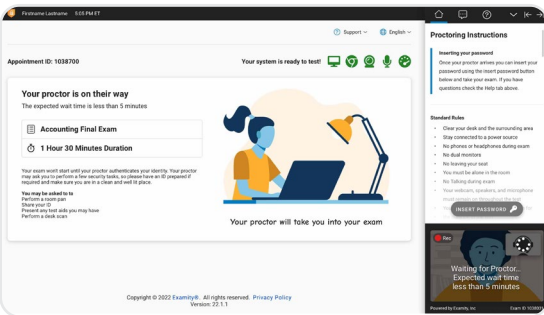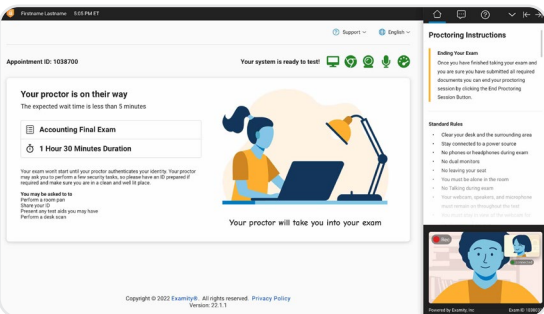# Improving the Test-taker Experience With Our New Waiting Room

We are always updating our platform to make the testing experience with Examity smoother and more secure. Introducing the Waiting Room, our newest feature for live proctored exams. The Waiting Room is the next step in the test-taker's check-in workflow; it is the page test-takers land on after sharing their screen. We have created the Waiting Room to enhance exam security and the overall test-taking experience.
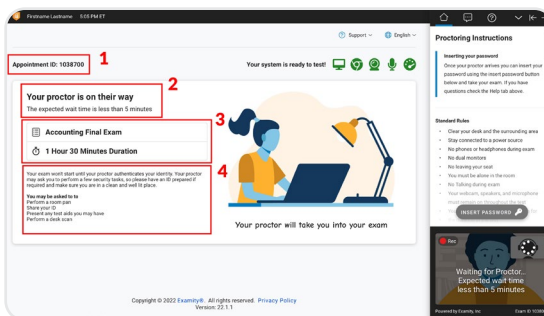

The Waiting Room improves:

• **Exam security**
  The Waiting Room prevents the test-taker from accessing the testing platform without a proctor present. Once the test-taker completes the authentication process with their proctor, the proctor will direct them to the exam page.
• **Communication**
  This feature provides clear communication to the test-taker on what is expected of them and the potential next steps of the exam process.
• **Flexibility**
  The Waiting Room allows for more flexible exam set ups and formats, such as exams using Secure Browser or paper and pencil exams.

Making the test-taker experience better

Creating a positive test-taker experience is one of Examity's top priorities. The Waiting Room helps test-takers by:

• **Providing an opportunity to gain a better understanding of the Examity platform**
  Test-takers will be presented with a tutorial on learning the Examity sidebar, and they will have more time to explore its features prior to the exam.
• **Preparing them for the exam process**
  The Waiting Room lets the test-taker know which exam they are taking, the duration of the exam, and what to expect for the exam process.
• **Reducing test-taker anxiety**
  By clearly communicating to the test-taker what actions are expected of them and what is further needed from them for their exam, the Waiting Room will help lessen test-taker anxiety.

On the Waiting Room page, test-takers will be shown:

1. The exam appointment ID
2. The expected wait time for proctor arrival
3. The exam's details: This contains the exam's name and its duration.
4. Instructive content: This communicates important pieces of contextual information that the test-taker will need, and prepares them for the possible additional security steps their proctor may require of them.

If you have any questions or need assistance, please contact your Examity Client Success Manager.