





Connect + Proctorio Student User Guide

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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

- 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 <u>here</u>. For more details regarding Proctorio's system requirements, please visit <u>https://proctorio.com/support#minReqs</u>
- 2. Proctorio also requires an extension that needs to be added to Chrome. You only need to do this once. Please go <u>here</u> 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.

a chrome web store	Add "Proctorio"?	×	Sign in
Home > Extensions > Proctorio	It car: Read and charge all your data on the websites you visit Display notifications Modify data you copy and paste Capture content of your screen Manage your downloads Identify and eject storage devices Identify and eject storage devices Overview Reviews Support Reviews	ncel	sching
CO.	IppCenter Aux Values Univer Ours 5	New Loge	
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4. Once you add the extension, if you like, you can click on the extension icon to pin this to your browser bar.

🚔 Proctorio - Chrome Web Stor	e X	+	-	Ć	כ	×
			☆	*	θ	:
Extensions				×		
No access needed						
These extensions don'	t need	to see and	l change			
information on this site	e.					
I Proctorio			Д	in exte	nsion]
🏟 Manage extensio	ns					
L		_				

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.

	SCHILLER, 13 - PLUS AND ALL AD	D-ONS	
8	Instructor	Assignments	
ଡ଼	Xin Lin	Chapter 1 Homework Due: N/A	Homework Schiller, 13 Plus and all Add-o
Ë	Course materials	Chapter 2 Homework	Homework
Ŧ	Free 1-1 Tutoring	Due: N/A	Schiller, 13 I Plus and all Add-o
: \$	Redeem my 60-minute session!	Proctoring Enabled: Duiz 1 Due: N/A	Schiller, 13 i Plus and all Add-o
~	Resources		
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2. Review your assignment details, then click Begin.

	SCHILLER, 13 - PLUS AND ALL AD	DD-ONS	8
8	Instructor	Assignments	Proctoring Enabled: Quiz 1
ଓ	Xin Lin	Chapter 1 Homework	Homework
iii ₽	Course materials	Chapter 2 Homework Due: N/A	Assignment details Start date: Jun 14, 2020 at 8:50 PM CDT Due date: N/A
r th	Free 1-1 Tutoring Redeem my 60-minute session! Resources	Proctoring Enabled: Quiz 1 Due: N/A	Attempts Unlimited attempts
ធ	Recorded Lectures		70 points possible
œ			Begin
?			
Mc Graw Hill			

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.

You will need	You ma	ay also need
Chrome browser	• Form	of payment
Browser extension	• Webc	am
	Cancol	Continuo

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.

	 Use Google Chrome. done. Install Proctorio Chrome Extension. click here Donel 	
Proctorio Inc.		

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.

proctorio

This exam will be monitored by Proctorio. Here's what you should know:
During the exam, the following will be restricted:
 Any loss of network connectivity and the exam will end automatically, please make sure your current connection is stable during the entire exam.
The following information will be collected during the duration of the exam:
Your webcam • Your physical location • Your clipboard • Your mouse location • Your browser size • Your browser tabs and windows • Your head movements • Your eye movements • Your mouth movements • Your entire screen • Any website you visit • Any other applications running • Number of display screens connected
The results of your actions may result in policy violations, at this institution's discretion. A small fee will be collected before you start the exam. Payment is made safely without leaving this website. Visa, MasterCard, American Express, JCB, Discover, Diners Club and even Bitcoin are all accepted.
Accessibility options:
Enable high visibility mode. Learn more about Proctorio's approach to Accessibility.
Warning: This computer is only running on battery power (96%). We recommend you plug this computer in before continuing.

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.

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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.

proctorio				
	Share your entire screen Prototo wants to share the contents of your screen	n. Choose what you d like to share.	0	
		Share		

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.

System Dia	gnostics Test
Initial system	n checks passed
	_
	Your exam is about to begin.
	ဂိုမြို့ Use Restroom.
	Get water.
	Get comfy.
	25 Get ready.

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

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:



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**:



Io Smith

Please sign the exam agreement below

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.

Accept



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.

Quiz Tools	Quiz 1
	In Progress
Cullapse V	Assignment details 70 points Due date: 06/26/2020 at 11:59 PM
	Current attempt: 1 of unlimited

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.

EZT - Record Scr	een and Disable Tabs 🚯	Savat	Help Seve & Exit	Submit
1	-			
10 points	18.81 percent			
Pros References	2400 percent			÷
	23.72 percent			
	None of the choices are co	riect		

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.

Quiz3 Force F	Full Screen 🚯 Baved Hei	p Save & Exit	Submit
2 1	Which one of the following has the highest concentration of mortgage-related assets on the balance sheet? http://www.cnn.co	Check r	ty work
5 points	Multiple Choice		
Print References	Savings institutions		
	Commercial banks		
	Credit unions		
	Finance companies		
	Pension funds		Ţ
Mc Graw Hill fourther	< Prev 1 of 3 🗰 Next >		

- 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.

Quiz Tools		
100% Collapse	Ready to submit? Submit now for scoring; otherwise cancel to return to your assignment. Cancel Submit	

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.

👷 Instructions page 🛛 🗙 🚡 Proctorio - Chrome Wei X 🗭 Connect - Test Builder X 🛞 TestBuilder_UserGuide X 👷 Get the	ne Proctorio Chron x 🚊 Proctorio - Chrome Wei x 🕂 🦷 🗇 🗡
← → C û a getproctorio.com/?d603645bf7d642a6bcc240f98694c4c9%2C9XPXmcDCN8F5SN4K5Co6HQ%3D%3D%2CX	KmTdfO8I5gb%2FEMOvodkOWy2rY9I6s21MC7%2BJrjN 🛧 💿 🕭 😣
proctorio	Proctorio Third Parry API Looking for help taking this proctored exam? Don't worry, we're here to help!
Before you Begin	Live Chet Help and Support Center
This exam will be monitored by Proctorio. Here's what you to	should know:
During the exam, the following will be restricted:	
 Any loss of network connectivity and the exam will end automatically, please connection is stable during the entire exam. 	e make sure your current
The following information will be collected during the durat	tion of the exam:
Your webcam • Your physical location • Your clipboard • Your mouse location • browser tabs and windows • Your head movements • Your eye movements • Y entire screen • Ary website you visit • Any other applications running • Numbe connected	•Your browser size •Your Your mouth movements •Your er of display screens

The results of your actions may result in policy violations, at this institution's discretion.

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**

≡	MENU	PROCTORIO PILOT - CSU - CSU		
8	Jo Smith 🗸 🗸	Instructor	Assignments	_
©	To Do	Xin Lin7	Proctoring Enabled: Test Due: N/A	Proctorio Pilot - CSU
Ê	Calendar	Course materials	Proctoring Enabled: Test 2 See report	♥Hom
÷	Classes 🗸	Recorded Lectures	Due: N/A	Proctorio Pilot - CSU
ŵ	Results 🗸		Due: N/A	Proctorio Pilot - CSU
ម	Insight			
œ	Log out			
0	Need Help? Contact Support			
Mc Graw Hill	connect			
	Terms of Use Privacy Notice			

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

			ANNOUNCEMENTS
			No Upcoming Announcement
	All Products & Topics	>	
			Sunday 12 PM - 12 AM
LIVE CHAT	Connect Registration Support	>	Monday -Thursday 24 Hours
agent available for chat topic	Connect Student Product Support	>	Friday
	Connect Instructor Product Support	>	Saturday
	All Other Products Support	>	10 AM - 8 PM
			McGraw-Hill Education Australia Pty. Ltd. Level 33, 680 George Street Sydney NSW 2000 ABN: 98000544024
			ADI1. 00000011001

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