



Frequently Asked Questions

Q: This is my first time using ProctorU. What do I do to get started?

A: Visit proctoru.com/schedule. Once you reach the site, click “New Users: Create an Account.” Fill out the form and double check for any errors or incomplete fields. Click the submit button and then read and agree to the terms and conditions. Congratulations! You are all set to schedule your first exam.

Q: How do I schedule an exam?

A: Visit proctoru.com/schedule and log in using your ProctorU user ID and password. Select the “New Exam” tab and then choose the exam you would like to schedule. Choose a date from the calendar and a time from the drop down menu. Available dates can be seen in blue and any available slots will be shown in the drop down menu. Click “Add Reservation” to add the appointment.*

*Depending on your school’s policy, you may be taken to the payment screen once you add your exam to the schedule. Please provide the necessary information and then click “Submit” to authorize the credit card payment.

Q: Can you bill me later for the cost of my exam?

A: Not at this time. Your exam will need to be paid in full before your appointment.

Q: Is my login information for ProctorU the same as the credentials I use on my school’s website?

A: Not necessarily. The credentials you use to log into ProctorU are chosen by you at the time you create your ProctorU profile. You are free to choose any available login ID you wish. This can be the user name that you use for your school or something completely different. That is entirely up to you.

Q: I can’t remember my password. How can I retrieve it?

A: Visit proctoru.com/schedule and click “Forgot your password?” Provide either your username or the e-mail address associated with your account then click “Submit” and your password will be e-mailed to you.

Q: Is your service compatible with Macs?

A: Yes.

Q: What equipment will I need in order to be proctored?

A: You will need a working webcam, microphone and speakers.

Q: How do I know if my camera and microphone will work with your website?

A: You can visit www.proctoru.com/amiready to test your equipment.

Q: I'm on the Test My Camera page but I can't see myself. How can I fix this?

A: There are several possible causes for this. Here are some tips to help you resolve the problem

- Make sure your camera software is not open and being used by any other program on the computer.
- Be sure to click “Allow, Remember and Close” on the Adobe Flash Player settings box. It is located on the top left corner of the screen.
- Be sure you have downloaded all of the latest updates for Adobe Flash and Shockwave. Links to download both of these are located toward the bottom of the Test My Camera page.
- Try using a different Internet browser.* If you don't have any other browser installed on your computer, you can visit the following websites to download an alternate browser:
 - Google Chrome: www.google.com/chrome
 - Mozilla Firefox: www.mozilla.com/firefox
 - Internet Explorer: www.microsoft.com/windows/internet-explorer
 - Apple Safari: www.apple.com/safari
- If you continue to experience problems, try rebooting your computer. Keep in mind that your proctor will be able to assist you with camera issues that you may be experiencing at the time of your appointment.

*Mac users: If you are not already doing so, try using Safari to access the site.

Q: My camera and microphone are internal. Will this work?

A: Yes. You can test them both at www.proctoru.com/amiready.

Q: I am using a computer and/or internet connection that does not belong to me. What steps should I take to ensure it is compatible with your service?

A: First, confirm that the owner will allow you to access your school's test site as well as the following:

- Tokbox.com
- Logmeinrescue.com
- Proctoru.com

Also, make sure that remote access to the computer is allowed and that any firewall protection is disabled before your appointment.

Q: At what time should I arrive for my exam?

A: Arrive at the start time you chose when scheduling the exam or up to five minutes before. If you have any technical difficulty or have any other problems preventing you from logging in at your scheduled exam time, please call (205) 870-8122.

Q: Is my exam time shown in my time zone or ProctorU's time zone?

A: It is shown in your time zone. When you are scheduling the exam, the time zone is located to the right of the time you choose. If it is incorrect, click “My Profile” to select the correct time zone.

Q: What do I need to bring with me on the day of my exam?

A: One form of photo ID (i.e. driver's license, passport, school ID, etc.) to show to your proctor and any materials authorized for use by your instructor (scratch paper, pencil, etc.) Check with your instructor or refer to your syllabus to determine what materials you will be allowed to use. Your proctor will also have that information available the day of your exam.

Q: My exam has a time limit. Does that time start as soon as I log into ProctorU's site?

A: No. The timer for your exam does not start until the exam has been opened by either you or your proctor.

Q: What do I do at the time of my exam?

A: Logon to proctoru.com/schedule. Click the button under the exam list that reads “You have an exam. Click here to start” and you will be taken to the online classroom where you will be connected to your proctor.

Q: I’m ready to start but the “Click to start” button is inactive. What should I do?

A: There is an alternate button to start located to the right of your exam. If you are still unable to locate the start icon, Ensure that your exam is actually scheduled for that day and time. You can find that information on the left side of your exam. Also, click “My Profile” and verify that you have selected the correct time zone for yourself. If you do not see an exam listed, you will need to schedule an appointment.

Q: I am in the proctor room but I don’t see my proctor. What should I do?

A: Go to step 1 and click the “Click Me!” button. Run or save the program then open it to connect to your proctor and he/she will come in to assist you. If you continue to experience problems, please call our proctor line at (205) 870-8122.

Q: I am attempting to connect my screen but I’m receiving an error message. What should I do?

A: Here are a few tips that may help:

- Disable any firewall protection that has been installed on your computer
- If you are using a wireless Internet, use an ethernet cable to connect for more stability
- If it is not possible to switch to a wired connection, try rebooting your router
- Restart your computer

Q: What should I expect the day of my exam?

A: Once you login to the schedule and click the “Click here to start” button, you will be taken to an online classroom where you will complete three steps:

- Step 1: *Connecting your desktop to your proctor’s computer.*
 - Click the “Click Me!” button then *run* the file and open “Support-LogMeInRescue” in the downloads folder. If you are using Mozilla Firefox, you will need to *save* the file and then *open* it.
- Step 2: *Showing Photo ID*
 - Once your camera and desktop are connected to your proctor’s, you will be asked to show government or school issued identification.
- Step 3: *Authenticating yourself.*
 - You will submit your name and physical address which will generate 4 questions based on public record. Your proctor will unlock this step for you.
- You will also be required to pan your work area with your webcam and – if this is your first exam - have your photo taken to be saved to our system.
- Once all of these steps have been completed, you will open a new tab or window and bring up your test site, log in and select the exam you will be taking.
- Your proctor will enter in the password to unlock your exam at which point you can begin.

*Please note: You need to be alone in a well lit room. Once your exam is open, you will not be permitted to hold conversations of any kind until the exam has been submitted.

Q: Are breaks allowed during my exam?

A: It depends on your school’s policy. Your proctor will be able to tell you the day of your exam how many (if any) restroom breaks are allowed.

Q: Can I make changes to my reservation?

A: Yes. Login to your account and click the “Edit” button next to your exam. From there, you will be able to choose a different exam and change the date and/or time. Click “Update Reservation” to save any changes. If it is less than two days before your appointment, you will need to contact us directly to make any changes.

Q: How do I cancel and exam?

A: You have three options:

- If there are at least two days before your exam, login to the site just as you did to schedule, and click the “Cancel” button next to your exam. Select a reason from the drop down menu and provide a brief explanation.
- Send an e-mail to help@proctoru.com with your name, school, the date and time (including the time zone) of your current appointment and the date and time frame you wish to change it to.
- Call (205) 870-8122 and speak with a proctor. He/she will request the same information that you would have provided in an e-mail and help you to reschedule.

Q: Is there a fee for late registration?

A: Yes, there will be a \$5.00 charge added to all exams scheduled less than three days in advance.

Q: How far in advance should I cancel an exam?

A: Please contact us at least 24 hours before your appointment. If you fail to show up for your exam without notice, you will not be eligible for a refund.

Q: I canceled my exam in advance but have not received a refund. What can I do?

A: Try sending an e-mail to refunds@proctoru.com. Please include your name, school, the date and time of your appointment and the date and reason you canceled.

Q: I don't see my question on the list. How can I get more information?

A: You can contact us at (205) 870-8122 or help@proctoru.com