



Proctorio Contact Info

Phone: 480-428-4076

Live Chat: [here](#).

Professor Support: [here](#).

Proctorio is a proctoring tool that is as easy to use as it is powerful. It ensures academic integrity by:

- Recording video of the student while they take an exam
- Recording audio of the student's surroundings
- Actively locking down the test environment
- Reporting student activity (such as copy/paste or visiting other websites)
- Detecting abnormal behavior

Important information for your students:

- Proctorio's cost model allows for unlimited exams per student account, and it is University pay. Your students **will not have to pay** for any exams.
- Students **Do Not** have to schedule their exam with Proctorio.
- Chrome is the only browser the Proctorio extension works with.
- Students should have any Ad-Blockers disabled before entering exams.
- If a student needs help during the exam, they can start a Live Chat with the Proctorio Support Team.
- If students have dual monitors, they must go into their computer display settings and disable any screen display to the second monitor. Otherwise they will spend more time changing this during the Verification process.
- Students **do not** lose exam time while verifying their equipment and ID before the exam begins.

Before using Proctorio for an Exam or Quiz, we recommend that Professors create a “Practice Exam” to allow students an opportunity to test their equipment and experience the exam verification process. You can also use this setup to create a Proctorio Settings Profile to be re-used for future exams.

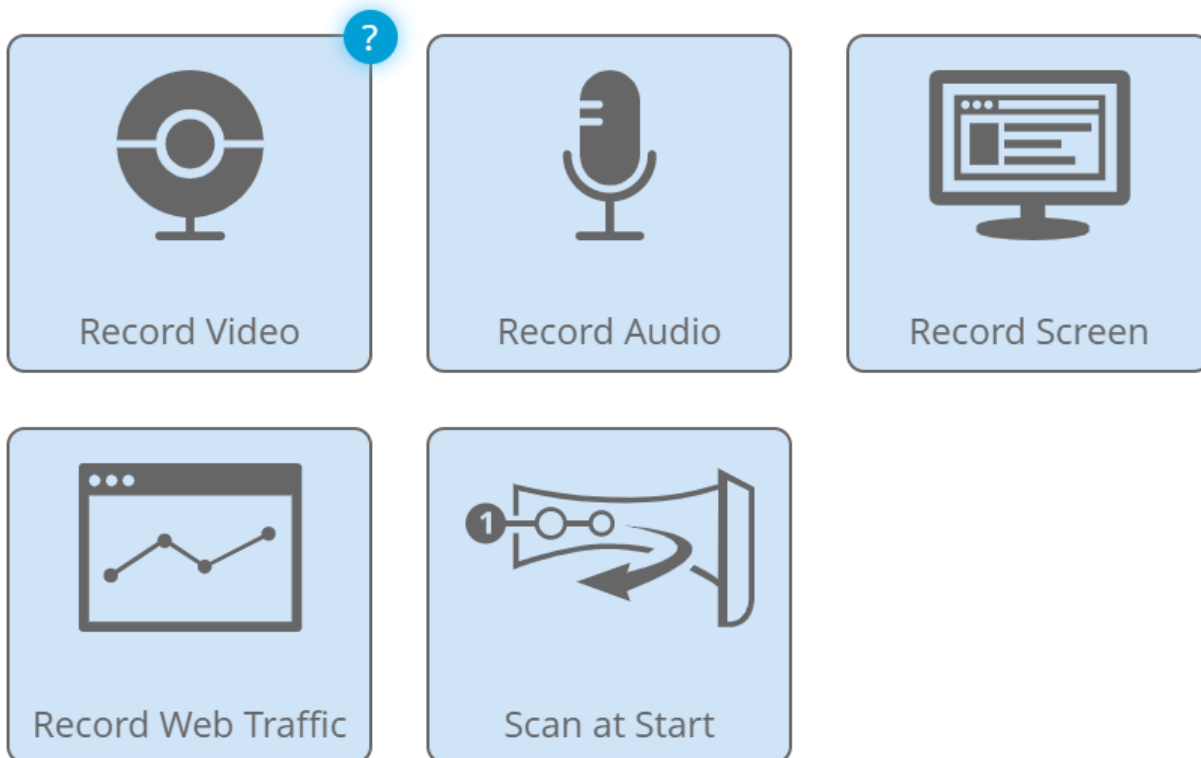
- Contact your Instructional Designer for help deciding which settings work best for your Exam type. The settings all depend on how much access you want your students to have to the internet or other resources on their computers.
- Students should be aware of what will be locked down while they take their Exam.

These are the Proctorio Exam Settings we recommend each faculty use:

Recording Options

- We suggest selecting all five options, this allows for a more secure review of student behavior during the exam.
- These options cannot be changed once the first student begins the exam.

▼ Recording Options

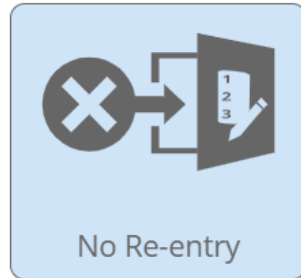
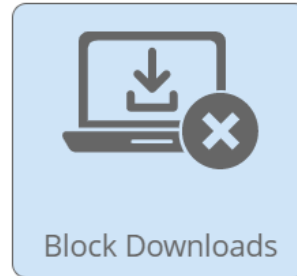
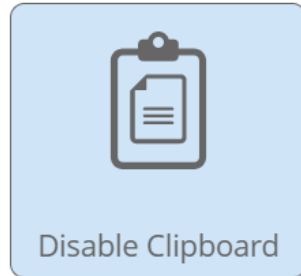
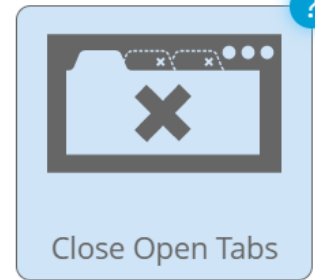
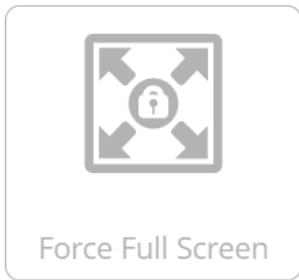


Record Video will capture video from the webcam for the entire exam, giving insight to the test taker's exam environment.

Lock Down Options

- Only use “**Force Full Screen**” if you want students to ONLY be able to see the Exam/Quiz. *Note: If students need to access Word, Excel, etc. then you will have to select “**Full Screen Off**” for this option.
- Only use “**No New Tabs**” if you do not want your students accessing other websites during the exam. If there are specific websites they need, you can select “**In Quiz Links Only**”. Just be sure any sites needed are included in the quiz question.
- **Important:** “**Clear Cache**” will **delete** any documents students have open, or open during the exam. Only use this feature for exams where students must download an answer sheet. Once they close out of the Exam, the document will delete so they cannot share the questions/answers.
- Note: You will have to select “**Prevent Re-entry**” and specify as “**No re-entry**” as there are three options for this lock down.

▼ Lock Down Options

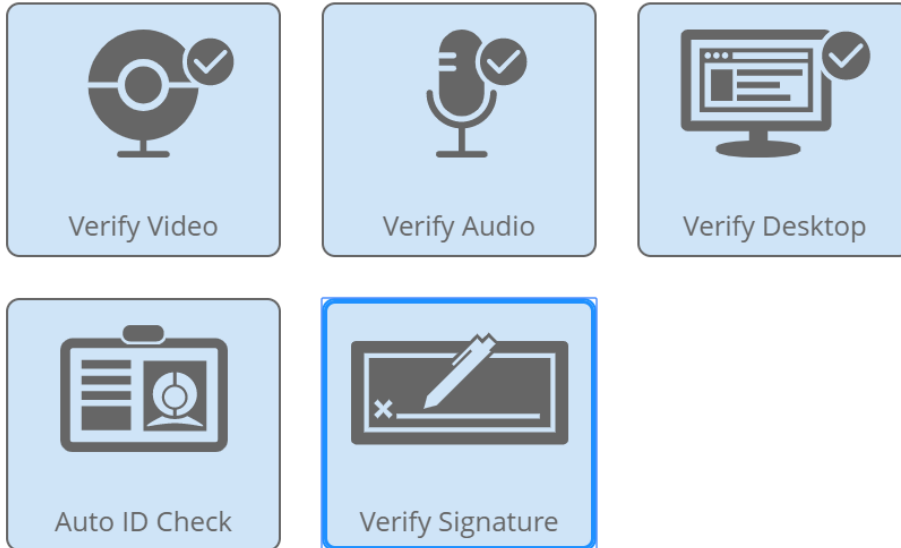


Close Open Tabs prevents access to unauthorized material by requiring any other webpages to be closed before starting the exam.

Verification Options

- We suggest selecting all five options, this allows for a more secure review of student behavior during the exam.
- These options can be changed at any time are useful only **after** all students have completed the exam.

▼ Verification Options

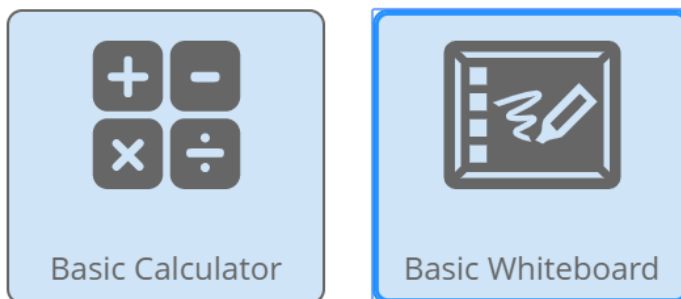


Verify Signature requires the test taker to sign an agreement before beginning the exam

In-Quiz Tools

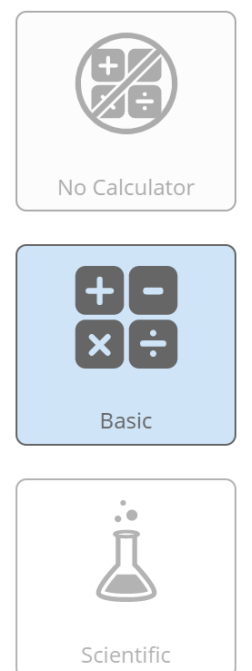
- These tools are useful because you will be able to monitor student use of them after the exam.
- There are only two types of Calculators: Basic and Scientific.

▼ In-Quiz Tools



This option allows test takers to use a scratch pad on-screen

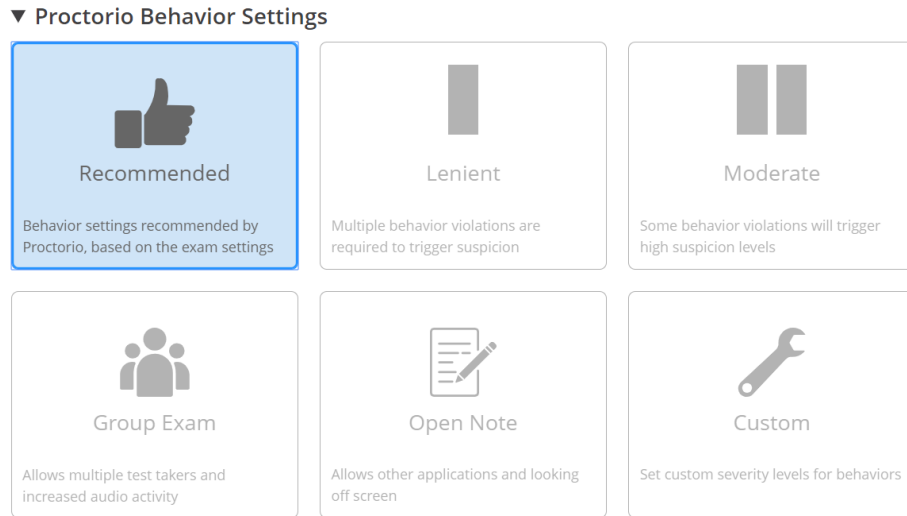
Calculator Options



Proctorio Behavior Settings

These settings allow you to set the weight of suspicious behaviors using present configurations. They can be changed at any time, or customized depending on the weight of suspicious behavior you prefer.

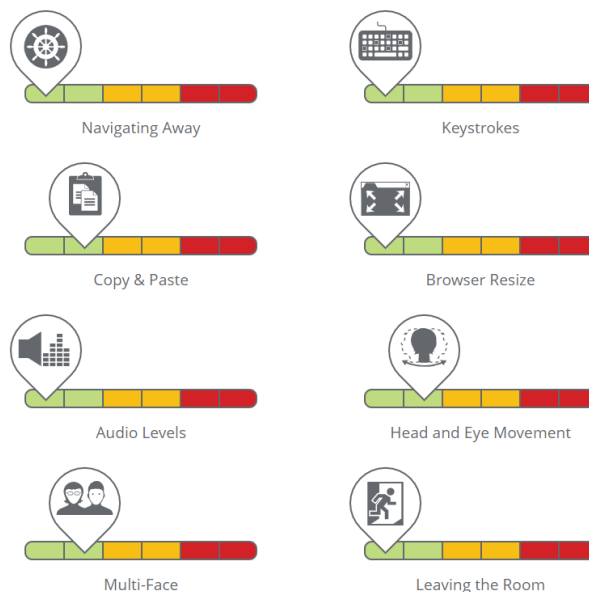
- The “Recommended” settings are more than acceptable, unless you wish to customize. However, until you have used these settings and understand them, it is not recommended to use “Custom”.



These behavior settings allow you to set the weight of suspicious behaviors using preset configurations.

Proctorio Frame Metrics

The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled or not. The severity of these metrics can be changed at any time which will result in a **re-calculation of the Suspicious Level** in the Proctorio Gradebook.



Proctorio Exam Metrics

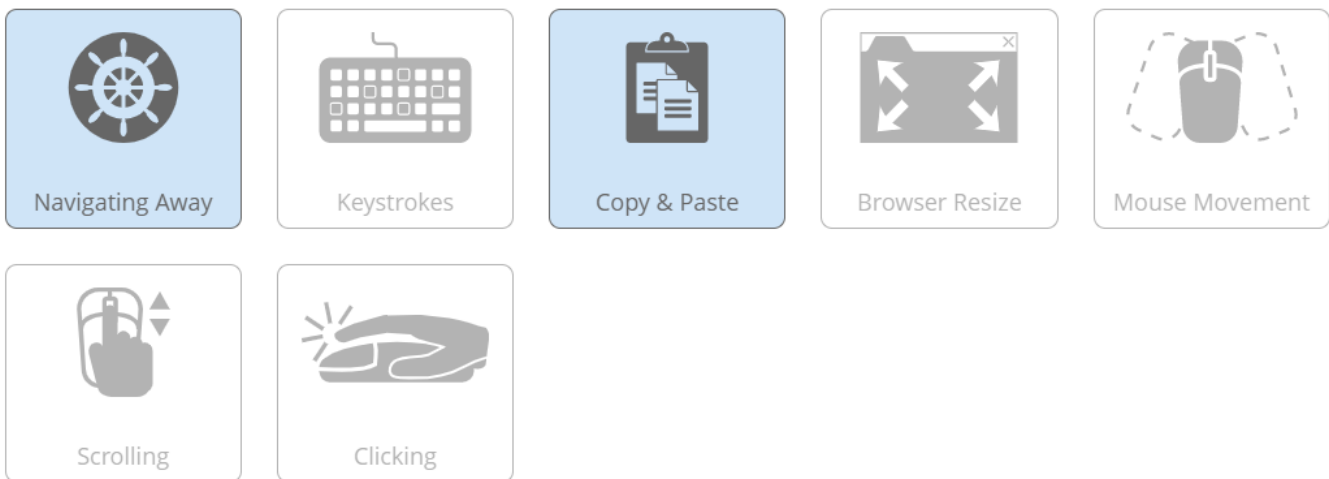
Abnormalities compare one test taker's actions to the rest of the exams in the class. This will highlight statistically significant differences in a test taker's behavior.

- These abnormalities do not influence student grades, they only influence the "Suspicious Level" within the Gradebook.

Computer Based Abnormalities

- If customizing, we highly recommend using "Navigating Away" and "Copy & Paste" to flag these excessive behaviors.

Computer Based Abnormalities

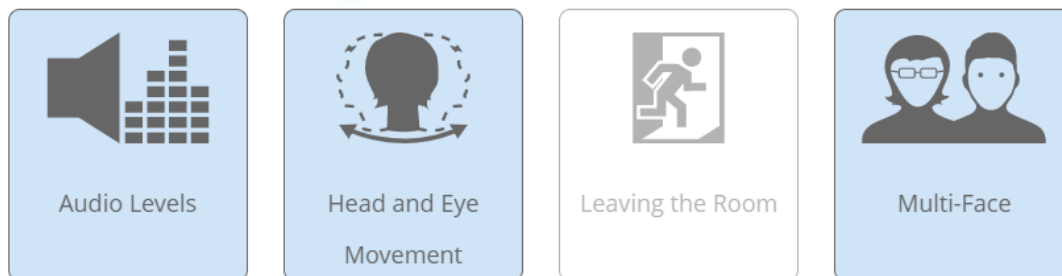


Abnormal clicking will highlight test takers who interacted with the quiz page less than the rest of the class

Environmental Abnormalities

- If customizing, useful to select all.

Environmental Abnormalities ?

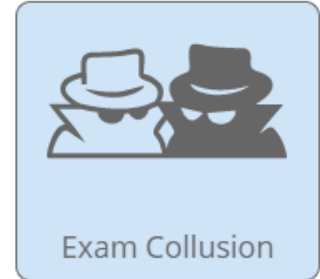
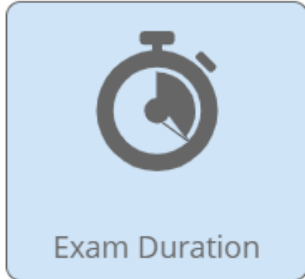


Abnormal head movement will highlight test takers who looked away from the camera significantly more or less than the other test takers.

Technical Abnormalities

- **“Exam Collusion”** is highly recommended as it will highlight students who took the exam at the same time and on the same network.

Technical Abnormalities



Exam Collusion will highlight test takers who took the exam at the same time on the same network

Once you have selected all your Proctorio Exam Settings you will see the following:

If you would like to reuse these settings in the future, you can save them in a new profile.

[CREATE NEW PROFILE](#)

Once created, you can re-use these settings for other exams under “Saved Profiles” at the top of the Proctorio Settings tab in each Quiz or Exam.