



## Frequently Asked Questions

### **Q: This is my first time using ProctorU. What do I do to get started?**

A: To start using ProctorU, you must have a user account. Navigate to [go.proctoru.com](http://go.proctoru.com) and click “New user? Sign up here.” Fill out the information and double check for any errors or incomplete fields. Read and accept the terms of service at the bottom and click the “Create Account” button. You can then schedule your exams.

If you have an issue creating an account, you can contact ProctorU using **LiveChat** at [www.proctoru.com](http://www.proctoru.com). Open the LiveChat window in the bottom right, fill in the fields and begin chatting! Or you can call **855-772-8678**.

### **Q: How do I schedule an exam?**

A: To schedule an exam visit [go.proctoru.com](http://go.proctoru.com) and log in using your credentials. Select “Schedule New Exam” and choose the institution, term and exam from the dropdown menus. After selecting a date and time, click “Find Available Times” to see appointment time slots. Select the desired appointment time and click “SCHEDULE” to confirm your time slot.

Depending on your school’s policy, you may be taken to the payment screen once you add your exam to the schedule. If so, you must proceed through the checkout process to pay for your exam. You must pay within one hour of scheduling or the appointment will be removed from your cart, and you will need to choose your appointment again.

***Schedule your exam 72 hours before the start time to avoid premium scheduling fees. If an appointment is scheduled less than 72 hours and more than one hour before appointment time there is a \$5.00 late registration premium. If an appointment is scheduled less than an hour before the start time, or if the on-demand “Take It Now” option is used, there is an \$8.75 premium.***

If you have any questions during this process, you can click the **LiveChat** option on the bottom right after logging in to your account.

### **Q: Can you bill me later for the cost of my exam?**

A: Deferred billing is not available 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 used on my institution’s website?**

A: Your ProctorU login credentials are not necessarily the same as your institution’s credentials. You specify your ProctorU login credentials when creating your profile. You are free to choose any available user ID.



**Q: I cannot remember my password. How can I retrieve it?**

A: If you forgot your password, visit [go.proctoru.com](http://go.proctoru.com) and click “Forgot Password?” Provide your username and click “Reset Password.” Password reset instructions will be sent to the email address associated with the account.

**Q: Is ProctorU compatible with Macs?**

A: Yes, ProctorU is compatible with Mac OS 10.5 or higher. Please visit [www.proctoru.com/tech.php](http://www.proctoru.com/tech.php) for full technical requirements.

**Q: What equipment will I need in order to be proctored?**

A: You will need a computer with a working webcam, microphone, speakers or headphones and a high-speed internet connection. Please visit [www.proctoru.com/tech.php](http://www.proctoru.com/tech.php) for full technical requirements.

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

A: You can visit [www.proctoru.com/testitout](http://www.proctoru.com/testitout) to check your system. You can even connect to a live proctor who can help troubleshoot any issues.

**Q: I’m on the “Test It Out” page and one of the checks failed. How can I fix this?**

A: Please ensure that all your software is up to date, including your browser (Chrome, Firefox, Safari, etc.) and Adobe Flash. You can also connect to a technician by filling in the displayed form and clicking “Connect to a live person.” The technician can troubleshoot, attempt to fix issues and ensure that your future appointment will go smoothly.

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

A: Yes, an internal camera and microphone are allowed. You can test them at [www.proctoru.com/testitout](http://www.proctoru.com/testitout).

**Q: I am using a computer and/or internet connection that does not belong to me. What steps should I take to ensure it is compatible with ProctorU?**

A: First, confirm that the owner will allow you access to your institution’s testing website as well as the following:

- [www.ProctorU.com](http://www.ProctorU.com)
- [www.LogMeInRescue.com](http://www.LogMeInRescue.com)

Also, please ensure that remote access can be allowed and that any firewall protection is disabled for the duration of the appointment.

**Q: When should I log in and connect for my exam?**

A: Log in to your ProctorU account at your exam time or up to five minutes beforehand. A countdown timer is displayed until your next exam, and when it finishes, a start button is displayed. ProctorU is appointment-based, you may not enter your appointment before the timer counts down without incurring a premium scheduling fee.

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

A: Your exam time is shown in your time zone. When scheduling your exam, the time zone is seen to the right of the time. If the time zone is incorrect, you can change the time zone under your account preferences. When logged in, select "Edit Account" from the left menu or "Account Settings" under your email in the top right.

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

A: On the day of your exam, you will need to bring:

- A photo ID (i.e., driver's license, passport, institution ID, etc.) to show to your proctor. A second form of ID is recommended as a backup.
- Bring any materials authorized for use by your instructor (scratch paper, pencil, etc.). Check with your instructor or refer to your syllabus to determine what materials you will be allowed to use.

Your proctor will also list your allowed materials in your proctoring session.

**Q: My exam has a time limit. Does that time start as soon as I log into ProctorU's site?**

A: The timer for your exam does not start until the exam has been opened by either you or your proctor.

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

A: When it is time for your exam, log in at [go.proctoru.com](https://go.proctoru.com). If the countdown for your exam is complete, click the "Start" button next to your exam. You will be navigated to the proctoring page. Follow the instructions to the right of the video, and a proctor will connect to you via video and screen sharing.

**Q: I am ready to start, but the "Start" button is inactive when I log in. What should I do?**

A: If the "Start" button is inactive when you login, first, try refreshing the page or logging out and then back in to your ProctorU account. If the button remains inactive, ensure that your exam is actually scheduled for the day and time of your log in. Every exam date and time is listed on your "My Exams" page. Also, please verify your time zone in your profile settings. If you do not see any exams listed, you will need to schedule an appointment.

**Q: I am on the proctoring page, but I don't see my proctor. What should I do?**

A: If you don't see your proctor on the proctoring page, follow the instructions on the right of the proctoring page. Download and run the application listed (this connects you to the proctor via a chat box). The proctor will guide you through the rest of the process. If you still need help and are not connected, click the "Get Live Help" button in the top right or call 855-772-8678.



## Q: I am attempting to connect my screen, but I see an error message. What should I do?

A: Here are a few tips that may help if you see an error message:

- Disable any firewall protection on your computer.
- If you are using wireless Internet, use an ethernet cable to connect directly to your modem or router for more stability.
- If it is not possible be wired in to your modem or router, try restarting your modem or router.
- Restart your computer.

If you still need help, click the “Get Live Help” button in the top right or call 855-772-8678.

## Q: What should I expect on the day of my exam?

A: On the day of your exam, log in to the schedule at [go.proctoru.com](http://go.proctoru.com) and click the “Start” button. You will be taken to the proctoring website where you will complete three steps:

- **Step one: Connect your computer to your proctor via screen-sharing.**
  - Select the “Click to Download” button and run the file named “Support-LogMeInRescue.” You may need to save the file and run it from your download folder. For security reasons, the file must be run within ten minutes after downloading or it expires.
- **Step two: Show your photo ID**
  - When your camera and desktop are connected to your proctor, you will be asked to show a government or institution issued photo ID.
  - **Non-US citizens** must present two forms of photo identification.
- **Step three: Authentication**
  - The proctor will open and unlock the authentication challenge quiz, which asks you questions based on public records.
  - Please be sure to have a second form of government or institution issued photo ID ready, if this quiz is not passed.

You will also be required to show your work area by panning the webcam around the room. The proctor will also take your photo for your account to help authenticate you in the future.

When these steps are complete, your proctor will instruct you to open a new tab or window and navigate to your testing website. Your proctor will explain your rules and allowed materials and unlock the exam for you.

Your test timer does not start until the proctor unlocks your exam.

**Important notes:** You must be alone in a well-lit room with the light source in front of you so your face is not shadowed. When your exam is open, you are not allowed to speak or converse with anyone else. If you have roommates or family members, please be isolated from them and ensure that they know you are testing and cannot be disturbed.

**Q: Where do the challenge questions come from?**

A: Data for the challenge questions come from a US consumers database at Acxiom. The data consists of public records collected primarily from state and federal government sources. Federal and state laws place restrictions on the use of some of these sources, but some information is considered in the public domain, meaning anyone has access to it. Information in the public domain often includes telephone directory listings, professional registries, classified ads and more.

**Q: Are breaks allowed during my exam?**

A: The break policy for exams depends on your institution. Your proctor will tell you at the time of your exam if restroom breaks are allowed and how many.

**Q: Can I make changes to my reservation?**

A: Yes. Log in to your account and click the “Reschedule” button next to your reservation time. You can choose a new exam time or change the exam. Select the new time slot and then click “Schedule” to complete the changes.

If you wish to make changes less than 48 hours before your exam, please contact ProctorU using LiveChat on our website or after logging in to [go.proctoru.com](https://go.proctoru.com).

There is a \$5.00 fee for rescheduling examinations with less than 48 hours prior to exam time.

**Q: How do I cancel an appointment?**

A: You have three options to cancel an appointment:

- If there are at least 72 hours before your exam, log in to your account at [go.proctoru.com](https://go.proctoru.com) and click the “Cancel” button next to the exam. Select a reason from the dropdown menu and provide a brief explanation.
- Send an email to [help@proctoru.com](mailto:help@proctoru.com) with your name, school, the date and time (including time zone) of your current appointment and the reason for cancellation. You may also reschedule appointments this way.
- Call ProctorU at 855-772-8678 and speak with a representative. Our phones team will request the same information requested above and help you to cancel or reschedule.

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

A: No, a proctor cannot access your computer files without your knowledge. The proctor will always ask for permission to view the screen, move the mouse and type as if he or she were sitting next to the test-taker.

When the test starts, the proctor will monitor the appointment, but switches to a screen-viewing mode where they can no longer move the test-taker’s mouse and keyboard.

During the entire process, an interface log, or chat box, runs on the test-taker’s computer and they can see what permissions the proctor currently has at any time.



The entire session log is saved and there is a permanent record of the actions the proctor took while accessing the test-takers computer.

**Q: Is there a fee for late registration?**

A: There is a \$5.00 premium for scheduling an exam less than 72 hours before the chosen appointment time.

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

A: Please contact us at least 24 hours before your appointment in order to cancel or change your exam. If you do not show up for your exam and give no prior notice, you will not be eligible for a refund.

Exams rescheduled less than 48 hours before an exam start time will incur a \$5.00 rescheduling premium.

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

A: Please send an email to [refunds@proctoru.com](mailto:refunds@proctoru.com) (refunds spelled plural). Please include your name, institution, the date and time of your appointment and the reason you canceled.

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

A: You can use our LiveChat on [www.proctoru.com](http://www.proctoru.com), or when logged in to your ProctorU account, if you need additional information. You can also contact us at 855-772-8678 or email [help@proctoru.com](mailto:help@proctoru.com)