

## Exam Facilitator Guide

### Overview

This guide is for Exam Facilitators utilizing the ProctorU tool to proctor the G Suite certification.

### Roles and Responsibilities

Although this guide is specifically for Exam Facilitators, it is helpful to understand the other key roles and their responsibilities when registering for the G Suite certification:

- **Administrator** - a faculty member of the school or district who is responsible for:
  - Adding purchase order(s)
  - Clicking to accept the school agreement with Google
  - Loading the exam location(s) where test-takers will take the exam.
- **Exam Facilitator** - a faculty member of the school or district or a contractor who has required licenses and meets other applicable legal requirements to teach and supervise students taking the exam who is responsible for:
  - Accepting the Facilitator Oath
  - Creating and loading test-taker group(s)
  - Confirming their testing groups have downloaded the ProctorU chrome extension prior to exam day
  - Printing and distributing test-taker tokens to students
  - Launching the exam
- **Test-Taker** - any student attending a secondary school (middle or high school) that meets the age requirements for Google accounts for their region. If a country is not listed in [this article](#), the student must be 13+ years to participate.
  - Logging into the exam with their test-taker token
  - Downloading the ProctorU chrome extension (if not already done)
  - Completing exam pre-checks
  - Copying and pasting the assigned temporary username and password
  - Completing the exam
  - Submitting a feedback survey

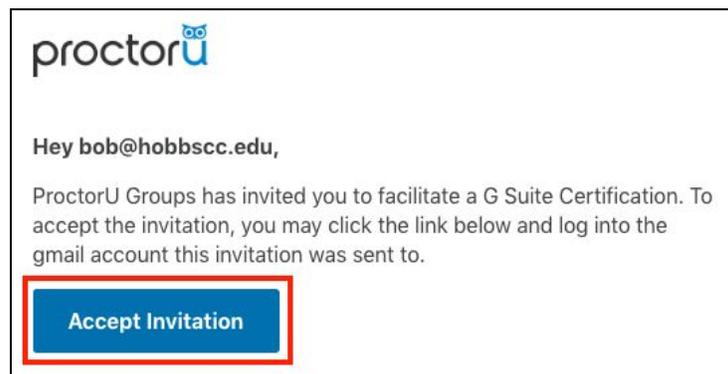
## Step by Step Instructions for the Facilitator

<b>1) Accept ProctorU Invitation</b>	<b>3</b>
<b>2) Click to Accept Facilitator Oath</b>	<b>4</b>
<b>3) Create Test-Taker Groups and Register for the Exam</b>	<b>5</b>
<b>4) Modifying Test-Taker Groups</b>	<b>10</b>
<b>5) Distribute Tokens</b>	<b>13</b>
<b>6) Preparation to Launch the Exam(s)</b>	<b>14</b>
<b>7) Launch the Exam(s)</b>	<b>15</b>
<b>8) Post Exam Delivery Expectations</b>	<b>15</b>

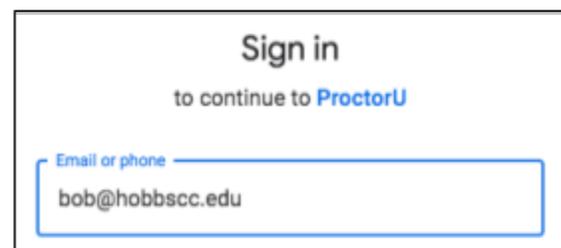
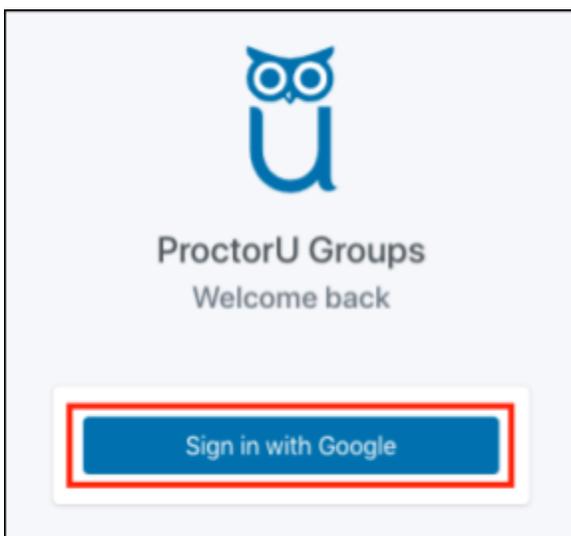
## 1) Accept ProctorU Invitation

In order to use this tool, you must be invited by your administrator to facilitate a test-taker group. You will receive the invitation to set up your account via email (no-reply@proctoru.com).

1. To setup your account with ProctorU, press **“Accept Invitation”** in the email you received titled [ProctorU Groups invitation instructions]. If you don't see the email in your inbox, make sure to check the Spam folder.



2. To finish your account set up, press **“Sign in with Google”**.
  - a. You will be asked to choose an email account to sign in with. Be sure to use the **same email account** where your invite was originally sent. Once you enter your email address and password, you will be taken to the facilitator oath.



## 2) Click to Accept Facilitator Oath

In order to facilitate the G Suite certification for a group of test-takers, you must read and agree to the **Facilitator Oath**. The Facilitator Oath is a set of click to accept guidelines that the facilitator agrees to in order to ensure a secure and fair testing environment.

1. To accept the Facilitator Oath, check the box at the bottom of the Oath and press agree.
  - a. Once accepted, you will be directed to createtest-taker groups.

**Please accept our Facilitator's Oath**  
Read fully before accepting

As the "Facilitator," I promise to take reasonable measures to prevent students from cheating or sharing exam content. I promise not to share or use the exam and all related materials for personal gain. I promise not to assist any students while they are taking the exam. To the best of my ability, I promise to monitor the students while they take the exam and specifically enforce the following:

- Ensure that testers use the token code that I, the Facilitator, issued to them as a unique tester identification.
- Ensure that the testers take the exam by themselves.
- Ensure that all electronic devices are stored in a secure environment away from their desk (eg. locker, backpack, purse, etc.).
- Ensure that testers do not communicate with one another during the exam, including but not limited to, talking, reading aloud, messaging, and emailing.
- Ensure that all testers take bathroom breaks prior to the start of the exam, and that after the tester starts the

I agree to the above Facilitator Oath

Accept

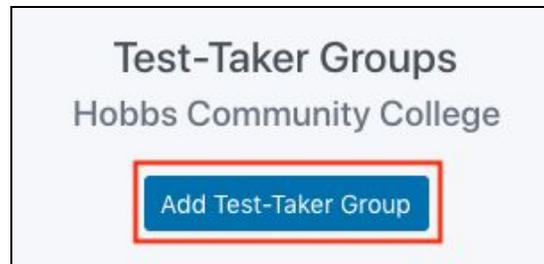
### 3) Create Test-Taker Groups and Register for the Exam

**Note:** In order to create a test taker group(s), your administrator must upload an approved PO. Until this takes place, this action is restricted.

**Note:** We strongly recommend that the first group testing at your school be no larger than 10 students. We recommend this because every school site is different. Also, there are a number of conditions that could affect the way our test platform performs. By limiting the first group of students to no more than 10, we provide a low risk opportunity to identify school site specific needs related to delivering exams. Once this group tests successfully, we welcome you to create test-taker groups of any size. If you are unsure if your group is the first to test at your school, please contact your ProctorU administrator.

Test-taker groups are groups of students that will be taking the G Suite certification together in the same room.

1. To create a test-taker group, press "Add Test-Taker Group".



2. Your Test-Taker Group must have a **Group Name**
  - a. It's recommended that you name your test-taker group something easily identifiable.
    - i. Ex. Mrs. Jones 4th Period
3. Select a **location** from the drop down. Locations are pre-configured by your Administrator.
4. Choose at least **1 Facilitator**. Facilitators are configured by the administrator. If a facilitator needs to be updated or added, please contact your exam administrator.

**Create Test-Taker Group**  
Hobbs Community College

Group Name \* 

Available Credit  
\$100.00

Available Testing Sessions  
2

Exam Location \* 

Add Exam Facilitators \* 

Add Exam Facilitator

Add Test-Takers \* 

Add Test-Takers

The number of test-takers must not exceed the location capacity.

---

Start Time \* 

Exam must be scheduled 49 hours in advance

Remaining Credit  
\$100.00

Remaining Seats  
2

Create Test-Taker Group

5. **Add students** to your test-taker group by choosing from three options (list below):

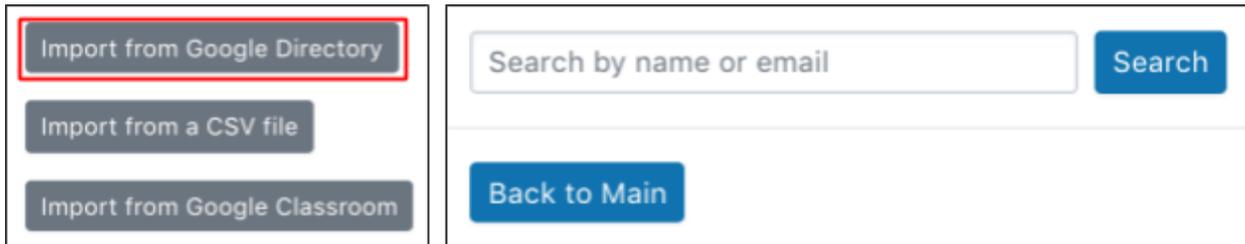
Add Test-Takers \*

Add Test-Takers

The number of test-takers must not exceed the location capacity.

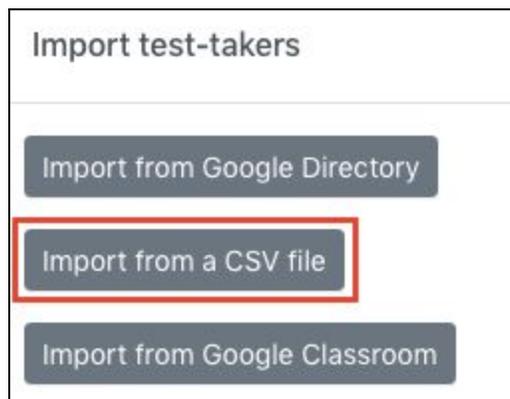
**Note:** Students can only be added to 1 test-taker group at a time. If you accidentally add a student to multiple test-taker groups, you will be notified.

a. Import from Google Directory

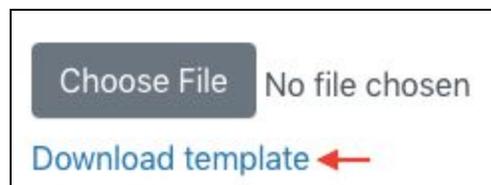


- i. If an error is returned that states "Domain not found." you do not have the correct permissions to view the G Suite Directory. Contact your Administrator - they can help you obtain the permissions you need.

b. Import from a CSV file



- i. To import your test-takers using a CSV file, first click **download template** (blue link below Choose File). The template will be downloaded to your browser. Open the download in order to get started.



- ii. Once you've opened the CSV template, you will notice that there is example information pre populated. Prior to adding your test-takers,

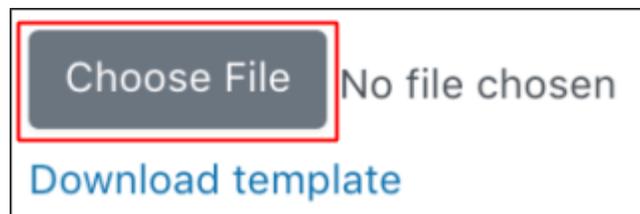
please delete the example information from rows 2 and 3.

	A	B	C	D
1	First Name	Last Name	Email	
2	John	Smith	john@example.com	
3	Jane	Doe	jane@example.com	
4				

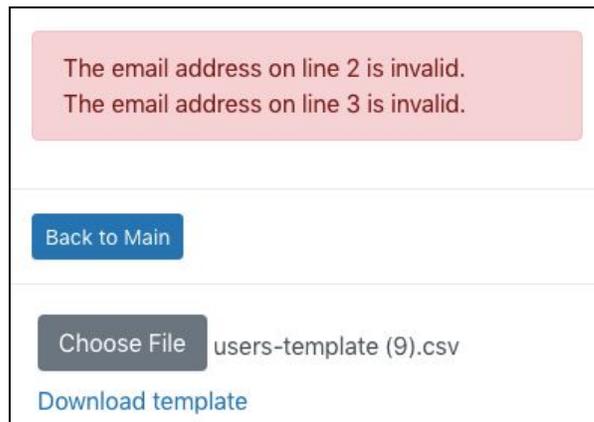
- iii. Add the First Name, Last Name, and Email Address of each test-taker in a separate row. Once you're done, save the CSV file to a name of your choosing (we recommend that you rename the CSV file so that it's easily identifiable).

	A	B	C	D
1	First Name	Last Name	Email	
2	Alicia	Hill	<a href="mailto:ahill@proctoru.com">ahill@proctoru.com</a>	
3	Karl	Franco	<a href="mailto:kfranco@proctoru.com">kfranco@proctoru.com</a>	
4	Stan	Rene	<a href="mailto:srene@proctoru.com">srene@proctoru.com</a>	
5	Mary	Reyes	<a href="mailto:mreyes@proctoru.com">mreyes@proctoru.com</a>	

- iv. Navigate back to the tool and select "Choose File". Select the file you just created and click open.

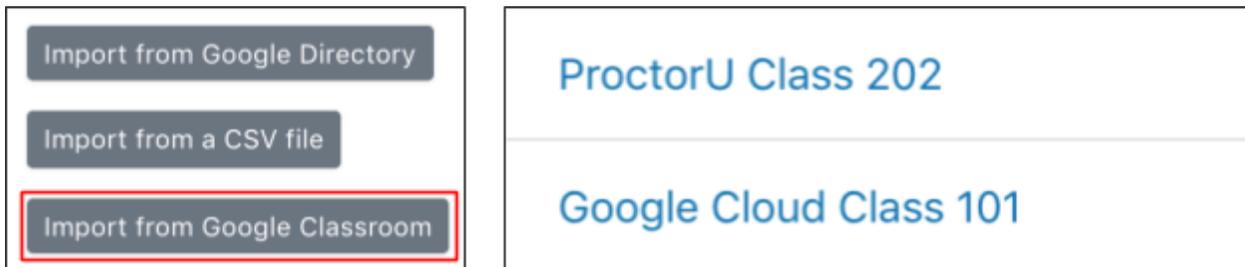


1. Your test-takers will automatically upload to the test-taker group. If there are any errors in the file, you will be notified of which rows that need to be corrected. Commons error are:
  - a. The file must be CSV format
  - b. The email address on line 2 is invalid.
    - a. If you see this error, you must correct the specified line in the CSV prior to moving forward.



c. Import from Google Classroom

- i. Upon signing into the tool, you were asked to "Allow" ProctorU access to your Google Classroom instance. **If you do not have Google Classroom, proceed to Step 6.3.**
- ii. This feature allows you to choose from a list of courses in Google Classroom. To add test-takers, simply click the course you want to view and add the test-takers one at a time.
  1. You may also add test-takers from different courses to the same group.



- iii. After loading your test-takers via the 3 methods outlined above, confirm your test-takers have not exceeded the capacity of your location.
  - i. The capacity of a location is configured by your administrator. Capacity indicates the maximum number of students the location can accommodate at one time. If you receive an error message and require the capacity to change, please contact your Exam Administrator.

6. Choose the **date and time** you would like your test-taker group to sit for the exam.

- a. In order to allow time for exam provisioning, your test-taker group must be scheduled at least 48 hours in advance.

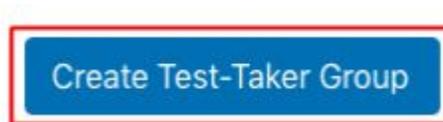
Start Time \*

Please select a date 

March 2019							>
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
24	25	26	27	28	1	2	
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	
31	1	2	3	4	5	6	

Please select a date

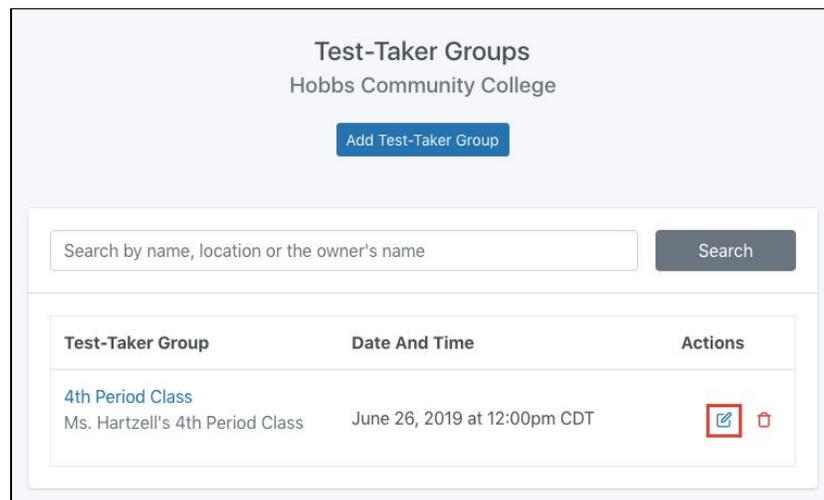
- b. When you're finished, click **"Create Test-Taker Group"**.



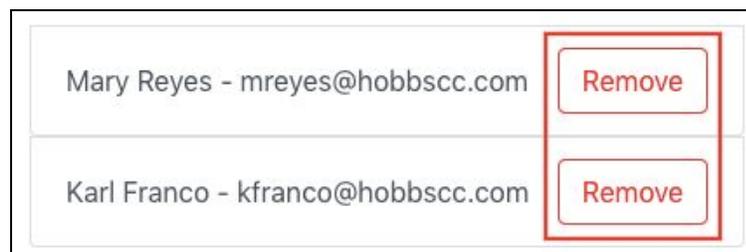
## 4) Modifying Test-Taker Groups

Once a test-taker group is created you can easily add, delete, or modify the group. To edit your test-taker group at any time, click the blue pencil icon in the Actions column.

1. **Add a Test-Taker:** To add a test-taker to your test-taker group:
  - a. Click "Test-Taker Groups" in the upper right navigation bar.
  - b. Click the blue pencil icon in the Actions column next to the group name you would like to edit.

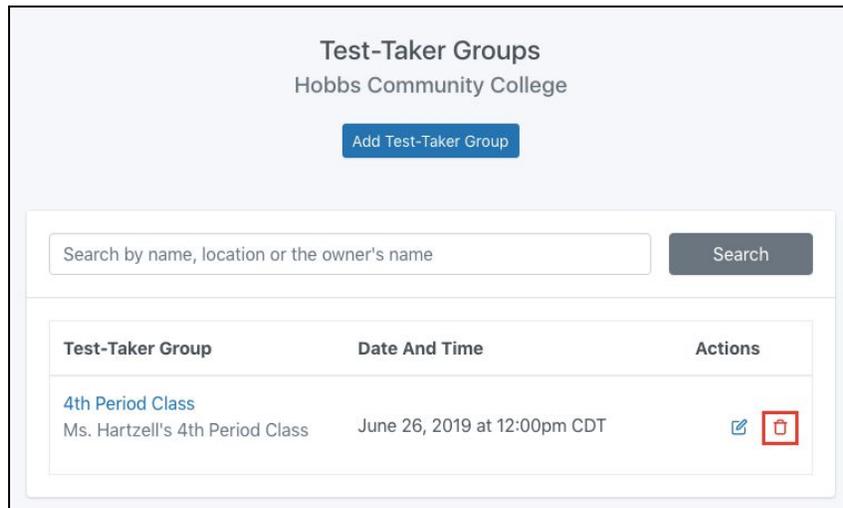


- c. Repeat step 3 and add the student using your Google directory, a CSV file, or Google Classroom.
2. **Remove a Test-Taker:** To remove a test-taker from your test-taker group:
  - a. Click "Test-Taker Groups" in the upper right navigation bar.
  - b. Click the blue pencil icon in the Actions column next to the group name you would like to edit.
  - c. Click "**Remove**" next to the test-taker's name.



**Note:** You cannot add or remove test-takers if your test-taker group is scheduled to take their exam within 48 hours.

3. **Cancel a test-taker group:** To cancel your test-taker group:
  - a. Click the red trash bin in the Actions column next to the group name you would like to edit.



- b. Once you click the red trash bin, a warning message will appear stating "Are you sure you want to delete NAME group? This cannot be undone." If you are sure you would like to delete the group, click OK.
- Your test-taker group has now been successfully deleted.
4. **View a test-taker group** - To view your test-taker group's details:
    - a. Click on the name of the test-taker group.
    - b. You will then see all details related to this group including:
      - i. Assigned facilitators
      - ii. Exam date and time
      - iii. Exam location capacity
      - iv. Test-takers added to the group

### Test-Taker Groups

Hobbs Community College

[Add Test-Taker Group](#)

Search by name, location or the owner's name [Search](#)

Test-Taker Group	Date And Time	Actions
<div style="border: 1px solid red; display: inline-block; padding: 2px;">4th Period Class</div> Ms. Hartzell's 4th Period Class	June 26, 2019 at 12:00pm CDT	<a href="#">✎</a> <a href="#">🗑</a>

**June 26, 2019 at 12:00pm CDT** ← **10 seats** ←

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**Testing Location** ←  
 Ms. Hartzell's 4th Period Class

**Exam Facilitators** ←

bob@hobbscc.edu (Pending Invitation Acceptance)

**Test-Takers** ←

Tokens will be shown 24 hours before exam day.

0 Seats Unlocked

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Mary Reyes (mreyes@hobbscc.com)	<a href="#">created</a>	<a href="#">🔒</a>
Karl Franco (kfranco@hobbscc.com)	<a href="#">created</a>	<a href="#">🔒</a>

## 5) Distribute Tokens

The G Suite certification utilizes **tokens** as a form of test-taker verification on exam day. For security purposes, tokens will not be revealed to the facilitator in the tool until **24 hours prior** to the exam start time.

1. To print your test-taker group's tokens, click on your group name.
2. Click the printer icon located on the right side of the screen.

Test-Takers			
Tokens will be shown 24 hours before exam day.			
0 Seats Unlocked			
Mary Reyes (mreyes@hobbscc.com)	created	2c9e35	
Karl Franco (kfranco@hobbscc.com)	created	26e8c0	

A sample token is shown below:



**Note:** It is highly recommended that you print test-taker tokens **the day before** the exam. If you do not have access to a printer, the tokens will be displayed next to each test-taker's name and can be manually distributed.

## 6) Preparation to Launch the Exam(s)

On the day of the exam, when viewing a test-taker group, you will notice a blue “Launch” button. There are a couple of steps you’ll need to complete **before** launching the exam:

1. **Distribute the tokens** to the appropriate test-taker.
2. Provide your test-takers with the **link** to log in.
  - a. [groups.proctoru.com](https://groups.proctoru.com)
3. Make sure your test-takers are seated and ready for the exam.
  - a. If a test-taker needs to use the restroom, they must do so prior to the start of the exam. Once the test-taker begins their exam, the timer does not stop.
4. Test-takers **enter tokens**.

**Note:** Directions for how the test-takers will enter their tokens can be found in the test-taker guide located in the [Administrator and Facilitator Resource Center](#).

- a. You will be able to see which test-takers have entered their tokens by viewing your test-taker group. If a test-taker has not entered their token, there will be a red lock icon next to their name.

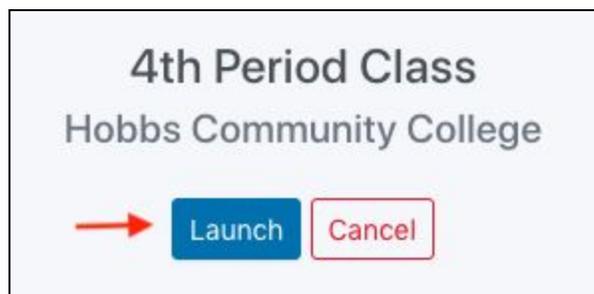
Test-Takers			
Tokens will be shown 24 hours before exam day.			
1 Seats Unlocked			
Mary Reyes (mreyes@hobbscc.com)	created	2c9e35	
Karl Franco (kfranco@hobbscc.com)	created	26e8c0	

## 7) Launch the Exam(s)

You are now ready to launch the exam!

**Reminder: Once the exam launches, test-takers are not permitted to leave the room (e.g. bathroom breaks, phone calls, etc.)**

- 1) To launch the exam, click on the name of your test-taker group.
- 2) Press the blue launch button located at the top of your test-taker group.



- 3) Once you press **"launch"**, your test-takers will be entered into their exam. **This cannot be reversed.**

## 8) Post Exam Delivery Expectations

After test-takers submit their exams, their results will be processed. This can take up to 7 business days and the results will be sent directly to the test-takers. Test-takers will not receive a numerical score, and will only receive a score of pass or fail. Test-takers will also not receive feedback on areas of improvement. Administrator(s) will receive a sheet of credentialed students the same day the test-takers receive their results.