proctorio

Brightspace Test-taker's

Password Guide

Password Guide for Test-takers

With Proctorio, you should never be prompted for a password. After your instructor enables Proctorio on an exam, there is no passwordfor you to type in. Typically, if you are being prompted to type in a password, it means that Proctorio is being blocked on your computer.

If you are not using Google Chrome and/or do not have the Proctorio Extension, you will see a red warning sign on your screen when you try to take your exam. You will then be prompted for a password. **Do not try to take your exam if you see the warning below.**

Once you use Chrome and/or add the Proctorio Extension, you will no longer see the red warning and will be able to take your exam.

Instructions

Take the Quiz

If you are still being prompted for a password, there are troubleshooting steps you can do to help you get into your exam.

Test-taker Troubleshooting Steps

You should not receive a password prompt. If you do, please try the steps below to resolve password errors.

1. **Google Chrome Version** - Please make sure that your Google Chrome is up to date. You can check this by clicking on the three dots in the top right-hand corner of your screen. Click **Help**, then **About Google Chrome**, and the first thing you should see is your Google Chrome version. If it's not up to date, please select the option to update it.
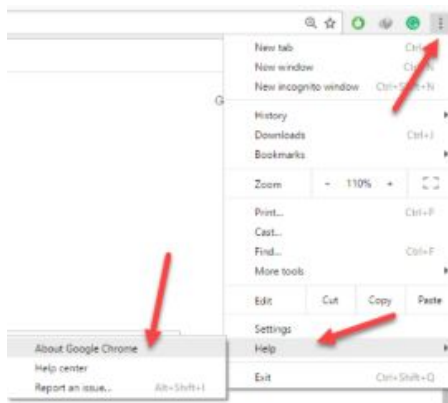
2. **Re-Install the Extension** - Please uninstall the Proctorio extension by clicking on the shield icon in the top right corner of your browser and re-install the extension from www.getproctorio.com.

3. **Clear Cache and Cookies**
   - Head to the three dots in the right hand corner
   - **More Tools**
   - **Clear Browsing Data**
   - Time Range should be set on **All-time**
   - Check C**ookies and Cached** images
   - Click **Clear Data.**

4. **Incognito Access** - Some Proctorio features will require the use of incognito access. If your instructor 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 instructor, incognito access gives Proctorio permission to run normally in all tabs during an exam. For example, instructors may choose to track websites visited during the exam to ensure academic integrity. Incognito access permits this function in both normal and private modes. You can enable incognito access from the extension window:

   - Click the Chrome menu (the three dots) on the browser toolbar at the top right.
   - Select **More Tools** -> **Extensions**.
   - Find the Proctorio extension and click on **Details**.
   - Scroll Down and find Allow in incognito section.
   - Toggle it on

5. **Site Access** - Make sure that the Proctorio extension is allowed on all sites. To check this, please go to the three dots in the top right-hand corner of your browser -> **More Tools** -> **Extensions**. Here you'll see the list of all extensions installed. Locate the Proctorio extension, click on **Details** and in the **"Site access"** section choose **"On all sites"**.

   After completing these steps, please refresh the exam page to check if the issue is fixed.

6. **Disable All Extensions Except for Proctorio** - In the extensions tab, check your extensions and disable all except Proctorio (one could potentially block Proctorio). Head

to the three dots in the top right corner of your Chrome browser -> **More Tools** -> **Extensions**.

7. **Restart Your Computer** - Computers need to be restarted if they haven't been rebooted in awhile. If the password prompt is still displaying, fully restart your computer, which will close any open applications. Once restarted, head back to the exam within your LMS.

8. **Reset Your Google Chrome** - Head to the three dots in the top right corner of your Chrome browser -> **Settings** -> Scroll down to **Advanced Settings** -> Restore settings to their original defaults. You will have to add the Proctorio extension again. Add the extension here. Once you have added the extension, go back to the exam page, reload it and try again.

9. **Proxy Settings** - Proctorio doesn't encourage the use of virtual proxy networks. It will be necessary to disable them if you're experiencing issues with your connection. For help disabling local proxy software, please see the following guides:

   - Disable Local Proxy Server ([Windows](#)).
   - Disable Local Proxy Server ([Mac OS X](#)).

10. **Add Another Google Account** - Sign in with your Google account. Select your image from the top right corner and select **Manage Account** -> **Add Account**. Add the Proctorio extension and open Brightspace. Try to start the exam.

11. Search the course for **Secure Exam Proctor** in order to make sure it's visible.

<div style="text-align:center; border:1px solid #ccc; display:inline-block; padding:10px;">Secure Exam Proctor</div>

12. **Contact Support** - If you are still experiencing a password issue, after completing these steps, please contact Proctorio's support via email at: support@proctorio.com