

## (Updated) Student Proctorio Instructions

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.

### 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

1. 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.
2. Do not cover the microphone or webcam. Do not use headphones or play music over the speakers.
3. 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 UVU ID.
4. Turn **off** your phone and other mobile devices.
5. 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.)
6. Do not use the Find command (ctrl-F or cmd-F) to search for a previous question in this test. This may also cause Proctorio to suspend the test.

## When Proctorio Requests a Password

In most cases this means that functionality for Proctorio has been turned off so the test defaults back to a password.

Cause	Solution
Proctorio doesn't work	Install or reinstall Chrome Proctorio extension
High security environment such as corporate networks or military bases	Make alternative arrangements with the teacher or use a different location. This will usually involve a live proctor.
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.

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)