Using Proctortrack in Hosted

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What is Proctortrack?

Proctortrack is the automatic remote proctoring solution your institution has selected for use during online exams. More information about Proctortrack's privacy policies and technologies used can be found on our website.

How does it work?

The following guide will assist you, the student, in going through the process of taking a proctored exam with Proctortrack. Remember if you ever had any additional questions, you can call 1-844-753-2020 or go to www.proctortrack.com for additional information and live chat.

Why onboarding?

Often students are unsure if their specific hardware setup will allow them to use Proctortrack. While a detailed list of supported operating systems and browsers is available on Proctortrack.com, students often prefer to just test their own system themselves. Keep in mind that Chrome and Firefox are the recommended browsers. While Proctortrack will work in other browsers, the user experience is far superior in Chrome.
The onboarding process gives students the opportunity to make sure everything is working correctly during low-pressure circumstances. It also gives students time to make any changes to their system well before the first exam.

Students can fail onboarding for the following reasons:

- Facial scan missing or insufficient
- ID scan missing or insufficient
- ID scan shows invalid ID
- Environment lighting insufficient

If a student fails the onboarding exam, they will receive a notification listing the specific reasons for failure and be asked to retake the onboarding exam.

For students onboarding appears exactly the same as a normal exam, to help familiarize them to the testing environment.

If you have any questions, please do not hesitate to contact Verificient support:

Proctortrack support: support@verificient.com, 1-844-753-2020
What do I need to take an exam using Proctortrack?

<table>
<thead>
<tr>
<th>OPERATING SYSTEM</th>
<th>MAC: macOS Sierra 10.12 or higher, PC: Windows 7, 8, or higher, Chromebook: Version 80 or higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROCESSOR/RAM</td>
<td>MAC: Intel / AMD Processor, 4 GB RAM, PC: Dual-core 2.4 Ghz CPU, 4 GB RAM or better</td>
</tr>
<tr>
<td>RECOMMENDED WEB BROWSERS</td>
<td>Mozilla Firefox v20.0 or Higher Google Chrome v25.0 or higher</td>
</tr>
<tr>
<td>PLUG-INS</td>
<td>Javascript Enabled &amp; Third Party Cookies Enabled</td>
</tr>
<tr>
<td>CAMERA RESOLUTION</td>
<td>800 x 600 resolution or better</td>
</tr>
<tr>
<td>INTERNET CONNECTION</td>
<td>Cable Modem, DSL or better (300 kbps download, 250 kbps upload)</td>
</tr>
</tbody>
</table>
Taking an Exam with Proctortrack

1. Login to Proctortrack as a student by entering a **Username** and the corresponding **Password** before clicking “Login.”

   - **Username** = netid@syr.edu, ex: xxx@syr.edu
   - **Password** = student's 9 digit SUID #, ex: 123456789

   The password with your SUID # is ONLY the first 9 digits on your SUID card.

   Navigate to Proctortrack.com to log in.
2. Once you login, the homepage would be visible to you. Here on the top right corner, you have the option to change the language and also to go to the help center page where you can find some helpful articles related to proctortrack. Click on the “Go to test list” button.
3. You will be redirected to the Proctortrack Dashboard, where you will see the list of tests. Please click on the "Continue" button. On the top menu bar, you have a chat icon through which you would be redirected to ProctorTrack support page where you can find some helpful articles for your reference. On the right to it, there is an option from where you can switch to your preferred language. You also have the Onboarding status on the dashboard. When you appear for the Onboarding exam, a baseline profile is created which will be used for all the actual tests which you will be taking. The purpose of this sample test is to avoid any last minute surprises when you appear for the actual exam.
On the Proctortrack Student Dashboard, you have the list of tests below. Click on the "Go to Test" button for the test you would like to attempt. Here, we will first attempt the Onboarding test.

The Process for attempting the actual tests is the same as the Onboarding test.

<table>
<thead>
<tr>
<th>Test Name</th>
<th>Status</th>
<th>Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onboarding quiz 1</td>
<td></td>
<td>Go To Test</td>
</tr>
</tbody>
</table>
4. You will now see the best practices page depicting the general guidelines which you should be following during the exam.
(a). Read through the guidelines under the ‘How it Works’ tab on the top, to further understand the steps required. Click the “Next” button to scroll through the steps.
(b). Scroll down to go through the "Let's Get Started" section, to understand the guidelines for a proper testing environment.

**Let's Get Started**
Set Up a Proper Testing Environment for a High Integrity Score.

- **Use A Private Testing Area**
  Sit upright in an area where other people won't talk and cannot pass behind you.

- **Turn Off All Noise-Making Devices**
  Mobile phones set to vibrate, emit detectable sound and any sound from a mobile device is flagged as a violation.

- **Ensure your Face is Clearly Visible**
  Hair, sunglasses and hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.

- **Close Irrelevant Tabs and Windows**
  The only tabs and windows open during the session should be those required for the completion of the test. Screenshots will be taken of suspicious activity and shown to your instructor.

- **Sit Directly in Front of Your Webcam**
  Make sure to stay in the middle of the webcam's view. Leaving the frame or looking away from the test will result in a low integrity grade.

- **Create The Proper Lighting**
  Sit in a consistently well-lit room with as plain of a background as possible.
(c). Scroll down further to find the *General Guidelines* section. These are generic exam guidelines for the test-taker's understanding. ***This is where exam specific guidelines are listed***

**General Guidelines**

- **Have a Valid Photo ID Ready**
  To verify your identity, Proctortrack will ask to scan a photo ID. You may use a student photo ID or a government-issued driver’s license, passport or national identification card.

- **No Short Breaks**
  If you need to use the bathroom, you should use it now. Once the blue frame appears, you may not leave the camera view until the test is finished.

- **Only One Keyboard, Mouse & Monitor**
  Multiple hardware devices connected to your computer can result in a policy violation. Take time to setup your workstation accordingly.

- **Food or Drinks Not Allowed**
  Eating or drinking during the assessment may result in disqualification.

- **Assessment is Timed**
  Please make note of your assessment’s time limit.

- **Personal Items Not Allowed**
  Sunglasses, keys, wallets, mobile devices and other items not necessary for testing are forbidden.
(d) After getting familiar with all the guidelines, check the box (at the bottom) labeled "I have read, understand and will adhere to the required environment guidelines." Click "Go To Next Step."
5. a) This is the Download page. Proctortrack will attempt to automatically start the download. If it doesn't, click "here" to download Proctortrack manually. If the App was downloaded during any previous exams/tests, the download page will detect the downloaded app and bring forward a pop-up window to click on “open Proctortrack” to launch the application.
(b). Open the Proctortrack.zip (MAC) or Proctortrack.exe (Windows) file from the download bar at the bottom.
6. Finally, launch the Proctortrack app from your downloads folder to continue.
Using Proctortrack

1. After launching the proctortrack app, you will be redirected to the “Agreement to Policies”. Please read the agreement policies and then click on “Start System Check”.

![Proctortrack Agreement Policy](image-url)
2. Once the Proctortrack App is launched, a System Check will run to verify that the system is ready.
3. Now, you have to do the face scanning. Make sure to fill the frame before clicking “Scan”. After that, follow the on-screen prompts.
4.  If you're dissatisfied with the scans, click on "No" to take the scan again. Otherwise, click on "Yes" to proceed.
a. For the ID scan, please go through the instructions for a valid photo ID scan and click on "Next."
b. Make sure to fit the ID within the frame and hold it steady so that it's clear.
6. Make sure to fit the ID (Driver's License or Student ID), within the frame and hold it steady so that it's clear. Click “No” if you are not satisfied with the scan. You can rescan the ID as many times as needed or click “Yes” to proceed.
7. Then, the exam guidelines will be visible. Click on "I Agree, Let's Begin" after going through them.
9. The student will be redirected to the webpage with the instructions to be followed. (The below is the page that students see if the exam is hosted on Proctortrack's platform)

Students will be redirected to "exam next steps" page on the College of Law website on how to proceed in Examplify.
10. Open Examplify per the instructions from the "exam next steps" page while the proctoring is ON and you see the blue frame around the screen.

11. After you have uploaded your exam in Examplify, click the **End** button on the top-right corner to end proctoring. Check the box next to **Yes, I have completed and submitted my test**, then click on **End**.
12. The session data will be automatically uploaded to Proctortrack within a few seconds.

The test session is complete! Both the buttons visible here will close Proctortrack. Proctortrack will have to be run before each proctoring-enabled test. Click "QUIT APP" to save the application for use with later tests, or click "Uninstall" to remove Proctortrack from the current machine. Keep in mind that an opportunity to download Proctortrack will be given before each proctoring-enabled test.