

What Happens If I Have Technical Issues?

If you have technical problems during your ProctorU session and before your exam begins, the Proctor will first run some standard checks on your system before sending you to a **technician** for troubleshooting. **The time spent troubleshooting before your exam starts does not count towards your allotted test time.**

If you have technical problems after your exam has started, the severity of the problem determines the course of action. For minor action items like your video or audio momentarily dropping, a proctor will **alert you via the chat box** represented by the bouncing owl in your dock or taskbar and refresh your video page.

For issues such as prolonged disconnect, the proctor will follow your institution's guidelines which may include having a ProctorU advocate reach out to you and or your institution for a resolution.



ProctorU

Prevent technical issues before your exam

The best way to prevent technical problems is to check out your system before your appointment using ProctorU's **help desk**. Navigate to www.ProctorU.com/testitout.

The automated checker will check for basic system compatibility, but it is highly recommended that you connect to a live person to fully check your system for video transmission, screen-sharing and CPU usage before your exam.



Test the same computer you will be using for your exam at around the same time of day you will be taking your exam.

It is highly recommended that you plug directly into your router or modem with an ethernet cord.

If you have questions about the process before testing you can ask your **Help Desk Technician** or speak to a live representative 24/7 by using the **LiveChat** system available at www.ProctorU.com.

Technical requirements

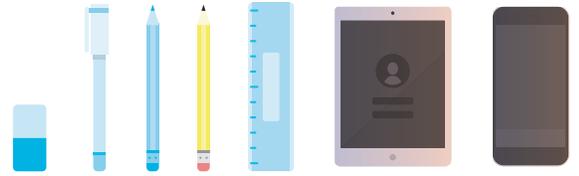
For a full list of requirements, visit www.ProctorU.com/tech.php.

- A reliable computer running **Windows Vista (or higher)** or **Mac OS X 10.5 (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. A web cam with a built in microphone is recommended.
- A web browser with **Adobe Flash Player** installed. A minimum of Flash Player 10 is recommended.
- A reliable, **high-speed Internet** connection. (at minimum, .768 Mbps download, .384 Mbps upload)
- The ability to allow video-and screen-sharing connections to the computer used to take an exam. (e.g., a computer with administrative access)
- **Compatible web browser**: Google Chrome (preferred), Mozilla Firefox or Safari. Your institution may require a specific browser.

Unsupported Platforms

ProctorU does not currently support the following devices:

- Google Chromebooks
- Android tablets (Nexus 7, etc.)
- iOS tablets (iPad, iPad mini, etc.)
- Linux operating systems
- Microsoft Surface RT



Pre-exam checklist

- ✓ Test equipment at www.proctoru.com/testitout before the appointment to confirm that the computer being used is compatible for proctoring. An automated check is run on the system, and the test-taker can connect with a live representative, if needed. Please see our technical requirements listed below.
- ✓ Ensure the Internet connection is fast and reliable. If connected through an intermittent WiFi connection, ProctorU strongly recommends plugging directly into the modem or router to avoid disconnections or disruptions during the exam.
- ✓ Some exams allow use of scrap paper or other materials during the exam. If this is the case, be prepared to show each item to the proctor for verification.
- ✓ Have a valid government-issued or other photo ID ready to verify identity. Having two forms of identification available is strongly recommended.
- ✓ If the webcam is internal, make sure to have a mirror or reflective surface such as a mirror available so the proctor can inspect the computer monitor edges and keyboard.
- ✓ Please remove all cell phones and find a comfortable, quiet spot in a well-lit room. Make sure the room's light source, such as a window or lamp, is behind the webcam to avoid shadowing or glare. The proctor will need a clear view of your surroundings and face before the exam is accessed.
- ✓ At the appointment time, return to <http://go.proctoru.com> and log in. A **Start** link is displayed where the countdown was previously. Clicking this link takes you to the proctoring room. Follow the instructions listed on the proctoring page to connect to your proctor.
- ✓ ProctorU will run an applet, or temporary program, on the computer and ask to share your screen during the proctoring session. This program expires once it is closed. You should close all programs not related to the exam before connecting for the best proctoring experience.
- ✓ Once connected, the proctor walks you through the authentication, secures your work area and helps you navigate to your exam. If there are any technical issues or connectivity is lost, you should use ProctorU's **LiveChat** feature.
- ✓ The exam timer does **not** begin until the proctor enters you into your exam.
- ✓ If the exam allows, you should save each answer in case connection is lost or if an error occurs with the testing website.

Have Questions? Contact us!

LiveChat

www.ProctorU.com
help@proctoru.com