6 THINGS TO DO BEFORE YOUR EXAM with ProctorU
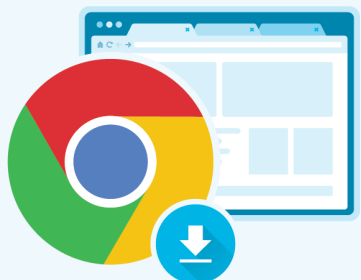
1 Sign Up EARLY

Be sure to schedule your exam at least 72 hours in advance.
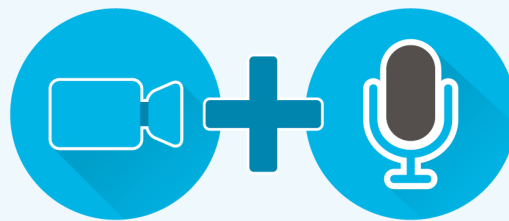
2 Check your WEBCAM & MICROPHONE

Make sure your equipment meets ProctorU's technical requirements at *www.ProctorU.com/testitout*.
Tablets are not sufficient for taking a proctored exam.

3 Get GOOGLE CHROME

Chrome is the recommended browser.

4 Use a WIRED CONNECTION

#1 problem for test-takers

You may experience difficulties in the stability of your internet connection. Even with the best wireless connection, the extra load of the proctoring software will slow things down and make it difficult for images and charts to load and to save answers to your questions. If you do not have an Ethernet cable, buy one and learn how to use it before your exam.

5 TEST Your system

Go to *www.ProctorU.com/testitout* the day before or the day of your exam. Test your system in the same environment you will be taking the test. Take the extra step to connect with a live proctor.

6 FIND A QUIET, private location

Not in a coffee house, not in a car, not on an airplane. Take your exam at home, at a library or any place where you will be uninterrupted.

PRE-EXAM CHECKLIST

1. Please visit **www.proctoru.com/testitout** to check your equipment before logging in for your appointment. Ensure you are using the same computer in the same testing environment that you will be using for your appointment.

   Also, test your equipment around the same time of day that your exam is scheduled. For example, if your exam is Friday at 7:00 p.m., test your equipment around 7:00 p.m. on an earlier day of that same week.

2. Test in a well-lit, quiet and private room. The lighting of your room must be daylight quality, and overhead lighting is preferred. If overhead lighting is not possible, please ensure your light source is not directly behind you. This will make it difficult for your proctor to see you.

3. Please have your **photo ID** ready.

4. Please bring a **reflective surface** such as a mirror. This helps you show the edges of your monitor to your proctor.

5. Please close out of all programs, applications and websites that do not pertain to the exam.

6. Remember to take your exam in a private location and that nobody is allowed in the room during your appointment.

7. Please remove any hats, sunglasses and headphones.

8. Be sure to remove any unallowed physical and digital notes that do not pertain to the exam from the workspace.

9. Please remove any cell phones, tablets, smart watches or laptops not connected with the live proctor from the room.

10. Once you have completed your exam, it is important that you notify your proctor that you are ready to submit your exam. The proctor will observe you clicking **submit** to verify the exam submission. After verification, the proctor will then observe you log out of the testing website and close the internet browser before ending your proctoring session.

HAVE QUESTIONS?

For questions, please contact your instructor, visit **www.proctoru.com/faq** or use the **LiveChat** at www.ProctorU.com.

ProctorU

ProctorU — LiveChat

Need help or have a question? Talk to a real person!

ProctorU now offers LiveChat. When visiting **www.ProctorU.com**, or after signing into a ProctorU account at **go.proctoru.com**, test-takers can speak to a live representative.

Have questions about scheduling or a technical equipment question?

Simply click on the window in the bottom right, fill out the form and start chatting!

Welcome to ProctorU

Welcome to ProctorU! Please fill in the form below using your ProctorU email before starting the chat.

Name:

Tony McTestitout

E-mail:

tmctestitout@proctoru.com

Question:

How do I schedule my exam?

Choose a department: *

Scheduling (online)

Start the chat

Powered by LiveChat

www.ProctorU.com

Proctored Exams

You will take your exam electronically using the course website, but you will register with ProctorU for your exam appointment. You need a webcam, speakers, microphone and a reliable Internet connection to take your exams. Wireless Internet is not recommended. You will also need a mirror or other reflective surface.

Sign up with ProctorU and schedule your exam appointment times during the first week of the semester. You must schedule an appointment at least **72 hours before an exam**. Failure to do so will result in additional fees and reduce the likelihood that the time you want will be available. You will receive a confirmation email from ProctorU after scheduling. If you experience any trouble with online registration, use the **LiveChat** at **www.ProctorU.com** or email **help@proctoru.com**.

Help Desk System Check

Prior to each exam, go to the ProctorU help desk at **www.ProctorU.com/testitout** to ensure your computer and equipment are ready for online proctoring.

The help desk page checks equipment and software and gives a pass/fail on each.

Camera Check	Microphone Check	Port Check	Bandwidth Test	Flash Check	OS Check
Detected	Detected	Ports open	Speeds met	Supported	Supported

Next, take the extra step connect to a live person:

Connect to a live person

This process only takes a few minutes and is completely free.

If you are unable to take an exam due to technical issues on your end, that is your responsibility. However, if technical issues arise during the appointment, ProctorU will document those difficulties and communicate with your instructor to help make alternate arrangements.

For additional questions, please use the **LiveChat** at **www.ProctorU.com**.