



## Frequently Asked Questions

(For any questions not covered here, contact ODU Online's Proctor Manager Anita Wiggins-Bailey, [awiggins@odu.edu](mailto:awiggins@odu.edu), at 757-683-3172.)

**Q: This is my first time using ProctorU. What do I do to get started?**

A.: Start here: <http://www.proctoru.com/odu/>. Click Schedule or Take an Exam. Once you reach the site, click "New Users: Create an Account." Fill out the form and double check for any errors or incomplete fields. Click the submit button and then read and agree to the terms and conditions. Congratulations! You are all set to schedule your first exam. Please remember to make your appointment at least 72 hours (3 days) in advance of your test date/time to avoid paying a late registration fee.

**Q: How do I schedule an exam?**

A: Visit [proctoru.com/schedule](http://proctoru.com/schedule) and log in using your ProctorU user ID and password. Select the "New Exam" tab and then choose the exam you would like to schedule. Choose a date from the calendar and a time from the drop down menu. Available dates can be seen in blue and any available slots will be shown in the drop down menu. Click "Add Reservation" to add the appointment.\*

\*Depending on your school's policy, you may be taken to the payment screen once you add your exam to the schedule. Please provide the necessary information and then click "Submit" to authorize the credit card payment. Currently, ODU covers the cost of the exam session. However, you are responsible for any late fees or fees associated with special services, such as Take It Now.

**Q. How much does it cost?**

A. Old Dominion University provides this service for free to students enrolled in courses offering ProctorU as a proctoring option. The only cost you would be responsible for would be a late fee of \$8 if you are trying to schedule an exam inside the 72 hour window before your exam starts, or the fee for the Take It Now option.

**Q: Is my login information for ProctorU the same as the credentials I use on my school's website?**

A: The credentials you use to log into ProctorU are chosen by you at the time you create your ProctorU profile. You are free to choose any available login ID you wish. This can be the user name that you use for your school or something completely different. That is entirely up to you.

**Q: I can't remember my password. How can I retrieve it?**

A: Visit [proctoru.com/schedule](http://proctoru.com/schedule) and click "Forgot your password?" Provide either your username or the e-mail address associated with your account then click "Submit" and your password will be e-mailed to you.

**Q: Is your service compatible with Macs with Linux??**

A: Macs =Yes. Linux = No.

**Q: What equipment will I need in order to be proctored?**

A: You will need a working webcam, microphone and speakers, or a headset.

**Q: How do I know if my camera and microphone will work with your website?**

A: You can visit [www.proctoru.com/amiready](http://www.proctoru.com/amiready) to test your equipment.

**Q: I'm on the Test My Camera page but I can't see myself. How can I fix this?**

A: There are several possible causes for this. Here are some tips to help you resolve the problem

- Make sure your camera software is not open and being used by any other program on the computer.
- Be sure to click “Allow, Remember and Close” on the Adobe Flash Player settings box. It is located on the top left corner of the screen.
- Be sure you have downloaded all of the latest updates for Adobe Flash and Shockwave. Links to download both of these are located toward the bottom of the Test My Camera page.
- Try using a different Internet browser.\*\* If you don't have any other browser installed on your computer, you can visit the following websites to download an alternate browser:
  - Google Chrome: [www.google.com/chrome](http://www.google.com/chrome)
  - Mozilla Firefox: [www.mozilla.com/firefox](http://www.mozilla.com/firefox)
  - Internet Explorer: [www.microsoft.com/windows/internet-explorer](http://www.microsoft.com/windows/internet-explorer)
  - Apple Safari: [www.apple.com/safari](http://www.apple.com/safari)
- If you continue to experience problems, try rebooting your computer. Keep in mind that your proctor will be able to assist you with camera issues that you may be experiencing at the time of your appointment.

\*\*Mac users: If you are not already doing so, try using Safari to access the site.

**Q: My camera and microphone are internal. Will this work?**

A: Yes. You can test them both at [www.proctoru.com/amiready](http://www.proctoru.com/amiready).

**Q: I am using a computer and/or internet connection that does not belong to me. What steps should I take to ensure it is compatible with your service?**

A: First, confirm that the owner will allow you to access your school's Blackboard site as well as the following:

- Tokbox.com
- Logmeinrescue.com
- Proctoru.com

Also, make sure that remote access to the computer is allowed and that any firewall protection (in a private setting) is disabled before your appointment.

\*\*\*Military sites and some workplaces will not allow changes to the firewall. If you have any questions about this functionality, please test the system in advance at <http://www.proctoru.com/testitout/index.php>.

**Q: At what time should I arrive for my exam?**

A: Arrive at the start time you chose when scheduling the exam. If you have any technical difficulty or have any other problems preventing you from logging in at your scheduled exam time, please call (205) 870-8122.

**Q: Is my exam time shown in my time zone or ProctorU's time zone?**

A: It is shown in your time zone. When you are scheduling the exam, the time zone is located to the right of the time you choose. If it is incorrect, click “My Profile” to select the correct time zone.

**Q: What do I need to bring with me on the day of my exam?**

A: One form of official photo ID (i.e. driver's license, passport, etc.) to show to your proctor and any materials authorized for use by your instructor (scratch paper, pencil, etc.) (Please note that an ODU ID cannot be used as your only form of identification. Also, non-photo IDs cannot be used.) Check with your instructor or refer to your syllabus to determine what materials you will be allowed to use. Your proctor will also have that information available the day of your exam.

**Q: What type of internet connections are supported?**

A: Any high speed internet connection is allowed as long as it meets the [minimum download and upload speed requirements](#). However, tethering your mobile device as a wireless hotspot is **not** supported due to inconsistent bandwidth.

**Q: My exam has a time limit. Does that time start as soon as I log into ProctorU's site?**

A: No. The timer for your exam does not start until the exam has been opened by either you or your proctor.

**Q: What do I do at the time of my exam?**

A: Logon to proctoru.com/schedule. Click the button under the exam list that reads "You have an exam. Click here to start" and you will be taken to the online classroom where you will be connected to your proctor.

**Q: I'm ready to start but the "Click to start" button is inactive. What should I do?**

A: First, try refreshing the page or logging out then logging in again. If you are still unable to click the button, ensure that your exam is actually scheduled for that day and time. You can find that information on the left side of your exam. Also, click "My Profile" and verify that you have selected the correct time zone for yourself. If you do not see an exam listed, you will need to schedule an appointment.

**Q: I am in the proctor room but I don't see my proctor. What should I do?**

A: Go to step 1 and click the "Click Me!" button. Run or save the program then open it to connect to your proctor and he/she will come in to assist you. If you continue to experience problems, please call our proctor line at (205) 870-8122.

**Q: I am attempting to connect my screen but I'm receiving an error message. What should I do?**

A: Here are a few tips that may help:

- Disable any firewall protection that has been installed on your computer
- If you are using a wireless Internet, use an ethernet cable to connect for more stability
- If it is not possible to switch to a wired connection, try rebooting your router
- Restart your computer

**Q: What should I expect the day of my exam?**

A: Once you login to the schedule and click the "Click here to start" button, you will be taken to an online classroom where you will complete three steps:

- Step 1: *Connecting your desktop to your proctor's computer.*
  - Click the "Click Me!" button then *run* the file and open "Support-LogMeInRescue" in the downloads folder. If you are using Mozilla Firefox, you will need to *save* the file and then *open* it.
- Step 2: *Showing Photo ID*
  - Once your camera and desktop are connected to your proctor's, you will be asked to show government-issued identification.
  - **Non-US citizens:** You will need to present two forms of photo ID.
- Step 3: *Authenticating yourself.*

- You will submit your name and physical address which will generate 4 challenge questions based on public record. Your proctor will unlock this step for you.
- *Please be prepared to show a second form of government or school issued photo ID if needed.*
- You will also be required to pan your work area with your webcam. If this is your first exam with ProctorU, you will have your photo taken to be saved to our system.
- Once all of these steps have been completed, you will open a new tab or window and bring up your test site, log in and select the exam you will be taking.
- Your proctor will enter in the password to unlock your exam at which point you can begin.

**Please note:** It is in your best interest to be alone in a well lit room. Once your exam is open, you will not be permitted to hold conversations of any kind until the exam has been submitted.

**Q: Where do challenge questions come from?**

A: Data for the challenge questions come from a US consumers database at Acxiom. The data are public records collected primarily from state and federal government sources. Federal and state laws place restrictions on the use of some of these sources, but some information is considered in the public domain, meaning anyone has access to it. Information in the public domain often includes telephone directory listings, professional registries, classified ads and more.

**Q: Are breaks allowed during my exam?**

A: It depends on your school’s policy. Your proctor will be able to tell you the day of your exam how many (if any) restroom breaks are allowed.

**Q: Can I make changes to my reservation?**

A: Yes. Login to your account and click the “Edit” button next to your exam. From there, you will be able to choose a different exam and change the date and/or time. Click “Update Reservation” to save any changes. If it is less than two days before your appointment, you will need to contact us directly to make any changes.

**Q: How do I cancel or reschedule an exam?**

A: You have three options:

- If there are at least two days before your exam, login to the site just as you did to schedule, and click the “Cancel” button next to your exam. Select a reason from the drop down menu and provide a brief explanation.
- Send an e-mail to [help@proctoru.com](mailto:help@proctoru.com) with your name, school, the date and time (including the time zone) of your current appointment and the date and time frame you wish to change it to.
- Call (205) 870-8122 and speak with a proctor. He/she will request the same information that you would have provided in an e-mail and help you to reschedule.
- To reschedule an exam outside of the date/time parameters established by the faculty member, please contact your faculty member. Once permission has been granted, your faculty member will need to contact ProctorU to permit the rescheduling.

**Q: Will the Proctor be able to access my computer files without my knowledge?**

A: No, ProctorU cannot access your computer files without your knowledge. With permission from the test taker, proctors have the ability to view the screen and move the mouse and keyboard as if he or she were sitting next to the test taker. Once the test starts, the proctor will monitor everything but can no longer move the test takers mouse and keyboard. During the entire process, an interface log, or chat box,

is running on the test taker's computer and they can see what permissions the proctor currently has at anytime. Finally, the entire session log is saved and there is a permanent record of what actions the proctor took while accessing the test taker's computer.

**Q: Is there a fee for late registration?**

A: Yes, there will be a \$8.00 charge added to exams scheduled less than 72 hours in advance. Although ODU pays for the actual testing time, you are responsible for this fee should you incur it.

**Q: How far in advance should I cancel an exam?**

A: Please contact us at least 24 hours before your appointment.

**Q: I don't see my question on the list. How can I get more information?**

A: You can contact us at (205) 870-8122 or [help@proctoru.com](mailto:help@proctoru.com)

**Q: I missed my appointment. What should I do?**

A: If the testing period is still open, just make another appointment. If the testing period had closed, please contact your faculty member to discuss your options.