Use of Proctortrack
- Choosing to set up Proctortrack for an exam is voluntary for instructors
- 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
- Student FAQ is linked in UR Courses and provided on the Remote-Learning site

Access to enable Proctortrack for UR Courses quiz/exam
- Instructors who have not used Proctortrack before must contact the IT Support Centre to request that proctoring be enabled.
- They will be provided with access to enable Proctortrack for a UR Courses quiz/exam.

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 higher levels of proctoring. Ensure you consult your faculty on what exams are authorized to have proctoring enabled beyond a Final at Level 1.
  - If you require a higher level, obtain approval from your Faculty and submit a UR Courses Ticket form (link on UR Courses page, below the Login button)
- Level 2 adds an AI review of the video with potential violations flagged.
- Level 3 adds a manual quality assurance review of potential violations that were flagged, and includes suspicious activity such as eating/drinking and background audio detection.
- Level 4 adds the option for live monitoring of the exam.
- NOTE: Onboarding Quiz will show proctor Level 3, but there is no charge for the Onboarding.

Tips on setup and use of Proctortrack
- Proctoring can be enabled on an existing quiz, copy of a quiz, or a new quiz.
- Instructors should have a copy of the exam available, without proctoring enabled, in case of accommodations or technical issues.
- Onboarding Quiz should not limit the time open, and should not limit the number of attempts to ensure students can retry if necessary.
- Actual Quiz/Exam should be open for additional time in case of technical issues getting the exam underway, however the ‘time limit’ can be enabled to ensure no student has longer than the allotted amount of time for the attempt.

Student Access to Proctortrack: Onboarding
- Each student must take an ‘Onboarding Quiz’ prior to taking a proctored exam. This can be done anytime, but must be completed at least one day before an actual proctored exam.
- Student gets an email if it was not successful
- Instructor will also get an email if it was not successful
- Instructor can view the onboarding attempts in the Proctortrack Dashboard (see below)
- Note: Even if a student has taken the Central Onboarding quiz, they still need to access the Onboarding Quiz in each course they are in. Subsequent Onboarding will just confirm that they are verified and onboarded successfully.
Instructions for adding a Quiz and enabling Proctortrack

To Add the Onboarding Quiz:
1. Access the course in UR Courses
2. Turn Editing on
3. Add an activity - Add a quiz
4. Name the quiz ‘Onboarding/Practice Quiz’ or similar
5. Set times for quiz to be open: Onboarding Quiz should NOT limit the time open or time to complete, and should NOT limit the number of attempts
6. Under ‘Extra restrictions on attempts’ click to check “Enable Proctortrack for this quiz”
7. Add at least one question to the Quiz
8. May be helpful to add a couple of easy practice questions to let students try out what a real exam would be like
9. Last question could be: “Onboarding is complete, you can submit the quiz”
10. Click ‘Save and Display’

To Access the Proctortrack Dashboard:
1. Click on the quiz in UR Courses
2. Click ‘Attempt Quiz now’ to open the “Instructor” dashboard
   (Students are directed to a “Student” dashboard, where they can click the quiz name to begin)
3. Click Dashboard at top right to see list of quizzes for the class
4. Ensure the ‘Monitoring/Onboarding’ is set to “Onboarding ON” for the Onboarding quiz
5. Click the vertical ... menu
6. View the student attempts at onboarding, Green indicates onboarding successful and verified
7. Go to Configuration to see default settings

To Add and Configure the Actual Quiz/Exam:
1. Follow same steps as above to Add Quiz (or access an existing Quiz) and enable proctoring
2. Set times for quiz to be open: Should be open for additional time in case of technical issues, however the ‘time limit’ minutes can be set to ensure no student has longer than the allotted amount of time for the attempt.
3. Follow same steps as above to Access the Proctortrack Dashboard
4. Click Dashboard at top right to see list of quizzes for the class
5. Ensure the ‘Monitoring/Onboarding’ says “Proctoring ON”
6. Click the vertical ... menu
7. Go to Configuration to update Proctortrack exam settings
   - Identity Verification Settings
   - Test Settings
   - Students Settings
   - Whitelist URL/Apps
     - Can enter specific URLs if they are allowed
     - Under Apps Ensure Firefox(Mac) and Firefox (Windows) are included
     - May need to include EXCEL.exe and/or winword.exe depending on instructor needs
     - If there is something not on list of Apps, it cannot be excluded or added
8. Choose “Save as Custom Configuration” and call them ‘My settings’ or similar