ProctorU Tips for Students

ProctorU is a live online proctoring service that allows students enrolled in online courses to take exams from anywhere using a webcam and Internet connection, with no additional fees. If you are enrolled in an online course that uses proctored exams, please use the tips below to get started with ProctorU.

1. Use Single Sign-On to create your ProctorU account. Select your institution and click Sign In. You will use your UND username and password (same as Blackboard and Campus Connection).

2. Review ProctorU technical requirements and equipment troubleshooting.
   - Wireless/satellite connections are not recommended. If traveling, make sure your hotel has a direct Internet connection available or find another location for your exam if possible.
   - You must have administrative access on the computer system you will use for your exams.
   - Additional equipment may be required for math/engineering exams. See course syllabus.
   - Students requesting accessibility accommodations should contact Disability Services for Students.
   - Active military personnel should work with ProctorU and their military education officer to ensure appropriate network connections are available.

3. Test your equipment using the computer and network connection you will use for your exam. In addition to the automated equipment test, it is highly recommended that you chat with a ProctorU technician to fully test your equipment. This will take 20-30 minutes to complete and will include the following:
   - Connecting to a live proctor to install the ProctorU browser extension and the LMI Applet. The LMI Applet is installed at each session start to communicate with ProctorU and is then removed.
   - Resolving any issues with blocked ports or security firewalls.
   - Shutting down applications that are running in the background on your computer such as: email, Skype, OneDrive, etc. These applications reconnect when your computer restarts.

4. Review the ProctorU Exam Readiness Guide to prepare for your exam. You will need a secure environment with appropriate Internet connection to take your exams.
   - For the best experience, be sure you are directly connected to the Internet and avoid other streaming activity on your network during your exam.
   - A live proctor from ProctorU will monitor your audio/video and computer screen during the proctoring session. Additional computer monitors must be disconnected.
   - A private, well-lit room is required. No one else is allowed in the room, unless permitted by your instructor.
   - Talking and reading questions out loud is not permitted.
   - The area should be clear of any papers, notes, books, calendars, personal items (phone, purse, photos) and other unpermitted resources.

5. Schedule your exam with ProctorU early to get your desired time.
   - Sign into the ProctorU portal when you are ready to schedule an exam.
   - Check with your course instructor if an exam is not available for scheduling.
   - Allow an additional 20-30 minutes to get checked in and prepare your computer for your first exam with ProctorU. This time does not count towards your exam time limit. Thoroughly testing equipment and preparing your environment will reduce this wait time.

6. Take your exam – View a video of the ProctorU Exam process
   - Before your appointment time, login to the ProctorU Portal and look for the countdown timer. This will change to a START EXAM button when it is time for your exam to begin.
   - You will run through an equipment check again and may need to wait to be connected with your proctor to verify your identity. This does not count toward your exam time.
   - Place your cell phone out of reach, but keep it nearby in case you run into technical issues. Your proctor may type in a chat window to communicate with you or may call you if needed.
   - Exams are accessed through Blackboard and are password protected; ProctorU will enter the password to begin the exam. Contact your instructor if your exam is not available.
   - Once the exam is completed and graded, you may view your score and feedback (when applicable and allowed by the instructor) by going to My Grades in your Blackboard course.

For assistance, please contact ProctorU at 1-855-772-8678 or visit the ProctorU Help Center.