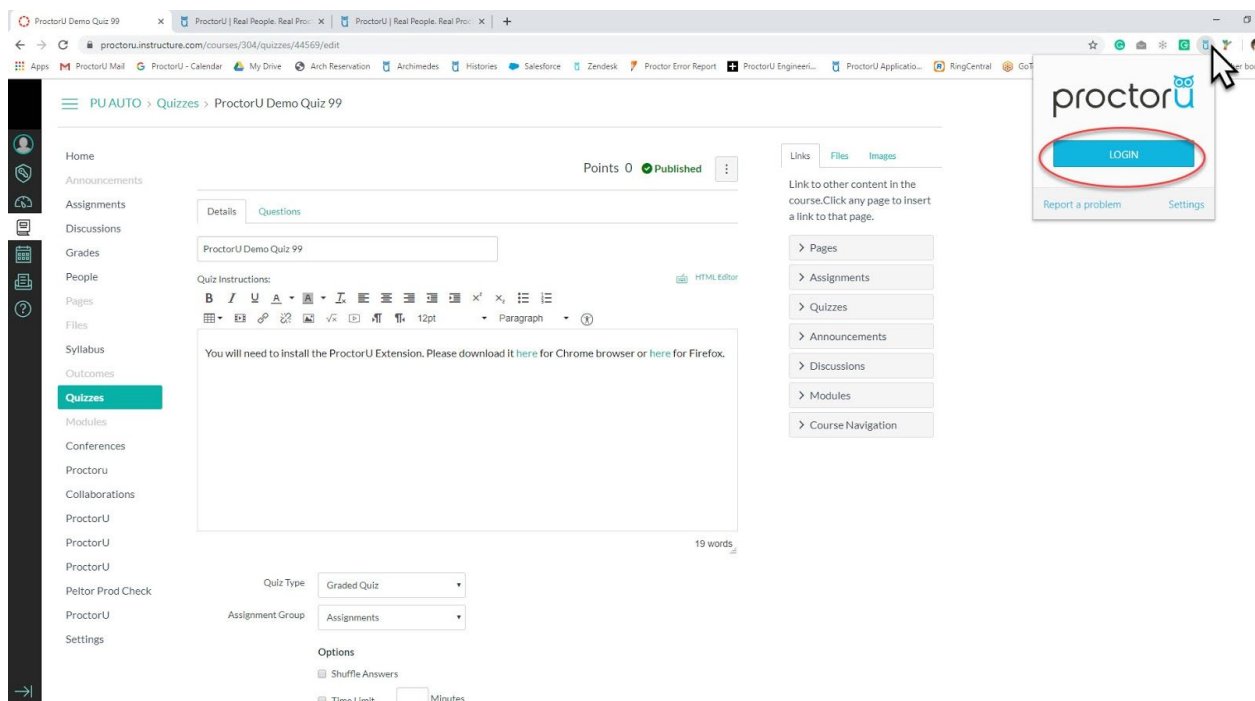# BEST PRACTICES

Automated Proctoring with ProctorU

Requirements

1. Make sure you have a ProctorU instructor account.
   - You can create one at https://go.proctoru.com.

2. Install the ProctorU extension for either Google Chrome or Mozilla Firefox.
   - Either can be downloaded from https://www.proctoru.com/firefox.

3. Log into your LMS.

4. Login in to your ProctorU account through the extension as depicted in the screenshot above

Any edits to your exam without the ProctorU extension present could result in exam syncing issues.

Getting Started

Once you are logged in to ProctorU and are creating or editing an exam/quiz in your LMS, proctoring settings become available. All settings you select will be transferred to ProctorU automatically.
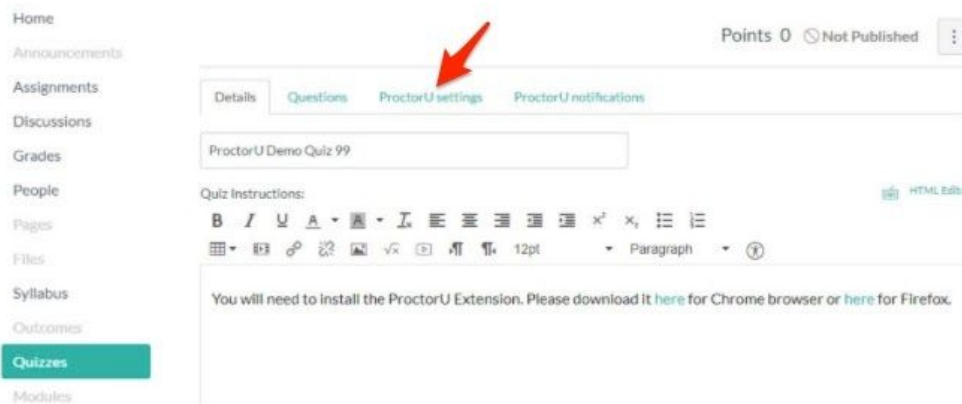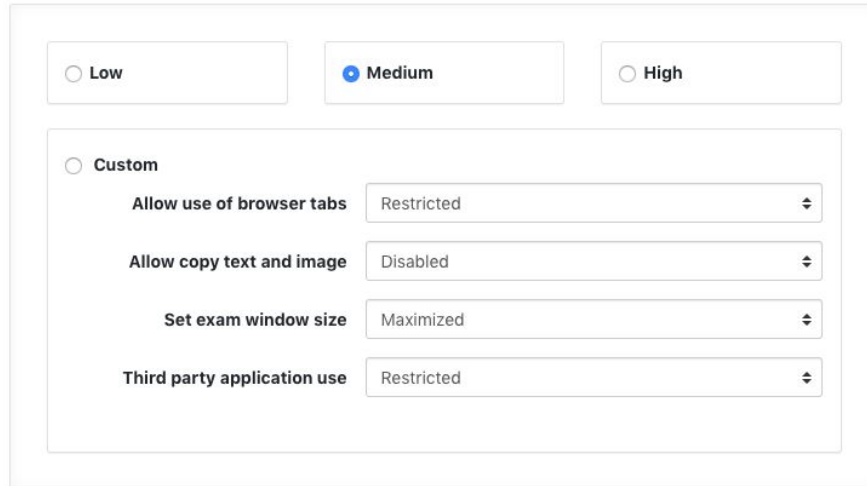

- **SESSION TYPE** should be set to **AUTOMATIC**.
- It is recommended to turn on **AUTO GENERATED PASSWORD**.

Understanding Exam Security Settings

- Click on "ProctorU settings" to customize your exam security settings

- The default security settings are set to "medium" to ensure exam security
- You can customize these settings based on resources you want to allow
- For example, if you want to allow students access to Microsoft Word or their computer calculator, you would set "third party application use (or lost focus) to "allowed"
- Or, if you'd like to allow students access to a website, you would set browser tabs to "allowed".
  - Understand that this would allow students access to *any* website. However, if a student accessed a website that was not permitted, an academic integrity incident report would be filed.

Additional Exam Setting Recommendations

- Allow a one-hour availability window per 150 students (ex: if your course size is 500 students, your recommended exam windows may be 8am-12pm.
- Multi-part exams are not recommended. If a student has an accommodation and requires extra time, you can adjust that students' quiz timer. Please view this article for more information.
- Set your availability dates and due date. **Available from** refers to the time assignment becomes available to students. **Available until** refers to the time and date that students can no longer submit assignments. **Due date** refers to when the assignment is due.   If you do not want to allow late submissions, you can set the available until and due date as the same time. View this article for more information. Students' exams will autosubmit at the time of the "available until" date and their ProctorU session will end at this time.

Reviewing Exam Entry Inside ProctorU

You can review your exam settings by logging into your ProctorU account at go.proctoru.com. Once there, you should see a list of exams you've created. Click on the name of any exam you want to review.

Do not update the highlighted fields below. These settings control the type and cost of exams, and may cause an error for students, if adjusted.

- Any updates or changes to an exam should be made through Canvas while you are logged into the ProctorU extension. **Do not use the EDIT THIS EXAM** feature in the ProctorU system.

Additional Information

- Make sure to provide test-takers with information about ProctorU in advance - https://www.proctoru.com/auto-resource-center

- Do not use automated proctoring for 3rd party exam sites ProctorU is not directly integrated with such as Cengage, McGraw-Hill, etc. Please contact your ProctorU representative for assistance with these exams.

FAQs

Q: Why is the password not auto-injecting for my students when they begin their auto session?
A: The student should ensure they are logged into the ProctorU extension if they encounter this issue. After logging into the extension, the student should log out and log back into the LMS to access the exam again.   If this does not work, the student can try clearing their cache/cookies in their browser or try a different browser (i.e. Firefox if they were using Chrome). If the password is not auto-injecting for all students, this indicates that the passwords are out of sync with the LMS and ProctorU. A troubleshooting step for this issue would be for the instructor to ensure they are logged into the ProctorU extension and then toggle off and on ProctorU to resync the password, and click "save".

Q: What if my student loses connection during their exam?
A: If the student experiences a soft disconnection, they will be able to re-enter their exam after taking their photo, showing their photo ID, and agreeing to the exam rules again. If the student experiences a hard disconnection as a result of their Internet connection completely cutting out or their laptop dying, they may not be able to re-enter their exam unless multiple attempts are allowed and they may need to contact their instructor.

Q: What should my student do if they are getting stuck on the "ports" step in the automated prechecks.
A: This could indicate a firewall or security issue. If the student is connected on a Mac OS, they will need to change a few settings so our application can run properly. Please ask the student to follow the below steps:

1 - Open system preferences

2 - Click Security & Privacy
3 - Click the lock on the bottom left and enter in credentials to allow changes to settings
4 - Click "Screen Recording" on the left and ensure "Chrome" is checked.

The student can perform these steps before their session and save the settings to bypass the ports.

If the student is not connected on a Mac OS and stuck on ports, they can try uninstalling and reinstalling the ProctorU extension, clearing their cache and cookies, and then try to start the quiz egain. The student should also ensure their browser is up to date.

Q: What if my student loses connection and gets an error that another session is running when they try to reconnect?
A: If this occurs, the student can try disabling and re-enabling the ProctorU extension and then try to access their exam again. If this does not work, they can contact our support team via live chat.

Q: How can I help prepare my students for their auto session?
A: Please provide students the below checklist steps to help them prepare:

1. Create a ProctorU Account here
2. Visit the Test Taker Resource Center, view the "How it works" video and Technology requirements-Screenshot from within the resource page.
3. Install the Chrome/Firefox extension
4. Test your equipment through your ProctorU account homepage-Screenshot of your system details. (If one of your checks failed, please refer to the Help Center for assistance or contact ProctorU via Live Chat if you are unable to resolve the issue on your own).

Q: Is scheduling required for students?
A: No, students do not need to schedule their session via the ProctorU website. They can simply start their proctored session once the assessment opens on the LMS.

Q: I'm having trouble starting my exam, but I have the ProctorU extension enabled. What should I do?
A: Make sure you have all other proctoring extensions disabled and that your browser version is updated.