

A Step-by-Step Guide of What to Expect When Testing with ProctorU

Do you have an exam with ProctorU coming up? If you're unsure of what to expect, we've got you covered! Here's everything you need to know about a ProctorU session with a live proctor:

Preparing for your session:

Taking these steps and being familiar with the process will help speed up your start process on exam day.

- 1. Download the extension for your preferred browser** - Live+ sessions require either Firefox or Chrome, so be sure to download either extension prior to testing with ProctorU. Download the [Firefox extension here](#) or the [Chrome extension here](#).
- 2. Take advantage of ProctorU's [free equipment testing service](#)** - Visit this page, scroll to the bottom and connect to a live technician to ensure your equipment is properly working and ready for a proctored exam. The live technician can also answer any technical questions you may have about the process.
- 3. Have your ID ready** - The accepted types of ID include a physical (no photos or photo copies), non-expired government-issued photo ID, like a driver's license, passport, or state ID.
- 4. Be in an acceptable location** - The space needs to be quiet, well lit, and away from other people. Suggested locations include private study rooms, a dorm room or room in your home where you will be totally alone. The workspace area needs to be free of any materials not allowed on the exam.
- 5. Become familiar with the allowed materials for your exam** - These rules are set by your instructor or institution, not by ProctorU. Prior to your exam, please direct any questions you have about allowed resources to your exam facilitator or instructor. They will also likely have these details available in your syllabus or exam information page.
- 6. Coordinate special accommodations with your instructor:** If you require any accommodations such as additional time, additional breaks, etc., your professor will need to email us details at support@proctoru.com. If this is not done prior to your exam day, it will delay your start process and may require rescheduling if we cannot confirm the accommodation with your instructor.
- 7. Exam time scheduling:** When scheduling your exam, please account for up to 8 to 20 minutes to complete the startup procedures in addition to the time you'll spend in your exam. This is the time it takes to verify your identity, secure your environment, and get you into your exam. The startup process does not take any time away from the time you're allowed in your exam.

What to Expect in the Startup Process:

Part of ProctorU's job is to verify your identity and secure your exam environment. This process can take anywhere from 8 to 20 minutes depending on your circumstances. This time is not subtracted from the time you're allowed in your exam. These are the steps you can expect to go through before starting every exam.

- 1. Pre-checks and photos-** If you don't have the Google Chrome extension, you will first download this. Then, ProctorU's system will automatically check to ensure your microphone and camera work, your ports are unblocked, and the lighting in the area you're in is acceptable. You will then be asked to snap a profile photo and a photo of your government ID.
- 2. Authentication** - Prior to connecting with your proctor, you may be required to complete an authentication quiz. This could involve either a keystroke verification or a quiz about yourself based on public records, or both. Whether this step is required and which is requested is based on your institution's preference.
- 3. Chat box download** - After you've completed your identity verification, you will be prompted to download a chat box, which connects you with a proctor. Open and run the file on your computer. When the chat box says "waiting," it means that you are in the queue waiting for your proctor.
- 4. Proctor connects** - Your proctor will connect with you, verify the exam that you're taking, and review the rules of your exam as set out by your instructor.
- 5. Camera pan & check for outside materials** - You will be asked to slowly show the area in which you're testing, including the four walls of the room and the top of the workspace area, which must be clear of anything but the allowed materials. The proctor will ask to see any allowed materials, front and back, and will request to close any programs on your computer that are not allowed
- 6. Navigating to the exam website** - You will locate your exam on the exam site.
- 7. Password entry** - The proctor will enter your exam password once the start process is finished. *The exam timer will not start until after your proctor enters the exam password.*
- 8. Take your exam** - Take a deep breath, focus, and ace that exam!

What to Expect During Your Exam Session:

Your proctor will be muted while you're in the exam. Unless they need to interrupt you, they are virtually undetectable so that you can focus. However, the proctor reserves the right to interrupt you for the following reasons:

- 1. Potential interruptions:**
 - **Talking aloud** - Unless you have an accommodation, talking aloud during the exam is not permitted, and the proctor will ask you to stop.
 - **Being out of camera view** - Your proctor needs to be able to see your face, chin to forehead, at all times.

- **Anyone entering your testing area**- You may not have anyone else in your testing location with you.
- **Looking off-screen** - If you aren't allowed any materials, your eyes must stay on the screen at all times while testing.
- **Utilizing materials that are not allowed** - You're only allowed the permitted materials allowed by your instructor. If you're unsure during the exam about a particular resource, ask your proctor. Depending on the exam, the proctor may be required to shut the exam down if you begin utilizing unpermitted resources.

After Your Exam:

1. **Notify your proctor that you've finished the exam 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 be also 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.
5. **Done** - You're done! Enjoy your day!

Still have questions or concerns? ProctorU wants you to know that they are always available to help! You can always [open a support ticket](#), [start a live chat](#) with their support representatives, or call (855) 772-8678.