ProctorU

What We Do

ProctorU is a unique service that allows test-takers to complete their exams, certifications and assessments at any time while still ensuring academic integrity for the institution. Test-takers can take exams from home, work or anywhere with Internet access while utilizing almost any computer and webcam.

Preparing for an Exam

Exams times are scheduled by your instructor. During your exam, you will be connected to a live person who will be there to guide you through the process and assist with any technical issues. If you have any questions, please call our toll-free proctor line at **855-772-8678**.

Taking Your Exam

After your instructor has set your exam window (days and times available) students can then make an appointment to take their exam within that window. All appointments should be made at least three days in advance. To make an appointment, test-takers simply create an account at http://go.proctoru.com or their institution's ProctorU web portal by logging in, clicking on the "new exam" link and selecting the exam, date, and time they desire. Test-takers will receive an email confirming their reservation at the email address they provided to ProctorU. Reservations made within 72 hours of an exam are subject to a $5 late registration fee. Test-takers without an appointment can take their exam on demand within 15, 30 or 45 minutes by using ProctorU's convenient Take it Now feature. This premier feature is designed for students who did not schedule an appointment before the test time and costs $8.75. Late registrations and Take it Now features are subject to availability. **It is strongly recommended you schedule your exam more than 72 hours prior to the exam window or you may miss your exam altogether.**

Test-Taker Checklist

- Test your equipment at www.proctoru.com/helpdesk before your appointment to confirm the computer being used is compatible for proctoring. This site runs an automated check on your system, or connects you with a live person, if needed. Please see our technical requirements listed below.
- Make sure the Internet connection is fast and reliable. If you are connected through an intermittent WiFi connection, we recommend plugging in to the modem to avoid disconnections during the exam.
- Some course instructors allow scrap paper or other materials to be used during the exam. If this is the case, be prepared to show each item to the proctor for verification.
- Have your valid government issued-ID or other photo ID ready to verify identity. Having two forms of identification available is strongly recommended.
- If your webcam is attached to the computer, make sure to have a mirror or reflective surface such as a mirror, CD, cell phone or electronic tablet screen available so the proctor can inspect the computer monitor edges and keyboard.
- Please turn off 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 in front of you in order to avoid shadowing or glare. Your proctor will need a clear view of your surroundings and face in order to grant access to the exam.
- At the date and time of your appointment, return to http://go.proctoru.com and log in. A message will appear saying, "Connect to Your Proctor Now." Click on this button and it will automatically take you to the proctoring room. Next, click the button under Step 1 that says "Click to Download." You will be prompted to download and run a file. Instructions to run the file will be customized based on your web browser.
- ProctorU will run an applet, or temporary program, on your computer that will allow us to view your screen and what programs are running during your exam session. This program will expire once you close it. Please have all programs not related to the exam closed before logging in to ensure the best experience.

Test-Taker Checklist (continued)

- Once connected, the proctor will walk you through the testing process and into the exam. If there are any technical issues or connectivity is lost, please call ProctorU immediately at 855-772-8678.
- Your allotted exam time begins once you are entered into the exam by your proctor.
- If your Learning Management System (Canvas or Sakai) allows, be sure to save each answer as you go in case connectivity is lost or if an error occurs with the testing site.

Technical Requirements

Test-takers are responsible for meeting the following technical requirements:

- *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. We recommend a web cam that has a built in microphone.*
- *A web browser with Adobe Flash Player installed. We recommend Flash Player 10.*
- *A reliable, high-speed Internet connection.*
- *The ability to allow video and screen-sharing connections to the computer used to take an exam.*
- *Test-takers can test their computer and webcam at* www.ProctorU.com/helpdesk

Test-takers can conduct a diagnostic of their computer, webcam and Internet connection at www.ProctorU.com/helpdesk.

Have Questions?

Contact us today at 855-772-8678, visit www.proctoru.com or email help@proctoru.com.

(855) 772 - 8678
www.ProctorU.com
contact@proctoru.com

Registration with ProctorU:

NOTE: The best Internet browser for taking exams in Sakai or Canvas is "Firefox". You may use Internet Explorer, but you may experience some difficulties. Please do NOT attempt to use Google Chrome, Opera, or other Internet browsers. For a free download of "Firefox" onto your system, go to www.firefox.com for more information.

If you have any questions about the ProctorU system you may call them at 855-772-8678.

The first step is to register for an account with ProctorU:

1. Go to www.proctoru.com/portal/ufl/
2. Click on "Sign Up" tab at the top of the page.
3. Complete the registration form and click "submit" – be sure to select your home time zone (if you don't know your home time zone Google time zone for websites that will help you to determine your time zone) – under "institution" select "University of Florida" - a notice that your account has been set up will appear – read the terms of service and click on "accept terms"
4. Your ProctorU profile page will be displayed – please complete this form and click on "update" – PLEASE use the name that you are officially listed as in your online courses as these are the names the system will be looking for to code you in the system – be sure to select "University of Florida" under Institution – do not select any other Florida school - click SUBMIT
5. After you update your profile your page will display active "My Exams" and "New Exam" tabs. You will not need to go through the account creation process each semester, but you will need to register for your exams each semester.

Schedule an exam with ProctorU:

1. Go to www.proctoru.com/portal/ufl/
2. Click on "Log in"
3. Login with your name and password (that you created when you registered). This opens your account in ProctorU.
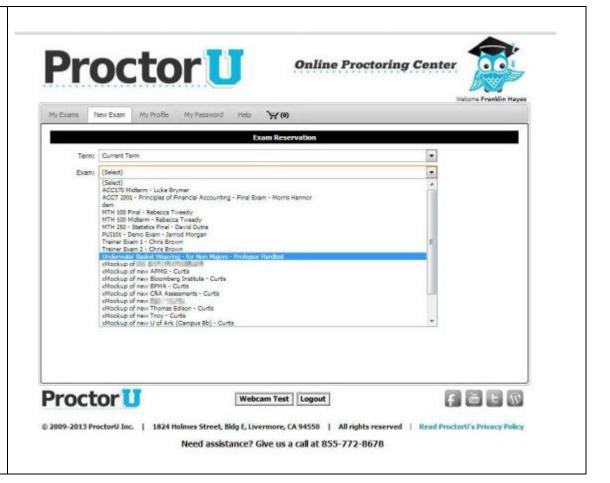
Note that when you login to ProctorU, you can test your webcam, schedule an exam, check on upcoming exam schedules, change your profile, and export your exam schedule.

See the following screen captures to proceed with taking your exam.

Click on the "New Exam" tab

Under "Term" - select "Current Term"

Under "Name of Exam" – pick the exam that matches your course and exam (verify this in the next screen in the display bar that you have picked the right exam), i.e. "PHC 6001 – Exam 1 – Cindy Prins", etc. – Click on the exam name.
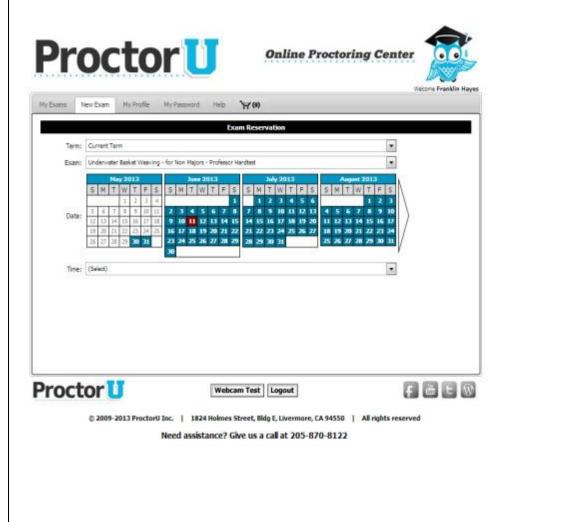
A calendar will appear with the available dates for the exam indicated in blue.

Pick one of these days. It will turn red.

Pick a time from the "start time" pull-down – PLEASE NOTE what time zone the time is listed. Note that many classes only schedule exams at one particular date and time, so you may not have flexibility in scheduling your exam time. Look at the exam name and make sure you have picked the correct exam.
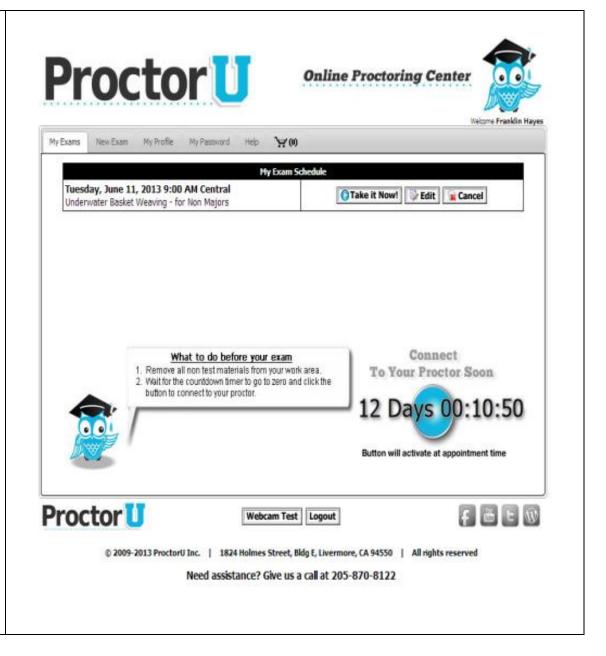
Click on "Add Reservation"

REMINDER: There is a $5 late fee if registering with less than 3 days from the start of the exam.

You may check on your exams at any time by logging into ProctorU. Click on "Schedule Exam" and then click on the "My Exams" tab. Your exam schedule is displayed with a countdown to your exam.

At this site you can also test your webcam and microphone.

Taking an exam with ProctorU:

Make sure that you have a webcam and microphone on the computer you plan to take your exam as both of these elements are **REQUIRED** during exams in online courses. Some computers have these as a built-in feature. Please test them on the ProctorU website prior to your exam time as the proctor will **NOT ALLOW** you to take your exam without this equipment on your computer. Do not wait until exam time to test them as a missed exam could mean failing the exam. If the exam is rescheduled (within the allotted exam window or later if the instructor approves) you will be charged a $5 rush fee.

On the ProctorU website, at http://www.proctoru.com/testitout/, there is a testing center to verify that your computer has all the proper settings and software necessary to take an exam via the ProctorU service. Please go to the site and test your equipment. This will verify that your webcam and connection are working in the ProctorU system.

Gear Up

What do you need to be proctored?

Find out here! ▶

On the date and time of your exam, go to www.proctoru.com, log in, and click on the "My Exams" tab, click on the "You have an exam Click to start!" button. **NOTE**: You will not be able to log onto your ProctorU scheduled exam until your appointment time –

not even 1 minute before – don't panic your exam testing time will start when you officially start the exam, not when you log onto ProctorU.

A proctor from ProctorU will be connected with you. They will ask you to present some picture identification and they will ask you some questions to identify yourself. They will also ask for you to pan your room and desk with the camera to verify that you are alone taking the exam. They will ask you to open Sakai or Canvas, log into your course and go to the exam you wish to take. They will ask permission to share your desktop. This is to enable them to enter a password to open your exam. (You must have some administrative privileges on the computer you are working on for this to be enabled.) If a proctor does not come on right away – do **NOT** leave the ProctorU site – they may be delayed due to a large number of students logging on at the same time. If you leave the site **YOU WILL LOSE YOUR EXAM APPOINTMENT TIME**. If you are waiting more than 15 minutes for a proctor, you may call them (be sure to press the option for "test scheduled today" option) or open your email (don't close ProctorU) and send them a message.

You will take the exam online under the rules that your instructor has set in the syllabus of your course (i.e. length of time, format, open or closed book, etc.). Please relax and take the test. The proctor will be watching and listening to you as you take the exam, but this is no different than a live test with proctors in the room walking around looking at students while they take an exam. Please ask others to refrain from coming into the room where you are taking your exam as you need to be alone to take your exam. Close all programs on your computer (unless this is allowed in the course exam rules), and turn off cell phones. It is important that students understand that you will **NOT** be able to leave the computer during the exam or answer the phone for ANY reason (unless there is a life-threatening emergency). Be sure to take a bathroom break **BEFORE** you start as this will not be allowed during the exam (just like in a classroom exam).

The proctor will be there to assist you if you have any technical difficulties during or before the exam, feel free to speak to them if you need assistance in this area. Proctors **CANNOT** assist you with the exam nor explain any questions on the exam.

The proctor will ask you to open up Sakai or Canvas (please have your name and password handy) – then open up "Assessments" or "Quizzes" – then open the exam you wish to take. At this point they will need your permission to "share your desktop" – they will enter the password for your exam and you will start the time for the exam after this step. **NOTE**: This last step requires that you have some administrative permission on your computer. If you are taking your exam at a work computer please check with your IT department about this capability prior to starting your exam.

If you encounter a problem with Canvas or Sakai during your exam please report it to the UF Helpdesk at helpdesk@ufl.edu (please spell out the problem as specifically as possible) or by phone at 352-392-4357. The UF Academic Technology department can only improve Canvas or Sakai if they get reports from students about problems they experience within the system.

If you have any complaints, suggestions, or comments concerning your experience with ProctorU please contact Chris Newsom at the UF Distance Learning Office at cnewsom@dce.ufl.edu or 352-294-0851.

A NOTE ABOUT SECURITY

The proctors on the ProctorU service have all taken the same FERPA student confidentiality exam that UF employees must take when interacting with students. To identify yourself the proctors are going to ask several questions about you to establish your identity. These questions are drawn from public records and they already have the correct answers so you are not revealing anything to them that they do not know from these records. If you are uncomfortable answering any of their questions, please let them know.

Proctors will send you a message to "share your desktop" – this will enable them to enter the exam password into your Canvas or Sakai exam site. The few minutes that ProctorU shares your desktop students will be able to see everything that the proctor is doing on the computer. They will then relinquish the desktop and enter a "view only" mode which will only allow them to see your desktop, but not manipulate your computer. At no time will they be able to enter your computer or your computer files without your knowledge as you will see all their interactions with your computer.