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:

⇒ **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, you can ensure Proctortrack is compatible with your computer during low-pressure circumstances while becoming familiar with the testing environment.
Once the onboarding quiz has been uploaded and processed, your profile is created. This profile is used to verify your identity for each assessment.

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.

   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

ONBOARDING
Each student must Onboard in Proctortrack if they are enrolled in a class that uses Proctortrack for remote proctoring. During this process, you can ensure Proctortrack is compatible with your computer during low-pressure circumstances while becoming familiar with the testing environment.

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

It is important that you onboard as soon as possible to ensure you have enough time to fix any problems with your computer or onboarding profile well before your first exam.

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

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

Time to process your onboarding: it will take 4-8 hours for your onboarding quiz to be processed.
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 ensure Proctortrack is compatible with 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.

If you fail the onboarding quiz profile: if you fail your onboarding quiz profile you will receive an email from no-reply@verificient.com notifying you that your onboarding quiz profile has been rejected. You are also able to check your onboarding status in the Proctortrack tool in OWL. Click on the onboarding data tab, and your onboarding status will be noted as onboarding failed. In both the email and on the Proctortrack onboarding data tab, Proctortrack will identify the reasons why your profile was rejected. Reasons include:

- Invalid photo ID
- Name was not legible in ID
- Name did not match with ID
- Photo ID scan not captured
- Invalid facial scan
- Facial scan not captured
- Improper room lighting

Please note that your ID should match with your preferred name as noted in OWL.

To pass the onboarding quiz profile, simply retake the onboarding quiz as many times as you need until your baseline status is noted as passed and your profile data shows a face scan and ID scan.

If you have any questions about your onboarding quiz profile, reach out to Western support staff through the Western Exam Chat Support tool in OWL.
**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**.

![Screenshot of OWL course site](image)

Under the toolbar, select **Proctortrack**.

![Screenshot of Proctortrack](image)

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 operating system: Proctortrack.exe
⇒ Mac operating system: 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 latest 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.

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

- In the search box on the task bar, type **Programs**
- A list of Best matches will appear
- Click on **Add or remove programs**
- Under **Apps & features**, type **Proctortrack** in the search field and click on the search
  icon
- Proctortrack will show up in the search results
- Click on the **Proctortrack** application and select **Uninstall**
You will be asked if you are sure that you want to uninstall the application, click **yes**
A confirmation pop will let you know Proctortrack was successfully removed from your computer, click **OK**

Open **Files Explorer**
Select the **Downloads** folder
Search for the Proctortrack application
Right click on the Proctortrack application and select **delete**
The file will now be in the Recycle Bin so you will want to empty the Recycle Bin. Find the Recycle Bin on your desktop, right click on the Recycle Bin and select **Empty Recycle Bin**

**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 on the next page.
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

   ⇒ **Link to the latest version on a Mac operating system:**
   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 Proctortrak 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

⇒ Link to the latest version on a Mac operating system:
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.

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 Many can link:**
  https://verificient.freshdesk.com/support/solutions/articles/1000279259-app-crashes-during-facial-scan-workaround-many cam-

**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 or device. To overcome the issue, you will need to return to the assessment.

- At the bottom of the warning, click on Return to assessment
- Enter the assessment password

If you require the assessment password, 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 your 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.

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.).