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

1 https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfaojifaonkpe1
2 https://www.google.com/chrome/
3 https://getproctorio.com/
If you do not have access to any of the above, please contact your instructor.

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**How do I use Proctorio?**

**INSTALL PROCTORIO IN CHROME**

1. In Chrome, go to the [Proctorio Chrome extension page](https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfaojifaonnkpkei).
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.

*Last updated: 15-Apr-20*
Before starting, make sure you close all other tabs in Chrome and other applications that start up automatically including Skype, Dropbox, and Word. Having too many applications open may cause the quiz to crash.

Temporarily disable any antivirus software you have running before you start. (Make sure you turn on the software again after you complete the Proctorio exam!)

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 in Chrome.

If you see a warning message about insufficient RAM while attempting to use Proctorio:

On 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 item you want to prevent from opening automatically, then click the minus icon button below the list to remove it.

On 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 item you want to prevent from opening automatically, then click Disable.

If you have extensions or customizations for Chrome, create a new Profile
1. Open Chrome. At the top right, click the profile icon.
2. Click Add and choose a name and photo.
3. Click Add. A new Chrome window will open. Click Get Started in this new window.
4. Click Skip through the setup instructions, until you get to the option to turn on syncing.
5. When prompted to turn on syncing, click No Thanks.
   a. It is very important you do not sync your new profile. This will ensure it uses minimal RAM.
6. Other than the window you’ve been using, close any windows of Chrome you have open.
7. Install the Proctorio Chrome extension in the Chrome window for your new profile by going to the Proctorio Chrome extension page and clicking Add to Chrome.
8. Restart 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.

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5 https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en
6 https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenicfoajlaaonkpe
7 https://www.google.com/chrome/
2. Remove the Proctorio Chrome extension by going to the Proctorio Chrome extension page and clicking Remove from Chrome.
3. Clear your Chrome browser history and cache.
4. Quit Chrome and then re-open it.
5. Re-install the Proctorio Chrome extension by going back to the Proctorio Chrome extension page 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

If you have trouble setting up Proctorio:

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

**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

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

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8 https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfoajifaonnkpeia
9 https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en
10 https://it.ubc.ca/get-question-about-it-products-and-support#helpdesk
11 https://proctorio.com/support

Last updated: 15-Apr-20