



## What We Do

ProctorU is an online proctoring service that allows test-takers to complete their assessment at home while still ensuring the integrity of the exam for the institution. The service uses proctors who monitor examinees in an easy, three-step process:

1. **We observe the test taker via a web cam.** *The student is connected to a real person who speaks with them to guide them through the process.*
2. **We watch the test taker's screen in real time.** *We can see everything that the student is doing both at their location and on screen.*
3. **We authenticate the student's identity.** *Using a multi-factored process, that is the strongest in the industry, we ensure that the person being monitored is the proper student.*



## Preparing Your Students

Students can take exams from home seven-days-a-week. They are connected to a live person during their exam that will guide them through the process, answer any questions not related to exam material and assist with any technical problems. If students have any questions before or after an exam, they can always call the proctor line at 855-772-8678 or email [help@proctoru.com](mailto:help@proctoru.com).

## Taking the Exam

ProctorU allows exams to be taken on-demand or by appointment. All appointments should be made at least 72 hours in advance. To make an appointment, simply create an account at <http://proctoru.com/lsu>. Then log in, click on the "new exam" link and select the exam, date and time you desire. A confirmation of the appointment will be received via the email provided to ProctorU. Reservations made less than 72 hours of the exam time are subject to a \$5 late reservation fee. Test-takers without an appointment can take their exam on demand within 15, 30 or 45 minutes utilizing the "Take it Now" option for a fee of \$8.75. This premiere feature is designed to give test-takers immediate access to their exam. Late registrations and "Take it Now" are subject to availability.

## Technical Requirements

Students are responsible for meeting the following technical requirements:

- A reliable computer running Windows XP (or higher) or Mac OS X 10 (or higher).
- A web cam with 640x480 video pixel resolution or higher.
- Headphones or working speakers connected to the computer.
- A working microphone connected to the computer. We recommend a web cam that has a built in microphone.
- A web browser with Adobe Flash Player installed. We recommend Flash Player 10.
- A reliable, high-speed internet connection.
- The ability to allow video and screen-sharing connections to the computer you will be using to take your exam.
- Students can test their computer and web cam at [www.ProctorU.com/AmIReady](http://www.ProctorU.com/AmIReady).



## Getting Your Class into Our System

In order to use ProctorU with courses, all instructors or administrators need to do is fill out an Assessment Directive Form (ADF) and submit it to [passwords@proctoru.com](mailto:passwords@proctoru.com). You can request the ADF by going to [www.proctoru.com/docs/ADF.xls](http://www.proctoru.com/docs/ADF.xls). The ADF is a tool that faculty members use to communicate exam information with ProctorU. The information provided will be used for two purposes:

1. Effectively listing the exams in the system so that students know which one to select.
2. Informing proctors about the parameters of the exam.

ProctorU will need enough information in this document for students to recognize their exam when selecting it on the ProctorU site. The following information is required:

- ✓ **Course Description** - This should be course number, section, title, and exam name.  
(Example: Math 150 001: College Algebra, Exam #1).
- ✓ **Instructor Name** and **Contact Information** - This is the name and contact information of the faculty member administering the exam.
- ✓ **Number of Students**: Taking exam with ProctorU
- ✓ **Time Limit**- This is the time limit that has been set in the Learning Management System (LMS). Proctors will not verbally enforce the time limit unless instructed, but the LMS should enforce it automatically.
- ✓ **Date/Time (Central Time) Exam Opens** - This column indicates the first day and time students may begin taking the exam. (Example: October 3 at 8:00 am)
- ✓ **Last Possible Appointment Time to Begin Exam** - This section indicates the latest appointment time a student may schedule their exam to begin. (Time should allow for the duration of the exam and additional 30 minutes to check for technical issues with the student's computer.)
- ✓ **Password** - This is the password that the course instructor from the institution has set in the LMS for the proctor to use to unlock the exam. Proctors are able to type this password in without the student seeing it. Please do not give this password to students for any reason, as it will allow them to take the exam without a proctor.
- ✓ **Special Instructions** - Be Very Specific - These are instructions to the proctors to allow or disallow certain resources. (example: closed book, closed note, scratch paper and calculators allowed).





## Important Information

1. ProctorU is open 7-days-a-week, except for the following 8 holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve and Christmas Day.
2. When students connect, their proctor ensures their computer and internet connection are capable of taking an online exam. ProctorU provides technical support at no charge for any issues that may arise before or during the testing session. In the rare event that the proctor cannot get the computer working properly, they may request the student to correct the issue and reschedule their exam.
3. The time a proctor spends getting the student prepared to take their exam does not take away from the exam time. For example, if the student has a two-hour exam appointment and it takes 20 minutes to troubleshoot a technical issue on the examinee's computer, the student will still get the full 2 hours to take the exam.
4. ProctorU representatives will happily reschedule a student's exam in the event of a technical issue, if the exam is not available, or if they simply need more time to study. Students may reschedule by emailing [help@proctoru.com](mailto:help@proctoru.com), calling 855-772-8678, or speaking with their proctor at the time of their appointment. Please encourage students to include identifying information in their emails such as their name, course, institution name and current appointment information.
5. For questions, please contact ProctorU's Partner Services team at [passwords@proctoru.com](mailto:passwords@proctoru.com) or 855-775-8678.

