

ProctorU provides 24/7 online proctoring as a convenient alternative to onsite proctoring. If you make this option available for your student, they can take the test at a time and location of their choosing. For details, see [How Online Proctoring Works](#).

If you plan to make this option available to students, please note the following:

- All exams proctored through ProctorU **must be set up in Moodle or another online test environment**. ProctorU cannot proctor a test set up in Word format, hard paper copy, etc.
- **You must provide ProctorU with information about your exam** before students can begin scheduling testing appointments with ProctorU. Be sure to do this **at least two weeks before the scheduled exam** date to give ProctorU time to process your exam and schedule enough proctors as well as to give your students enough time to make appointments without being assessed a late fee.
- Try to be available during the exam period in case a proctor needs to contact you.
- If you have any questions about using ProctorU, you can call them at **855-772-8678 option 3** or email passwords@proctoru.com.



Note: ProctorU is one of several proctoring options available to students. To find out about other options and to see instructions for creating and administering a proctored exam (including adding a user override in Moodle for a student requiring accommodations), refer to the [Faculty Guide for Administering a Proctored Exam](#).

Preparing Your Students for ProctorU

We highly recommend that you include the following links for students in your Moodle site:

- [Proctored Exam Information for Students](#)
- [Equipment Check](#)

Note: The Equipment Check link is used to check whether a student has the necessary equipment for online proctoring. This check should be done well before the student's appointment date. Because the equipment check sometimes gives "false positives," it's also important to use the "Connect to a live person" link to confirm that that everything is working as expected.

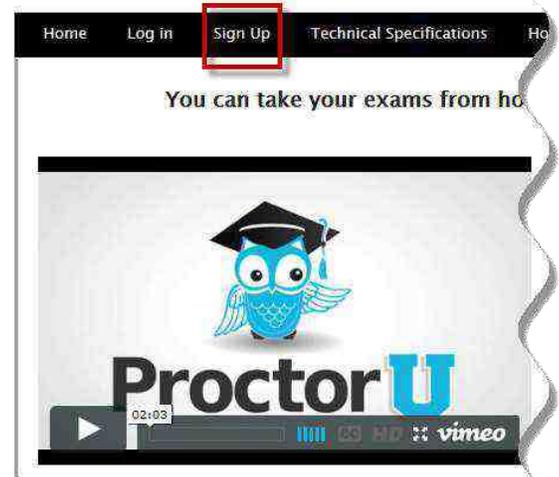
You should let your students know that they will pay a proctoring fee when they schedule an exam with ProctorU. A typical charge is \$25 for a two-hour session. **The actual fee is based on the length of time that you designate when you set up the exam with ProctorU.** A \$5 late fee is also assessed if a student schedules a session less than 72 hours in advance. Contact the Center for Instructional Support for a detailed price list.

Note: If a student requires [additional time](#) to take an exam because of a documented disability (or because of technical difficulties), ProctorU will not charge the student for the extra time. If a student requires additional time because of a disability, send the student's name, name of exam and length of time required to CFaber@proctoru.com to let them know that the student is allowed additional time.

Adding Your Test to the ProctorU Database

Although you can use any standard browser, the ProctorU website works best with Chrome. To submit exam information, you must first create a ProctorU instructor account:

1. Go to <http://www.proctoru.com/portal/sou> and click on **Sign up**.
2. Complete all requested fields. Note that any exams you schedule will be based on the time zone you select.
3. After completing all of the fields, click on **Create Account**.
4. By default, your account will be created as a student account. Send an email to CFaber@proctoru.com to request that your role be changed to **SOU Instructor**.



Note: Allow up to one business day for ProctorU to respond to your request. You only need to make this request when you first set up your account. After you have received confirmation that your account has been changed to an Instructor account, take the following steps to enter exam information:

1. Log in at go.proctoru.com. (You can also get here from the [ProctorU SOU Portal](#) or the [ProctorU site](#).)

2. Click on the blue **ADD NEW** button on the upper right corner of the home page. (If you don't see this button, contact CFarber@proctoru.com to convert your role to SOU Instructor.)



3. Select **Exam** from the drop-down menu.

4. Complete the following **Exam Settings** fields:

- **Exam Title** – This is the name of the exam, e.g., Midterm exam.
- **Course number** – Example: BA 211 – Financial Accounting.
- **Department** – If your department is not listed, select "OTHER" or "General Exams."

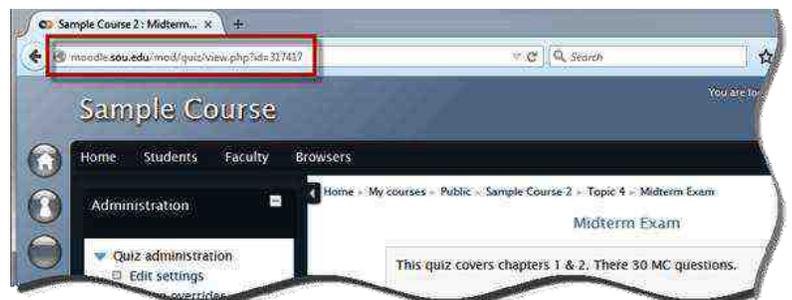
5. Complete the following **Exam Configuration** fields:

- **Bluebird or Adhoc** – Ignore these fields; they do not apply to SOU exams.
- **Duration** – Enter the number of minutes allowed for the exam.

Note 1: This does not include any additional time that might be required to [accommodate a student with a documented disability](#).

Note 2: The proctoring fee students will be charged is based on the time limit entered here. Contact the Center for Instructional Support for a detailed price list.

- **Exam URL** – The exam URL is not required but is helpful in case a student is confused about how to access the exam in Moodle. (Students access the exam the same way they normally do; the only difference is that the proctor enters the password for the student.) To find the URL, go to the Moodle course site and click on the test link. Copy and



paste the URL from the address bar of the browser; it will look something like this:

<http://moodle.sou.edu/mod/quiz/view.php?id=317417>.

- **Exam password** – This password should be set up in the Moodle quiz settings and provided to ProctorU here. When a student is ready to take the exam, the proctor will enter the password in Moodle without the student seeing it.
 - **Permitted resources** – Check all that apply. Any clarifications and additions can be entered in the "Other resources" and "Additional Exam Notes & Accommodations" fields below.
 - **Expected No. of Test Takers** – This is the estimated number of students who are expected to take the test through ProctorU (not the number of students enrolled in your course).
 - **Additional Exam Notes & Accommodations** – Use this box to:
 - Indicate the best ways and times to contact you if problems arise.
 - Indicate whether you wish to allow bathroom breaks during the exam.
 - Clarify any of the items listed under "Permitted resources" and enter any other notes.
 - Notify ProctorU about any students who require additional time or other accommodations because of a disability.
 - **Notify on Schedule Emails** – It may be helpful for you to know when your students have scheduled appointments to take your exam with ProctorU. If so, you can enter your email address to be notified of any appointments. You may enter more than one email address here (separated by commas).
6. Complete the following **Exam Windows** fields:
- **Start** – Date and time that the exam opens. Note that times are based on the time zone you selected when setting up your account. You can verify and update the time zone by clicking on the drop-down menu next to your name on the upper right corner of the screen and selecting **Account**.
 - **End** – Date and time for the last appointment that may be scheduled by the student. Note that this is NOT the same as the closing date and time for the exam. **We recommend allowing one extra hour** for the student to connect to the proctor, go through the authentication process, and resolve any technical issues that may arise. For example, if the exam closes at 10 p.m. and the time limit is two hours (120 minutes), we recommend setting the last possible appointment time to 7 p.m. (If you set the last possible exam time to 8 p.m. and it takes 30 minutes to connect, authenticate and resolve technical issues, then the student will only have 90 minutes instead of 120 minutes to take the exam before it closes at 10 p.m.).
 - **Name** – Leave this blank. You can also ignore the "Add Window" and "Remove Window" buttons.
7. When all required fields have been completed, scroll down and click on **Submit for Review**.
8. Wait until you receive a message from ProctorU confirming that the exam has been activated in their scheduling system before you let students know that they may begin scheduling appointments. This usually takes around one business day.

Editing Test Information: All exams you've created are listed on your ProctorU home page. To make any changes, click on the pencil button in the last column and submit the revised form. (You can also email revisions to passwords@proctoru.com or to CFarber@proctoru.com.)

Contact Information

If you have questions about ProctorU's service (such as how to create an instructor account or how to complete the New Exam form, please contact ProctorU at passwords@proctoru.com or **855-772-8678 option 3**. For assistance in creating quizzes in Moodle, contact the SOU Center for Instructional Support.