



Frequently Asked Questions

This is my first time using ProctorU. How do I get started?

First, read our [How to Get Started](#) section. Once you do that, visit <http://go.proctoru.com>. Once you reach the site, click “New Users: Create an Account.” Fill out the form and double check for any errors or incomplete fields. Click the submit button and then read and agree to the terms and conditions. **Congratulations!** You are all set to schedule your first exam.

How do I schedule an exam?

Visit go.proctoru.com and log in using your ProctorU user ID and password. Select the “New Exam” tab and then choose the exam you would like to schedule. Choose a date from the calendar and a time from the drop down menu. Available dates can be seen in blue and any available slots will be shown in the drop down menu. Click “Add Reservation” to add the appointment. Depending on your school’s policy, you may be taken to the payment screen once you add your exam to the schedule. Please provide the necessary information and then click “Submit” to authorize your credit card payment.

Is there a fee for late registration?

Yes, there will be a \$5.00 charge added to all exams scheduled less than 72 hours in advance.

So now that I have scheduled an exam, what do I need to do on testing day?

On the day of your test, make sure that you have [tested your equipment](#). To be proctored for your exam, you must have a web camera and a microphone so you and your proctor may communicate. Make sure you also have your photo ID ready as well as a mirror.

Why do I need my photo ID? Will a non-photo ID work?

Your proctor needs to verify that you are the person who is taking the test. We check your photo ID to make sure the picture in the photo and the name on your ID is correct. We do not allow any non-photo IDs whatsoever.

At what time should I arrive for my exam?

Arrive at the start time you chose when scheduling the exam. If you have any technical difficulty or any other problems preventing you from logging in at your scheduled exam time, please call 855-772-8678.



Does my test time begin when I connect with ProctorU?

No. The timer for your exam does not start until the exam has been opened by either you or your proctor.

What do I need to bring with me on the day of my exam?

One form of photo ID (i.e. driver's license, passport, school ID, etc.) to show to your proctor and any materials authorized for use by your instructor (scratch paper, pencil, etc.) and a reflective device such as a mirror, CD, or DVD to show your proctor what is in front of you. Check with your instructor or refer to your syllabus to determine what materials you will be allowed to use. Your proctor will also have that information available the day of your exam.

What type of internet connections are supported?

Any high speed internet connection is allowed as long as it meets the [minimum download and upload speed requirements](#). However, tethering your mobile device as a wireless hotspot is **not** supported due to inconsistent bandwidth.

Is your service compatible with Macs?

Yes

Is your service compatible with Linux?

No

Will the proctor be able to access my personal computer files and documents without my knowledge?

No, ProctorU cannot access your computer files without your knowledge. With permission from the test taker, proctors have the ability to view the screen and move the mouse and keyboard as if he or she were sitting next to the test taker. Once the test starts, the proctor will monitor everything but can no longer move the test taker's mouse and keyboard. During the entire process, a chat box is running on the test taker's computer, and they can see what permissions the proctor currently has at any time. The entire chat session log is saved, and there is a permanent record of what actions the proctor took while accessing the test taker's computer.

How far in advance should I cancel an exam?

Please contact us at least 24 hours before your appointment. If you fail to show up for your exam without notice, you will not be eligible for a refund.



I canceled my exam in advance but have not received a refund. What can I do?

You can send an e-mail to refunds@proctoru.com. Please include your name, school, the date and time of your appointment and the date and reason you canceled.

Are breaks allowed during my exam?

It depends on your school's policy. Your proctor will be able to tell you the day of your exam how many (if any) restroom breaks are allowed.

Where do challenge questions come from?

Data for the challenge questions come from a US consumers database at Acxiom. The data are public records collected primarily from state and federal government sources. Federal and state laws place restrictions on the use of some of these sources, but some information is considered in the public domain, meaning anyone has access to it. Information in the public domain often includes telephone directory listings, professional registries, classified ads and more.

I am in the proctor room but I don't see my proctor. What should I do?

Go to Step 1 and click the "Click Me!" button. Run or save the program then open it to connect to your proctor and they will come in to assist you. If you continue to experience problems, please call our proctor line at 855-772-8678

How do I know if my camera and microphone will work with your website?

You can visit <http://www.proctoru.com/amiready> to test your equipment.

What equipment will I need in order to be proctored?

You will need a working webcam, microphone and speakers.

I can't remember my password. How can I retrieve it?

Visit go.proctoru.com and click "Forgot your password?" Provide either your username or the e-mail address associated with your account, then click "Submit" and your password will be e-mailed to you.



Is my login information for ProctorU the same as the credentials I use on my school's website?

Not necessarily. The credentials you use to log into ProctorU are chosen by you at the time you create your ProctorU profile. You are free to choose any available login ID you wish. This can be the user name that you use for your school or something completely different. That is entirely up to you.

Can you bill me later for the cost of my exam?

Not at this time. Your exam will need to be paid in full before your appointment, if applicable.

Which operating systems does ProctorU support?

ProctorU currently supports Windows XP, Windows Vista, Windows 7, Windows 8 and Mac OS X 10.4 or newer version of those systems. At this time, ProctorU does not support any Linux operating systems such as Chrome OS, Ubuntu, Fedora, etc.

Does ProctorU support tablets or smartphones?

ProctorU works only on desktop and laptop computers at this time. Tablets such as the iPad or Windows Surface and smartphones with IOS, Android or Windows Phone operating systems are not supported.