

Proctorio Troubleshooting Chart

Question	Solution
Are you using Chrome?	Use Chrome
Is the "Secure exam Proctor (Proctorio) link visible on the left side of the screen in Canvas?	Click on the link to install the Proctorio extension
Did Proctorio work but no longer does or is Proctorio requiring a password to enter the test?	Delete the Proctorio extension in Chrome settings (3 dots, More tools then Extensions) and refresh the Canvas page. The Secure Exam Proctor link should be visible again. Click on it to reinstall the Proctorio extension. Try to take the test again.
Proctorio displays an insufficient RAM memory warning but would allow you to proceed with the test.	Close all running programs and restart the computer. Make sure only Google Chrome is running prior to attempting the test.
Are you attempting to take the test in a secure network environment?	High security corporate or military network restrictions may prevent Proctorio from working. You will need to make alternative arrangements with the teacher if you are not able to use a different network for your exam.
Has it been confirmed that Proctorio is required and has been set up successfully for this exam?	Contact your instructor to make sure the exam is set up for Proctorio. You can also confirm the requirement with the Office of Teaching & Learning. 801-863-8255.

<p>Hardware Issues or Proctorio won't run on your computer?</p>	<p>Proctorio requires 1 GB of free RAM.</p> <p>Installed software on your computer could interfere with Proctorio. Use a different computer or network.</p>
<p>All else fails</p>	<p>Clear the Chrome browsing history and cache. Restart the computer to fix any synching issues.</p> <p><u>Proctorio Chat:</u> (click on the black oval with 3 white dots in lower left corner)</p> <p>Call: (866) 948 9087</p> <p>Email: support@proctorio.com</p>