Using Proctortrack in Canvas

Subject to change every semester, please do not publish outside courses.

For students use only.

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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. If you ever have any additional questions, you can call 1-844-753-2020 or go to https://proctortrack.com/support where you will find various other options to reach out to our Support.

Why Onboarding?

Attempting the Onboarding creates a 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 Google Chrome and Mozilla Firefox are the recommended browsers. While Proctortrack will work in other browsers, the user experience is far superior in Chrome. The onboarding process allows students to make sure everything is working perfectly 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:

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- Missing or insufficient facial scan.
- Missing or insufficient ID scan.
- ID scan shows the invalid ID.
- Insufficient environment lighting.

If a student fails the onboarding exam, they will receive a notification listing the specific reasons for failure and they will be asked to retake the onboarding exam. They can also check their Onboarding status on the Proctortrack Dashboard.

For students, onboarding appears exactly the same as an actual exam to help familiarize them with the testing environment.

It is necessary to pass the Onboarding and have an approved Onboarding profile in order to attempt the actual exams. Steps to take the Onboarding are further explained below in the Guide.

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

- Proctortrack support: support@verificient.com, 1-844-753-2020

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System Requirements

OPERATING SYSTEM	**MAC:** OSX Yosemite 10.10.5 or higher, **PC:** Windows 7, 8, or higher
PROCESSOR/RAM	**MAC:** Intel / AMD Processor, 2 GB RAM, **PC:** Dual-core 2.4 Ghz CPU, 2 GB RAM or better
RECOMMENDED WEB BROWSERS	Mozilla Firefox v20.0 or Higher Google Chrome v25.0 or higher
PLUG-INS	Javascript Enabled & Third Party Cookies Enabled
CAMERA RESOLUTION	800 x 600 resolution or better
INTERNET CONNECTION	Cable Modem, DSL or better (300 kbps download, 250 kbps upload)

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.

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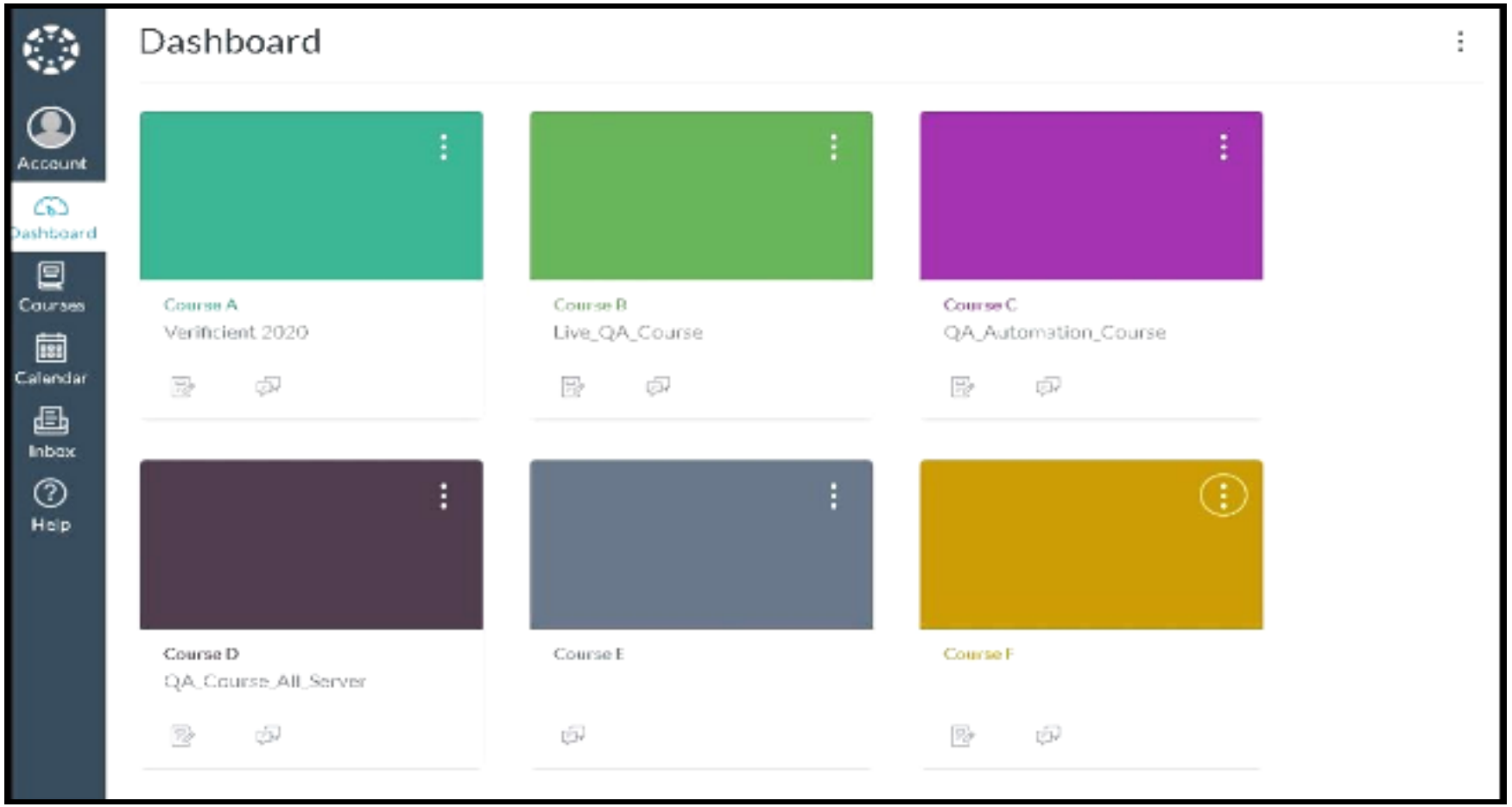
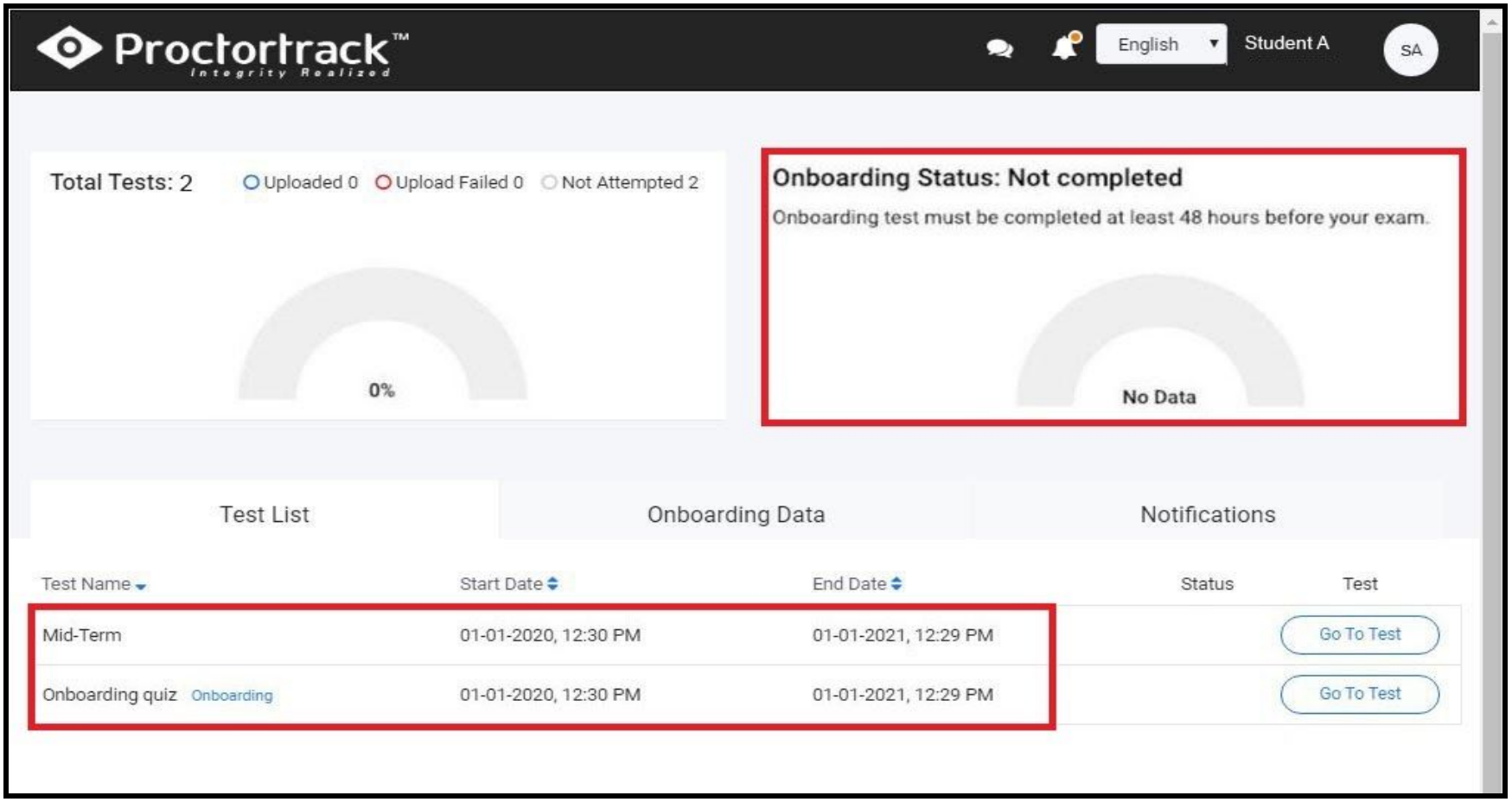
How do I Take Exams using Proctortrack?

1. Log in to your Canvas account by entering the registered "**email address**" and "**password**" and click on "**Log In**

2. Select the desired **course** by clicking on the corresponding colored tile.



3a. On the top, you have the Onboarding status. The Actual tests cannot be attempted unless the Onboarding profile is approved. An onboarding profile can be created by attempting the Onboarding test. The Onboarding test is a sample test. Every Test-taker needs to have an approved Onboarding Profile, before attempting any actual Tests.



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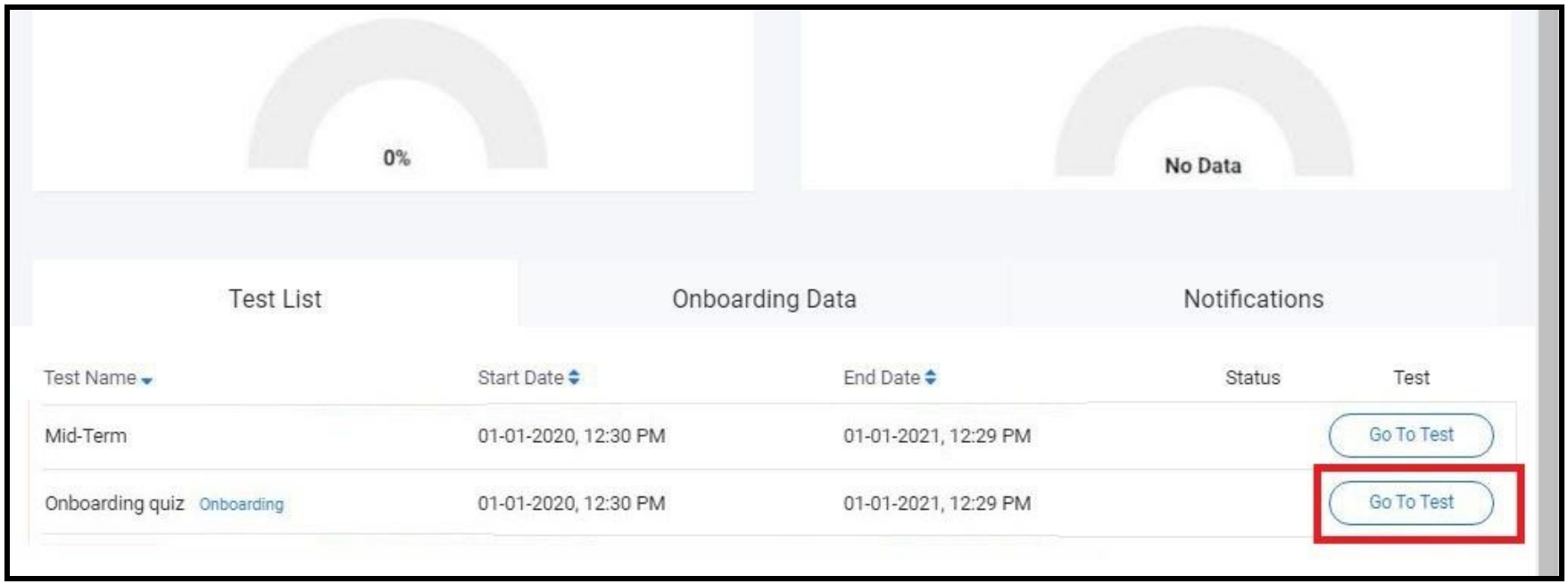
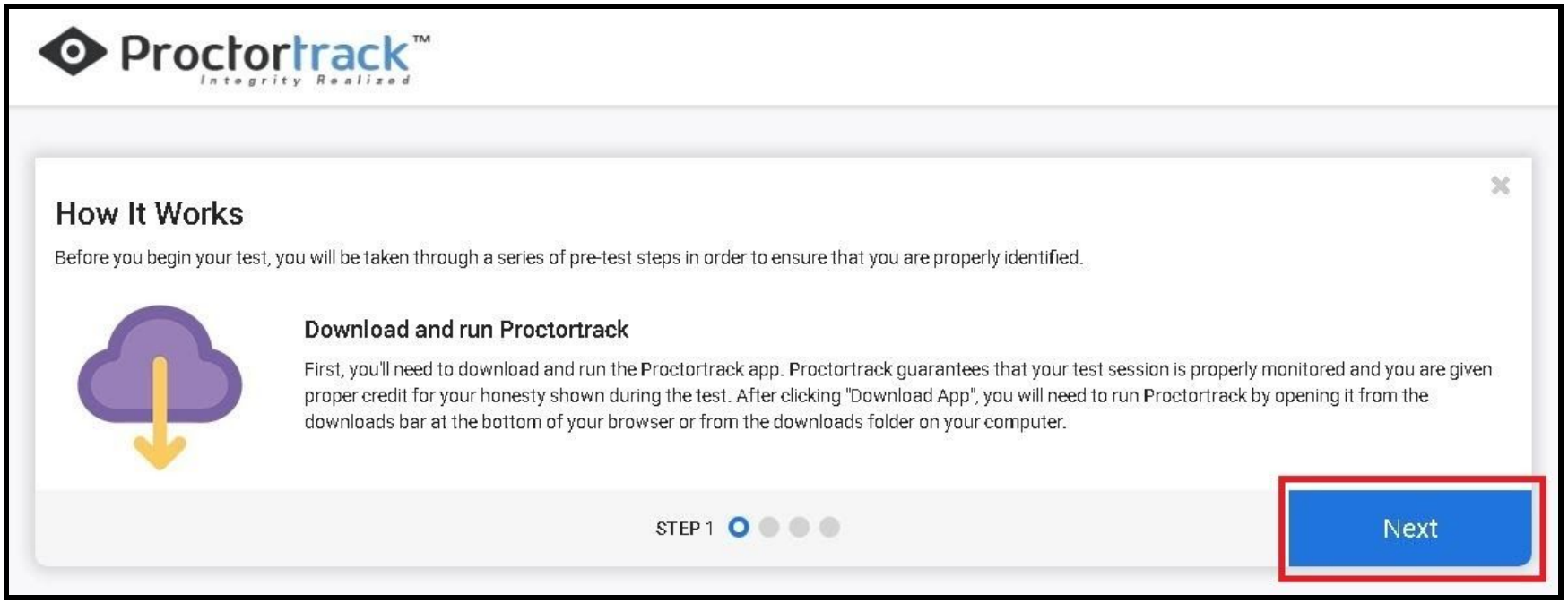
3b. On the Proctortrack Student Dashboard, you have the list of tests below. Click on the "Go to Test" button for the test you would like to attempt. Here we will first attempt the Onboarding test.

<u>The Process for attempting the actual tests is the same as the Onboarding test.</u>



4. Read the "**How it works**" tab on the top, to further understand the steps required. Click the "**Next**" button to scroll through the steps.



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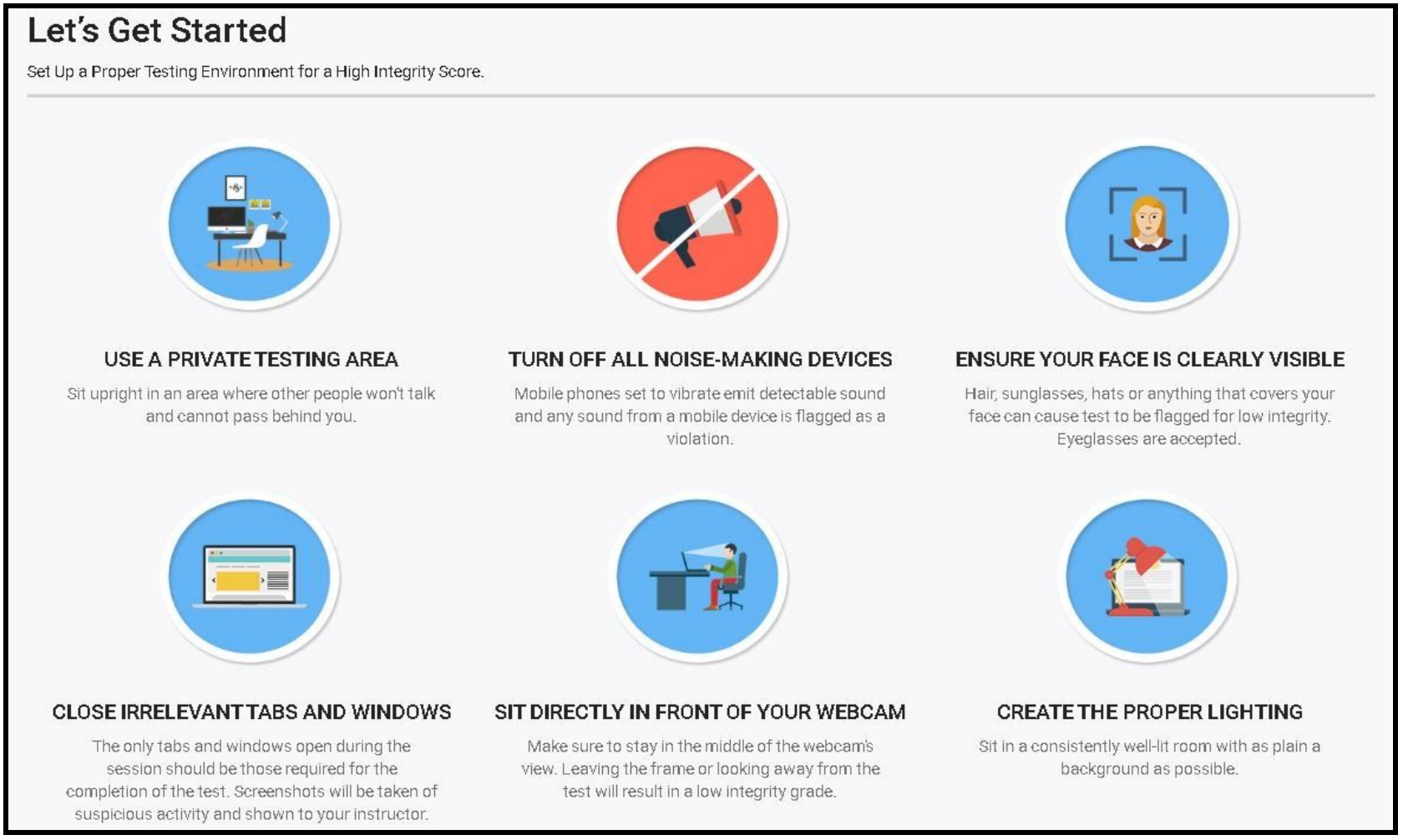
5. Scroll down to go through the "**Let's Get Started** section, to understand the guidelines for a proper testing environment.



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6. Scroll down further to find the “General Guidelines” section. These are generic exam guidelines for the test-taker’s understanding.

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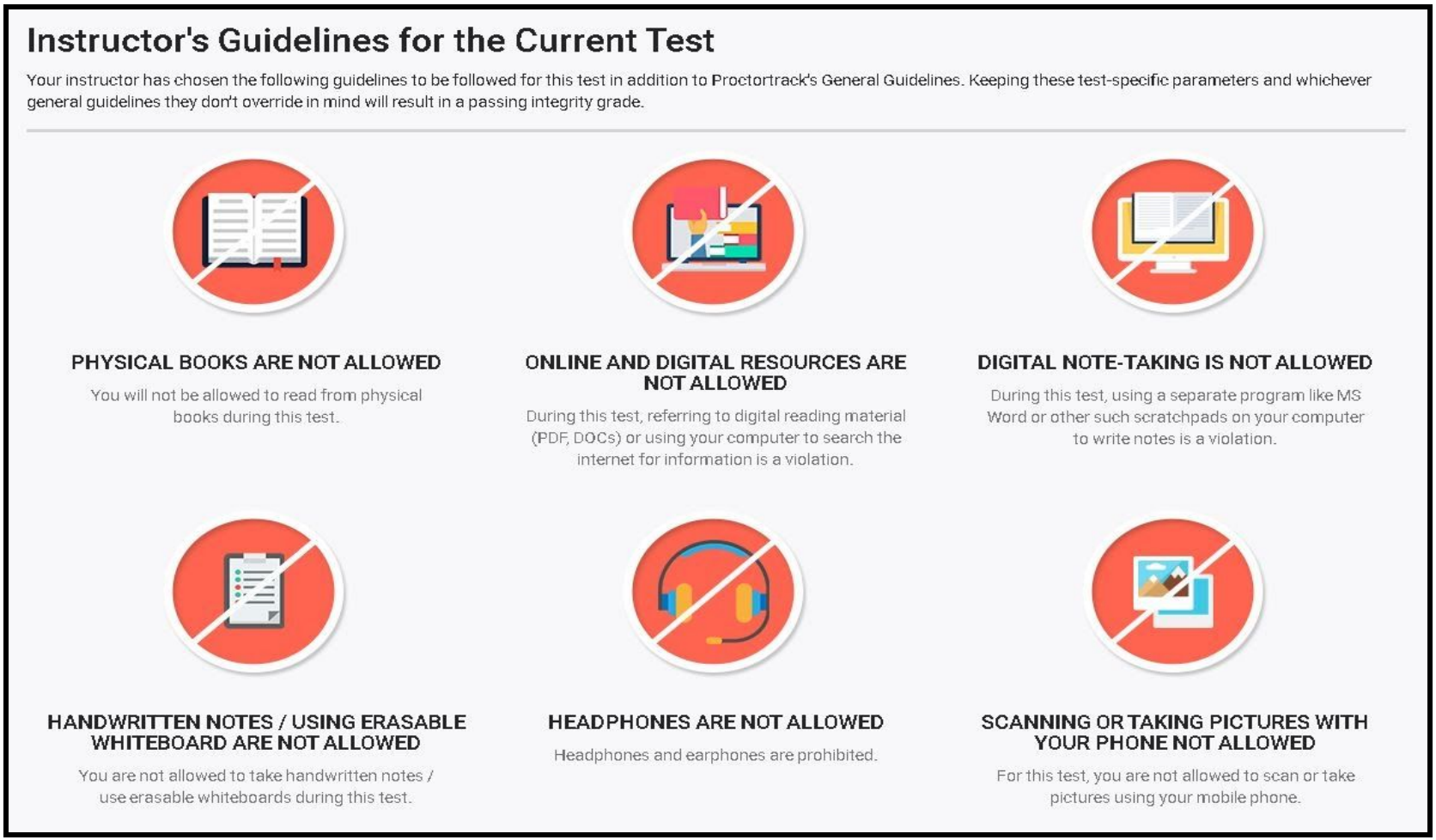
7a. Scroll down more and you'll see the Instructor's guidelines for the current test.



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7b. Go through all the guidelines set by the Instructor for the current test.

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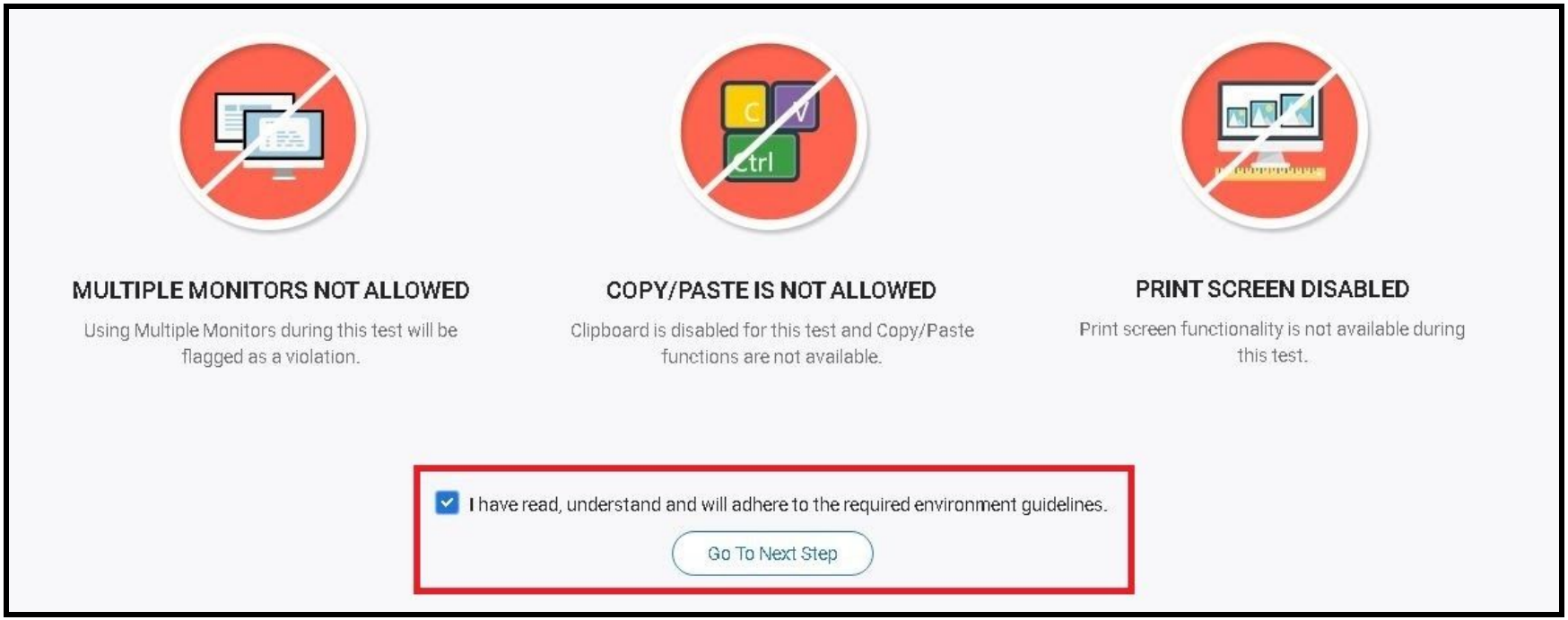
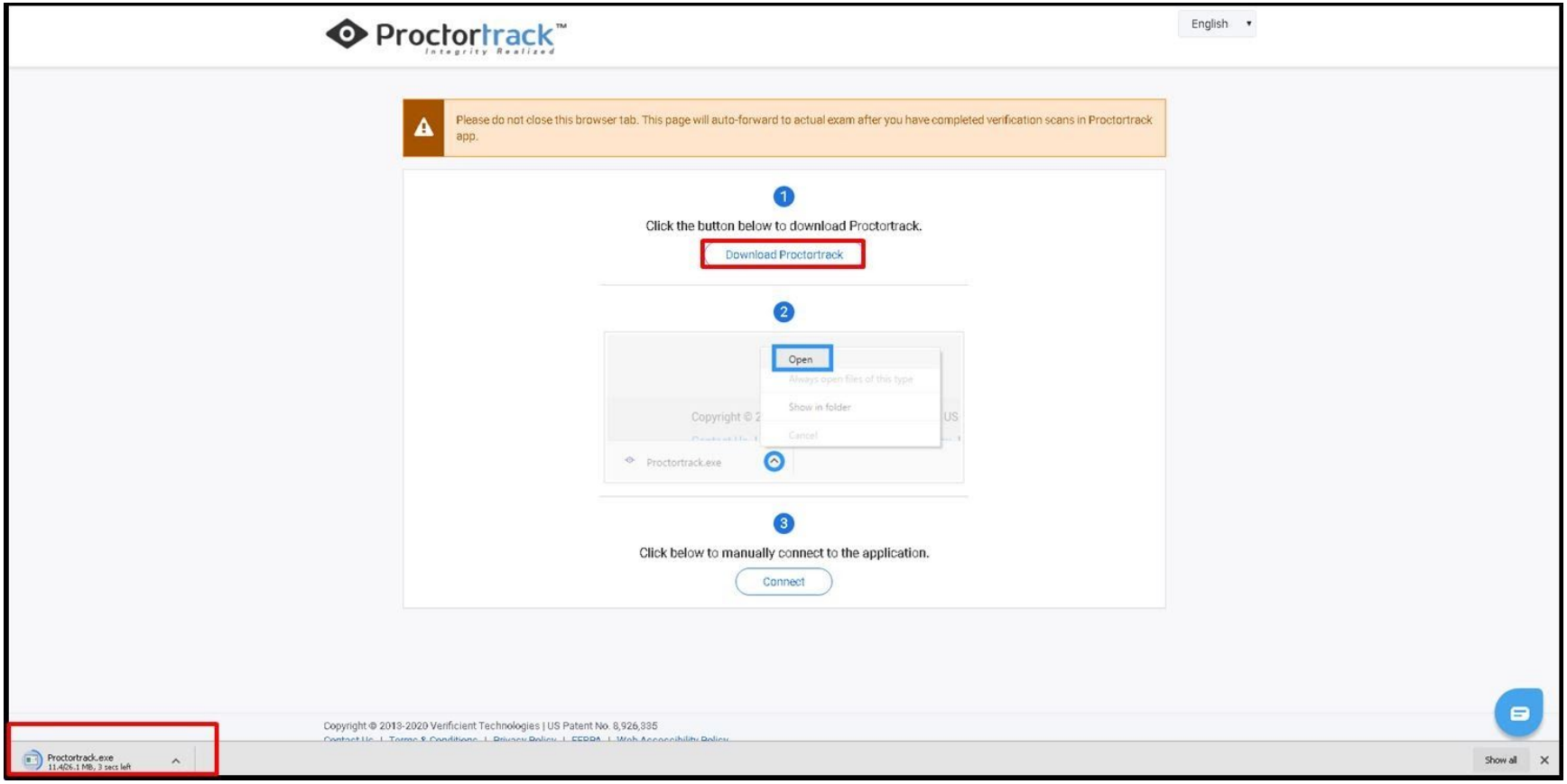
7c. After getting familiar with all the guidelines, check the box (at the bottom) labelled "**I have read, understand and will adhere to the required environment guidelines.**" Click "**Go To Next Step.**"

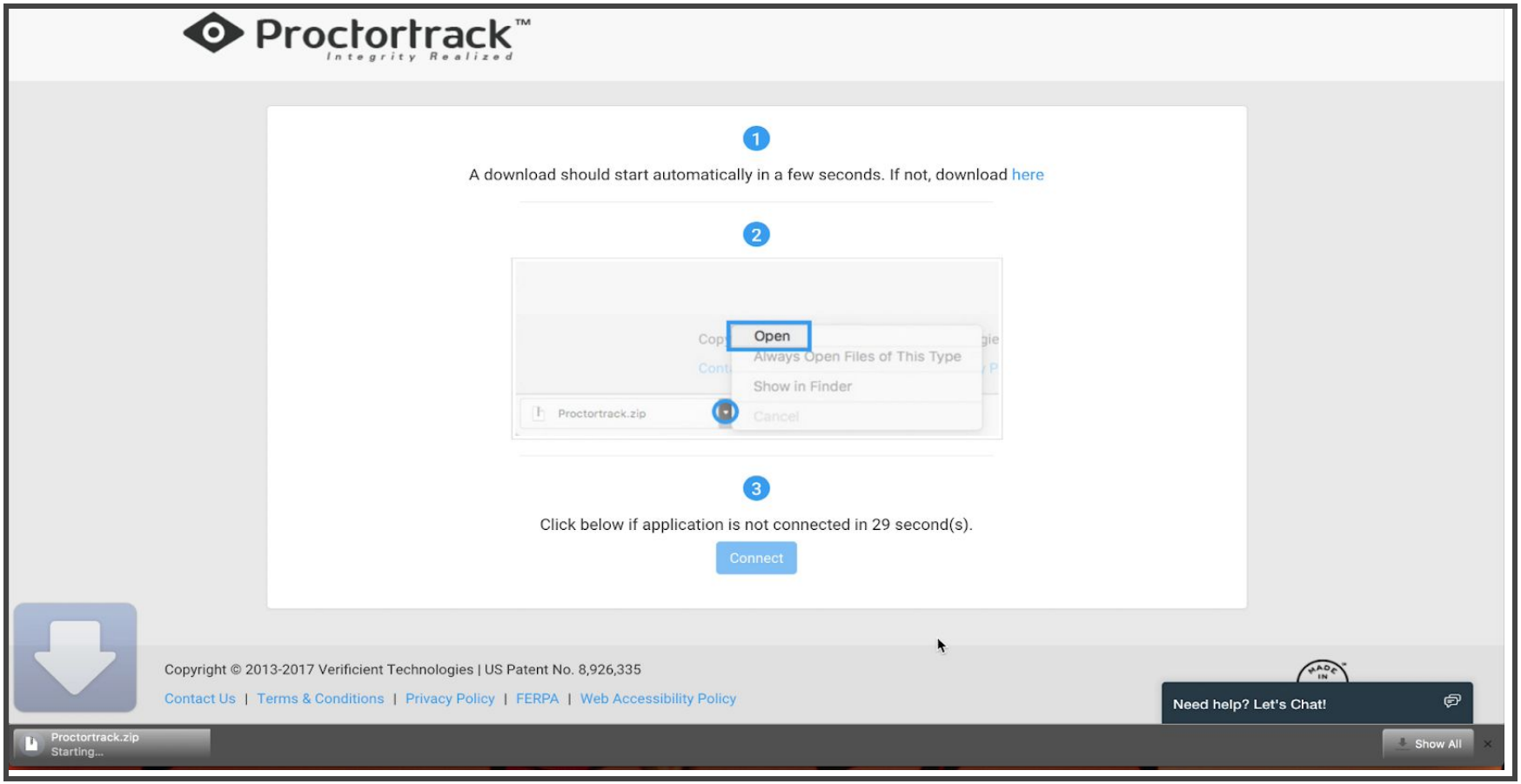


8. Proctortrack will attempt to automatically start the download. If it doesn't, click Download Proctortrack/here to download proctortrack manually.

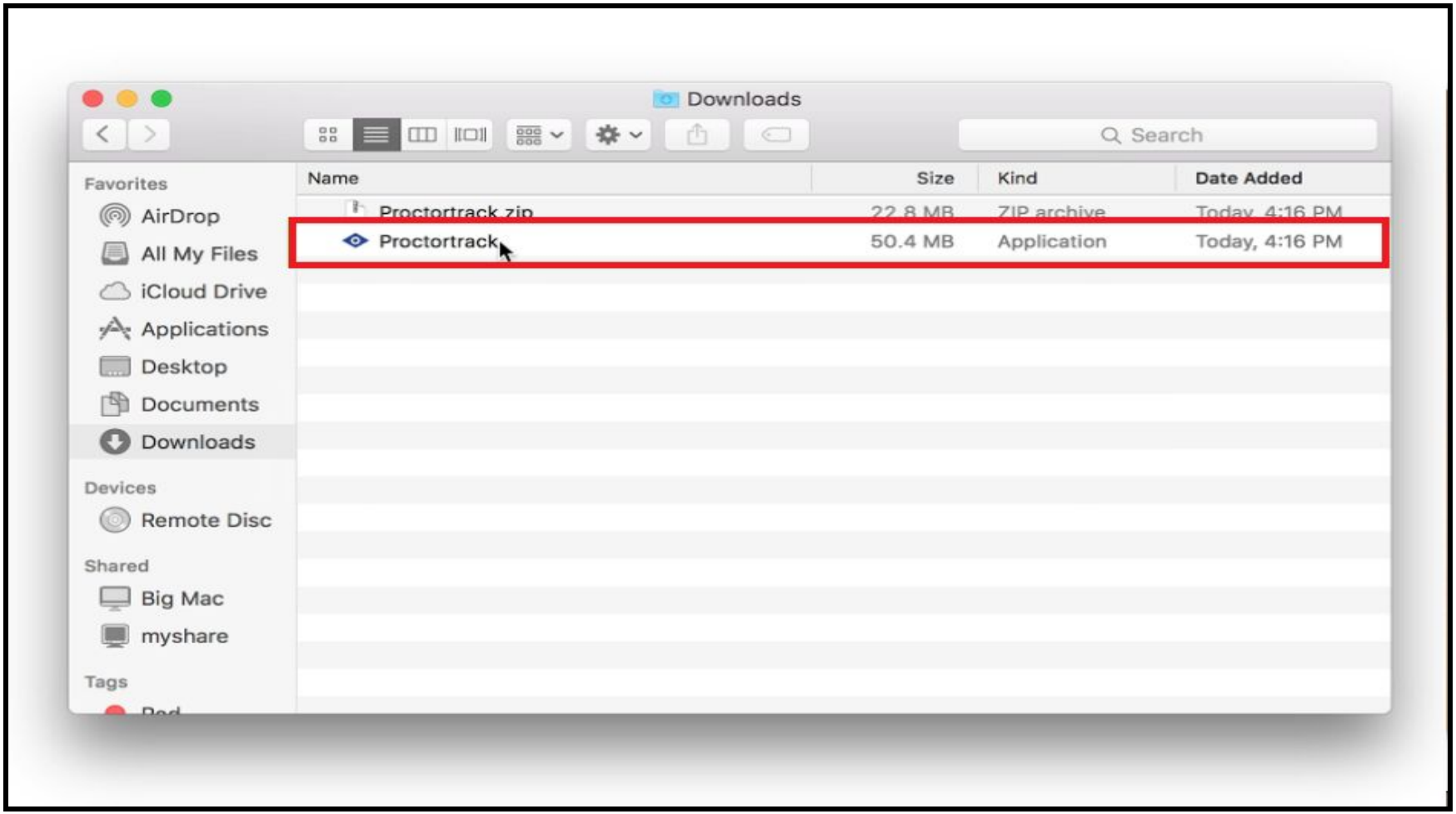


If the App was downloaded during any previous exams/tests, the download page will detect the downloaded app and bring forward a pop-up window to click on "open Proctortrack" to launch the application.

9. Open the Proctortrack.zip(for Mac)/Proctortrack.exe(for Windows) file that downloads.

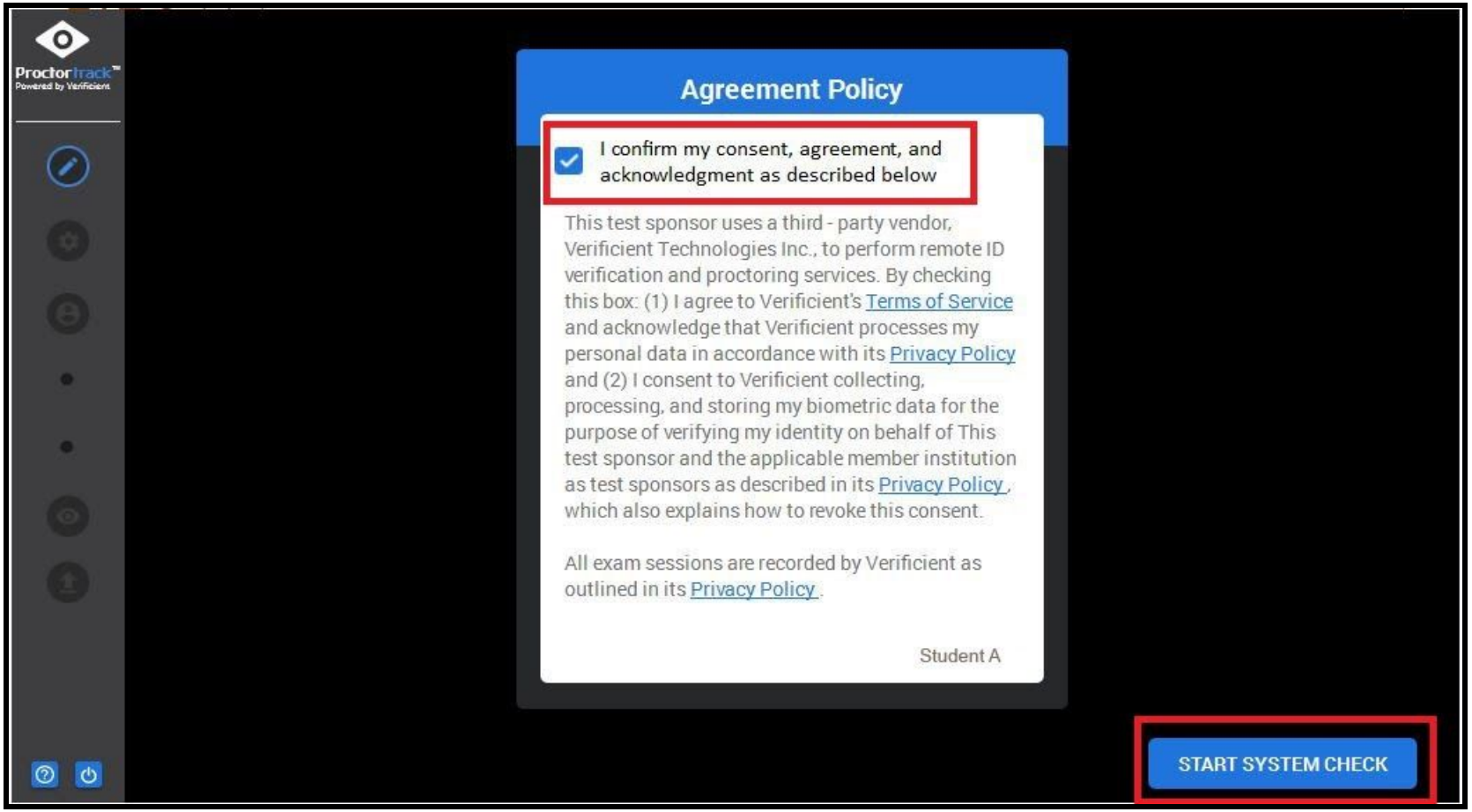


10. Finally, launch Proctortrack from your downloads folder to continue.



Using Proctortrack:

1. Once Proctortrack has launched, go through the Agreement policy and check the box labeled “I confirm my consent,agreement and acknowledgement as described below”, then click on “Start System Check”.



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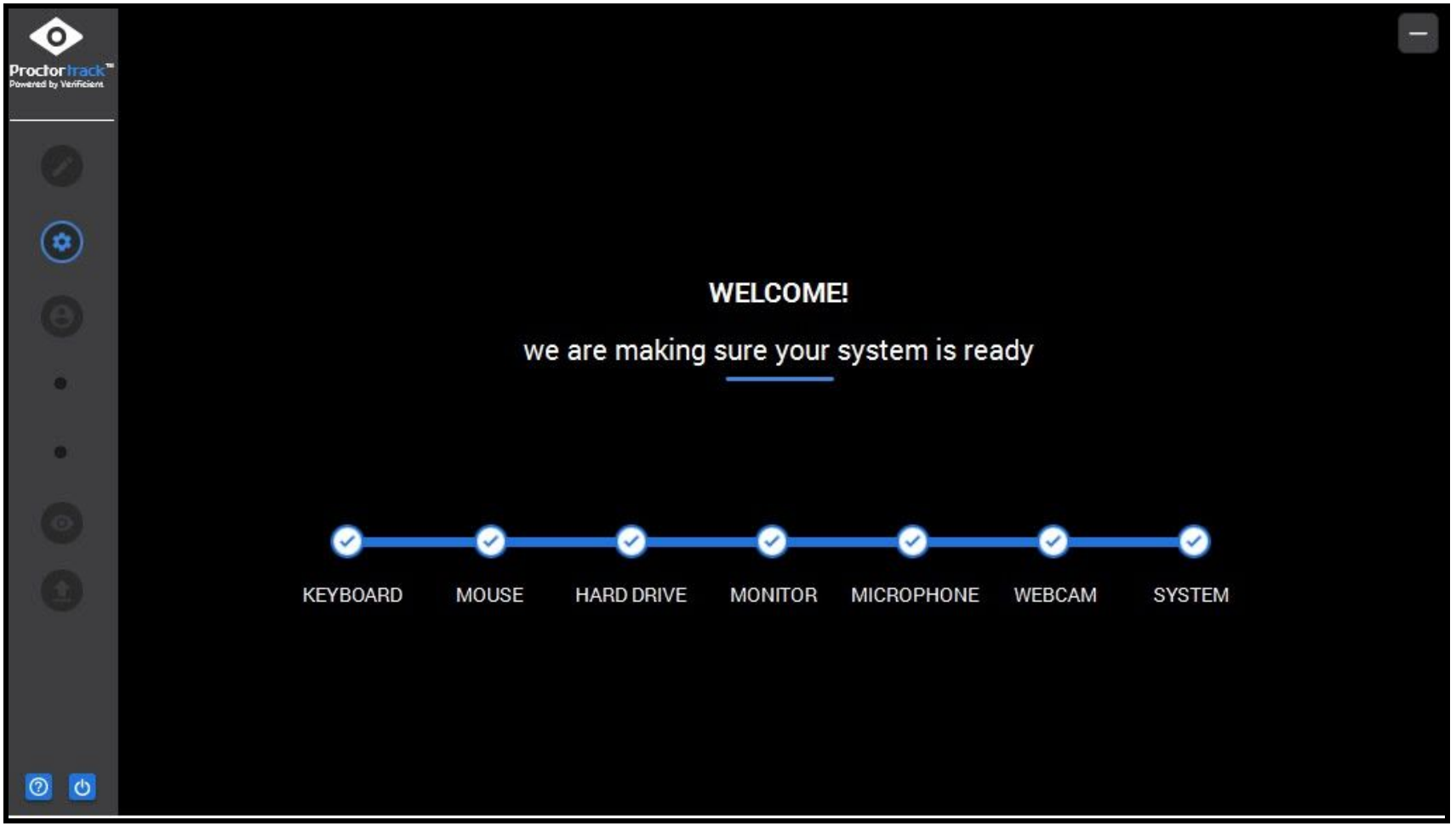
2. The system check will run to verify that the system is ready.



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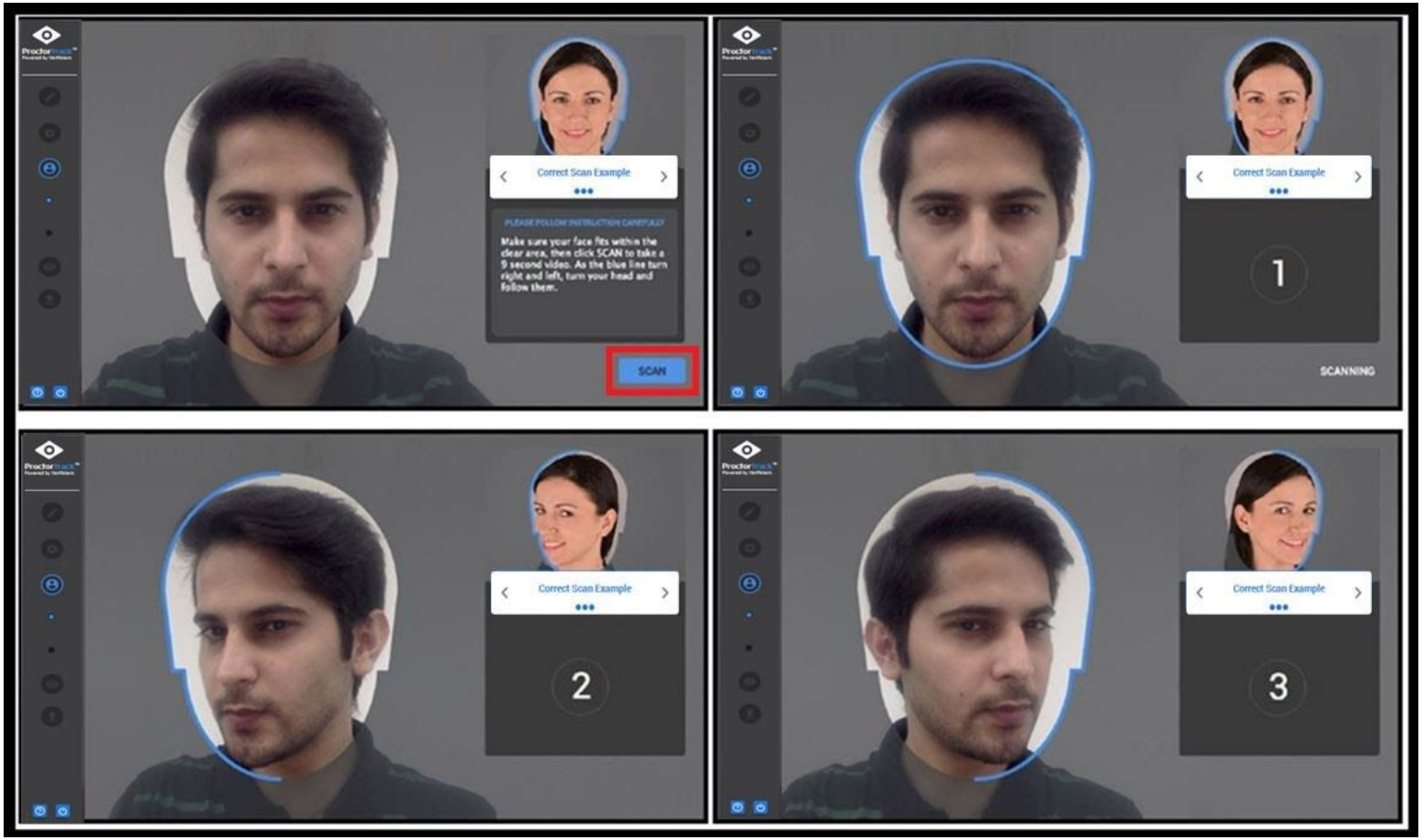
3. Make sure to fill the frame before clicking **"Scan"**. After that, follow the on-screen prompts.



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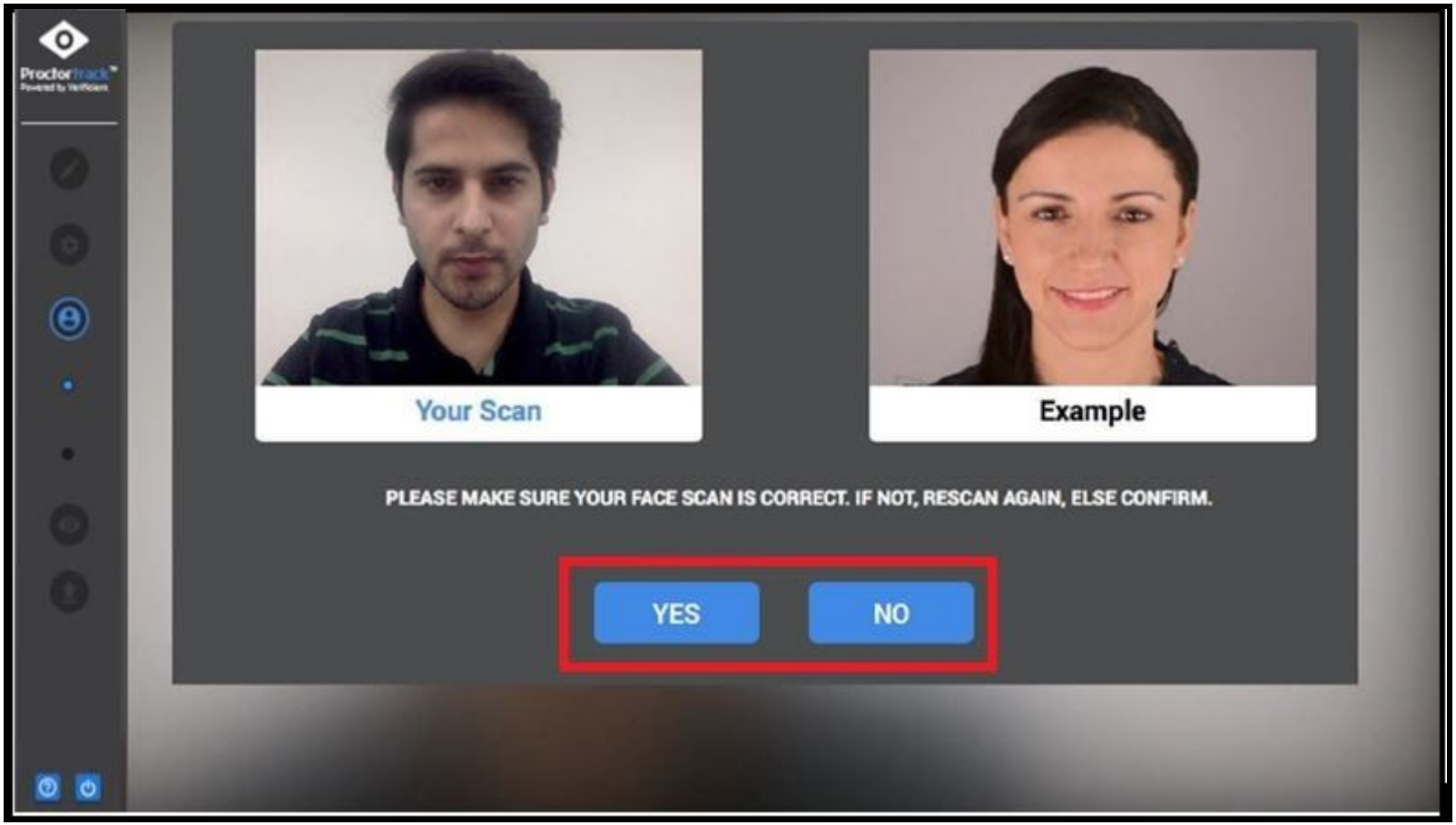
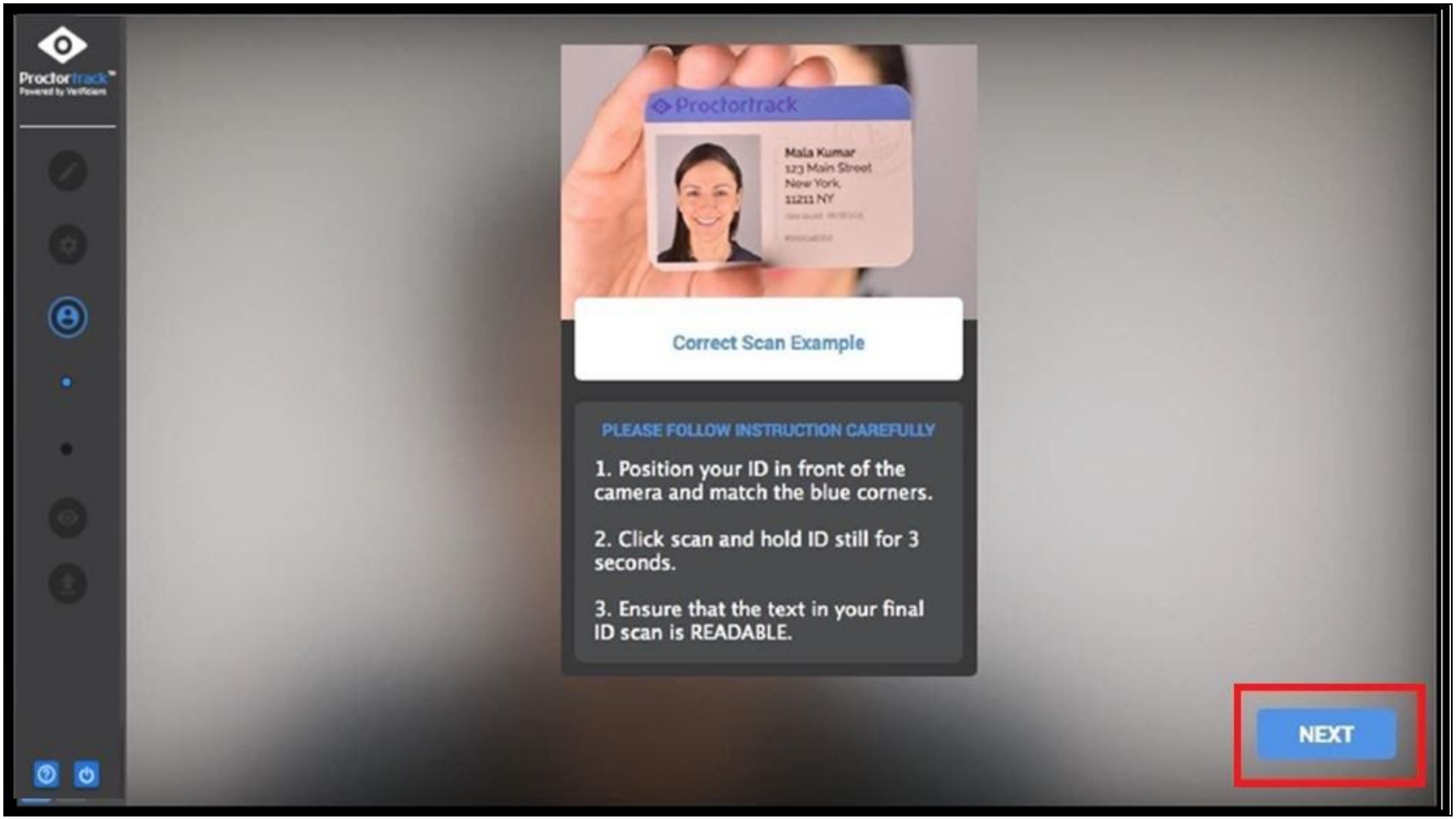
4. If dissatisfied with the scans, click **"No"** to take the scan again. Otherwise, click **"Yes"** to proceed.

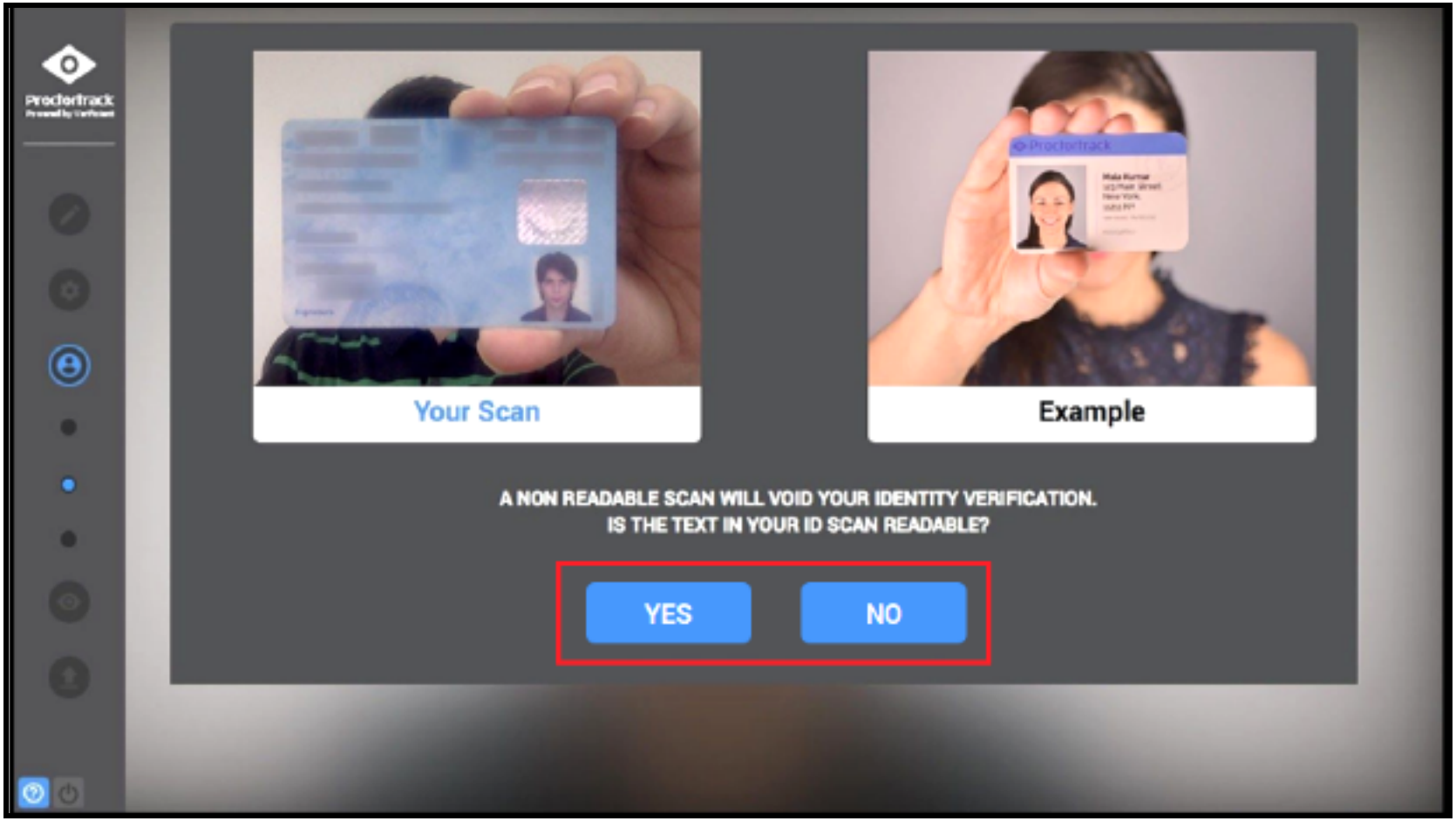


5a. For the ID scan, please go through the instructions for a valid photo ID scan and click **"Next."**

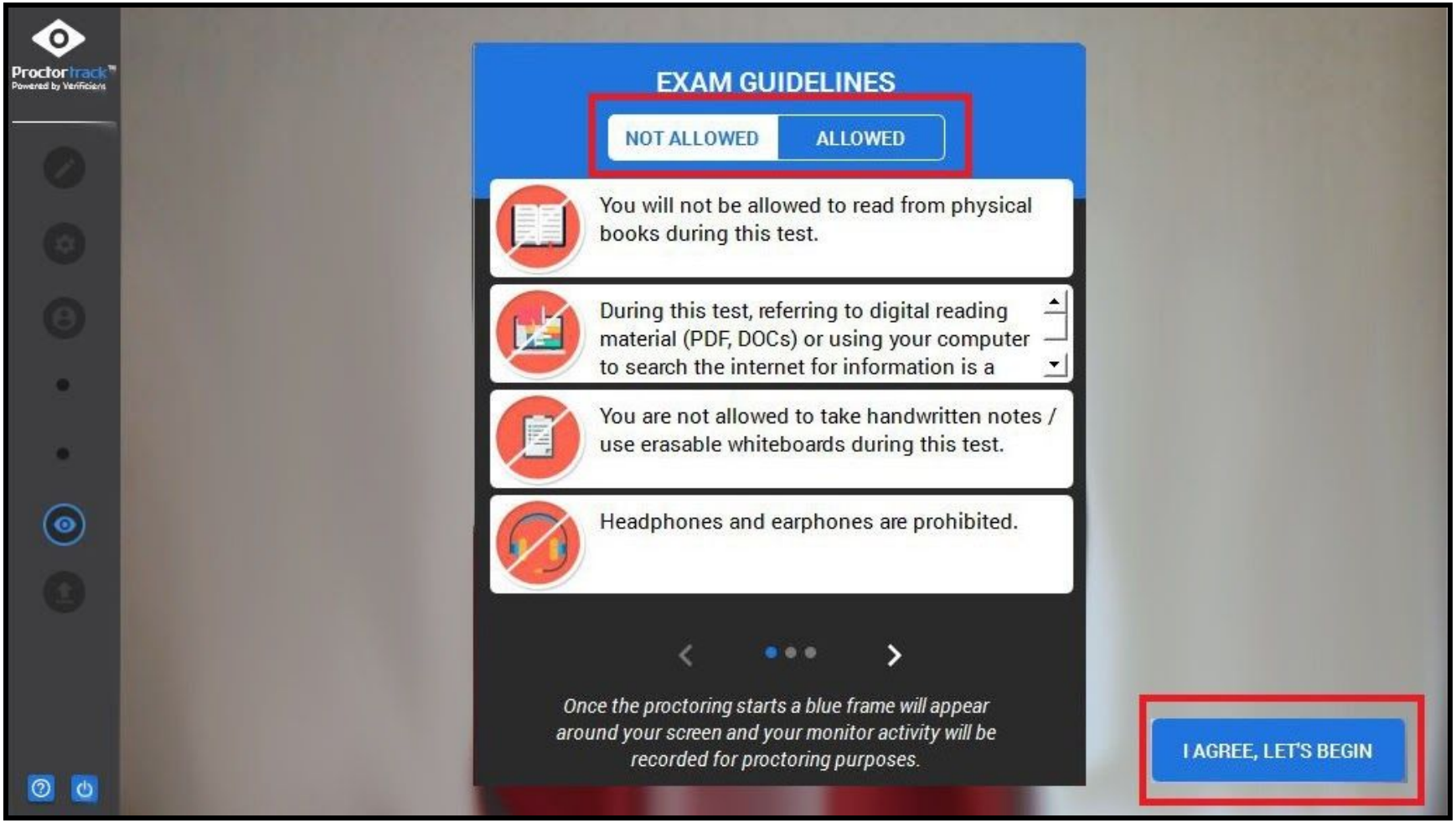


5b. For the ID scan, hold a valid photo ID up to the camera and click **“Scan”.**

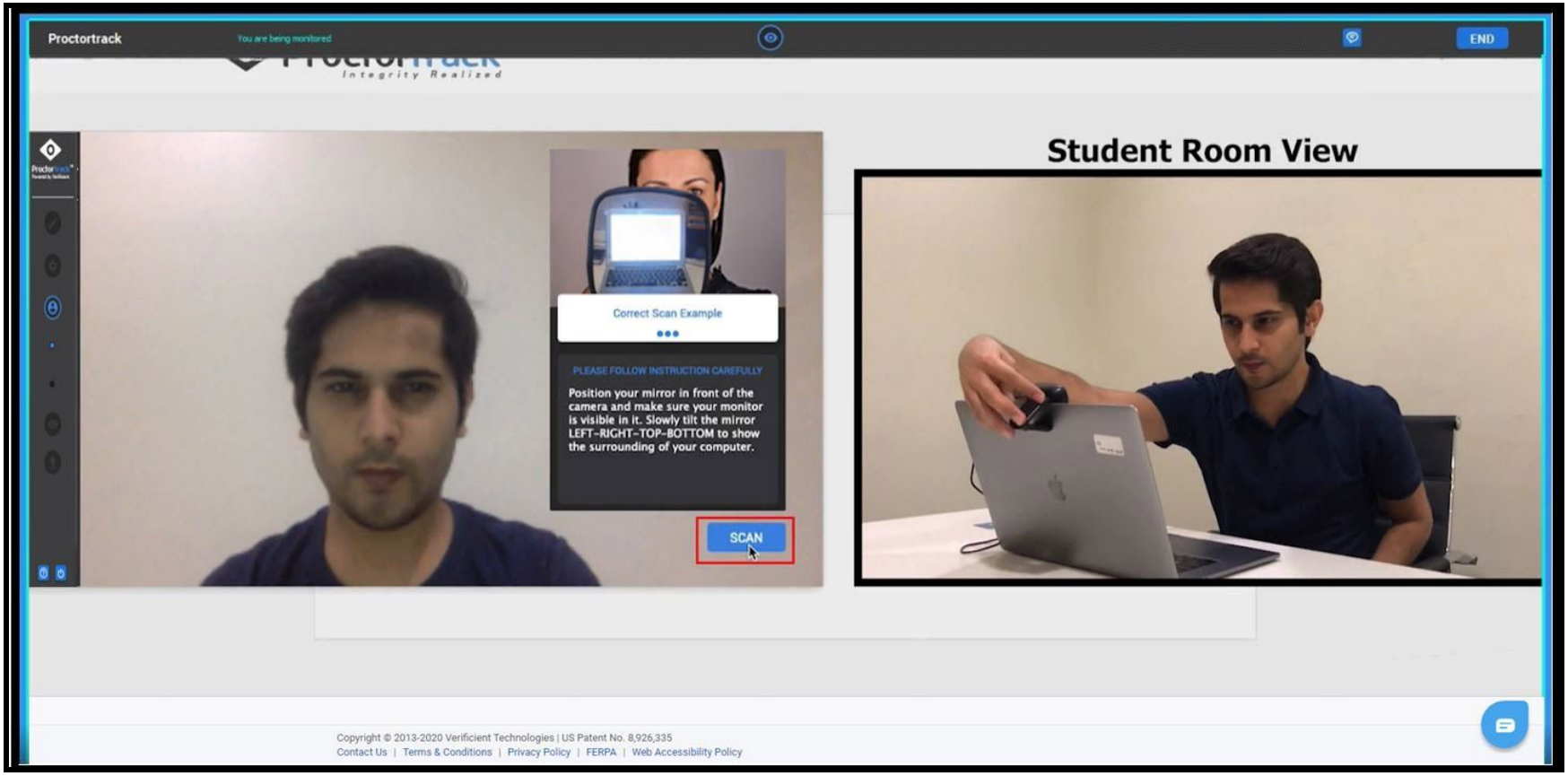
6. Make sure to fit the ID within the frame and hold it steady so that it's clear. Click **"No"** if not satisfied with the scan. You can rescan the id as many times as needed or click **"Yes"** to proceed.



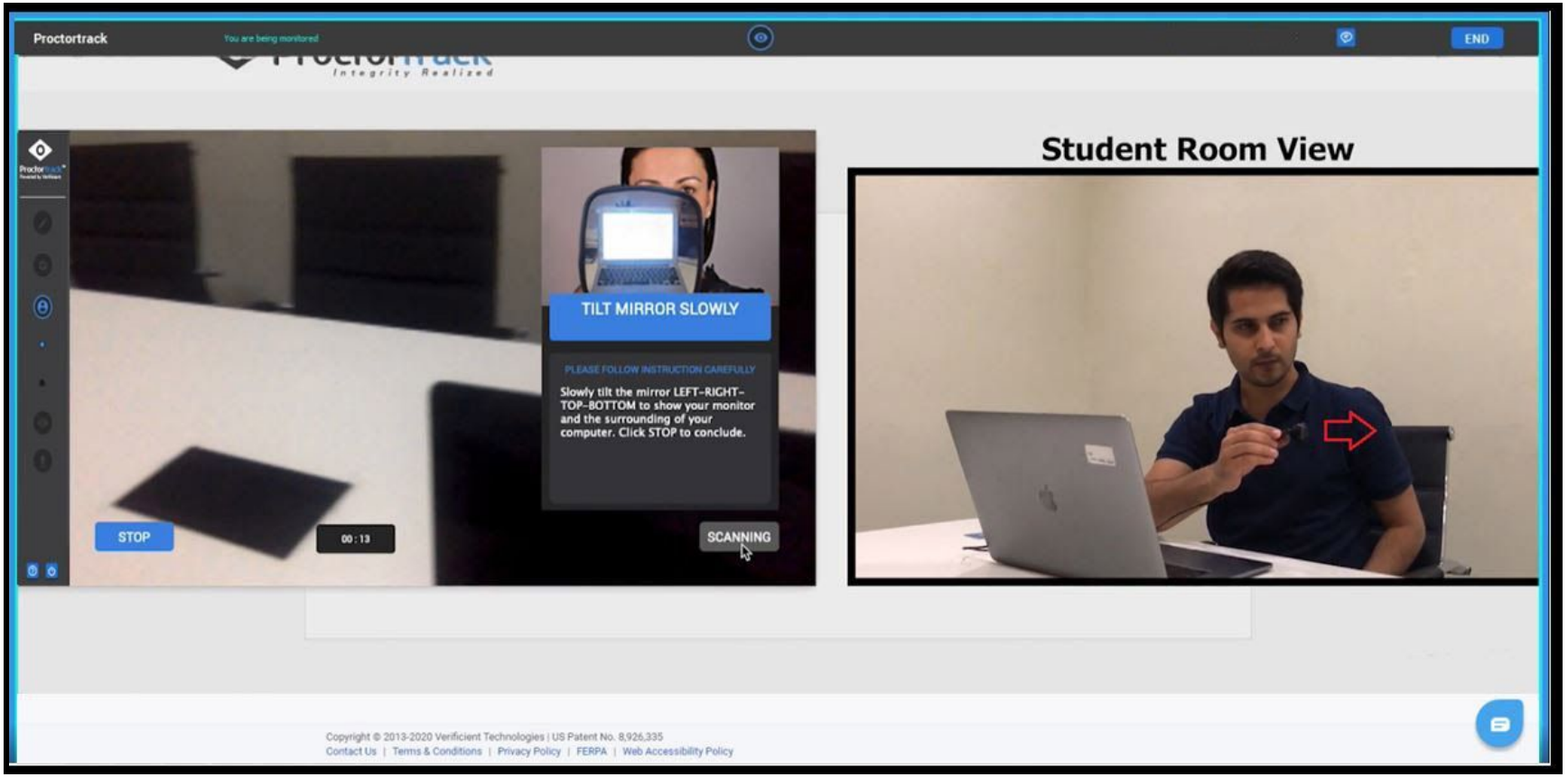
7. Review the Exam Guidelines-allowed and not allowed and click on " **I agree, Let's Begin**" .

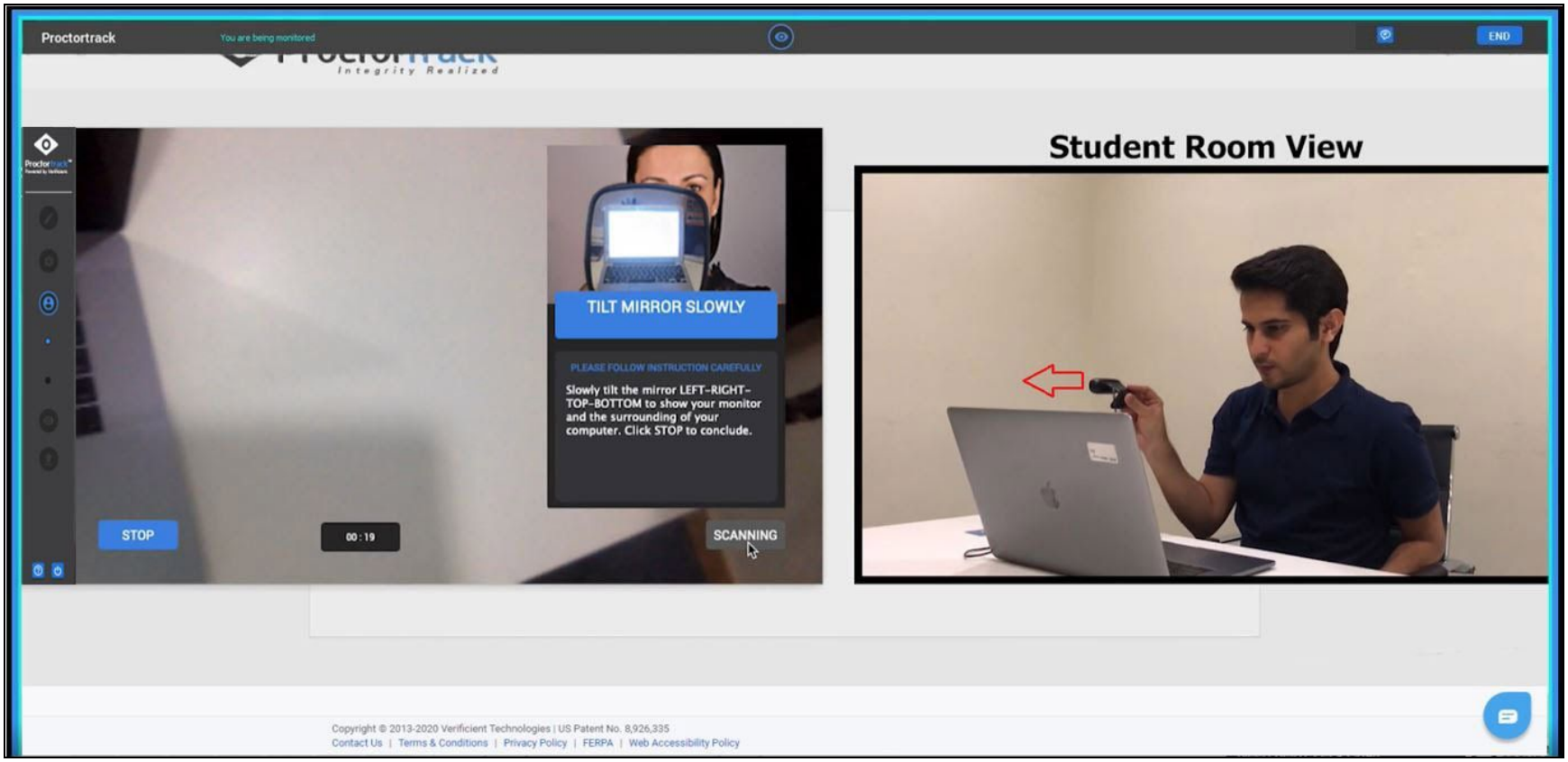


8 a. For the Room Scan click on the **“Scan”** button (If you are prompted to do the room scan)



8 b. Rotate the external webcam or the laptop to the Right, Left and also show the desk or table you have placed the laptop.




Proctortrack
You are being monitored
END
Integrity Realized
TILT MIRROR SLOWLY
PLEASE FOLLOW INSTRUCTION CAREFULLY
Slowly tilt the mirror LEFT-RIGHT-TOP-BOTTOM to show your monitor and the surrounding of your computer. Click STOP to conclude.
STOP
00 : 19
SCANNING
Student Room View
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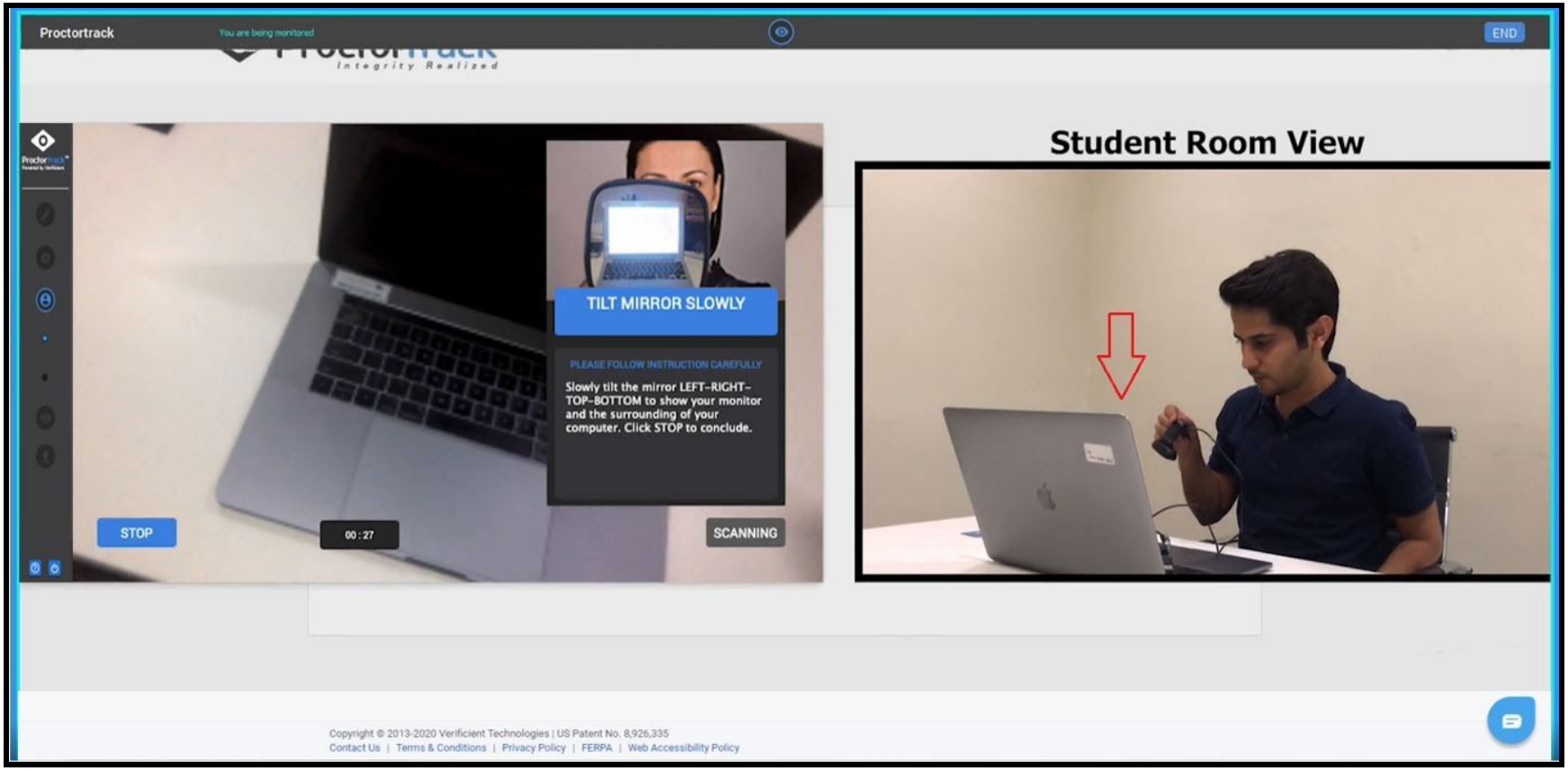
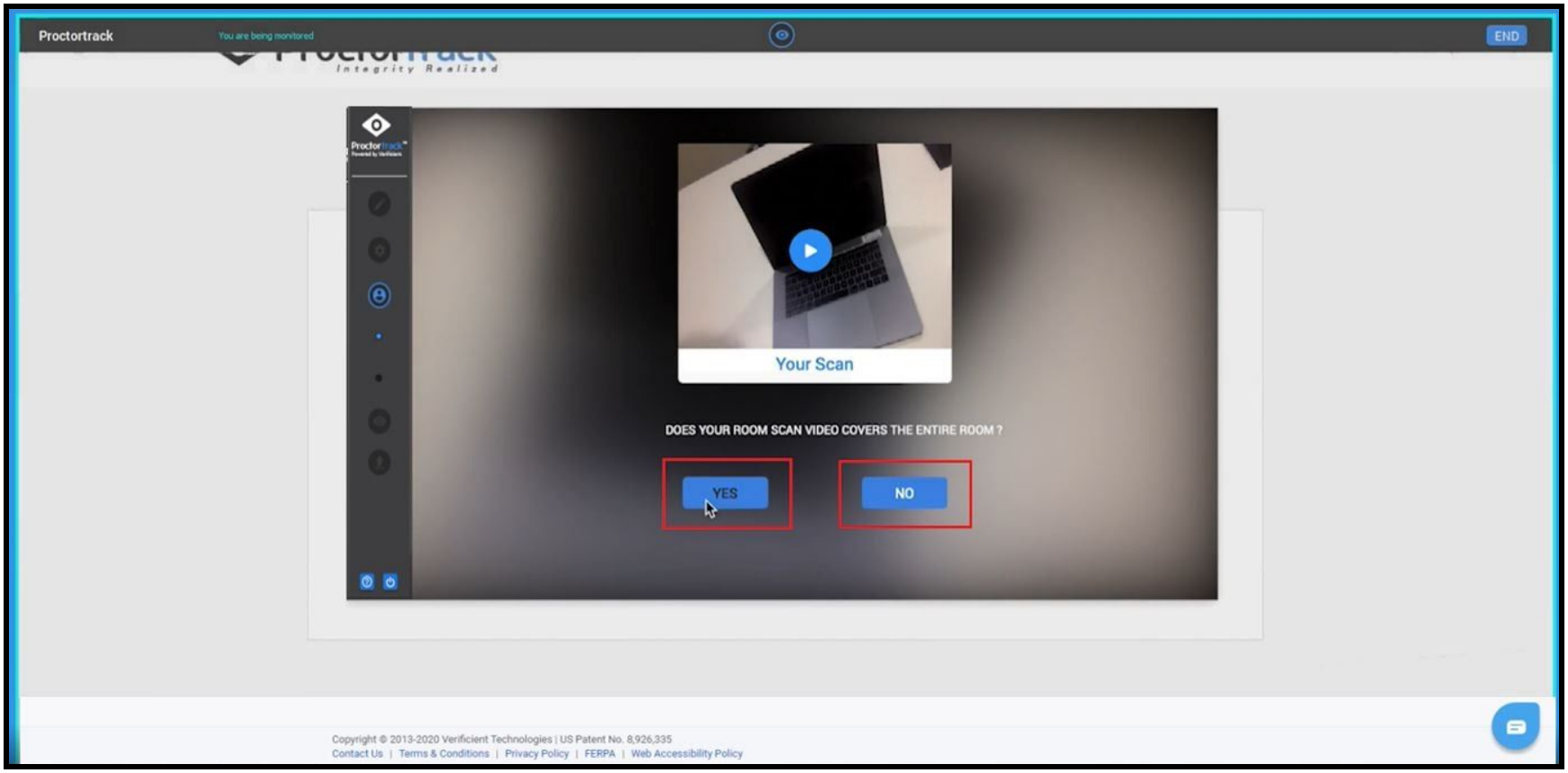
Contact Us | Terms & Conditions | Privacy Policy | FERPA | Web Accessibility Policy


Proctortrack
You are being monitored
END
Integrity Realized
TILT MIRROR SLOWLY
PLEASE FOLLOW INSTRUCTION CAREFULLY
Slowly tilt the mirror LEFT-RIGHT-TOP-BOTTOM to show your monitor and the surrounding of your computer. Click STOP to conclude.
STOP
00 : 27
SCANNING
Student Room View
Copyright © 2013-2020 Verificient Technologies | US Patent No. 8,926,335
Contact Us | Terms & Conditions | Privacy Policy | FERPA | Web Accessibility Policy

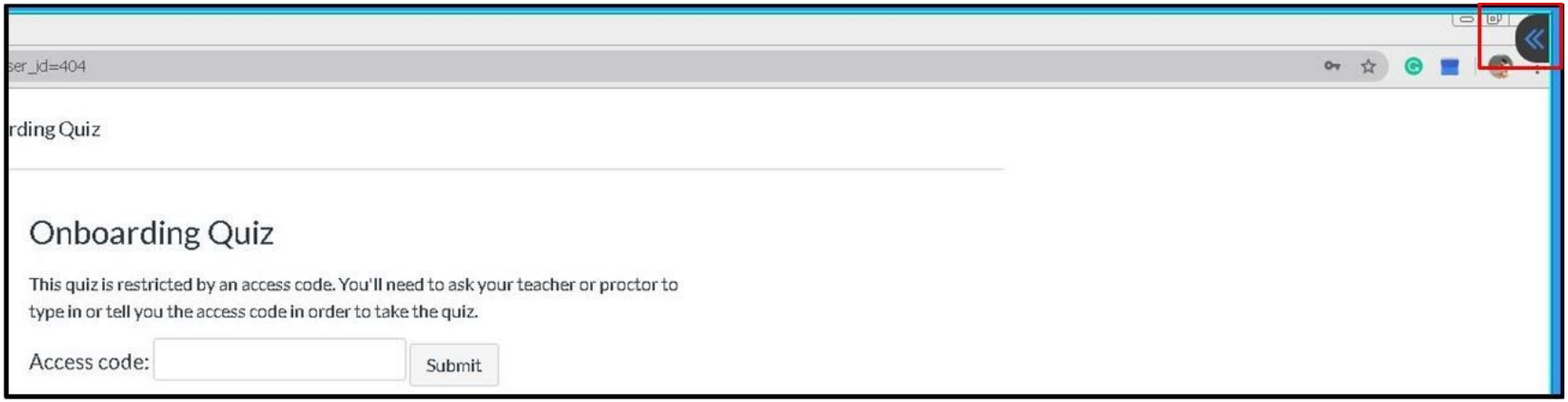
8 c. You will be able to see a preview of the room scan that you have done. Click on **Yes** if satisfied and **No** if not**.**



For more details on how to perform a room scan, visit the below link:

https://verificient.freshdesk.com/support/solutions/articles/1000287710-room-and-desk-scan-instructions

9 (a) Proctoring has now begun. A blue border will be placed around the screen as a reminder that Proctortrack is now in session. The page will ask for a Quiz password to start the quiz. The Access Code/Password can be viewed by clicking on the blue arrow icon on the top right corner.



9 (b) Sometimes the Password is hidden for the few exams. Here are the steps to generate and paste the password again, in case the student has accidentally closed the test window and wants to resume the test.

- You need to click on the Password icon present on the top right corner.

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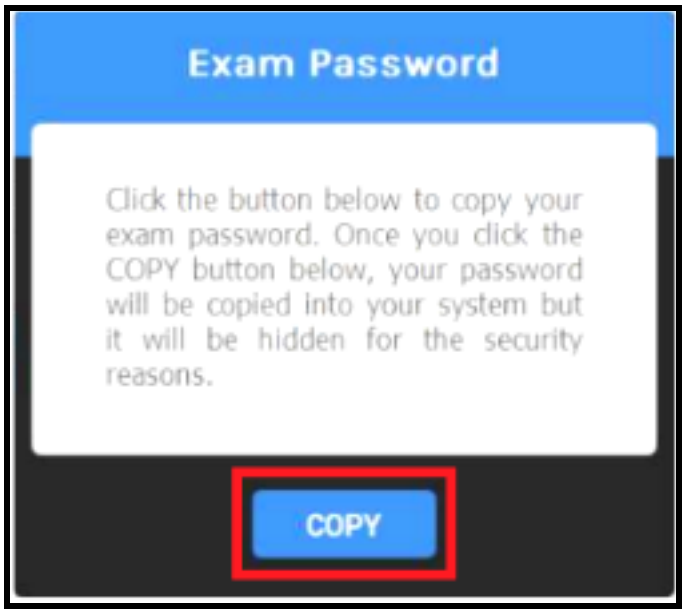
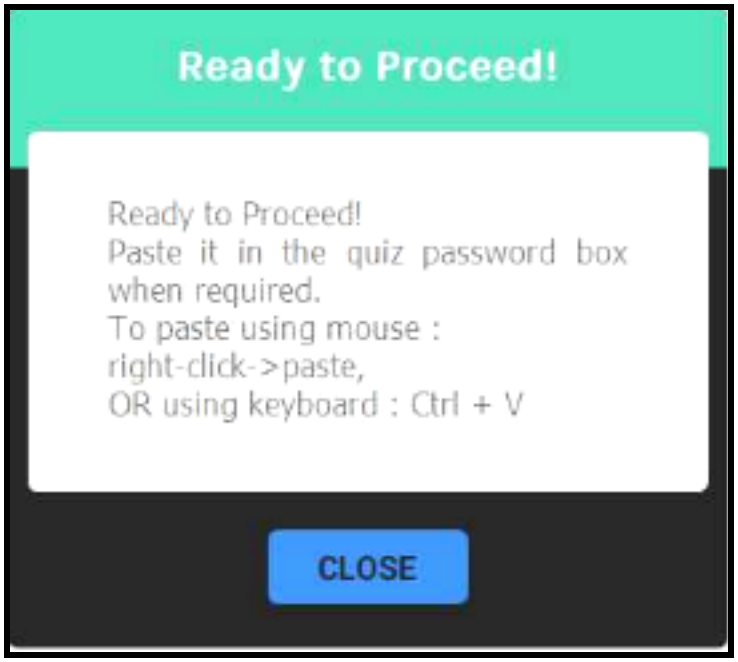
- Now click the ‘COPY’ button on the ‘Exam Password’ page.



- The password is generated, please follow the steps given in the ‘Ready to proceed!’ message box. CTRL+V is used for Windows.



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- Similarly for MAC you get the below message. Command+V is used for MAC to paste the password
- You will need to right click in the assessment password box and paste it
- You can use the keys ctrl+v to paste it as well (Windows)

  You can use the keys command+v to paste it as well. (MAC OSX)

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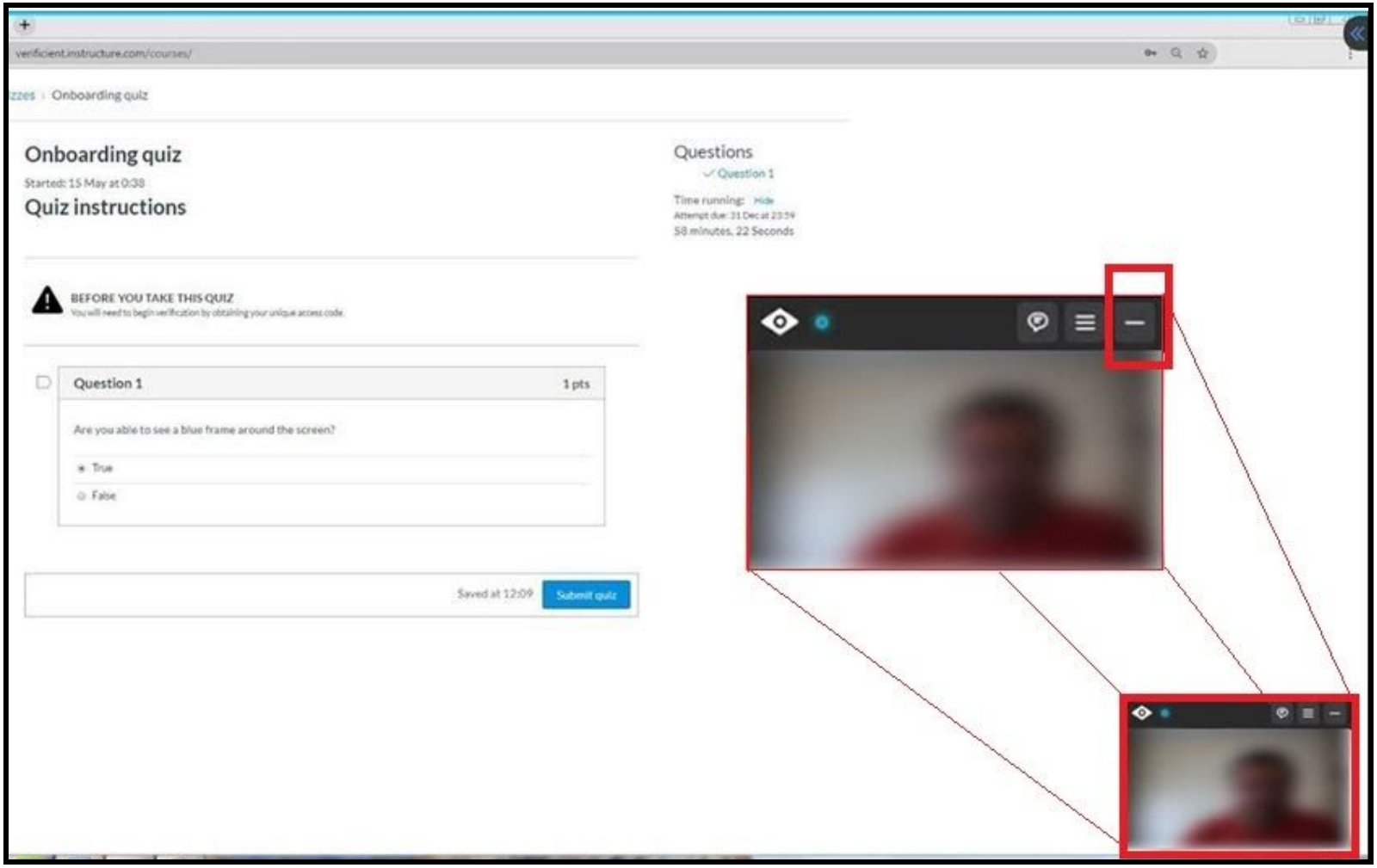
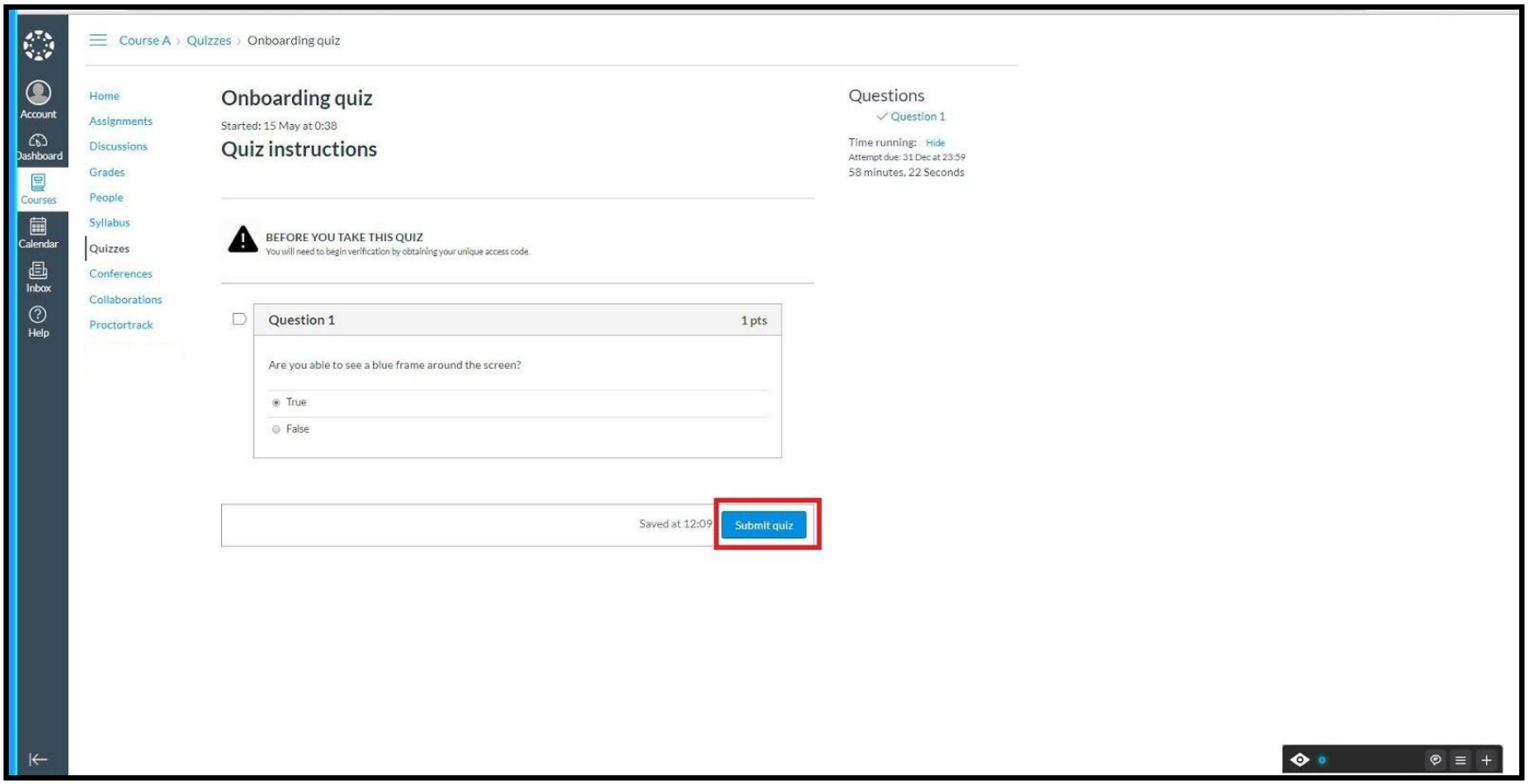
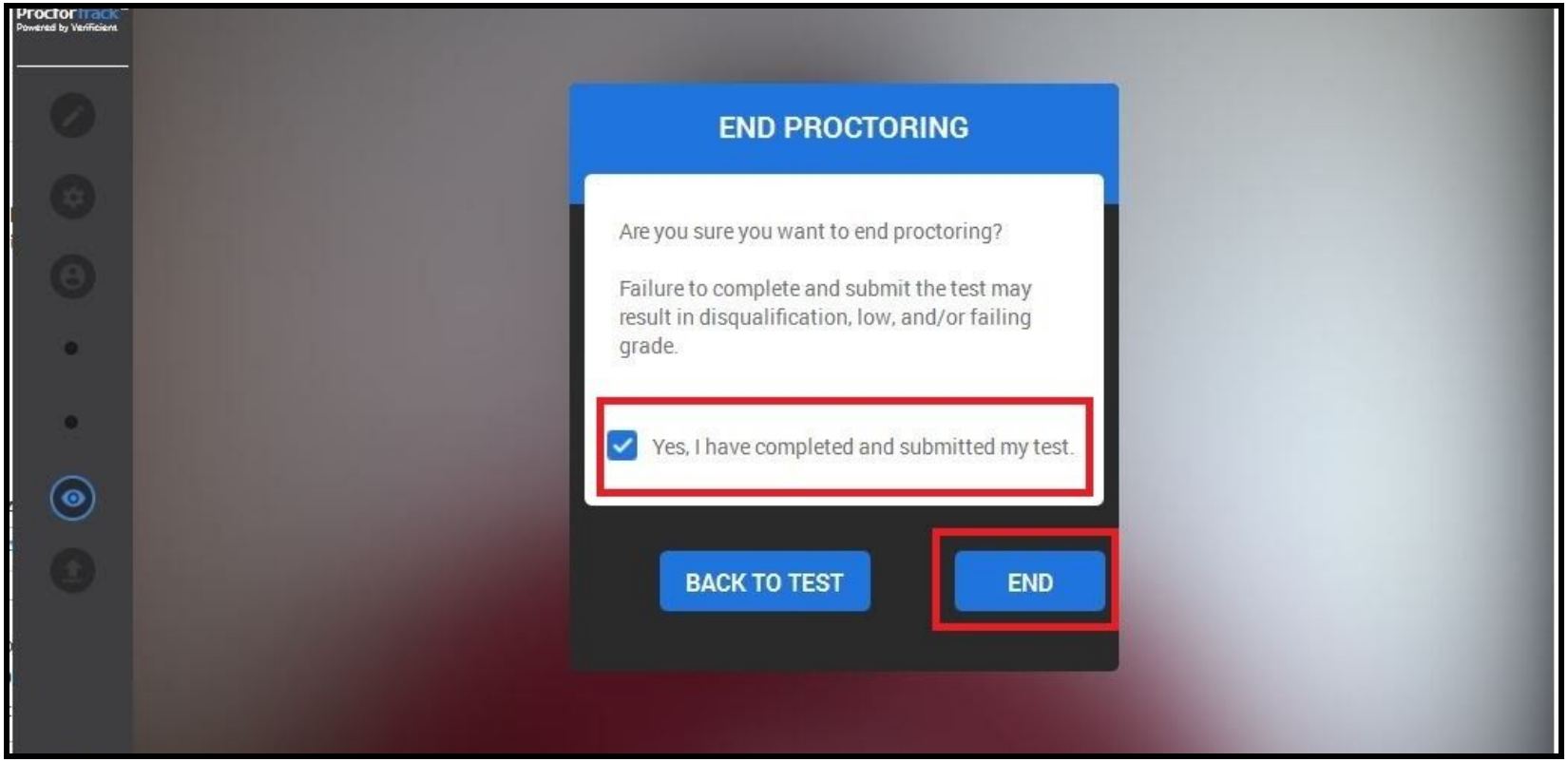
10. You have the video window in the right corner. You may click on the Hide button to hide the window.



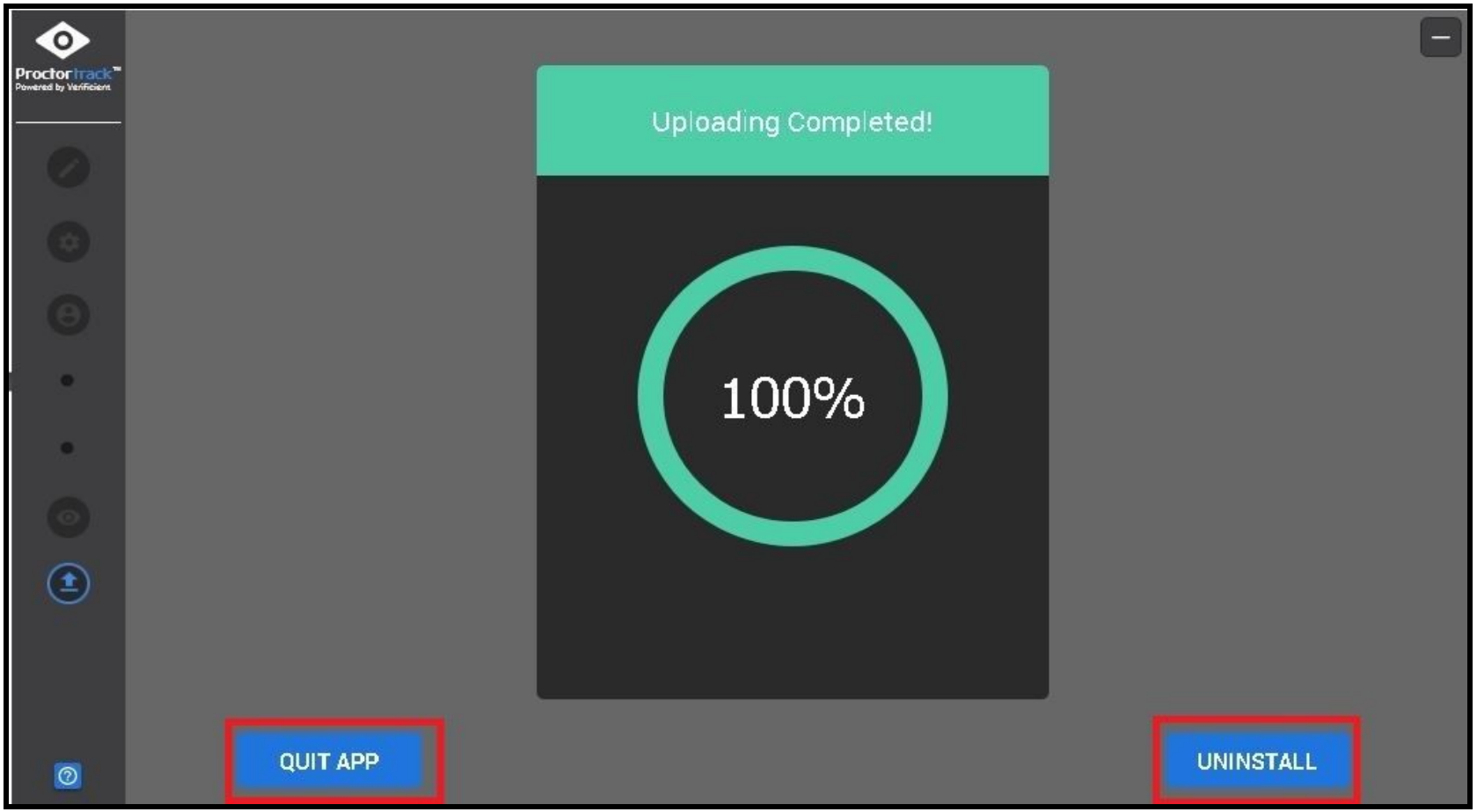
11. Take the test while adhering to the aforementioned guidelines. After the test is complete, it's very important to remember to submit the test by clicking the "Submit Quiz" button. Then Click "END" button on the top right corner to end the proctoring session.



12. Check the box next to "**Yes, I have completed and submitted my test.**" Then, click "**END**".

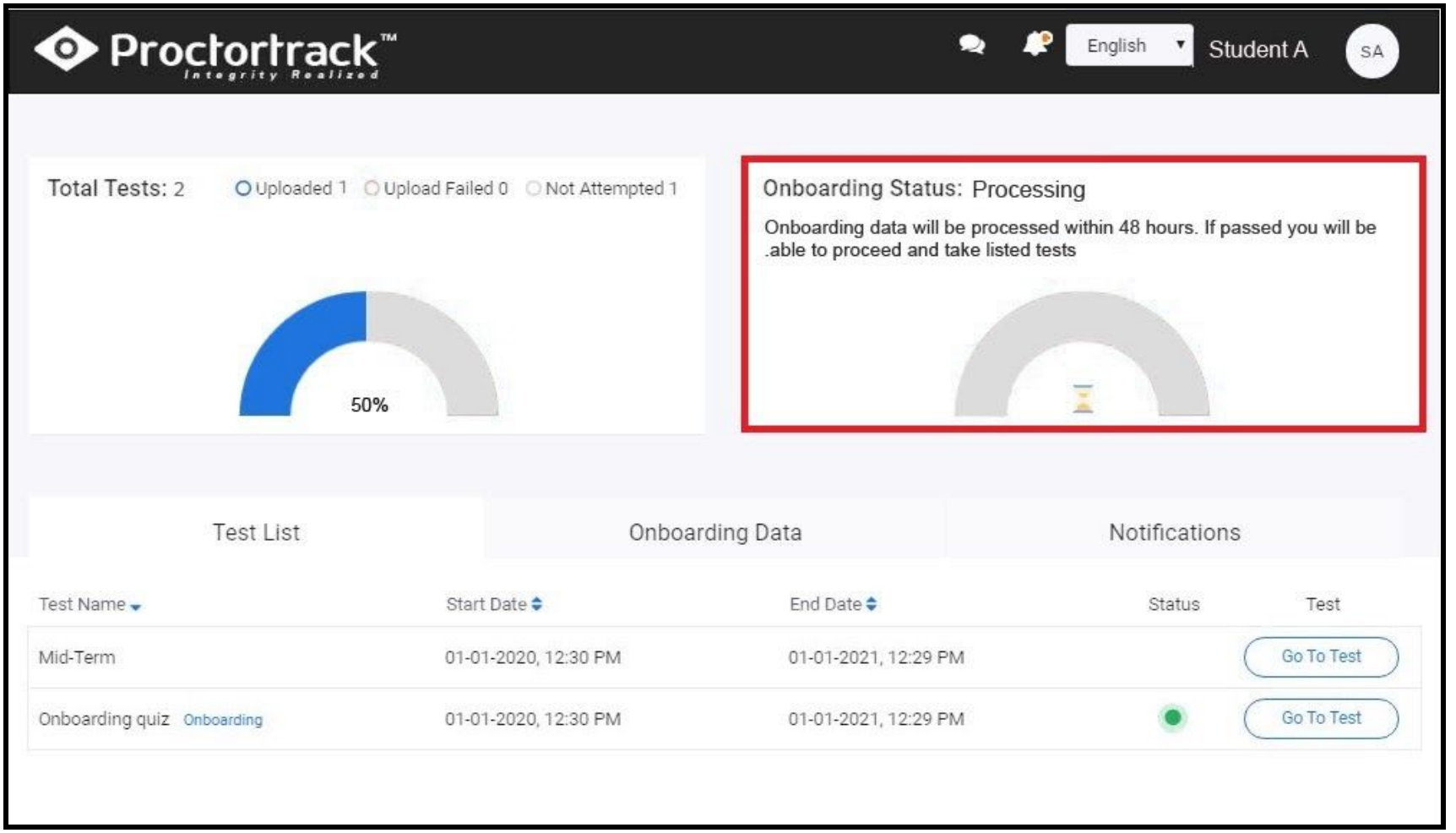


13. The session data will be automatically uploaded to Proctortrack's servers. Once uploaded click on "**Quit App**" to close the app or click on "Uninstall" to uninstall the app from the system.

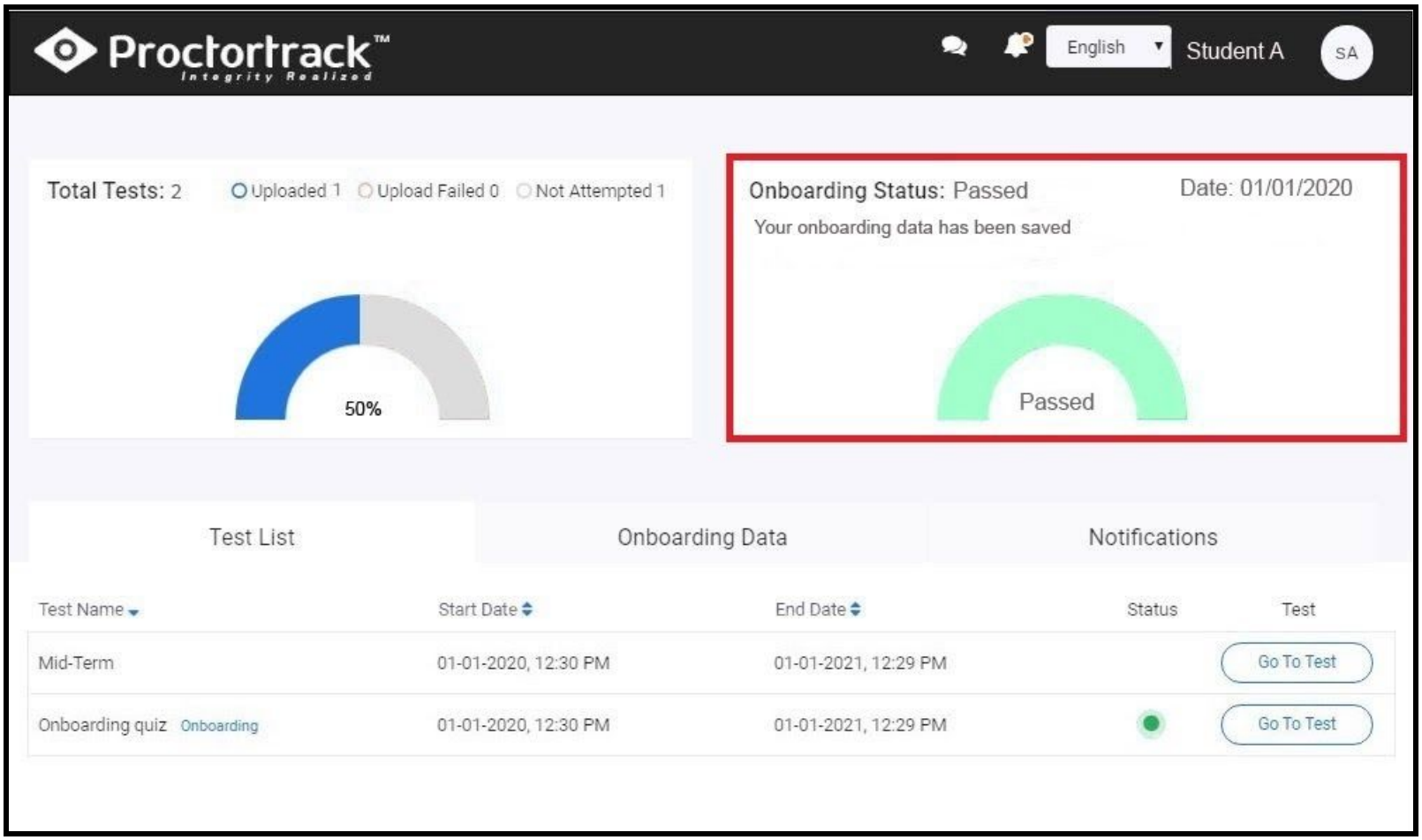


Once you have completed the Onboarding quiz, you may check the status on the Proctortrack Dashboard.

14 (a). Once the Onboarding is submitted and is under processing it shows on the Proctortrack Dashboard as below.



14 (b) Once the Onboarding is passed, the status on the Proctortrack Dashboard indicates the same. The Student will be able to take the Actual tests (the tests become active) once their Onboarding is passed.



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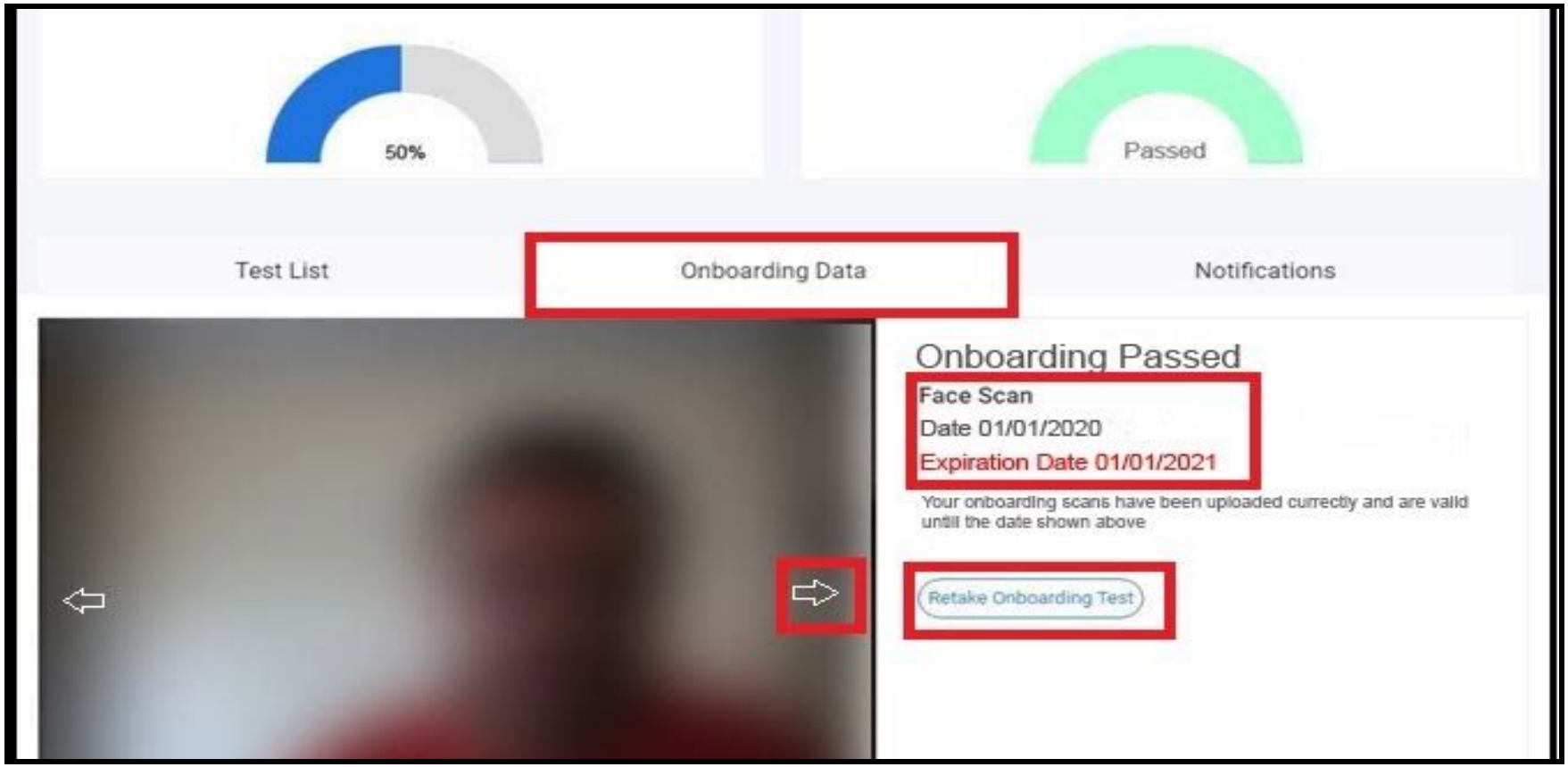
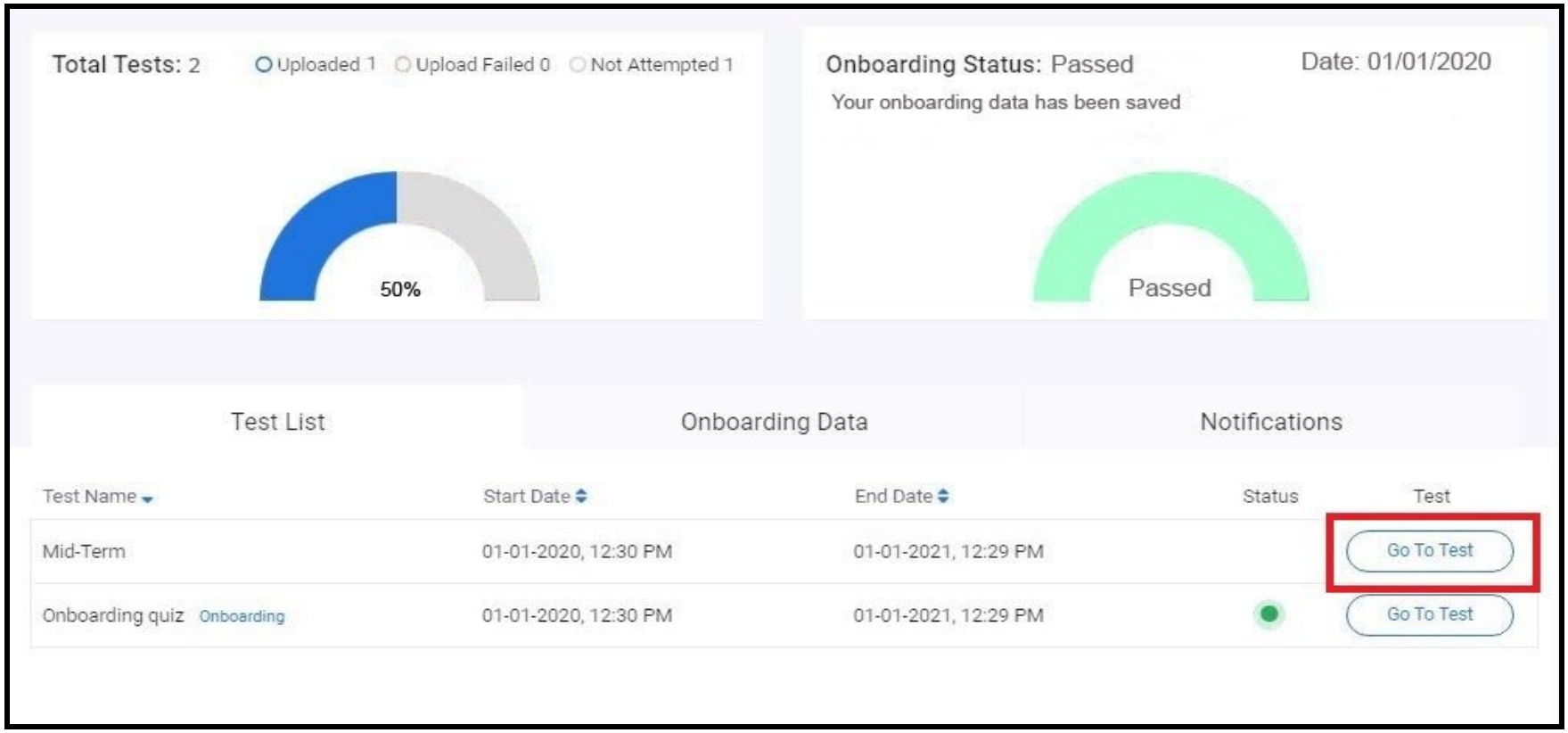
14 (C) Students can view their Onboarding scans data under the "**Onboarding**" tab. They can click the "**arrow**" to scroll through the Face, ID, and Knuckle scan. The Onboarding tab clearly shows the date of the Onboarding as well as the Expiration date (each profile is valid for 1 year). The Students also have the option to take the Onboarding by clicking on the "**Retake Onboarding Test**" link.



14 (d) To attempt any actual tests, the students are required to click on the “Go To Test” button for that particular test. The steps after that are the same as shown above (step 5 onwards).



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