

# Student Proctorio Instructions (Aug 2020)

Proctorio is an online test monitoring service that UVU provides to allow students to take their tests outside of the UVU Classroom Testing Center or at a certified distance proctor. However, this is still a MONITORED testing situation within Canvas and should be treated accordingly.

## Proctorio Hardware Requirements

**Note:** In most cases, Proctorio's modest requirements can accommodate devices as old as 10 yrs. and it should be noted that the Operating System version requirements do not coincide with the devices' age. For security & functionality, it is generally recommended that test-takers update their systems to the most recent OS possible.

|                         | Windows   | Mac          | Linux                   | Chrome OS    |
|-------------------------|---|--------------|-------------------------|--------------|
| <b>Operating System</b> | Windows 7+  | macOS 10.11+ | Ubuntu 18.04+           | Chrome 58+   |
| <b>Processor</b>        | Intel Pentium or better                                   | Intel        | Intel Pentium or better | Intel or ARM |
| <b>Free Disk Space</b>  | 250 MB  | 250 MB       | 250 MB                  | 250 MB       |
| <b>Free RAM</b>         | 2 GB (1)  | 2 GB (1)     | 2 GB (1)                | 1 GB (1)     |
| <b>Upload Speed</b>     | 0.092 Mbps - 0.244 Mbps (2)                               |              |                         |              |
| <b>Microphone</b>       | Any Microphone, either internal or external (3)           |              |                         |              |
| <b>Webcam</b>           | 320x240 VGA resolution (minimum) internal or external (3) |              |                         |              |

1. Free RAM is the minimum amount of memory that is not in use by other applications.
2. Depends on the exam settings, secure browser has no upload speed requirement.
3. Only required for proctoring, secure browser functionality does not require audio/visual recording.

## To take a Proctorio monitored test, students will:

1. Install and enable Proctorio on their computer following the instructions provided using the **Chrome** browser ONLY.
2. Verify the readiness of their computer and present identification when they open the test.
3. Take and submit the test following instructor exam instructions.

## Pre-test set up & diagnostics

1. Click on the "Secure Exam (Proctorio) on the left side of your screen
2. Install [Google Chrome](#) if needed
3. Install [Proctorio extension](#) for Chrome (can be done prior to taking the test)
4. Verify the webcam and microphone work.
5. If you cannot use a webcam/microphone or require other accommodations, then check with your professor for alternatives PRIOR to taking the test.

6. Carefully read the full list of monitored items specific to the test and prepare accordingly.
7. Confirm the testing environment is quiet, private and with no distractions. Treat this like you are taking your test at an official testing center.

### During Test

- Assume that you are being monitored at all times during the test. This is accomplished via both a web camera and a microphone. Your computer activities will also be recorded. Teachers will review the recordings after the test is over to verify any possible irregularities and will discuss them with you as needed.
- Do not cover the microphone or webcam. Do not use headphones or play music over the speakers.
- Be prepared to show your **photo ID** as part of the verification process prior to taking the exam. This can be any photo ID. It does not have to be UVUID.
- Turn **off** your phone and other mobile devices.
- Turn **off** any notifications from your computer and internet browsers such as Facebook, Facetime, or any other services. These notices may cause Proctorio to suspend the test. (Use [Do Not Disturb](#) settings on a Mac.)
- Do not use the Find command (ctrl-F or cmd-F) to search for a previous question in this test. This may cause Proctorio to suspend the test

### When Proctorio Requests a Password

In most cases this means Proctorio has been turned off so the test defaults back to a password. Refer to the "[Proctorio Troubleshooting Guide](#)" for further tips.

| Cause  | Solution   |
|--|--|
| Proctorio doesn't work   | Install or reinstall Chrome Proctorio extension  |
| Webcam or microphone permissions have been denied or reset by a computer update. | Mac: System Preferences > Security & Privacy > Privacy tab at the top > Camera and Microphone. > Enable Chrome and or Proctorio. |
|  | Windows: Check mic and webcam privacy settings.  |

While you are logged into Canvas, go to the [Proctorio helpdesk](#) to troubleshoot any access issues. You can also click on the little shield in the upper right corner of Chrome.

If an error message is displayed in Canvas click on the link(s) at the bottom of the page to view an explanation in a new tab. A black oval with 3 dots will be visible. Click on it to access Proctorio tech support.

For any further questions or assistance in working with Proctorio please contact the Office of Teaching and Learning at 801.863.8255 or at [canvas.support@uvu.edu](mailto:canvas.support@uvu.edu)