

## Proctorio Student Support Guide

### Proctorio Support Contact Information for Students

- **Live Chat - 24x7 support**
  - This is the most efficient way to get help.
  - If you are a test taker and need assistance with Proctorio, please go to <https://proctorio.com/support> and click the **Start Live Chat** button.
- **24x7 support phone number**
  - **866-948-9248**
- **Email Support**
  - [support@proctorio.com](mailto:support@proctorio.com)
  - If all else fails, contact your instructor.

### What is Proctorio and why do we use it?

Proctorio is an online secure test proctoring system. While it is perhaps unnerving to feel watched during an exam, remote proctoring will be required to maintain the academic integrity of the grades during remote learning. While some proctoring services employ real proctors, Proctorio is dependent on software algorithms to detect certain behavior. Proctorio is FERPA compliant to ensure student privacy. The Proctorio Chrome extension implements Zero-Knowledge Encryption, meaning that no one outside of approved institution representatives has access to exam-related data. **Proctorio is ONLY ACTIVE while you are taking a test through Canvas.** It does not access your files or documents or control your computer in any way other than while taking a test in accordance with your instructor's test settings. These settings are presented to you at the time of the test. Proctorio security was recently validated by an external audit by a software security firm.

Proctorio has been well vetted by many institutions, has been used successfully at UTC, and is less invasive than some of its commercial competitors. Its purpose is to foster a climate of honesty and integrity during a time of increase remote learning.

## Using Proctorio

Depending on your instructor's Canvas and Proctorio test settings, this may require the use of a webcam and microphone (internal or external). You may also be asked to show a photo ID to the camera before taking the test.

Proctorio will never interrupt you while taking a test, or actively notify you of any behavior. We know that tests can be stressful enough. It should not be considered any different than sitting in class taking a test and having a proctor in the room.

### There are 2 requirements to use Proctorio:

1. Use the latest Google Chrome Browser
2. Install the Chrome Proctorio extension
  - a. <https://getproctorio.com>
  - b. You only must use Chrome and the extension while taking the test. You may uninstall the extension when not taking a test if you wish.

### Test Taking Tips

- Make sure Google Chrome is up to date
- Reboot your computer
- Close any applications that are not required for the test
  - Normally, only Google Chrome should be open
  - If on Mac OS X, make sure you *Quit* the application
- Log in to Canvas to refresh your session
  - If you did not reboot your computer, you should at least log out of Canvas and log back in to refresh your session
- Plug in your laptop
- Make sure you have a strong internet/Wi-fi connection
- Take your test in a quiet, well-lit room

### Proctorio Troubleshooting

The most common problem that a student might encounter:

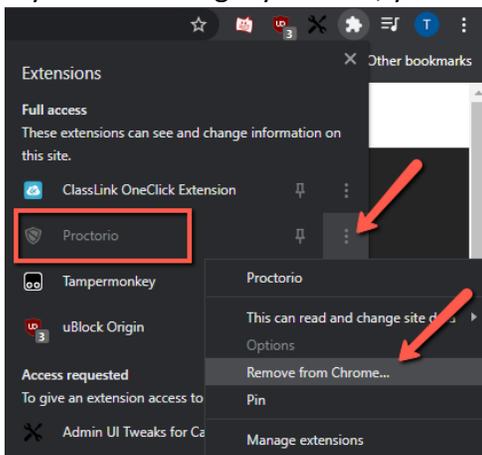
- The quiz is asking for an access code
  - You should NEVER be asked for an access code unless your instructor has given you explicit instructions to use one.
  - If you are being asked for an access code, please follow the troubleshooting steps below.

### Troubleshooting steps

- **Ensure that the Proctorio Extension is installed in Google Chrome**
  - Proctorio is a gray shield in the upper right on the Chrome extension bar. Proctorio works on a Windows or MAC computer or laptop, as well as Chromebooks. It does not work on mobile devices such as phones or tablets. <https://getproctorio.com/>
- **Reinstall the Proctorio extension – Important**
  - This is the most common solution when you are unable to begin a test.



- If you cannot begin your test, you should try removing the Proctorio extension from Chrome



- **Restart your computer**
  - Restarting your computer often resolves issues.
- **Clear Internet History**
  - On a Windows computer, while in the Google Chrome browser, press Ctrl+Shift+Delete
  - On a Mac, while in in the Google Chrome browser, press Command+Shift+Delete
- **Install the latest version of Chrome**
  - In Chrome, click Help – About Google Chrome
  - Chrome will check for updates and give you the option to relaunch if an update is found
- **Your Antivirus may be blocking Proctorio**
  - Antivirus programs can block Proctorio. They may pick up the software as unsafe or unknown and block it without asking. If you have an antivirus such as Norton Security, McAfee, or Symantec, and are having problems, pause it when attempting a quiz. You can turn it back on after you complete the quiz.
- **“Verifying Connection” will not complete**
  - Be patient! This step should normally only take a few seconds, but occasionally may take 1-2 minutes.
  - If you have waited 2 minutes, try refreshing the page.
  - If you have waited 2 minutes, log out of Canvas, restart your computer, and try again.
  - Uninstall and reinstall the Proctorio extension
- **You are warned you have a low amount of RAM/Memory**
  - This warning will not prevent you from taking the test but could cause problems while taking the test.
  - You should close EVERY application on your 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 your 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.
- **Mac users on the latest version of OS X may be required to complete additional security allowances**
  - Pay attention to what is being shown on screen. OS X will require you to grant additional permissions for Proctorio and Chrome to use your camera, microphone, and record your screen.

## Test Taking Q&A

- **What do I need to do if my course has exams set at specific times, but I am in a different time zone than my university?**
  - All dates and times throughout your Canvas courses are displayed according to a course's respective time zone. However, you can set your own time zone for your user account and have your local time zone display throughout Canvas. Displaying dates in your local time may help you stay up to date on assignments and due dates, especially if your course time zone differs significantly from where you reside. Go here for more information:  
<https://community.canvaslms.com/docs/DOC-10622-4212717410>
- **How do you know I am really the one taking my exam?**
  - You may be asked to verify your identity during the exam process by showing a photo ID that has your name and photo on the same side. Using the computer's webcam, Proctorio will compare the test-taker's face with your photo ID.
- **What devices may I use to take my proctored exam (e.g. laptop, tablet, or phone)?**
  - Proctorio online exams can be taken on desktop computers, laptops, or Chromebooks with a Windows, Mac OS X, or Chrome operating system. You cannot use tablets or smartphones.
- **What technology is required for me to take a proctored exam?**
  - A strong Internet connection, a webcam, and audio capabilities. Make sure your computer has a full charge and/or is plugged into an electrical outlet before beginning an online exam. It is not recommended that you rely on your battery but should plug into a power outlet.
- **Are secondary or overflow monitors allowed?**
  - If the instructor enables the 1 screen setting, NO, all secondary monitors must be disconnected from the computer or disabled.
- **Where should I take an online-proctored exam?**
  - You should take an online-proctored exam in a quiet place with no one else around.
  - Best practices for a good test environment:
    - No other person should enter the room while you are taking a proctored exam.
    - The room should be well-lit for the camera to see your face.
    - The room should be as quiet as possible. Music is allowed but should be kept low.
    - There are numerous areas on campus where you can find a distraction free and quiet space with good internet. Spaces in the UTC Library can be reserved.
- **Can I use books or notes during my online exam?**
  - Consult with your instructor.
- **Can I use additional software during my online exam?**
  - Only if allowed by your instructor.
- **What if I need to answer a phone call or use the restroom during the test?**
  - Your phone should be put on silent or Do Not Disturb when taking a test.
  - You should also use the restroom before beginning the test.
  - You must not leave the room during the test for any reason (except in case of emergency).
  - Further, you must not communicate with any other person or source by any means, including without limitation a phone, for any reason. Also, you must not use headphones, ear buds, or any other type of listening equipment.
- **What if I need extra time to take the exam?**

- If you have a DRC accommodation letter, the accommodation can be built that into the system according to the DRC specifications.
- **What happens if I violate one of the rules during an online exam?**
  - If you violate the online proctoring rules, your instructor may follow up with you, or you will be contacted by the Office of Student Conduct and/or Honor Court.
- **Is someone watching me while I take my exam?**
  - No. You may be recorded, and your screen captured, but no one is watching you live. Proctorio will then store that data and provide an automated report to your instructor for review.
- **Do I need a password to take my exam?**
  - No. Proctorio integrates with Canvas so you do not need a separate password to take a test. If prompted to enter a password and your instructor has not given you notice that there is one, refer to the troubleshooting steps above.
- **Do I need to schedule my exam time in advance?**
  - No. Proctorio does not require any advance scheduling. You can take an exam at any time (during the window your instructor has given to you per the syllabus and defined in Canvas with date and start and end time) without penalty.
- **I need help using Proctorio. Where do I go?**
  - If you need technical assistance, please reach out to Proctorio directly by calling the 24x7 phone number: **866-948-9248**, or using the chat function built into the Proctorio Chrome browser extension, or email [support@proctorio.com](mailto:support@proctorio.com). You can also click on the shield image in the upper right-hand corner of your Chrome browser after you have installed the Proctorio extension.
- **When is support available for the online exam process?**
  - Proctorio offers 24/7 support. Meaning, full live support 24 hours a day, 7 days a week.
  - Contact Proctorio support FIRST. Your instructor may not be available for immediate response.
- **How do I know that my privacy is protected?**
  - Proctorio uses zero knowledge encryption technology that ensures your information is encrypted when it leaves your computer, is transferred, and then stored in the cloud. All the information collected during the exam is done so securely. The online-proctored exam information is stored in a fully secure environment and is only available to your instructor and approved University personnel.
- **Will Proctorio ever obtain or give out my personal information?**
  - No. Proctorio does not and cannot collect any personally identifying attributes on any user, so there is no information to give to third parties.
- **How do I know that Proctorio is not collecting information from my computer when I am not in a test?**
  - Proctorio is ONLY active when you are taking a Canvas test that has Proctorio enabled. Since Proctorio runs in the browser, no separate program is collecting your data or has access to any information or files on your computer.
- **Who can view exam recordings?**
  - Only authorized school officials can unlock and view the exam recordings.

## **Academic Integrity**

The Honor Code of the University of Tennessee at Chattanooga is designed to foster and develop a climate of honesty and integrity by giving students a primary responsibility for upholding the standards under the Honor Code. The Honor Code is based upon the assumption that each student recognizes the fundamental importance of honesty. Students are responsible for conducting themselves in accordance with the rules and regulations of the Honor Code and insuring that other members of the University community uphold the standards as well. Please see the UTC Student of Conduct for further information.

### **UTC Honor Code Pledge**

*As a student at the University of Tennessee at Chattanooga, I pledge that I will not give or receive any unauthorized assistance with academic work or engage in any academic dishonesty to gain an academic advantage. I will exert every effort to ensure that the Honor Code is upheld by myself and others, affirming my commitment to a campus-wide climate of honesty and integrity.*

*As an online student, I pledge not to engage in plagiarism, unauthorized collusion, deception, or the use of unauthorized resources in my online classes, I pledge that my work will be done independently, unless directed otherwise by my instructor, that my work will be original, and that my work will be my own.*

### **Online Academic Integrity Pledge**

*As an online student, I understand that my activities within the online environment are monitored electronically and are subject to investigation should the instructor suspect any dishonest activity. I understand that I have a unique login and password for signing in to my online classes and that I will not share that information with others.*

*Should I become aware of others engaging in any of these activities, I will report such activities to the instructor of the course either by email or by telephone. Furthermore, I understand that should I violate this honor code for online learning, I may be subject to dismissal from the institution.*