REMOTE PROCTORING STUDENT GUIDE TO PROCTORTRACK

What’s covered:
Before starting
Onboarding
Taking an assessment using Proctortrack
Uninstalling Proctortrack
Issues during your assessment
Student FAQ
Violations

BEFORE STARTING

1. Ensure you have a valid ID
   Students should be using their Western ONECard as their identity for all remote proctoring identification scans. We understand some students do not currently have a Western ONECard. Government-issued ID can be displayed to the camera, showing only the picture and name (all other information can be covered by you).

   For inquiries related to replacement student cards and delivery timelines, please email photoid@uwo.ca.

2. Review Proctortrack’s list of technical requirements
   Proctortrack’s technical requirements can be found at https://www.proctortrack.com/tech-requirements/

3. Manage your browsers
   Download Firefox browser
   We recommend you use the latest version of Firefox to write your assessment. It is also good practice to have a second browser (we recommend Google Chrome) downloaded and ready to go as a back-up.
Check your browser settings:
To prevent any technical issues, make sure any ad-blocker functions are turned off, 3rd party cookies are enabled and JavaScript is enabled before starting the test. It is considered best practice to check these settings in both your primary (Firefox) and secondary back-up (Google Chrome) browsers.

⇒ Disable ad-blocker
If you have an ad-blocker installed on your browser, make sure to disable before starting your assessment.

⇒ Enable cookies
Instructions to enable cookies:
https://www.whatismybrowser.com/guides/how-to-enable-cookies/?utm_source=whatismybrowsercom&utm_medium=internal&utm_campaign=guides-index&utm_content=guide-list-icons

⇒ Enable JavaScript
Instructions to enable JavaScript:

4. Find a place to write and prepare your space
Because Proctortrack will be recording video during the exam to ensure academic integrity, we recommend the following:

Find a private, quiet space to write
Make sure you have a secure internet connection
Caution persons not to come into the room during examination, unless necessary, as they may be recorded on both audio and video, and your exam session may be flagged for irregularities

Your instructor may also request that you show the entire room you are in, using your video camera, to prove that no other person is present.

5. Create a baseline profile by Onboarding
Each student must Onboard in Proctortrack if they are enrolled in a class that uses Proctortrack for remote proctoring. During this process, students are able to ensure Proctortrack can run on their computer during a low-pressure circumstance and become familiar with the testing environment. Should there be any problems with the student’s computer, the student can make any changes well before their first exam.
Once the Onboarding has been uploaded and processed, the student profile is created. This profile is then used to ensure the student writing each assessment is the student registered in the class.

6. **Uninstall Proctortrack**
   After your video has successfully uploaded, uninstall the Proctortrack application. When you access Proctortrack for a future assessment, you will be prompted to download the application again. This ensures that you are always using the most up to date version of Proctortrack, reducing technical issues and privacy concerns.

7. **Reach out to Western Exam Chat Support if you have any issues**
   If you experience technical difficulties or have a question, you can connect with a Western support staff to help troubleshoot issues via the Western Exam Chat Support tool in OWL or at [https://www.remoteproctoring.uwo.ca/support](https://www.remoteproctoring.uwo.ca/support).

   Hours of operation for live chat support:
   - Monday to Thursday: 8:30 am – 10:00 pm EDT
   - Friday: 7:00 am – 10:00 pm EDT
   - Saturday: 9:00 am – 10:00 pm EDT
   - Sunday: 10:00 am – 10:00 pm EDT

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**ONBOARDING**

Each student must Onboard in Proctortrack if they are enrolled in a class that uses Proctortrack for remote proctoring. During this process, students are able to ensure Proctortrack can run on their computer during a low-pressure circumstance and become familiar with the testing environment. Should there be any problems with the student’s computer, the student can make any changes well before their first exam.

Once the onboarding has been uploaded and processed, your profile is created. This profile is then used to verify your identity for each assessment.

You can find the onboarding quiz in the Proctortrack tool in OWL for a course that is using Proctortrack.

Video walk through for onboarding: [https://www.youtube.com/watch?v=Lq6K4xQYmoM](https://www.youtube.com/watch?v=Lq6K4xQYmoM)

After your onboarding video has successfully uploaded, uninstall the Proctortrack application from your computer.

*Time to process your onboarding:* it will take 24-48 hours for your onboarding quiz to be verified.
If you have completed onboarding in another course: you can complete the onboarding quiz in multiple classes, but you do not need to unless you are registered with Accessible Education or your instructor requires you to do so. Please note that for each additional onboarding attempt, it will not show as attempted or uploaded in the Proctortrack tool. This is okay. As long as you have one successful onboarding attempt, your profile is good for the entire academic year.

If you get a new computer or hardware: you should complete another onboarding quiz to check your computer to ensure Proctortrack can run on your new hardware. Remember, if you have already completed a successful onboarding quiz, when you upload your additional onboarding attempt to Proctortrack, it will not show as attempted or uploaded in the Proctortrack tool. This is okay as your profile was created with your first onboarding attempt, and in this case, you are attempting the onboarding quiz to ensure you pass the system check with your new computer.

**Taking an assessment using Proctortrack**

All assessments that are remotely proctored using Proctortrack are accessed through the course OWL site.

To access your assessment:

- Close all open applications on your computer.
- Make sure you have uninstalled any previously used Proctortrack applications downloaded on your computer.
- Open your browser and make sure you only have one browser tab open.
- Login to OWL.
- Click on Sites at the top right-hand side.
- Select your course.
Under the toolbar, select **Proctortrack**.

Select **Go To Test** next to the assessment you are about to take.

Review **How It Works**.

⇒ Let’s Get Started

⇒ General Guidelines

⇒ Instructor’s Guidelines for the Current Test

Check the box and click on **Go To Next Step**.

Click on **Download Proctortrack**.

Open the **downloaded file** to launch Proctortrack and your assessment.

⇒ **Windows**: Proctortrack.exe

⇒ **Mac**: Proctortrack.zip

Once the app is launched, you will be prompted to agree to the Proctortrack Terms of Service and Privacy Policy – check the box and click on **START SYSTEM CHECK**.

The app will prompt you to confirm your preferred camera and microphone – select the relevant equipment and click on **CONFIRM**.

The app will perform a full system check to ensure your system is ready. If the check detects an issue with any system components, it will prompt you to address it.

Once the system check is complete, the identity verification scans will begin:

⇒ **Face scan** – follow the instructions on the screen to provide the three required face scans: front-facing, left-facing and right-facing.

    If you need to retake your face scans, simply click on **RE-SCAN**, otherwise, click on **CONFIRM** to continue.

⇒ **ID card scan** – You will be asked to scan a photo ID card. Note that you are strongly encouraged to use your Western ONECard, otherwise, any government-issued ID can be
displayed to the camera, showing only the picture and name (all other information can be covered by you). Follow the instructions on the screen, making sure to fit the card within the blue frame and to hold it as steady as possible to ensure a clear scan.

If you need to retake your ID card scans, simply click on **RE-SCAN**, otherwise, click on **CONFIRM** to continue.

Once the scans are complete, review the assessment guidelines, indicating what is allowed and what is not allowed during the assessment, and click on **I AGREE, LET’S BEGIN** to begin the proctored portion of the assessment.

Before you can start your assessment, you will need to enter the Quiz password which can be found in one of two places:

⇒ You may receive an Exam Password prompt, click **COPY** to automatically copy the password and then click **PASTE** to paste it into the password field.

⇒ If you do not receive an Exam password prompt, you can find the password by going to the **Proctortrack window** where your video is shown, click on the **three horizontal lines icon** (between the “Proctortrack chat” and “minimize” icons), then click on **UserName/Password** and **hover your mouse** over the word **Password** to reveal the password. Enter the password into the password field.

Once the password is entered, click on **Start Quiz**.

*You must have the latest version of Proctortrack installed on your computer in order to take a test:* you may have downloaded Proctortrack for another assessment, however, because the Proctortrack application does not perform upgrades on your computer, you may need to uninstall the old version and install the latest version.

### Uninstalling Proctortrack

After your video has successfully uploaded, uninstall the Proctortrack application. This ensures that the next time you take an assessment, you are using the most up to date version of Proctortrack.

**Uninstalling from a Windows operating system:**

After your video has successfully uploaded, Proctortrack will provide you with an option to either **QUIT APP** or **UNINSTALL**. Select **UNINSTALL** to uninstall the application. If you accidentally select **QUIT APP**, instructions for uninstalling are provided below.

- In the search box on the task bar, type **Control Panel** and select it from the results
- Select **Programs**
- Click on **Uninstall a Program**
- Press and hold (or right click) on the **Proctortrack App** and select **Uninstall**
- Follow directions on the screen
Uninstalling from a Mac Operating system:
After your video has successfully uploaded, Proctortrack will ask you to QUIT APP. After you have QUIT APP, you will need to uninstall Proctortrack manually.

The Proctortrack application is stored on a Mac operating system in two locations – in the applications folder and the downloads folder. You will need to make sure you uninstall both applications.

- Go to the Finder tool.
- In the Search bar, type in Proctortrack.
- Sort the results by Name or Kind.
- You should see one Proctortrack folder, two Proctortrack applications (one saved in the applications folder and the other saved in the downloads folder), one Proctortrack txt file, and one Proctortrack zip file. If you have multiple versions of the Proctortrack applications downloaded, you will them in addition to those noted and shown below.

Rick click on the first Proctortrack application and select Move to Bin.
Right click on the second Proctortrack application and select Move to Bin.
Right click on the Proctortrack_log_... .txt file and select Move to Bin.
Right click on the Proctortrack.zip file and select Move to Bin.
If you have uploaded your previous Proctortrack video successfully, you can also right click on the Proctortrack folder and select Move to Bin.
Go the Bin icon on the dock, right click on the Bin and select Empty Bin.
To verify that you have successfully uninstalled the Proctortrack application, click the Launchpad icon on the dock (the spaceship icon).
Look for the Proctortrack App – if you do not see the Proctortrack application you have successfully uninstalled Proctortrack.
ISSUES DURING YOUR ASSESSMENT

If you run into technical issues during your assessment, please reach out to Western support staff through the Western Exam Chat Support tool in OWL.

Below are common issues and troubleshooting steps to familiarize yourself with before your assessment.

**Proctortrack tool in OWL not loading**
Sometimes when you click on the Proctortrack tool in OWL it may take a while to load, especially if there are a lot of students trying to access OWL at the same time. If you find yourself waiting for over 60 seconds, try refreshing the page. If you are still unable to load the assessment, reach out to Western support staff through the Western Exam Chat Support tool in OWL.

**Connection unsuccessful due to DNS issue error message**
If you are getting the “Connection unsuccessful due to DNS issue” message in Proctortrack, it may be due to several reasons.

1. Ensure you are using the latest version of Proctortrack (you may need to uninstall your current version and install the latest version)
2. Try changing your DNS (instructions below)
3. Check your internet connection

1. **Ensure you are using the latest version of Proctortrack**
If you are not sure if you are using the latest version, uninstall Proctortrack. Once you have checked that all Proctortrack applications and files have successfully been uninstalled, log back into OWL and select Go TO Test next to the assessment you are taking. After you click on Go To Next Step at the bottom of the page, you will be prompted to download Proctortrack. This will be the latest version. If you do not receive the prompt to download Proctortrack, we have provided you with links to downloaded the latest version below.

   ⇒ Link to the latest version on a Windows operating system:
   [https://storage.googleapis.com/verificientstatic/ProctortrackApp/Production/Proctortrack.exe](https://storage.googleapis.com/verificientstatic/ProctortrackApp/Production/Proctortrack.exe)

   ⇒ Link to the latest version on a Mac operating system:
   [https://storage.googleapis.com/verificientstatic/ProctortrackApp/Production/Proctortrack.zip](https://storage.googleapis.com/verificientstatic/ProctortrackApp/Production/Proctortrack.zip)

2. **Try changing your DNS**
You may need to adjust your DNS settings.
Change DNS settings on a Windows operating system:
Open Settings.
Click on Network and Internet.
Click on Network and Sharing Center.
Click on the Change adaptor settings.
Right-click on the network you’re currently connected to and click on Properties.
Select Internet Protocol Version 4 (TCP/IPv4) and click on Properties.
Take and save a screenshot of your current DNS settings so you know what to revert your settings to after your assessment.
Select Use the following DNS server addresses: and enter the below DNS address:
Preferred DNS server: 8.8.8.8
Alternate DNS server: 8.8.4.4
Click on OK and restart your computer

Change DNS settings on a Mac operating system:
Click on the Apple icon in the upper left corner of your desktop.
Click on System Preferences.
Click on Network.
Select Wifi or the ethernet adapter in use on the left-hand side and then click on Advanced in the bottom right corner.
Click on DNS (third tab from the left).
Take and save a screenshot of your current DNS settings so you know what to revert your settings to after your assessment.
Click on the [+] sign, enter 8.8.8.8.
Click on the [+] sign, enter 8.8.4.4.
Click on OK
Click on Apply and restart your computer

Revert your network settings: after your assessment, you may want to revert your network settings to what they were before your assessment.

3. Check your internet connection
Ensure your internet connection meets Proctortrack’s minimum requirement of:

300 kbps download
250 kbps upload

Proctortrack stuck while trying to connect to browser
If Proctortrack is unable to connect to the browser, it may be due to several reasons.

1. Make sure all applications are closed on your computer
2. Ensure you are using the latest version of Proctortrack (may need to uninstall current version and install new version)
3. Try changing your proxy settings if you are using a VPN (instructions below)
4. Check your internet connection

1. **Make sure all applications are closed on your computer**
Check your computer task manager (Windows) or activity monitor (Mac) for applications that may be running. This includes any anti-virus protection applications that may be running.

   ⇒ **Windows operating system**: Ctrl + Alt + Delete and end task applications that are running that are not part of the assessment

   ⇒ **Mac operating system**: command + option + esc and force quit applications that are running that are not part of the assessment

2. **Ensure you are using the latest version of Proctortrack**
If you are not sure if you are using the latest version, uninstall Proctortrack. Once you have checked that all Proctortrack applications and files have successfully been uninstalled, log back into OWL and select Go TO Test next to the assessment you are taking. After you click on Go To Next Step at the bottom of the page, you will be prompted to download Proctortrack. This will be the latest version. If you do not receive the prompt to download Proctortrack, we have provided you with links to downloaded the latest version below.

   ⇒ **Link to the latest version on a Windows operating system**: [https://storage.googleapis.com/verificientstatic/ProctortrackApp/Production/Proctortrack.exe](https://storage.googleapis.com/verificientstatic/ProctortrackApp/Production/Proctortrack.exe)

   ⇒ **Link to the latest version on a Mac operating system**: [https://storage.googleapis.com/verificientstatic/ProctortrackApp/Production/Proctortrack.zip](https://storage.googleapis.com/verificientstatic/ProctortrackApp/Production/Proctortrack.zip)

3. **Change your proxy settings**
You may need to adjust your proxy settings.

   ⇒ **Windows operating system**:  
   Open Settings.  
   Click on Network and Internet.  
   Click on Proxy.  
   Take and save a screenshot of your current proxy settings so you know what to revert your settings to after your assessment.  
   In the Manual Proxy Setup section, set the Use a proxy server switch to On.  
   Under Use the proxy server except for addresses that start with the following entries (make sure to use semicolons (;) to separate entries) add:
app.verificient.com; 127.0.0.1
Select Don’t use the proxy server for local (intranet) addresses.

Manual proxy setup
Use a proxy server for Ethernet or Wi-Fi connections. These settings don’t apply to VPN connections.

Use a proxy server
- On

Address
Port

Use the proxy server except for addresses that start with the following entries. Use semicolons (;) to separate entries.

*local, app.verificient.com; 127.0.0.1*

Don’t use the proxy server for local (intranet) addresses

Click on Save and restart your computer

⇒ Mac operating system:
Click on the Apple icon in the upper left corner of your desktop.
Click on System Preferences.
Click on Network.
Select Wifi or the ethernet adapter in use on the left-hand side and then click on Advanced in the bottom right corner.
Click on Proxies (second tab from the right).
Take and save a screenshot of your current proxy settings so you know what to revert your settings to after your assessment.
In the Select a protocol to configure field, select Auto Proxy Discovery.
Add app.verificient.com, 127.0.0.1 under Bypass proxy settings field.
Click on **OK**
Click on **Apply** and restart your computer

*Please Note:* Once the Proctortrack Application gets connected you can try to connect back to the VPN.

*Revert your network settings:* after your assessment, you may want to revert your network settings to what they were before your assessment.

4. **Check your internet connection**
Ensure your internet connection meets Proctortrack’s minimum requirement of:
- 300 kbps download
- 250 kbps upload

**Webcam not detected or freezes**
If your webcam is not detected by the Proctortrack app or it freezes during the facial scan, the problem is most likely related to webcam drivers. Below are links to troubleshoot webcam issues.

⇒ **Windows operating system:**
https://verificient.freshdesk.com/support/solutions/articles/1000279242

⇒ **Mac operating system:**
https://verificient.freshdesk.com/support/solutions/articles/1000279258

⇒ **Workaround Manycam link:**
https://verificient.freshdesk.com/support/solutions/articles/1000279259-app-crashes-during-facial-scan-workaround-manycam-

**Unauthorized software error message**
Make sure you do not have any other programs running in the background or unauthorized web pages open.

Make sure you only have one browser tab open
Make sure all applications are closed on your computer

If you don’t see any applications running but Proctortrack continues to notify you of an unauthorized software, check your computer task manager (Windows) or activity monitor (Mac) for applications that may be running.

⇒ **Windows operating system:** Ctrl + Alt + Delete and end task applications that are running that are not part of the assessment
Mac operating system: command + option + esc and force quit applications that are running that are not part of the assessment

Where to find the password
If your instructor has configured the assessment so that you have to enter the password, you can find the password located in the Proctortrack window at the bottom right-hand side of the screen.

Go to the Proctortrack window where your video is shown (typically at the bottom right hand corner)
Click on the three horizontal lines icon (between the “Proctortrack chat” and “minimize” icons),
Click on UserName/Password
Hover your mouse over the word Password to reveal the password.

Entered the incorrect password
If your instructor has configured the assessment requiring you to enter the password, and you enter it incorrectly, you will need to start over again.

End the current Proctortrack session and quit the application (this will not submit your test)
Close the browser
Re-launch OWL in Firefox browser
Select Proctortrack in the tool bar
Select Go To Test next to the assessment you are scheduled to take
**Not registered for a test**
If you receive a message from Proctortrack that you are not registered for the test that you are trying to access, you will need to start over again from the beginning. Make sure you are accessing the correct assessment.

End the current Proctortrack session and quit the application (this will not submit your test)
Close the browser
Re-launch Firefox browser and login to OWL
Select Proctortrack in the tool bar
Select Go To Test next to the assessment you are scheduled to take

If you need help identifying the correct assessment, check communications from your instructor or reach out to Western support staff through the Western Exam Chat Support tool in OWL.

**Assessment not loading**
If your assessment is not loading, it may be due to several reasons.

Make sure all applications are closed on your computer
Make sure you only have one browser tab open
Make sure you are using Firefox browser
Check your browser settings:
⇒ Disable ad-blocker
⇒ Enable cookies
⇒ Enable JavaScript

If the assessment still does not load, you will need to re-launch the assessment.

End the current Proctortrack session, upload the video and quit the application (this will not submit your test)
Close the browser
Re-launch Firefox browser and login to OWL
Select Proctortrack in the tool bar
Select Go To Test next to the assessment you are scheduled to take

**Data discrepancy error message**
If you receive a data discrepancy error it could be due to double clicking or repeated clicking on links and buttons or having the test open in more than one tab. To overcome the issue, you will need to re-launch the assessment.
End the current Proctortrack session, upload the video and quit the application (this will not submit your test)
Close the browser
Re-launch Firefox browser and login to OWL
Select Proctortrack in the tool bar
Select Go To Test next to the assessment you are scheduled to take

If Proctortrack returns with an error that another session is already running, you may not have ended the previous session or the video may not have successfully uploaded. You may also need to restart your computer. Please note that this issue can be resolved but may take a couple of minutes. If you require support, reach out to Western support staff through the Western Exam Chat Support tool in OWL.

**STUDENT FAQ**

What happens if my internet connection goes down?
Proctortrack will continue running, and will be able to upload your assessment video when your connection resumes.

OWL will need to be refreshed once your internet connection resumes. Save your work regularly to ensure you do not lose any of your answers. If your internet connection does not resume until after the assessment time expires, your assessment will automatically be submitted.

What happens if my computer crashes?
Proctortrack will relaunch and begin capturing the exam attempt again when your computer re-starts. Save your work regularly to ensure you do not lose any of your answers.

**VIOLATIONS**

Proctortrack algorithms automatically monitor for a wide variety of potential violations of academic integrity, depending on the parameters configured for an assessment.

It is important that you review the proper testing environment instructions on the Let’s Get Started page. This is the first page after you select Go To Test next to the assessment you are scheduled to take. Included are you Instructor’s Guidelines for the Current Test.
Please note that a flag generated for a potential violation is not an accusation of an academic offense. In the majority of cases, flags are not escalated. They are just used for instructors to reference.

The following are descriptions of potential violations that can be flagged for review by your instructor.

**Online Aid**
Flag generated if a student left the learning management system (such as OWL) and accessed other applications or other content on the web. If an application is explicitly allowed, then a potential violation flag for accessing that application will not be generated.

**Left Session**
Flag generated if a student has either completely left or, more likely, most of their face is no longer visible to the webcam. This potential violation may also get flagged if a student is taking an exam in a room that is too dark.

**Facial Suspicion**
Flag generated if a student is looking away from the screen or has significantly turned their head to the side for a period longer than normal.

**Multiple People**
Flag generated if another face is picked up in the background.
**Background motion**
Flag generated if the algorithm picks up significant movement in the background. The background audio algorithm attempts to filter out irrelevant audio (such as keyboard tapping) and highlight abnormal sound from the environment.

**Hardware**
Flag generated if a student has any non-standard hardware (such as external monitor) plugged into their computer.

**Keystrokes**
Flag generated if a student performs keystrokes that are not explicitly allowed (such as copy CTRL+C or paste CTRL+V).

**Not-Allowed Applications**
Flag generated if a student accesses an application that is not explicitly allowed (such as Word, Excel, etc.).