

ProctorU: Preparation Guidance for Students

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Actions for you to take

Step 1: Learn about ProctorU

If you have never used the ProctorU service before, then you should spend some time preparing in advance of your online assessment.

1. Go to [ProctorU Resource Centre](#). Here you should:
 - a. Watch the [how it works](#) video.
 - b. Read about [what to expect](#).
 - c. Review the [system requirements](#) and ensure you have access to an appropriate computer.
 - d. Read the [FAQs](#).
2. If you have any queries, please send an email to your tutor with cc to TELSupport@herts.ac.uk if your query is technical.

Step 2: Register an account

If you are a first-time user of ProctorU you will need to register an account.

1. Go to our ProctorU portal page (<https://www.proctoru.com/portal/herts/>) and click on the option to **Sign Up** as a test taker.
2. Complete the registration. In the interests of data protection it is recommended that you provide the mandatory information only.
3. Ensure you have read agree to the [Terms of Service](#) and the [Privacy Policy](#) before submitting.

If you have used ProctorU in the past, please ensure you can login to your account.

Step 3: Ensure you have a recommended browser and the ProctorU browser extension installed

1. ProctorU recommend using the latest version of [Google Chrome](#) or [Mozilla FireFox](#). You should also download and install the [ProctorU Browser Extension for Chrome](#) or [Firefox](#).

Step 4: Test your equipment

1. If you haven't already done so, you should follow the instructions to [Test Your Equipment](#). It's important to do this in the location you intend to sit the assessment.
2. If you need help resolving any technical issues, or if one of your checks failed, please refer to the ProctorU [Help Centre](#) for assistance. You can also contact the [ProctorU Support Team](#), if contacting them via the 'Chat' you may be directed to connect with a live technician.
3. Students who use **Talk Talk** as their internet provider, have reported problems using the 'LogMeIn Rescue' application required by ProctorU. According to the [TalkTalk community](#) temporarily turning off a security feature called 'Scam Protection' for the duration of the exam can resolve this. Please contact TalkTalk for advice, we recommend you also contact the [ProctorU Support Team](#) to confirm that 'LogMeIn Rescue' is working prior to the exam.
4. If you do not pass the equipment check and have exhausted all the support options, you must email your tutor and cc in TELSupport@herts.ac.uk. Provide your full name, student registration number (SRN), a brief description of the problem together with a screenshot of any errors that will help us identify your technical limitations.

Step 5: Make a reservation for your upcoming assessment

A video walkthrough to demonstrate [how to book your remote invigilation slot](#) is available online. This covers each of the steps listed below:

1. Log into your [ProctorU](#) account.
2. If you are a first-time user, you may be asked to provide information on your preferences.
3. Click on the option to **Schedule New Session**.
4. Confirm your institution by selecting **University of Hertfordshire** from the dropdown menu.
5. Select the term, for example, **Semester B 2019/20**.
6. Select your exam, for example, **7WCM0023 MMNets CW2**
7. Click the **Find Sessions** button, to reveal the reservations slots available to you.
8. If you see a message that reads "*It appears the time you selected is not available.*"

Please search again", this just mean that you need to adjust the time and date setting to match that of your exam. Once done, click the **Find Available Times** button, the reservations slots available should then be displayed onscreen.

9. Choose your preferred slot by clicking the **Select** and then **Schedule** buttons next to your preferred reservation slot.
10. On the **My Cart** page you will see that your proctored assessment is charged at \$0. The costs of all assessments are covered by the University of Hertfordshire, however, for reservations made less than 72 hours in advance of the assessment, ProctorU will charge an additional fee (\$5.00 - \$15) to students payable in advance.
11. Check that all the details are correct and choose **Process Order**.
12. You should see a message saying **Your order was successful**.

Important:

- Your reservation time is not the start time of your assessment. Your assessment will not begin until your proctor is satisfied you have met all the requirements. This includes completing the identity check, resolving any technical issues and logging into the assessment platform (e.g. StudyNet). You will not lose any time if this set up process takes longer than expected.
- We strongly recommend you allow for an additional 30 minutes in your day when choosing your reservation slot.

Step 6 Cancel or change a reservation (if required)

1. Log back into [ProctorU](#).
2. Click on the either **Reschedule** or **Cancel** option for your selected session and follow the steps onscreen.

On the day of your assessment

1. Watch the video '[ProctorU Pre-Exam Checklist](#)' to make sure you are prepared well in advance.
2. **Make sure you are logged into StudyNet and have completed any required multi-factor authentication (MFA) shortly before your scheduled assessment slot.**

You will be permitted to have your smart phone with you in order to complete MFA, however your proctor will ask you to place this out of reach for the duration of the assessment so it is best to do this just before you begin. If for any reason you are prompted to complete MFA mid-way through the assessment, you must notify the proctor and request their permission before doing so. You may also be required to repeat any environmental checks before returning to your assessment. It is therefore in your best interest to complete the MFA in advance to ensure no time is lost on your assessment. See [Multifactor authentication for students: Computer-based exam support for UH staff and students](#).

3. At the time of your reservation go to University of Hertfordshire's login page for ProctorU and log in: <https://www.proctoru.com/portal/herts/>.
4. If you are a little early, you will see a countdown to the exact time of your reservation. If you are more than **10 minutes late** your reservation slot will be cancelled automatically.
5. When the countdown timer ends you will see a **Start Session** button next to your appointment time, click on this to enter the proctoring room.
6. Next you will be guided through a series of checks including exam preparation checks, system checks, identity verification, authentication quiz (*only for students based in the US*).
7. Next, you will be prompted to download and run the **LogMeInRescue** applet which allows the proctor to connect with you. Instructions to run the file are customised based on your web browser.
8. When a proctor becomes available, they will connect to you via your web cam and computer screen. **Please note it may take 5-10 minutes to establish a connection**. This is not unusual and we ask you to remain patient.
9. If your equipment is not correctly set up or does not meet the minimum requirements the proctor will pass you to a technician who can help you rectify this.
10. The proctor will ask you to pan over your work area with your web cam and hold a reflective surface or camera phone to the camera to ensure there are no disallowed materials or persons present.
11. Once the proctor is satisfied, they will take you to the assessment platform e.g. **StudyNet**, where you will be required to login including MFA (see step 2) if not already done so, and navigate to your assessment.
12. The proctor will also go over the exam rules to ensure you understand what is and isn't allowed. These will also be made available to you in advance of your assessment.
13. When you start the assessment, it's likely that you will be prompted to enter a **password**. The proctor will take control of your computer briefly and enter this for you.
14. Once the password has been entered your assessment will begin. You should complete the assessment according to the instructions given.
15. When you are finished, you should notify the proctor who will then give you permission to exit the session.

Important: All online assessments are subject to a viva at the module leader's discretion