



Proctorio Quick Start Guide for Test-Takers



Hello, and welcome to Proctorio!

Proctorio is the leading Learning Integrity Platform, designed to securely expand learning opportunities for students everywhere. By using Proctorio, you are supporting equality in education, and in turn protecting the value of educational degrees.

We know you value your privacy, and we do too. So, before you get started, there is some **important privacy information you should know:**

- **No personal information required** - We never require the collection of personally identifiable information (PII).
- **We will tell you before we record any exam data** - No one is watching you and there are no programs running in the background. Proctorio is only running while you take your exam. Once you are done it turns off.
- **We utilize Zero-Knowledge encryption to keep your data safe.** - Zero-Knowledge means we know nothing about the encrypted data on our servers. This unique design means nothing leaves your computer until after it is encrypted and it is never unencrypted until it is unlocked by an authorized school official. It's not just end to end encryption, it's a zero-knowledge system.
- This means **only your instructor or approved individuals at your institution have access** to your exam recordings & data.

Because Proctorio runs as a Google Chrome extension, you can uninstall and install it whenever you want. It is also important to remember that all exam settings are determined by your instructor and/or your school, not Proctorio.



You're almost ready to start your exam!

- First, make sure you are using Google Chrome. You can [download Google Chrome](#) and install it if you don't already have it on your computer.

macOS



Drag Chrome into your applications folder. Then launch it from there.

Windows



Double click the installer file and follow the instructions.

- Then open Chrome and head over to [getproctorio.com](#) to install the Proctorio Google Chrome extension.

1. Use Google Chrome

2. Install the Proctorio Extension

[Click here](#)



Proctorio

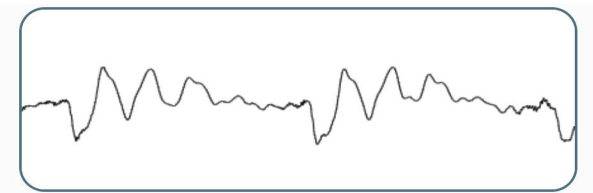
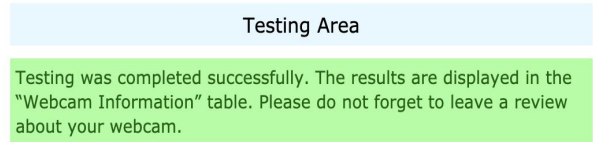
Offered by: [proctorio.com](#)

Add to Chrome





- Make sure you have a properly working webcam and microphone and that you are using the latest version of Google Chrome:
 - Check to make sure your camera works in Chrome at <https://webcamtests.com/>. Click the "Test my cam" button and wait for the test to complete.
 - Check that your microphone works in Chrome at <https://www.onlinemictest.com/>. Click the play button. If the lines move when you talk, your mic is working.
 - To update your version of Google Chrome go to <https://support.google.com/chrome/answer/95414>



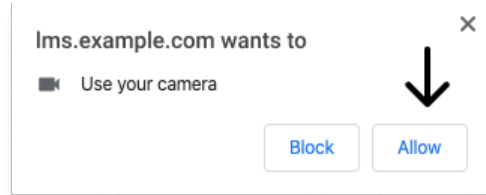
If the camera or microphone are having any issues, please fix those issues before starting your exam.

Now, it's time to take your exam!

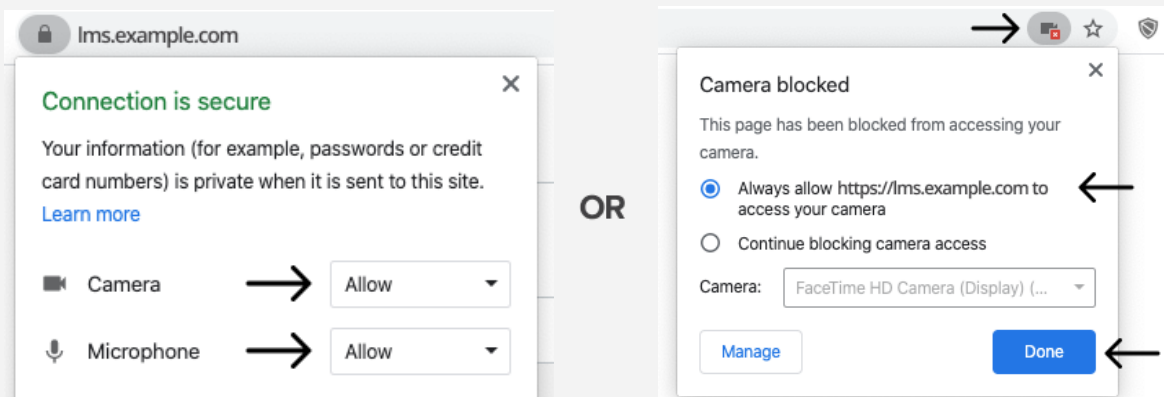
- First, we recommend you restart your computer, which will free up available memory (RAM).
- Head over to your institution's LMS (where you would access your assignments & exams).
- Enter your course & select the right exam.
- Once you select the exam, Proctorio will start automatically.
- Before your exam begins, you will be taken through a series of **pre-checks**. These will establish and verify your internet connection, operating system, camera & microphone.



- Depending on the exam settings, you may also be asked for permission for camera and microphone access. You must click **allow** to continue.

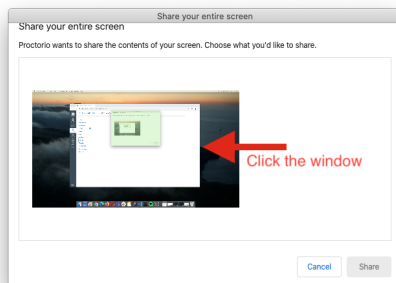


If your camera or microphone fails the pre-check please set their permissions to **allow** by clicking the padlock icon (upper left) or broken camera icon (upper right) of the Chrome address bar.

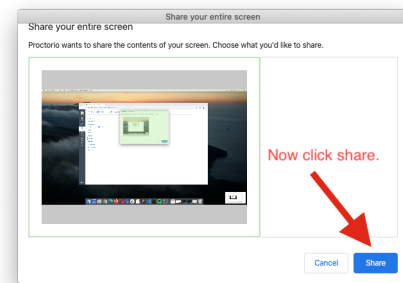


- Depending on the exam settings, you may also be required to show your ID card.
- Depending on the exam settings, you may be asked to share your screen. **The “share” button will be disabled until you click on the screen you want to share:**

STEP 1: SELECT THE SCREEN

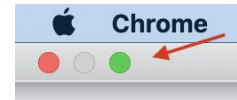


STEP 2: CLICK SHARE





- macOS Catalina (10.15) users may experience an **error** when attempting to share their screen. The solution is take the browser out of full-screen mode *before sharing*. To do this, move your mouse cursor to the upper left hand corner of the browser window, exposing the green browser window button and click it.



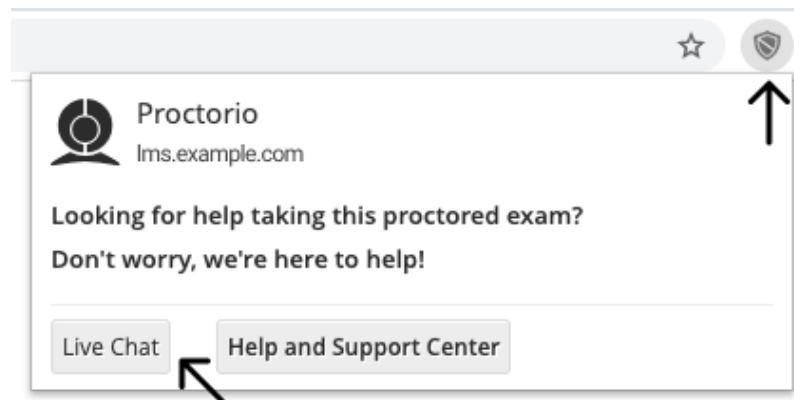
- **Note:** if your instructor has set a time limitation for your exam the exam time will not begin until *after* you have completed Proctorio's pre-check process and the exam starts.

Once you've made it through the pre-checks, you are ready to go! Good luck!

Need support?

If you need additional assistance, Proctorio's support staff is ready to help you! You can contact support through one of the following ways:

1. Proctorio's Live chat can be accessed by clicking on the extension icon or by going to proctorio.com/support and clicking the live chat button.



2. Email support at support@proctorio.com

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