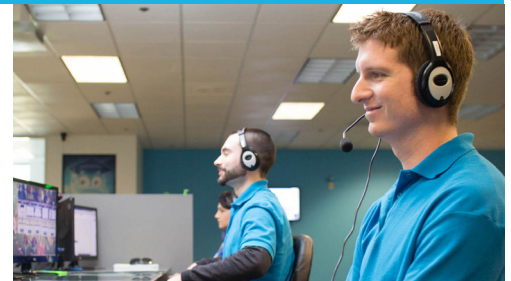# What is Proctor**U**?

About ProctorU

ProctorU is a unique service that allows test-takers to complete exams, certifications and assessments at their convenience, while still maintaining exam integrity for institutions. Test-takers can take exams in any secured area with Internet access while using 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, the test-taker is connected to a live person who guides them through the process and assists with any technical issues.

If the test-taker has questions about the process before testing they can speak to a live representative by using the **LiveChat** system available at **www.ProctorU.com**.

Taking an exam

ProctorU allows test-takers to schedule proctoring 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/registration** or use the institution's ProctorU web portal. Then 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.

Flex scheduling allows test-takers to schedule more than 72 hours before their proctoring appointment. Test-takers can also opt to use ProctorU's convenient **Take It Soon** or **Take It Now** options, for an additional fee paid at their own expense. **Take It Soon** allows an appointment to be scheduled less than 72 hours before the appointment and **Take It Now** allows on-demand proctoring without an appointment. These options are subject to availability.

Test-taker checklist

√ Test equipment at **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, and the 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 strongly recommends plugging directly into the modem or router 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.

Test-taker checklist (continued)

√ Have a valid government-issued or other photo ID ready to verify identity. Having two forms of identification available is strongly recommended.

√ If the webcam is internal, make sure to have a mirror or reflective surface such as a mirror 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 behind the webcam to avoid shadowing or glare. The proctor will need a clear view of the 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 the 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, 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 the 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 Vista (or higher) or Mac OS X 10.5 (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.

Have Questions? Contact us!

LiveChat