

PROCTORU Frequently Asked Questions

Q: This is my first time using ProctorU. How do I get started?

A: First read all the documentation about ProctorU and testing on the [GSW](#) and [ProctorU](#) websites. Visit go.proctoru.com. Once you reach the site, click 'New Users: Create an Account'. Fill out the form and double check for any errors or incomplete fields. Click the submit button and then read and agree to the terms and conditions. Congratulations! You are all set to schedule your first exam.

Q: I am a student with disabilities and receive testing accommodations, what do I need to do?

A: ProctorU offers extend time for students with documentation. You should follow procedures from Disability Services and be sure your instructor is aware of your testing accommodations. ProctorU will be notified by GSW. There is no violation of privacy.

Q: How do I schedule an exam?

A: Visit go.proctoru.com and log in using your ProctorU user ID and password. Select your institution, select your term and select your exam. To schedule your exam: choose the date, scroll the time up and down to choose the time and click on Find Available Times. Enter the access code or pay for the exam with your credit/debit card and continue to process the order. You will be responsible for paying the convenience fee for scheduling less than 72 hours prior to the test with a credit/debit card. MBA (graduate) courses will be paid for by GSW but students are responsible for the convenience fee.

Q: What do I do at exam time?

A: At the date and time of your appointment, return to <http://go.proctoru.com>, log in, and a message will appear saying, "You have an exam. Click here to begin." Click on this button and it will automatically take you to the proctor page. Fill out your personal information and hit submit. You will then be directed to a screen with information on how to proceed. Just follow the steps on the screen and a proctor will be connected with you shortly. Do not disconnect from your place in the queue because this causes you to be placed at the bottom of the queue when you re-connect.

Q: What should I expect at exam time?

A: Here is a rundown of a typical user experience:

Step 1: Connecting your desktop to your proctor's computer.

Step 2: Showing photo ID. Once your camera and desktop are connected to your proctor's, you will be asked to show government- or school-issued identification. Non-US citizens will need to present two forms of photo ID.

Step 3: Authenticating yourself. The School of Business uses keystroke authentication. The proctor will ask you to type a specific sentence to authenticate yourself. You will process a baseline authentication if you haven't done this in the past. **Please be prepared to show a second form of government or school issued photo ID if needed.**

Step 4: Securing the testing area. You will be required to pan your work area with your web cam or mirror or camera phone.

Step 5: Having your picture taken. If this is your first exam, your photo will be taken and saved to the ProctorU system.

Once all of these steps have been completed, you will open a new tab or window and bring up your test site, log in and select the exam you will be taking. Your proctor will enter in the password to unlock your exam.

*Please note: You need to be alone in a well lit room. Once your exam is open, you will not be permitted to hold conversations of any kind until the exam has been submitted.

Q: Does the setup time for the test take away from the time I have to test?

A: No. Your allotted exam time doesn't begin until you are entered into the exam by your proctor. Once connected, your designated proctor will walk you through the set up process and you will log into your testing portal. Your proctor will also supply the password for your examination. Your exam

time will begin when the proctor enters the examination password on your screen. If your appointment time is the latest time during the testing period and your set up time takes more than 30 minutes, then the set up time **does** take away from the time you have to test. Another reason you should test early in the testing period.

Q: I had problems and couldn't test during the testing period, what should I do?

A: Contact your instructor immediately.

Q: I am concerned about losing the answers to my test?

A: Save your answers as you progress in the test.

Q: I am having problems with my computer or internet and want to be sure everything is working properly; can I get help from ProctorU before my test time?

A: If you have any problems, please call ProctorU at 855-772-8678 or connect with a representative by clicking on the blue owl at the bottom right of the webpage.

Q: What are the technical requirements?

A: Please review the technical requirements at <http://proctoru.com/tech.php>. Also note the testing computer should have a CPU capacity of 80% or lower. Students can test their computer, web cam, microphone and internet connection at <http://proctoru.com/tech.php>. At this point in time, students are unable to test using tablets or phones, including iPads. Students are able to test using a Surface Pro.

Q: What types of internet connections are supported?

A: Any high speed internet connection is allowed as long as it meets the minimum download and upload speed requirements. You should note that DSL internet is more stable than satellite internet. Tethering your mobile device as a wireless hotspot is not supported due to inconsistent bandwidth. You should test your speeds at different times of the day to determine the best time to test to have the highest upload and download speeds.

Q: Is your service compatible with Macs?

A: Yes. However, at this point in time iPads are not supported.

Q: What are they asking me to download on my machine prior to testing?

A: ProctorU will run an applet, or temporary program, on your computer that will allow them to view your screen and what programs are running during your exam session. This program will expire once you close it.

Q: What is my "theme" and why does ProctorU want to change it?

A: The "theme" of a computer all the little enhancements that make things "pretty", like animated hour glasses and such. By changing the theme for the proctoring session, ProctorU can remove those burdens on the computer so that it may run a little faster.

Q: Can ProctorU get personal information from my computer?

A: No. You will see the proctor open screens on your computer if you give them access to do so. Sometimes this is necessary to increase download/upload speeds for a better testing environment. Please close all unnecessary programs before logging in to ensure the best experience.

Q: Will the Proctor be able to access my computer files without my knowledge?

A: No, ProctorU cannot access your computer files without your knowledge. With permission from the test taker, proctors have the ability to view the screen and move the mouse and keyboard as if he or she were sitting next to the test taker. Once the test starts, the proctor will monitor everything but can no longer move the test takers mouse and keyboard. During the entire process, an interface log, or chat box, is running on the test taker's computer and they can see what permissions the proctor currently has at any time. Finally, the entire session log is saved and there is a permanent record of what actions the proctor

took while accessing the test taker's computer.

Q: Why am I required to pan the testing area?

A: It is necessary for the proctor to do this in order to ensure the integrity of the test. The proctor needs to be sure you are testing in the proper environment and without distractions. You will use a mirror or your cell phone to pan the area. Be prepared to scan the ceiling, floor and under your desk/table. If you are testing on a bed, be prepared to scan the area as if it were a desk/table.

Q: I am using a computer and/or internet connection that does not belong to me. What should I do to prepare for the test?

A: First, confirm that the owner will allow you to access your school's test site as well as the following:

Tokbox.com

Logmeinrescue.com

Proctoru.com

Also, make sure that remote access to the computer is allowed and that any firewall protection is disabled before your appointment.

Q: At what time should I arrive for my exam?

A: Arrive at the start time you chose when scheduling the exam. If you have any technical difficulty or any other problems preventing you from logging in at your scheduled exam time, please use the blue chat box in the bottom right of the ProctorU webpage or call 855-772-8678. Do not disconnect from the Que, wait your turn.

Q: What do I need to bring with me on the day of my exam?

A: One form of photo ID (i.e. driver's license, passport, school ID, etc.) to show to your proctor and any materials authorized for use by your instructor (scratch paper, pencil, etc.) You will also need a mirror or cell phone to pan the testing area for the proctor. You should be prepared to show your cell phone and then put it out of reach. Check with your instructor or refer to your syllabus to determine what materials you will be allowed to use. Your proctor will also have that information available the day of your exam.

Q: What do I do at the time of my exam?

A: Logon to go.proctoru.com. Click the button under the exam list that reads 'You have an exam. Click here to start' and you will be taken to the online classroom where you will be connected to your proctor. Be sure to follow the instructions on the webpage. Be sure to run the program to connect with your proctor.

Q: I'm ready to start but the 'Click to start' button is inactive. What should I do?

A: First, try refreshing the page or logging out then logging in again. If you are still unable to click the button, be sure that your exam is actually scheduled for that day and time. You can find that information on the left side of your exam. Also, click 'My Profile' and verify that you have selected the correct time zone for yourself. If you do not see an exam listed, you will need to schedule an appointment. If you are still experiencing difficulty, please call 855-772-8678 or connect with a representative by clicking on the blue owl at the bottom right of the webpage.

Q: I am in the proctor room but I don't see my proctor. What should I do?

A: You are probably connected and waiting for the next step. Look at your screen carefully and be sure it is not prompting you to answer or click a button. If you continue to experience problems, please call ProctorU line at 855-772-8678. Do not disconnect, you will lose your place in the Que.

Q: Are breaks allowed during my exam?

A: GSW does not allow breaks during the test unless it is specifically indicated by the instructor. If a break is allowed you must not disconnect from the proctor. Your proctor will be able to tell you before

your exam begins if a break is allowed.

Q: Can ProctorU bill me later for the cost of my exam?

A: Not at this time. Your exam will need to be paid in full before your appointment.

Q: Is my login information for ProctorU the same as the credentials I use on my school's website?

A: Not necessarily. The credentials you use to log into ProctorU are chosen by you at the time you create your ProctorU profile. You are free to choose any available login ID you wish. This can be the user name that you use at GSW or something completely different. That is entirely up to you.

Q: I can't remember my password. How can I retrieve it?

A: Visit go.proctoru.com and click 'Forgot your password ' Provide either your username or the e-mail address associated with your account, then click 'Submit' and your password will be e-mailed to you.

Q: How do I know if my camera and microphone will work with the website?

A: You can visit <http://proctoru.com/tech.php> to test your equipment.

Q: I'm on the Technical Requirements Page and the camera doesn't work how can I resolve this?

A: There are several possible causes for this. Here are some tips to help you resolve the problem: Make sure your camera software is not open and being used by any other program on the computer. Be sure to click 'Allow, Remember and Close' on the Adobe Flash Player settings box. It is located on the top left corner of the screen, inside the black box where your video should appear.

Be sure you have downloaded all of the latest updates for Adobe Flash and Shockwave. Links to download both of these are located toward the bottom of the Am I Ready page.

Try using a different Internet browser. If you don't have any other browser installed on your computer, you can visit the following websites to download an alternate browser:

Google Chrome: www.google.com/chrome

Mozilla Firefox: www.mozilla.com/firefox

Internet Explorer: <http://windows.microsoft.com/en-US/internet-explorer/products/ie/home>

Apple Safari: www.apple.com/safari/download

If you continue to experience problems, try rebooting your computer. Keep in mind that your proctor will be able to assist you with camera issues that you may be experiencing at the time of your appointment.

Mac users: If you are not already doing so, try using Safari to access the site.

Q: My camera and microphone are internal. Will this work?

A: Yes. You can test them both at <http://proctoru.com/tech.php>.

Q: My video is choppy, my computer seems to be running slow and sometimes I can't save my responses?

A: Check your CPU capacity. It should be 80% or lower.

Q: Is my exam time shown in my time zone or ProctorU's time zone?

A: It is shown in your time zone. When you are scheduling the exam, the time zone is located to the right of the time you choose. If it is incorrect, click 'My Profile' to select the correct time zone.

Q: I have a conflict with my appointment time; can I make changes to my reservation?

A: Yes. Login to your account and click the 'Reschedule' button next to your exam. From there, you will be able to choose a different exam and change the date and/or time. Be sure to save any changes. If it is less than two days before your appointment, you will need to contact us directly to make any changes.

To cancel: If there are at least two days before your exam, login to the site just as you did to schedule, and click the 'Cancel' button next to your exam. Select a reason from the drop down menu and provide a brief explanation. OR Send an e-mail to help@proctoru.com with your name, school, the date and time (including the time zone) of your current appointment and the new date and time frame you wish to schedule. OR Call 855-772-8678 and speak with a proctor. He/she will request the same information that you would have provided in an e-mail and help you to reschedule.

Q: How far in advance should I cancel an exam?

A: Please contact us at least 24 hours before your appointment. If you fail to show up for your exam without notice, you will not be eligible for a refund.

Q: What is ProctorU's Privacy Policy?

A: The privacy policy may be viewed here. [Privacy Policy](#)

Q: Is there a fee for late registration?

A: Yes, there will be a \$5.00 convenience fee added to all exams scheduled less than 72 hours in advance.

Q: I canceled my exam in advance but have not received a refund. What can I do?

A: You can send an e-mail to refunds@proctoru.com. Please include your name, school, the date and time of your appointment and the date and reason you canceled.

Q: I don't see my question on the list. How can I get more information?

A: You can contact the GSW School of Business Administration by clicking on the [online contact form](#) to leave a message or contact ProctorU at 855-772-8678 or help@proctoru.com. You can also contact your instructor with your questions.