How it Works

Test-Taker Process

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

www.ProctorU.com
contact@proctoru.com
• Navigate to https://go.proctoru.com/registrations.

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

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

• At the bottom of the page, read ProctorU’s Terms of Service and agree 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.
Scheduling exams

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

- Your three options will be:
  » Have Questions? to activate LiveChat.
  » Test Your Equipment to verify that your computer meets ProctorU’s requirements.
  » Schedule New Session to create 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).

To avoid additional fees, schedule exams more than 72 hours before your desired proctoring time.
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 an exam.
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.
Select a desired appointment date and time using the calendar.

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

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.

Confirm your exam details, including its availability window.

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

Confirm your name and the exam you are taking (Figure 10). Clicking No opens the LiveChat feature.

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

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

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.

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

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

During the exam, you and your computer screen will be recorded so that your instructor may review your exam session.

The screen-sharing technology allows both ProctorU and your instructor to see your computer screen while you work on the exam.

During the exam, your proctor will pause their video and mute their audio so that you are not disturbed during the exam.

After entering the exam, you will be in record mode. During this time, your proctor will not be able to respond to any questions or concerns, but please do not close out of your chat box. If you have any issues, please utilize our live chat to get assistance.
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, make sure to save your answers before submitting the exam. (Figure 24).

2) After you have submitted your exam, make sure to log out of your learning management system and close out of the ProctorU applet. (Figure 17 above)

Should you have any concerns about your session, use live chat, 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).