

# ProctorU QuickStart Guide

## How Taking an Exam with ProctorU Works

First you'll need to create a [ProctorU](#) login and schedule a time to take your exam at least three days before the exam opens. When your scheduled exam appointment time arrives you'll login into ProctorU and click the blue 'Connect to your Proctor' button. Your personal exam proctor will greet you in a synchronous online session and verify your identity, ask to see your workspace via the webcam, in addition to asking permission to access your computer. Then you'll login to Aplia.com. Your proctor will unlock your exam and you'll complete the test under the supervision of the proctor.

## For Your Information

- On the day of your exam you will pay a fee to use the [ProctorU](#) service (\$25).
- Scheduling a proctor less than 3 days before the exam opens will result in additional fees.
- The proctor can see all of the activity on your computer including all open applications and windows. Have question or concerns read the [Frequently Asked Questions: About Privacy](#).
- If you need technical support with ProctorU call 205-870-8122.

## Things You Need

- Your student ID or a government issued photo-ID.
- A credit card number to pay the proctoring fee (\$25).
- A webcam, microphone and speakers or headphones
- A Windows(XP or higher) or Mac (OS X or higher) computer with a good Internet connection. If you are unsure your computer will meet the requirements check the [Technical Requirements](#) section or run the '[Equipment Test](#)' at ProctorU.

## What You Need to Do

### 1. Schedule your Exam

You can schedule your exam anytime until 3 days (72 hours) before the exam opens. Less than 3 days before the exam opens will result in additional fees.

1. Go to <https://go.proctoru.com> and create a new user account by selecting the '[New Users: Create an Account](#)' link.
2. After logging into your account profile, schedule your exam by selecting the 'New Exam' tab and make the appropriate selections.
3. Click the 'Add Reservation' button to schedule your exam.
4. You will receive an email confirming your reservation.

### 2. On the day of your Exam

1. Login into ProctorU (<https://go.proctoru.com>).
2. Click the blue 'connect with your proctor' button.
3. Meet your proctor and successfully complete the identification verification process.
4. Log into Aplia. Your proctor will open the password protected exam for you.
5. Complete your exam.
6. Log out of Aplia and ProctorU.



## What We Do

ProctorU is a revolutionary new service that allows students to complete their assessment at any location while still ensuring the academic integrity of the exam for the institution. Using almost any web cam and computer, you can take exams at home, at work, or anywhere you have internet access.











## Preparing for Your Exam

You can take exams through ProctorU seven days a week. You will be connected to a live person during your exam that will be there to guide you through the process and assist with any technical problems. If you have any questions, please call our proctor line at 205-870-8122.

Below is a quick list of procedures, followed by a more detailed explanation of the typical exam appointment.

### Student Checklist

-  Your allotted exam time doesn't begin until you are entered into the exam by your proctor.
-  Have your student or government issued-ID ready, as you will have to show it to your proctor to verify your identity.
-  ProctorU will run an applet, or temporary program on your computer that will allow us to view your screen and what programs are running during your exam session. This program will expire once you close it. Please close all unnecessary programs before logging in to ensure the best experience.
-  Test your equipment at [www.proctoru.com/testitout](http://www.proctoru.com/testitout) before your appointment to ensure everything works. Please see our technical requirements listed below.
-  Make sure you have a fast and reliable internet connection. If you are connected through an intermittent WiFi connection, you may want to plug in directly to your modem, to avoid disconnecting during your exam. If you lose connectivity, please continue the test and email the course instructor immediately and call ProctorU at 205-870-8122.
-  Please turn off all cell phones and find a comfortable, quiet spot in a well-lit room. Try to put light sources in front of you, such as windows or lamps, so they don't cast shadows on your face. Your proctor will need a clear view of your surroundings and face in order to grant access to your exam.
-  If your Learning Management System allows, please remember to save each answer as you go in case you lose connectivity or there is an error with the testing site.
-  Some course instructors allow scrap paper and others do not. If scrap paper is allowed be prepared to show it to the proctor to ensure it is blank.

### Taking Your Exam

ProctorU allows you to take your exam on demand or by appointment. All appointments should be made at least 3 days in advance. To make an appointment, simply create an account at <http://go.proctoru.com>, or your school's ProctorU web portal, then log in, click on the "new exam" link and select the exam, date, and time you desire. You will receive a confirmation email of your reservation at the email address that you provided to ProctorU. Reservations made within 72 hours of your exam are subject to a \$5 late reservation fee. Students without an appointment can take their exam on demand within 15, 30 or 45 minutes utilizing "Take it Now". This premiere feature is designed to give test takers added convenience and only costs \$8.75. Late registrations and "Take it Now" are subject to availability.

## Procedure








Plan ahead for your session. Make sure you have a quiet, private location in which to take the test. The area and room around your computer will be scanned using a web cam prior to your exam, so all non-authorized materials should be put away and the area should be clutter-free. If you are using a public computer lab, you must have a web cam connection and use headphones, so you won't disturb others. You will also be required to show picture identification to your proctor at the time of your exam. Approved forms of identification include, but are not limited to, a driver's license, military identification card, passport, or school-issued identification card. No breaks are allowed during your testing session and cell phones and other devices will not be permitted in the testing area. No other people are allowed in the area in which the test is being taken. Any unauthorized notes or other attempts to cheat will abort the test session and will be reported to your instructor.

At the date and time of your appointment, return to <http://go.proctoru.com>, log in, and a message will appear saying, "You have an exam. Click here to begin." Click on this button and it will automatically take you to the proctor page. Fill out your personal information and hit submit. You will then be directed to a screen which will connect you to your proctor. Just follow the steps on the screen and a proctor will be connected with you shortly.

Once connected, your designated proctor will walk you through the set up process and you will log into your testing portal. Your proctor will also supply the password for your examination. Your exam time will begin when the proctor enters the examination password on your screen. If you have any problems connecting, please call ProctorU at 205-870-8122.

## Technical Requirements

Students are responsible for meeting the following technical requirements:

-  *A reliable computer running Windows XP (or higher) or Mac OS X 10 (or higher).*
-  *A web cam with 640x480 video pixel resolution or higher.*
-  *Headphones or working speakers connected to the computer.*
-  *A working microphone connected to the computer. We recommend a web cam that has a built in microphone.*
-  *A web browser with Adobe Flash Player installed. We recommend Flash Player 11.*
-  *A reliable, high-speed internet connection.*
-  *The ability to allow video and screen-sharing connections to the computer you will be using to take your exam.*

Students can test their computer, web cam, and internet connection at [www.ProctorU.com/Testitout](http://www.ProctorU.com/Testitout).

## Contact Us

To learn more about ProctorU, please visit our website at [www.ProctorU.com](http://www.ProctorU.com)

Don't forget to "like" us on Facebook and follow us on Twitter!

[www.facebook.com/ProctorU](http://www.facebook.com/ProctorU)

<http://twitter.com/ProctorU>





## Frequently Asked Questions: *About Privacy*

### ***How does ProctorU monitor its proctors?***

ProctorU puts every new proctor through a training program and you can see who is a new trainee by the color of their shirt. Trainees wear a white shirt. Fully-trained proctors wear blue shirts and our managers are in black. All of our proctoring is done from one of our dedicated proctoring centers and our managers and staff monitor the proctors continuously. Our systems allow our managers to view all proctoring sessions at anytime. Additionally, at the end of every proctoring session, the test taker can provide immediate feedback and share any concerns that arose during the test.

### ***Does ProctorU record sessions?***

While our technology allows us to record the sessions, we do not regularly record or take screen shots unless an exam taker does something irregular that would require us to report the actions to the university or organization. In the rare instances where video is recorded or pictures are taken, a copy is sent to the university or organization for their review. ProctorU maintains these records for at least one year, but the records are protected and are only shared with the institution, student or other authorities as required by law.

### ***Can ProctorU access my files?***

No, ProctorU cannot access your files. During the initial phase of the proctoring process, ProctorU, with permission from the test taker, has the ability to view the screen and move their mouse and keyboard as if the proctor was sitting next to the test taker. The proctor cannot access anything on the test taker's computer without the test taker's knowledge. Once the examination is launched, the proctor will change their permission to view only. During the monitoring phase, the proctor can monitor everything that happens on the student's computer screen, but can no longer move the test taker's mouse and keyboard. If something irregular occurs, the proctor can reinitiate the ability to move the test taker's mouse and keyboard, in which case the test taker is alerted and can see everything that the proctor is doing. During this entire process, an interface log, or chat box, is running on the test taker's computer and they can see what permissions the proctor currently has at anytime. Finally, the entire session log is saved and there is a permanent record of what actions the proctor took while accessing the test taker's computer. Throughout the process, the student can see everything the proctor is doing to their computer by watching them move their mouse.





***How does ProctorU authenticate my identity ?***

ProctorU uses a three-step process to authenticate your identity. Step one is to check a government or school-issued photo ID. Step two is to take a web cam photo of the test taker for their ProctorU file, or compare the person who showed up with the photo on file. Step three is to run an identity test from our partner company called Acxiom – Acxiom is a multi-billion dollar company that has been validating identification for the financial industry for years and is quickly becoming the identity authentication standard for education. The Acxiom database will generate four random questions that the test taker must answer in order to validate their identity.

***Where do challenge questions come from?***

Data for the challenge questions come from a US consumers database at Acxiom. The data are public records collected primarily from state and federal government sources. The challenge questions may come from public records including property deeds, marriage licenses, professional licenses, birth certificates and death notices. Information is also available from court proceedings, voter registration files, driver's license records and motor vehicle registrations. Federal and state laws place restrictions on the use of some of these sources, but some information is considered in the public domain, meaning anyone has access to it. Information in the public domain often includes telephone directory listings, professional registries, classified ads and more.

***Are the questions FERPA Compliant?***

Yes. Because the system relies only on directory information to verify a student's identity, we are not exposing the institution to any FERPA violations. In addition, all ProctorU employees take a FERPA training course when they are hired.

**If you have additional questions about ProctorU,  
please contact us at 205-870-8122!**

