

## Proctortrack Information

- Proctortrack is an automatic remote proctoring solution for monitoring online exams. It uses webcams to verify a student's identity, and the Proctortrack software ensures activity during an exam is focused on the exam.
- Proctortrack will require students to have a computer or laptop, a web camera and install the Proctortrack application software.
- Proctored exams are set up in UR Courses, and when "attempt quiz now" is clicked, the student is redirected to the Proctortrack Dashboard.
- Choosing to set up Proctortrack for an exam is voluntary for instructors, but taking a proctored exam is not voluntary for students, if their instructor has decided to enable it. Students will need to provide consent when they begin the exam.
- Information for Students is on the remote learning site at: <https://www.uregina.ca/remote-learning/index.html#proctoring>

## Technology Requirements to take an exam using Proctortrack

- Computer with Windows operating system version 7 or higher  
OR MacOS version 10.12 El Capitan or higher  
OR Chromebook version 80 or higher
- Processor/Memory: PC – Dual core 2.4 Ghz CPU with minimum 4GB RAM  
OR MAC – Intel/AMD processor with minimum 4GB RAM
- Web browser: Mozilla Firefox v20.0 or higher  
OR Google Chrome v25.0 or higher
- Plug-ins: Javascript enabled and Third Party Cookies enabled
- Webcam with camera resolution 800x600 or better
- Internet connection: Cable Modem, DLS or better with minimum 300kbps download, 250kbps upload

## Proctoring Levels

- **Level 1** is the default. This provides identity verification, option to whitelist or blacklist some software applications, access to a video recording of the student while taking the exam, as well as images of the student's computer screen taken at approximately 5 second intervals.
  - The University covers the cost of Final Exams at Level 1 Proctoring.
  - Departments will be charged for Midterm exams, and Finals with higher levels of proctoring. Ensure you consult your faculty on what exams are authorized to have proctoring enabled beyond a Final at Level 1.
  - **NOTE: Onboarding Quiz will show as Level 3, but there is no charge for Onboarding**
- **Level 2 adds an AI review of the video with potential violations flagged.**
  - Departments will be charged for Midterm exams.
  - Department will be charged for Final Exams at Level 2 Proctoring or higher
  - Ensure you consult your faculty on what exams are authorized
  - To request that an exam be upgraded to Level 2, contact the IT Support Centre
- **Level 3** adds a manual quality assurance review of potential violations that were flagged
  - Includes review of suspicious activity such as eating/drinking, and background audio
- **Level 4** adds the option for live monitoring of the exam.

## Get setup to use Proctortrack

Instructors who have not used Proctortrack before must contact the IT Support Centre to request access to enable proctoring. They will be provided with access to enable Proctortrack for quizzes in any UR Courses site they have access to. Once enabled, instructors will retain the access.

## Onboarding

- Each student must take an ‘Onboarding Quiz’ in each course using Proctortrack, prior to taking a proctored exam in that course to set up their profile.
- Onboarding can be done anytime, and can be set up at the beginning of the term.
- It must be done at least 8 hours before an exam, but it is suggested to do this as soon as possible at the start of the term.
- If the student has not completed onboarding in any other courses before, they will get an email to advise if the attempt was successful or not. The instructor will also be notified.
- If the student has already onboarded in another course, they can see their onboarding status in Proctortrack and will not receive subsequent emails.
- Instructor can view the onboarding attempts in the Proctortrack Dashboard (see below)

## Things to Consider/ Tips on setup and use of Proctortrack

- The Onboarding Quiz should be open for the whole term, and not limited by time open or number of attempts. This ensures students can retry if necessary. This is also the instructor’s access to the Proctortrack Dashboard through the term.
- Some instructors have found that providing an incentive, such as a bonus mark, for completing the Onboarding Quiz resulted in more students complying in a timely manner.
- Proctoring can be enabled on an existing quiz, copy of a quiz, or a new quiz.
- An Actual Quiz/Exam should be open for additional time in case of technical issues getting the exam underway, and ‘time limit’ should allow for an extra 5 to 10 minutes for students to complete the facial scan and ID verification at the start of the exam.
- Exam could be open for a longer timeframe, to allow students time to connect. Length of time allowed for the exam could still be set to the maximum number of minutes to take the exam.

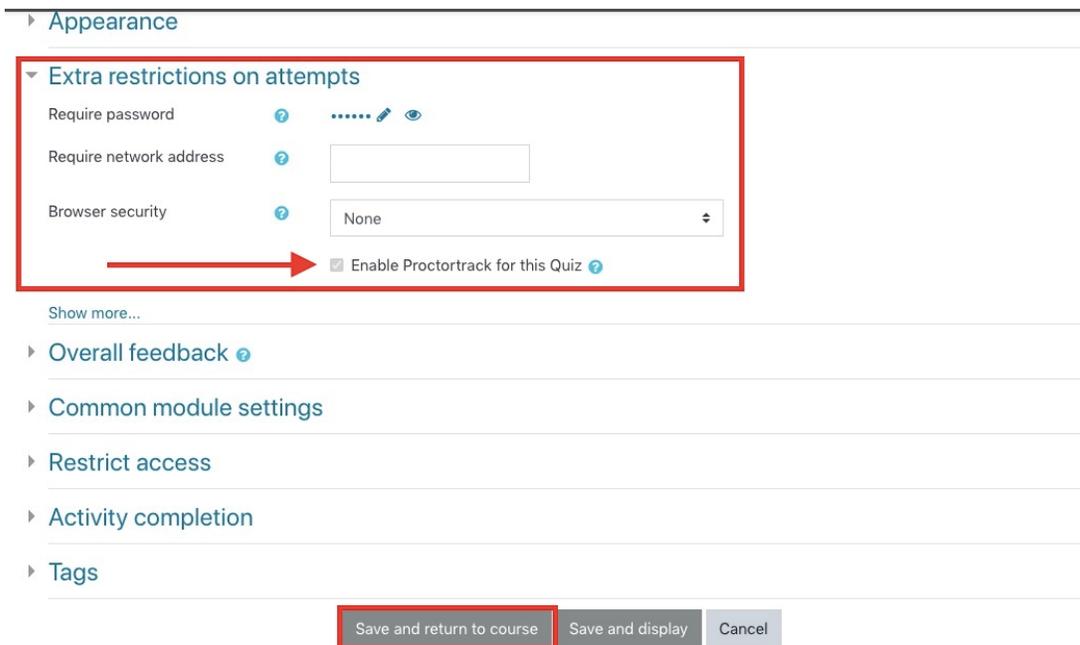
Note: Having it open for longer is helpful, but ensure you do not leave it open too long as the instructor needs to be available if the student has issues or questions

- Consider a staggered start, in case of technical issues – especially for very large classes
- Be prepared to provide a second attempt, if a student has technical issues
- Consider having a copy of the exam available, without proctoring enabled, in case of accommodations or technical issues
- Exam Support is available: Exam setup, Exam settings check, Live support during exam etc. Just fill out the UR Courses ticket form at:  
<https://ursource.uregina.ca/is/forms/urcourses.html>
- Advise Students to contact the IT Support Centre if they have technical issues

## Create the Onboarding Quiz and/or another Exam in UR Courses

Note: There must be an ‘Onboarding Quiz’ created in each course, with at least one question on it. Onboarding is required to verify and setup the student to take exams in the course. Onboarding Quiz should not have limits on time open, time to take, or number of attempts – it should be open for the whole term.

1. Login to UR Courses and access the course where Proctortrack will be used
2. Create a quiz within the course, or edit an existing quiz  
(<https://www.youtube.com/watch?v=QeTIM6tarjk&list=PLXP0mX1tvdkpr5LJ-ifYuu-N8uHfOHEJ8>)
3. Scroll down to the settings of the quiz, to ‘Extra restrictions on attempts’ and check the ‘Enable Proctortrack for this Quiz’ box.
4. Do not enter a password for the quiz. If there is a password in the password field, click the Edit pencil icon and remove the password.



Appearance

Extra restrictions on attempts

Require password ? .....  

Require network address ?

Browser security ? None ▾

Enable Proctortrack for this Quiz ?

Show more...

Overall feedback 

Common module settings

Restrict access

Activity completion

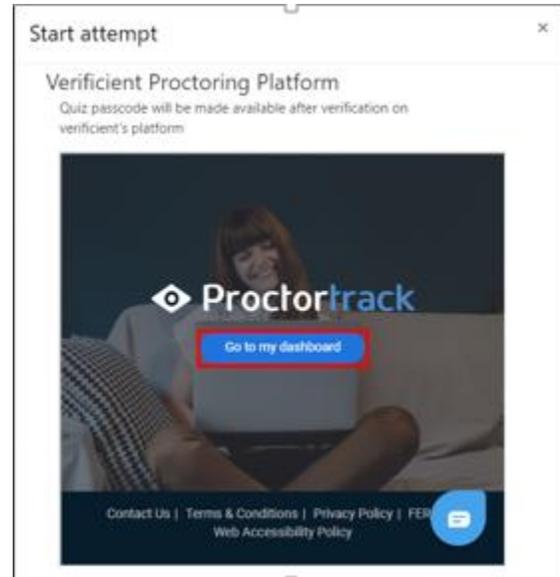
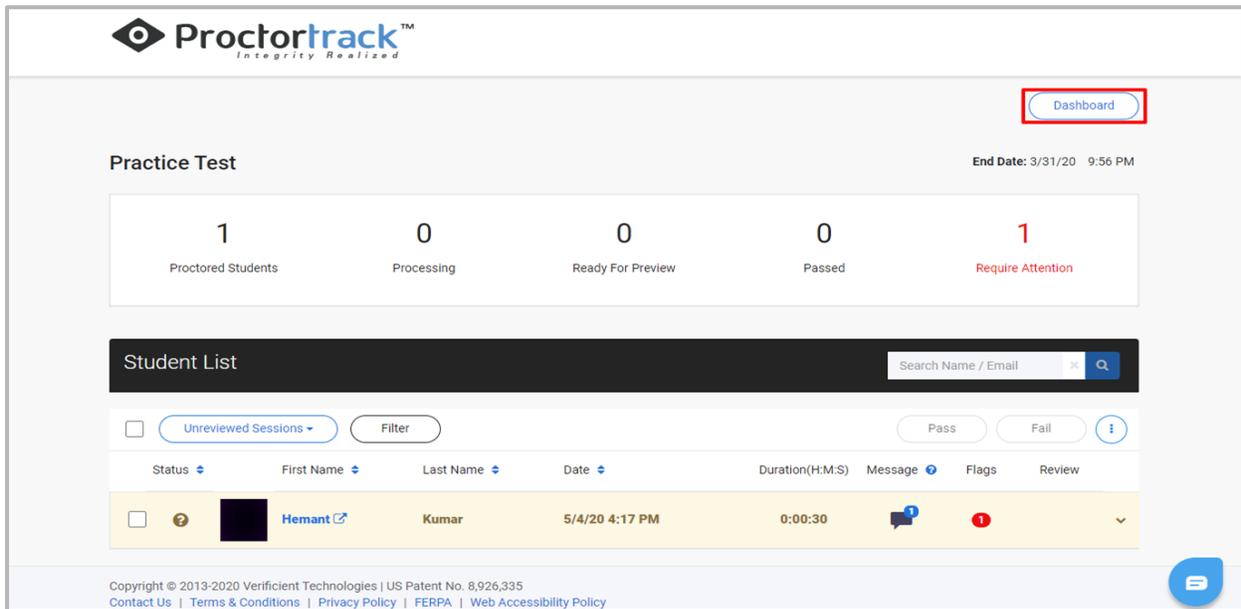
Tags

Save and return to course Save and display Cancel

5. Click Save and display.
6. Complete setup of the quiz as usual and add the questions needed to the quiz.
7. For the initial ‘Onboarding Quiz’ at least one practice/sample question is required.

## Setup the Quiz/Exam in Proctortrack

1. Log in to UR Courses.
2. Access the course with the quiz you would like proctoring added to.
3. Open the quiz landing page.
4. Click on the ‘Attempt Quiz Now’.
5. This will open a window called “Verificent Proctoring Platform”. Click on the ‘Go to my dashboard’ button.
6. Click on the ‘Dashboard’ in the right hand top corner to go to the Proctortrack Dashboard.

Proctortrack™  
Integrity Realized

Dashboard

Practice Test End Date: 3/31/20 9:56 PM

1	0	0	0	1
Proctored Students	Processing	Ready For Preview	Passed	Require Attention

Student List

Search Name / Email

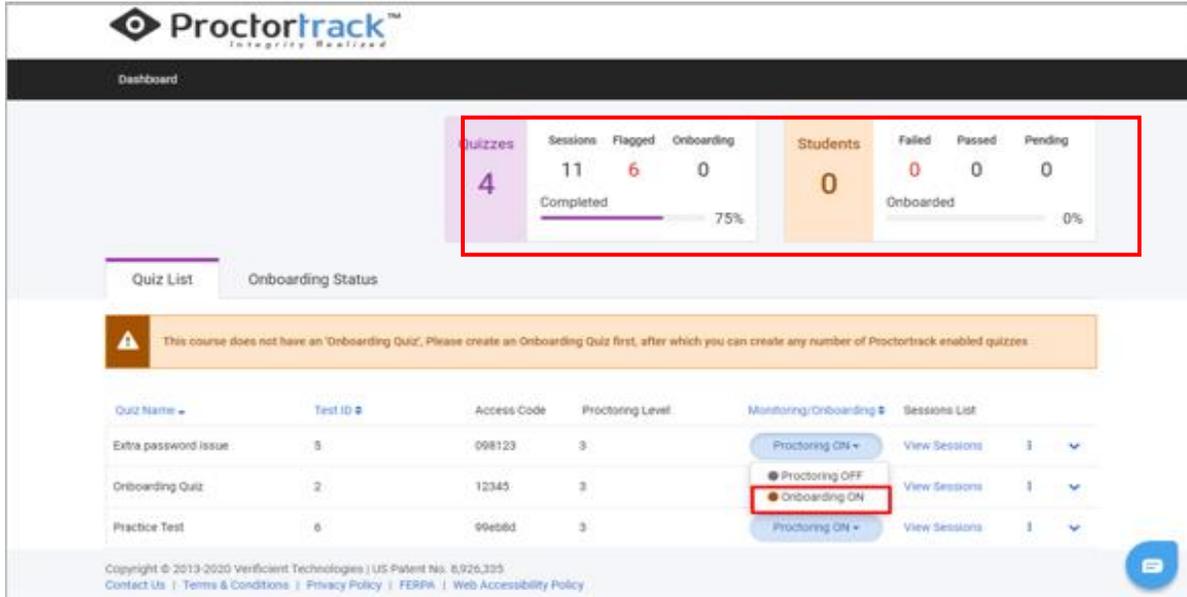
Unreviewed Sessions Filter Pass Fail

Status	First Name	Last Name	Date	Duration(H:M:S)	Message	Flags	Review
	Hemant	Kumar	5/4/20 4:17 PM	0:00:30		1	

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7. This will take you to the Proctortrack Dashboard for Instructors. The metrics for the onboarding and quizzes display at the top. The first time you access this, you will have to set a quiz as the Onboarding Quiz. This is a sample quiz the students will use in order to complete their onboarding profile on Proctortrack.

To set a quiz as the Onboarding Quiz, use the dropdown menu option under ‘Monitoring/Onboarding’ section for that quiz and set it to “Onboarding On”. **Only one quiz can be set as the Onboarding Quiz.**



Dashboard

Quizzes: 4  
Sessions: 11  
Flagged: 6  
Onboarding: 0  
Completed: 75%

Students: 0  
Failed: 0  
Passed: 0  
Pending: 0  
Onboarded: 0%

Quiz List | Onboarding Status

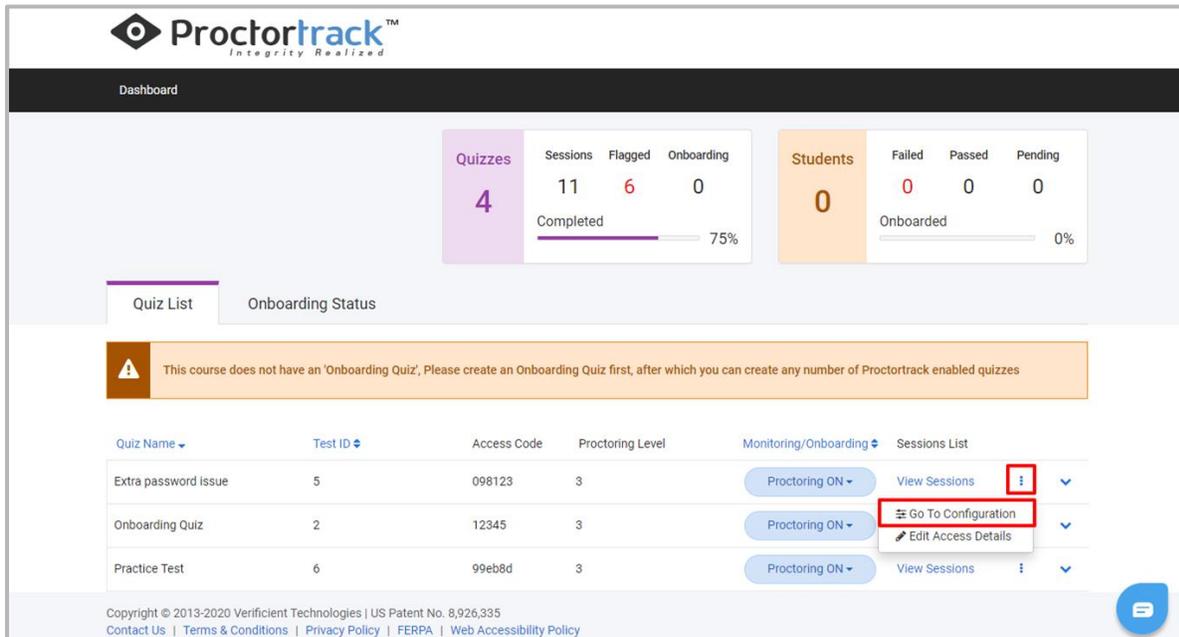
**This course does not have an 'Onboarding Quiz', Please create an Onboarding Quiz first, after which you can create any number of Proctortrack enabled quizzes**

Quiz Name	Test ID	Access Code	Proctoring Level	Monitoring/Onboarding	Sessions List
Extra password issue	5	098123	3	Proctoring ON	View Sessions 1
Onboarding Quiz	2	12345	3	Proctoring OFF <b>Onboarding ON</b>	View Sessions 1
Practice Test	6	99eb8d	3	Proctoring ON	View Sessions 1

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## Configure the Exam Settings in Proctortrack

1. On the Proctortrack Dashboard, click on the three dots to the right of the quiz name and select ‘Go to Configuration’. By default, all exams are configured as closed book exams. This can be changed in the configurations.



Dashboard

Quizzes: 4  
Sessions: 11  
Flagged: 6  
Onboarding: 0  
Completed: 75%

Students: 0  
Failed: 0  
Passed: 0  
Pending: 0  
Onboarded: 0%

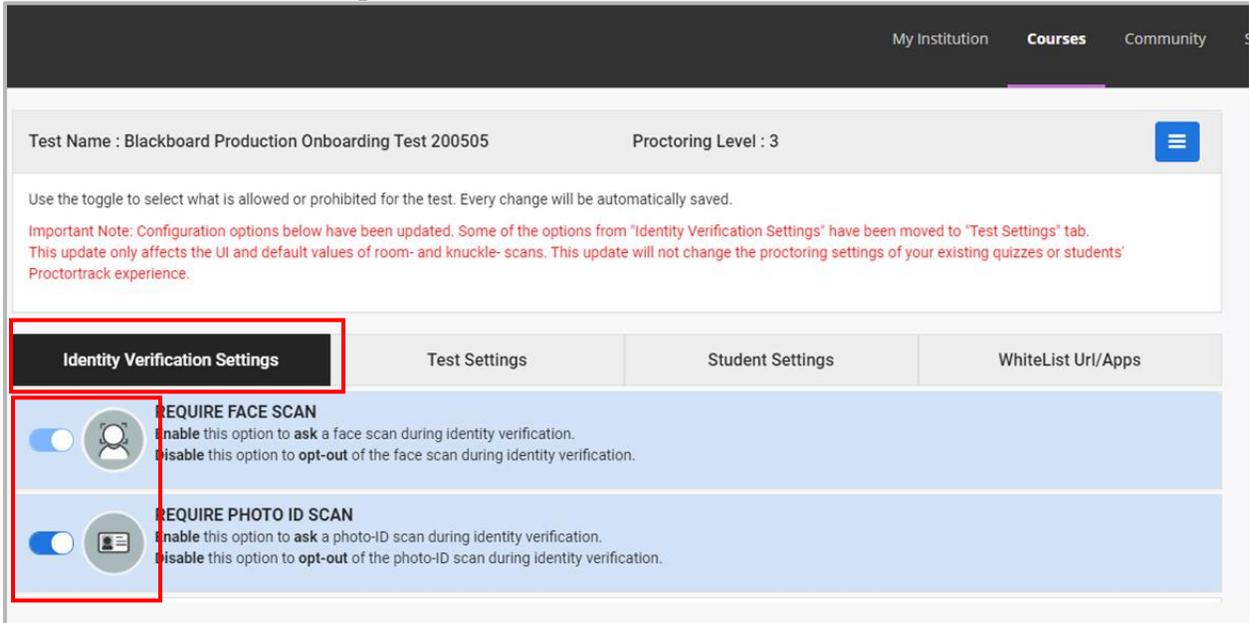
Quiz List | Onboarding Status

**This course does not have an 'Onboarding Quiz', Please create an Onboarding Quiz first, after which you can create any number of Proctortrack enabled quizzes**

Quiz Name	Test ID	Access Code	Proctoring Level	Monitoring/Onboarding	Sessions List
Extra password issue	5	098123	3	Proctoring ON	View Sessions ⋮
Onboarding Quiz	2	12345	3	Proctoring ON	Go To Configuration Edit Access Details
Practice Test	6	99eb8d	3	Proctoring ON	View Sessions ⋮

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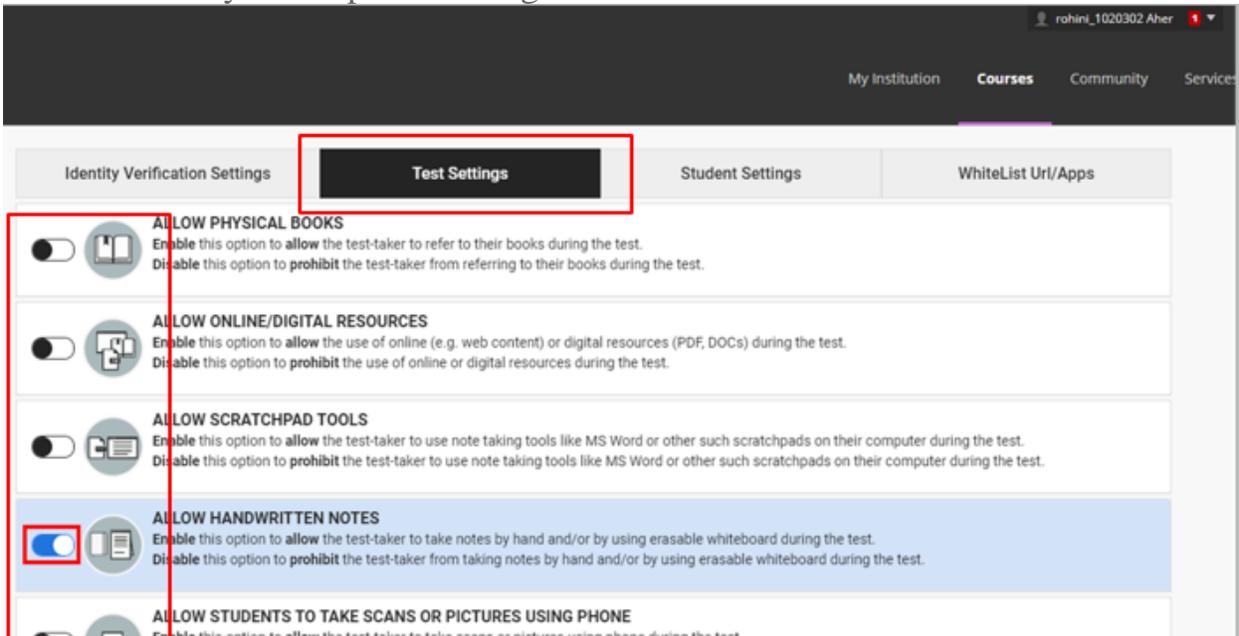
- This will bring up the Test Configuration Page. The ‘Identity Verification Settings’ is where you will set whether or not a student will have to scan their face or scan their photo ID.



The screenshot shows the Proctortrack interface for configuring a test. At the top, it displays 'Test Name : Blackboard Production Onboarding Test 200505' and 'Proctoring Level : 3'. Below this, there is a navigation bar with four tabs: 'Identity Verification Settings', 'Test Settings', 'Student Settings', and 'WhiteList Uri/Apps'. The 'Identity Verification Settings' tab is selected and highlighted with a red box. Under this tab, there are two settings:

- REQUIRE FACE SCAN**: A toggle switch is turned on. The text below reads: 'Enable this option to ask a face scan during identity verification. Disable this option to opt-out of the face scan during identity verification.'
- REQUIRE PHOTO ID SCAN**: A toggle switch is turned on. The text below reads: 'Enable this option to ask a photo-ID scan during identity verification. Disable this option to opt-out of the photo-ID scan during identity verification.'

- The ‘Test Settings’ section contains all of the rules that you wish to have during the exam. This can include allowing physical books, digital resources, digital scratchpads, calculators, or handwritten notes for example. It also includes the ability to monitor their primary monitor which takes pictures of what they have opened during the exam.



The screenshot shows the Proctortrack interface for configuring a test, focusing on the 'Test Settings' section. The 'Test Settings' tab is selected and highlighted with a red box. Below this tab, there are several settings:

- ALLOW PHYSICAL BOOKS**: A toggle switch is turned off. The text below reads: 'Enable this option to allow the test-taker to refer to their books during the test. Disable this option to prohibit the test-taker from referring to their books during the test.'
- ALLOW ONLINE/DIGITAL RESOURCES**: A toggle switch is turned off. The text below reads: 'Enable this option to allow the use of online (e.g. web content) or digital resources (PDF, DOCs) during the test. Disable this option to prohibit the use of online or digital resources during the test.'
- ALLOW SCRATCHPAD TOOLS**: A toggle switch is turned off. The text below reads: 'Enable this option to allow the test-taker to use note taking tools like MS Word or other such scratchpads on their computer during the test. Disable this option to prohibit the test-taker to use note taking tools like MS Word or other such scratchpads on their computer during the test.'
- ALLOW HANDWRITTEN NOTES**: A toggle switch is turned on and highlighted with a red box. The text below reads: 'Enable this option to allow the test-taker to take notes by hand and/or by using erasable whiteboard during the test. Disable this option to prohibit the test-taker from taking notes by hand and/or by using erasable whiteboard during the test.'
- ALLOW STUDENTS TO TAKE SCANS OR PICTURES USING PHONE**: A toggle switch is turned off. The text below reads: 'Enable this option to allow the test-taker to take scans or pictures using phone during the test.'

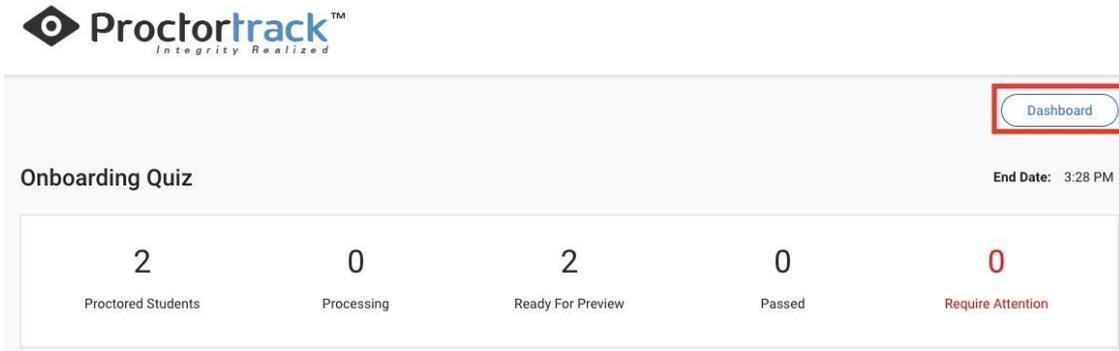
## Confirming a Student is Onboarded

Not all students will show on the main page of the Proctortrack dashboard. Some may be taking multiple courses using Proctortrack, and their initial onboarding profile may have been confirmed in another course.

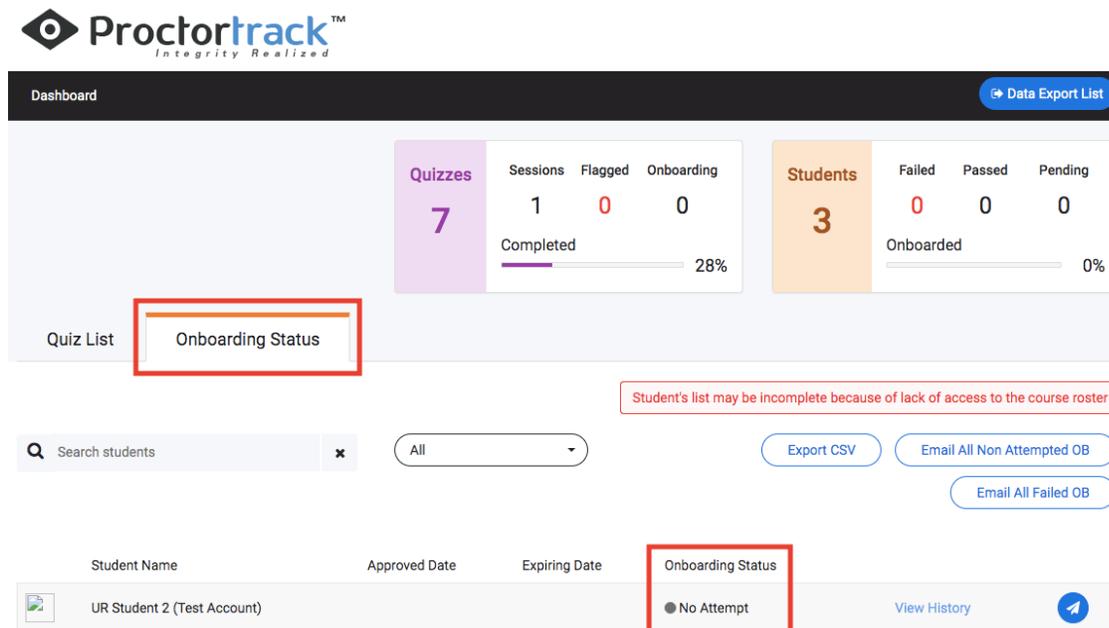
**To confirm a student has onboarded for the course:**

1. Access the Onboarding Quiz in UR Courses, click ‘Preview Quiz now’ and access the Proctortrack Dashboard to view the quiz in Proctortrack, as usual.

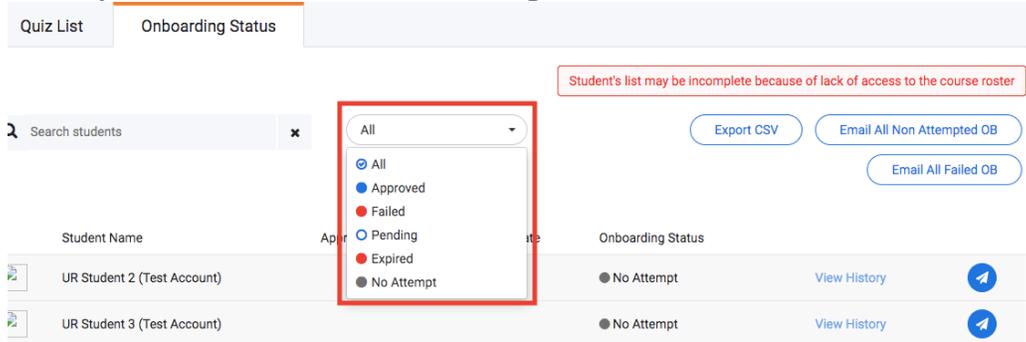
2. In Proctortrack, click ‘Dashboard’ on the top right corner of the Proctortrack window.



3. Click the ‘Onboarding status’ tab – this tab will show ALL students in the course that have clicked ‘Attempt Quiz Now’ in UR Courses, and their Onboarding Status. This will NOT show students who have not yet attempted the Onboarding Quiz.



4. Click the ‘All’ dropdown to view only the Approved, only the Pending, only the Failed, or only the students with No Attempt.



Quiz List Onboarding Status

Search students x

Student's list may be incomplete because of lack of access to the course roster

Export CSV Email All Non Attempted OB Email All Failed OB

Student Name	Approval Status	Onboarding Status	View History
UR Student 2 (Test Account)	Approved	No Attempt	View History
UR Student 3 (Test Account)	Approved	No Attempt	View History

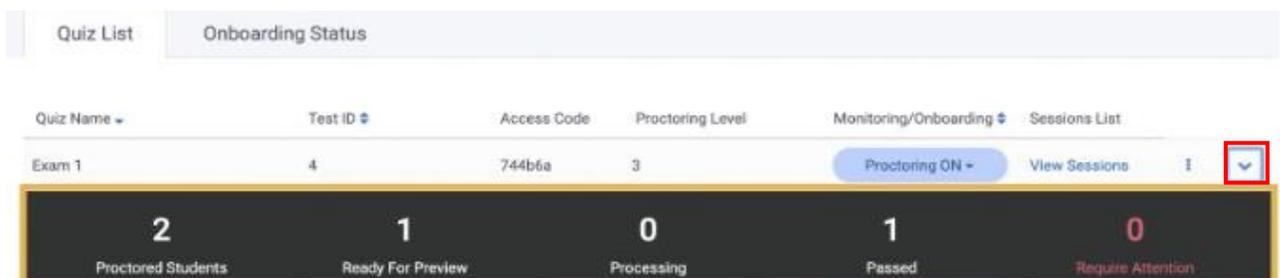
**NOTE:** Onboarding Status of “Approved in Course” OR “Approved in Different Course” both mean that the student has successfully onboarded and is ready to take the exam in your course. Students must complete an Onboarding Quiz for each course using Proctortrack, but their initial onboarding session is the ‘official’ one and marks them as Approved in a Different course if this was not their first one.

5. There is an option to click “Export to .csv”, and a link to an Excel file will be emailed to you. You can then compare the Onboarded list with the full class roster, to ensure all students have onboarded successfully.

## Reviewing the Results of a Quiz

After the exam, the student’s session data will be uploaded to the Proctortrack Dashboard. It can take up to 48 hours, but the progress of the upload can be viewed.

1. Log in to UR Courses, access the Course with the Quiz you wish to review.
2. Click on the Quiz to open its landing page.
3. Click ‘Attempt Quiz Now’.
4. Click ‘Go to my Dashboard’ to open the dashboard for the course.
5. Click ‘Dashboard’ in the top right hand corner to open the full dashboard.
6. This will display a list of quizzes that have proctoring enabled.
7. Click the down-arrow on the right hand side of the quiz to view:
  - the number of students that were proctored
  - the number that are ready to be previewed, processed, passed
  - the number that **require attention** because of a flag.



Quiz List Onboarding Status

Quiz Name	Test ID	Access Code	Proctoring Level	Monitoring/Onboarding	Sessions List
Exam 1	4	744b6a	3	Proctoring ON	View Sessions

2 Proctored Students 1 Ready For Preview 0 Processing 1 Passed 0 Require Attention

### Accessing Individual Student Session Data:

1. On the Proctortrack Dashboard, click on the ‘View Sessions’ link corresponding to the exam.
2. This will bring up information about the exam and also the students that have taken it and their session data.

End Date: 3/31/20 9:56 PM

<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
Proctored Students	Processing	Ready For Preview	Passed	Require Attention

**Student List**

Unreviewed Sessions ▾ Filter

Pass Fail ⓘ

Status ▾	First Name ▾	Last Name ▾	Date ▾	Duration(H:M:S)	Message ⓘ	Flags	Review
<input type="checkbox"/>	<a href="#">Hemant</a>	Kumar	5/4/20 4:17 PM	0:00:30		<span style="color: red; font-weight: bold;">1</span>	▾

3. To review a student’s data, click on the student’s first name. Then click on the arrow beside their name. This will allow you to see their video monitoring, online violations, verification scans, and onboarding information.

Unreviewed Sessions ▾ Filter

Status ▾ First Name ▾ Last Name ▾ Date ▾ Duration(H:M:S) Message ⓘ Flags Review

Pass Fail ⓘ

<input type="checkbox"/>	<a href="#">Hemant</a>	<b>Kumar</b>	5/14/20 2:40 PM	0:00:34		<span style="color: red; font-weight: bold;">3</span>	<span style="border: 1px solid red; padding: 2px;">⬆</span>
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**Real Time Violations Visualizer** ➤

Use arrow to skip to next violation

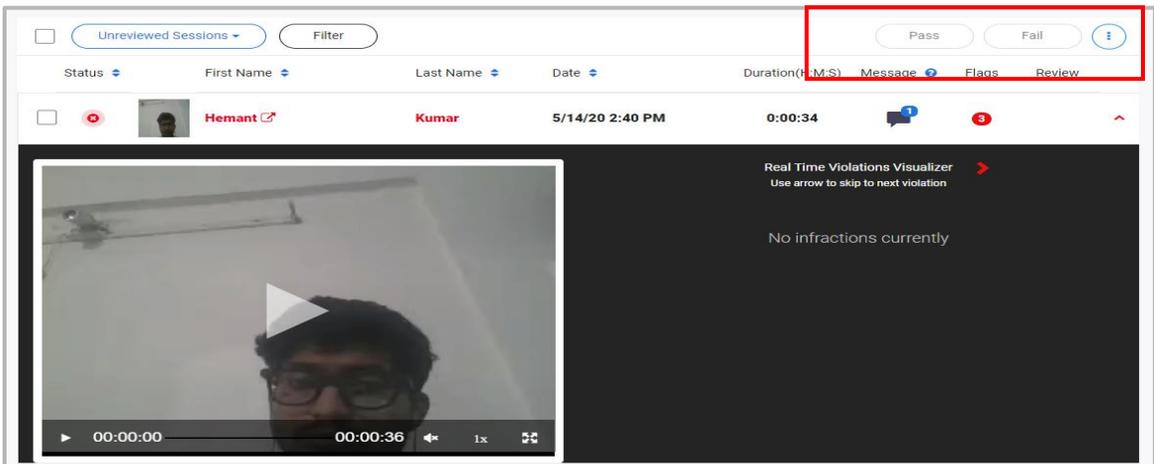
No infractions currently

4. Notes can be added to the session at the bottom of the visual timeline.



The screenshot shows a 'Notes' section with a dark header. Below the header is a light blue button that says 'Click below to create a note'. Underneath is a white text input field labeled 'Enter Note' and a blue button labeled 'Save Note'.

5. After reviewing the session data, the proctoring results can be overridden by clicking on the 'Pass' or 'Fail' that is on the top right of the page.



The screenshot displays the Proctortrack session review interface. At the top, there are filters for 'Unreviewed Sessions' and 'Filter'. Below this is a table of session data with columns for Status, First Name, Last Name, Date, Duration (M:S), Message, Flags, and Review. The first row shows a session for 'Hemant Kumar' on '5/14/20 2:40 PM' with a duration of '0:00:34'. To the right of the table, there are buttons for 'Pass', 'Fail', and a help icon, which are highlighted with a red box. Below the table is a video player showing a student's face. To the right of the video player is a 'Real Time Violations Visualizer' section with the text 'No infractions currently'.