

Blackboard  
learn<sup>+</sup><sup>TM</sup>



proctorio

**GETTING STARTED GUIDE**  
TEST-TAKER HANDBOOK

**Confidentiality Notice:** The information contained in this document may be confidential and legally privileged. It is intended only for use of the institution or organization named. If you are not the intended recipient, you are hereby notified that the disclosure, copying, distribution, or taking of any action in regards to the contents of this document – except its direct delivery to the intended recipient – is strictly prohibited. If you have received this document in error, please notify the sender immediately and destroy this cover sheet along with its contents, and delete from your system, if applicable.



## What is Proctorio?

### Hello there!

Thank you for using Proctorio! You are helping reduce carbon emissions by taking your exam from home—way to go!

With Proctorio, there is no need to schedule exams in advance, take them wherever and whenever you want.

This will require the use of a webcam and microphone (internal or external). You will also be asked to show a photo ID. You can use either a student ID, a valid driver's license, or a passport.

Proctorio is a system of computers that keeps an eye on you while you take the exams—ensuring that your hard work counts fair and square.

Feel comfortable taking your exams at home and even in your pajamas. Only your professor and school admins have access to recordings. Yes, you are being recorded, so try not to do anything too embarrassing.

Last of all, relax! Proctorio isn't designed to add stress. Our wonderful support staff is here 24/7 to help you.

Good luck on your exams!!

Team Proctorio

Team Proctorio



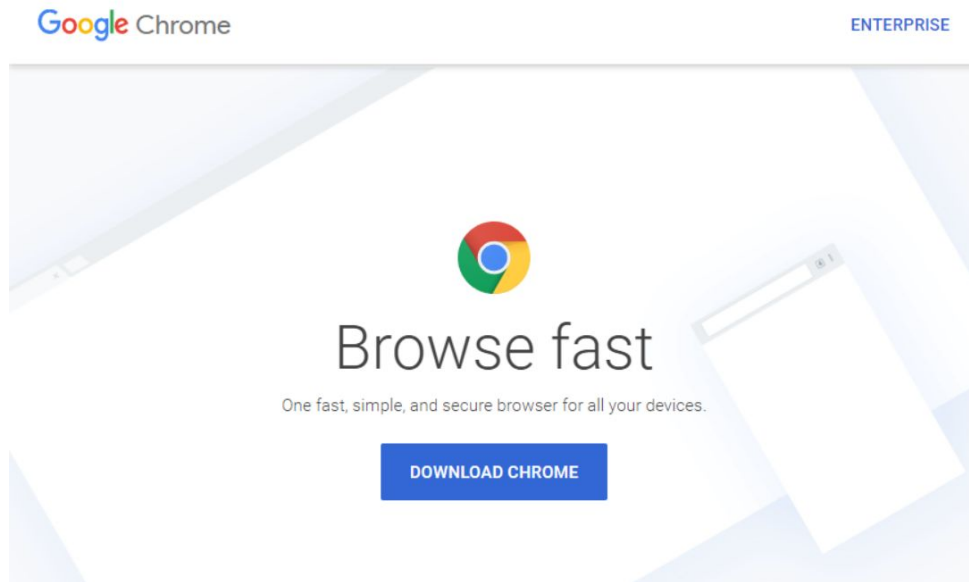


## Getting Proctorio Set Up

### 1. Installing Google Chrome

When you're ready to take a proctored exam you will need to use Google Chrome.

Chrome is fast, secure, and works on any computer—best of all it's free!



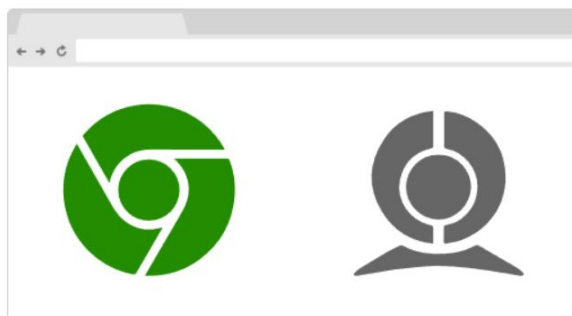
### 2. Installing the Proctorio Extension

Proctorio also requires a small app that needs to be added to Chrome.

You just need to do this once and it only takes 30 seconds, please go [here](#) to get the Proctorio Extension.

#### Proctorio *Chrome Extension*

This course requires you to install an extension into your browser.



- 1 Use Google Chrome.  
done.
- 2 Install Proctorio Chrome Extension.  
[click here](#)
- 3 Done!



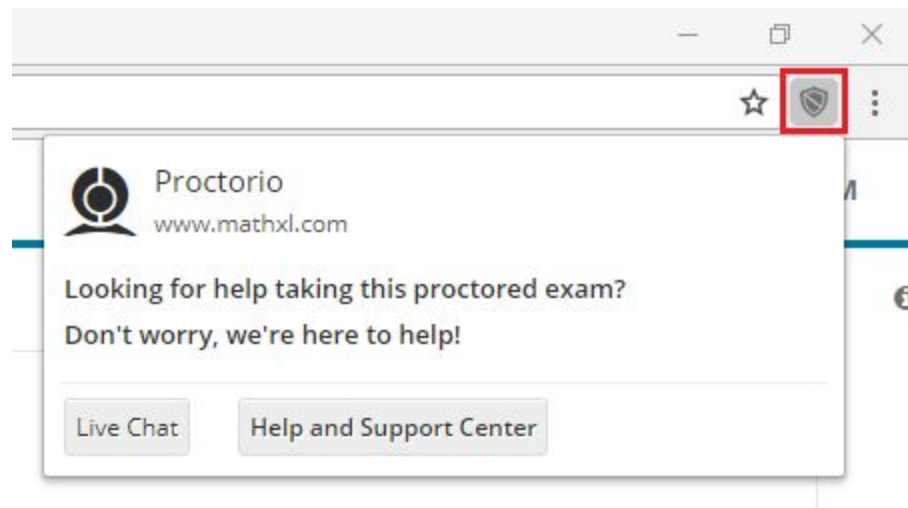
### 3. Help and Support

Proctorio's goal is to make it easy for you to get instant help and support.

Our wonderful support staff is here 24/7 to help you.

The fastest and easiest way to contact support is using "the shield" icon.

*The shield is only present on quiz pages after you install the extension.*



If you are still having trouble getting Chrome or the extension installed, please send us an email at: [support@proctorio.com](mailto:support@proctorio.com)

Proctorio also has phone support available, please call us at: 480-428-4089 or 1-866-948-9248



## Best Practices

1. Always use the Chrome web browser when taking a Proctorio-enabled exam.
2. Make sure you have the Proctorio Chrome [extension](#) installed
3. Make sure your computer has a working webcam & microphone
4. When you are on your course page in Blackboard, you can access 24/7 live chat for any questions that you have have
  - a. To access live chat, click on the gray shield icon in the top right-hand corner of your Chrome browser
5. Additional methods to contact support:
  - a. Phone:
    - i. Local Phone Number: [\(480\) 428-4089](tel:4804284089)
    - ii. Toll-Free Phone Number: [\(866\) 948-9248](tel:8669489248)
  - b. Email: [support@proctorio.com](mailto:support@proctorio.com)
6. Access the help and support center through the Proctorio Chrome extension
  - a. Articles on problems that may be experienced and general information
7. No need to schedule exams, simply go into Blackboard and take the exam that your instructor has provided to you
8. [Data Security](#) - Only your institution has access to your exam attempt, not Proctorio nor anyone else
9. Find a quiet, comfortable location to take your exam
10. Take the Proctorio practice quiz your instructor has provided you to prepare for actual exams

## Password Prompt

### Installing Google Chrome

When you're ready to take a proctored exam you will need to use [Google Chrome](#).

Chrome is fast, secure and works on any computer.

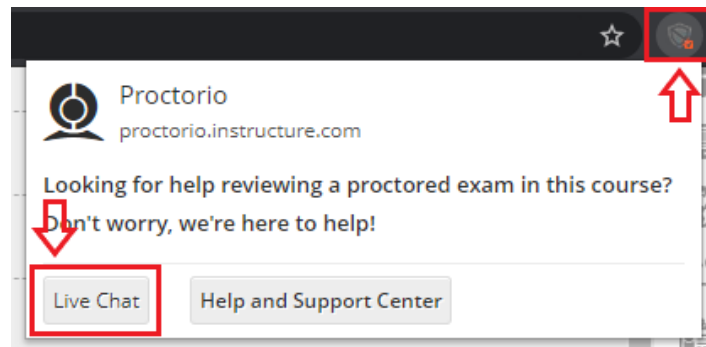
### Installing the Proctorio extension

Proctorio also requires a small app that needs to be added to Chrome.

You only need to do this once. You can add the extension [here](#).


### Live Chat

When you are on your course page in LMS (Blackboard, Moodle or Brightspace by D2L) you can access 24/7 live chat for any questions that you may have. *The shield is only present on quiz pages after you install the extension.*



### Proctorio Live Chat

- To access live chat, click on the **gray shield icon** in the top right-hand corner of your Chrome browser;
- You can access the live chat from our support page <https://proctorio.zendesk.com> by clicking the chat icon at the lower-left corner.
- Additionally, you can start the chat directly from our website:
  - The [support](#) tab and
  - The [about](#) tab.


Keep scrolling until you find  button. Click on it and the chat box will pop up.


## Password Prompts

You should not receive a password prompt; if you do, please contact our support via chat as noted under the Live Chat instructions. Also, here are additional steps to help resolve Password errors:

- 1. Google Chrome Version** - Please make sure that your Google Chrome is up to date. You can check this by clicking on the three dots icon in the top right-hand corner of your screen, then Help, then About Google Chrome, and the first thing you should see is your Google Chrome version. If it's not up to date, please select the option to update it.
- 2. Re-Install the Extension** - Please uninstall the Proctorio extension by clicking on the shield icon in the top right corner of your browser and re-install the extension from [www.getproctorio.com](http://www.getproctorio.com).
- 3. Clear Cache and Cookies** - Head to the three dots -> more tools -> clear browsing data -> time range should be set on All-time -> Check Cookies and Cached images -> click clear data.
- 4. Incognito Access** - Some Proctorio features will require the use of incognito access. If your instructor has one or more of these features turned on, you will not be able to take an exam unless incognito access is allowed. When requested by the instructor, incognito access gives Proctorio permission to run normally in all tabs during an exam. For example, instructors may choose to track websites visited during the exam to ensure academic integrity. Incognito access permits this function in both normal and private modes.

You can enable incognito access from the extension window.

- Click the Chrome menu  on the browser toolbar at the top right.
- Select More Tools -> Extensions.
- Find the Proctorio extension and click on Details.
- Scroll Down and find Allow in incognito section.

- Toggle it on 

- 5. Site Access** - Make sure that the Proctorio extension is allowed on all sites. To check this, please go to the three dots icon in the top right-hand corner of your browser -> More Tools -> Extensions, and you'll see the list of all extensions installed. Locate the Proctorio extension, click on Details and in the "Site access" section choose "On all sites".

***After any of these steps, please refresh the exam page to check if the issue is fixed.***

- 6. Disable all Extensions Except for Proctorio** - In the extensions tab, check your extensions and disable all the extensions except Proctorio (one could potentially block Proctorio). Head to the three dots in the top right corner of your Chrome browser -> More Tools -> Extensions.
- 7. Restart your computer** - Computers need to be restarted if they have had a reboot in awhile. If the password prompt is still displaying, fully restart your computer which will close any open applications. Once restarted, head back to the exam within your LMS (Blackboard, Moodle or Brightspace by D2L).
- 8. Reset your Google Chrome** - Head to the three dots in the top right corner of your Chrome browser -> Settings -> Scroll down to Advanced Settings and click it -> Restore settings to their original defaults. You will have to add the Proctorio extension again. Add the extension [here](#). Once you have added the extension, go back to the exam page, reload it and try again.
- 9. Proxy Settings** - Proctorio doesn't encourage the use of virtual proxy networks. It will be necessary to disable them if you're experiencing issues with your connection. For help disabling local proxy software, please see the following guides:
  - Disable Local Proxy Server ([Windows](#)),
  - Disable Local Proxy Server ([Mac OS X](#)).
- 10. Add another Google Account** - Sign in with your Google account. Select your image from the top right corner and select Manage Account -> Add Account. Add



the [Proctorio extension](#) and open your LMS (Blackboard, Moodle or Brightspace by D2L). Try to start the exam.