TEST-TAKER PROCESS

- Create an account
- Schedule an exam
- Connecting to the proctor
Account creation

- A test-taker navigates to https://go.proctoru.com/registrations.
- The user clicks the Test-taker option to create an account and completes their profile information (Figure 1).
- This screen includes basic contact information and institution enrollment.
- At the bottom of the page, the user reads the Terms & Conditions and agrees to ProctorU’s Terms of Service by clicking the check box to complete the profile (Figure 2). A flagged message will display at the top of the page until they agree to the terms of service.
- Subsequent logins direct the user to the My Exams page.

In compliance with the Americans with Disabilities Act of 1990, test-takers that use screen-reading or similar accessibility applications should navigate to their account settings and select the accessibility check box.
Setting exam preferences

- Account creation asks the user to set exam time preferences (Figure 3). Preferences can be changed by clicking Preferences in the top-right menu.
- A general time frame can be selected via the drop down menus.
- The test-taker may also create a custom preference by selecting days and highlighting times.
- Clicking SAVE & UPDATE confirms the day and time preferences.

Scheduling exams

- The first login page for a completed profile, or for a previous test-taker, defaults to the My Exams page (Figure 4).
- The test-taker may choose from three options:
  - Have Questions? activates the LiveChat.
  - Test Your Equipment takes the test-taker to the equipment check page.
  - Schedule New Exam takes the test-taker to the appointment reservation page.
- After clicking Schedule New Exam, the test-taker confirms their institution, selects the exam term and selects their exam (Figure 5).
- The 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.
Rescheduling an exam allows a test-taker to change the date and time of their appointment within their exam’s testing window and also has a premium fee.
The Take It Soon and Take It Now options are subject to availability.
A test-taker can select a desired appointment day and time with the calendar.

2. After clicking **Find Available Times**, the six appointments closest to the desired time appear on the right.

3. 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.

4. Below the calendar, the test-taker can confirm their exam details, including its availability window.

5. If the test-taker needs to change the exam, they may click **Change Exam**.
Connecting to a proctor

1) After scheduling an exam, a countdown to the closest exam is shown 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 click Skip this step to opt out of this step and show their photo ID directly 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 it is blurry or unrecognizable.
Connecting to a proctor

7) The test-taker is prompted to download and run an applet (Figure 16). When the proctor and test-taker connect in the proctoring room, the examinee’s video is shown in the bottom right corner of the video feed and the proctor’s video is on the left (Figure 17).

8) Figure 18 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.

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 ID 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 19).

The ID information in Figure 19 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 the profile photo taken by the test-taker and updates the photo if it 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 20.

Questions are typically related to previous addresses, phone numbers, roommates and relatives.
After completing authentication, the test-taker logs in to their Learning Management System (LMS) and the proctor verifies that the authenticated person is logged in to their individual account and taking their assigned exam, as shown in Figures 23 and 24.

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 examinee.

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 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 22). This ensures that there are no unauthorized materials attached to the examinee’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 prohibited software before proceeding to their exam website.

Log in to learning management system

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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 18) and submits their exam.

They show the proctor their submission screen (Figure 25) and the exam end time is logged.

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

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

LiveChat help

ProctorU offers a LiveChat feature. At any point while signed in to their account or by navigating to www.ProctorU.com, a test-taker may chat with a live representative if they have questions about the process or need general help (Figure 26).