1. **What is ProctorU?**
ProctorU is a monitoring service used by Gordon State College to fulfill the requirement of a proctored assessment in each online course. ProctorU allows students to take their exam in their own locations (without coming to campus) while still being monitored. The student connects with a proctor via his/her computer. The proctor is able to see and hear the student (via webcam) as well as see his/her screen. The student still completes the exam (usually via D2L or some other electronic tool) as normal.

2. **Does ProctorU cost?**
Yes. Since Gordon State College does not charge extra fees for online courses, the students do have to pay to use ProctorU. The fees are based upon the length of time allowed for each exam. This is NOT the amount of time the student takes to complete the exam, but how long the instructor allots. For example, if the instructor sets the exam to take 60 minutes, then each student will be charged the 60-minute rate.

<table>
<thead>
<tr>
<th>Exam Length</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 Minutes or less</td>
<td>$8.75</td>
</tr>
<tr>
<td>31-60 Minutes</td>
<td>$15.00</td>
</tr>
<tr>
<td>61-120 Minutes</td>
<td>$19.75</td>
</tr>
<tr>
<td>121-180 Minutes</td>
<td>$25.00</td>
</tr>
<tr>
<td>181-240 Minutes</td>
<td>$30.00</td>
</tr>
</tbody>
</table>

**Please Note:** If students make an appointment with ProctorU within 72 hours of their test time, they will be charged an extra $8.00. If they schedule their appointment within 2 hours of their test time, they will be charged an extra $12.00.

3. **Do I have to use ProctorU?**
At the discretion of the instructor, the student may use an approved testing center instead of ProctorU. The exam will still be monitored, but it will be done so within a
testing center rather than the student’s home/place of choice. There is usually also a fee associated to the use of a testing center (this fee varies).

4. What technology and materials do I need to use ProctorU?

- Computer (Desktop or Laptop Only- No iPads, Tablets, or Google Chromebooks, Smartphones)
- Webcam (can be integrated into your laptop or an external USB plugged into the computer)
- Speakers
- Microphone (internal microphone or a headset/microphone)
- Google Chrome ([Download here](#))
- High Speed Internet Connection (No Hotspots)
- 2 Photo ID cards (one must be government issued, the other can be a school ID)
- Your Smartphone or a Mirror

5. How can I make sure my technology is working appropriately before the exam?

Students should visit [www.proctoru.com/testitout](http://www.proctoru.com/testitout) to check their equipment at least one day before their appointment. Students should ensure that they are using the same computer in the same testing environment that they will be using for their appointment.

6. Where can I take my exam with ProctorU?

The student will need to be in a quiet room with a door (so that the proctor can confirm that he/she is the only one in the room). Students are not allowed to have visitors or interruptions during the exam. More than likely, students will not be able to test in a computer lab setting. (If using on-campus facilities, consider testing in the upstairs private study rooms in the Hightower Library).

7. What steps do I need to take to make an appointment and test with ProctorU?

**Step 1: Make your ProctorU account.** The student will need to create his/her ProctorU account through either the ProctorU website ([here](#)) or via D2L. To access ProctorU in D2L, the student should navigate to the D2L course homepage and choose the ProctorU icon in the top right corner of the navbar.

**Step 2: Schedule an Appointment and Pay.** Once the student is logged into his/her account, he/she can search for the name of the exam (provided by the instructor). The student can then select an appointment time to meet online with the proctor to take the exam. After selecting the appointment time, the student will be prompted to pay for the proctoring service (fees listed above). The student should be prepared to pay for the exam at that time. If the student does not pay for the exam by that time then the appointment is automatically canceled and the student will have to make a new one.
**Step 3: Connecting to a Proctor and Taking the Exam.** At the time of the appointment, the student will need to log into their ProctorU account (via the ProctorU website [here](#) or from within D2L). Upon logging in, the student should see a link to connect to a proctor. The proctor will ask the student to show his/her ID (see list of required materials above) and answer some questions about themselves (to verify his/her identity). The proctor will ensure that he/she can see the student and the student’s computer screen. The proctor will also ask the student to complete a room scan (using the webcam) to ensure that he/she does not have forbidden materials in the room. The student will then navigate to the exam (in D2L or elsewhere online). The proctor will input the password for the exam. The student can then take the exam as normal.

**Please Note:** The student will need to log into TWO places: D2L (or the program housing the exam) as well as the ProctorU account (either inside or outside of D2L). Simply logging into D2L does not connect the student with a proctor- he/she must also log into their ProctorU account.

**Step 4: Completing the exam.** After the student submits the online exam, he/she will need to tell the proctor that he/she is finished and the completely log out of D2L (or the learning management system). The proctor will give any final instructions. The student should NOT close the proctoring session until the proctor provides that confirmation.

**8. What if I need to re-schedule my appointment with ProctorU (but not because of a technical failure during the exam)?**

If students need to reschedule their exam, they can access their ProctorU account (through the ProctorU website [here](#) or D2L) and there will be a reschedule button available.

**9. What if I need to re-schedule my appointment with ProctorU (because of a technical failure during the exam)?**

If students need to reschedule their exam because there was a technical failure during their original session and they were not able to submit, students should contact ProctorU FIRST via the chat in the bottom right corner (in their ProctorU account). When chatting with a representative, students should explain that they were not able to complete their exam because of a technical failure. After confirming, the representative will allow students to reschedule an appointment without having to pay again.

**Please Note:** If students do not use the chat feature and simply attempt to reschedule on their own, they will be prompted to submit payment again.
Steps for Taking an Exam with ProctorU

**Faculty: Fill out ProctorU Form for Testing**
- Build the quiz in D2L as normal
- Make sure the quiz has a PASSWORD
- Go into ProctorU (on D2L navbar) and add a new exam
- Complete the testing form. Input the amount of time allowed, location of exam (D2L), and the quiz password
- Quiz should go "live" for scheduling in ProctorU within 24 hours.
- **This needs to be completed at least ONE WEEK in advance before the test opens.**

**Students: Sign up for an Appointment with ProctorU**
- Log into D2L and go to ProctorU from navbar
- Search the name of the exam
- Select an appointment time and pay for the exam (*students must pay for the appointment to be confirmed*)

**Students: Test your Equipment**
- Before the day of the appointment, the students should test their equipment here: [https://test-it-out.proctoru.com/](https://test-it-out.proctoru.com/).
- Students will need:
  - Desktop or Laptop (no chromebooks, tablets, or phones)
  - Webcam (built-in or external)
  - Working Speakers
  - 2 forms of ID (government issued and/or school ID)
  - Chrome Browser

**Students: Take the Exam**
- At least 20 minutes before the appointment time, log into D2L AND ProctorU.
- Choose to connect to a Proctor (within ProctorU). The proctor will do a room scan and give you further instructions. The proctor will input the exam password and watch as you take the exam
- After submitting the exam, log completely out of D2L before disconnecting with the Proctor
- If students have a technical problem during the exam and are not able to continue, stay on the line with the proctor to make a new appointment. Students can also use the chat in the bottom right corner of ProctorU. This will allow students to re-schedule without charge. Do not use the regular appointment process for re-scheduling (it will prompt you to repay).

**Faculty: Look for Incident Reports**
- If there was a problem with the exam, faculty will be notified via email. These incident reports allow faculty to see (via text and video) what happened during the exam.