



Proctorio Quick Start-Up Guide

Exams in your courses may be remotely proctored using a tool called Proctorio. Your instructor will choose from a range of proctoring options that may include identity verification, recording with video and audio activity occurring during an exam, monitoring web access during an exam, and more.

Preparing your computer for Proctorio Exam

In advance of taking an exam proctored by Proctorio, you will need to:

- **Use a Windows, Mac, or Chromebook** computer (not an iPad or other mobile device). It is necessary that your computer meets these [minimum system requirements](#)
- Ensure your device has a webcam and/or microphone

📹 [Test that your webcam works](#)

🎤 [Test that your microphone works](#)



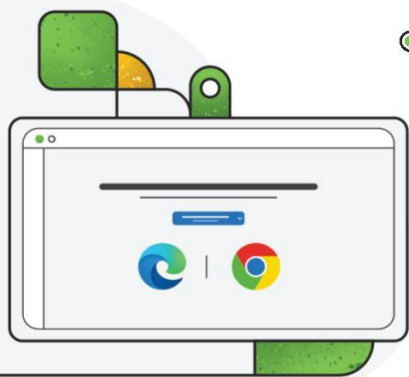
If, before or during the exam, the webcam or microphone unexpectedly does not work, see this page on [fixing issues with your webcam or microphone in Chrome](#).

Installing the Google Chrome Browser

- Install and use the [Chrome](#) browser.
 - If you have Chrome installed, take a moment to update it to the latest version. Learn how by watching [this video](#). If your version of Chrome needed to be updated, be sure to [delete your browser history](#) and then restart your browser.
 - Disable any ad blockers or other extensions. (Follow the instructions in the Manage your extensions section of [this page](#) to do so.)
- Install the [Proctorio Chrome extension](#) before starting the exam.

If you have already had this extension installed for more than 3 – 6 months, it is recommended that you uninstall and reinstall it before the exam, as updates occur on a regular basis.

(Locate *Manage your extensions* and follow [these instructions](#) to uninstall an extension.)



- **Adjust the Proctorio extension settings.** To do so, click the Proctorio extension (shield icon) and select *Manage Extensions*. Scroll down and make sure the option *Allow this extension to read and change all your data on websites you visit* is set to *On all sites*. Check to be sure the *Allow in incognito* setting is enabled (the slider should be blue). You may need to refresh the page or reload the test for these settings to take effect.
- **Sign out of your Google account within the Chrome browser**
- **Mac users should turn off notifications**

Please note, once you have submitted your exam, you may uninstall the Proctorio extension. If you choose to uninstall it, make sure to reinstall it before your next exam by following the steps above.

Other Items to Consider

- **Have a reliable Internet connection.** Run this [Internet speed test](#) to ensure your upload speed is at least 0.189 Mbps.
 - Before taking your exam, from your system tray, close all apps that you are not using. (This frees up random access memory (RAM) and allows for a smoother exam experience.)
 - **Sit in a quiet, well-lit space.** Any bright windows or lights should not be directly behind you so the webcam can clearly see your face.

How to Get Help with Proctorio

Should an issue with Proctorio arise, follow these steps:

- 1 **Get help from Proctorio.** For technical assistance with Proctorio during or before an exam, you can livechat with a Proctorio support agent (by clicking the Proctorio extension as described in [this video](#)) or **Email support@proctorio.com**. During the exam, you'll see a floating window on the side of the screen with a chat button for accessing Proctorio support. A Proctorio support agent will guide you through the steps you need to properly use Proctorio.
- 2 **Inform your instructor of issues.** Email your instructor if you run into issues that cannot be resolved by Proctorio support.
- 3 **Get help from SFA's Brightspace Support Team.** They are available Monday through Friday from 8 a.m. to 5 p.m. at 936.468.1919 and d2l@sfasu.edu.