A recognised college of UCD

Proctorio and LMS User Guide

Installing Proctorio Software

2026-2027

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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 utilises 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.

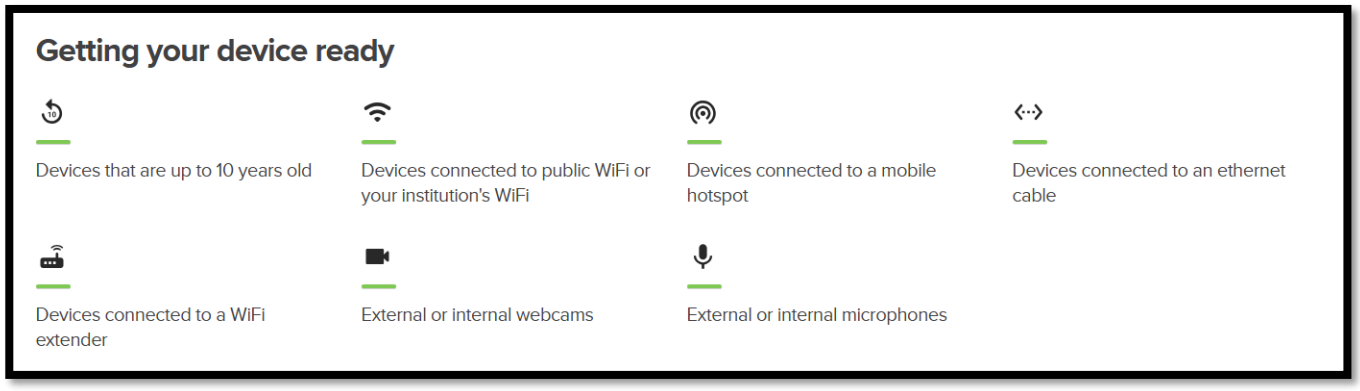
Because Proctorio runs as a Google Chrome extension, you can uninstall and install it whenever you want.

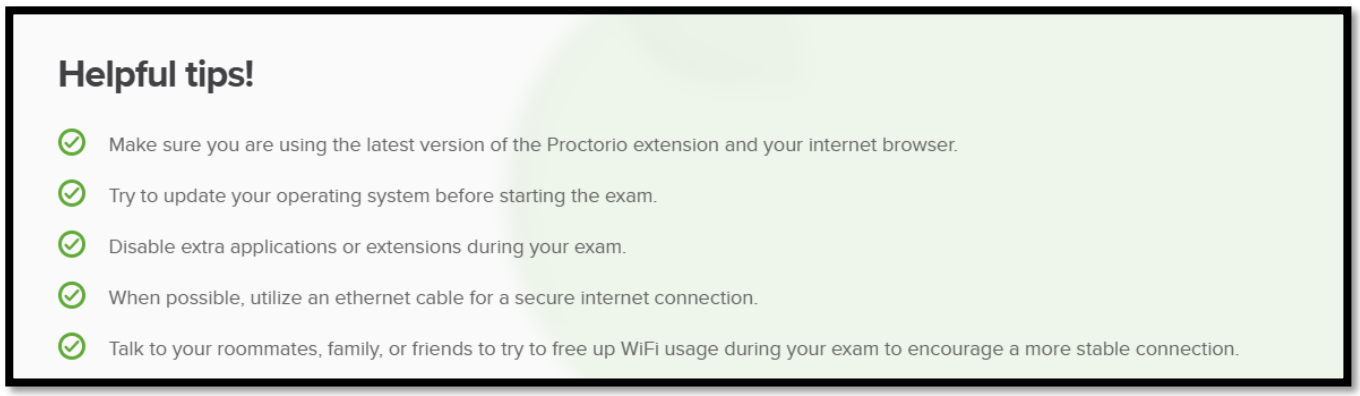
Before the exam

Please check your device for the minimum system requirements as noted below and if you do not have the required systems, please select another device.

Before we begin, please know that every version of Moodle may be configured differently and that this may alter your Proctorio experience.

Minimum System Requirements





Minimum Device Requirements.

Below are the minimum device requirements to ensure you have the best test-taking experience:

Proctorio Extension

	Windows	Mac	Linux	Chrome OS
Operating Systems	Windows 10+	MacOS 11+	Ubuntu 18.04+	Chrome 58+
Browsers	Google Chrome Microsoft Edge Brave Opera	Google Chrome Microsoft Edge Brave Opera	Google Chrome Microsoft Edge Brave Opera	Google Chrome Microsoft Edge Brave Opera
Processor	Intel Pentium or better	Intel or M1 Chip	Intel Pentium or better	Intel Pentium or Arm
Free Disk Space	250 MB	250 MB	250 MB	250 MB
Free RAM[1]	2 GB	2 GB	2 GB	2 GB
Upload Speed[2]	0.092 - 0.189 Mbps	0.092 - 0.189 Mbps	0.092 - 0.189 Mbps	0.092 - 0.189 Mbps
Microphone[3]	Any Microphone, either internal or external for all systems			
Webcam[3]	320x240 VGA resolution (minimum) internal or external for all systems			

1. Free RAM is the minimum amount of memory that is not in use by other applications.
2. Depending on the exam settings, secure browser has no upload speed requirement.
3. Only required for proctoring, secure browser functionality does not require audio/visual recording.

Further information can be found on Requirements | Proctorio

You must use a desktop or laptop computer with a stable internet connection.

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

Depending on the options IOB has selected for the exam, you will need a working webcam and microphone. Make sure you have a properly working webcam and microphone and that you are using the latest version of Google Chrome.

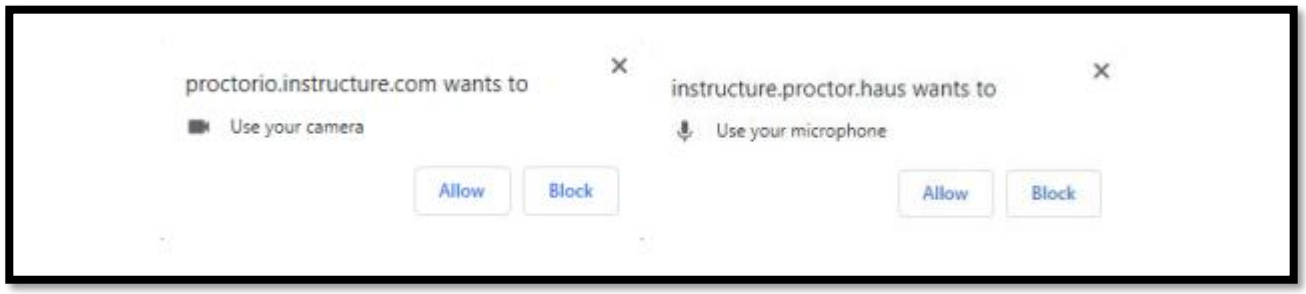
- Check to make sure your camera works in Chrome at https://webcamtests.com/ Click the "Test my cam" button and wait for the test to complete.
- Check that your microphone works in Chrome at https://www.onlinemictest.com/

  Click the play button. If the lines move when you talk, your mic is working.
- To update your version of Google Chrome, go to https://support.google.com/chrome/answer/95414

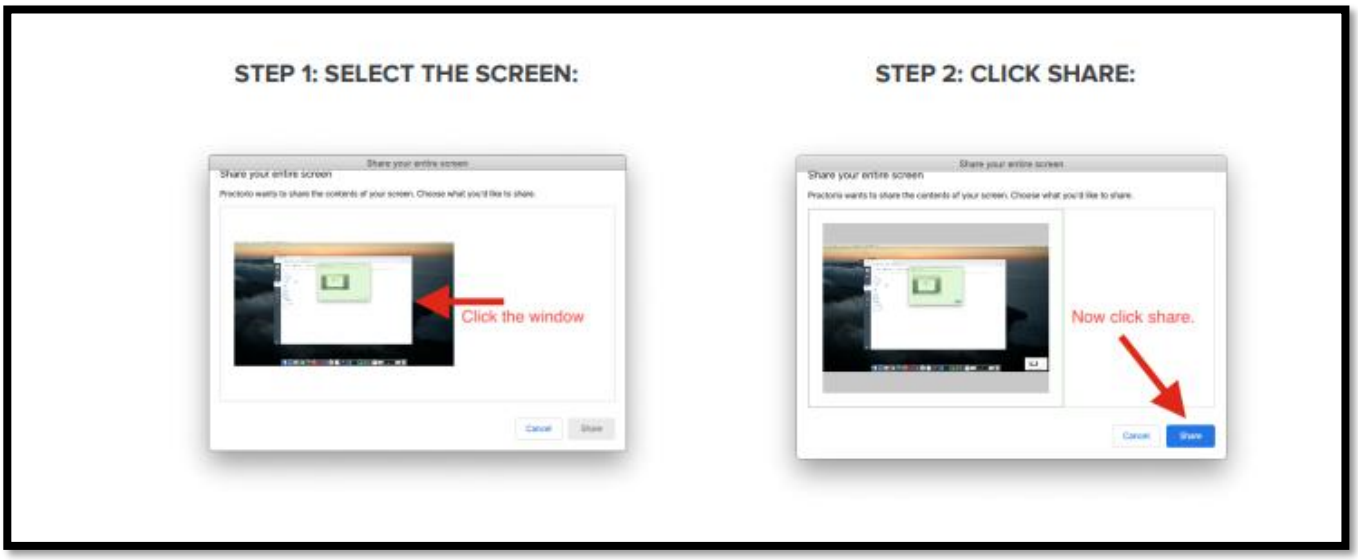
Please Inform info@iob.ie before your exam if you do not have the required computer devices or internet stability needed.

IOB will be facilitating candidate testing in advance of the exams.

You may also be asked for permission for camera and microphone access. You must click **allow** to continue.



- Depending on the pre-checks that IOB has selected, you will be required to show a valid Photo ID in the name that matches your IOB Record. (e.g., Passport, Drivers Licence or Social Security Card)
- During the pre-checks you will be asked to share your screen. **The "share" button will be disabled until you click on the screen you want to share. See the following screenshots:**



Let's Get Started – Installing Proctorio

Launch a supported internet browser.

When you're ready to take a proctored exam, you will need to use one of the supported internet browsers with the Proctorio extension.

If not already installed, please download one of the supported browsers below:

https://www.microsoft.com/en-us/edge

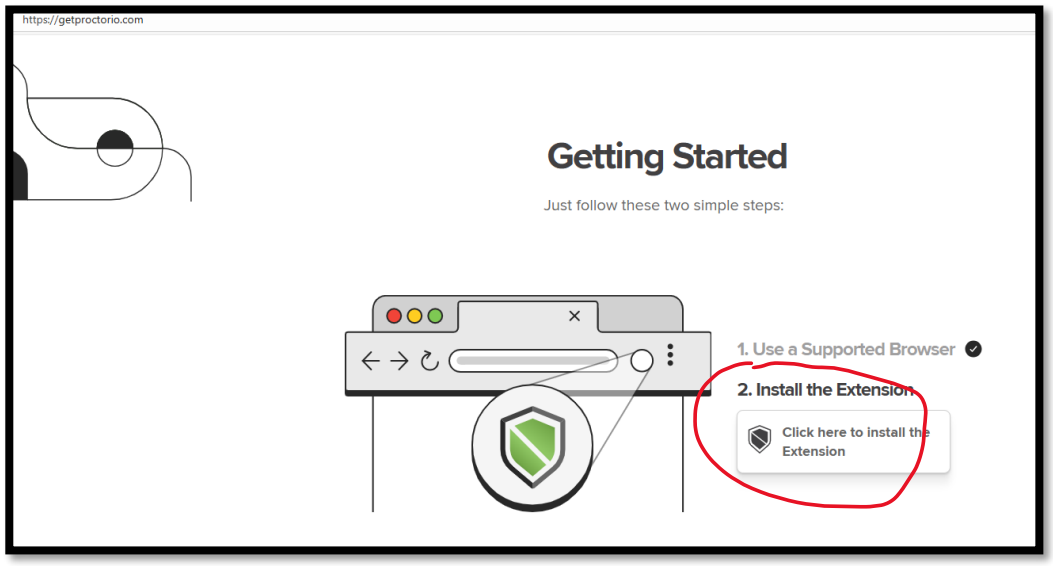
https://www.google.com/chrome/

https://brave.com/download/

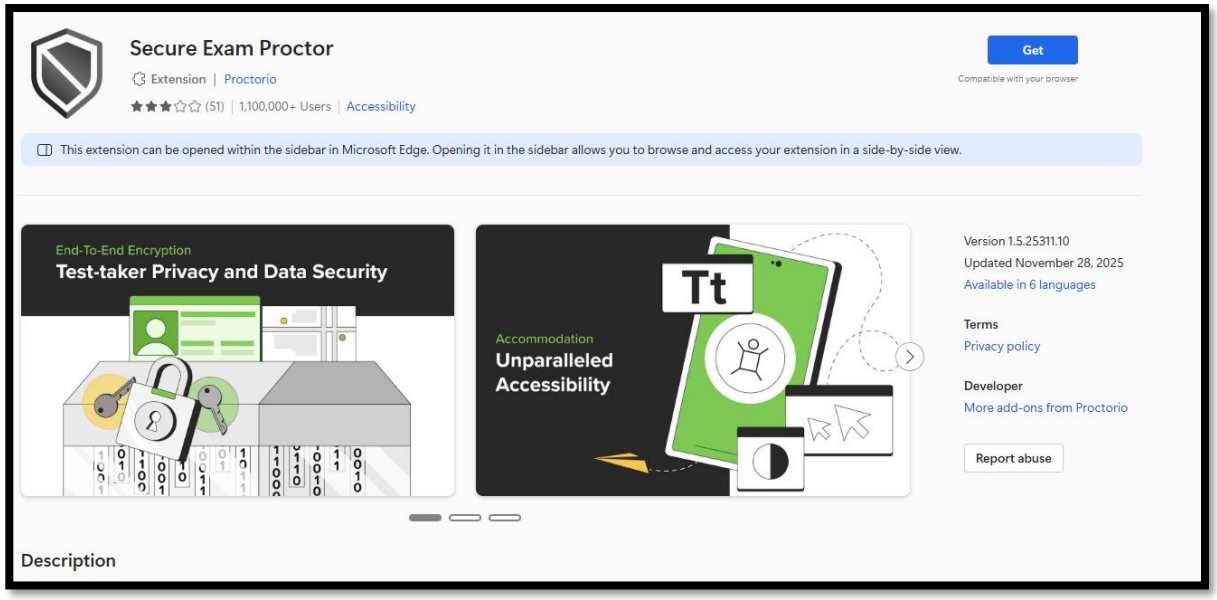
https://www.opera.com/download

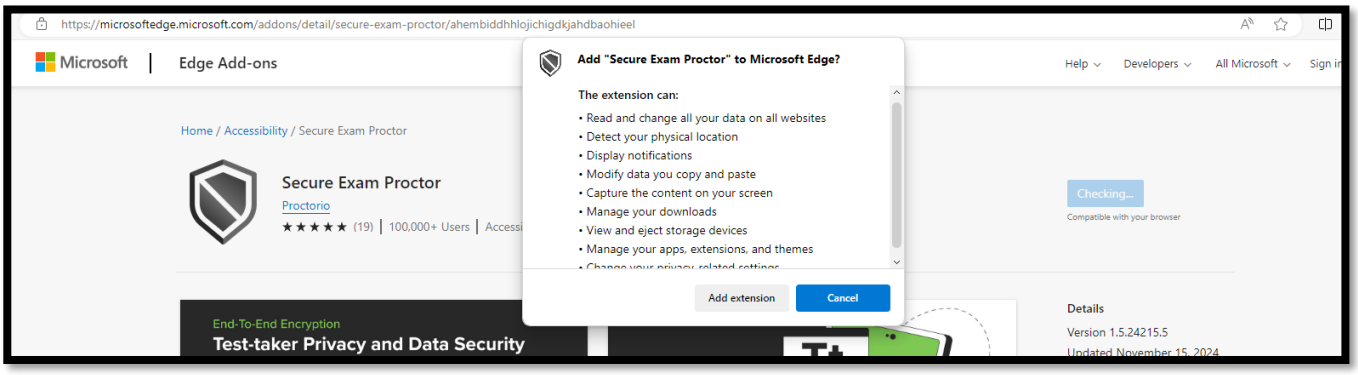
Install the Proctorio extension on Microsoft Edge

Install the **Secure Exam Proctor** extension. This process only needs to be done once. Please click on the link Get the Proctorio extension (*Please note It will say Proctorio Chrome Extension, and it will bring you to the Chrome Webstore.*) If you are sitting another exam in the future, please reinstall the extension prior to each exam to ensure you are using the most up to date version.

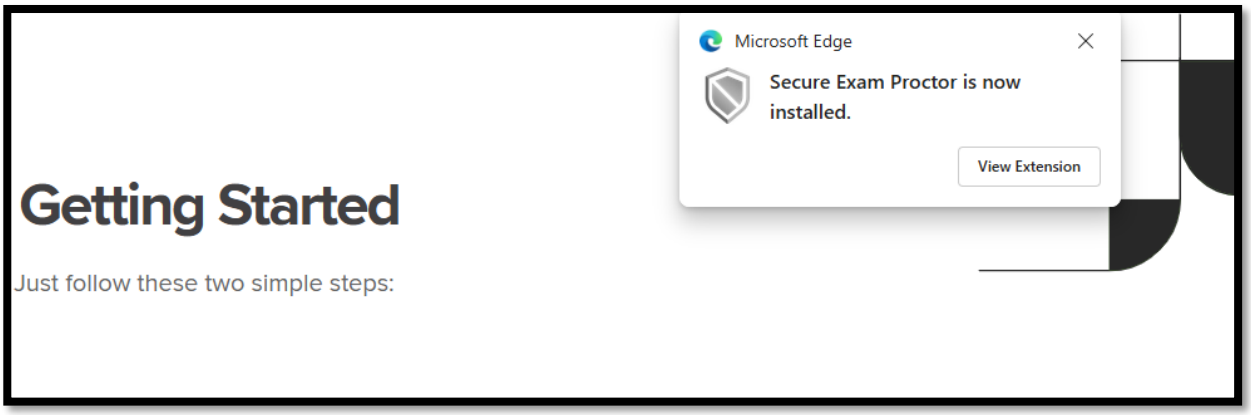


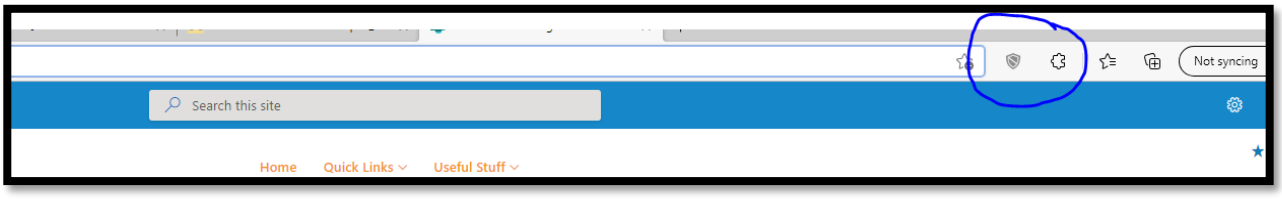
If you see a blue banner across the top of the page, please select the button Allow Extensions from other Stores.

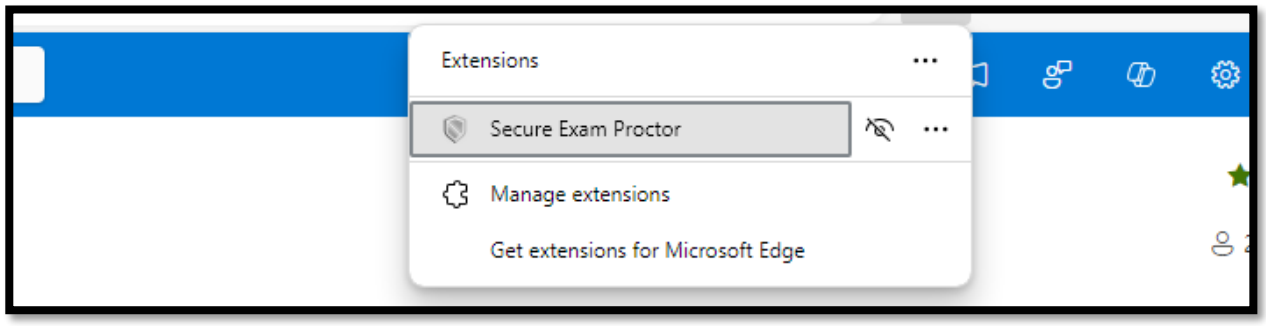




Proctorio is now located on your toolbar and can be removed, after your exam, by clicking remove from Microsoft Edge.

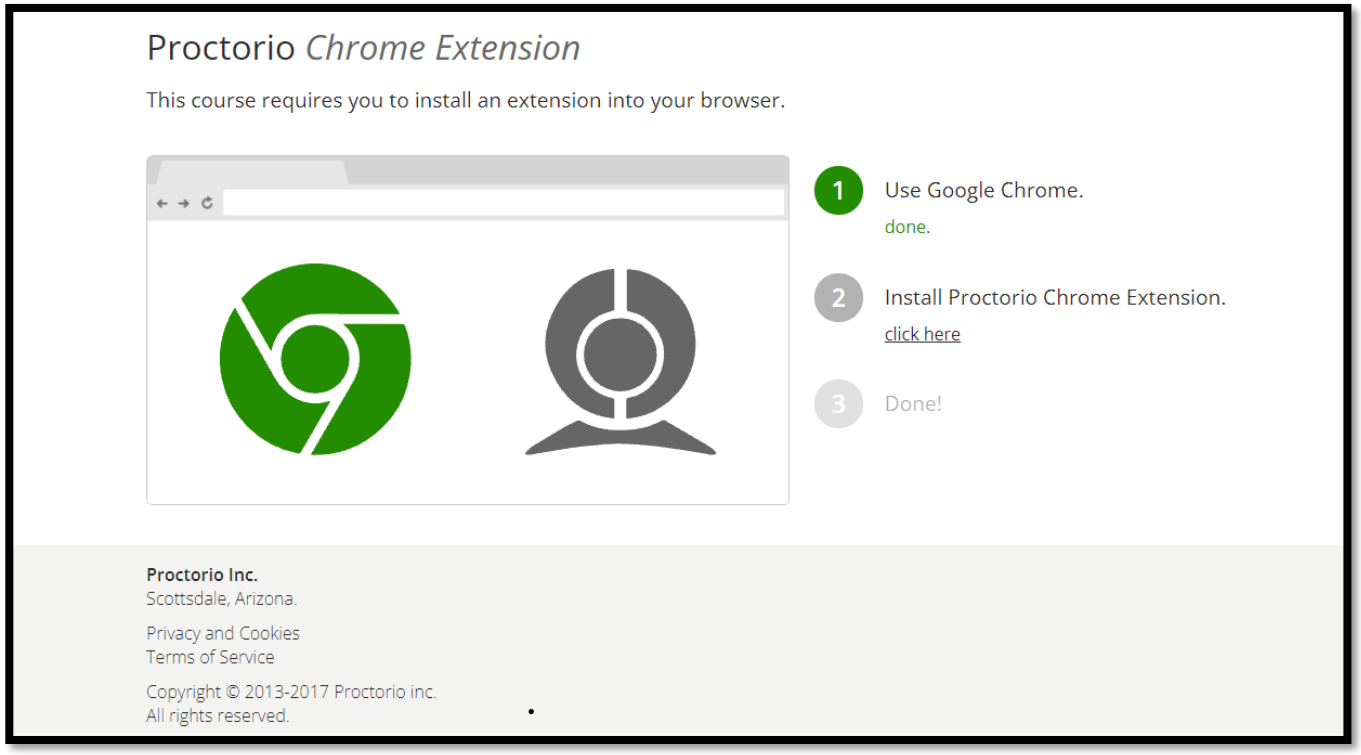




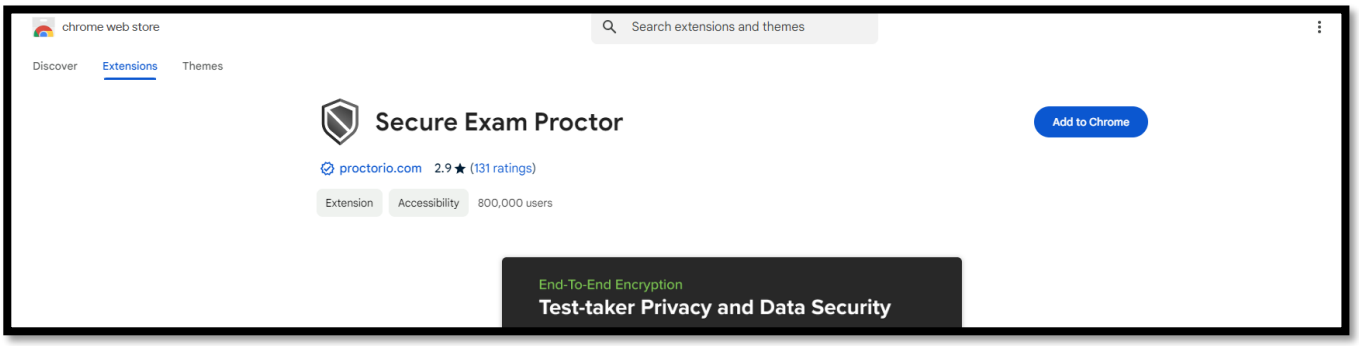


Install the Proctorio extension on Google Chrome

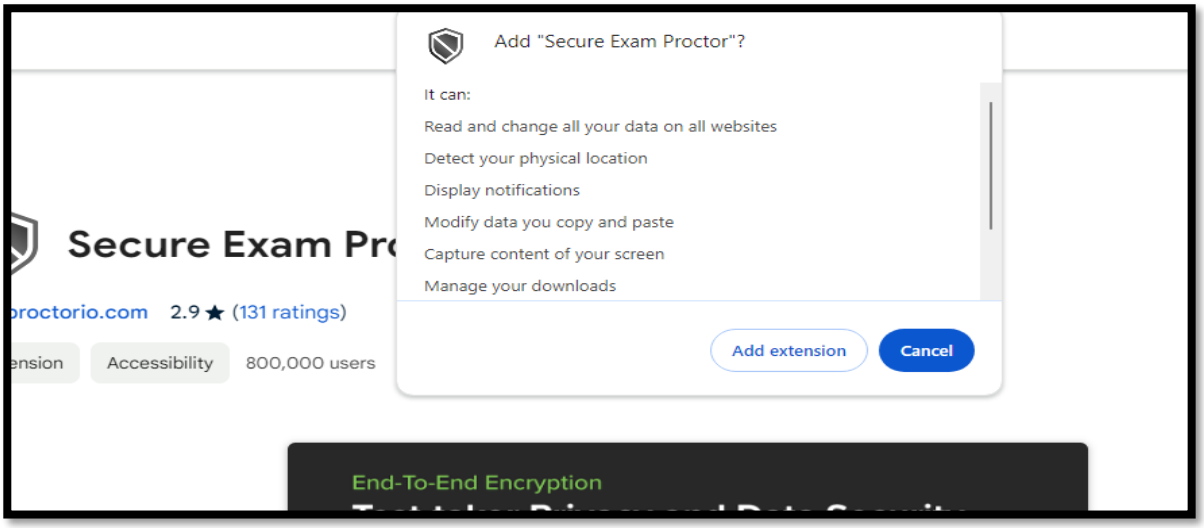
Install the **Secure Exam Proctor** browser extension. This process only needs to be done once. Please click on the link Get the Proctorio extension. Then select 2. Install **Secure Exam Proctor** Chrome Extension.

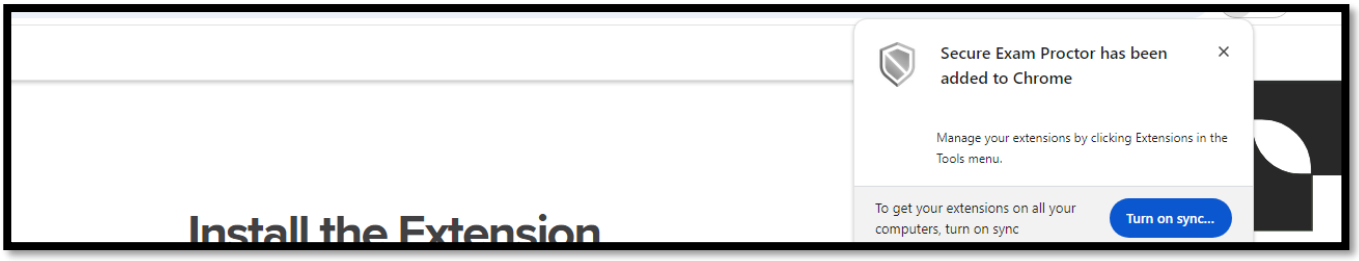


Select Add to Chrome



Select Add Extension





Proctorio is now located on your toolbar and can be removed, after your exam, by clicking remove from Chrome.

Once installed, Proctorio is active when you log in to an exam in IOB Learn that requires Proctorio for completion.

It is deactivated when you log out of the exam in IOB Learn. **During the exam, the application monitors your movements and sends your video and other data to IOB Exams Staff for review**.

Proctorio will flag activity that might not be allowed, in accordance with the exam settings that IOB requires.

Before you take your exam

- **First,** we recommend you restart your computer, which will free up available memory (RAM).
- 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.
- **Second**, you will be asked to show your photo id as part of the pre-exam checks.
- **Third** you will be asked to scan your room; you will need to move the camera around the room and across your desk, for the scan to activate.
-

Troubleshooting

Students can access the **IOB Live Chat** during their exam if they require assistance.

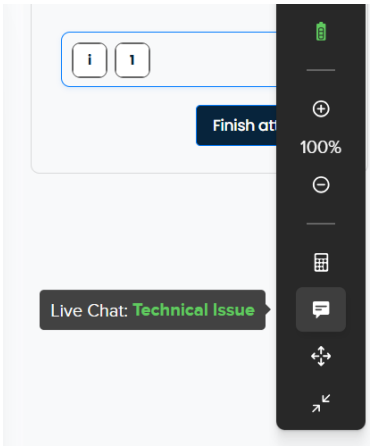
We strongly encourage students to use the IOB Live Chat as a member of the IOB team will be available throughout the exam to provide support and guidance.

To access the IOB live chat during the exam period, please ensure you accept all cookies when the cookie banner appears.

Cookies and Security Notice: Accessibility and Privacy | IOB

If you do not accept the cookies, some features, including the live chat service, may not function correctly.

Students can also access Proctorio Live Chat Support at any time while in the exam by using the Proctorio toolbar. Simply click Live Chat to connect with a support representative.



Please note that Proctorio Live Chat is intended only for technical issues related to the Proctorio extension or any Proctorio-related glitches encountered during the exam. For all other queries or support needs, students should contact the IOB Live Chat, where the IOB team will be available to assist.

If you see this message, "Access to this exam is restricted unless Proctorio is used'?

Please refresh the page (more than once if you need to or please contact Proctorio support, via chat as noted under the Live Chat instructions above. 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 **Secure Exam Proctor** 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 **"Secure Exam Proctor"** extension and click on Details.
    - Scroll Down and find Allow in incognito section.
    - Toggle it on

Site Access - Make sure that the **Secure Exam Proctor** 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 **Secure Exam Proctor** 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 **Secure Exam Proctor** (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 IOB Learn.
- **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 **Secure Exam Proctor** 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 **Secure Exam Proctor** extension and open IOB Learn. Try to start the exam.

Handling 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, you will need to re-enter IOB learn and complete the pre checks again to continue your exam (**your answers will save automatically as you work through your exam**.)

Please note that **we do not recommend using a mobile hotspot** as your primary internet connection during an online exam, as it may be less reliable than a broadband connection and can be affected by signal strength, coverage, and network traffic. It is the student's responsibility to ensure they have a stable and suitable internet connection before the exam. Should you choose to

use a mobile hotspot and experience connectivity issues, interruptions, or any other technical difficulties during the exam, IOB cannot accept responsibility for any impact this may have on your exam attempt.

Please ensure that you **do not have a VPN, proxy, or ad blocker enabled in your browser** during the exam period, as these can interfere with the **Proctorio diagnostic checks** and may cause technical issues before or during your exam.

Contact Details:

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

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