

proctoru 

HOW IT WORKS

UAB THE UNIVERSITY OF
ALABAMA AT BIRMINGHAM

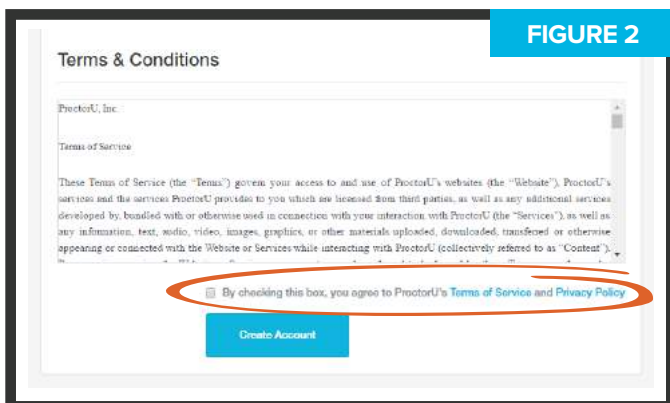
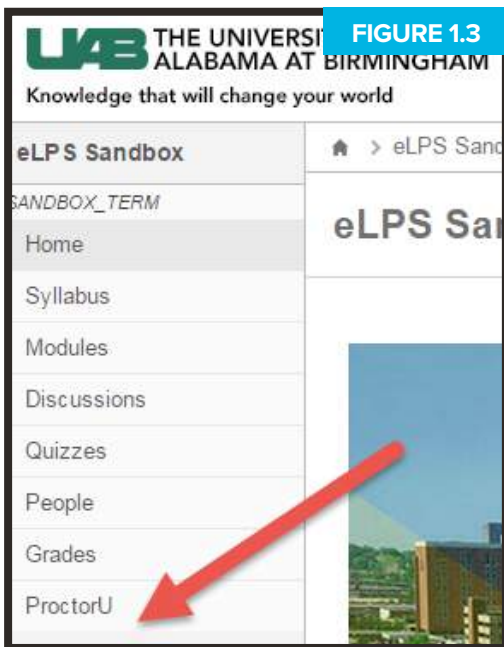
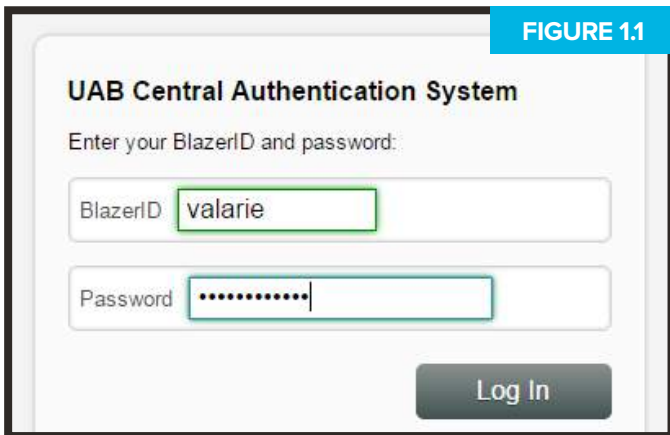
Knowledge that will change your world

TEST-TAKER PROCESS

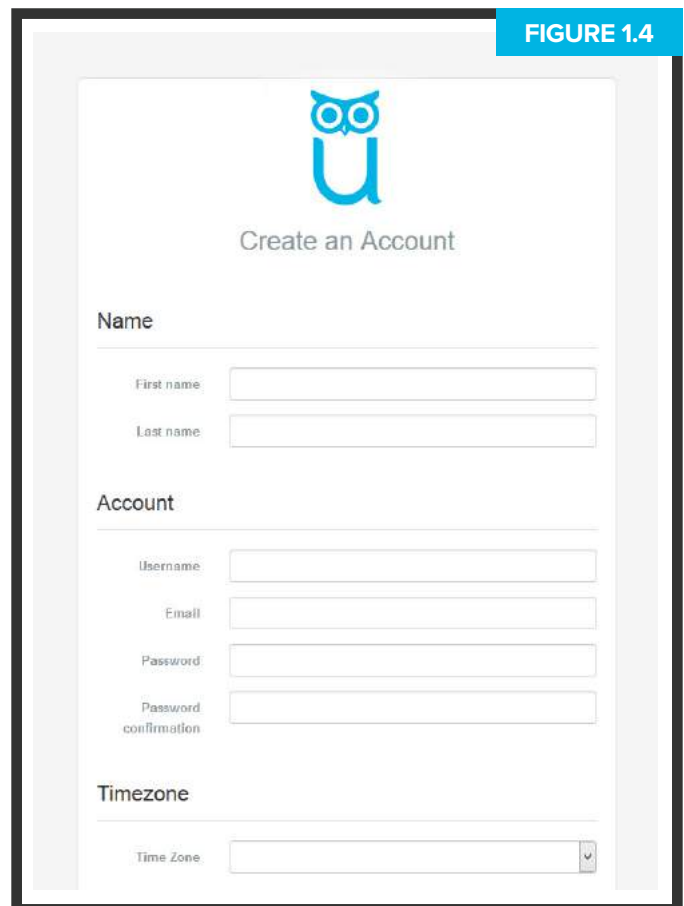
- Create an account
- Schedule an exam
- Proctored appointment

www.ProctorU.com
855 - 772 - 8678
contact@proctoru.com

TEST-TAKER EXPERIENCE

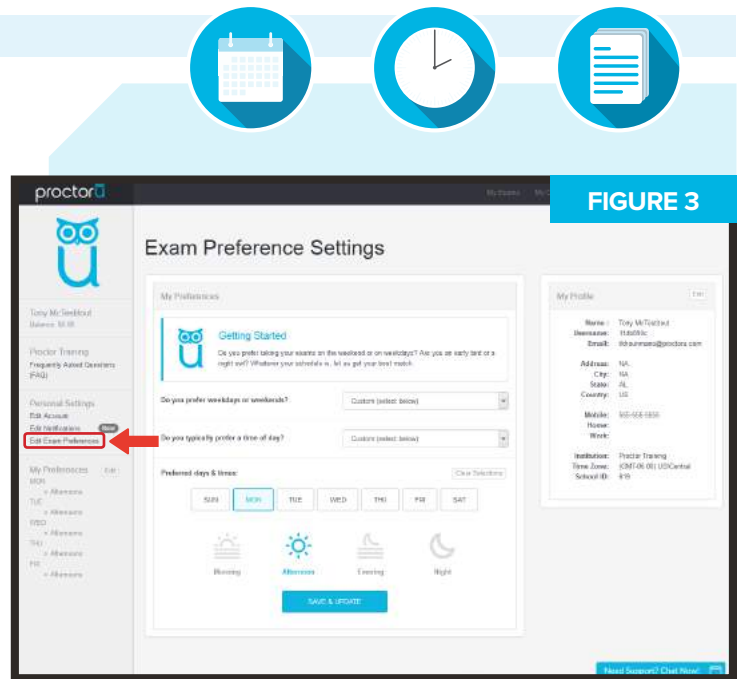


- Log in to your **UAB Canvas** account and navigate to your course (**Figure 1.1 & 1.2**).
- Select the **ProctorU** link from the left menu (**Figure 1.3**).
- Select **Yes** and log in if you have a ProctorU account. Select **No** to create an account if you do not have one. Complete your profile information (**Figure 1.4**).
- This screen includes your basic contact information and institution enrollment.
- At the bottom of the page, read the Terms & Conditions and **agree to ProctorU's terms of service** by clicking the check box to complete the profile (**Figure 2**). A flagged message will display at the top until you agree to the terms of service.
- Subsequent log ins direct you to the **My Exams** page.

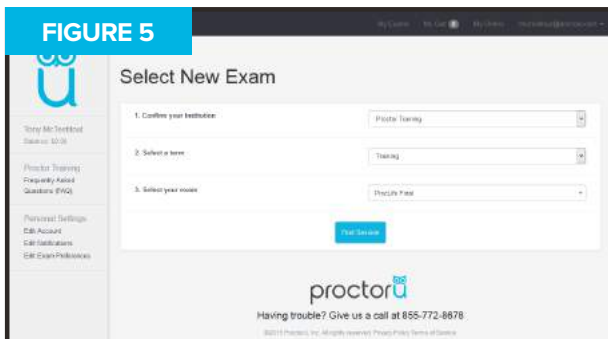
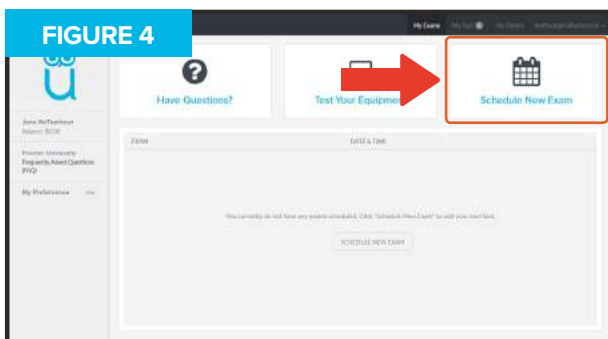


SETTING EXAM PREFERENCES

- Account creation asks you to set exam preferences. Exam time preferences can be changed by clicking **Edit Exam Preferences** on the left (**Figure 3**).
- A general time frame can be selected via the drop down menus.
- You may also create a custom preference by selecting and highlighting days and times.
- Clicking **SAVE & UPDATE** confirms the day and time preferences.
- Time preferences are shown on the left and may be changed at any time via the **Edit Exam Preferences** link.



SCHEDULING EXAMS



- The first login page for a completed profile, or for a previous test-taker, defaults to the **My Exams** page (**Figure 4**).
- You may choose from three options:
 - » **Have Questions?** activates the LiveChat.
 - » **Test Your Equipment** takes you to the equipment check page.
 - » **Schedule New Exam** takes you to the appointment reservation page.
- After clicking **Schedule New Exam**, confirm your institution, select the exam term and select your exam (**Figure 5**).
- Click **Find Session** and proceed to the scheduling page (**Figure 6**, next page).

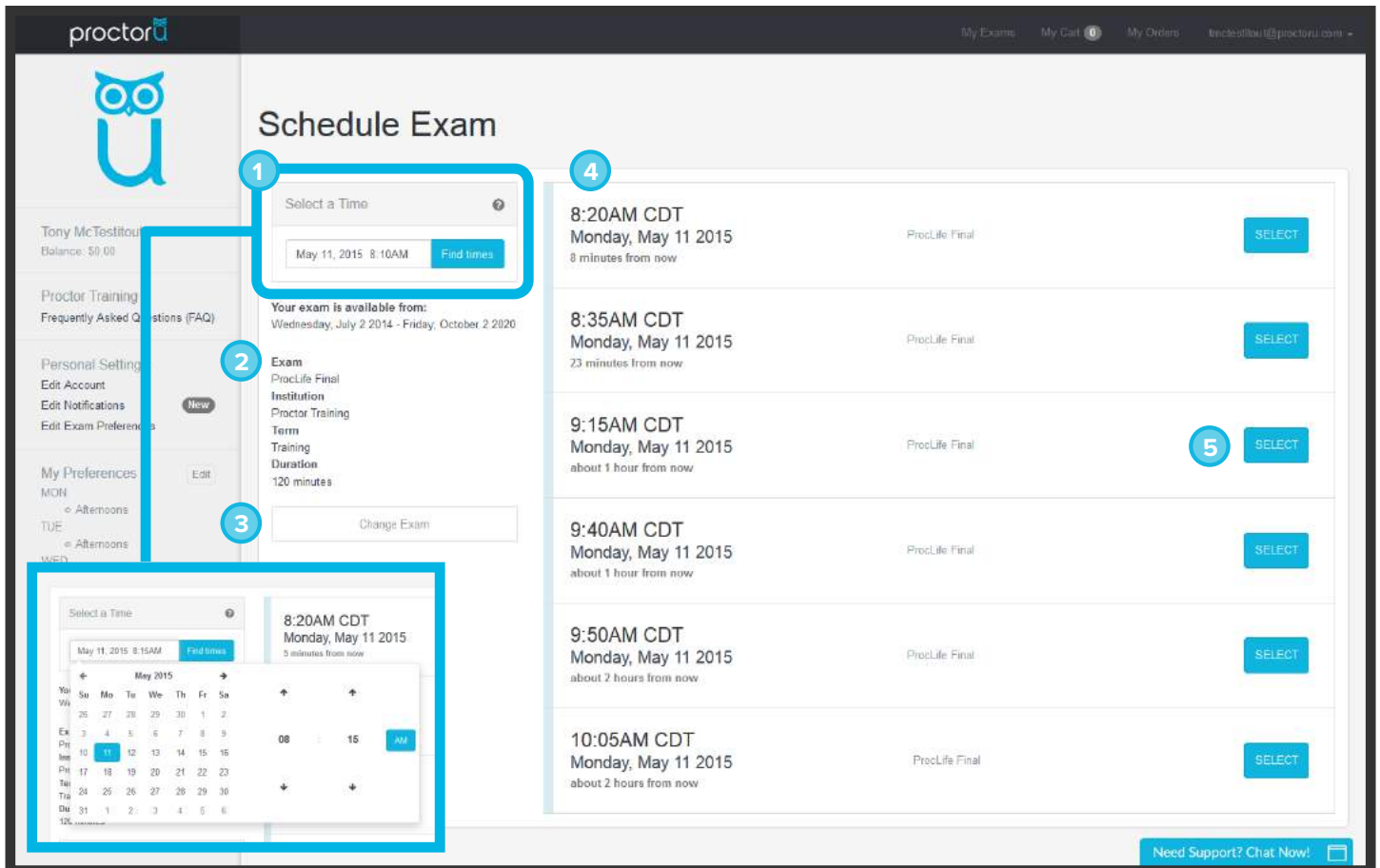
Flex scheduling allows you to schedule more than 72 hours before your proctoring appointment. You can also opt to use ProctorU's convenient **Take It Soon** or **Take It Now** options, for an additional fee paid at your own expense.

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 you to change the date and time of your appointment within your exam's testing window and also has a premium fee.

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



PLEASE REFER TO FIGURE 6 ABOVE FOR ITEMS 1-4

- 1 You can select a desired appointment time with the calendar pop out menu.
 - 2 You can confirm your exam details, including its availability window below the calendar.
 - 3 If you need to change the exam, you may click **Change Exam**.
 - 4 The six appointments closest to the chosen time appear on the right.
 - 5 After clicking **SELECT** to choose an appointment, Confirm the time slot by choosing **SCHEDULE** (Figure 7).
- If payment is set up as test-taker pay, the exam will be added to your cart for payment and checkout (Figure 8 and 9).
 - After completing checkout, you are returned to their **My Exams** page.

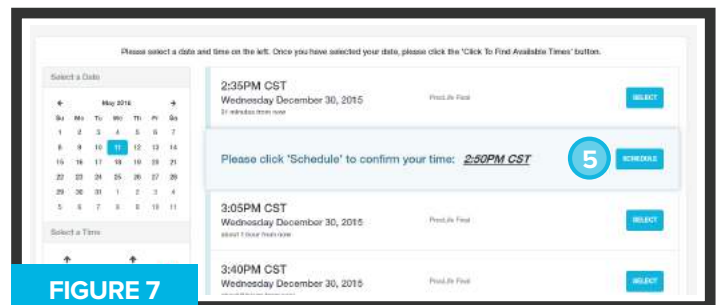


FIGURE 7

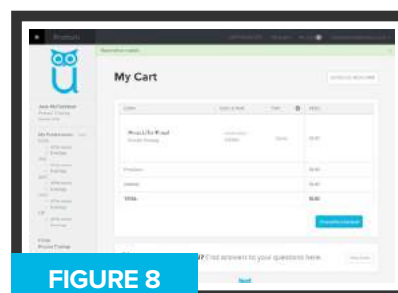


FIGURE 8

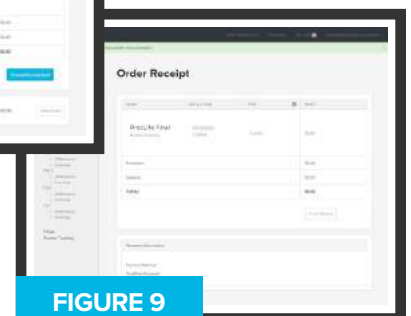
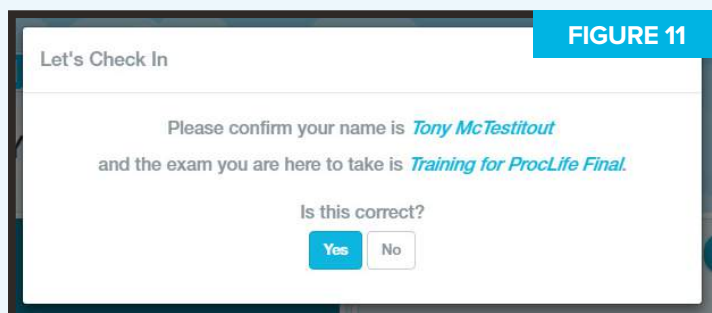
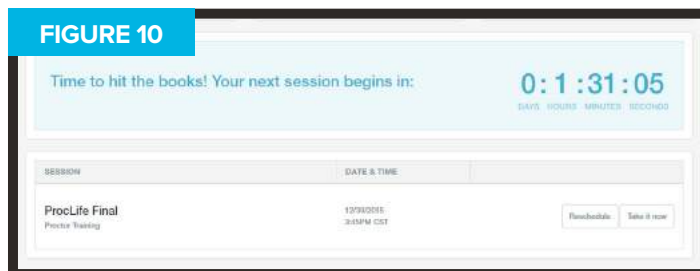


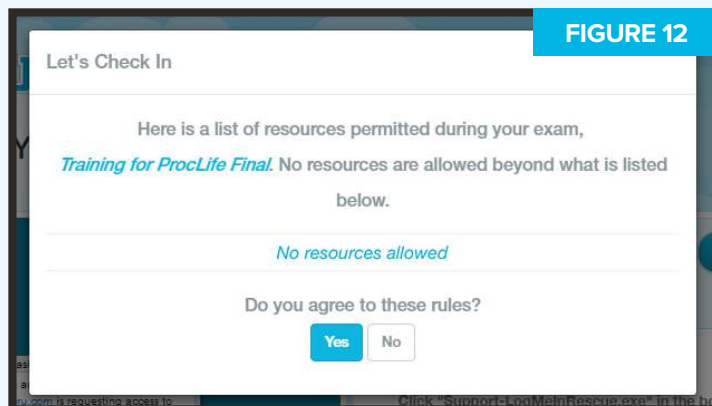
FIGURE 9

CONNECTING TO A PROCTOR

1) After scheduling an exam, a countdown to the closest exam time displays on the **My Exams** page (**Figure 10**). At the appointment time, a **START** link replaces the countdown. Clicking the link takes you to the proctoring room. Next, you are guided through the expedited start process.

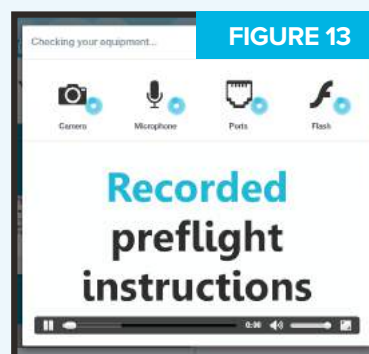


2) Confirm your **name** and the **exam** you are taking (**Figure 11**). Clicking **No** opens the **LiveChat** feature.

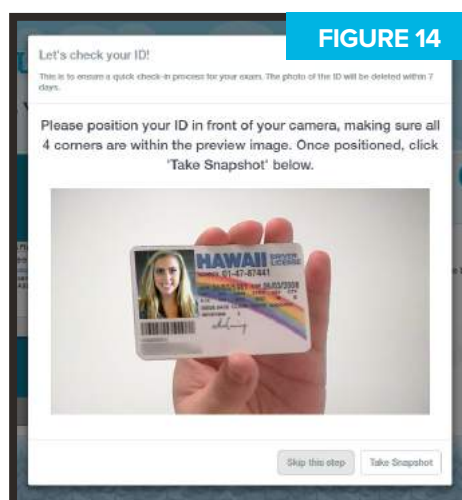


3) Confirm your **exam rules** including allowed resources (**Figure 12**). Clicking **No** opens the **LiveChat** feature.

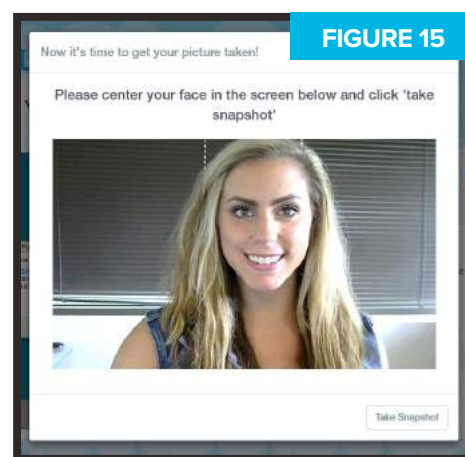
4) Your computer is checked for basic requirements and you are shown the pre-flight video (**Figure 13**).



5) Take a picture of your photo ID to show the proctor (**Figure 14**). You can opt out of this step by clicking **Skip this step** and show your photo ID directly to the proctor instead.



6) Next, you take a photo for your ProctorU profile (**Figure 15**). The proctor will check and update this photo if your photo is blurry or unrecognizable.



CONNECTING TO A PROCTOR

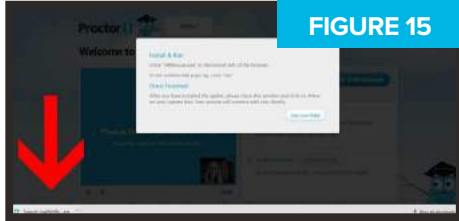


FIGURE 15

7) You are prompted to download and run an applet (Figure 15) When you and the proctor connect in the proctoring room, your video is shown in the bottom right corner and the proctor's video is on the left (Figure 16).

8) Figure 17 shows the downloaded applet and the chat box, which connects your screen to the proctor. Once you have connected your screen to the proctor, the proctor connects the two-way video and audio connection.

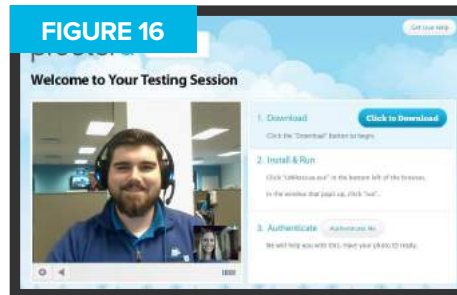


FIGURE 16



FIGURE 17

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 you took.

If the photo is illegible or you opted out of taking a picture of your ID, you are asked to show their photo ID to the camera so the proctor can verify your identity (Figure 18).

Lastly, you will be asked to complete a public record authentication quiz that is generated from your driver's license information. If this quiz does not generate or if you fail, you will be asked to present a 2nd form of valid identification including a photo to the proctor.

The ID information in Figure 18 has been intentionally blurred for privacy reasons. In an actual proctoring session, you show a fully-visible



FIGURE 18

ID so that the name and picture can be clearly seen and read by the proctor.

The proctor checks and updates your profile photo if the photo you took is blurry or unrecognizable.

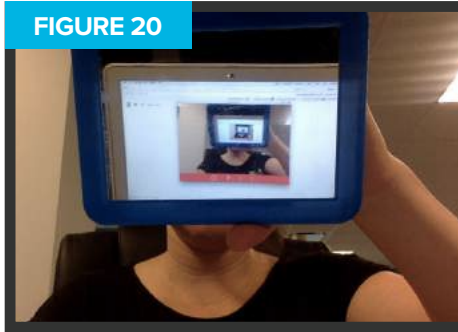
SECURING THE AREA

FIGURE 19



1) The proctor secures the physical testing area by asking you to pan their camera and show your complete workspace and surroundings, as seen in **Figure 19**.

FIGURE 20



2) If the camera is internal, you are asked to show the proctor the edges of their monitor using a reflective surface such as a mirror (**Figure 20**). This ensures that there are no unauthorized materials attached to your computer and monitor.

3) After the proctor confirms that the monitor and work area are clear of all unauthorized materials, the proctor asks you 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.

You are asked to close any unallowed software before proceeding to their exam website.

NAVIGATE TO LEARNING MANAGEMENT SYSTEM

After completing authentication, the proctor directs you back to your Learning Management System (LMS) and the proctor verifies that the authenticated person is in their individual account and taking their assigned exam, as shown in **Figure 21**.

During the exam, you are proctored by monitoring your video feed and testing environment and ensuring you are not receiving verbal answers from an outside source. Screen-sharing technology allows the proctor to see everything that is happening on your computer.

During the exam, the proctor pauses their video and audio so you are not disturbed, but continues to monitor you.

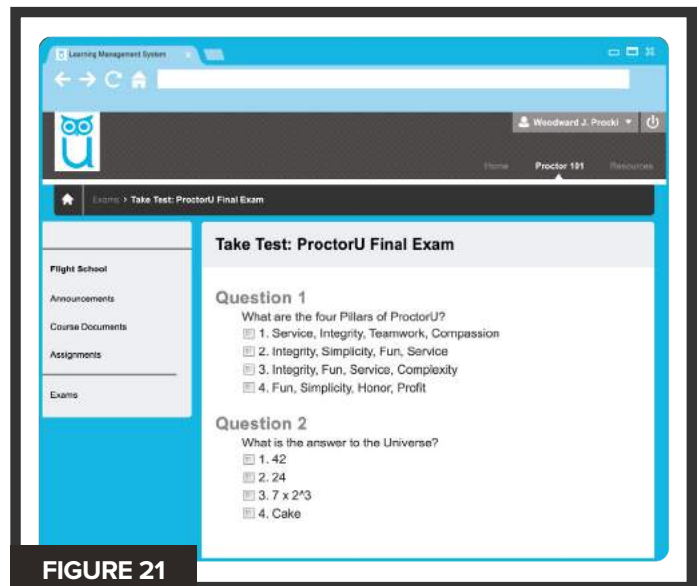


FIGURE 21

PROCTORING SESSION

ProctorU engages the you in real time to prevent integrity breaches.

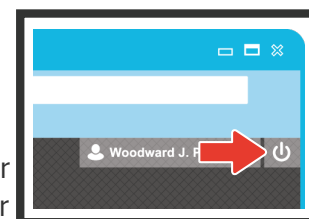
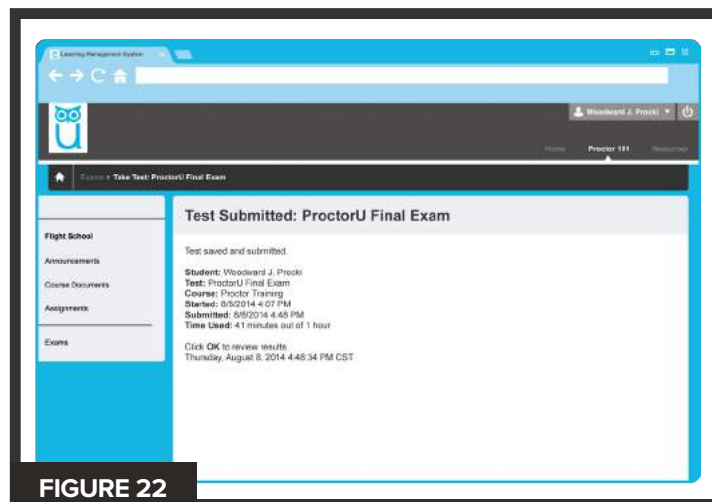
Any suspicious activity – including but not limited to using unapproved sources, taking unauthorized breaks during the exam or communicating with another person – is documented using photos or video and reported to the institution within two business days.

1) Once an exam has been completed, contacts the proctor via the chatbox (**Figure 17**) and submit your exam.

You show the proctor your submission screen (**Figure 22**) and the exam end time is logged.

2) The proctor will guide you through the closing process by ensuring the test is submitted and watching you log out of your learning management or test-delivery system. An example log out button is shown at right.

Should you have any concerns about your session, you can ask your proctor or fill out the post-examination survey with comments, as well as rate your proctor and proctoring session.



LIVE CHAT HELP

ProctorU offers a **LiveChat** feature. At any point while signed in to your account, you may chat with a live representative if you have any questions about the process or need general help (**Figure 23**).

