Welcome to ProctorU Auto

Basics about ProctorU Auto

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| ProctorU Auto is the screen and video recording service that monitors the security and integrity of exam sessions for online courses. **Time saver:** If you’ve only got a minute and you want to see how this works, watch the Video. |  |

# How it Works

* Create Account within the Canvas LMS: <https://go.proctoru.com/students/users/new>.
* Download  [Chrome (Links to an external site - *preferred*)](https://www.google.com/chrome/) or [Firefox (Links to an external site.)](https://www.mozilla.org/en-US/firefox/new/)
* Download ProctorU Extension: [Chrome (Links to an external site -*preferred*)](https://chrome.google.com/webstore/detail/proctoru/goobgennebinldhonaajgafidboenlkl) or [Firefox (Links to an external site.)](https://www.proctoru.com/firefox)

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| --- | --- |
| **Installing the ProctorU Extension** |  |

* Take your exam when it’s convenient for you

# What to Expect

* Have your photo I.D. ready
* Be in a private, well-lit room
* Clear your workspace
* Close all third-party programs
* No duplicate computer monitors
* No mobile devices

# System Requirements

| **Type** | **Minimum** | **Recommended** |
| --- | --- | --- |
| Web Camera | 640×480 resolution | 1280×720 resolution |
| PC Users | Windows Vista | Windows 10 (10 S is not supported) |
| Mac Users | OS X 10.5 or higher | OS X 10.13 High Sierra |
| Internet Download Speed | .768 Mbps | 1.5 Mbps |
| Internet Upload Speed | .384 Mbps | 1 Mbps |
| RAM | 1024 MB | 2 GB |
| Ports | 1935, 843, 80, 443, 61613, UDP/TCP | 1935, 843, 80, 443, 61613, UDP/TCP |

# Internet Connection and Bandwidth

Testing with ProctorU requires a strong and stable internet connection to support screen sharing and remote software. [Test Internet speeds](https://www.google.com/search?q=google+speed+test&rlz=1C1GCEU_enUS861US861&oq=google+speed+test&aqs=chrome.0.0l6.1599j1j7&sourceid=chrome&ie=UTF-8). Issues with stability or speed may prevent you from testing or may cause issues during your exam.

# Tips for Improving Your Internet Connection Speed

* Make sure no one else is using the internet while you’re testing. Things like watching **Netflix/Hulu** or playing **online video games**, will slow down the connection and may **disconnect you from your exam**.
* **Unplug your router and modem** for at least **30 seconds**. Plug the **modem** back in and **wait 60 seconds**, then **plug the router** back in and **wait 2 minutes**. Restart your computer. Test your internet connection again.
* If on WiFi, connect via **ethernet cable** or move as close to the router as possible. (Keep in mind that no one else can be in your room!)
* Note: Hotspots and tethering are not supported due to stability issues

# Additional Requirements

* [Test your equipment (Links to an external site.)](https://test.webrtc.org/) If you are still having issues, you can also contact ProctorU support staff at 1-855-772-8678 or connect with a [live representative](https://test-it-out.proctoru.com/?minimal=true) to do a manual check of your equipment.
* A functioning microphone (some web cameras have them built-in)
* A compatible browser: Google Chrome (preferred) or Mozilla Firefox

# Not Supported

* Tablets (Nexus, iPad, Tab, Note, Google Chromebook, etc.)

# Starting a Quiz

1. You should plan well in advance to take the ProctorU Auto Practice Quiz before attempting to take your class exam. The Practice Quiz resides in your Canvas course. Please plan to use the same computer and be in the same environment you will take your class exams in. If you change environments or change computers, you should always re-take the practice quiz.
2. After installing the ProctorU browser extension, navigate to your Canvas course and go to your quiz.
3. If you don’t already have a ProctorU account, a popup window should appear prompting you to sign up for an account.
4. If you already have an account but are prompted to sign up for a new one, click on the ProctorU extension icon and sign into your ProctorU account. You should then reload the quiz page.  
   ***Note:*** If you do not get a prompt to sign up or sign in and the quiz instructions tell you that a password is required to access the quiz, check to make sure you are using an approved browser (Chrome or Firefox) and that you have the browser extension installed and activated. If you are signed into the ProctorU browser extension and load the quiz page, you should see a popup window with a “Let’s get started!” button.
5. The screen that follows will notify you of how to ask for assistance during a quiz attempt from a ProctorU support representative.
6. The next screen will then remind you to have your photo ID ready.
7. The next screen after that will remind you to ensure that you are in a quiet, well-lit, private testing space.
8. Then you will see a screen that asks you to agree to the recording of the exam session.
9. The next screen will prompt you to share your screen with the ProctorU service.
10. Then the System Check page will make sure that it can access your webcam, microphone, and that you are in a well-lit and quiet environment.  
    ***Note:*** If the service tells you that there is too much background noise but you are in a quiet room, click the Retry button. If the service thinks there is too much noise, it should still allow you to continue.
11. The next screen will take a photo of you using your webcam. Align your face inside the oval to ensure a clear image and press the Take Photo button.
12. The next screen will prompt you to hold your photo ID up to the camera and align it within the frame. When it is in the frame, click the Take Photo button.
13. The next screen should present the Exam Rules that your instructor has chosen which determine what resources you are allowed to use during the test.
14. Then you should see a screen that reminds you to remain seated and quiet and in view of the webcam.
15. Finally, you should see a page that allows you to begin the quiz.
16. After finishing the quiz, you may be presented with a survey that provides feedback directly to the proctoring service.  
    --------------------------------------------------------------------------------------------**REMINDER:** Testing sessions are recorded from beginning to end for review, capturing the audio, video and screens of the test takers. ProctorU technology will detect suspicious behavior and flag any abnormalities for institutional review. Examples of behaviors that would be flagged include leaving the room, changes in lighting levels, other faces and voices detected in the test area, and the test-taker consistently looking away from the screen, etc. There is live technical support before and during the exam via ProctorU’s chat feature.

List of Unacceptable Behaviors

Test takers are expected to behave in a most professional and ethical way and deter from any behavior that may be considered dishonest (cheating). The behaviors to avoid include, but are not limited to the following:

* Fraudulent / expired / invalid identification
* Inability to answer any questions in the authentication of identity quiz
* Unauthorized materials on desks / walls / floors, sticky notes on computer monitors / keyboards, people in the room, audio or video devices powered on (radios, iPods, TV’s, etc.), cloned monitors observed and recorded during the session
* The test taker’s face never appears or leaves the camera during the session
* The test taker continues to look off the screen (especially if no resources are allowed), talking, leaving the test area (if prohibited in the exam instructions from the instructor), audible sounds of paper movement or others present in the room during the session
* Headwear of any kind is prohibited, unless approved by the institution or for religious accommodation
* Bathroom breaks are not a standard and will be given at the discretion of the instructor.

All sessions are recorded from beginning to end, and are professionally reviewed for suspicious events. If the reviewers observe any such occurrences or behavior, ProctorU forwards an incident report describing the incident along with other supporting evidence to help instructors and administration determine if an academic breach of integrity has occurred.