



# 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

## WESTERN EXAM CHAT SUPPORT

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 Friday: 9 am – 4 pm EDT

\* Plus anytime there is a scheduled exam

## BEFORE STARTING

### 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](mailto:photoid@uwo.ca).

### Review Proctortrack's list of technical requirements

Proctortrack's technical requirements can be found at <https://www.proctortrack.com/techrequirements/>

### Manage your browsers

#### ❑ **Download the Google Chrome browser**

We recommend you use the latest version of Google Chrome to write your assessment. It is also good practice to have a second browser (we recommend Firefox) 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, 3<sup>rd</sup> 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.

#### ❑ **Disable ad-blocker**

If you have an ad-blocker installed on your browser, make sure to disable before starting your assessment.

#### ❑ **Enable cookies (Note:** Proctortrack will not work when using Incognito (Chrome) or Private (Firefox) windows.

Instructions to enable cookies:

[https://www.whatismybrowser.com/guides/how-to-enable-cookies/?utm\\_source=whatismybrowsercom&utm\\_medium=internal&utm\\_campaign=guides-index&utm\\_content=guide-list-icons](https://www.whatismybrowser.com/guides/how-to-enable-cookies/?utm_source=whatismybrowsercom&utm_medium=internal&utm_campaign=guides-index&utm_content=guide-list-icons)

#### ❑ **Enable JavaScript**

Instructions to enable JavaScript:

[https://www.whatismybrowser.com/guides/how-to-enable-javascript/?utm\\_source=whatismybrowsercom&utm\\_medium=internal&utm\\_campaign=guides-index&utm\\_content=guide-list-icons](https://www.whatismybrowser.com/guides/how-to-enable-javascript/?utm_source=whatismybrowsercom&utm_medium=internal&utm_campaign=guides-index&utm_content=guide-list-icons)

### Find a place to write and prepare your space

Because Proctortrack will be recording video during the assessment 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 the assessment, unless necessary, as they may be recorded on both audio and video, and your assessment 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.

## ONBOARDING

Onboarding gives you a chance to experience how Proctortrack will work during a live assessment. It also lets you test your hardware to see if your computer is compatible and capable to run Proctortrack. Lastly, it creates a Proctortrack profile which establishes your identity with Proctortrack. You may be required to onboard in Proctortrack if you are enrolled in a class that uses Proctortrack for remote proctoring.

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 tool in OWL for a course that is using Proctortrack.

After your onboarding video has successfully uploaded, you may uninstall the Proctortrack application from your computer if you would like to.

***Time to process your onboarding:*** it will take 4-8 hours for your onboarding assessment to be processed.

***If you have completed onboarding in another course:*** you can complete the onboarding assessment in multiple classes

***If you get a new computer or hardware:*** you should complete another onboarding assessment to ensure Proctortrack is compatible with your new hardware. If you have already completed a successful onboarding assessment, 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 assessment to ensure you pass the system check with your new computer.

***If you fail the onboarding assessment profile:*** if you fail your onboarding assessment profile you will receive an email from [no-reply@verificent.com](mailto:no-reply@verificent.com) notifying you that your onboarding assessment 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 assessment profile, simply retake the onboarding assessment 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 assessment profile, reach out to Western support staff through the *Western Exam Chat Support* tool in OWL.

## COMMON ISSUES THAT MIGHT OCCUR 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.

### Webcam not detected, freezes or app crashes after facial scan

If your webcam is not detected by the Proctortrack app, the problem is most likely related to webcam drivers. Below are links to troubleshoot webcam issues.

- Windows operating system:

<https://verificent.freshdesk.com/support/solutions/articles/1000279242>

- Mac operating system:

<https://verificent.freshdesk.com/support/solutions/articles/1000279258>

If your webcam freezes or the application crashes after the face scan, the ManyCam provides a workaround to prevent your webcam from freezing.

Workaround ManyCam link:

<https://verificent.freshdesk.com/support/solutions/articles/1000279259-app-crashesduring-facial-scan-workaround-manycam->

*If you are uncertain if your webcam works:* you can test your webcam at <https://www.onlinemictest.com/webcam-test/>

Cannot find the password Password:

- Click on **Password** on the Proctortrack menu bar
- Copy** and **paste** the password into the password field
- If you get an error, reach out to Western Exam Chat Support

Assessment not loading

If your assessment is not loading after the Proctortrack scans, it may be due to several reasons.

1. Make sure all applications are closed on your computer
2. Make sure you only have one browser tab open
3. Check your browser settings:
  - Disable ad-blocker
  - Enable all cookies (including 3<sup>rd</sup> party cookies)
  - Enable JavaScript

If the assessment still does not load, you will need to reload the browser page.

If you still experience issues, reach out to Western support staff through the *Western Exam Chat Support* tool in OWL.

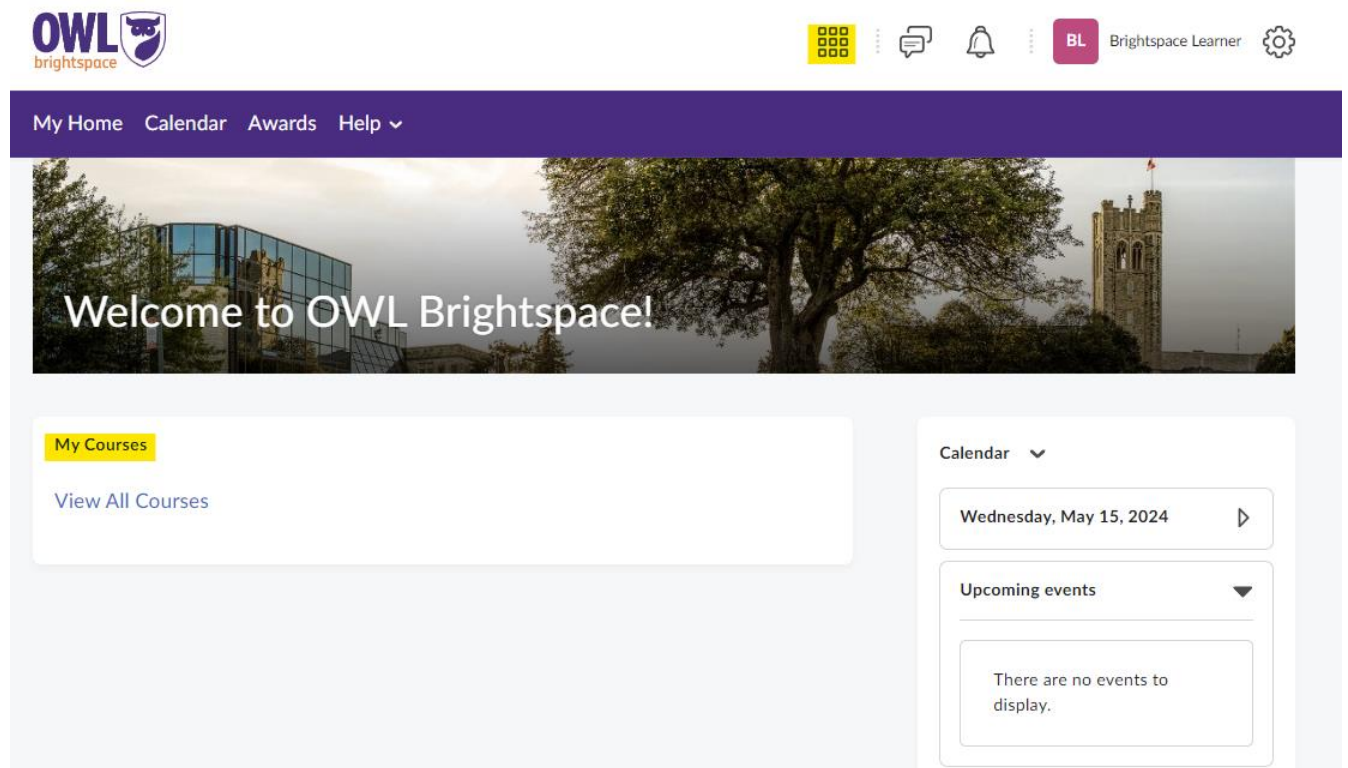
## TAKING AN ASSESSMENT USING PROCTORTRACK

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

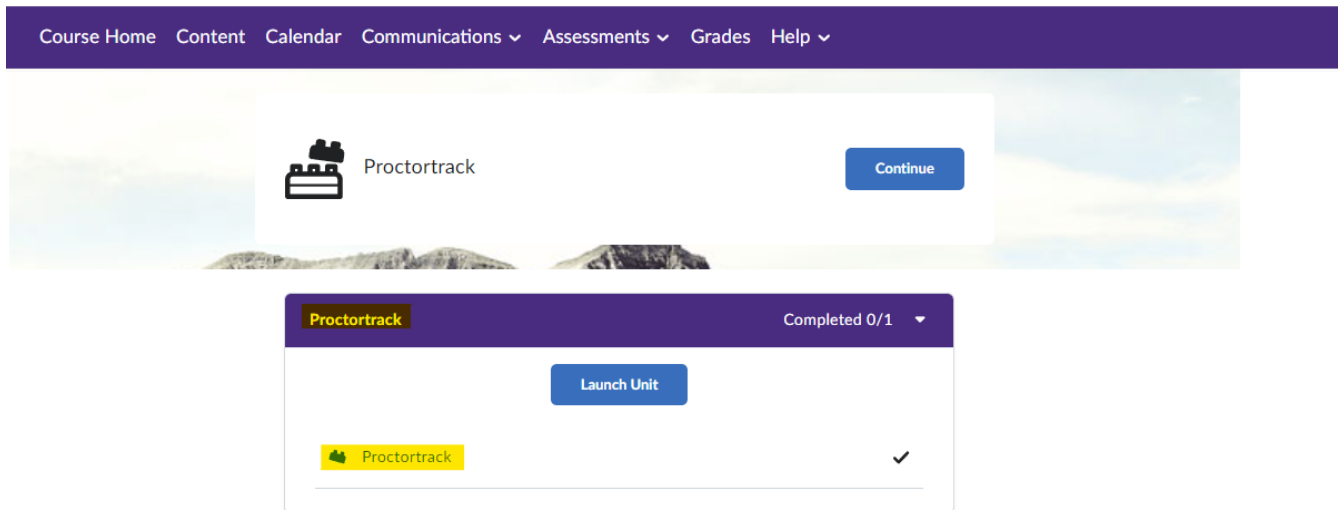
- ❑ Make sure you have uninstalled any previously used Proctortrack applications installed on your computer
- ❑ Open your browser and make sure you only have one browser tab open
- ❑ Login to **OWL Brightspace**
- ❑ Locate your OWL courses either using the **Course Selector** or the **My Courses** panel



- ❑ Select your **COURSE**
- ❑ Click the **CONTENT TOOL**



- ❑ Under the toolbar, navigate to the **PROCTORTRACK** module, the Proctortrack tool. **NOTE:** Your instructor may have named this module something different, or included it in a different module.

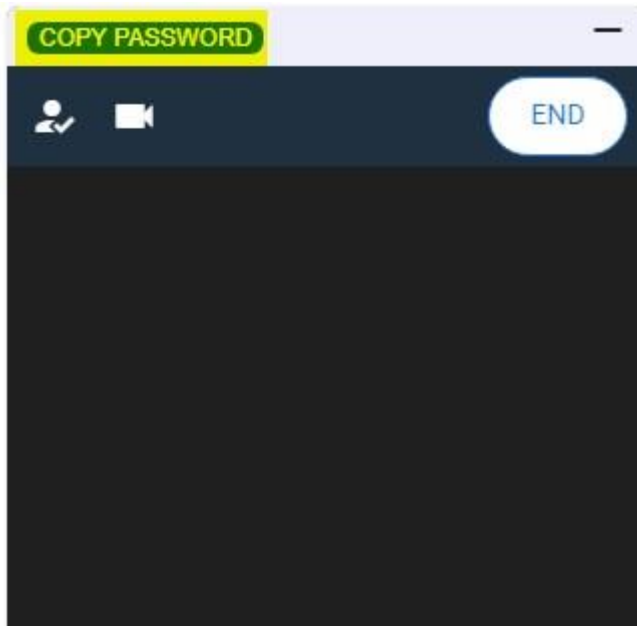


- Select **GO TO TEST** next to the assessment you are about to take
- Review the suggestions, general and instructor guidelines
- Check ***“I have read, understand and will adhere to the required environment guidelines”***
- Click on **GO TO NEXT STEP**
- Click on **DOWNLOAD PROCTORTRACK**
- Open the downloaded file to launch Proctortrack and your assessment
  - Windows operating system: Proctortrack.exe
  - Mac operating system: Proctortrack.pkg
- 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 **I AGREE**
- The system check will begin. The app will prompt you to confirm your preferred camera and microphone if there is more than one connected at the time – select the relevant hardware and click on **CONFIRM**
- The app will perform a full system check and also identify any non-whitelisted applications that are currently running. If the check detects an issue with your hardware, it will prompt you to address it, likewise, if it detects a non-whitelisted application running, it will ask you to close it. You can manually close the application and click on **Retry** or you can have the Proctortrack application close it by clicking on **FORCE APPS TO CLOSE**
- Once the scans are complete click on **Continue**
- Next you will be asked to verify your identity, review Proctortracks policy on sharing and storage of your identity and click on **Continue**

- Next you will be asked to take a selfie, review the listed instructions on the correct and incorrect methods of taking the self and click on **Start Scan**. You will be prompted with additional instructions (look forward, look right and look left). Follow these instructions when prompted. Once the self is taken, you can either **RETAKE** it if it did not turn out or click on **NEXT** when you are ready to proceed
- Following your selfie, you will be asked for an ID scan, read the listed instructions for the correct and incorrect ways to properly take a picture of your ID and click on **Start Scan**. Once completed, you will be presented with the options of **RETAKE** if it did not turn out and **NEXT** once you are satisfied with the picture.
- You might be required to do a room scan prior to your assessment,
  - If your instructor has enabled “allow room scan using Proctortrack Mobile App”, you will be prompted, if you wish to use the mobile app. If you choose to use it, you will need to download it from either Google Play (Android) or App Store (iPhone). Once downloaded and installed, grant the required permissions requested by the app, agree to the terms and scan the QR code shown on your computer screen.
    - i. On your mobile, click on **START** to start the system check
    - ii. You will be prompted for 1 step verification, click on **OK**
    - iii. When ready, read the on-screen instructions and click on the red **RECORD** button to start the room scan. You can tap **RETAKE** to do the room scan again if you are not satisfied with it or tap on **NEXT**.
    - iv. Tap on **NEXT** when the scans are complete. The progress on your computer will continue to the next step and your phone will be locked for the remainder of the assessment.
  - If “allow room scan using Proctortrack Mobile App” is enabled and you do not wish to use it, you can select **CONTINUE WITHOUT MOBILE** and then on the next screen click on **CONDUCT ROOM SCAN WITH A WEBCAM**
  - If “allow room scan using Proctortrack Mobile App” is not enabled and you have multiple webcams, you will be prompted to select the webcam that you wish to use for the room scan, select it and click on **CONFIRM**. If you only have one webcam you will not be asked to select a webcam, review the room scan instructions on how to properly do the room scan and click on **START SCAN**. Follow the on-screen instructions, once completed click on **STOP SCAN**. You will have the option to **RETAKE** if you feel that it needs to be redone, or click on **NEXT** once completed.
- Next, review the assessment guidelines, indicating what is allowed and what is not allowed during the assessment, and click on **START PROCTORING**
- Before you can start your assessment, you will need to enter the password:



- You can find the password by clicking on **COPY PASSWORD** right above your video feed. Clicking this will automatically copy the password into the buffer.



- Once copied, paste the password into the **QUIZ PASSWORD** text box on your assessment page and click on **START QUIZ**

## Quiz Requirements

A password is required to start your attempt.

Quiz password:

Start Quiz!

### 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.

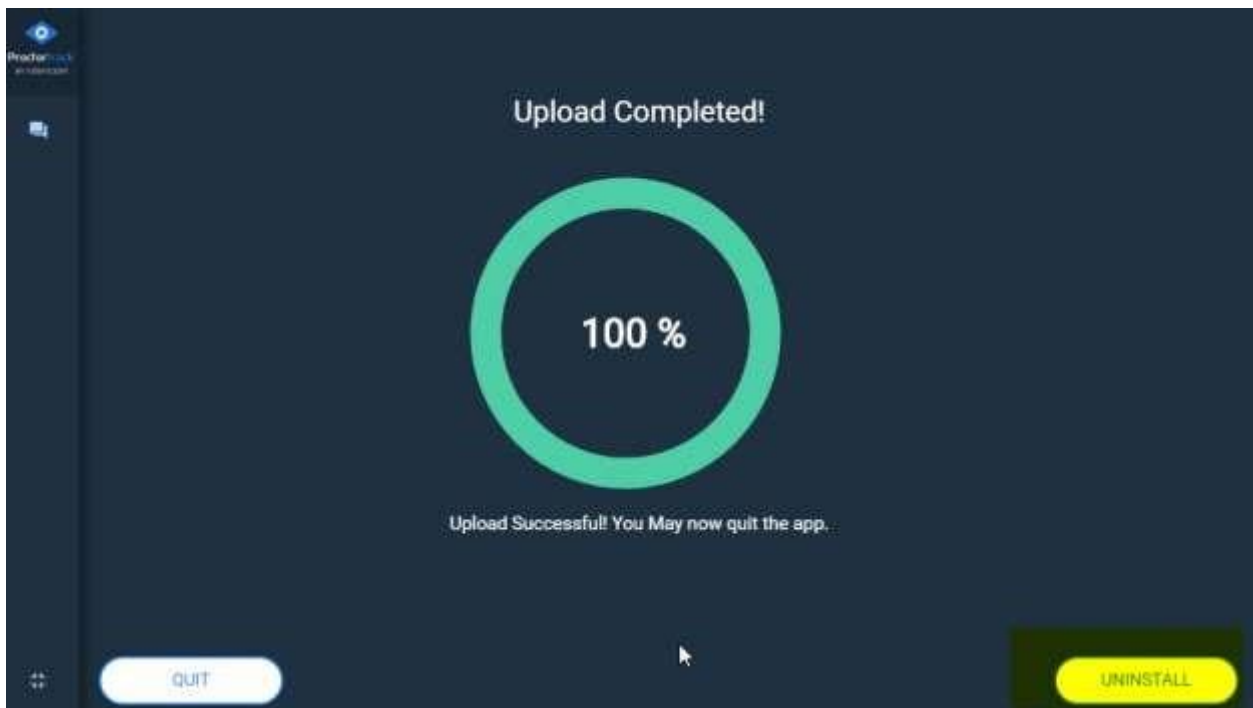
## UNINSTALLING PROCTORTRACK

After your video has successfully uploaded, you may decide to uninstall the Proctortrack application.

[How to uninstall Proctortrack - Verificient's support instructions](#)

Uninstalling from a Windows operating system:

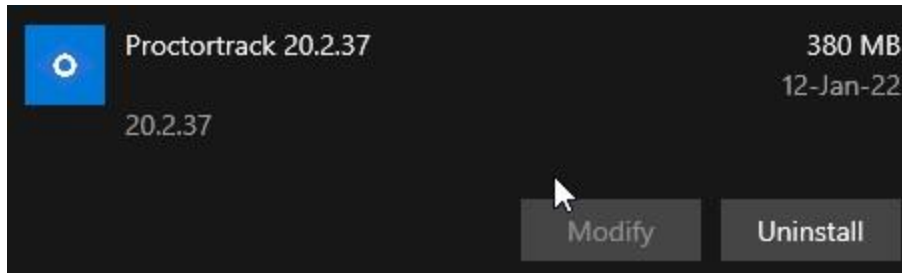
After your video has successfully uploaded, Proctortrack will provide you with an option to either **QUIT APP** or **UNINSTALL**. Select **UNINSTALL** to uninstall the application. If you accidentally select **QUIT APP**, instructions for uninstalling are provided below.



Note: both of the below methods will uninstall Proctortrack on a Windows 10 or higher machine.

To uninstall Proctortrack from your Windows 10 or higher machine:

- Click on **START** and then **SETTINGS**
- Click on **APPS**
- Scroll down until you find **Proctortrack** and click on it
- Select **UNINSTALL**



To uninstall Proctortrack from your Windows 11 or lower machine:

- ❑ Click on **START** and search for **CONTROL PANEL**, alternatively, click on the magnifying glass located on the taskbar and search for **CONTROL PANEL**
- ❑ If **VIEW BY:** is set to category then look for **UNINSTALL A PROGRAM** under programs
- ❑ If **VIEW BY:** is set to either large or small icons, locate **PROGRAMS AND FEATURES**
- ❑ Type **Proctortrack** in the search field and click on the search icon
- ❑ Proctortrack will show up in the search results
- ❑ Right click or double click on the **Proctortrack** application and select **Uninstall**
- ❑ You will be asked if you are sure you want to uninstall the application, click **OK**
- ❑ To confirm the application was uninstalled, search for Proctortrack and ensure no applications appear in the search results and then close the control panel

Remove any downloaded installers of Proctortrack

- ❑ Open **FILE EXPLORER** and select the **DOWNLOADS** folder
- ❑ Search for the Proctortrack application
- ❑ Right click on the **Proctortrack.exe** application and select **DELETE**, (to skip the next step, you can hold down **SHIFT + DEL**, this will do a permanent delete instead of sending it to the recycle bin)
- ❑ The file will now be in the Recycle Bin, so you need to find the Recycle Bin on your desktop, right click on the Recycle Bin and select **EMPTY RECYCLE BIN**
- ❑ To confirm Proctortrack is uninstalled, open your computer's search bar, type in **apps:Proctortrack** and ensure no results appear

**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.

First, we will uninstall the application, ensure that you perform the following steps for all instances of the Proctortrack application in the list (There might be more than one)

- ❑ Click on the **SPOTLIGHT** button located in the menu bar (it is the magnifying glass). Or, you can hit **COMMAND + SPACE**
- ❑ Search for **PROCTORTRACK**
- ❑ Make sure Proctortrack is highlighted and click **COMMAND + Return**
- ❑ From the applications folder, find **PROCTORTRACK**, right-click on it and select **MOVE TO TRASH**. Alternatively, you can drag the application to the trash bin.
- ❑ Right-click on the trash bin and select **EMPTY TRASH**

Next, we will remove the Proctortrack folder

- ❑ Click on your desktop background, navigate to the menu bar and select **GO**
- ❑ Click on **GO TO FOLDER**
- ❑ Paste in `~/library/application support/`
- ❑ The Proctortrack folder will be found within the application support folder
- ❑ Right-click on the folder and select **MOVE TO TRASH**. Alternatively, you can drag the application to the trash bin.
- ❑ Right-click on the trash bin and select **EMPTY TRASH**

Note: If you cannot see the Proctortrack folder, then it is likely hidden. To unhide the folder, press **SHIFT + COMMAND + .** ← that is a period

Lastly, we need to delete any previously downloaded Proctortrack .zip or .pkg from the downloads folder

- ❑ Click on your desktop background, navigate to the menu bar and select **GO**
- ❑ Click on **DOWNLOADS**
- ❑ Look for **PROCTORTRACK.ZIP** or **PROCTORTRACK.PKG**
- ❑ If you find any, right-click on the file and select **MOVE TO TRASH**. Alternatively, you can drag the application to the trash bin.
- ❑ Right-click on the trash bin and select **EMPTY TRASH**

## 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 assessment 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 you **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.

 <p><b>PHYSICAL BOOKS ARE NOT ALLOWED</b> You will not be allowed to read from physical books during this test.</p>	 <p><b>ONLINE AND DIGITAL RESOURCES ARE NOT ALLOWED</b> During this test, referring to digital reading material (PDF, DOCs) or using your computer to search the internet for information is a violation.</p>	 <p><b>DIGITAL NOTE-TAKING IS NOT ALLOWED</b> During this test, using a separate program like MS Word or other such scratchpads on your computer to write notes is a violation.</p>
 <p><b>HANDWRITTEN NOTES / USING ERASABLE WHITEBOARD ARE NOT ALLOWED</b> You are not allowed to take handwritten notes / use erasable whiteboards during this test.</p>	 <p><b>HEADPHONES ARE NOT ALLOWED</b> Headphones and earphones are prohibited.</p>	 <p><b>SCANNING OR TAKING PICTURES WITH YOUR PHONE NOT ALLOWED</b> For this test, you are not allowed to scan or take pictures using your mobile phone.</p>