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Proctorio Student Guide

FAQs

2021-2022

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Welcome to Proctorio

Proctorio became one of the first solutions to keep the online test-taking experience between the exam administrator and test taker, prioritizing both test-taker privacy and exam-administrator convenience.

What does proctoring an exam mean?

Test proctoring is testing overseen by an authorized, neutral, proctor, who ensures the identity of the test taker and the integrity of the test taking environment. In short, a proctor is a proxy for the invigilator who oversees a test.

Proctorio is the leading Learning Integrity Platform, designed to securely expand learning opportunities for students everywhere. We know you value your privacy, and we do too. So, before you get started, there is some important privacy information you should know:

- **No personal information required** – Proctorio never require the collection of additional personally identifiable information (PII).
- **Proctorio will tell you before we record any exam data** – Proctorio is only running while you take your exam and you will be notified when the software starts recording. Once you are done Proctorio turns off.
- **Proctorio utilize Zero-Knowledge Encryption to keep test-taker data safe.** – Proctorio utilizes Zero-Knowledge Encryption, which means Proctorio does not have access to the encryption keys used to decrypt test-taker recording data and only an institution-approved exam administrator at your institution can decrypt and review test-taker recording data.

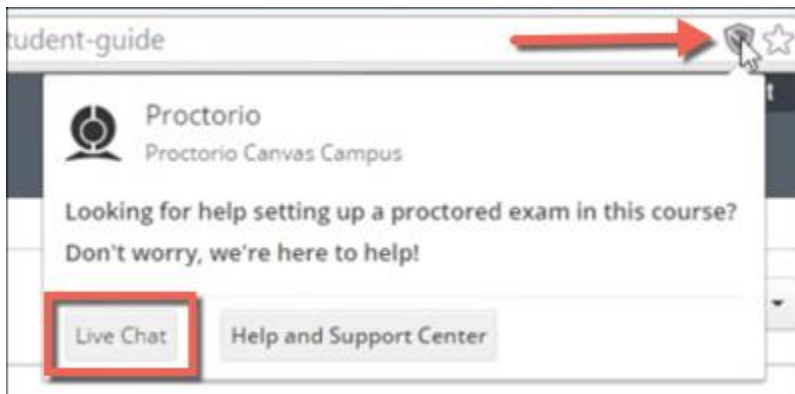
Because Proctorio runs as a Google Chrome extension, you can uninstall and install it whenever you want. It is also important to remember that all exam settings are determined by IOB, not Proctorio.

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.

Are you being asked for a password?

You should not receive a password prompt. If you do, Please refresh the page (more than once if you need to or please contact our support via chat as noted under the Live Chat instructions. Also, here are additional steps to help resolve Password errors:

- **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.
- **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
- **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.
- **Incognito Access** - Some Proctorio features will require the use of incognito access. If IOB 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 IOB, incognito access gives Proctorio

permission to run normally in all tabs during an exam. For example, IOB 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 Allow in incognito section.
 - Toggle it on
- **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". After any of these steps, please refresh the exam page to check if the issue is fixed.
 - **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.
 - **Restart your computer** - Computers need to be restarted if they have had a reboot 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 Moodle.
 - **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.
 - **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.
 - **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 IOB Learn. Try to start the exam.

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 exam, your attempt will be ended and saved. 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.

What do I do if the internet drops?

If your internet connection drops during your examination, don't panic - your examination responses are automatically saved. If you are unable to reconnect to your online exam session, please email support@proctorio.com or contact IOB via the chat, phone 01 611 6500 or email info@iob.ie

Is it a problem if my internet connection occasionally fails while taking an exam through online proctoring?

It is important to ensure a stable internet connection. If you experience technical problems despite having a stable internet connection, you can report these on the Proctorio chat.

If it is an option to use a personal hotspot on your phone please do so. You can let IOB know if you need to do this.

Can I use Chromebook?

Please know that you can use Proctorio on your Chromebook. You just need to make sure to be logged in to your Chromebook with your account and not as a guest. To download the latest version of Proctorio please visit this website getproctorio.com, and make sure you follow all the steps so they all turn green. If getproctorio.com doesn't work try to download Proctorio extension from this link: <https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfqajifaonnkpkei>

Can I use my iPad or Phone to do the exam?

You **cannot** take the exams from mobile devices (e.g., iPhone, iPad, Android device, tablets, etc).

Why are we using Proctorio?

Since the onset of COVID-19 we were able to offer examinations in an open book format based on the exceptional conditions we were operating under. Following extremely positive feedback and interest from students in continuing remote examinations, we are pleased to introduce a new method of online invigilation.

This will enable students to participate in remote examinations while maintaining the privacy, security and integrity of IOB's examination process.

Proctorio provides identity verification, automated AI-enabled live proctoring and content protection. You will be able to access Proctorio via IOB Learn.

Is my exam invigilated by Proctorio or TestReach?

All exams will be invigilated with Proctorio, except the QFA and PDC exams listed below which will be invigilated with **TestReach**:

- QFA Financial Planning
- QFA Investment
- QFA Life Assurance
- QFA Loans
- QFA Pensions
- QFA Regulations
- Regulation - CPD Application Examination
- PDC 1 - Compliance and the Regulatory Structure
- PDC 2 - Conduct of Business Rules
- PDC 3 - Legal & Regulatory Aspects of Compliance
- PDC 4 - Compliance Management
- PDC 4 - CPD Application Exam

How does Proctorio work

Will I need a webcam?

Yes, you will need a webcam to sit your exam with Proctorio

Once I install Proctorio, is it always on?

No, Proctorio only runs during an exam and during exam review. Test takers can tell when Proctorio is “on” because the Proctorio extension shield icon will turn green. Since Proctorio is a browser extension, it can be uninstalled or disabled immediately after an exam is submitted and reinstalled or enabled in time for the next exam.

Does Proctorio have access to my web history?

No, Proctorio does not have access to your browser history.

Do I lose exam time during the pre-check process?

No. The exam timer does not start until after the pre-checks are complete.

When does the exam start?

The exam starts when you have completed your room scan. The timer is located on the right-hand side of the page.



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Who do I contact if I'm having a problem on the day of my exam?

For technical issues please use the Proctorio Chat box or email support@proctorio.com. If your query is exam related, you can contact IOB directly by phone on 01 611 6500. The best way to contact IOB is via phone or through the IOB Chat or email info@iob.ie

When does Proctorio start and stop recording?

Proctorio only records during an exam and if the video/audio/screen recording settings are enabled by the exam administrator. Recording starts right as you enter the exam, after the diagnostics pre-check and exam agreement have been completed. Recording stops as soon as the test takers submits or closes the exam.

Who is watching me when I am using Proctorio?

Only approved representatives at IOB have access to your audio, video, and screen recordings.

Does Proctorio use face recognition?

No, Proctorio only uses face detection and gaze detection which cannot uniquely identify an individual's face.

Is Proctorio Spyware?

No. Proctorio makes the test fully aware of what permissions are required to enter a Proctorio exam. Proctorio software runs as a browser extension, meaning its access to the information on a test takers personal computer is limited and it cannot access personal files or change system settings.

I don't want my exam administrator to see my room. What should I do?

We recommend that test takers take their exams in a neutral area. If possible, some options are your kitchen table, your living room or workspace.

I wear glasses and the webcam isn't picking up my image?

You may be experiencing glare from the reflection with the lenses. To fix this, try adjusting the angle of your head a bit. You can also turn down the brightness on your computer monitor. You may remove your glasses in order to pass the pre-check and put them back on once the exam begins.

Day of the Exam FAQs

Can I have a mobile phone in my workspace?

Yes, you are allowed to have one mobile phone on your desk in **airplane mode**. You may only use your mobile phone if you need assistance from our helpline. **Phone usage will be monitored via the webcam.**

What materials are permitted in my workspace?

- Water/Tissues/snack
- Mobile phone facedown and in airplane mode. Your phone can be used only if you need to contact the IOB helpline.

Can I take a bathroom break?

Yes. Candidates are permitted to take a bathroom break. You must leave your mobile phone in your work area. No extra time will be added to your exam duration.

Is it possible to print the examination questions?

No.

Am I allowed notepaper and pen?

No. There is a whiteboard available to you during the exam. To use this please click on the white board and select the Tt box. Please note that anything typed/written in the whiteboard will not be saved and cannot form part of your submission.

Am I allowed a calculator?

There is an online calculator available in Proctorio.

How will IOB contact me if there are any announcement regarding the exam paper.

In the unlikely event there is an update or change to the exam paper. IOB will inform you through a webpage (link will be provided to you on the day of the exam). You will need to refresh the page during the exam to check for updates.

How will I know that my exam has been submitted correctly?

Once you select submit and finish, your exam has been submitted. Proctorio will stop when your exam has been submitted. IOB will contact you if there is an issue with your submission. Once a student uploads their exam that submission is the only submission considered for grading.

Contact Details:

For Technical Support: Contact support@proctorio.com or Proctorio Chat Box or [Support | Proctorio](#)
To advise IOB of technical issues contact IOB via the chat, phone 01 611 6500 or email info@iob.ie

For Exam Related Support Contact: exams@iob.ie or info@iob.ie or phone 01 611 6500 or IOB chat function