Faculty Support Guide

Support Contact Information

Proctorio Support for Faculty
Walker Center for Teaching and Learning
423-425-4188
utclearn@utc.edu

Proctorio Support for Students
Proctorio Support
866-948-9248

Best Practices Using Proctorio

- Proctorio is intended to be used with a webcam. It is only effective in proctoring the test taking environment if the record video option is selected. Your students will be required to have a camera connected to their computer (or laptop with camera).
- Best practice is to enable **Record Video, Record Audio,** and **Record Screen**, plus any other lockdown settings you wish to enable.
- Download the Proctorio Secure Test Proctor module from the Canvas Commons area to provide students an opportunity to take a practice test first to resolve any technical issues.

Recommended Canvas and Proctorio Test Settings

- **Canvas Test Settings**
    - **A time limit is required.** Allow a few extra minutes in the test's time limit to account for technical difficulties that may arise
    - **Increase your test availability.** Allow for extra availability in taking the test to account for technical difficulties that may arise. Your test's time limit will still apply, but this will ensure the students can still use their full amount of time.
        - For example, set the test time limit to 50 minutes, but make it available from 2pm to 4pm.
    - **DO NOT check the box to show one question at a time.** Proctorio recommends displaying all questions at once rather than one at a time. Slow connections and frequent page loads have a higher chance of loading errors.
    - **Wait to show correct answers a day or two after the test.** In Canvas, you can choose when to show the students the correct answers. Setting this to a later date/time will allow for makeups or other issues that may arise.
- **Proctorio Test Settings** (these settings are not 'one size fits all'. You will need to adapt them to the format and requirements for your test. These settings should work for *most* tests)
    - Recording Options
        - Record Video
        - Record Audio
        - Record Screen
        - Record Web Traffic
    - Lock Down Options
        - Force Full Screen – Moderate (15s)
        - Only One Screen

- No New Tabs
- Close Open Tabs
- Disable Printing
- Disable Clipboard
- Block Downloads
- Clear Cache
- Disable Right Click
  - Verification Options
    - Verify ID

Read the option descriptions below carefully to understand how these settings work. Some may cause unexpected behavior on your test.

Adding Proctorio to Your Canvas Course

Proctorio must be activated in each course you wish to use it with by completing the steps below:

1. **Navigate to the course in Canvas using your Chrome browser**. It is important to remember that Proctorio will not work properly without using a current version of Chrome.
2. Locate Settings on the course navigation menu. **Click on the Settings link**.
3. Select the **Navigation tab** and locate **Secure Exam Proctor (Proctorio)** in the list of disabled items in the bottom portion of the window.
4. **Drag and drop Secure Exam Proctor** to the top section of enabled items.
5. **Click Save at the bottom** of the window. Secure Exam Proctor should now be activated and accessible as an active item in the left-hand navigation.
   a. **Once you have the Proctorio extension installed**, this link will hide itself on the course menu. You will only see it if you DO NOT have the extension installed in your Chrome browser (same for students).

Installing the Browser Extension

Now that the link for Proctorio Secure Exam Proctor is available on your course navigation menu, it is time to install the Chrome extension. Click on the Secure Exam Proctor link and follow the prompts to install the Proctorio Chrome browser extension.

Enabling Proctorio for a Test

To get started setting up Proctorio for an exam, the tool must be enabled on the exam itself by following the steps below:

1. Create a test. In Edit mode, navigate to the test and click "Edit the Test Options", and scroll to the bottom.
2. Checkmark the box labeled "Enable Proctorio Secure Exam Proctor"
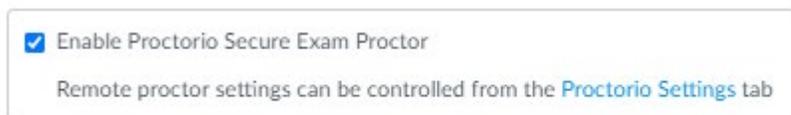
3. Select the settings for the exam and lock down options. Details for each of the settings can be found below.

4. Click Submit at the bottom.

CONFIGURING EXAMS AND QUIZZES

Test options can be enabled, disabled, and configured in any combination to establish an ideal test environment which includes exam monitoring, student hardware and software controls, and student authentication options. Consider each of these choices carefully. Click the ? on each option to learn more.

Recording Options

▼ Recording Options

| Record Video | Record Audio | Record Screen | Record Web Traffic | Record Room |

Record Video: Record video records the webcam feed of exam participants. It uses a built-in facial recognition technology to track head and eye movement to help determine if the participant was looking at their exam screen or looking around the room.

Record Audio: Record audio records the microphone feed of exam participants. The recorded audio is reviewable within the gradebook to help determine if the participant was talking with anyone else during the exam.

Record Screen: Record screen records activity on the computer desktop of exam participants. This allows the instructor to determine whether any unauthorized programs or websites were accessed during the exam.

Record Web Traffic: Record web traffic records the websites visited during an exam which are then generated as hyperlinks for instructor review.

Record Room: Record room prompts the student to give a 360-degree view of their immediate test taking environment. **Caution**: this option requires the student to rotate their camera in a 360-degree motion to create a panoramic. This can be difficult to do and not always useful.

Lockdown Options

Lockdown options are preventative tools that put restrictions and controls on the examination environment. They can block access to materials during an exam and prevent unintended exam distribution.
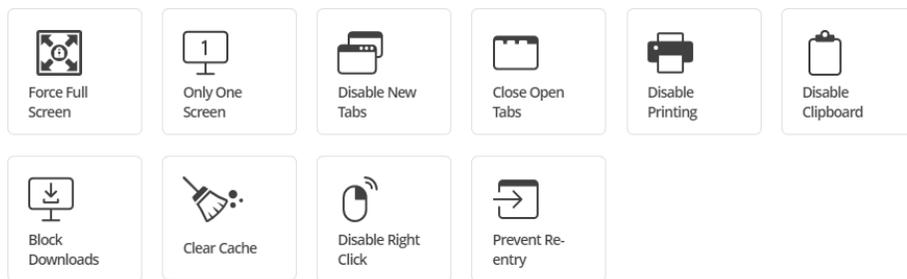
Force Full Screen: Force Full Screen expands the browser window to the entirety of the computer screen to prevent the exam participant from accessing programs outside of the exam environment. **Caution**: The Moderate (15s) setting is recommended. DO NOT use the Severe (0s). If set to severe, any pop-up on screen would remove the student from the test.

Only One Screen: Only One Screen prevents the exam participant from using dual monitors. **Note:** this setting is required when choosing record screen. Proctorio can only record 1 screen at a time.

No New Tabs: Disable New Tabs prevents exam participants from opening new tabs on their internet browser. **Caution:** If you expect students to use their browser to look up information during the test, you cannot use this option.

Close Open Tabs: Close Open Tabs prompts the exam participant to close all open browser tabs and windows before beginning the exam. Proctorio will restore their closed tabs after the test is completed.

Disable Printing: Disable Printing is designed to prevent the printing and redistribution of exams. **Caution:** enabling this setting will also prevent the students from being able to select/highlight any text on the screen. If you EXPECT them to copy and paste, this will prevent that from working.

Disable Clipboard: Disable Clipboard prevents exam participants from using keyboard shortcuts which can be used to import and export exam material.

Clear Cache: Clear Cache will delete temporary internet files for the exam once the exam is submitted by the exam participant. This option is designed to prevent the retention and redistribution of electronic exam materials.

Disable Right Click: Disable Right Click prevents the exam participant from accessing the right click toolbar. This option is designed to prevent copy/paste functionality.

Prevent Re-entry: Requires the exam to be completed in one sitting. Any disconnection will end the exam. **Use with caution:** We DO NOT recommend enabling this setting. Any loss of connection to the exam will lock the student out, preventing them from resuming the test with any remaining time they may have.

Verification Options

Verification Options help to validate the identity of the exam participant. When the record video and/or record audio options are enabled, it is recommended to enable all three verification options.

Verify Video: Verify Video verifies that the exam participant's webcam is operating correctly, that the exam environment is properly lit, and the image of the exam participant is framed appropriately.

Verify Audio: Verify Audio confirms that the testing environment for the exam participant is quiet enough to capture ambient sound.

Verify Desktop: Verify Desktop creates an additional check during the system diagnostic test to ensure the student's screen recording is functioning properly.

Verify ID: Verify Identity prompts the exam participant to scan a government or school issued identification card.

Verify Signature: Verify signature is an added feature for actively confirming a student's commitment to academic integrity prior to an exam.

In-Quiz Tools
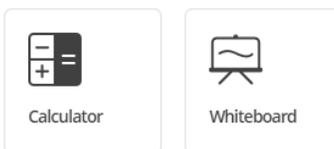
Calculator: Calculator provides students with access to basic and scientific calculator without having to look away from the screen.

Whiteboard: Whiteboard gives students the ability to make notes without having to look away from the screen.

Saved Profiles for Exam Settings

Profiles for exam settings can be created and used to quickly enable a customized combination of exam settings and options in Proctorio. To create a new exam settings profile, first create and configure an exam to the desired combination of settings options. Second, select the Create New Profile button, then name the profile. Multiple profiles can be saved and edited for future use.

Proctorio Gradebook

The Proctorio Gradebook is a post-exam dashboard-styled report which presents any suspicious information collected by Proctorio through the course of the exam. The Proctorio Gradebook is separate from the standard LMS gradebook and can be found on the quiz page.

Include the Proctorio Syllabus Statement

If you are planning to use Proctorio in your course, you should include the Proctorio syllabus statement. The syllabus statement contains important information about Proctorio support for the students, as well as the technical requirements. If you plan to record using a webcam, including that information in your syllabus statement.

Set Up a Proctorio Practice Test

We highly recommend that you set up a Proctorio practice test in your course. We have included a practice test in the Canvas Commons. If you filter your search to UTC content in the Canvas commons, and search for "Proctorio" you will find a module that includes general information and a practice quiz.

Troubleshooting Proctorio Problems

- Student is prompted to enter an access code
    - Unless you have allowed for an exception under quiz moderation, a student should never be asked for an access code.
    - Recommendations:
        - Ensure they are using Google Chrome and have the Proctorio extension installed.
        - Uninstall and reinstall the Proctorio extension.
        - Call Proctorio Support: 866-948-9248
        - If EVERY student is prompted for an access code (not just some), the instructor should call the Walker Center to verify quiz settings
- Student cannot finish "Verifying Connection" step prior to taking the test
    - Be patient! This step should normally only take a few seconds, but occasionally may take 1-2 minutes.
    - If you have waited 1-2 minutes, try refreshing the page.
    - If the student has waited 1-2 minutes, have them log out of Canvas, restart their computer, and try again.
- Student is warned they have a low amount of RAM/Memory
    - The student should close EVERY application on their computer that is not needed for the test, other than Google Chrome. All chat programs, Office programs, other web browsers, etc. should be closed to free up memory. Reboot computer if necessary.
- Webcam or microphone fails during system diagnostics test
    - Make sure that the Chrome browser has been allowed access to your camera and microphone.