



What is ProctorU?



The proctoring process

ProctorU is an online proctoring service that allows test-takers to complete their assessment at home while still ensuring the integrity of the exam for the institution. The service uses proctors who monitor examinees in an easy, three-step process:



1 Observe the test-taker via a web cam.



2 Watch the test-taker's screen in real time.



3 Authenticate the test-taker's identity.

Adding an exam to ProctorU

In order to use ProctorU, administrators or instructors must have a ProctorU account. After account creation, exams can be added via the [Add New Exam](#) function in the ProctorU system.

There is a minimum amount of information required when adding an examination:

- ✓ **Exam Title** - How test-takers find the exam listed. Include the course name/codes with the title (e.g., STA101 - Introductory Statistics Midterm).
- ✓ **Department** - The department is chosen from the list set up by the institutional administrator.
- ✓ **Term - Current Term** is the default term. Additional terms can be set up (e.g., Spring 2014, Fall 2015, etc.).
- ✓ **Instructor** - The system automatically associates this field to the account creating the exam, but it can be changed to a specific instructor.
- ✓ **Duration** - The exam duration is listed in minutes and represents the time limit set in the Learning Management System (LMS). Proctors will not verbally enforce the time limit unless so instructed, but most systems enforce it automatically.
- ✓ **Exam Password & Confirmation** - This is the password the course instructor sets in the LMS used by the proctor to unlock the exam for test-takers. Proctors can type this password without the test-taker seeing it. Instructors are advised against giving this password to test-takers for any reason.
- ✓ **Permitted Resources** - Instructors or administrators should select the allowed resources via the check boxes listed. If no resources are allowed, then only that check box should be selected. Resources not listed can be typed in the **Other Resources** text box.
- ✓ **Expected Number of Test-Takers** - The expected number or an estimate of the number of test-takers.
- ✓ **Contact Info for Exam Issues** - A contact person for exam issues is required. Exam issues may include, but are not limited to password, resources allowed and exam time frame.
- ✓ **Exam Windows** - The time frame an exam is available. The start and end dates must be filled out down to 15 minute increments (e.g., Start: 2014 June 15 11:00 AM - End: 2014 July 10 5:30 PM). Multiple exam windows can be added for a recurring exam or an exam extension. This function only affects ProctorU scheduling. The exam opening in an institution's LMS must be modified by the institution administrator or instructor.

Exam addition timeliness

An exam should be submitted to ProctorU at least three weeks before an exam begins. Exams can be processed in a shorter amount of time if needed, but this time frame ensures smoother exam scheduling. When an exam addition form is completed, the instructor or administrator receives an email when the exam is activated.

An alert 72 hours before the exam starts notifies the instructor or administrator that created the exam. It asks them to confirm the exam data and gives instructions if exam details need to be changed.

Exams will be locked 24 hours before the start date. If an instructor wishes to create an exam or wants to make changes less than 24 hours before the start date, they must contact ProctorU directly at passwords@proctoru.com or **855-772-8678 ext. 2**.

Instructors and administrators with any questions may also speak to a live representative using ProctorU's LiveChat feature.

Taking a scheduled exam

Test-takers can take exams on demand or by appointment. All appointments should be made at least **72 hours in advance**. To make an appointment, test-takers create an account at <http://go.proctoru.com> or use their institution's ProctorU web portal. Test-takers log in, click on the **Schedule New Exam** link and select an exam, date and time desired. The test-taker receives an email confirming their reservation at the email address they provided to ProctorU.

Reservations made less than 72 hours before the appointment start time are subject to the **Take It Soon** premium.

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

Take It Soon and **Take it Now** features are subject to availability.

Rescheduling an exam allows a test-taker to change the date and time of their appointment within their exam's testing window and also has a premium fee.

Technical requirements for proctoring are listed at

<http://www.proctoru.com/tech.php>.

Test-takers can conduct a diagnostic of their computer, webcam and Internet connection at

<http://www.proctoru.com/testitout>.

Important information

- ✓ ProctorU is open seven days a week, 24 hours a day except for the following holidays: Thanksgiving Day, Christmas Eve, Christmas Day, and the day after Christmas.
- ✓ When a test-taker connects, their proctor evaluates their computer and Internet connection. ProctorU provides technical support free of charge before or during the testing session. In the rare event that the proctor cannot troubleshoot the test-taker's computer, the test-taker may be required to correct the issue and reschedule their exam.
- ✓ The time spent setting up the test-taker for the exam does not take away from the exam time. For example, if the examinee has a two-hour exam and it takes 20 minutes to troubleshoot a technical issue, the test-taker will still have the full two hours to take the exam.
- ✓ ProctorU representatives will gladly reschedule a test-taker's exam due to a technical issue, if the exam is not available or if they simply need more time to study. Test-takers may reschedule using ProctorU's **LiveChat** system, emailing help@proctoru.com or by notifying their proctor during their appointment. Please encourage a test-taker to include identifying information in their email, i.e., their name, course, institution name and current appointment information. **Rescheduling an exam incurs a premium fee and is still subject to the open exam window.**
- ✓ Administrative accounts are used to monitor test-taker appointments and view notes entered by proctors during a proctoring session.
- ✓ For more information about administrative accounts, to have an administrative account created or for general inquiries, please contact ProctorU's partnership services team at contact@proctoru.com or **888-355-8678**.

Have Questions? Contact us using the information below!



www.ProctorU.com
help@proctoru.com