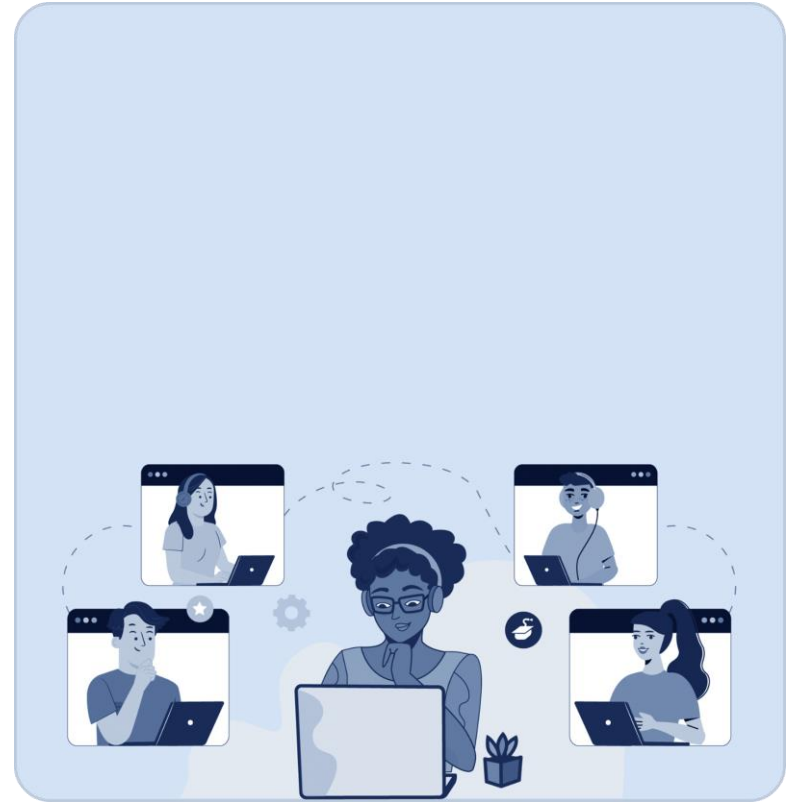
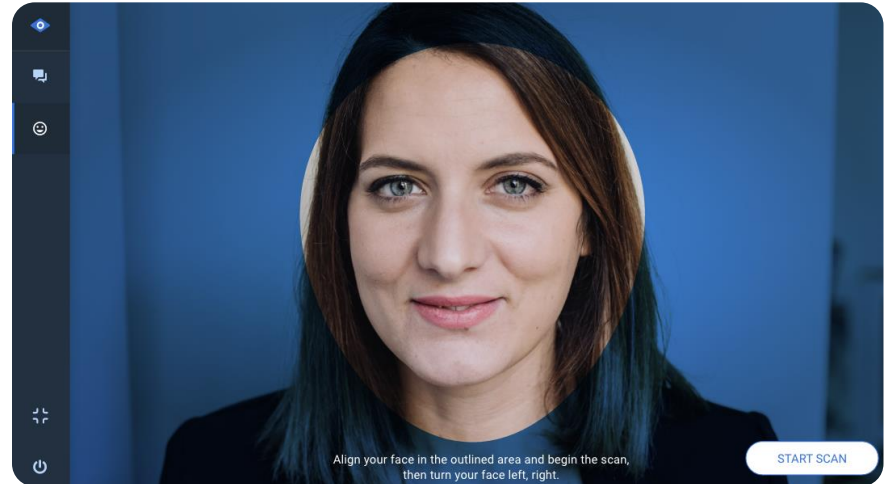


# Proctortrack Instructor Manual



# What is Proctortrack?

Proctortrack is the world's first and most advanced **remote proctoring software** designed with **student's privacy** in mind. Using a combination of AI and human review, Proctortrack ensures that no misconduct occurs.



# How it works

Proctortrack records your exam, processes it, and sends the data for human review to ensure no misconduct. Then, it's delivered to you for final approval. **AI won't make decisions; a real person will.**

## How it works



- 1 Choose from creating an Onboarding Exam or Proctored Exam
- 2 Configure the exam to meet your needs
- 3 Review the exams data after a human review

# Before the exam

## Configure the Exam

Create an exam in your LMS and access the Proctortrack dashboard. From the drop-down menu, select the exam type—either onboarding or proctored. Configure the exam based on your needs, including verification settings, test settings, and student-specific settings to accommodate any special requirements.

# After the exam

## Review the exam results

If you've configured the onboarding exam, you can review the learners' onboarding profile status from your course.

Once the proctored exam is complete, you'll be able to review exam data, including desktop screenshots, monitoring videos, room scans, and identity verification scans. This data will also highlight any violations based on your exam settings for your review.



Will Proctortrack influence the exam results on the LMS?

No, Proctortrack functions as an overlay to the test environment and simply provides proctoring results for review. It does not affect the exam results on the LMS.

# Why should you enable onboarding?

The Onboarding process mirrors the actual exam, helping create a baseline profile to verify the test taker. It also familiarizes the test taker with the exam process and performs a system check to prepare the device. This ensures there's enough time to resolve any issues with the computer or profile well before the first exam.

## Time to process Onboarding

It takes 4-8 hours for the onboarding assessment to be processed, after which you'll receive a status update on the Proctortrack dashboard.

## If the test taker fails the onboarding assessment profile

If the onboarding profile is mandatory for the proctored exam, the test taker cannot start the test without a valid profile. The onboarding status will be shown on the instructor dashboard under the "Onboarding List" tab, along with any rejection reasons. As an instructor, you can manually override a rejected onboarding status if you find it satisfactory.

## Common reasons for failing onboarding are:

- 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 the name registered for the exam.

# Tech Requirements

OPERATING SYSTEM	PROCESSOR/ RAM	BROWSERS	PLUG-INS	CAMERA RESOLUTION	INTERNET CONNECTION	MOBILE PHONE	PRIVILEGES
<p><b>MAC:</b> macOS High Sierra 10.13 or higher</p> <p><b>PC:</b> Windows 10 or higher</p> <p><b>Chromebook:</b> Version 100 or higher</p>	<p><b>MAC:</b> Intel/Apple Silicon Processor 8GB RAM</p> <p><b>PC:</b> Dual-core 2.4 Ghz CPU, 8 GB RAM or better</p>	<p><b>Google Chrome</b> v100.0 or higher</p> <p><b>Mozilla Firefox</b> v100.0 or higher</p>	<p>Javascript Enabled &amp; Third Party Cookies Enabled</p>	<p><b>800 x 600</b> resolution or better</p>	<p>Cable Modem DSL or higher (1.5 Mbps download &amp; 1.5 Mbps upload)</p>	<p><b>Android:</b> 10 and above</p> <p><b>iOS:</b> 12 and above</p>	<p>Ensure you have Admin Privileges. Avoid using work computers.</p>

# Manage your browser

To prevent any technical issues, make sure 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 (Google Chrome) and secondary back-up (Firefox) browsers.

## Manage third-party cookies

- > Open Chrome on your computer.
- > Click the Chrome menu icon (three dots in the upper right)
- > Navigate to "Privacy and Security,
- > Select "Third-party cookies.
- > Choose the option to allow third-party cookies.

## Enable JavaScript

- > Open Chrome on your computer.
- > Click Settings.
- > Click Privacy and Security.
- > Click Site settings.
- > Click JavaScript.
- > Select Sites can use Javascript.

# Login

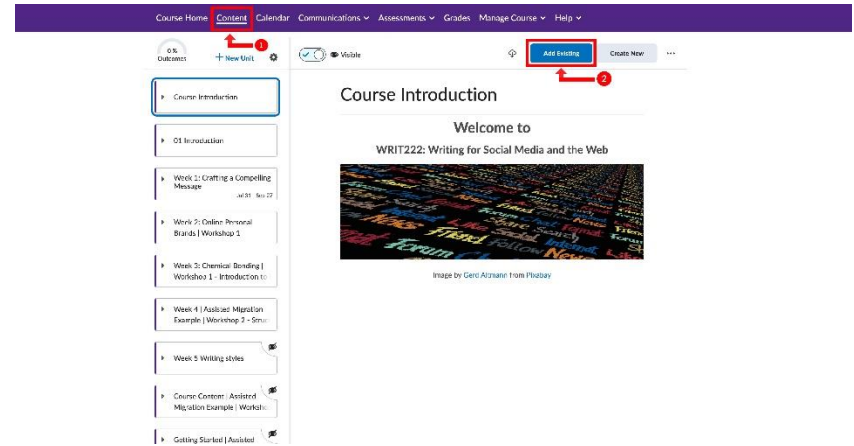
Enter your credentials to log in to the LMS,  
and navigate to the relevant course



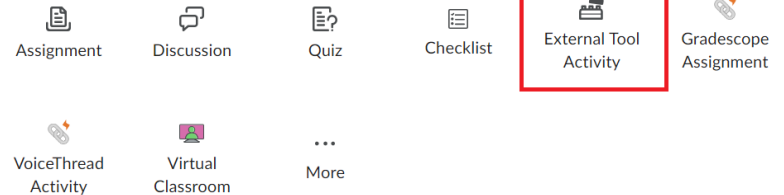
# Adding Proctortrack

1. Navigate to the content tool on the navigation bar of your course page.
2. Create or look for the unit where you want to add Proctortrack.
3. Click on 'Add Existing' located on the top right of your screen, and select 'External Tools Activity'
4. In the list, choose Proctortrack.
5. After adding, follow the instructions to create or link an existing quiz.

**Note:** To prevent students from accessing the quiz directly through the Quiz tool instead of using Proctortrack, you can set a password for the quiz when creating it. During the test, students will be prompted to enter the password, which will only be visible in Proctortrack. This ensures that they cannot take the quiz using the Quiz tool directly. It's crucial to remember that students should not receive the password in advance.

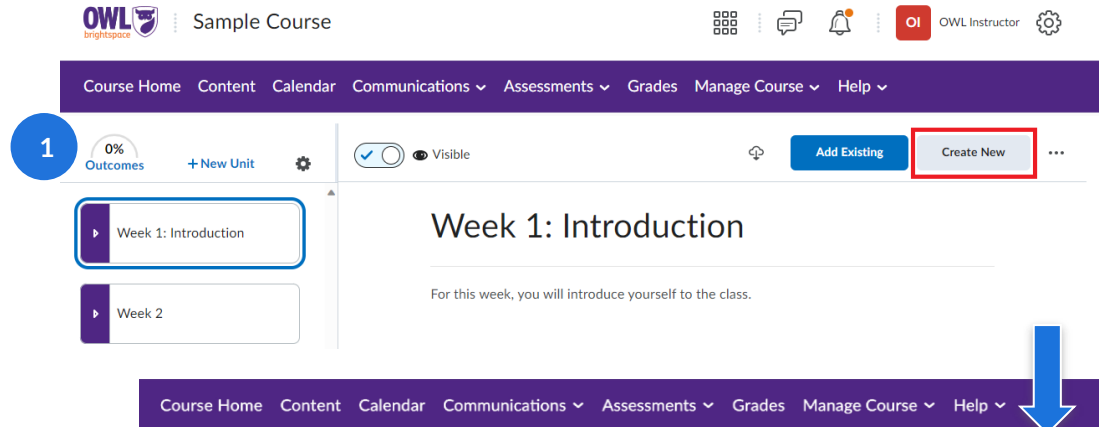


What would you like to add?

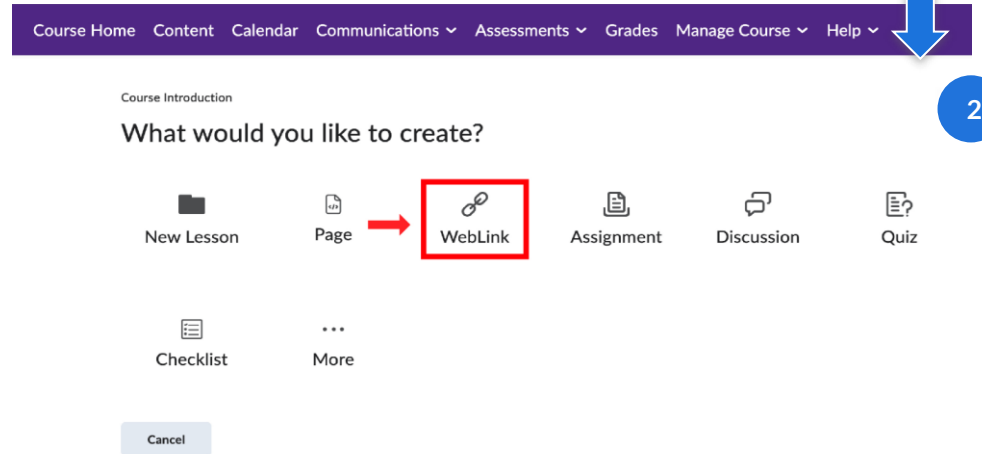


# Proctortrack Student Support Link

1. In the same unit as Proctortrack, click on “Create New” on the top right of the content editor.
2. From the options provided, select “Weblink”.
3. Insert the title and Link [Proctortrack Student Support](#)), and select the option to **open in a new tab**.
4. Finally, click on “Save and Close” to complete the process.



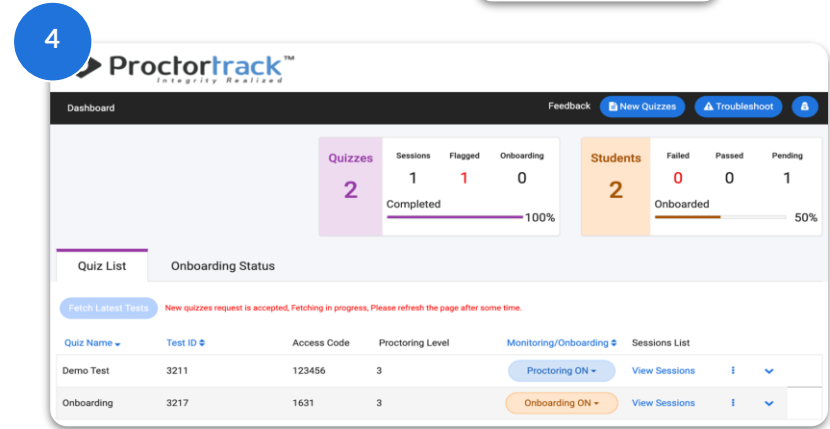
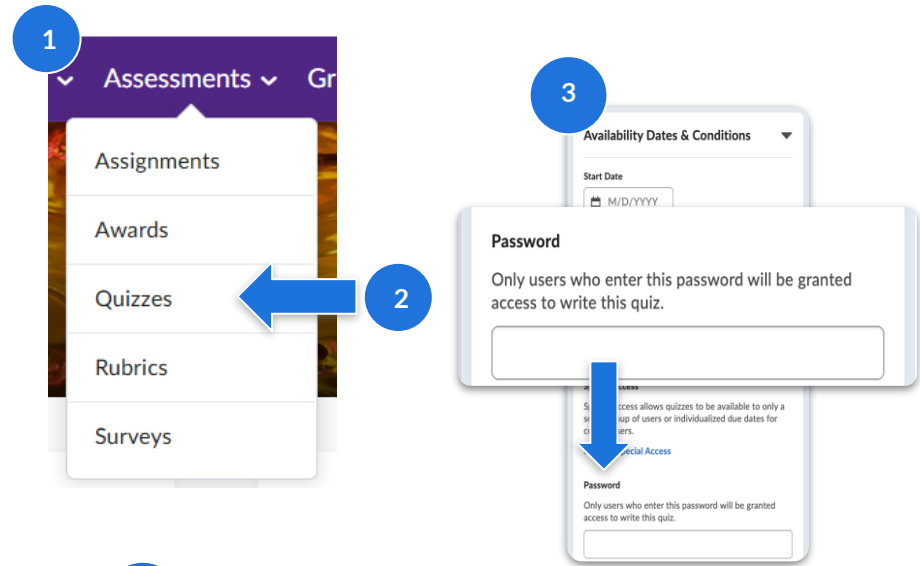
The screenshot shows the Proctortrack interface for a 'Sample Course'. The top navigation bar includes 'Course Home', 'Content', 'Calendar', 'Communications', 'Assessments', 'Grades', 'Manage Course', and 'Help'. Below this, there's a section for 'Outcomes' with a '0%' progress indicator and a '+ New Unit' button. A blue circle with the number '1' is positioned to the left of the 'Outcomes' section. On the right side of the 'Outcomes' section, there are 'Add Existing' and 'Create New' buttons, with the 'Create New' button highlighted in a red box. The main content area displays 'Week 1: Introduction' with a description: 'For this week, you will introduce yourself to the class.'



The screenshot shows the 'What would you like to create?' dialog box in the Proctortrack interface. The dialog box is titled 'Course Introduction' and lists several options: 'New Lesson', 'Page', 'WebLink', 'Assignment', 'Discussion', 'Quiz', 'Checklist', and 'More'. The 'WebLink' option is highlighted in a red box, and a red arrow points to it from the 'Page' option. A blue circle with the number '2' is positioned to the right of the dialog box. The 'Cancel' button is visible at the bottom of the dialog box.

# Create a Quiz in OWL Brightspace

1. Set up the quiz as you normally would in Owl Brightspace by navigating to Quizzes and clicking + Quiz and add your questions.
2. For extra exam security, you can add an access code that students will need to enter before starting the test. Proctortrack will show the password to students inside the app.
3. When you publish the Quiz, the test will then appear on the Proctortrack Instructor Dashboard.

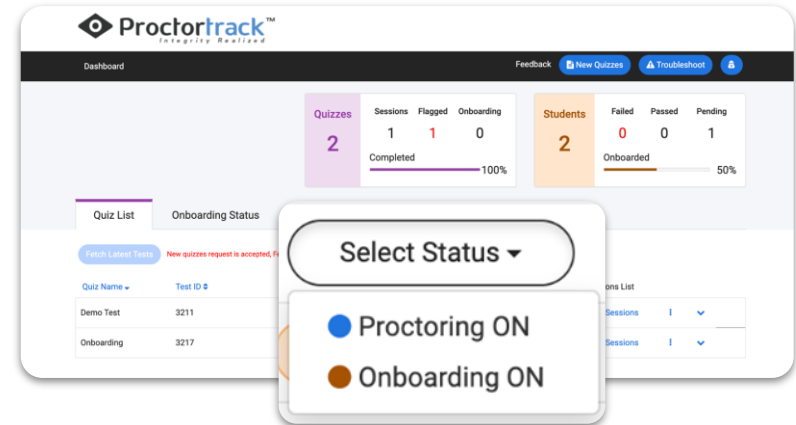
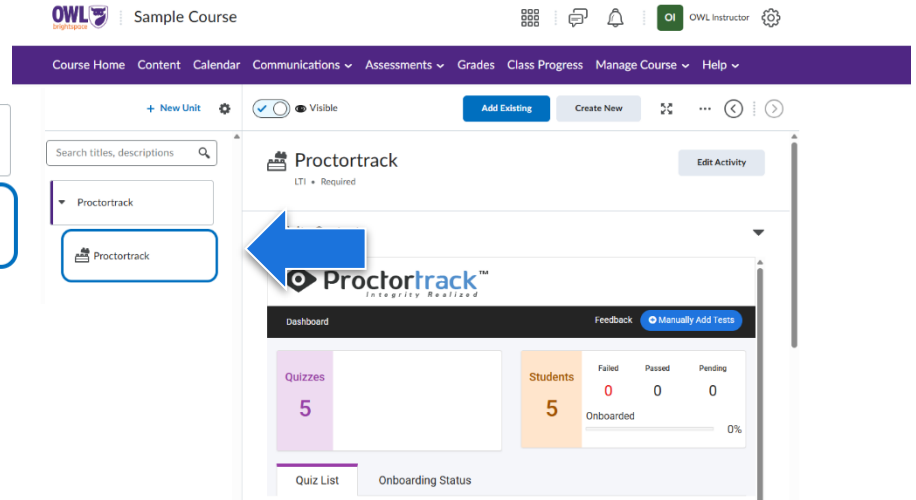


# Instructor Dashboard

Click Proctortrack in the left navigation to access the Instructor Dashboard, here you can customize your exam and view aggregated data. You can choose how the exam will behave:

**Onboarding ON:** Marks the exam as a practice test with no monitoring, allowing students to get familiar with the system and create their profile.

**Proctoring ON:** Enables full monitoring during the exam.

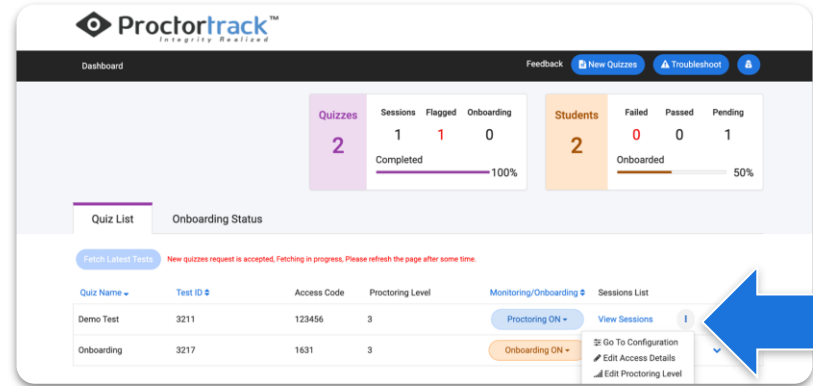


# Set Up Test Configurations

Next to View Sessions, you'll see a three-dots menu. Here's what you can do:

**1. Click Go to Configuration to customize Proctortrack settings.** Here, you can choose what is allowed or not allowed during the test, such as enabling or disabling certain tools and monitoring options.

**2. Check Edit Access Details** the Access Code to ensure the Access Code matches the one in the LMS.



Dashboard

Feedback [New Quizzes](#) [Troubleshoot](#)

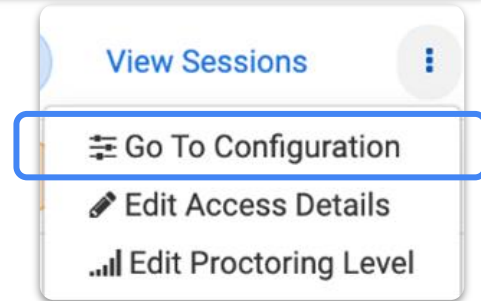
**Quizzes** Sessions: 1, Flagged: 1, Onboarding: 0. Completed: 100%

**Students** Failed: 0, Passed: 0, Pending: 1. Onboarded: 50%

Quiz List | Onboarding Status

[Fetch Latest Tests](#) New quizzes request is accepted, fetching in progress. Please refresh the page after some time.

Quiz Name	Test ID	Access Code	Proctoring Level	Monitoring/Onboarding	Sessions List
Demo Test	3211	123456	3	Proctoring ON	View Sessions
Onboarding	3217	1631	3	Onboarding ON	Go To Configuration, Edit Access Details, Edit Proctoring Level



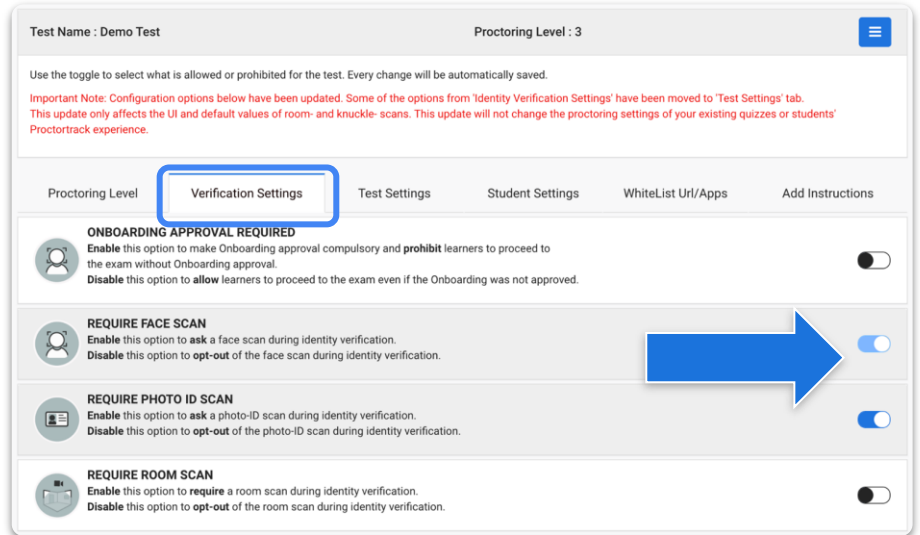
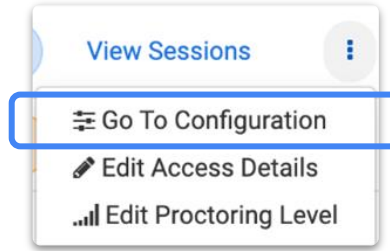
View Sessions

- Go To Configuration
- Edit Access Details
- Edit Proctoring Level

# Configurations page:

After clicking **Go to Configuration**, you'll be taken to the configuration page with multiple tabs for different settings.

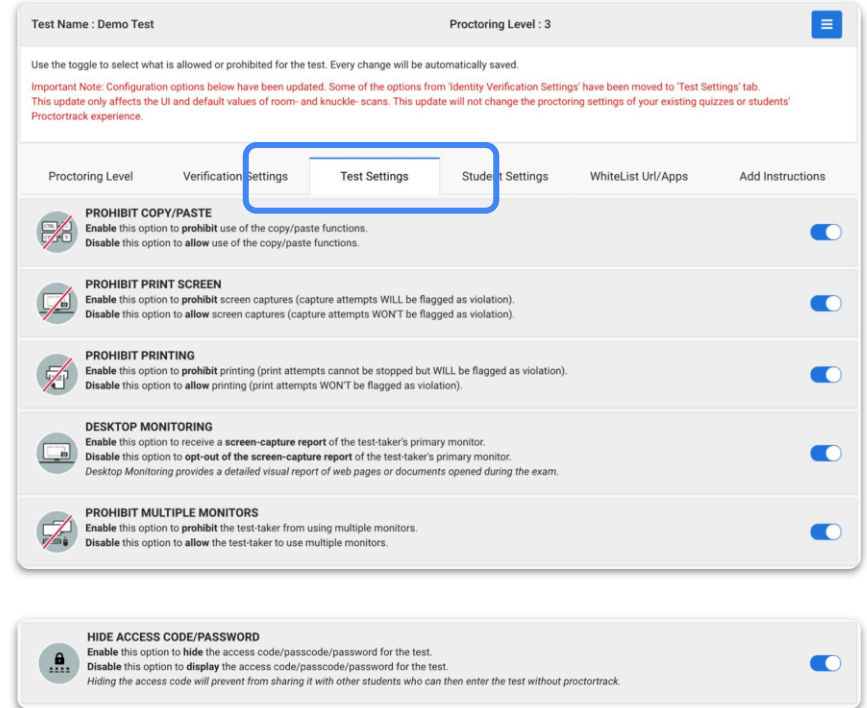
**Verification Settings** : here you can enable or disable options like ID Card Scan and Room Scan. Toggling these on or off determines whether students are required to complete these scans before the exam.



# Configurations page:

**Test Settings Configuration:** here you can decide what is allowed or not allowed during the exam. There's no need to change the default settings unless you want to customize specific options. These configurations also **inform the AI to flag** or ignore potential misconduct based on what is allowed. For example, if **Allow Physical Books** is enabled, the AI will not flag the student for looking away from the screen.

**Enhanced Security Tip:** For added security, we recommend hiding the access code/password.

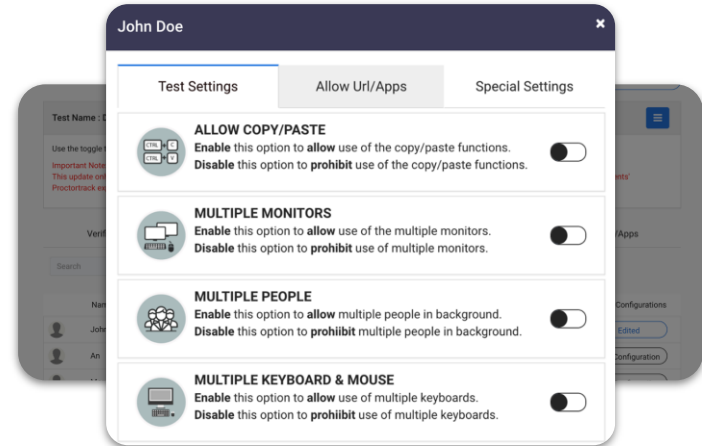
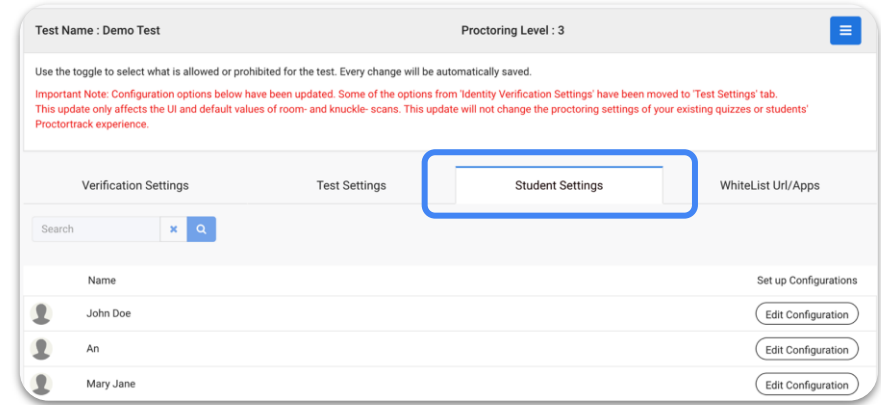


The screenshot shows the 'Test Settings' configuration page for a 'Demo Test' with a 'Proctoring Level' of 3. The page has a navigation bar with tabs for 'Proctoring Level', 'Verification Settings', 'Test Settings' (which is highlighted with a blue box), 'Student Settings', 'WhiteList Url/Apps', and 'Add Instructions'. Below the navigation bar, there are several configuration options, each with an icon, a title, a description, and a toggle switch:

- PROHIBIT COPY/PASTE:** Enable this option to prohibit use of the copy/paste functions. Disable this option to allow use of the copy/paste functions. (Toggle is ON)
- PROHIBIT PRINT SCREEN:** Enable this option to prohibit screen captures (capture attempts WILL be flagged as violation). Disable this option to allow screen captures (capture attempts WONT be flagged as violation). (Toggle is ON)
- PROHIBIT PRINTING:** Enable this option to prohibit printing (print attempts cannot be stopped but WILL be flagged as violation). Disable this option to allow printing (print attempts WONT be flagged as violation). (Toggle is ON)
- DESKTOP MONITORING:** Enable this option to receive a screen-capture report of the test-taker's primary monitor. Disable this option to opt-out of the screen-capture report of the test-taker's primary monitor. Desktop Monitoring provides a detailed visual report of web pages or documents opened during the exam. (Toggle is ON)
- PROHIBIT MULTIPLE MONITORS:** Enable this option to prohibit the test-taker from using multiple monitors. Disable this option to allow the test-taker to use multiple monitors. (Toggle is ON)
- HIDE ACCESS CODE/PASSWORD:** Enable this option to hide the access code/passcode/password for the test. Disable this option to display the access code/passcode/password for the test. Hiding the access code will prevent from sharing it with other students who can then enter the test without proctortrack. (Toggle is ON)

# Configurations page:

**Student Settings:** here you can create specific configurations for individual students with special needs, allowing you to provide exceptions, add extra time, or enable assistive technologies, ensuring each student has a tailored exam experience.

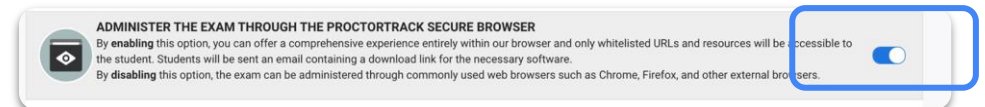
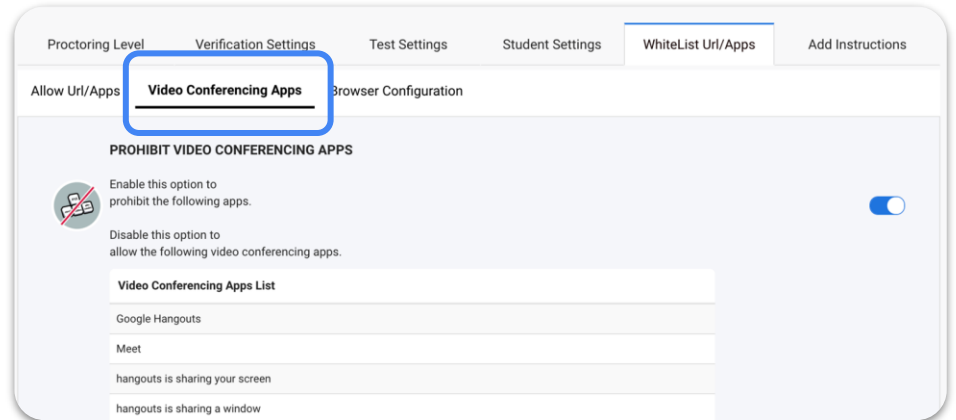
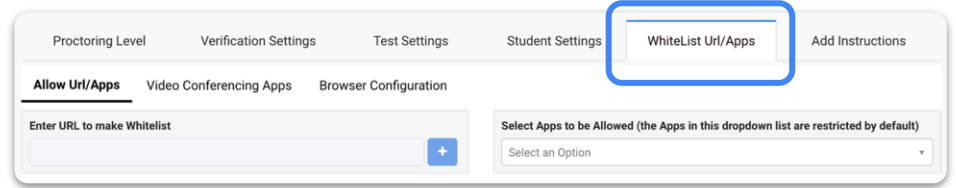


# Configurations page:

**Whitelisted App/URL:** Here, you can enter the URLs you want to allow during the exam. You can also add approved apps for students to use.

**Video Conferencing Apps:** Video conferencing apps are blocked by default.

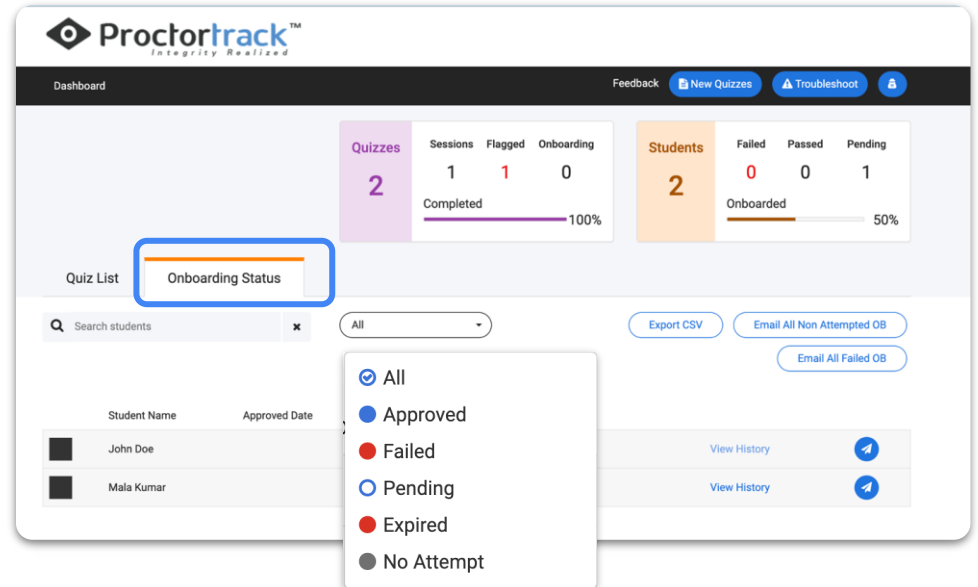
**Browser Configurations:** Here you can enable the proctortrack browser and let the user take the exam inside of the Proctortrack app in full screen mode.



# Review Onboarding Status

Go to the **Onboarding Status** tab, next to the Quiz List, to see the list of students and their onboarding status.

(Learners may have an approved profile from another course that is still valid for your exam.)



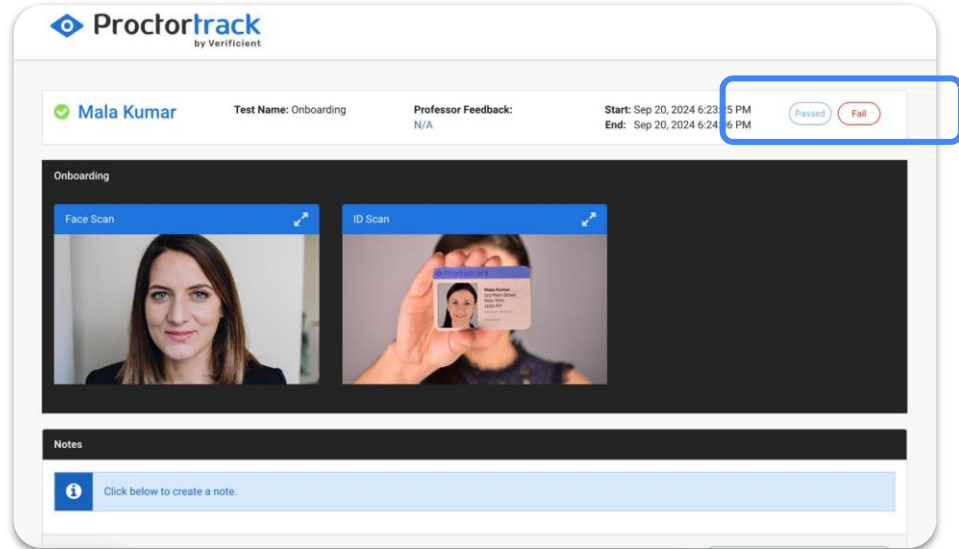
The screenshot shows the Proctortrack dashboard with the 'Onboarding Status' tab selected in the 'Quiz List' section. The dashboard includes a header with the Proctortrack logo and navigation links for 'Feedback', 'New Quizzes', 'Troubleshoot', and a user profile icon. Two summary cards are visible: 'Quizzes' (2 total, 1 session, 1 flagged, 0 onboarding, 100% completed) and 'Students' (2 total, 0 failed, 0 passed, 1 pending, 50% onboarded). A search bar and filter dropdown are present, with the filter dropdown open showing options: All (selected), Approved, Failed, Pending, Expired, and No Attempt. A table below shows student names and approved dates, with two rows: John Doe and Mala Kumar. Action buttons for 'Export CSV', 'Email All Non Attempted OB', and 'Email All Failed OB' are also visible.

Student Name	Approved Date
John Doe	
Mala Kumar	

# Review Onboarding Results

Go to the **Quiz List** tab, find the Onboarding exam, and click "View Sessions" to see completed onboardings.

Click the learner's name to view details, where you can verify the identity and change the status to **"Pass"** or **"Fail."**

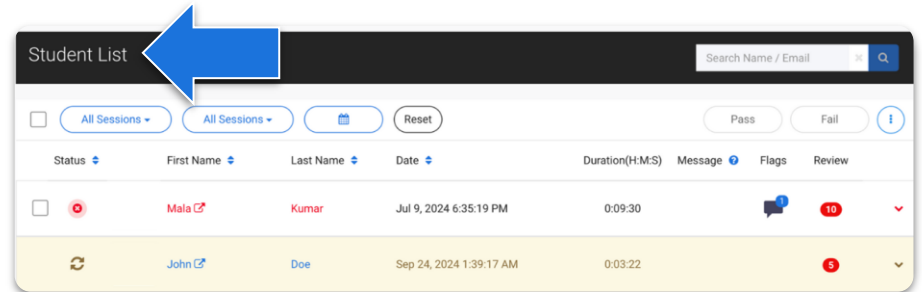
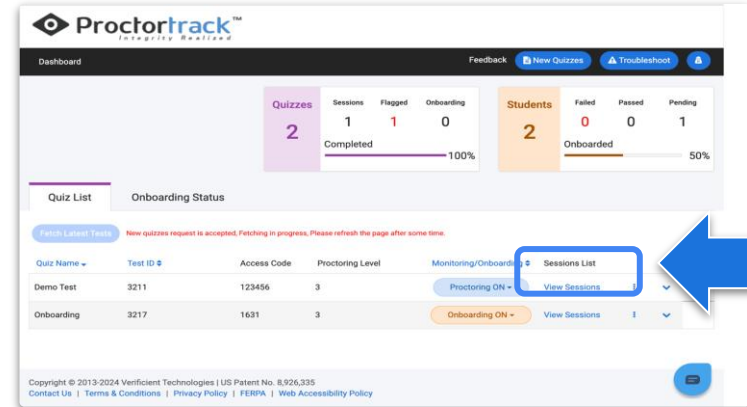


The screenshot displays the Proctortrack interface for a learner named Mala Kumar. The interface includes the Proctortrack logo at the top left. The learner's name, "Mala Kumar", is shown with a green checkmark icon. The test name is "Onboarding", and the professor feedback is "N/A". The start time is "Sep 20, 2024 6:23:55 PM" and the end time is "Sep 20, 2024 6:24:06 PM". Two buttons, "Passed" and "Fail", are visible in the top right corner, with the "Passed" button highlighted by a blue box. Below this information, there are two video thumbnails: "Face Scan" and "ID Scan". The "Face Scan" thumbnail shows a woman's face, and the "ID Scan" thumbnail shows a woman holding an ID card. At the bottom, there is a "Notes" section with a blue bar containing an information icon and the text "Click below to create a note."

# Review exam results

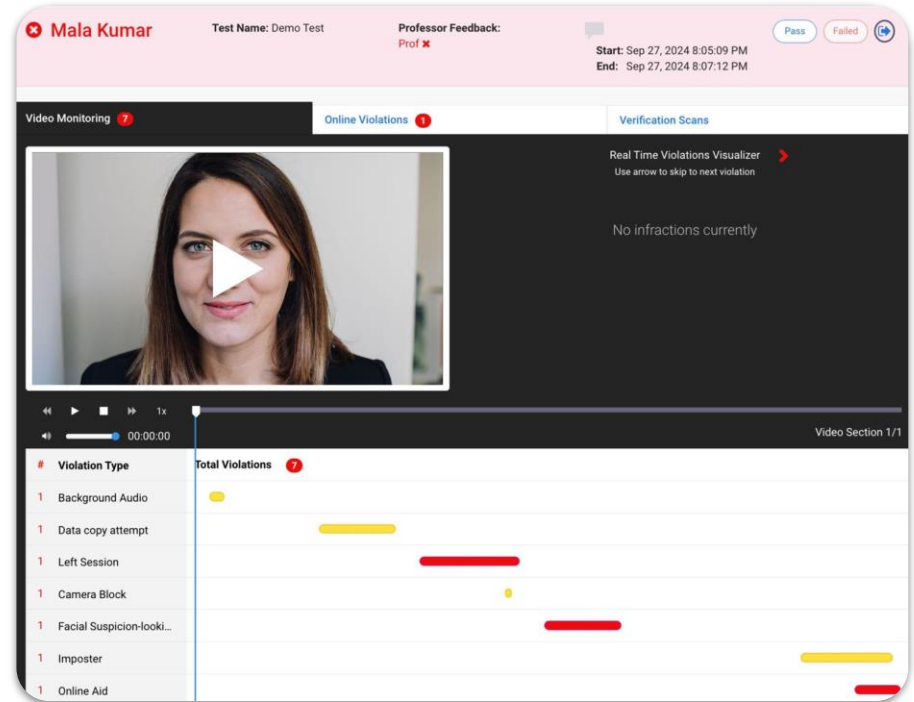
In the Quiz List, click **View Sessions** to see the list of students who have taken the exam. On the **Student List**, you can view list of students that took the exam. In the Status column, a red icon indicates a failed exam, while a green icon marks it as passed.

You can also see the number of flags and any notes left by instructors for each session. **Click the learner's name to see all violations and recordings of their exam session.**



# Reviewing a learner's violations

The **Video Monitoring** tab displays the main recording of the entire exam session, allowing you to review the student's behavior. Below the video, the **timeline** highlights any flagged violations, showing their timestamps and duration for easy reference.

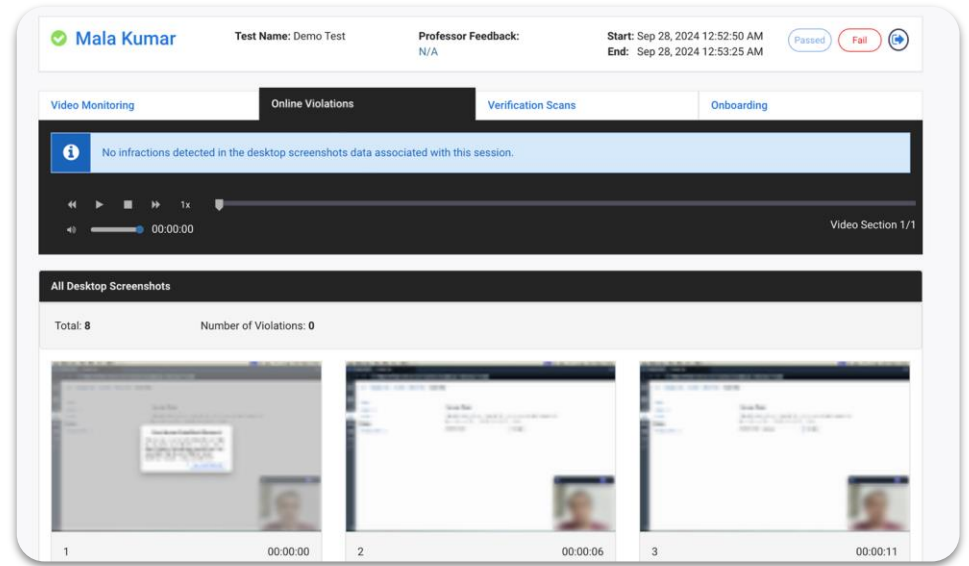


The screenshot displays the ProctorTrack interface for a test session. At the top, the student's name is Mala Kumar, the test name is Demo Test, and the professor feedback is Prof. The session start and end times are Sep 27, 2024 8:05:09 PM and Sep 27, 2024 8:07:12 PM, respectively. The interface is divided into several sections: Video Monitoring (7 violations), Online Violations (1 violation), and Verification Scans. A video player shows a woman's face with a play button. Below the video is a timeline showing various violation types with colored bars indicating their duration. A table below the timeline lists the violation types and their counts.

#	Violation Type	Total Violations
1	Background Audio	7
1	Data copy attempt	
1	Left Session	
1	Camera Block	
1	Facial Suspicion-looki...	
1	Imposter	
1	Online Aid	

# Reviewing a learner's violations

The **Online Violations** tab displays any desktop-related violations, such as attempts to open unauthorized websites or applications during the exam.



The screenshot shows the Proctortrack interface for a learner named Mala Kumar. The test name is "Demo Test" and the professor feedback is "N/A". The test started on Sep 28, 2024 at 12:52:50 AM and ended at 12:53:25 AM. The learner's status is "Passed".

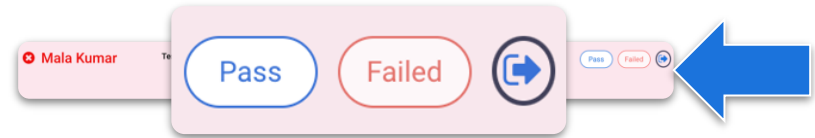
The interface has four tabs: "Video Monitoring", "Online Violations", "Verification Scans", and "Onboarding". The "Online Violations" tab is selected, showing a message: "No infractions detected in the desktop screenshots data associated with this session." Below this is a video player with a progress bar at 00:00:00 and a "Video Section 1/1" label.

Below the video player is a section for "All Desktop Screenshots". It shows a total of 8 screenshots and 0 violations. Three screenshots are displayed, each with a small video feed of the learner in the bottom right corner. The screenshots are numbered 1, 2, and 3, with timestamps of 00:00:00, 00:00:06, and 00:00:11 respectively.

# Reviewing a learner's violations

As an instructor, you can manually change a student's status in Proctortrack by clicking "**Pass**" or "**Fail**." When you do this, a professor icon will appear below your feedback, showing that you've made the change.

You can also download the proctored data (screenshots and video) to your device for reviewing any misconduct. Just click the right arrow to export the data.



# Need Help?

Find support at <https://proctortrack.com/support>

If you have any questions, you may open a ticket or contact our support team by live-chat, phone, or email. The team is available 24 x 7 x 365