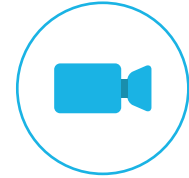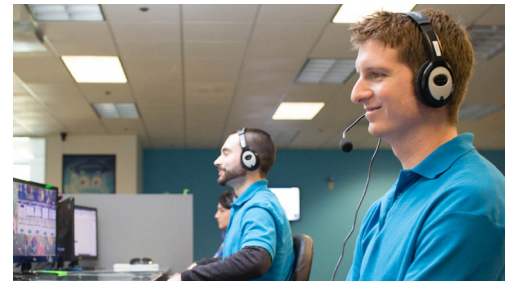# What is Proctor U ?

What We Do

ProctorU is a unique service that allows candidates to complete exams, certifications and assessments at their convenience, while still ensuring exam integrity for institutions. Candidates can take exams in any secured area with Internet access while utilizing almost any computer and webcam.

Preparing for an Exam

Exams can be taken through ProctorU 24 hours a day, seven days a week. During an exam, the candidate is connected to a real person who guides them through the process and assists with any technical issues.

If the candidate has questions about the process beforehand they can speak to a live representative by using the **LiveChat** system available at **www.ProctorU.com** or can call ProctorU's toll-free number at **855-772-8678**.
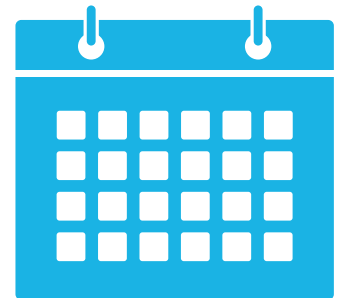
Taking An Exam

ProctorU allows candidates to schedule an exam immediately or by appointment. All appointments should be made at least 72 hours in advance.

To make an appointment, candidates create an account at **http://go.proctoru.com** or use the institution's ProctorU web portal. Next they log in, click the **Schedule New Exam** link and select the exam, date, and time desired. Candidates receive an email confirming the reservation, and a **countdown** to the nearest exam is shown.

Reservations made less than 72 hours of an exam are subject to a $5 late registration fee.

Candidates can also schedule an exam on demand less than an hour in advance by using ProctorU's convenient **Take it Now** feature. This premiere feature is designed to give candidates added convenience and costs an additional $8.75.

Late registrations and **Take it Now** features are subject to availability.

Candidate 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, or the candidate 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 recommends plugging directly into the modem 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.

Candidate Checklist (continued)

√ 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 the candidate's 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 the candidate to the proctoring room. The candidate follows the instructions listed on the proctoring page to connect to their proctor.

√ ProctorU will run an applet, or temporary program, on the computer and ask to share the candidate's screen during the proctoring session. This program expires once it is closed. Candidates should have all programs not related to the exam closed before connecting to ensure the best proctoring experience.

√ Once connected, a proctor walks the candidate through the authentication, secures their work area and helps them navigate to their exam. If there are any technical issues or connectivity is lost, candidates should use ProctorU's LiveChat feature.

√ The exam timer does not begin until the proctor enters the candidate into their exam.

√ If the exam allows, candidates should save each answer in case connection is lost or if an error occurs with the testing website.

Technical Requirements

Please see the technical requirements listed below.

- A reliable computer running **Windows XP (or higher)** or **Mac OS X 10 (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. Flash Player 10 is recommended.
- A reliable, high-speed Internet connection.
- The ability to allow video-and screen-sharing connections to the computer used to take an exam.

Conduct a diagnostic of the computer, webcam and Internet connection at
www.ProctorU.com/testitout.

Have Questions? Contact us!