What We Do

ProctorU is a revolutionary new service that allows students to complete their assessment at any location while still ensuring the academic integrity of the exam for the institution. Using almost any web cam and computer, you can take exams at home, at work, or anywhere you have internet access.

Preparing for Your Exam

You can take exams through ProctorU seven days a week. You will be connected to a live person during your exam that will be there to guide you through the process and assist with any technical problems. If you have any questions, please call our proctor line at 205-870-8122.

Below is a quick list of procedures, followed by a more detailed explanation of the typical exam appointment.

Student Checklist

- Your allotted exam time doesn’t begin until you are entered into the exam by you proctor.
- Have your student or government issued-ID ready, as you will have to show it to your proctor to verify your identity.
- ProctorU will run an applet, or temporary program on your computer that will allow us to view your screen and what programs are running during your exam session. This program will expire once you close it. Please close all unnecessary programs before logging in to ensure the best experience.
- Test your equipment at www.proctoru.com/testitout before your appointment to ensure everything works. Please see our technical requirements listed below.
- Make sure you have a fast and reliable internet connection. If you are connected through an intermittent WiFi connection, you may want to plug in directly to your modem, to avoid disconnecting during your exam. If you lose connectivity, please continue the test and email the course instructor immediately and call ProctorU at 205-870-8122.
- Please turn off all cell phones and find a comfortable, quiet spot in a well-lit room. Try to put light sources in front of you, such as windows or lamps, so they don’t cast shadows on your face. Your proctor will need a clear view of your surroundings and face in order to grant access to your exam.
- If your Learning Management System allows, please remember to save each answer as you go in case you lose connectivity or there is an error with the testing site.
- Some course instructors allow scrap paper and others do not. If scrap paper is allowed be prepared to show it to the proctor to ensure it is blank.

Taking Your Exam

ProctorU allows you to take your exam on demand or by appointment. All appointments should be made at least 3 days in advance. To make an appointment, simply create an account at http://go.proctoru.com, or your school’s ProctorU web portal, then log in, click on the “new exam” link and select the exam, date, and time you desire. You will receive a confirmation email of your reservation at the email address that you provided to ProctorU. Reservations made within 72 hours of your exam are subject to a $5 late reservation fee. Students without an appointment can take their exam on demand within 15, 30 or 45 minutes utilizing “Take it Now”. This premiere feature is designed to give test takers added convenience and only costs $8.75. Late registrations and “Take it Now” are subject to availability.

www.ProctorU.com
Real People. Real Proctoring.
Procedure

Plan ahead for your session. Make sure you have a quiet, private location in which to take the test. The area and room around your computer will be scanned using a web cam prior to your exam, so all non-authorized materials should be put away and the area should be clutter-free. If you are using a public computer lab, you must have a web cam connection and use headphones, so you won’t disturb others. You will also be required to show picture identification to your proctor at the time of your exam. Approved forms of identification include, but are not limited to, a driver's license, military identification card, passport, or school-issued identification card. No breaks are allowed during your testing session and cell phones and other devices will not be permitted in the testing area. No other people are allowed in the area in which the test is being taken. Any unauthorized notes or other attempts to cheat will abort the test session and will be reported to your instructor.

At the date and time of your appointment, return to http://go.proctoru.com, log in, and a message will appear saying, “You have an exam. Click here to begin.” Click on this button and it will automatically take you to the proctor page. Fill out your personal information and hit submit. You will then be directed to a screen which will connect you to your proctor. Just follow the steps on the screen and a proctor will be connected with you shortly.

Once connected, your designated proctor will walk you through the set up process and you will log into your testing portal. Your proctor will also supply the password for your examination. Your exam time will begin when the proctor enters the examination password on your screen. If you have any problems connecting, please call ProctorU at 205-870-8122.

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 11.
- 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, web cam, and internet connection at www.ProctorU.com/Testitout.

Contact Us

To learn more about ProctorU, please visit our website at www.ProctorU.com

Don’t forget to “like” us on Facebook and follow us on Twitter!

www.facebook.com/ProctorU
http://twitter.com/ProctorU
Registration with ProctorU:

NOTE: The best Internet browser for taking exams in Sakai is “Firefox”. You may use Internet Explorer, but you may experience some difficulties. Please do NOT attempt to use Google Chrome, Opera, or other Internet browsers. For a free download of “Firefox” onto your system, go to www.firefox.com for more information.

If you have any questions about the ProctorU system you may call them at 205-870-8122.

The first step is to register for an account with ProctorU:

1. Go to www.proctoru.com

2. Click on “New to ProctorU? Sign Up Here -- GO” – this is toward the bottom of the screen with a small blue “GO” button

3. Complete the registration form and click “submit” – be sure to select your home time zone (if you don’t know your home time zone Google time zone for websites that will help you to determine your time zone) – under “institution” select “University of Florida” – a notice that your account has been set up will appear – read the terms of service and click on “accept terms”

4. Your ProctorU profile page will be displayed – please complete this form and click on “update” – **PLEASE use the name that you are officially listed as in your online courses** as these are the names the system will be looking for to code you in the system – be sure to select “University of Florida” under Institution – do not select any other Florida school - click SUBMIT

5. After you update your profile your page will display active “My Exams” and “New Exam” tabs. You will not need to go through the account creation process each semester, but you will need to register for your exams each semester.

Schedule an exam with ProctorU:

Go to www.proctoru.com, click on the “Login” button in the upper right corner. Log in with your name and password (that you created when you registered). This opens your account in ProctorU. Here you can test your Webcam, schedule an exam, check on upcoming exam schedules, change your profile, and export your exam schedule.
Click on the “New Exam” tab (or you may register right after you register if you click on “submit” in the registration step)

Under “Term” - select “Current Term”

Under “Name of Exam” – pick the exam that matches your course and exam (verify this in the next screen in the display bar that you have picked the right exam), i.e. “PHC 6001 – Exam 1 – Cindy Prins”, etc. – Click on the exam name.

A calendar will appear with the available dates for the exam indicated in blue (aqua) – pick one of these days – it will turn red - then pick a time from the “start time” pull-down – PLEASE NOTE what time zone the time is listed. Exams are generally available 9am-midnight EST, 7-days a week. Look at the exam name and make sure you have picked the correct exam.

Click on “Add”
There is a $5 late fee if registering with less than 3 days from the start of the exam.
You may check on your exams at any time by logging into ProctorU – click on “Schedule Exam” – then click on the “My Exams” tab. Your exam schedule is displayed with a countdown to your exam.

At this site you can also test your webcam and microphone.

Taking an exam with ProctorU:

Make sure that you have a webcam and microphone on the computer you plan to take your exam as both of these elements are REQUIRED during exams in online courses. Some computers have these as a built-in feature. Please test them on the ProctorU website prior to your exam time as the proctor will NOT ALLOW you to take your exam without this equipment on your computer. Do not wait until exam time to test them as a missed exam will need to be rescheduled and will cost a $5 rush fee.

On the ProctorU website, at http://www.proctoru.com/testitout/, there is a testing center to verify that your computer has all the proper settings and software necessary to take an exam via the ProctorU service. Please go to the site and test your equipment. This will verify that your webcam and connection are working in the ProctorU system.
On the date and time of your exam, go to www.proctoru.com, log in, and click on the “My Exams” tab, click on the “You have an exam Click to start!” button. NOTE: You will not be able to log onto your ProctorU scheduled exam until your appointment time – not even 1 minute before – don’t panic your exam testing time will start when you officially start the exam, not when you log onto ProctorU.

A proctor from ProctorU will be connected with you. They will ask you to present some picture identification and they will ask you some questions to identify yourself. They will also ask for you to pan your room and desk with the camera to verify that you are alone taking the exam. They will ask you to open Sakai and log into your course and go to the exam you wish to take. They will ask permission to share your desktop. This is to enable them to enter a password to open your exam. (You must have some administrative privileges on the computer you are working on for this to be enabled.) If a proctor does not come on right away – do NOT leave the ProctorU site – they may be delayed due to a large number of students logging on at the same time. If you leave the site YOU WILL LOSE YOUR EXAM APPOINTMENT TIME. If you are waiting more than 15 minutes for a proctor, you may call them (be sure to press the option for “test scheduled today” option) or open your email (don’t close ProctorU) and send them a message.

You will take the exam online under the rules that your instructor has set in the syllabus of your course (i.e. length of time, format, open or closed book, etc.). Please relax and take the test. The proctor will be watching and listening to you as you take the exam, but this is no different than a live test with proctors in the room walking around looking at students while they take an exam. Please ask others to refrain from coming into the room where you are taking your exam as you need to be alone to take your exam. Close all programs on your computer (unless this is allowed in the course exam rules), and turn off cell phones. It is important that students understand that you will NOT be able to leave the computer during the exam or answer the phone for ANY reason (unless there is a life-threatening emergency). Be sure to take a bathroom break BEFORE you start as this will not be allowed during the exam (just like in a classroom exam).

The proctor will be there to assist you if you have any technical difficulties during or before the exam, feel free to speak to them if you need assistance in this area. Proctors CANNOT assist you with the exam nor explain any questions on the exam.

The proctor will ask you to open up Sakai (please have your name and password handy) – then open up “Assessments” or “tests and quizzes” – then open the exam you wish to take – at this point they will need your permission to “share your desktop” – they will enter the password for your exam and you will start the time for the exam after this step. NOTE: This last step requires that you have some administrative permission on your computer. If you are taking your exam at a work computer please check with your IT department about this capability prior to starting your exam.
If you encounter a problem with Sakai during your exam please report it to the UF Helpdesk at helpdesk@ufl.edu (please spell out the problem as specifically as possible) or by phone at 352-392-4357. The UF AT department can only improve Sakai if they get reports from students about problems they experience within Sakai.

If you have any complaints, suggestions, or comments concerning your experience with ProctorU please contact Chris Newsom at the UF Distance Learning Office at cnewsom@dce.ufl.edu or 352-294-0851.

SECURITY

The proctors on the ProctorU service have all taken the same FERPA student confidentiality exam that UF employees must take when interacting with students. To identify yourself the proctors are going to ask several questions about you to establish your identity. These questions are drawn from public records and they already have the correct answers so you are not revealing anything to them that they do not know from these records. If you are uncomfortable answering any of their questions, please let them know.

Proctors will send you a message to “share your desktop” – this will enable them to enter the exam password into your Sakai exam site. The few minutes that ProctorU shares your desktop students will be able to see everything that the proctor is doing on the computer. They will then relinquish the desktop and enter a “view only” mode which will only allow them to see your desktop, but not manipulate your computer. At no time will they be able to enter your computer or your computer files without your knowledge as you will see all their interactions with your computer.