What We Do

ProctorU is an online proctoring service that allows test-takers to complete their assessment at home while still ensuring the integrity of the exam for the institution. The service uses live proctors who monitor examinees in an easy, three-step process:

1. **We observe the test taker via a web cam.** The student is connected to a real person who speaks with them to guide them through the process.

2. **We watch the test taker's screen in real time.** We can see everything that the student is doing both at their location and on screen.

3. **We authenticate the student's identity.** Using a multi-factored process, that is the strongest in the industry, we ensure that the person being monitored is the proper student.

Preparing Your Students

Students can take exams from home seven-days-a-week. They are connected to a live person during their exam that will guide them through the process, answer any questions not related to exam material and assist with any technical problems. If students have any questions before or after an exam, they can always call the proctor line at 205-870-8122 or email help@proctoru.com.

Taking the Exam

ProctorU allows students to take an exam on demand or by appointment. All appointments should be made at least 3 days in advance. To make an appointment, students simply create an account at http://go.proctoru.com or their institution’s ProctorU web portal by logging in, clicking on the “new exam” link and selecting the exam, date, and time they desire. Students will receive a confirmation email of their reservation at the email address they provided to ProctorU. Reservations made inside 72 hours of an exam are subject to a $5 late reservation fee which the student will pay, even though ODU pays for the cost of the actual testing session. Students without an appointment can take their exam on demand within 15, 30 or 45 minutes by using ProctorU’s convenient Take it Now feature. This premiere feature is designed to give test takers added convenience and costs $8.75. Students can use this option if they wish, but they will be responsible for the cost. Late registrations and Take it Now features are subject to availability.

Technical Requirements

Students are responsible for meeting the following technical requirements:

- A reliable computer running Windows XP (or higher) or Mac OS X 10 (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 browser with Adobe Flash Player installed. We recommend Flash Player 10.
- A reliable, high-speed internet connection.
- The ability to allow video and screen-sharing connections to the computer you will be using to take your exam.
- Students can test their computer and web cam at www.ProctorU.com/helpdesk
Getting Your Class into Our System

In order to use ProctorU with courses, all instructors or administrators need to do is fill out an Assessment Directive Form (ADF) online at ProctorU’s website. From http://www.proctoru.com/, choose Login at the top right corner. Then, if it’s your first time, “create an account” or login. The “Create Exam” button is on the right side. The ADF is a tool that faculty members use to communicate exam information with ProctorU. The information provided will be used for two purposes:

1. Effectively listing the exams in the system so that students know which one to select.
2. Informing proctors about the parameters of the exam.

ProctorU will need enough information in this document for students to recognize their exam when selecting it on the ProctorU site. The following information is required:

- **Course Number** – This should be listed as it is in the university catalog or on a transcript. (example: EDER 5200)
- **Instructor Name** - This is the name of the faculty member administering the exam.
- **Name of Exam** - This indicates what exam the student will be taking, and can aid a proctor in helping the student open the correct exam. (Example: Midterm, Final, or Test 2)
- **Time Limit** - This is the time limit that has been set in the Learning Management System (LMS). Proctors will not verbally enforce the time limit unless instructed, but the LMS should enforce it automatically.
- **Date/Time the Exam Opens** - This section indicates the first day and time students may begin taking the exam. (Example: October 3 at 8:00 am). Please note time zone (top of form)
- **Date/Time the Exam Closes** - This section indicates the last day and time students may begin taking the exam. (Example: October 4 at 11:00 pm).
- **Password** – This is the password that the course instructor has set in the LMS for the proctor to use to unlock the exam. Proctors are able to type this password in without the student seeing it. Please do not give this password to students for any reason, as it will allow them to take the exam without a proctor.
- **Special Instructions** – These are instructions to the proctors to allow or disallow certain resources. (example: closed book, closed note, scratch paper and calculators allowed, bathroom break allowed).

The ADF form should be submitted to ProctorU at least two weeks before the start of the exam. Exams may be processed in a shorter amount of time if needed, but the schedule listed above ensures a smooth implementation of exam availability. When completed, please submit the form (blue button at bottom). This process may be used any time exams need to be added. Any changes or updates to procedural exam information should be sent to passwords@proctoru.com. Information provided on this form allows ProctorU to begin to schedule appointments for your exam. As always, you can make changes to your exam content until the time it becomes available to students in the learning management system. Faculty will also need to follow the regular procedure to record their exam information with CLT in case some students are not able to or choose not to use ProctorU.
Important Information

1. ProctorU is open 7-days-a-week, 24 hours a day, except for the following 8 holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve and Christmas Day.

2. When students connect, their proctor ensures their computer and internet connection are capable of taking an online exam. ProctorU provides technical support at no charge for any issues that may arise before or during the testing session. In the rare event that the proctor cannot get the computer working properly, they may request the student to correct the issue and reschedule their exam.

3. The time a proctor spends getting the student prepared to take their exam does not take away from the exam time. For example, if the student has a two-hour exam appointment and it takes 20 minutes to troubleshoot a technical issue on the examinee’s computer, the student will still get the full 2 hours to take the exam.

4. ProctorU representatives will happily reschedule a student’s exam (prior to the unlocking of that exam) in the event of a technical issue, if the exam is not available, or if they simply need more time to study. Students may reschedule by emailing help@proctoru.com, calling 925-273-7588, or speaking with their proctor at the time of their appointment. Please encourage students to include identifying information in their emails such as their name, course, institution name and current appointment information.

5. Administrative accounts are used to monitor student appointments and view notes entered by proctors during an exam. Getting an administrative account is easy, essential and should take less than 5 minutes to set up. For more information about administrative accounts, please contact ProctorU’s Partner Services team at passwords@proctoru.com or 925-273-7588.

6. For questions, please contact:
   - ProctorU’s Partner Services team at passwords@proctoru.com or
   - Jamie Easton, ODU’s account manager at ProctorU, at jeaston@proctoru.com or
     205-413-4636 (direct line) or 229-415-9662 (cell phone).