



proctorio

GETTING STARTED GUIDE

TEST-TAKER HANDBOOK

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What is Proctorio?

Hello there!

Thank you for using Proctorio! You are helping reduce carbon emissions by taking your exam from home—way to go!

With Proctorio, there is no need to schedule exams in advance, take them wherever and whenever you want.

This will require the use of a webcam and microphone (internal or external). You will also be asked to show a photo ID. You can use either a student ID, a valid driver's license, or a passport.

Proctorio is a system of computers that keeps an eye on you while you take the exams—ensuring that your hard work counts fair and square.

Feel comfortable taking your exams at home and even in your pajamas. Only your professor and school admins have access to recordings. Yes, you are being recorded, so try not to do anything too embarrassing.

Last of all, relax! Proctorio isn't designed to add stress. Our wonderful support staff is here 24/7 to help you.

Good luck on your exams!!

Team Proctorio



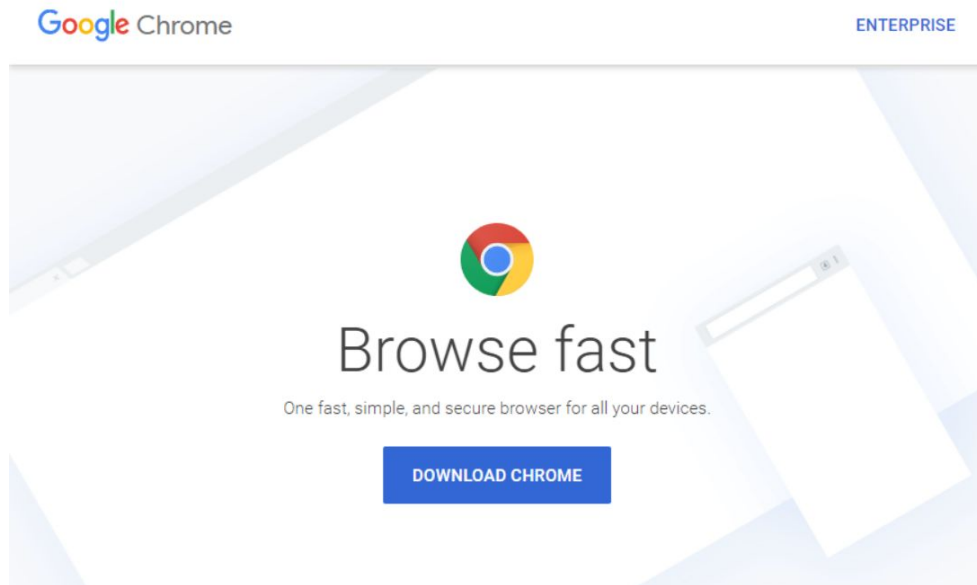


Getting Proctorio Set Up

1. Installing Google Chrome

When you're ready to take a proctored exam you will need to use Google Chrome.

Chrome is fast, secure, and works on any computer - best of all it's free!



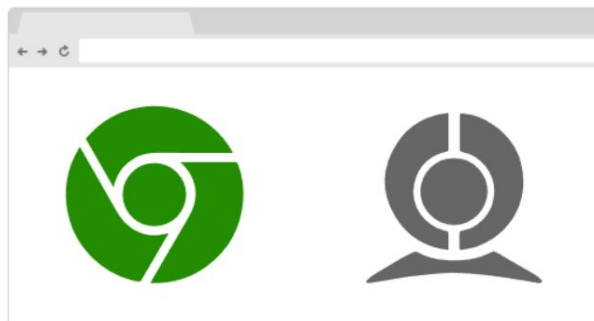
2. Installing the Proctorio Extension

Proctorio also requires a small app that needs to be added to Chrome.

You only need to do this once and it only takes 30 seconds, please go [here](#) to get the Proctorio Extension.

Proctorio *Chrome Extension*

This course requires you to install an extension into your browser.





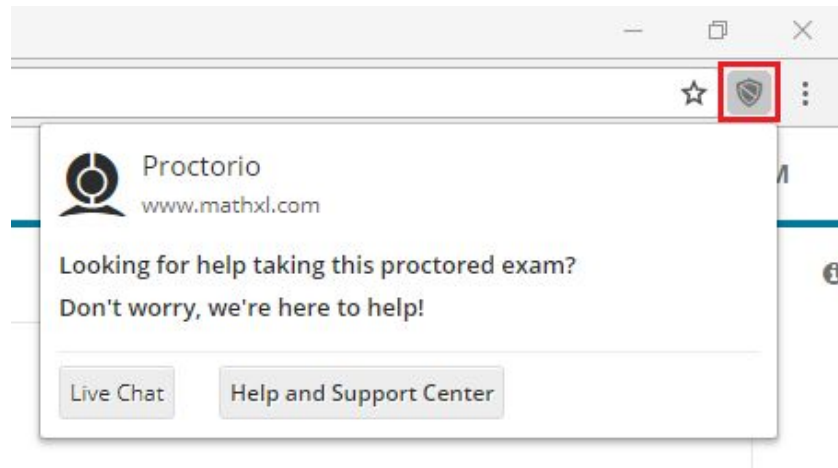
3. Help and Support

Proctorio's goal is to make it easy for you to get instant help and support.

Our wonderful support staff is here 24/7 to help you.

The fastest and easiest way to contact support is using "the shield" icon.

The shield is only present on quiz pages after you install the extension.



If you are still having trouble getting Chrome or the extension installed, please send us an email at: support@proctorio.com

Proctorio also has phone support available, please call us at: 480-428-4089 or 1-866-948-9248



Taking the Test on Canvas

1. You will first **log into** Canvas and navigate to their course.

The screenshot shows the Canvas Dashboard for a user named Alice Demo. On the left is a dark sidebar with navigation icons for Account, Dashboard, Courses, Calendar, Inbox, and Help. The main content area is titled "Dashboard" and features a green card with the name "Alice Demo" and a small icon. To the right, there are sections for "To Do" (Nothing for now) and "Recent Feedback" (two items, both marked with green checkmarks). At the bottom right is a "View Grades" button.

2. You will go to **“Quizzes”** and select the assessment.

The screenshot shows the Canvas Quizzes page for Alice Demo. The sidebar on the left has the "Courses" section expanded, with "Quizzes" highlighted. The main content area is titled "Alice Demo > Quizzes" and includes a search bar. Below the search bar is a list of quizzes under the heading "Assignment Quizzes". The quizzes listed are: "204 (Remotely Proctored)", "204-2 (Remotely Proctored)", "Camera no recording test (Remotely Proctored)", "mockup try the camera (Remotely Proctored)", "MyLab (Remotely Proctored)", "MyLab exam (Remotely Proctored)", "MyLab Test (Remotely Proctored)", "Proctorio (Remotely Proctored)", and "Unnamed Quiz (Remotely Proctored)". The "MyLab (Remotely Proctored)" quiz is highlighted with a red box.



3. You will select **“Take the Quiz”** to start the Proctorio pre-checks.

Alice Demo > Quizzes > MyLab Test (Remotely Proctored)

MyLab Test (Remotely Proctored)

Due	No due date	Points	0	Questions	0	Time Limit	65 Minutes
Exam Requirements A webcam is required to take this exam.							
Exam Security This exam will be monitored by Proctorio. Learn more about Proctorio e.							

Instructions

1. Click the link in the question to start your exam in MyLab.
2. Once you finish your exam, click "Save & Submit" in MyLab.
3. Make sure to come back to Canvas and click "Save" to finalize submitting your test.

**Do not close out of the Canvas tab while taking the exam.*

Take the Quiz

4. You **will not** be required to enter a password, the Proctorio Extension will handle this for them. You will begin the Proctorio Precheck process and Diagnostic Test. This will ensure everything is working properly based on the quiz or test settings before starting the assessment timer.

Instructions

This exam will be monitored by Proctorio. [Learn more about Proctorio.](#)

During the exam, the following will be restricted:

- Any loss of network connectivity and the exam will end automatically, please make sure your **current connection is stable** during the entire exam.

The following information will be collected during the duration of the exam:

- Your webcam
- Your physical location
- Your clipboard
- Your mouse location
- Your browser size
- Your browser tabs and windows
- Your head movements
- Your eye movements
- Your mouth movements
- Any other applications running
- Number of display screens connected

The results of your actions may result in policy violations, at this institution's discretion.

[Enable high visibility mode.](#)

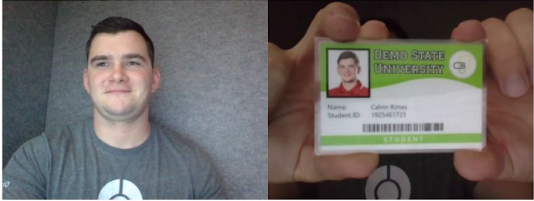
[Learn more about Proctorio's approach to Accessibility.](#)

Start exam pre-checks



5. After going through the 'Exam Agreement', you can start your quiz by clicking ***"I accept, begin exam now."***

Exam Agreement



I, Fred Flintstone, certify that I am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions as described in the policy of this institution. I agree to the terms within the policy and understand the consequences for failing to comply.

I accept, begin exam now >

**If you are unfamiliar with the way things look on the test-taker side, we recommend you check out the faculty and test-taker articles in our [Help Center](#).*

Access Code Prompt

Installing Google Chrome

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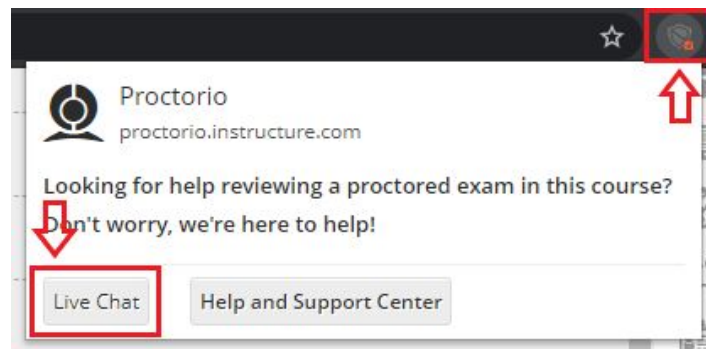
Installing the Proctorio extension

Proctorio also requires a small app that needs to be added to Chrome.

You only need to do this once. You can add the extension [here](#).

Live Chat

When you are on your course page in Canvas, you can access 24/7 live chat for any questions that you may have. *The shield is only present on quiz pages after you install the extension.*



Proctorio Live Chat

- To access live chat, click on the **gray shield icon** in the top right-hand corner of your Chrome browser;
- You can access the live chat from our support page <https://proctorio.zendesk.com> by clicking the chat icon at the lower-left corner.
- Additionally, you can start the chat directly from our website:
 - The [support](#) tab and
 - The [about](#) tab.

START LIVE CHAT

Keep scrolling until you find button. Click on it and the chat box will pop up.

Access Code Prompts

You should not receive an access code; if you do, please contact our support via chat as noted under the Live Chat instructions. Also, here are additional steps to help resolve Access Codes errors:

- 1. Google Chrome Version** - Please make sure that your Google Chrome is up to date. You can check this by clicking on the three dots icon in the top right-hand corner of your screen, then Help, then About Google Chrome, and the first thing you should see is your Google Chrome version. If it's not up to date, please select the option to update it.
- 2. Re-Install the Extension** - Please uninstall the Proctorio extension by clicking on the shield icon in the top right corner of your browser and re-install the extension from www.getproctorio.com.
- 3. Clear Cache and Cookies** - Head to the three dots -> more tools -> clear browsing data -> time range should be set on All-time -> Check Cookies and Cached images -> click clear data.
- 4. Incognito Access** - Some Proctorio features will require the use of incognito access. If your instructor has one or more of these features turned on, you will not be able to take an exam unless incognito access is allowed. When requested by the instructor, incognito access gives Proctorio permission to run normally in all tabs during an exam. For example, instructors may choose to track websites visited during the exam to ensure academic integrity. Incognito access permits this function in both normal and private modes.

You can enable incognito access from the extension window.

- Click the Chrome menu  on the browser toolbar at the top right.
- Select More Tools -> Extensions.
- Find the Proctorio extension and click on Details.
- Scroll Down and find Allow in incognito section.

- Toggle it on 

5. Site Access - Make sure that the Proctorio extension is allowed on all sites. To check this, please go to the three dots icon in the top right-hand corner of your browser -> More Tools -> Extensions, and you'll see the list of all extensions installed. Locate the Proctorio extension, click on Details and in the "Site access" section choose "On all sites".

After any of these steps, please refresh the exam page to check if the issue is fixed.

6. Access through Different Link - Fully log out of Canvas and then re-login. Once logged back in, try accessing the exam through a different link. Go in through modules, assignments, quizzes, grades, etc. See if any of these links will allow you to get into the exam without an access code. Also, make sure that within the title, it has the words (Remotely Proctored) or (Secure Browser).

7. Disable all Extensions Except for Proctorio - In the extensions tab, check your extensions and disable all the extensions except Proctorio (one could potentially block Proctorio). Head to the three dots in the top right corner of your Chrome browser -> More Tools -> Extensions.

8. Restart your computer - Computers need to be restarted if they have had a reboot in awhile. If the access code is still displaying, fully restart your computer which will close any open applications. Once restarted, head back to the exam within the Canvas LMS.

9. Reset your Google Chrome - Head to the three dots in the top right corner of your Chrome browser -> Settings -> Scroll down to Advanced Settings and click it -> Restore settings to their original defaults. You will have to add the Proctorio extension again. Add the extension [here](#). Once you have added the extension, go back to the exam page, reload it and try again.

10. Proxy Settings - Proctorio doesn't encourage the use of virtual proxy networks. It will be necessary to disable them if you're experiencing issues with your connection. For help disabling local proxy software, please see the following guides:

- Disable Local Proxy Server ([Windows](#)),

- Disable Local Proxy Server ([Mac OS X](#)).

11. Add another Google Account - Sign in with your Google account. Select your image from the top right corner and select Manage Account -> Add Account. Add the [Proctorio extension](#) and open Canvas. Try to start the exam.