How to download student info and delete it from ProctorExam servers.
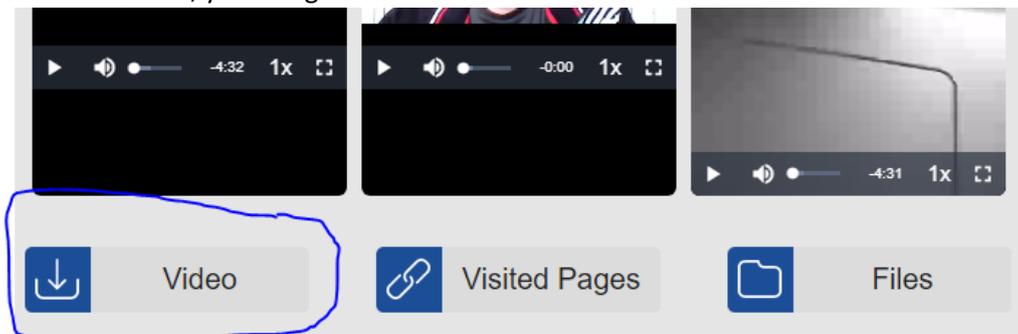
Some students may want to have their info extracted and erased from online facilities.

There are two main types of information that need to be taken care of.

Video footage

- Extraction:
  You need to go to the back office and find the relevant student's session. Once you are in this student session, you can go on the "Download videos" button:
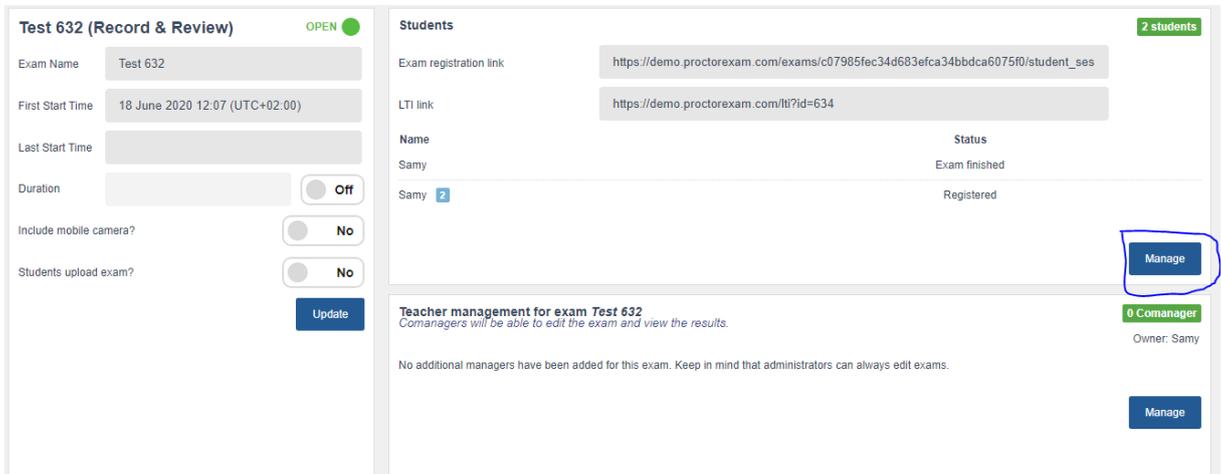

  You will then get the choice of the video to download. You can select a video that will be opened in a player. In the bottom right corner, you can extend the menu and download the video.
  You will have to repeat this operation for every video stream.

- Deletion:
  To delete all the recordings, you will have to delete this student session. This is done in the administration panel. Select the right exam and go to the student management panel:

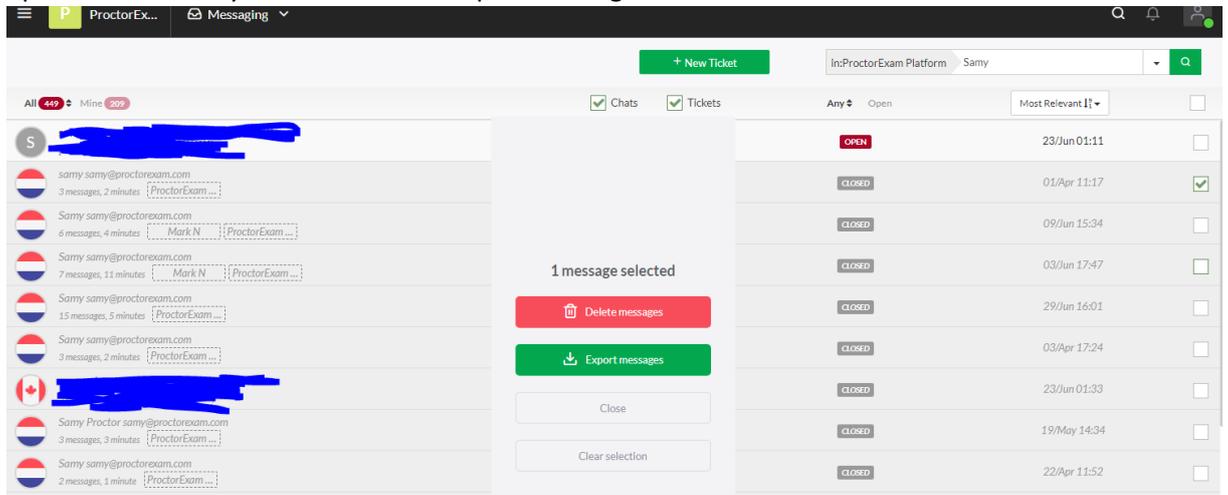 Then find the right student and click the trash can next to their name:

  After confirmation, all info relative to the student will be deleted: Name, email address, photos and videos.

Chat history

- Extraction:
  Chat history is kept on our service provider's server. In order to extract it, you need to have access to tawk. If that is not the case, please contact your ProctorExam agent who will take care of adding you.

Once you have access, log in to tawk and go to the messaging menu (on the left of the screen). Once you are in this messaging page, you can use the search bar on the top right to find a student. You can also select one or multiple students by clicking the tick box. This will open a box where you can select to "Export messages".

- Deletion:
  Proceed in the same way, the pop up also allows you to "Delete messages".