Test-takers log on to go.proctoru.com and create an account (Figure 1). When the test-taker logs in for the first time, they are prompted to complete their profile information (Figure 2).

This screen includes their basic information such as name, address, and contact phone numbers, as well as the test-taker’s institution enrollment.

At the bottom of the page above the Complete my Profile! button, test-takers must accept the terms and conditions to complete their profile (Figure 3). A flagged message will display at the top until the test-taker agrees to the terms and conditions.

Subsequent logins will direct test-takers to the My Exams page.
Test-takers can choose a general time window from the drop down menus.

They may also select a custom time frame by highlighting the days and times preferred.

Test-takers click **Save and Update** to set their preferences.

Time preferences are displayed on the left menu bar for each specified day.

Time preferences can be updated at any time via the preferences link in the top-right of the page under the test-taker’s name.

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**Figure 4**

*Page 2*
Scheduling Exams

Once a profile has been completed, or for a previous test-taker, the first login page will default to the My Exams page. If no exams are scheduled, the page will appear as in Figure 5.

A test-taker may click on the Schedule New Exam button either in the top-right or within the center of the page if there are no active reservations.

After clicking the Schedule New Exam button, the test-taker will confirm the institution, select the exam term and select the specific exam they wish to take (Figure 6).

After choosing a specific test and clicking Find Reservations, the scheduling page will appear.
After selecting the test appointment, it is either added to the test-taker’s cart for payment and checkout (Figures 8 and 9) or the test-taker is sent back to their My Exam page. (Figure 10)

On the My Exam page, test-takers can view their recently scheduled exams and upcoming exams.

Please refer to Figure 7 at top-right for the following:

1. At the top of the page, the specific exam information is shown including: exam, course, institution, term, duration, and available times. If enabled, there may also be a Take It Now option.

2. Appointments display using the time range listed in personal preferences. The test-taker can also choose a time range to find an appointment for their exam by adjusting the slider bar or view all available appointments by clicking the All button on the right.

3. Adjusting the slider causes the available reservations list to display accordingly. A best match displays according to the test-taker’s preferences, but any time within the window may be selected. Clicking on the BOOK IT button chooses a time slot.
Connecting to a Proctor

After scheduling their exams, test-takers will see a countdown to their closest exam time at the top of their My Exams page (Figure 11). At the appointment time, a test-taker will click on the start link where the countdown was previously, which will take them to the proctoring room. Here, they will be prompted to download and run an applet (Figure 12).

Figure 13 shows the downloaded applet, which connects the examinee’s screen to the proctor. Once the test-taker has connected their screen to the proctor, the proctor connects the two-way video and audio connection.

When the proctor connects in the proctoring room, the test-taker’s video is shown in the bottom right corner and the proctor’s video is on the left, as illustrated in Figure 14.
After the examinee is connected to their proctor via webcam and screen-sharing software, the proctor asks to see the test-taker’s ID, as seen in Figure 15.

The ID information in Figure 15 has been intentionally blurred for privacy reasons. In an actual proctoring session, the test-taker would be required to show a fully-visible ID so that the name and picture can be clearly seen and read by the proctor. A photograph of the examinee’s face is then taken to keep on file to help authenticate his or her identity.

Parameters for the test are communicated verbally and in writing to the test-taker, who then acknowledges that they understand the instructions. The proctor then authenticates the test-taker with a quiz that uses challenge questions based on publicly available personal questions, as shown in Figure 16.

Questions are typically related to previous addresses, phone numbers, roommates and relatives.

Next, the examinee is asked to pan their camera around to show their complete workspace and testing area so the proctor can observe the test-taker’s surroundings, as seen in Figure 17.

If the camera is internal, the examinee is asked to show the proctor the edges of their monitor using a reflective surface such as a mirror, sunglasses, DVD or CD as shown in Figure 18. This check ensures that there are no unauthorized materials attached to the test-taker’s computer monitor.

After the proctor confirms that the monitor and work area are clear of all unauthorized materials, the proctor will ask the test-taker to move any cell phones or other electronic devices away from the testing area.
Log in to Learning Management System

Once the test-taker completes the authentication process, they are observed logging into their Learning Management System (LMS) so the proctor can verify that the authenticated person is logging in to their individual account and taking their assigned exam, as shown in Figure 19 and Figure 20.

During the exam, test-takers are proctored by monitoring their video feed and testing environment. Screen-sharing technology allows the proctor to see everything that is happening on an examinee’s computer. Proctors also monitor the test-taker audibly, to ensure they are not receiving verbal answers from an outside source.

ProctorU actively engages test-takers in real time in order to prevent most incidents of academic integrity. Any suspicious activity – including but not limited to using unapproved sources, leaving the computer during the exam or communicating with another person – is documented using photos or video and reported to the institution.

Once the exam has been completed, the examinee shows the proctor their submission screen, as shown in Figure 21, and an exam end time is logged.

ProctorU also offers a LiveChat feature. At any point while signed in to their account, a test-taker may chat with a live representative if they have questions about the process or need general help (Figure 22).