



Using Proctortrack in Canvas

Subject to change every semester, please do not publish outside courses.

For students use only.

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What is Proctortrack?

Proctortrack is the automatic 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 student, in going through the process of taking a proctored exam with Proctortrack. If you ever have any additional questions, you can call 1-844-753-2020 or go to <https://proctortrack.com/support> where you will find various other options to reach out to our Support.

Why Onboarding?

Attempting the Onboarding creates a profile of the students in the Proctortrack System. Often students are unsure whether their specific hardware setup will allow them to use Proctortrack. While a detailed list of supported operating systems and browsers is available on [Proctortrack.com](https://proctortrack.com), students often prefer to test their system themselves. Keep in mind that Google Chrome and Mozilla Firefox are the recommended browsers. While Proctortrack will work in other browsers, the user experience is far superior in Chrome. The onboarding process allows students to make sure everything is working perfectly during low-pressure circumstances. It also gives students time to make any changes to their system well before the first exam.

Students can fail onboarding for the following reasons:

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

If a student fails the onboarding exam, they will receive a notification listing the specific reasons for failure and they will be asked to retake the onboarding exam. They can also check their Onboarding status on the Proctortrack Dashboard.

For students, onboarding appears exactly the same as an actual exam to help familiarize them with the testing environment.

It is necessary to pass the Onboarding and have an approved Onboarding profile in order to attempt the actual exams. Steps to take the Onboarding 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

System Requirements

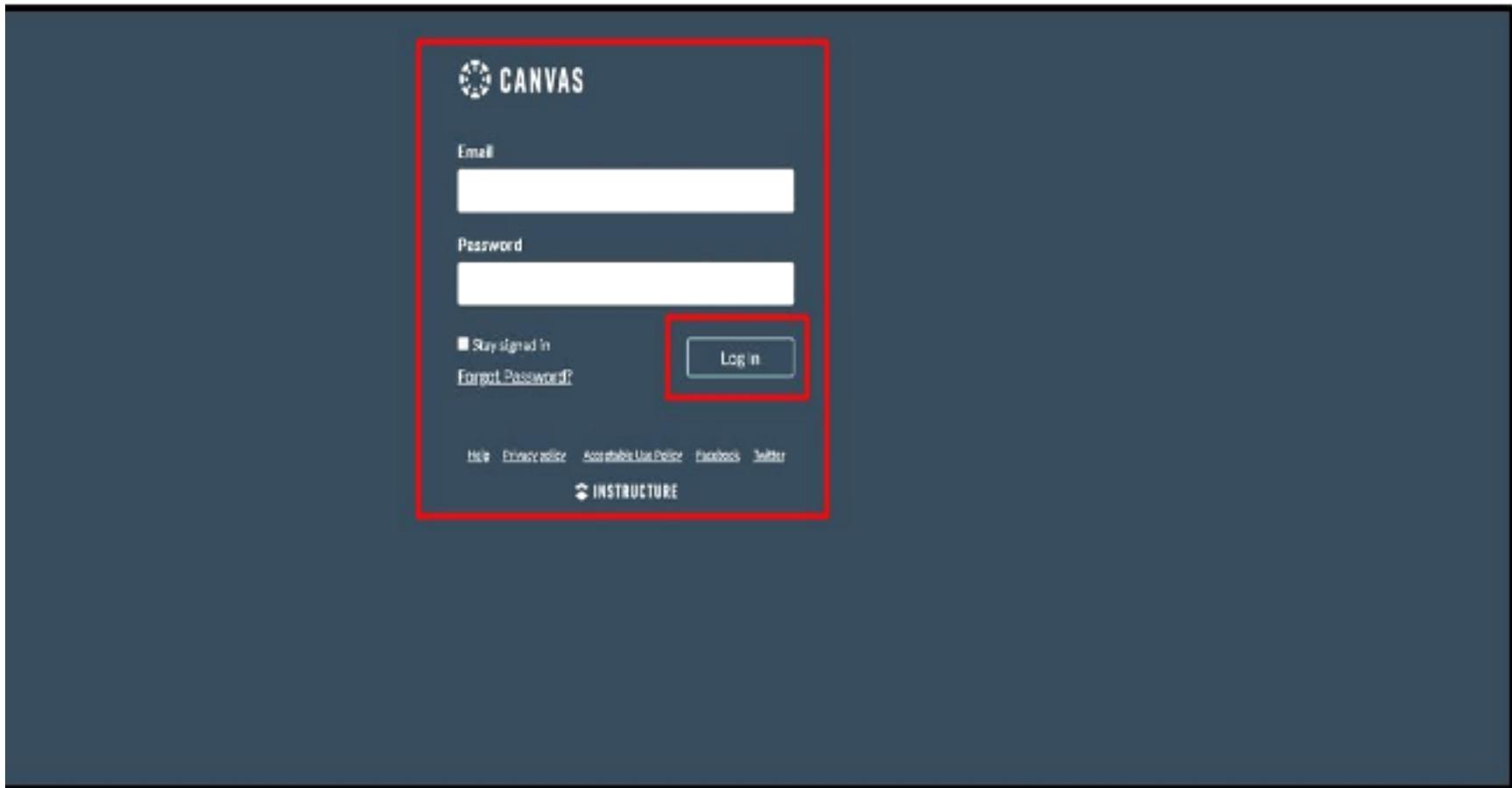
OPERATING SYSTEM	MAC: OSX Yosemite 10.10.5 or higher, PC: Windows 7, 8, or higher
PROCESSOR/RAM	MAC: Intel / AMD Processor, 2 GB RAM, PC: Dual-core 2.4 Ghz CPU, 2 GB RAM or better
RECOMMENDED WEB BROWSERS	Mozilla Firefox v20.0 or Higher Google Chrome v25.0 or higher
PLUG-INS	Javascript Enabled & Third Party Cookies Enabled
CAMERA RESOLUTION	800 x 600 resolution or better
INTERNET CONNECTION	Cable Modem, DSL or better (300 kbps download, 250 kbps upload)

Note: For Level 4 ProctorLive AI (live proctoring) based exams, MAC OSX 10.13 High Sierra or higher is required.

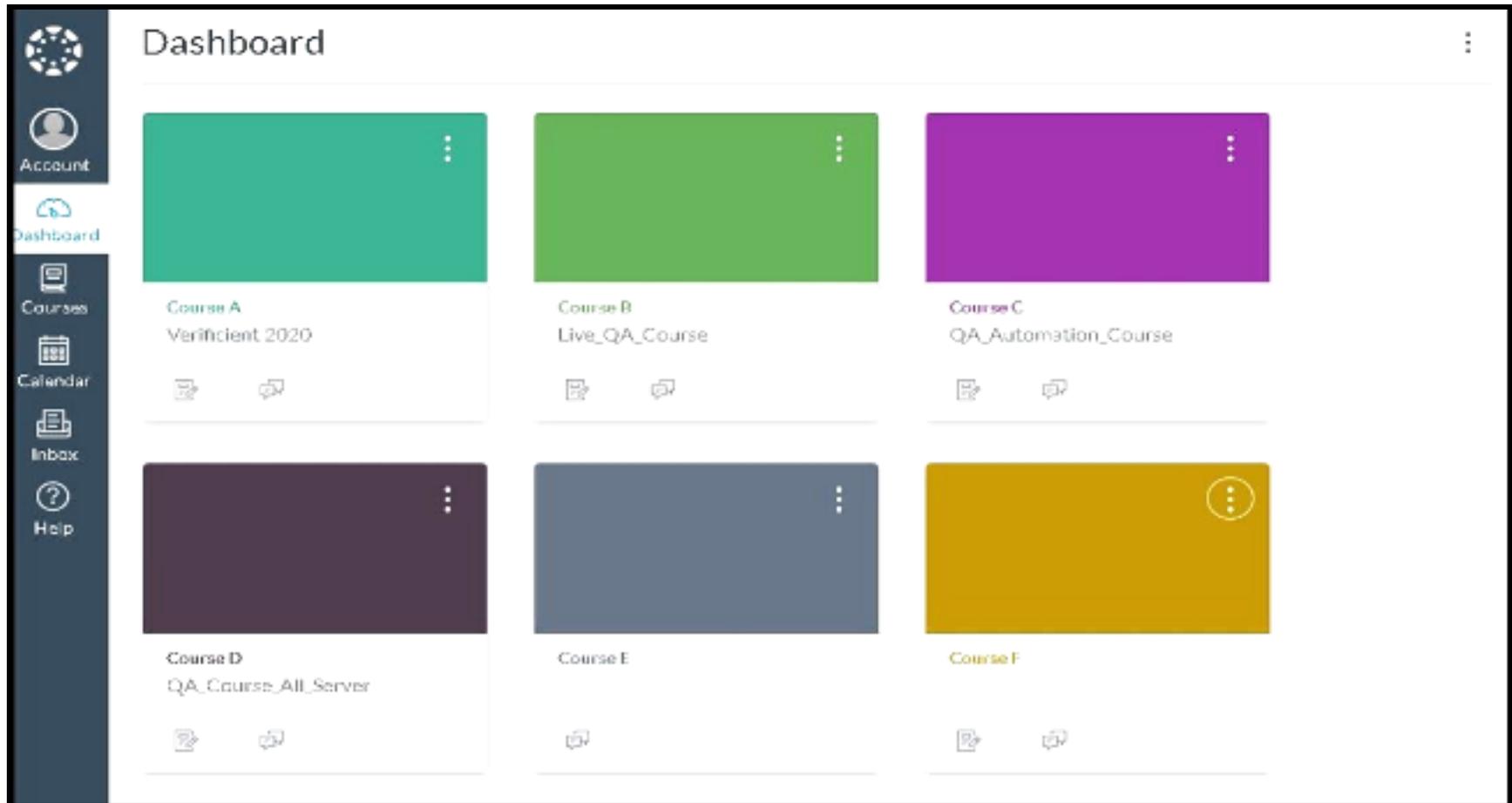
This manual will provide steps on how to attempt a proctored exam using Proctortrack. The Steps to attempt any Proctortrack Enabled exam are the same. In this demo, you will see steps on how to attempt the Onboarding Quiz. The steps for any exam/tests shall remain the same as they are for the Onboarding Quiz.

How do I Take Exams using Proctortrack?

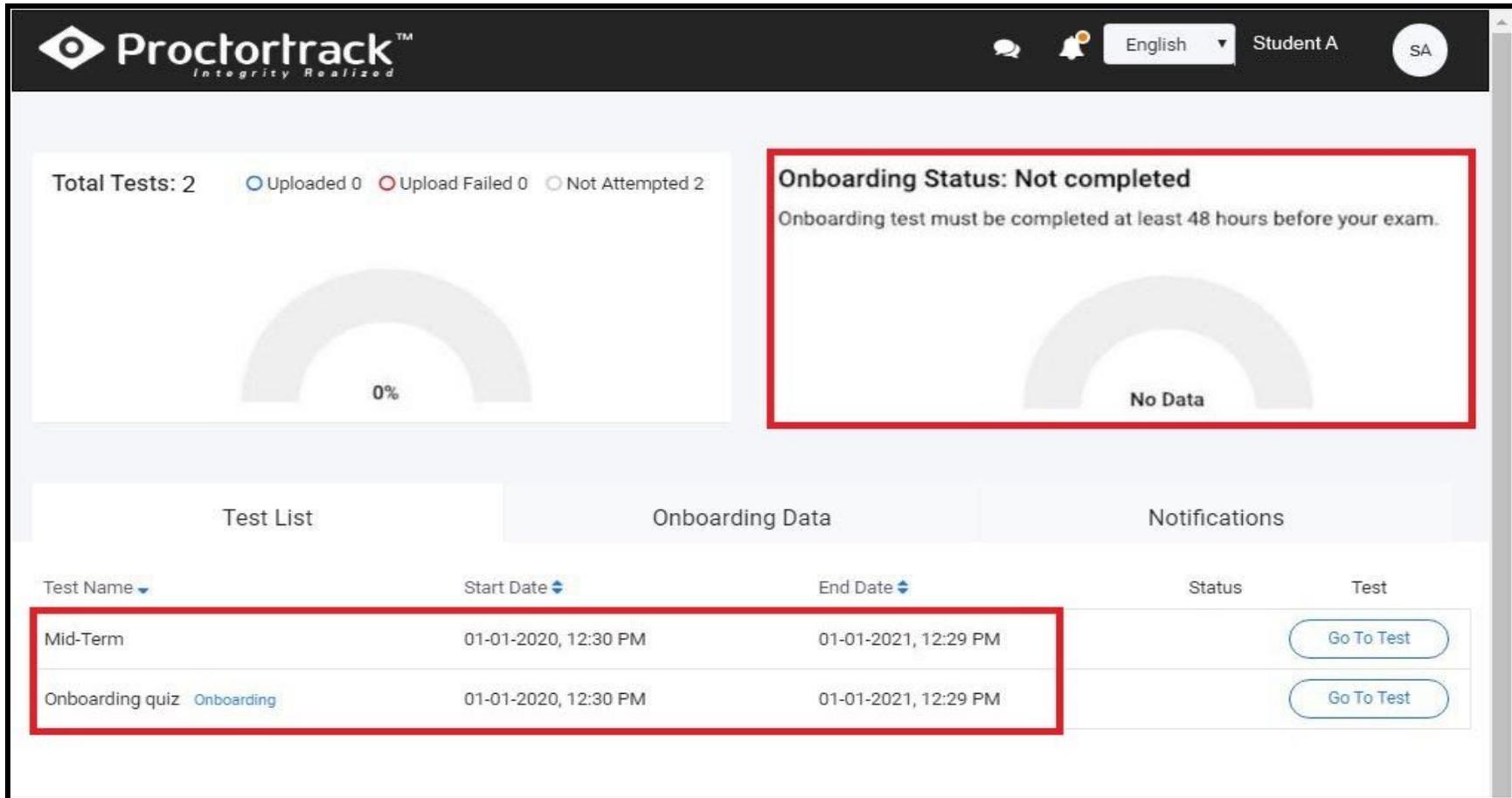
1. Log in to your Canvas account by entering the registered “email address” and “password” and click on “Log In



2. Select the desired course by clicking on the corresponding colored tile.



- 3a. On the top, you have the Onboarding status. The Actual tests cannot be attempted unless the Onboarding profile is approved. An onboarding profile can be created by attempting the Onboarding test. The Onboarding test is a sample test. Every Test-taker needs to have an approved Onboarding Profile, before attempting any actual Tests.

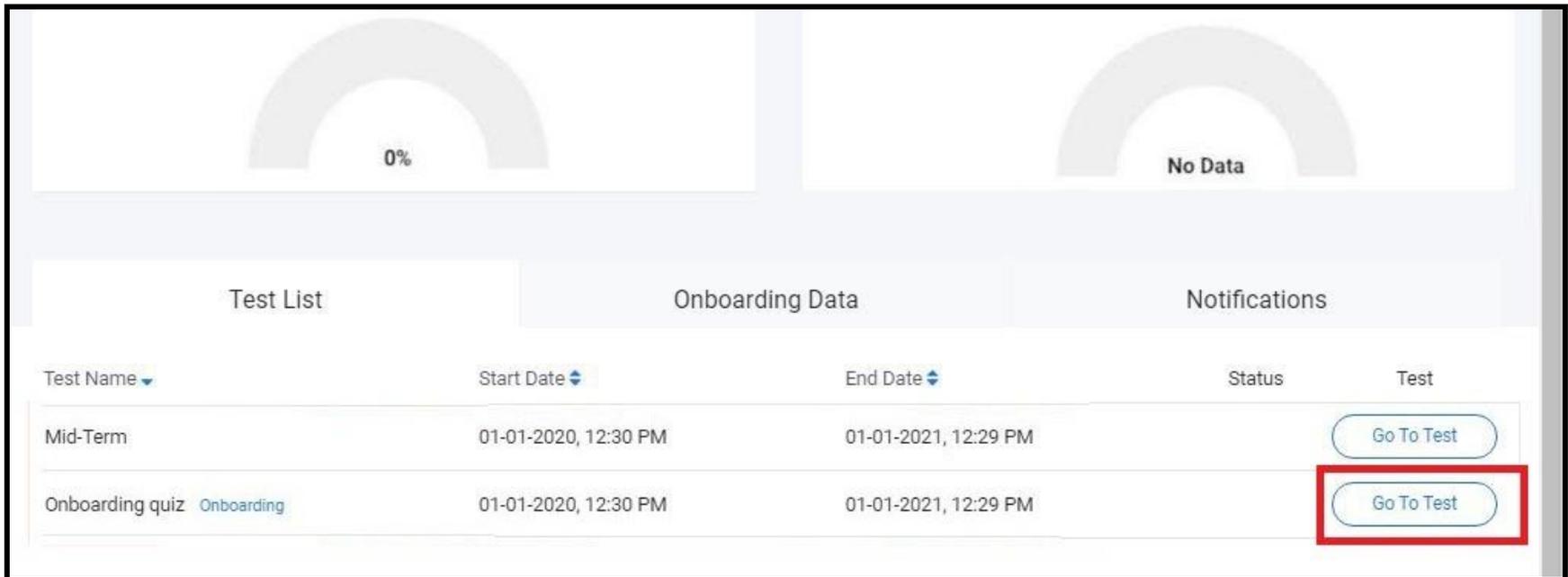


The screenshot shows the Proctortrack interface for a student named 'Student A'. The top navigation bar includes the Proctortrack logo, a language dropdown set to 'English', and the student's name. Below the navigation bar, there are two summary cards. The left card shows 'Total Tests: 2' with a progress indicator at 0%. The right card, highlighted with a red border, shows 'Onboarding Status: Not completed' and a message: 'Onboarding test must be completed at least 48 hours before your exam.' Below these cards are three tabs: 'Test List', 'Onboarding Data', and 'Notifications'. The 'Test List' tab is active, displaying a table with the following data:

Test Name	Start Date	End Date	Status	Test
Mid-Term	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM		Go To Test
Onboarding quiz Onboarding	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM		Go To Test

- 3b. On the Proctortrack Student Dashboard, you have the list of tests below. Click on the “Go to Test” button for the test you would like to attempt. Here we will first attempt the Onboarding test.

The Process for attempting the actual tests is the same as the Onboarding test.

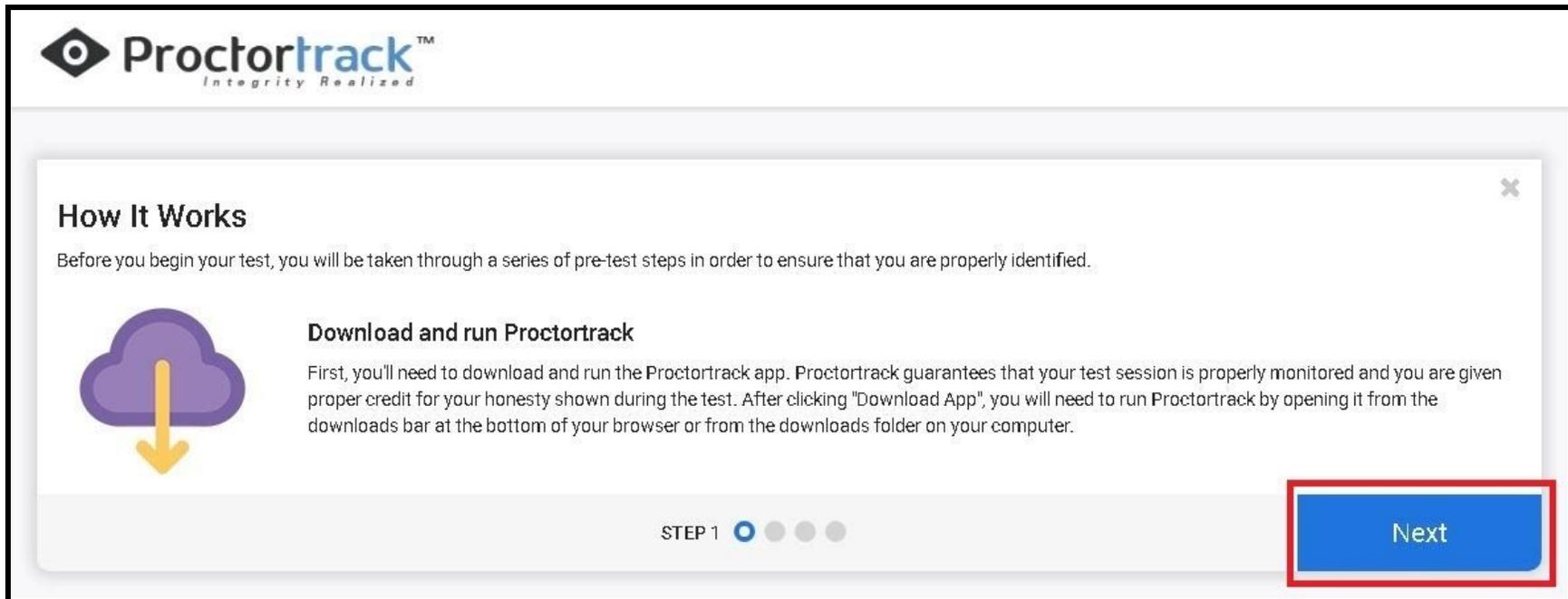


The screenshot displays the Proctortrack Student Dashboard. At the top, there are two progress indicators: one showing 0% and another showing 'No Data'. Below these are three tabs: 'Test List', 'Onboarding Data', and 'Notifications'. The 'Test List' tab is active, showing a table with the following data:

Test Name	Start Date	End Date	Status	Test
Mid-Term	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM		Go To Test
Onboarding quiz Onboarding	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM		Go To Test

The 'Go To Test' button for the 'Onboarding quiz' is highlighted with a red box.

4. Read the “How it works” tab on the top, to further understand the steps required. Click the “Next” button to scroll through the steps.



Proctortrack
Integrity Realized

How It Works

Before you begin your test, you will be taken through a series of pre-test steps in order to ensure that you are properly identified.



Download and run Proctortrack

First, you'll need to download and run the Proctortrack app. Proctortrack guarantees that your test session is properly monitored and you are given proper credit for your honesty shown during the test. After clicking "Download App", you will need to run Proctortrack by opening it from the downloads bar at the bottom of your browser or from the downloads folder on your computer.

STEP 1 ● ○ ○ ○

Next

5. Scroll down to go through the “Let’s Get Started” 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, hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.



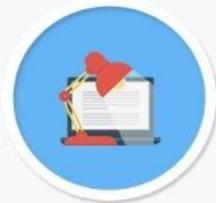
CLOSE IRRELEVANT TABS AND WINDOWS

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 a background as possible.

6. Scroll down further to find the “General Guidelines” section. These are generic exam guidelines for the test-taker’s understanding.

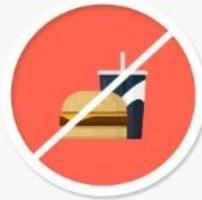
General Guidelines



HAVE A VALID PHOTO ID READY
To verify your identity, Proctortrack will ask to scan a photo ID. You may use a student photo ID or a government-issued driver’s license, passport or national identification card.



ONLY ONE KEYBOARD, MOUSE & MONITOR
Multiple hardware devices connected to your computer can result in a policy violation. Take time to setup your workstation accordingly.



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.

7a. Scroll down more and you'll see the Instructor's guidelines for the current test.

Instructor's Guidelines for the Current Test

Your instructor has chosen the following guidelines to be followed for this test in addition to Proctortrack's General Guidelines. Keeping these test-specific parameters and whichever general guidelines they don't override in mind will result in a passing integrity grade.



PHYSICAL BOOKS ARE NOT ALLOWED

You will not be allowed to read from physical books during this test.



ONLINE AND DIGITAL RESOURCES ARE NOT ALLOWED

During this test, referring to digital reading material (PDF, DOCs) or using your computer to search the internet for information is a violation.



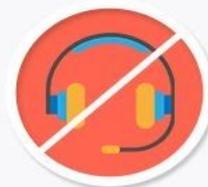
DIGITAL NOTE-TAKING IS NOT ALLOWED

During this test, using a separate program like MS Word or other such scratchpads on your computer to write notes is a violation.



HANDWRITTEN NOTES / USING ERASABLE WHITEBOARD ARE NOT ALLOWED

You are not allowed to take handwritten notes / use erasable whiteboards during this test.



HEADPHONES ARE NOT ALLOWED

Headphones and earphones are prohibited.



SCANNING OR TAKING PICTURES WITH YOUR PHONE NOT ALLOWED

For this test, you are not allowed to scan or take pictures using your mobile phone.

7b. Go through all the guidelines set by the Instructor for the current test.

 <p>SCANNING OR UPLOADING DOCUMENTS NOT ALLOWED You may not scan or upload documents.</p>	 <p>SHORT BREAKS ARE NOT ALLOWED Leaving the webcam frame will be considered as a violation.</p>	 <p>FOOD AND DRINKS ARE NOT ALLOWED Consuming food and drinks will be considered as a violation.</p>
 <p>PHYSICAL CALCULATORS NOT ALLOWED You will not be allowed to use a physical calculator for this test.</p>	 <p>ON-SCREEN CALCULATORS NOT ALLOWED You will not be allowed to use an on-screen calculator for this test.</p>	 <p>PRINTING NOT ALLOWED Print attempts cannot be stopped but will be flagged as violation for this test.</p>
 <p>MULTIPLE MONITORS NOT ALLOWED Using Multiple Monitors during this test will be flagged as a violation.</p>	 <p>COPY/PASTE IS NOT ALLOWED Clipboard is disabled for this test and Copy/Paste functions are not available.</p>	 <p>PRINT SCREEN DISABLED Print screen functionality is not available during this test.</p>

7c. After getting familiar with all the guidelines, check the box (at the bottom) labelled “I have read, understand and will adhere to the required environment guidelines.” Click “Go To Next Step.”



MULTIPLE MONITORS NOT ALLOWED
Using Multiple Monitors during this test will be flagged as a violation.



COPY/PASTE IS NOT ALLOWED
Clipboard is disabled for this test and Copy/Paste functions are not available.

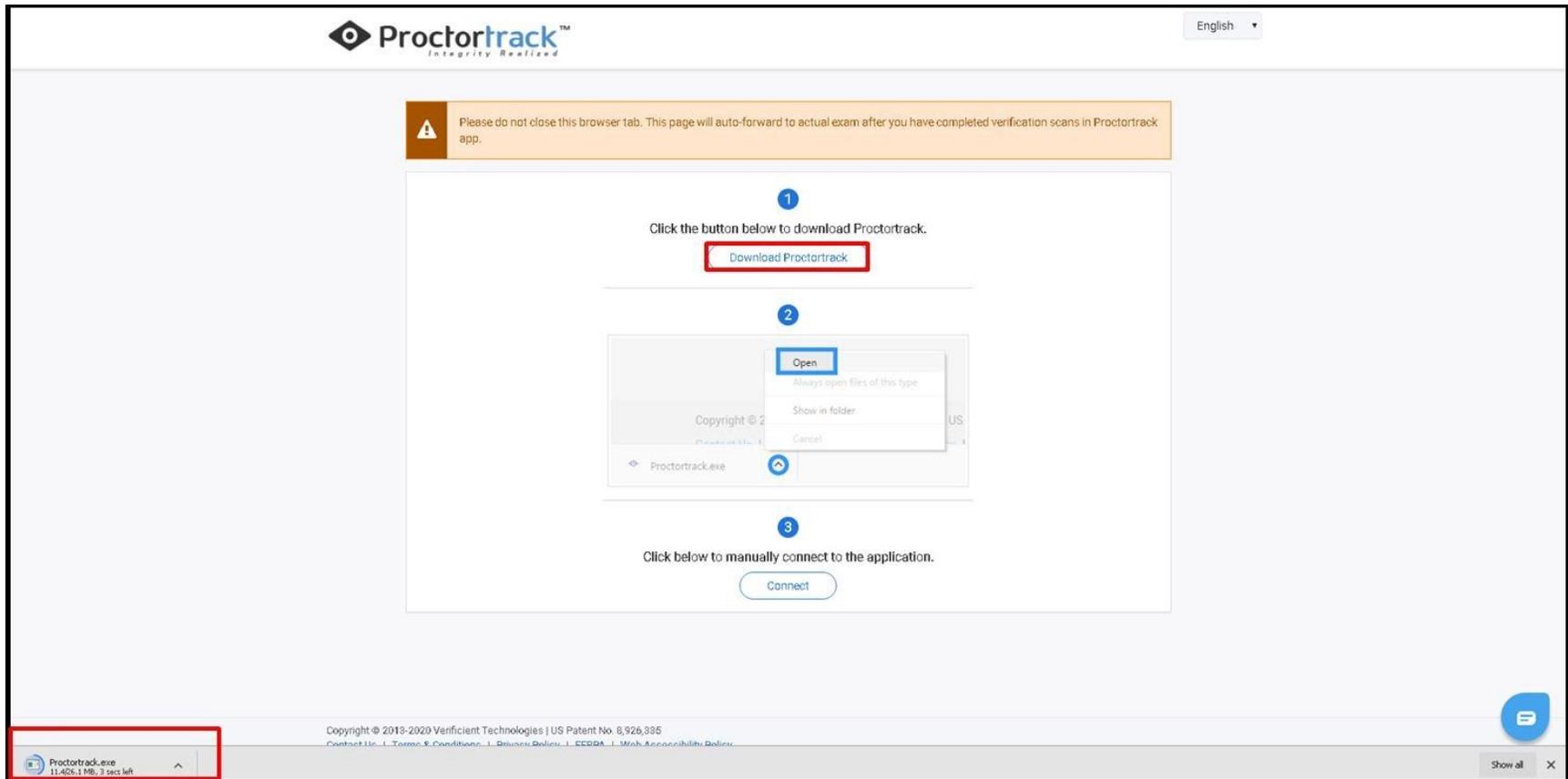


PRINT SCREEN DISABLED
Print screen functionality is not available during this test.

I have read, understand and will adhere to the required environment guidelines.

[Go To Next Step](#)

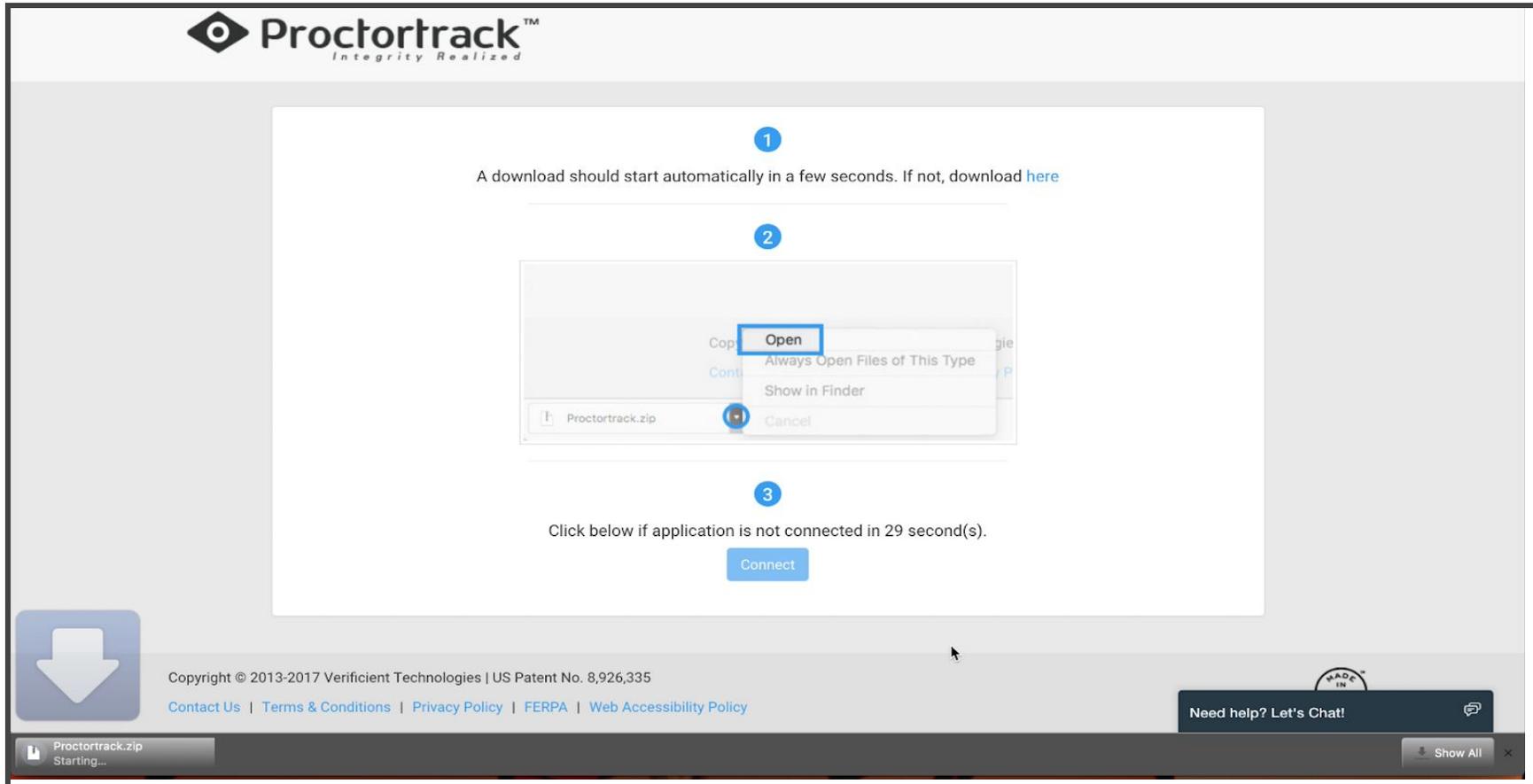
8. Proctortrack will attempt to automatically start the download. If it doesn't, click Download Proctortrack/here to download proctortrack manually.



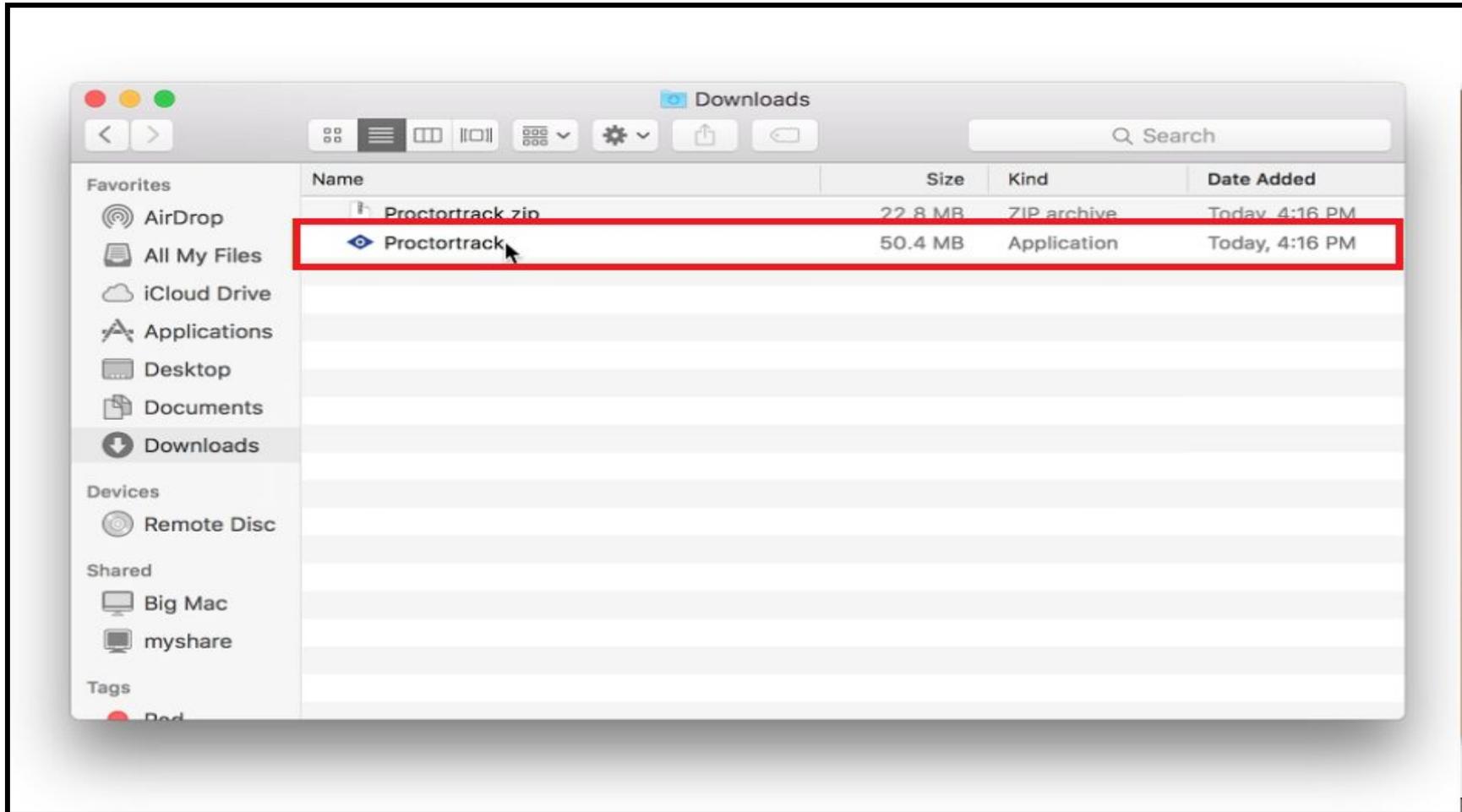
The screenshot displays the Proctortrack website interface. At the top, the Proctortrack logo and 'Integrity Realized' tagline are visible, along with a language dropdown set to 'English'. A warning banner at the top states: 'Please do not close this browser tab. This page will auto-forward to actual exam after you have completed verification scans in Proctortrack app.' The main content area features three numbered steps: 1. 'Click the button below to download Proctortrack.' with a red-bordered 'Download Proctortrack' button. 2. A file explorer window showing 'Proctortrack.exe' with the 'Open' button highlighted. 3. 'Click below to manually connect to the application.' with a 'Connect' button. At the bottom left, a taskbar notification for 'Proctortrack.exe' is shown with a red border, indicating the file size is 11.426 MB and 3 seconds left. The footer contains copyright information: 'Copyright © 2018-2020 Verificient Technologies | US Patent No. 8,926,335' and links to 'Contact Us', 'Terms & Conditions', 'Privacy Policy', 'FERPA', and 'Web Accessibility Policy'.

If the App was downloaded during any previous exams/tests, the download page will detect the downloaded app and bring forward a pop-up window to click on “open Proctortrack” to launch the application.

9. Open the Proctortrack.zip(for Mac)/Proctortrack.exe(for Windows) file that downloads.

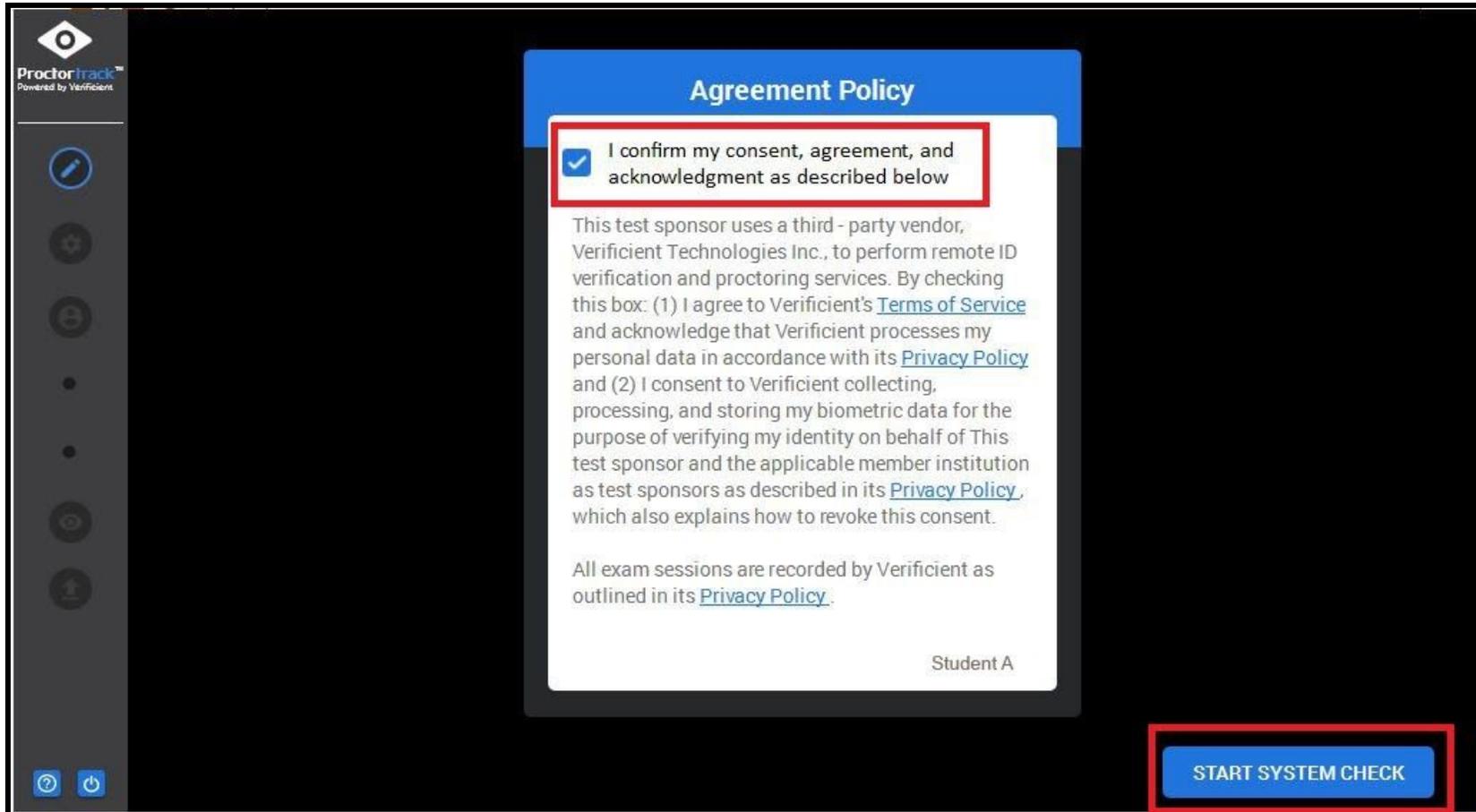


10. Finally, launch Proctortrack from your downloads folder to continue.



Using Proctortrack:

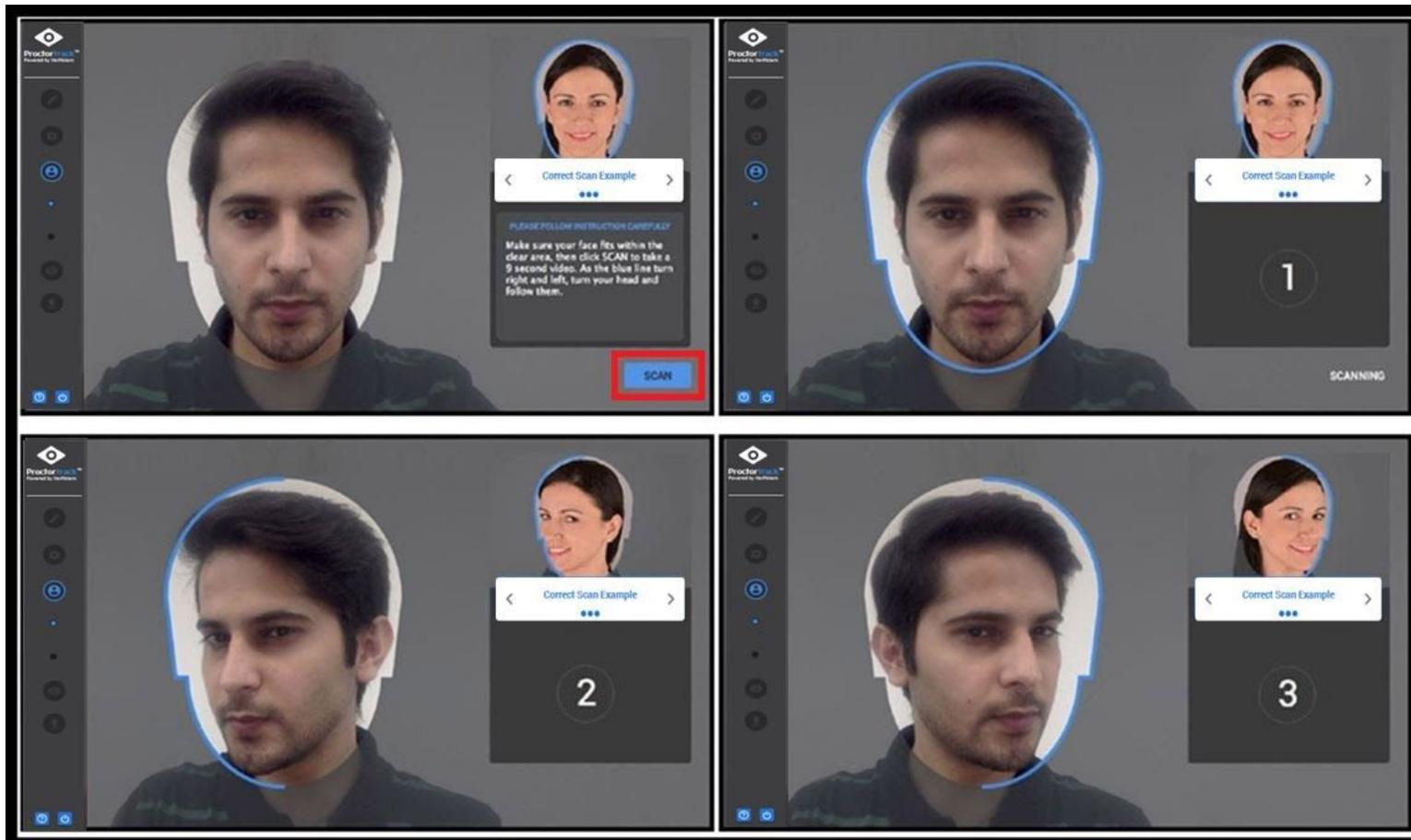
1. Once Proctortrack has launched, go through the Agreement policy and check the box labeled “I confirm my consent, agreement and acknowledgement as described below”, then click on “Start System Check”.



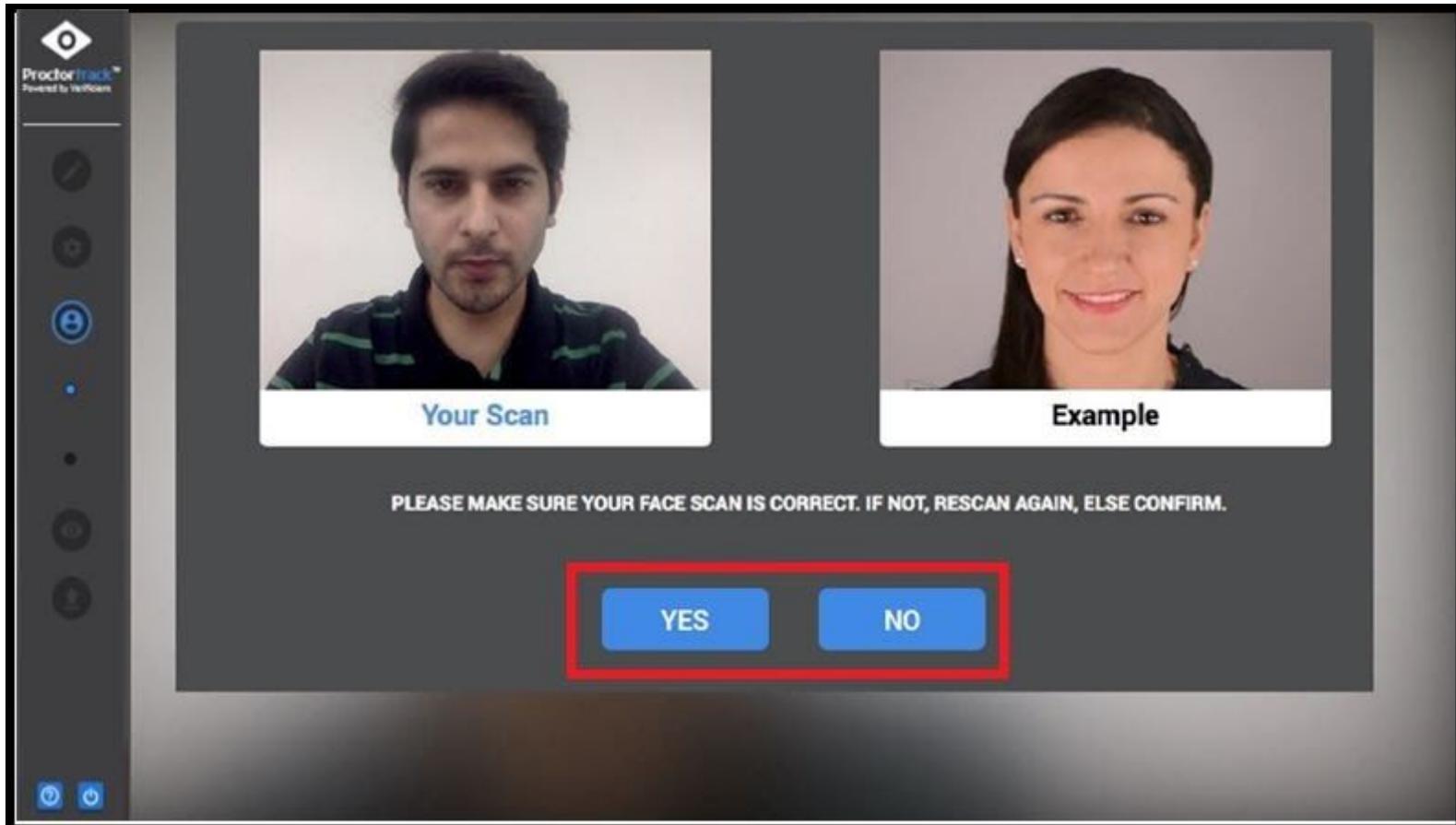
2. The system check will run to verify that the system is ready.



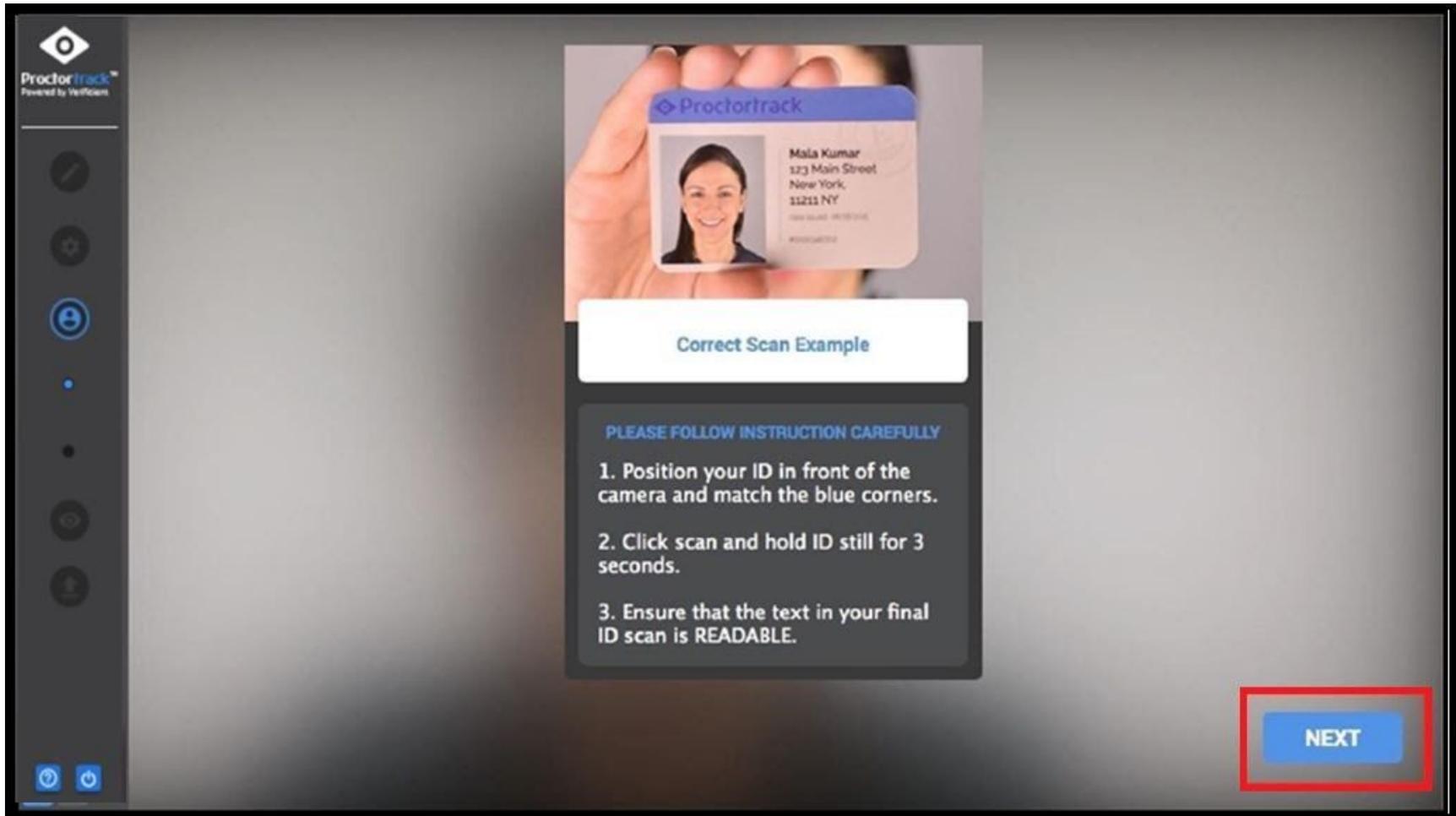
3. Make sure to fill the frame before clicking “Scan”. After that, follow the on-screen prompts.



4. If dissatisfied with the scans, click “No” to take the scan again. Otherwise, click “Yes” to proceed.

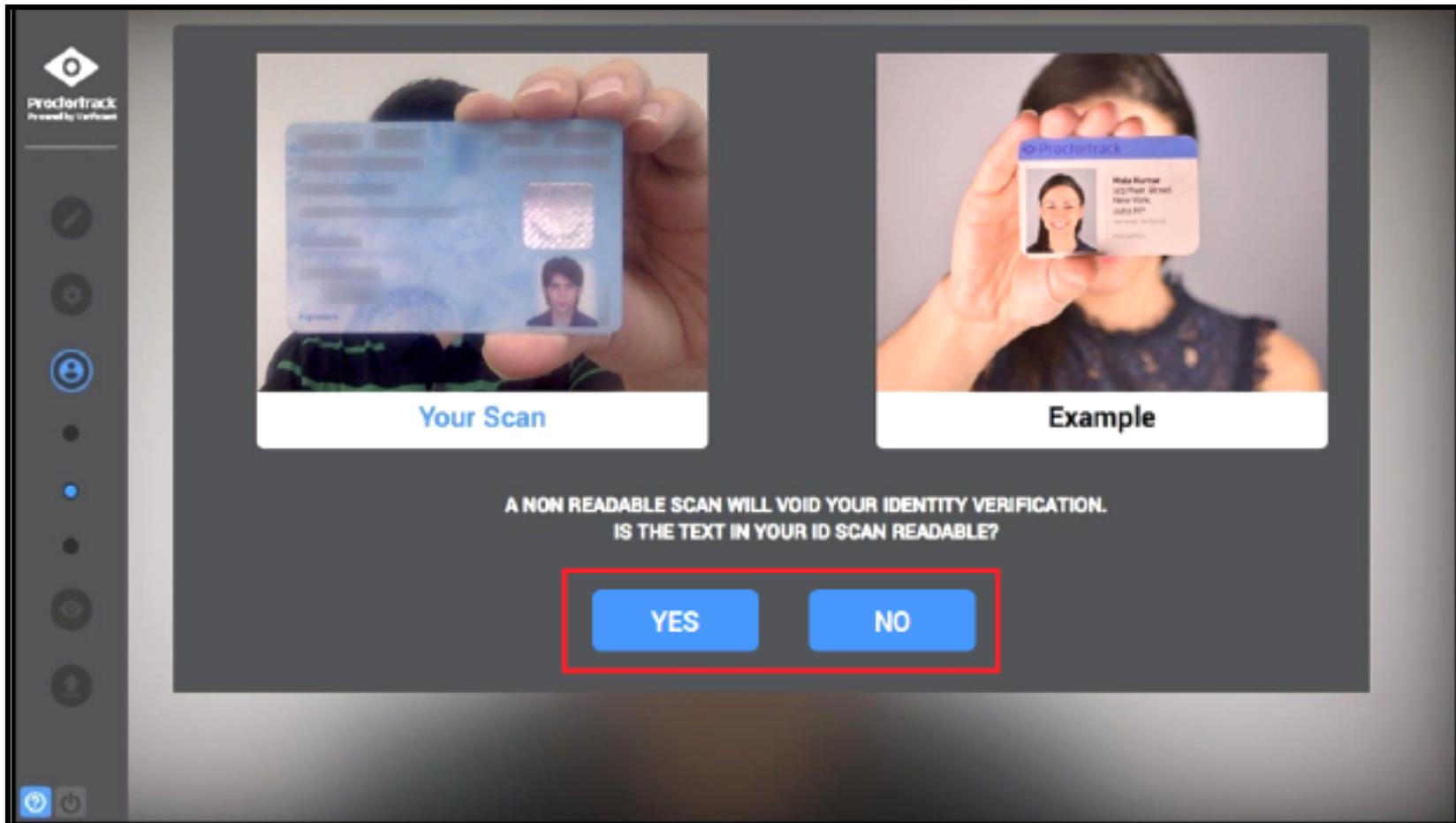


5a. For the ID scan, please go through the instructions for a valid photo ID scan and click “Next.”

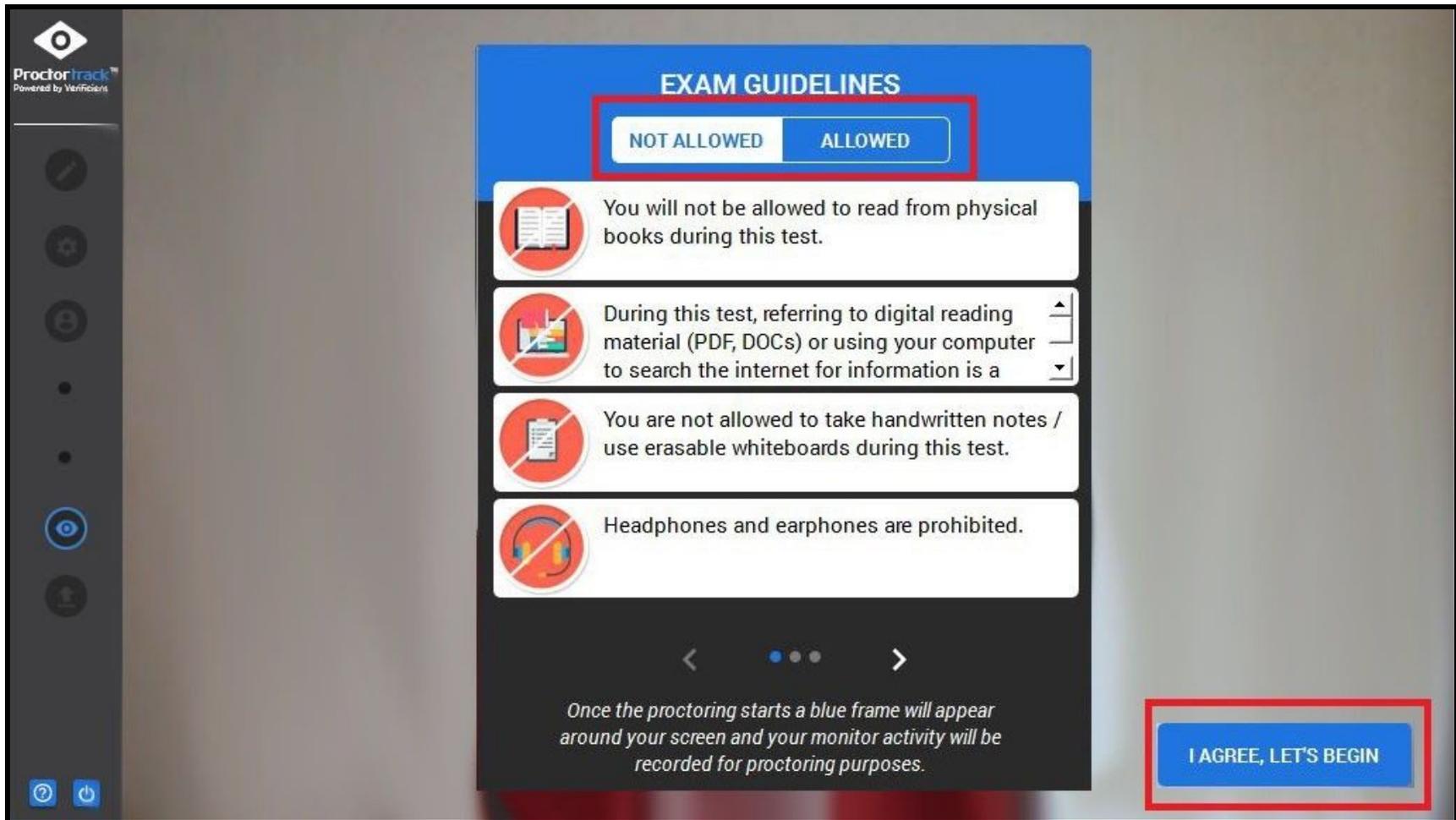


5b. For the ID scan, hold a valid photo ID up to the camera and click **“Scan”**.

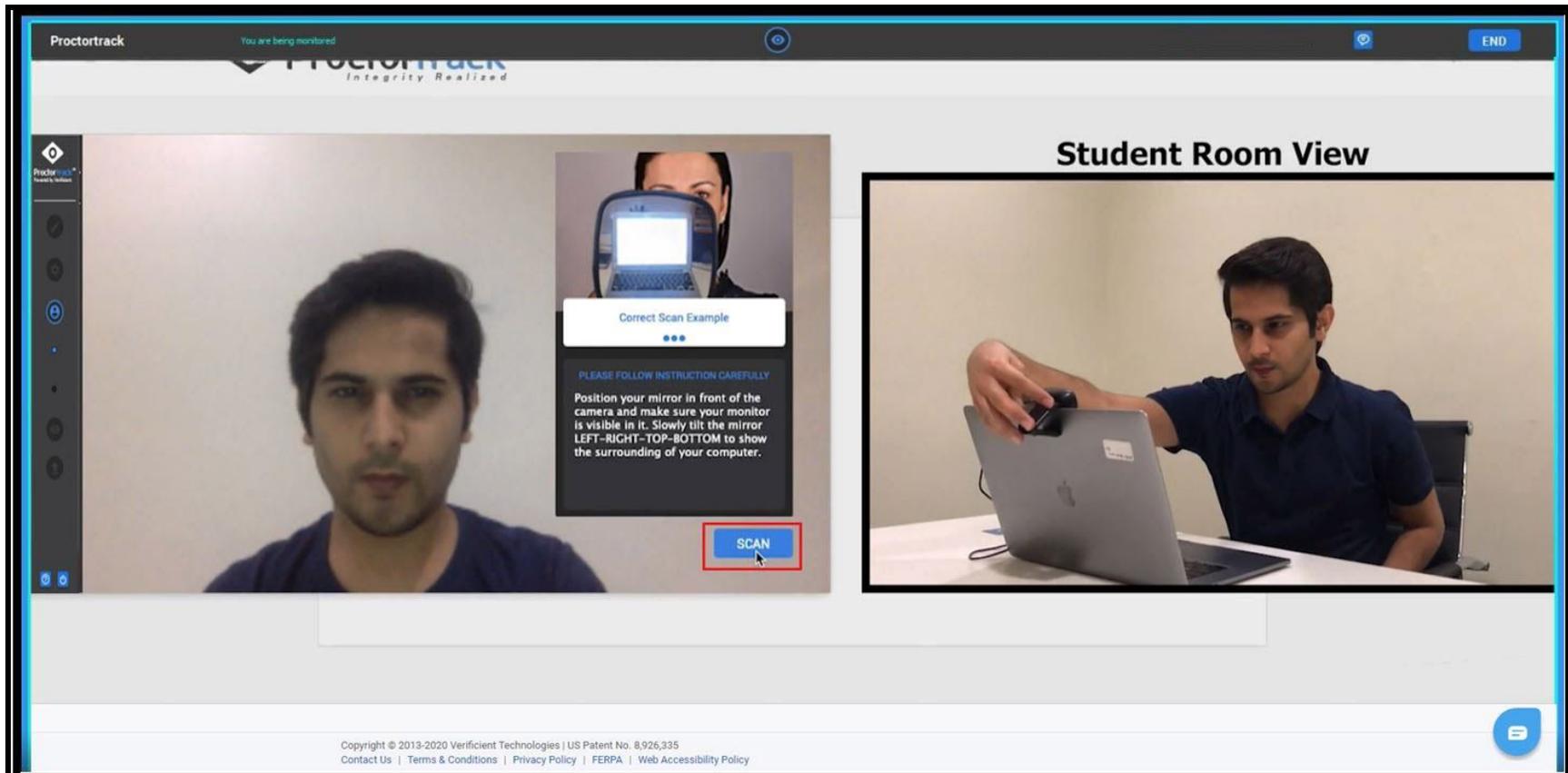
6. Make sure to fit the ID within the frame and hold it steady so that it's clear. Click **"No"** if not satisfied with the scan. You can rescan the id as many times as needed or click **"Yes"** to proceed.



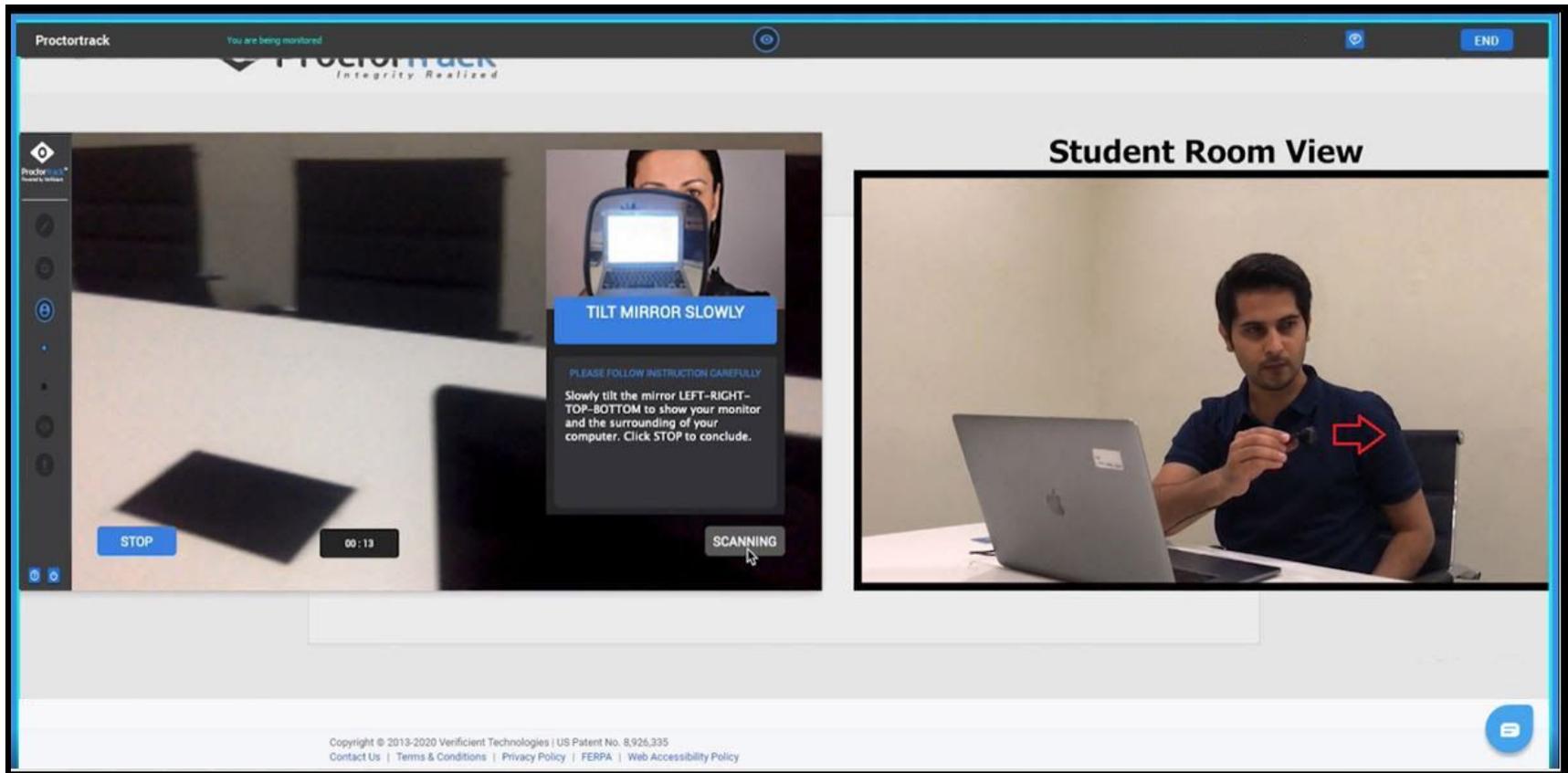
7. Review the Exam Guidelines-allowed and not allowed and click on “ I agree, Let’s Begin” .

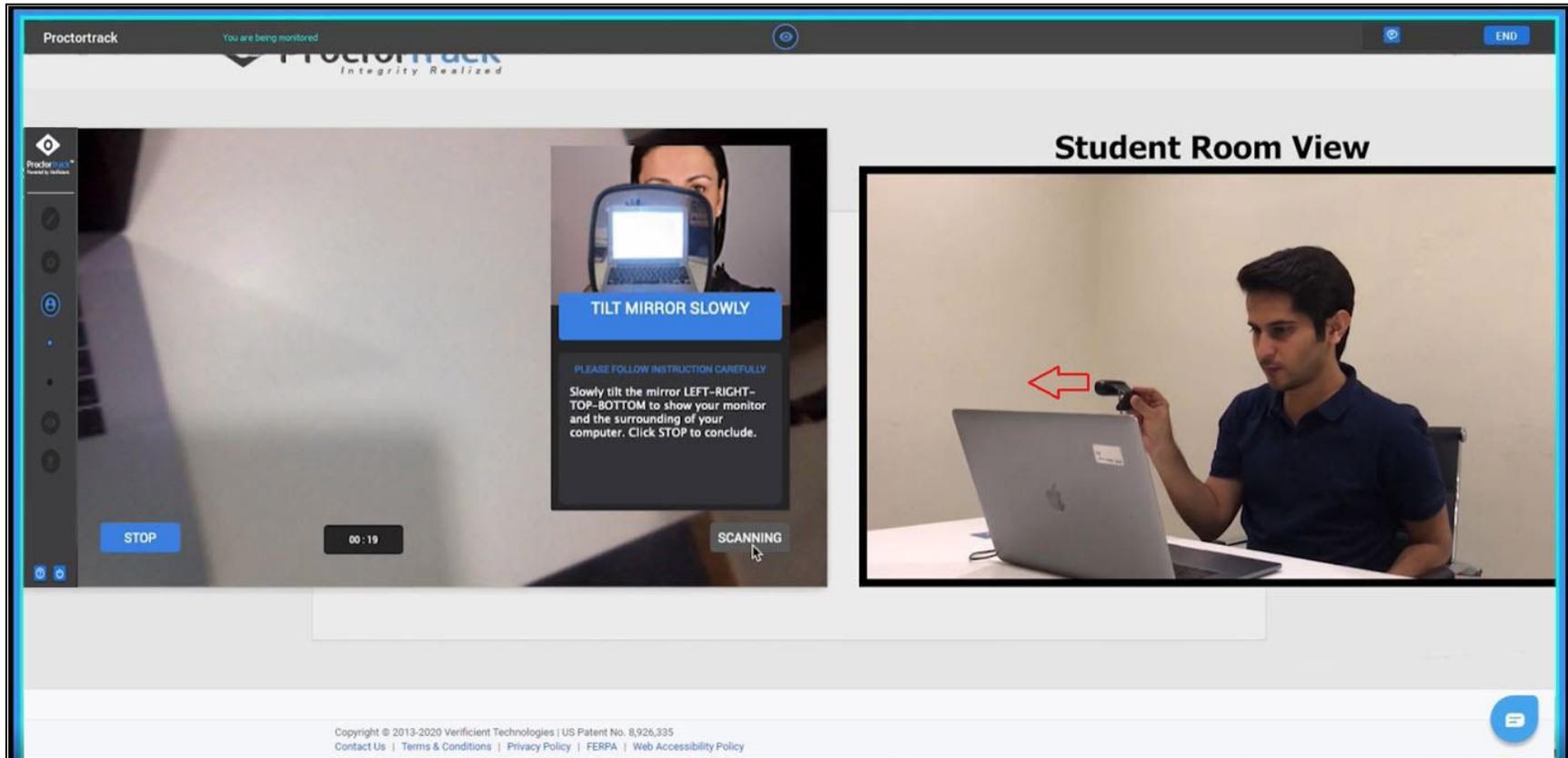


8 a. For the Room Scan click on the “Scan” button (If you are prompted to do the room scan)

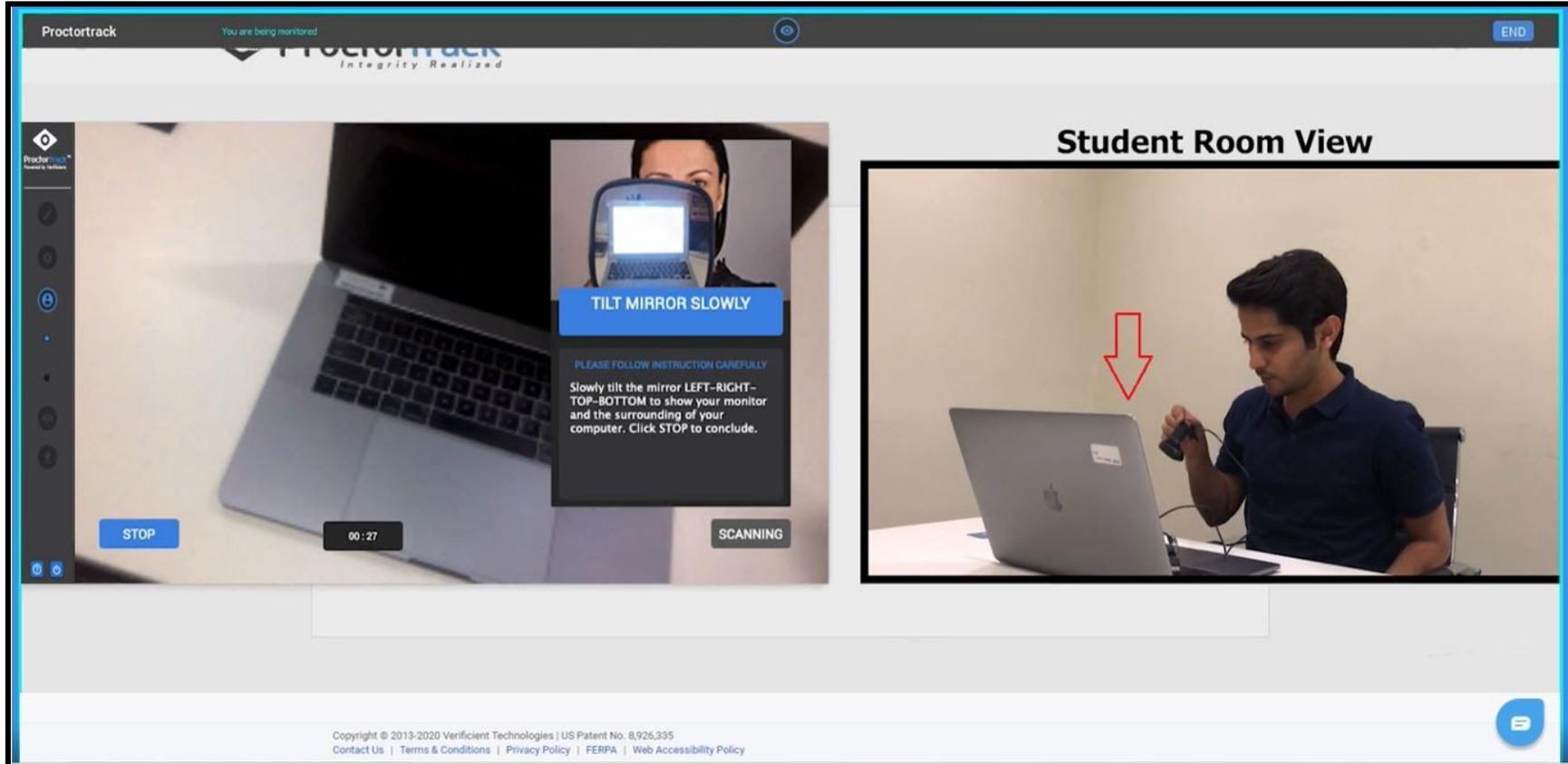


8 b. Rotate the external webcam or the laptop to the Right, Left and also show the desk or table you have placed the laptop.

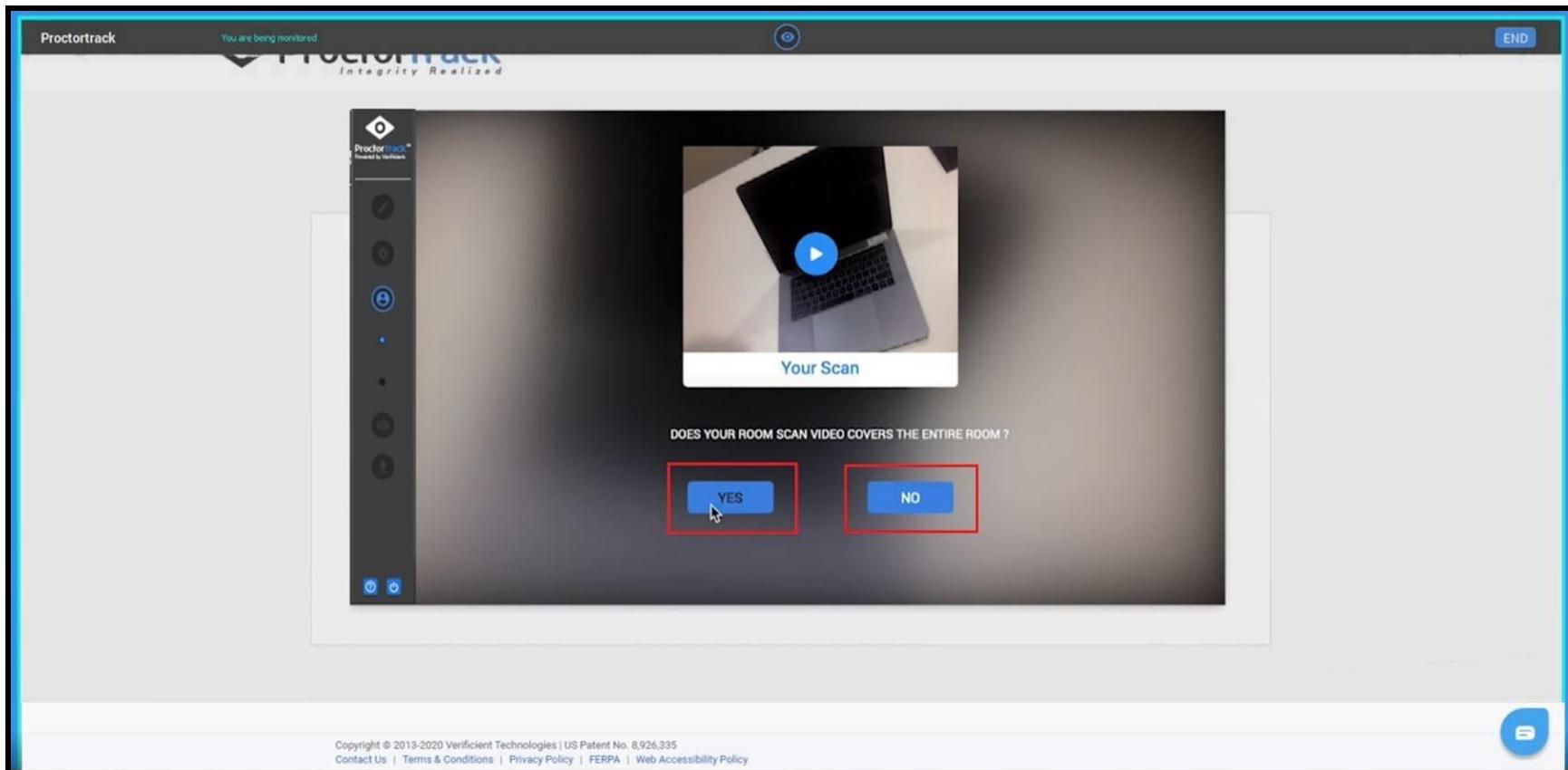




The screenshot displays the Proctortrack software interface. At the top, it says "Proctortrack" and "You are being monitored". The main area is split into two panels. The left panel shows a close-up of a person's face with a mirror in front of them. A blue instruction box is overlaid on this panel with the text: "TILT MIRROR SLOWLY", "PLEASE FOLLOW INSTRUCTION CAREFULLY", "Slowly tilt the mirror LEFT-RIGHT-TOP-BOTTOM to show your monitor and the surrounding of your computer. Click STOP to conclude.", and a "SCANNING" button. A "STOP" button is also visible at the bottom left of this panel. The right panel, titled "Student Room View", shows a student sitting at a desk with a laptop. A red arrow points to a small camera device on the desk. At the bottom of the interface, there is a footer with copyright information: "Copyright © 2013-2020 Verificient Technologies | US Patent No. 8,926,335" and links for "Contact Us", "Terms & Conditions", "Privacy Policy", "FERPA", and "Web Accessibility Policy".



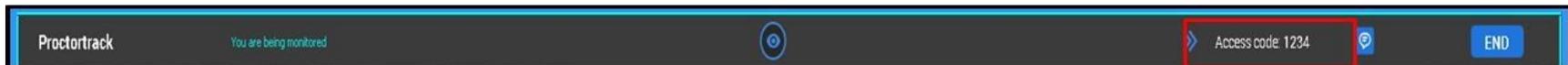
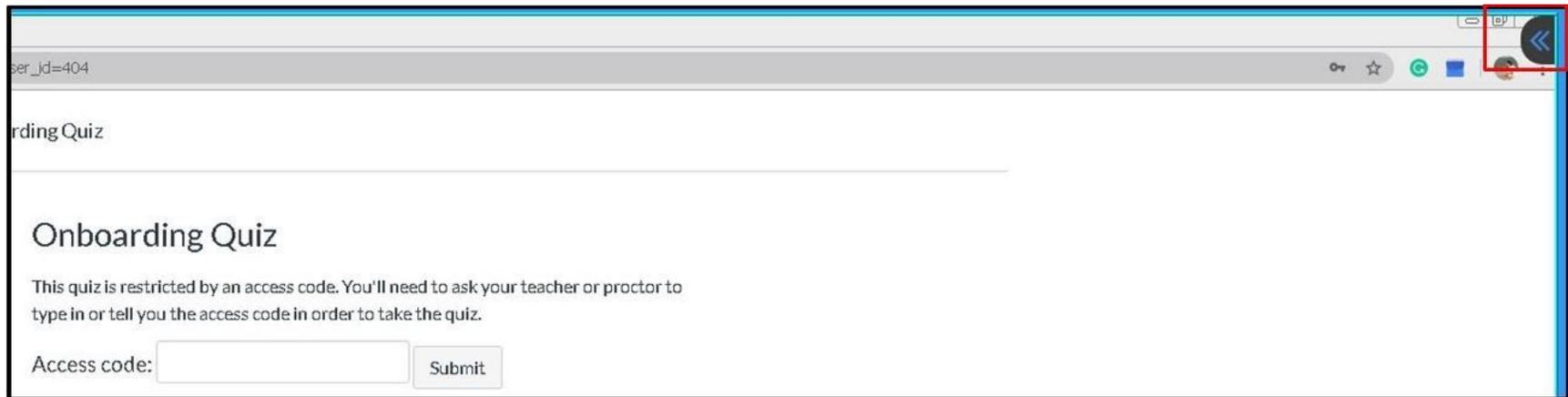
8 c. You will be able to see a preview of the room scan that you have done. Click on **Yes** if satisfied and **No** if not.



For more details on how to perform a room scan, visit the below link:

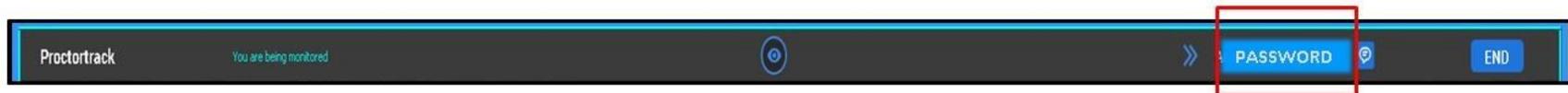
<https://verificient.freshdesk.com/support/solutions/articles/1000287710-room-and-desk-scan-instructions>

9 (a) Proctoring has now begun. A blue border will be placed around the screen as a reminder that Proctortrack is now in session. The page will ask for a Quiz password to start the quiz. The Access Code/Password can be viewed by clicking on the blue arrow icon on the top right corner.



9 (b) Sometimes the Password is hidden for the few exams. Here are the steps to generate and paste the password again, in case the student has accidentally closed the test window and wants to resume the test.

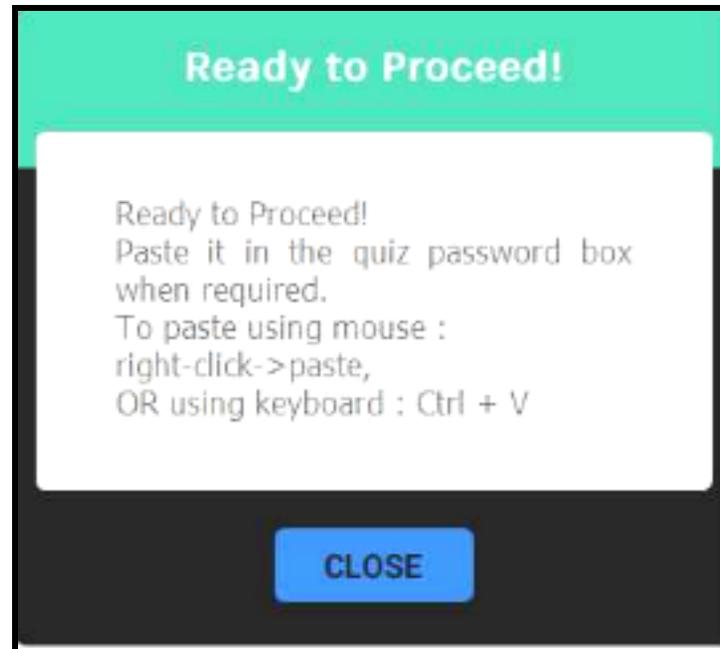
- You need to click on the Password icon present on the top right corner.



- Now click the 'COPY' button on the 'Exam Password' page.



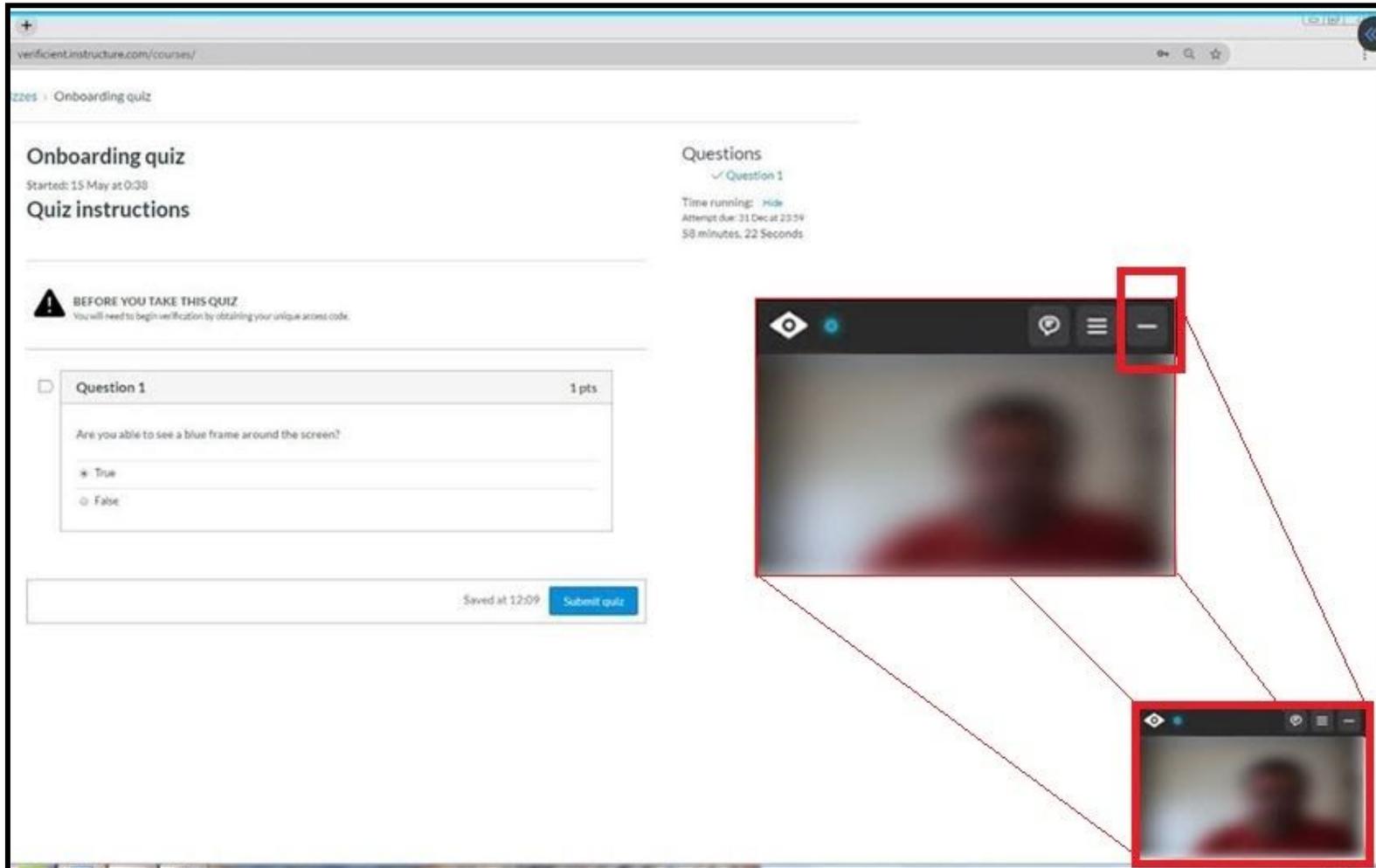
- The password is generated, please follow the steps given in the 'Ready to proceed!' message box. CTRL+V is used for Windows.



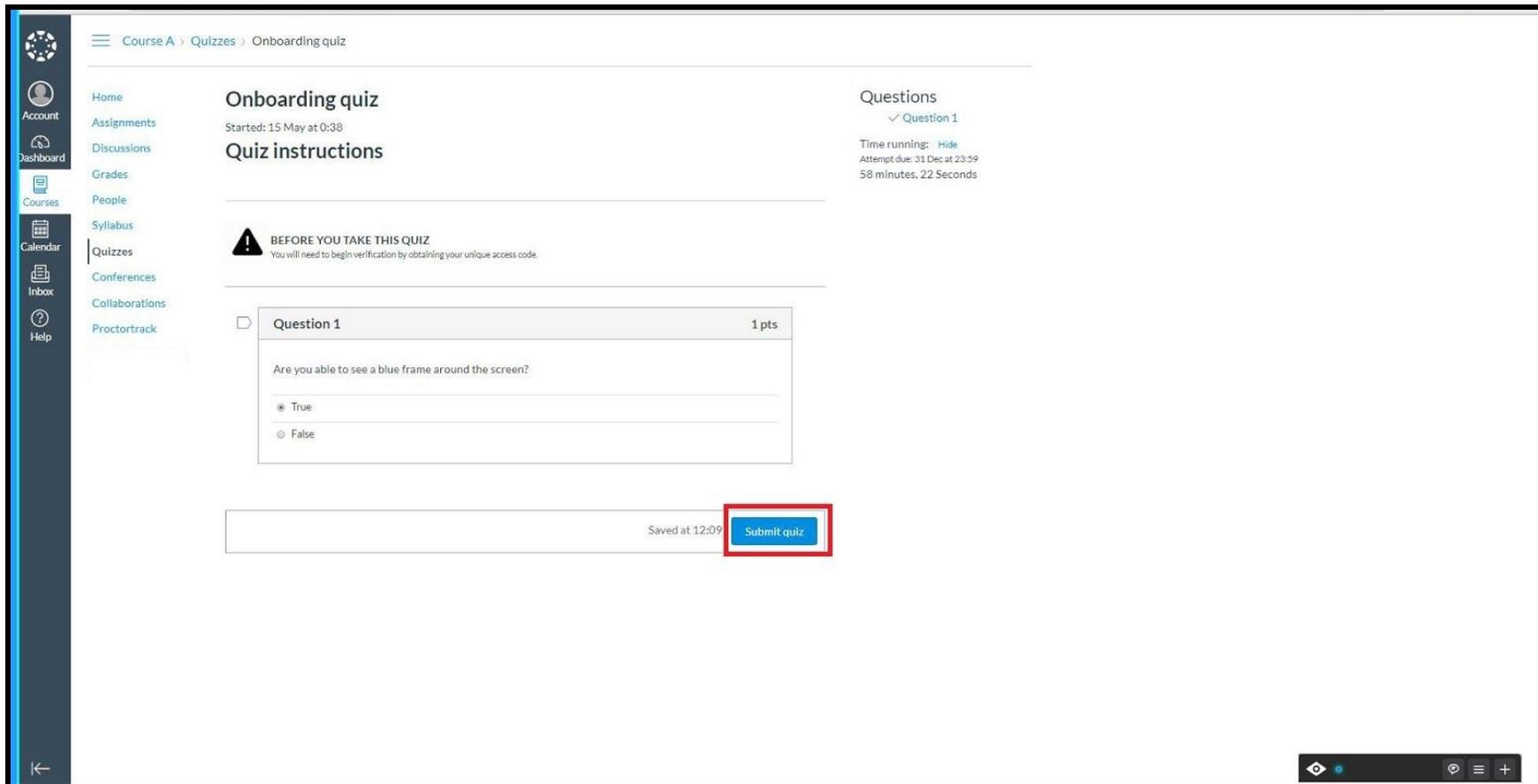
- Similarly for MAC you get the below message. Command+V is used for MAC to paste the password
- You will need to right click in the assessment password box and paste it
- You can use the keys ctrl+v to paste it as well (Windows)

You can use the keys command+v to paste it as well. (MAC OSX)

10. You have the video window in the right corner. You may click on the Hide button to hide the window.

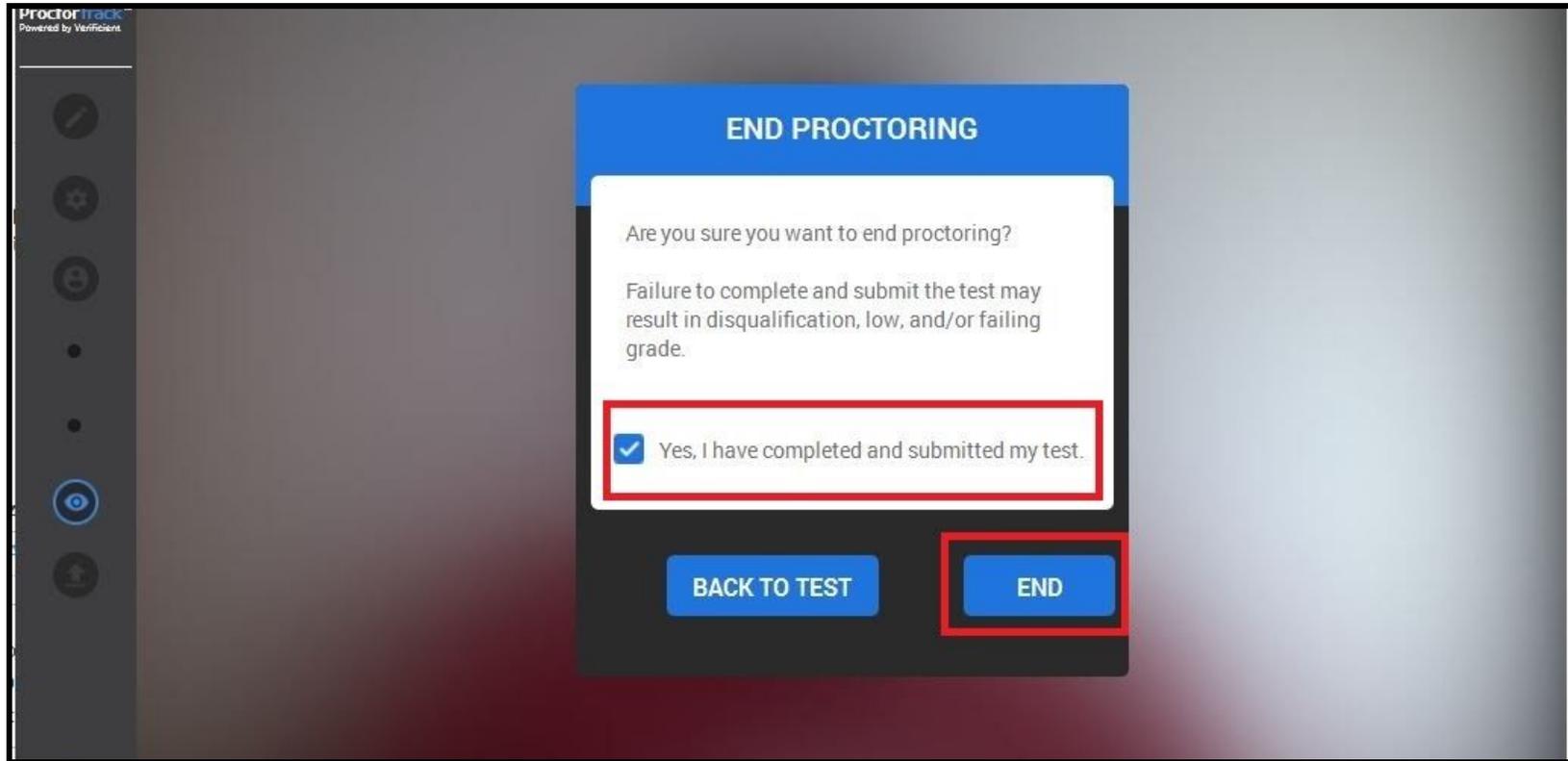


11. Take the test while adhering to the aforementioned guidelines. After the test is complete, it's very important to remember to submit the test by clicking the "Submit Quiz" button. Then Click "END" button on the top right corner to end the proctoring session.

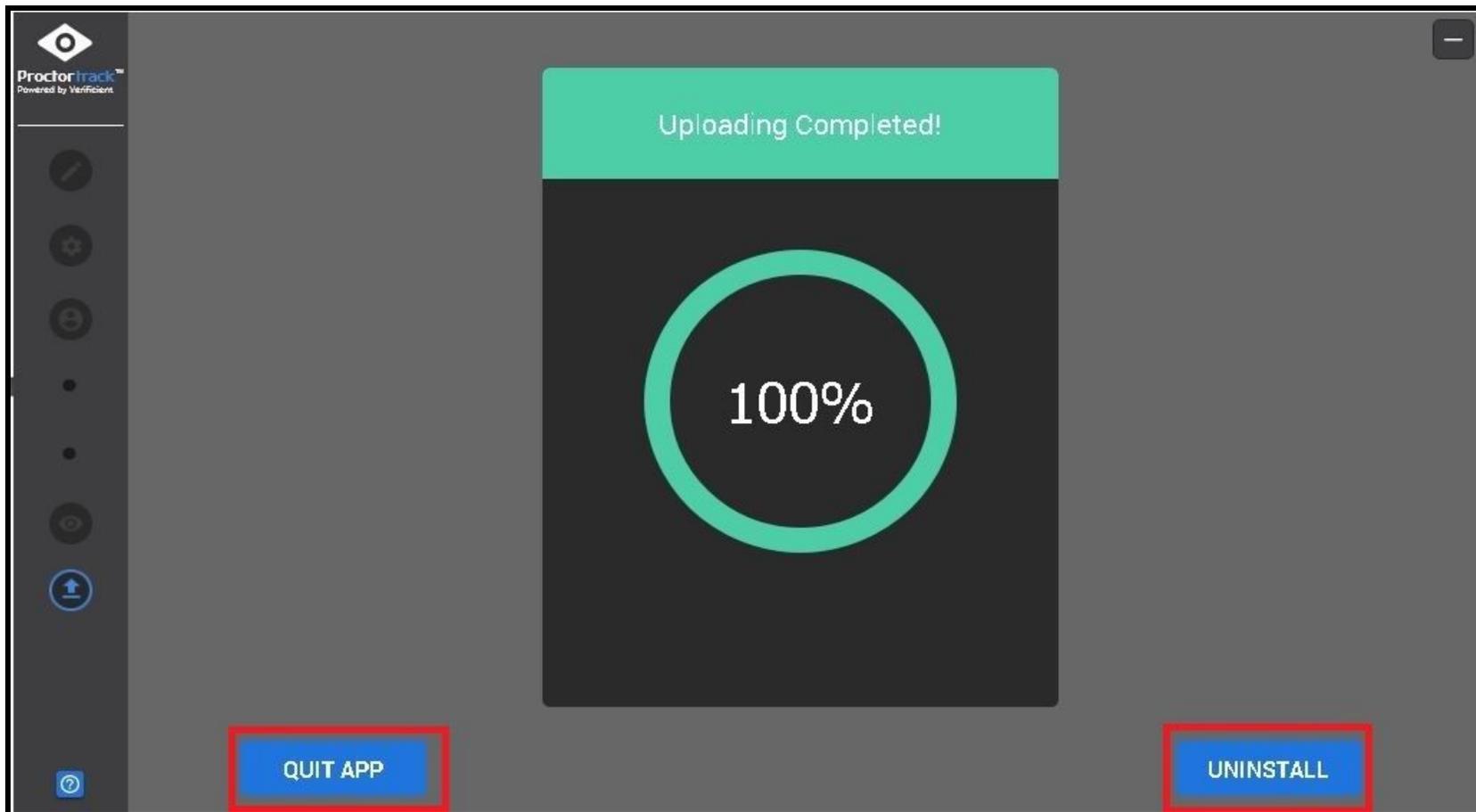


The screenshot displays the Verificient quiz interface. On the left is a navigation sidebar with icons for Home, Account, Dashboard, Courses, Calendar, Inbox, and Help. The main content area shows the quiz title "Onboarding quiz" and "Quiz instructions" with a warning icon and text: "BEFORE YOU TAKE THIS QUIZ You will need to begin verification by obtaining your unique access code." Below this is a question card for "Question 1" worth 1 point, asking "Are you able to see a blue frame around the screen?" with radio button options for "True" and "False". At the bottom right of the question card, there is a "Submit quiz" button highlighted with a red box, and a "Saved at 12:09" indicator. The top right corner shows the "Questions" section with "Question 1" selected and a timer indicating "Time running: 58 minutes, 22 Seconds".

12. Check the box next to “Yes, I have completed and submitted my test.” Then, click “END”.

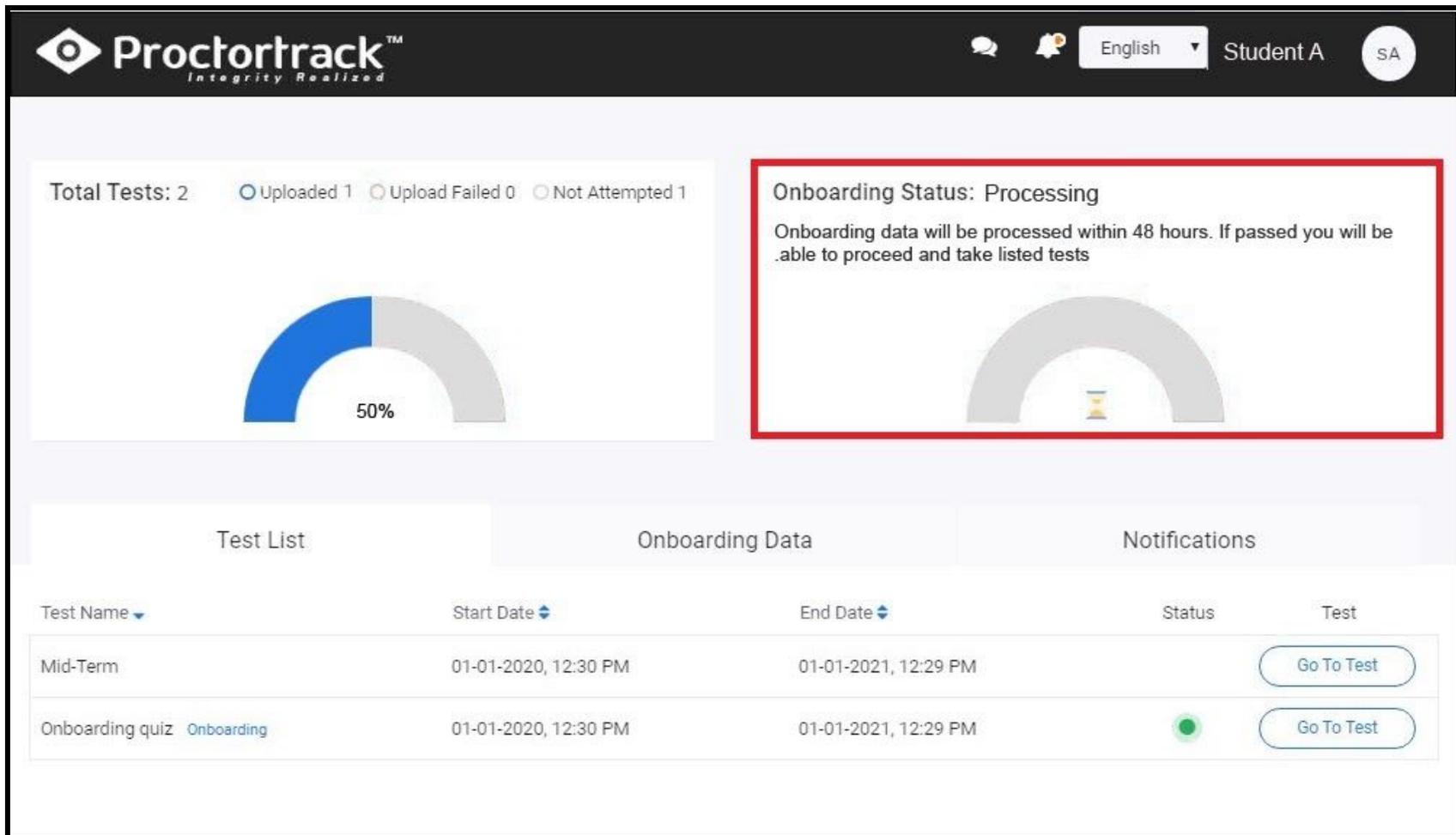


13. The session data will be automatically uploaded to Proctortrack's servers. Once uploaded click on "Quit App" to close the app or click on "Uninstall" to uninstall the app from the system.



Once you have completed the Onboarding quiz, you may check the status on the Proctortrack Dashboard.

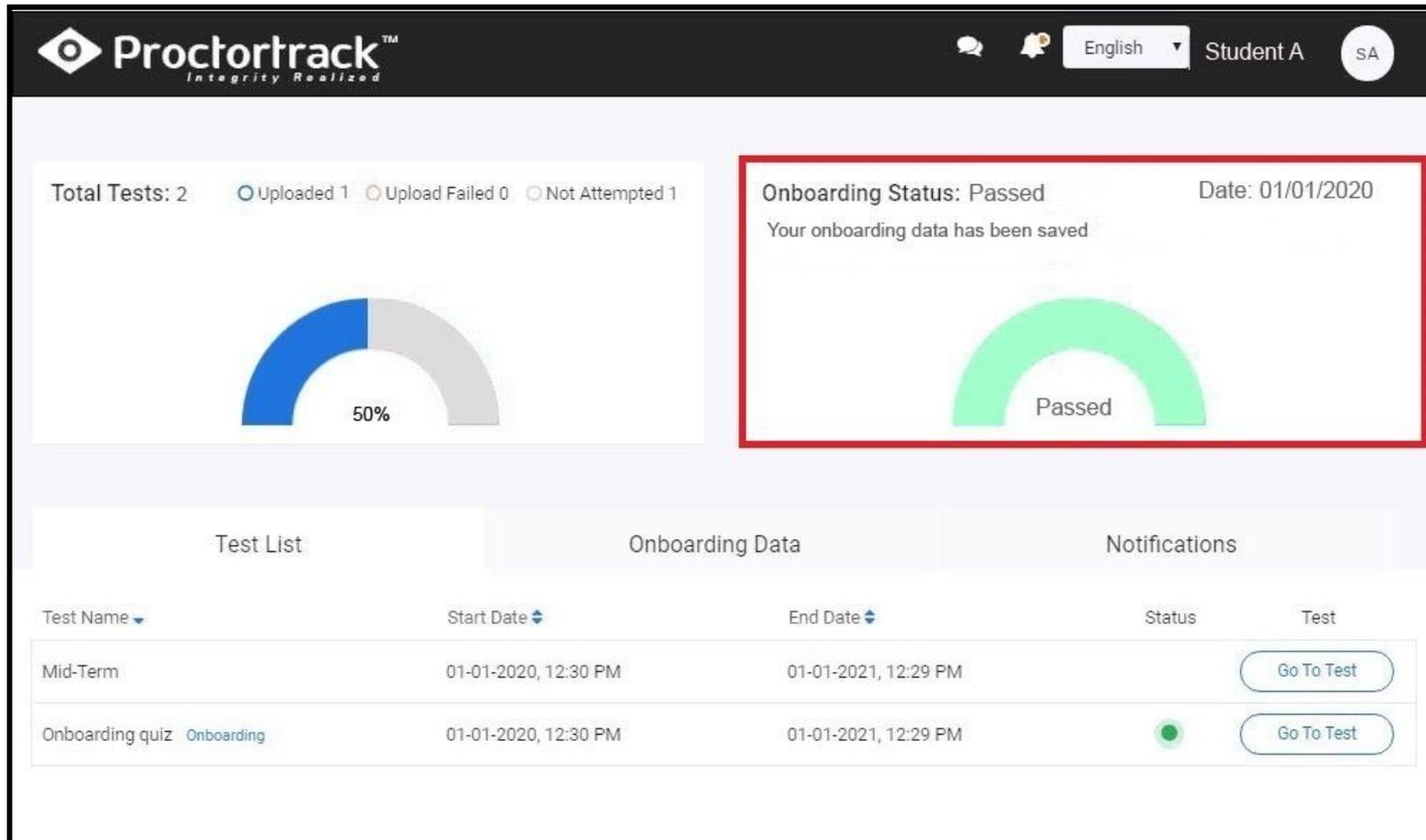
14 (a). Once the Onboarding is submitted and is under processing it shows on the Proctortrack Dashboard as below.



The screenshot shows the Proctortrack dashboard for a user named Student A. The dashboard includes a header with the Proctortrack logo, a language dropdown set to English, and the user's name. Below the header, there are two summary cards. The left card shows 'Total Tests: 2' with a progress indicator for 'Uploaded 1' (50%) and 'Not Attempted 1'. The right card, highlighted with a red border, shows 'Onboarding Status: Processing' with a message: 'Onboarding data will be processed within 48 hours. If passed you will be able to proceed and take listed tests'. Below these cards is a table with three tabs: 'Test List', 'Onboarding Data', and 'Notifications'. The 'Test List' tab is active, showing a table with columns for Test Name, Start Date, End Date, Status, and Test. The table contains two rows: 'Mid-Term' and 'Onboarding quiz'. The 'Onboarding quiz' row has a green status indicator and a 'Go To Test' button.

Test Name	Start Date	End Date	Status	Test
Mid-Term	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM		Go To Test
Onboarding quiz Onboarding	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM	●	Go To Test

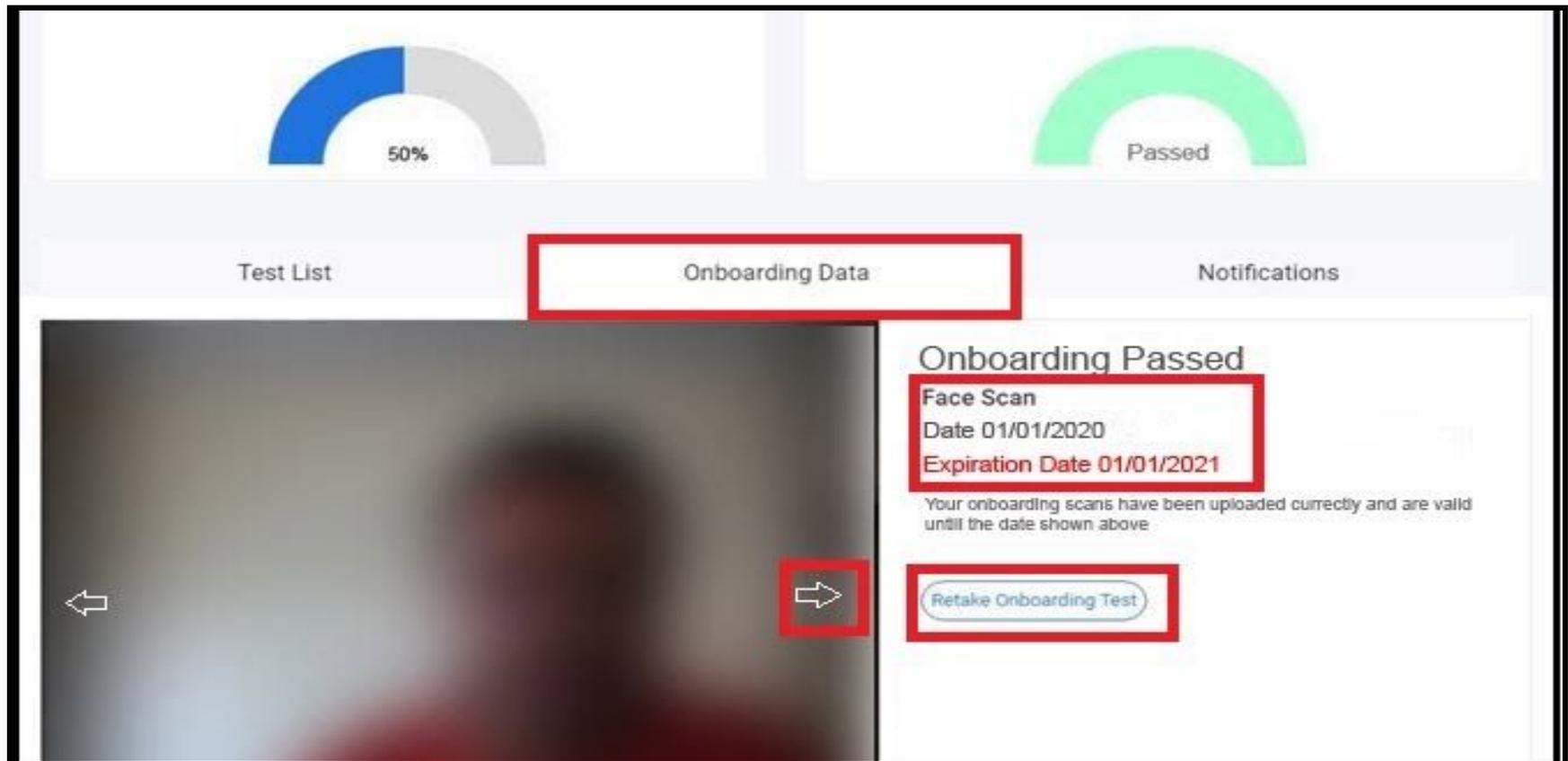
14 (b) Once the Onboarding is passed, the status on the Proctortrack Dashboard indicates the same. The Student will be able to take the Actual tests (the tests become active) once their Onboarding is passed.



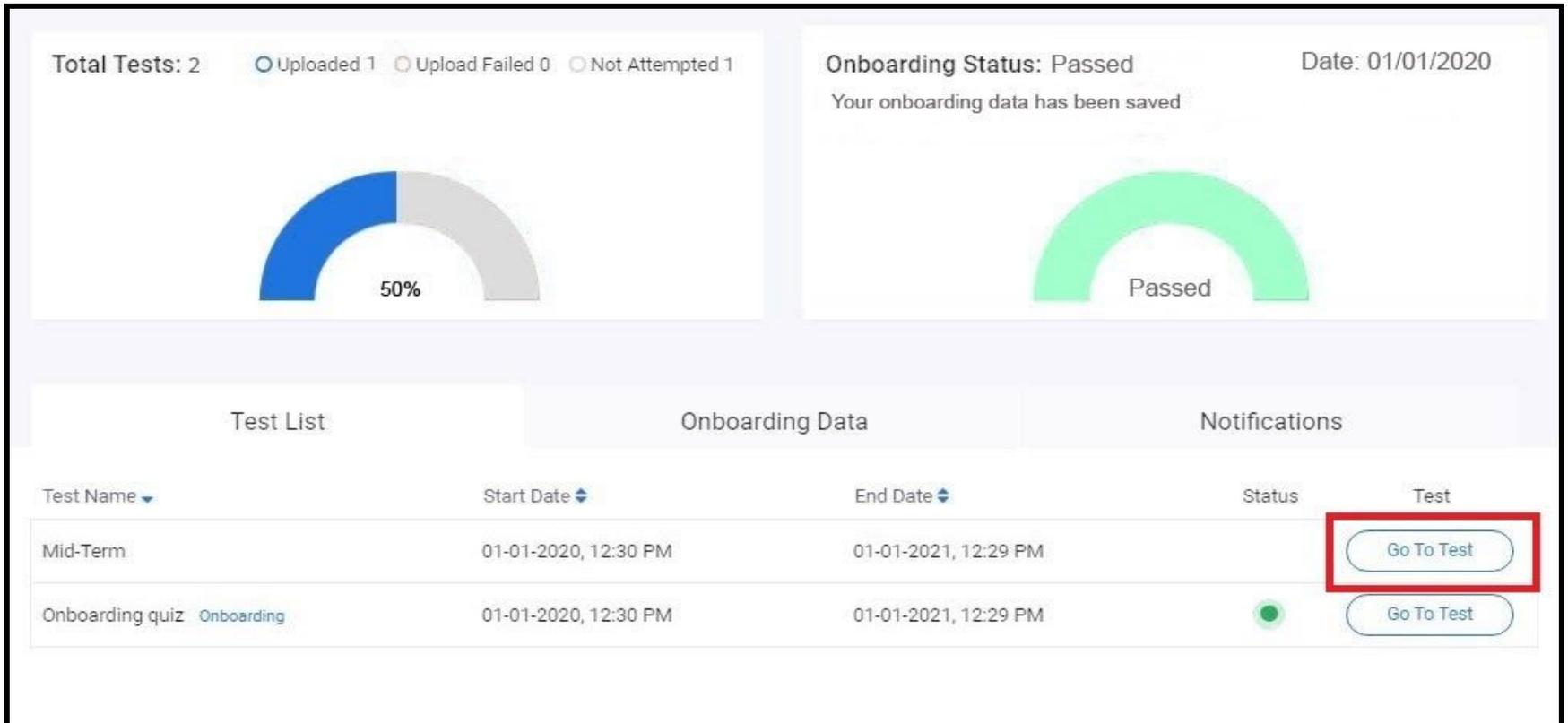
The screenshot shows the Proctortrack dashboard for a student named 'Student A'. The dashboard includes a header with the Proctortrack logo, language settings (English), and user information (Student A, SA). The main content area is divided into two sections. The left section displays 'Total Tests: 2' with a progress indicator showing 50% completion (1 Uploaded, 0 Upload Failed, 1 Not Attempted). The right section, highlighted with a red border, shows 'Onboarding Status: Passed' with a green progress indicator and the message 'Your onboarding data has been saved'. Below these sections is a 'Test List' table with columns for Test Name, Start Date, End Date, Status, and Test. The table lists two tests: 'Mid-Term' and 'Onboarding quiz'. The 'Onboarding quiz' is marked as 'Onboarding' and has a green status indicator.

Test Name	Start Date	End Date	Status	Test
Mid-Term	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM		Go To Test
Onboarding quiz Onboarding	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM	●	Go To Test

14 (C) Students can view their Onboarding scans data under the “**Onboarding**” tab. They can click the “**arrow**” to scroll through the Face, ID, and Knuckle scan. The Onboarding tab clearly shows the date of the Onboarding as well as the Expiration date (each profile is valid for 1 year). The Students also have the option to take the Onboarding by clicking on the “**Retake Onboarding Test**” link.



14 (d) To attempt any actual tests, the students are required to click on the “Go To Test” button for that particular test. The steps after that are the same as shown above (step 5 onwards).



The screenshot displays a dashboard with two main summary cards at the top. The left card shows 'Total Tests: 2' with a progress gauge at 50% (1 uploaded, 0 failed, 1 not attempted). The right card shows 'Onboarding Status: Passed' with a green gauge and the message 'Your onboarding data has been saved' and 'Date: 01/01/2020'. Below these are three tabs: 'Test List', 'Onboarding Data', and 'Notifications'. The 'Test List' tab is active, showing a table with columns for Test Name, Start Date, End Date, Status, and Test. Two rows are visible: 'Mid-Term' and 'Onboarding quiz'. The 'Go To Test' button for the 'Onboarding quiz' row is highlighted with a red box.

Test Name	Start Date	End Date	Status	Test
Mid-Term	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM		Go To Test
Onboarding quiz <small>Onboarding</small>	01-01-2020, 12:30 PM	01-01-2021, 12:29 PM	●	Go To Test