ProctorU

HOW IT WORKS

TEST-TAKER PROCESS

- Create an account
- Schedule an exam
- Connecting to the proctor

**LiveChat**

www.ProctorU.com
contact@proctoru.com

- A test-taker navigates to **https://go.proctoru.com/registrations**.

- The user clicks the **Test-taker** option to create an account and completes their profile information (**Figure 1**).

- This screen includes basic contact information and institution enrollment.

- At the bottom of the page, the user reads the Terms & Conditions and **agrees 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 they agree to the terms of service.

- Subsequent logins direct the user to the **My Exams** page.
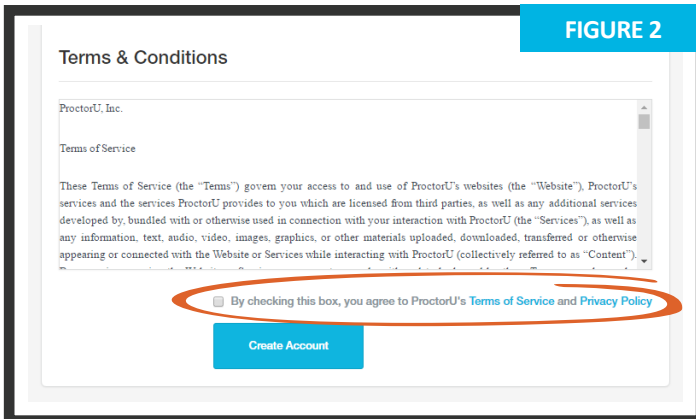
FIGURE 2

In compliance with the Americans with Disabilities Act of 1990, test-takers that use **screen-reading or similar accessibility applications** should navigate to their **account settings** and select the accessibility check box.

FIGURE 1

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

Enrollments

Institution   Select an institution

Remove Enrollment

Setting exam preferences

- Account creation asks the user to set exam time preferences (**Figure 3**). Preferences can be changed by clicking **Preferences** in the top-right menu.

1 A general time frame can be selected via the drop down menus.

2 The test-taker may also create a custom preference by selecting days and highlighting times.

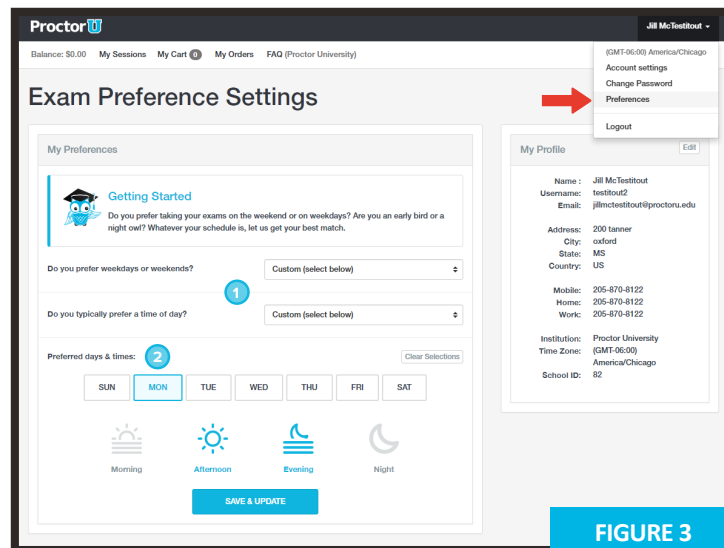- Clicking **SAVE & UPDATE** confirms the day and time preferences.

FIGURE 3

Scheduling exams

- 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 to the appointment reservation page.

- After clicking **Schedule New Exam**, the test-taker confirms their institution, selects the exam term and selects their exam (**Figure 5**).

- The test-taker clicks **Find Session** and proceeds to the scheduling page (**Figure 6**, next page).
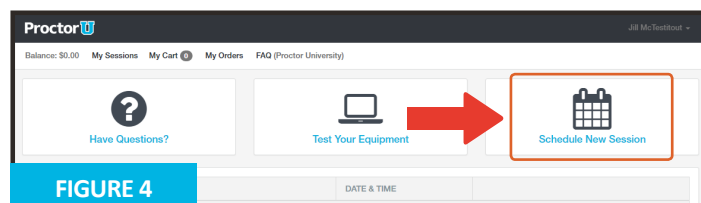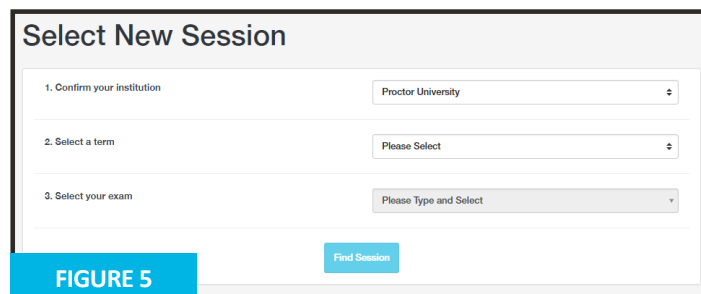

FIGURE 4

FIGURE 5

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

02 : 30 PM

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 ProcLife Final

Institution

Proctor University

Term

Current Term

Exam Duration

15 minutes

5 Change Exam

Best Match

2:30PM CDT
Tuesday June 14, 2016
about 6 hours from now
Training for ProcLife Final
Chris Brown
SELECT

2 2:15PM CDT
Tuesday June 14, 2016
about 5 hours from now
Training for ProcLife Final
Chris Brown
SELECT

2:45PM CDT
Tuesday June 14, 2016
about 6 hours from now
Training for ProcLife Final
Chris Brown
3 SELECT

3:15PM CDT
Tuesday June 14, 2016
about 6 hours from now
Training for ProcLife Final
Chris Brown
SELECT

3:30PM CDT
Tuesday June 14, 2016
about 7 hours from now
Training for ProcLife Final
Chris Brown
SELECT

3:55PM CDT
Tuesday June 14, 2016
about 7 hours from now
Training for ProcLife Final
Chris Brown
SELECT

FIGURE 7

1 A test-taker can select a desired appointment day and time with the calendar.

2 After clicking **Find Available Times**, the six appointments closest to the desired time appear on the right.

3 After clicking **SELECT** to choose an appointment, the test-taker confirms the time slot by choosing **SCHEDULE** (**Figure 7**).

• If payment is set up as test-taker pay, the exam will be added to the test-taker's cart for payment and checkout (**Figure 8 and 9**).

• After completing checkout, the test-taker returns to their **My Exams** page.

4 Below the calendar, the test-taker can confirm their exam details, including its availability window.

5 If the test-taker needs to change the exam, they may click **Change Exam**.

FIGURE 8

FIGURE 9
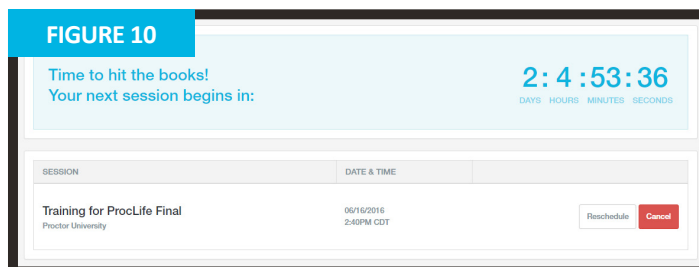
Connecting to a proctor

1) After scheduling an exam, a countdown to the closest exam is shown 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.
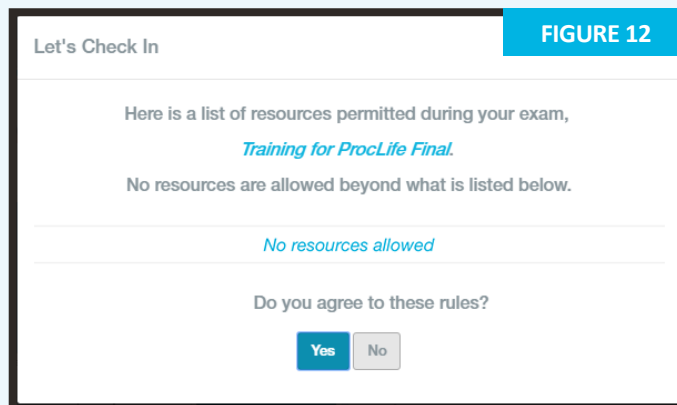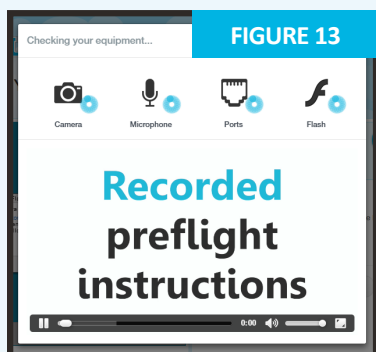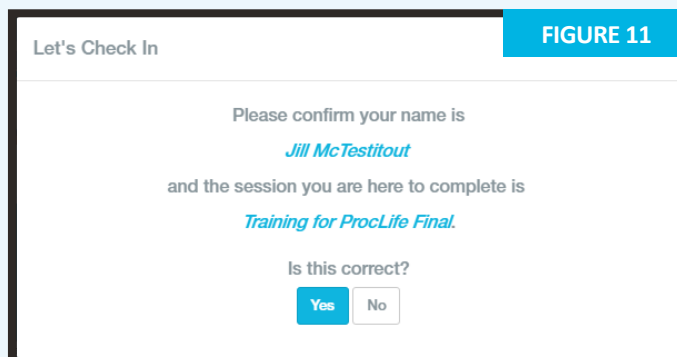
Next, the test taker is guided through the expedited start process.

Time to hit the books!
Your next session begins in:

2 : 4 : 53 : 36
DAYS   HOURS   MINUTES   SECONDS

SESSION	DATE & TIME
Training for ProcLife Final Proctor University	06/16/2016 2:40PM CDT

Reschedule   Cancel

2) The test-taker confirms their **name** and the **exam** they are taking (**Figure 11**). Clicking **No** opens the **LiveChat** feature.
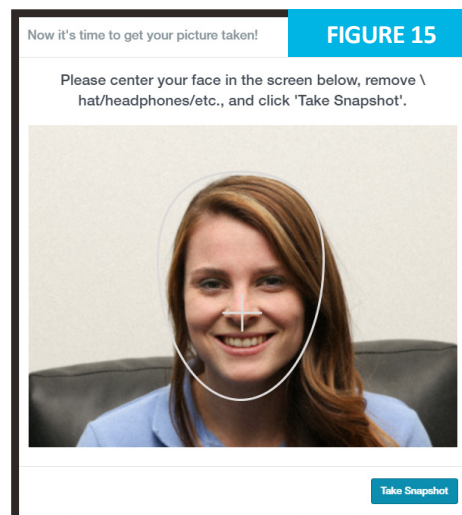
3) The test-taker confirms their **exam rules** including allowed resources (**Figure 12**). Clicking **No** opens the **LiveChat** feature.

4) The test-taker's computer is checked for basic requirements and they are shown the pre-flight video (**Figure 13**).

FIGURE 11

Let's Check In

Please confirm your name is

Jill McTestitout

and the session you are here to complete is

Training for ProcLife Final.

Is this correct?

Yes   No

FIGURE 12

Let's Check In

Here is a list of resources permitted during your exam,

Training for ProcLife Final.

No resources are allowed beyond what is listed below.

No resources allowed

Do you agree to these rules?

Yes   No

FIGURE 13

Checking your equipment...

Camera   Microphone   Ports   Flash

Recorded preflight instructions

0:00

5) The test-taker takes a picture of their photo ID to show the proctor (**Figure 14**). An examinee can click **Skip this step** to opt out of this step and show their photo ID directly to the proctor instead.

6) Next, the test-taker takes a photo for their ProctorU profile (**Figure 15**). The proctor will check and update this photo if it is blurry or unrecognizable.

FIGURE 14

Let's check your ID!

This is to ensure a quick check-in process for your exam. The photo of the ID will be deleted within 7 days.

Please position your ID in front of your camera, making sure all 4 corners are within the preview image. Once positioned, click 'Take Snapshot' below.

Skip this step   Take Snapshot

FIGURE 15

Now it's time to get your picture taken!

Please center your face in the screen below, remove \ hat/headphones/etc., and click 'Take Snapshot'.

Take Snapshot

Connecting to a proctor
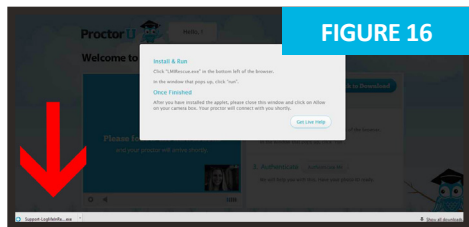

FIGURE 16

FIGURE 17

FIGURE 18

7) The test-taker is prompted to download and run an applet (**Figure 16**). When the proctor and test-taker connect in the proctoring room, the examinee's video is shown in the bottom right corner of the video feed and the proctor's video is on the left (**Figure 17**).
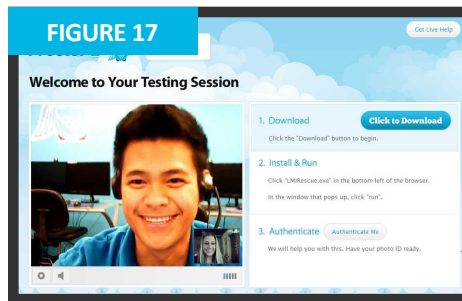
8) **Figure 18** shows the downloaded applet and the chat box, which connects the test-taker's screen to the proctor. Once the test-taker has connected their screen to the proctor, the proctor connects the two-way video and audio connection.
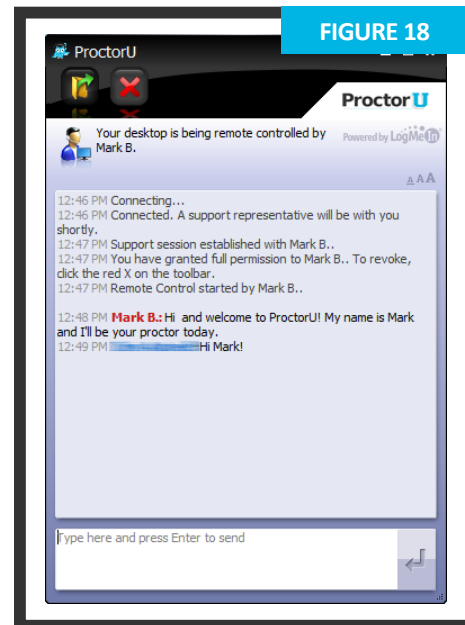
Authentication

1) After connecting to the proctor via webcam and screen-sharing software, the proctor checks the photo ID picture taken by the test-taker.

If the photo ID is illegible or the test-taker opted out of taking a picture of their ID, the test-taker is asked to show their photo ID to the camera so the proctor can verify their identity (**Figure 19**).

The ID information in **Figure 19** 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.

The proctor checks the profile photo taken by the test-taker and updates the photo if it is blurry or unrecognizable.
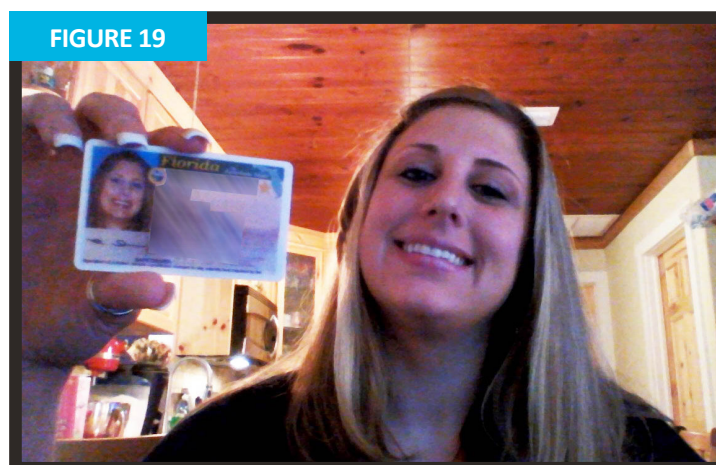

FIGURE 19

Securing the area

FIGURE 20

FIGURE 21

1) The proctor secures the physical testing area by asking the test-taker to pan their camera and show their complete workspace and surroundings, as seen in **Figure 20**.
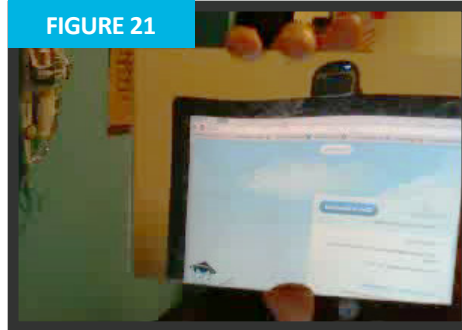
2) If the camera is internal, the test-taker is asked to show the proctor the edges of their monitor using a reflective surface such as a mirror (**Figure 21**). This ensures that there are no unauthorized materials attached to the examinee's computer and monitor.

3) 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 unallowed electronic devices away from the testing area.

The proctor then secures the virtual testing environment by checking for unallowed programs, virtual machines and cloned monitors.

The test-taker is asked to close any prohibited software before proceeding to their exam website.

Log in to learning management system

After completing authentication, the test-taker logs in to their Learning Management System (LMS) and the proctor verifies that the authenticated person is logged in to their individual account and taking their assigned exam, as shown in **Figures 22** and **23**.

During the exam, the test-taker is proctored by monitoring their video feed and testing environment and ensuring they are not receiving verbal answers from an outside source.

Screen-sharing technology allows the proctor to see everything that is happening on the test-taker's computer.

During the exam, the proctor pauses their video and audio so the test-taker is not disturbed, but continues to monitor the examinee.
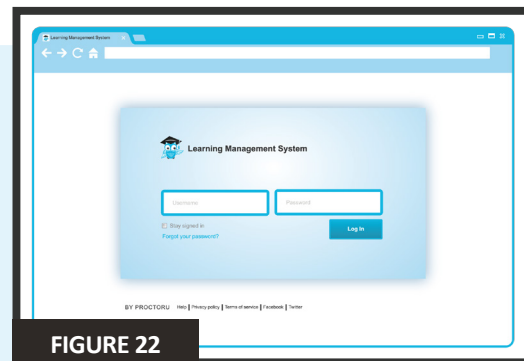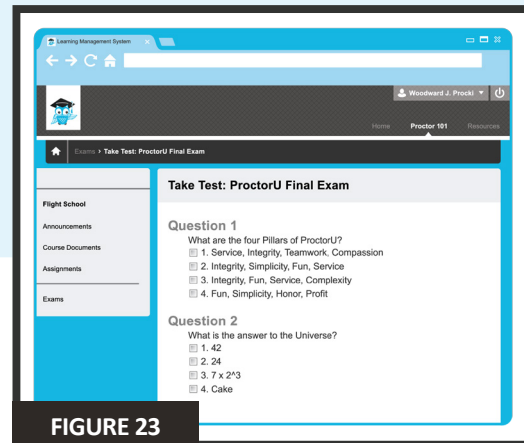

FIGURE 22

FIGURE 23

Log out procedures

ProctorU engages the test-taker 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 – is documented using photos or video and reported to the institution within two business days.

1) Once an exam has been completed, the test-taker contacts the proctor via the chatbox (**Figure 18**) and submits their exam.

They show the proctor their submission screen (**Figure 24**) and the exam end time is logged.

FIGURE 24

2) The proctor will guide the test-taker through the closing process by verifying the test submission and watching the examinee log out of their learning management or test-delivery system. An example log out button is shown at right.

Should the test-taker have any concerns about their session, they can ask their proctor or fill out the post-examination survey with their comments and rate their proctor and proctoring session.
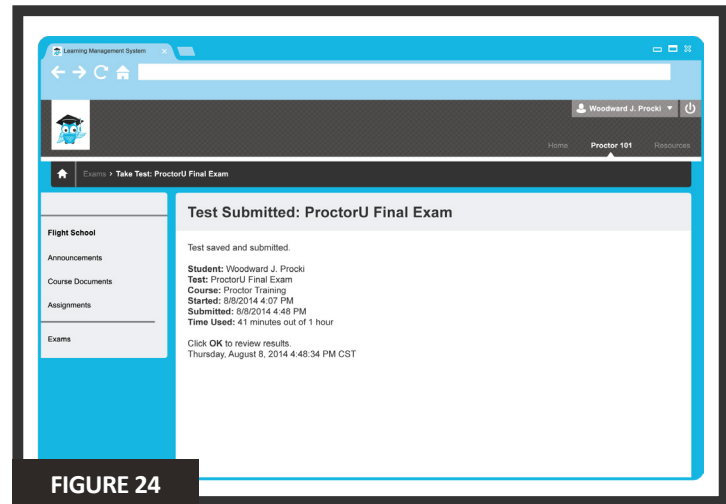

LiveChat help

ProctorU offers a **LiveChat** feature. At any point while signed in to their account or by navigating to **www.ProctorU.com**, a test-taker may chat with a live representative if they have questions about the process or need general help (**Figure 25**).
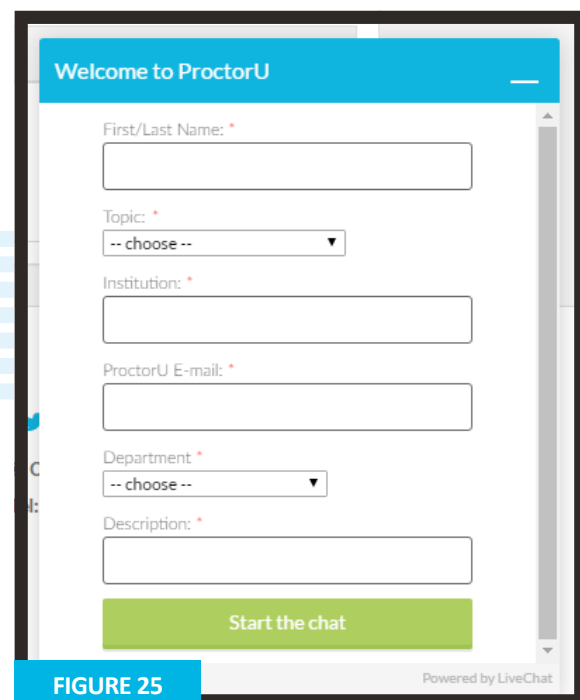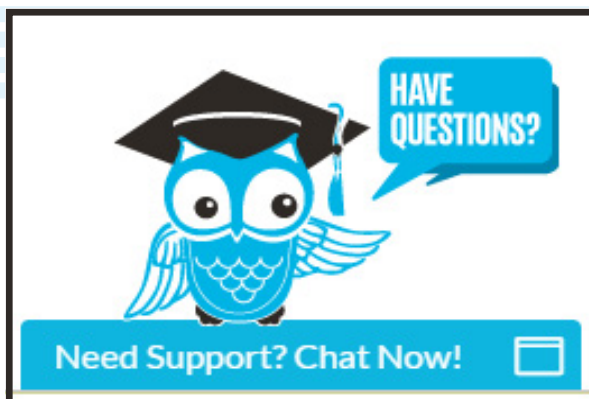

FIGURE 25