



Country
Universities
Centre
BASS COAST

Proctoru Exam Guide



How to get started with your exam session

Things to know before getting started

We strongly recommend you check your computer settings and set up ProctorU well in advance of your exam time. Even a few days prior. Arrive on your exam day at least 15 - 30 minutes prior and log into your ProctorU account 2-3 minutes before the scheduled time of your exam.

ProctorU has several service lines that your institution, organization or instructor can choose from. The main difference for test-takers is whether or not a live human proctor takes you through the exam launch process. Whether or not you're greeted by a live proctor to launch your exam dictates the following

- How and when you can schedule your exam
- The steps you'll take in the exam launch process
- What software you'll be prompted to install

If you don't know what service your exam will be using, don't worry - the system will walk you through everything you need to do in an easy step-by-step process. And we'll walk you through the differences below where applicable. If you do know which service you'll be using, we also have test-taker resource centers for the live proctor experience and the automated proctor experience which outline much of the information you'll read below.

What do I need to have for my exam

- One form of government-issued photo ID (i.e. driver's license, passport, student ID, etc.)
- Any materials authorized for use by your instructor (scratch paper, pencil, etc.)
- A working webcam and microphone
- A strong internet connection
- A private room
- A hard surface to work on
- A cellphone or reflective surface

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1. Sign Up: Create a test-taker ProctorU account.
<https://go.proctoru.com/registrations>
2. Pick Your Browser: Download either Chrome or Firefox and make sure you're using the latest version.
3. Download the ProctorU Extension: Select the one for your chosen browser: Chrome or Firefox.
4. Scheduling: If you will have a live human proctored launch, you'll need to schedule your exam. If your launch will be automated, you do not need to schedule an appointment and may take your exam at any time through your learning management system (such as Canvas, Blackboard, Moodle, etc.) or your test delivery platform.
5. Check Your Equipment: Test your equipment to make sure your system is compatible with ProctorU. Full list can be found on the proctor website. Find an acceptable space to take your exam: The environment needs to be quiet, well-lit, and away from other people. The workspace area needs to be free of any materials not allowed on the exam. It's required to use a hard surface for a workspace rather than a bed or couch. CUC Bass Coast is a perfect space.
6. Become familiar with materials allowed/needed for your exam: You can review a full list on the ProctorU website outlining what ProctorU requires as well as a note about resources permitted by your instructor or exam facilitator.
7. Coordinate accommodations with your instructor or exam facilitator: If you require any special accommodations such as additional time, additional breaks, etc., you'll need to follow these guidelines prior to your exam day.

Before logging into your exam

1. Have a government-issued I.D. (or other form of ID allowed by your institution or testing organization) ready and be located in a private, well-lit room with no one else around you.
 2. Clear your workspace from all materials except those allowed by your instructor or testing organization.
 3. Close all third-party programs and unplug any secondary monitors.
 4. Make sure you've downloaded the ProctorU extension for either [Chrome](#) or Firefox.
- Log in to your ProctorU account 2-3 minutes before your scheduled appointment and click Start Session when the countdown timer reaches 0:00:00.
 - Pre-checks: If you don't already have the ProctorU extension, you'll be prompted to download it. You'll be required to accept exam guidelines and terms of service. The browser will prompt you to share your screen, a required part of being proctored online. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.
 - Photos & Authentication: You'll take a photo of yourself as well as your I.D. for identity verification purposes. Depending on the level of verification required by your institution, you may be asked to answer a series of randomly generated, public record challenge questions. You may also be required to type out a paragraph of text that will be checked against a pre-existing typing test that you would have been asked to complete prior to exam day. Both of these are optional measures selected by your instructor or institution.
 - Chatbox download: You will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing you to text with your proctor. If prompted, be sure to click "open" or "allow" to give the file permission to run. When the chat box says "waiting," it means that you are in the queue waiting for your proctor. TIP: If your status shows "waiting," do not re-download the applet file as that will put you back at the end of the queue.

- **Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you passed your identity verification steps. You'll review the exam rules with your proctor and they'll ask to see any permitted resources that your instructor has allowed you to use during your exam.
- **Remote System Check:** Your proctor will ask to take remote control of your mouse and keyboard via the LogMeIn Rescue applet in order to make sure no unpermitted programs are running. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.
- **Camera Pan:** Your proctor will ask you to show the 4 walls of your room as well as your desk space via your webcam. You may or may not also be asked to show your computer monitor by using a mirror or cellphone camera. Lastly, your proctor will make sure your cell phone is out of reach.
- **Navigating to the Exam & Password Entry:** Your proctor will then direct you into your LMS or exam delivery system so that he or she can unlock your exam with the password we've been provided by your instructor.
- **Take Your Exam:** Your proctor will release control of your computer and you'll begin your exam when you're ready.

NOTE: Your webcam view and your screen will be recorded through the duration of your exam.

Steps to take when you've completed your exam:

1. **Alert the proctor when finished BEFORE submitting:** Prior to submitting your exam, let your proctor know through the chat box that you're finished. They will oversee the submission process. You may also be required to clear a white board or tear up any scratch paper that was used during the exam.
2. **Review results:** If your exam results are made available immediately, you may review them for as long as you'd like.
3. **Log out of your exam site and browser:** After reviewing your results, your proctor must observe you log out of the exam website and close out of all browser tabs.
4. **Close out of ProctorU chat box:** This will end your session with ProctorU. Once the chat box closes, you'll be invited to complete a customer satisfaction survey.

Done: You're done! Enjoy your day!

What am I allowed and not allowed to do during my exam?

1. Talking aloud: Unless you have an accommodation, talking or whispering aloud during the exam is not permitted.
2. Being out of camera view: Your face, chin to forehead, needs to be in the camera view at all times.
3. Anyone entering your testing area: You may not have anyone else in your testing location with you.
4. Anyone talking to you while you're in your testing area: Additional noises, including other people talking to you, while you're in your exam are not allowed.
5. Looking off-screen: If you aren't allowed any materials, your eyes should stay on the screen at all times while testing.
6. Utilizing materials that are not allowed: You're only allowed the permitted materials allowed by your instructor.
7. Taking pictures or screenshots of the exam: Taking pictures while in your exam, including screenshots, is not permitted. If you're on a Mac and have a live human proctored launch, your proctor will even turn off the ability to use your keyboard screenshot hotkeys.
8. Copying and pasting any elements of the exam: In most cases, our system will not allow you to copy and paste any content from your exam. Regardless of whether you can or cannot perform this function, our system will capture all events of copy and paste that occur.
9. Utilizing a virtual machine: Virtual machines can be detected through the pre-exam system check, and are not permitted.
10. Utilizing a secondary monitor: You are only allowed to use one monitor attached to one computer during your exam.

For any further information:

<https://support.proctoru.com/hc/en-us/articles/115011771348-How-to-get-started-with-your-Testing-Session>