Using Proctortrack

For Students

Subject to change every semester
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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?

Attempting the Onboarding creates the profile of the students in the Proctortrack System. Often students are unsure whether 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 test their 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:
Missing or insufficient facial scan.
Missing or insufficient ID scan.
ID scan shows invalid ID.
Missing or insufficient knuckle scan.
Insufficient environment lighting.

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><strong>MAC:</strong> OSX Yosemite 10.10.5 or higher, <strong>PC:</strong> Windows 7, 8, or higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROCESSOR/RAM</td>
<td><strong>MAC:</strong> Intel / AMD Processor, 2 GB RAM, <strong>PC:</strong> Dual-core 2.4 Ghz CPU, 2 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>

Note: For Level 4 ProctorLive AI (live proctoring) based exams, MAC OSX 10.13 High Sierra or higher is required.

This manual will provide steps on how to attempt a proctored exam using Proctortrack. The Steps to attempt any Proctortrack Enabled exam are the same. In this demo you will see steps on how to attempt the Onboarding Quiz. The steps for any exam/tests shall remain the same as they are for the Onboarding Quiz.
How to Take an Exam using Proctortrack?

1. Navigate to https://syracuselaw-hosted.verificient.com
2. Click Log in at the top of the screen
3. Log in to by entering a **Username** and the corresponding **Password** before clicking **Log In**

- Username = NetID (without syr.edu) example: sulaw, Password = SUID (**just first 9 digits, do not use final digit**)

![Login Screen](image)
This is the landing page, and where you will find the list of exam courses that are available to you. Each exam will be listed separately. It is important you select the correct course for your exam. If you are not automatically directed to this page, click on the Proctortrack logo at that top of the screen.

4. Select the course that you are taking the exam for (Onboarding will be listed as its own course).

5. After you select the course, this screen will appear which lists the exam(s) available to you. Exams are shown with a red icon. Disregard all other icons that are listed.
6. Click **Attempt quiz now**, and then click on **Launch Proctortrack Dashboard**.
7. Select **Go to my dashboard**
8. This is the Proctortrack Dashboard. On the top, you have the Onboarding status. The actual exams cannot be attempted unless the Onboarding profile is approved. Onboarding profile can be created by attempting the Onboarding exam. The Onboarding exam is a sample exam. Every test taker needs to have an approved Onboarding Profile before attempting any actual exams. The Onboarding approval process can take anywhere up to 4 hours, so it is essential that you complete the Onboarding process prior to exam day.
9. 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. Please remember that you must have successfully passed the Onboarding process prior to attempting any other exams. The process for attempting the Onboarding exam is the same as an actual exam, please make sure you are selecting the correct exam.
10. Read the “**How it works**” tab on the top, to further understand the steps required. Click the **Next** button to scroll through the steps.
How It Works
Before you begin your test, you will be taken through a series of pre-test steps in order to ensure that you are properly identified.

Perform the Identity Checks
Then, you'll perform three identity checks: the Facial scan, the ID scan, and the Knuckle scan.

Let's Get Started
Set Up a Proper Testing Environment for a High Integrity Score.
11. 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 tests 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.
12. Scroll down further to find the **General Guidelines** section which details the exam specific guidelines. Please keep in mind that these guidelines are set by your instructor, and may be different from exam to exam.

**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.
13. 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.**
14. This is the download page. The behavior of this page differs depending on which browser you are using. If you have not previously downloaded the Proctortrack app, follow the prompts to do so. If you have already downloaded the Proctortrack app, follow the prompts to connect to the app.

Please click "Open Proctortrack" if prompted by your computer.

If you do not see any prompt to launch Proctortrack, or see a different message, and want to download the latest version of Proctortrack app, then please click here.
15. If you are installing Proctortrack for the first time, open the Proctortrack.zip (for Mac)/Proctortrack.exe (for Windows) file that downloads, then proceed to step 16 to launch the app. If you have previously installed Proctortrack, and have followed the prompts as described in step 14, the app should now be launched and you may proceed with the Using Proctortrack section of this document.
16. Finally, launch Proctortrack from your downloads folder to continue.
Using Proctortrack

1. Proctortrack will now launch. If prompted, please follow all instructions for allowing access to camera, microphone, and other computer assets. When presented with screen below, check the box labeled "I confirm my consent..." and click Start System Check.
The system check will run to verify that the system is ready. If prompted, please follow all instructions to remedy any issues.
3. Make sure to fill the frame before clicking Scan. Then follow the prompts.
4. If dissatisfied with the scans, click **NO** to rewrite them by taking new ones. Otherwise, click **YES** to move on.
5. For the ID scan, please go through the instructions for a valid photo ID scan and click **NEXT**.
6. For the ID scan, hold a valid photo ID up to the camera and click **Scan**.
7. Make sure to fit the ID within the frame and hold it steady so that it’s clear. Click NO as many times as needed or click YES to proceed.
8. This Step shows the Proctoring or monitoring configurations and instructions on what is allowed during the exam. Click **I AGREE, LET'S BEGIN** to continue.
The student will be automatically redirected to a web page.

You may be asked to enter an access code / password in order to access this page. Please use the access code / password in the Proctortrack toolbar at the top of your screen.

All exams will be taken in Examplify (not Proctortrack or Moodle).
Please use the instructions below to navigate to Examplify to take your exam.

Navigating to Examplify after you've started your Proctortrack session –

- After you have installed Proctortrack, and have opened the Proctortrack session for your exam, a blue box will appear around your computer screen window
- You will need to navigate to the Examplify application on your computer and open Examplify
- Once you have opened Examplify, click on the exam you are sitting for and type in your unique final exam number (provided by the Registrar’s Office via email)
- Next, type in the exam password, which is listed at the top left of the screen labeled “Access Code” by Proctortrack

You are now ready to begin your exam in Examplify.
14. Once you have completed your exam in Examplify and have successfully uploaded your exam, click the End button in the Proctortrack toolbar, and then check the box next to Yes, I have completed and submitted my exam, and click END.
15. The session data will be automatically uploaded to Proctortrack’s servers.
16. This test session is complete. Because Proctortrack will have to be run before each proctoring-enabled test, you have two options: Click **Quit APP** to keep Proctortrack on your computer for use with later tests, or click **Uninstall** to remove Proctortrack from your computer. Keep in mind that an opportunity to download Proctortrack will be given before each proctoring-enabled test.

On the Proctotrack webpage, please click the "Finish attempt..." button, then the "submit all and finish" button to proceed. Your exam process is now complete.