Test-Taker Experience

- The test-taker navigates to go.proctoru.com and clicks New User? Sign up here to create an account. The test-taker completes their profile information (figure 1).
- This screen includes their basic contact information and the test-taker’s institution enrollment.
- At the bottom of the page, I agree to ProctorU’s terms of service must be checked to complete the profile (figure 2). A flagged message will display at the top until the test-taker agrees to the terms of service.
- As part of American with Disabilities Act (ADA) compliance, there is also an option to aid the test-taker if he or she uses screen-reading software or other accessibility applications. The test-taker should leave this box unchecked if this is not applicable.
- Subsequent logins direct test-takers to the My Exams page.

![Create an Account](figure 1)

![Accessibility](figure 2)
Setting Exam Preferences

- The initial account creation also asks the user to set exam preferences. The test-taker can change their preferred time window for appointments by clicking Edit Exam Preferences in the left menu (figure 3).
- A general time frame can be selected via the drop down menus.
- The test-taker may also specify a custom preference by selecting and highlighting days and times.
- Clicking SAVE & UPDATE confirms the day and time preferences.
- Time preferences are shown in the left menu bar and may be changed at any time via the Edit Exam Preferences link.

Scheduling Exams

- The first login page for a completed profile, or for a previous test-taker, defaults to the My Exams page (figure 4).
- The test-taker may choose from three options:
  » Have Questions? activates the LiveChat.
  » Test Your Equipment takes the test-taker to the equipment check page.
  » Schedule New Exam takes the test-taker through the appointment reservation pages.
- After clicking Schedule New Exam, the test-taker confirms his or her institution, selects the exam term and selects his or her exam (figure 5).
- The test-taker clicks Find Reservation and proceeds to the scheduling page.
Test-takers can select a desired appointment time with the calendar pop out menu.

The test-taker can confirm their exam details, including its availability window below the calendar.

If the test-taker needs to change the exam, they may click Change Exam below the exam information.

The six appointments closest to their chosen time appear on the right.

After clicking SELECT to choose an appointment, the test-taker confirms the time slot by choosing BOOK IT (figure 7).

- The exam will be added to the test-taker’s cart for payment and checkout (figure 8 and 9).
- After completing checkout, the test-taker returns to their My Exams page.
Connecting to a Proctor

After scheduling an exam, a countdown to the closest exam time displays on the My Exams page (figure 10). At the appointment time, a start link replaces the countdown. Clicking the link takes the test-taker to the proctoring room. Here, the test-taker is prompted to download and run an applet (figure 11).

Figure 12 shows the downloaded applet, which connects the test-taker’s screen to the proctor. Once the test-taker has connected their screen to the proctor, the proctor connects the two-way video and audio connection.

When the proctor and test-taker connect in the proctoring room, the test-taker’s video is shown in the bottom right corner and the proctor’s video is on the left (Figure 13).
After connecting to the proctor via webcam and screen-sharing software, the proctor asks to see the test-taker’s ID (figure 14).

The ID information in figure 14 has been intentionally blurred for privacy reasons. In an actual proctoring session, the test-taker shows a fully-visible ID so that the name and picture can be clearly seen and read by the proctor. A photograph of the test-taker is taken to help authenticate his or her identity in future testing.

Test parameters are communicated verbally and in writing to the test-taker, who acknowledges that he or she understands the instructions.

The test-taker is authenticated with a quiz that uses challenge questions based on publicly available records, as shown in figure 15.

Questions are typically related to previous addresses, phone numbers, roommates and relatives.

Next, the test-taker is asked to pan their camera and show their complete workspace and testing area so the proctor can secure the test-taker’s surroundings, as seen in figure 16.

If the camera is internal, the test-taker is asked to show the proctor the edges of their monitor using a reflective surface such as a mirror, sunglasses, DVD or CD (figure 17). This check ensures there are no unauthorized materials attached to the test-taker’s computer monitor.
ProctorU engages test-takers in real time to prevent breaches of academic integrity.

Any suspicious activity – including but not limited to using unapproved sources, leaving the computer during the exam or communicating with another person – is documented using photos or video and reported to the institution within two business days.

Once the exam has been completed, the test-taker shows the proctor their submission screen (figure 20), and the exam end time is logged.

ProctorU also offers a LiveChat feature. At any point while signed in to their account, a test-taker may chat with a live representative if they have questions about the process or need general help (figure 21).