

Scheduling Your Exam with ProctorU

As a student in this course you will have a proctored examination which will be proctored by the proctoring service ProctorU. Students are expected to read the ProctorU handouts in addition to this handout. Here are some highlights of what you need to know before you schedule your exam.

Corporate Computers

- Corporate computers may not be able to be used. Typically, a corporate computer should not be able to be used since it will not allow ProctorU to 'drop in' and take control of your webcam. Students should have a non-corporate computer (desktop or laptop) available to take exams.

IT Requirements-What operating systems are supported?

- Student can check view the technical requirements and operating systems at <http://proctoru.com/tech.php>
- If possible use a fast, reliable hard wire internet connection. If you are taking your exam in an area with a shared internet connection remember that this could cause technical issues. Test your equipment prior to the exam at <http://proctoru.com/testitout/>
Students are encouraged to select the live representative for equipment testing. This act creates a record that your machine has been tested and approved by ProctorU.
- Our proctors and technology team will attempt to troubleshoot any issues that arise. However students are responsible for having a working webcam and internet connection. In addition students are responsible for any resources that are allowed for the exam. If a document needs to be converted it should be done so prior to connecting with the proctor.

Browser Requirements

- All students should have both Firefox and Chrome installed on their computers prior to taking an exam.

Electronic Book Policy

- We do not allow external devices such as kindles, ipads, phones etc. We would however allow the student to have the document open on their computer without it being downloaded onto their system.

Scheduling Your Exam

- In order to schedule your exam contact ProctorU please visit <http://proctoru.com/portal/northwestern> (this will change once the Canvas integration is in place).
- Exams must be scheduled 3 days (72 hours) in advance to avoid additional on demand fees.

Special Needs

- Any student with documented disability which requires extra time should advise the instructor who can confirm the special needs with ProctorU. Instructors can email instructions to passwords@proctoru.com. Instructors will also have to adjust the time limit for the exam in Canvas for the individual student.

How it works/ FAQs

- Students can find out more about our service and FAQs by visiting: <https://www.proctoru.com/howitworks.php>

Contact Information

- For scheduling or questions contact ProctorU via phone: 855-772-8678, email: <http://proctoru.com/contactus.php> or use the livechat feature on the bottom right side of our website: <http://proctoru.com/>.

How to use ProctorU

What do you need to use ProctorU?

You will need a webcam, and an internet connection to access additional information about your operating system and device by visiting: <https://www.proctoru.com/howitworks.php>.

Northwestern's browser of choice is Firefox but we ask that you also have Chrome downloaded as a backup.

What requirements does my system need to meet?

You can look at our minimum and recommended technical requirements here:

<http://proctoru.com/tech.php>. This also provides information on the systems and devices that Proctor is not compatible with at this time. If possible use a fast, reliable hard wire internet connection during your exam.

How do I make sure my computer and equipment works?

It is suggested that you test out your equipment prior to your exam. Make sure that you are using the same device and internet you will be using the day of your exam. You can do an automated check here: <http://proctoru.com/testitout/>. Your instructor has asked that you connect to a live person when testing your equipment to make sure everything is working properly. You can do this by selecting the blue button on the test it out page.

How do I schedule my exam with ProctorU?

To schedule your exam you can visit: <http://proctoru.com/portal/northwestern>. You can login with a current account if you have one or create one if it's your first time. You will then choose the term and exam and select a time that works best for you. To avoid on demand fees please schedule your exam 72 hours in advance.

How do know what to expect?

Your instructor will provide you with additional handouts on ProctorU. You can also watch videos on what to expect for your session.

<https://vimeo.com/107066503>

<https://vimeo.com/129576577>

Password: ProckMark15

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