Proctorio Guidance for APSC Students

2019 W2 Examination Period

**If you have any issues during your exam, please finish it to the best of your ability and then report any issues to your Instructor.**

# Getting Ready

* Download Google Chrome. Google Chrome is the only supported browser for taking remotely proctored exams with Proctorio.
* When prompted, follow the instructions to install the Proctorio Chrome extension.
* Complete Practice Quizzes to make sure your computer is ready
* Before beginning your exam, please silence all notifications on your computer. This includes iMessage, Slack, or any program that will generate a pop up or push notification. If possible, please put your computer in “Do Not Disturb” mode.
* Remember this is an exam – find a private, quiet place where you won’t be interrupted - turn off your phone, get family members to not come into same room, don’t let people talk in the background – all of these behaviours would likely create Proctorio flags on your submission.

# Starting Exam

1. Navigate to Canvas
2. Log with your CWL
3. Navigate to your course and the final exam quiz
4. You will then take the Canvas quiz as normal.
5. Submit your quiz.

During exam start-up, live chat will be available to help you with any connection issues (more details later). Typically steps below in “Fixing Issues Quickly” will resolves most problems. Once the exam is underway this chat becomes unavailable (locked out). Then you should use Proctorio Live Chat support (click on shield icon in web browser for Live Chat access). Remember we are recording your screen, so if you contact support and are having difficulty completing exam or lose considerable time to a technical difficulties, we can review the screen recording and make sure that you are treated fairly.

# If you have Issues during Assessment

* **Please continue to finish the exam to the best of your ability**
* If you lose connection, are logged out, or otherwise lose access to your exam please reload the tab. If this doesn’t restore access please restart Chrome.
* Proctorio offers a live chat support option should you become completely stuck.
  + During an exam: click the shield icon in your web browser, then click Live Chat
  + Outside an exam: by phone (1-866-948-9087) or email ([support@proctorio.com](mailto:support@proctorio.com))
* After you have finished & submitted your exam, please contact your Instructor and provide them the details of the issue that occurred.

# Fixing Issues Quickly

1. Update Chrome
2. Uninstall Proctorio extension
3. Re-install Proctorio Extension
4. Quit and restart Chrome

**Proctorio** is an online proctoring solution that combines with Canvas quizzes. It is in use at over 400 Universities in North America. 

**No one is watching you** - Proctorio monitors test takers actions and uses AI /machine learning to compare an individual's actions to the aggregate of their peer’s actions. Proctorio will provide an automated report of anomalous activity to your instructor. It helps ensure fairness for all test takers and helps deter cheating and collusion. Most students’ activities are never viewed in post-test reports.

**All data is encrypted leaving your computer** - The Proctorio data is encrypted before leaving the students computer and securely transmitted using SSL to cloud storage in Montreal. Only the course instructor and authorized officials can unlock and view the post-test reports in Canvas.

**Your personal information is not collected -** Proctorio is both *Freedom of Information and Protection of Privacy Act* - FIPPA (Canada) and *Family Educational Rights and Privacy Act* - FERPA (US) compliant. Proctorio has been recognized by the [Internet Keep Safe Coalition](https://ikeepsafe.org/" \t "_blank) for meeting stringent test taker data and privacy standards.

**You can uninstall Proctorio Chrome extension after exams**- Proctorio only runs as an extension in your computer's browser, so you can rest assured there's no separate program collecting your information.