Testing with Proctorio

Proctorio is a service that allows students to complete their required supervised exams remotely, if they choose to use this option. Even though Proctorio provides the convenience of taking your proctored exam from any location—including your own home—you will still need to adhere to strict testing environment requirements and strict testing rules. Please review the following information carefully to prepare for your Proctorio session. You are responsible for understanding all information in this handout and meeting all specifications during your proctored exam. If 365 Learning determines that you have failed to meet any of the testing or technical requirements, a formal sanction will be filed with the Office of Student Conduct in accordance with the University’s Academic Standards Policy.

Technical Requirements

To take your exam through Proctorio, specific hardware, materials, and environmental conditions are required. You are responsible for meeting these requirements before your exam session.

Required Materials

- Valid, state-issued photo ID, passport, or UNR WolfCard (originals only)
- Desktop computer or laptop (single monitors only, no tablets or cellphones)
- Desk or table completely clear of objects.
- Handheld mirror at least 3 x 5 inches in size—no compact mirrors allowed. (You must use a mirror to show the edges of your monitor and webcam during the room check.)

Testing Environment

- **Isolated location.** No other person may remain in or enter your testing area for the duration of the exam.
- **Clear workspace.** Any materials not required or allowed on your exam must be removed from your workspace and stored out of arm’s reach.
- **No electronic or smart devices.** Cellphones, fitness trackers, and smart devices must be turned off and stored in another room. All TVs, extra computer monitors, printers, and landline phones should be turned off or unplugged.
- **Use of desk or table.** Do not attempt to take your exam in bed, on a couch, on the floor, etc.

System Requirements

- Webcam and microphone (built-in or external; most microphones attached to headphones or earbuds will not pass the diagnostic tests)
- Connection to network with sufficient Internet speed (a wired internet connection is strongly recommended)
- Google Chrome browser with pop-up blocker disabled (link provided in exam description, if not already installed)
- Proctorio extension, enabled (link provided in exam description, if not already installed)

Proctorio will test your computer system and hardware prior to the start of the exam. If your system or hardware fails any of these checks, you will not be permitted to access the exam until the issues are resolved. Please check in at least 5 minutes prior to your desired start time to complete all system checks.
Technical issues are not a valid excuse for missing your exam or requesting a late exam. Exam time cannot be extended due to technical issues or security checks.

If you are concerned about your ability to meet the technical requirements for testing with Proctorio, you may take your exam in the 365 Learning testing room. Please see the “Testing with 365 Learning” module in your course for more information.

Preparing for your Exam Session

Each proctored exam for your online course has specific scheduled testing days, which can be found in the syllabus and exam modules within your course site. Proctorio is available for proctoring twenty-four hours a day during the start and end of your exam, which means you can take your exam at a time that’s most convenient for you. Exams must be taken within the specified date range, and must be completed by the time listed in the course site on the last scheduled testing day. Early or late exams are not permitted.

When planning to take your exam, please keep the exam due date, time limit, and time required to check-in in mind and plan accordingly. Exams will automatically submit at the due date and time regardless of when you started the exam. If you start your exam less than 2 hours and 15 minutes prior to the deadline of a two-hour exam, you may not receive the full allotted time to complete the exam.

Although Proctorio allows testing twenty-four hours a day, the following offices are only available for assistance during their regular hours of operation:

- 365 Learning: Monday–Friday, 7 a.m.–5 p.m. (PT)
- Teaching and Learning Technologies (TLT): Monday–Friday, 8 a.m.–5 p.m. (PT)
- UNR Help Desk:
  - Live Chat: Monday–Friday 8 a.m.–5 p.m. (PT)
  - Support Center: 24 hours a day, 7 days a week

We recommend taking your exams early in the testing week; allowing you time to resolve technical or other issues that may arise. Technical difficulties will not warrant an extension of exam time or a late exam accommodation. If you wait until the last day to test and experience technical issues, you increase your chances of not receiving the full allotted time and/or being unable to take the exam.

Before Beginning Your Exam

Plan ahead for your testing session and allow yourself extra time for the check-in process. Make sure you have a quiet, private location in which to take the exam. The room and area around your computer will be scanned using your webcam at the beginning of the exam, so all unauthorized materials must be put away and the area must be completely clear of objects. You may only use one computer monitor during the exam. Any additional monitors must be disabled. Additionally, all computer applications apart from the Chrome browser required to take your exam must be closed.

You will not be able to take breaks from your exam, step away from your computer, or glance away from your computer screen for extended periods of time once the testing session has begun. Make sure you’re ready to sit for the entire duration of the exam before beginning (e.g., use the bathroom beforehand, get a glass of water, etc.). You should also be sure that you can test uninterrupted and no other people will be in the testing area.

You will be asked to show picture identification before accessing your exam. Only original, valid, state-issued photo-identification (Wolf Card, driver’s license, state-issued ID, passport) may be used. If 365
Learning determines that the form of identification used is not acceptable (i.e. it is not an original, is not valid or government-issued, or is fraudulent) a formal sanction will be filed with the Office of Student Conduct in accordance with the University’s Academic Standards Policy.

Finally, have any course-approved materials—such as a sheet of notes for an open-note test—out and ready for your exam. The official list of approved materials will be available in the exam module in your course site; please visit this module prior to your appointment to determine what materials, if any, may be used.* If you wish to use course-approved materials during your exam, you must show these materials to the webcam during the room check at the beginning of your exam. Failure to show course-approved materials prior to the start of the exam may result in the invalidation of your exam. It is your responsibility to ensure that any course-approved materials used meet the specifications listed in your course. If 365 Learning determines that your exam materials do not meet the listed specifications (i.e., notes exceed the page size or limit), your exam may be invalidated.

*The specifications for the course materials allowed may differ for remote exams. Please review the exam instructions carefully to ensure your course materials meet these specifications. More information about 365 Learning policies regarding course materials allowed for remote exams can be found below.

Checklist

1. Did you disable your pop-up blocker?
2. Does your computer meet the technical requirements?
3. Do you have a webcam and microphone?
4. Is your Internet connection fast and reliable? Is it a wired connection?
5. Did you close all unauthorized programs and browser tabs on your computer?
6. Is your workspace clear of all objects?

Starting Your Exam

After you log into WebCampus and select your course, select the “Proctored Exam” icon and carefully review and agree to the important notes and 365 Learning policies. Then, carefully review the exam instructions and ensure that you are prepared to take your exam. Be sure to scroll all the way to the bottom and read all special instructions for testing with Proctorio. Once you are ready to start the check-in process, click “Take with Proctorio.” Please plan on additional time to complete the pre-exam checks.
Pre-Exam Checks

Proctorio will guide you through the pre-exam checks listed below. For best results, read the instructions for each task carefully before proceeding.

1. **Instructions and Browser Check**: Review this page carefully and complete any required tasks.
2. **Exam Pre-Checks**: Proctorio will check your webcam, microphone, internet connection, and desktop. All four items must pass the diagnostic tests.
3. **Microphone Test**: Click “Begin microphone test” when you are ready. Proctorio will instruct you to say “Hello” to verify that your microphone is working properly and measure the ambient noise level in your environment.
4. **ID Verification**: Show your photo-ID to the webcam. Confirm that the picture of the ID provided is clear and can be used to verify your identity. Ensure your webcam is in-focus for best results.
5. **Webcam Test**: Ensure that your testing area is well-lit, you are centered in your webcam, and your webcam is in-focus. Proctorio will take a series of pictures.
6. **Intelligent Room Scan Verification**: Review this page carefully and click “I Understand.” You will be prompted to slowly show your room using the webcam once immediately after your exam begins and again at another random point during your exam.
7. **Exam Agreement**: Carefully review the exam agreement and click “I agree. Begin Exam” to acknowledge the statement and begin your exam.
8. **Exam Time Begins.**
9. **Initial Room Scan**: Proctorio will immediately interrupt your exam to ask for a room check. There is no way to bypass the room scan. Your exam time will continue to run, and any exam time used for these security checks cannot be made up. To complete the room check you must
   - slowly show the midlevel of your room (including all corners of the room);
   - show your complete desk space;
   - use a handheld mirror to show the edges of your computer monitor and webcam; and
   - show all sides of any course-approved materials you will use.

Taking Your Exam

You are now completely checked in and may proceed with your exam. Remember that Proctorio may ask for additional room checks at random times throughout the exam. Your exam will NOT be paused, and any time used for security checks cannot be made up.

While taking your online exam, you will be able to navigate through the exam questions and return to any you left unanswered. If you lose connectivity, please use Proctorio Live Chat to re-enter your exam immediately upon regaining Internet connection. If you are disconnected for more than 5 minutes, your exam will be invalidated. For further instructions, please see the “Technical Difficulties” section below.

All testing sessions are monitored and recorded.

**Important**: Never use the Tab key to indent paragraphs. Doing so may cause your exam to submit prematurely. Only click “Submit Quiz” when you are completely finished with your exam. You WILL NOT be able to regain access to your exam if this happens.
**Exam Submission**

Only click “Submit Quiz” when you are completely finished with your exam. Submissions are final and you are not asked for confirmation before submission, so if you inadvertently submit your exam without completing it, you will not be able to regain access to the exam.

**Testing Policies**

The convenience of using Proctorio to take proctored exams twenty-four hours per day from any location is a privilege. Please honor this privilege by adhering closely to the 365 Learning testing policies.

By testing with Proctorio, you acknowledge that you have read and understand these policies and agree to adhere to them. If 365 Learning determines that you have violated the testing policies, a formal sanction will be filed with the Office of Student Conduct in accordance with the University’s Academic Standards Policy.

**Authorized Materials**

- **You must remain within the exam site at all times.** Attempting to access external websites and/or course materials in your WebCampus course site is never permitted and will invalidate your exam.
- **You may not use notes unless permitted by your course.** Any unpermitted materials must be put away out of your vicinity before you begin your exam.
- **Handheld calculators are not permitted.** If use of a calculator is allowed, students must use the Scientific Calculator Tool available in Proctorio.
- **Scratch paper, whiteboards, and writing utensils are not permitted.** You may use the whiteboard tool available in Proctorio if you wish to outline essays or jot down notes during your exam.
- **No cell phones, smart devices, or headphones/earbuds of any kind allowed.** If you are found to have a cell phone or smart device for any reason, your instructor will be notified and appropriate sanctions will be submitted to the Office of Student Conduct. No exceptions.
- **Your face and ears must be visible at all times.** Clothing that obstructs the view of the face and ears—such as hoods, hats, headbands, etc.—are not permitted.

If you are found to be using unauthorized materials, 365 Learning and your instructor will determine subsequent action and inform you in accordance with the University’s Academic Standards Policy. Any time lost due to security checks or room checks cannot be made up or added to the end of your allotted exam time.
Conduct

- **You must keep your gaze centered on the computer screen as you take your exam.** Glancing away from the screen frequently or for extended periods of time is considered cheating.
- **Exams must be completed alone in a quiet, private location, with no distractions.** Turn off your phone, TV, and music. Your testing environment must remain secure throughout the exam. No other individuals may remain in or enter the testing area for the duration of the exam.
- **Exams must be completed at a table or desk cleared of all objects.**
- **You may not access any phones, smart devices, or headphones/earbuds during your exam.** All electronic devices and personal items, including prohibited clothing, must be stored away from the testing area.
- **You may not leave the webcam viewing area or move your webcam while testing.**
- **You must conduct yourself professionally throughout the duration of the exam.** Your exam session will be recorded and reviewed by University staff. Any inappropriate or illicit behaviors will be reported accordingly.

Technical Issues

Testing Difficulties

If you experience testing difficulties and Proctorio Live Chat support is unable to help, **please do not contact your instructor.** Rather, reach out to the UNR Help Desk, which is available to assist you with technical issues at any time. 365 Learning staff are available between the hours of 7 a.m. and 5 p.m. (PT) Monday through Friday (excluding holidays) to assist you with other problems regarding your course or exam.

Disconnection

If you become disconnected from your exam, it is your responsibility to reconnect to your exam with the assistance of Proctorio Live Chat immediately. Your exam time will continue to run in the event of a disconnection, and you will be required to perform all pre-exam checks and room checks again before resuming your exam. Time lost due to disconnection or pre-exam checks cannot be made up.

If you are disconnected, click on the shield icon to the right of the search bar in Google Chrome to speak to a Proctorio Agent via Live Chat.

Disconnections (without immediate contact with Proctorio) greater than 5 minutes will invalidate your exam and a grade of “0” will be assigned even if reconnection is established at a later time. Proctored exams cannot be retaken under any circumstance.

To reduce the possibility of disconnections:

- Use a hard-wired internet connection.
- Do not refresh the exam page.
- Do not navigate away from or click out of your exam.

Call 365 Learning at (775) 784-4652 if disconnection occurs during 365 Learning’s business hours.
Contacts and Help

Proctorio

- Use the Live Chat feature to connect with a Proctorio Support Agent
- Contact Proctorio’s Help and Support Team at (866) 948-9087 or (480) 428-4076 or support@proctorio.com, or visit their Help and Support page.

UNR Help Desk

(775) 682-5000

Teaching and Learning Technologies (TLT)

(775) 682-6798

365 Learning

- (775) 784-4652
- 365testing@unr.edu