



Proctortrack

Using Proctortrack in Chromebook

LMS: Canvas

For students use only.

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What is Proctortrack?

Proctortrack is the automated remote proctoring solution your institution has selected for use during online exams. More information about [Proctortrack's privacy policies](#) and technologies used can be found on our [website](#).

How does it work?

The following guide will assist you, the test-taker/student, in going through the process of creating a Baseline profile (Veripass) and attempting a proctored exam with Proctortrack in Chromebook using the plugin approach. If you ever have any additional questions, you can call 1 (888) 326-5219 Ext. 3 or go to www.proctortrack.com for additional information as well as use our live chat.

Why Onboarding/Veripass?

Onboarding/Veripass is the baseline profile of test-takers/students in the Proctortrack System. Onboarding/Veripass requires test-takers to submit their Face and ID scans to create their baseline profile. A passed Onboarding/Veripass profile is necessary for a test-taker/student to attempt the actual exams using Proctortrack.

Onboarding/Veripass profile Scans may be failed for the following reasons:

- Missing or insufficient facial scan.
- Missing or insufficient ID scan.
- ID scan shows invalid ID.
- Insufficient environment lighting.

If a test-taker/student fails the Onboarding/Veripass profile, they will receive a notification listing the specific reasons for failure and they will be asked to resubmit that particular scan (Face or ID). They can also check their Onboarding/Veripass status on the Proctortrack Dashboard within Canvas.

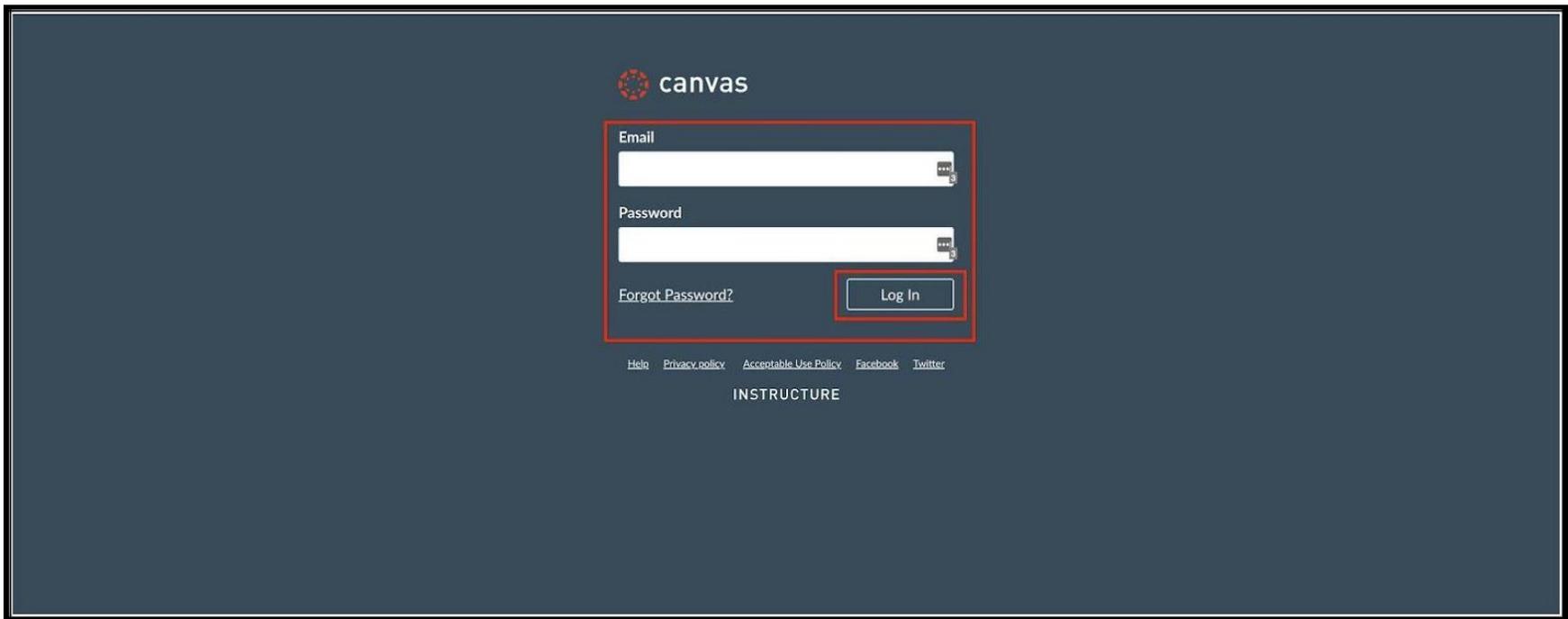
It is necessary to submit the scans for Onboarding/Veripass and have an approved Onboarding/Veripass profile in order to attempt the proctored exams. Steps to submit the Onboarding/Veripass scans are further explained below in the Guide.

If you have any questions, please do not hesitate to contact Verificient support:

- Proctortrack support: support@verificient.com, 1-844-753-2020

Using Veripass: to create a baseline or Onboarding profile

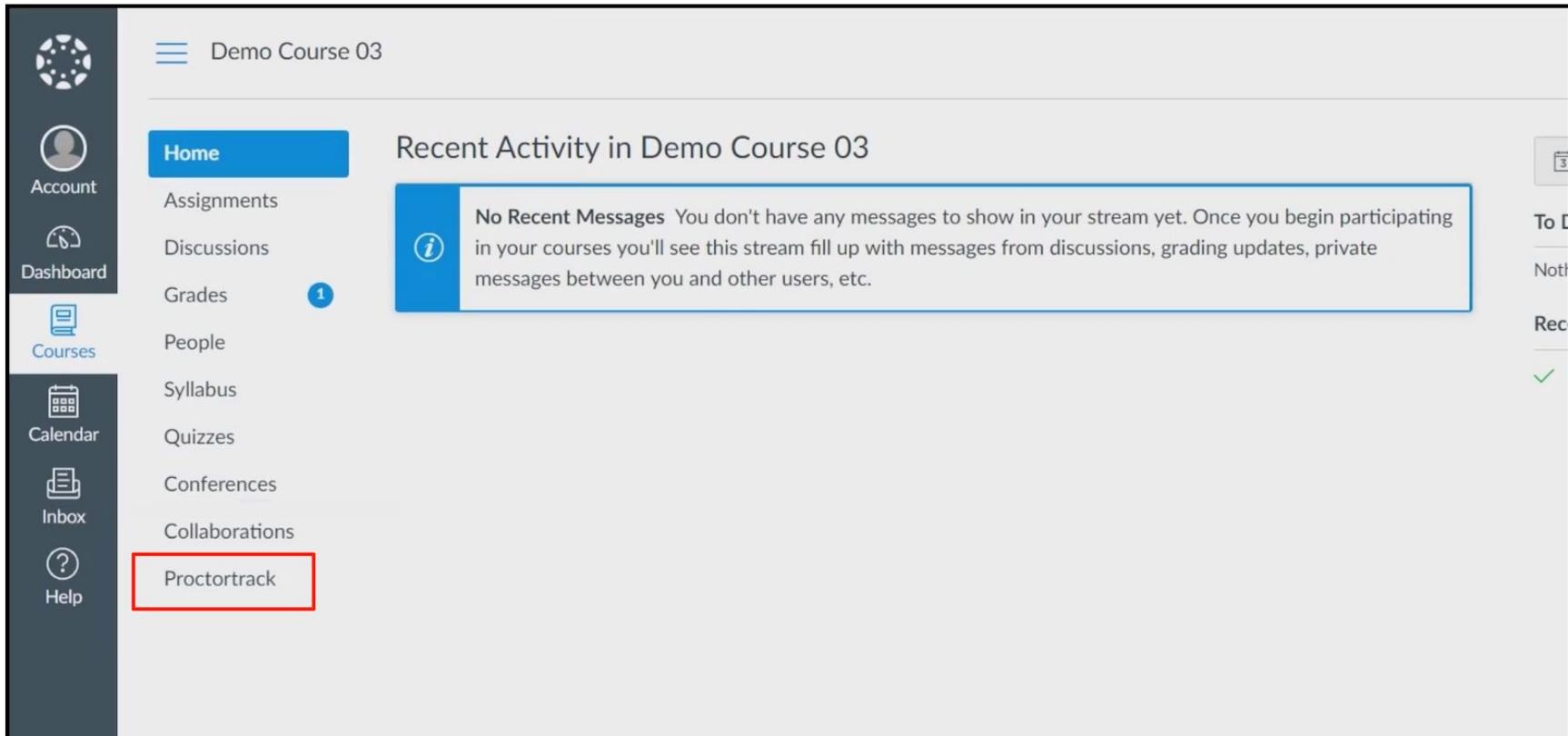
1. Log in as a **student** on the Canvas platform with your **Username & Password** and click on **'Log In'**.



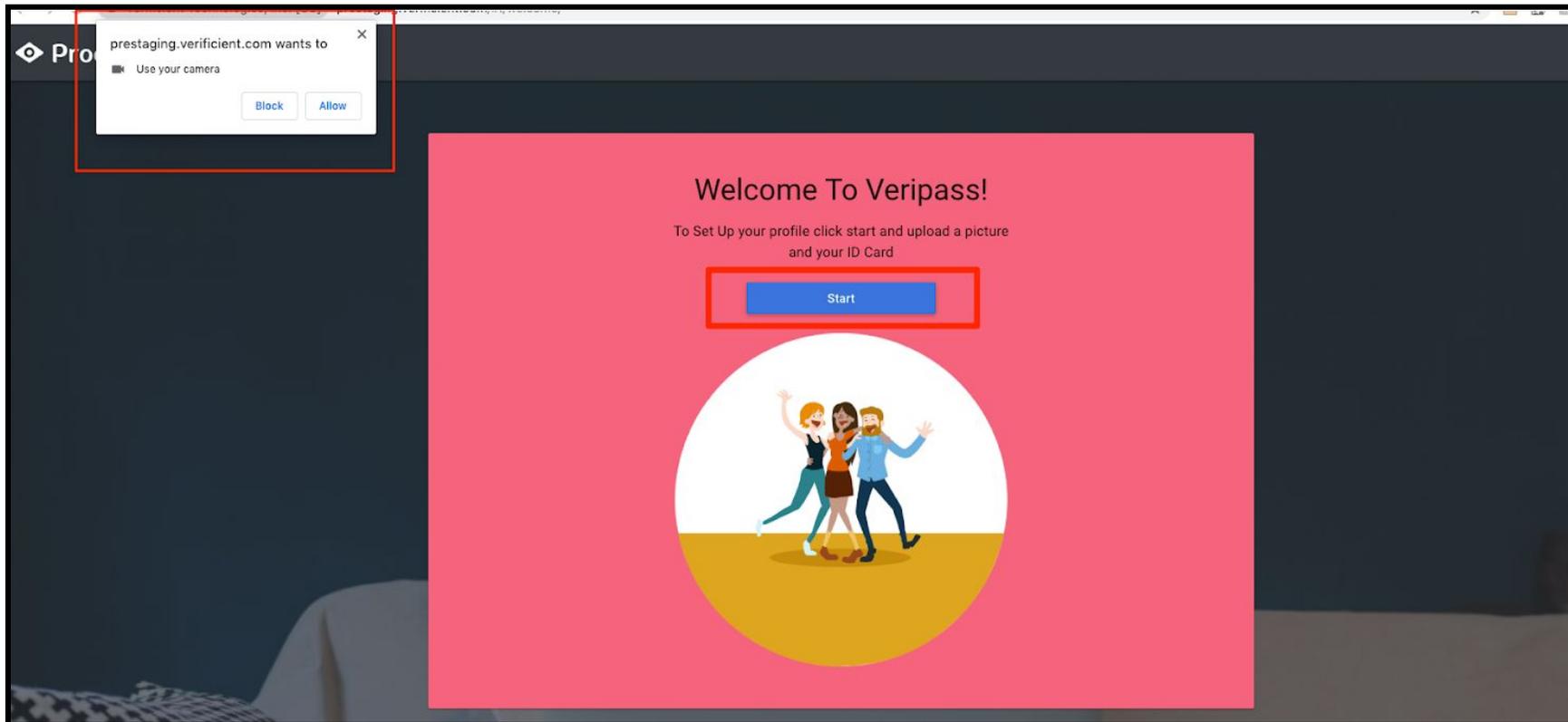
2. Choose the respective Course from the **'My Courses'** tab on the right.



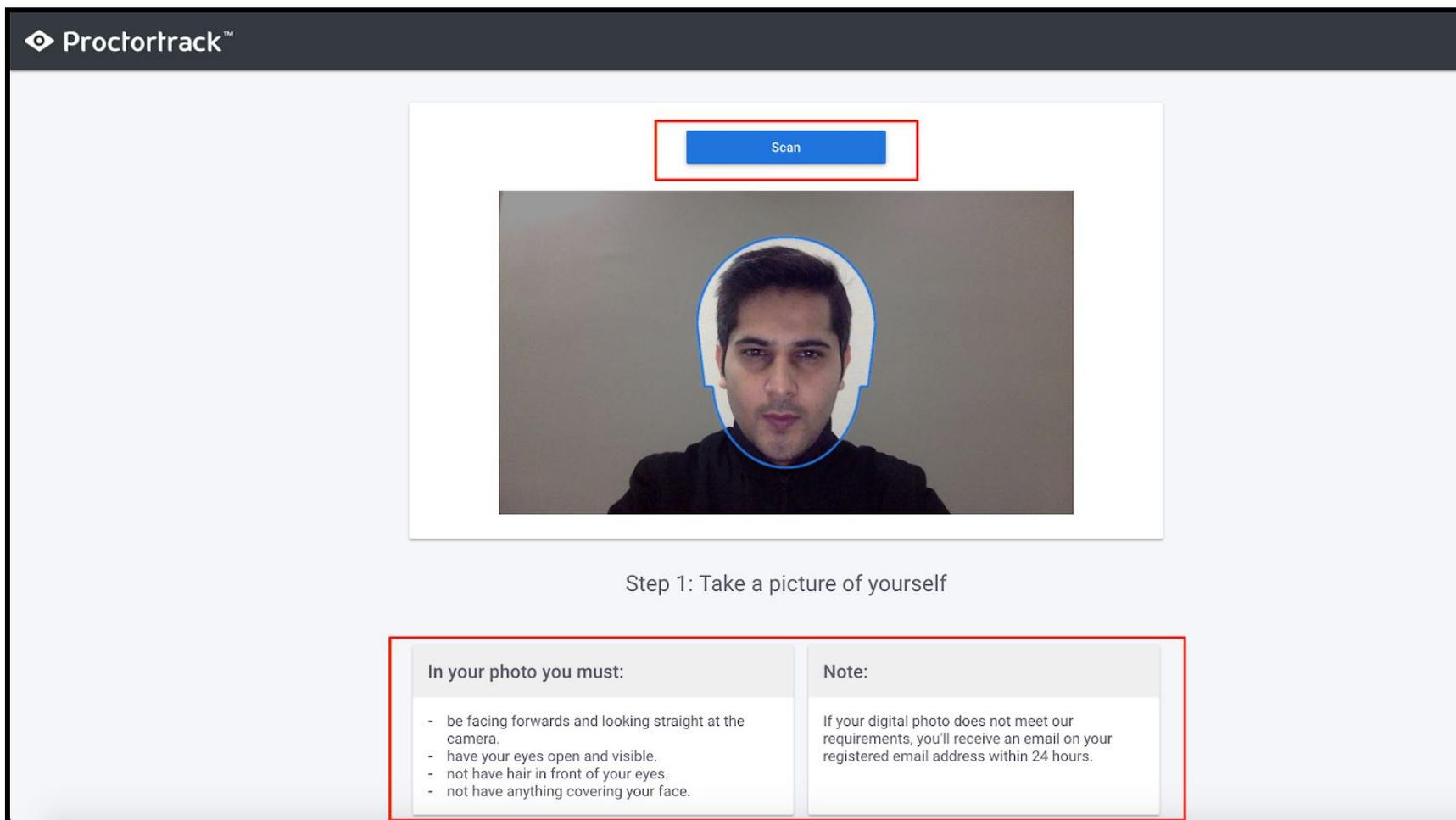
- Now, click on the **Proctortrack Link** on the left menu bar to go to the **Proctortrack Dashboard**.



- For the first time logins, the students/test-takers will be taken to the Veripass screen to create their baseline profile. This is the Welcome screen for **Veripass**.
Click on the 'Allow' button (top left corner) to allow access to the camera for the Scans (Face and ID) on the next step.
Click on the **'Start'** button to proceed.



5. This is the Face Scan step. Please follow the instructions at the bottom to ensure proper Scan.
Click on the **'Scan'** button to click the picture.



The screenshot shows the Proctortrack™ interface for a face scan. At the top left, the Proctortrack logo is visible. In the center, there is a video feed of a man's face with a blue outline around it. Above the video feed is a blue button labeled "Scan". Below the video feed, the text "Step 1: Take a picture of yourself" is displayed. At the bottom, there are two columns of instructions: "In your photo you must:" followed by a list of requirements, and "Note:" followed by a warning about email requirements.

Proctortrack™

Scan

Step 1: Take a picture of yourself

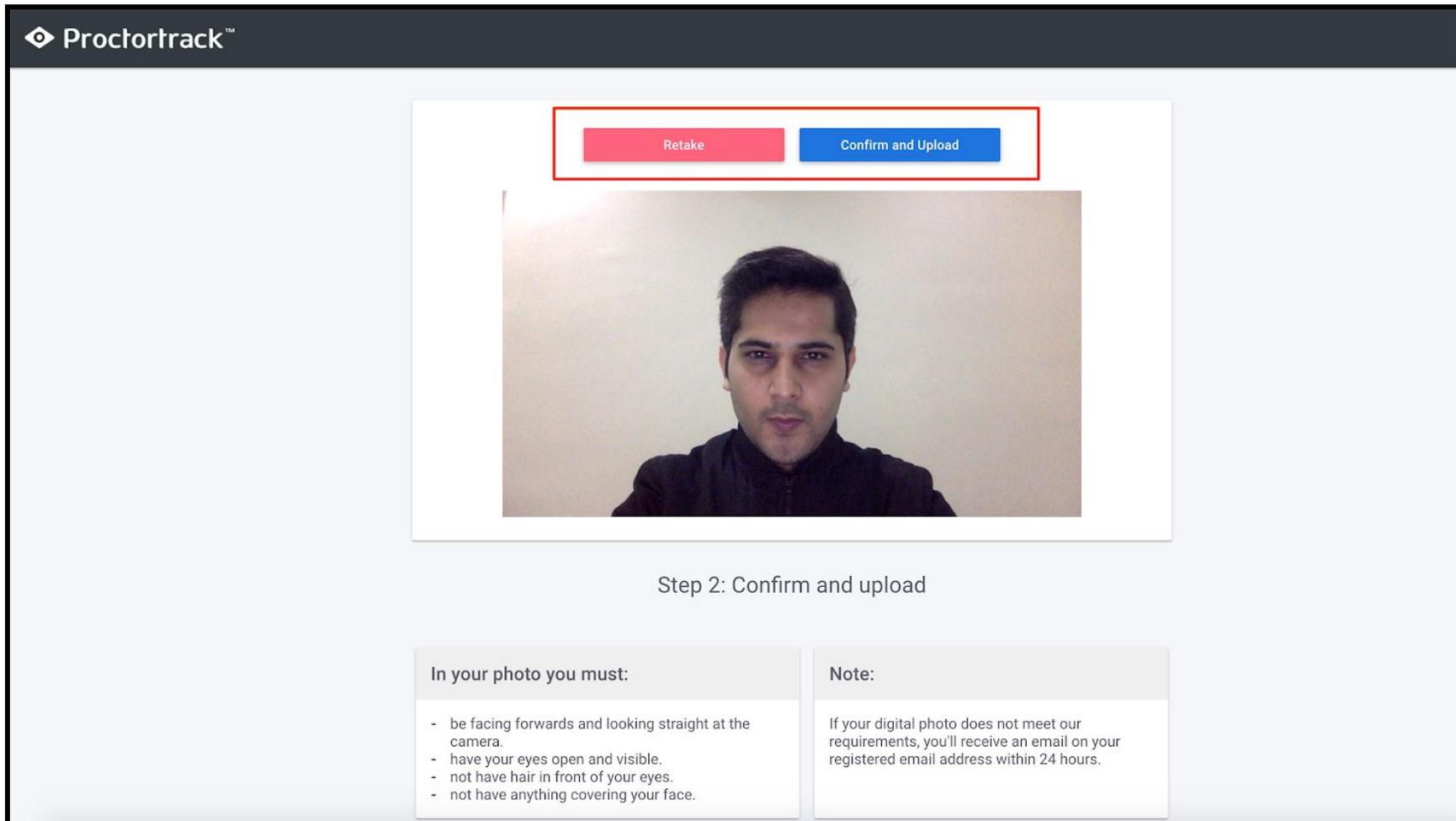
In your photo you must:

- be facing forwards and looking straight at the camera.
- have your eyes open and visible.
- not have hair in front of your eyes.
- not have anything covering your face.

Note:

If your digital photo does not meet our requirements, you'll receive an email on your registered email address within 24 hours.

6. This is a preview of the recorded picture. Click on **'Confirm and upload'** button to proceed, or click on the **'Retake'** button to re-record.



The screenshot shows the Proctortrack interface. At the top left, the Proctortrack logo is visible. The main area features a central video preview of a man's face. Above the preview, two buttons are highlighted with a red border: a red 'Retake' button and a blue 'Confirm and Upload' button. Below the preview, the text 'Step 2: Confirm and upload' is displayed. At the bottom, there are two informational boxes: 'In your photo you must:' with a list of requirements, and 'Note:' with a warning about email notifications.

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Retake Confirm and Upload

Step 2: Confirm and upload

In your photo you must:

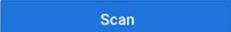
- be facing forwards and looking straight at the camera.
- have your eyes open and visible.
- not have hair in front of your eyes.
- not have anything covering your face.

Note:

If your digital photo does not meet our requirements, you'll receive an email on your registered email address within 24 hours.

7. Next is the ID scan. Please align your ID horizontally or Vertically to ensure a legible scan.
Click on the **'Scan'** button to click the picture.

 Proctortrack™





Step 3: Take a picture of your ID Card

<p>In your ID card photo must:</p> <ul style="list-style-type: none">- be clear and easy to read.- not have shines hiding text.	<p>Note:</p> <p>If your digital photo does not meet our requirements, you'll receive an email on your registered email address within 24 hours.</p>
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8. This is a preview of the recorded picture. Click on **'Confirm and upload'** button to proceed, or click on the **'Retake'** button to re-record.

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Retake Confirm and Upload



Step 4: Confirm and upload

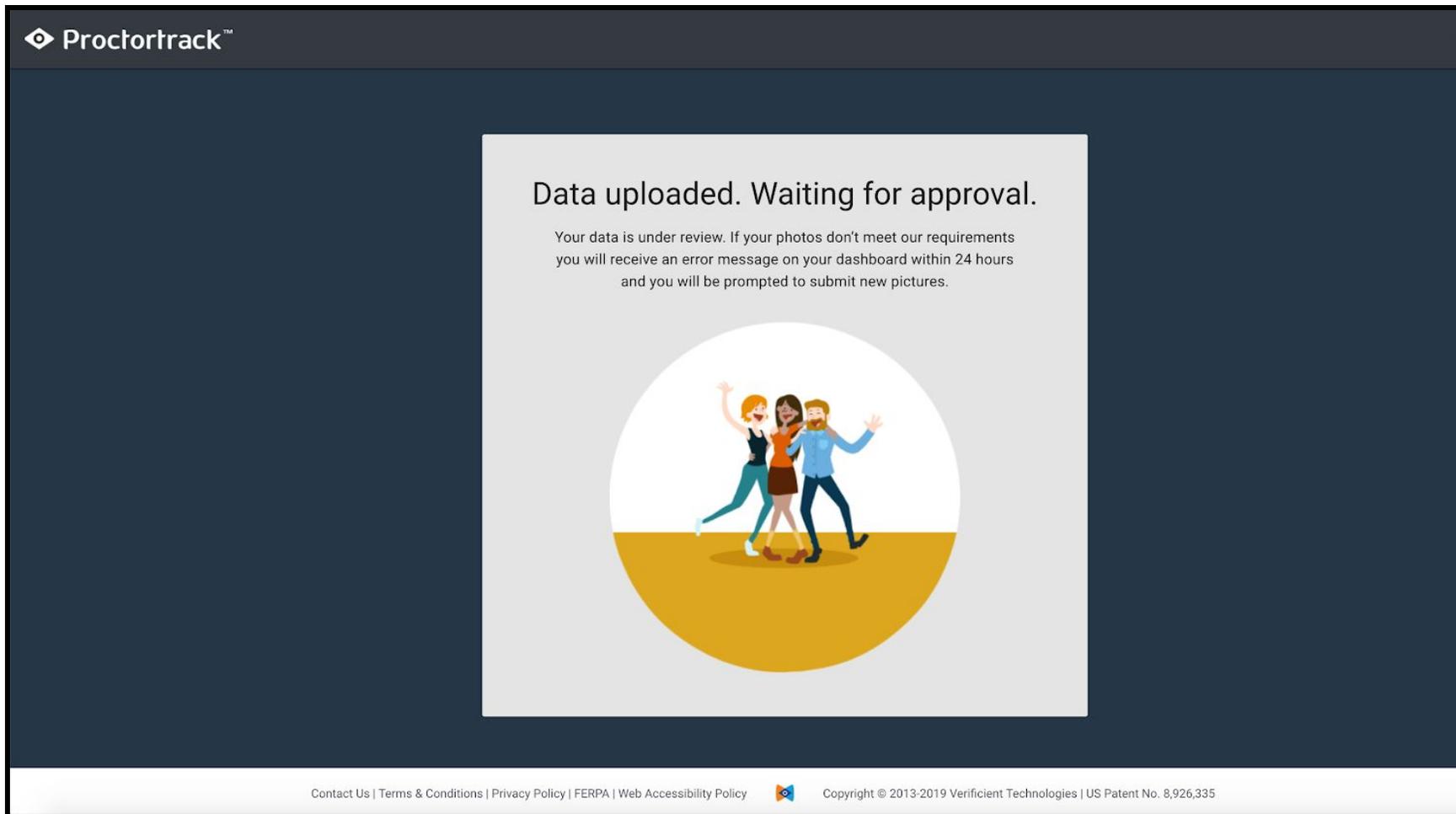
In your ID card photo must:

- be clear and easy to read.
- not have shines hiding text.

Note:

If your digital photo does not meet our requirements, you'll receive an email on your registered email address within 24 hours.

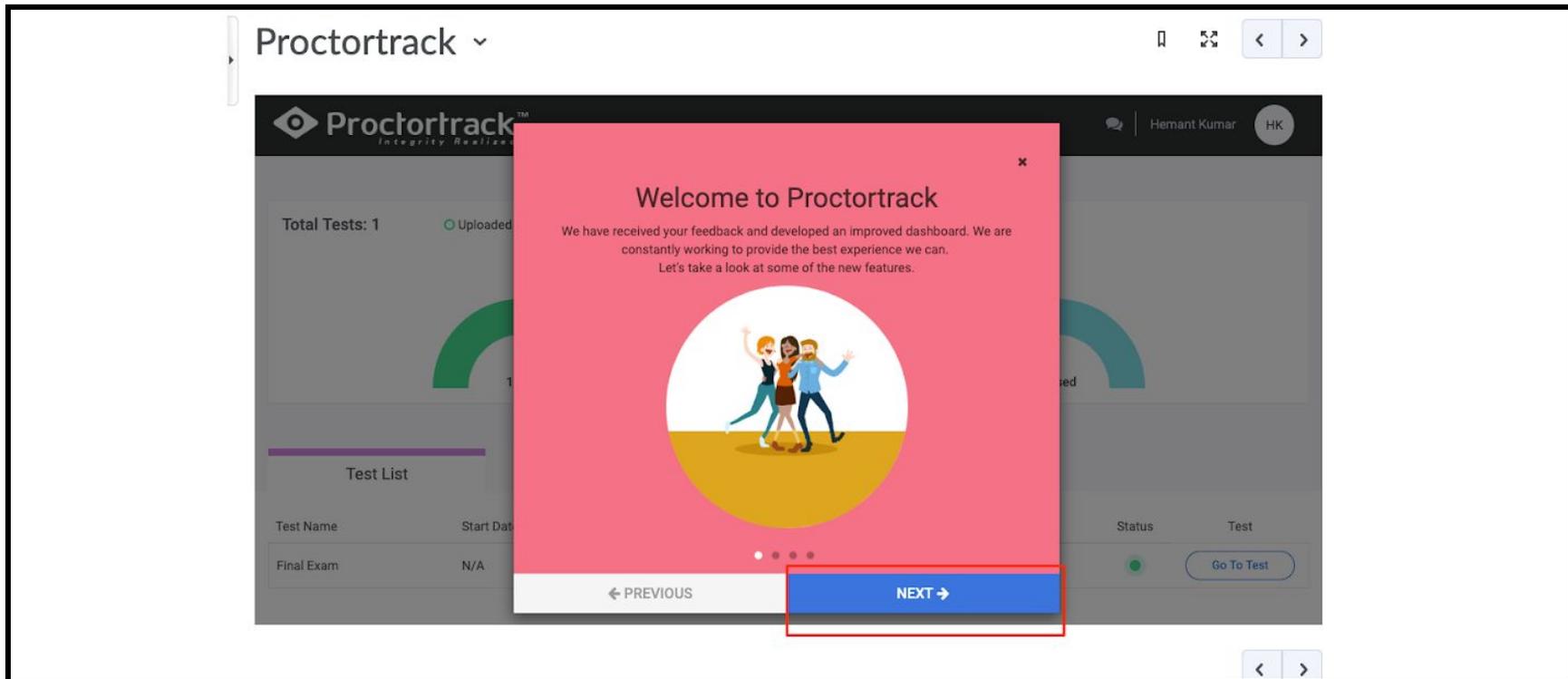
9. Once the Scans are submitted, you get a confirmation message for the data upload.
In case of any issue with the Face or ID scan, an email notification is sent to your student email ID mentioning the issue.
You may log in again and correct the respective scan.



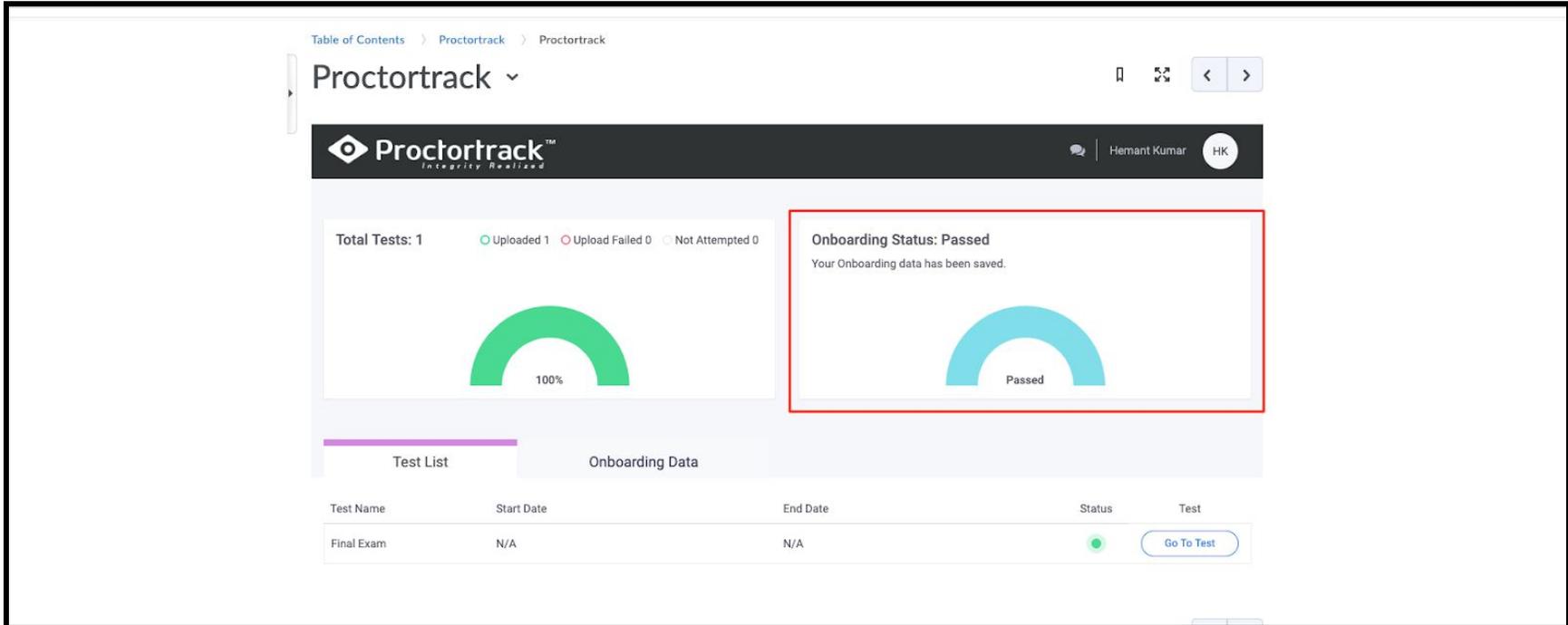
Once the Veripass profile is approved, you may proceed to attempt your proctored exam using Proctortrack.

Attempting a Proctored Exam

1. Once the Veripass profile is approved. Click on the **Proctortrack** link within your Canvas account to open the **Proctortrack Dashboard**. This is the welcome screen to provide some information on the new Proctortrack Student Dashboard.



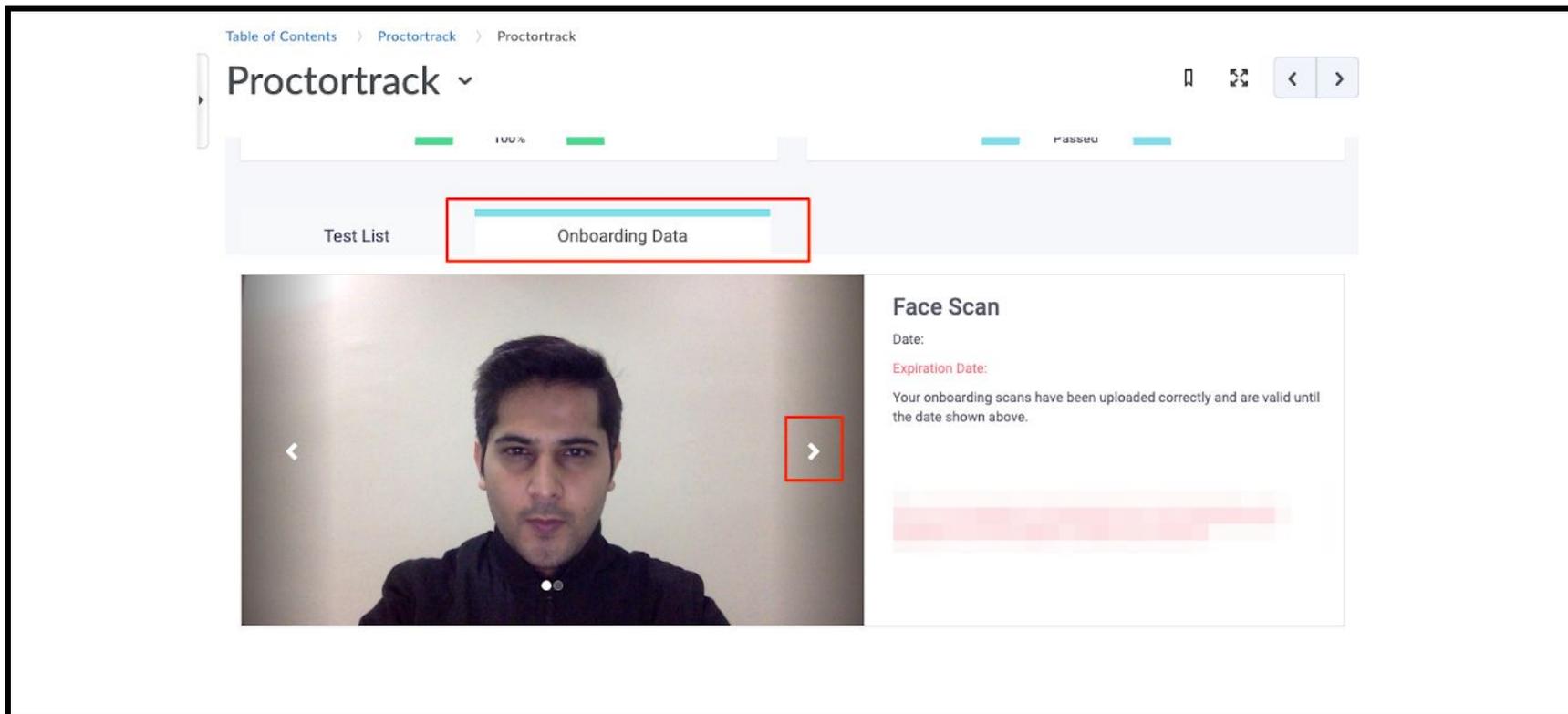
2.a. This is the Proctortrack Student Dashboard. On the right, you have information on the Onboarding status (Veripass profile).



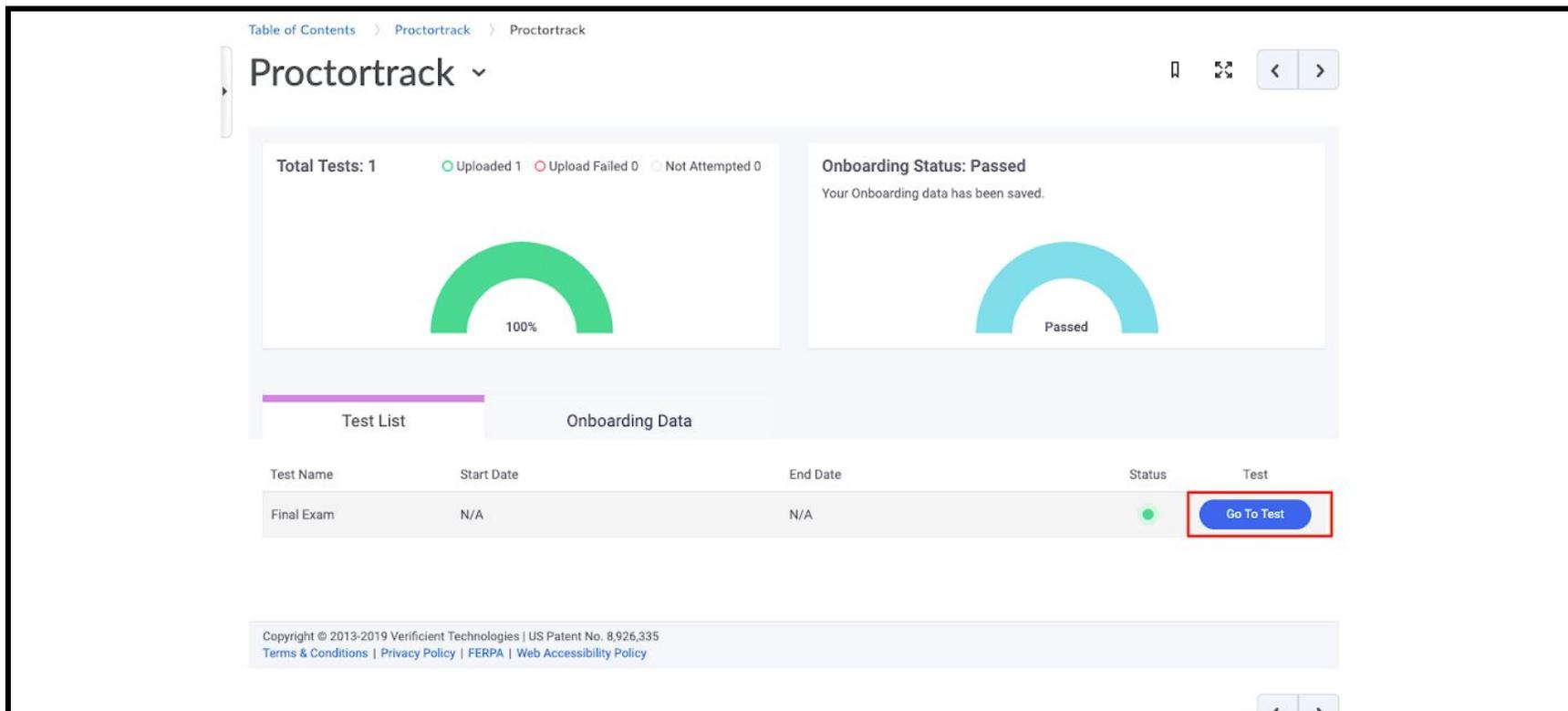
The screenshot displays the Proctortrack Student Dashboard. At the top, there is a navigation bar with 'Table of Contents', 'Proctortrack', and 'Proctortrack' links. Below this is a header with the Proctortrack logo and the user's name 'Hemant Kumar' with initials 'HK'. The main content area features two summary cards. The left card shows 'Total Tests: 1' with a green gauge at 100% and a legend for 'Uploaded 1', 'Upload Failed 0', and 'Not Attempted 0'. The right card, highlighted with a red border, shows 'Onboarding Status: Passed' with a light blue gauge and the text 'Your Onboarding data has been saved.' Below these cards are two tabs: 'Test List' and 'Onboarding Data'. The 'Test List' tab is active, showing a table with columns for Test Name, Start Date, End Date, Status, and Test. A single row is visible for 'Final Exam' with 'N/A' for dates and a green status indicator, accompanied by a 'Go To Test' button.

Test Name	Start Date	End Date	Status	Test
Final Exam	N/A	N/A	●	Go To Test

2.b. You may click on the 'Onboarding Data' tab to view the scans of your Veripass profile.



- To begin a proctored exam click on the **'Go To test'** button on the right of the respective exam.



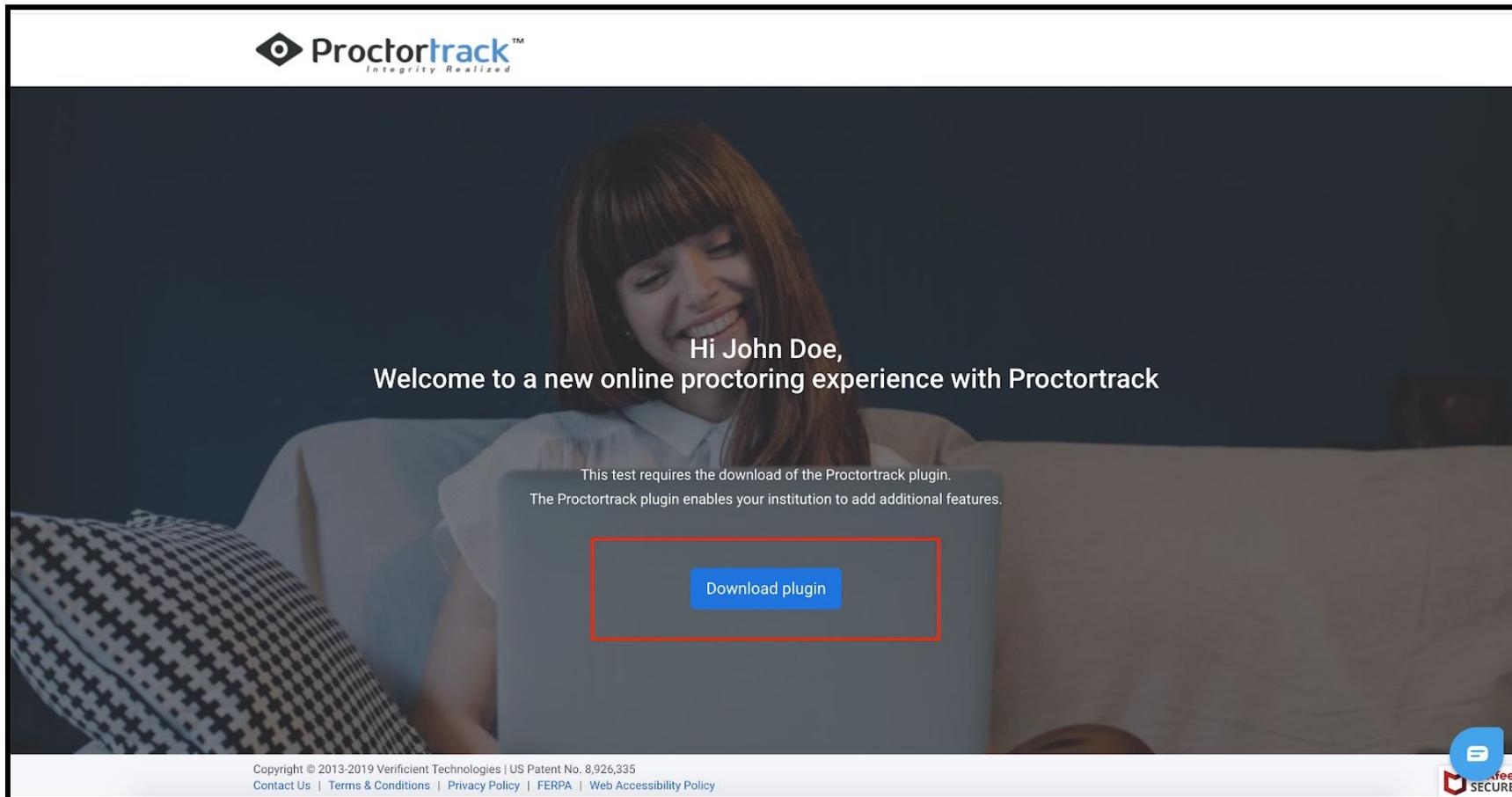
The screenshot displays the Proctortrack dashboard. At the top, there are navigation links: "Table of Contents", "Proctortrack", and "Proctortrack". The main heading is "Proctortrack" with a dropdown arrow. To the right, there are icons for search, refresh, and navigation. Below the heading, there are two summary cards. The first card shows "Total Tests: 1" with a green gauge at 100% and a legend: "Uploaded 1", "Upload Failed 0", "Not Attempted 0". The second card shows "Onboarding Status: Passed" with a cyan gauge at "Passed" and the text "Your Onboarding data has been saved." Below these cards are two tabs: "Test List" and "Onboarding Data". The "Test List" tab is active, showing a table with the following data:

Test Name	Start Date	End Date	Status	Test
Final Exam	N/A	N/A	●	Go To Test

At the bottom of the dashboard, there is a footer with copyright information: "Copyright © 2013-2019 Verificient Technologies | US Patent No. 8,926,335" and links for "Terms & Conditions", "Privacy Policy", "FERPA", and "Web Accessibility Policy".

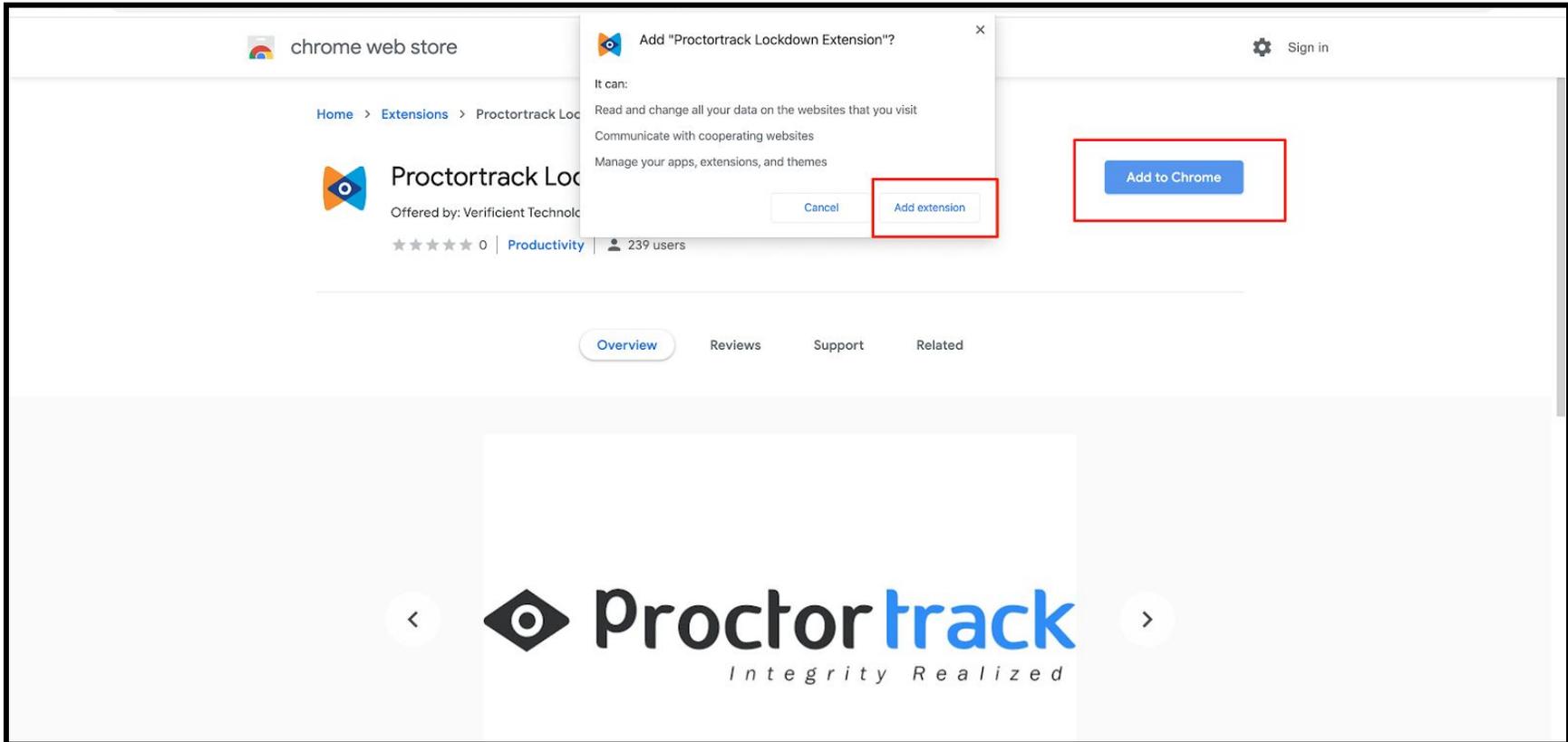
4.a. The students will be redirected to a page to download the Proctortrack browser extension.

Click on the **'Download Plugin'** button to proceed. The plugin download steps will **only** be prompted the first time on any computer.



The screenshot shows the Proctortrack website interface. At the top left is the Proctortrack logo with the tagline "Integrity Realized". The main content area features a background image of a smiling woman with long brown hair sitting on a couch and using a laptop. Overlaid on this image is a white text box with the following content: "Hi John Doe, Welcome to a new online proctoring experience with Proctortrack". Below this, a smaller white box contains the text: "This test requires the download of the Proctortrack plugin. The Proctortrack plugin enables your institution to add additional features." A prominent blue button with the text "Download plugin" is centered below the text. The button is highlighted with a red rectangular border. At the bottom of the page, there is a footer with copyright information: "Copyright © 2013-2019 Verificient Technologies | US Patent No. 8,926,335" and a list of links: "Contact Us | Terms & Conditions | Privacy Policy | FERPA | Web Accessibility Policy". In the bottom right corner, there is a small blue circular icon with a white document symbol and the text "Safe SECURE".

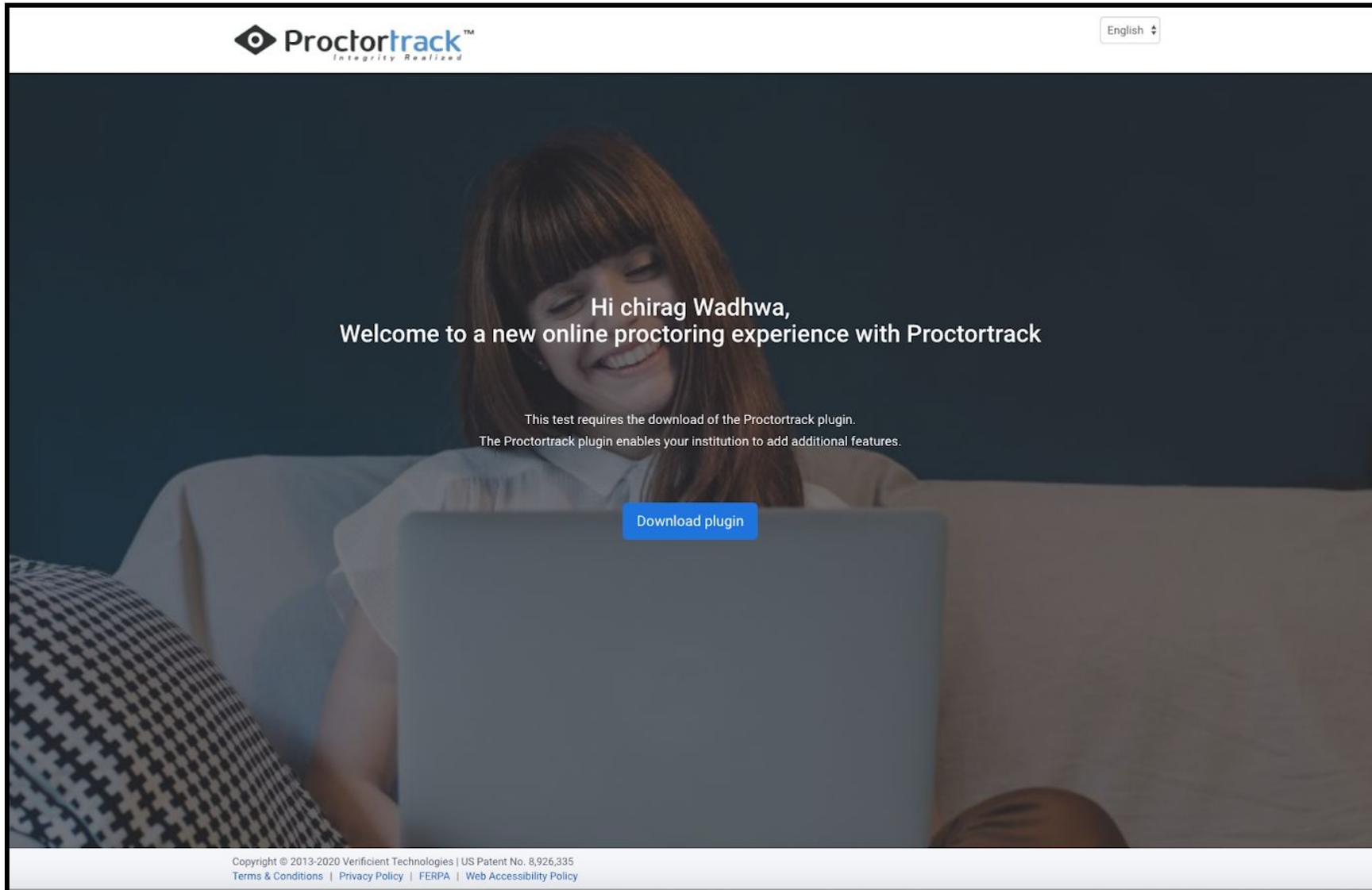
4.b. Click on the **'Add to Chrome'** button, and then on **'Add extension'** button to add the plugin to the Chrome browser.



4.c. On the successful installation of the Proctortrack Browser extension, an **'icon'** will be visible on the top bar of the browser.



4.d. Refresh this earlier page, after adding the Proctortrack Plugin.



The screenshot shows the Proctortrack website interface. At the top left is the Proctortrack logo with the tagline "Integrity Realized". At the top right is a language dropdown menu set to "English". The main content area features a background image of a smiling woman with long brown hair sitting at a desk with a laptop. Overlaid on this image is the following text:

Hi chirag Wadhwa,
Welcome to a new online proctoring experience with Proctortrack

This test requires the download of the Proctortrack plugin.
The Proctortrack plugin enables your institution to add additional features.

A blue button labeled "Download plugin" is positioned below the text. At the bottom of the page, there is a footer with the following text:

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[Terms & Conditions](#) | [Privacy Policy](#) | [FERPA](#) | [Web Accessibility Policy](#)

5. You will be auto-forwarded to the Best Practices page. Scroll down to go through the **‘Let’s Get Started’** and **‘General Guidelines’** section, to understand the guidelines for a proper testing environment.

Let’s Get Started

Set Up a Proper Testing Environment for a High Integrity Score.



Use A Private Testing Area

Sit upright in an area where other people won’t talk and cannot pass behind you.



Turn Off All Noise-Making Devices

Mobile phones set to vibrate emit detectable sound and any sound from a mobile device is flagged as a violation.



Ensure your Face is Clearly Visible

Hair, sunglasses and hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.



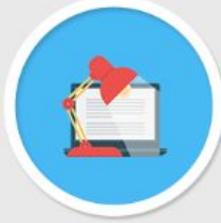
Close Irrelevant Tabs and Windows

The only tabs and windows open during the session should be those required for the completion of the test. Screenshots will be taken of suspicious activity and shown to your instructor.



Sit Directly in Front of Your Webcam

Make sure to stay in the middle of the webcam’s view. Leaving the frame or looking away from the test will result in a low integrity grade.



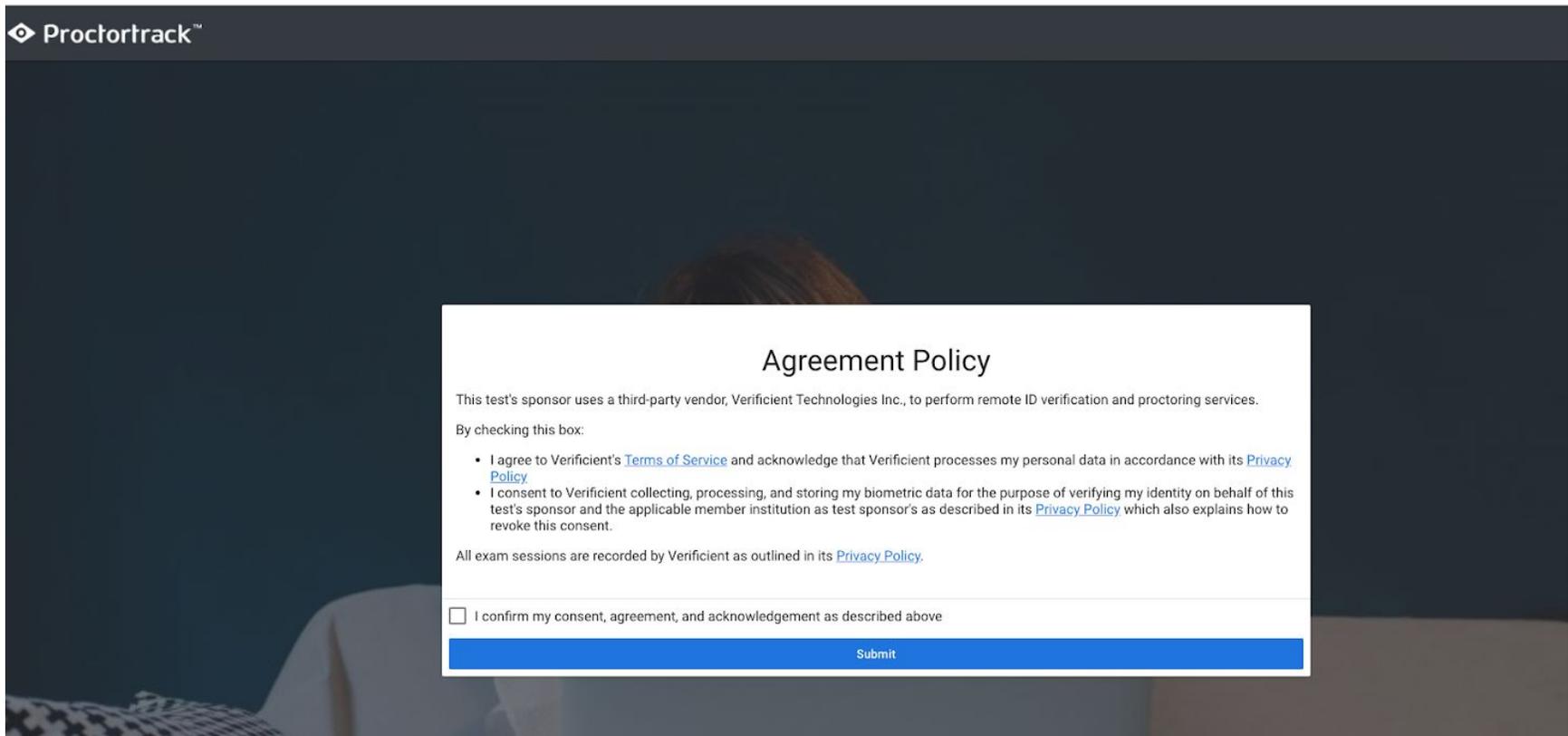
Create The Proper Lighting

Sit in a consistently well-lit room with as plain of a background as possible.

6. After getting familiar with all the guidelines, check the box (at the bottom) labeled 'I have read, understand and will adhere to the required environment guidelines' & Click on 'Go To Next Step'.

		
Food or Drinks Not Allowed Eating or drinking during the assessment may result in disqualification.	Assessment is Timed Please make note of your assessment's time limit.	Personal Items Not Allowed Sunglasses, keys, wallets, mobile devices and other items not necessary for testing are forbidden.
<input type="checkbox"/> I have read, understand and will adhere to the required environment guidelines.		
Go To Next Step		

7. This is the agreement policy. Please go through the policies as required, and check the box below to confirm your consent and agreement and click on **'Submit'**.

A screenshot of a web form titled "Agreement Policy" from Proctortrack. The form is centered on a dark background. It contains a title, a paragraph of text, a section for consent with a bulleted list, another paragraph, a checkbox, and a "Submit" button.

Proctortrack™

Agreement Policy

This test's sponsor uses a third-party vendor, Verificient Technologies Inc., to perform remote ID verification and proctoring services.

By checking this box:

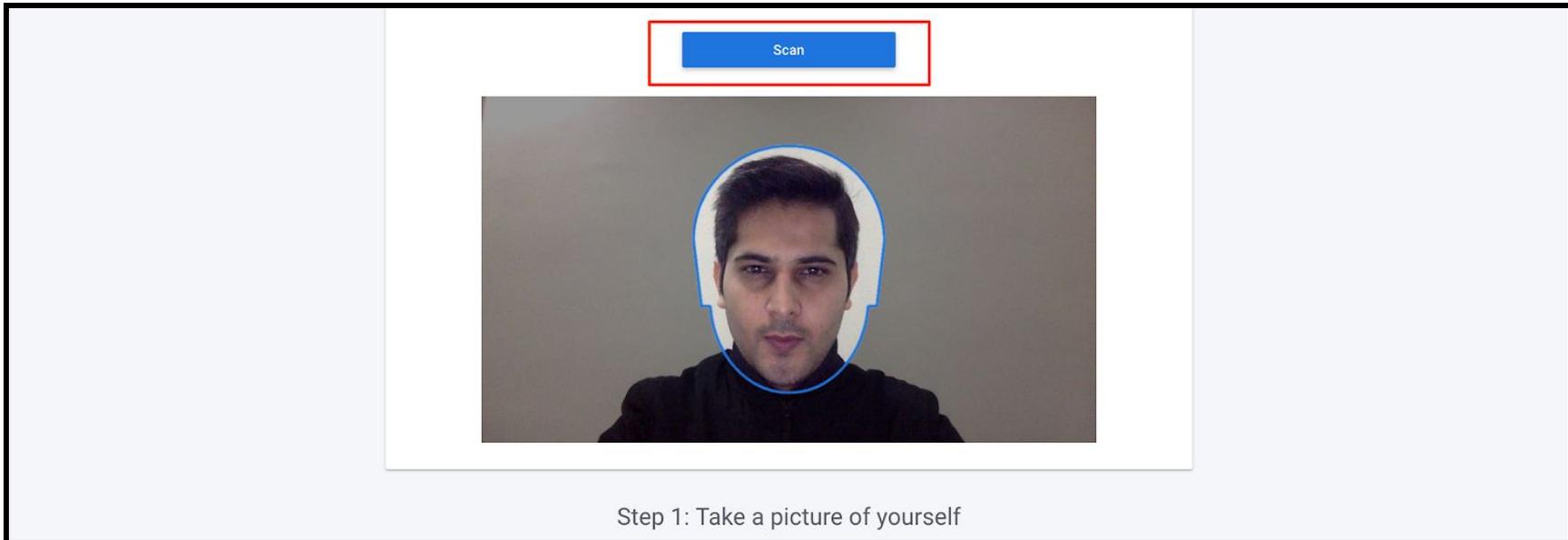
- I agree to Verificient's [Terms of Service](#) and acknowledge that Verificient processes my personal data in accordance with its [Privacy Policy](#).
- I consent to Verificient collecting, processing, and storing my biometric data for the purpose of verifying my identity on behalf of this test's sponsor and the applicable member institution as test sponsor's as described in its [Privacy Policy](#) which also explains how to revoke this consent.

All exam sessions are recorded by Verificient as outlined in its [Privacy Policy](#).

I confirm my consent, agreement, and acknowledgement as described above

Submit

8. This is the Face Scan step. Please follow the instructions at the bottom to ensure proper Scan. Click on the **'Scan'** button to click the picture. Click on **'Retake'** to take the picture again or click on **'Confirm and upload'** to proceed. The Face scan will be verified with the student/test-takers' baseline profile in realtime.



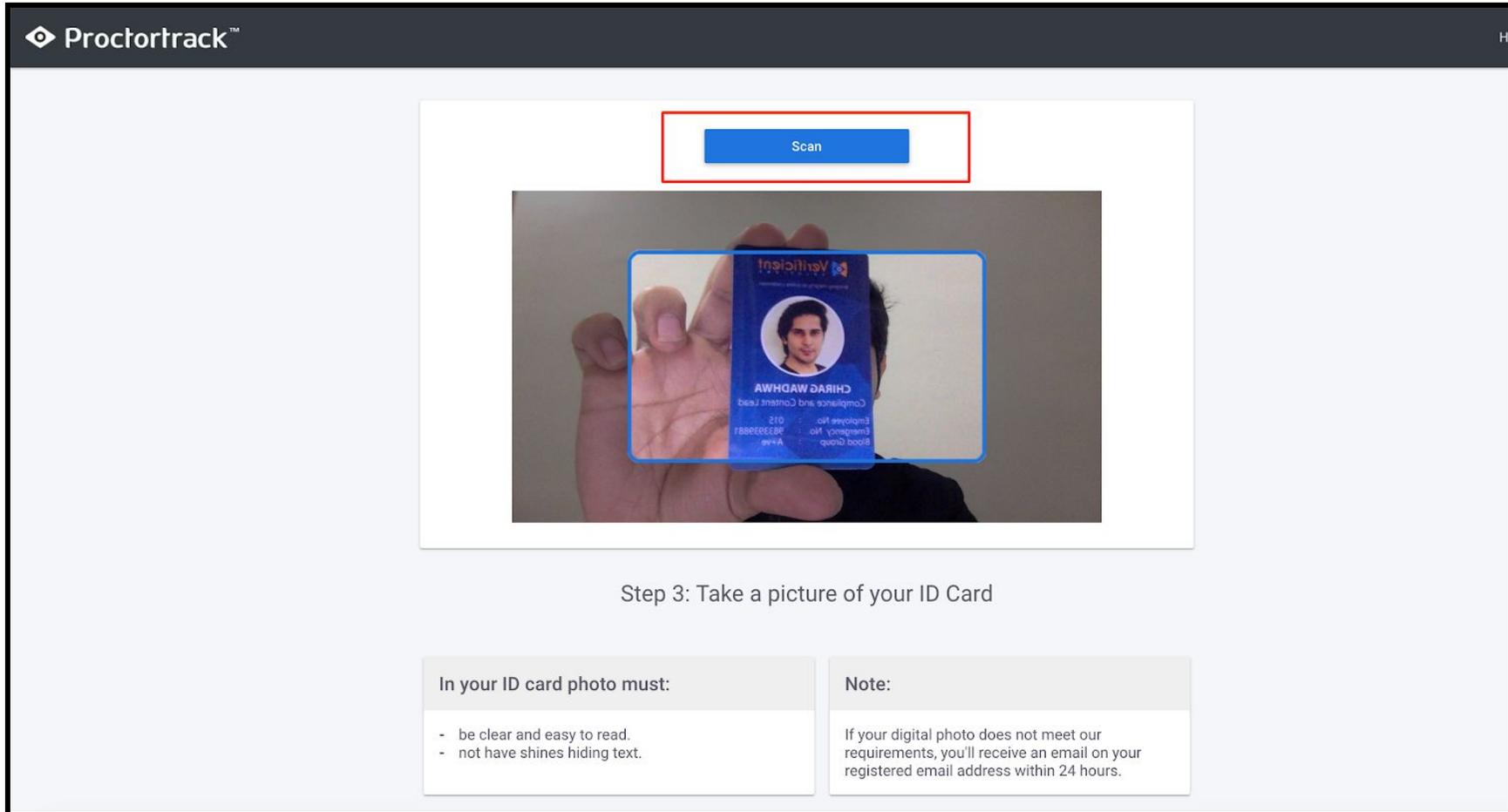
Step 1: Take a picture of yourself

<p>In your photo you must:</p> <ul style="list-style-type: none">- be facing forwards and looking straight at the camera.- have your eyes open and visible.- not have hair in front of your eyes.- not have anything covering your face.	<p>Note:</p> <p>If your digital photo does not meet our requirements, you'll receive an email on your registered email address within 2 hours.</p>
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9. Next is the ID scan. Please align your ID horizontally or Vertically to ensure a legible scan. Click on the **'Scan'** button to click the picture. Click on 'Retake' to take the picture again or click on 'Confirm and upload' to proceed.



The screenshot shows the Proctortrack interface for ID scanning. At the top left is the Proctortrack logo. In the center, a blue 'Scan' button is highlighted with a red rectangle. Below it is a camera view showing a hand holding a blue Verificient ID card. The card has a photo of a man and text including 'CHIRAG WADHWAN', 'Compliance and Content Lead', 'Employee ID: 012', 'Emergency No: 9876543210', and 'Blood Group: A+'. Below the camera view, the text 'Step 3: Take a picture of your ID Card' is displayed. At the bottom, there are two boxes: 'In your ID card photo must:' with a list of requirements, and 'Note:' with a warning about photo requirements.

Proctortrack™

Scan

CHIRAG WADHWAN
Compliance and Content Lead
Employee ID: 012
Emergency No: 9876543210
Blood Group: A+

Step 3: Take a picture of your ID Card

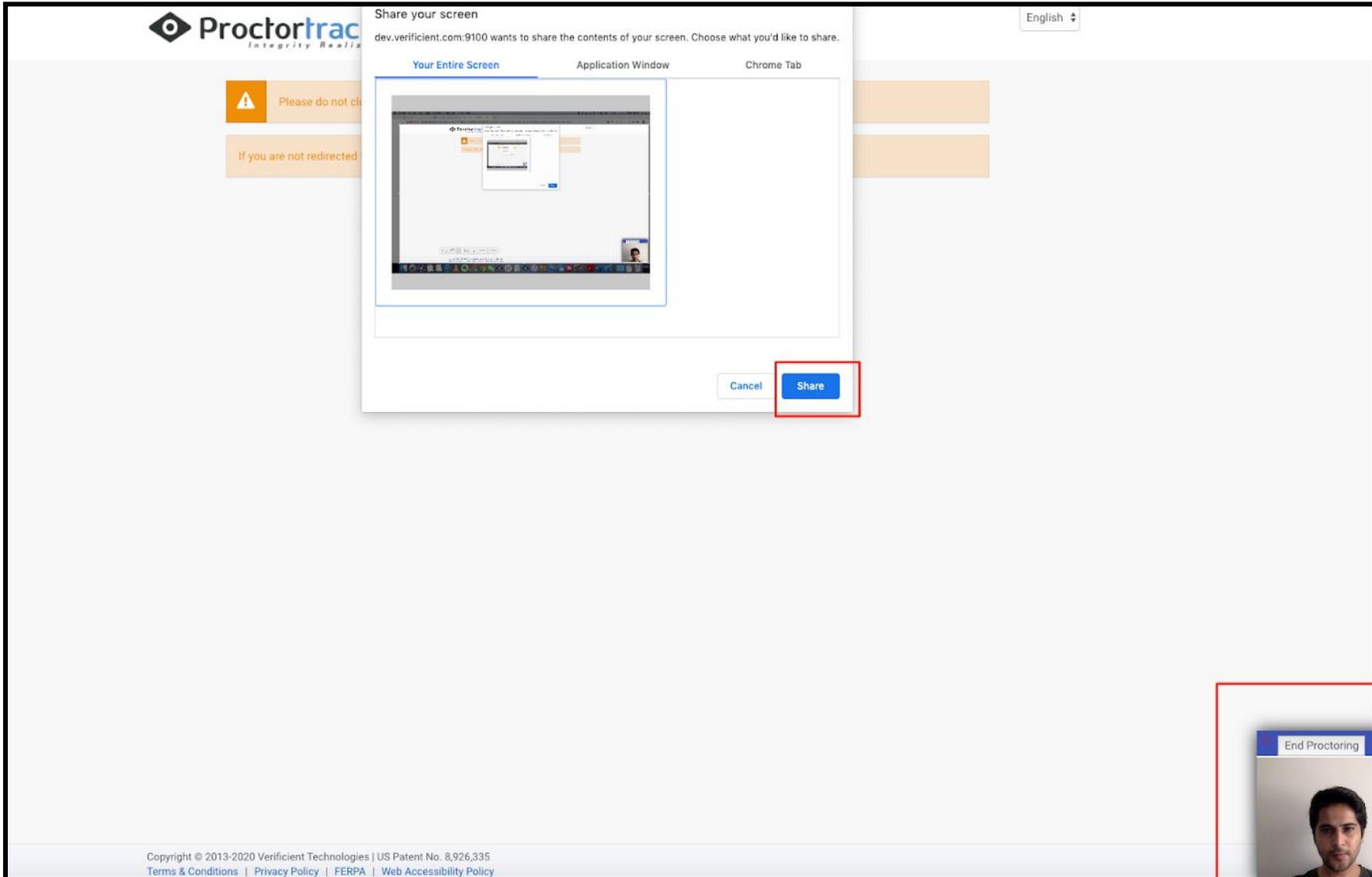
In your ID card photo must:

- be clear and easy to read.
- not have shines hiding text.

Note:

If your digital photo does not meet our requirements, you'll receive an email on your registered email address within 24 hours.

10. Once the Scans are submitted, the system will navigate to the page as seen below. Under the “Your Entire Screen” tab, select the window and click on the “Share” button. As you can see in the video window that the monitoring has begun.



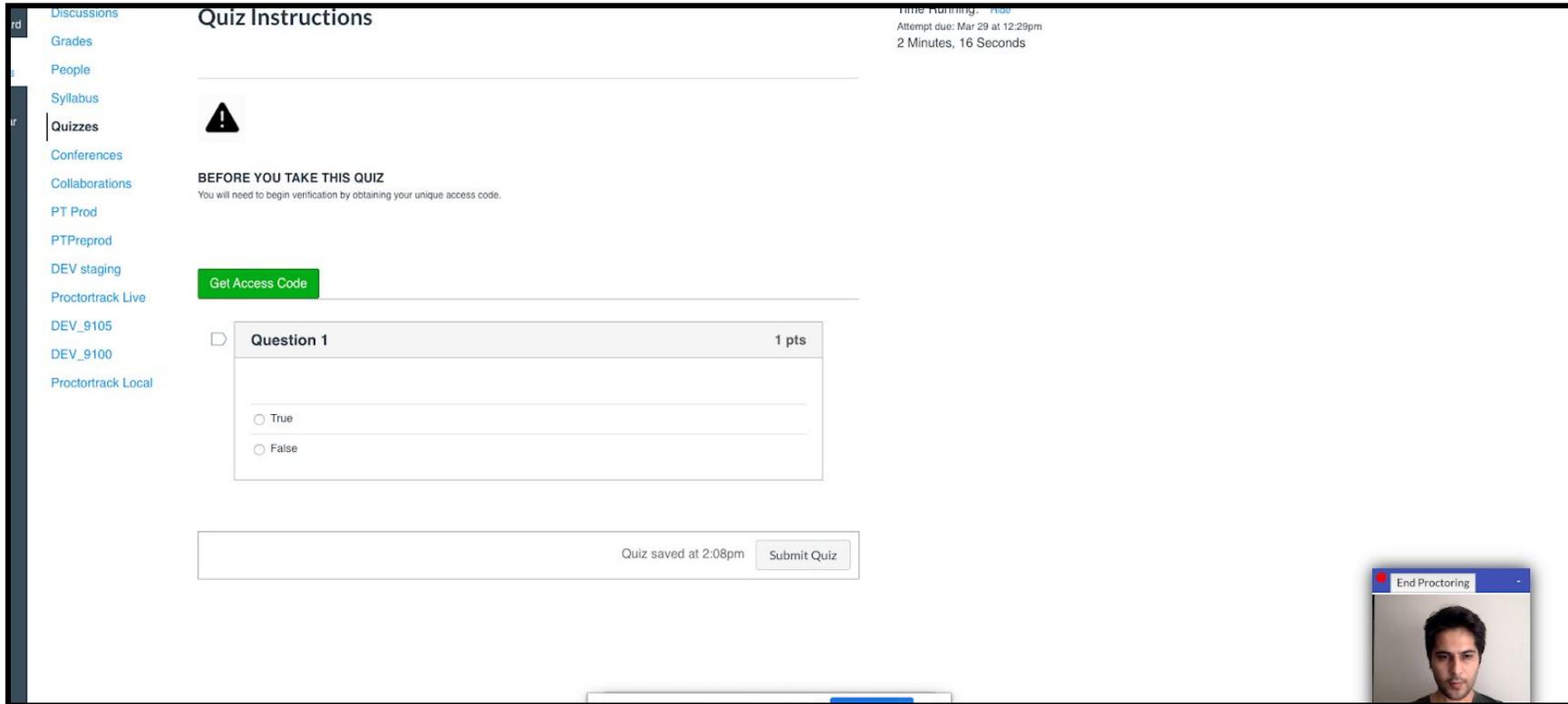
11. Now, the quiz page will open on a new tab. The Access code will be entered automatically and the quiz will begin.

This quiz is restricted by an access code. You'll need to ask your teacher or proctor to type in or tell you the access code in order to take the quiz.

Access Code:

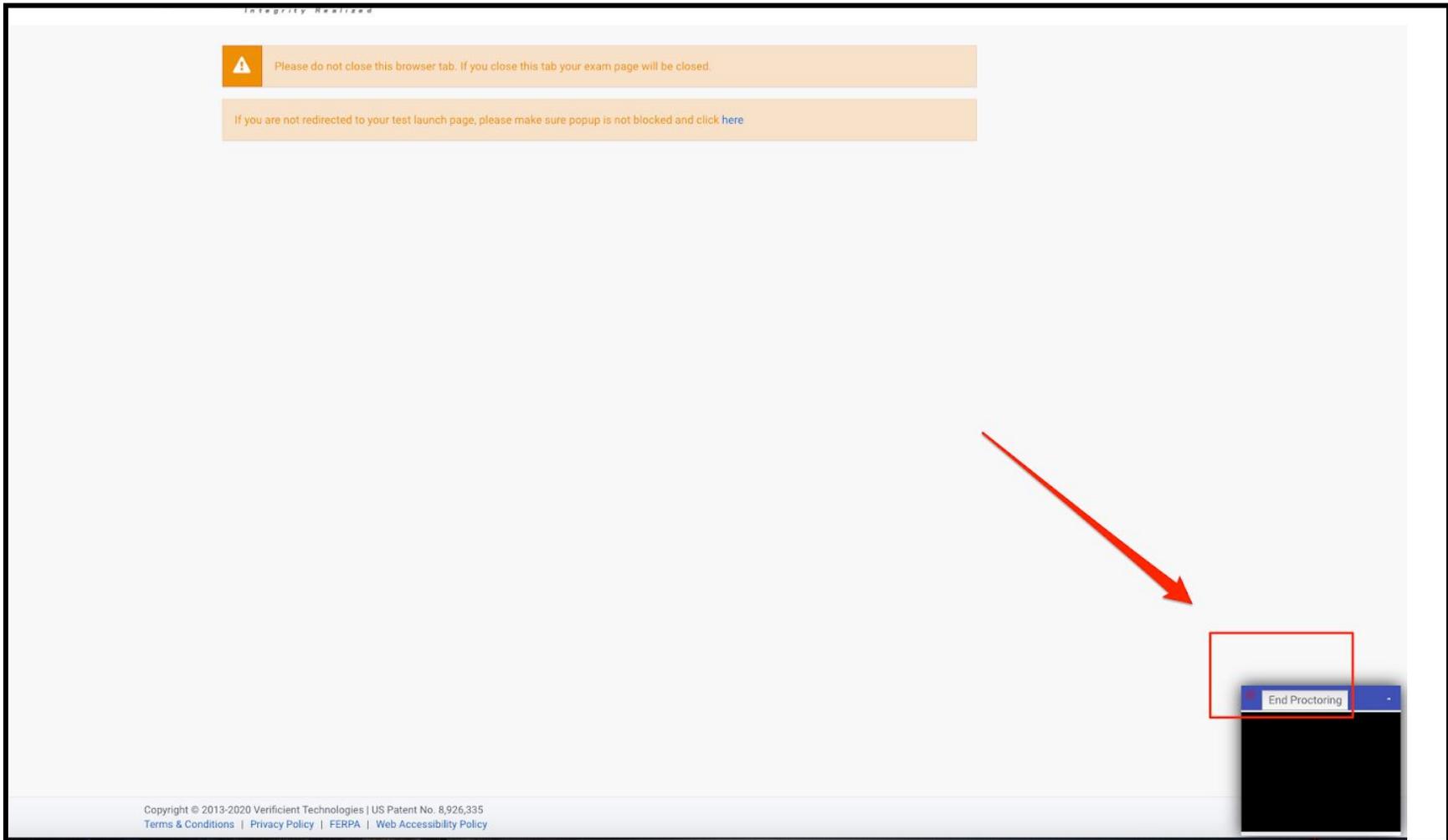
Submit

12. The Quiz has now started and you may now start answering the questions. After the quiz is complete, it's very important to remember to submit by clicking the "Submit Quiz" button.

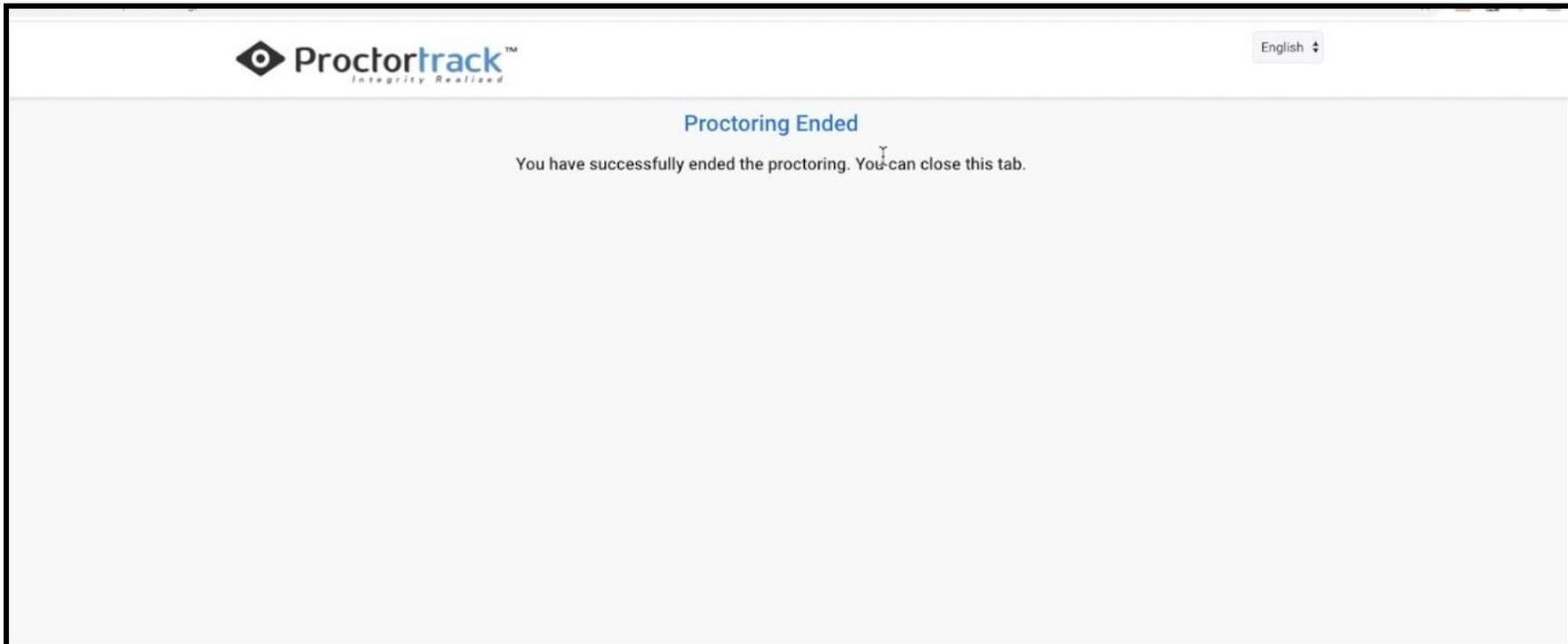


The screenshot displays a web-based quiz interface. On the left is a navigation sidebar with links for Discussions, Grades, People, Syllabus, Quizzes (selected), Conferences, Collaborations, PT Prod, PTPreprod, DEV staging, Proctortrack Live, DEV_9105, DEV_9100, and Proctortrack Local. The main content area is titled "Quiz Instructions" and features a warning icon and the text: "BEFORE YOU TAKE THIS QUIZ You will need to begin verification by obtaining your unique access code." Below this is a green "Get Access Code" button. A question card for "Question 1" (1 pts) is shown with two radio button options: "True" and "False". At the bottom of the question card, it says "Quiz saved at 2:08pm" and includes a "Submit Quiz" button. In the top right corner, a timer indicates "Time Remaining: 0:02" and "Attempt due: Mar 29 at 12:29pm 2 Minutes, 16 Seconds". A small video window in the bottom right corner shows a person's face and is labeled "End Proctoring".

13. Once the quiz is Submitted, go back to the earlier tab and click on **“End Proctoring”** to end the session.



14. This is the confirmation page that you have ended the proctoring..



That's it!, you have successfully completed a Proctortrack exam on Chromebook.