

Taking a Proctored Exam with Proctorio

UW Extended Campus

Some of the exams in your program may be proctored. We at UW Extended Campus have partnered with [Proctorio](#) to make sure that your proctored exams fairly enforce exam integrity while providing the access and support you need to be successful.

How do I know if my course has a proctored exam?

All proctored exam titles end with “**(Remotely Proctored)**.” If you see an exam like this in your course, you’ll know it’s proctored.



Do I need to schedule a proctored exam in advance?

No. You can take a proctored exam at any time, with no need for advanced scheduling. Furthermore, Proctorio’s support personnel are available all day, every day.

What do I do to prepare for a proctored exam?

First, here are the basic things you need to take a proctored exam:

1. Webcam
2. Microphone
3. Reliable internet connection
4. Photo ID to display to the camera (not required for all exams)

Second, there are two critical things you *must* do before you take a proctored exam. Detailed instructions for both of these can be found on Proctorio’s [Support for Test-Takers](#) page:

1. Make sure you have the latest version of the Google Chrome browser installed. *You must take proctored exams with Google Chrome.*
2. Install the Proctorio browser extension. You only need to do this once.

What if I have trouble installing the browser extension?

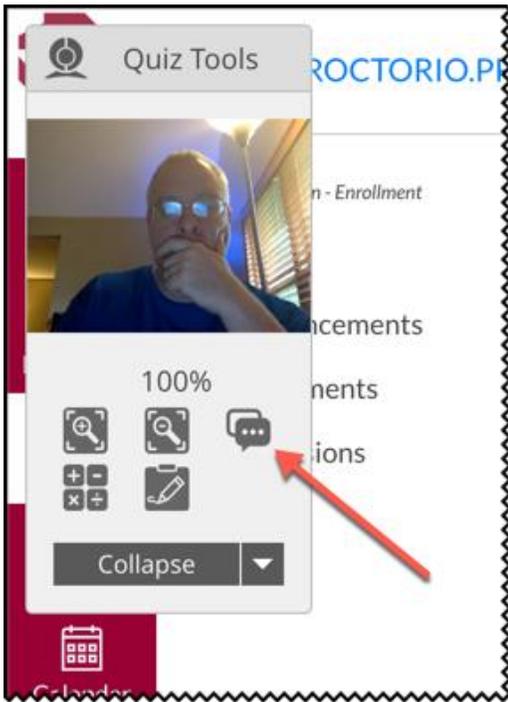
Take a look at the [Proctorio Test-Taker Handbook](#), which includes some common settings to check if you have trouble installing the browser extension. In addition, see the “Where can I go if I have more questions?” section of this document for ways to contact Technical Support.

What can I expect at the start of a proctored exam?

The proctoring system will walk you through a series of pre-checks, including a microphone test, a webcam test, a recording of your photo ID, and/or a scan of the area where you are taking the exam. None of the time spent completing these tasks will count toward your exam time.

How do I get support before or during a proctored exam?

As explained on the [Support for Test-Takers](#) page, installing the browser extension will add a shield icon to your Chrome browser, allowing you to contact Proctorio anytime. In addition, once you've started an exam, you will have the option to start a chat with a Proctorio representative if you have questions or encounter difficulties.



Who sees the results of my proctored exam?

The instructor(s) who grades the exam reviews the material recorded during your proctored exam. This information is simply used to ensure all students have abided by the exam conditions and no one has any unfair advantages over anyone else.

Where can I go if I have more questions?

Your best first stop is always Proctorio support, which is available even outside of exams via the shield icon installed on your Google Chrome browser. For details on how to contact Proctorio, go to the [Support for Test-Takers](#) page and review the **HELP AND SUPPORT** section.

If you are encountering issues that Proctorio can't assist with, also feel free to reach out to UW Extended Campus Technical Support at <http://ce.uwex.edu/technical-support> or call 1-877-724-7883 (toll free).