



proctorio

Instructor's Password/Access Code Guide



Password/Access Codes for Instructors

With Proctorio, you don't have to worry about passwords or access codes for your exams, we will handle it for you! When you enable Proctorio on your exam, Proctorio will automatically add a password or access code for you. This unique code is managed by Proctorio to prevent test-takers from entering an exam that isn't secured with Proctorio.

By creating a password or access code that is not shared with test-takers, the only way to enter the exam is with the Proctorio extension. Behind the scenes, Proctorio will enter the password or access code to the exam, after your test-taker has passed the pre-checks.

When you enable Proctorio on an exam, the **Require an access code** box will automatically be selected and an access code or password for your exam will be entered.

Quiz Restrictions

Require an access code
Proctorio is managing this password. [Learn more.](#)

Filter IP Addresses

Enable Proctorio Secure Exam Proctor
Remote proctor settings can be controlled from the [Proctorio Settings](#) tab

IMPORTANT! After enabling Proctorio, do not remove the access code or password from the exam. This could lead to your test-takers taking the exam without Proctorio.



Password/Access Codes for Test-takers

With Proctorio, your test-takers should never be prompted for a password or access code. After you enable Proctorio on an exam, Proctorio will embed it directly into the exam, so there is no actual password or access code for your test-takers to type in. Normally, if your test-taker is being prompted to type in a password or access code, it is due to Proctorio being blocked on the test-taker's computer.

If your test-taker is not using Google Chrome and/or does not have the Proctorio Extension, they will see a red warning sign on their screen when they try to take the exam. Then, they will be prompted for a password or access code. If your test-taker sees this warning, they should **NOT** try to take the exam.

Instructions



Extension
is required
[click here](#)



Once they use Chrome and/or add the Proctorio Extension, they will no longer see the red warning and will be able to take their exam.

Instructions

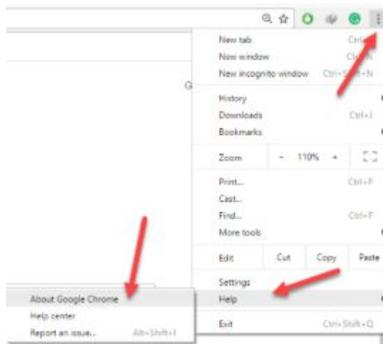
Take the Quiz

If your test-takers are still being prompted for a password or access code, there are troubleshooting steps they can do to help get them into their exam.

Test-taker Troubleshooting Steps

You should not receive a password or access code prompt. If you do, please try the steps below to resolve password or access code 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, selecting **Help**, and then **About Google Chrome**. 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 in the right hand corner
 - **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 (the three dots) 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 -> **More Tools** -> **Extensions**. 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 haven't been rebooted 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 Canvas.
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** -> 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 Canvas. Try to start the exam.
11. **If in Blackboard or Moodle** - Verify the **Secure Exam Proctor** tool has been added to the course and is active within the course navigation menu.

[Secure Exam Proctor](#)

12. **Contact Support** - If you are still experiencing an access code or password issue, after completing these steps, please contact Proctorio's support via email at: support@proctorio.com