



# Student Guide to Proctorio at UBC

## What is Proctorio?

**Proctorio is an online remote proctoring tool** that allows you to complete an invigilated quiz or exam in Canvas. In place of a physical person in the room with you, instructors typically have Proctorio record your webcam, microphone, screen, and any websites you visit during the assessment.

### WHAT WILL I USE IT FOR?

Your instructor may have you use Proctorio in Canvas courses for:

- Proctored quizzes or exams



Instructors set what behaviours they want flagged as unusual activities by Proctorio's algorithms. Flags are automatically added to your recordings based on those settings. Instructors and/or teaching assistants review the recordings to determine whether any flagged activity constitutes actual misconduct or is just algorithms noting a harmless variance in the recording.

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## WHAT YOU NEED TO KNOW ABOUT PROCTORIO

- **Proctorio is used to make sure the remote 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 unexpected happens.
- **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](#)<sup>1</sup> and clicking Remove from Chrome.
- **Proctorio recordings are stored in Canada** in accordance with Section 26(c) of [FIPPA](#)<sup>2</sup>. The encrypted recordings are retained for two years before they are deleted. If you have any questions or concerns about the privacy of your data, you can contact Paul Hancock (UBC Legal Counsel, Information and Privacy) at [paul.hancock@ubc.ca](mailto:paul.hancock@ubc.ca).

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<sup>1</sup> <https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfaojifaaonnkpkei>

<sup>2</sup> <https://universitycounsel.ubc.ca/subject-areas/access-and-privacy-general/access-to-information/about-fippa>



- **No person is watching you during the recording** and only your instructors and/or teaching assistants will review the recordings afterward. The Proctorio tool'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 instructors and/or teaching assistants will assume you cheated** or that you will receive a grade deduction. Human interpretation of the flags is essential; instructors/teaching assistants make the final call.

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## What do I need to use Proctorio?

### Technical requirements:

Proctorio must be used on a **desktop or laptop computer** (mobile devices will not work), with the latest [Chrome web browser](#)<sup>3</sup> and [Proctorio Chrome extension](#)<sup>4</sup> installed, and a **webcam** and **microphone** built in or attached.

- Proctorio can be used on Windows, Mac, Linux, and Chrome Operating Systems. You can [view the minimum technical requirements](#)<sup>5</sup> on Proctorio's site.

### Exam requirements:

You will need a **photo identification** (e.g., UBCcard) and access to a private, quiet, well-lit **exam location** with a reliable Internet connection.

### Tips

- **If you're having trouble meeting requirements, tell your instructor.** You can also contact an [Enrolment Services Advisor](#)<sup>6</sup>, if you have financial barriers to meeting requirements, or reach out to the [Centre for Accessibility](#)<sup>7</sup> if you can't meet requirements due to a disability.
- **Find a clear photo identification** you can use for the exam to prove your identity. On exam day, it's also best if you match your appearance (as best you can) with the chosen ID. Proctorio will try to verify a rough match.

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## How do I use Proctorio?

Read on to find instructions and tips for installing Proctorio, preparing for Proctorio exams, taking exams, and troubleshooting common Proctorio problems.

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<sup>3</sup> <https://www.google.com/chrome/>

<sup>4</sup> <https://getproctorio.com/>

<sup>5</sup> <https://proctorio.com/support#minReqs>

<sup>6</sup> <https://students.ubc.ca/about-student-services/enrolment-services-advisors>

<sup>7</sup> <https://students.ubc.ca/about-student-services/centre-for-accessibility>



## INSTALL PROCTORIO IN CHROME

1. In Chrome, go to the [Proctorio Chrome extension page](#)<sup>8</sup>.
2. Click **Add to Chrome**.
3. In the pop-up asking “Add Proctorio?”, click **Add Extension**.

### Tips

- **If you have trouble installing,** make sure you’re using the latest version of Chrome.

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## PREPARE FOR PROCTORIO EXAMS

- **Get your setup ready in advance.** Make sure you can meet the technical requirements and have a good place to take the exam. Your location needs a reliable Internet connection and should not have anything visible that you don’t want to show on camera. If you’re in a tight living situation, ask your housemates to read a book quietly, watch a movie with headphones, nap, go for a walk, or run errands to give you space during exam time.
- **Complete the practice round** ahead of time or ask for one to be set up. This allows you to try out the experience and test the technical requirements before the stakes are high.
- **Know what restrictions your instructor has set** around what actions are or aren’t allowed on your computer during the exam. Ask about washroom breaks, using scratch paper, or any other concerns you have.

### Tips

- **Expect the unexpected:** Sometimes things will happen outside your control when taking an exam online, especially when you may not be in a space alone. Calmly explain any interruptions to the camera, and trust your instructor or invigilator will work with you to understand what happened.
- **Remember that Proctorio’s algorithms flag your recordings, but a person reviews those flags.** Instructors and teaching assistants will quickly see if you were doing something normal like adjusting your position or there was loud noise in the background.

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## TAKE CANVAS ASSESSMENTS THAT USE PROCTORIO

1. Open Chrome, and log out of your Google account, if you are logged in.
2. Log in to your Canvas course. Click the **title** of the quiz you want to take. In the quiz name, it will typically say “(Remotely Proctored)”.

### Tips

- **Canvas will always call your assessment a “quiz”,** whether instructors assign a quiz or exam.
- **Before you begin, it’s best if you:**
  - Close all other tabs in Chrome and all computer applications,

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<sup>8</sup> <https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfajifaaonnkpkei>



3. Click **Take Quiz**.
  - Your quiz will not require an access code. If you get an error message that an access code is required, see the troubleshooting section below.
4. Proctorio's "Before you begin" guide will appear. If you get a warning message, follow the instructions to clear the warning message. Otherwise, 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 up your photo identification. Follow the instructions.
7. The Proctorio Exam Agreement will appear. Click **I accept, begin the exam now**.
  - If you have questions about accepting, contact your instructor first.
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 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.
  - If you get bumped out of the exam, remain calm. Follow the steps in the troubleshooting section below.

including those that start up automatically like Skype and Dropbox.

- Temporarily disable any antivirus software.
- Silence notifications on your computer. This includes iMessage, Slack, or any program that pops up messages. If possible, put your computer in "Do Not Disturb" mode (Mac) / use "Focus Assist" (Windows).
- **If you have trouble verifying your webcam and/or microphone**, follow the [instructions to check the webcam/microphone permissions](#)<sup>9</sup> in Chrome.
- **If Proctorio says it will record your location**, don't be alarmed. This means instructors have asked it to record the *approximate* city you are in, based on where your computer is connected (i.e., your IP address).
- **Don't hesitate to contact your instructor or teaching assistant, if you encounter technical difficulties**. Everyone wants to support you in removing roadblocks as soon as possible, so you can get back to learning!

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## TROUBLESHOOT AN ACCESS CODE PROMPT

**Your quiz will not require an access code.** If you get a message that an access code is required:

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<sup>9</sup> <https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>



1. Check that you are using the [latest Chrome browser](#)<sup>10</sup>.
  2. Remove the Proctorio Chrome extension by going to the [Proctorio Chrome extension page](#)<sup>11</sup> and clicking **Remove from Chrome**.
  3. [Clear your Chrome browser history and cache](#)<sup>12</sup>.
  4. **Quit** Chrome and **re-open** it.
  5. Re-install the Proctorio Chrome extension by going back to the [Proctorio Chrome extension page](#)<sup>13</sup> and clicking **Add to Chrome**.
  6. Start the quiz again.
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## TROUBLESHOOT GETTING BUMPED OUT

**You may get bumped out of the exam temporarily**, sometimes caused by losing your Internet connection or by instructors setting especially tight restrictions on what you are allowed to do on your computer. Remain calm.

1. Attempt to re-enter the exam to pick up where you left off. Click the **title** of the quiz.
    - You can find your way back to the question you were on by checking the question list in the sidebar.
  2. If this doesn't work, contact your instructor or teaching assistant and Proctorio. Together, they will make sure you can re-enter:
    - 1 866 948 9087 or [support@proctorio.com](mailto:support@proctorio.com)
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## TROUBLESHOOT ISSUES WITH COMPUTER MEMORY

**If you see a warning message about insufficient RAM** while attempting to use Proctorio, prevent unneeded applications from opening to increase your computer's available RAM.

*Using Mac*

1. Click the **Apple menu > System Preferences**, then double-click **Users & Groups**.
2. Select your user account, then click **Login Items** at the top of the window.
3. Select the application you want to prevent from opening automatically, then click the **minus icon button** below the list to remove it.

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<sup>10</sup> <https://www.google.com/chrome/>

<sup>11</sup> <https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfajifaonnkpkei>

<sup>12</sup> <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>

<sup>13</sup> <https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfajifaonnkpkei>



### Using Windows

1. Right-click the **Start button**, select **Task Manager**, then click the **Startup tab**. (If you don't see the Startup tab, click **More details**.)
2. Select the application you want to prevent from opening automatically, then click **Disable**.

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## Where can I get more support with Proctorio?

### TECHNICAL SUPPORT

#### If you have trouble accessing Canvas, Chrome, or Proctorio:

- Contact the UBC [IT Service Centre Help Desk](#)<sup>14</sup>: 604 822 2008 or fill out the [web form](#)<sup>15</sup>

#### If you have trouble setting up Proctorio:

- Contact Proctorio directly:  
1 866 948 9087 or [support@proctorio.com](mailto:support@proctorio.com)

#### If you have technical issues while taking a Proctorio exam:

- Let your instructor or teaching assistant know
- Contact Proctorio directly:  
1 866 948 9087 or [support@proctorio.com](mailto:support@proctorio.com)  
Or, inside an active exam, access live chat by clicking the shield icon located in the Chrome browser address bar, then clicking Live Chat.

#### If you have questions or concerns about the privacy of your data:

- Contact Paul Hancock (UBC Legal Counsel, Information and Privacy) at [paul.hancock@ubc.ca](mailto:paul.hancock@ubc.ca).

**For questions related to the exam**, including content covered, restrictions around washroom breaks and scratch paper, time limits, or availability dates, reach out to your instructors or teaching assistants.

### Learn more

- For more technical details, explore Proctorio's [support for test-takers page](#)<sup>16</sup>.
- Proctorio is [FIPPA](#)<sup>17</sup> compliant (i.e., it follows provincial privacy policy) and your recordings and data are stored securely in Canada. The encrypted recordings are retained for two years before they are deleted.
- No one outside the appropriate users at UBC can see your recordings or data. Even people at Proctorio cannot access the recordings or data, as they are stored using zero-knowledge encryption, meaning Proctorio does not have the key to decode the encryption.

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<sup>14</sup> <https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk>

<sup>15</sup> <https://web.it.ubc.ca/forms/isf/>

<sup>16</sup> <https://proctorio.com/support>

<sup>17</sup> <https://universitycounsel.ubc.ca/subject-areas/access-and-privacy-general/access-to-information/about-fip-pa>



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A Guide from UBC's Keep Teaching Website ([keepteaching.ubc.ca](https://keepteaching.ubc.ca))

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