proctorio

**Proctorio Quick Start
Guide for Test-Takers**

Blackboard

Hello, and welcome to Proctorio!

Proctorio is the leading Learning Integrity Platform, designed to securely expand learning opportunities for students everywhere. By using Proctorio, you are supporting equality in education, and in turn protecting the value of educational degrees.

We know you value your privacy, and we do too. So, before you get started, there is some **important privacy information you should know:**

- **No personal information required** - We never require the collection of personally identifiable information (PII).
- **We will tell you before we record any exam data** - No one is watching you and there are no programs running in the background. Proctorio is only running while you take your exam. Once you are done it turns off.
- **We utilize Zero-Knowledge encryption to keep your data safe.** - Zero-Knowledge means we know nothing about the encrypted data on our servers. This unique design means nothing leaves your computer until after it is encrypted and it is never unencrypted until it is unlocked by an authorized school official. It's not just end to end encryption, it's a zero-knowledge system.
- This means **only your instructor or approved individuals at your institution have access** to your exam recordings & data.

Because Proctorio runs as a Google Chrome extension, you can uninstall and install it whenever you want. It is also important to remember that all exam settings are determined by your instructor and/or your school, not Proctorio.

You're almost ready to start your exam!

- First, make sure you are using Google Chrome. You can [download Google Chrome](#) and install it if you don't already have it on your computer.

- Then open Chrome and head over to [getproctorio.com](#) to install the Proctorio Google Chrome extension.
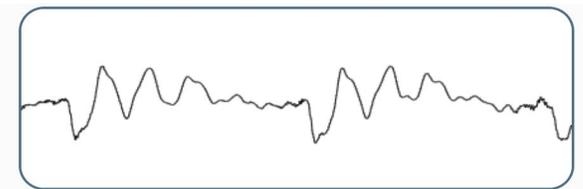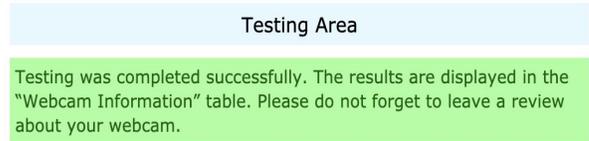
- Make sure you have a properly working webcam and microphone and that you are using the latest version of Google Chrome:
  - Check to make sure your camera works in Chrome at https://webcamtests.com/. Click the "Test my cam" button and wait for the test to complete.

Testing Area
Testing was completed successfully. The results are displayed in the "Webcam Information" table. Please do not forget to leave a review about your webcam.

  - Check that your microphone works in Chrome at https://www.onlinemictest.com/. Click the play button. If the lines move when you talk, your mic is working.

  - To update your version of Google Chrome go to https://support.google.com/chrome/answer/95414

* If the camera or microphone are having any issues, please fix those issues before starting your exam.

Now, it's time to take your exam!

- First, we recommend you restart your computer, which will free up available memory (RAM).
- Head over to Blackboard (where you would access your assignments & exams).
- Enter your course & select the right exam.
- Once you select the exam, Proctorio will start automatically.
- Before your exam begins, you will be taken through a series of **pre-checks**. These will establish and verify your internet connection, operating system, camera & microphone.
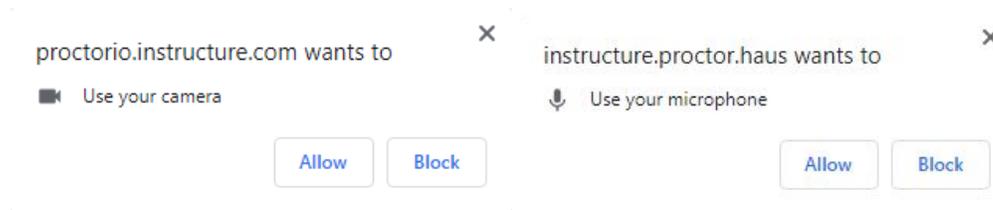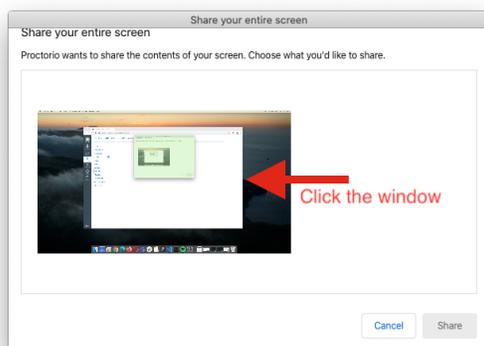
Webcam Microphone Connection Desktop

- You may also be asked for permission for camera and microphone access. You must click allow to continue.

proctorio.instructure.com wants to ✕

■ Use your camera

Allow Block

instructure.proctor.haus wants to ✕

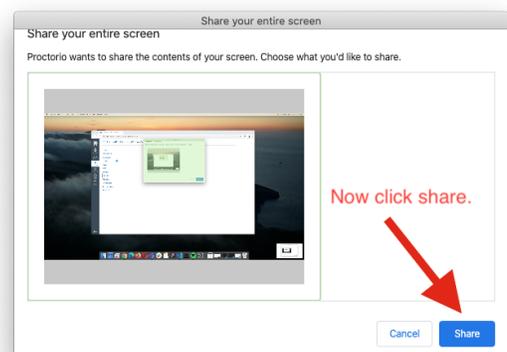🎤 Use your microphone

Allow Block

- Depending on the pre-checks that your instructor has selected, you may also be required to show your student or government issued ID.
- During the pre-checks you may be asked to share your screen. The "share" button will be disabled until you click on the screen you want to share. See the following screenshots:
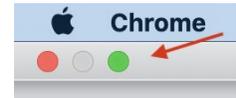
STEP 1: SELECT THE SCREEN: **STEP 2: CLICK SHARE:**

Click the window

Now click share.

- Mac Catalina users may experience an ***error*** when attempting to share their screen. The solution is take the browser out of full-screen mode *before sharing*. To do this, move your mouse cursor to the upper left hand corner of the browser window, exposing the green browser window button and click it.
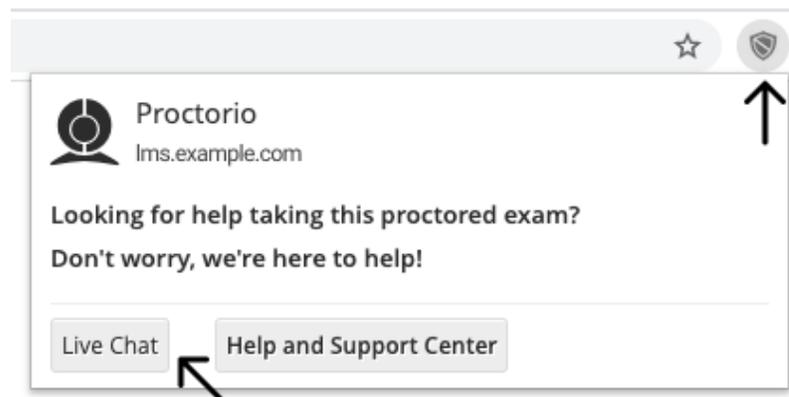
Once you've made it through the pre-checks, you are ready to go! Good luck!

Need support?

If you need additional assistance, Proctorio's support staff is ready to help you! You can contact support through one of the following ways:

1. Proctorio's Live chat can be accessed by clicking on the extension icon and starting a chat once you are in the exam.

1. Email support at support@proctorio.com

Are you being asked for a password?

You should not receive a password prompt. If you do, please contact our support via chat as noted under the Live Chat instructions. Also, here are additional steps to help resolve Password errors:

1. **Google Chrome Version** - Please make sure that your Google Chrome is up to date. You can check this by clicking on the three dots icon in the top right-hand corner of your screen, then Help, then About Google Chrome, and the first thing you should see is your Google Chrome version. If it's not up to date, please select the option to update it.
2. **Re-Install the Extension** - Please uninstall the Proctorio extension by clicking on the shield icon in the top right corner of your browser and re-install the extension from www.getproctorio.com.
3. **Clear Cache and Cookies** - Head to the three dots -> more tools -> clear browsing data -> time range should be set on All-time -> Check Cookies and Cached images -> click clear data.
4. **Incognito Access** - Some Proctorio features will require the use of incognito access. If your instructor has one or more of these features turned on, you will not be able to take an exam unless incognito access is allowed. When requested by the instructor, incognito access gives Proctorio permission to run normally in all tabs during an exam. For example, instructors may choose to track websites visited during the exam to ensure academic integrity. Incognito access permits this function in both normal and private modes. You can enable incognito access from the extension window.

   - Click the Chrome menu on the browser toolbar at the top right.
   - Select More Tools -> Extensions.
   - Find the Proctorio extension and click on Details.
   - Scroll Down and find Allow in incognito section.
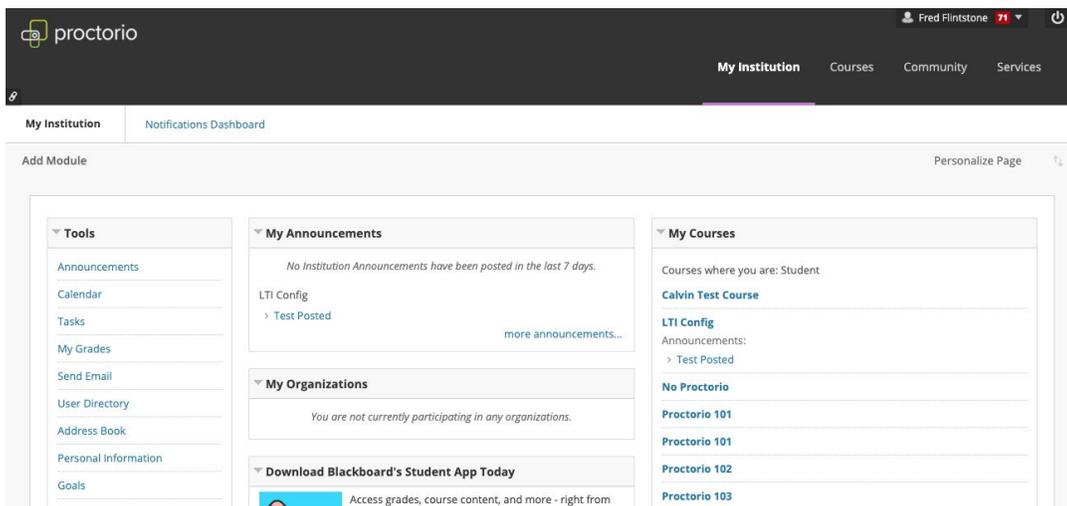   - Toggle it on

5. **Site Access** - Make sure that the Proctorio extension is allowed on all sites. To check this, please go to the three dots icon in the top right-hand corner of your browser -> M ore Tools -> Extensions, and you'll see the list of all extensions installed. Locate the Proctorio extension, click on Details and in the "Site access" section choose "On all sites". After any of these steps, please refresh the exam page to check if the issue is fixed.

6. **Disable all Extensions Except for Proctorio** - In the extensions tab, check your extensions and disable all except Proctorio (one could potentially block Proctorio). Head to the three dots in the top right corner of your Chrome browser -> More Tools -> Extensions.

7. **Restart your computer** - Computers need to be restarted if they have had a reboot in awhile. If the password prompt is still displaying, fully restart your computer which will close any open applications. Once restarted, head back to the exam within Blackboard.

8. **Reset your Google Chrome** - Head to the three dots in the top right corner of your Chrome browser -> Settings -> Scroll down to Advanced Settings and click it -> Restore settings to their original defaults. You will have to add the Proctorio extension again. Add the extension here. Once you have added the extension, go back to the exam page, reload it and try again.

9. **Proxy Settings** - Proctorio doesn't encourage the use of virtual proxy networks. It will be necessary to disable them if you're experiencing issues with your connection. For help disabling local proxy software, please see the following guides:

    *   Disable Local Proxy Server (Windows).
    *   Disable Local Proxy Server (Mac OS X).

10. **Add another Google Account** - Sign in with your Google account. Select your image from the top right corner and select Manage Account -> Add Account. Add the Proctorio extension and open Blackboard. Try to start the exam.
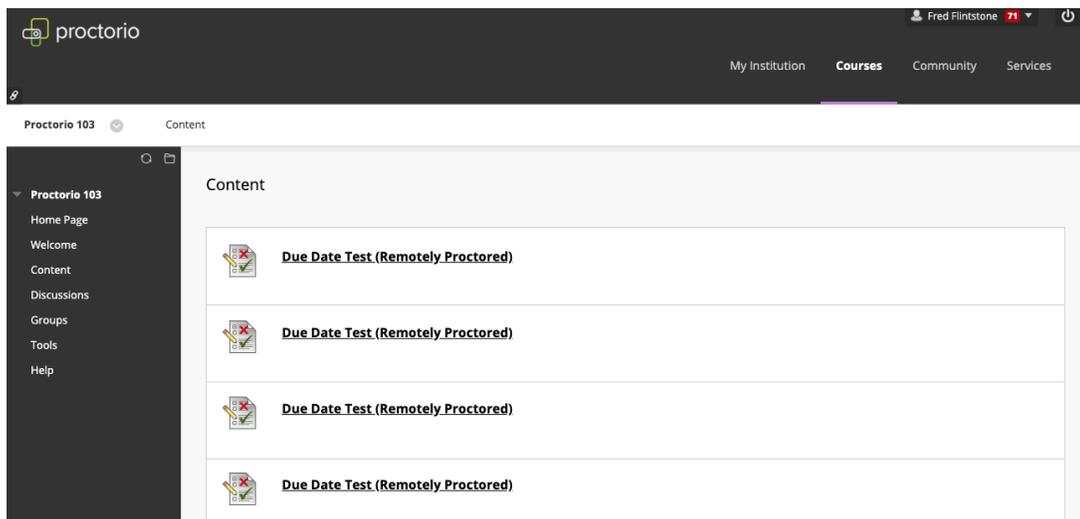
Taking a Test with Blackboard

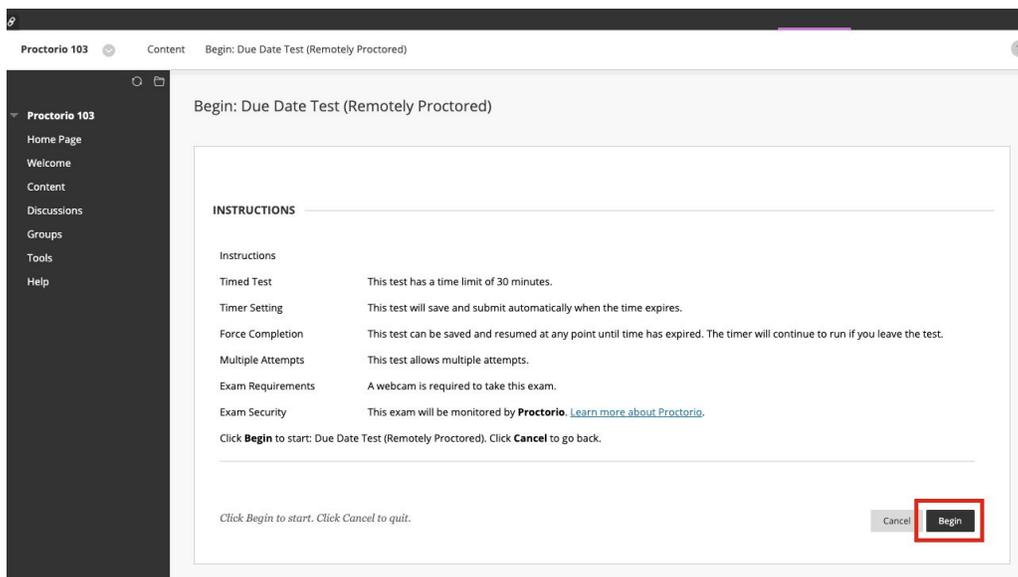1. You will first log into Blackboard and navigate to your course.

2. Navigate to your quiz inside of your course.

3. You will select *"Begin"* to start the Proctorio pre-checks.

4. You will not be required to enter a password, the Proctorio Extension will handle this for them. You will begin the Proctorio Precheck process and the Diagnostic Test. This will ensure everything is working properly based on the quiz or test settings before starting the assessment timer.

Last updated: 06/05/2020