



Q. Is proctored testing used for all courses?

A. No. Proctored testing is only available for online courses (those that are 100% online, 100% online with meeting times, or at least 50% online).

Q. What technology is required for me to take a proctored exam?

A. To take a proctored exam you need a strong connection to the internet, a webcam, and audio capabilities. Also it is best to make sure your computer has a full charge before beginning an online exam.

Q. How do you know it is really me taking my exam?

A. Using the computer's webcam, Proctorio will compare the test-taker's face with a photo ID. You must verify your identity during the exam process by showing a picture ID that has your name and photo on the same side.

Q. Can I take my proctored exam on a laptop or tablet?

A. Proctorio online exams can be taken on desktop computers, laptops, or Chromebooks with a Windows, Mac or Chrome operating system. You may not use tablets or iPads, kindles, or mobile devices.

Q. Are secondary or overflow monitors allowed?

A. No. All secondary or overflow monitors must be disconnected from the computer and turned away or covered during the exam.

Q. Is software installation required for remote access?

A. No. A small application will run on the computer while connected to the proctor.

Q. I am having difficulty getting Proctorio to work on my computer. Why is that?

A. To take a proctored exam with Proctorio, you must be using the latest version of the Google Chrome browser. You also must install the Proctorio Chrome browser extension. You can install this extension at getproctorio.com. You only need to install this extension once and it should take less than thirty seconds.

Q. Where should I take an online proctored exam?

- A. You should take an online proctored exam in a quiet place with no one else around. Here are best practices for a good test environment:
- No other person is allowed to enter the room while you are taking a proctored exam
 - The lighting in the room must be bright enough to be considered "daylight" quality. Overhead lighting is preferred.
 - You must sit at a clean desk or table.
 - The desk or walls around you must not have any writing.
 - The room must be as quiet as possible. Sounds such as music or television are not permitted.

Q. Can I use books or notes during my online exam?

A. Unless directly specified by your instructor, the following items are not to be on your desk or table or used during your proctored exam,

- Books
- Papers
- Pens
- Calculators
- Textbooks
- Notebooks
- Phones or tablets

Q. Can I use additional software during my online exam?

A. No. You must also close all other programs or windows on your computer before you begin the exam. You may not use the following tools:

- Programs such as Excel, Word, or PowerPoint
- Communication programs such as Skype
- Any website page other than the exam window in your course (unless directly specified by your instructor)

Q. What if I need to answer a phone call or use the restroom during the exam?

A. You must not leave the room during the exam for any reason, unless posted rules for the exam specifically permit you to do so. You must also not communicate with any other person by any means or use a phone for any reason. Also, you must not use headphones, ear buds, or any other type of listening equipment.

Q. What if I need extra time to take the exam?

A. If you have a disability and need additional time or specific accommodations to take the exam, consult your organization’s disability resources or the course team before you make any choices on the exam page. The course team must approve your request and make any adjustments before you start your exam.

Q. What happens if I violate one of the rules during an online exam?

A. If you violate the online proctoring rules and receive an unsatisfactory status, your instructor will decide if you automatically receive a score of zero for the exam. You will need to follow up with your instructor.

Q. Is someone watching me while I take my exam?

A. No. Kent State University requires video, audio, and screen capture. Proctorio will then store that data and provide an automated suspicion report to your instructor. No Proctorio employee has access to this data.

Q. Do I need a password to take my exam?

A. No. Proctorio integrates with your school’s learning management system so you don’t need a separate password to take a test.

Q. Do I need to schedule my exam time in advance?

A. No. Proctorio does not require any advance scheduling. You can take an exam at any time (during the window given to you by your professor) without penalty.

Q. I need help using Proctorio. Where do I go?

A. If you need technical assistance, please reach out to Proctorio directly by using the chat function built into the Proctorio Chrome browser extension or email them at 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.

Q. When is support available for the online exam process?

A. Proctorio offers **24/7 support**. Meaning, full live support 24 hours a day, 7 days a week.

Q. Where can I go to learn more about Proctorio?

A. Please visit the quick start guide at <http://bit.ly/KSUQuickStart>

Q. How do I know that my privacy is protected?

A. 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 of the information collected during the exam is done so securely. The online proctored exam information is stored in a fully secure environment.

Q. Will Proctorio ever obtain or give out my personal information?

A. Never. Proctorio does not and cannot collect any personally identifying attributes on any user, so there’s no information to give to third parties.

Q. How do I know that Proctorio isn’t collecting information from my computer when I’m not in an exam?

A. Proctorio only runs when you’re active in an exam, and will display a shield icon in the browser once it has been activated. Since Proctorio runs in the browser, you can rest assured there’s no separate program collecting your data.

Q. Who can view exam recordings?

A. Only authorized school officials can unlock and view the exam recordings, not Proctorio. Additionally, our state-of-the-art double encryption technology ensures that all of your exam data is safe from hacking attempts.

