



ProctorU

HOW IT WORKS

TEST-TAKER PROCESS

- Create an account
- Schedule an exam
- Connecting to the proctor



Middle Georgia
State University

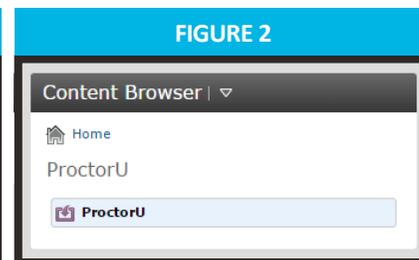
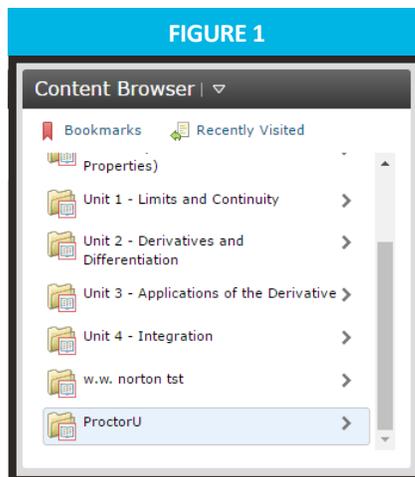
LiveChat

www.ProctorU.com
contact@proctoru.com

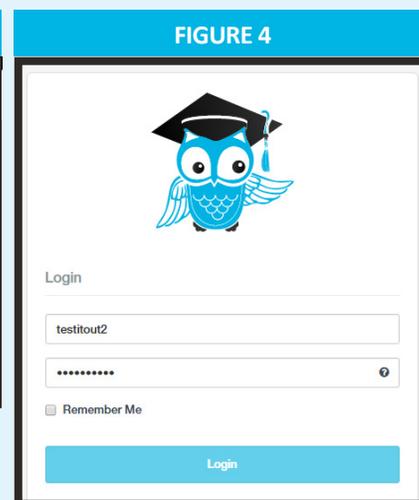
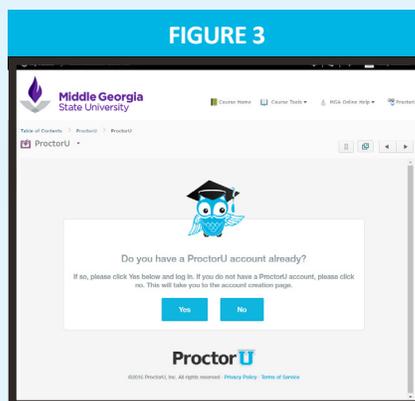
Open ProctorU in the D2L integration



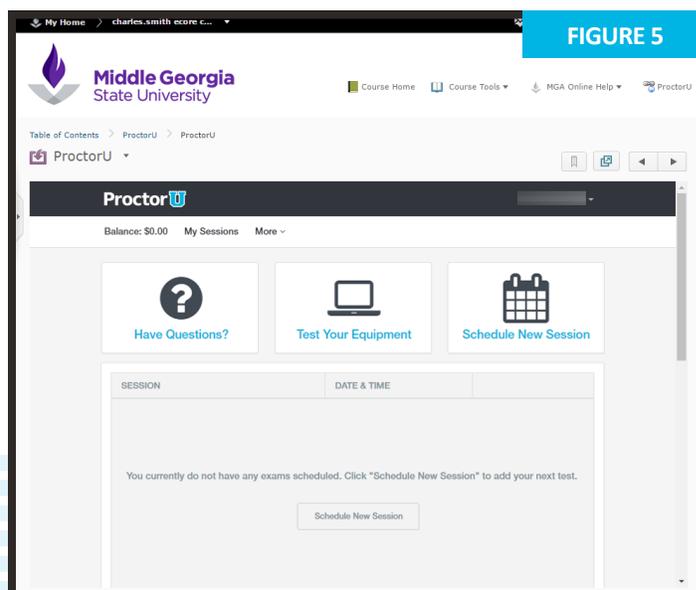
- A test-taker navigates to <https://mga.view.usg.edu> and logs in to their Middle Georgia State University (MGA) Desire2Learn account.
- The test-taker selects ProctorU under the Content Browser menu (**Figure 1**) and clicks the subsequent ProctorU integration link (**Figure 2**).



- The LTI integration asks the test-taker if they already have a ProctorU account (**Figure 3**).
- Clicking **Yes** prompts the test-taker to log in with their ProctorU account. After the first login, the LTI will remember a logged in user (**Figure 4**).
- Selecting **No** will prompt the test-taker to create an account (**next page**).



- After logging in or creating an account, the **My Exams** page will be displayed with the LTI integration inside the MGA D2L website (**Figure 5**).





- If a test-taker does not have a ProctorU account, they click **No** on the account prompt in the LTI, and selects **Test-taker** option to create an account and completes their profile information (**Figure 6**).
- This screen includes basic contact information and institution enrollment.
- At the bottom of the page, the user completes the profile by reading the Terms & Conditions, **agreeing to ProctorU's Terms of Service**, and clicking the check box. (**Figure 7**). A flagged message will display at the top of the page until they agree to the terms of service.
- Subsequent logins direct the user to the **My Exams** page.

FIGURE 6

Create an Account

Name

First name: Sally
Last name: Science

Account

Username: SallyScience
Email: s.science@mga.edu
Password:
Password confirmation:

Timezone

Time Zone: (GMT-06:00) US/Central

Contact

Phone mobile:
Phone home:
Phone work:

Address

Street1:
Street2:
City:
State:
Zip:
Country:

Enrollments

Institution: Middle Georgia State University
Remove Enrollment

FIGURE 7

Terms & Conditions

ProctorU, Inc.
Terms of Service

These Terms of Service (the "Terms") govern your access to and use of ProctorU's websites (the "Website"), ProctorU's services and the services ProctorU provides to you which are licensed from third parties, as well as any additional services developed by, bundled with or otherwise used in connection with your interaction with ProctorU (the "Services"), as well as any information, text, audio, video, images, graphics, or other materials uploaded, downloaded, transferred or otherwise appearing or connected with the Website or Services while interacting with ProctorU (collectively referred to as "Content").

By checking this box, you agree to ProctorU's Terms of Service and Privacy Policy

Create Account

In compliance with the Americans with Disabilities Act of 1990, test-takers that use **screen-reading or similar accessibility applications** should navigate to their **account settings** and select the accessibility check box.

Accessibility

To enable increased accessibility across the website, please check this box. This feature enhances user experience for those test-takers using screen-reading software or similar accessibility applications. For those not using screen-reading technology or similar applications, please leave this box unchecked. Checking the box will increase the font size, remove all colors from the buttons and increase text legibility.

Setting exam preferences



- Account creation asks the user to set exam time preferences (**Figure 8**). Preferences can be changed by clicking **Preferences** in the top-right menu.
- 1** A general time frame can be selected via the drop down menus.
- 2** The test-taker may also create a custom preference by selecting days and highlighting times.
- Clicking **SAVE & UPDATE** confirms the day and time preferences.

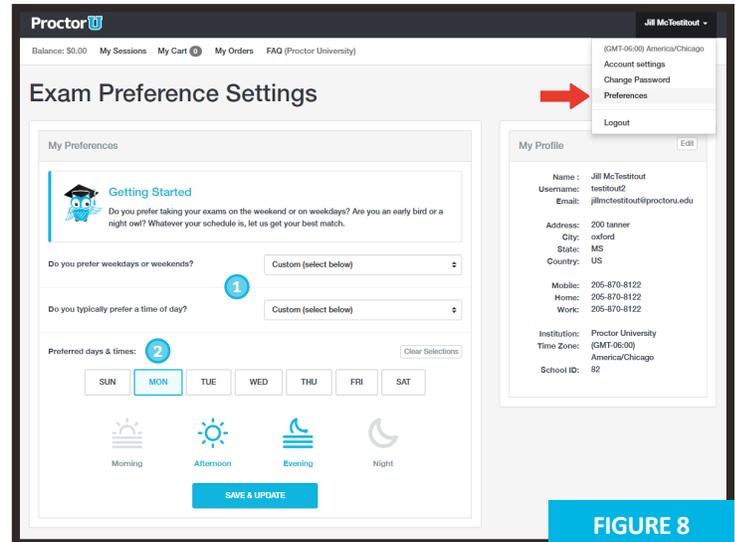


FIGURE 8

Scheduling exams



- The first login page for a completed profile, or for a previous test-taker, defaults to the **My Exams** page (**Figure 9**).
- The test-taker may choose from three options:
 - » **Have Questions?** activates the LiveChat.
 - » **Test Your Equipment** takes the test-taker to the equipment check page.
 - » **Schedule New Exam** takes the test-taker to the appointment reservation page.
- After clicking **Schedule New Exam**, the test-taker confirms their institution, selects the exam term and selects their exam (**Figure 10**).
- The test-taker clicks **Find Session** and proceeds to the scheduling page (**Figure 11**, next page).

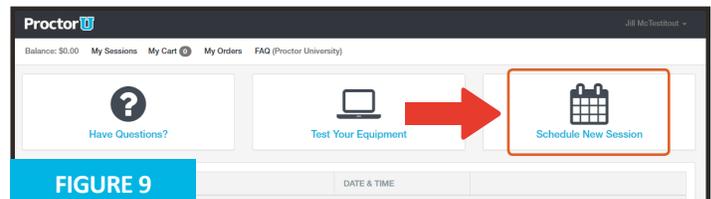


FIGURE 9

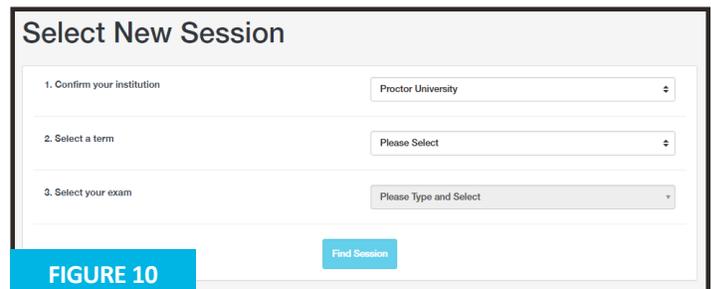


FIGURE 10

Flex scheduling allows a test-taker to schedule more than 72 hours before their proctoring appointment. A test-taker can also opt to use ProctorU's convenient **Take It Soon** or **Take It Now** options, for an additional fee paid at their own expense.

Take It Soon allows an appointment to be scheduled less than 72 hours before the appointment.

Take It Now allows on-demand proctoring without an appointment.

Rescheduling an exam allows a test-taker to change the date and time of their appointment within their exam's testing window and also has a premium fee.

The Take It Soon and Take It Now options are subject to availability.

Schedule Session

Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button.

1 Select a Date

← June 2016 →

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Select a Time

↑ : ↑ PM

02 : 30

↓ : ↓

Find Available Times

4 Exam

This exam is available from
Sunday August 31, 2014 1:30PM
CDT - Sunday September 1, 2019
1:30PM CDT

Exam Name
Training for ProLife Final

Institution

Proctor University

Term

Current Term

Exam Duration
15 minutes

5 Change Exam

Best Match

2:30PM CDT
Tuesday June 14, 2016
about 6 hours from now

Training for ProLife Final
Chris Brown

SELECT

2

2:15PM CDT
Tuesday June 14, 2016
about 5 hours from now

Training for ProLife Final
Chris Brown

SELECT

3

2:45PM CDT
Tuesday June 14, 2016
about 6 hours from now

Training for ProLife Final
Chris Brown

SELECT

3:15PM CDT
Tuesday June 14, 2016
about 6 hours from now

Training for ProLife Final
Chris Brown

SELECT

3:30PM CDT
Tuesday June 14, 2016
about 7 hours from now

Training for ProLife Final
Chris Brown

SELECT

3:55PM CDT
Tuesday June 14, 2016
about 7 hours from now

Training for ProLife Final
Chris Brown

SELECT

Please select a date and time on the left. Once you have selected your date, please click the 'Click To Find Available Times' button.

Select a Date

← May 2016 →

Su	Mo	Tu	Wo	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Select a Time

↑ : ↑

↓ : ↓

2:35PM CST
Wednesday December 30, 2015
01 minutes from now

ProLife Final

SELECT

Please click 'Schedule' to confirm your time: **2:50PM CST**

5 **SCHEDULE**

3:05PM CST
Wednesday December 30, 2015
about 1 hour from now

ProLife Final

SELECT

3:40PM CST
Wednesday December 30, 2015

ProLife Final

SELECT

FIGURE 12

- 1 A test-taker can select a desired appointment day and time with the calendar.
- 2 After clicking **Find Available Times**, the six appointments closest to the desired time appear on the right.
- 3 After clicking **SELECT** to choose an appointment, the test-taker confirms the time slot by choosing **SCHEDULE** (Figure 12).
 - If payment is set up as test-taker pay, the exam will be added to the test-taker's cart for payment and checkout (Figure 13 and 14).
 - After completing checkout, the test-taker returns to their **My Exams** page.
- 4 Below the calendar, the test-taker can confirm their exam details, including its availability window.
- 5 If the test-taker needs to change the exam, they may click **Change Exam**.

My Cart **FIGURE 13**

EXAM	DATE & TIME	TYPE	PRICE
ProLife Final ProLife Training	06/30/2016 02:50PM	Class	\$0.00
Problems:			\$0.00
Subtotal:			\$0.00
TOTAL:			\$0.00

Proceed to Checkout

Order Receipt **FIGURE 14**

EXAM	DATE & TIME	TYPE	PRICE
ProLife Final ProLife Training	06/30/2016 02:50PM	Class	\$0.00
Problems:			\$0.00
Subtotal:			\$0.00
TOTAL:			\$0.00

Payment Information

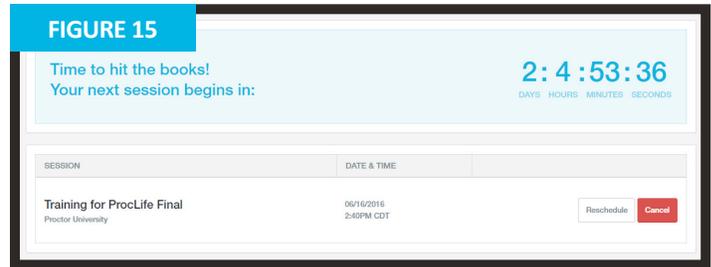
Payment Method
Credit Card Payment

Connecting to a proctor



1) After scheduling an exam, a countdown to the closest exam is shown on the **My Exams** page (Figure 15). At the appointment time, a **START** link replaces the countdown. Clicking the link takes the test-taker to the proctoring room.

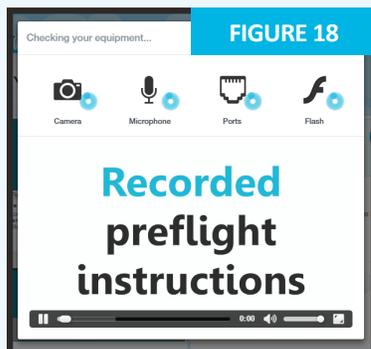
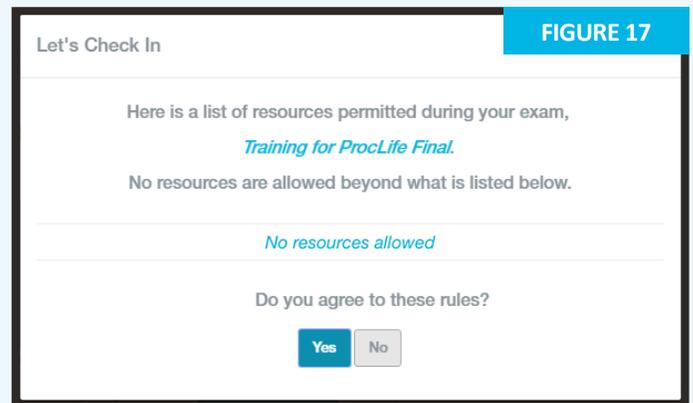
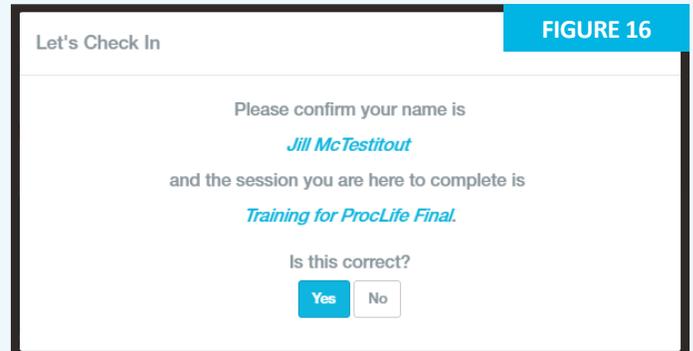
Next, the test taker is guided through the expedited start process.



2) The test-taker confirms their **name** and the **exam** they are taking (Figure 16). Clicking **No** opens the **LiveChat** feature.

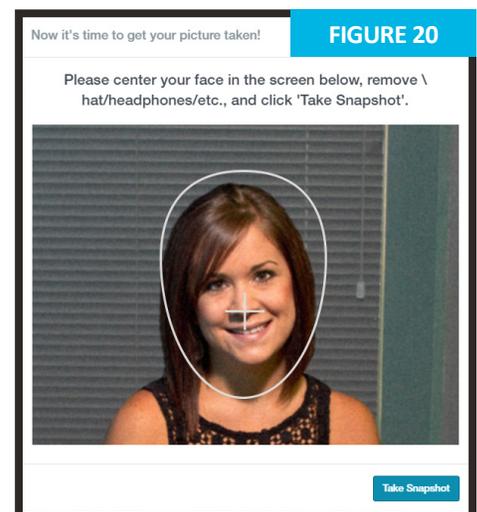
3) The test-taker confirms their **exam rules** including allowed resources (Figure 17). Clicking **No** opens the **LiveChat** feature.

4) The test-taker's computer is checked for basic requirements and they are shown the pre-flight video (Figure 18).



5) The test-taker takes a picture of their photo ID to show the proctor (Figure 19). An examinee can click **Skip this step** to opt out of this step and show their photo ID directly to the proctor instead.

6) Next, the test-taker takes a photo for their ProctorU profile (Figure 20). The proctor will check and update this photo if it is blurry or unrecognizable.



Connecting to a proctor

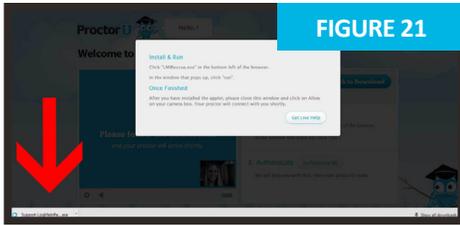


FIGURE 21



FIGURE 22



FIGURE 23

7) The test-taker is prompted to download and run an applet (Figure 21). When the proctor and test-taker connect in the proctoring room, the examinee's video is shown in the bottom right corner of the video feed and the proctor's video is on the left (Figure 22).

8) Figure 23 shows the downloaded applet and the chat box, which connects the test-taker's screen to the proctor. Once the test-taker has connected their screen to the proctor, the proctor connects the two-way video and audio connection.

Important Note

During each appointment, you will interact with multiple proctors. Your first proctor will launch your exam session by verifying your identity and checking your equipment, and may transfer you to a technician if there are any issues. The second proctor will watch the session while you take your exam. Please do not be alarmed when you submit your exam and the proctor is a different individual.

Authentication



1) After connecting to the proctor via webcam and screen-sharing software, the proctor checks the photo ID picture taken by the test-taker.

If the photo ID is illegible or the test-taker opted out of taking a picture of their ID, the test-taker is asked to show their photo ID to the camera so the proctor can verify their identity (Figure 24).

The ID information in Figure 25 has been intentionally blurred for privacy reasons. In an actual proctoring session, the test-taker shows a fully-visible ID so that the name and picture can be clearly seen and read by the proctor.

The proctor checks the profile photo taken by the test-taker and updates the photo if it is blurry or unrecognizable.

2) The test-taker is authenticated with a quiz that uses challenge questions based on publicly-available records, as shown in Figure 20.

Questions are typically related to previous addresses, phone numbers, roommates and relatives.



FIGURE 24



FIGURE 25



FIGURE 26

1) The proctor secures the physical testing area by asking the test-taker to pan their camera and show their complete workspace and surroundings, as seen in **Figure 26**.



FIGURE 27

2) If the camera is internal, the test-taker is asked to show the proctor the edges of their monitor using a reflective surface such as a mirror (**Figure 27**). This ensures that there are no unauthorized materials attached to the examinee's computer and monitor.

3) After the proctor confirms that the monitor and work area are clear of all unauthorized materials, the proctor asks the test-taker to move any cell phones or other unallowed electronic devices away from the testing area.

The proctor then secures the virtual testing environment by checking for unallowed programs, virtual machines and cloned monitors.

The test-taker is asked to close any prohibited software before proceeding to their exam website.

Navigate to learning management system



After completing authentication, the test-taker navigates to their Learning Management System (LMS) and the proctor verifies that the authenticated person is logged in to their individual account and taking their assigned exam, as shown in **Figures 28 and 29**.

During the exam, the test-taker is proctored by monitoring their video feed and testing environment and ensuring they are not receiving verbal answers from an outside source.

Screen-sharing technology allows the proctor to see everything that is happening on the test-taker's computer.

During the exam, the proctor pauses their video and audio so the test-taker is not disturbed, but continues to monitor the examinee.

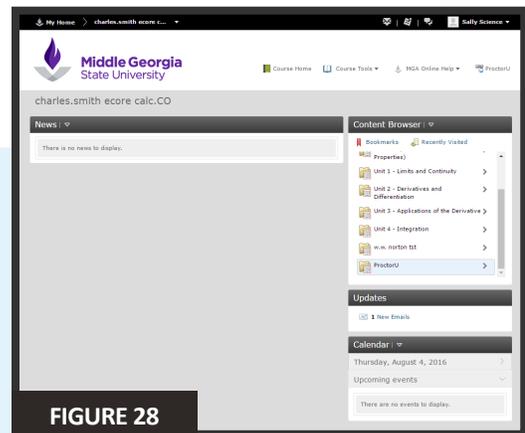


FIGURE 28

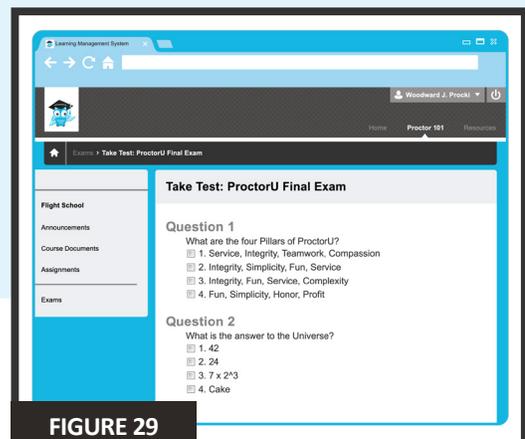


FIGURE 29

Log out procedures



ProctorU engages the test-taker in real time to prevent integrity breaches.

Any suspicious activity – including, but not limited to using unapproved sources, taking unauthorized breaks during the exam or communicating with another person – is documented using photos or video and reported to the institution within two business days.

1) Once an exam has been completed, the test-taker contacts the proctor via the chatbox (Figure 23) and submits their exam.

They show the proctor their submission screen (Figure 30) and the exam end time is logged.

2) The proctor will guide the test-taker through the closing process by verifying the test submission and watching the examinee log out of their learning management or test-delivery system. An example log out button is shown at right.

Should the test-taker have any concerns about their session, they can ask their proctor or fill out the post-examination survey with their comments and rate their proctor and proctoring session.

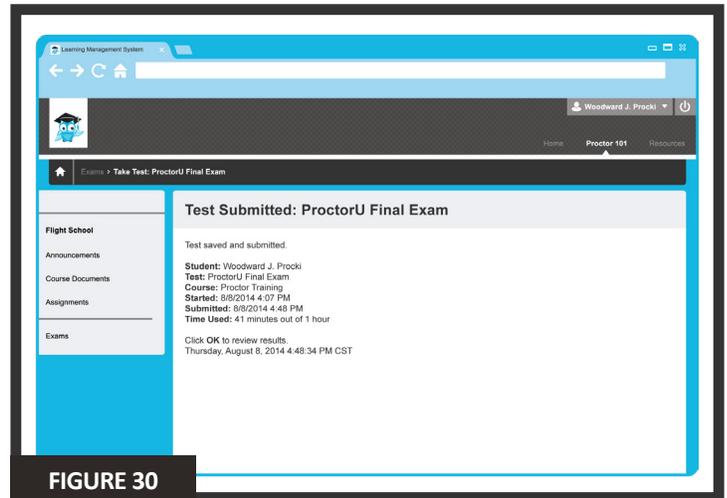


FIGURE 30



LiveChat help



ProctorU offers a **LiveChat** feature. At any point while signed in to their account or by navigating to www.ProctorU.com, a test-taker may chat with a live representative if they have questions about the process or need general help (Figure 31).

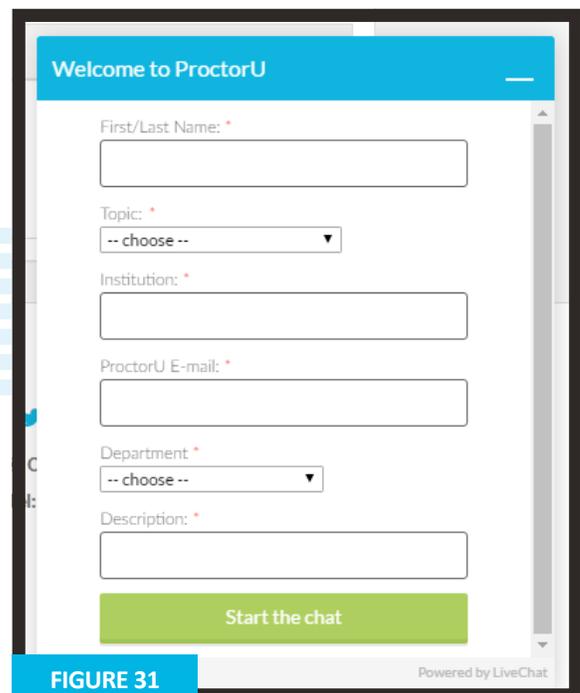
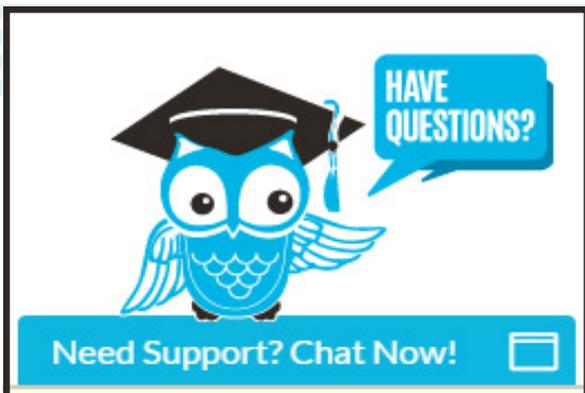


FIGURE 31



What can my proctor

SEE and DO

during my ProctorU appointment?

Will the proctor be able to access my computer files without my knowledge?

No, a proctor cannot access your computer files without your knowledge.

The proctor will always ask for permission to view the screen, move the mouse and type as if they were sitting next to you.

When the test starts, the proctor will monitor the appointment, and switch to a screen-viewing mode where they can no longer move your mouse and keyboard.

During the entire process, an interface log, or chat box, runs on your computer and you can see what permission the proctor currently has at any time.

The entire session log is saved and there is a permanent record of the actions the proctor took while accessing your computer.



I am using a computer and/or Internet connection that does not belong to me. What steps should I take to ensure it is compatible with ProctorU?

First, confirm that the owner will allow you access to your institution's testing website as well as the following:

www.ProctorU.com

www.LogMeInRescue.com

Also, please make sure that remote access can be allowed and that any firewall protection is disabled for the duration of the appointment.

To check all of these details, go to www.ProctorU.com/testitout and connect to a live technician.



How else should I prepare for my proctoring appointment?

Your proctor may ask to use your cursor on screen to perform some of the proctoring steps such as checking for unauthorized programs and duplicated monitors and unlocking your exam in your learning management system.

To minimize any issues and expedite your appointment startup, make sure the only programs active are the ones allowed on your exam.

When first connecting to your proctor, a prompt will ask you to share your screen with the proctor.

