



A recognised  
college of UCD

# Proctorio User Guide

## Using Proctorio

2021-2022



A recognised college of UCD

## Contents

Proctorio User Guide.....	1
Before you take your exam .....	3
Day of the Exam.....	3
Pre Exams Checks .....	4
During your Exam.....	14
Troubleshooting and FAQ.....	16
Handle internet connectivity issues .....	16

## Before you take your exam

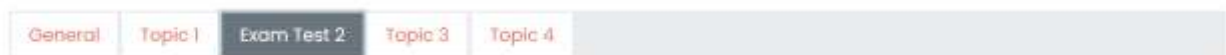
- For Data Protection reasons and to ensure the integrity of the exam process, the exam should not be taken in a shared space. Please ensure you have a private space to sit your exam. Your room will be scanned as part of the pre exam checks.
- You will be asked to show your photo id as part of the pre exam checks.
- You will be asked to scan your room, you will need to move the web camera around the room for the scan to activate.



## Day of the Exam

- Head over to IOB learn (where you would access your assignments & exams).
- Enter your course & select the right exam.
- Once you select the exam, Proctorio will start automatically. (if you have not installed the proctorio software you will need to do this before you begin your exam. Please ensure to install proctorio in advance of the exam. <https://getproctorio.com/>)
- 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.

**Ignore 'Secure exam proctor' as this is a system default and is not part of the exam**

### Proctorio test 2



-  Secure Exam Proctor
-  Exam Test 2 (Remotely Proctored)

Click on the exam as noted on the dashboard



A recognised college of UCD

## Pre Exams Checks

Follow the instructions on the screen to access the exam

### Exam Test 2 (Remotely Proctored)

Take your exam here.

This exam will be monitored by **Proctorio**. [Learn more about Proctorio.](#)

A webcam and microphone are required to take this exam.

Time limit: 30 mins

Grading method: Highest grade

This exam will be proctored. Here are a few things to know before you begin.



**We will tell you when we start and stop recording.**



**Your institution can access the data collected and will control who sees it.**



**Decisions are made by your exam admin, not us.**

Proctorio GmbH complies with [GDPR, FERPA, and other regulations](#). Read our [Privacy Policy](#). Your data will be securely stored in **Amsterdam, Netherlands** for 6 months before being deleted.



#### What's recorded during the exam

camera feed • audio • computer screen • exam environment • websites visited • location • identity document



#### What's restricted during the exam

one monitor • no printing • no downloads • no right-clicking •



#### 24/7 support available during the exam

Click the Proctorio browser extension icon to chat with an agent within seconds.

[Enable high visibility mode.](#)

[Learn more about Proctorio's approach to Accessibility.](#)

#### Just a heads up...

It looks like your computer is pretty busy right now.

You can still proceed with your exam, but we recommend that you close all open tabs and any applications you have running in the background and try again.

**Warning:** This computer is only running on battery power (97%). We recommend you plug this computer in before continuing.

You need to complete the required user actions explained above before you can continue.

**Continue**



Secure Exam Proctor

Jump to...



You may receive messages such as Multiple Screen detected or Close browsers, these are the set criteria for the exam and cannot be changed.

User action required before you continue. Please do the following:

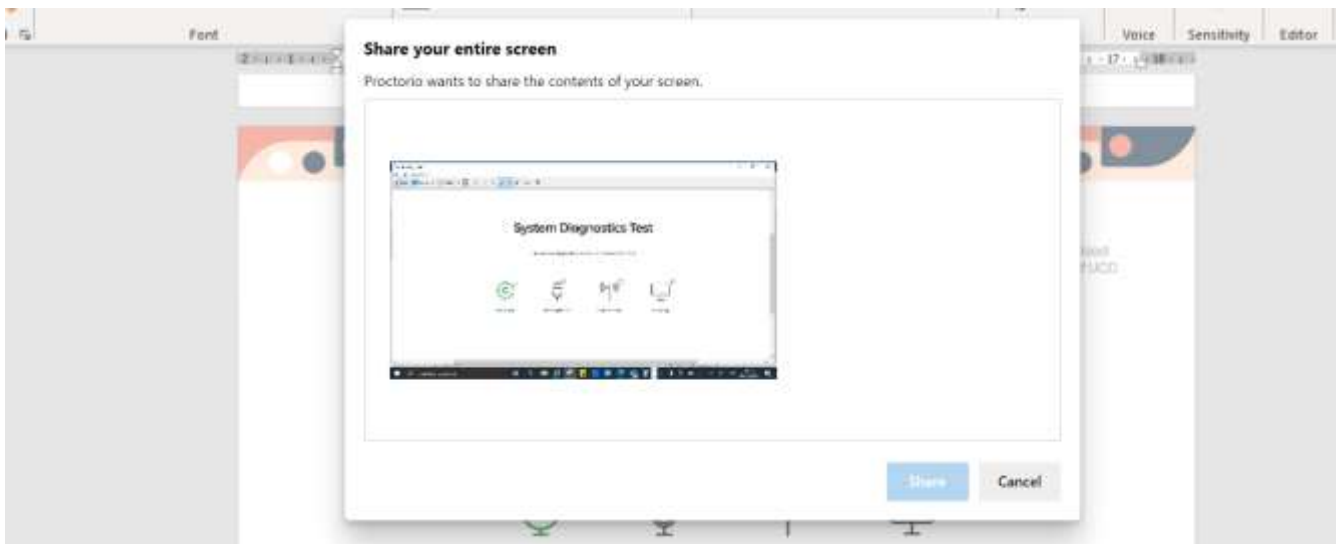
Close all other browser tabs and windows. (6 tabs still open). [click here](#) to do this for me.

## System Diagnostics Test

The system diagnostics test will only take a moment



**Please click in the pop-up box to release the Share button**



If something goes wrong select Retest

Oh no! Something went wrong.



Webcam



Microphone



Connection



Desktop

Please select the image of your screen and click the share button to move on. [Learn more about System Diagnostics Test.](#)

If you did not see the message box, it might be hidden behind this window. Click Re-Test to try again.

Re-test

Select Hide to Hide this message **do not** select stop sharing

|| Proctorio is sharing your screen. [Stop sharing](#) [Hide](#)

Please wait for the next page to appear this may take a few minutes depending on your internet connection

Hang tight, this seems to be taking longer than usual



Webcam



Microphone



Connection





Desktop

Initial system checks passed



[Don't see yourself above? Click Here.](#)

Your exam is about to begin.

-  Use Restroom.
-  Get water.
-  Get comfy.
-  Get ready.

Next >

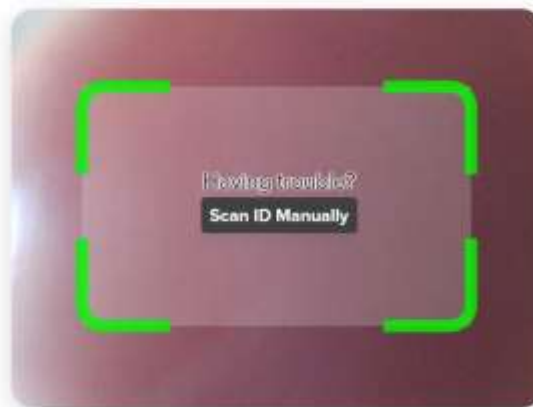
When the red circle appears Proctorio is recording. When you submit the exam the red circle will disappear and Proctorio stops recording





Hold your ID up to the camera and click on the **Scan ID Manually** button to begin

Show a photo ID to the camera within the area indicated. This will be used to validate your identity. If this is unsuccessful a link will appear. Simply click the link to manually scan a photo of your ID.



[Having trouble? Read This Article](#)

By clicking next, you agree the image of the identification card displayed can be used to verify your identity.



[Having trouble? Read This Article](#)

Re-take

Next >



A recognised college of UCD

Once Proctorio accepts the scan please click next. There is no need to rescan once the ID has been accepted.

## Webcam Image Test

To verify your webcam is working correctly, please make sure your face is well lit, centered, and clearly visible.



[Don't see yourself above? Click Here.](#)

Begin camera test >

## Webcam Image Test

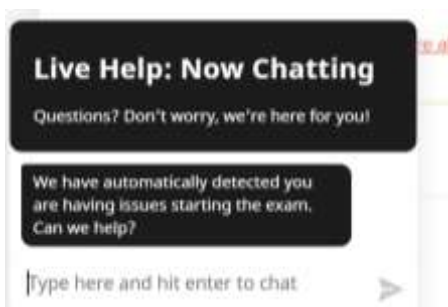


Oh no! We're having a little trouble seeing you. Please adjust the camera so your face is centered and clearly visible. Tip #212 If you're in a dark room, try turning on additional lights.

[Learn more about our webcam image test.](#)

Re-test

Live Chat will appear if you are having trouble with the pre exam checks.



You may have to adjust your lighting and/or take off glasses however once the photo is accepted it will move to the next check which is the declaration and room scan.

Your institution has enabled periodic room scanning for this exam.



At several points during the exam, you may be asked to show a view of your exam environment. The request for a scan will include specific instructions about what area to scan. You can find more details [here](#). The scan may include a 360° view of the entire area, a view of the ceiling or floor, a view of the area under your desk, a view of the items on your desk, or some combination of these things. If there are items in any of these areas that you do not want to be recorded, please take a moment now to cover them or remove those items, or move to a different area.

Sometimes this can be tricky, especially when using a built-in webcam. Before moving on, we recommend you visit the [help center article](#).

## Exam Test 2 (Remotely Proctored)

### Please sign the exam agreement below



Your institution has enabled periodic room scanning for this exam.  
Your camera will be used to scan your environment

When you're ready, please click **start scan**.

*Your test has already started, please complete this immediately!*



the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the applicable policy of this Institution. If over the age of 18, I acknowledge that I have read and agree to the [Terms of Service](#), and to the [Privacy Policy](#). If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I agree" or otherwise using the Services. If I am under 18, I understand that my parent must sign the agreement below and that by signing, my parent or legal guardian is providing express consent to access the Services, which includes the collection of my information as described in the privacy policy. Sign the agreement below to begin the exam.

Your exam administrator has enabled a calculator on your exam with ClassCalc. [Please review their Terms of Service here.](#)

Sign with keyboard

SIGN HERE

**To Scan the room, please pivot your camera around the room (360) using your web camera, once the scan is complete, please click the message 'I'm Done, Continue'**



### Please Complete the Room Scan

Your test has already started, please complete this immediately!  
**Once you are done**, click the button to return to you test.

I'm done, continue

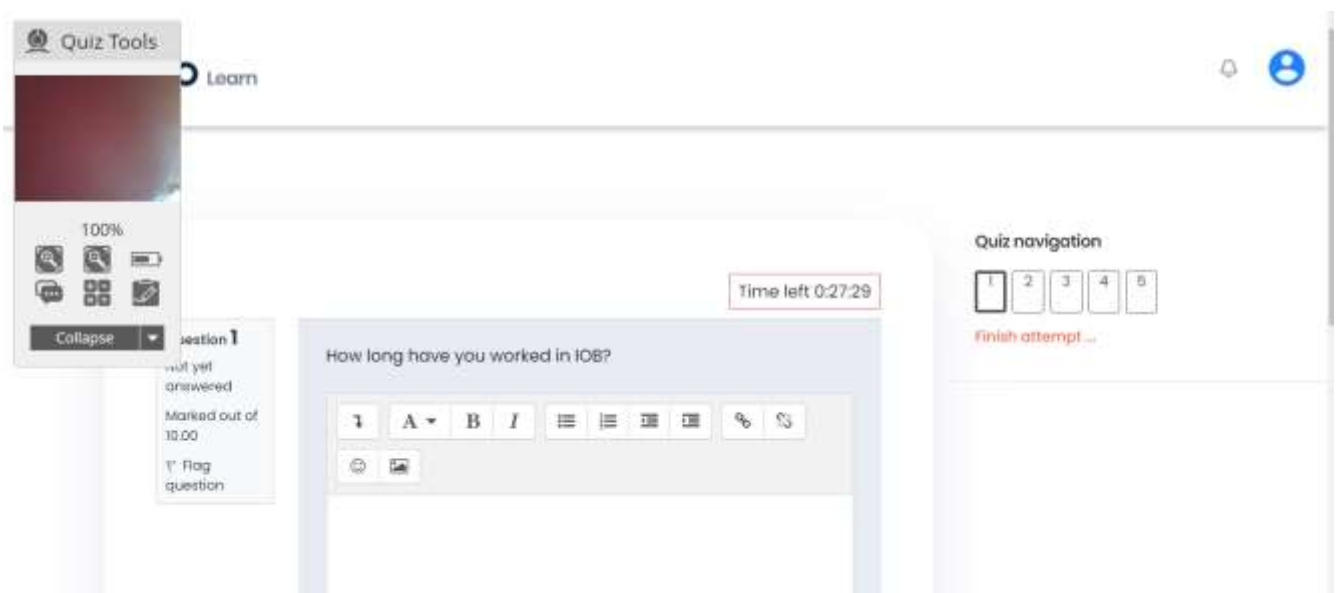


## During your Exam

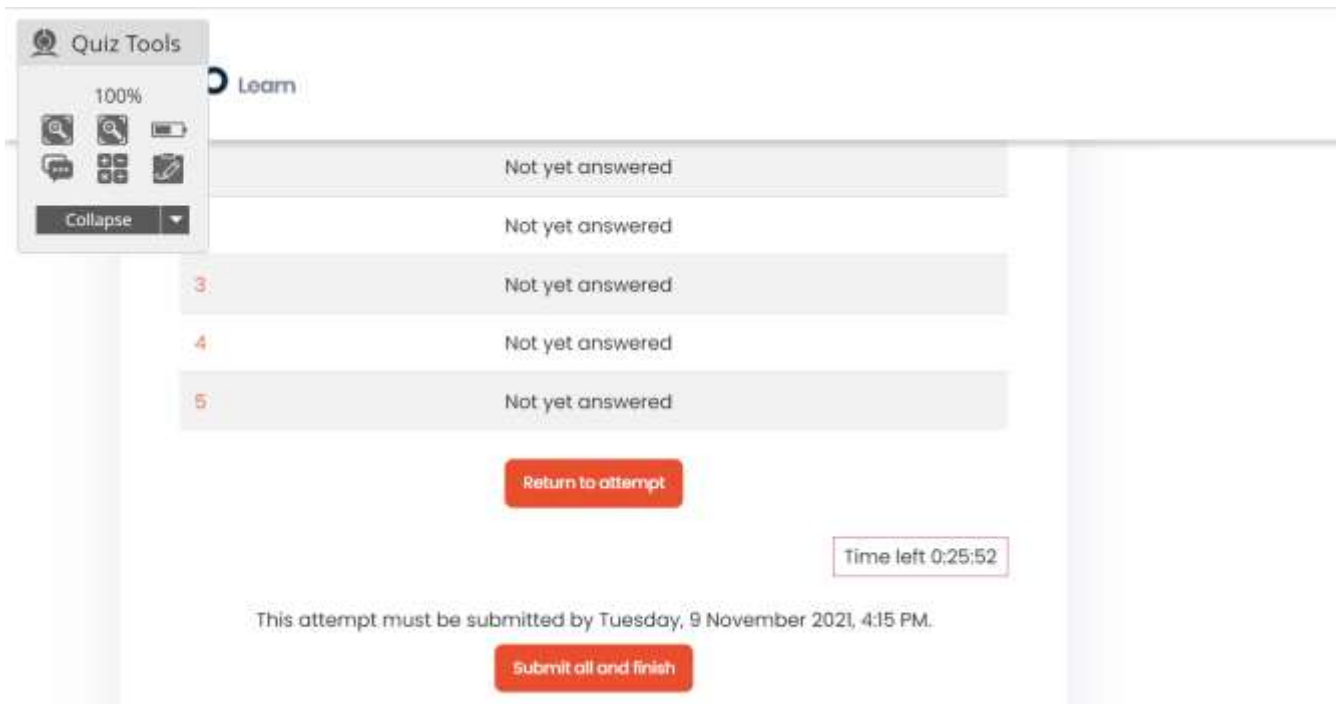
Your exam will now automatically begin once the room scan is complete

There is a Quiz tool box available which contains the following.

- Battery power icon
- Zoom in/out options
- Chat box for technical issues only
- Whiteboard for notes
- Calculator



Work through the exam questions and select next page when you are ready to move on.



Quiz Tools

100%

Learn

Not yet answered

Not yet answered

3. Not yet answered

4. Not yet answered

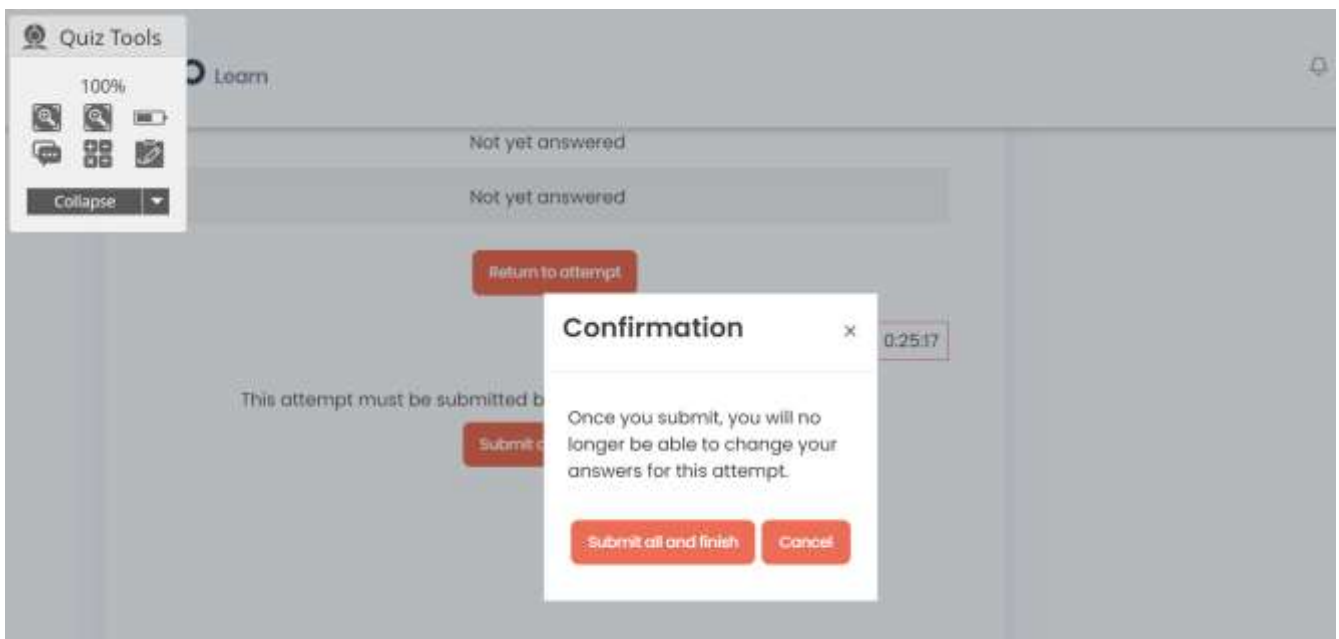
5. Not yet answered

Return to attempt

Time left 0:25:52

This attempt must be submitted by Tuesday, 9 November 2021, 4:15 PM.

Submit all and finish



Quiz Tools

100%

Learn

Not yet answered

Not yet answered

Return to attempt

Time left 0:25:17

This attempt must be submitted by Tuesday, 9 November 2021, 4:15 PM.

Submit all and finish

**Confirmation**

Once you submit, you will no longer be able to change your answers for this attempt.

Submit all and finish Cancel

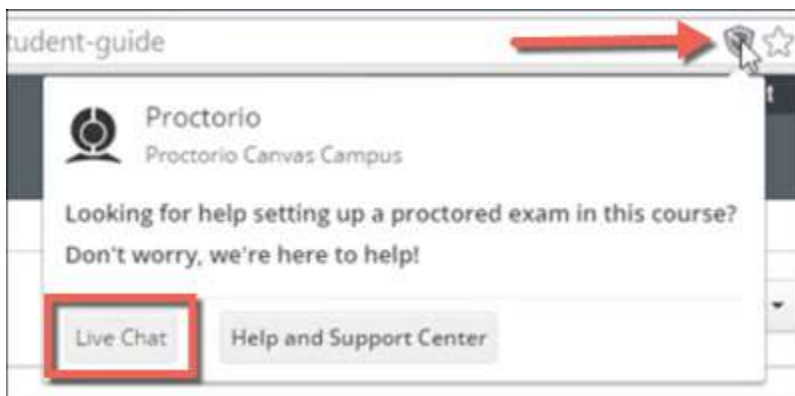
When you have completed your exam and submitted it, Proctorio will stop recording.

# Troubleshooting and FAQ

## FAQ | Proctorio

Students can access Proctorio live chat support at any time while in the exam by going to the tool extension in your browser.

Click the **shield icon** in your web browser.



Click **Live Chat** to connect with support personnel to get help.

## Handle internet connectivity issues

Prior to the start of the exam, Proctorio will guide you through a precheck to ensure that you have sufficient RAM, webcam capability and internet connection for a Proctorio exam. This precheck will validate that your connection has the required upload and download speeds.

If you get disconnected while taking the quiz, your attempt will be ended. Depending on how IOB has set up the Proctorio settings, you will have one of the following options:

- The ability to re-enter the quiz unassisted. Navigate back to the Canvas course site with the quiz to resume.
- The ability to contact Proctorio Support and have them initiate the re-entry into the quiz. See "Access Live Chat Help" above.
- No re-entry allowed. In this case, you will need to contact your instructor for instructions on how to proceed with the quiz.