



**ProctorU**

# HOW IT WORKS

**SF** | **SANTA FE**  
**COLLEGE**

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## TEST-TAKER PROCESS

- Create an account
  - Schedule an exam
  - Proctored appointment
- 

[www.ProctorU.com](http://www.ProctorU.com)  
[help@proctoru.com](mailto:help@proctoru.com)

# TEST-TAKER EXPERIENCE

**FIGURE 1**

**Create an Account**

**Name**

First name

Last name

**Account**

Username

Email

Password

Password confirmation

**Timezone**

Time Zone

**Contact**

Phone mobile

Phone home

Phone work

**Address**

Street1

Street2

City

State

Zip

Country

- A test-taker navigates to [go.proctoru.com/registrations](https://go.proctoru.com/registrations) and selects the **Test-Taker** option to create an account. The test-taker completes their profile information (**Figure 1**).
- This screen includes their basic contact information and institution enrollment.
- 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 the American with Disabilities Act (ADA) compliance, there is also an option to aid a test-taker if they use screen-reading software or other accessibility applications. **The test-taker should leave this box unchecked if this is not applicable.**
- Subsequent log ins direct a test-taker to the **My Exams** page.

**FIGURE 2**

**Accessibility**

Americans with Disabilities Act (ADA) compliance: To enable increased accessibility across the website, please check this box. This feature enhances user experience for those test-takers using screen-reading software or similar accessibility applications. For those not using screen-reading technology or similar applications, please leave this box unchecked. Checking the box will increase the font size, remove all colors from the buttons and increase text legibility.

**Terms**

I agree to ProctorU's terms of service

**Create Account**

# SETTING EXAM PREFERENCES

- Account creation asks the user to set exam preferences. Exam time preferences can be changed by clicking **Edit Exam Preferences** on the left (**Figure 3**).
- A general time frame can be selected via the drop down menus.
- A test-taker may also create a custom preference by selecting and highlighting days and times.
- Clicking **SAVE & UPDATE** confirms the day and time preferences.
- Time preferences are shown on the left and may be changed at any time via the **Edit Exam Preferences** link.

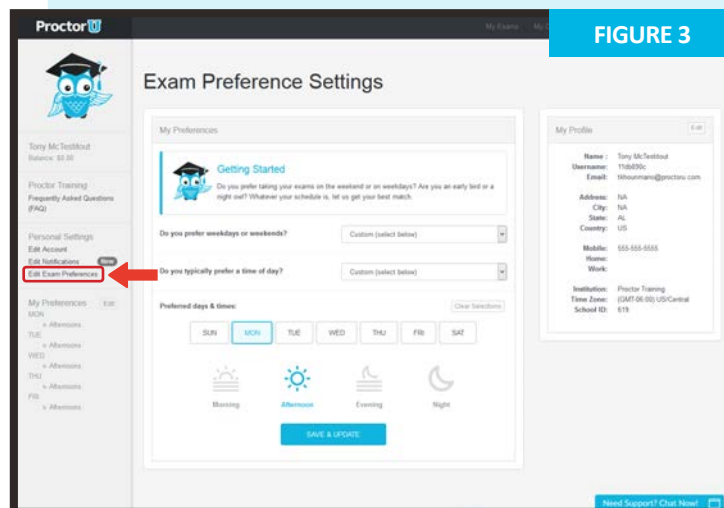


FIGURE 3

# SCHEDULING EXAMS

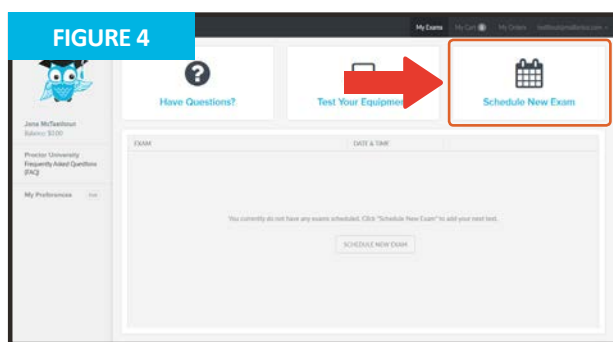


FIGURE 4

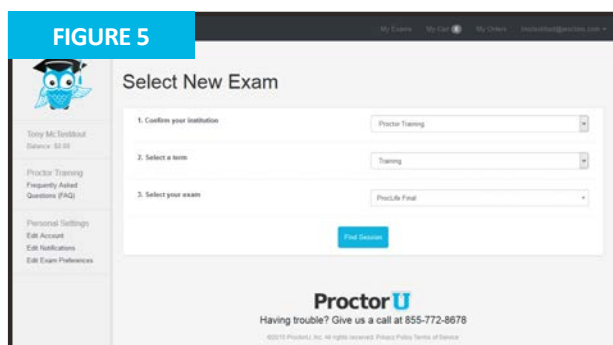


FIGURE 5

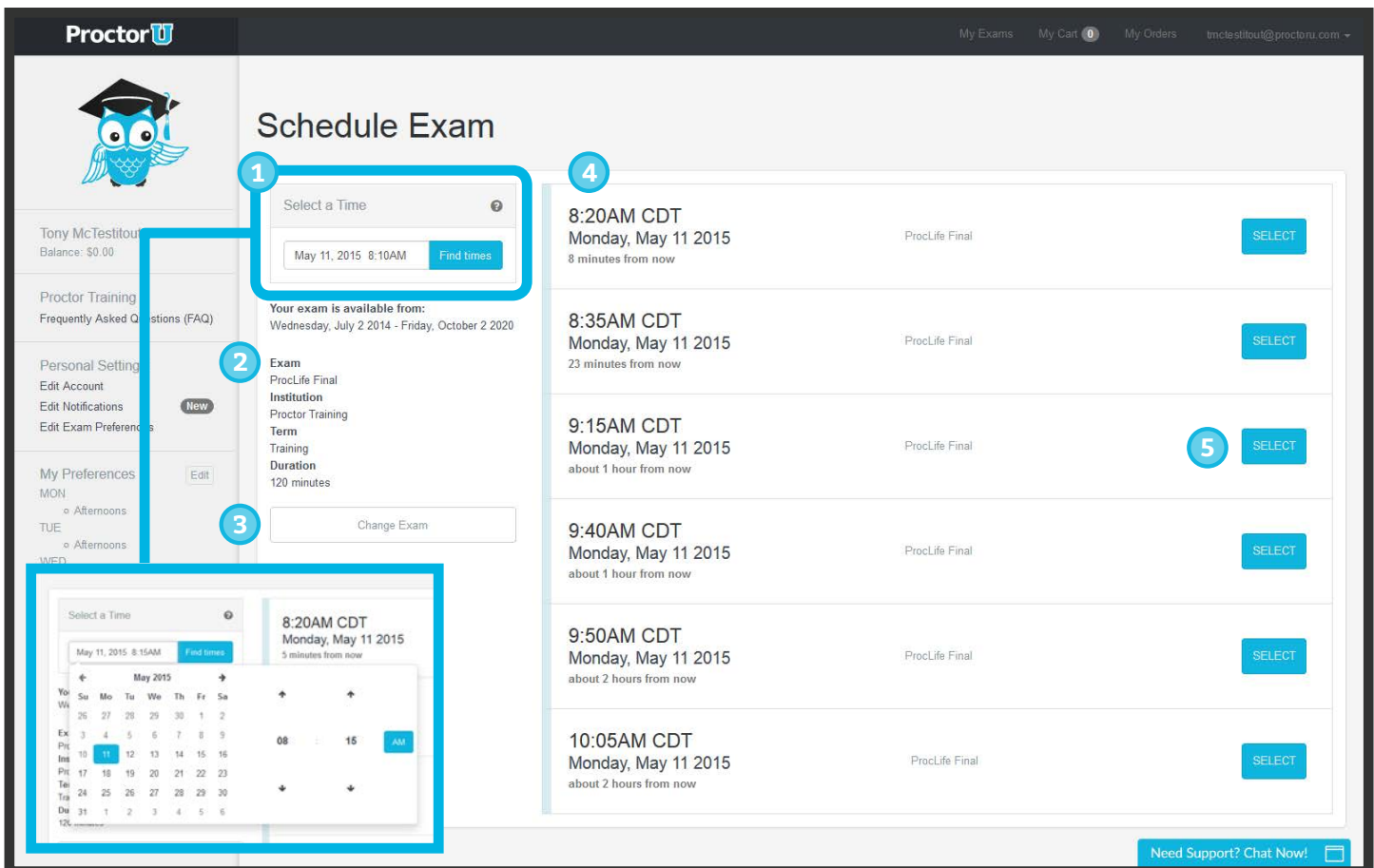
- The first login page for a completed profile, or for a previous test-taker, defaults to the **My Exams** page (**Figure 4**).
- A test-taker may choose from three options:
  - » **Have Questions?** activates the LiveChat.
  - » **Test Your Equipment** takes a test-taker to the equipment check page.
  - » **Schedule New Exam** takes a test-taker to the appointment reservation page.
- After clicking **Schedule New Exam**, a test-taker confirms their institution, selects the exam term and selects their exam (**Figure 5**).
- A test-taker clicks **Find Session** and proceeds to the scheduling page (**Figure 6**, next page).

Flex scheduling allows a test-taker to schedule more than 72 hours before their proctoring appointment. A test-taker can also opt to use ProctorU's convenient **Take It Soon** or **Take It Now** options, for an additional fee paid at their own expense.

**Take It Soon** allows an appointment to be scheduled less than 72 hours before the appointment.

**Take It Now** allows on-demand proctoring without an appointment.

The Take It Soon and Take It Now options are subject to availability.



PLEASE REFER TO FIGURE 6 ABOVE FOR ITEMS 1-4

- 1 A test-taker can select a desired appointment time with the calendar pop out menu.
  - 2 The test-taker can confirm their exam details, including its availability window below the calendar.
  - 3 If the test-taker needs to change the exam, they may click **Change Exam**.
  - 4 The six appointments closest to the chosen time appear on the right.
  - 5 After clicking **SELECT** to choose an appointment, the test-taker confirms the time slot by choosing **SCHEDULE** (Figure 7).
- If payment is set up as test-taker pay, 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.

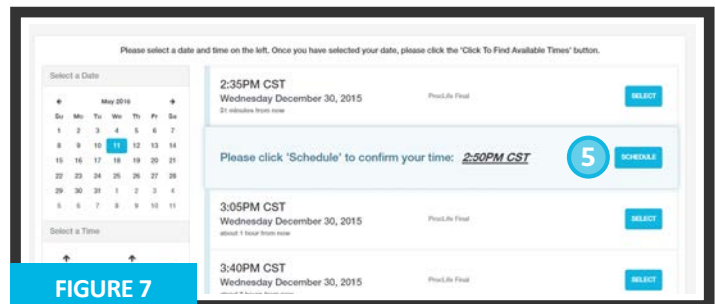


FIGURE 7

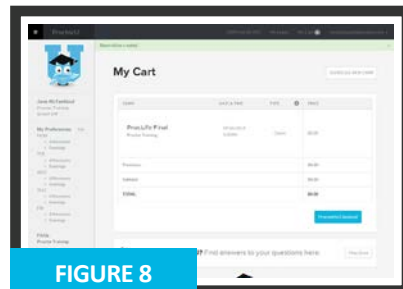


FIGURE 8

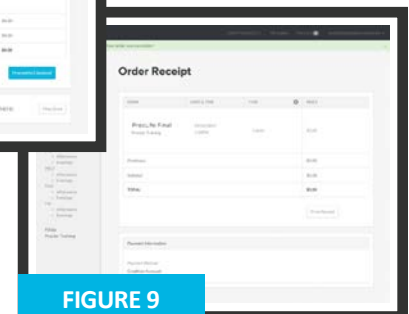
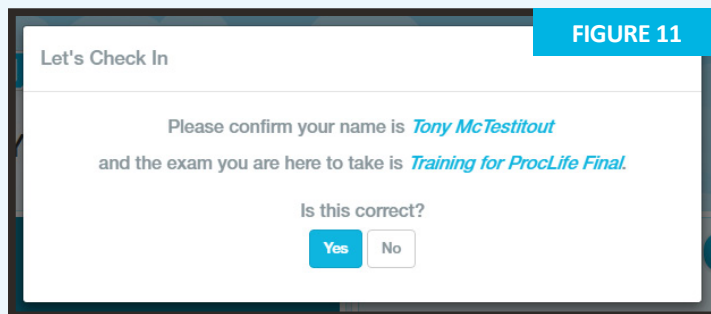
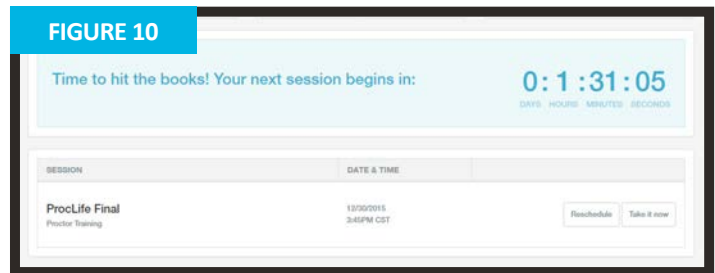


FIGURE 9

# CONNECTING TO A PROCTOR

1) 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.

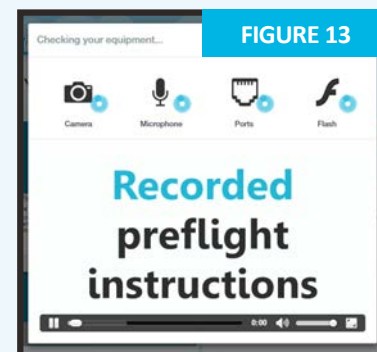
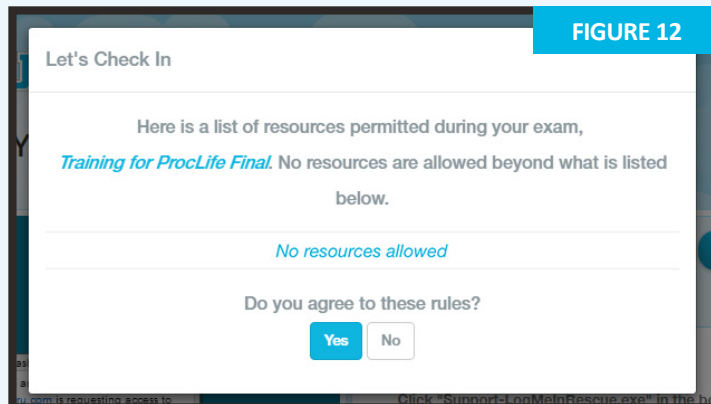
Next, the test taker is guided through the expedited start process.



2) The test-taker confirms their **name** and the **exam** they are taking (**Figure 11**). Clicking **No** opens the **LiveChat** feature.

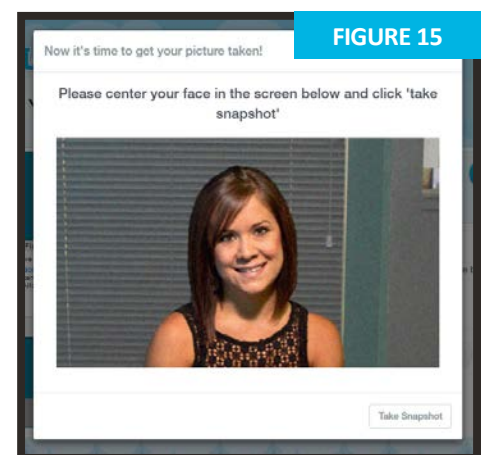
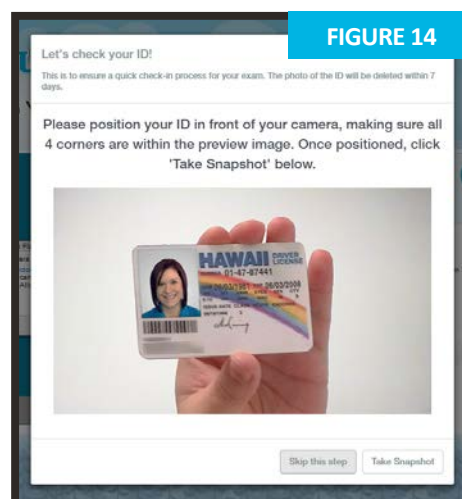
3) The test-taker confirms their **exam rules** including allowed resources (**Figure 12**). Clicking **No** opens the **LiveChat** feature.

4) The test-taker's computer is checked for basic requirements and they are shown the pre-flight video (**Figure 13**).



5) The test-taker takes a picture of their photo ID to show the proctor (**Figure 14**). An examinee can opt out of this step by clicking **Skip this step** and showing their photo ID to the proctor instead.

6) Next, the test-taker takes a photo for their ProctorU profile (**Figure 15**). The proctor will check and update this photo if the test-taker photo is blurry or unrecognizable.



# CONNECTING TO A PROCTOR

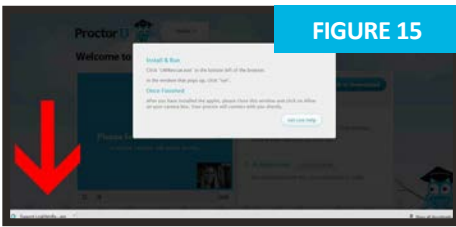


FIGURE 15

7) The test-taker is prompted to download and run an applet (Figure 15) 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 16).

8) Figure 17 shows the downloaded applet and the chat box, 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.

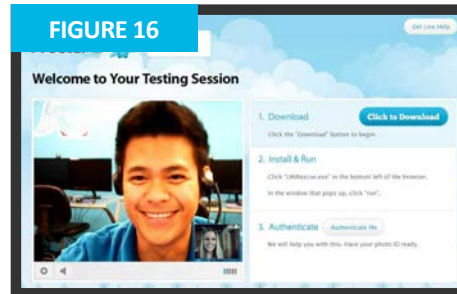


FIGURE 16



FIGURE 17

# AUTHENTICATION

1) After connecting to the proctor via webcam and screen-sharing software, the proctor checks the photo ID picture taken by the test-taker.

If the photo is illegible or the test-taker opted out of taking a picture of their ID, the test-taker is asked to show their photo ID to the camera so the proctor can verify their identity (Figure 18).

The ID information in Figure 18 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.

The proctor checks and updates the photo taken by the test-taker if their photo is blurry or unrecognizable.

2) The test-taker is authenticated with a quiz that uses challenge questions based on publicly-available records, as shown in Figure 19.

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



FIGURE 18

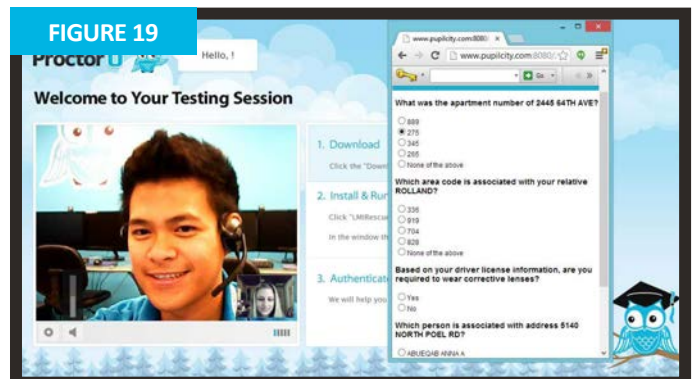


FIGURE 19

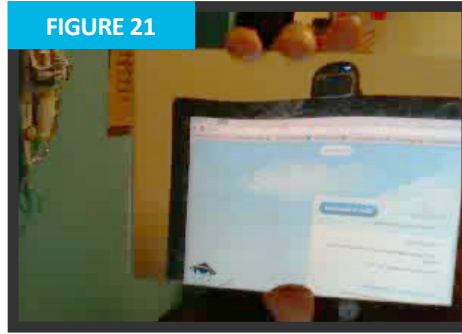
# SECURING THE AREA

FIGURE 20



1) The proctor secures the physical testing area by asking the test-taker to pan their camera and show their complete workspace and surroundings, as seen in **Figure 20**.

FIGURE 21



2) 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 (**Figure 21**). This ensures that there are no unauthorized materials attached to the test-taker's computer and monitor.

3) 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 unallowed electronic devices away from the testing area.

The proctor then secures the virtual testing environment by checking for unallowed programs, virtual machines and cloned monitors.

The test-taker is asked to close any unallowed software before proceeding to their exam website.

# LOG IN TO LEARNING MANAGEMENT SYSTEM

After completing authentication, the test-taker is observed logging into their Learning Management System (LMS). A **secure browser** is used to prevent unauthorized browsing and programs.

The proctor verifies that the authenticated person is logging in to their individual account and taking their assigned exam, as shown in **Figures 22** and **23**.

During the exam, the test-taker is proctored by monitoring their video feed and testing environment and ensuring they are not receiving verbal answers from an outside source. Screen-sharing technology allows the proctor to see everything that is happening on the test-taker's computer.

During the exam, the proctor pauses their video and audio so the test-taker is not disturbed, but continues to monitor the test-taker.

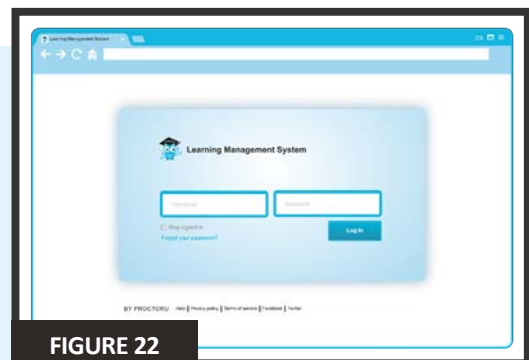


FIGURE 22

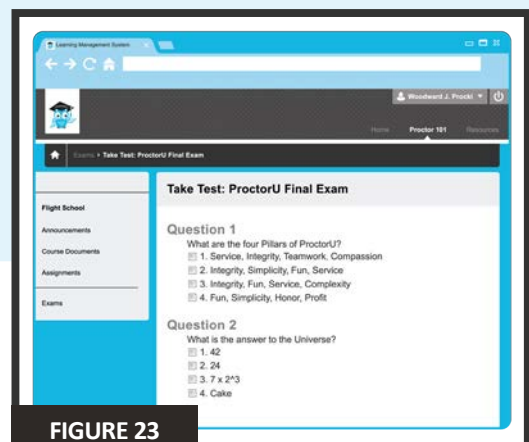


FIGURE 23

# LOG OUT PROCEDURES

ProctorU engages the test-taker in real time to prevent integrity breaches.

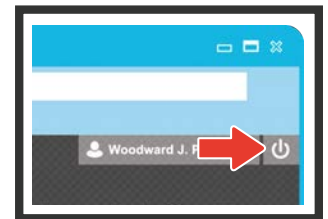
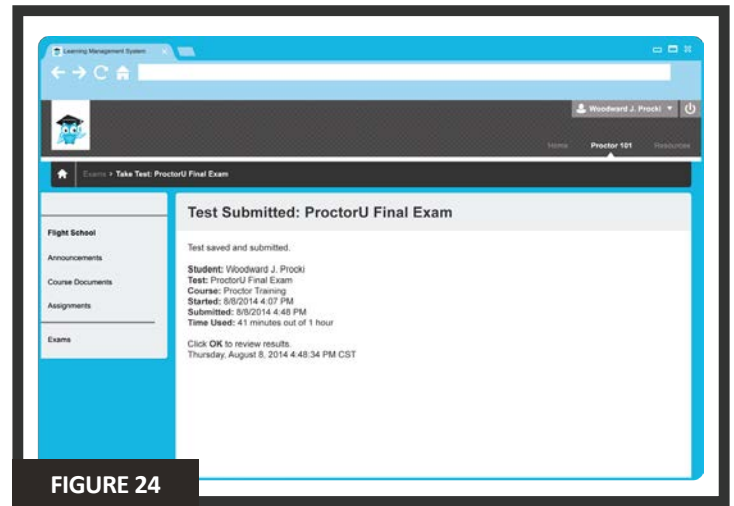
Any suspicious activity – including but not limited to using unapproved sources, taking unauthorized breaks during the exam or communicating with another person – is documented using photos or video and reported to the institution within two business days.

**1)** Once an exam has been completed, the test-taker contacts the proctor via the chatbox (**Figure 17**) and submits their exam.

They show the proctor their submission screen (**Figure 24**) and the exam end time is logged.

**2)** The proctor will guide the test-taker through the closing process by ensuring the test is submitted and watching the examinee log out of their learning management or test-delivery system. An example log out button is shown at right.

Should a test-taker have any concerns about their session, they can ask their proctor or fill out the post-examination survey with their comments, as well as rate their proctor and proctoring session.



# LIVE CHAT HELP

ProctorU 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 25**).

