ProctorU Quick Tips

1. Students must have the required PC or MAC equipment to complete the proctored test. It is important for students to use test out their equipment prior to the testing time at www.proctoru.com/testitout/. ProctorU recommends both the upload and download speeds are at least 1.5 Mbps. You can find your speeds in the Bandwidth section of the Report Card when you test your equipment. If you do not have the minimum download speed (.768 Mbps) and upload speed (.384 Mbps) you will not be allowed to test.

2. Wireless connections are sometimes unstable. It is recommended that students have an Ethernet cable available to connect to their router or better yet---hardwire for the test.

3. Check your CPU usage prior to testing. Go to the Task Manager and click on Processes. If it is high, you should reduce the percentage as much as possible for successful testing. Learn how to lower the usage by ending processes using a large amount of CPU with your task manager, closing hidden long-running applications in the system tray, and stopping programs from starting up with your computer.

4. Students may not be able to test from the GSW campus. The testitout process will prove successful, but the connection for testing will not pass through the firewall. You should make arrangements for the testing by using an off campus testing venue or with your instructor.

5. Students should schedule a testing appointment early during the testing period so there is time to reschedule, if necessary, during the testing period. For example, if a student schedules during the last hours of the test and has difficulty, there may not be time to reschedule before the test period ends.

6. GSW will cover the cost of the proctored exams. However, you will be responsible for paying convenience fees for scheduling less than 72 hours prior to the test.

7. Students who sign up for a test time on the last day of the exam must call 925-273-7588, 205-870-8122 or 855-772-8678 to make the appointment. For example, you decide on the last day of the test at 8:00 AM that you wish to test at 3:00 PM then you must call for an appointment. If you decide to use the “I’ll take the exam now” it is available at any time but will cost you an extra fee. Refer to the Test Now document for more information.

8. At the time of the test:
   a. test out your equipment
   b. be sure you have sufficient lighting in the testing area (a well lit room will enable the camera to work properly)
   c. have your photo ID ready
   d. have a mirror or CD/DVD available to pan the room for the proctor.

9. Students must submit their test BEFORE disconnecting with ProctorU.

10. If you are unable to test successfully, contact your instructor immediately.

11. The tips above provide limited information. It is strongly suggested that first time testers read more information about ProctorU testing.

12. Click here to schedule a testing appointment after reading information.