

This guide will help you through taking an exam using ProctorU and provide check lists for you to make sure you have everything ready at the time for your exam.

## Getting Started: Steps to take Before Exam Day

- Sign Up:** Create a test-taker ProctorU account  
<https://go.proctoru.com/registrations>
  
- Scheduling:** If you will have a live human proctored launch, you'll need to schedule your exam. Details can be found here:  
<https://support.proctoru.com/hc/en-us/articles/115011622247>  
If your launch will be automated, you do not need to schedule an appointment and may take your exam at any time through your learning management system (such as Canvas, Blackboard, Moodle, etc.) or your test delivery platform.
  
- Talk with CUC Staff:** Speak with one of the CUC staff to organize an office to be booked and setup for your exam. The staff can then also help you make sure of the following before the exam :-
  - Chrome/Firefox is loaded and up to date.
  - Chrome Firefox extension for ProctorU is downloaded and installed.
  - The equipment is checked and is compatible with ProctorU.
  - Remote access software is removed.
  - Work area is cleared off and non-affixed items are removed. Extra screens removed
  
- Become familiar with materials allowed/needed for your exam:** Below is a list of thing you will need to start your exam:
  - One form of government-issued photo ID (i.e. driver's license, passport, student ID, etc.)
  - Any materials authorized for use by your instructor (scratch paper, pencil, etc.)
  - A working webcam and microphone
  - A cellphone or reflective surface

Check with your instructor or institution to determine what materials (ie: books, notes, websites, programs, calculators, etc) are allowed for your exam. These details will likely be available in a syllabus or exam information page.

ProctorU allows drinks while testing. However, food is generally not permitted as it may cause unnecessary distractions and noise during the exam.

## Exam Day: What to Expect

Before logging in to take your exam make sure of the following:

- Have a government-issued I.D. (or other form of ID allowed by your institution or testing organization) ready and be located in a private, well-lit room with no one else around you.
- Clear your workspace from all materials except those allowed by your instructor or testing organization.
- Close all third-party programs and unplug any secondary monitors.
- Remove any non-religious head coverings.
- Make sure you've downloaded the ProctorU extension for either Chrome or Firefox.

## What Happens During the Exam Launch Process?

This process is different depending on whether a live human proctor launches your exam or not. If you're not sure whether you'll have a live proctored launch, don't worry - the system will walk you through everything you need to do in an easy step-by-step process.

### Live Human Proctored Launch

This process will likely take between 8 to 10 minutes unless you experience technical difficulties (be sure to test your equipment before test day to minimize the chance you'll have technical issues), in which case ProctorU will assist you with fixing your equipment. This time is not subtracted from the time you're allowed in your exam.

1. Log in to your ProctorU account 2-3 minutes before your scheduled appointment and click Start Session when the countdown timer reaches 0:00:00.
2. If you don't already have the ProctorU extension, you'll be prompted to download it. You'll be required to accept exam guidelines and terms of service. The browser will prompt you to share your screen, a required part of being proctored online. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.

3. You'll take a photo of yourself as well as your I.D. for identity verification purposes. Depending on the level of verification required by your institution, you may be asked to answer a series of randomly generated, public record challenge questions. You may also be required to type out a paragraph of text that will be checked against a pre-existing typing test that you would have been asked to complete prior to exam day. Both of these are optional measures selected by your instructor or institution.
4. You will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing you to text with your proctor. If prompted, be sure to click "open" or "allow" to give the file permission to run. When the chat box says "waiting," it means that you are in the queue waiting for your proctor. TIP: If your status shows "waiting," do not re-download the applet file as that will put you back at the end of the queue. If you have issues with this applet file, view these [troubleshooting tips](#).
5. Your proctor will greet you and confirm that you passed your identity verification steps. You'll review the exam rules with your proctor and they'll ask to see any permitted resources that your instructor has allowed you to use during your exam.
6. Your proctor will ask to take remote control of your mouse and keyboard via the LogMeIn Rescue applet in order to make sure no unpermitted programs are running. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.
7. Your proctor will ask you to show the 4 walls of your room as well as your desk space via your webcam. You may or may not also be asked to show your computer monitor by using a mirror or cellphone camera. Lastly, your proctor will make sure your cell phone is out of reach.
8. Your proctor will then direct you into your LMS or exam delivery system so that he or she can unlock your exam with the password we've been provided by your instructor.
9. Your proctor will release control of your computer and you'll begin your exam when you're ready.

**NOTE:** Your webcam view and your screen will be recorded through the duration of your exam.

## Steps to take when you've completed your exam:

1. Alert the proctor when finished **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 also be 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. Once the chat box closes, you'll be invited to complete a customer satisfaction survey.
5. Done: You're done! Enjoy your day!

## Automated Proctor Launch

This process will likely take between 2 to 5 minutes unless you experience technical difficulties, in which case we can assist you with fixing your equipment. This time is not subtracted from the time you're allowed in your exam.

1. Log in to your LMS or exam delivery system when you're ready to take your exam.
2. If you don't already have the ProctorU extension, you'll be prompted to download it. You'll be required to accept exam guidelines and terms of service. The browser will prompt you to share your screen, a required part of being proctored online. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.
3. You'll take a photo of yourself as well as your I.D. for identity verification purposes. Depending on the level of verification required by your institution, you may be asked to answer a series of randomly generated, public record challenge questions. You may also be required to type out a paragraph of text that will be checked against a pre-existing typing test that you would have been asked to complete prior to exam day. Both of these are optional measures selected by your instructor or institution.
4. You will be required to review and accept the exam rules outlined by your instructor or institution.
5. The system will review how to get assistance during your exam and you can click the button to begin your exam when you're ready.

## What am I allowed and not allowed to do during my exam?

Actions and behaviors that will be flagged during an exam:

- Talking aloud: Unless you have an accommodation, talking or whispering aloud during the exam is not permitted.
- Being out of camera view: Your face, chin to forehead, needs to be in the camera view at all times.
- Anyone entering your testing area: You may not have anyone else in your testing location with you.
- Anyone talking to you while you're in your testing area: Additional noises, including other people talking to you, while you're in your exam are not allowed.
- Looking off-screen: If you aren't allowed any materials, your eyes should 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.
- Taking pictures or screenshots of the exam: Taking pictures while in your exam, including screenshots, is not permitted. If you're on a Mac and have a live human proctored launch, your proctor will even turn off the ability to use your keyboard screenshot hotkeys.
- Copying and pasting any elements of the exam: In most cases, our system will not allow you to copy and paste any content from your exam. Regardless of whether you can or cannot perform this function, our system will capture all events of copy and paste that occur.
- Utilizing a virtual machine: Virtual machines can be detected through the pre-exam system check, and are not permitted.
- Utilizing a secondary monitor: You are only allowed to use one monitor attached to one computer during your exam.

Always remember that if you need any help or if you have any questions about the process, the staff at CUC are always here to help you in any way we can.

# GOOD LUCK!