Connect + Proctorio Student User Guide

Contents
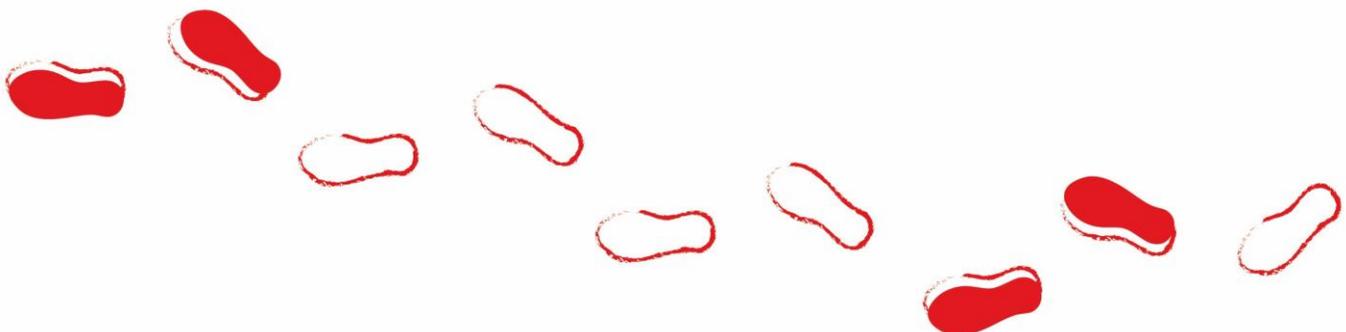
# Connect + Proctorio Student User Guide

Welcome

Welcome to Connect's proctored assignment user guide powered by Proctorio. Please allow extra time to prepare as proctored assignments require pre-check steps before you can take the assignment -- note that the pre-check does NOT count against your assignment time.

Proctorio Setup

1. When you're ready to take a proctored test, you will need to use the latest version of Google Chrome on a desktop or laptop (PC, Mac, Linux are all fine), Chromebook, or Microsoft Surface Tablet. Other mobile and tablet devices (such as iPhones, iPads, or Android phones) are **not** supported for proctored assignments. If you don't have Chrome installed on your computer, you can download it here. For more details regarding Proctorio's system requirements, please visit https://proctorio.com/support#minReqs

2. Proctorio also requires an extension that needs to be added to Chrome. You only need to do this once. Please go here to get the Proctorio Extension.

    1. You'll first click on the link under Step 2 titled **Install the Proctorio Extension**.
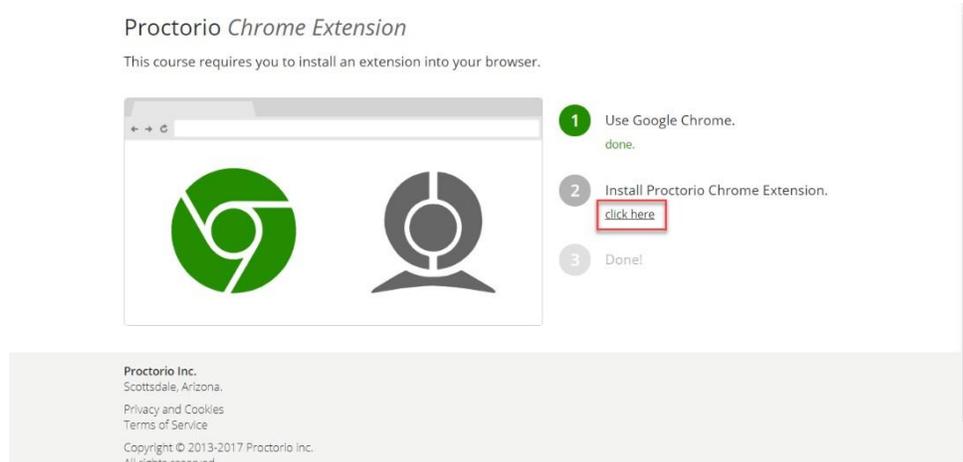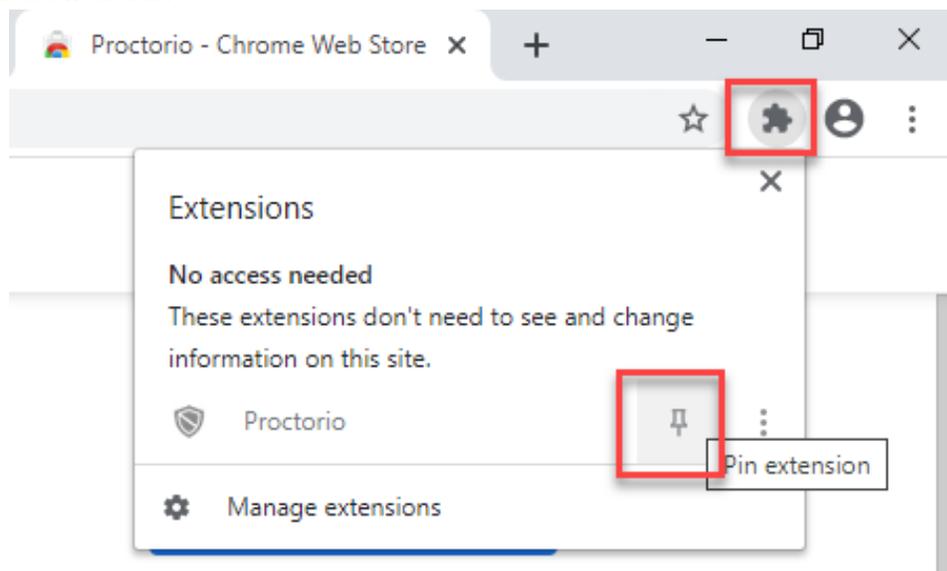

    2. Click on **Add to Chrome**.
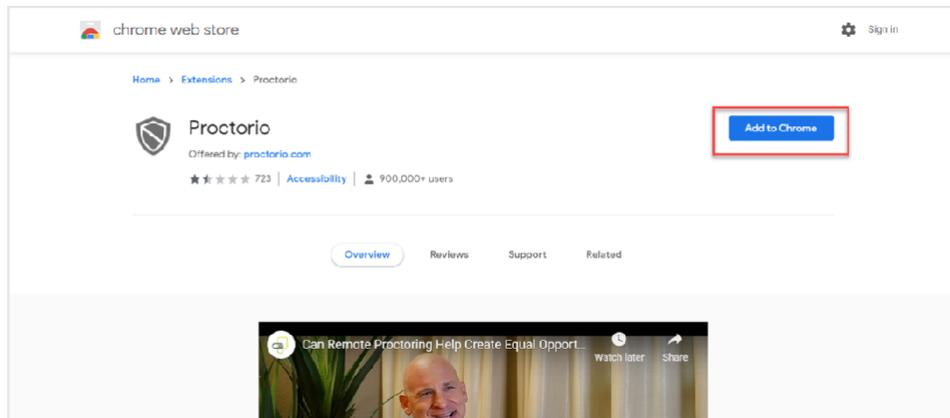
    3. Then, click **Add extension**.
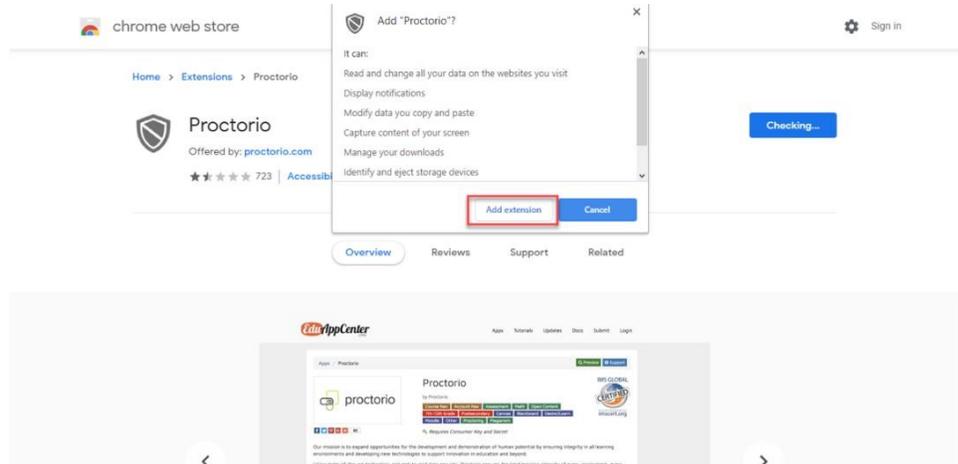
4. Once you add the extension, if you like, you can click on the extension icon to pin this to your browser bar.


5. The extension will only be active while you are taking a proctored assignment -- otherwise, it will be off. The extension is displayed in green when it is activated and grey when it is off.
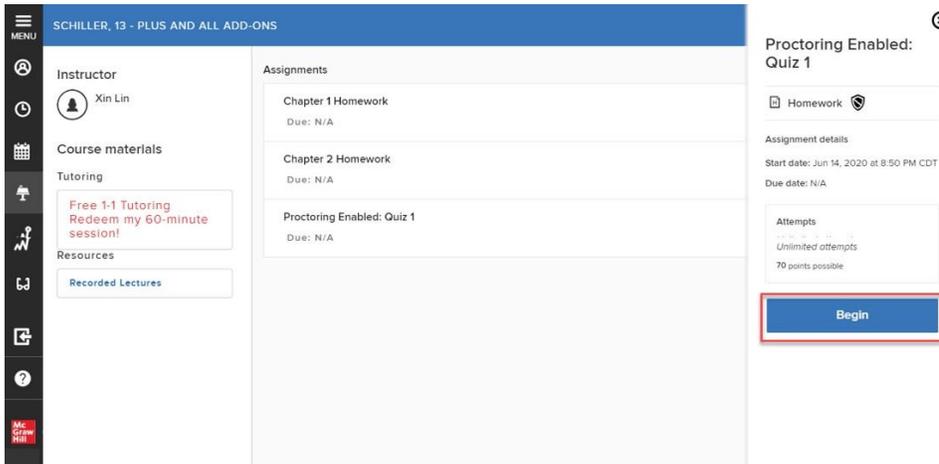
Take a proctored assignment

Now you are ready to take your proctored assignment. Let's get started:

1. You can see which assignments are proctored by looking for the "Proctoring Enabled" label in the assignment name, and the shield icon to the right of the assignment listing. When you're ready to start working on a proctored assignment, click the launch button indicated by the blue arrow.
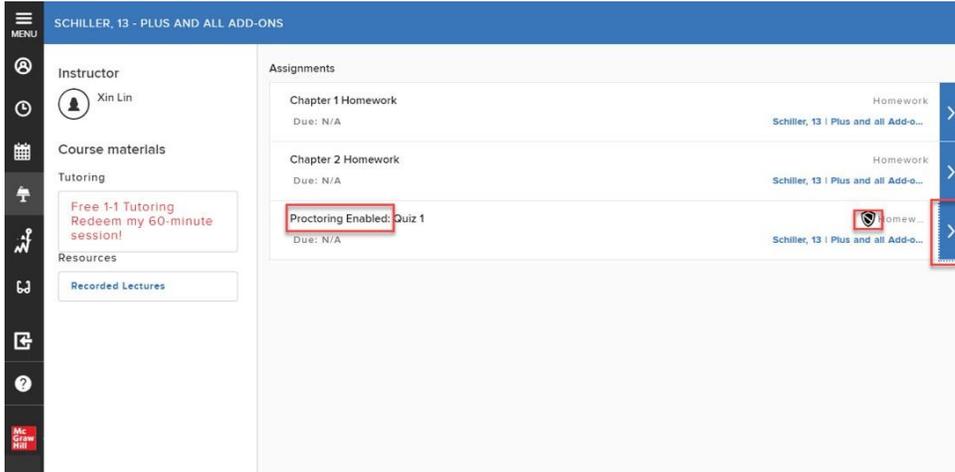

2. Review your assignment details, then click **Begin**.

3. This pop-up message (pictured below) is a reminder for you to take your proctored assignment on the Chrome browser. If you have not yet added the Proctorio extension as described above, you can do so now by clicking on the **Browser extension** link. Depending on the settings your instructor has selected for your proctored assignment, you may also need a form of payment to pay for the proctoring session, a webcam, and/or a microphone. Proctored assignments require you to perform a pre-check before you can take the assignment. However, if you're taking a timed assignment, don't worry! The clock doesn't start until after the pre-check. Click **Continue** to start the precheck steps.
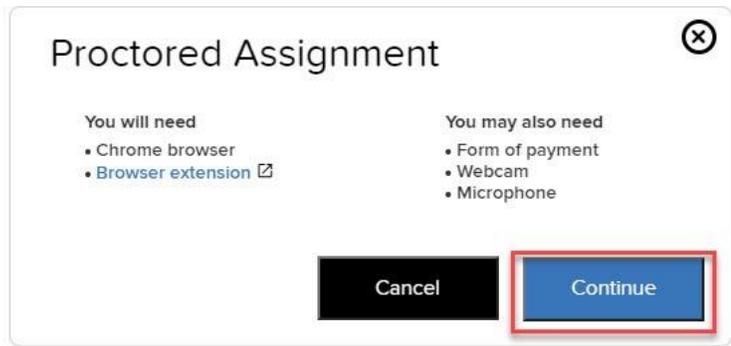
4. If you did not add the Proctorio extension prior to starting the pre-check steps, you will be required to install the Proctorio Chrome extension here.
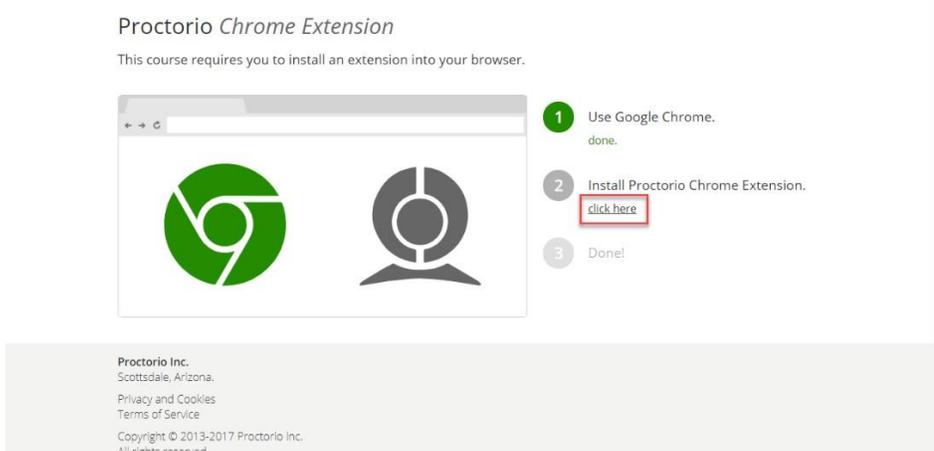
5. Take a few minutes to review the Before you Begin page. This page provides you with details on how the assignment is monitored. You'll see what activities will be restricted and what information will be collected during the assignment.   You may also see information about your computer performance along with suggestions about how to improve computer performance. Click **start exam pre-checks** to continue through the pre-check steps.

6. Proctorio will perform a system diagnostics test to ensure you have good connectivity before proceeding with the assignment.

7. Depending on the settings your instructor selected for this assignment, Proctorio may ask you to provide permission to access your webcam or microphone and may check to ensure your webcam and microphone are working. Click **Allow** to give Proctorio to access your camera and/or microphone**.** Access is only required while you are taking a proctored assignment.
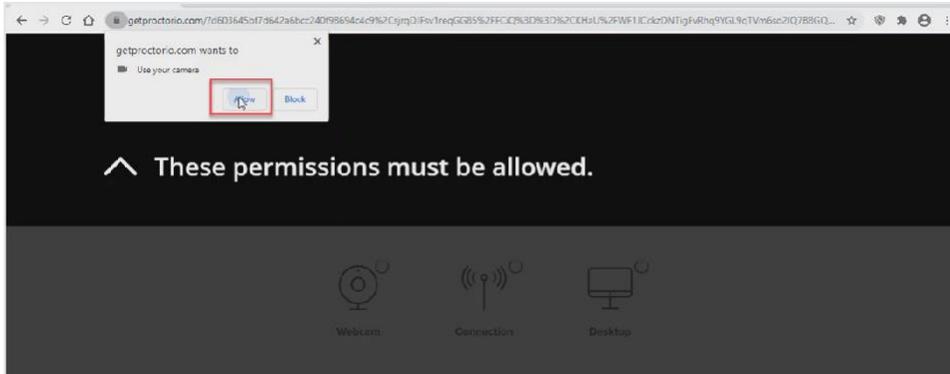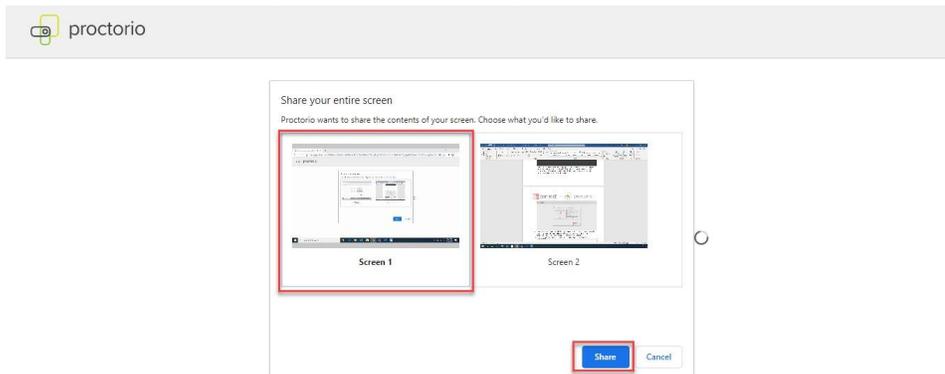

8. If your instructor enabled record screen for the assignment, Proctorio will perform a desktop check, asking you to share the screen where you are taking your assignment. To share your assignment screen, click on the tile that shows your assignment, and then click **Share**. If your instructor does not require record screen, you will not see this screen.

9. If your instructor is requiring record video, you'll need to ensure your webcam is connected and working properly. On the Systems Diagnostic Test page, make sure you see your face in the frame. If you do not, click on the link that says "Don't see yourself above?" for help in getting your webcam selected.

Once you complete the system diagnostics test, click **Next** to proceed to the next step.
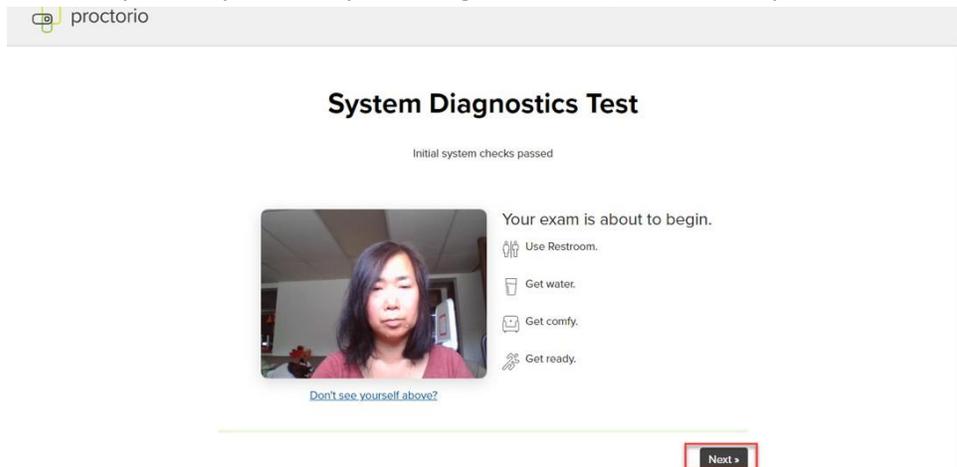
10. Your instructor may require an ID check for your assignment. If an ID check is required, you will need to have a photo ID ready. Make sure you have good lighting and hold up your ID to your webcam, aligning the ID against the green outlined box. This will allow the system to scan your ID for verification.

    Tip: If you are having trouble with your ID card capturing, click on the "Having trouble?" link below the box to manually enter card information.
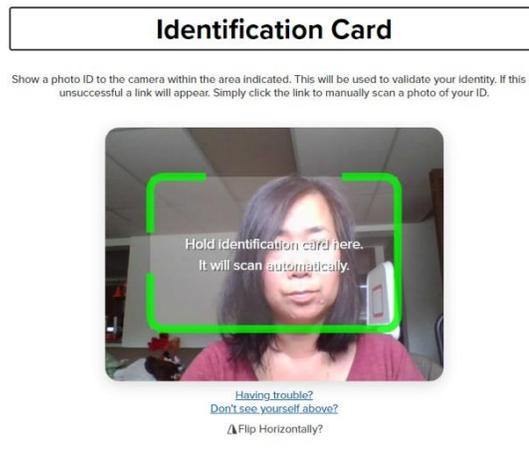
11. If your instructor enabled record video, they might want to verify that your webcam is working appropriately. You will be asked to perform a webcam image test, which will capture five images from your webcam. Make sure your face is well lit, centered, and clearly visible, then click **begin camera test**. If the camera has trouble seeing you, try adjusting your light source or making the room brighter, then click on **re-test**.
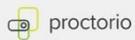
Webcam Image Test

To verify your webcam is working correctly, please make sure your face is well lit, centered, and clearly visible.

Don't see yourself above?

Begin camera test »

proctorio

Webcam Image Test

We are taking 5 sample pictures, please look directly into the webcam and smile!

12. If your instructor enabled the environment scan, you might be asked to perform a room scan during your exam. Click **I understand** to continue:

Intelligent Room Scan

Your institution has enabled intelligent room scanning for this exam.

At any point during your exam, you may be **randomly asked** to show your exam environment. You must slowly move your webcam, showing the surrounding and desk area. If you are using notes, calculators or textbooks, please clearly show these items.

Sometimes this can be tricky, especially when using a built-in webcam. Before moving on, we recommend you visit the help center article.

I understand »

13. Depending on how your course is set up, you may need to pay a one-time proctoring fee. Click on **pay course fee** to make a payment. Visa, Mastercard, American Express, JCB, Discover, and Diners Club cards and even Bitcoin are all acceptable forms of payment. Again, this is a one-time course fee. Once you have paid, you will never see this screen again for the duration of the course.
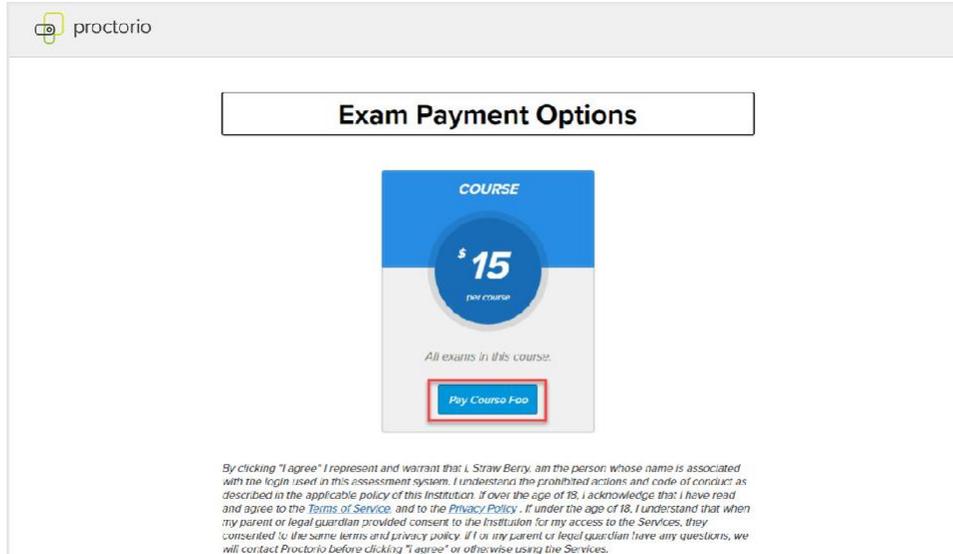
14. The final pre-check step is the exam agreement. Take a few minutes to review the agreement, terms of service, and privacy policy. Proctorio takes privacy very seriously – your information will ONLY be accessible to your instructor and school, no one else. Proctorio is FERPA, GDPR, COPPA, and iKeepSafe compliant.
    a. When you are ready to begin your assignment, click on **I accept, begin exam now**.
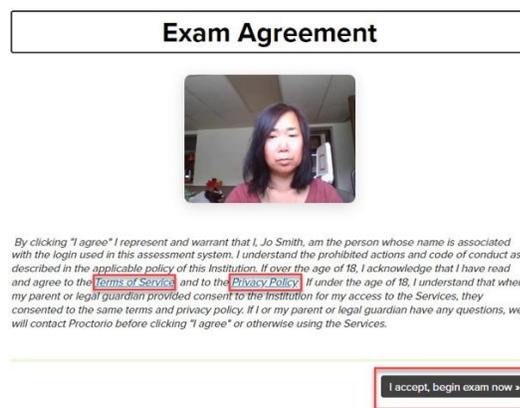
b. If your instructor requires you to sign the exam agreement, you must add your signature to the **sign here** box first then click on **accept**:

Please sign the exam agreement below

By clicking "I agree" I represent and warrant that I, Jo Smith, am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the applicable policy of this Institution. If over the age of 18, I acknowledge that I have read and agree to the _Terms of Service_, and to the _Privacy Policy_ . If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I agree" or otherwise using the Services. If I am under 18, I understand that my parent must sign the agreement below and that by signing, my parent or legal guardian is providing express consent to access the Services, which includes the collection of my information as described in the privacy policy. Sign the agreement below to begin the exam.

| Clear | Jo Smith | Accept |

15. If your instructor enabled the environment scan, you might be asked to perform a room scan at this time and/or randomly throughout the exam. If you are using an external webcam or laptop, slowly turn to give a 360 view of your exam environment. Click **start scan** to scan your environment.
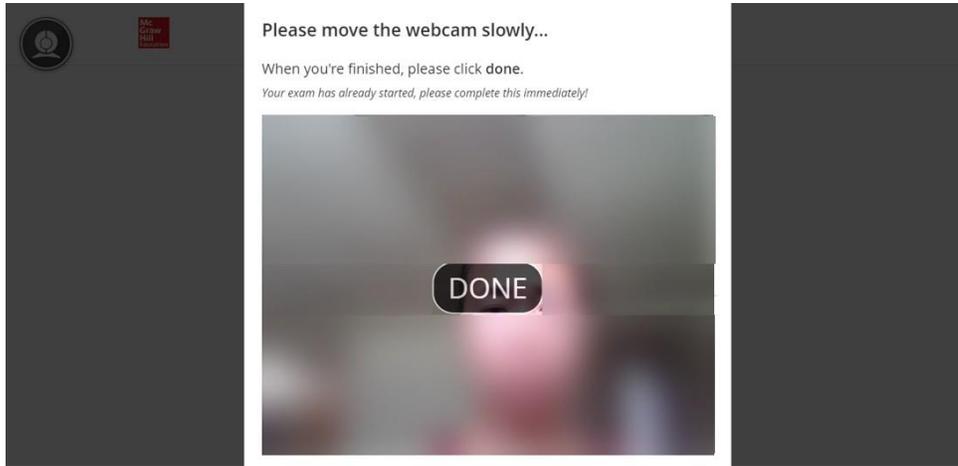
16. Once you are finished, click **Done** and return your webcam or laptop to your original position. The **Done** button appeared after 15 seconds, but you can continue to proceed with scanning your environment. Once you have completed scanning your environment, you can click **Done**.


17. You are now ready to start your assignment. A proctored assignment will include a **Quiz Tools** window. Depending on the settings your instructor selected, you may see your recording, or have access to a calculator or whiteboard. You can drag the Quiz Tools window to any point on the screen. You can also collapse the window by clicking on Collapse. If this is a timed assignment, the timer will begin on this page. Click **continue** to start working on your first question.
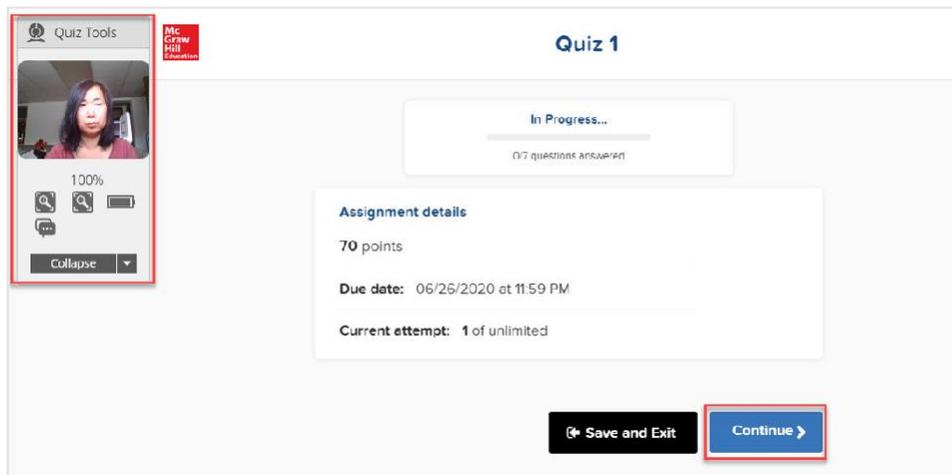
18. If your instructor selected record screen, you will want to click the **hide** link to hide the "Proctorio is sharing your screen" message so you can see the Connect question navigation bar.
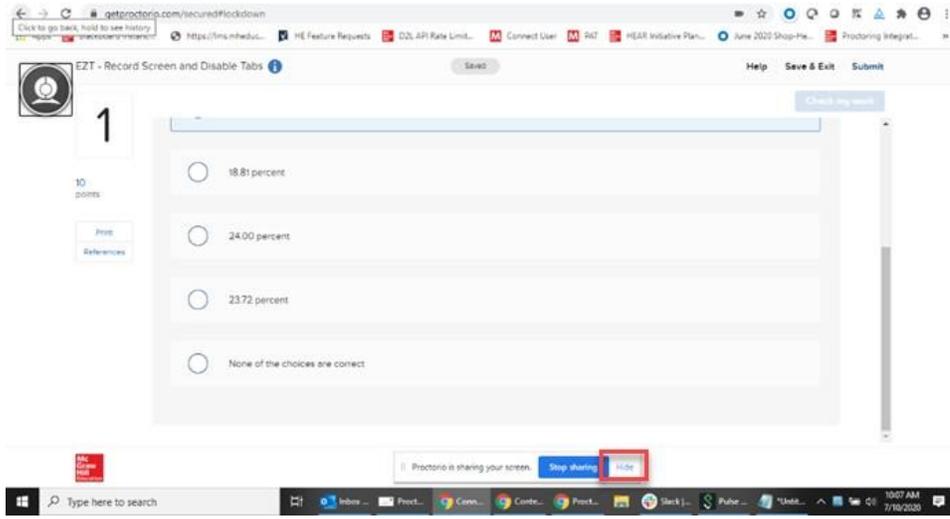

19. If your instructor enabled force full screen on your assignment, your assignment will be displayed in full-screen mode. This means you will not be able to access any other applications or programs while taking this proctored assignment.
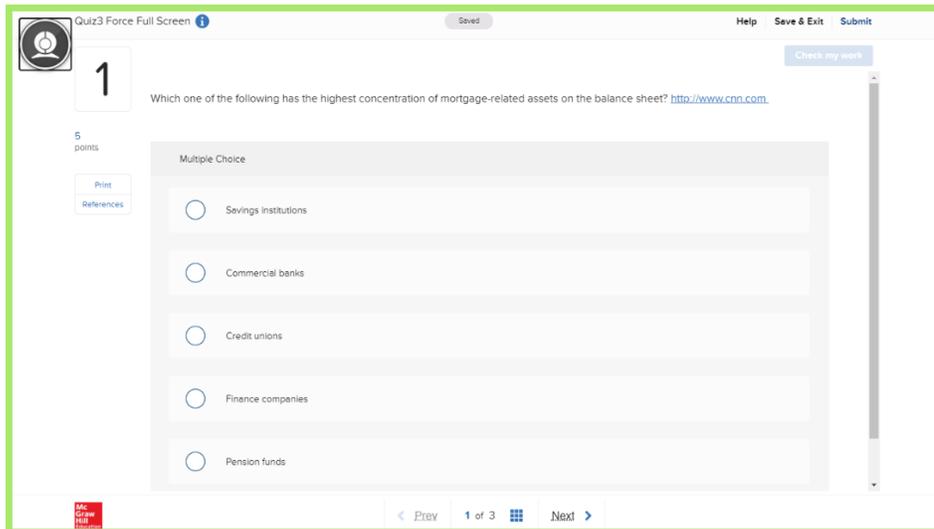
a. Depending on the tolerance level your instructor has selected:
- 30 seconds – You have 30 seconds to close other windows or tabs before you are kicked out of the assignment.
- 15 seconds – You have 15 seconds to close other windows or tabs before you are kicked out of the assignment
- 0 second – You will immediately be kicked out of the assignment
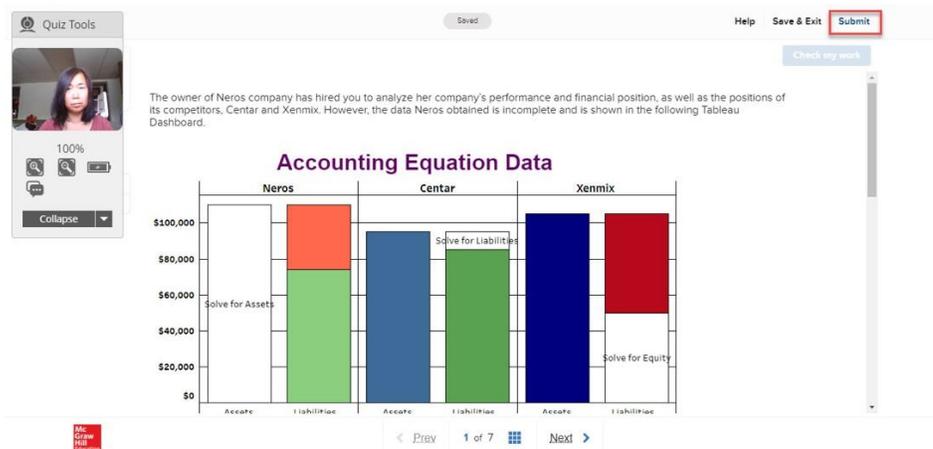
If you attempt to exit out of full-screen mode to access other windows or tabs, you will get a warning before being kicked out of the assignment:
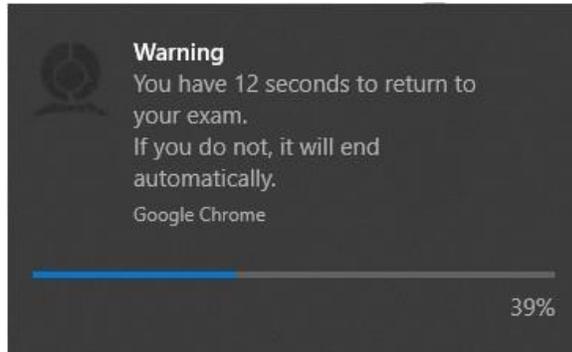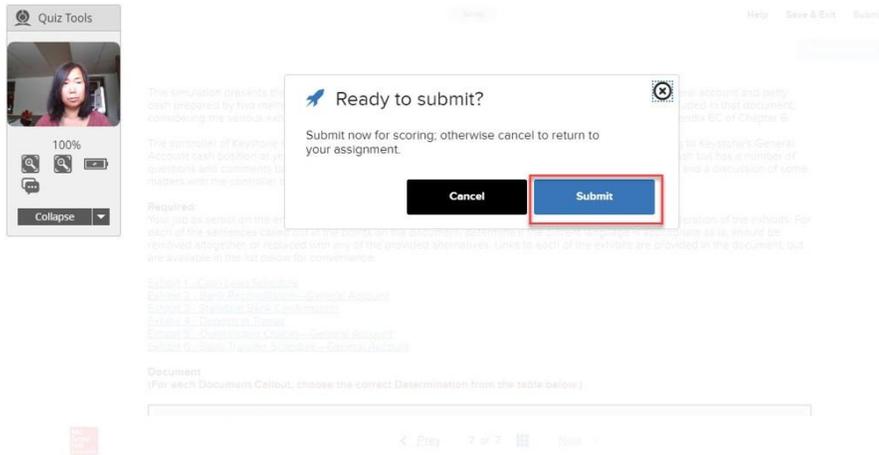

b. If your assignment automatically ended, you would see this screen:

20. Proceed with completing your assignment as usual. When you are ready to submit your assignment, click **submit**.

21. Click **Submit** again to confirm you a ready to submit your assignment for scoring.

22. Click view results to see your assignment results. Your assignment feedback may vary depending on what policies your instructor has put in place.
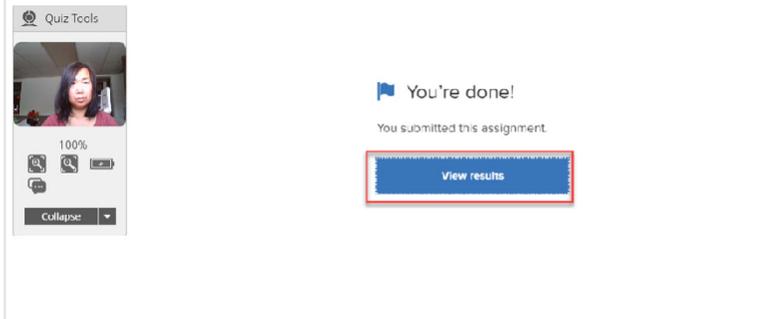
23. Review your feedback as usual. When you are done, click **exit** to end your assignment. Exiting the assignment will also end the proctoring session.
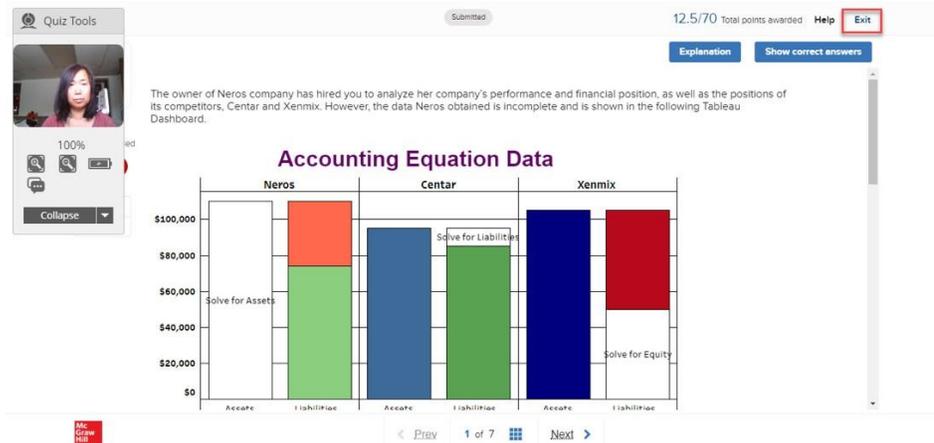
Customer Support

There are multiple ways you can reach out to support if you encounter any technical issues while taking a proctored assignment.

Proctorio Support

1. If you encounter any issues during the pre-check steps, Proctorio support is available 24/7 simply by left-clicking on a PC or single click on a Mac on the Proctorio extension icon. You can then click on **Live Chat** to chat with an agent or **Help and Support Center** to see the self-service documentation**.**
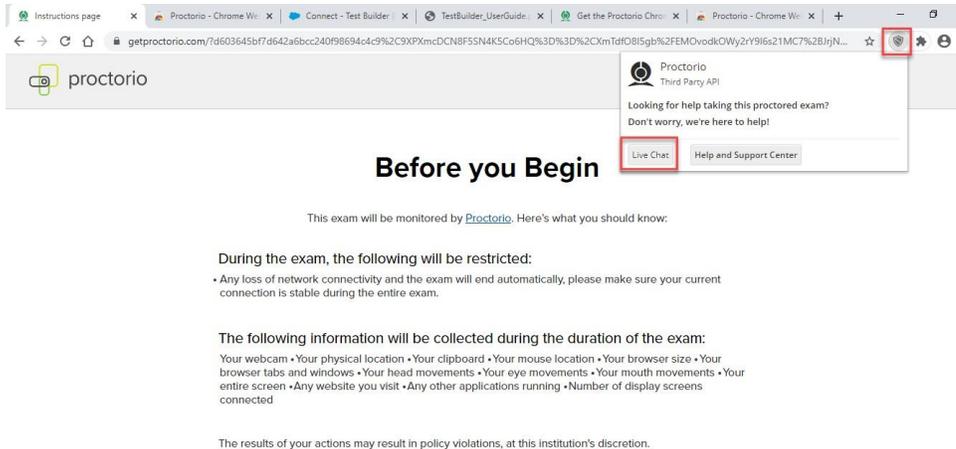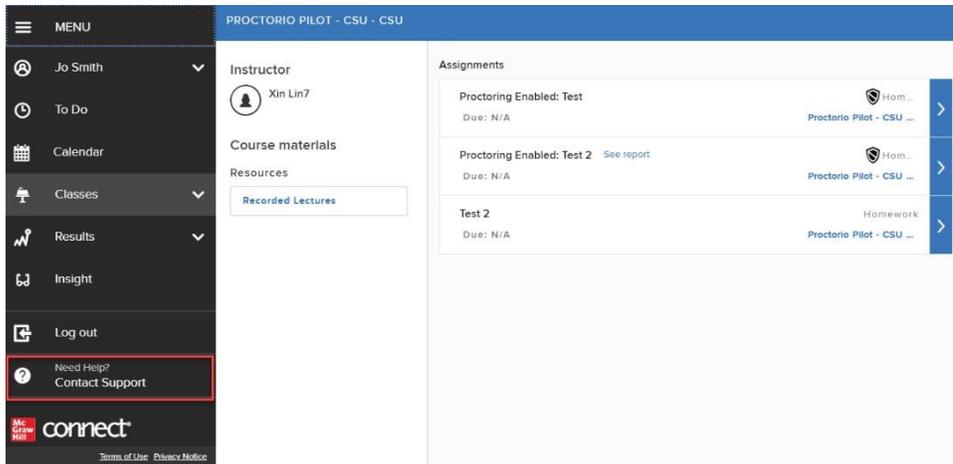

2. During the assignment, you can click on the chat icon on the Quiz Tools
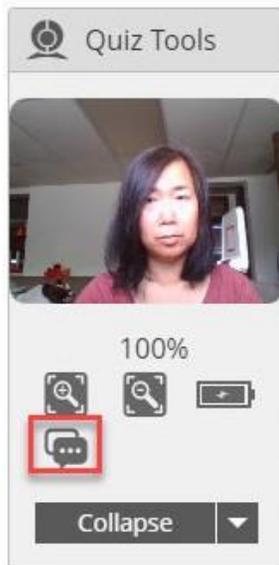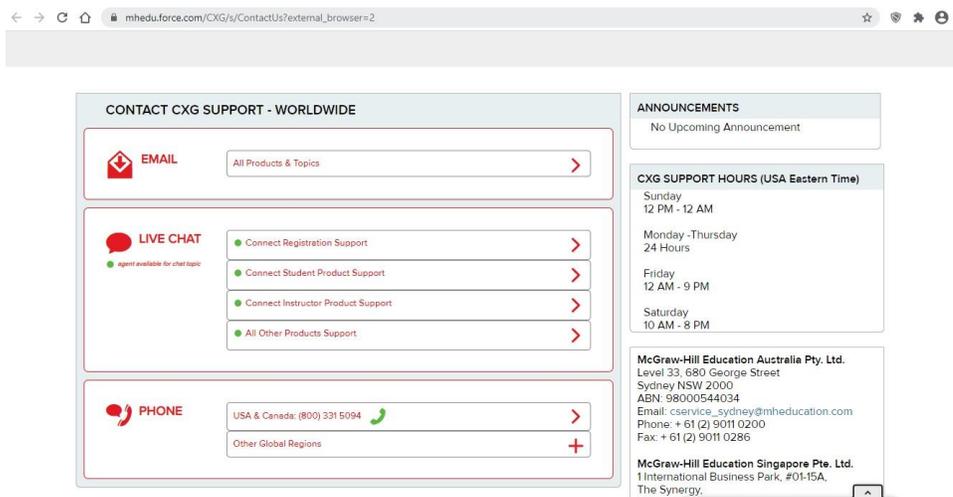

3. You can also email Proctorio at support@proctorio.com

Connect CXG Support

1. You can reach out to Connect CXG Support via the Menu bar in your Connect account under **Contact Support**

2. You can visit the Connect CXG Support site directly to send an email, conduct a live chat or call:
    https://mhedu.force.com/CXG/s/ContactUs?external_browser=2

3. The CXG Technical Support phone number is 800-331-5094