A recognised college of UCD

Proctorio and LMS

FAQs

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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?

- **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 finished your exam 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 browser 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.

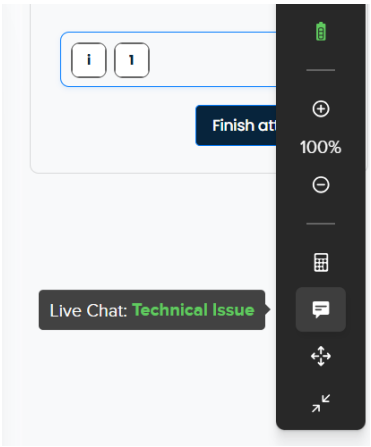
What does Invigilate mean

To invigilate means to keep watch. An exam invigilator, exam proctor or exam supervisor is someone who is appointed for maintaining the proper conduct of a particular examination in accordance with the exam regulations.

Please note: There is **no live invigilator** present while you are taking your online exam. Instead, your exam session will be **recorded using Proctorio**, including your webcam, screen activity, and other relevant exam data. The recordings are reviewed by the IOB Exams Team after the exam to verify compliance with examination regulations and to ensure the integrity of the assessment process.

Troubleshooting and FAQ

FAQ | Proctorio

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. Also, here are additional steps to help resolve issues:

- **Google Chrome Version** - Please make sure that your Google Chrome is up to date. You

can check this by following these steps:

- Click on the three dots icon in the top right-hand corner of your screen,
- Click Help
- Click on About Google Chrome

  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 haven't had a reboot in awhile. 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 Proctorio extension again.
  Add the extension here www.getproctorio.com
  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.

What are the Minimum device requirements?

The minimum requirements are as follows:

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

- **Secure Exam Proctor** Browser Extension - you will be required to download and install this extension in advance of your exam. Download the extension here.

You will be asked to scan your room and desk; you will need to move the web camera (pivot your laptop) around the room and across your desk for the scan to activate. 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
- 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.

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

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 every 30 seconds 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.

What do I do if the internet drops?

If your internet connection drops during your examination, don't panic – as advised your exam will automatically save. Please re-enter IOB Learn and complete the exam pre checks to continue or to submit your submission once you are within the exam timeframe. If you are unable to reconnect to your online exam session, please 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 Proctorio or IOB chat bubbles.

If you are unable to reconnect to your online exam session, please contact IOB via the chat, phone 01 611 6500 or email info@iob.ie

Can I use a work laptop?

Please check with your IT department on the System requirements needed.

Can I use Chromebook?

Proctorio can be used on Chromebook, however we recommend that you check your device in advance of the exam. You just need to make sure to be logged in to your Chromebook.
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/fpmapakogndmenjcfoajifaaonnkpkei

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

You **cannot** take the exams from mobile devices (e.g. iPhone, iPad, iMac, 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 proctoring and content protection. You will be able to access Proctorio via IOB Learn.

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. 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 and room scan are complete.

When does the exam start?

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

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

For Technical Support: Contact support@proctorio.com or Support | Proctorio . To advise IOB of technical issues contact IOB via the chat bubble located on our website, 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

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 watches 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 taker 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. The room scan is a mandatory requirement and should be completed in full, including a scan of the desk area.

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

What items should I have on the day of the exam?

Students must have a current Photo ID document, such as a driver's licence or passport, that they will need to show to the camera. **Please ensure the document is legible, in date, and the name on the document matches your IOB record.**

Photo IDs will be checked post exam by the exam invigilation team, and you may be contacted if there are any discrepancies.

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.
- Pen/blank sheet of paper/Calculator

Am I allowed to use a calculator?

There is an online calculator available in Proctorio and calculators are permitted. Programmable or text storing calculators (e.g. phone calculators) or devices are **not permitted**.

Can I take a bathroom break?

Yes. Candidates are permitted to take a bathroom break. Please say out loud to the camera that you wish to leave the room. You must leave your mobile phone in your work area. No extra time will be added to your exam duration. Breaks will be observed through the Invigilation Report, and activity will be moderated for quality assurance purposes and exam integrity.

Is it possible to print the examination questions?

No. It is not possible to print the exam paper.

Am I allowed to use notepaper and pen?

Yes, candidates can have one page for their rough work and a pen. This rough work will not be submitted, and you must show your page to the camera at the start of the exam.

Unapproved Resources

Unapproved Resources (include but are not limited to) pre-prepared notes, textbooks, academic articles, or internet searches etc. are not allowed and will lead to the invocation of the UCD Student Plagiarism Policy Unapproved Resources Examples:

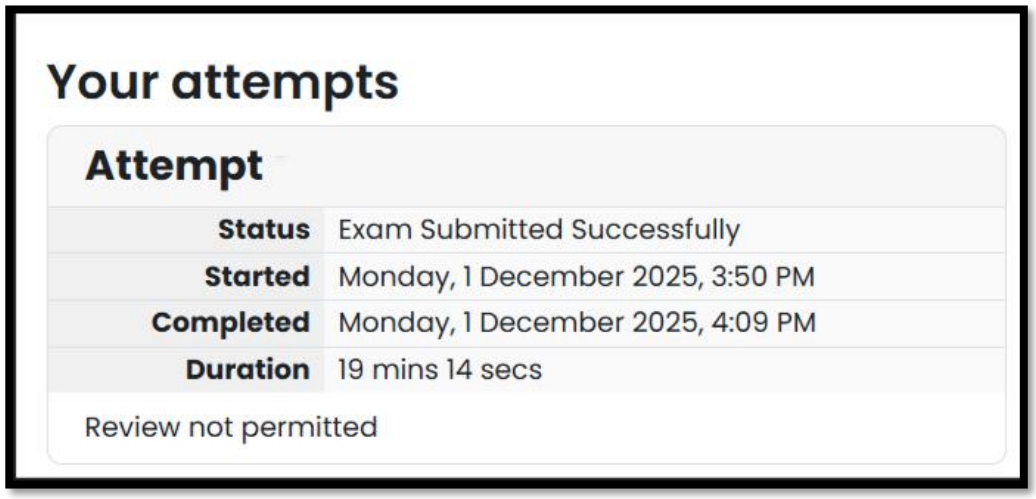
1. Pre-prepared notes
2. Textbooks
3. Articles and internet searches
4. Use of AI tools
5. Translation overlay applications.

How will IOB contact me if there are any announcements regarding the exam paper?

In the unlikely event there is an update or change to the exam paper, IOB will inform you through a pop-up notification on IOB Learn.

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 submits their exam that submission is the only submission considered for grading.

What if just everything goes wrong?

Where issues arise that are beyond a student's control that impact on their ability to engage with their exam or seriously impact their performance, these can be considered by our Exam Review Committee. Please contact your Programme Manager or info@iob.ie with the details and supporting documentation. On exam day, the exam support team will be available to help you troubleshoot any issues for 30 minutes. If problems continue after that, IOB will email you instructions to complete the extenuating circumstances form. Please complete the **Extenuating Circumstances Form** using the link provided. In the form, outline the issue(s) you faced and upload any supporting documents (such as screenshots, error messages, or relevant correspondence). Applications for extenuating circumstances will only be considered if you have completed the pre-exam **technical test** on the same device used for exam prechecks.

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: info@iob.ie or phone 01 611 6500 or IOB chat function