



## Proctorio Quick Start Guide



CALIFORNIA COMMUNITY COLLEGES  
**ONLINE EDUCATION**  
INITIATIVE




proctorio



*The Online Education Initiative (OEI) has partnered with Proctorio to provide California Community Colleges with computer-based proctoring solutions that give faculty control over testing environments, controls, and abnormalities. Proctorio integrates seamlessly with leading Learning Management Systems (LMS), including Canvas, to provide additional and enhanced functionality, without needing to leave the LMS. The Proctorio Quick Start Guide is designed to help faculty quickly activate and apply Proctorio in their online courses and exams.*

# TECHNICAL REQUIREMENTS & INSTALLATION

## Hardware and Software Technical Requirements

	 Windows XP SP3 Windows Vista Windows 7 Windows 8 Windows 10	 Mac OSX 10.6+	 Ubuntu 12.04+ Debian 7++ OpenSuSE 12.2++ Fedora Linux 17	 Chrome 42+
 <i>Hard Drive Memory Requirements</i>	250MB	250MB	250MB	250MB
 <i>Processor Requirements</i>	Intel Pentium 4 or later	Intel	Intel Pentium 3 / Athelon 64 or later	Intel, or ARM
 <i>ROM Memory (Minimum)</i>	4GB	4GB	4GB	2GB
 <i>Computer Microphone</i>	ANY	ANY	ANY	ANY
 <i>Webcam Resolution (Minimum)</i>	320x240 VGA resolution (minimum) internal or external.	320x240 VGA resolution (minimum) internal or external.	320x240 VGA resolution (minimum) internal or external.	320x240 VGA resolution (minimum) internal or external.

## Activating Proctorio in the Course Shell & Installing the Browser Extension

*Important note: If the settings referenced in the steps below are not visible, Proctorio may need to be installed in the course. Installation can be completed using either the “key and secret” or “one-click-email” methods. For support, please contact your home college Distance Education Coordinator or an OEI representative.*

1. Begin by opening a current version of Chrome, then navigate to the target Canvas course shell. Proctorio will not work properly without using a current version of Chrome internet browser.
2. In the left hand navigation for the course shell, select **Settings**. Select the **Navigation tab** and locate **Secure Exam Proctor** included in the list of disabled settings in the bottom portion of the window. Drag-and-drop **Secure Exam Proctor** to the enabled settings section located in enabled settings portion of the window. Click **Save** at the bottom of the window. **Secure Exam Proctor** should now be activated and accessible as an active item in the left-hand navigation.
3. Once activated as a navigation item, select **Secure Exam Proctor** and follow the prompts to install the Proctorio Chrome browser extension.

**Congratulations! Proctorio is now active in the course and ready to be configured for your course’s quizzes and exams.**

# CONFIGURING EXAMS AND QUIZZES

## Recording, Lockdown, and Verification Options

At the discretion of the faculty member test options can be enabled, disabled, and configured in any combination to establish an ideal test environment which includes exam monitoring, student hardware and software controls, and student authentication options.

### Recording Options

Recording Options allow for the optional collection of information during the course of an exam. Instructors have the option of enabling the recording of video, audio, desktop activity, web traffic and visual information from the physical examination environment of exam participants.



**Record Video.** Record video records the webcam feed of exam participants. It uses a built-in facial recognition technology to track head and eye movement to help determine if the participant was looking at their exam screen or looking around the room.



**Record Audio.** Record audio records the microphone feed of exam participants. The recorded audio is reviewable within the gradebook to help determine if the participant was talking with anyone else during the exam.



**Record Screen.** Record screen records activity on the computer desktop of exam participants. This allows the instructor to determine whether any unauthorized programs or websites were accessed during the exam.



**Record Web Traffic.** Record web traffic records the websites visited during an exam which are then generated as hyperlinks for instructor review.



**Record Room.** Record room prompts the student to give a 360-degree view of their immediate test taking environment.

## Lockdown Options

Lockdown Options are preventative tools that put restrictions and controls on the examination environment. They can block access to materials during an exam and prevent unintended exam distribution.



**Force Full Screen.** Force Full Screen expands the browser window to the entirety of the computer screen to prevent the exam participant from accessing programs outside of the exam environment.



**Only One Screen.** Only One Screen prevents the exam participant from using dual monitors.



**Disable New Tabs.** Disable New Tabs prevents exam participants from opening new tabs on their internet browser.



**Close Open Tabs.** Close Open Tabs prompts the exam participant to close all open browser tabs and windows before beginning the exam.



**Disable Printing.** Disable Printing is designed to prevent the printing and redistribution of exams.



**Disable Clipboard.** Disable Clipboard prevents exam participants from using keyboard shortcuts which can be used to import and export exam material.



**Clear Cache.** Clear Cache will delete temporary internet files for the exam once the exam is submitted by the exam participant. This option is designed to prevent the retention and redistribution of electronic exam materials.



**Disable Right Click.** Disable Right Click prevents the exam participant from accessing the right-click toolbar. This option is designed to prevent copy/paste functionality.



**Force Completion.** Force Completion ensures that the exam participant attempts the exam only once by disabling the ability to restart an exam after a first attempt.

## Verification Options

Verification Options help to validate the identity of the exam participant. When the record video and/or record audio options are enabled, it is recommended to enable all three verification options.



**Verify Video.** Verify Video verifies that the exam participant's webcam is operating correctly, that the exam environment is properly lit, and the image of the exam participant is framed appropriately.



**Verify Audio.** Verify Audio confirms that the testing environment for the exam participant is quiet enough to capture ambient sound.



**Verify Identity.** Verify Identity prompts the exam participant to scan a government or school-issued identification card.

## Saved Profiles for Exam Settings

Profiles for exam settings can be created and used to quickly enable a customized combination of exam settings and options in Proctorio. To create a new exam settings profile, first create and configure an exam to the desired combination of settings options. Second, select the **Create New Profile** button, then name the profile. Multiple profiles can be saved and edited for future use.

## PROCTORIO GRADEBOOK

The Proctorio Gradebook is a post-exam dashboard-styled report which presents any suspicious information collected by Proctorio through the course of the exam. The Proctorio Gradebook is separate from the standard LMS gradebook and can be located in the Quizzes section of the course shell. Included in the guide is a captioned image which describes features of the Proctorio Gradebook.



**Eye" icon.** Ondicates whether or not the exam has been reviewed.

**Score.** Indicates exam score as submitted by instructor or LMS automated.

**Abnormalities.** Indicates how many exam abnormalities exist in relation to all other exam attempts.

**Behavior Preview.** Indicates level of suspicious behavior on a green-yellow-red scale.

**Identity Icon.** Indicates suspicious identify verification

Proctorio Gradebook Proctorio Settings Proctorio Map Display Options

Name	Attempt	Score	Submission Time	Annotations	Abnormalities	Suspicion Level	Behavior Preview
Stapp, Scott	1	0	05/08/2015 04:37:16 pm	3	1	45%	
Dole, Bob	1	0	05/08/2015 04:15:49 pm	0	2	37%	
Bono	1	0	07/06/2015 10:15:23 am	0	1	35%	
Flintstone, Fred	1	0	05/08/2015 04:08:43 pm	0	1	30%	
Johnson, Dwayne	1	0	05/08/2015 04:18:12 pm	0	1	30%	
Adams, Bryan	1	0	05/11/2015 03:43:24 pm	0	0	18%	
Geils,	1	0	05/11/2015 04:07:08 pm	1	0	11%	

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**Attempts.** Indicates no. of attempts to complete exam.

**Annotations.** No. of annotations attached to exam by instructor.

**Suspicion Level.** Proctorio generated suspicion level on a 1-100 scale.

**Collusion Icon.** Indicates possibility of exam participant collusion.

The Online Education Initiative (OEI) is a collaborative effort among California Community Colleges to ensure that significantly more students are able to complete their educational goals by increasing both access to and success in high-quality online courses.