How it WORKS

Student Guide

www.ProctorU.com
855 - 772 - 8678
contact@proctoru.com
The test-taker navigates to proctoru.com/portal/rsu and clicks New User? Sign up here to create an account. The test-taker completes their profile information (figure 1).

This screen includes basic contact information and the test-taker’s institution enrollment. Flag notes and any special conditions for the test-taker are also displayed here for proctor and institution use only.

At the bottom of the page, I agree to ProctorU’s terms of service must be checked to complete the profile (figure 2). A flagged message will display at the top until the test-taker agrees to the terms of service.

As part of American with Disabilities Act (ADA) compliance, there is also an option to aid the test-taker if he or she uses screen-reading software or other accessibility applications. The test-taker should leave this box unchecked if this is not applicable.

Subsequent logins direct test-takers to the My Exams page.
Setting Exam Preferences

- The initial account creation also asks the user to set exam preferences. The test-taker can change their preferred time window for appointments by clicking Edit Exam Preferences in the left menu (figure 3).
- A general time frame can be selected via the drop down menus.
- The test-taker may also specify a custom preference by selecting and highlighting days and times.
- Clicking SAVE & UPDATE confirms the day and time preferences.
- Time preferences are shown in the left menu bar 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).
- 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 through the appointment reservation pages.
- After clicking Schedule New Exam, the test-taker confirms his or her institution, selects the exam term and selects his or her exam (figure 5).
- The test-taker clicks Find Reservation and proceeds to the scheduling page.
Test-takers can select a desired appointment time with the calendar pop out menu.

The test-taker can confirm their exam details, including its availability window below the calendar.

If the test-taker needs to change the exam, they may click **Change Exam** below the exam information.

The six appointments closest to their chosen time appear on the right.

After clicking **SELECT** to choose an appointment, the test-taker confirms the time slot by choosing **BOOK IT** (figure 7).

- The exam will be added to the test-taker’s cart for payment and checkout (figure 8 and 9).
- After completing checkout, the test-taker returns to their **My Exams** page.
Connecting to a Proctor

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 the test-taker to the proctoring room. Here, the test-taker is prompted to download and run an applet (figure 11).

Figure 12 shows the downloaded applet, 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.

When the proctor and test-taker connect in the proctoring room, the test-taker’s video is shown in the bottom right corner and the proctor’s video is on the left (Figure 13).
Authentication and Securing the Area

- After connecting to the proctor via webcam and screen-sharing software, the proctor asks to see the test-taker’s ID (figure 14).

- The ID information in figure 14 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. A photograph of the test-taker is taken to help authenticate his or her identity in future testing.

- Test parameters are communicated verbally and in writing to the test-taker, who acknowledges that he or she understands the instructions.

- The test-taker is authenticated with a quiz that uses challenge questions based on publicly available records, as shown in figure 15.

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

Next, the test-taker is asked to pan their camera and show their complete workspace and testing area so the proctor can secure the test-taker’s surroundings, as seen in figure 16.

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, sunglasses, DVD or CD (figure 17). This check ensures there are no unauthorized materials attached to the test-taker’s computer monitor.

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 electronic devices away from the testing area.
ProctorU engages test-takers in real time to prevent breaches of academic integrity. Any suspicious activity – including but not limited to using unapproved sources, leaving the computer during the exam or communicating with another person – is documented using photos or video and reported to the institution within two business days.

Once the exam has been completed, the test-taker shows the proctor their submission screen (figure 20), and the exam end time is logged.

ProctorU also offers a LiveChat feature. At any point while signed in to their account, a test-taker may chat with a live representative if they have questions about the process or need general help (figure 21).