



How it **WORKS**




Proctor



www.ProctorU.com
855 - 772 - 8678
contact@proctoru.com

Test-Taker Experience



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

figure 1

- The test-taker navigates to go.proctoru.com and clicks [New User? Sign up here](#) to create an account. The test-taker completes their profile information (**figure 1**).
- This screen includes their basic contact information and the test-taker's institution enrollment.
- At the bottom of the page, [I agree to ProctorU's terms of service](#) must be checked to complete the profile (**figure 2**). A flagged message will display at the top until the test-taker agrees to the terms of service.
- As part of American with Disabilities Act (ADA) compliance, there is also an option to aid the test-taker if he or she uses screen-reading software or other accessibility applications. The test-taker should leave this box unchecked if this is not applicable.
- Subsequent logins direct test-takers to the [My Exams](#) page.

Accessibility

☐ Americans with Disabilities Act (ADA) compliance: 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.

Terms

☐ I agree to ProctorU's terms of service

Create Account

figure 2

Setting Exam Preferences

- The initial account creation also asks the user to set exam preferences. The test-taker can change their preferred time window for appointments by clicking **Edit Exam Preferences** in the left menu (**figure 3**).
- A general time frame can be selected via the drop down menus.
- The test-taker may also specify a custom preference by selecting and highlighting days and times.
- Clicking **SAVE & UPDATE** confirms the day and time preferences.
- Time preferences are shown in the left menu bar and may be changed at any time via the **Edit Exam Preferences** link.

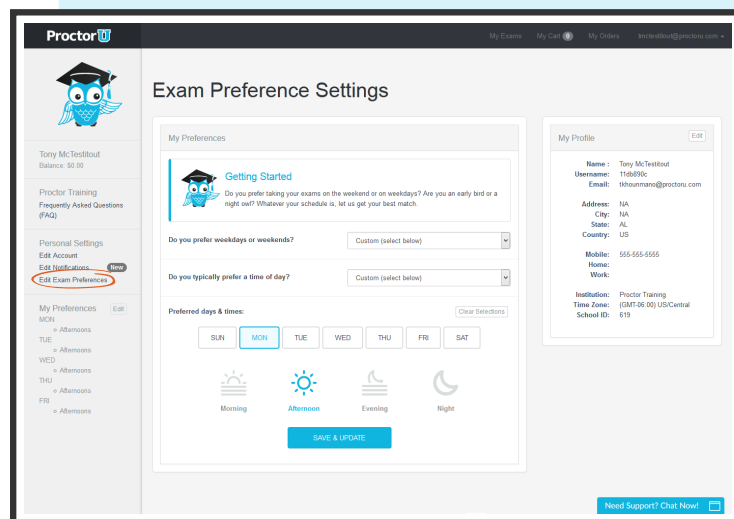


figure 3

Scheduling Exams

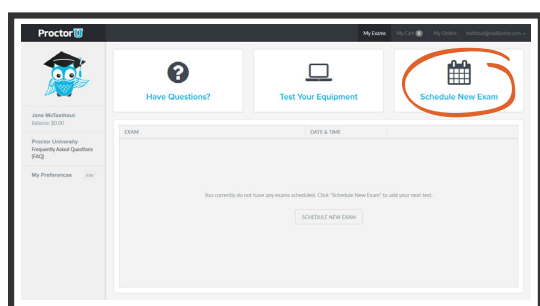


figure 4

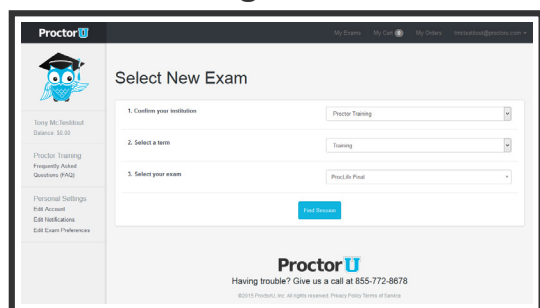


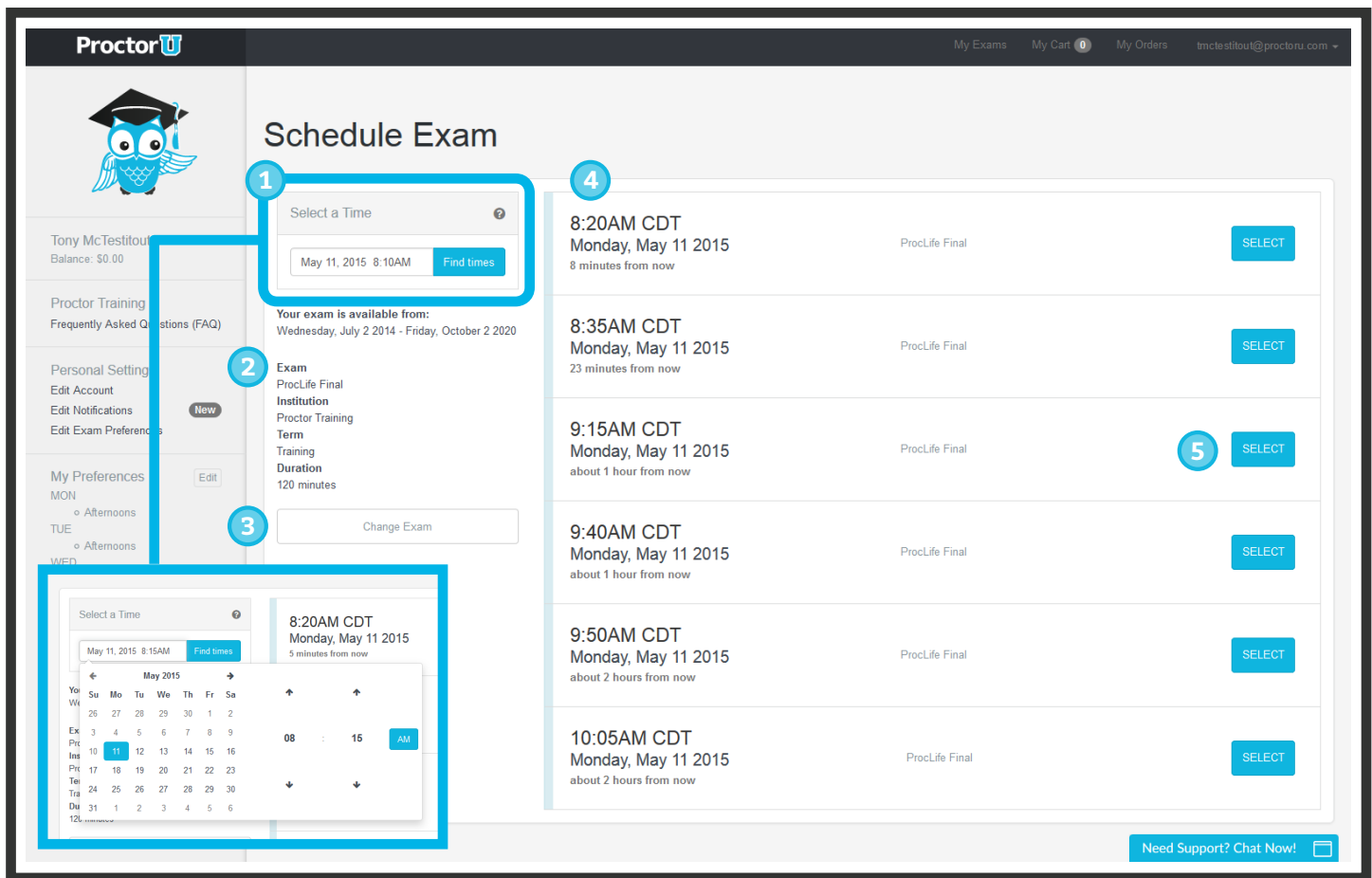
figure 5

- The first login page for a completed profile, or for a previous test-taker, defaults to the **My Exams** page (**figure 4**).
- The test-taker may choose from three options:
 - » **Have Questions?** activates the LiveChat.
 - » **Test Your Equipment** takes the test-taker to the equipment check page.
 - » **Schedule New Exam** takes the test-taker through the appointment reservation pages.
- After clicking **Schedule New Exam**, the test-taker confirms his or her institution, selects the exam term and selects his or her exam (**figure 5**).
- The test-taker clicks **Find Session** and proceeds to the scheduling page.

Reservations made less than 72 hours of an exam are subject to a \$5 late registration fee.

Test-takers can also schedule an exam on demand less than an hour in advance by using ProctorU's convenient **Take it Now** feature. This premiere feature is designed to give test-takers added convenience and costs an additional \$8.75.

Late registrations and **Take it Now** features are subject to availability.



Please refer to figure 6 above for items 1-4.

- 1 Test-takers can select a desired appointment time with the calendar pop out menu.
 - 2 The test-taker can confirm their exam details, including its availability window below the calendar.
 - 3 If the test-taker needs to change the exam, they may click **Change Exam** below the exam information.
 - 4 The six appointments closest to their chosen time appear on the right.
 - 5 After clicking **SELECT** to choose an appointment, the test-taker confirms the time slot by choosing **BOOK IT** (figure 7).
- The exam will be added to the test-taker's cart for payment and checkout (figure 8).
 - After completing checkout, the test-taker returns to their **My Exams** page.

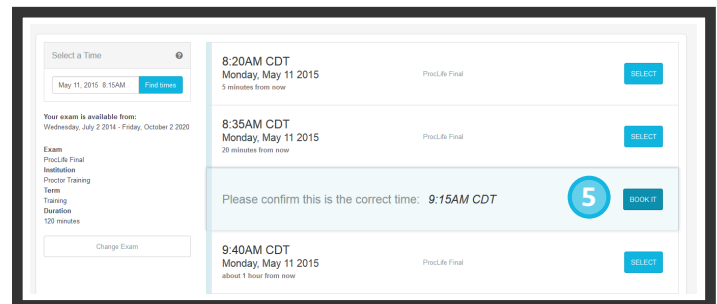


figure 7

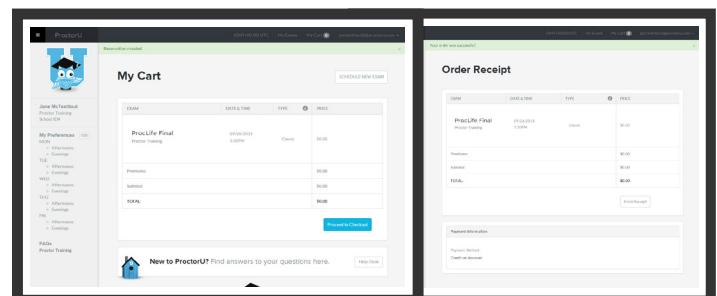


figure 8

Connecting to a Proctor

After scheduling an exam, a countdown to the closest exam time displays on the [My Exams](#) page (figure 10). At the appointment time, a [start](#) link replaces the countdown. Clicking the link takes the test-taker to the proctoring room. Here, the test-taker is prompted to download and run an applet (figure 11).

Figure 12 shows the downloaded applet, which connects the test-taker's screen to the proctor. Once the test-taker has connected their screen to the proctor, the proctor connects the two-way video and audio connection.

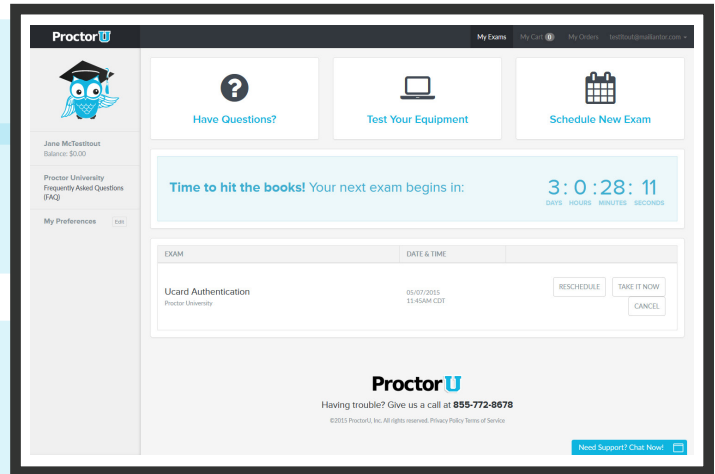


figure 10

When the proctor and test-taker connect in the proctoring room, the test-taker's video is shown in the bottom right corner and the proctor's video is on the left (Figure 13).

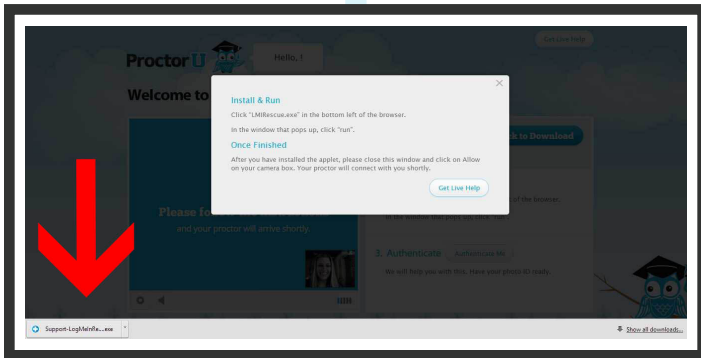


figure 11

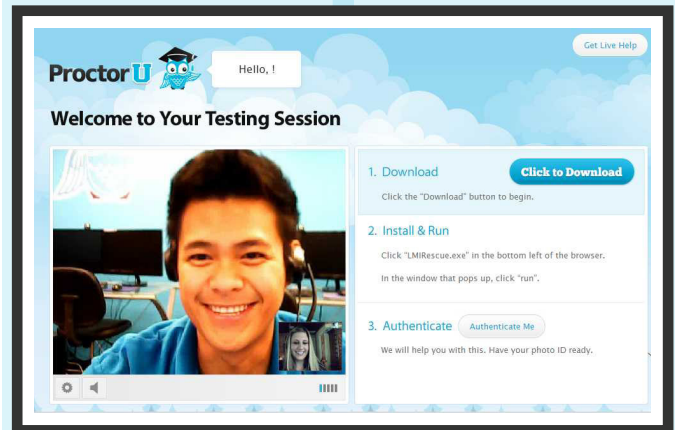


figure 13



figure 12

Authentication and Securing the Area

- After connecting to the proctor via webcam and screen-sharing software, the proctor asks to see the test-taker's ID (**figure 14**).
- The ID information in **figure 14** has been intentionally blurred for privacy reasons. In an actual proctoring session, the test-taker shows a fully-visible ID so that the name and picture can be clearly seen and read by the proctor. A photograph of the test-taker is taken to help authenticate his or her identity in future testing.
- Test parameters are communicated verbally and in writing to the test-taker, who acknowledges that he or she understands the instructions.
- The test-taker is authenticated with a quiz that uses challenge questions based on publicly available records, as shown in **figure 15**.
- Questions are typically related to previous addresses, phone numbers, roommates and relatives.

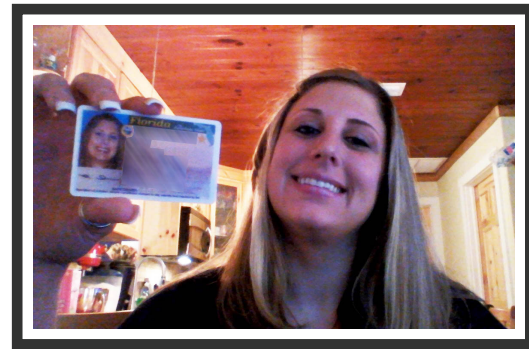


figure 14

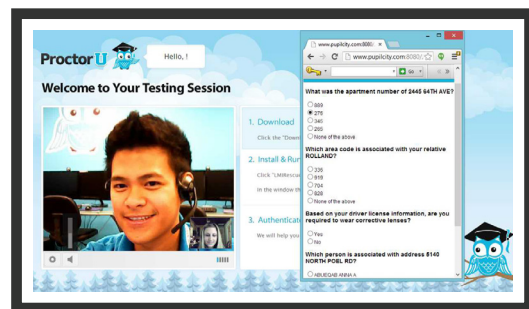


figure 15

Next, the test-taker is asked to pan their camera and show their complete workspace and testing area so the proctor can secure the test-taker's surroundings, as seen in **figure 16**.



figure 16

If the camera is internal, the test-taker is asked to show the proctor the edges of their monitor using a reflective surface such as a mirror (**figure 17**). This check ensures there are no unauthorized materials attached to the test-taker's computer monitor.

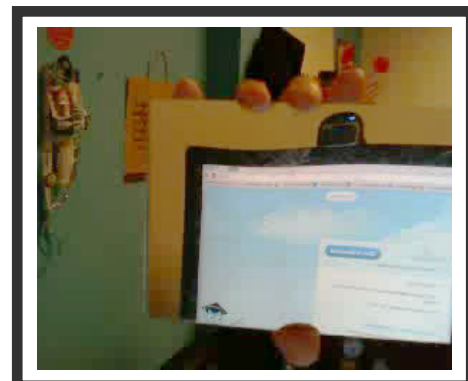


figure 17

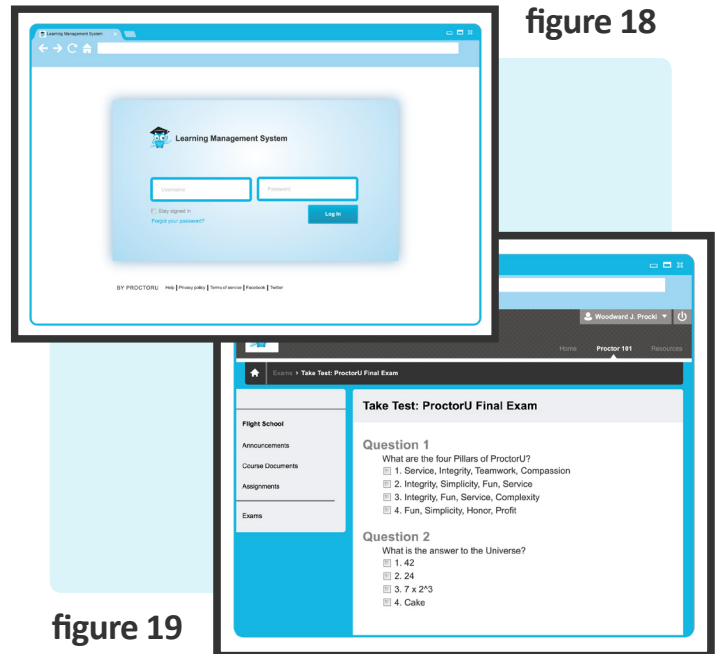
After the proctor confirms that the monitor and work area are clear of all unauthorized materials, the proctor asks the test-taker to move any cell phones or other electronic devices away from the testing area.

Log in to Learning Management System

Once the test-taker completes authentication, they are observed logging into their Learning Management System (LMS) and the proctor verifies that the authenticated person is logging in to their individual account and taking their assigned exam, as shown in **figure 18** and **figure 19**.

During the exam, test-takers are proctored by monitoring their video feed and testing environment. Screen-sharing technology allows the proctor to see everything that is happening on an test-taker's computer. Proctors also monitor the test-taker audibly, to ensure they are not receiving verbal answers from an outside source.

During the exam, the proctors pause their video and audio so the test-taker is not disturbed, but continue to monitor the test-taker.



ProctorU engages test-takers in real time to prevent breaches of academic integrity.

Any suspicious activity – including but not limited to using unapproved sources, leaving the computer during the exam or communicating with another person – is documented using photos or video and reported to the institution within two business days.

Once the exam has been completed, the test-taker shows the proctor their submission screen (**figure 20**), and the exam end time is logged.

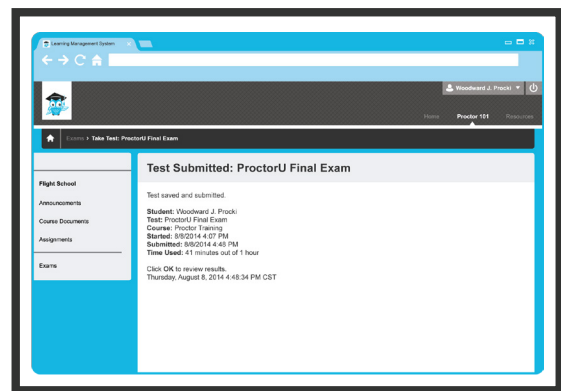


figure 20

ProctorU also offers a LiveChat feature. At any point while signed in to their account, a test-taker may chat with a live representative if they have questions about the process or need general help (**figure 21**).

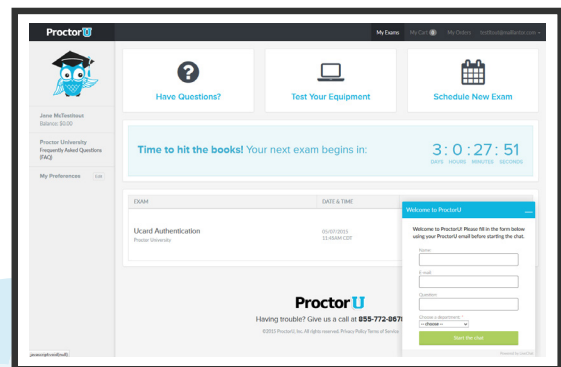


figure 21