



Frequently Asked Questions

(Top 50 ProctorU FAQs)

01. How do I prepare for a ProctorU exam?

Preparation for a ProctorU exam involves ensuring your device meets the technical requirements, preparing your testing environment, and having the necessary materials ready. Make sure to test your equipment at ProctorU's system check page, [link](#); and prepare a quiet, distraction-free area with good lighting. Have a valid photo ID ready, and ensure all prohibited materials are removed from your workspace.

02. What are the technical requirements for a ProctorU exam?

The technical requirements include a computer with a working webcam, microphone, and a stable internet connection (at least 2 Mbps upload and download speeds). Supported browsers are Google Chrome and Mozilla Firefox, both of which need the ProctorU extension installed. For the full system requirements, visit [ProctorU's technical requirements

03. What happens if I am late to my exam?

If you arrive more than 15 minutes late to your exam, your session may be canceled, and you'll need to reschedule. Be sure to connect at least 5–10 minutes before your scheduled start time.

04. Can I take the exam on a mobile device?

No, ProctorU does not support exams on mobile devices such as smartphones or tablets. You must use a laptop or desktop computer that meets their technical requirements.

05. Can I take the exam in a public space?

No, public spaces like coffee shops or libraries are not allowed. You must take the exam in a private, quiet, and distraction-free environment, such as a home office or bedroom.

06. Will I be monitored throughout the entire exam?

Yes, a live proctor will monitor your webcam, microphone, and computer screen throughout the exam to ensure compliance with the exam rules.

07. Can I wear headphones or earbuds during the exam?

No, headphones and earbuds are not allowed unless explicitly permitted by your instructor or institution.

08. What if my internet disconnects during the exam?

If you experience a disconnection, you can usually reconnect by following on-screen prompts. If the issue persists, contact ProctorU support immediately through the chat function or phone.

09. Are bathroom breaks allowed during the exam?

This depends on the exam rules set by your instructor or institution. Some exams allow no breaks, while others permit limited ones. Check your exam's specific guidelines beforehand.

10 Can I have a drink or snack during my exam?

Drinks in clear containers without labels are typically allowed, but snacks may not be permitted. Check your exam's specific rules for clarification.

11. What types of ID are acceptable for verification?

Acceptable IDs include government-issued photo IDs such as a driver's license, passport, or military ID. Ensure it is valid and not expired.

12. Can I use dual monitors during my exam?

No, dual monitors are not allowed. Disconnect any additional screens before your exam.

13. Do I need to download any software before the exam?

Yes, you need to download the ProctorU extension for your browser and may need to run the Guardian Browser or a temporary applet for system checks.

14. How do I know my personal information is secure?

ProctorU follows strict security protocols and does not store your personal information beyond what is required for the exam session. Your proctor cannot access your computer without your explicit consent.

15. Can I use scratch paper during the exam?

This depends on your exam's rules. If allowed, you will need to show both sides of the paper to the proctor before and after the exam.

16. What if I need accommodations for a disability?

ProctorU can provide accommodations based on your institution's or organization's policies. Submit your accommodation requests to your institution, who will notify ProctorU if approved.

17. How early should I log in on exam day?

Log in at least 5–10 minutes before your scheduled time to complete the identity verification and system checks without rushing.

18. What should I do if my confirmation email is missing?

Check your spam or junk folder. If it's not there, request a new confirmation email via the ProctorU platform or contact support for assistance.

19. Can I use a wired internet connection?

Yes, and it is recommended for the best performance. If you must use Wi-Fi, ensure you are close to the router and that the connection is stable.

20. What happens if I violate a rule during the exam?

Any rule violation will be flagged and reported to your institution for review. Consequences depend on your institution's policies.

21. How is cheating prevented during the exam?

ProctorU uses live proctors, AI monitoring, and secure browsers to detect and prevent cheating. Suspicious behavior, unauthorized materials, or environmental inconsistencies are flagged and reported.

22. Can I reschedule my exam?

Yes, you can reschedule your exam within the ProctorU platform. Fees may apply for late rescheduling.

23. What are common reasons exams are flagged?

Common reasons include looking off-screen frequently, background noise, unauthorized materials, or leaving the testing area.

24. Can I use a webcam cover during the exam?

No, your webcam must remain uncovered and operational throughout the exam.

25. How do I contact ProctorU support?

Use the chat icon in the platform, visit ProctorU's support page(<https://www.proctoru.com>), or call their support number for assistance.

26. What types of exams does ProctorU support?

ProctorU supports a wide range of exam types, including academic exams, professional certification tests, and corporate training assessments. The platform is designed to integrate seamlessly with various Learning Management Systems (LMS) and test delivery platforms, enabling organizations to provide secure and reliable proctoring services. Academic institutions use ProctorU for midterms, finals, and standardized testing, while professional organizations rely on it for licensure and credentialing exams. The platform supports different formats, such as multiple-choice, essay-based, and practical application exams, ensuring flexibility and security for test-takers and administrators alike.

27. How is my identity verified during the exam process?

ProctorU employs a multi-step identity verification process to ensure the integrity of the exam. This typically includes the following steps:

1. Photo ID Check: You will need to present a government-issued photo ID (e.g., driver's license, passport) to the proctor via webcam.
2. Live Image Capture: A photo of your face will be taken to match against the ID you provide.
3. Challenge Questions: You may be asked questions based on publicly available data to verify your identity.
4. Room Scan: The proctor will ask you to perform a 360-degree scan of your testing environment using your webcam to ensure there are no unauthorized materials or individuals present.

This process ensures a secure and fair testing environment for all participants.

28. What happens if I miss my scheduled exam time?

If you miss your scheduled exam time, your session will be marked as a no-show, and you may need to pay a rescheduling fee depending on your institution's policy. You can typically reschedule your exam by logging into your ProctorU account and selecting a new time slot. Keep in mind that rescheduling availability depends on the proctoring schedule and may require advance notice. If the missed session was due to an emergency, contact your instructor or exam administrator immediately for further guidance.

29. What technical equipment do I need for ProctorU?

To take an exam with ProctorU, you will need:

1. A computer (desktop or laptop) running a supported operating system (Windows or macOS).
2. A functioning webcam and microphone.
3. A stable internet connection with at least 2 Mbps upload/download speed.
4. A compatible browser (Google Chrome or Firefox) with the ProctorU browser extension installed.
5. Administrative access to your computer to install any necessary software, such as the Guardian Browser.

You can test your system compatibility using the ProctorU system check tool before your exam day.

30. Can I use external devices like calculators or notepads during my exam?

The use of external devices, such as calculators or notepads, is subject to the rules set by your instructor or exam administrator. If these items are permitted, your proctor will verify them during the initial environment check. Unauthorized devices, such as smartwatches, additional monitors, or mobile phones, are strictly prohibited. Always review the exam guidelines provided by your institution or organization to ensure compliance.

31. What happens if my internet connection is unstable during the exam?

If your internet connection becomes unstable or disconnects during the exam, the system will typically attempt to reconnect you automatically. In case of a prolonged disconnection, you will need to:

1. Follow the on-screen prompts to reconnect.
2. Re-establish a connection to your proctor.
3. Resume the exam once the technical checks are completed again.

If the issue cannot be resolved, you may need to reschedule your exam. It's advisable to use a wired internet connection and ensure no bandwidth-heavy applications are running during the test to avoid such issues.

32. Is my privacy protected when using ProctorU?

Yes, ProctorU takes privacy seriously and adheres to strict data protection and security standards. The platform only collects information necessary for identity verification and proctoring purposes. Your personal data, video recordings, and chat logs are stored securely and are only accessible to authorized personnel. ProctorU complies with privacy laws such as GDPR and CCPA, ensuring your information is handled responsibly. You can review ProctorU's privacy policy on their website for more details.

33. What happens if my proctor suspects cheating during the exam?

If a proctor observes behavior that violates the exam rules, they will document the incident and report it to your instructor or exam administrator. The proctor may also pause your exam and request an explanation. Examples of suspicious behavior include:

- Unauthorized use of devices.
- Talking to someone off-screen.
- Looking away from the screen frequently.

The final decision regarding any disciplinary action lies with your institution or organization.

34. Can I use my phone during the exam?

Phones are generally not allowed during the exam unless explicitly permitted by the exam guidelines. In some cases, your proctor may ask you to use your phone to verify your testing environment during the initial room scan. After this, the phone must be placed out of reach and out of sight for the remainder of the exam.

35. Can I wear headphones during the exam?

Headphones or earbuds are typically not permitted during the exam unless specified as part of an approved accommodation. This is to prevent the possibility of unauthorized communication or accessing prohibited materials. If headphones are allowed, your proctor will confirm this during the initial check.

36. What happens to the recording of my exam session?

The recording of your exam session, including audio, video, and screen activity, is securely stored on ProctorU's servers. This recording is only accessible to authorized personnel, such as your institution's exam administrators, for reviewing potential rule violations. Recordings are typically retained for a specified period, depending on the organization's policies, after which they are permanently deleted.

37. Can I reschedule my exam if something urgent comes up?

Yes, you can reschedule your exam through your ProctorU account. Rescheduling policies vary by institution, and some may require at least 24-48 hours' notice. Late rescheduling requests may incur additional fees or be subject to approval by your instructor or exam administrator.

38. What should I do if I experience technical issues before my exam?

If you encounter technical problems before your exam, such as software installation issues or system compatibility errors, you can contact ProctorU's technical support team via live chat on their website. They will assist you in troubleshooting and ensuring your system is ready for the exam.

39. Can I wear religious or cultural attire during the exam?

Yes, ProctorU allows religious or cultural attire, such as head scarves or turbans, during exams. However, your proctor may ask for a brief visual inspection to ensure there are no unauthorized materials hidden. This process is conducted respectfully and in accordance with cultural sensitivities.

40. What are the payment options for scheduling an exam with ProctorU?

Payment options for ProctorU vary depending on the institution or organization. Some exams may be prepaid by your institution, while others may require you to pay directly. ProctorU accepts major credit cards and may offer other payment methods, such as PayPal. You will see the payment details during the scheduling process.

41. Can I use assistive technologies during my exam?

Yes, ProctorU supports the use of assistive technologies for test-takers with approved accommodations. This includes screen readers, magnifiers, and other accessibility tools. You must notify your institution or exam administrator in advance so that these accommodations can be coordinated with ProctorU.

42. Are food and drinks allowed during the exam?

Food and drinks are generally not allowed during the exam unless specified as part of an accommodation or medical necessity. A simple glass of water may be permitted, but you should check with your exam administrator beforehand.

43. How long are exam sessions typically monitored?

Exam sessions are monitored from the moment you connect with a proctor until you complete and submit your exam. Proctors continuously observe your video feed, audio feed, and screen activity to ensure compliance with the rules.

44. What should I do if my proctor is unresponsive?

If your proctor becomes unresponsive during the exam, try reaching out to ProctorU's live support through the chat feature. If the issue persists, follow the prompts to reconnect or reschedule your exam.

45. What should I wear during my exam?

You should wear appropriate clothing that is comfortable and professional. Avoid wearing hats, hooded sweatshirts, or anything that obscures your face, as your proctor needs to verify your identity and monitor your behavior.

46. How are accommodations for disabilities handled?

Accommodations for disabilities, such as extended time or additional breaks, must be approved by your institution or exam administrator before the exam. ProctorU will follow the guidelines provided by your institution to ensure these accommodations are implemented.

47. Can I take an exam in a language other than English?

Yes, ProctorU supports exams in multiple languages if allowed by your institution. Ensure that the exam settings and proctor instructions are configured for the desired language before scheduling.

48. What happens if I fail the identity verification process?

If you fail the identity verification process, you will not be allowed to proceed with the exam. You should contact your institution or exam administrator to resolve the issue and reschedule if necessary.

49. Can I take my exam while traveling?

You can take your exam from any secure and private location that meets ProctorU's requirements. However, ensure that your internet connection and testing environment comply with the guidelines. Public areas, such as airports or cafes, are not permitted.

50. 50. What are the common reasons for session termination?

ProctorU sessions may be terminated for the following reasons:

1. Repeated rule violations (e.g., talking, unauthorized materials).
2. Failure to comply with proctor instructions.
3. Technical issues that cannot be resolved within a reasonable time.
4. Suspicious behavior, such as receiving assistance or attempting to bypass the proctoring software.

In such cases, the proctor will document the incident and notify your institution.

NOTE:

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