proctorU

HOW IT WORKS

TEST-TAKER PROCESS

- Create an account
- Schedule an exam
- Connecting to the proctor

LiveChat

Account creation

FIGURE 1

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

- Clicks **Test-taker** to create an account and
  complete your profile (**Figure 1**).

- Your profile includes basic contact information
  and institution enrollment.

- 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 direct you to the
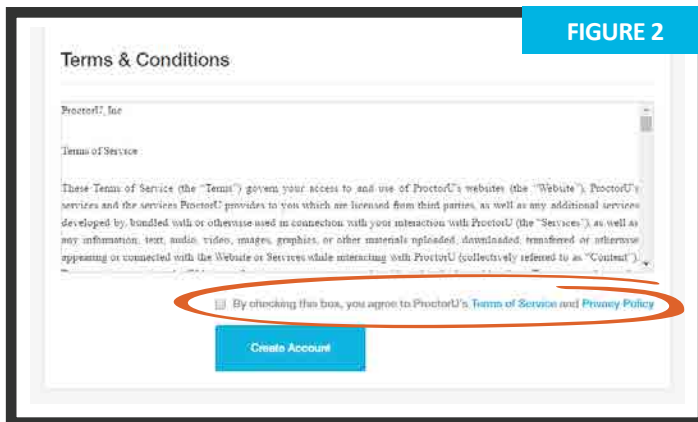 **My Exams** page.

FIGURE 2

Terms & Conditions

ProctorU, Inc

Terms of Service

These Terms of Service (the "Terms") govern your access to and use of ProctorU's websites (the "Website"), ProctorU's services and the services ProctorU provides to you which are licensed from third parties, as well as any additional services developed by, bundled with or otherwise used in connection with your interaction with ProctorU (the "Services"), as well as any information, text, audio, video, images, graphics, or other materials uploaded, downloaded, transferred or otherwise appearing or connected with the Website or Services while interacting with ProctorU (collectively referred to as "Content").

☐ By checking this box, you agree to ProctorU's Terms of Service and Privacy Policy

Create Account

In compliance with the Americans with Disabilities Act of 1990, test-takers that use **screen-reading or similar accessibility applications** should select the accessibility check box.

Accessibility

☐ To enable increased accessibility across the website, please check this box. This feature enhances user experience for those test-takers using screen-reading software or similar accessibility applications. For those not using screen-reading technology or similar applications, please leave this box unchecked. Checking the box will increase the font size, remove all colors from the buttons and increase text legibility.

Create an Account

Name

| First name | |
| Last name | |

Account

Username	
Email	
Password	
Password confirmation	

Timezone

| Time Zone | |

Contact

Phone mobile	
Phone home	
Phone work	

Address

Street1	
Street2	
City	
State	
Zip	
Country	

Enrollments

| Institution | Select an institution |

Remove Enrollment

Setting exam preferences

- If preferred, set your ideal exam time preferences (**Figure 3**). Preferences can be changed by clicking **Preferences** in the top-right menu.

1 A general time frame can be selected via the drop down menus.

2 You can create a custom preference by selecting days and highlighting times.

- Click **SAVE & UPDATE** to confirm your day and time preferences.
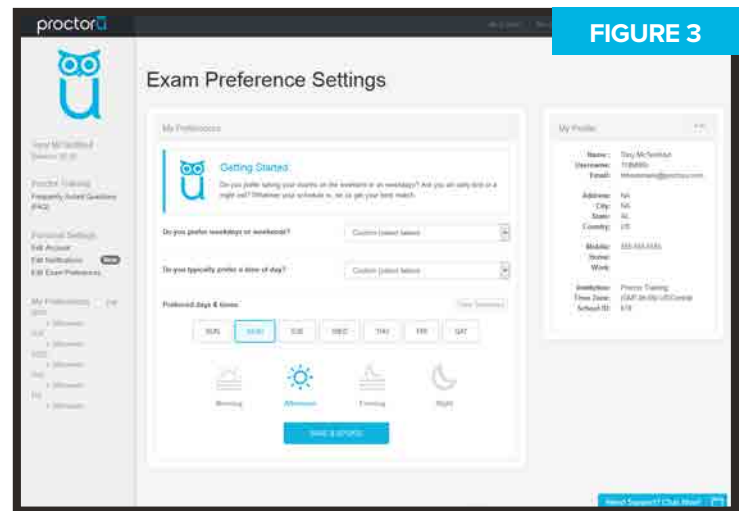
FIGURE 3

Scheduling exams

- After logging in, you are presented with the **My Exams** page (**Figure 4**).

- Your three options are:
  - » **Have Questions?** activates LiveChat.
  - » **Test Your Equipment** verifies your computer meets ProctorU's requirements.
  - » **Schedule New Exam** to create a new exam reservation.

- After clicking **Schedule New Exam**, confirm your institution, select the exam term and specific exam (**Figure 5**).

- Click **Find Session** and proceed to the scheduling page (**Figure 6**, next page).

FIGURE 4

FIGURE 5
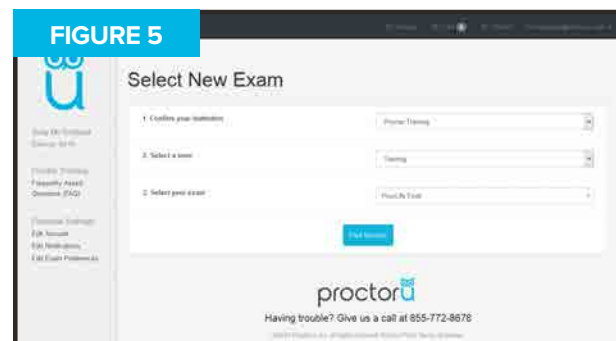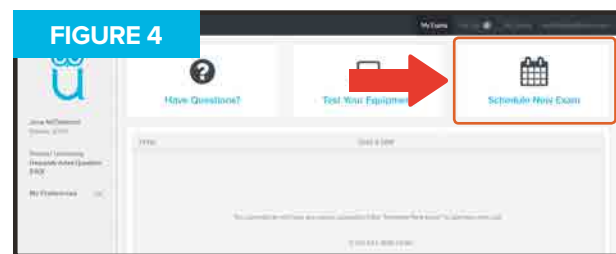
To avoid additional fees, schedule exams more than 72 hours before your desired proctoring appointment. You can also opt to use ProctorU's convenient **Take It Soon** or **Take It Now** options, for an additional fee paid at their own expense.

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.

Schedule Session

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

(1) 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

(4) 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

(5) Change Exam

Best Match

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

(2) 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
(3) 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

FIGURE 7

(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 7**).

- If you institution is set up as test-taker pay, the exam will be added to your cart for payment (**Figure 8 and 9**).

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

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

(5) If you need to change the exam, click **Change Exam**.
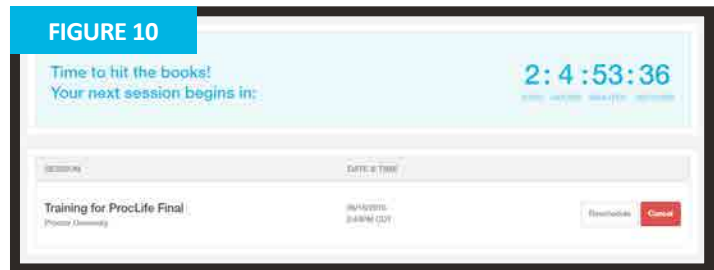
FIGURE 8
My Cart

FIGURE 9
Order Receipt

Connecting to a proctor

1) After scheduling an exam, a countdown to the closest exam is shown on the **My Exams** page (**Figure 10**). At the appointment time, a **START** link replaces the countdown. Clicking the link takes you to the proctoring room.

Brief prompts will guide you through the expedited start process.

FIGURE 10

2) Confirm your **name** and the **exam** you are taking (**Figure 11**). Clicking **No** opens the **LiveChat** feature.

3) Confirms the **exam rules** including allowed resources (**Figure 12**).
Clicking **No** opens the **LiveChat** feature.

4) Your computer is checked for basic requirements and an instructional video is shown (**Figure 13**).
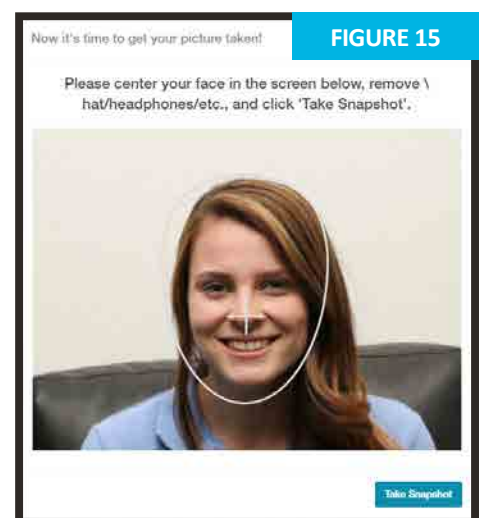

FIGURE 11
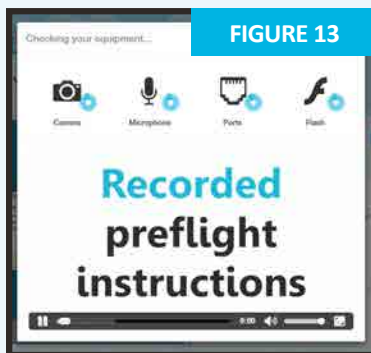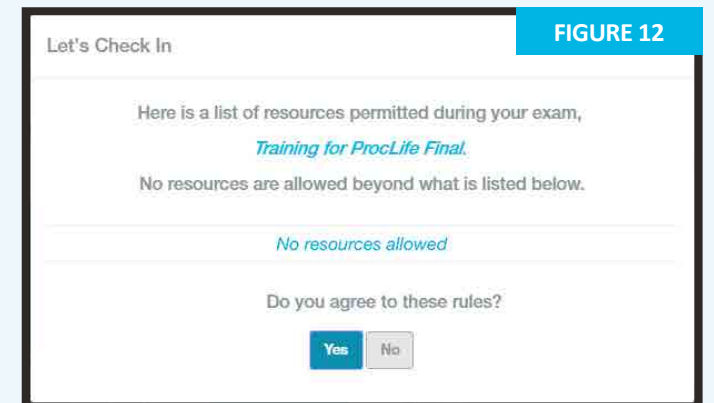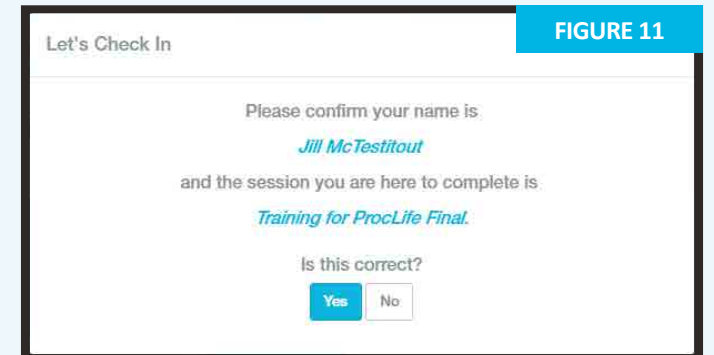
FIGURE 13

FIGURE 12

5) Take a picture of your photo ID to show the proctor (**Figure 14**).
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 **6)** ProctorU profile (**Figure 15**). The proctor will check and update this photo if it is blurry or unrecognizable.

FIGURE 14

FIGURE 15

Connecting to a proctor

FIGURE 16

FIGURE 17

FIGURE 18

7) You are prompted to **download and run** an applet (**Figure 16**). 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 17**).

8) **Figure 18** 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 connecting to the proctor 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 19**).

The ID information in **Figure 19** 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.

The proctor checks your profile photo taken band updates the photo if it is blurry or unrecognizable.

2) You will be authenticated with a quiz that uses challenge questions based on publicly-available records, as shown in **Figure 20**.

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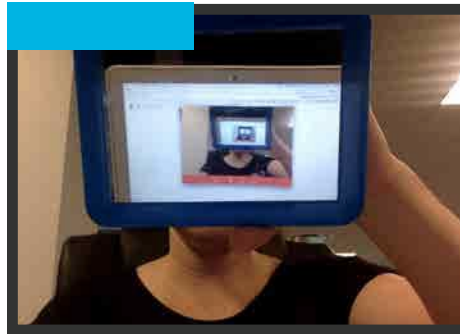

FIGURE 19

Securing the area

FIGURE 21

1) The proctor secures your physical testing area by asking to pan their camera and show your complete workspace and surroundings, as seen in **Figure 21**.

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 22**). 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 account is yours and taking the correctly assigned exam, as shown in **Figures 23** and **24**.

During the exam, your proctor monitors video feed and testing environment to ensure your 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 pauses their video and audio so you are not disturbed. They continues to monitor you and are available via the chatbox.
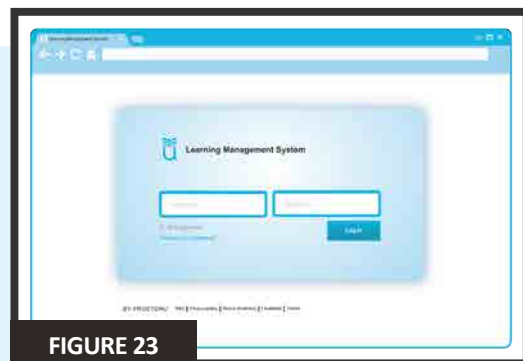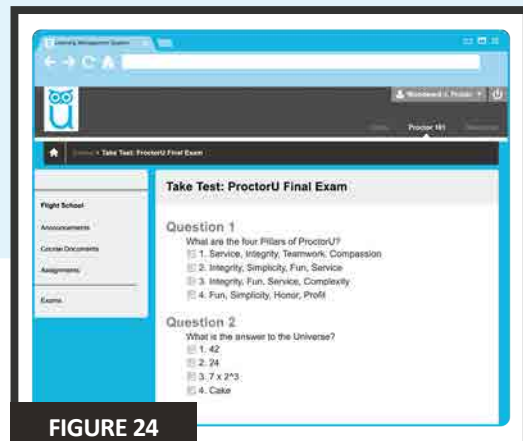

FIGURE 23

FIGURE 24

Log out procedures

If suspected, ProctorU engages 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 – is documented using photos or video and reported to the institution.

1) Once you complete the exam, *but before you submit*, contact the proctor via the chatbox (**Figure 18**).

The proctor will verify your exam submits successfully (**Figure 25**).

FIGURE 25

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.
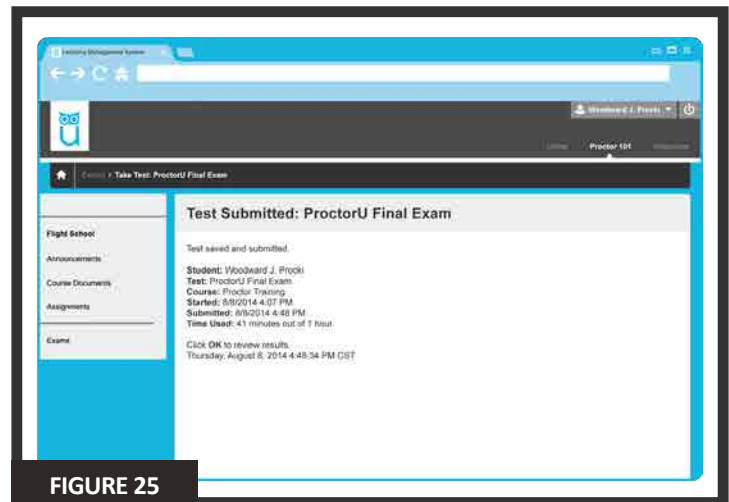
LiveChat help

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 26**).
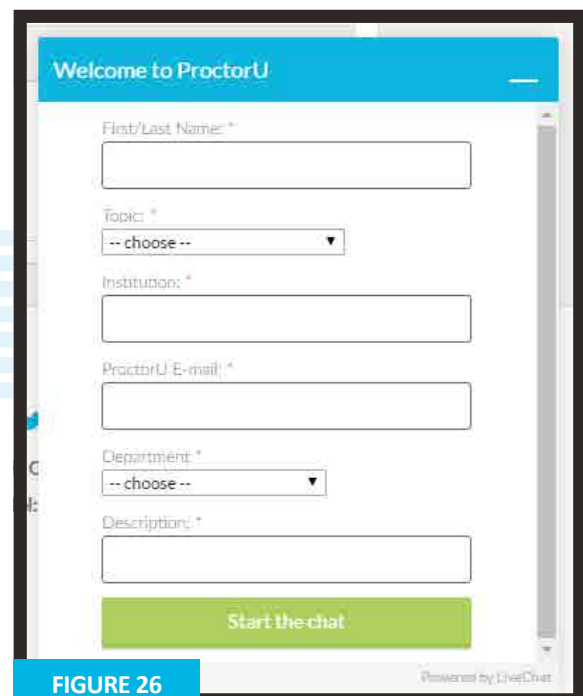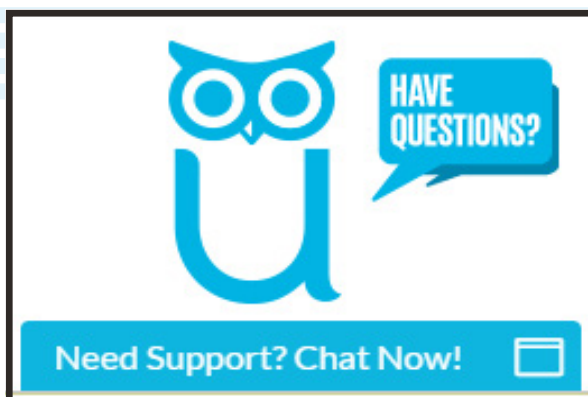
FIGURE 26