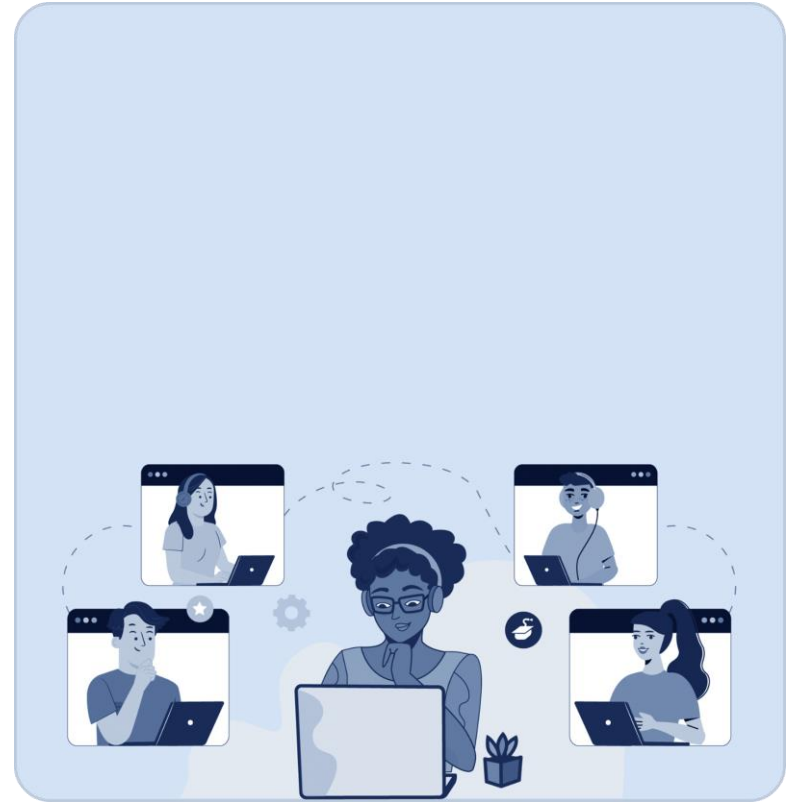
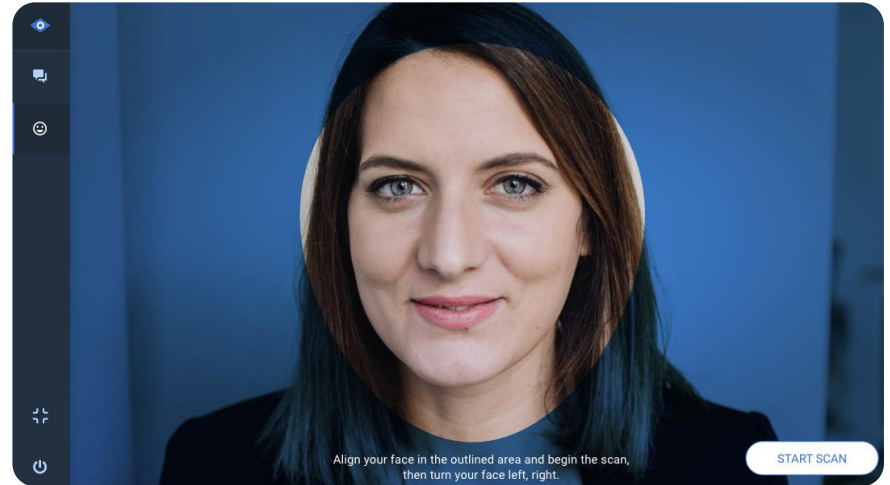


# Proctortrack Student Manual



# 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 your instructor or institution official for final approval. **AI won't make decisions; a real person will.**

## How it works



- 1 You can download Proctortrack app either from the email received from Proctortrack  
OR  
Navigate to the LMS and Click on the Proctortrack Tool and select 'Go To Test'
- 2 Download and Install the Proctortrack Application
- 3 Go through the system check and Identify verification process
- 4 Complete you examination, then close and exit Proctortrack

# Onboard before the exam

## Onboarding Profile and approval

Complete the Onboarding Test to create your Proctortrack profile and check your computer's technical requirements. Human review of your profile can take **up to 8 hours**, and you'll be notified via email. To avoid last-minute issues, use the same laptop for both onboarding and the exam. Finish this step well in advance.

# On exam day

## Taking the exam

Once your profile is approved, you can take the exam. Proctortrack verifies your identity at the start of each exam and compares it with your onboarding profile to ensure the right person is taking the test. It may also require a Room Scan if requested by your institution, ensure a quiet uncluttered testing environment.

?

**What happens if I take Onboarding too late or it is rejected?**

You cannot enter the exam without an approved onboarding. Since approval takes up to 8 hours, complete it early to allow for potential retakes.

# Onboarding Insights

The process to complete your Onboarding Test mimics the actual exam and you can find the step by step guide below. Major steps are highlighted on the right.

## Onboarding Steps

1. **Download and Install Proctortrack from the email link or from the Proctortrack Student Dashboard inside your OWL Brightspace.**
2. **Launch the Proctortrack application and provide permissions.**
3. **Once Proctortrack is launched, sign in to your OWL Brightspace and Navigate to the Proctortrack Student Dashboard.**
4. **Click the 'Go To Test' button next to Onboarding test and take identity verification scans**
5. **Complete the practice quiz, Submit and end proctoring**
6. **Wait for the onboarding profile approval email**

# When should I complete onboarding?

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 assessment. You can find the onboarding assessment in the Proctortrack Dashboard on OWL Brightspace.

## Time to process Onboarding

It will take 4-8 hours for your onboarding assessment to be processed.

## If you fail the onboarding assessment profile

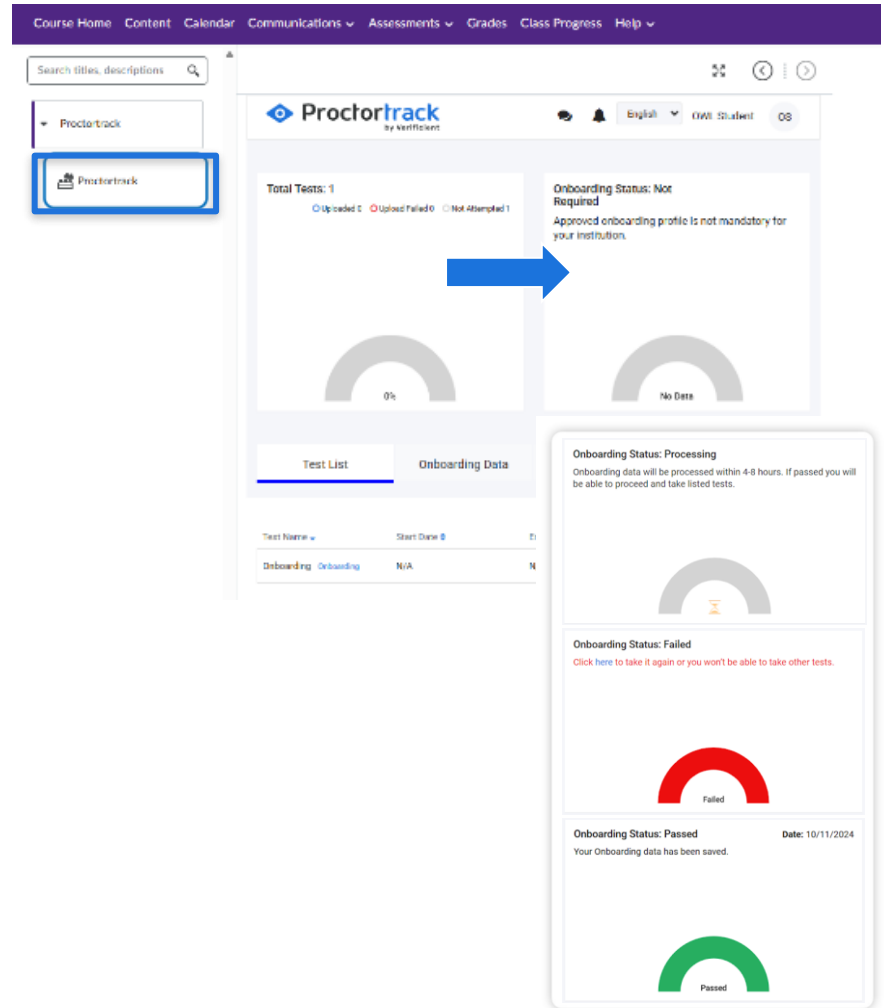
If you fail your onboarding assessment profile you will receive an email from [no-reply@verificient.com](mailto:no-reply@verificient.com) notifying you that your onboarding assessment profile has been rejected along with the relevant reason. You are also able to check your onboarding status in the Proctortrack Dashboard.

## 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.

# How to check the onboarding status

Once your data is processed, the results will be shown on the Proctortrack Student Dashboard and you will receive an email from [noreply@verificient.com](mailto:noreply@verificient.com). If onboarding is rejected, the email will include details of why the onboarding test was not accepted and advise you to retake the onboarding test.



The screenshot displays the Proctortrack Student Dashboard interface. At the top, a navigation bar includes links for Course Home, Content, Calendar, Communications, Assessments, Grades, Class Progress, and Help. A search bar is located below the navigation bar. The main content area is divided into several sections. On the left, a sidebar menu shows 'Proctortrack' with a sub-item 'Proctortrack' highlighted by a blue box. The main content area features a 'Total Tests: 1' section with a progress indicator showing 0% completion. To the right, an 'Onboarding Status: Not Required' section indicates that an approved onboarding profile is not mandatory. Below these sections, there are tabs for 'Test List' and 'Onboarding Data'. The 'Onboarding Data' tab is active, showing a table with columns for 'Test Name', 'Start Date', and 'Status'. The table contains one row with 'Onboarding' as the test name, 'Onboarding' as the start date, and 'N/A' as the status. To the right of the table, there are three status cards: 'Onboarding Status: Processing' (with a loading spinner), 'Onboarding Status: Failed' (with a red progress indicator and a link to retake the test), and 'Onboarding Status: Passed' (with a green progress indicator and a date of 10/11/2024). A blue arrow points from the 'Onboarding Status: Not Required' section to the 'Onboarding Status: Processing' card.

# 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>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

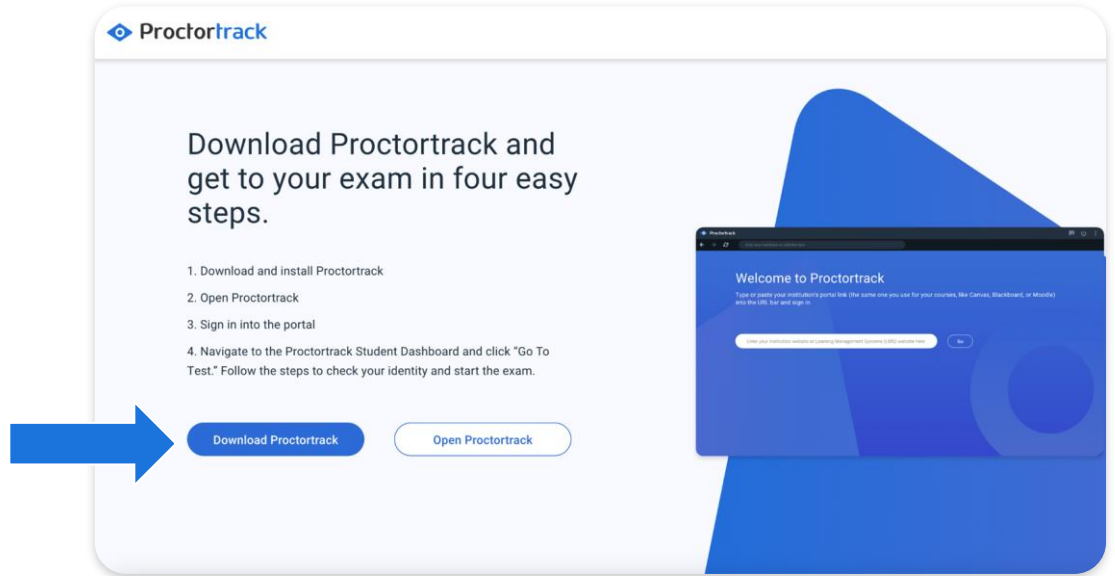
- > Open Chrome on your computer.
- > Click the Chrome menu icon (three dots in the upper right)
- > Navigate to "Privacy and Security,
- > Select "Third-party cookies.
- > Choose the option to allow third-party cookies.


## Enable JavaScript

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

# How to download Proctortrack

To take your exam with Proctortrack, you'll need to download and install the software. There are two easy ways to access the download page: through the link sent via email (suggested) or directly from OWL Brightspace.



 **Proctortrack**

Download Proctortrack and get to your exam in four easy steps.

1. Download and install Proctortrack
2. Open Proctortrack
3. Sign in into the portal
4. Navigate to the Proctortrack Student Dashboard and click "Go To Test." Follow the steps to check your identity and start the exam.

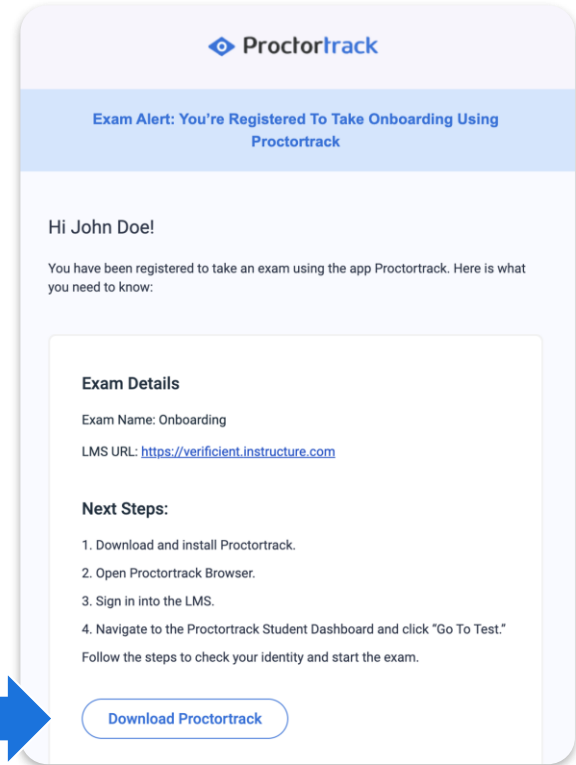
[Download Proctortrack](#) [Open Proctortrack](#)

**Welcome to Proctortrack**  
Type or paste your institution's portal link (the same one you use for your courses, like Canvas, Blackboard, or Moodle) into the URL box and sign in.

[Go](#)

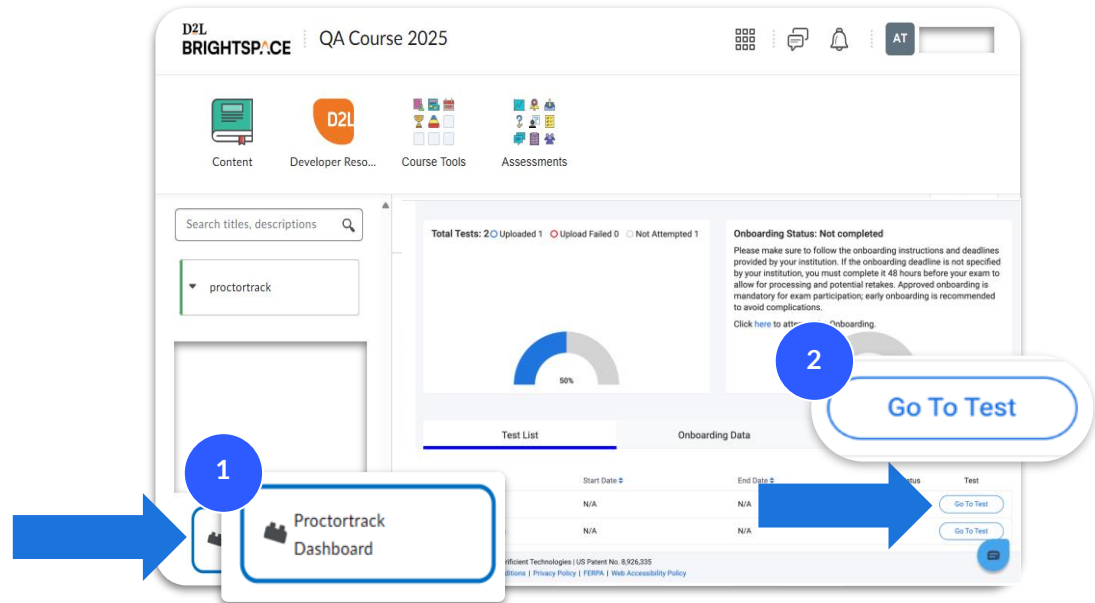
# Download via registration Email

When you are registered to take an exam with Proctortrack for an exam, you'll receive an email from [no-reply@verificient.com](mailto:no-reply@verificient.com) containing your exam details and the link to download Proctortrack



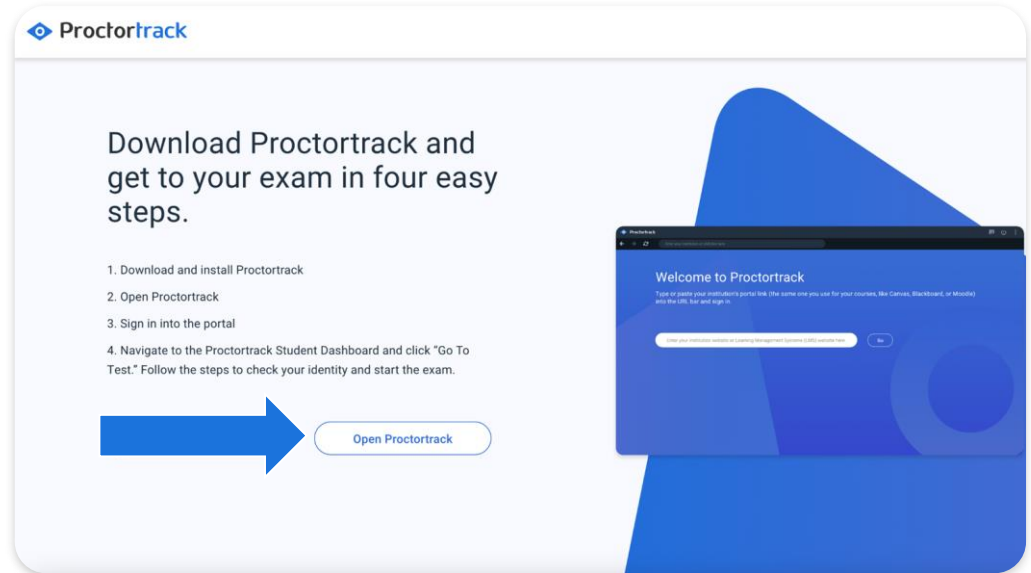
# Download from OWL Brightspace

1. Sign into OWL Brightspace and navigate to the Proctortrack Student Dashboard in your course.
2. Click the 'Go to Test' button on the Proctortrack Dashboard. **This won't start your exam—it simply takes you to the download page.**



# Install and open Proctortrack

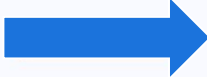
After you have completed the installation process, click on the Open Proctortrack button and the application will open. You can also open the application from the application folder, or Launchpad (Mac). Once you open it, the app will open full screen



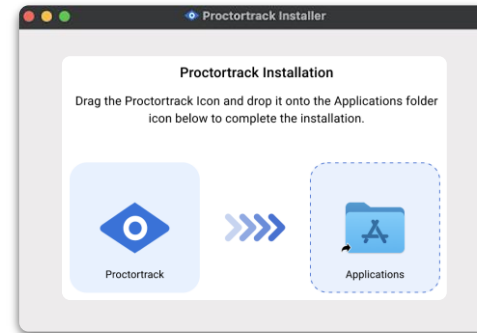
**Proctortrack**

## Download Proctortrack and get to your exam in four easy steps.

1. Download and install Proctortrack
2. Open Proctortrack
3. Sign in into the portal
4. Navigate to the Proctortrack Student Dashboard and click "Go To Test." Follow the steps to check your identity and start the exam.

 [Open Proctortrack](#)




**Welcome to Proctortrack**  
Type or paste your institution's portal link (the same one you use for your courses, like Canvas, Blackboard, or Moodle) into the URL bar and sign in.



**Proctortrack Installer**

### Proctortrack Installation

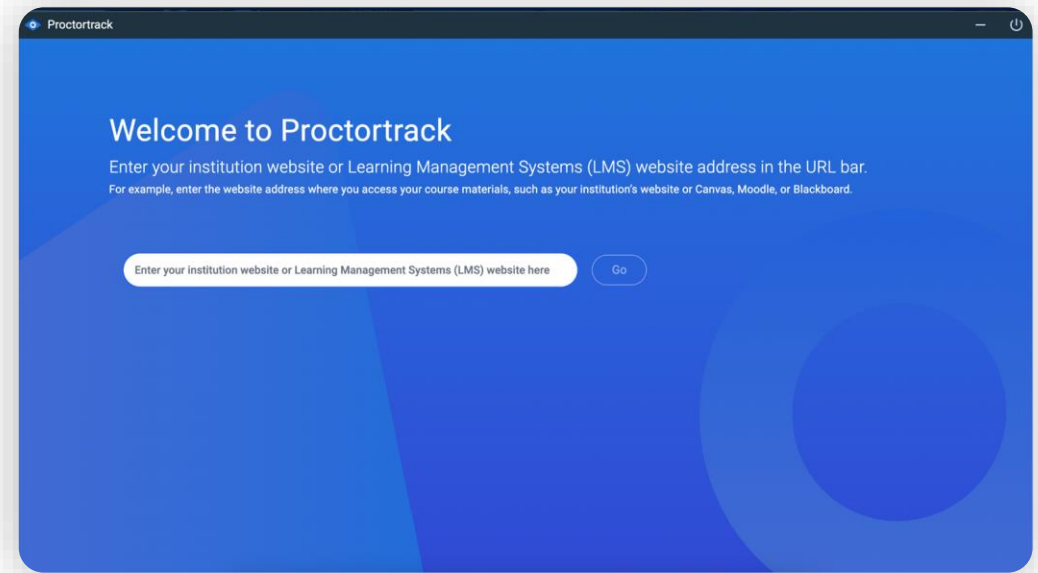
Drag the Proctortrack Icon and drop it onto the Applications folder icon below to complete the installation.

Proctortrack Applications

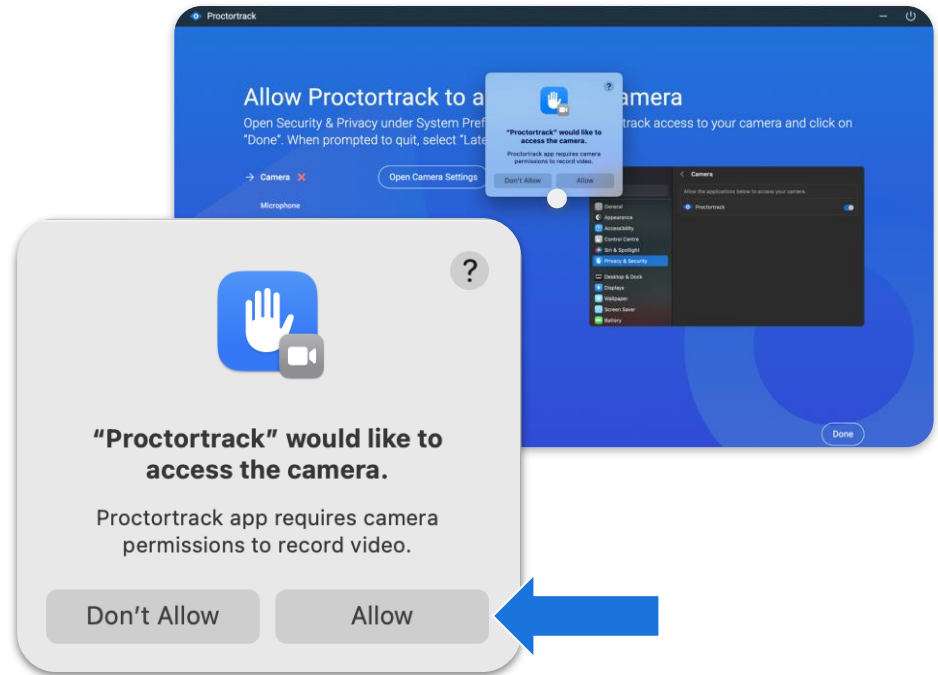
# Launch Proctortrack

After clicking "Open Proctortrack," the app will launch in full screen. If you opened the app directly from the download page, the OWL Brightspace URL will be pasted automatically. However, if you launched the app from your computer after downloading it earlier, you'll need to manually paste the OWL Brightspace URL into the address bar to proceed.



# MacOS permissions:

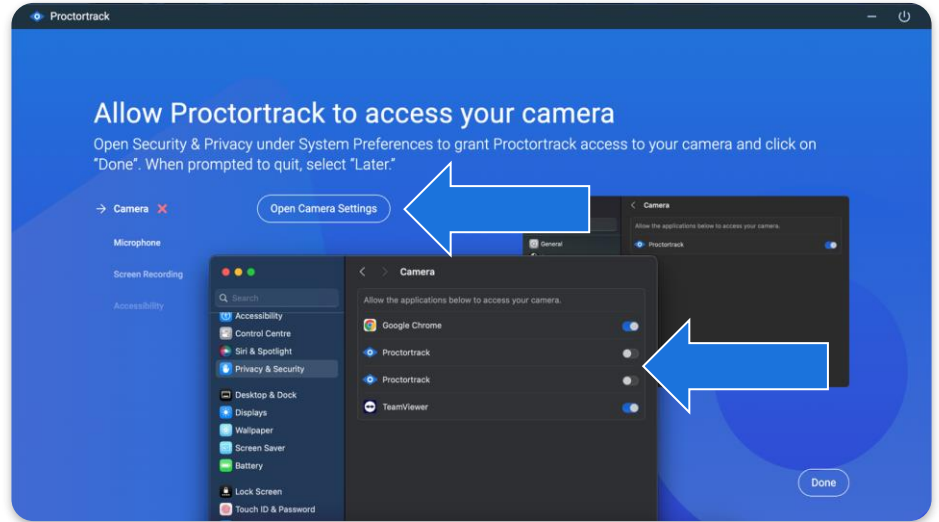
When you first install and launch Proctortrack on your mac, you'll be prompted to enable several permissions in your system preferences (**Camera, Microphone, Accessibility and Screen Recording**). Follow the on-screen instructions carefully to grant access. If you miss a step, you can manually adjust these settings later by going to **System Preferences > Security & Privacy** and ensuring Proctortrack has the necessary permissions under the Privacy tab.



# MacOS permissions window:

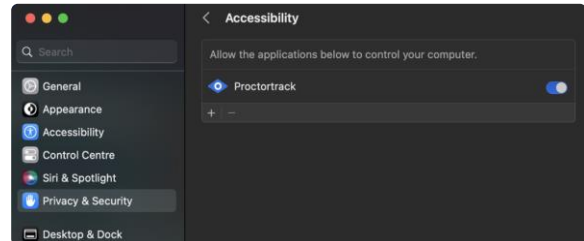
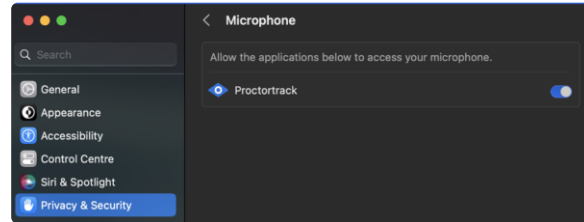
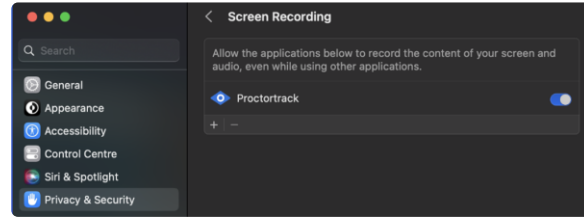
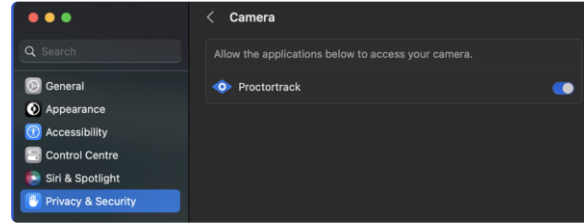
When you click "Open Camera Settings," your Mac's system settings will appear, prompting you to adjust camera permissions.

Occasionally, this window may open behind the Proctortrack app. If you don't see it, minimize Proctortrack, grant the permission, and then click Done.



# MacOS permissions list:

1. Camera
2. Screen Recordings
3. Microphone
4. Accessibility



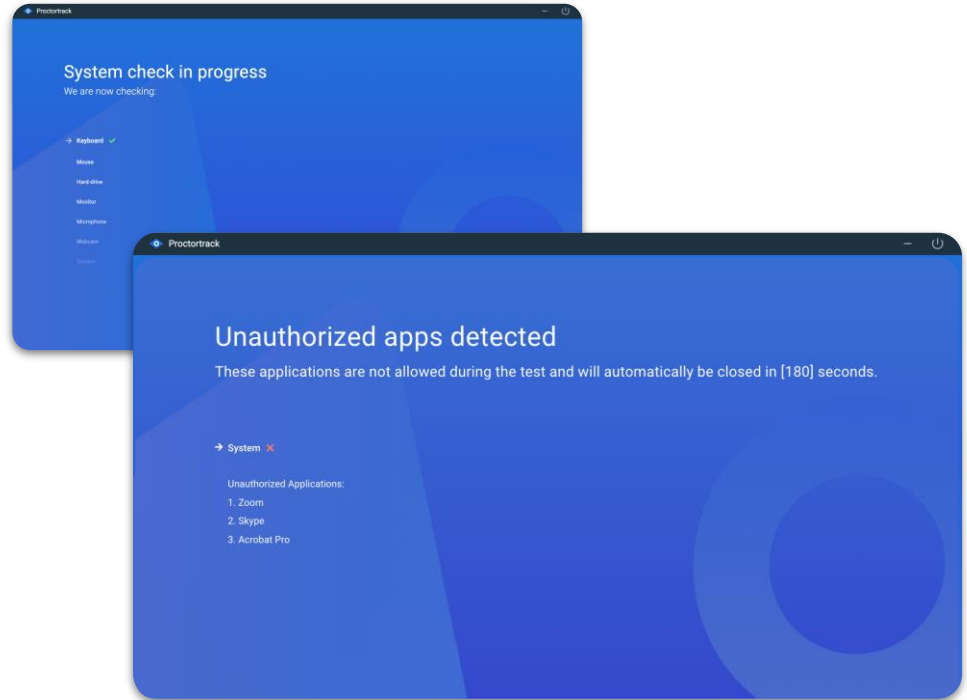
**Note: Depending on your operating system version, you may need to grant accessibility access by clicking on the lock icon to unlock permission.**



Click the lock to prevent further changes.

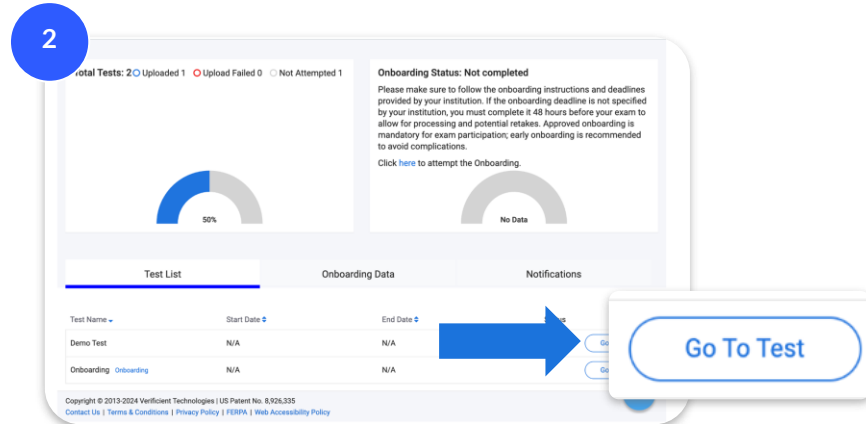
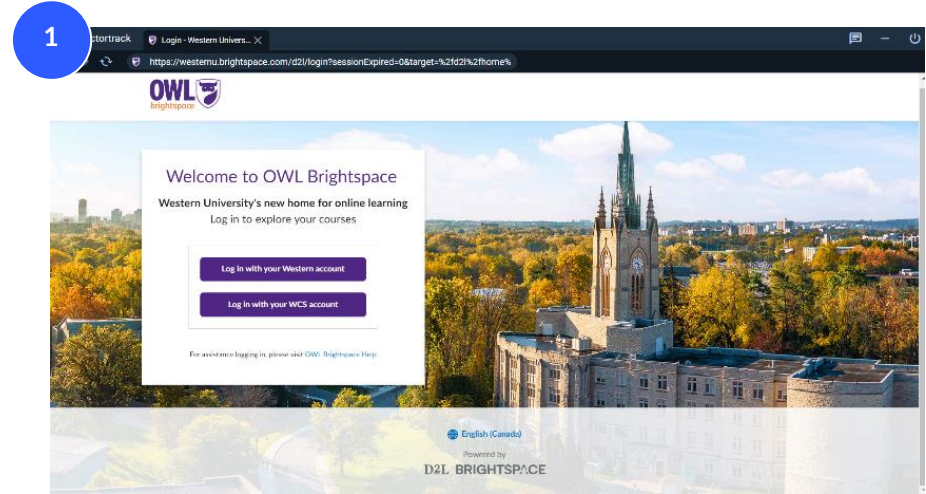
# System check

The app will perform a system check to ensure your setup is ready for the exam. If any unauthorized applications or devices are detected, they will be closed. Ensure that only one monitor, keyboard, and mouse are connected to your system.



# After Launching Proctortrack

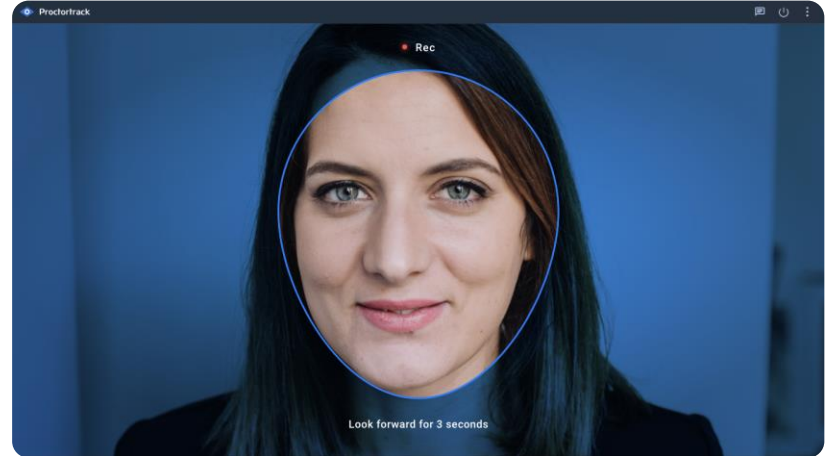
Sign into OWL Brightspace with your credentials and navigate to the Proctortrack student Dashboard where you will find the tests list. Click on Go To Test to start the Identity verification process and the exam.



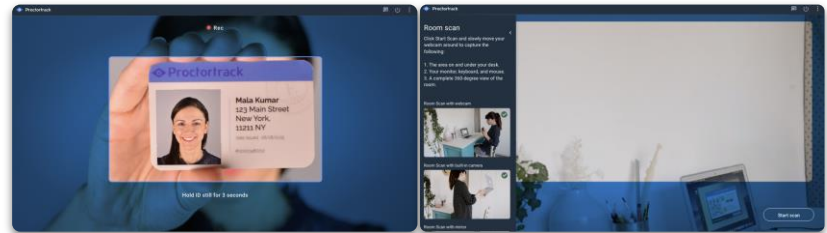
# Identity Scans

The app will guide you through identity verification step including Face scan and ID Scan. Your institution may also require a Room Scan.

Rest assured, all scans are securely handled, and your privacy is a top priority—data is only used for exam authentication and is fully protected.



**Face Scan**

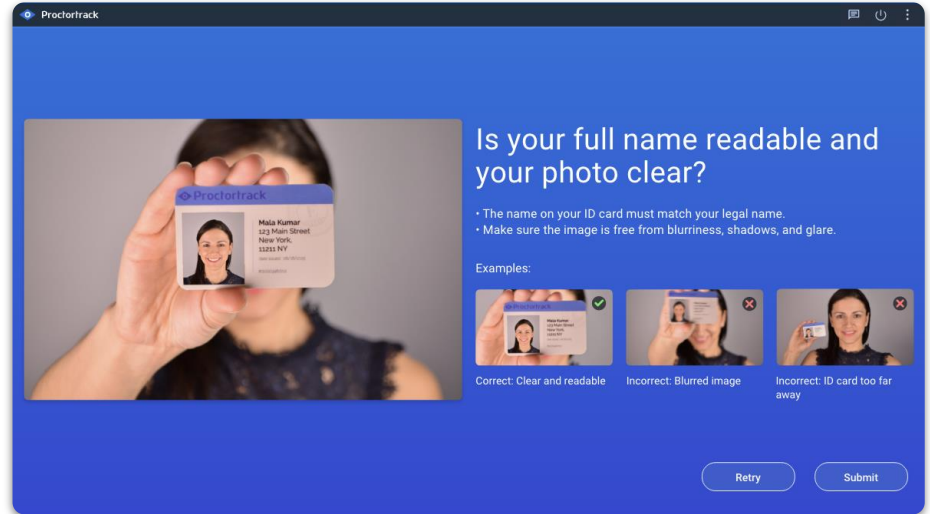


**ID Scan**

**Room Scan**

# Identity Scans Review

Ensure you upload your best ID Card shot, especially for the ID Scan during onboarding. An onboarding with a blurred or illegible ID can lead to rejection, requiring you to retake the onboarding process.



The screenshot shows a Proctortrack interface for reviewing an ID scan. The main area displays a person holding an ID card. To the right, a question asks, "Is your full name readable and your photo clear?". Below the question are two bullet points: "The name on your ID card must match your legal name." and "Make sure the image is free from blurriness, shadows, and glare." Underneath, there are three examples of ID scans: a correct one (clear and readable) with a green checkmark, and two incorrect ones (blurred image and ID card too far away) with red X marks. At the bottom right, there are "Retry" and "Submit" buttons.

Proctortrack

Is your full name readable and your photo clear?

- The name on your ID card must match your legal name.
- Make sure the image is free from blurriness, shadows, and glare.

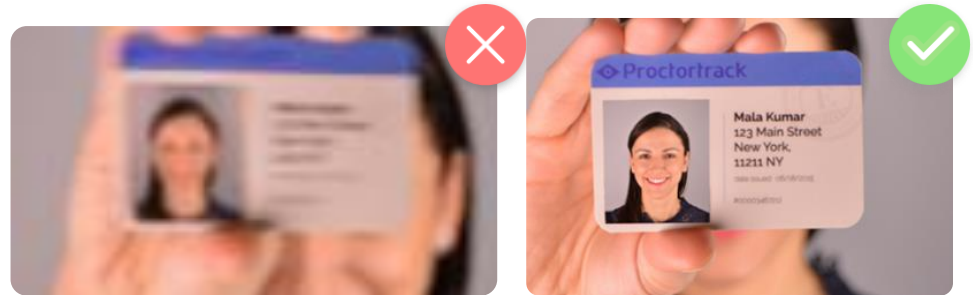
Examples:

Correct: Clear and readable

Incorrect: Blurred image

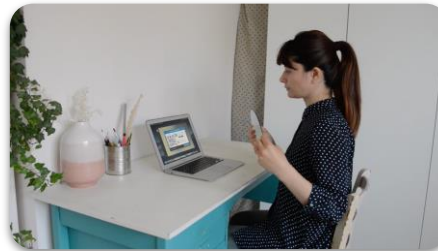
Incorrect: ID card too far away

Retry Submit



# Room Scan

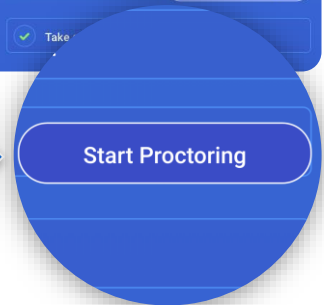
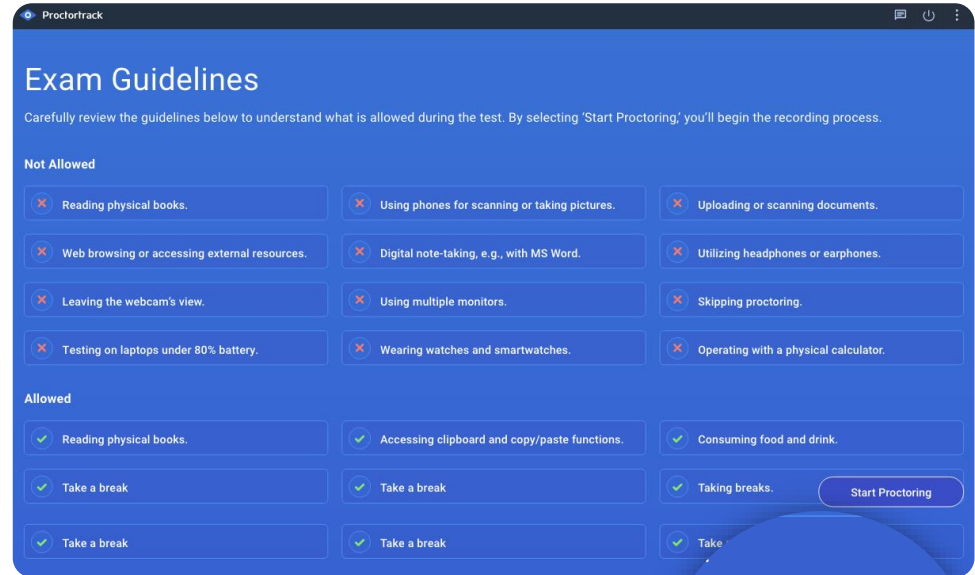
During a room scan you need to show a clear view of your entire workspace, your monitor, laptop, desktop, and the area behind them. You will also need to show that no cables are attached to your laptop and that only one keyboard and one mouse are present. The video you upload will be sent to your instructor for review when you complete your exam.



If you use a laptop with an in-built webcam, you can use a mirror to display your monitor and desktop.

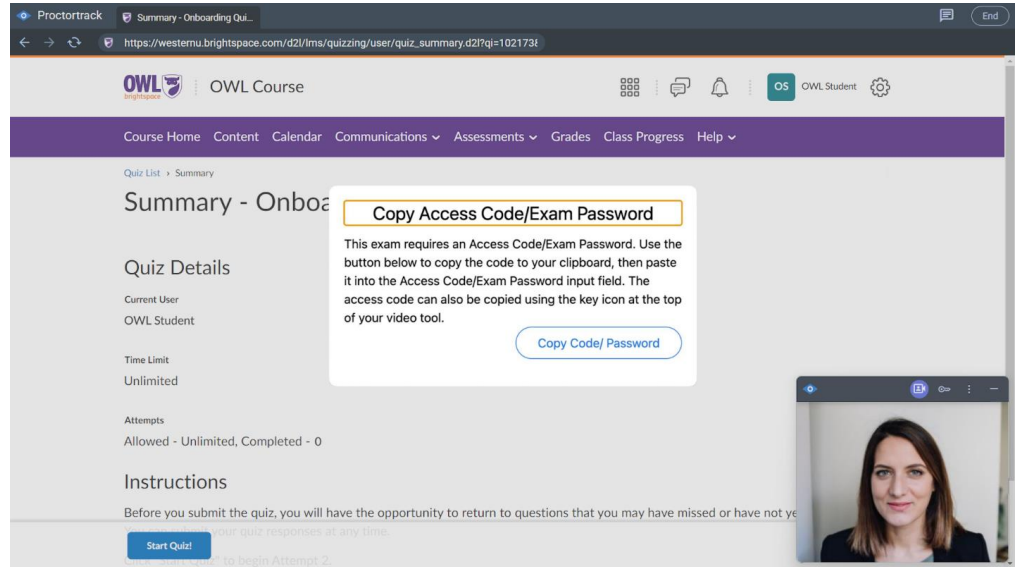
# Exam Guidelines

Before starting your exam, the app will display important exam guidelines to help you understand what is allowed and not allowed during the test. These guidelines cover everything from permitted materials to behavior during the exam. You'll have a chance to review them so you can familiarize yourself with the rules and ensure a smooth testing experience. When you click on **Start Proctoring**, the app takes you to the test page.

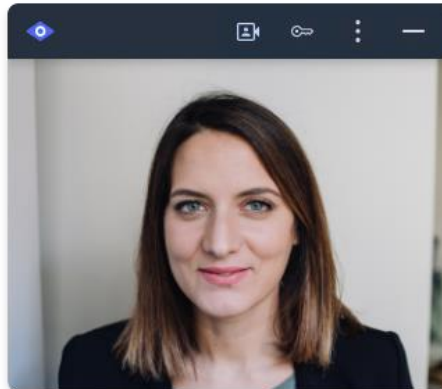


# Test Page

After clicking **Start Proctoring**, you will land on the test page and you can start the exam. If your exam requires an **access code or password**, a pop-up will appear with the option to copy it.



The screenshot shows a web browser window displaying the Proctortrack interface. The page title is "Summary - Onboarding Quiz". A pop-up window is centered on the screen with the heading "Copy Access Code/Exam Password". The text inside the pop-up reads: "This exam requires an Access Code/Exam Password. Use the button below to copy the code to your clipboard, then paste it into the Access Code/Exam Password input field. The access code can also be copied using the key icon at the top of your video tool." Below the text is a button labeled "Copy Code/ Password". The background page shows the "Quiz Details" section with the following information: "Current User: OWL Student", "Time Limit: Unlimited", and "Attempts: Allowed - Unlimited, Completed - 0". There is also a "Start Quiz!" button at the bottom left of the page.

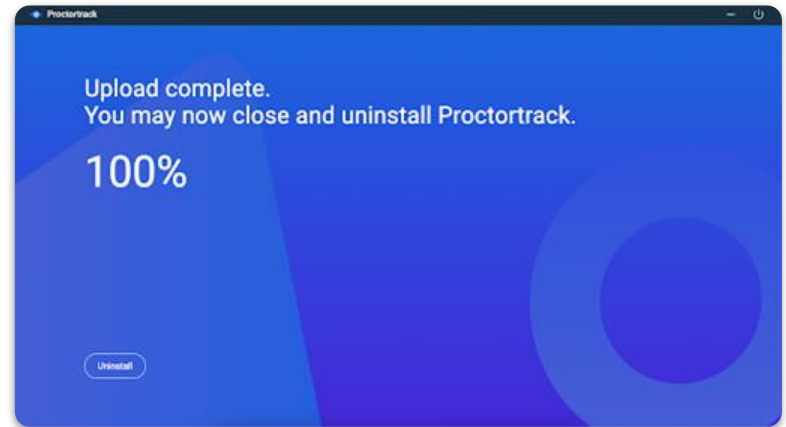
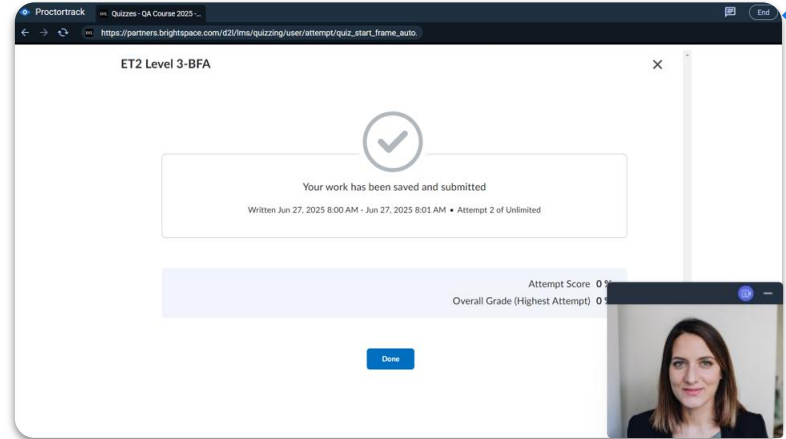


## Webcam Widget:

Once you see yourself in the webcam widget, monitoring has begun. At the top, you'll find icons: the first turns off the video feed, the key shows the access code, the three dots open a menu, and the minimize button hides the widget. You can also drag the widget anywhere on the screen.

# End Proctoring

Click on **End Proctoring** at the top right of the application to conclude the monitoring session. This action will initiate the upload of your exam data, do not quit the application until the upload is complete.



# 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