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What is Proctorio?

Hello there!

Thank you for using Proctorio! You are helping reduce carbon emissions by taking your exam from home—way to go!

With Proctorio, there is no need to schedule exams in advance, take them wherever and whenever you want.

This will require the use of a webcam and microphone (internal or external). You will also be asked to show a photo ID. You can use either a student ID, a valid driver's license, or a passport.

Proctorio is a system of computers that keeps an eye on you while you take the exams—ensuring that your hard work counts fair and square.

Feel comfortable taking your exams at home and even in your pajamas. Only your professor and school admins have access to recordings. Yes, you are being recorded, so try not to do anything too embarrassing.

Last of all, relax! Proctorio isn't designed to add stress. Our wonderful support staff is here 24/7 to help you.

Good luck on your exams!!

Team Proctorio
Getting Proctorio Set Up

1. **Installing Google Chrome**
   When you're ready to take a proctored exam you will need to use Google Chrome.

   Chrome is fast, secure, and works on any computer—best of all it's free!

2. **Installing the Proctorio Extension**
   Proctorio also requires a small app that needs to be added to Chrome.

   You just need to do this once and it only takes 30 seconds, please go [here](#) to get the Proctorio Extension.
3. Help and Support

Proctorio’s goal is to make it easy for you to get instant help and support.

Our wonderful support staff is here 24/7 to help you.

The fastest and easiest way to contact support is using "the shield" icon.

*The shield is only present on quiz pages after you install the extension.*

If you are still having trouble getting Chrome or the extension installed, please send us an email at: support@proctorio.com

Proctorio also has phone support available, please call us at: 480-428-4089 or 1-866-948-9248
Best Practices

1. Always use the Chrome web browser when taking a Proctorio-enabled exam.
2. Make sure you have the Proctorio Chrome extension installed
3. Make sure your computer has a working webcam & microphone
4. When you are on your course page in Blackboard, you can access 24/7 live chat for any questions that you have have
   a. To access live chat, click on the gray shield icon in the top right-hand corner of your Chrome browser
5. Additional methods to contact support:
   a. Phone:
      i. Local Phone Number: (480) 428-4089
      ii. Toll-Free Phone Number: (866) 948-9248
   b. Email: support@proctorio.com
6. Access the help and support center through the Proctorio Chrome extension
   a. Articles on problems that may be experienced and general information
7. No need to schedule exams, simply go into Blackboard and take the exam that your instructor has provided to you
8. Data Security - Only your institution has access to your exam attempt, not Proctorio nor anyone else
9. Find a quiet, comfortable location to take your exam
10. Take the Proctorio practice quiz your instructor has provided you to prepare for actual exams