PROCTORU Frequently Asked Questions

A list of ProctorU frequently asked questions are located on their website. Click here

Q: This is my first time using ProctorU. How do I get started?
A: 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 User? Sign up here'. 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: Does the setup time for the test take away from the time I have to test?
A: No. Your allotted exam time does not 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: Test out your equipment here and at the end of the process you can connect with a live technician.

Q: What are the technical requirements?
A: Please review the technical requirements at https://www.proctoru.com/proctoru-live-resource-center#system.

Q: What types of internet connections are supported?
A: Any high-speed internet connection is allowed if it meets the minimum download and upload speed requirements. 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, iPads are not supported.

Q: Can I use a Chromebook to test?
A: No, Chromebooks are not supported at this time.

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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: 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: 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 and open your account. Follow the instructions on the screen. Be patient while you are waiting to connect to a proctor. If you feel you need assistance, use the Chatbox in the bottom right of the webpage.

Q: I'm ready to start but the 'Click to start' button is inactive. What should I do?
A: Use the Chatbox in the bottom right of the webpage to request assistance.

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: 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 https://go.proctoru.com/students/system-metrics/new to test your equipment.

Q: I'm on the Testing Your Equipment webpage and the camera or video doesn't work how can I resolve this?
A: Connect to a live technician for assistance.

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: Review the Common Issues document on the CoBAC Webpage.

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 would like to request a refund for an exam where I experienced technical issues?
A: Complete and submit the online ProctorU form.

Q: I canceled my exam in advance but have not received a refund. What can I do?
A: Complete and submit the online ProctorU form.

Q: I don't see my question on the list. How can I get more information?
A: Use the Chatbox in the bottom right of the ProctorU webpage for assistance. You can also email your instructor.