What We Do

ProctorU is an online proctoring service that allows test-takers to complete their assessment at home while still ensuring the integrity of the exam for the institution. The service uses proctors who monitor examinees in an easy, three-step process:

1. **We observe the test taker via a web cam.** The student is connected to a real person who speaks with them to guide them through the process.
2. **We watch the test taker's screen in real time.** We can see everything that the student is doing both at their location and on screen.
3. **We authenticate the student's identity.** Using a multi-factored process, that is the strongest in the industry, we ensure that the person being monitored is the proper student.

Preparing Your Students

Students can take exams from home seven-days-a-week. They are connected to a live person during their exam that will guide them through the process, answer any questions not related to exam material and assist with any technical problems. If students have any questions before or after an exam, they can always call the proctor line at 205-870-8122 or access chat support.

Taking the Exam

ProctorU allows students to take an exam on demand or by appointment. All appointments should be made at least 3 days in advance. To make an appointment, students simply create an account at https://go.proctoru.com/session/new by logging in, clicking on the "new exam" link and selecting the exam, date, and time they desire. Students will receive a confirmation email of their reservation at the email address they provided to ProctorU.

Reservations made within 72 hours of an exam are subject to a late registration fee. Students without an appointment can take their exam on demand within 15, 30 or 45 minutes by using ProctorU's convenient "Take it Now" feature. This feature is designed to give test takers added convenience and has an **_additional_** cost.

Late registrations and Take it Now features are subject to availability.

Technical Requirements

Students are responsible for meeting the following technical requirements:

• *A reliable computer running Windows Vista (or higher) or Mac OS X 10.5 or higher (or higher).*

• *A web cam with 640x480 video pixel resolution or higher.*

• *Headphones or working speakers connected to the computer.*

• *A working microphone(mic) connected to the computer. Recommendation: Webcam with built in mic.*

- *A web browser with Adobe Flash Player installed. We recommend the lasted version of Flash Player.*
- *A reliable, high-speed internet connection. Minimum connection speed .768 Mbps*
- *The ability to allow video and screen-sharing connections to the computer you will be using to take your exam.*
- *Students can test their computer and web cam at [https://test-it-out.proctoru.com/.](https://test-it-out.proctoru.com/)*

Not Supported

At this time, ProctorU does not support the following;

Google Chromebooks

Android tablets (Nexus 7, etc.)

iOS tablets (iPad, iPad mini, etc.)

Linux operating systems

Microsoft Windows 10 S

Microsoft Surface RT

Note: We do not proctor computers running virtual machines. If you are running a virtual machine when you come in, you will be asked to close your virtual machine and boot into your actual operating system to take your test.