

GA Tech-edX Student Guide For Proctortrack

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What is Proctortrack?

Proctortrack is the automatic remote proctoring solution your institution has selected for use during online exams. More information about Proctortrack's privacy policies and technologies used can be found on our website.

How does it work?

The following guide will assist you, the student, in going through the process of taking a proctored exam with Proctortrack. Remember if you ever had any additional questions, you can call 1-844-753-2020 or go to www.proctortrack.com (<http://www.proctortrack.com>) for additional information and live chat.

Why onboarding?

Attempting the Onboarding creates the profile of the students in the Proctortrack System. Often students are unsure whether their specific hardware setup will allow them to use Proctortrack. While a detailed list of supported operating systems and browsers is available on Proctortrack.com, students often prefer to test their system themselves. Keep in mind that Chrome and Firefox are the recommended browsers. While Proctortrack will work in other browsers, the user experience is far superior in Chrome. The onboarding process gives students the opportunity to make sure everything is working correctly during low-pressure circumstances. It also gives students time to make any changes to their system well before the first exam.

Students can fail onboarding for the following reasons:

- Missing or insufficient facial scan.
- Missing or insufficient ID scan.
- ID scan shows invalid ID.
- Missing or insufficient knuckle scan.
- Insufficient environment lighting.

If a student fails the onboarding exam, they will receive a notification listing the specific reasons for failure and they will be asked to retake the onboarding exam. They can also check their Onboarding status on the Proctortrack Dashboard.

For students, onboarding appears exactly the same as a normal exam to help familiarize them to the testing environment. It is necessary to pass the Onboarding and have an approved Onboarding profile in order to attempt the actual exams. Steps to take the Onboarding are further explained below in the Guide.

If you have any questions, please do not hesitate to contact Verificant support:

- Proctortrack support: support@verificant.com, 1-844-753-2020

What do I need to take an exam using Proctortrack?

	Mac	PC
OPERATING SYSTEM	MAC OSX 10.7 Lion or higher	Windows 7, 8, or higher
PROCESSOR/RAM	Intel Processor, 2 GB RAM or better	Dual-core 2.4 Ghz CPU, 2 GB RAM or better
RECOMMENDED WEB BROWSERS		Mozilla Firefox v20.0 or Higher Google Chrome v25.0 or higher
PLUG-INS		Javascript Enabled & Third Party Cookies Enabled
CAMERA RESOLUTION		800 x 600 resolution or better
INTERNET CONNECTION		Cable Modem, DSL or better (300 kbps download, 250 kbps upload)

Taking

(https://docs.google.com/a/verifcient.com/document/d/1e0jKi_9n4VPwM0WkkSncK4vjfzz6EnIT2jWa3e21nqw/edit#h.bvaakts8ul34) **an**

Exam with Proctortrack: -

1. Log in as a student on the edX platform with your **Username** and the corresponding **Password** before clicking “Sign in.”

The screenshot shows the edX sign-in page. At the top left is the edX logo. Below it, a message says "First time here? [Create an Account.](#)". The main form is titled "Sign In". It has two input fields: "Email" containing "audit@example.com" and "Password" containing three dots (...). Below the password field is a link "Forgot password?". There is a "Remember me" checkbox and a blue "Sign in" button at the bottom.

2(a) . Upon login, from the list of courses visible on this page, choose the desired course by clicking on the “View Course” button for that course.

My Courses

- Testing Course**
edX - Test101
Started - Oct 1, 2015 [View Course](#)
- Performance DemoX Course**
DemoX - PERFI01
Started - Sep 1, 2015 [View Course](#)
- edX Demonstration Course**
edX - DemoX
Started - Feb 5, 2013 [View Course](#)

2(b) . Once logged in, you may go through the “**About Proctortrack**” and “How to take an exam using Proctortrack” links under the Proctortrack menu, to learn more about the Proctortrack Apps and Process

- Proctortrack
 - About Proctortrack
 - [About Proctortrack](#)
 - [How to take an exam using Proctortrack](#)
 - [Proctortrack support](#)
 - Proctortrack Launch
 - Introduction

2(c). You may also click on the “**Proctortrack Support**” link for information on how to contact our support team which is available for you.

Proctortrack support

[Bookmark this page](#)

Support URL with FAQs : <https://www.proctortrack.com/support/>

Support phone number : 844-753-2020

Support email: support@verificient.com

- 3.** Look for the Proctortrack drop-down menu and click on the “**Proctortrack Dashboard**” link.
 - Click on “**Launching Proctortrack Dashboard**”

edX Demonstration Course

Course Discussion Wiki Progress

edX Demonstration Course

Proctortrack

- About Proctortrack
- Proctortrack Dashboard**
- Launching Proctortrack Dashboard**
- Introduction
- Example Week 1: Getting Started
- Example Week 2: Get Interactive
- Example Week 3: Be Social
- About Exams and Certificates
- Proctored Exams

Expand All

4(a). This is the Proctortrack Dashboard. On the top, you have the Onboarding status. The Actual tests cannot be attempted unless the Onboarding profile is approved. Onboarding profile can be created by attempting the Onboarding test. The Onboarding test is a sample test.

Every Test-taker needs to have an approved Onboarding Profile, before attempting any actual Tests.

Proctortrack™ Integrity Realized

Total Tests: 3

Uploaded 0 Upload Failed 0 Not Attempted 3

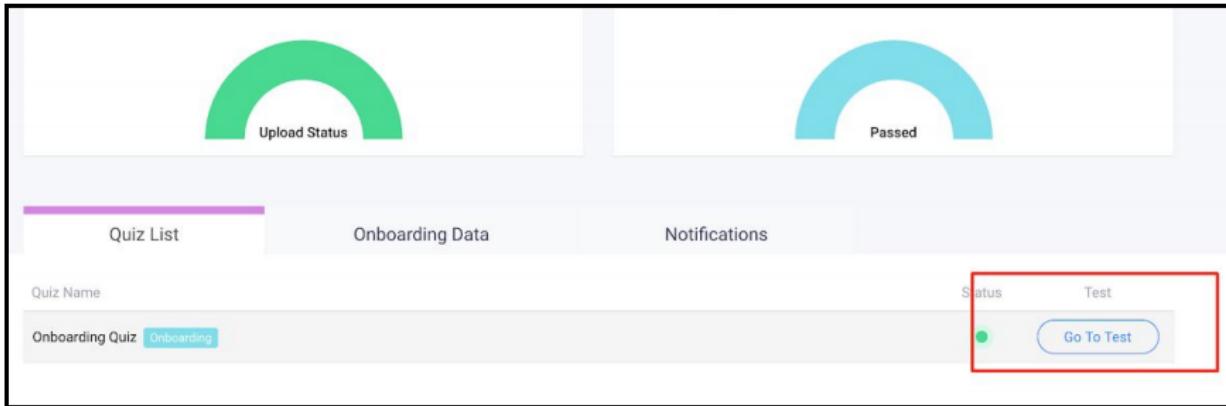
Onboarding Status: Not completed
Onboarding test must be completed at least 48 hours before your exam.

Test List Onboarding Data Notifications

Test Name	Status	Test
Final Term Test		Go To Test
Mid Term Test		Go To Test
Onboarding Test	Onboarding	Go To Test

4(b). On the Proctortrack Student Dashboard, you have the list of test below. Click on the “Go to Test” button for the test you would like to attempt. Here we will first attempt the Onboarding test .

The Process for attempting the actual tests is the same as the Onboarding test.



5. Read the “How it works” tab on the top, to further understand the steps required. Click the “Next” button to scroll through the steps.

This screenshot shows the first step of the "Let's Get Started" guide. It features a title "How It Works" and a sub-section "Download and run Proctortrack". It includes an icon of a cloud with a download arrow. A "Next" button is highlighted with a red box. Below this, there is a "Let's Get Started" section with icons for a computer setup, a megaphone, and a person being scanned.

This screenshot shows the third step of the "Let's Get Started" guide. It features a title "How It Works" and a sub-section "Perform the Identity Checks". It includes an icon of a person in an ID card frame. A "Previous" button is at the bottom left, and a "Next" button is highlighted with a red box. Below this, there is a "Let's Get Started" section with icons for a computer setup, a megaphone, and a person being scanned.

6. Scroll down to go through the “Let’s Get Started” section, to understand the guidelines for a proper testing environment.

Let's Get Started

Set Up a Proper Testing Environment for a High Integrity Score.



Use A Private Testing Area

Sit upright in an area where other people won't talk and cannot pass behind you.



Turn Off All Noise-Making Devices

Mobile phones set to vibrate emit detectable sound and any sound from a mobile device is flagged as a violation.



Ensure your Face is Clearly Visible

Hair, sunglasses and hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.



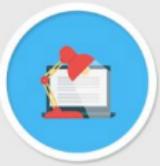
Close Irrelevant Tabs and Windows

The only tabs and windows open during the session should be those required for the completion of the test. Screenshots will be taken of suspicious activity and shown to your instructor.



Sit Directly in Front of Your Webcam

Make sure to stay in the middle of the webcam's view. Leaving the frame or looking away from the test will result in a low integrity grade.



Create The Proper Lighting

Sit in a consistently well-lit room with as plain of a background as possible.

7. Scroll down further to find the “General Guidelines” section. These are generic exam guidelines for the test-taker’s understanding.

General Guidelines



Have a Valid Photo ID Ready

To verify your identity, Proctortrack will ask to scan a photo ID. You may use a student photo ID or a government-issued driver's license, passport or national identification card.



No Short Breaks

If you need to use the bathroom, you should use it now. Once the blue frame appears, you may not leave the camera view until the test is finished.



Only One Keyboard, Mouse & Monitor

Multiple hardware devices connected to your computer can result in a policy violation. Take time to setup your workstation accordingly.



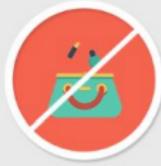
Food or Drinks Not Allowed

Eating or drinking during the assessment may result in disqualification.



Assessment is Timed

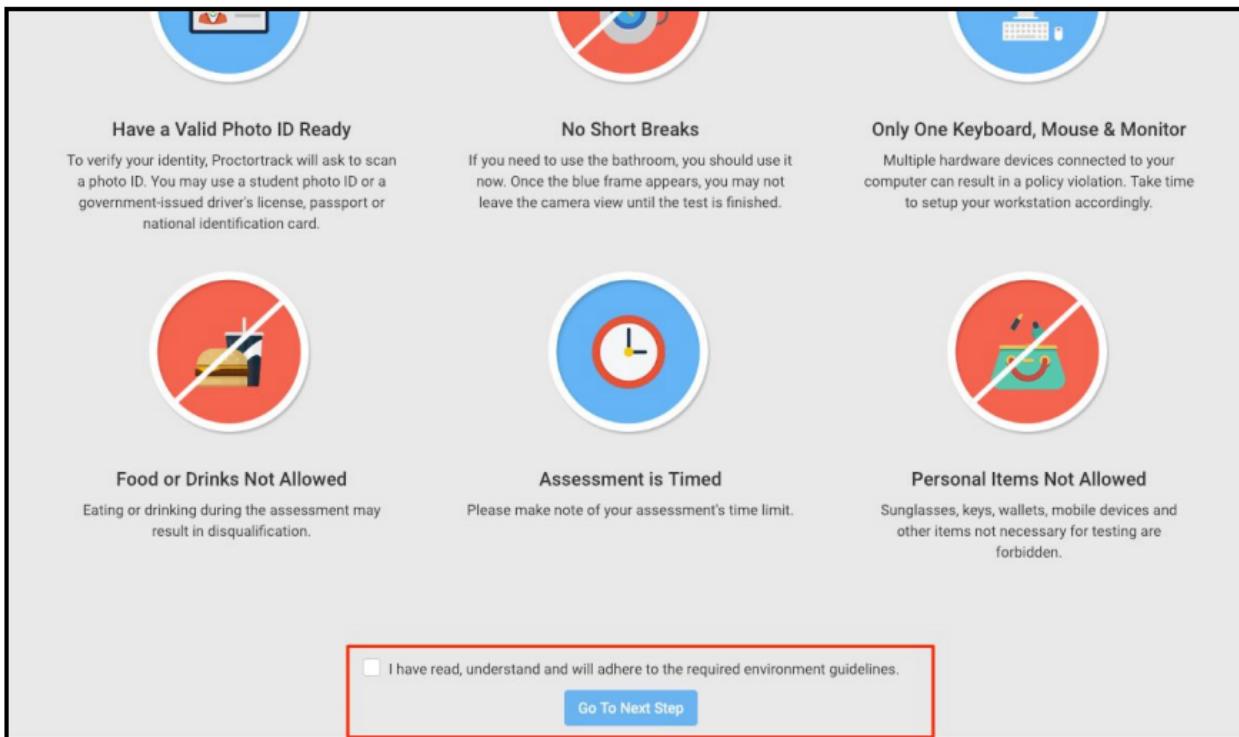
Please make note of your assessment's time limit.



Personal Items Not Allowed

Sunglasses, keys, wallets, mobile devices and other items not necessary for testing are forbidden.

8. After getting familiar with all the guidelines, check the box (at the bottom) labeled “I have read, understand and will adhere to the required environment guidelines.” Click “Go To Next Step.”



This screenshot shows the 'Environment Guidelines' section of the Proctortrack setup wizard. It contains six items, each with an icon and a brief description:

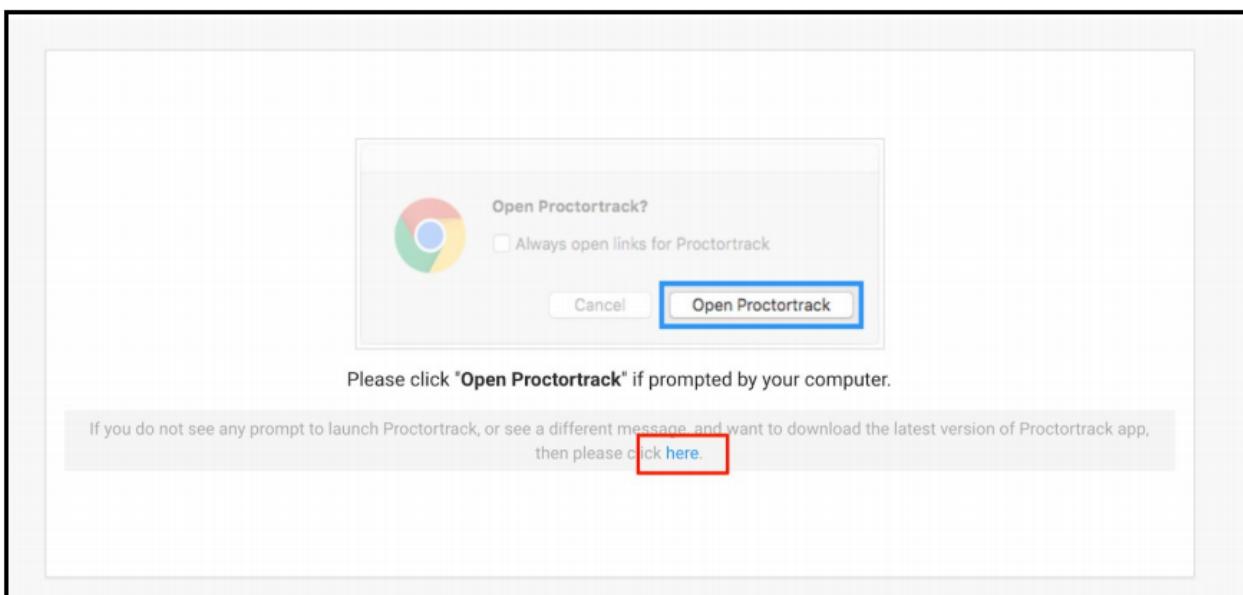
- Have a Valid Photo ID Ready**: To verify your identity, Proctortrack will ask to scan a photo ID. You may use a student photo ID or a government-issued driver's license, passport or national identification card.
- No Short Breaks**: If you need to use the bathroom, you should use it now. Once the blue frame appears, you may not leave the camera view until the test is finished.
- Only One Keyboard, Mouse & Monitor**: Multiple hardware devices connected to your computer can result in a policy violation. Take time to setup your workstation accordingly.
- Food or Drinks Not Allowed**: Eating or drinking during the assessment may result in disqualification.
- Assessment is Timed**: Please make note of your assessment's time limit.
- Personal Items Not Allowed**: Sunglasses, keys, wallets, mobile devices and other items not necessary for testing are forbidden.

At the bottom, there is a red-bordered box containing a checkbox and a 'Go To Next Step' button:

I have read, understand and will adhere to the required environment guidelines.

Go To Next Step

9(a). This is the Download page. Proctortrack will attempt to automatically start the download. If it doesn't, click "[here](#)" to download Proctortrack manually. If the App was downloaded during any previous exams/tests, the download page will detect the downloaded app and bring forward a pop-up window to click on "open Proctortrack" to launch the application.



This screenshot shows the 'Download' page of the Proctortrack setup wizard. It features a large central area for file download and a smaller sidebar with instructions:

Open Proctortrack?

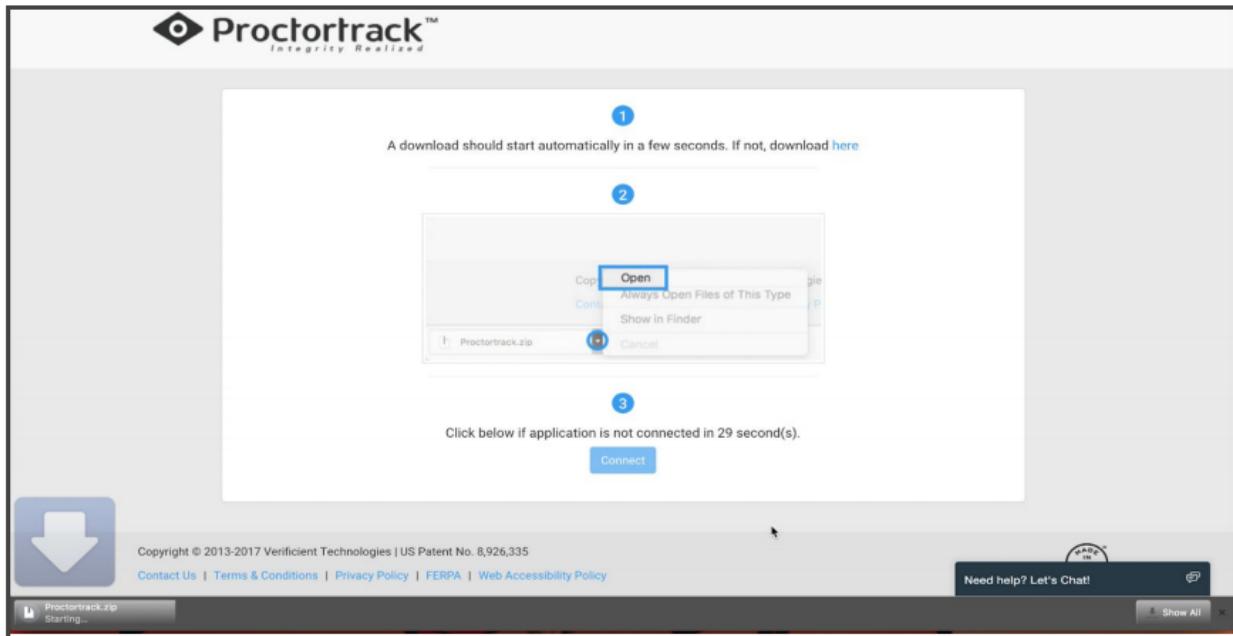
Always open links for Proctortrack

Cancel **Open Proctortrack**

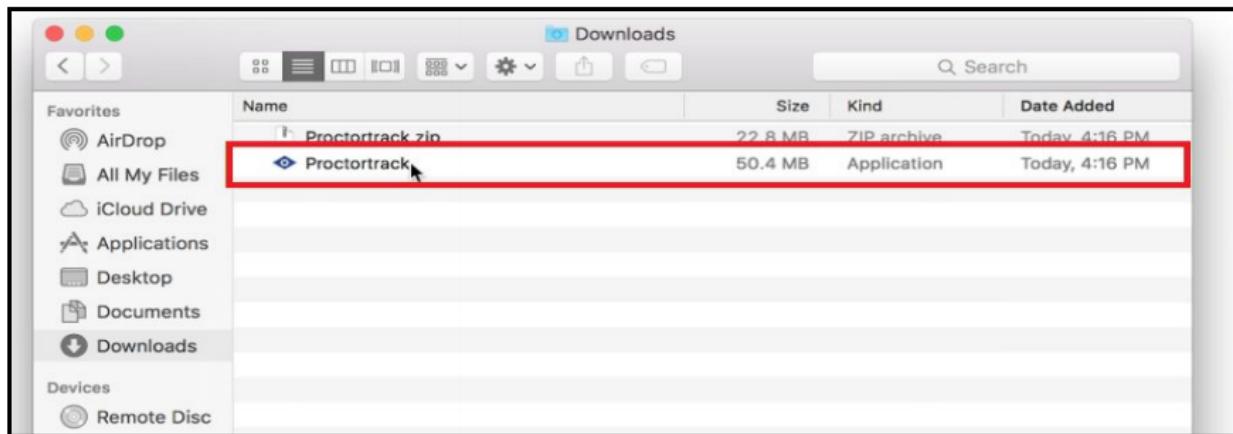
Please click "Open Proctortrack" if prompted by your computer.

If you do not see any prompt to launch Proctortrack, or see a different message, and want to download the latest version of Proctortrack app, then please click [here](#).

9(b). Open the Proctortrack.zip/Proctortrack.exe file that downloads.

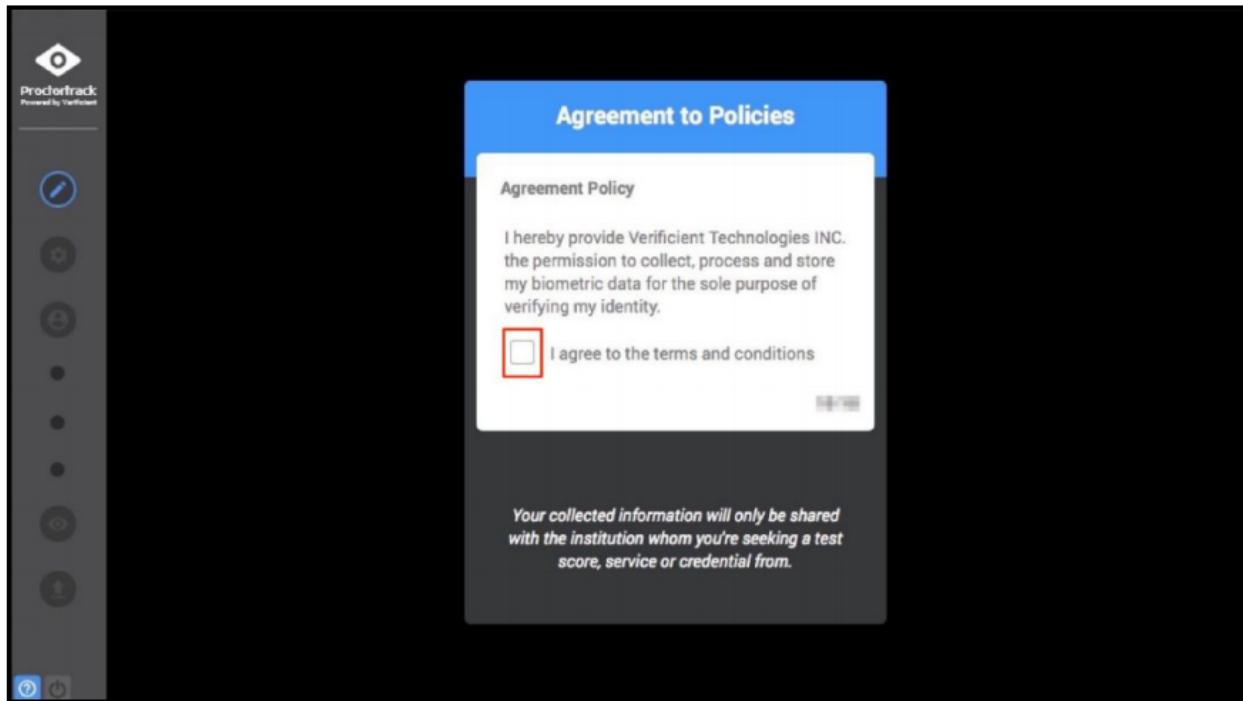


- Finally, launch Proctortrack from your downloads folder to continue

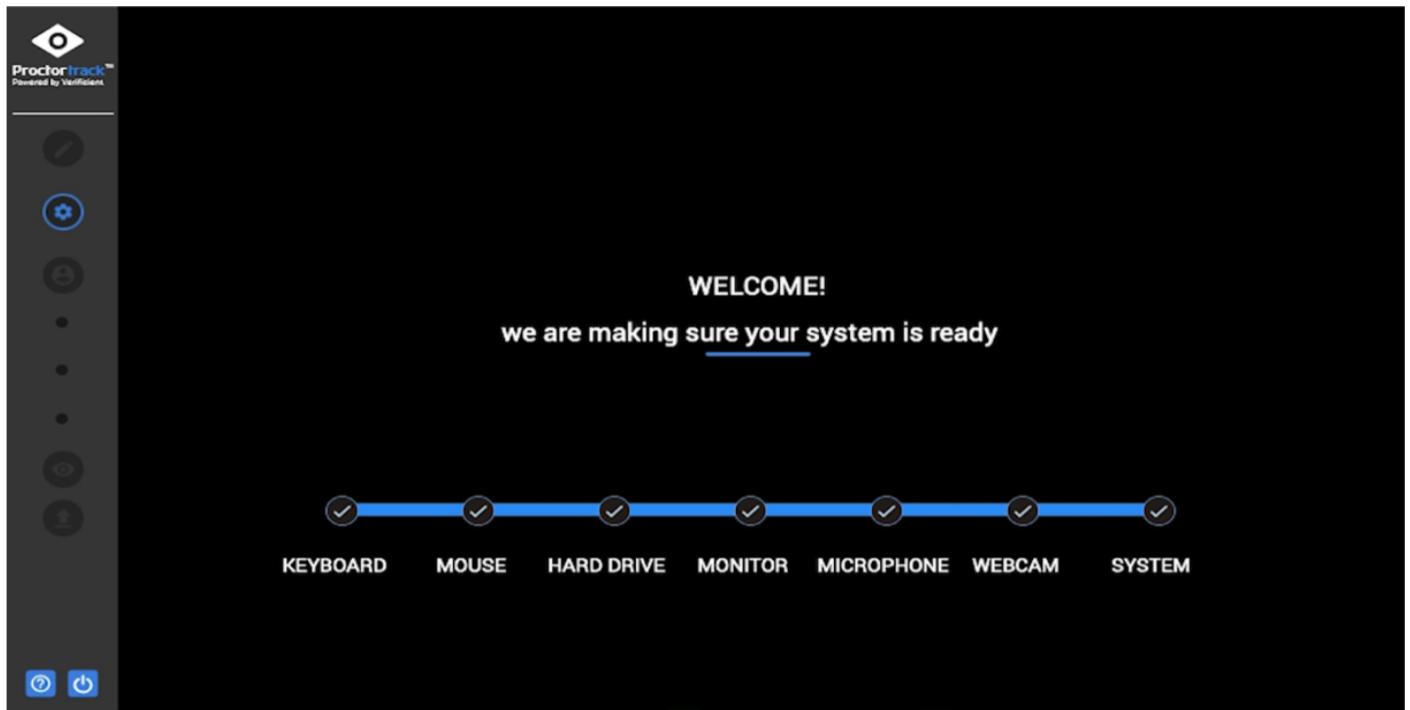


Using Proctortrack

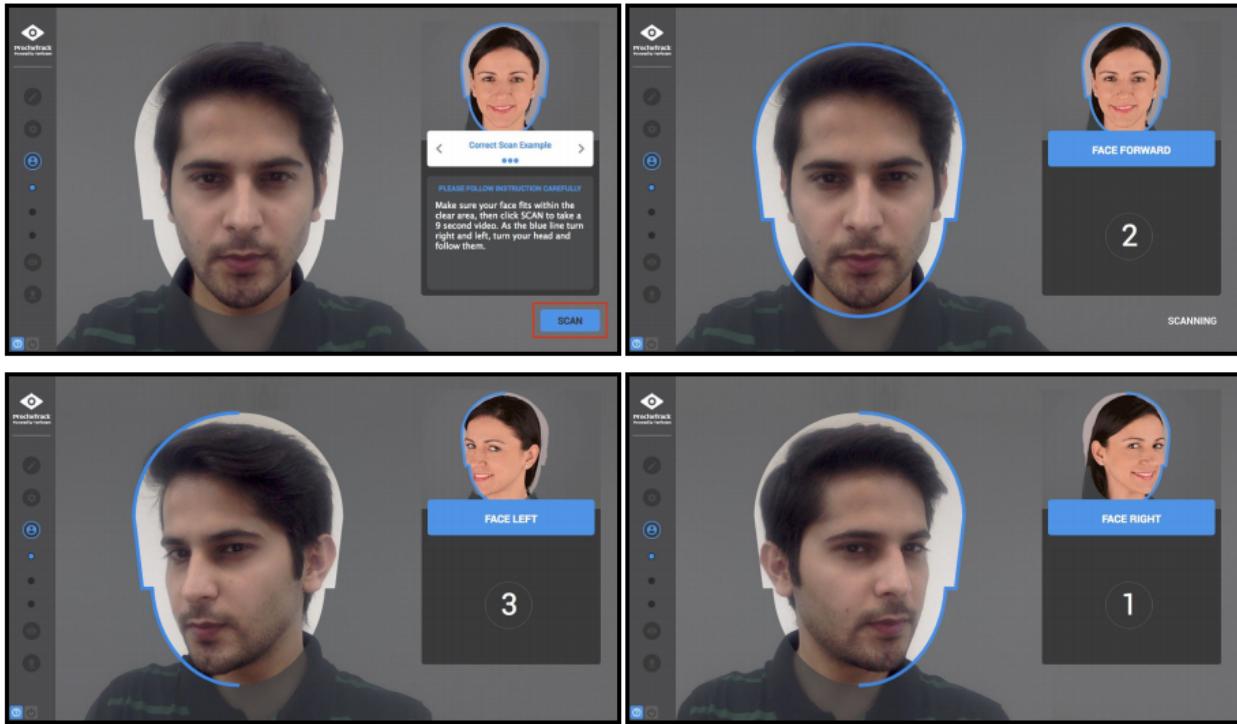
- Once Proctortrack has launched, check the box labeled "I agree to the terms and conditions".



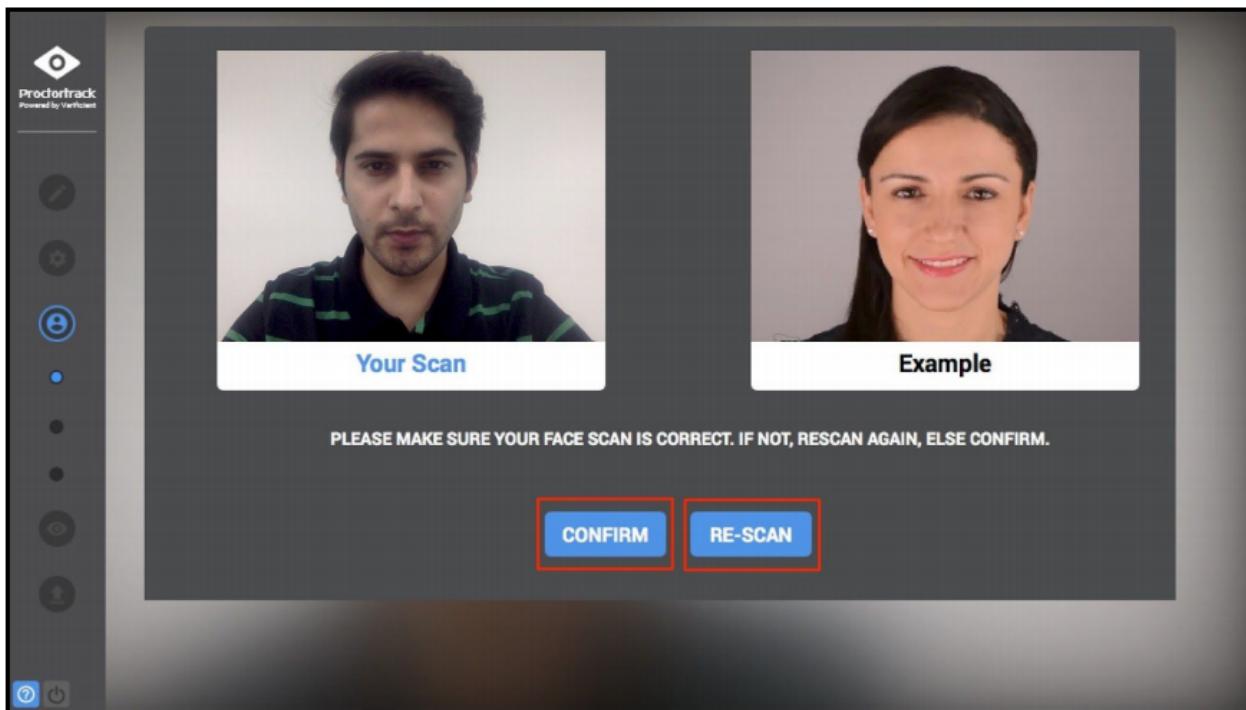
2. The **system check** will run to verify that the system is ready.



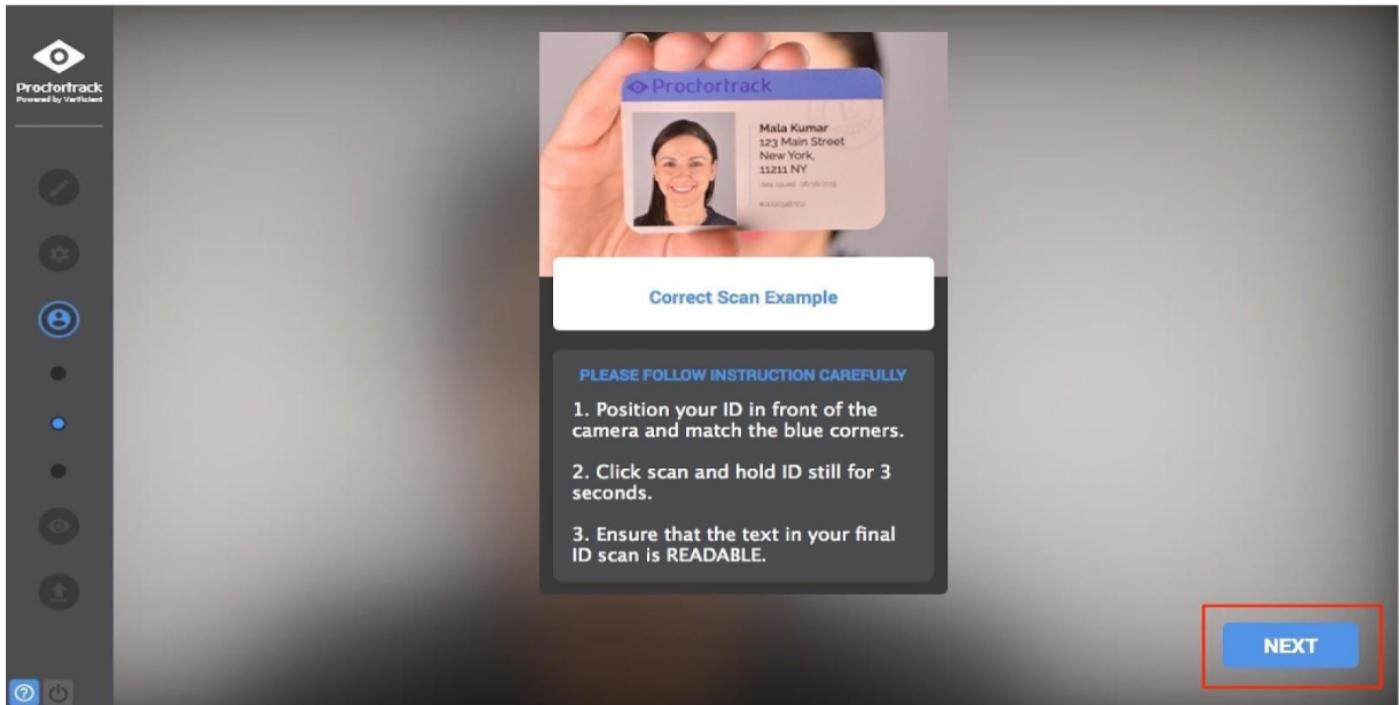
3. Make sure to fill the frame before clicking "**SCAN**". After that, follow the on-screen prompts.



4. If dissatisfied with the scans, click “**RE-SCAN**” to rewrite the them by taking new ones. Otherwise, click “**CONFIRM**” to move on.



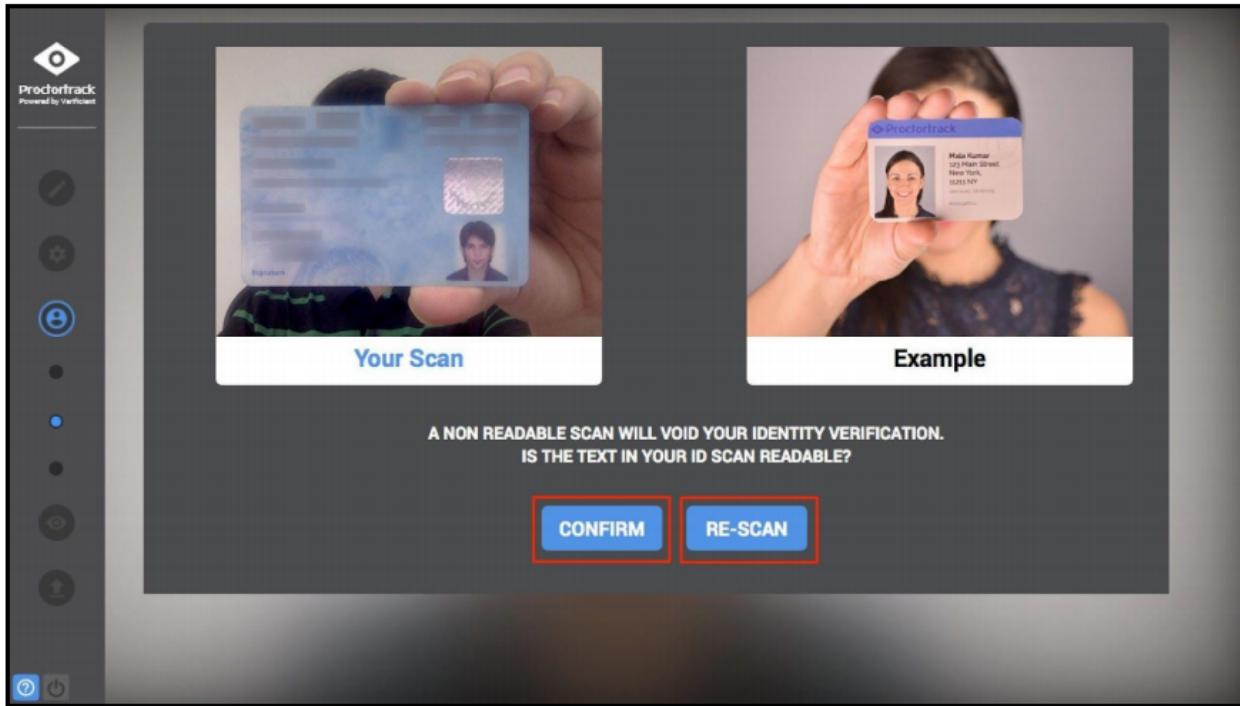
- 5(a). For the ID scan, please go through the instructions for a valid photo ID scan and click "NEXT".



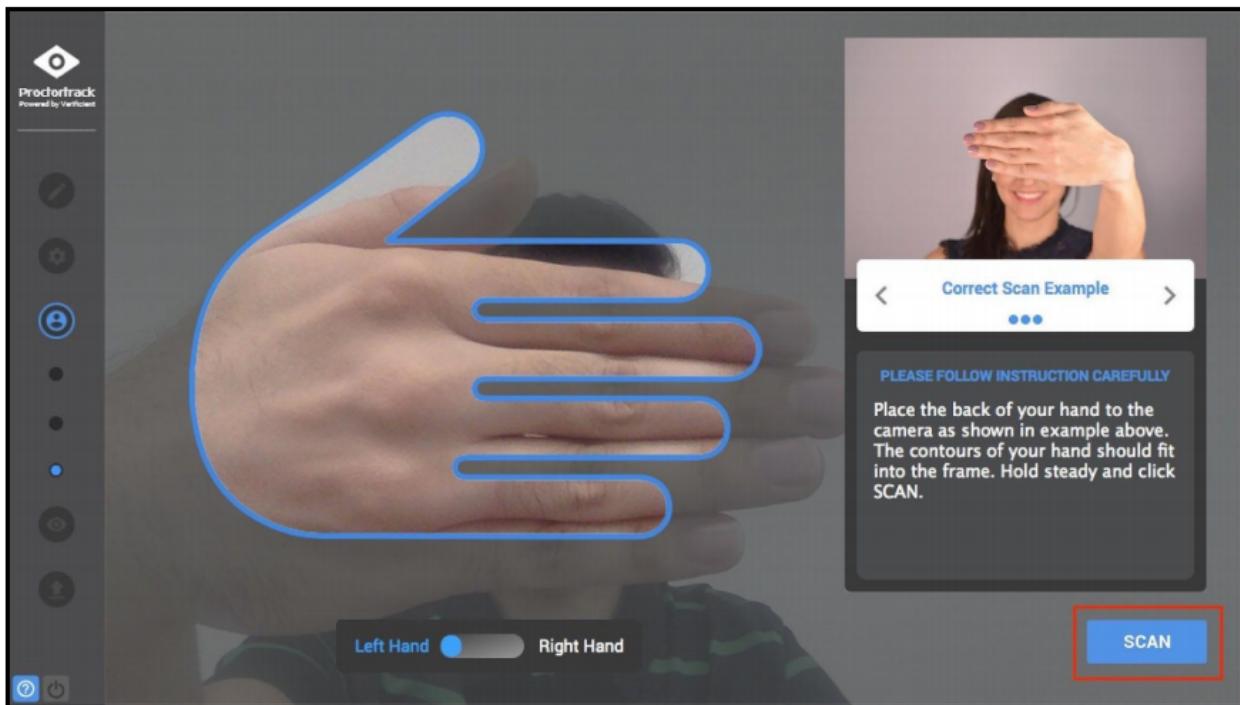
5(b). For the ID scan, hold a valid photo ID up to the camera and click "SCAN" .



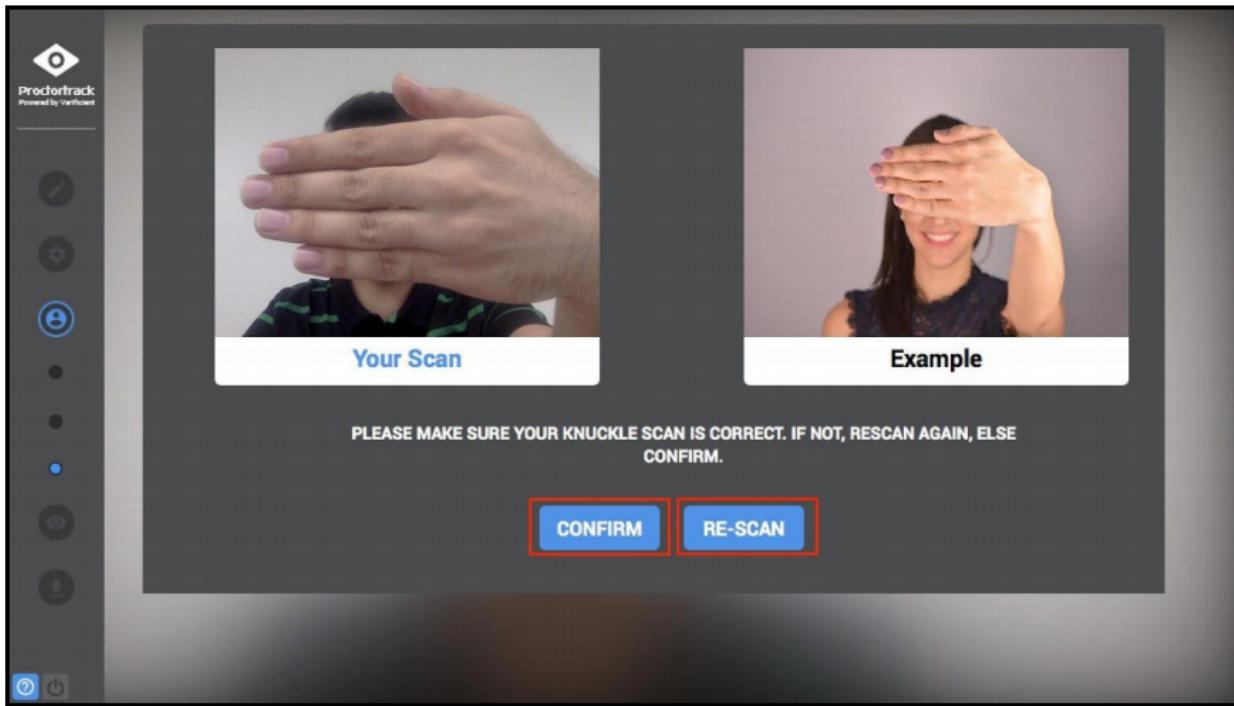
6. Make sure to fit the ID within the frame and hold it steady so that it's clear. Click "RE-SCAN" as many times as needed or click "CONFIRM" to proceed.



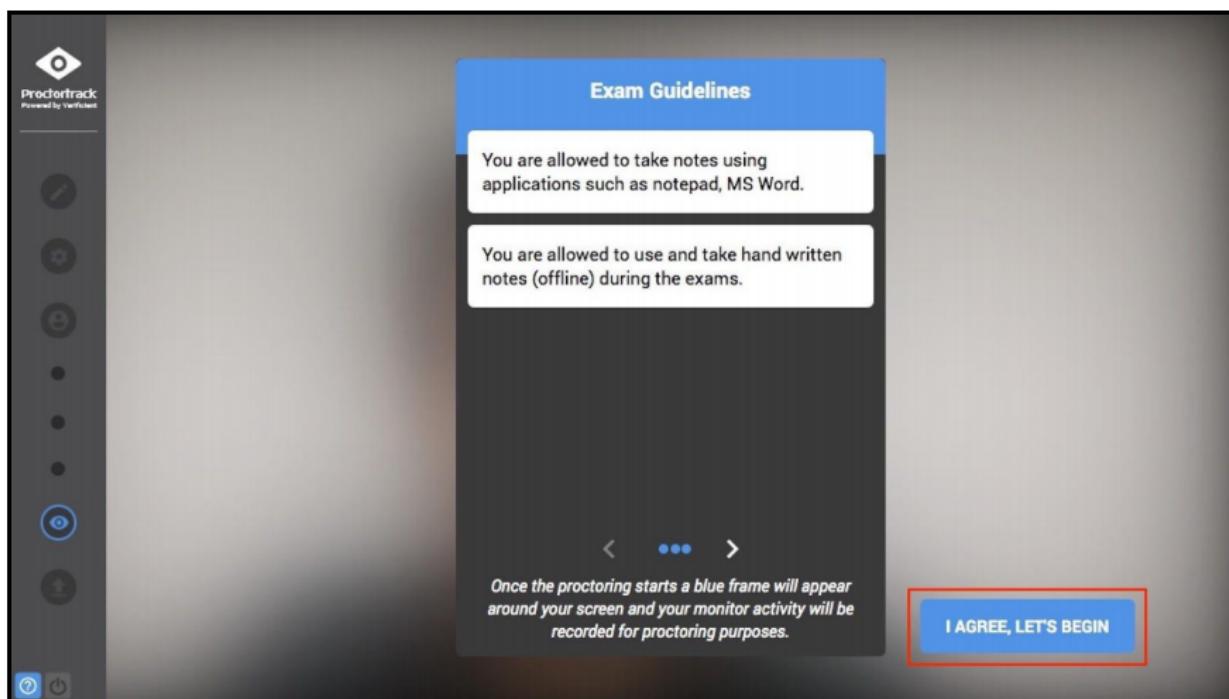
7. For the knuckle scan, choose to scan your "**Left Hand**" or your "**Right Hand**". Hold the back of the selected hand up to the webcam and try to fit it within the frame. Click "**SCAN**".



8. Once the scan is complete, click "**RE-SCAN**" if the scan is too blurry. Otherwise, click "**CONFIRM**" to complete the identification process.



9. This Step shows the Proctoring or monitoring configurations and instructions on what is allowed during the exam. Click “I AGREE, LET’S BEGIN” to continue.



10. Proctoring has now begun. A blue border will be placed around the screen as a reminder that Proctortrack is now in session. You can also see the video window in the right side bottom corner. You may now proceed to answer and submit your answers on the edX platform.

The screenshot shows a browser window for the edX platform. At the top, it says "Proctortrack You are being monitored". Below that is the edX logo and the course name "edX DemoX edX Demonstration Course". A navigation bar includes "Course", "Discussion", "Wiki", and "Progress". The main content is titled "Final Exam" with a "Bookmark this page" link. A "Multiple Choice" question asks "In which year EDX was founded ?" with three options: "2010", "2012", and "2009". Below the question is a "Submit" button. To the right is a "Webcam Feed" window showing a blurred video feed of a person's face. At the bottom right of the screen is a circular progress bar.

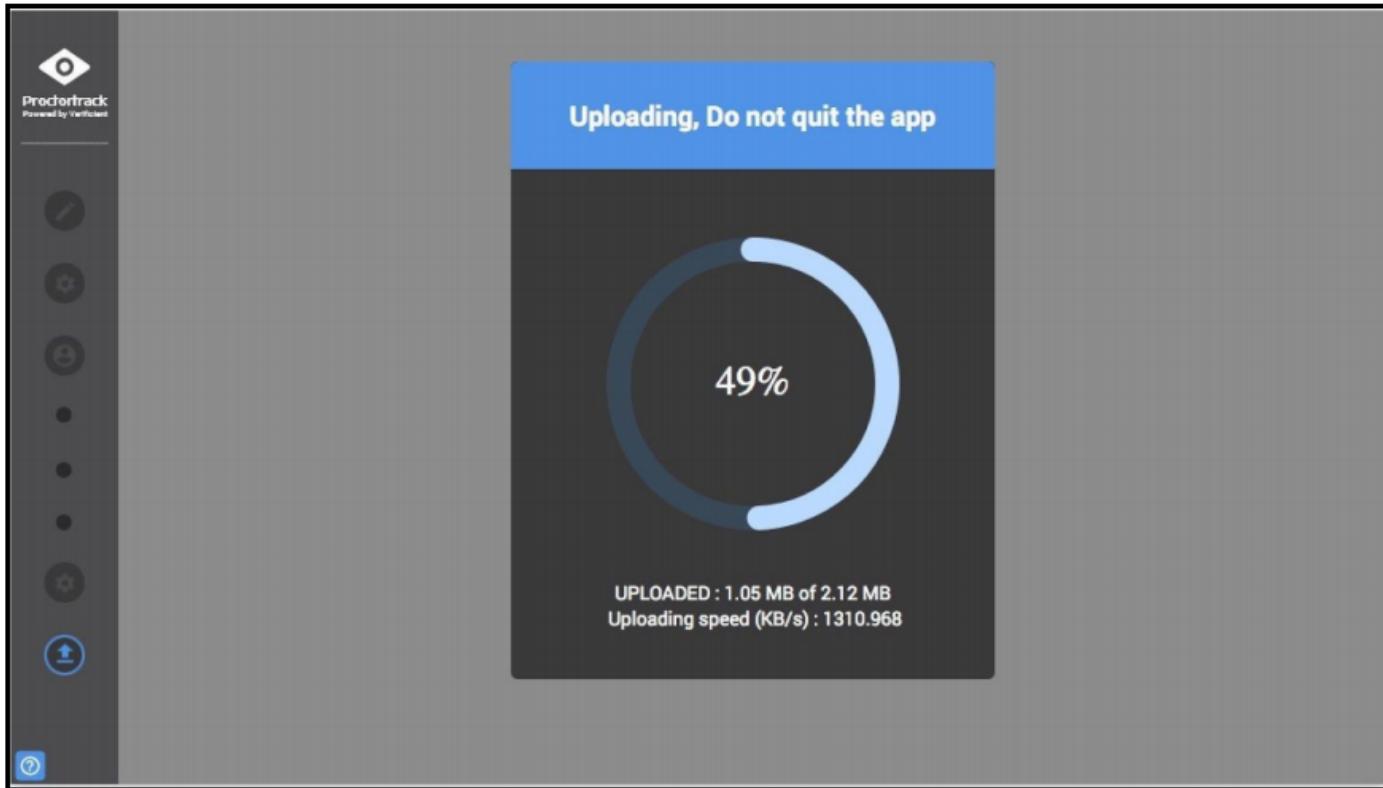
11. Once you have answered all the questions and clicked Submit for each of the questions , **close the proctoring session**. Click the “END” button in the top right corner.

The screenshot shows the Proctortrack interface. At the top, it says "Proctortrack You are being monitored". On the right side, there is a red box around the "END" button. The background shows a dark gray area with some icons on the left.

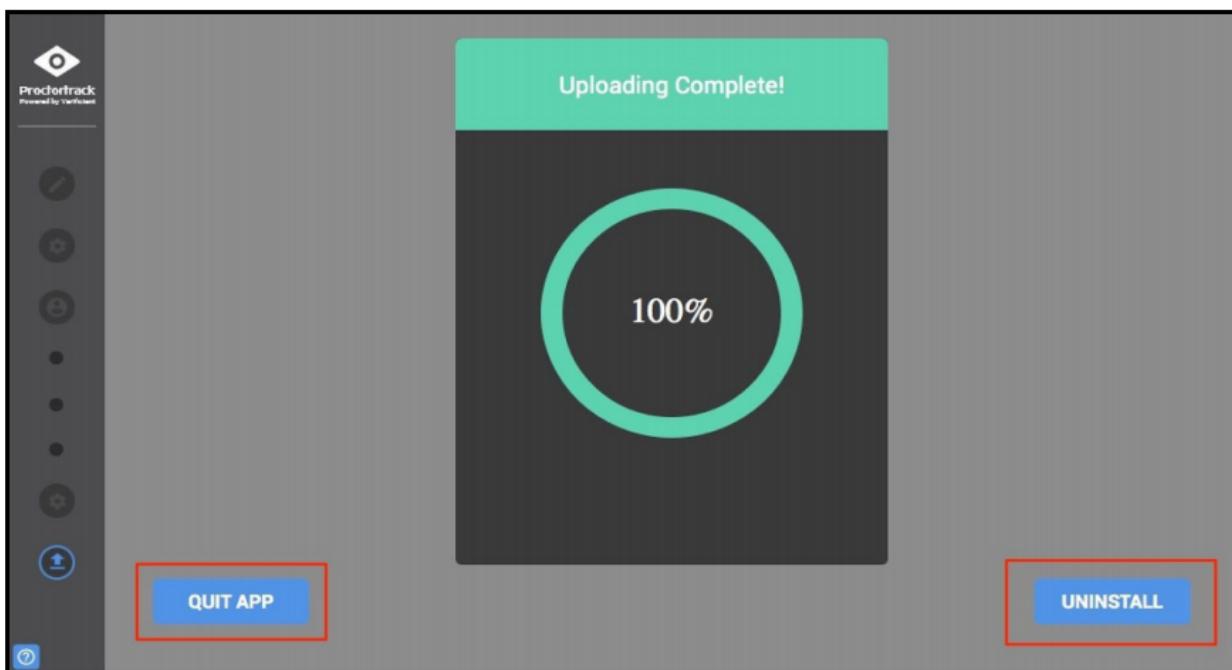
12. Check the box next to “Yes, I have completed and submitted my test.” Then, click “END”

The screenshot shows a "END PROCTORTING" dialog box. It asks "Are you sure you want to end proctoring?". It also states "Failure to complete and submit the test may result in disqualification, low, and/or failing grade.". There is a checkbox labeled "Yes, I have completed and submitted my test." which is checked and has a red border. Below the dialog are two buttons: "BACK TO TEST" and "END", with "END" also having a red border.

13. The session data will be automatically uploaded to Proctortrack’s servers.



14. The test session is complete! Either button seen here will close Proctortrack. Proctortrack will have to be run before each proctoring-enabled test. Click “**QUIT APP**” to keep Proctortrack on your computer for use with later tests or click “**UNINSTALL**” to remove Proctortrack from the your computer. Keep in mind that an opportunity to download Proctortrack will be given before each proctoring-enabled test.



Once you have completed the Onboarding quiz, you may check the status on the Proctortrack Dashboard.

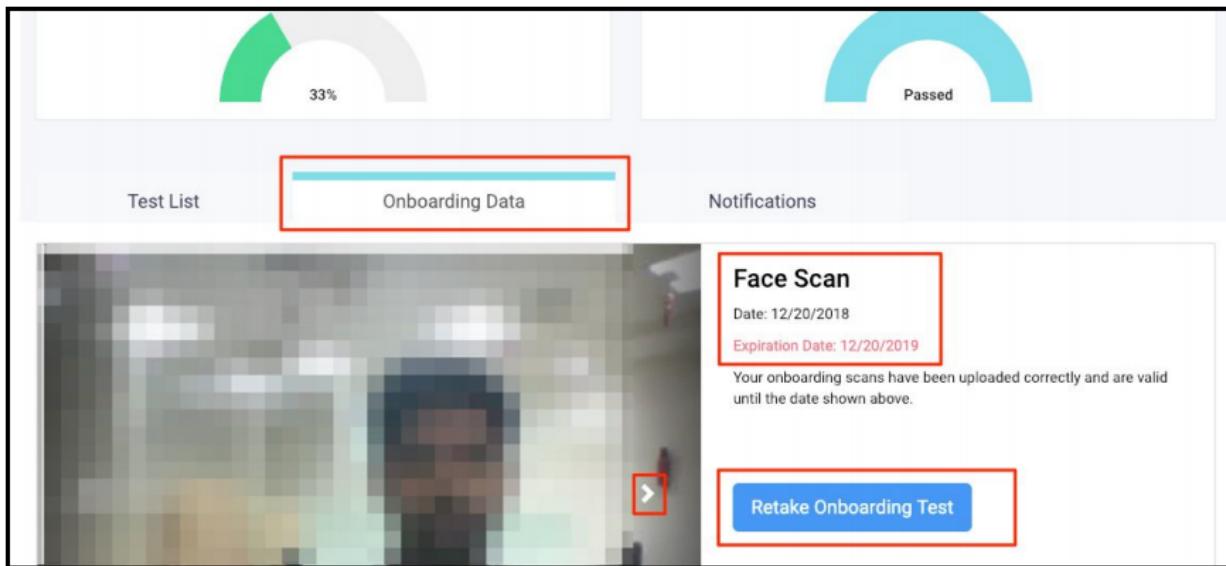
1. Once the Onboarding is submitted, and is under processing it shows on the Proctortrack Dashboard as below.

The screenshot shows the Proctortrack student dashboard. At the top left, it says "Total Tests: 3" with a breakdown: "Uploaded 1", "Upload Failed 0", and "Not Attempted 2". Below this is a donut chart showing 33% completion. To the right, a red-bordered box highlights the "Onboarding Data" section, which displays "Onboarding Status: Processing" and a message: "Onboarding data will be processed within 48 hours. If passed you will be able to proceed and take listed tests." Below this are three tabs: "Test List", "Onboarding Data" (which is active), and "Notifications". Under "Test Name", there are three entries: "Final Term Test", "Mid Term Test", and "Onboarding Test" (which is currently "Onboarding"). Each entry has a "Status" column with a green dot and a "Test" column with a blue "Go To Test" button.

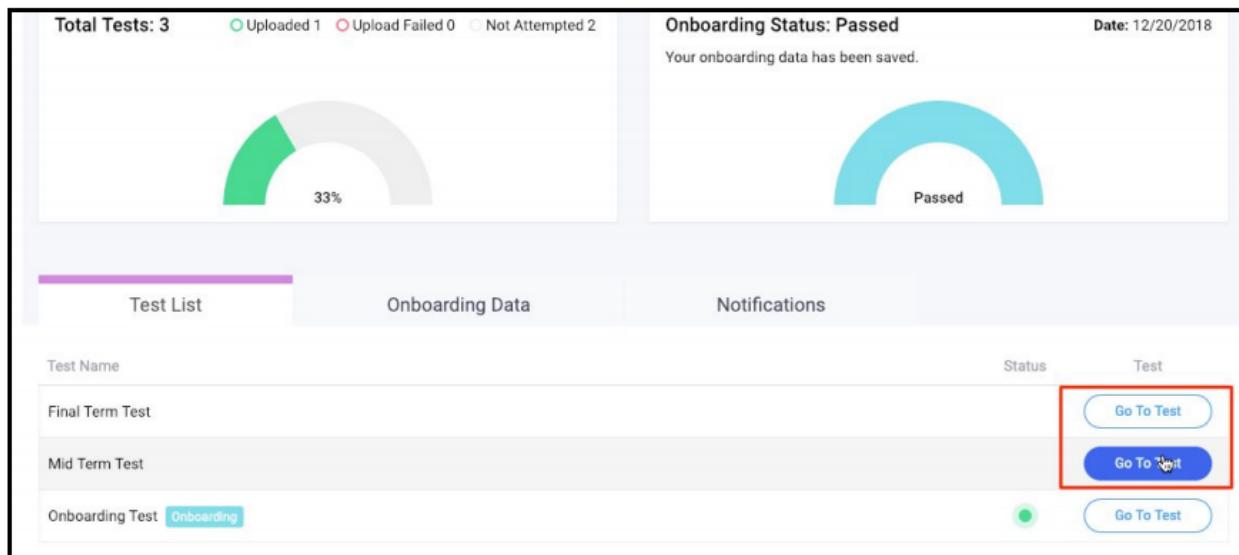
- Once the Onboarding is passed, the status on the Proctortrack Dashboard indicates the same. The Student will be able to take the Actual tests (the tests become active) once their Onboarding is passed.

This screenshot shows the same Proctortrack dashboard after the onboarding process has been completed. The "Onboarding Data" section now displays "Onboarding Status: Passed" with the date "Date: 12/20/2018" and the message "Your onboarding data has been saved." The donut chart still shows 33% completion. The "Test List" tab is active, showing the same three tests: "Final Term Test", "Mid Term Test", and "Onboarding Test" (now "Onboarding"). The "Status" column for the first two tests now has a blue dot, indicating they are active. The "Test" column for all three tests now includes a blue "Go To Test" button.

- The Students can view their Onboarding scans data under the “Onboarding” tab. They can click the “arrow” to scroll through the Face, ID and Knuckle scan. The Onboarding tab clearly shows the date of the Onboarding as well as the Expiration date (each profile is valid for 1 year). The Students also have the option to take the Onboarding by clicking on the “Retake Onboarding Test” link.



4. To attempt any actual tests, the students are required to click on the “Go To Test” button for that particular test. The steps after that are the same as shown above (step 5 onwards).



Preview