



TEST-TAKER WALKTHROUGH

HOW IT WORKS

SMARTERPROCTORING 2.0



In order to use ProctorU, you will need the **Google Chrome Extension**.

Click this link to install the extension in your **Google Chrome** web browser.

<https://chrome.google.com/webstore/detail/proctoru/goobgennebinldhonaajgafidboenlkl>

WHAT DO I USE SMARTERPROCTORING FOR?

Students use SmarterProctoring to register for all types of proctoring sessions such as testing in a local testing center and/or testing online.

- To access SmarterProctoring, go to your online course and click the SmarterProctoring link.
- From the list of proctoring options available, choose what best meets your needs.
- Select the best date and time that works for you.
- Click register for the exam session.

WHAT IS PROCTORU?

ProctorU is a live online proctoring service that allows you to take your exam from the comfort of your home. ProctorU watches students take exams online using webcams and screen-sharing technology.

REQUIREMENTS FOR USING PROCTORU:

- (1) a webcam and microphone
- (2) high-speed internet connection
- (3) latest version of the Google Chrome browser
- (4) ProctorU extension <http://bit.ly/proctoruchrome> installed and enabled in Chrome
- (5) a private, well-lit testing environment

ProctorU recommends that you visit <https://test-it-out.proctoru.com/> prior to your proctoring session to test your equipment.

HOW DO I GET HELP?

If you need assistance while launching or during your exam session, please utilize Live Chat from within the ProctorU interface. Additionally, you may also submit a help request at <https://support.proctoru.com/hc/en-us/requests/new>, or call the ProctorU support line at 855-772-8678.

WHAT DOES IT COST?

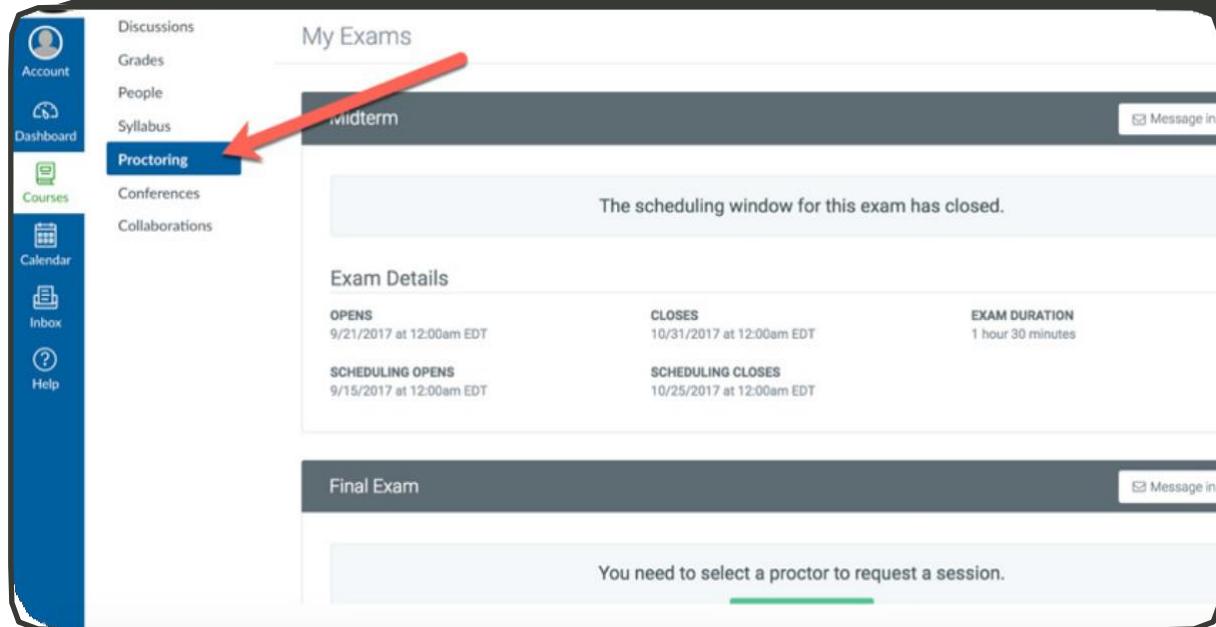
Each exam costs \$17.00 - \$25.00 depending on the duration of the exam. Current proctoring fees are as follows:

- 1-hour session: \$17.00
- 1.5-hour session \$21.00
- 2-hour session: \$25.00
- 3+-hour session: \$30.00

Credit/debit card payment is required when scheduling an appointment. Students are encouraged to register for their exams at least three days in advance of their preferred testing time.

① SIGN INTO CANVAS

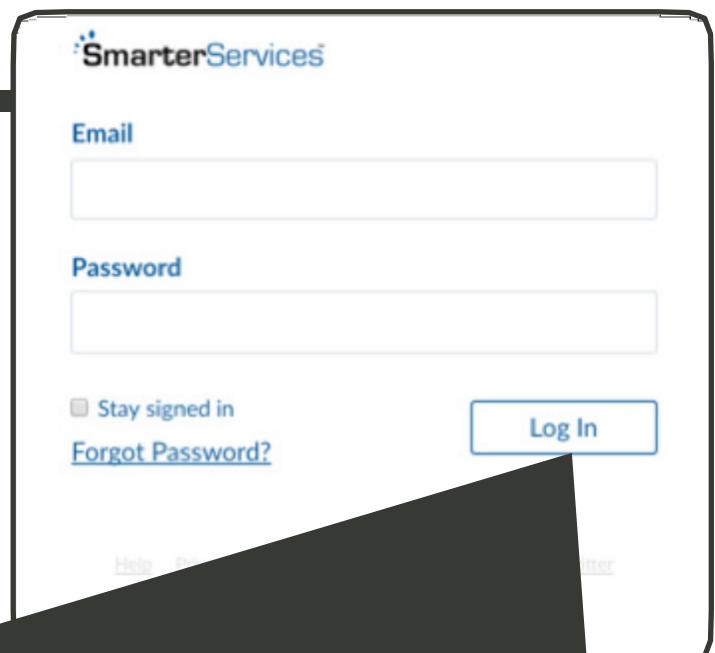
Log into the student dashboard and navigate to the **PROCTORING TAB**.



The screenshot shows the Canvas student dashboard. On the left, a vertical sidebar lists navigation options: Account, Dashboard, Courses, Calendar, Inbox, and Help. The 'Courses' option is currently selected, indicated by a blue background. The main content area is titled 'My Exams' and shows two exam entries: 'Midterm' and 'Final Exam'. The 'Midterm' entry has a dark grey header with the text 'Midterm'. Below it, a message states: 'The scheduling window for this exam has closed.' The 'Exam Details' section shows the following information:

OPENES	CLOSES	EXAM DURATION
9/21/2017 at 12:00am EDT	10/31/2017 at 12:00am EDT	1 hour 30 minutes
SCHEDULING OPENS	SCHEDULING CLOSES	
9/15/2017 at 12:00am EDT	10/25/2017 at 12:00am EDT	

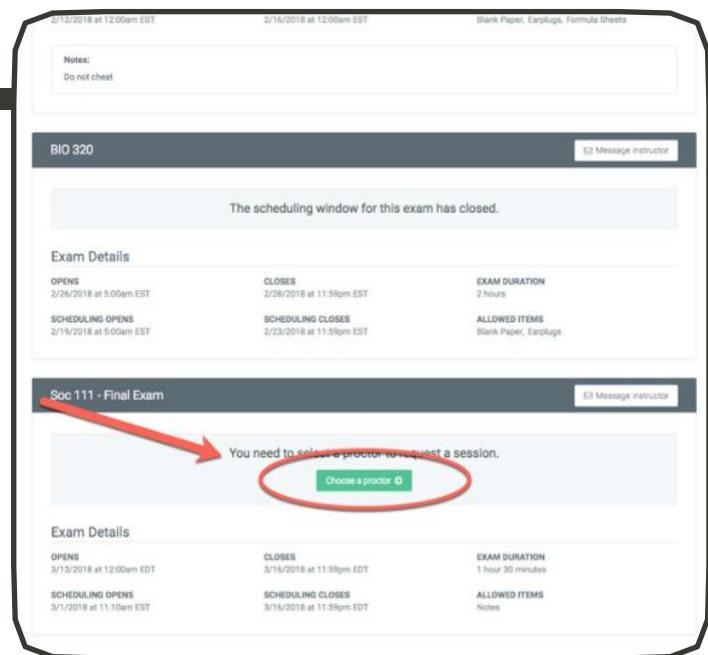
The 'Final Exam' entry has a dark grey header with the text 'Final Exam'. Below it, a message states: 'You need to select a proctor to request a session.' A red arrow points to the 'Proctoring' tab in the sidebar.



The screenshot shows the SmarterServices login page. The page has a light blue header with the 'SmarterServices' logo. Below the header, there are two input fields: 'Email' and 'Password'. To the right of the 'Email' field is a checkbox labeled 'Stay signed in'. Below the 'Password' field is a link 'Forgot Password?'. In the bottom right corner, there is a blue 'Log In' button. At the very bottom of the page, there are links for 'Help', 'Privacy', and 'Terms of Use'.

② SCHEDULE EXAM

Find the exam that you need to schedule a proctor for and click the **CHOOSE A PROCTOR** button.



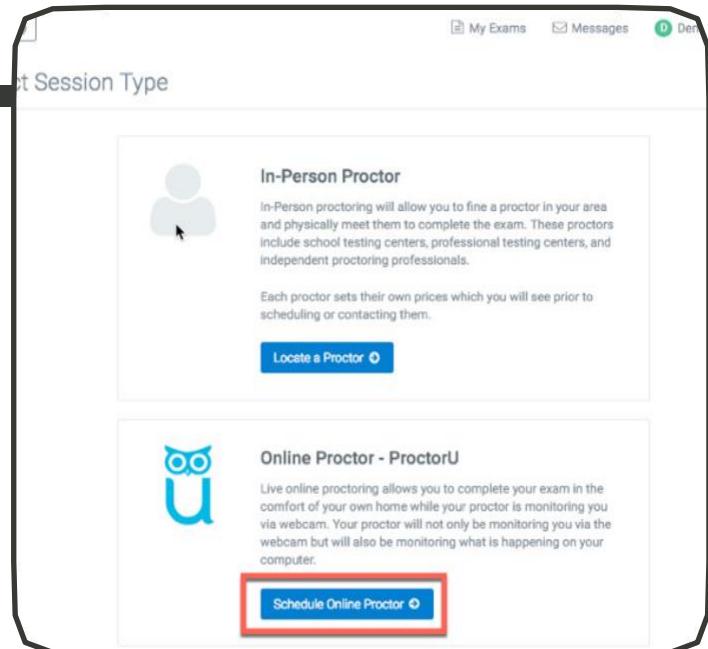
The screenshot shows a web-based exam scheduling interface. At the top, there are two exam entries:

- BIO 320**: The scheduling window has closed. A note says "Do not cheat".
- Soc 111 - Final Exam**: The scheduling window has closed. A note says "You need to select a proctor to request a session." A red arrow points to this note, and a red circle highlights the "Choose a proctor" button.

Below these are "Exam Details" for each exam, including open and close times, scheduling opens and closes, exam duration, and allowed items.

③ SESSION SELECTION

From the "Select Session Type" window, click the **SCHEDULE ONLINE PROCTOR** button to schedule a ProctorU proctor.



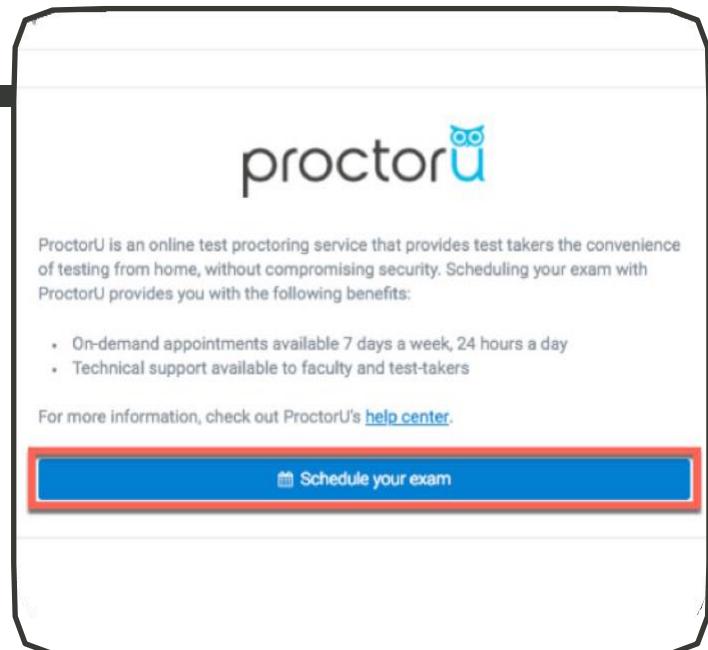
The screenshot shows the "Select Session Type" page. It has two main sections:

- In-Person Proctor**: Describes in-person proctoring and includes a "Locate a Proctor" button.
- Online Proctor - ProctorU**: Describes live online proctoring and includes a "Schedule Online Proctor" button, which is highlighted with a red box.

At the top right, there are navigation links: "My Exams", "Messages", and "Den".

④ SCHEDULE EXAM

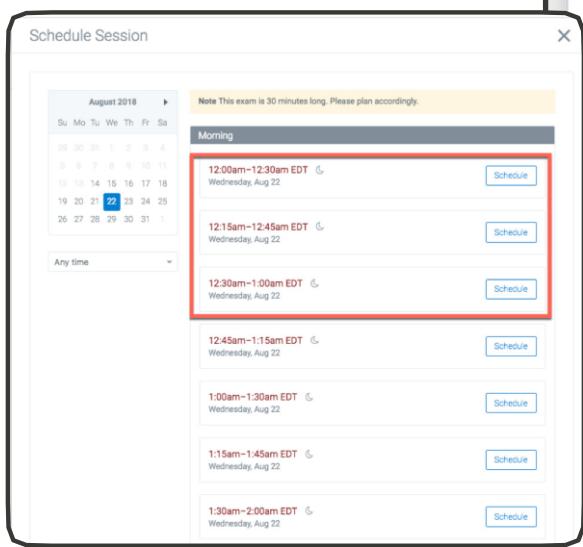
Click **SCHEDULE YOUR EXAM**. Once selected, you will be prompted to choose your preferred test day and time.



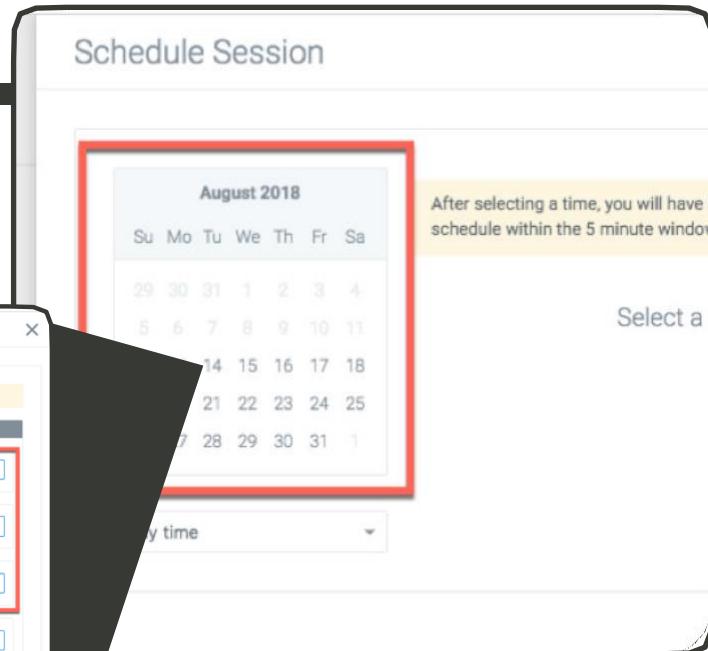
The image shows the ProctorU scheduling interface. At the top is the ProctorU logo with a stylized owl icon. Below the logo is a brief description of the service: "ProctorU is an online test proctoring service that provides test takers the convenience of testing from home, without compromising security. Scheduling your exam with ProctorU provides you with the following benefits:" followed by a bulleted list of benefits. At the bottom of the interface is a large blue button with the text "Schedule your exam".

⑤ EXAM TIME

Select a time and date that works for you. All times are shown in your time zone.



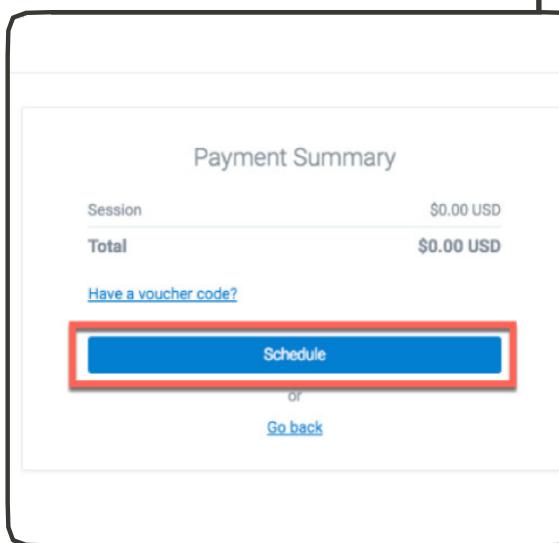
The image shows the "Schedule Session" interface. It features a calendar for August 2018 with a specific date, Wednesday, Aug 22, highlighted. Below the calendar is a list of time slots for that day. The first three time slots (12:00am-12:30am EDT, 12:15am-12:45am EDT, and 12:30am-1:00am EDT) are highlighted with a red box. Each time slot entry includes the time, date, and a "Schedule" button.



The image shows the "Schedule Session" interface with a large calendar overlay for August 2018. The calendar is highlighted with a red box. A yellow callout box on the right side of the interface states: "After selecting a time, you will have schedule within the 5 minute window". Below the calendar, there is a "Select a" button.

⑥ PAYMENT

You will be asked to confirm your time and date in the system. **NOTE:** If payment has already been taken care of, no payment information will be required.



Payment Summary

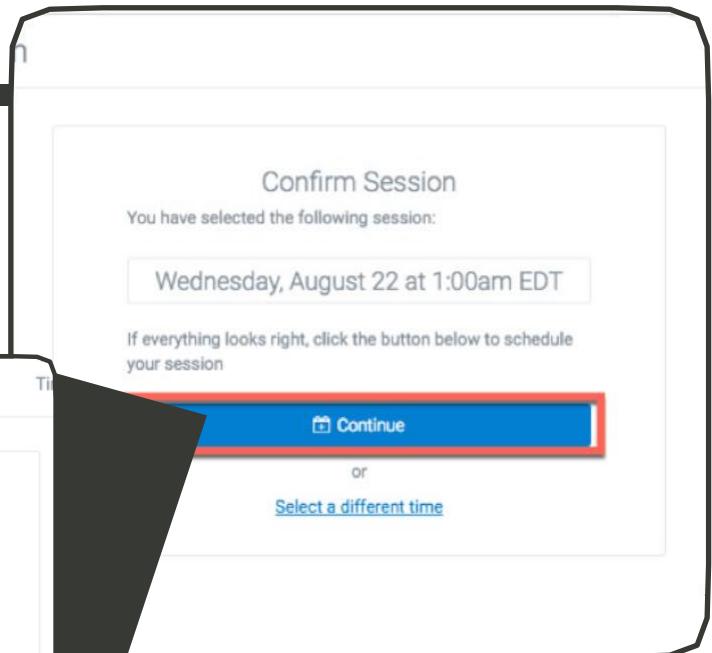
Session	\$0.00 USD
Total	\$0.00 USD

[Have a voucher code?](#)

Schedule (highlighted)

or

[Go back](#)



Confirm Session

You have selected the following session:

Wednesday, August 22 at 1:00am EDT

If everything looks right, click the button below to schedule your session

Continue (highlighted)

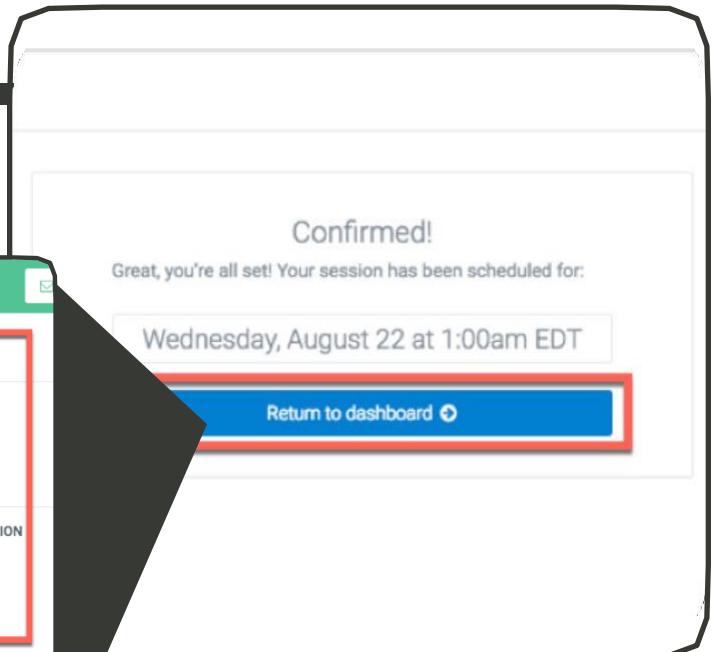
or

[Select a different time](#)

*** Please note that you may be prompted to pay for your session before being directed back to your dashboard.

⑦ CONFIRMATION

Once confirmed, you will be redirected to a main screen and the time & date will be shown.

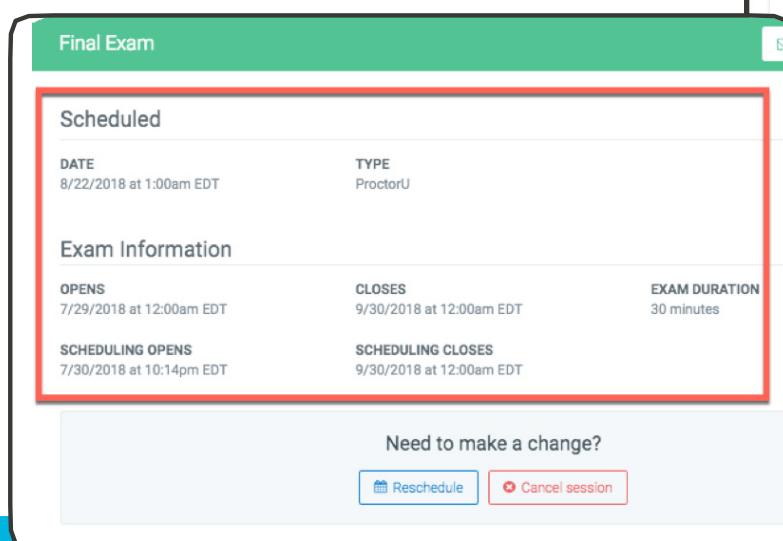


Confirmed!

Great, you're all set! Your session has been scheduled for:

Wednesday, August 22 at 1:00am EDT

Return to dashboard (highlighted)



Final Exam

Scheduled

DATE 8/22/2018 at 1:00am EDT	TYPE ProctorU
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Exam Information

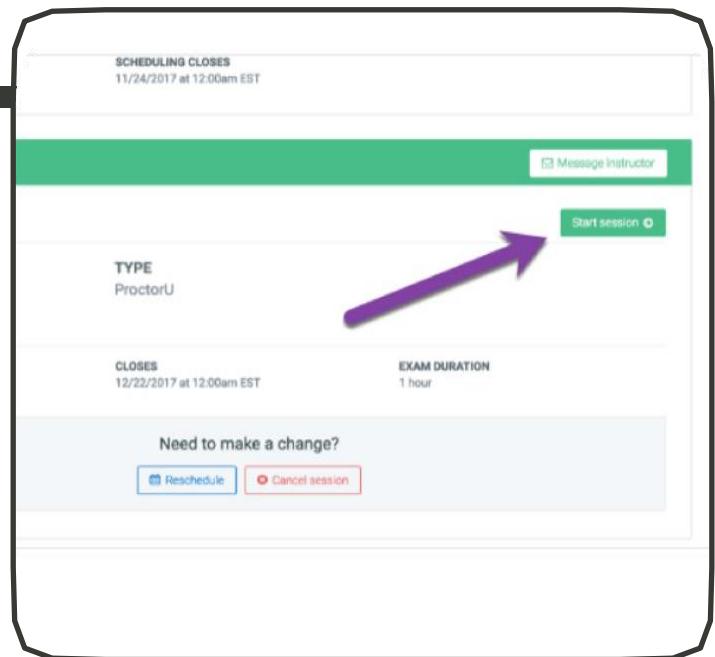
OPENS 7/29/2018 at 12:00am EDT	CLOSES 9/30/2018 at 12:00am EDT	EXAM DURATION 30 minutes
SCHEDULING OPENS 7/30/2018 at 10:14pm EDT	SCHEDULING CLOSES 9/30/2018 at 12:00am EDT	

Need to make a change?

[Reschedule](#) [Cancel session](#)

⑧ START SESSION

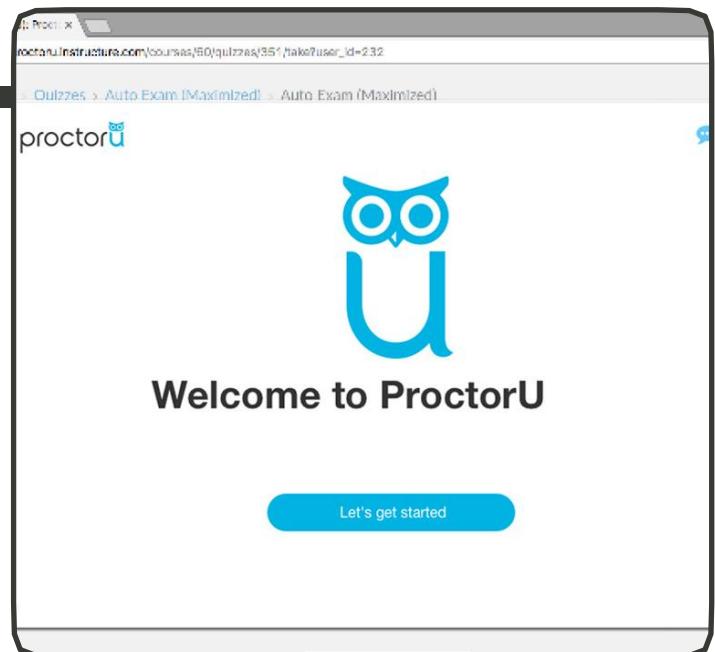
When your exam date/time arrives, access SmarterProctoring Canvas and click the green **START SESSION** button in the upper right corner.



⑨ WELCOME

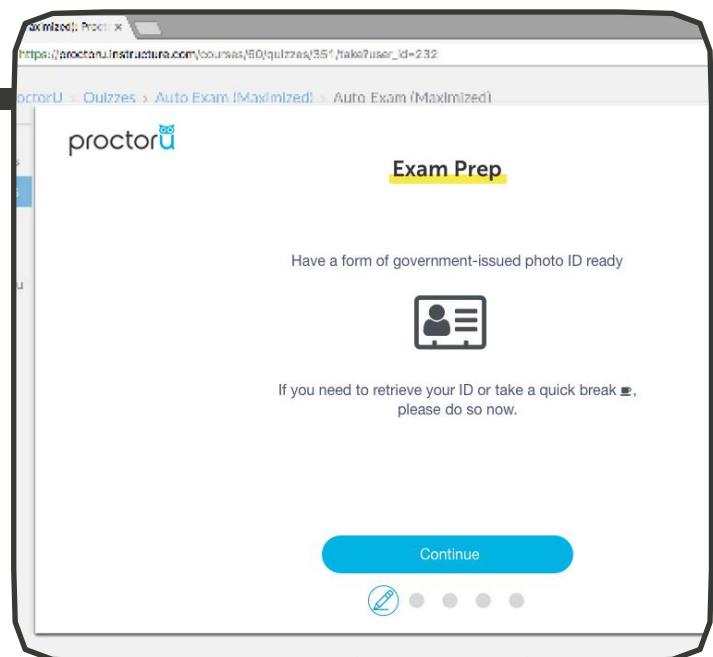
The ProctorU modal window will appear over Canvas.

Click the **LET'S GET STARTED** button to continue.



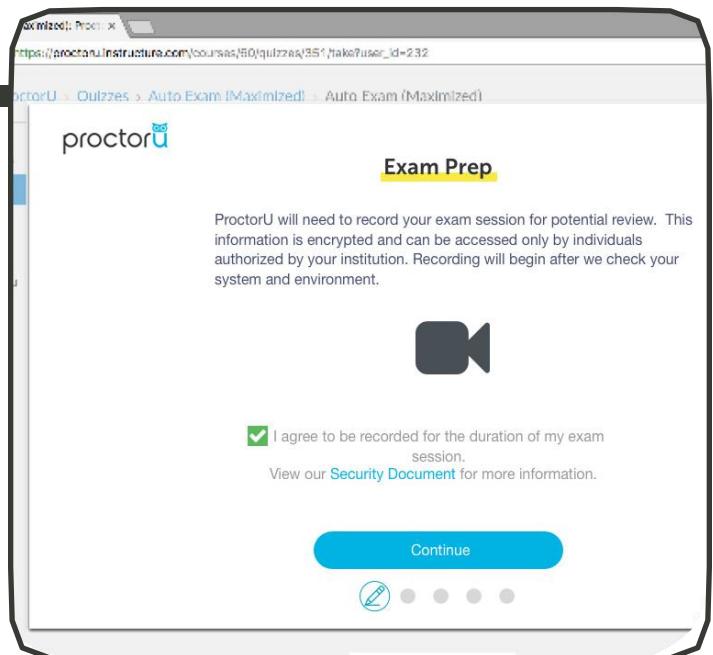
10 EXAM PREP

To speed up the proctoring process, we ask that you have your government-issued photo ID ready. We also recommend taking a quick break before the exam begins.



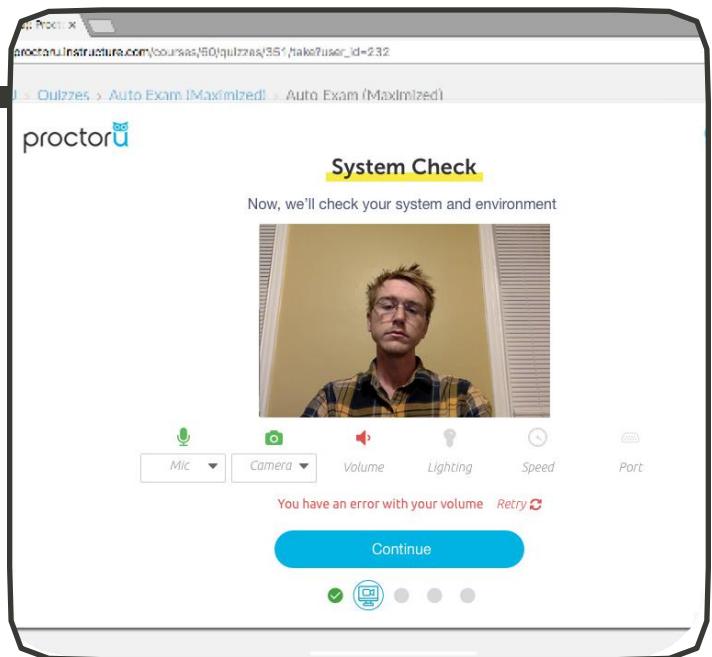
11 SYSTEM RECORD

You will be asked to share your screen throughout the exam. This is so that your institution can review both your webcam desktop recordings of your exam. If you decline to screen share, you will not be able to proceed to the next step.



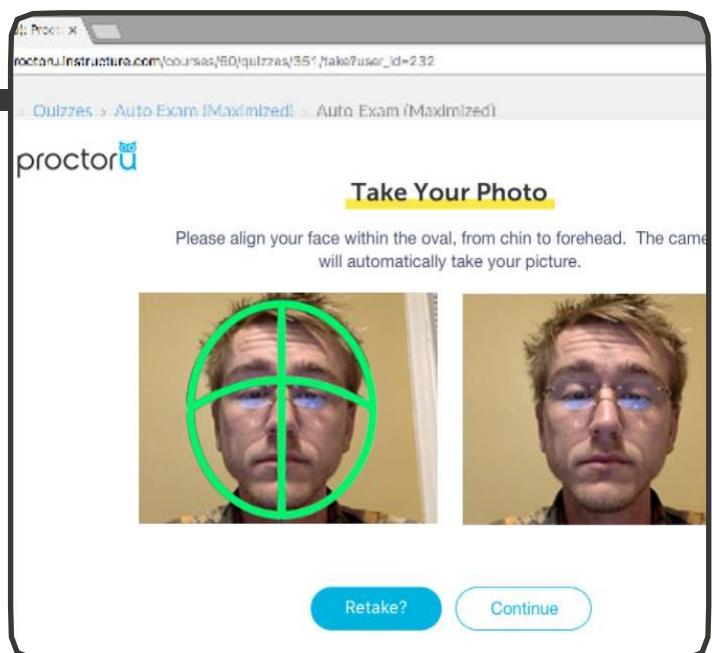
12 SYSTEM CHECK

The system will automatically perform a computer and environment check to make sure your equipment meets the minimum requirements. It will also ensure you are in a quiet, well-lit testing space. Once it is complete, click **CONTINUE** to proceed.



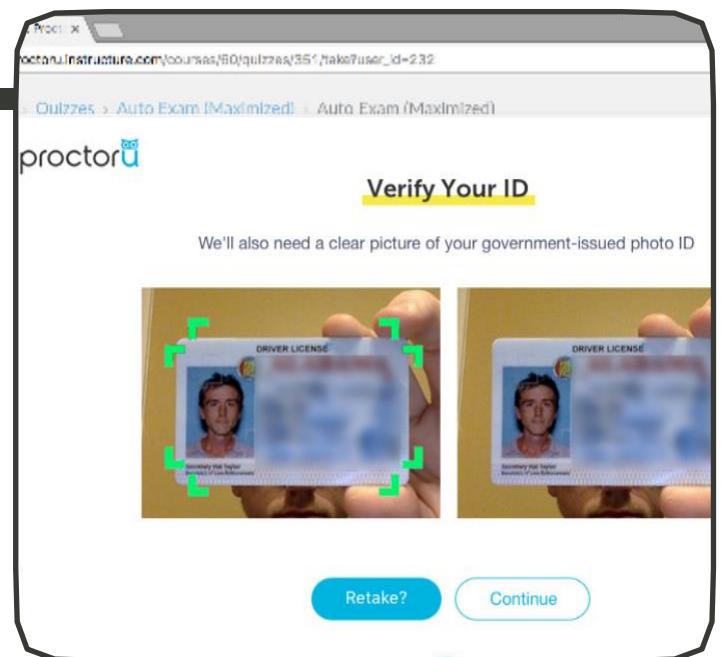
13 TAKE PHOTO

Take a photo of yourself. Make sure to align your face within the lines as shown in the photo here.



14 PHOTO ID

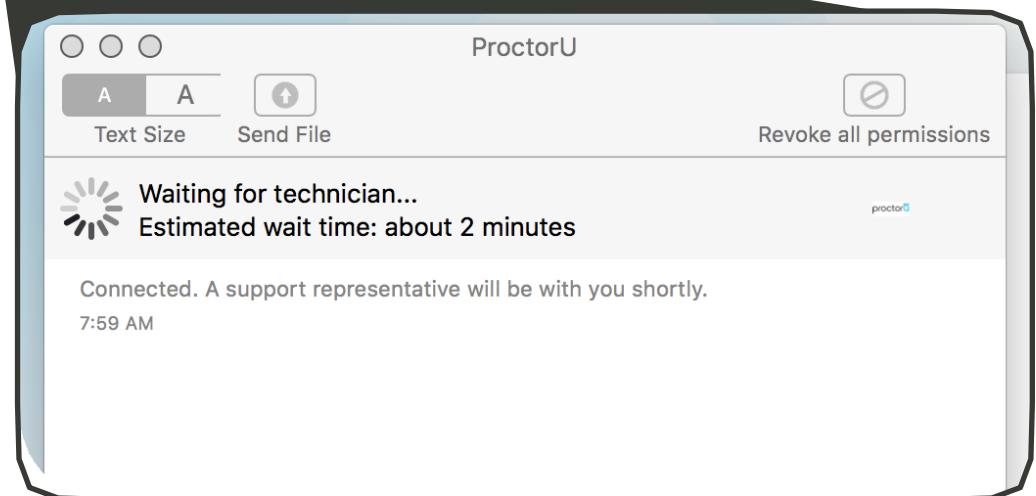
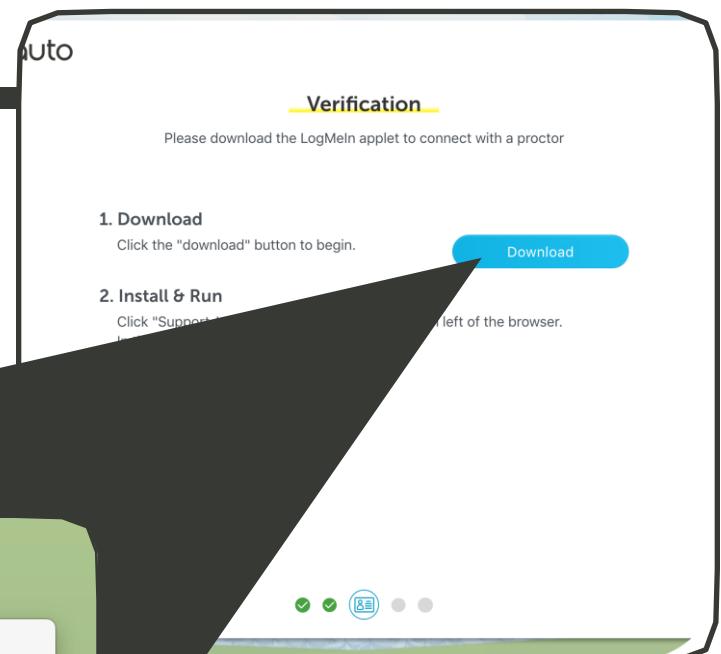
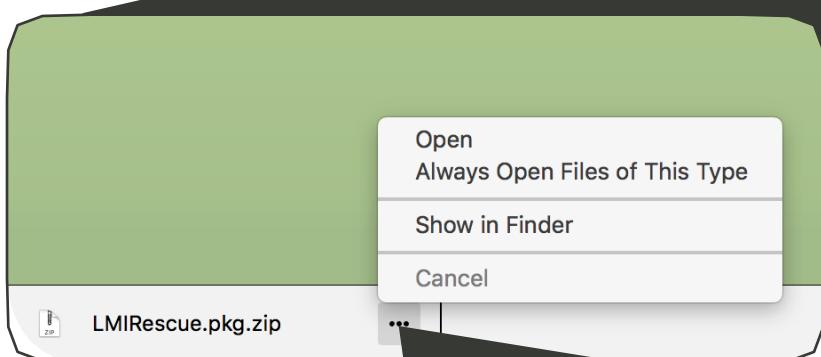
Provide a valid government-issued ID in order to proceed to the next step. The ID must be aligned properly within the lines as indicated here.



15 LIVE PROCTOR

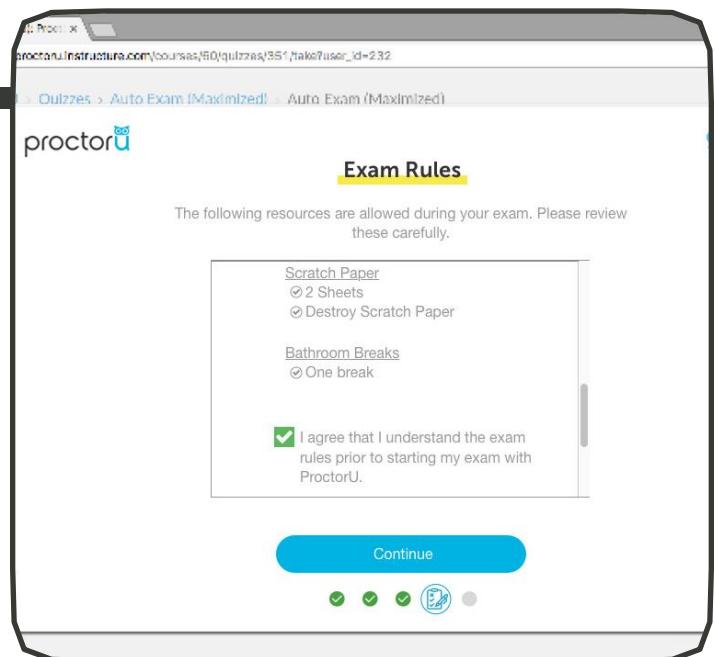
This is the stage where you will get connected to your proctor. Please click the **DOWNLOAD** button.

Once you run the file, a chat box will appear while you are connected to your proctor. The proctor will move you to the next step once they are connected.



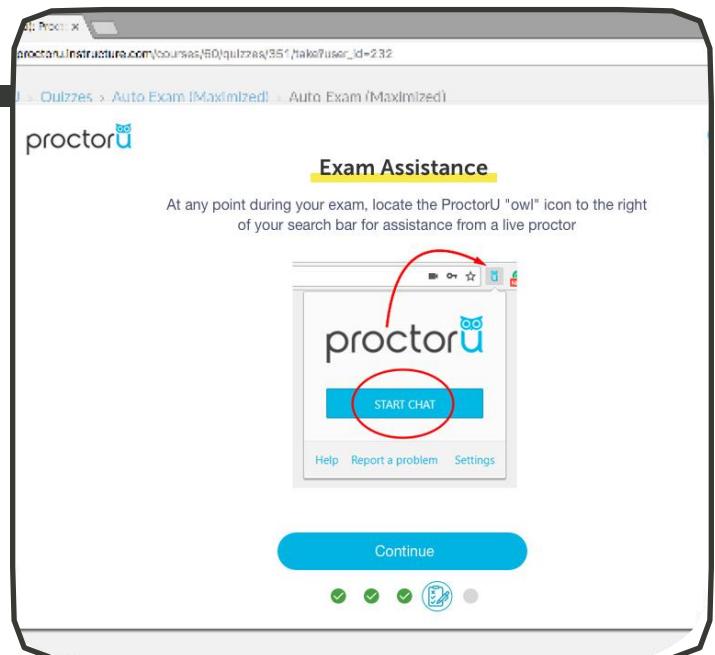
16 EXAM RULES

This section displays what resources are available to you during your exam. You will be asked to read these carefully and must agree before continuing.



17 EXAM ASSISTANCE

If you need assistance at any time, please click the Google Chrome extension to start a chat with a ProctorU representative. As shown in the image, the Chrome extension is located to the right of your browser's search bar and is represented by a blue owl.



18 GOOD LUCK!

Once you click **BEGIN EXAM**, your exam and timer will start, and the ProctorU modal window will disappear. Thanks for your patience and good luck!

