



# What is ProctorU?

## What We Do

ProctorU is a unique service that allows test-takers to complete exams, certifications and assessments at their convenience, while still ensuring exam integrity for institutions. Test-takers can take exams in any secured area with Internet access while utilizing almost any computer and webcam.



## Preparing for an Exam

Exams can be taken through ProctorU 24 hours a day, seven days a week. During an exam, a test-taker is connected to a real person who guides them through the process and assists with any technical issues.

A test-taker who has questions about the process beforehand can speak to a live representative by using our [LiveChat](#) system available at [www.ProctorU.com](http://www.ProctorU.com) or can call ProctorU's toll-free number at [855-772-8678](tel:855-772-8678).



## Taking An Exam

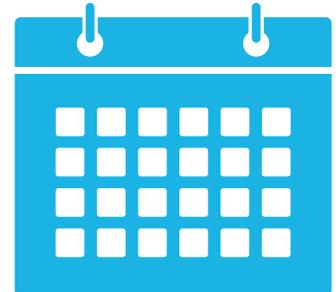
ProctorU allows test-takers to schedule an exam immediately or by appointment. All appointments should be made at least 72 hours in advance.

To make an appointment, test-takers create an account at <http://go.proctoru.com> or use the institution's ProctorU web portal. Next they log in, click the [Schedule New Exam](#) link and select the exam, date, and time desired. Test-takers receive an email confirming the reservation, and a [countdown](#) to the nearest exam is shown.

Reservations made less than 72 hours of an exam are subject to a \$5 late registration fee.

Test-takers can also schedule an exam on demand less than an hour in advance by using ProctorU's convenient [Take it Now](#) feature. This premiere feature is designed to give test-takers added convenience and costs an additional \$8.75.

Late registrations and [Take it Now](#) features are subject to availability.



## Test-Taker Checklist

- ✓ Test equipment at [www.proctoru.com/testitout](http://www.proctoru.com/testitout) before the appointment to confirm that the computer being used is compatible for proctoring. An automated check is run on the system, or a test-taker can connect with a live representative, if needed. Please see our technical requirements listed below.
- ✓ Ensure the Internet connection is fast and reliable. If connected through an intermittent WiFi connection, ProctorU recommends plugging directly into the modem to avoid disconnections or disruptions during the exam.
- ✓ Some exams allow use of scrap paper or other materials during the exam. If this is the case, be prepared to show each item to the proctor for verification.
- ✓ Have a valid government-issued or other photo ID ready to verify identity. Having two forms of identification available is strongly recommended.

# Test-Taker Checklist (continued)

- ✓ If the webcam is internal, make sure to have a mirror or reflective surface such as a CD available so the proctor can inspect the computer monitor edges and keyboard.
- ✓ Please remove all cell phones and find a comfortable, quiet spot in a well-lit room. Make sure the room's light source, such as a window or lamp, is in front of the computer in order to avoid shadowing or glare. The proctor will need a clear view of a test-taker's surroundings and face before the exam is accessed.
- ✓ At the appointment time, return to <http://go.proctoru.com> and log in. A **Start** link is displayed where the countdown was previously. Clicking this link takes the test-taker to the proctoring room. The test-taker follows the instructions listed on the proctoring page to connect to their proctor.
- ✓ ProctorU will run an applet, or temporary program, on the computer and ask to share a test-taker's screen during the proctoring session. This program expires once it is closed. Test-takers should have all programs not related to the exam closed before connecting to ensure the best proctoring experience.
- ✓ Once connected, a proctor walks the test-taker through the authentication, secure secures their work area and helps them navigate to their exam. If there are any technical issues or connectivity is lost, test-takers should use ProctorU's **LiveChat** feature.
- ✓ The exam timer does **not** begin until the proctor enters a test-taker into their exam.
- ✓ If the exam allows, test-takers should save each answer in case connection is lost or if an error occurs with the testing website.

## Technical Requirements

**Please see the technical requirements listed below.**

- 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. A web cam with a built in microphone is recommended.
- A web browser with Adobe Flash Player installed. Flash Player 10 is recommended.
- A reliable, high-speed Internet connection.
- The ability to allow video-and screen-sharing connections to the computer used to take an exam.

**Conduct a diagnostic of the computer, webcam and Internet connection at [www.ProctorU.com/testitout](http://www.ProctorU.com/testitout).**

**Have Questions? Contact us!**