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Best Practices for Instructors:

1. Always use the Chrome web browser when interacting with a Proctorio-enabled exam.
2. Make sure you have the Proctorio Chrome extension installed.
3. Within the Grade Center, do not change the name of a Proctorio-enabled exam. This will cause the Proctorio Gradebook to lose the ability to pull results from Blackboard.
4. Adding the Proctorio tool to your course:
   a. After selecting the tool from the “More Tools” option make sure that:
      i. The tool is not hidden from students
      ii. Name the tool as follows: Secure Exam Proctor
5. When you are on your course page in Blackboard, you can access 24/7 live chat for any questions that you may have
   a. To access live chat, click on the gray shield icon in the top right-hand corner of your Chrome browser
6. Provide a practice quiz for students with Proctorio enabled on it
   a. Ensure that Record Video, Record Audio, and Record Screen are enabled
   b. Ensure that Verify Video, Verify Audio, Verify Desktop and Verify ID are turned on as well
   c. This practice quiz should not impact the students’ course grade and unlimited attempts should be given to allow students to test their devices prior to an actual exam
7. Do NOT change the exam title once the exam has been created
8. To Access the Proctorio Gradebook:
   a. Click on the exam that you want to review
   b. Select “View Proctorio Gradebook” on the right-side of the exam page
9. When creating an exam with Proctorio enabled:
   a. Set a time limit
   b. Recommend Settings for Popular Exam Types
c. If you are using Blackboard, do NOT use the “Force Completion” feature in conjunction with a Proctorio exam
   i. As an alternative, utilize Proctorio’s Prevent Re-entry setting

10. Use Saved Profiles
   a. Default Profile:
      i. Indicated by the Bookmark Icon at the top-left corner of the profile
      
      ![Saved Profiles Icon]

      ii. When you check “Enable Secure Proctor” as you set up the exam, the default profile and its settings will automatically be added to the exam

11. Faculty Specific Support Information:
   a. Phone:
      i. Local Phone Number: (480) 428-0692
      ii. Toll-Free Phone Number: (866) 948-2039
   b. Email:
      i. support@proctorio.com