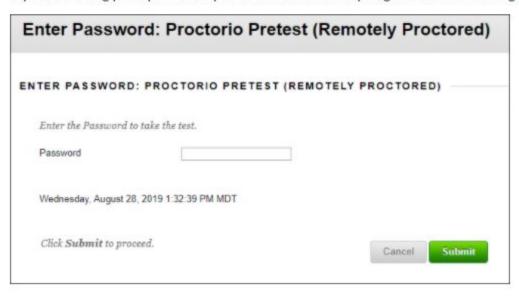**Enter Password Prompt:**

- If you receive the "Enter Password" when logging into their exam, please attempt the following steps:

"Enter Password"

If you are being prompted for a password when attempting to take a test using Proctorio:

Enter Password: Proctorio Pretest (Remotely Proctored)

ENTER PASSWORD: PROCTORIO PRETEST (REMOTELY PROCTORED)

Enter the Password to take the test.

Password

Wednesday, August 28, 2019 1:32:39 PM MDT

Click **Submit** to proceed.

Cancel   Submit

1. Click the Proctorio extension (shield icon) and select "Manage Extensions."
2. Scroll down and make sure the option "Allow this extension to read and change all your data on websites you visit" is set to "On all sites."
3. Check to be sure the "**Allow in incognito**" setting is enabled (the slider should be blue).
4. You may need to refresh the page or reload the test for these settings to take effect.
5. Clear your cache and cookies in the "More Tools" and "Clear Browsing Data" tab.
6. If these steps do not work, please contact our 24/7 support staff via our live chat option by clicking on the grey shield icon in the upper right corner or email our support staff at support@proctorio.com.

Proctorio
proctorio.instructure.com

Looking for help setting up a proctored exam in this course?
Don't worry, we're here to help!

Live Chat   Help and Support Center