

# Proctorio Test Taker Quick Start Guide – Blackboard

## You're almost ready to start your exam!

1. First, make sure you are using an up-to-date version of Google Chrome, Microsoft Edge, or a Chromium-based browser.
2. Then, open your browser and head over to [getproctorio.com](https://getproctorio.com) to install the Proctorio Google extension.
3. Check to make sure your camera works at [webcamtests.com](https://webcamtests.com). Click the "Test my cam" button and wait for the test to be administered.
4. Check that your microphone works at [www.onlinemictest.com](https://www.onlinemictest.com). Click the play button. If the lines move when you talk, your microphone is working.
5. If the camera or microphone are having any issues, please resolve those issues before starting your exam.

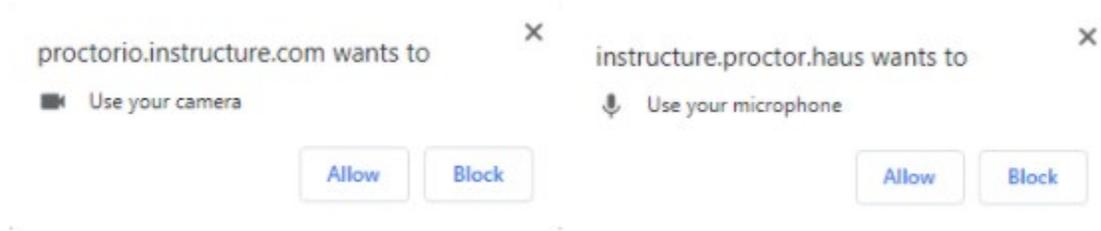
## Now, it's time to take your exam!

1. First, we recommend you restart your computer, which will free up available memory (RAM).
2. Head over to Blackboard (where you would typically access your assignments and exams).
3. Enter your course and select the appropriate exam.
4. 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, and microphone.**



**You may also be asked to grant permission for camera and microphone access. You must click "Allow" to continue.**

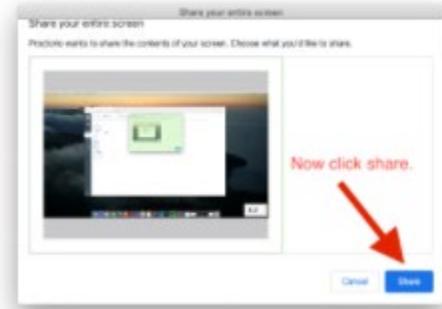


During the pre-checks, you may be asked to share your screen. The “Share” button will be disabled until you click on the screen you want to share:

### 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 to 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 so you can click it.
- **Please note:** If your exam administrator has set a time limit 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 Team is ready to help you! You can contact Support through one of the following ways:

1. Click on the extension icon to start a live chat.
2. Email support at [support@proctorio.com](mailto:support@proctorio.com).

# Are you being asked for a password?

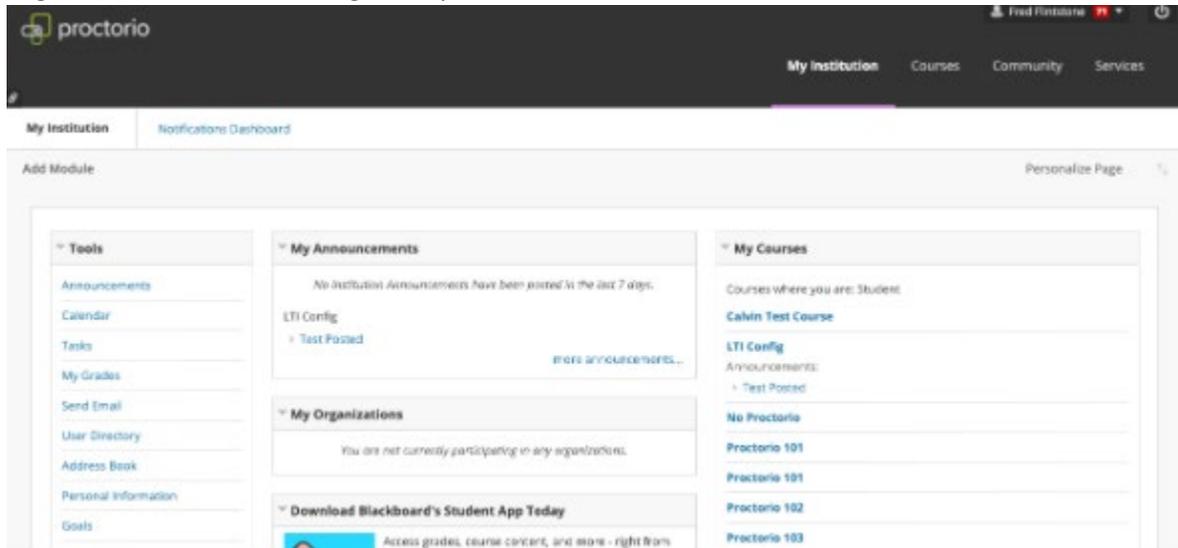
You should not be asked to enter a password for your Proctorio exam. If you are prompted to enter a password, please follow the steps below to resolve the issue:

1. **Update Internet Browser Version** - Please make sure that your browser version is up to date.
2. **Re-Install the Extension** - Please uninstall the Proctorio extension by clicking on the shield icon in the top-right corner of your browser and re-install the extension from [www.getproctorio.com](http://www.getproctorio.com).
3. **Clear Cache and Cookies** - Follow these steps:
  - Click the menu on the browser toolbar at the top right.
  - Select More tools.
  - Select Clear browsing data.
  - Set time range to All-time.
  - Check cookies and cached images.
  - Select Clear data.
4. **Incognito Access** - Some Proctorio features will require the use of incognito access. If your exam administrator has one or more of these features turned on, you will not be able to take an exam unless incognito access is allowed. When requested by the exam administrator, incognito access gives Proctorio permission to run normally in all tabs during an exam. For example, exam administrators may choose to track websites visited during the exam to ensure exam integrity. Incognito access permits this function in both normal and private modes. You can enable incognito access from the extension window.
  - Click the menu on the browser toolbar at the top right.
  - Select More tools.
  - Select Extensions.
  - Locate the Proctorio extension and click on Details.
  - Scroll down to find Allow in the incognito section.
  - Toggle it on.
5. **Site Access** - Make sure that the Proctorio extension is allowed on all sites. To check this:
  - Click the menu on the browser toolbar at the top right.
  - Select More Tools.
  - Select Extensions.
  - Locate the Proctorio extension and click on Details.
  - In the Site access section, choose On all sites.
  - Refresh the exam page to check if the issue is resolved.
6. **Disable all Extensions Except for Proctorio** - In the extensions tab, check your extensions and disable all extensions except Proctorio. One of the extensions could potentially block Proctorio from operating successfully.
7. **Restart Your Device** - If the password prompt is still displaying, fully restart your device. This will close any open applications. Once restarted, head back to the exam within Blackboard.
8. **Proxy Settings** - Disable all virtual proxy networks if you're experiencing issues with your connection.

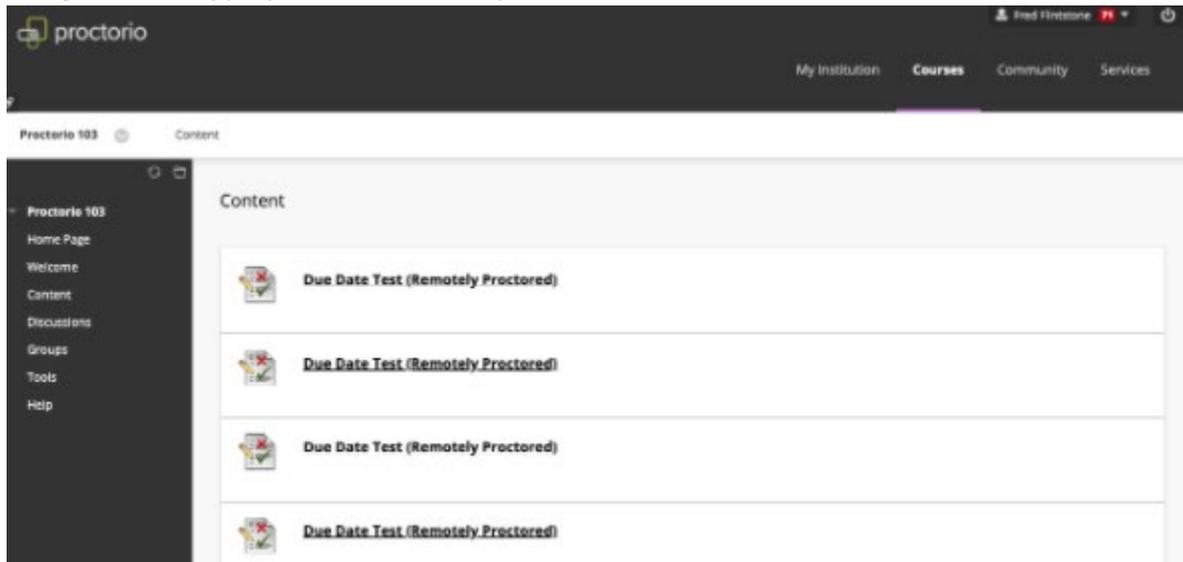
# Taking a Proctorio Exam within Blackboard

Follow the steps below to access your Proctorio exam within Blackboard:

1. Log into Blackboard and navigate to your course.

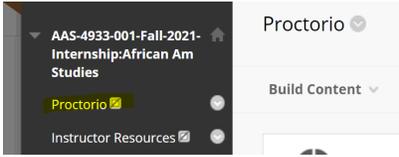


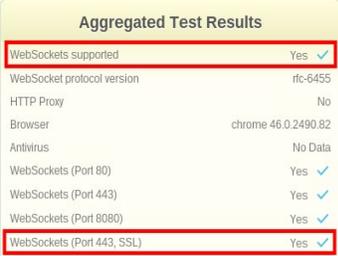
Navigate to the appropriate exam within your course.



2. Select “**Begin**” to start the Proctorio pre-checks.
3. Begin the Proctorio pre-check process and the Diagnostic Test. These processes will ensure everything is working properly based on the enabled exam settings before the exam begins. **The exam timer will not begin until after you successfully pass the pre-checks.**
4. Read the “Exam Agreement” and start your exam by clicking “I accept, begin exam now”.

# Proctorio Troubleshooting Guide

Title	Description	Action
<p><b>Proctorio Content Area</b></p> 	<ol style="list-style-type: none"> <li>By default, the Proctorio content area is <u>unavailable</u> to users</li> <li>Students will be prompted for a password if the Proctorio content area is unavailable in the course.</li> </ol>	<p>The instructor will need to make the Proctorio content area <u>available</u> in the course if they plan to proctor an exam using Proctorio.</p>
	<ol style="list-style-type: none"> <li>An exam proctored by Proctorio will have the text (Remotely Proctored) or (Secure Browser) at the end of the title.</li> </ol>	
<p><b>Unable to Start Exam</b></p>	<p>A problem has occurred within your learning management system and we are unable to start the exam.</p> <p>This can happen due to any of the following reasons:</p> <ul style="list-style-type: none"> <li>You attempted to start the exam after the due date</li> <li>You have been logged out</li> <li>The learning management system has crashed</li> </ul> <p>Please start the exam precheck process over, if this continues to happen please contact support.</p>	
<p><b>Connection Error</b></p> 	<p>Connection Problems Prevent Exam from Starting.</p> <p>Unfortunately, you're experiencing technical difficulties that will prevent you from starting the exam.</p>	<p>Your internet connection is not stable and cannot be used in its current state to take a secure exam.</p> <p>Proctorio requires an uninterrupted connection to our servers to maintain exam integrity. Any loss of internet connection will result in a disconnection from the Proctorio servers.</p> <p>Since WiFi connections can occasionally lose their signal Proctorio recommends using an ethernet (wired) connection with a home or private internet while taking an exam. If you don't have access to a wired connection, that's fine. If you have any connection issues:</p> <ol style="list-style-type: none"> <li>Ensure that other users on the network are not streaming video (<b>Netflix</b>),</li> </ol>

Title	Description	Action																		
		<p>downloading large files (<b>Torrent</b>), or using a large amount of bandwidth (<b>Xbox</b>).</p> <p>2. If a wired connection is not possible, then moving closer to the router will often help the signal.</p>																		
<p><b>Secure Websocket Connection Test</b></p>  <p>The screenshot shows a table titled 'Aggregated Test Results' with the following items:</p> <table border="1"> <tr><td>WebSockets supported</td><td>Yes ✓</td></tr> <tr><td>WebSocket protocol version</td><td>rtc-6455</td></tr> <tr><td>HTTP Proxy</td><td>No</td></tr> <tr><td>Browser</td><td>chrome 46.0.2490.82</td></tr> <tr><td>Antivirus</td><td>No Data</td></tr> <tr><td>WebSockets (Port 80)</td><td>Yes ✓</td></tr> <tr><td>WebSockets (Port 443)</td><td>Yes ✓</td></tr> <tr><td>WebSockets (Port 8080)</td><td>Yes ✓</td></tr> <tr><td>WebSockets (Port 443, SSL)</td><td>Yes ✓</td></tr> </table>	WebSockets supported	Yes ✓	WebSocket protocol version	rtc-6455	HTTP Proxy	No	Browser	chrome 46.0.2490.82	Antivirus	No Data	WebSockets (Port 80)	Yes ✓	WebSockets (Port 443)	Yes ✓	WebSockets (Port 8080)	Yes ✓	WebSockets (Port 443, SSL)	Yes ✓	<p>Secure Websocket Connection Test Proctorio requires a secure WebSocket connection to connect our servers to the test taker.</p>	<p>To ensure that your internet connection supports secure Websockets, please visit: <a href="http://websocketstest.com/">http://websocketstest.com/</a></p> <p>The Websocket test will automatically run. Once it's finished scroll to the bottom of the page and click the 'Result ID'. You will want to ensure that your connection supports Websockets and Port 443, SSL.</p> <p>If your connection does not pass this test, it is likely that you are being blocked by a firewall. On some occasions, corporate firewalls will block WebSocket connections. To rectify this, either take the exam using a different internet connection or modify the firewall rules to allow WebSocket over port 443.</p>
WebSockets supported	Yes ✓																			
WebSocket protocol version	rtc-6455																			
HTTP Proxy	No																			
Browser	chrome 46.0.2490.82																			
Antivirus	No Data																			
WebSockets (Port 80)	Yes ✓																			
WebSockets (Port 443)	Yes ✓																			
WebSockets (Port 8080)	Yes ✓																			
WebSockets (Port 443, SSL)	Yes ✓																			
<p><b>Loss of Network Connectivity</b></p>	<p>Sometimes an internet connection is dropped during an exam. This is normal on cellular or satellite internet connections.</p> <p>We do not recommend that students use these connections but sometimes it is the only option.</p>	<p>If your connection drops you will see the following sequence of messages. Please restore the connection as soon as possible or you risk being unable to return and having the exam submitted as is.</p> <p>NOTE: Your exam time will still be running if you lose connection. Make sure you reconnect as soon as possible or contact support IMMEDIATELY.</p> <p>If your IP changes for any reason you will not be allowed to reconnect.</p>																		
<p><b>Why does Proctorio recommend plugging in my computer?</b></p>	<p>Proctorio recommends that you plug your laptop in before starting an exam. This ensures that your computer is running at its full efficiency and there are no surprises with loss of power.</p>	<p>Sometimes computers will turn off processing capabilities when the computer is unplugged to conserve battery. This can lead to poor performance and may cause problems in the exam. It's best to plug in your computer to make sure that it's running with full processing power.</p>																		

Title	Description	Action
		<p>Although these power plans can be modified, it's best to use the system defaults and plug in the computer.</p> <p>Proctorio recommends the "High Performance" profile for Windows machines.</p>
<p><b>Why can I not resume an exam in progress?</b></p>	<p>If you have navigated away or lost connection during an exam and are unable to re-enter it, your professor has required the exam to be completed in a single sitting.</p>	<p>If you believe this is an error, please contact Proctorio support immediately, as your quiz timer is still running.</p>
<p><b>Degraded Performance Caused by Public WIFI</b></p>	<p>Using public hot-spots or WIFI, such as at a coffeehouse or airport can cause issues while taking an exam.</p> <p>These networks are typically unstable and throttled, if you experience issues taking an exam on one of these connections please move to another or private connection.</p>	<p>Test the connection <a href="#">here</a>.</p> <p>Click <a href="#">SPEED TEST</a> to run a connection test directly from this webpage.</p> <p>On this page, we can automatically test your connection using the third party.</p> <p>There are many factors that influence your connection quality, including your choice of ISP</p>