CENTER FOR
**LEARNING
& TEACHING**

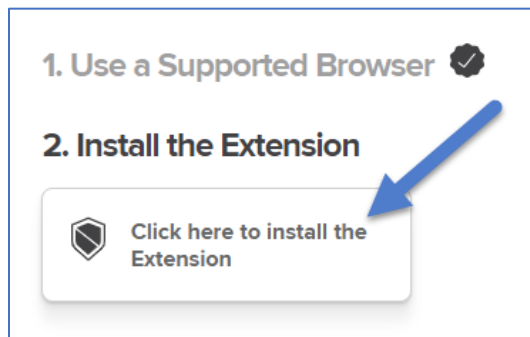# PROCTORIO STUDENT GUIDE

What You'll Need Before Your Test

Step 1:

Make sure you are using the latest version of Google Chrome.
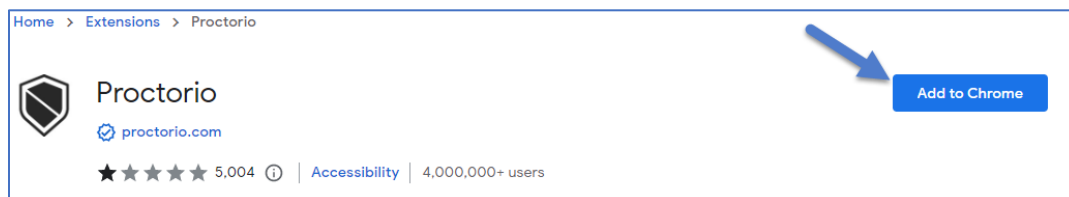
- o You can download Google Chrome and install it if you do not already have it on your computer.
- o To update your version of Google Chrome, follow these instructions.

Step 2:

Open Chrome and go to getproctorio.com to install the Proctorio Google Chrome extension. Make sure you are always using the latest version of the Proctorio extension. To do so, you may want to install and uninstall the Proctorio extension each time you test or if you are having issues. Click "Click here to install the Extension".

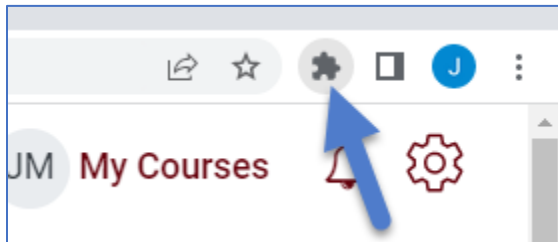This will open up the Chrome web store. Click "Add to Chrome".

Step 3:

Make sure you have a properly working webcam and microphone and fix any issues before starting an exam.

- o Check to make sure your camera works in Chrome with a camera tester. Click the "Test my Cam" button and wait for the test to complete.
- o Check that your microphone works in Chrome with a mic tester. Click the play button. If the lines move when you talk, your mic is working.
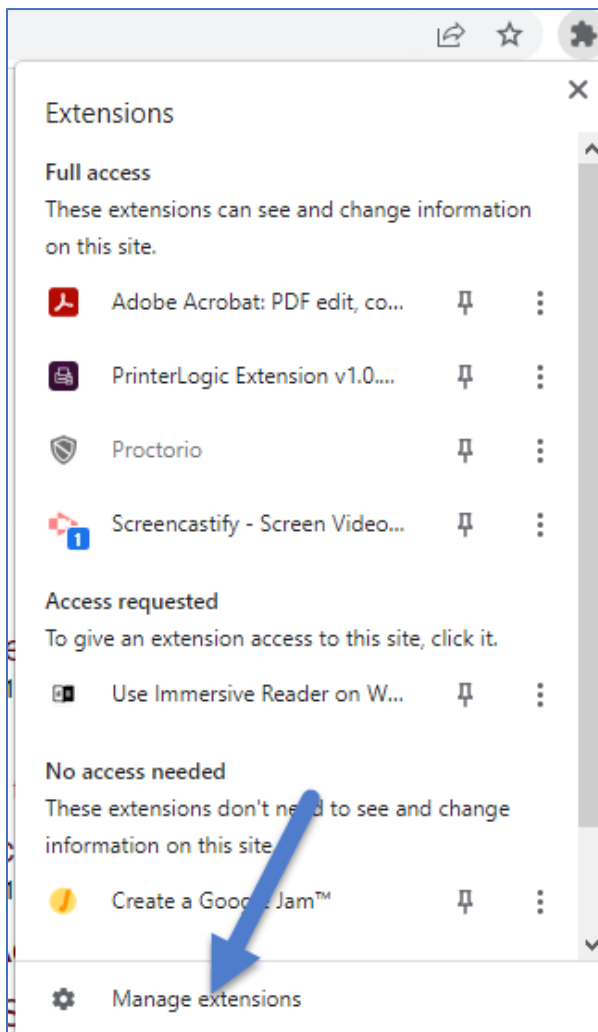
ERRORS - Unable to start attempt or if prompted to enter a password (uninstall & reinstall the Proctorio extension):

If you get an error or are not able to start the exam, you may need to uninstall and reinstall the Proctorio extension. To do this:
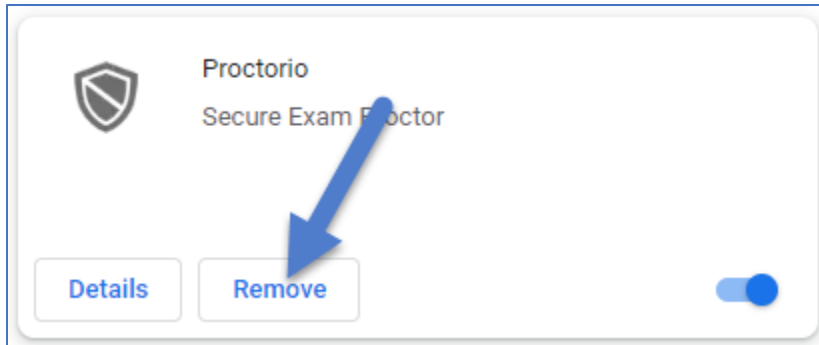
Click on the extensions button.

Click "Manage extensions" at the bottom of the pop-up.

Find the Proctorio extension and click "Remove".

Then go back to **Step 2** in order to reinstall the Proctorio extension.

Attention Mac Users!

You will need to change your privacy settings in order to use Proctorio.

- o Click on the **Apple icon** in the top left corner of the screen.
- o Go to **System Preferences.**
- o Click **Security and Privacy.**
- o Click **Privacy.**
- o Click **Screen recording** option.
- o Check the box next to **Google Chrome.**

Computer System Requirements:

	Windows	Mac	Linux	Chrome OS
Operating System	Windows 7+	macOS 10.11+	Ubuntu 18.04+	Chrome 58+
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	2 GB	2GB	2GB	2GB
Upload Speed	0.092 - 0.189 Mbps	0.092 - 0.189 Mbps	0.092 - 0.189 Mbps	0.092 - 0.189 Mbps
Microphone	Any Microphone, either internal or external for all systems			
Webcam	320x240 VGA resolution (minimum) internal or external for all systems			

DOES WORK: Chromebooks and Microsoft Surface Pros should work fine with Proctorio.

DOES NOT WORK: Cell phones, iPads, and other tablets (with the exception of Surface Pros) will not work with Proctorio.
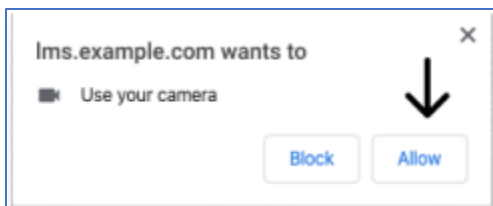
Getting Your Device Ready:

o The device used for testing should be 10 years old or newer.
o A cell phone or tablet is NOT currently recommended for taking a Proctorio exam.
o The device should be connected to public WiFi, OCCC WiFi, a mobile hotspot, an ethernet cable (most secure), or a WiFi extender.
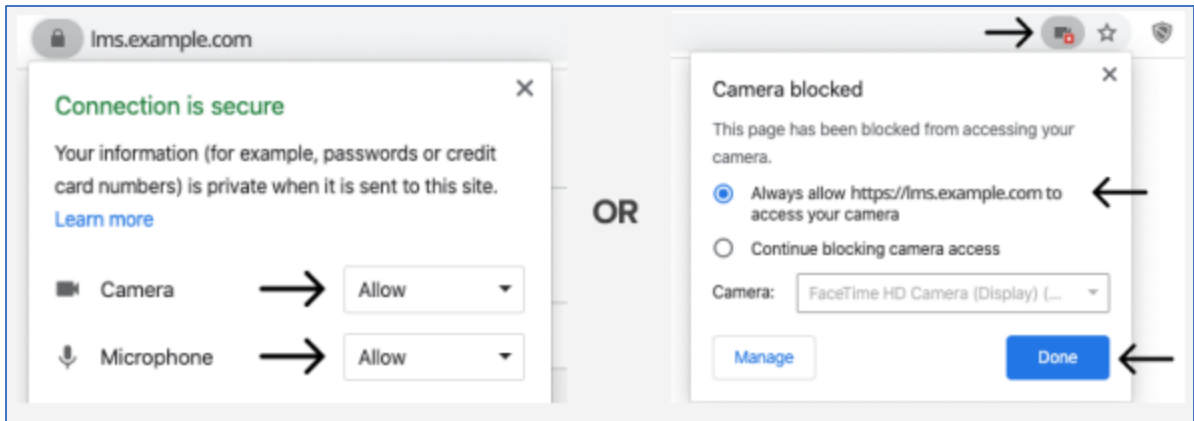o The device needs both a webcam and a microphone (external or internal).

Helpful Tips:

✓ Update your operating system before starting the exam.
✓ Disable extra applications or extensions during your exam.
✓ Talk to your roommates, family, or friends to try to free up WiFi usage during your exam to encourage a more stable connection.
✓ Pay close attention to the exam instructions and expectations provided by your instructor.
✓ Be aware of your surroundings and behavior while testing, as your instructor will be viewing the recording later.
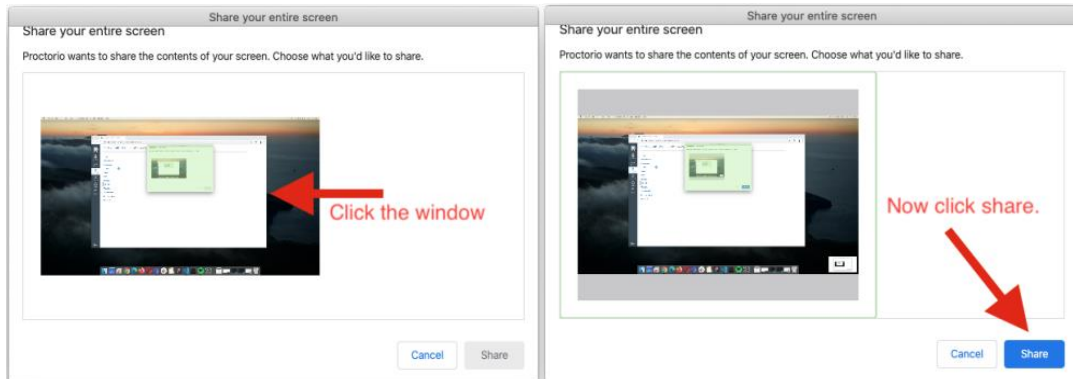
When You Are Ready to Take an Exam:

• Restart your computer, which will free up available RAM space.
• Go to your test in Moodle.
• Click on the test to open it up, and Proctorio should start automatically.
• Before the test begins, you will be taken through a series of pre-checks. These will establish and verify your internet connection, operating system, camera, and microphone.
• Depending on the exam settings, you may also be asked for permission for camera and microphone access. You must click "Allow" to continue.

If your camera or microphone fails the pre-check, please set the permissions to allow by clicking the padlock icon (upper left) or broken camera icon (upper right) of the Chrome address bar.
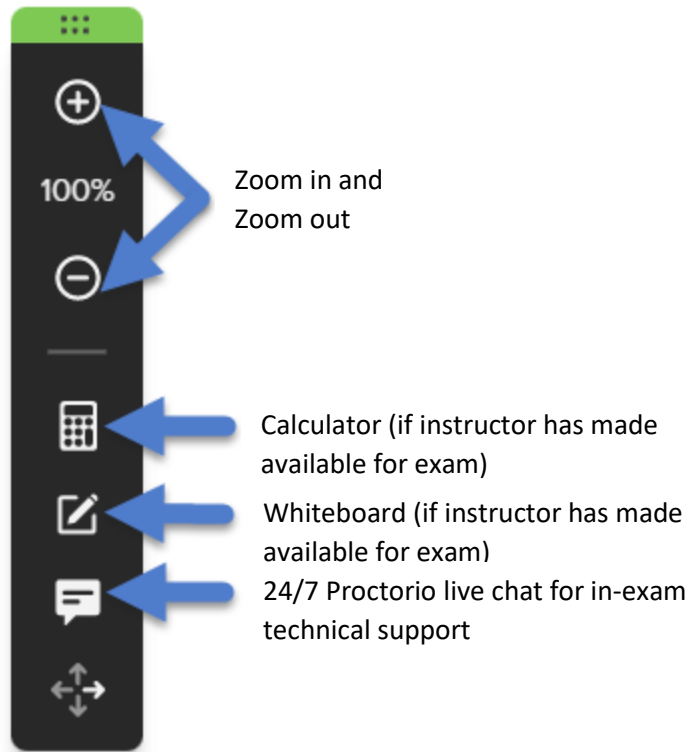
- **Important**: Depending on the exam settings, you may be asked to share your screen. **The "share" button will be disabled until you click on the screen you want to share:**
  - **Select the screen by clicking on it**, **then click share**.

- **Note**: macOS Cataline (10.15) users may experience an **error** when attempting to share their screens. The solution is to take the browser out of full-screen mode before sharing. To do this, move your mouse cursor to the upper left-hand corner of the browser window to expose the green browser window button and then click it.
- If your instructor has set a time limit for your exam, the time will not begin until **after** you have completed Proctorio's pre-check process and the exam starts.
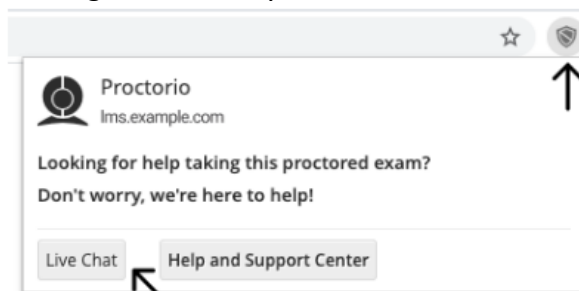
Exam Tools:

Zoom in and
Zoom out

Calculator (if instructor has made available for exam)

Whiteboard (if instructor has made available for exam)

24/7 Proctorio live chat for in-exam technical support

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Support & Additional Resources:

1. Proctorio's 24/7 live chat can also be accessed by clicking on the extension icon and starting a chat once you are in the exam.

Proctorio
lms.example.com

Looking for help taking this proctored exam?
Don't worry, we're here to help!

Live Chat   Help and Support Center

2. Email Proctorio Support at support@proctorio.com.
3. Contact the Center for Learning & Teaching by emailing CLT@occc.edu or calling 405.682.7838.

Please watch this video that walks you through the process of how to use Proctorio as a student.