PROCTORTRACK INSTRUCTOR SUPPORT GUIDE

INTRODUCTION TO PROCTORTRACK

WHAT IS PROCTORTRACK?

Proctortrack is a remote proctoring tool that leverages automation and AI to provide proctoring in online testing environments. It sits as a layer on top of your LMS, allowing you to carry out your normal activity in the LMS, while offering an additional layer for your exams that allows you to ensure the integrity of an online examination and assessment process, especially in programs with external accreditation bodies, or to verify the identity of the student taking an exam. Because all proctoring data is assessed by individual instructors, decisions about academic integrity ultimately remain in the hands of you: the educators.

Proctortrack allows instructors to set exam parameters, review testing sessions, and approve successful exam attempts. Once a test or exam has been created within the LMS, the faculty member can enable Proctortrack and set parameters, such as allowing books or calculators to be used, allowing for notetaking, prohibiting copy/paste, or whitelisting desktop applications. Distinct parameters can also be set to accommodate individual students.

When the students launch the exam, they will be prompted to install the ProctorTrack app. Once installed, ProctorTrack performs a quick identity check, and then begins capturing the exam session. After the exam is completed, ProctorTrack uploads any captured data to be reviewed for potential anomalies.

When a test session is processed, instructors have the opportunity to review any flagged sessions. Once the instructor has reviewed test attempts, they can approve each testing session and comfortably release grades to students through their Learning Management System.

ONBOARDING STUDENTS

SETTING UP AN ONBOARDING EXAM

Why Onboarding?

The purpose of an onboarding exam is to give students an opportunity to install and test the Proctortrack software before entering a higher-stakes exam environment. By taking the onboarding exam before actual testing is set to begin, instructors can also identify students who (for any reason) may not be able to have their exam proctored through Proctortrack, and then prepare alternatives.

Finally, because students are asked to verify their identity in the onboarding exam, onboarding is an opportunity to capture identity verification data that can be compared to the identity verification data captured during the real exam.

Setting up the Onboarding Exam as an Instructor or Administrator

1. Through your LMS, create an "onboarding quiz" (no more than 3 questions) and ensure that students who will be using Proctortrack have been enrolled to take the quiz. Consider the following T/F questions:
    - March is the first month of every calendar year (F).
    - December is the final month of every year (T).

2. Enable Proctortrack for the quiz and navigate to the Proctortrack Dashboard, as detailed in the next section.
3. From the Dashboard, locate the "onboarding quiz" that you created.

4. In the Monitoring/Onboarding column for the onboarding quiz, select "Onboarding ON" from the dropdown menu.

Verifying that Students have been Onboarded

To ensure that students can smoothly participate in their required exams, it is important that students complete their onboarding quiz at least **4 hours before** their scheduled exam. Administrators and instructors can view which students have completed the onboarding quiz through the Proctortrack dashboard.

1. From the same page on which you triggered "Onboarding ON" for your onboarding quiz, select "View Sessions" from the "Sessions List" column.

2. You will be taken to a page that shows the list of students that have completed the exam.

3. To view the identity verification scans, select the arrow pointing down on the right hand side.
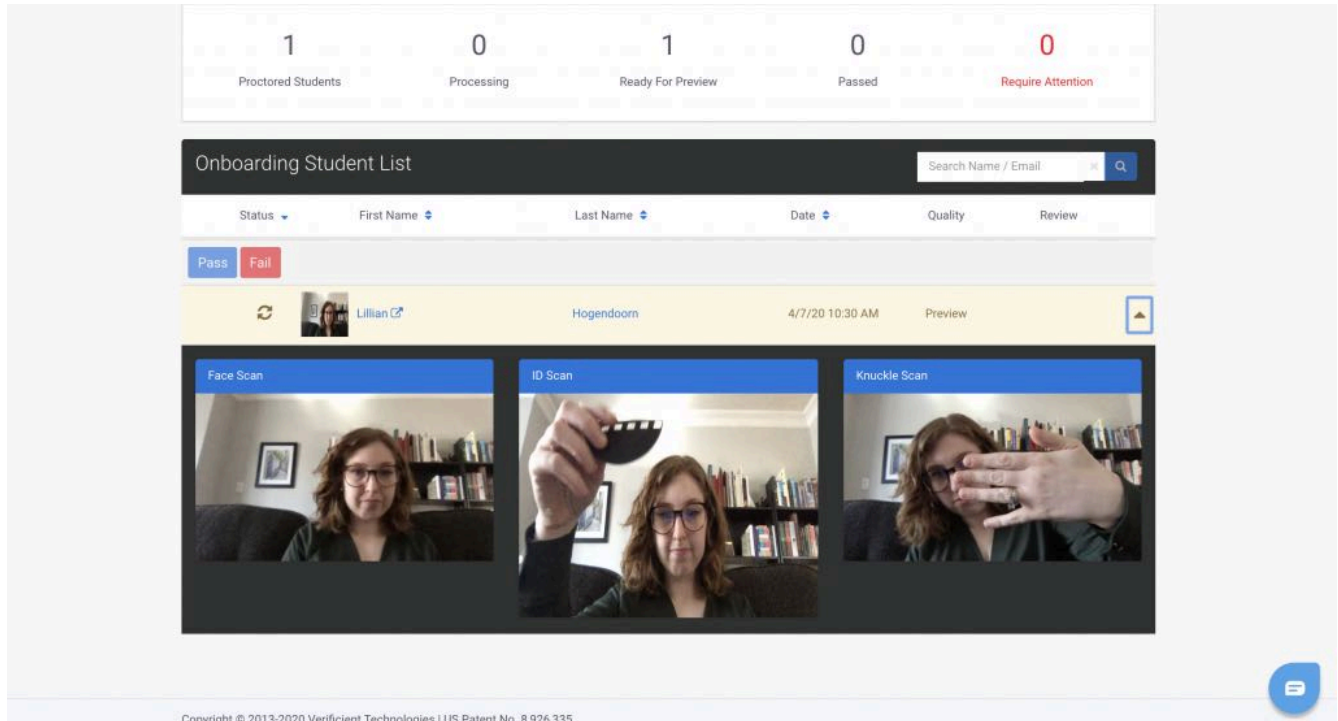
Students will be requested to show their face and YU-card to validate identity, per the same structure that occurs during an in-person exam.

Should a student not have a YU-card, government issued ID can be displayed to the camera showing only the picture and name (all other information can be covered by you). Students will not be asked invasive personal questions, such as their government-issued identifiers (e.g. social insurance number, passport number). The access to this information is restricted to the instructor when they download the files and until that point this information will be securely stored on Proctortrack's Canadian Servers.

York university will not require a room scan or knuckle scan through Proctortrack

PREPARING STUDENTS FOR PROCTORTRACK

Remote proctoring will be a new experience for your students, and may require some additional support.

Technical Requirements

Test-takers will need the following tools to complete a Proctortrack exam:

- Desktop/laptop computer
- Webcam
- Microphone
- Keyboard
- Mouse/trackpad
- Internet Connection

	Mac	**PC**
Operating System	OSX Yosemite 10.10.5 or higher	Windows 7, 8, or higher
Processor/RAM	Intel / AMD Processor, 2 GB RAM	Dual-core 2.4 Ghz CPU, 2 GB RAM or better
Recommended Browsers	Mozilla Firefox v20.0 or higher	
	Google Chrome v25.0 or higher	
Plug-ins	Javascript Enabled	
	Third Party Cookies Enabled	
Camera Resolution	800 x 600 resolution or better	
Internet Connection	Cable Modem, DSL or better (300 kbps download, 250 kbps upload)	

If you have a student that cannot meet the minimum technical requirements please contact your teaching and learning centre to arrange for alternate delivery of the exam.

Barriers to Remote Proctoring

You may need to make accommodations for individual students based on the following factors. You can make accommodations for students by altering the Proctortrack settings or by offering the exam outside of the remote-proctoring environment.

- **Accessibility:** Your students may need new arrangements for accessibility accommodations in the new exam format.
- **Bandwidth:** Your students may not have a reliable home internet connection.
- **Consent:** Your students may not consent to having their personal data collected or recorded.
- **Device:** Your students may not have access to their own laptop or desktop computer. For example, they may use a tablet or have a shared computing device without administrative privileges.

- **Home environment:** Your students may not have an environment which allows them to complete an uninterrupted assessment.

Pre-Exam Support

Make sure your students have completed the onboarding exam in advance of the exam. It is recommended that the student complete the onboarding exam no less than 4 hours before the exam to allow sufficient time to create a baseline profile.

The onboarding process will also help the student acclimate to the Proctortrack experience and troubleshoot any technical issues.

Students who have completed a Proctortrack Onboarding exam for another course will not be required to onboard again.

In-Exam Support

Much like an in-person proctored exam, a student may have a question or require support during the remote-proctoring experience.

Technical Support
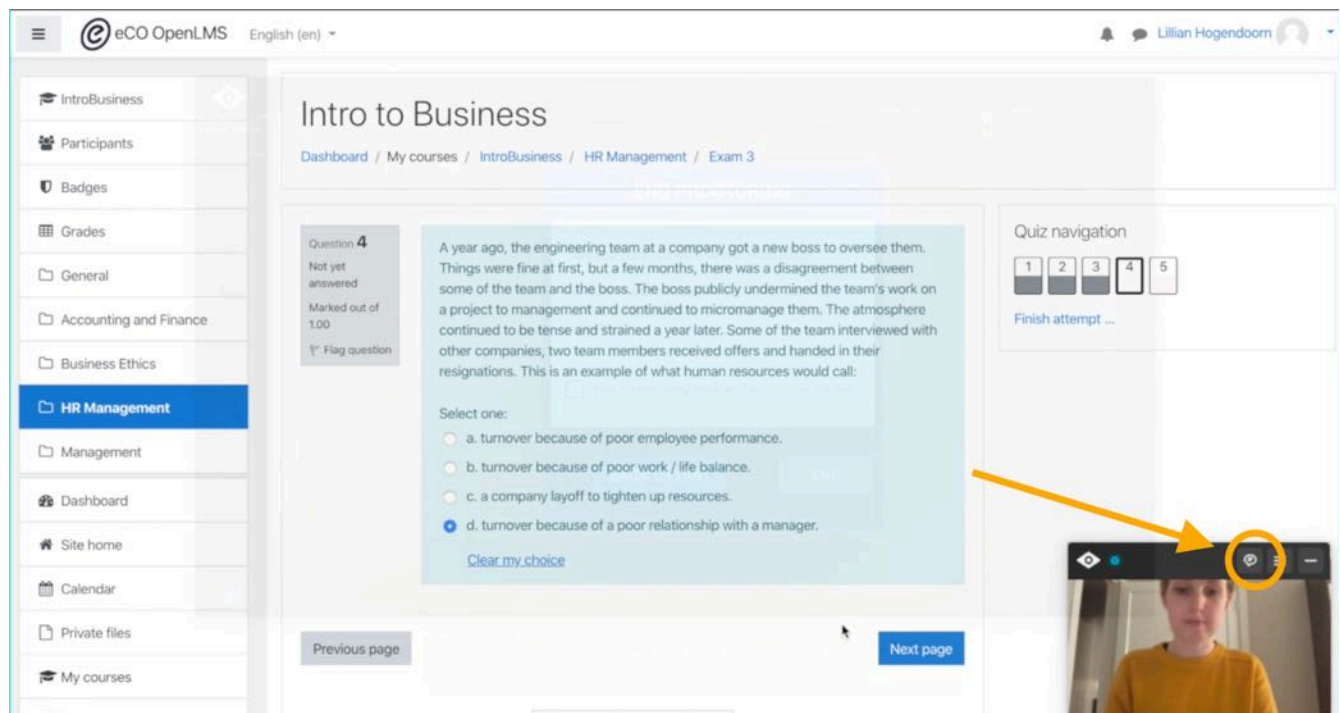
Proctortrack provides a live chat as well as phone support to test-takers if they encounter a technical issue during an exam. Students can click the chat icon above their video feed during an exam to access live Proctortrack support.

Students can reach Proctortrack support by phone at +1 (844) 753-2020.

Student FAQ

What happens if my internet connection goes down?

- Proctortrack will continue running, and will upload your test results when your connection resumes

What happens if my computer crashes?

- Proctortrack will relaunch and begin capturing the exam attempt again

Other Support

If a student has an exam-related question, Proctortrack will not be able to support them. In this case, you may want to give your students clear instructions as to how to contact you during the exam.

Recommended

We recommend that students email their faculty member or assigned T.A.

Proctortrack will not prohibit students from sending email during the exam, however, it may flag a sent email as suspicious. To prevent this, you may consider whitelisting URLs such as your institution's web mail client.

You will also have the opportunity to review all proctoring recordings, so if Proctortrack has flagged a student for sending you an email about the exam, you may override the system's "flag" when you review.

Alternatives

You may also provide another way for students to contact you, such as by phone or messaging app. Consult with your teaching and learning centre.

ENABLING PROCTORTRACK FOR YOUR EXAM

To set up remote proctoring for your exam, you will first need to create the exam within the LMS. Once you've done that, you'll need to follow a few quick steps in your LMS to turn Proctortrack on for the exam .

This section details the steps to enabling Proctortrack for an exam in Moodle and Canvas. Please read the section that aligns with the LMS that you will be using to distribute your exam to students.

MOODLE

1. Once you've created your exam, navigate within the exam to "Edit Settings."

2. Scroll to the "Extra restrictions on attempts" heading and select "Enable Proctortrack for this Quiz." Select "Save and display" at the bottom of the "Edit settings" page.

3. Select "Preview quiz now."

4. A window will appear, from which you can launch the Proctortrack dashboard.
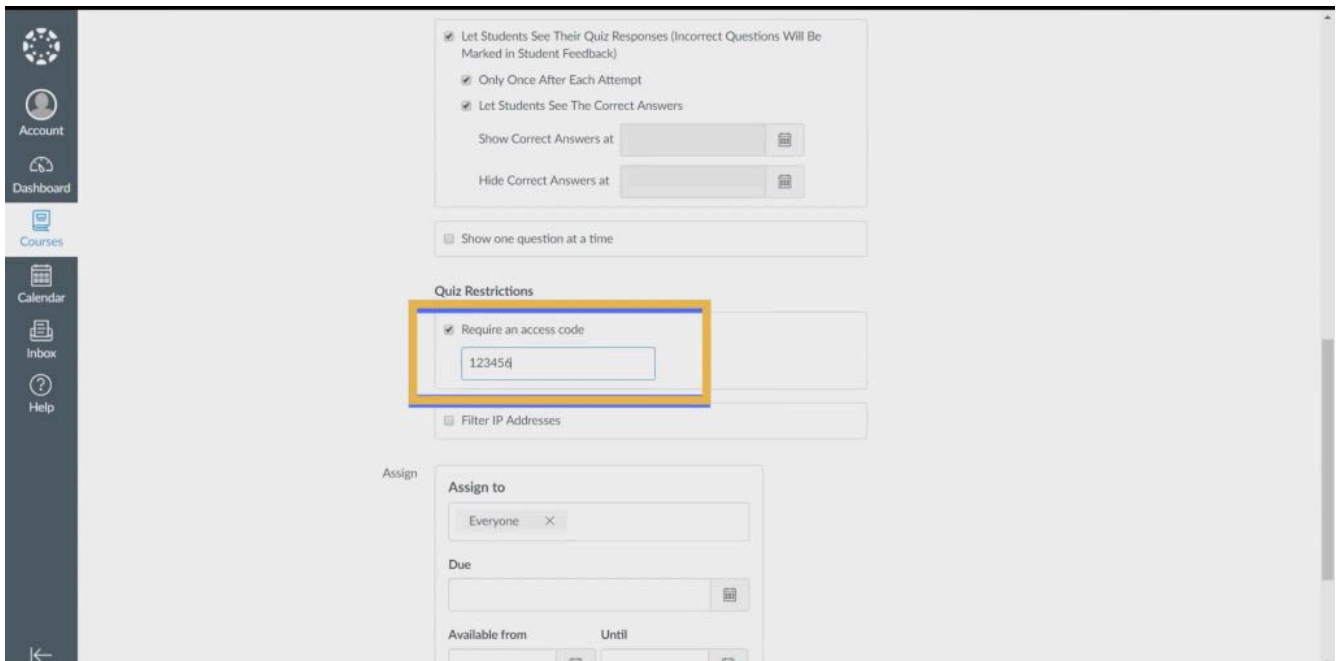
CANVAS

1. Navigate to the details tab in your quiz.
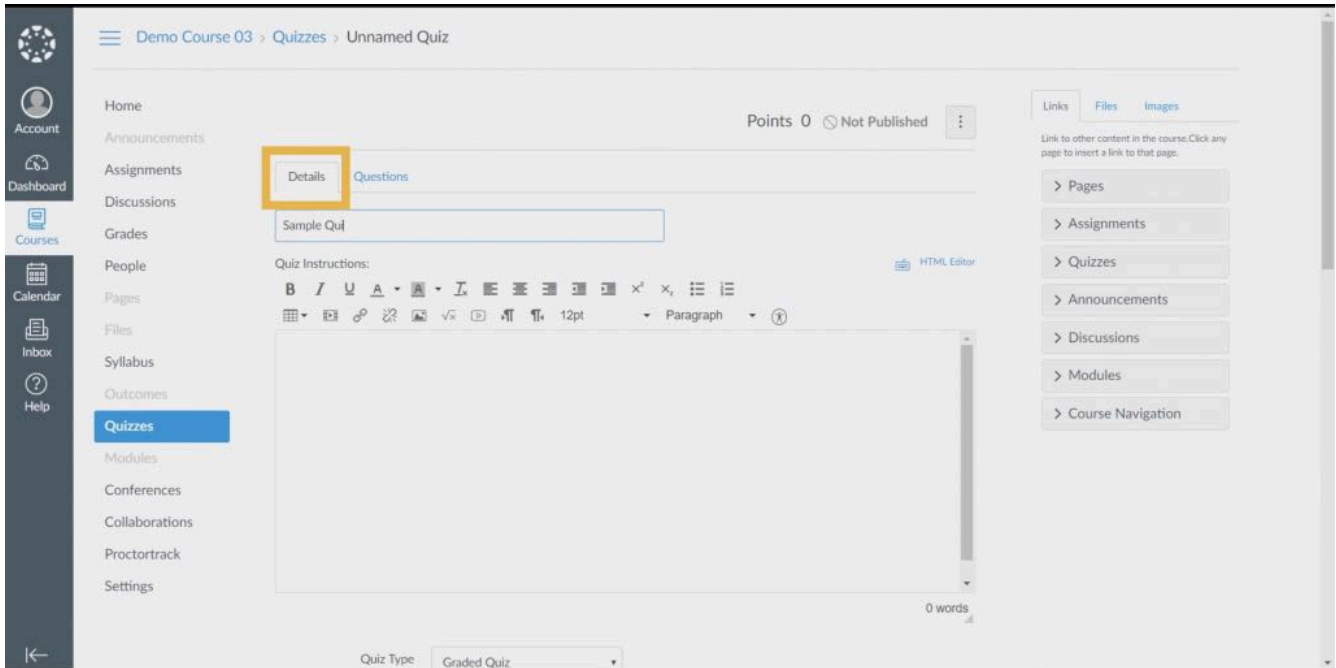
2. From the details page, add an access code to your quiz, using a random series of letters and numbers. Make sure to save changes.

3. Now, click on the Proctortrack link in the left menu. The Proctortrack dashboard will appear.

4. For the exam that you added, ensure that you have selected "Proctoring ON" in the Monitoring/Onboarding column.

EXAM CONFIGURATIONS

IDENTITY VERIFICATION

Proctortrack allows instructors to customize identity verification. To configure identity verification settings, visit the ProctorTrack Dashboard.

After you have created your LMS exam and enabled Proctortrack, locate the exam you would like to configure and click the three vertical dots. Ensure that Proctoring is set to ON for the exam, and then select "Go To Configuration."

This will take you to the exam configuration screen. You will then have the option to set identity verification requirements.

Proctortrack provides four options for identity verification. The four types of identity verification settings are:

- **Face Scan:** Face scans are on by default, and use video footage of the student's face to confirm their identity.
- **Photo ID Scan:** Photo IDs can be required to confirm that the student's face matches a photo ID with their name and other identifying information.
- **Room Scan:** Room scans can be used to get a more complete assessment of the test-taking environment.
- **Knuckle Scan:** Knuckle matching provides additional identity verification.

By default, Proctortrack will require students to complete a Face Scan and a Photo ID Scan.

CONFIGURING EXAM SETTINGS

Proctortrack allows instructors to customize exam parameters, making each test-taking experience unique to the course. To configure exam settings, visit the Proctortrack Dashboard.

After you have created your LMS exam and enabled Proctortrack, locate the exam you would like to configure and click the three vertical dots. Ensure that Proctoring is set to ON for the exam, and then select "Go To Configuration."

This will take you to the exam configuration screen. You will then have the options to set test parameters.

Much like a faculty member might decide whether notes or a calculator is allowed in an in-person proctored exam, Proctortrack's Test Settings allow these conditions to be set in a virtual environment. The test settings will be shown to the student before they begin the exam.

Select the "Test Settings" tab. You can then toggle on or off the settings most appropriate to your exam.

Open Book Exams

The following settings can be changed to allow students to complete an open book exam.

- **Allow Physical Books:** Allow students to refer to physical books or print material during the exam.
- **Allow Online/Digital Resources:** Let students refer to websites, eBooks, PDFs, or other digital files during the exam.

If these options are disabled and a student attempts to use a physical or digital resource during the exam, the exam attempt will be marked as suspicious and sent to the faculty member for review.

Calculators

The following settings can be changed to allow students to use calculators during an exam:

- **Allow Physical Calculator:** Allow test-taker to use a physical calculator during the exam.
- **Allow Screen Calculator:** Allow test-taker to use a calculator application on their desktop.

If these options are disabled and a student attempts to use a physical or digital resource during the exam, the exam attempt will be marked as suspicious and sent to the faculty member for review.

Note-Taking

The following settings can be changed to allow students to take digital notes or handwritten notes during the exam:

- **Allow Scratchpad Tools:** Allow the test-taker to use note-taking tools like Word, OneNote, Pages, or other scratchpad applications on their computer during the test.
- **Allow Handwritten Notes:** Allow the test-taker to take handwritten notes on paper or using a whiteboard during the test.

If these options are disabled and a student attempts physical or digital note-taking during the exam, the exam attempt will be marked as suspicious and sent to the faculty member for review.

- **Prohibit Copy/Paste:** Prohibit the test-taker from copying and pasting information from the test or into the test. This option will disable the computer's copy/paste functionality.

Handwritten Exams:

Proctortrack can also be used to conduct a handwritten exam. The following options may apply:

- **Allow students to take scans or pictures using phone**
- **Allow students to take scans or upload documents**

Environmental Considerations

The following settings apply to the test-taker's physical environment:

- **Allow Short Breaks:** Allow a student to take a short break (i.e. to use the washroom) during the exam.
- **Allow Food/Drinks:** Allow the test-taker to have a beverage or food during the exam.

If these options are disabled and a student takes a short break or has food/beverage during the exam, the attempt will be marked as suspicious and sent to the faculty member for review.

Technical Considerations

The following settings apply to the test-taker's digital environment:

- **Allow students to use earphones:** Allow students to use headphones during test.
- **Prohibit Print Screen:** Flag screen capture attempts as suspicious and require faculty review.
- **Prohibit Multiple Monitors:** Require the use of a single screen.
- **Prohibit Copy/Paste:** Prohibit the test-taker from copying and pasting information from the test or into the test.

- **Desktop Monitoring:** Receive a screen-capture report of the test-taker's primary monitor.

Other

- **Prohibit Printing:** Print attempts cannot be stopped but will be flagged for review.
- **Mobile App Required:** Require the use of the mobile app to conduct a room scan or face scan. The exam will still have to be taken on a laptop or desktop computer.
- **Hide Access Code/Password:** Restrict access code to prevent students sharing the test password.

WHITELISTING

Proctortrack allows instructors to customize exam parameters, making each test-taking experience unique to the course.

To configure exam settings, visit the ProctorTrack Dashboard.

After you have created your LMS exam and enabled ProctorTrack, locate the exam you would like to configure and click the three vertical dots. Then select "Go To Configuration"

This will take you to the exam configuration screen. You will then have the option to whitelist URLs or Applications by selecting the far right tab.

Whitelisting URLs

Faculty can allow the use of specific websites during the exam. For example, you may want students to be able to access a public domain literature site. Enter the root URL. Proctortrack check to ensure the URL leads to a live webpage and will then whitelist the URL.
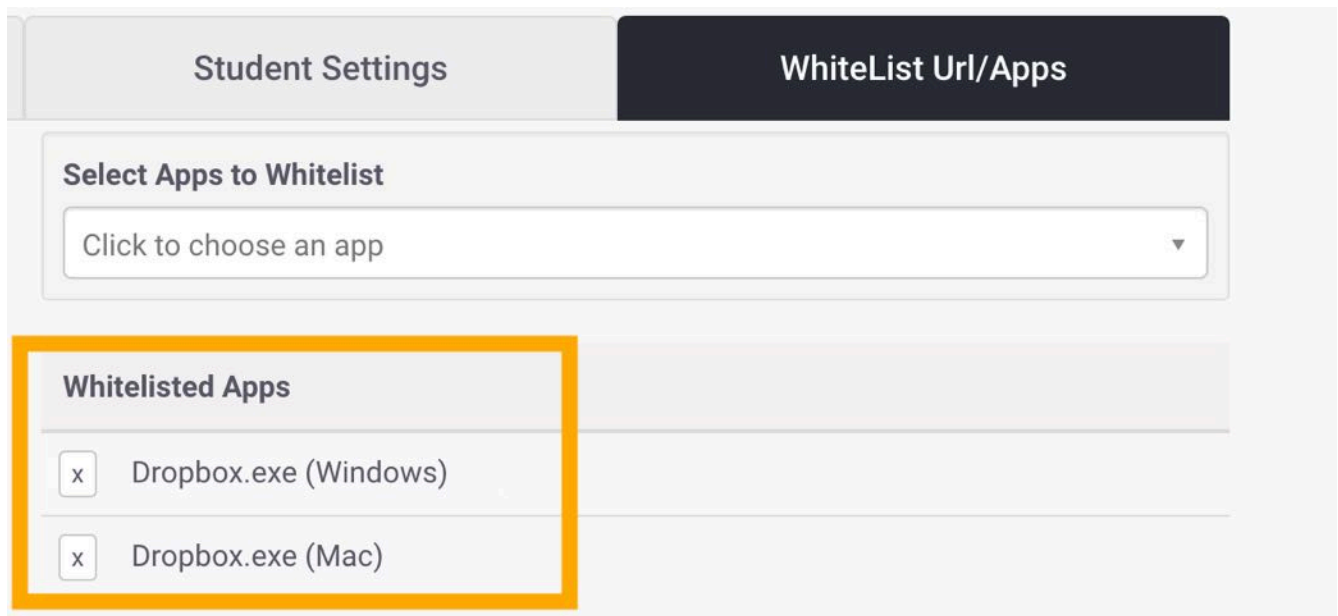
Whitelisting Applications

Faculty can allow the use of specific applications during the exam. **By default, accessibility applications (i.e. screen readers) are whitelisted.**

Many applications are prohibited by default. For example, most videoconferencing applications are blocked. To allow the use of other applications, search through the list of prohibited applications. Please note you may have to whitelist both the Mac and Windows versions of an application.

INDIVIDUAL STUDENT SETTINGS

Proctortrack also allows instructors to set unique exam parameters for individual students.

Much like accommodations might be made for individual students in an in-person proctored exam, Proctortrack's Test Settings allow these conditions to be set in a virtual environment. The test settings will be shown to the student before they begin the exam.

After you have created your LMS exam and enabled Proctortrack, locate the exam you would like to configure and click the three vertical dots. Ensure that Proctoring is set to ON for the exam, and then select "Go To Configuration."

This will take you to the exam configuration screen. Select the "Student Settings" tab and "Edit Configurations" beside the student of choice to access the screen where you will set distinct exam parameters for the student.
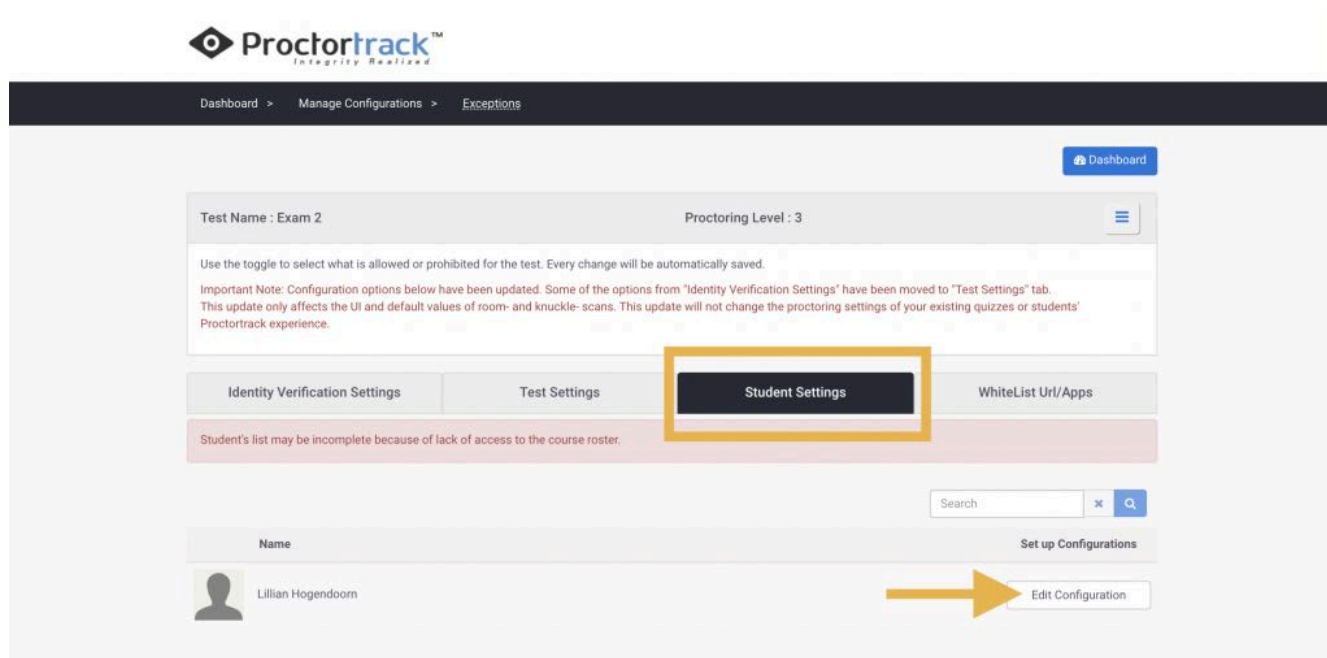

You can toggle on or off the Test Settings that are most appropriate for the individual student, and Whitelist URLs or applications

that the student might use to complete their exam. The test settings that you are able to turn on or off to accommodate an individual student are:

- **Prohibit Copy/Paste:** Prohibit the test-taker from copying and pasting information from the test or into the test. This option will disable the computer's copy/paste functionality.
- **Multiple Monitors:** Enable to allow the use of multiple screens.
- **Multiple People:** Enable to **allow** multiple people in the exam environment.
- **Multiple Keyboard & Mouse:** Enable to **allow** use of multiple keyboards.
- **Question Reading:** Enable to **allow** the test taker to read questions aloud.
- **Opt out of Face Scan:** Enable to allow the student to opt out of having their face scanned for identity verification.
- **Opt out of Photo ID Scan:** Enable to allow the student to opt of using their photo ID for identity verification.
- **Allow Online/Digital Resources:** Let students refer to websites, eBooks, PDFs, or other digital files during the exam.
- **Allow Short Breaks:** Allow a student to take a short break (i.e. to use the washroom) during the exam.

If any of these options are set to prohibited and the student engages in them during the exam session, the attempt will be marked as suspicious and sent to the faculty member for review.
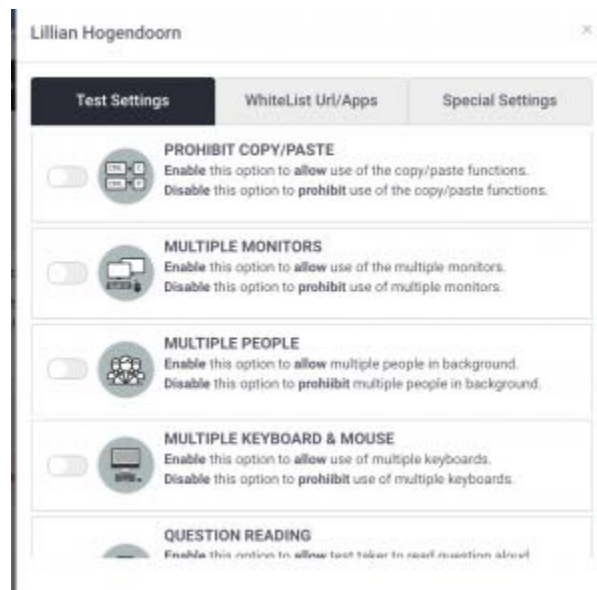
The tab for "Special Settings" will allow individual students to be given additional proctoring minutes. Instructors can also manually enter specific needs not accounted for in the configurations, which will be taken into account by Proctortrack.

Lillian Hogendoorn

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| Test Settings | WhiteList Url/Apps | **Special Settings** |

Maximum Proctoring Duration (in minutes) : 240

Allow additional [0] proctoring minutes for this Student
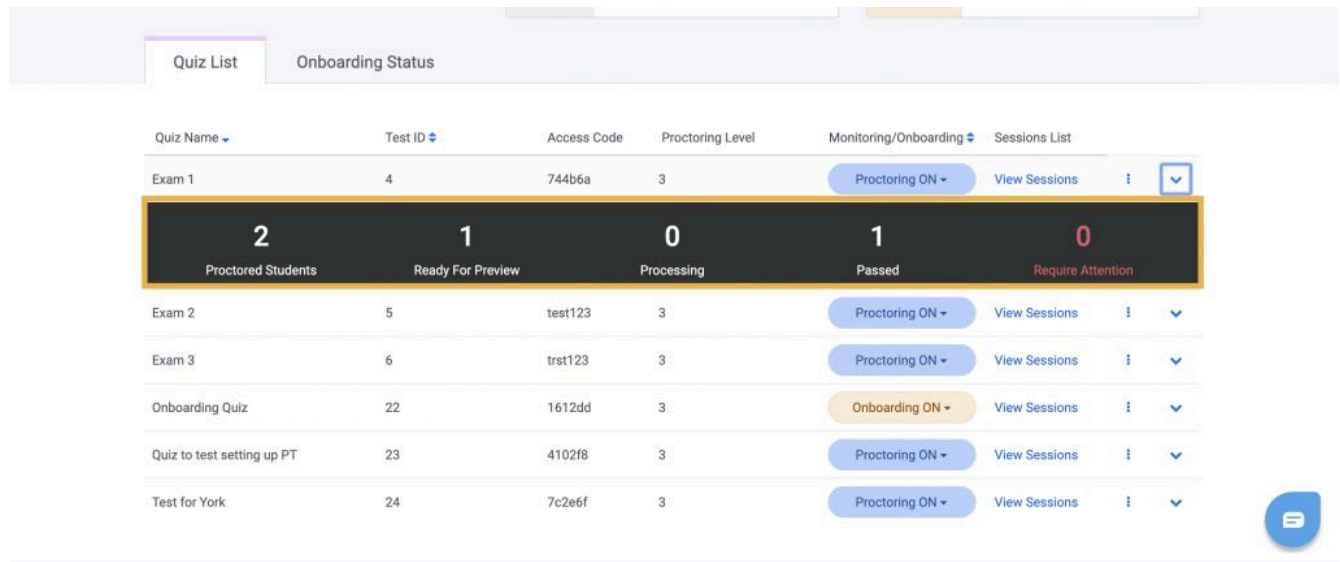
+ Add Time

Let us know if this student has specific needs that are not listed in our configurations. Proctortrack will take them into consideration while reviewing session(s).

[Enter Note]

Save note

AFTER THE EXAM

REVIEWING PROCTORED SESSIONS

A student's exam session data is passed to the Proctortrack dashboard within 48 hours from when the student finishes their exam. As students take your exam and submit the data from their proctoring session, you will be able to use the Instructor Dashboard to track how many students have been proctored, how many sessions are processing, how many are available for preview, and how many require your attention.

To access and review the data from a proctoring session, select the "View Sessions" tab for your exam. You will be presented with a list of the students who have uploaded their exam sessions.

Note the following in the above image:

- **Proctored Students:** Number of students who have been proctored for the exam so far.
- **Processing:** Number of proctoring session reports that are still processing (ie. not yet visible for the instructor).
- **Ready for Preview:** Number of proctoring session reports in preview mode. Reports may not yet be entirely accurate. They can be viewed by the instructor, but the instructor will not be able to take any action on the report.
- **Passed:** Number of students whose proctoring session reports has been reviewed by Proctortrack and deemed to be of no concern.
- **Require Attention:** Proctoring session reports that have been flagged by Proctortrack due to items in the report that misalign with the conditions and configurations set by an instructor for the exam. Students whose proctoring data is deemed to "require attention" will be highlighted with red text in the Student List.


You may prioritize time by first reviewing those proctoring session reports deemed to be requiring attention, but may also wish to review and comment on reports that the system has passed.

To review a student's proctoring session report, click on the student's first name. From there, you will be able to review and comment on video monitoring data, desktop screenshots, and student verification scans.

Video Monitoring

The video monitoring tab shows a video recording of the entire proctoring session, with time-stamped, coloured markings indicating points in the exam where the system has flagged activity that is contrary to the settings configured for the exam. For example, the image below shows several flags for background audio and multiple people in the frame.
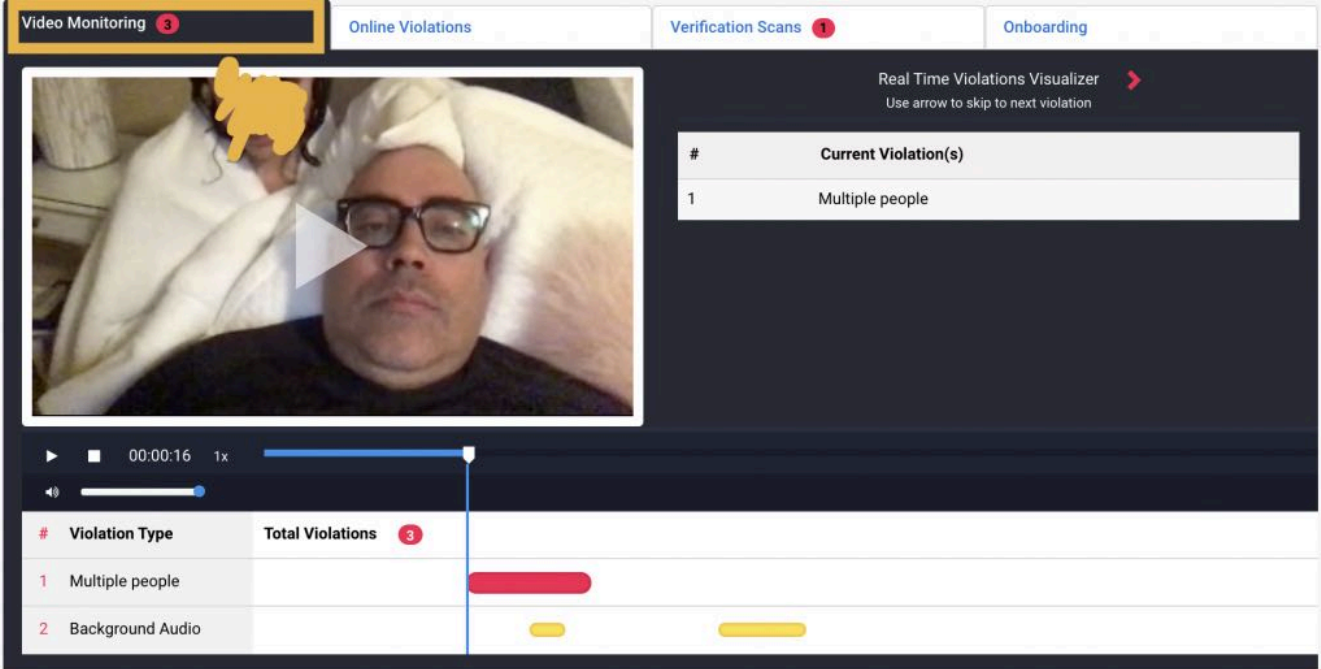
Clicking on the time-stamped, coloured markings (like the red and yellow ones in the image above) allows you to skip to the parts of the recording that have been flagged, and review those sections by playing the recording.

Desktop Screenshots

Desktop screenshots are found under the "Online Violations" tab. The page first presents screenshots of the desktop that have been flagged for showing potential access to websites or applications that were not deemed permissible in the exam configurations.
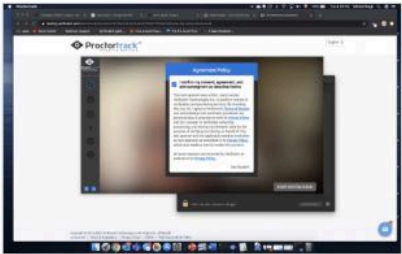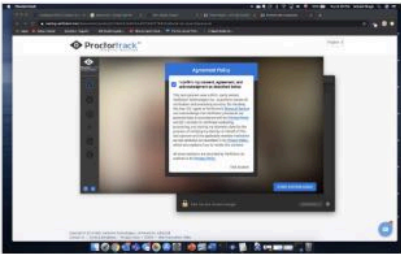
Scrolling further on the same page shows all of the screenshots taken of a student's monitor throughout the proctoring session.
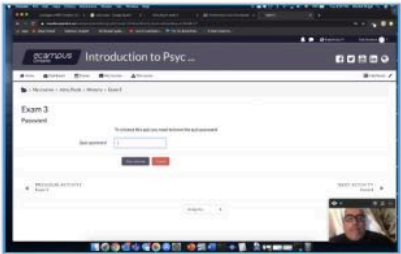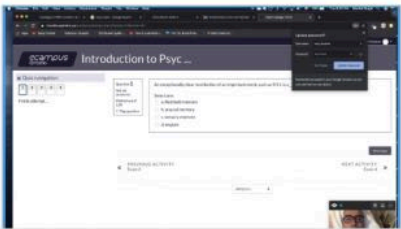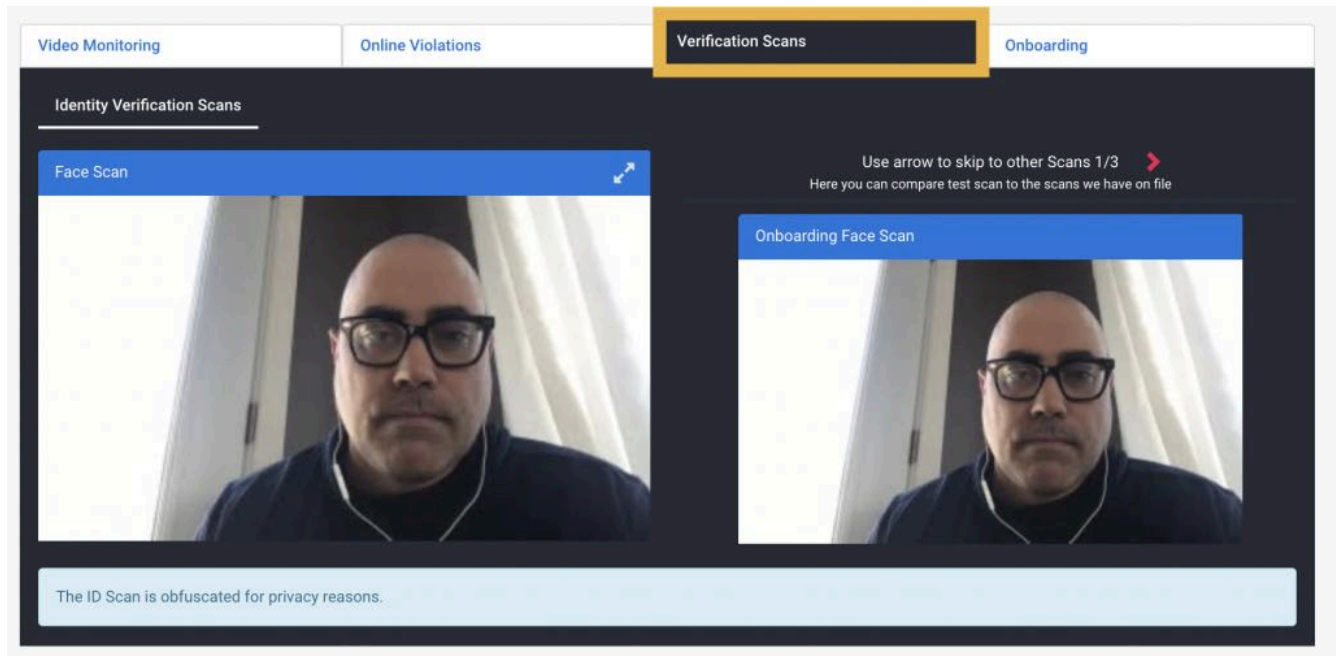
Verification Scans

The Verification Scans tab allows you to view face scans, ID scans, and/or knuckle scans taken at the beginning of a student's exam session.

By viewing the onboarding tab (shown in the top right corner of the above image), you can compare the verification scans from the exam setting to those that were taken during the onboarding test.


Instructor Notes

At any point while reviewing the video recordings, desktop screenshots, and identity verification scans, you can record notes in the "Notes" section at the bottom of the frame. For example, you may note that the audio flagged by the system was just loud footprints from a student's upstairs neighbour, or that the extra person in the frame was just a student's daughter asking about dinner.
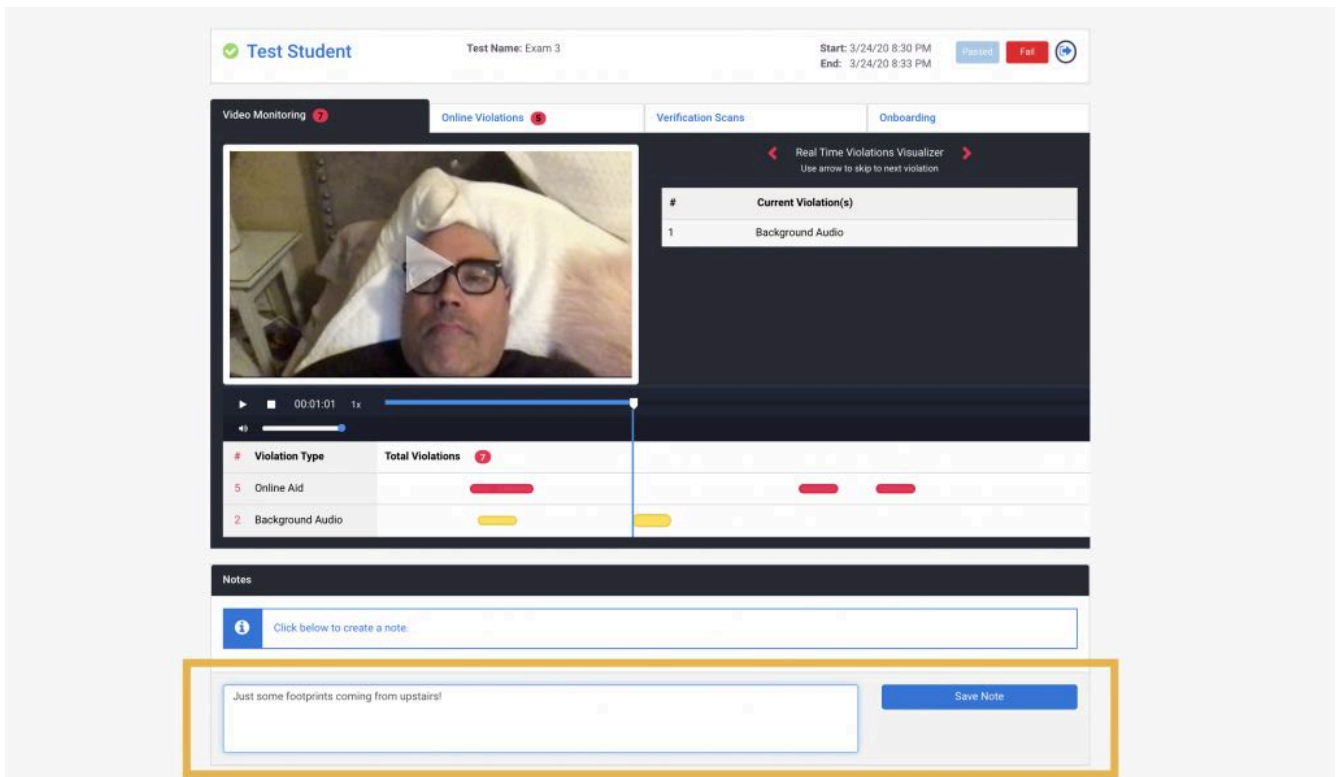
Should you deem that many of the alerts flagged by the system are of no concern to the exam's integrity, you can override the systems decision to "Fail" a student's proctoring session by selecting "Passed" at the top of the page.
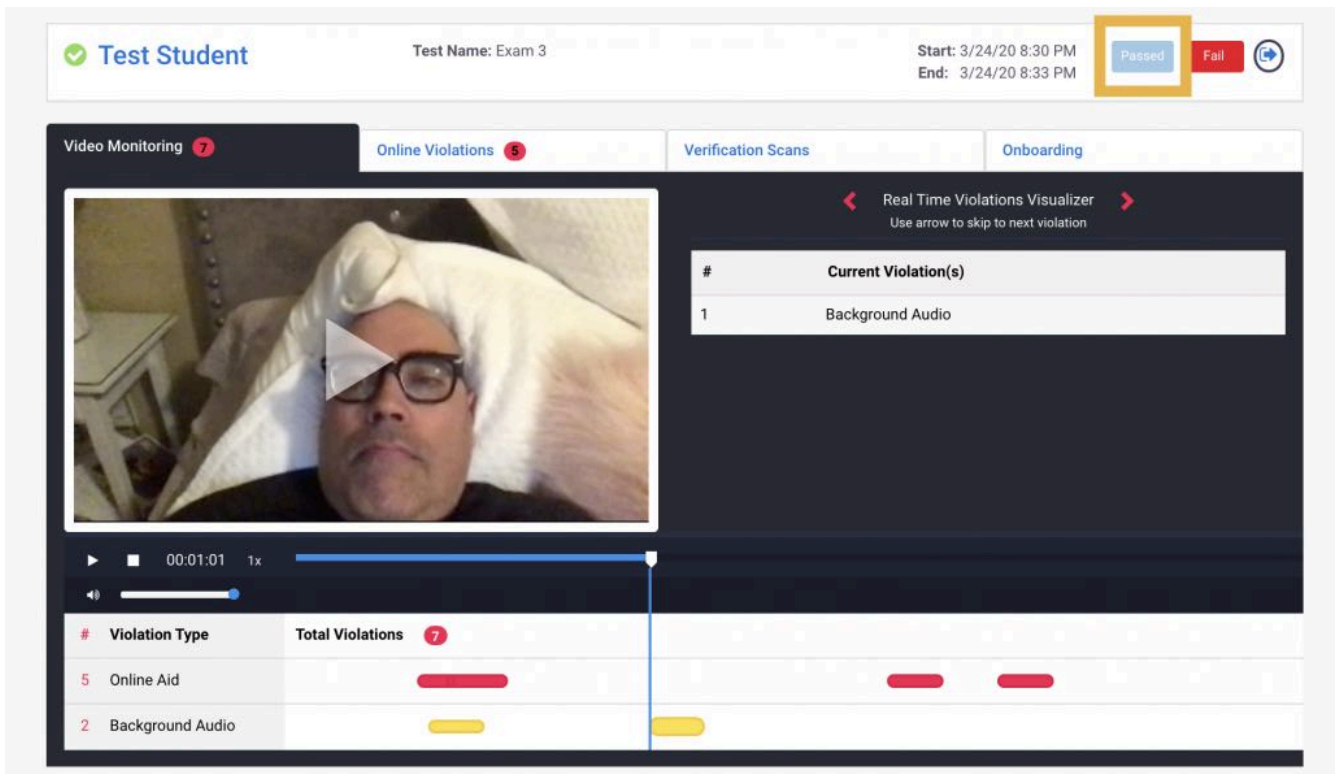
After you have reviewed all proctoring data that you wish to view, you can comfortably release exam grades to students through your LMS.