proctorU

HOW IT WORKS

TEST-TAKER PROCESS

- Create an account
- Schedule an exam
- Connect to a proctor

- Navigate to **https://go.proctoru.com/registrations**.

- Click **Test-Taker** to create an account and complete your profile.

- Your profile includes basic contact information and institution enrollment (**Figure 1**).

- At the bottom of the page, read and **agree to ProctorU's Terms of Service** by clicking the check box to complete the profile (**Figure 2**). A flagged message will display at the top of the page until you agree to the Terms of Service.

- Subsequent logins will direct you to the **My Sessions** page. You will be asked to confirm your account via email. Please do so within 72 hours.

FIGURE 1

FIGURE 2

Scheduling exams

- After logging in, you will be presented with the **My Sessions** page (**Figure 3**).

- Your three options will be:
  - » **Have Questions?** activates LiveChat.
  - » **Test Your Equipment** verifies your computer meets ProctorU's requirements.
  - » **Schedule New Session** creates a new exam reservation.

- After clicking **Schedule New Session**, confirm your institution, select the exam term and specific exam (**Figure 4**).

- Click **Find Session** and proceed to the scheduling page (**Figure 5**, next page).
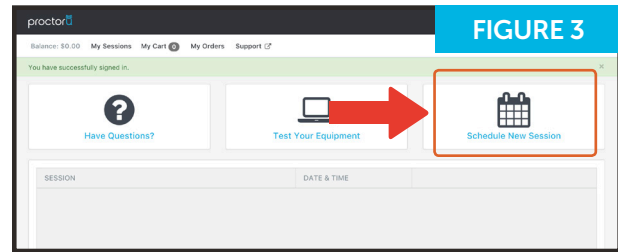
FIGURE 3
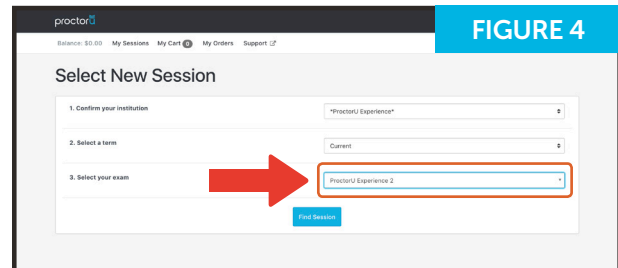
FIGURE 4

To avoid additional fees, schedule exams more than 72 hours before your desired proctoring appointment.

You can also opt to use ProctorU's convenient **Take It Soon** or **Take It Now** options for an additional fee paid at your own expense.

Take It Soon allows an appointment to be scheduled less than 72 hours before the appointment.

Take It Now allows on-demand proctoring without an appointment.

Rescheduling an exam allows you to change the date and time of your appointment within the exam's testing window and also has a premium fee.

The Take It Soon and Take It Now options are subject to availability.

FIGURE 5

Schedule Session

Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button.

Select a Date

June 2016

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	**14**	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Select a Time

02 : 30 PM

Find Available Times

Best Match

2:30PM CDT
Tuesday June 14, 2016
about 6 hours from now
Training for ProcLife Final
Chris Brown
SELECT

2:15PM CDT
Tuesday June 14, 2016
about 5 hours from now
Training for ProcLife Final
Chris Brown
SELECT

2:45PM CDT
Tuesday June 14, 2016
about 6 hours from now
Training for ProcLife Final
Chris Brown
SELECT

3:15PM CDT
Tuesday June 14, 2016
about 6 hours from now
Training for ProcLife Final
Chris Brown
SELECT

3:30PM CDT
Tuesday June 14, 2016
about 7 hours from now
Training for ProcLife Final
Chris Brown
SELECT

3:55PM CDT
Tuesday June 14, 2016
about 7 hours from now
Training for ProcLife Final
Chris Brown
SELECT

Exam

This exam is available from

Sunday August 31, 2014 1:30PM CDT - Sunday September 1, 2019 1:30PM CDT

Exam Name

Training for ProcLife Final

Institution

Proctor University

Term

Current Term

Exam Duration

15 minutes

Change Exam

FIGURE 6

Please select a date and time on the left. Once you have selected your date, please click the 'Click To Find Av...

2:35PM CST
Wednesday December 30, 2015
31 minutes from now
ProcLife Final
SELECT

Please click 'Schedule' to confirm your time: *2:50PM CST*
SCHEDULE

3:05PM CST
Wednesday December 30, 2015
about 1 hour from now
ProcLife Final
SELECT

3:40PM CST
Wednesday December 30, 2015
ProcLife Final
SELECT

1. Select a desired appointment day and time using the calendar.

2. After clicking **Find Available Times**, the six appointments closest to the desired time appear on the right.

3. After clicking **SELECT** to choose an appointment, confirm the time slot by choosing **SCHEDULE** (**Figure 6**).

- If your institution is set up as test-taker pay, the exam will be added to your cart for payment (**Figure 7 and 8**).

- After completing checkout, you will be returned to your **My Sessions** page.

4. Confirm your exam details, including its availability window.

5. If you need to change the exam, click **Change Exam**.

FIGURE 7

My Cart

FIGURE 8

Order Receipt

Connecting to a proctor

1) After scheduling an exam, a countdown to the closest upcoming exam is shown on the **My Sessions** page (**Figure 9**). At the appointment time, a **START SESSION** link replaces the countdown. Clicking the link takes you to the proctoring room. Brief prompts will guide you through the expedited start process.

FIGURE 9

Time to hit the books!
Your next session begins in:

2 : 4 : 53 : 36
DAYS HOURS MINUTES SECONDS

SESSION | DATE & TIME
Training for ProcLife Final
Proctor University | 06/16/2016
2:40PM CDT | Reschedule Cancel
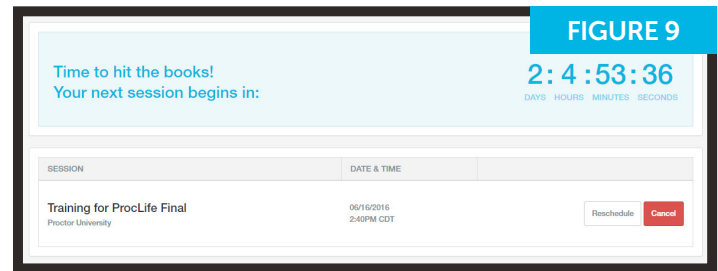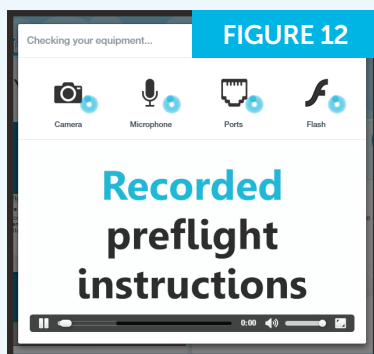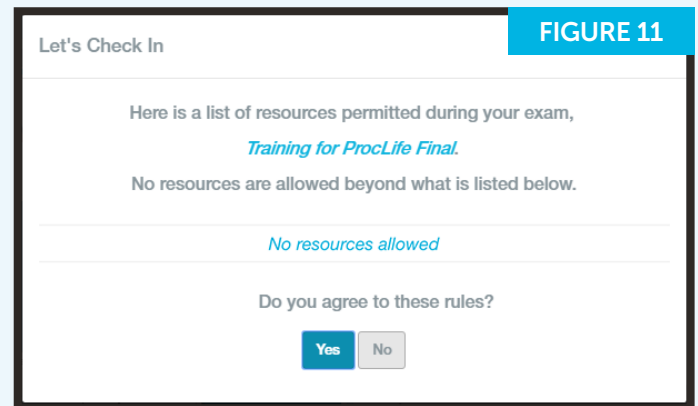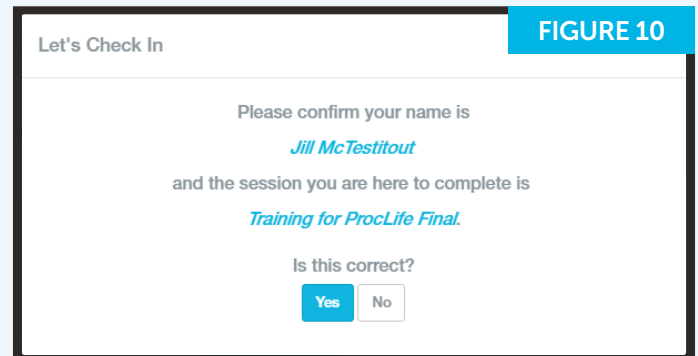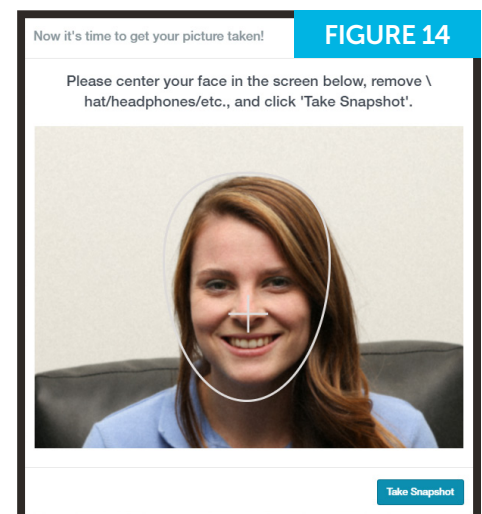
2) Confirm your **name** and the **exam** you are taking (**Figure 10**). Clicking **No** opens the **LiveChat** feature.

3) Confirm the **exam rules** including allowed resources (**Figure 11**). Clicking **No** opens the **LiveChat** feature.

4) Your computer is checked for basic requirements and an instructional video is shown (**Figure 12**).

FIGURE 10

Let's Check In

Please confirm your name is
Jill McTestitout
and the session you are here to complete is
Training for ProcLife Final.

Is this correct?

Yes   No

FIGURE 11

Let's Check In

Here is a list of resources permitted during your exam,
Training for ProcLife Final.
No resources are allowed beyond what is listed below.

No resources allowed

Do you agree to these rules?

Yes   No

FIGURE 12

Checking your equipment...

Camera   Microphone   Ports   Flash

Recorded preflight instructions

5) Take a picture of your photo ID to show the proctor (**Figure 13**).
Click **Skip this step** to opt out of this step and show your photo ID directly to the proctor instead.

6) Next, take a photo for your ProctorU profile (**Figure 14**). The proctor will check and update this photo if it is blurry or unrecognizable.

FIGURE 13

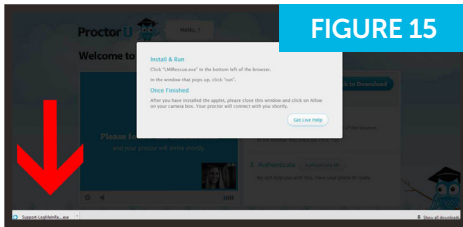Let's check your ID!
This is to ensure a quick check-in process for your exam. The photo of the ID will be deleted within 7 days.

Please position your ID in front of your camera, making sure all 4 corners are within the preview image. Once positioned, click 'Take Snapshot' below.

Skip this step   Take Snapshot

FIGURE 14

Now it's time to get your picture taken!

Please center your face in the screen below, remove \ hat/headphones/etc., and click 'Take Snapshot'.

Take Snapshot

Connecting to a proctor

FIGURE 15

FIGURE 16

FIGURE 17

7) Click the **"Click to Download"** button to **download and run** the screen sharing applet (**Figure 15**). When you and the proctor connect in the proctoring room, your video is shown in the bottom right corner of the video feed and the proctor's video is on the left (**Figure 16**).
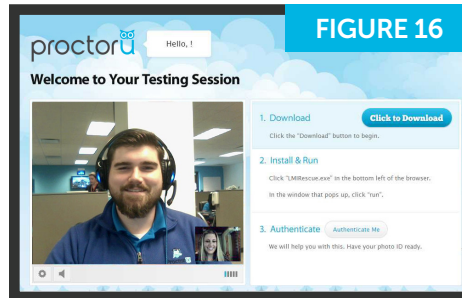
8) **Figure 17** shows the downloaded applet and the chat box, which connects you and the proctor. Once connected to the proctor, the proctor will initiate two-way video and audio.

Authentication

1) After you are connected via webcam and screen-sharing software, the proctor checks the photo ID picture taken earlier.

If the photo ID is illegible or you opted out of taking an ID picture, you will be asked to show your photo ID to the camera so the proctor can verify your identity (**Figure 18**).

The ID information in **Figure 18** has been intentionally blurred for privacy reasons. In an actual proctoring session, you will show a fully-visible ID so that the name and picture can be clearly seen and read by the proctor.

2) The proctor will check your profile photo and update the photo if it is blurry or unrecognizable.

Depending on your institution's preferences, you will be prompted to complete your authentication with a public records challenge quiz or keystroke biometrics. **Figure 19**.

The challenge questions are typically related to previous addresses, phone numbers, roommates and relatives. ProctorU does not know or store these questions or answers.
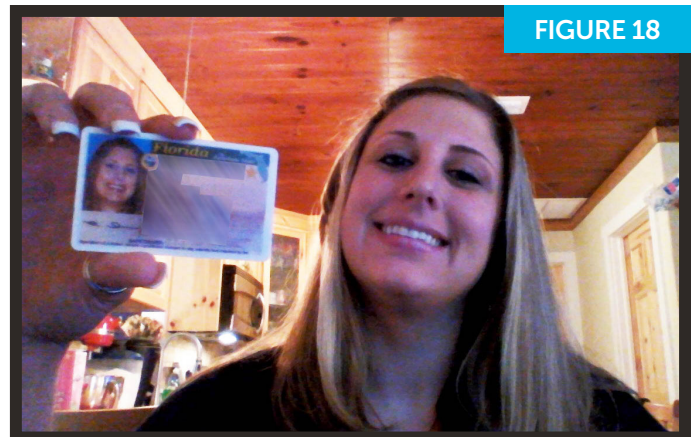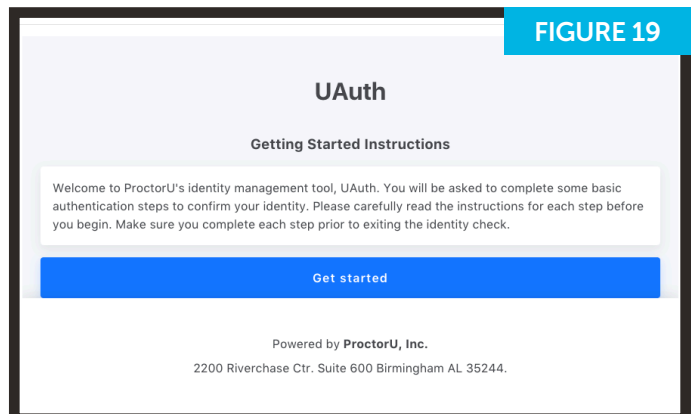

FIGURE 18

FIGURE 19

Securing the area

FIGURE 20

FIGURE 21

1) The proctor secures your physical testing area by asking you to pan your camera and show your complete workspace and surroundings, as seen in **Figure 20**.
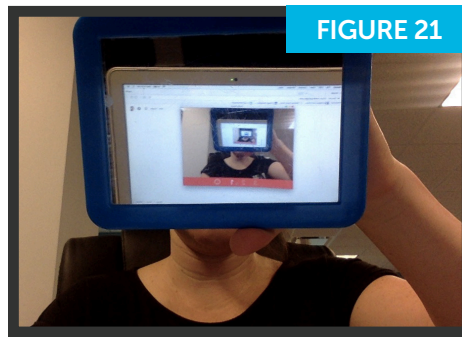
2) If the camera is internal, you are asked to show the proctor the edges of your monitor using a reflective surface, such as a mirror (**Figure 21**). This ensures that there are no unauthorized materials attached to your computer or monitor.

3) The proctor secures the virtual testing environment by checking for unallowed programs, virtual machines and cloned monitors.

You will be asked to close any prohibited software before proceeding to your exam website.

Log in to learning management system

After completing the authentication and environment scan process, you will log in to your Learning Management System (LMS) and the proctor will verify that the account is yours and you are taking the correctly assigned exam, as shown in **Figures 22** and **23**.

During the exam, the proctor will monitor your video feed and testing environment to ensure you are not receiving verbal answers from an outside source.

Screen-sharing technology allows the proctor to see your computer screen while you complete the exam.

During the exam, your proctor will pause their video and audio so you are not disturbed, but will continue to monitor you and be available via the chatbox.
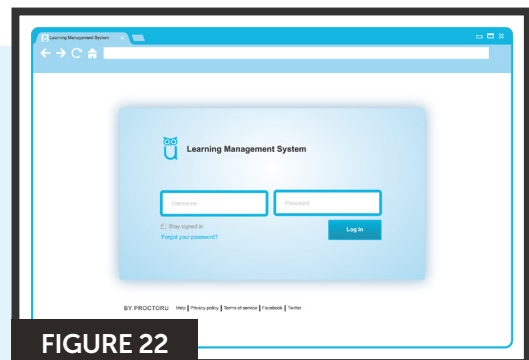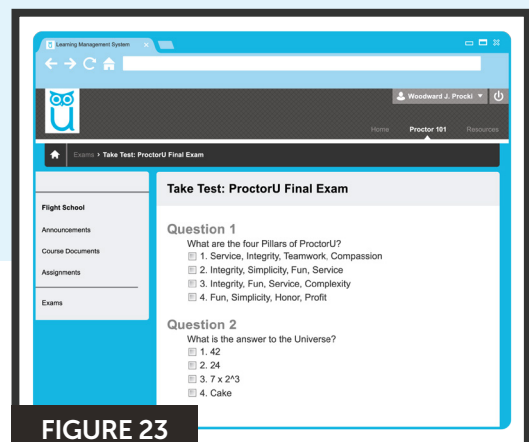

FIGURE 22

FIGURE 23

Log out procedures

ProctorU engages with you in real time to prevent integrity breaches.

Any suspicious activity – including, but not limited to, using unapproved sources, taking unauthorized breaks during the exam or communicating with another person – will be documented using photos or video and reported to your institution.

1) Once you complete the exam, *but before you submit*, contact the proctor via the chatbox.

The proctor will verify that your exam submits successfully (**Figure 24**).

FIGURE 24

2) The proctor will guide you through the closing process by verifying the test submission and watching you log out of the testing site. An example log out button is shown at right.

Should you have any concerns about your session, ask your proctor or fill out the post-examination survey with comments and rate your proctor and proctoring session.
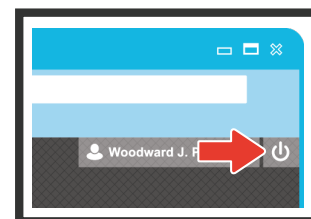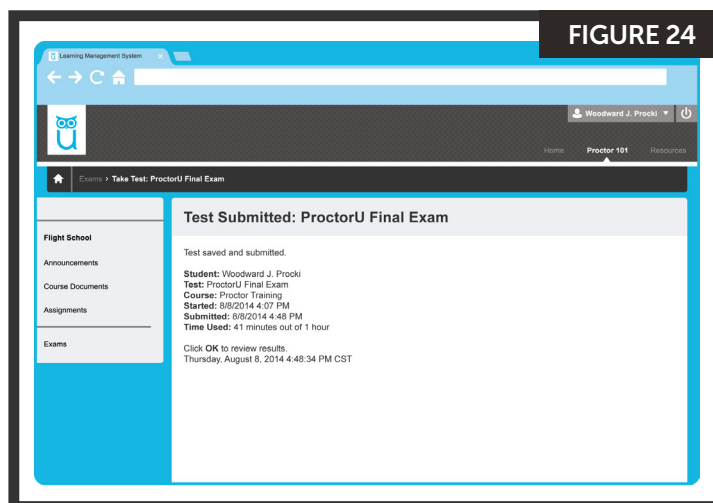
LiveChat help

ProctorU offers a LiveChat feature. At any point while signed in to your account or by navigating to www.ProctorU.com, you may chat with a live representative if you have questions about the process or need general help (**Figure 25**).
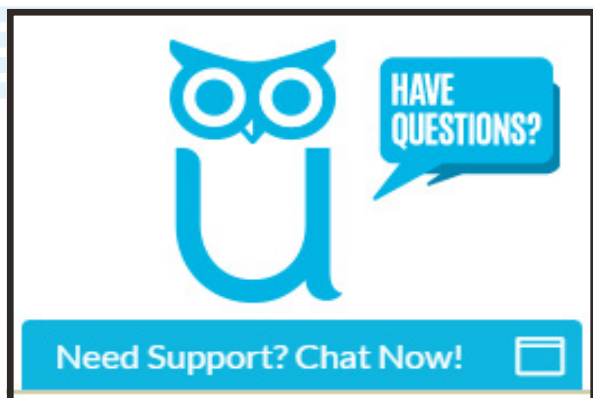

FIGURE 25