



proctorio

For Test-Takers

Proctorio Handbook

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What is Proctorio?

Hello there!

Thank you for using Proctorio! You are helping reduce carbon emissions by taking your exam from home—way to go!

Proctorio is a system that automatically invigilates exams, preserving the academic integrity of your test attempts.

We know that protecting your privacy is important to you - it is important to us too. So before you get started, we'd like to share some important privacy information with you:

- **No personal information required** – Proctorio never requests personally identifiable information (PII)
- **We let you know before we record any test data** – Recording is automated, without a live invigilator. Proctorio is only active during the test and deactivates automatically once the test is submitted.
- **We use zero-knowledge encryption so your exam data is protected at all times** – Zero-knowledge means that data is encrypted before it leaves your computer and can only be decrypted by authorized personnel at your institution. An encryption system that goes beyond end-to-end encryption.
- Learn more about [Data Protection at Proctorio](#)

Since Proctorio runs as a browser extension, you can uninstall the extension at any time after the test.

Last of all, relax! Proctorio isn't designed to add stress, but to give you the opportunity to take your exams online. Our wonderful support staff are here to help you 24/7.

Good luck on your exams!!

The Proctorio Team



Quick start checklist

- ✓ [Install a compatible browser](#)
- ✓ [Download the Proctorio extension](#)
- ✓ [Check the minimum system requirements](#)
- ✓ [Make sure your computer has a working webcam & microphone](#)
- ✓ [Find a quiet, comfortable location to take your test](#)
- ✓ [Have your ID card and student card ready so you can identify yourself](#)
- ✓ If applicable, take the Proctorio practice quiz your instructor has provided you to prepare for actual exams

Requirements and set-up

Minimum system requirements for Proctorio

	Windows	Mac	Linux	Chrome OS
Operating system	Windows 7+	Mac OSX 10.9+	Ubuntu 18.04+	Chrome 58+
Processor	Intel Pentium or better	Intel	Intel Pentium or better	Intel or ARM
Available storage space	250 MB	250 MB	250 MB	250 MB
Available RAM	2 GB ¹	2 GB ¹	2 GB ¹	1 GB ¹
Upload speed	0,092 Mbit/s - 0,244 Mbit/s ²			
Microphone	Any microphone, internal or external ³			
Webcam	320x240 VGA resolution (minimum), internal or external ³			

¹ Available RAM is the amount of memory that is not being used by any other applications.

² Depending on the test settings. A secure browser has no upload speed requirements.

³ Only required for proctoring purposes. Secure browser functionality does not require audio/video recording.

If you have any questions about the technical requirements, please contact:

<https://proctorio.com/support>

Browser and software

To take a proctored exam online, you will need to use a compatible browser (Google Chrome, Microsoft Edge, Opera or Brave) with the Proctorio extension or add-on.

Open the browser and install the Proctorio extension at getproctorio.com for Google Chrome, Opera and Brave or at <https://bit.ly/3guSwlN> for Microsoft Edge, before starting the test.



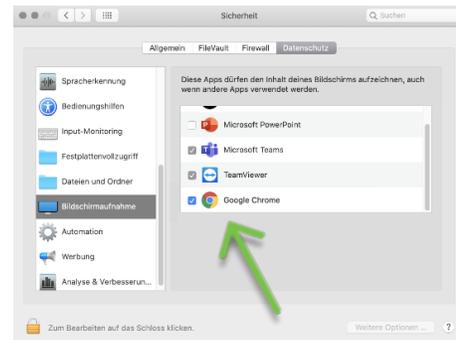
The Proctorio extension is available in English, German, Spanish, French and Japanese. The default language will be based on your browser's language settings. You can change the language in the Language Settings. If you select a language that is not available via Proctorio, the default language (English) will be used.

If you are taking your exam in a computer lab, the computers will have already been set up by your examiner.

If you have any problems installing Chrome/Edge or the extension/Add-On, please send an email to: support@proctorio.com

Apple users: If you have difficulty launching your exam, please check the screen recording settings:

- Click on the **Apple symbol** in the top left corner of your screen
- Click on **System Preferences**
- Click on **Security & Privacy**
- Click on **Privacy**
- Click on **Screen Recording**
- Click the box next to the **browser you're using**



Preparing for a test

Have your ID card and student card ready so you can identify yourself at the beginning of the test.

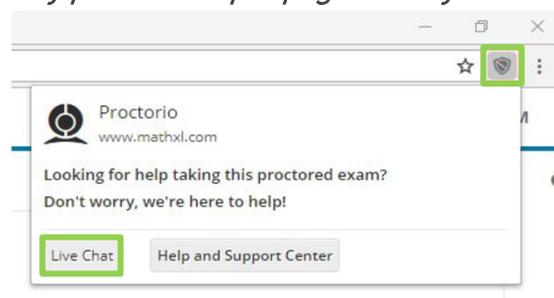


Be sure to start your computer on time and have it ready for use. We recommend restarting the computer before the exam to free up extra memory (RAM). If applicable, do the practice test.



If any technical questions come up during the exam, you can start a chat with the Proctorio Help Centre by clicking on the gray shield icon in the upper right corner of the window and selecting the **live chat** option.

The shield is only present on quiz pages once you install the extension.



Note: The Proctorio Support Team is not responsible for the test's content and is therefore unable to answer questions pertaining to test contents.

Taking the test

To make sure that the test-taking process goes smoothly, please keep the following points in mind:

- The 5-minute registration and identification process is included in the examination time. During this process, your internet connection, operating system, and camera and

microphone will be checked and, depending on the test settings, you may need to grant permissions.

- Your university’s code of conduct and test-taking guidelines are to be observed at all times.
- Avoid key combinations like Alt + Tab, Alt + F4 Win, Ctrl + Alt + Del, as they may terminate full screen mode during the test.
- To reduce or enlarge the test window, please only use the in-quiz tools. Other methods, e.g. using the touchpad, may terminate the full screen mode during the test.
- Once you have completed your test, please make sure to submit it properly. Do NOT disconnect from Proctorio before the submission process is complete.

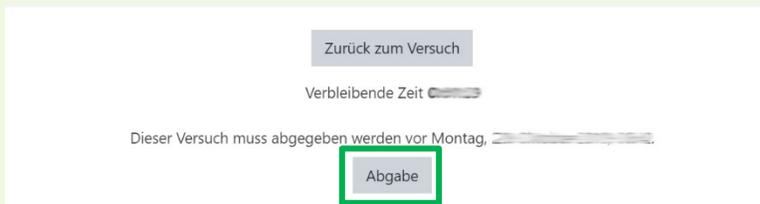
To submit your test properly, make sure you follow these steps:



1. Click on „Versuch beenden...“



2. Submit the test by clicking on „Abgabe“:



3. Confirm your submission by clicking on „Agabe“ in the pop-up window:

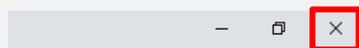


You ha

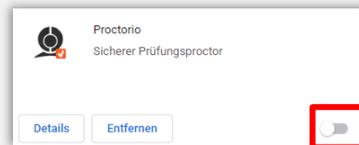
After you have submitted your test, you can review your answers, but you cannot change them:



Do not close the browser window.



Do not disconnect from Proctorio.



Begonnen am	_____
Status	Beendet
Beendet am	_____
Verbrauchte Zeit	_____
Punkte	_____
Bewertung	_____

Frage 1	_____
Richtig	_____

Test-Navigation
1
Überprüfung beenden

You can now disconnect from Proctorio or close the test window.



Note: Proctorio is not responsible for the exam's contents or its evaluation. Proctorio cannot give you any information about the grading process.

Here are some more **tips** for you:

- Approach your online test as you would an in-person one.
- If possible, find a quiet place to take your online test where you will not be interrupted or distracted.
- Even though examiners are the only ones who will have access to your exam information and your clothes don't matter, many students feel more confident when they dress business casual. Try it out!
- Try sitting at a kitchen, coffee or dining table with suitable natural or artificial light and a blank wall behind you.
- If your camera has problems taking pictures, it is probably a lighting problem. Try adjusting the height or angle of your webcam, lowering or raising the webcam or if possible, turning it sideways to find appropriate lighting.
- If you wear glasses, the reflection of the lenses may be distracting. To remedy this, try adjusting the angle of your webcam a little. You can also turn down the brightness on your computer to reduce the reflection.
- Talk to your parents, siblings, roommates, and pets 😊 before you take the exam. Make sure they all know that you need to be alone and undisturbed throughout the exam.

Troubleshooting

Password prompts

You shouldn't receive any password prompts, if you do, please contact our support via chat as shown in the [Live Chat](#) instructions.

Also, here are additional steps to help resolve errors:

After each step, please refresh the test page to check if the error has been resolved.

- 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. Reinstall 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 the Allow in incognito section.



- 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, 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".

- 6. Disable all extensions except for Proctorio** - In the extensions tab, check your extensions and disable all the extensions 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 a while. 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 your LMS (Blackboard, Moodle or Brightspace by D2L).
- 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 your LMS (Blackboard, Moodle, Brightspace etc.). Try to start the exam.

Proctorio FAQ for students

You can find the answers to the most frequently asked questions [here](#) or scan the QR code:

