What is Proctortrack?

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 web camera and install the Proctortrack application.

Before students will be able to take an exam with Proctortrack, they will have to setup their profile by doing the onboarding process. This should be done at least 8 hours before the test, however, it is suggested to do this as soon as possible.

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

Quiz Setup for Proctored Exam

Note: There must be an ‘Onboarding Quiz’ created in each course, with 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=QeT1M6tarjk&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.
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.

Enabling the Exam for 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 “Verificient 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.
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.
Exam Configuration Within 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.

2. 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.
3. 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.

Confirming a Student is Onboarded

Because students may be taking multiple courses using Proctortrack, their onboarding profile may not always appear on the Onboarding Quiz list.

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.

**NOTE:** Both the Onboarding Status of “Approved in Course” OR “Approved in Different Course” mean that the student has successfully onboarded and is ready to take the exam in your course.

**REMINDER:** Students must complete the Onboarding Quiz for each course using Proctortrack in order to take exams for that specific course. However, once completed, Proctortrack then reverts to using the student’s initial onboarding session as their ‘official’ one and marks them as Approved in a Different course.
Reviewing the Results of a Quiz

After the exam, the student’s session data will be uploaded to the Proctortrack Dashboard. This can take upwards to 48 hours, but the process of the upload can be viewed on the Dashboard.

1. Log in to UR Courses.
2. Access the Course with the Quiz you wish to review the results of.
3. Click on the Quiz to open its landing page.
4. Click on ‘Attempt Quiz Now’.
5. Click on ‘Go to my Dashboard’.
6. Click on ‘Dashboard’ in the top right hand corner of the page. This will open up the Proctortrack Dashboard.
7. This will display a list of quizzes that have proctoring enabled. Clicking on the arrow button on the right hand side of the quiz will bring up a menu that will show:
   - the amount of students that were proctored
   - the amount that are ready to be previewed, processed, passed, and the amount that require attention because of a flag.

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.
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.

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

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.