Some assessments (such as tests and/or quizzes) in this course require the use of the SmarterProctoring platform. SmarterProctoring is an online, remote proctoring system that uses advanced machine learning and identity-verification technology to ensure test integrity. This platform allows you to take proctored tests at home using a computer extension; or alternatively take your exam in a traditional way by scheduling an exam in a testing center or with an approved proctor in your area. If you prefer to take your exam in a traditional proctored setting rather than at home on your own computer, [follow these instructions to schedule your test in the UMSL Testing Center](https://www.umsl.edu/~campustesting/files/pdfs/students_howtoschedule_sp.pdf) using the SmarterProctoring tool in your Canvas course.

**Taking SmarterProctoring Exams on Your Personal Computer**

The following instructions provide guidance on taking your proctored exams on your personal computer in a location of your own choosing. [This link describes the best practices for automated proctoring and explains what is and is NOT monitored.](https://smarterproctoring.zendesk.com/hc/en-us/articles/360048209372-Best-Practices-for-Automated-Proctoring-Updated-)

**What will I need to use SmarterProctoring on my computer?**

Important: Contact your instructor immediately if you do not meet the technical requirements (desktop or laptop with a webcam) or if you use a screen reader for accessibility. UMSL recognizes that not all students may be able to meet the minimum requirements. If you do not have access to the minimum technology requirements or have disabilities that require the use of a screen reader or keyboard navigation shortcuts, please inform your instructor before the quiz or test so that accommodations may be made. There are resources to help you acquire equipment you might need or guidance to take your exams in the UMSL Testing Center.

* Desktop or laptop computer (Mac or Windows based PC). Chromebooks are also acceptable.
  + Windows PCs require a minimum of Windows 7.
  + Macs require a minimum of macOS 10.10.
  + iPads, tablets, phones and other mobile devices are not compatible.
* The SmarterProctoring system will guide you through the steps required to get properly setup, however if you wish to get all preconfigured you can do so via the steps below.
  + **Installing the Google Chrome Browser:** Install the Google Chrome Web Browser if it isn't already installed on your computer. The installer for Google Chrome can be found at [google.com/chrome](https://smarterproctoring.zendesk.com/hc/en-us/articles/google.com/chrome)Note: If you already have Google Chrome installed on your computer update it to the newest version. You can update your copy of Google Chrome by navigating to chrome://settings/help and then follow the prompts to update.  Automated Proctoring requires **version 74** or newer.
  + **Installing the SmarterProctoring Extension:** The SmarterProctoring Automated Proctoring system requires a free extension be added to the Chrome browser. This installation takes about 30 seconds and is something that only needs to happen one time. When you start your session you will be prompted to install the extension.  If you would like to manually install the extension ahead of time, you can review the [Installing Chrome Extension](https://smarterproctoring.zendesk.com/hc/en-us/articles/360040937132) article. You can [uninstall the SmarterProctoring](https://smarterproctoring.zendesk.com/hc/en-us/articles/360041366291-Uninstalling-the-Chrome-Extension) Chrome Extension any time after completing your exam.
* Webcam (internal or external)
* Microphone (internal or external)
* A stable Internet connection in order to successfully complete your exam. A connection that is not stable and able to push all the video to the server could result in issues during your exam. You may use this online tool to [test your Internet speeds](https://smarterservices.speedtestcustom.com/).
  + **1 Mbps – Download (minimum)**
  + **1 Mbps – Upload (minimum)**

**How do I start an exam with SmarterProctoring?**

* In Canvas, click on the SmarterProctoring tab in Canvas in your course’s Course Navigation Menu.
* You will need to allow yourself a couple of minutes to go through the startup or onboarding process before your exam.
* You may be required to show your ID and to do a room scan.
* A detailed walkthrough of starting a SmarterProctoring test is [available](https://smarterproctoring.zendesk.com/hc/en-us/articles/360040976571-Getting-Started). This [video](https://vimeo.com/240038653) shows you what a proper room scan should look like.

**What should I do if I have trouble getting started or while taking a test?**

The SmarterProctoring Automated Proctoring system is designed for ease of use. If you have any issues while getting setup please reach out to their support team via email at [support@smarterproctoring.com](mailto:support@smarterproctoring.com).

The Missouri Online team is also available to help you with any issues that come up. Email them at [missourionline@umsystem.edu](mailto:missourionline@umsystem.edu) or call 855-675-0755.

Common trouble areas are [microphone access](https://smarterproctoring.zendesk.com/hc/en-us/articles/360057473151-Granting-microphone-access-in-Windows-10) on Windows, [camera and microphone access](https://smarterproctoring.zendesk.com/hc/en-us/articles/360048232892-Granting-camera-microphone-access-in-macOS-10-14-later) on Macs, and [screen recording permissions](https://smarterproctoring.zendesk.com/hc/en-us/articles/360041482472-macOS-10-15-Screen-Recording-Permission-Settings) on Macs. The links provided show you how to fix these with simple changes to settings. At any time during a test, you may click the Chat button within SmarterProctoring to reach SmarterProctoring help.

If you are unable to complete the test, please contact your instructor immediately.

**Where can I try out a SmarterProctoring quiz to know what to expect?**

You will have an opportunity to take a practice assessment with SmarterProctoring before you take a graded assessment. If no practice assessment is included in this course, there is [one in the Canvas Online Course Overview Course](https://umsystem.instructure.com/courses/83642/pages/practice-a-proctored-canvas-quiz?module_item_id=2372040) (some of the settings in the practice assessment may differ from the actual ones in your course). You should do this ahead of your first real assessment with SmarterProctoring, as required adjustments may take a few minutes and take valuable assessment time.

Please be aware that:

Automated Proctoring **Does:**

* Record the student's screen and webcam during an exam session.
* Provide access to authorized faculty to review videos including flags that were added due to suspicious behavior.
* Ask the student to do a scan of the space / room in which they are testing if required by the institution.

Automated Proctoring **Does Not:**

* Monitor anything outside of an active exam session.
* Monitor network traffic or devices other than where the exam session is being taken.
* Share any student information outside of SmarterProctoring and the Learning Management System (LMS)
* Share the recorded exam session to any entity other than the student's institution.
* Sell or share the student information, including exam session recordings with any other entity.
* Review browsing history or currently installed programs on personal devices.

**If I have privacy concerns, who can I contact?**

Please email **privacy@smarterproctoring.com**and the company will be happy to assist you with any of your privacy concerns. You can also remove the SmarterProctoring Chrome extentsion after your exam session. To do this, right click the extension icon in your browser and select “Remove from Chrome.” This process will ensure the extension is fully removed from your computer.