## What We Do

ProctorU is an online proctoring service that allows test-takers to complete their assessment at home while still ensuring the integrity of the exam for the institution. The service uses proctors who monitor examinees in an easy, three-step process:

1. **We observe the test-taker via a web cam.** The test-taker is connected to a real person who speaks with them to guide them through the process.
2. **We watch the test-taker's screen in real time.** We can see everything that the test-taker is doing both at their location and on screen.
3. **We authenticate the test-taker's identity.** Using a multifactored process, that is the strongest in the industry, we ensure that the person being monitored is the proper test-taker.

## Getting Your Class Into Our System

In order to use ProctorU with courses, all instructors or administrators need to do is fill out an Assessment Directive Form (ADF) and submit it to ProctorU. This form can be downloaded at http://www.proctoru.com/docs/ADF.xls.  The ADF is a tool that faculty members use to communicate exam information with ProctorU. The information provided will be used for two purposes:

1. Effectively listing the exams in the system so test-takers know which one to select.
2. Informing proctors about the parameters of the exam.

ProctorU will need enough information in the ADF for test-takers to recognize their exam when selecting it on the ProctorU site.  The following information is required:

- **Course Description – Number** - This should be listed as it appears in the university catalog or on a transcript (example: EDER 5200). Title - This is the more common name of the course (Example: Introductory Statistics). Exam Name - This indicates what exam the test-taker will be taking, and can aid a proctor in helping the test-taker open the correct exam (Example: Midterm, Final, or Test 2).
- **Instructor Name** - This is the name of the faculty member administering the exam. The form can list multiple instructors.
- **Time Limit** - This is the time limit that has been set in the Learning Management System (LMS).  Proctors will not verbally enforce the time limit unless instructed, but the LMS should enforce it automatically.
- **Date/Time (Central Time) Exam Opens** - This column indicates the first day and time test-takers may begin taking the exam (Example: 1/1/2015 7 a.m.).
- **Date/Time Exam Closes (latest possible start time)** - This column indicates the last day and time test-takers may begin taking the exam.  (Example: 1/3/2015 11 a.m.)
- **Password** – This is the password that the course instructor or someone from the institution has set in the LMS for the proctor to use to unlock the exam.  Proctors are able to type this password in without the test-taker seeing it.  Please do not give this password to test-takers for any reason, as it will allow them to take the exam without a proctor.
- **Special Instructions** – These are instructions to the proctors to allow or disallow certain resources (example: closed book, closed note, scratch paper and calculators allowed).

## ADF Form Timeliness

The ADF form should be submitted to ProctorU at least three weeks before the start of an exam. Exams may be processed in a shorter amount of time if needed, but the schedule listed above ensures a smooth implementation of exam availability. When completed, please email the document to passwords@proctoru.com to ensure that it gets entered into the ProctorU system promptly. This process may be used any time exams need to be added. Any changes or updates to exam information should be sent to passwords@proctoru.com

## Preparing Your Test-takers

Test-takers can take exams from home seven-days-a-week. They are connected to a live person during their exam who will guide them through the process, answer any questions not related to exam material and assist with any technical problems. If test-takers have any questions before or after an exam, they can always call the proctor line at 855-772-8678 or email help@proctoru.com

### Taking the Exam

ProctorU allows test-takers to take an exam on demand or by appointment. All appointments should be made at least three days in advance. To make an appointment, test-takers simply create an account at http://go.proctoru.com or their institution's ProctorU web portal by logging in, clicking on the "new exam" link and selecting the exam, date, and time they desire. Test-takers will receive an email confirming their reservation at the email address they provided to ProctorU. Reservations made within 72 hours of an exam are subject to a $5 late registration fee. Test-takers without an appointment can take their exam on demand within 15, 30 or 45 minutes by using ProctorU's convenient Take it Now feature. This premier feature is designed to give test takers added convenience and costs $8.75. Late registrations and Take it Now features are subject to availability.

### Technical Requirements

Test-takers are responsible for meeting the following technical requirements:

- *A reliable computer running Windows XP (or higher) or Mac OS X 10 (or higher).*
- *A web cam with 640x480 video pixel resolution or higher.*
- *Headphones or working speakers connected to the computer.*
- *A working microphone connected to the computer. We recommend a web cam that has a built in microphone.*
- *A web browser with Adobe Flash Player installed. We recommend Flash Player 10.*
- *A reliable, high-speed Internet connection.*
- *The ability to allow video and screen-sharing connections to the computer used to take an exam.*
- *Test-takers can test their computer and webcam at* www.ProctorU.com/helpdesk

## Important Information

1. ProctorU is open seven days a week and 24 hours a day except for the following five holidays: New Year's Day, Thanksgiving, Christmas Eve, Christmas Day and the day after Christmas.

2. When test-takers connect, their proctor ensures their computer and Internet connection are capable of taking an online exam. ProctorU provides technical support at no charge for any issues that may arise before or during the testing session. In the rare event that the proctor cannot get the computer working properly, they may require the test-taker to correct the issue and reschedule their exam.

3. The time a proctor spends getting the test-taker prepared to take an exam does not take away from the exam time. For example, if the test-taker has a two-hour exam appointment and it takes 20 minutes to troubleshoot a technical issue on the examinee's computer, the test-taker will still get the full two hours to take the exam.

4. ProctorU representatives will happily reschedule a test-taker's exam in the event of a technical issue, if the exam is not available, or if they simply need more time to study. Test-takers may reschedule by emailing help@proctoru.com, calling 855-772-8678, or speaking with their proctor at the time of their appointment. Please encourage test-takers to include identifying information in their emails such as their name, course, institution name and current appointment information.

5. Administrative accounts are used to monitor test-taker appointments and view notes entered by proctors during an exam. Obtaining an administrative account is easy, essential and should take less than five minutes to set up. For more information about administrative accounts, please contact ProctorU's Partner Services team at passwords@proctoru.com or 855-722-8678.

6. For questions, please contact ProctorU's Partner Services team at passwords@proctoru.com or 855-772-8678.

**Proctor U**

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