Student Guide to Proctorio at UBC

What is Proctorio?

Proctorio is an online remote proctoring tool that allows you to complete a quiz or exam from anywhere. In place of a physical person in the room with you, Proctorio will record your computer screen and/or webcam and microphone during the exam.

Afterward, Proctorio’s algorithms will automatically look over your recordings and flag any unusual activities for your course instructor or teaching assistant (TA) to review.

WHAT YOU NEED TO KNOW ABOUT PROCTORIO

- Proctorio is necessary to make sure the exam experience is fair for everyone. If you engage with the exam honestly, you do not need to worry about the recording, even if something unusual or unexpected happens during your exam (e.g., a loud noise).

- Proctorio only runs when you’re in an exam in your Chrome browser (you will see a shield icon in the browser address bar when it’s active). There is no separate program collecting your data and no data collection once you leave your exam. You can uninstall Proctorio when you are done by going to the Proctorio Chrome extension page and clicking Remove from Chrome.

- No person is watching you during the recording and only your course instructor and/or TA will review the recording afterward. Proctorio’s role is limited to: a) providing temporary data storage for your video in Canada and b) running its automated algorithms to flag any moments in your video for review.

- An automated flag on your recording does not mean your instructor or TA will automatically assume you cheated or that you will receive a grade deduction. Human interpretation of the flags is essential; your instructor and/or TA makes the final call.

What do I need to use Proctorio?

In order to take a remotely proctored exam, you will need:

- A desktop or laptop computer (mobile devices will not work)
- The latest version of the Chrome web browser
- The Proctorio Chrome extension
- A webcam (if your instructor requires)
- A microphone (if your instructor requires)
- A clear photo identification (if your instructor requires, e.g., UBCcard)
- Access to a private, quiet, well-lit location with a reliable Internet connection

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1 https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfaojifaaonnpkei
2 https://www.google.com/chrome/
3 https://getproctorio.com/

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How do I use Proctorio?

INSTALL PROCTORIO IN CHROME

1. In Chrome, go to the Proctorio Chrome extension page.
2. Click Add to Chrome.
3. In the pop-up asking “Add Proctorio?”, click Add Extension.
4. You will see a pop-up saying “Proctorio has been added to Chrome”. You have now installed Proctorio in Chrome.

TAKE CANVAS QUIZZES THAT USE PROCTORIO

1. Using Chrome, log in to your Canvas course.
2. Click the name of the Canvas quiz you’re going to take. In the quiz name, it will typically say “(Remotely Proctored)”.
3. Once you’re ready to begin, click Take Quiz.
4. Read Proctorio’s “Before you begin” guide that appears. If you get a warning message, follow the instructions to clear the warning message. If you don’t get a warning, click Start exam pre-checks.
5. You will go through a series of system diagnostic tests to make sure everything is working properly. When you pass a test, click Next.
6. Depending on the settings that your instructor enables, you may be asked to verify your webcam/microphone and/or hold your photo identification in front of the webcam. Follow the instructions to continue.
7. Read the Proctorio Exam Agreement that appears, then click I accept, begin the exam now. If you have questions about accepting, contact your instructor.
8. If your instructor enables it, you may need to rotate your webcam 360 degrees to do a full room scan before you start answering questions. If your webcam is fixed to your computer, you can use a mirror to show the webcam your surroundings.
9. Once you start, please do not refresh your browser, use browser buttons, or navigate away from the questions until the exam has been submitted.

4 https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfaojifaonmkpkei

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Tips

● Before starting, make sure you close all other tabs in Chrome and other applications including Skype, Dropbox, and Word. Having too many applications open may cause the quiz to crash.

● Please also silence all notifications on your computer. This includes iMessage, Slack, or any program that will generate a pop-up notification. If possible, put your computer in Do Not Disturb mode (Mac) or use Focus Assist (Win 10).

● If you have trouble verifying your webcam and/or microphone, follow the instructions to check the webcam/microphone permissions\(^5\) in Chrome.

● Your quiz will not require an access code. If you get an error message saying “Access Code is required to attempt a Proctorio enabled quiz”, double check that you have the Proctorio Chrome extension installed in Chrome. If the problem still persists, follow the steps below:

1. Check that you are using the latest Chrome browser\(^6\).
2. Remove the Proctorio Chrome extension by going to the Proctorio Chrome extension page\(^7\) and clicking Remove from Chrome.
3. Clear your Chrome browser history and cache\(^8\).
4. Quit Chrome and then re-open it.
5. Re-install the Proctorio Chrome extension by going back to the Proctorio Chrome extension page\(^8\) and clicking Add to Chrome.
6. Start the quiz again.

● If Proctorio says it will record your location, this only means it will record the approximate city you are in, based on where your computer is connected.

Where can I get more support with Proctorio?

BEFORE YOUR EXAM

For questions related to your exam content, time limit, or exam availability:

● Please reach out to your course instructor or TA

If you have trouble accessing Canvas or Chrome:

● Contact UBC IT’s Service Centre Help Desk\(^9\)

If you have trouble setting up Proctorio:

● Contact Proctorio via phone (1-866-948-9087) or email (support@proctorio.com)

\(^5\) [https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en](https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en)
\(^6\) [https://www.google.com/chrome/](https://www.google.com/chrome/)
\(^7\) [https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfoajifaaonkpeki](https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfoajifaaonkpeki)
\(^8\) [https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en](https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en)
\(^9\) [https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk](https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk)
DURING YOUR EXAM

If you have technical issues while taking your Proctorio exam, contact Proctorio Support:

- Contact via phone (1-866-948-9087) or email (support@proctorio.com)
- Or, inside an active exam:
  - Click the shield icon located in your Chrome browser address bar, then click Live Chat

A Guide from UBC’s Keep Teaching Website (keepteaching.ubc.ca)

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10 https://proctorio.com/support

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