

**Note: This quicksheet is a condensed version of the full Instructor manual.**

**For more detailed instructions, including screenshots, please view the full manual at:**

<https://ursource.uregina.ca/is/tlc/assets/pdf/proctortrack-instructor-manual.pdf>

### 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.
  - o The University covers the cost of Final Exams at Level 1 Proctoring.
  - o Departments will be charged for all 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.
  - o **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.
  - o Departments will be charged for all Midterm exams.
  - o Department will be charged for Final Exams at Level 2 Proctoring or higher
  - o Ensure you consult your faculty on what exams are authorized
  - o 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, and includes suspicious activity such as eating/drinking and background audio detection.
- Level 4 adds the option for live monitoring of the exam.

### 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.

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

- The Onboarding Quiz should not limit the time open, and should not limit the number of attempts to ensure students can retry if necessary.
- 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 enable 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
  - Quiz should remain open to the end of the term
  - Quiz should allow unlimited attempts
6. Under 'Extra restrictions on attempts' click to check "Enable Proctortrack for this quiz"
7. If there is a Password for the quiz, it should be removed
  - Click the Edit pencil icon and remove the password
8. Add at least one question to the Quiz
  - It may be helpful to add a couple of sample practice questions for students try out
  - Last question could say "Submit the quiz then end proctoring"
9. Click 'Save and Display'

#### To Access the Proctortrack Dashboard and verify exam setup:

1. Access the Onboarding Quiz in UR Courses, and click 'Attempt Quiz now'
2. Click 'Go to my Dashboard' to open the Proctortrack Dashboard
3. Click Dashboard at top right to see list of all quizzes for the class
4. Ensure the 'Monitoring/Onboarding' is set to "**Onboarding ON**" for the Onboarding quiz

### Setup Exams and Configure Proctortrack 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, and set time limit
  - Exam should be open for additional time in case of technical issues getting started
  - Time limit should include time for students to complete the facial scan and ID verification
3. Access the Onboarding Quiz in UR Courses, and click 'Attempt Quiz now'
4. Click 'Go to my Dashboard' to open the Proctortrack Dashboard
5. Click Dashboard at top right to see list of quizzes for the class
6. Ensure the 'Monitoring/Onboarding' says "**Proctoring ON**"
7. Click the vertical ... menu
8. Click 'Go to Configuration' to update Proctortrack exam settings
  - a) Identity Verification Settings
    - Do not turn on Room Scan
    - Do not turn on Knuckle scan
  - b) Test Settings
    - Do not turn off Desktop Monitoring
    - Do not turn on Force Full Screen
  - c) Students Settings
    - No need to configure this section, UR Course rules apply
  - d) Whitelist URL/Apps
    - On left, enter specific URLs if they are allowed (ie: Microsoft Office 365 online)
    - On right, under Apps ensure Firefox(Mac) and Firefox(Windows) are included
    - May need to allow use of Word or Excel depending on exam
    - Ensure both Windows and Mac versions of software are added
    - Check "Winword.exe" to enable Microsoft Word for Windows systems
    - If there is something not on list of Apps, it cannot be excluded or added
9. If desired, choose "Save as Custom Configuration" and call them 'my custom settings' or similar

Note: You may wish to consider making a copy of the Exam, with Proctortrack not enabled. If a student has technical issues and requires access to an exam without proctoring, the individual can be given access to the copy.

### Ensure All Students have Completed Onboarding

**In UR Courses, ensure all students have attempted the Onboarding quiz.**

1. Access the Onboarding Quiz in UR Courses
2. Click 'View Attempts'

**In Proctortrack, ensure all students have completed the Onboarding successfully:**

1. Access the Onboarding Quiz in UR Courses
2. Click 'Attempt Quiz now'
3. Click 'Go to my Dashboard' to open the Proctortrack Dashboard

## Proctortrack Quicksheet Setup Instructions for Instructors

(updated December 2020)

- Student onboarding attempts will show here for students new to Proctortrack
  - Students who onboarded initially in a different course will not show here once they are successfully onboarded (see next step)
  - Green indicates successful and verified to take exams in this course.
  - Click the “Unreviewed Sessions” dropdown to view “All sessions”
  - Click Column name to sort by Status, First Name, Last Name or Date
4. Click 'Dashboard' in the top right corner of the Proctortrack window
  5. Click the 'Onboarding status' tab
    - List will show all students in the course that have attempted the Onboarding quiz, and their Onboarding Status.
    - Onboarding Status of "Approved in Course" OR "Approved in Different Course" both mean they are successfully onboarded and set up to take an exam in this course.
  6. Click the "All" dropdown to view only Approved, only Pending, or only Failed attempts.
  7. 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.