



HOW IT WORKS

TEST-TAKER PROCESS

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

LiveChat

www.ProctorU.com
contact@proctoru.com

Account creation



- 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 address. Please do so within 72 hours.

FIGURE 1

Create an Account

Enrollments

Institution *

Name

Username *

Email *

Password *

Password confirmation *

Timezone

Time Zone *

Contact

Phone mobile

Phone home

Phone work

* At least one phone number is required.

Address

Country *

Street 1

Street 2

City

State/ Province/ Region

Zip/ Postal Code

Picture

Preview

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 accessing or using the Website or Services you

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

FIGURE 2

Terms & Conditions

ProctorU, Inc.

Terms of Service

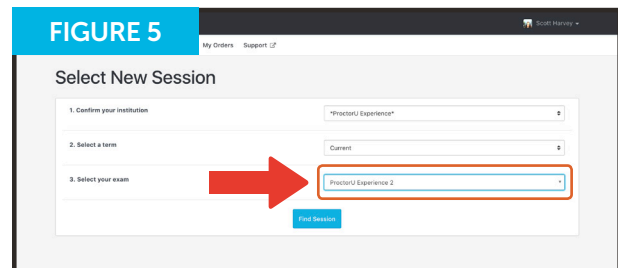
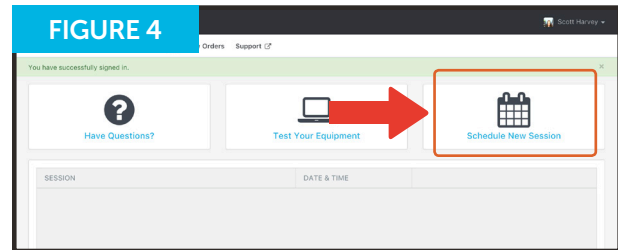
These Terms of Service (the "Terms") govern your access to and use of ProctorU's websites (the "Website"), ProctorU's services and the services ProctorU provides to you which are licensed from third parties, as well as any additional services developed by, bundled with or otherwise used in connection 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 accessing or using the Website or Services you

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Scheduling exams



- After logging in, you will be presented with the [My Sessions](#) page (**Figure 4**).
- 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 5**).
- Click [Find Session](#) and proceed to the scheduling page (**Figure 6**, next page).



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.

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

↑ : ↑ PM

02 : 30

↓ : ↓

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 ProLife Final

Institution

Proctor University

Term

Current Term

Exam Duration
15 minutes

5 Change Exam

Best Match

2:30PM CDT
Tuesday June 14, 2016
about 8 hours from now

Training for ProLife Final
Chris Brown

SELECT

2

2:15PM CDT
Tuesday June 14, 2016
about 5 hours from now

Training for ProLife Final
Chris Brown

SELECT

3

2:45PM CDT
Tuesday June 14, 2016
about 8 hours from now

Training for ProLife Final
Chris Brown

SELECT

3:15PM CDT
Tuesday June 14, 2016
about 8 hours from now

Training for ProLife Final
Chris Brown

SELECT

3:30PM CDT
Tuesday June 14, 2016
about 7 hours from now

Training for ProLife Final
Chris Brown

SELECT

3:55PM CDT
Tuesday June 14, 2016
about 7 hours from now

Training for ProLife Final
Chris Brown

SELECT

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

Select a Date

← May 2016 →

Su	Mo	Tu	Wo	Th	Fr	Sa
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	31	1	2	3	4
5	6	7	8	9	10	11

Select a Time

↑ : ↑

↓ : ↓

2:35PM CST
Wednesday December 30, 2015
01 minutes from now

ProLife Final

SELECT

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

5 **SCHEDULE**

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

ProLife Final

SELECT

3:40PM CST
Wednesday December 30, 2015

ProLife Final

SELECT

FIGURE 7

- Select a desired appointment day 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 7).
 - If your 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 Sessions** page.
- Confirm your exam details, including its availability window.
- If you need to change the exam, click **Change Exam**.

My Cart **FIGURE 8**

EXAM	DATE & TIME	TYPE	PRICE
ProLife Final ProLife Training	06/30/2016 2:50PM	Class	\$0.00
Problems:			\$0.00
Subtotal:			\$0.00
TOTAL:			\$0.00

Proceed to Checkout

Order Receipt **FIGURE 9**

EXAM	DATE & TIME	TYPE	PRICE
ProLife Final ProLife Training	06/30/2016 2:50PM	Class	\$0.00
Problems:			\$0.00
Subtotal:			\$0.00
TOTAL:			\$0.00

Proceed to Checkout

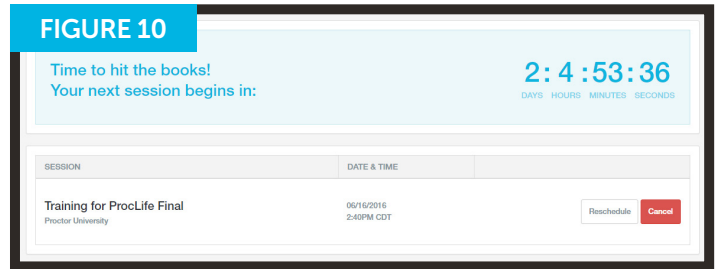
Payment Information

Payment Method
Credit Card

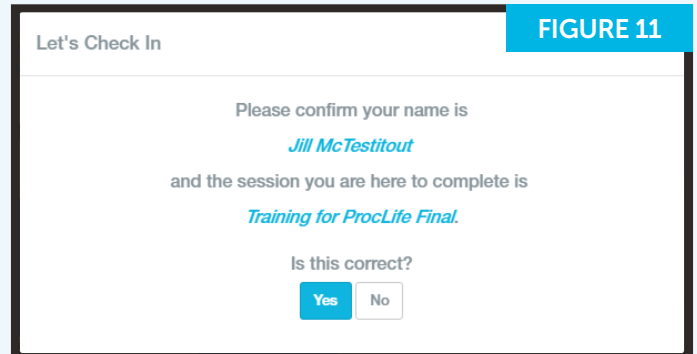
Connecting to a proctor



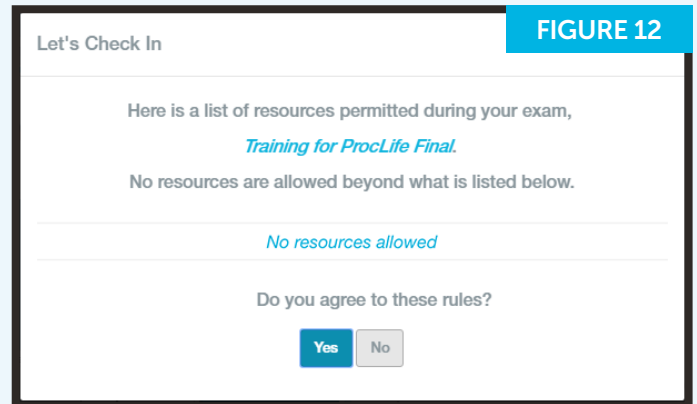
1) After scheduling an exam, a countdown to the closest upcoming exam is shown on the **My Sessions** page (Figure 10). At the appointment time, a **START SESSION** link replaces the countdown. Clicking the link takes you to the proctoring room. Brief prompts will guide you through the expedited start process.



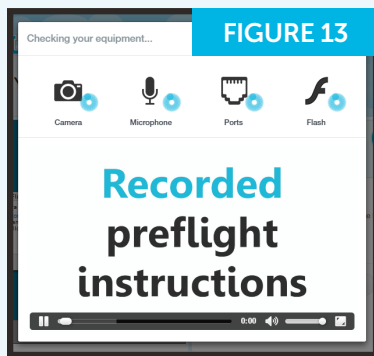
2) Confirm your **name** and the **exam** you are taking (Figure 11). Clicking **No** opens the **LiveChat** feature.



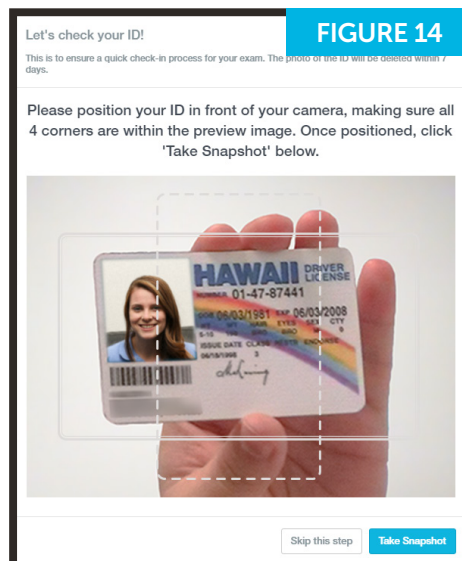
3) Confirm the **exam rules** including allowed resources (Figure 12). Clicking **No** opens the **LiveChat** feature.



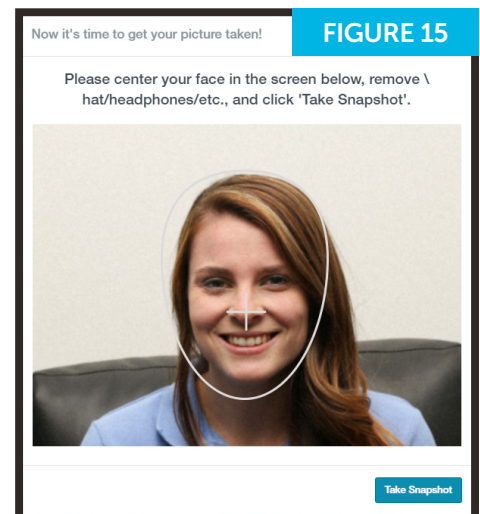
4) Your computer is checked for basic requirements and an instructional video is shown (Figure 13).



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.



6) Next, take a photo for your ProctorU profile (Figure 15). The proctor will check and update this photo if it is blurry or unrecognizable.



Connecting to a proctor

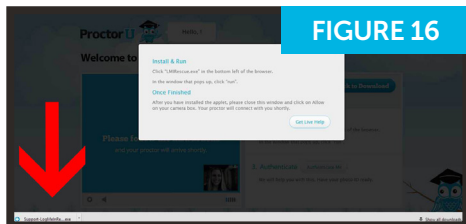


FIGURE 16

7) Click the “Click to Download” button to download and run the screen sharing 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).

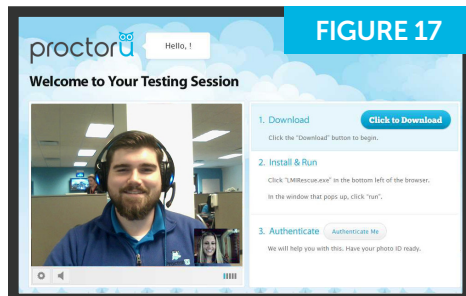


FIGURE 17

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.



FIGURE 18

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 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.

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 20.

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

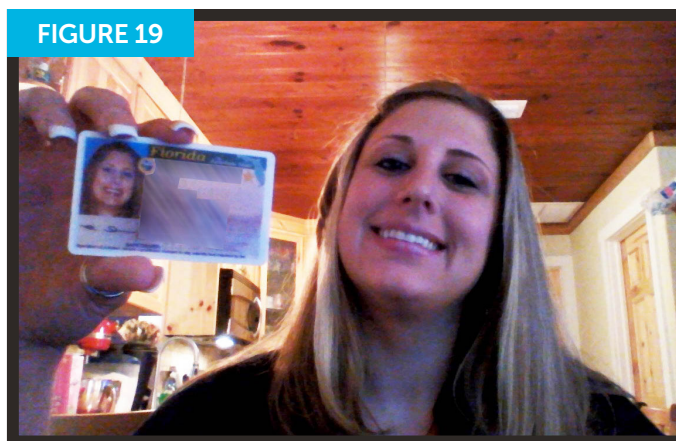


FIGURE 19

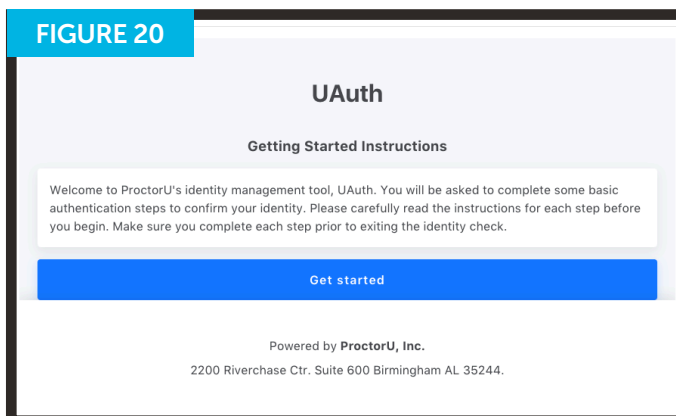


FIGURE 20

Securing the area



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 21.



FIGURE 22

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 the account is yours and you are taking the correctly assigned exam, as shown in Figures 23 and 24.

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.

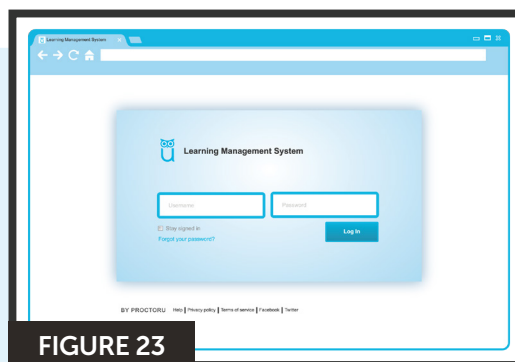


FIGURE 23

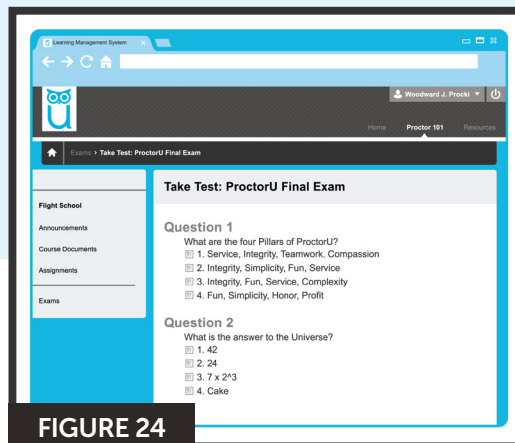


FIGURE 24

Log out procedures



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

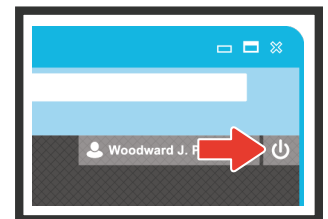
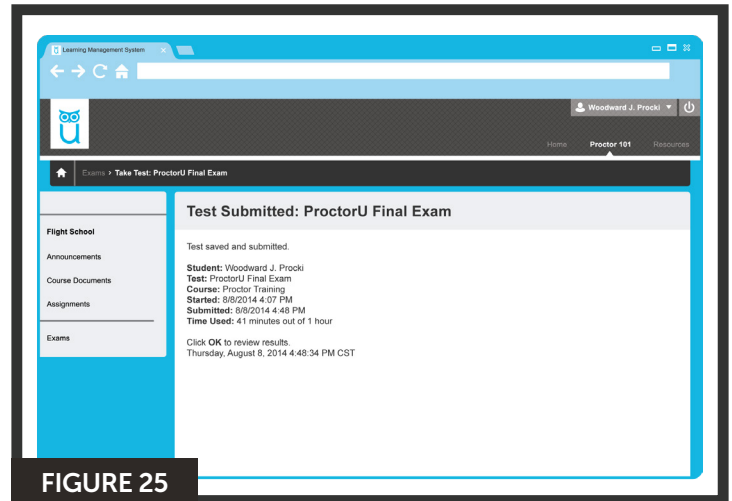
Any suspicious activity – including, but not limited to, using unapproved sources, taking unauthorized breaks during the exam or communicating with another person – will be documented using photos or video and reported to your institution.

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 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).

