctorio”. This software verifies the identity of the participants and records a video of you and a video of your screen during the exam. In addition, the audio is also recorded during the exam.

Before you take the online admission test, the opportunity to run a **trial test** will be provided in order to better understand the procedure. Furthermore, the trial test allows in advance to make sure that everything works technically well.

2. Support

If you need further help after reading this manual, please reach out to the support team:

1st Level support: based in Vienna, available Monday till Friday from 09:00 am to 06:00 pm (Local Time Vienna).

Tel.: +43 1 361 97 67 17

E-mail: support@e-learning-consulting.com

Please be patient if you are unable to reach support immediately. Waiting will not be a disadvantage for conducting the test.

2nd Level Support offered by Proctorio: available 24 / 7

<https://proctorio.zendesk.com>

Once you have started a test, a live chat window pops up in the lower left corner, providing a direct connection to the Proctorio support team available 24 / 7.

3. Technical and setting requirements for the online admissions exam

3.1 Room requirements for the online admissions exam

In order to use Proctorio, you must find yourself in a quiet, undisturbed location because the software reacts sensitively to noise. Please make sure that you can take the test without any further interferences and interruptions.

Recordings made during the test will only be watched by an employee of the ELC E-Learning Consulting as well as of the University of Applied Sciences BFI Vienna in case Proctorio reports that abnormalities have been noticed during the course of the test (e.g., another person appears in the room, "background noises", not focusing on the screen for an unusually long period).

Please make sure that

- there is sufficiently good lighting in your exam environment,
- you are alone in the room,
- there are no background noises,
- you do not wear any headphones during the test and
- that you do not look away from the screen for too long.

Please note that any kind of cheating or attempted cheating (e.g., other people's assistance or any technical assistance; so there must not be a second person in the room, any background noises, and you must not look away from the screen too long etc.) **will result in your expulsion from the admission procedure.** Accordingly, intake in a degree program is only granted subject to the evaluation of the videos made of you during the admission tests.

3.2 Technical requirements for the online admissions exam

To do the online admission test you will need a ...



... laptop or PC,



... webcam that works properly,



... microphone that works properly,



... reliable internet connection,



... successfully installed **Proctorio extension to Google Chrome**

(This document will explain how to get the installation done.)

Your device must meet the following minimum requirements in order to run Proctorio smoothly:

	Windows	Mac	Linux	Chrome OS
Operating System	Windows 10+	macOS 11+	Ubuntu 18.04+	Chrome 58+
Browser	Google Chrome Microsoft Edge Brave Opera	Google Chrome Microsoft Edge Brave Opera	Google Chrome Microsoft Edge Brave Opera	Google Chrome Microsoft Edge Brave Opera
Processor	Intel Pentium or better	Intel- oder M1-Chip	Intel Pentium or better	Intel Pentium or ARM
Free Disk Space	250 MB	250 MB	250 MB	250 MB
RAM	2 GB	2 GB	2 GB	2 GB
Upload Speed	0,092 - 0,189 MBit/s	0,092 - 0,189 MBit/s	0,092 - 0,189 MBit/s	0,092 - 0,189 MBit/s
Microphone	Any Microphone, either internal or external			
Webcam	320x240 VGA resolution (minimum) internal or external			

You can find more information here: <https://proctorio.com/support/requirements>

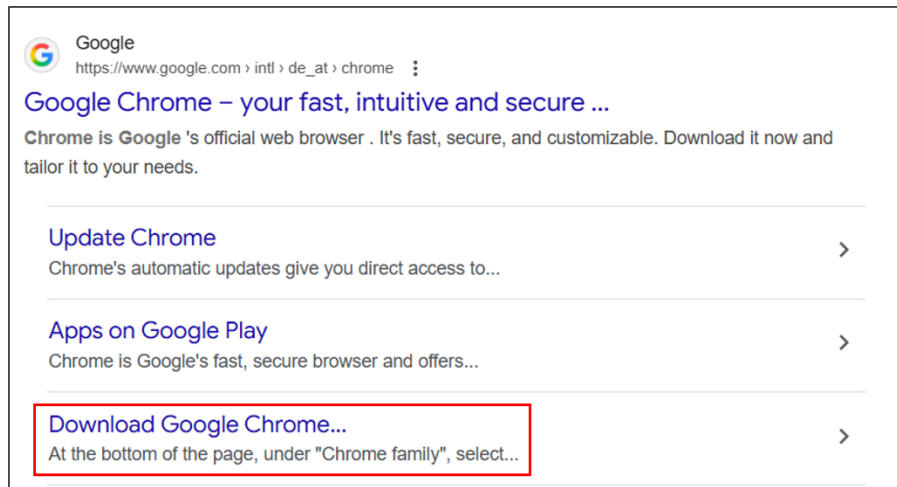
4. Google Chrome Browser and Proctorio installation

Please conduct the following steps (all steps will be described in more detail afterwards):

- Make sure the **Google Chrome Browser** is installed and is up-to-date.
We strongly recommend using this browser!
- Install Proctorio as an extension to Google Chrome.
- Delete cookies, pictures, further data.

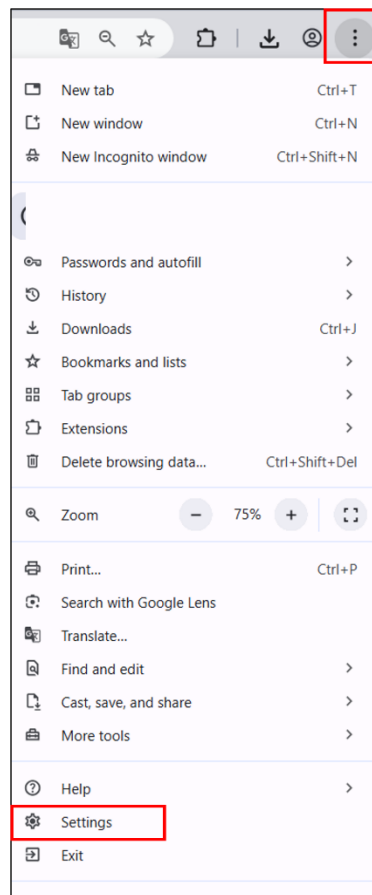
4.1 Installing the Google Chrome Browser

Search for Google Chrome in any browser and install the latest Google Chrome browser.

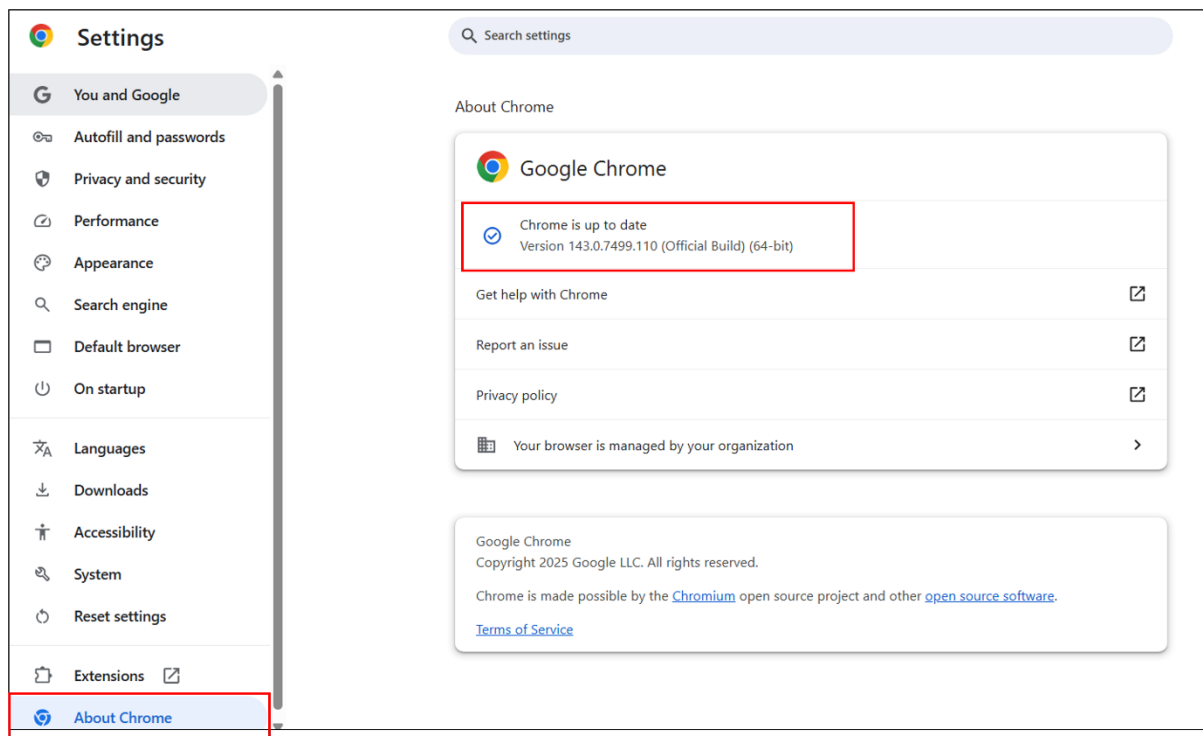


4.2 Updating the Google Chrome Browser

Make sure your Google Chrome browser is up to date. To do this, click on the three dots in the top right-hand corner of your Google Chrome browser and then select “Settings”:

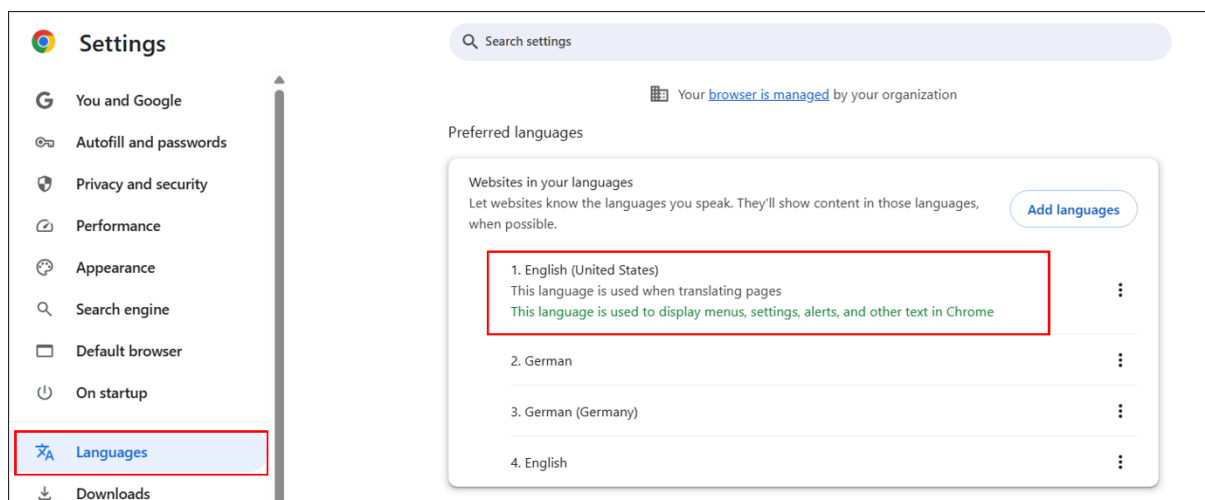


Choose **“About Chrome”** to see whether your Google Chrome version is up to date:



4.3 Language settings for your Google Chrome Browser

Click on the three dots at the top right and go to "Settings" and choose "Languages". There you can select "English":

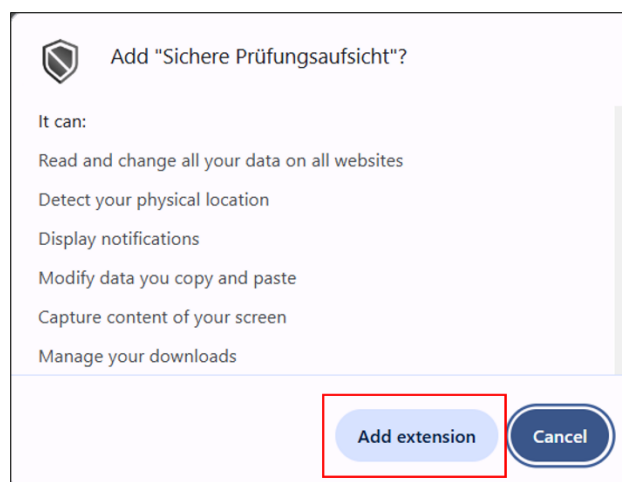
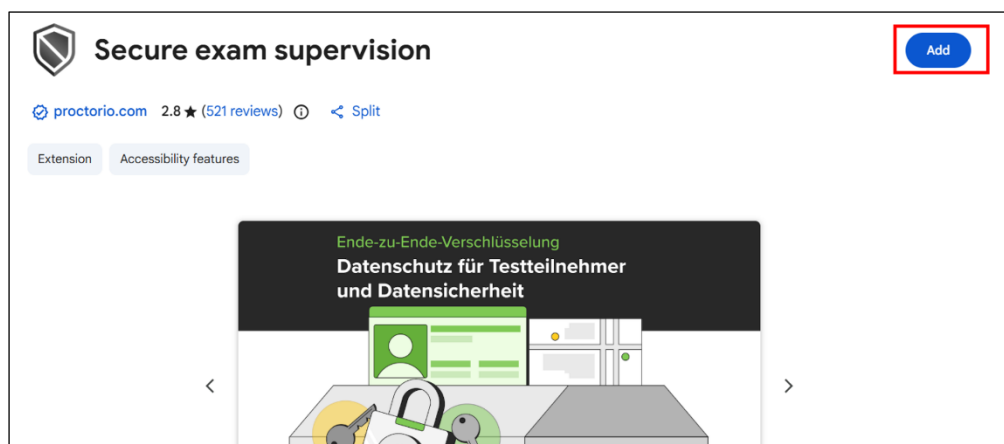
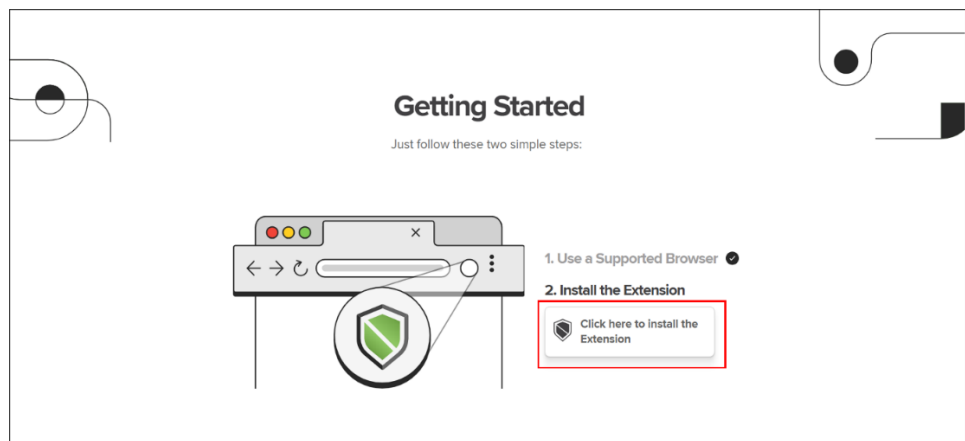


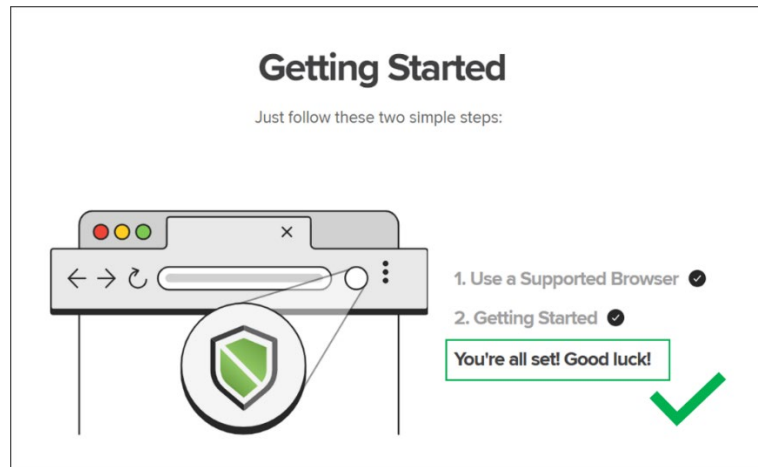
Once you have completed the selection, close the browser so that the settings apply.

4.4 Installing Proctorio in Google Chrome

Now install the Proctorio extension in Google Chrome. You can download the software for free here: <https://getproctorio.com/>

Follow these steps after you've clicked on the link:

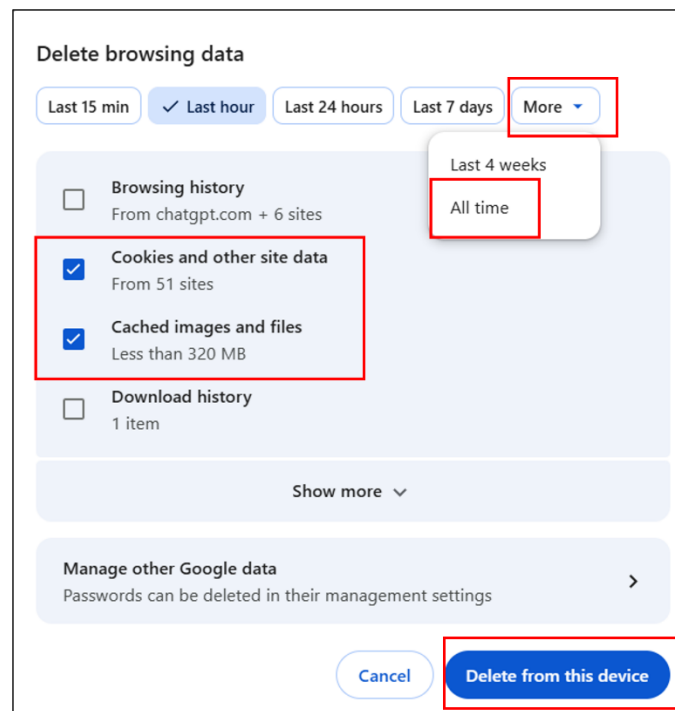




4.5 Delete browser cache

Now you still need to delete cookies, images, and files from your browser cache.

To do this, click again on the three dots in the top right and select “Delete browsing data.” Then check the following boxes and choose “All time” as the time range.



Once you have completed the selection, close the browser so that the settings apply.

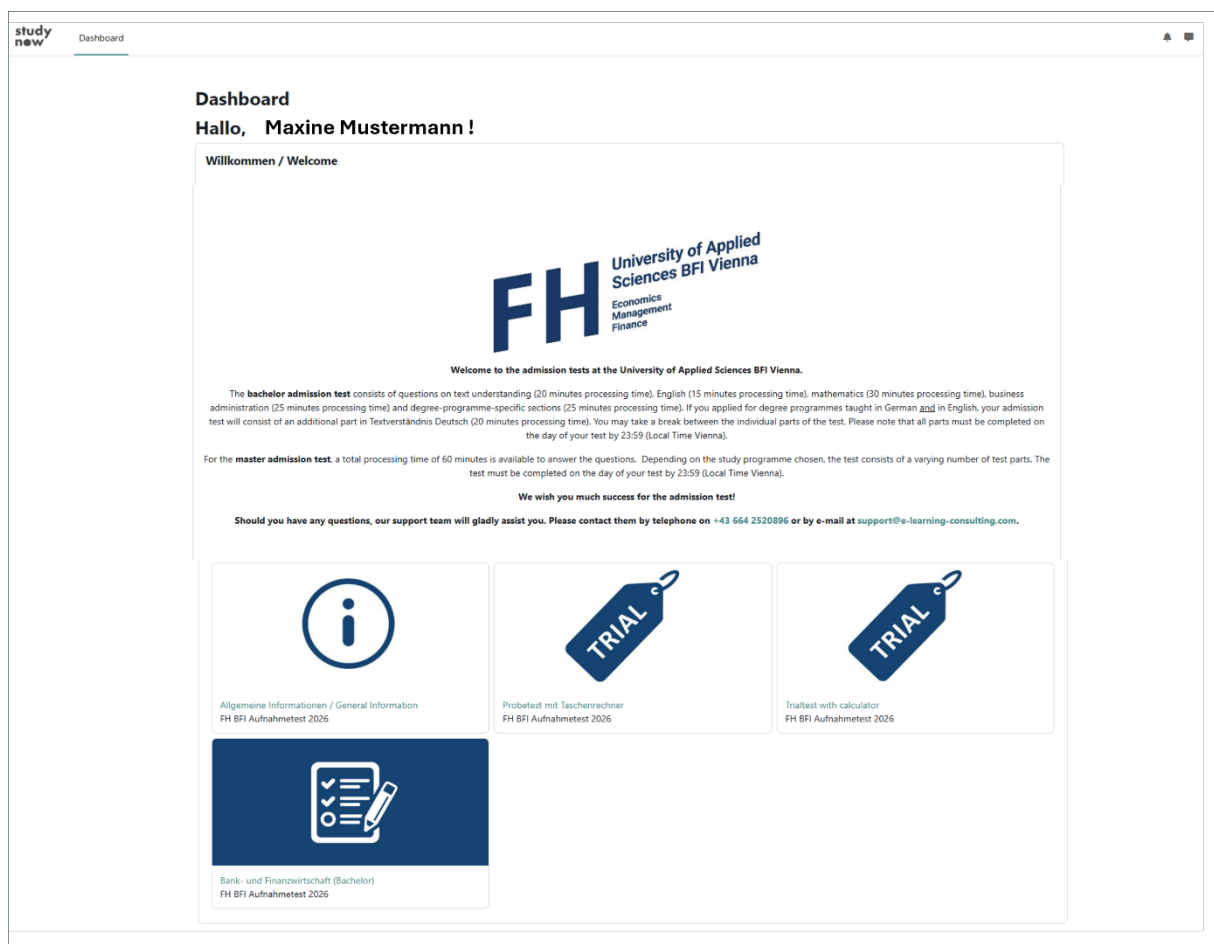
Your computer is now ready for you to take the test.

5 Test procedure

5.1 Login


Log onto the learning platform www.study-now.eu using your access data.

On the learning platform, navigate to the trial test or to the degree program for which you would like to take the admissions test. You may take the trial test as often as you like; however, only one attempt is available for each individual admission (sub-)test.




5.2 Connect to Proctorio


Now select the test you wish to take and first click on the item “**Connect to Proctorio**” to re-establish a stable connection between Proctorio and Moodle and thus ensure the smoothest possible test process.

 **Connect to Proctorio**
Click "Connect to Proctorio" to ensure a smooth testing process and to prevent potential connection issues with the LTI tool.
Thank you very much!

Trial Test

 Trial test (Fernbeaufsichtigt)

Trialtest with calculator / General / Secure Exam Proctor


 **Secure Exam Proctor**

Return to the test


Secure Exam Proctor Plugin Successfully Installed! Please return to your course.

5.3 Entering the test

After selecting “(Trial or partial) test” and then clicking on “**Attempt test**”, you can begin the test:

 **Connect to Proctorio**
Click "Connect to Proctorio" to ensure a smooth testing process and to prevent potential connection issues with the LTI tool.
Thank you very much!

Trial Test

 Trial test (Fernbeaufsichtigt)

📋 **Trial test (Fernbeaufsichtigt)**

Dear participants!

Please note that the content of the following trial test is **only for trying out the exam software** and has **no effect on the actual entrance exams**.

If you have any problems completing the test, you will find possible solutions under **"General information"** on your dashboard.

If you have any questions, please contact the ELG support team at support@e-learning-consulting.com or +43 1 361 97 67 17.

We wish you every success!

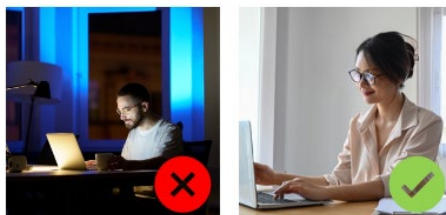
Time limit: 15 mins

Grading method: Highest grade

This exam will be monitored by **Proctorio**. [Learn more about Proctorio.](#)

A webcam and microphone are required to take this exam.

ATTENTION! Please make sure that there is sufficient lighting in your exam environment. If you take the test in the evening, please make sure that you turn on all available lights in order to ensure proper lighting.



Note

It is not necessary to enter any password or passcode.

If you are prompted to enter a password after clicking on "Attempt test," or if you receive the error message "LTI Tool Missing," first try clicking on "Connect to Proctorio" again.


If you are still asked for a password, log out of the platform and then log back in. After that, navigate to the desired test again.

Another possible solution is to uninstall and then reinstall the examination software. You can find step-by-step instructions on the examination platform in the general information section in the file "Password troubleshooting Proctorio guide". If none of these attempts prove to be successful please contact our technical support team by calling r +43 1 361 97 67 17 or sending an e-mail to support@e-learning-consulting.com.


By clicking on “**Attempt test**”, you will first be shown additional information about the recordings that Proctorio will make during the exam:

Before you Begin


This exam will be proctored. Here are a few things to know before you begin.



We will tell you when we start and stop recording.




Your institution can access the data collected and will control who sees it.




Decisions are made by your exam admin, not us.


Proctorio GmbH complies with [GDPR, FERPA, and other regulations](#). Read our [Privacy Policy](#).
Your data will be securely stored in **Frankfurt, Germany** for 6 months before being deleted.



What's recorded during the exam
camera feed • audio • computer screen • location • identity document



What's restricted during the exam
one monitor • full-screen mode • no new tabs • no clipboard • no printing • no downloads • no right-clicking



24/7 support available during the exam
Click the Proctorio browser extension icon to chat with an agent within seconds.

Your exam hasn't started yet! First, we need to set up your system.

Continue

Certain terms and conditions apply during the test:

Any Internet outage will automatically terminate the test. Therefore, please make sure that you have a reliable internet connection during the entire duration of the test. **We recommend re-starting your router before entering the test.** In case the test is cancelled by Proctoring due to disturbances it is up to the respective program director of the University of Applied Sciences BFI Vienna to decide how to proceed.

The following aspects will be recorded and observed during the test:

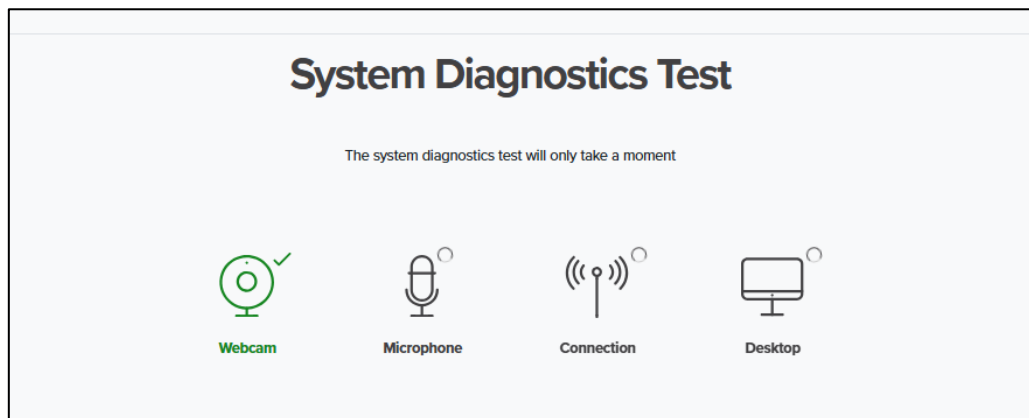
- your webcam (you will be filmed during the test; audio and video)
- your location
- your clipboard
- the position of the mouse pointer
- the size of your browser window
- browser tabs and windows
- movements of your head
- movements of your eyes
- movements of your mouth
- your entire screen

- programs currently running (in the background) on your device
- number of connected monitors

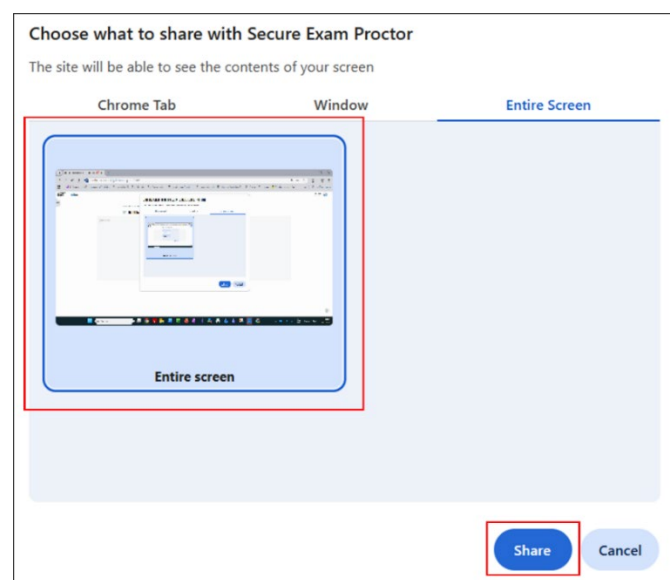
To avoid any violations please comply with the test guidelines strictly. Should the test be disrupted for technical reasons, please report immediately to the technical support via support@e-learning-consulting.com or by phone: +43 1 361 97 67 -17

5.4 Performing Proctorio pre-checks

You will now be asked to perform the test pre-checks. Proctorio will first check your system requirements to ensure that you can run the test on your chosen device.

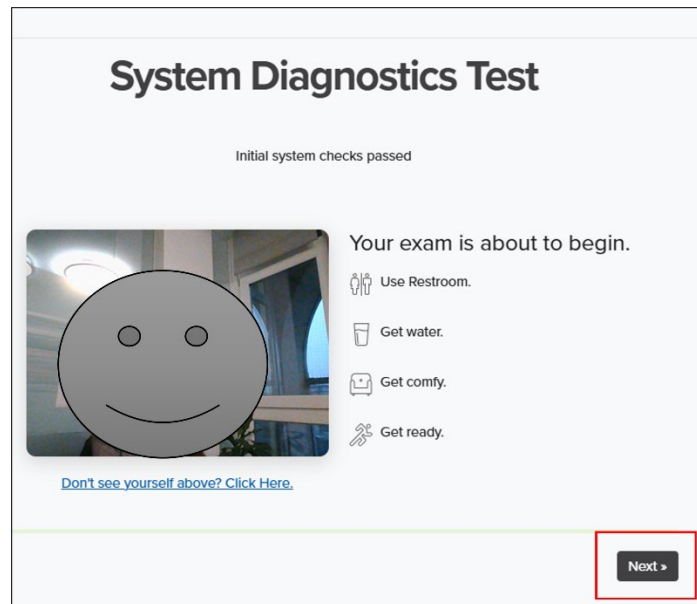


To do this, you must grant Proctorio access to, among other things, your webcam and your screen:

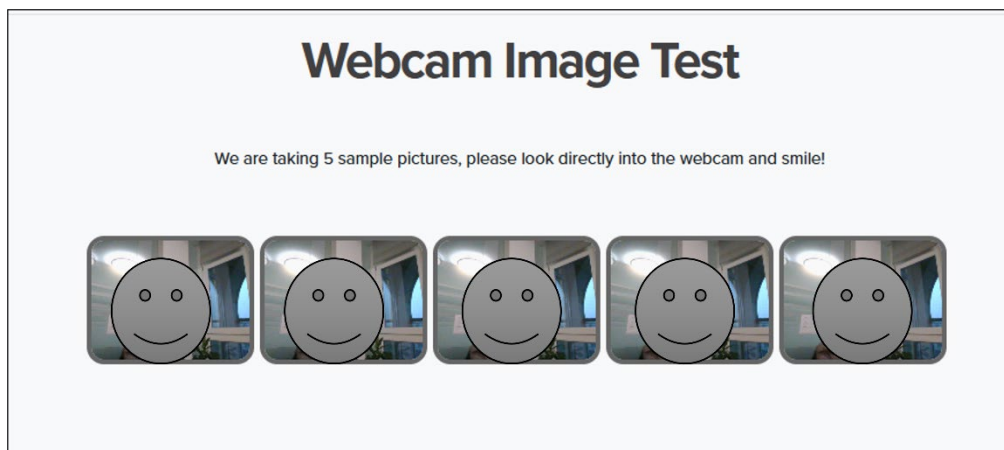


ATTENTION: If you stop sharing your screen, the test will also be terminated prematurely and you will be logged out.

You will now be notified by Proctorio whether your system meets all requirements for the test. After the pre-check you will then see your image in the browser window.



Next, your webcam will be checked for functionality, and your identity will be verified. Proctorio will take a series of photos of you for this purpose.



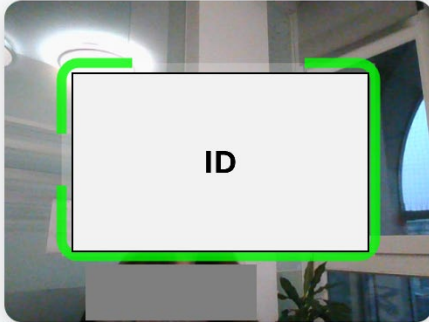
You will then be asked to hold an **official photo ID** up to the camera. **Please make sure that the details on the ID are clearly legible!**

The following forms of official photo identification are accepted:

- National identity card
- Passport
- Driver's license
- Austrian residence permit

Identification Card

Show a photo ID to the camera within the area indicated. This will be used to validate your identity. If this is unsuccessful a link will appear. Simply click the link to manually scan a photo of your ID.

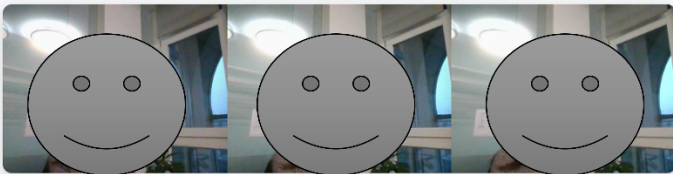


[Having trouble? Read This Article](#)
[Don't see yourself above? Click Here.](#)

⚠ Flip Horizontally?

In the next step, please confirm that the hardware was successfully checked and please confirm your personal data.

Exam Agreement



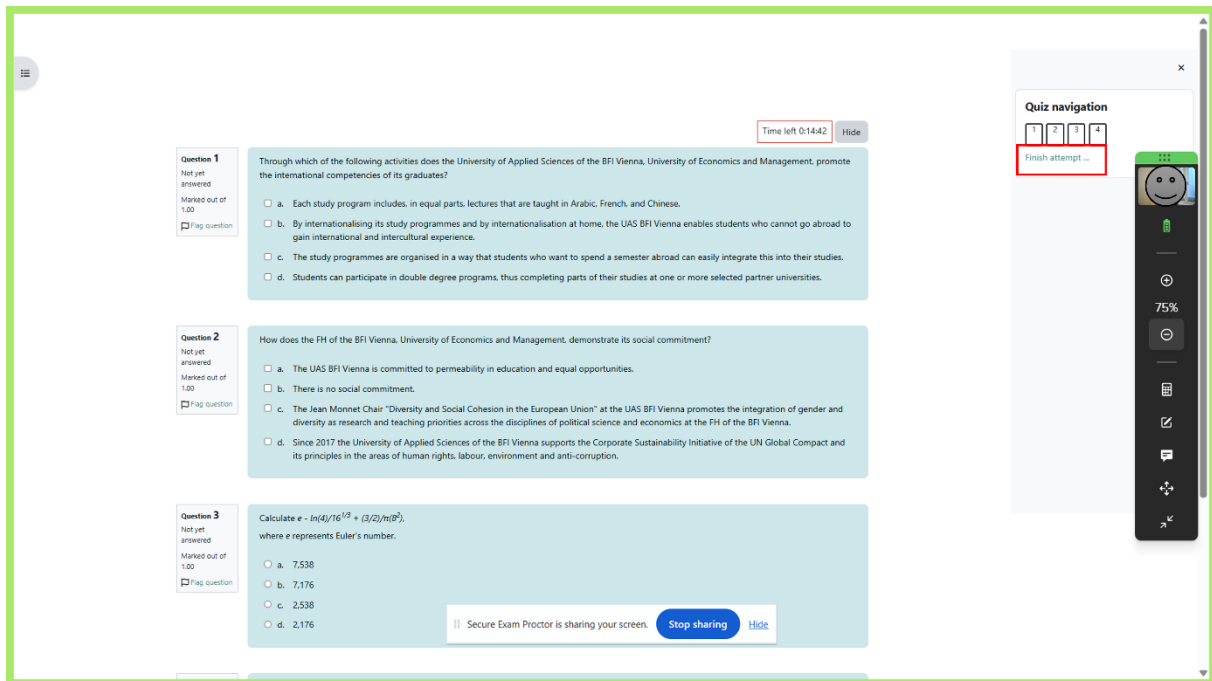
By clicking "I accept" I represent and warrant that I, First name last name, am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the applicable policy of this Institution. If over the age of 18, I acknowledge that I have read and agree to the [Terms of Service](#), and to the [Privacy Policy](#). If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I accept" or otherwise using the Services.

Your exam administrator has enabled a calculator on your exam with ClassCalc. [Please review their Terms of Service here.](#)

By clicking on **"I accept, begin exam now"**, you will start the test. You will be directed to the questions, and the test time will begin from that moment.

5.5 Taking the test

Once you've officially entered the test, a countdown showing the remaining test time is displayed above the questions. You can hide or show it at any time by clicking the "Hide" button next to it.



On the right side, you will also find the Proctorio menu. At the top, you can see your camera image, allowing you to ensure at all times that you remain clearly visible during the test.

For the following tests, you may use the **calculator integrated into the examination tool**, as well as a **pen and paper for taking notes**:

Bachelor admission test:

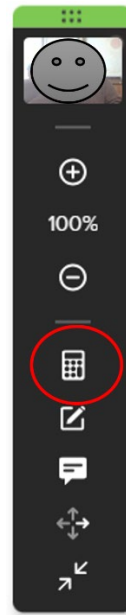
- Mathematics
- Banking and Finance

Master admission test:

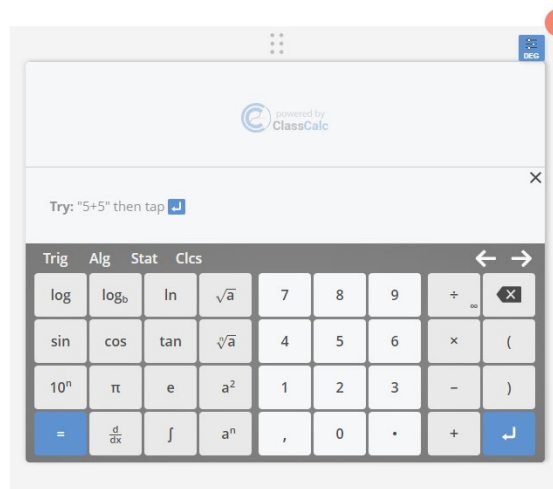
- International Banking and Finance: Statistics
- Quantitative Asset and Risk Management: Statistics and Mathematics

You can familiarize yourself in advance with the functionality of the calculator by taking the trial test. Please make use of this possibility and note that external aids (own calculators, etc.) are not permitted and their use will lead to expulsion from the admission procedure!

You will find the calculator in the toolbox below your own picture:



When you open the calculator, you can place it anywhere on your screen.



When all questions are completed you can click on **"Finish attempt"**. Now you will see a final overview. By clicking on **"Submit all and finish"** you will hand in your test. Afterwards it is no longer possible to change any answers. Please note that at this point the countdown will still be running and it is not set on hold. Once the test time expires, the test will be automatically handed in and your answers will be submitted for evaluation automatically.

Trial test (Fernbeaufsichtigt)

Summary of attempt

Question	Status
1	Not yet answered
2	Not yet answered
3	Not yet answered
4	Not yet answered

Return to attempt

Time left 0:14:30

This attempt must be submitted by Tuesday, 16 December 2025, 1:21 PM.

Submit all and finish

Secure Exam Proctor is sharing your screen. [Stop sharing](#) [Hide](#)

After a successful submission, you will exit Proctorio and can navigate to the next part of your admissions test via the dashboard.

Once you have completed all partial tests, your online admissions test is complete.

FAQs

Frequently Asked Questions

Why use proctoring?

Proctoring is used to prevent unauthorized actions by examinees during an exam. This is particularly important for online exams, as no physical proctor is present. To ensure the same level of security and prevent cheating, special software is used during the exam to monitor the behavior of participants. To make this possible, the participant's PC webcam and microphone are accessed during the exam. The participant is recorded, and the captured material is automatically analyzed by the software for any irregularities. The use of proctoring software ensures that online exams are conducted properly and can be officially recognized as completed exams.

How does proctoring work?

The way proctoring works varies depending on the software. In the case of Proctorio, recordings are made via the participant's PC webcam and microphone to ensure that the exam is conducted properly and that no unauthorized aids are used. Participants are informed in advance about what will be recorded during the exam and how the exam process will proceed. With the current settings, Proctorio records the following data before and during the exam:

- Picture taken during pre-check
- Identity card for the identity check
- Your webcam (you will be filmed during the check; audio and video)
- Your location
- Your clipboard
- The position of your mouse pointer
- The size of your browser window
- Your browser tabs and windows
- Your entire screen
- Programs currently running (in the background) on your device
- Number of connected screens
- Video and audio recordings via the webcam used (including movements of your head, movements of your eyes and movements of your mouth)
- Test results

The recordings are automatically analyzed by Proctorio and checked for anomalies. If there are any such anomalies, the software notifies the relevant team at E-Learning Consulting GmbH, which then checks the recordings. If it is determined that unauthorized aids were used during the exam or that there is a suspicion of attempted cheating, the exam is marked as invalid and the head of the degree program at the University of Applied Sciences BFI Vienna

is informed. He or she will then decide on any further steps that may lead to the applicant's exclusion from the admission procedure.

Is special software required to be installed for exams with Proctorio?

On the participant's PC or laptop, the Proctorio extension must be installed in the Chrome browser before the first test is taken, as this has proven to provide the most stable and trouble-free exam experience.

Where can I find my online exam?

All online admissions tests are conducted on an e-learning platform provided by ELC E-Learning Consulting GmbH. The exams are held exclusively online (in the Chrome browser).

Do I need to inform anyone before the exam?

No, you can take the practice test whenever you like during the specified time period, and you may take it multiple times. You have 24 hours to complete the full entrance exam. Please note that the exam must be completed by 11:59 PM (Vienna local time) on your assigned exam day. An extension beyond this time is not possible. If your entrance test consists of multiple individual tests, you may take a break of any length between the tests. However, make sure not to start too late in order to finish on time! Also note that first-level support from staff of the university and the ELC E-Learning Group is only available between 9:00 AM and 6:00 PM.

In case of any problem – whom can I ask for assistance?

1st level support: based in Vienna, available Monday till Friday from 09:00 am to 06:00 pm (Local Time Vienna)


Tel.: +43 1 361 97 67 17

E-mail: support@e-learning-consulting.com

2nd Level Support: available 24/7

Tel.: (480) 428-4089

Toll free tel.: (866) 948-9248

 **Proctorio**
www.aaa-plus.at

Looking for help taking this proctored exam?
Don't worry, we're here to help!

Live Chat Help and Support Center

In case of technical problems during the Pre-Check, you have the possibility to contact Proctorio support (English-spoken, available at any time; 24/7 support). To do so, simply click on the Proctorio icon in the upper right corner of your browser and select "Live Chat". A chat window will open in your browser and you can speak directly with a Proctorio representative.

How about privacy and data security (accordance with the GDPR)?

Detailed information on data processing in the course of your online admission test can be found in the Appendix.

Appendix

Information on data processing in the course of the online admission test

The University of Applied Sciences BFI Vienna as the controller informs you about the type, scope of processing and use of personal data for the purpose of processing the online admission test.

Name and contact details of the controller

Fachhochschule des BFI Wien / University of Applied Sciences BFI Vienna
Wohlmutstraße 22
1020 Vienna
datenschutz@fh-vie.ac.at
Data protection officer: Leopold Aichinger

Legal basis and purpose of data processing

The purpose of data processing is to conduct the admission tests for Bachelor and Master degree programmes at the University of Applied Sciences BFI Vienna on the learning platform of the subcontractor ELC E-Learning Consulting GmbH.

Your data will be processed on the basis of Art. 6. Sec. 1a, 1b, 1c and 1f GDPR and Para. 4 FHG (University of Applied Sciences Act).

Retention period

We will only process the data you provided for as long as it is necessary to achieve the mentioned purpose and as required by applicable law. In any case, we will store the data you provided until expiry of statutory limitation periods for potential legal claims or as long as is required by statutory retention requirements.

Data processing on the learning platform (moodle)

The learning platform is provided by ELC E-Learning Consulting GmbH.

Data collected before login to the learning platform

When you access the learning platform via a web browser, data is transmitted to us or recorded by us. This access data is stored in so-called server logs and automatically transmitted to us by your browser. This is necessary to ensure the proper operation of the learning platform, to detect vulnerabilities, to recognize and remedy resource shortages in good time and to identify misuse of server resources in good time.

The processed access data includes

- Name of the website accessed
- Browser type and version used
- Operating system used by the visitor
- Previously visited page of the visitor (referrer URL)
- Time of the server request

- Amount of data transferred
- Host name of the accessing computer or IP address used

We base the processing of this data on the legal basis of Art. 6 Sec. 1f GDPR. This data is generally not passed on to third parties, except in the event of a suspected attack or illegal access. In such cases, the log data may be forwarded to technical experts and security authorities to clarify and prosecute criminal offenses.

Data collected during or after login

To create a personalized account for the learning platform, your first name, last name and email address are required. You can add further data to your profile at your request (voluntarily), e.g. personal description, personal description, profile photo (user picture), picture description for the user picture, other names (first name, surname, middle name, pseudonym), personal interests, institution, department, telephone number, smartphone number, address, city.

The following data is also processed during the administration and support of the learning platform: selected language, role of the customer, first or last access to the learning platform, information on assessments (assessments/assessment overview), active browser sessions incl. IP address, course / course, status in the course / course, time zone, login, activity on learning platform, time of server request, amount of data transferred, MoodleNet profile ID, login name, log data, submission of assignments / assessments, communication via the tools included in the learning platform, photo ID for identification before exams, image and audio recordings during exams. We base the processing of data collected during or after login on the legal basis of Art. 6 Sec. 1a and 1c GDPR.

Moodle-Learning Analytics

Learning analytics is used on the Moodle learning platform to collect information about the use and learning success of participants. Data on interactions with the platform, such as pages visited, answers given or learning progress, is recorded and analyzed. This information is used to offer personalized learning recommendations and support and to improve the quality of the courses offered. All data collected as part of Learning Analytics is subject to strict data protection regulations and is treated confidentially.

Cookies in Moodle

Cookies are set when you visit the Moodle site. Cookies are small text files that are stored in your browser. There are two types of cookies that are used on the learning platform:

1. MoodleSession (session cookie): This cookie must be allowed to keep you logged in to Moodle from page to page. When you log out or close the web browser, the cookie is automatically deleted (in the browser and on the server).
2. MoodleID (persistent cookie): This cookie is for convenience and stores your login name in the web browser and is retained even after you log out. The next time you visit the website, your login name will already be entered for logging in. You can disable this cookie, but then you will always have to re-enter your login name.

Many web browsers can be configured so that cookies are deleted automatically when the program is closed. You can view, monitor or prevent the cookies set in your browser. However, a general ban on cookies for our learning platform is not possible, as a session cookie is set when you successfully log in. This cookie must be allowed so that your login is retained when

you switch from page to page. The session cookie is automatically deleted when you log out or close the browser.

Proctorio

Proctorio enables the monitoring of online exams through the use of camera, microphone and screen recordings. Please note that personal data such as your ID card will be collected and processed before the exam and your image and video with audio will be collected and processed during the exam. The processing of this data is solely for the purpose of exam monitoring to ensure the integrity of the online entrance exams.

The following data is recorded by Proctorio before and during the test: static image capture in the pre-check, the ID card for identity verification, the webcam used, your location, your clipboard, the position of the mouse pointer, the size of your browser window, your browser tabs and windows, the entire screen, the programs currently running (in the background) on the device, the number of connected screens, video and audio recordings (including head movements, eye movements, mouth movements), the test results.

Recipients of the data

The UAS BFI Vienna works together with processors to process your data. We guarantee that the transfer of data is carried out in compliance with the applicable data protection regulations.

Your personal data will be transmitted to the following processors for the purpose of processing the online admission check:

- ELT E-Learning Trainings GmbH
Guglgasse 12, Gasometer C, 3. OG
1110 Wien
Austria

- ELC E-Learning-Consulting GmbH
Guglgasse 12, Gasometer C, 3. OG
1110 Wien
Austria

You can find more information on data processing at:

<https://fernstudium.study/datenschutz/>

The learning platform (moodle) is provided for the online entrance examinations. The platform is operated and maintained by ELC E-Learning-Consulting GmbH.

- Proctorio GmbH
Lindleystr. 8 a
60314 Frankfurt
Germany

You can find more information on data processing at: <https://proctorio.com/de-de/privacy>

The online entrance examinations are conducted using the “Proctorio” examination software from Proctorio GmbH. The software enables the monitoring of online exams through the use of camera, microphone and screen recordings. Please note that personal data such as your personal ID, your image and your video including audio will be recorded and processed before and during the exam. This data is processed solely for the purpose of exam monitoring to

ensure the integrity of the online entrance exams. You can find more information on data processing under “Data processing on the learning platform (moodle)”.

Transfer of personal data to a third country

Your submitted personal data may be transferred to our processors and sub-processors outside the European Union and the European Economic Area for the above-mentioned processing purposes. According to the GDPR, these countries do not offer an adequate level of data protection and there is a risk that your data may be processed, for example, by US authorities for control and monitoring purposes without you having any legal recourse. Sufficient guarantees for an adequate level of data protection are provided by agreed standard contractual clauses.

Your rights as a data subject

In accordance with the General Data Protection Regulation (GDPR), you have the following rights:

- Right of access (Art. 15 GDPR)
- Right to rectification (Art. 16 GDPR)
- Right to erasure (Art. 17 GDPR)
- Right to restriction of processing (Art. 18 GDPR)
- Right to data portability (Art. 20 GDPR)
- Right to object (Art. 21 GDPR)
- Right to withdraw consent, whereby the lawfulness of data processing based on consent before its withdrawal is not affected (you do not have the right to withdraw consent to online verification supervision and identity verification, Art. 7 para. 3 GDPR)
- Right to lodge a complaint with the competent data protection supervisory authority in the event of unlawful processing of your data (Art. 77 GDPR).