



ProctorU

HOW IT WORKS

TEST-TAKER PROCESS

- Create an account by logging into **BOLT** and clicking Proctor U link
- Schedule an exam at least **72 hours (3 days)** prior to exam start
- Connecting to the proctor



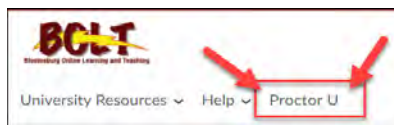
www.ProctorU.com
contact@proctoru.com

Account creation



- Go to <https://bolt.bloomu.edu>.

- Click **Proctor U** link



- You will be asked if you have a Proctor U account. Click 'No' to create an account (**web cam needed**) and complete profile information (**Figure 1**). Click 'Yes' if you already have a Proctor U account.
- At the bottom of the page, the user reads the Terms & Conditions and **agrees to ProctorU's Terms of Service** by clicking the check box to complete the profile (**Figure 2**). A flagged message will display at the top of the page until they agree to the terms of service.
- Subsequent logins direct the user to the **My Exams** page.

FIGURE 1

FIGURE 2

Terms & Conditions

ProctorU, Inc.
Terms of Service

These Terms of Service (the "Terms") govern your access to and use of ProctorU's websites (the "Website"), ProctorU's services and the services ProctorU provides to you which are licensed from third parties, as well as any additional services developed by, bundled with or otherwise used in connection with your interaction with ProctorU (the "Services"), as well as any information, text, audio, video, images, graphics, or other materials uploaded, downloaded, transferred or otherwise appearing or connected with the Website or Services while interacting with ProctorU (collectively referred to as "Content").

☒ By checking this box, you agree to ProctorU's Terms of Service and Privacy Policy

Create Account

In compliance with the Americans with Disabilities Act of 1990, test-takers that use **screen-reading or similar accessibility applications** should navigate to their **account settings** and select the accessibility check box.

Accessibility

- ☐ To enable increased accessibility across the website, please check this box. This feature enhances user experience for those test-takers using screen-reading software or similar accessibility applications. For those not using screen-reading technology or similar applications, please leave this box unchecked. Checking the box will increase the font size, remove all colors from the buttons and increase text legibility.

Setting exam preferences



- Account creation asks the user to set exam time preferences (**Figure 3**). Preferences can be changed by clicking **Preferences** in the top-right menu.
- 1 A general time frame can be selected via the drop down menus.
- 2 The test-taker may also create a custom preference by selecting days and highlighting times.
- Clicking **SAVE & UPDATE** confirms the day and time preferences.

FIGURE 3

Scheduling exams



- The first login page for a completed profile, or for a previous test-taker, defaults to the **My Exams** page (**Figure 4**).
- The test-taker may choose from three options:
 - » **Have Questions?** activates the LiveChat.
 - » **Test Your Equipment** takes the test-taker to the equipment check page.
 - » **Schedule New Exam** takes the test-taker to the appointment reservation page.
- After clicking **Schedule New Exam**, the test-taker confirms their institution, selects the exam term and selects their exam (**Figure 5**).
- The test-taker clicks **Find Session** and proceeds to the scheduling page (**Figure 6**, next page).

FIGURE 4

FIGURE 5

Schedule Session

Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button.

1 Select a Date

June 2016

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Select a Time

02 : 30 PM

Find Available Times

4 Exam

This exam is available from
Sunday August 31, 2014 1:30PM
CDT - Sunday September 1, 2019
1:30PM CDT

Exam Name
Training for ProcLife Final

Institution
Proctor University

Term
Current Term

Exam Duration
15 minutes

5 Change Exam

Best Match

2 2:30PM CDT
Tuesday June 14, 2016
about 6 hours from now

Training for ProcLife Final
Chris Brown

SELECT

2 2:15PM CDT
Tuesday June 14, 2016
about 5 hours from now

Training for ProcLife Final
Chris Brown

SELECT

3 2:45PM CDT
Tuesday June 14, 2016
about 6 hours from now

Training for ProcLife Final
Chris Brown

SELECT

3:15PM CDT
Tuesday June 14, 2016
about 6 hours from now

Training for ProcLife Final
Chris Brown

SELECT

3:30PM CDT
Tuesday June 14, 2016
about 7 hours from now

Training for ProcLife Final
Chris Brown

SELECT

3:55PM CDT
Tuesday June 14, 2016
about 7 hours from now

Training for ProcLife Final
Chris Brown

SELECT

FIGURE 7

Please select a date and time on the left. Once you have selected your date, please click the 'Click To Find Available Times' button.

Select a Date

May 2016

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Select a Time

2:35PM CST
Wednesday December 30, 2015
21 minutes from now

Please click 'Schedule' to confirm your time: **2:50PM CST**

5 **SCHEDULE**

3:05PM CST
Wednesday December 30, 2015
about 1 hour from now

SELECT

3:40PM CST
Wednesday December 30, 2015

SELECT

- 1 A test-taker can select a desired appointment day and time with the calendar.
- 2 After clicking **Find Available Times**, the six appointments closest to the desired time appear on the right.
- 3 After clicking **SELECT** to choose an appointment, the test-taker confirms the time slot by choosing **SCHEDULE** (Figure 7).
 - If payment is set up as test-taker pay, the exam will be added to the test-taker's cart for payment and checkout (Figure 8 and 9).
 - After completing checkout, the test-taker returns to their **My Exams** page.
- 4 Below the calendar, the test-taker can confirm their exam details, including its availability window.
- 5 If the test-taker needs to change the exam, they may click **Change Exam**.

My Cart

Item	Price	Quantity	Total
ProcLife Final	\$100.00	1	\$100.00

Checkout **Cancel Item**

Order Receipt

Item	Price	Quantity	Total
ProcLife Final	\$100.00	1	\$100.00

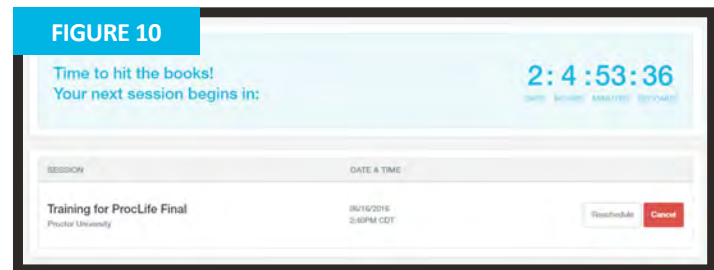
Thank You

Connecting to a proctor



1) After scheduling an exam, a countdown to the closest exam is shown on the **My Exams** page (**Figure 10**). At the appointment time, a **START** link replaces the countdown. Clicking the link takes the test-taker to the proctoring room.

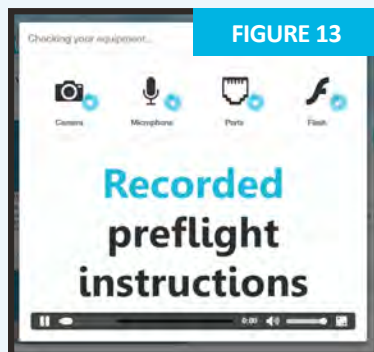
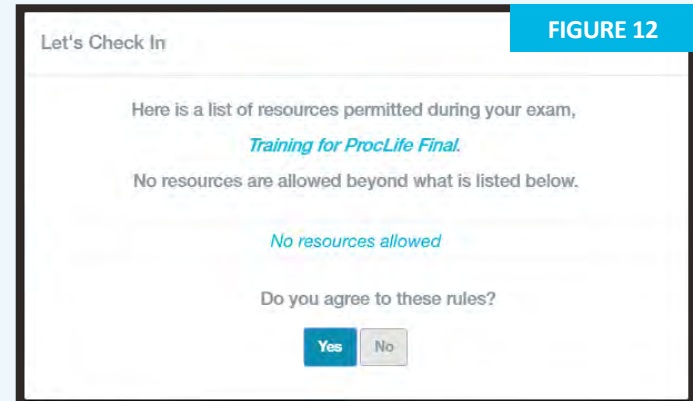
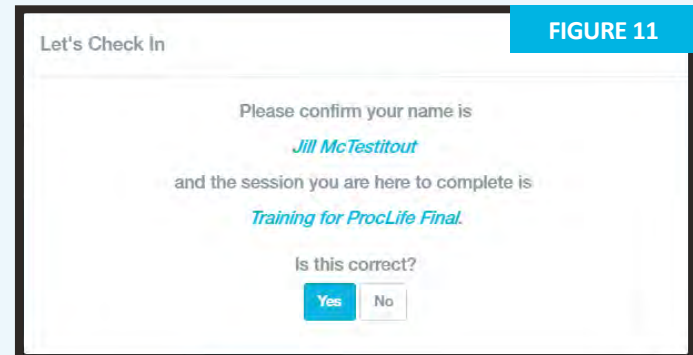
Next, the test taker is guided through the expedited start process.



2) The test-taker confirms their **name** and the **exam** they are taking (**Figure 11**). Clicking **No** opens the **LiveChat** feature.

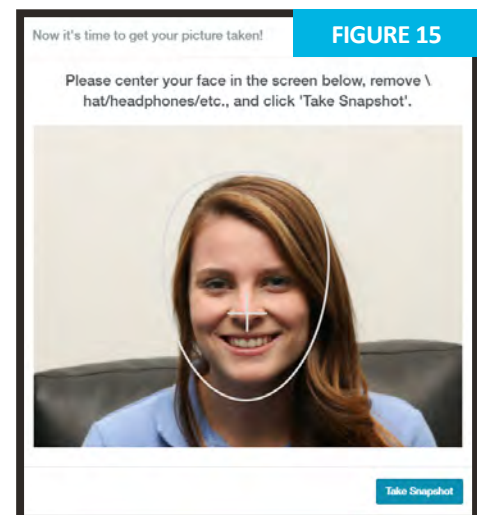
3) The test-taker confirms their **exam rules** including allowed resources (**Figure 12**). Clicking **No** opens the **LiveChat** feature.

4) The test-taker's computer is checked for basic requirements and they are shown the pre-flight video (**Figure 13**).



5) The test-taker takes a picture of their photo ID to show the proctor (**Figure 14**). An examinee can click **Skip this step** to opt out of this step and show their photo ID directly to the proctor instead.

6) Next, the test-taker takes a photo for their ProctorU profile (**Figure 15**). The proctor will check and update this photo if it is blurry or unrecognizable.



Connecting to a proctor

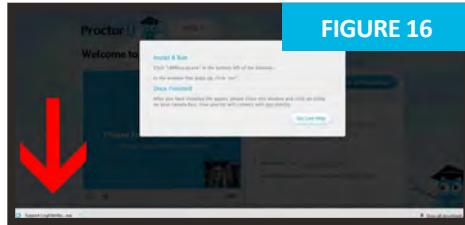


FIGURE 16

7) The test-taker is prompted to download and run an applet (Figure 16). When the proctor and test-taker connect in the proctoring room, the examinee's video is shown in the bottom right corner of the video feed and the proctor's video is on the left (Figure 17).

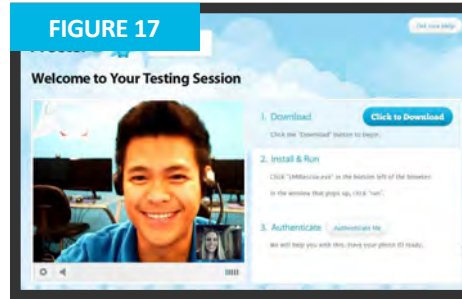


FIGURE 17

8) Figure 18 shows the downloaded applet and the chat box, which connects the test-taker's screen to the proctor. Once the test-taker has connected their screen to the proctor, the proctor connects the two-way video and audio connection.

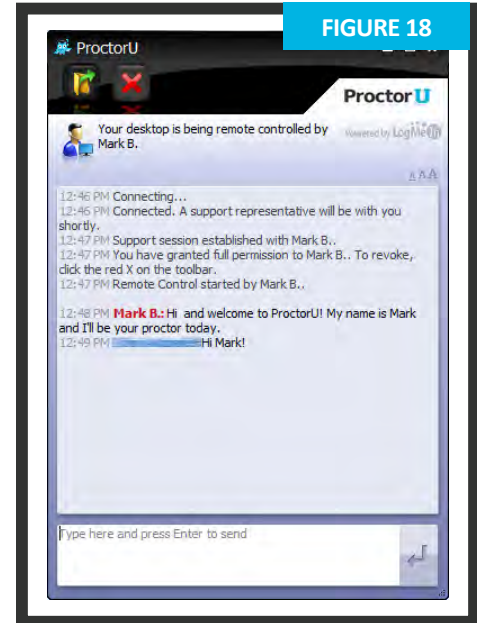


FIGURE 18

Authentication



1) After connecting to the proctor via webcam and screen-sharing software, the proctor checks the photo ID picture taken by the test-taker.

If the photo ID is illegible or the test-taker opted out of taking a picture of their ID, the test-taker is asked to show their photo ID to the camera so the proctor can verify their identity (Figure 19).

The ID information in Figure 19 has been intentionally blurred for privacy reasons. In an actual proctoring session, the test-taker shows a fully-visible ID so that the name and picture can be clearly seen and read by the proctor.

The proctor checks the profile photo taken by the test-taker and updates the photo if it is blurry or unrecognizable.



FIGURE 19

Securing the area

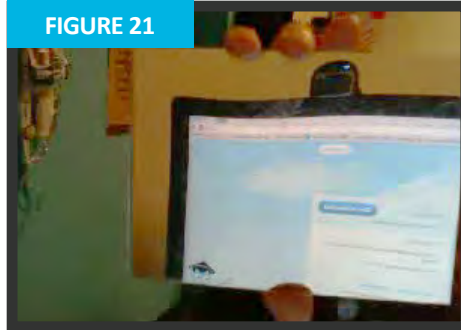


FIGURE 20



1) The proctor secures the physical testing area by asking the test-taker to pan their camera and show their complete workspace and surroundings, as seen in **Figure 20**.

FIGURE 21



2) If the camera is internal, the test-taker is asked to show the proctor the edges of their monitor using a reflective surface such as a mirror (**Figure 21**). This ensures that there are no unauthorized materials attached to the examinee's computer and monitor.

3) After the proctor confirms that the monitor and work area are clear of all unauthorized materials, the proctor asks the test-taker to move any cell phones or other unallowed electronic devices away from the testing area.

The proctor then secures the virtual testing environment by checking for unallowed programs, virtual machines and cloned monitors.

The test-taker is asked to close any prohibited software before proceeding to their exam website.

Log in to learning management system



After completing authentication, the test-taker logs in to their Learning Management System (LMS) and the proctor verifies that the authenticated person is logged in to their individual account and taking their assigned exam, as shown in **Figures 22 and 23**.

During the exam, the test-taker is proctored by monitoring their video feed and testing environment and ensuring they are not receiving verbal answers from an outside source.

Screen-sharing technology allows the proctor to see everything that is happening on the test-taker's computer.

During the exam, the proctor pauses their video and audio so the test-taker is not disturbed, but continues to monitor the examinee.

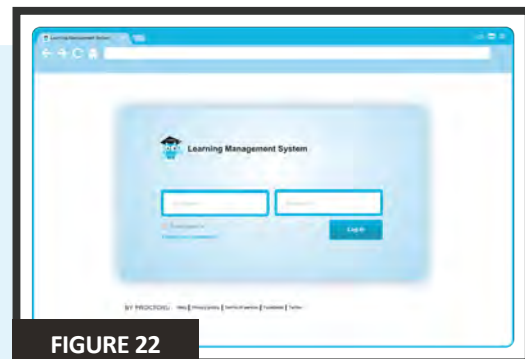


FIGURE 22

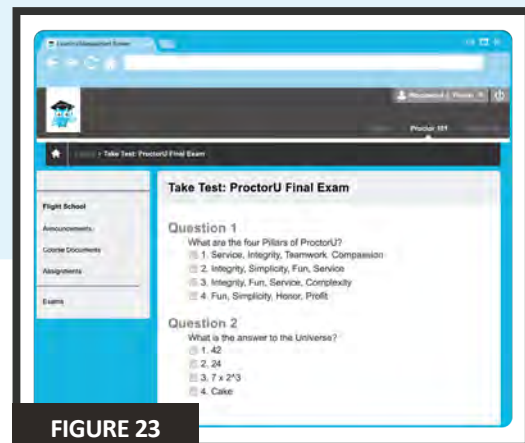


FIGURE 23

Log out procedures



ProctorU engages the test-taker in real time to prevent integrity breaches.

Any suspicious activity – including, but not limited to using unapproved sources, taking unauthorized breaks during the exam or communicating with another person – is documented using photos or video and reported to the institution within two business days.

1 Once an exam has been completed, the test-taker contacts the proctor via the chatbox (**Figure 18**) and submits their exam.

They show the proctor their submission screen (**Figure 24**) and the exam end time is logged.

2 The proctor will guide the test-taker through the closing process by verifying the test submission and watching the examinee log out of their learning management or test-delivery system. An example log out button is shown at right.

Should the test-taker have any concerns about their session, they can ask their proctor or fill out the post-examination survey with their comments and rate their proctor and proctoring session.

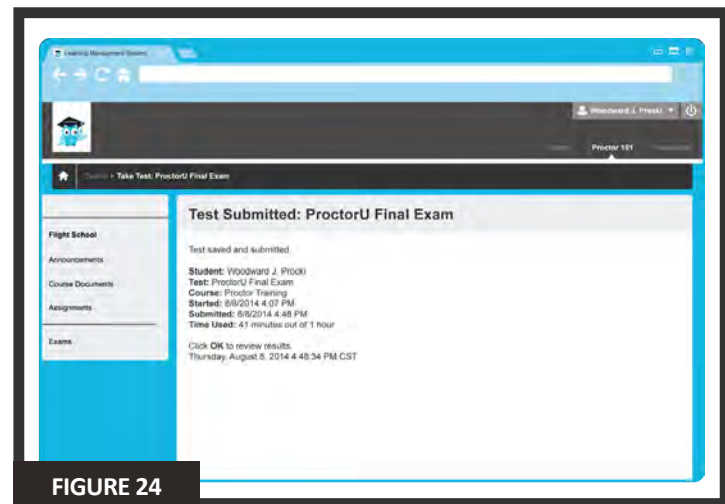
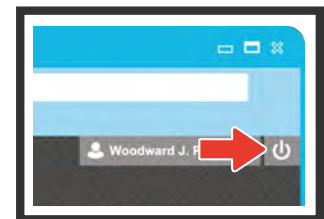


FIGURE 24



LiveChat help



ProctorU offers a **LiveChat** feature. At any point while signed in to their account or by navigating to www.ProctorU.com, a test-taker may chat with a live representative if they have questions about the process or need general help (**Figure 25**).

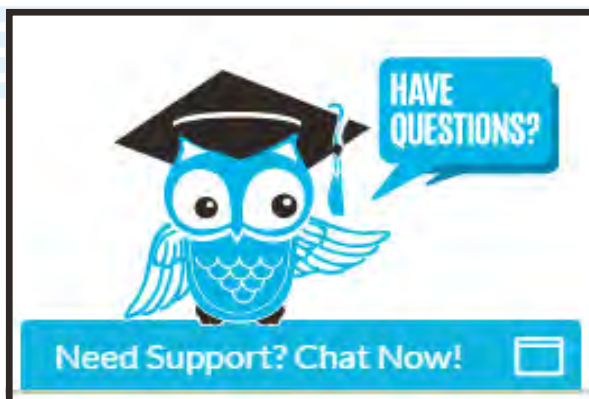


FIGURE 25