



proctorio

GETTING STARTED GUIDE

TEST-TAKER HANDBOOK - CANVAS

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What is Proctorio?

Hello there!

Thank you for using Proctorio! You are helping reduce carbon emissions by taking your exam from home—way to go!

With Proctorio, there is no need to schedule exams in advance, take them wherever and whenever you want.

This will require the use of a webcam and microphone (internal or external). You will also be asked to show a photo ID. You can use either a student ID, a valid driver's license, or a passport.

Proctorio is a system of computers that keeps an eye on you while you take the exams—ensuring that your hard work counts fair and square.

Feel comfortable taking your exams at home and even in your pajamas. Only your professor and school admins have access to recordings. Yes, you are being recorded, so try not to do anything too embarrassing.

Last of all, relax! Proctorio isn't designed to add stress. Our wonderful support staff is here 24/7 to help you.

Good luck on your exams!!

Team Proctorio



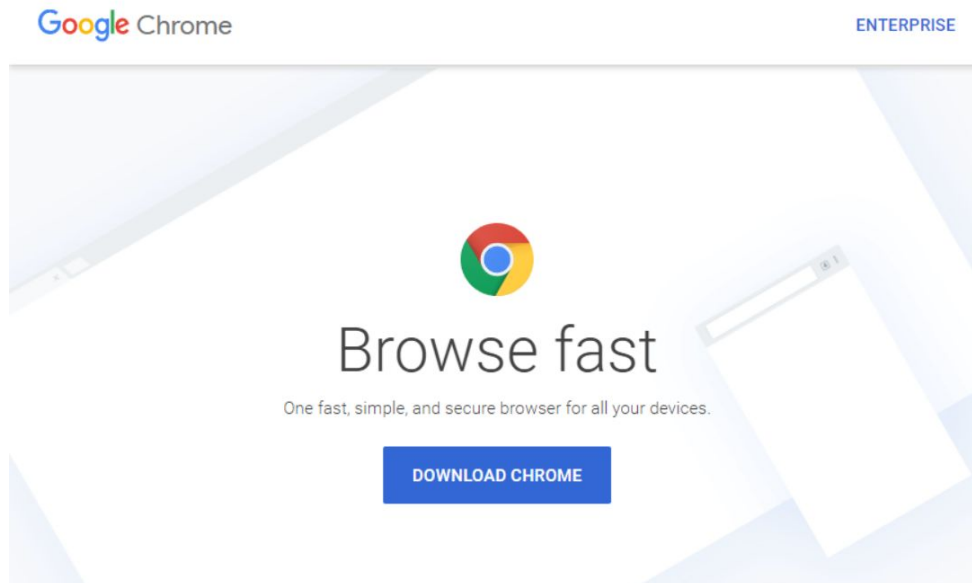


Getting Proctorio Set Up

1. Installing Google Chrome

When you're ready to take a proctored exam you will need to use Google Chrome.

Chrome is fast, secure, and works on any computer - best of all it's free!



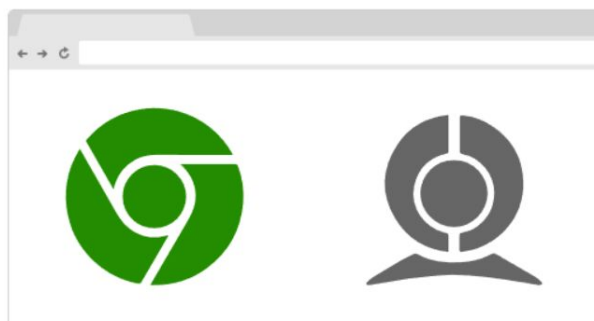
2. Installing the Proctorio Extension

Proctorio also requires a small app that needs to be added to Chrome.

You only need to do this once and it only takes 30 seconds, please go to getproctorio.com or click [here](#) to get the Proctorio Extension.

Proctorio *Chrome Extension*

This course requires you to install an extension into your browser.



- 1 Use Google Chrome.
done.
- 2 Install Proctorio Chrome Extension.
[click here](#)
- 3 Done!



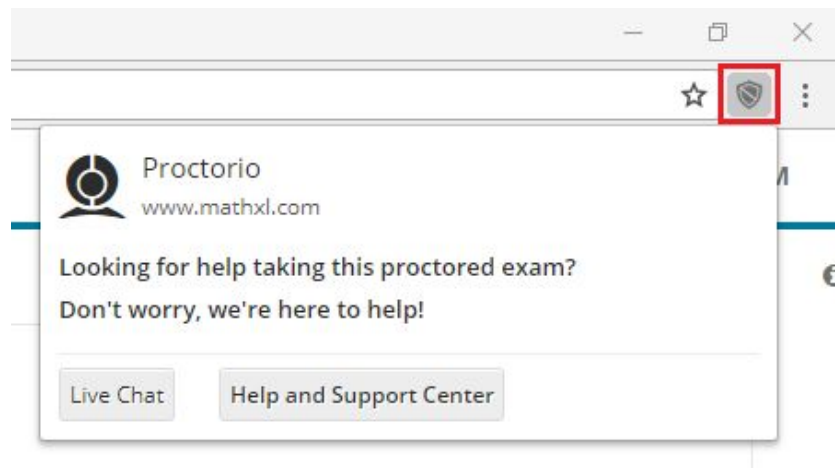
3. Help and Support

Proctorio's goal is to make it easy for you to get instant help and support.

Our wonderful support staff is here 24/7 to help you.

The fastest and easiest way to contact support is using "the shield" icon.

The shield is only present on quiz pages after you install the extension.



If you are still having trouble getting Chrome or the extension installed, please send us an email at: support@proctorio.com

4. Access Codes Prompts

You should not receive an access code; if you do please contact our support chat as noted in step 3. Also, here are additional steps to help resolve Access Codes and access your exam.

A: Re-Install the Extension

Please uninstall the Proctorio extension by clicking on the shield icon in the top right corner of your browser and re-install the extension (Step 2).

B: Clear your Cache:

Head to the three dots -> more tools -> clear browsing data -> time range should be set on All-time -> Check Cookies and Cached images -> click clear data.



C: Update Google Chrome

Make sure that your Google Chrome version is up to date. You can check this by clicking on the three-dot icon on the upper right-hand corner of your screen, >> Help>> About Google Chrome, and the first thing you should see is your Google Chrome version. If it isn't up to date, please select the option to update it.

D: Access through Different Link:

Fully log out of Canvas and then re-login. Once logged back in, try accessing the exam through a different link. Go in through modules, assignments, quizzes, grades, etc. See if any of these links will allow you to get into the exam without an access code. Also, make sure that within the title, it has the words (Remotely Proctored) or (Secure Browser).

E: Disable all Extensions except Proctorio

In the extensions tab, check your extensions and disable all the extensions except Proctorio (one could potentially block Proctorio).

F: Restart your Computer

Computers need to be restarted if they have had a reboot in awhile. If the access code is still displaying, fully restart your computer which will close any open applications. Once restarted, head back to the exam within the Canvas LMS.



Taking the Test on Canvas

1. You will first **log into** Canvas and navigate to their course.

The screenshot shows the Canvas Dashboard for a user named Alice Demo. On the left is a dark sidebar with navigation icons for Account, Dashboard, Courses, Calendar, Inbox, and Help. The main content area is titled "Dashboard" and features a green card with the name "Alice Demo" and "Alice Demo" below it. On the right, there is a "To Do" section with "Nothing for now" and a "Recent Feedback" section showing two items: "MyLab (Remotely Proctored)" and "MyLab exam (Remotely Proctored)", both with a green checkmark and "Alice Demo" as the user. A "View Grades" button is located at the bottom right of the feedback section.

2. You will go to **“Quizzes”** and select the assessment.

The screenshot shows the Canvas Quizzes page for the course "Alice Demo". The sidebar on the left is the same as in the previous screenshot, but the "Courses" icon is highlighted. The main content area is titled "Alice Demo > Quizzes" and includes a search bar labeled "Search for Quiz". Below the search bar is a list of "Assignment Quizzes". The quizzes listed are: "204 (Remotely Proctored)" (Closed, Due Jun 11 at 11:59pm, 2 pts, 2 Questions), "204-2 (Remotely Proctored)" (2 pts, 2 Questions), "Camera no recording test (Remotely Proctored)" (1 pt, 1 Question), "mockup try the camera (Remotely Proctored)" (3 pts, 3 Questions), "MyLab (Remotely Proctored)" (0 Questions), "MyLab exam (Remotely Proctored)" (1 pt, 1 Question), "MyLab Test (Remotely Proctored)" (0 Questions), "Proctorio (Remotely Proctored)" (2 pts, 2 Questions), and "Unnamed Quiz (Remotely Proctored)" (0 Questions). The "MyLab (Remotely Proctored)" quiz is highlighted with a red rectangular box.



3. You will select **“Take the Quiz”** to start the Proctorio pre-checks.

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Alice Demo > Quizzes > MyLab Test (Remotely Proctored)

MyLab Test (Remotely Proctored)

Due No due date **Points** 0 **Questions** 0 **Time Limit** 65 Minutes

Exam Requirements A webcam is required to take this exam.

Exam Security This exam will be monitored by Proctorio. [Learn more about Proctorio e.](#)

Instructions

1. Click the link in the question to start your exam in MyLab.
2. Once you finish your exam, click "Save & Submit" in MyLab.
3. Make sure to come back to Canvas and click "Save" to finalize submitting your test.

Do not close out of the Canvas tab while taking the exam.

[Take the Quiz](#)

4. You **will not** be required to enter a password, the Proctorio Extension will handle this for them. You will begin the Proctorio Precheck process and Diagnostic Test. This will ensure everything is working properly based on the quiz or test settings before starting the assessment timer.

Instructions

This exam will be monitored by Proctorio. [Learn more about Proctorio.](#)

During the exam, the following will be restricted:

- Any loss of network connectivity and the exam will end automatically, please make sure your current connection is stable during the entire exam.

The following information will be collected during the duration of the exam:

- Your webcam
- Your physical location
- Your clipboard
- Your mouse location
- Your browser size
- Your browser tabs and windows
- Your head movements
- Your eye movements
- Your mouth movements
- Any other applications running
- Number of display screens connected

The results of your actions may result in policy violations, at this institution's discretion.

[Enable high visibility mode.](#)

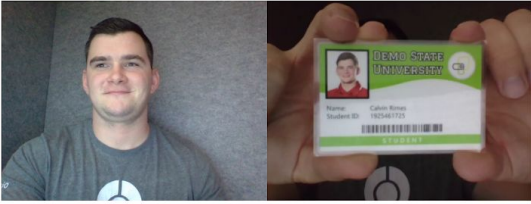
[Learn more about Proctorio's approach to Accessibility.](#)

[Start exam pre-checks](#)



5. After going through the 'Exam Agreement', you can start your quiz by clicking ***“I accept, begin exam now.”***

Exam Agreement



I, Fred Flintstone, certify that I am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions as described in the policy of this institution. I agree to the terms within the policy and understand the consequences for failing to comply.

I accept, begin exam now >

**If you are unfamiliar with the way things look on the test-taker side, we recommend you check out the faculty and test-taker articles in our [Help Center](#).*