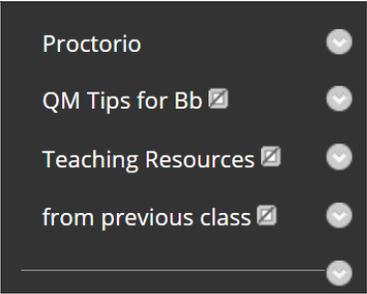
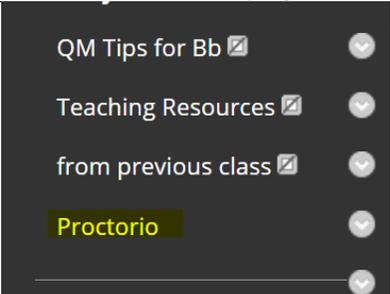
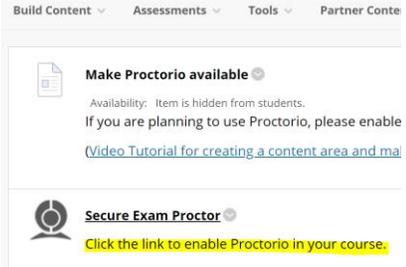


Proctorio Workaround

Instructors

Proctorio settings in Blackboard at the course level for instructors.

1. Placing the **Proctorio** content area in the highest content menu in Blackboard.
2. Placing the **Secure Exam Proctor tool** in the highest content menu in the Proctorio content area.
3. The "**Secure Exam Proctor**" link is to have no text/spacing in the text description area
4. It might also be helpful at this point to clear the cache and cookies and remove and re-install the Proctorio Extension
5. Doing these steps will also ensure that instructors will also be able to view the Proctorio Gradebook from the Full Grade Center
6. In some cases, we have to create a new test in the Blackboard site for then Proctorio to show up for current tests that are deployed or copied from previous semesters

RECOMMENDED	PROBLEMATIC	REMARKS
Place the Proctorio Content Area at the highest point in the content menu.	Placing the Proctorio content area lower in the content menu causes issue with the Proctorio browser plugin.	
		
<ul style="list-style-type: none"> • Place Secure Exam Proctor tool in the highest content menu. • The "Secure Exam Proctor" link is to have no text/spacing in the text description area 	The Proctorio tool doesn't function properly with text/spacing in the description area.	
		

Students:

- [Support for Test-Takers - Proctorio](https://proctorio.com/support) - <https://proctorio.com/support>

Current unresolved issue:

Some students have reported an issue where they were kicked out during the Proctorio pre-check steps and unable to start the exam.

Proctorio is working with Blackboard to resolve the problem.