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What is Proctorio?

Hello there!

Thank you for using Proctorio! You are helping reduce carbon emissions by taking your exam from home—way to go!

With Proctorio, there is no need to schedule exams in advance, take them wherever and whenever you want.

This will require the use of a webcam and microphone (internal or external). You will also be asked to show a photo ID. You can use either a student ID, a valid driver's license, or a passport.

Proctorio is a system of computers that keeps an eye on you while you take the exams—ensuring that your hard work counts fair and square.

Feel comfortable taking your exams at home and even in your pajamas. Only your professor and school admins have access to recordings. Yes, you are being recorded, so try not to do anything too embarrassing. You can get more information about Proctorio’s Data Protection Policies here.

Last of all, relax! Proctorio isn't designed to add stress. Our wonderful support staff is here 24/7 to help you.

Good luck on your exams!!

Team Proctorio
Quick Start Checklist

✓ Install the Google Chrome web browser

✓ Download the Proctorio Chrome extension

✓ Make sure your computer meets the minimum system requirements

✓ Make sure your computer has a working webcam & microphone

✓ Find a quiet, comfortable location to take your exam

✓ ID card and student card ready so you can identify yourself

✓ If applicable, take the Proctorio practice quiz your instructor has provided you to prepare for actual exams

If you have any technical problems, please contact Support.
# Requirements and Setup

## Minimum system requirements for Proctorio

<table>
<thead>
<tr>
<th></th>
<th>Windows</th>
<th>Mac</th>
<th>Linux</th>
<th>Chrome OS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating system</strong></td>
<td>Windows 7+</td>
<td>Mac OSX 10.9+</td>
<td>Ubuntu 18.04+</td>
<td>Chrome 58+</td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>Intel Pentium or better</td>
<td>Intel</td>
<td>Intel Pentium or better</td>
<td>Intel or ARM</td>
</tr>
<tr>
<td><strong>Free space</strong></td>
<td>250 MB</td>
<td>250 MB</td>
<td>250 MB</td>
<td>250 MB</td>
</tr>
<tr>
<td><strong>Free RAM</strong></td>
<td>2 GB¹</td>
<td>2 GB¹</td>
<td>2 GB¹</td>
<td>1 GB³</td>
</tr>
<tr>
<td><strong>Upload speed</strong></td>
<td></td>
<td>0.092 Mbit/s - 0.244 Mbit/s²</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Microphone</strong></td>
<td></td>
<td>Any microphone, internal or external</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Webcam</strong></td>
<td>320x240 VGA resolution (minimum) internal or external³</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¹ Free RAM is the amount of memory that is not being used by any other applications.  
² Depending on the test settings. A secure browser has no upload speed requirements.  
³ Only required for proctoring purposes. Secure browser functionality does not require audio/video recording.

If you have any questions about the technical requirements, please contact: [https://proctorio.com/support](https://proctorio.com/support)

## Browser and software

To take a proctored exam online, you will need to use Google Chrome with the Proctorio Chrome extension.


The Proctorio extension is available in English and in German. The default language will be based on your Chrome browser’s language settings. You can change the language in the Language Settings. If you select a language that is not available via Proctorio, the default language (English) will be used.

If you are taking your exam in a computer lab, the computers will have already been set up by your examiner.

If you have any problems installing Chrome or the extension, please send an email to: [support@proctorio.com](mailto:support@proctorio.com)
Preparing for a test

Have your ID card and student card ready so you can identify yourself at the beginning of the test.

Make sure to start your computer on time and ensure that it is running properly. If applicable, do the practice test.

Proctorio’s goal is to make it easy for you to get instant help and support. Our wonderful support staff is here 24/7 to help you. The fastest and easiest way to contact support is by using "the shield" icon in the top right-hand corner of your browser.

![Proctorio's shield feature](image)

*The shield is only present on quiz pages once you install the extension.*

You can access the live chat from our support page [https://proctorio.zendesk.com](https://proctorio.zendesk.com) by clicking the chat icon in the bottom-left corner.

*Note: The Proctorio Support Team is not responsible for the test's content and is therefore unable to answer questions pertaining to test contents.*
Writing the test

To make sure that the test-writing process goes smoothly, please keep the following points in mind:

- The 5-minute registration and identification process is included in the examination time.
- Your university’s code of conduct and test-taking guidelines are to be observed at all times.
- Once you have completed your test, please make sure to submit it properly. Do NOT disconnect from Proctorio before the submission process is complete.

To submit your test properly, make sure you follow these steps:

1. **Click on „Versuch beenden...“**

2. **Hand in the test by clicking on „Abgabe“:**

3. **Confirm your submission by clicking on „Abgabe“ in the pop-up window:**
You have now correctly submitted your exam!

After you have submitted your test, you can review your answers, but you cannot change them:

You can now disconnect from Proctorio or close the test window.

Note: Proctorio is not responsible for the exam’s contents or its evaluation. Proctorio cannot give you any information about the grading process.

Troubleshooting

Password prompts

You should not receive a password prompt; if you do, please contact our support via chat as noted in the Live Chat instructions.

Also, here are additional steps to help resolve password errors:

After each step, please refresh the test page to check if the error has been resolved.

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 icon in the top right-hand corner of your screen, then 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 -> more tools -> clear browsing data -> time range should be set on All-time -> Check Cookies 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 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 icon in the top right-hand corner of your browser -> More Tools -> Extensions, and 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".

6. **Disable all Extensions Except for Proctorio** - In the extensions tab, check your extensions and disable all the extensions 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 have had a reboot in a while. 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 (Blackboard, Moodle or Brightspace by D2L).

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 and click it -> 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 your LMS (Blackboard, Moodle, Brightspace etc.). Try to start the exam.