Proctorio Quick Start Guide for Test-Takers
Hello, and welcome to Proctorio!

Proctorio is the leading Learning Integrity Platform, designed to securely expand learning opportunities for students everywhere. By using Proctorio, you are supporting equality in education, and in turn protecting the value of educational degrees.

We know you value your privacy, and we do too. So, before you get started, there is some **important privacy information you should know:**

- **No one is watching you during your exam** - We never require the collection of personally identifiable information.

- **We will tell you before we record any exam data** - No one is watching you and there are no programs running in the background. Proctorio is only running while you take your exam. Once you are done it turns off.

- **We utilize Zero-Knowledge encryption to keep your data safe.** - Zero-Knowledge means we know nothing about the encrypted data on our servers. This unique design means nothing leaves your computer until after it is encrypted and it is never unencrypted until it is unlocked by an authorized school official. It's not just end to end encryption, it's a zero-knowledge system.

- **This means only your instructor or approved individuals at your institution have access to your exam recordings & data.**

Because Proctorio runs as a Google Chrome extension, you can uninstall and install it whenever you want. It is also important to remember that all exam settings are determined by your instructor and/or your school, not Proctorio.
You’re almost ready to start your exam!

- First, make sure you are using Google Chrome. You can download Google Chrome and install it if you don’t already have it on your computer.

**macOS**

Drag Chrome into your applications folder. Then launch it from there.

**Windows**

Double click the installer file and follow the instructions.

- Then open Chrome and head over to getproctorio.com to install the Proctorio Google Chrome extension.

1. Use Google Chrome
2. Install the Proctorio Extension

Proctorio

Offered by: proctorio.com

Add to Chrome
● Make sure you have a properly working webcam and microphone and that you are using the latest version of Google Chrome:
  ○ Check to make sure your camera works in Chrome at [https://webcamtests.com/](https://webcamtests.com/). Click the "Test my cam" button and wait for the test to complete.

  ○ Check that your microphone works in Chrome at [https://www.onlinemictest.com/](https://www.onlinemictest.com/). Click the play button. If the lines move when you talk, your mic is working.

  ○ To update your version of Google Chrome go to [https://support.google.com/chrome/answer/95414](https://support.google.com/chrome/answer/95414)

* If the camera or microphone are having any issues, please fix those issues before starting your exam.

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**Now, it’s time to take your exam!**

● First, we recommend you restart your computer, which will free up available memory (RAM).
● Head over to your LMS (where you would access your assignments & exams).
● Enter your course & select the right exam.
● Once you select the exam, Proctorio will start automatically.
● Before your exam begins, you will be taken through a series of **pre-checks**. These will establish and verify your internet connection, operating system, camera & microphone.
Depending on the pre-checks that your instructor has selected, you may also be required to show your student or government issued ID.

- During the pre-checks you may be asked to share your screen. The “share” button will be disabled until you click on the screen you want to share. See the following screenshots:

  **STEP 1: SELECT THE SCREEN:**  
  ![Select the screen](image)

  **STEP 2: CLICK SHARE:**  
  ![Click share](image)

- Mac Catalina users may experience an **error** when attempting to share their screen. The solution is take the browser out of full-screen mode before sharing. To do this, move your mouse cursor to the upper left hand corner of the browser window, exposing the green browser window button and click it.
Once you've made it through the pre-checks, you are ready to go! If you need additional assistance with Proctorio please initiate a support chat by clicking on the Proctorio Extension.

Good luck on your exam!