Using Proctortrack in Moodle

For Students.

Subject to change every semester, please do not publish outside of Moodle.
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What is Proctortrack?

Proctortrack is the automatic remote proctoring solution your institution has selected for use during online exams. More information about Proctortrack's privacy policies and technologies used can be found on our website.

How does it work?

The following guide will assist you, the student, in going through the process of taking a proctored exam with Proctortrack. Remember if you ever had any additional questions, you can call 1 (844) 753-2020 or go to www.proctortrack.com for additional information and live chat.

Why Onboarding?

Often students are unsure if their specific hardware setup will allow them to use Proctortrack. While a detailed list of supported operating systems and browsers is available on Proctortrack.com, students often prefer to test their system themselves. Keep in mind that Chrome and Firefox are the recommended browsers. While Proctortrack will work in other browsers, the user experience is far superior in Chrome.
The onboarding process gives students the opportunity to make sure everything is working correctly during low-pressure circumstances. It also gives students time to make any changes to their system well before the first exam.

Students can fail onboarding for the following reasons:
- Missing or insufficient facial scan.
- Missing or insufficient ID scan.
- ID scan shows invalid ID.
- Missing or insufficient knuckle scan.
- Insufficient environment lighting.

If a student fails the onboarding exam, they will receive a notification listing the specific reasons for failure and be asked to retake the onboarding exam.

For students, onboarding appears exactly the same as a normal exam to help familiarize them to the testing environment.

If you have any questions, please do not hesitate to contact Verificient support:
- Proctortrack support: support@verificient.com, 1-844-753-2020
What do I need to take an exam using Proctortrack?

<table>
<thead>
<tr>
<th></th>
<th>Mac</th>
<th>PC</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPERATING SYSTEM</td>
<td>MAC OSX 10.7 Lion or higher</td>
<td>Windows 7, 8, or higher</td>
</tr>
<tr>
<td>PROCESSOR/RAM</td>
<td>Intel Processor, 2 GB RAM or better</td>
<td>Dual-core 2.4 Ghz CPU, 2 GB RAM or better</td>
</tr>
<tr>
<td>RECOMMENDED WEB BROWSERS</td>
<td></td>
<td>Mozilla Firefox v20.0 or Higher Google Chrome v25.0 or higher</td>
</tr>
<tr>
<td>PLUG-INS</td>
<td></td>
<td>Javascript Enabled &amp; Third Party Cookies Enabled</td>
</tr>
<tr>
<td>CAMERA RESOLUTION</td>
<td></td>
<td>800 x 600 resolution or better</td>
</tr>
<tr>
<td>INTERNET CONNECTION</td>
<td></td>
<td>Cable Modem, DSL or better (300 kbps download, 250 kbps upload)</td>
</tr>
</tbody>
</table>
How to Take an Exam using Proctortrack?

1. Click "Log in" in the upper right corner on the initial screen.
2. Log in to Moodle by entering a Username and the corresponding Password before clicking “Log In”,

![Login page of Moodle](image)
3. Navigate to the desired course in the list of available courses.
4. Select the name of the quiz that you will be attempting and click "Attempt quiz now".
5. Click "Attempt quiz now".
6. The Proctortrack dashboard will be displayed. Select the exam you would like to attempt.
7. You will be taken to the “How it works” page. Read the “How it works” page. More will be revealed after **scrolling down**.
Run the System Check

Next, we'll perform an automated system check to establish that your computer meets Proctortrack system requirements. After this is complete, you will be able to continue to the next step.

Perform the Identity Checks

Then, you'll perform three identity checks: the facial scan, the ID scan, and the knuckle scan.
8. Click on "Go to Next Step".

Perform the Identity Checks

Then, you'll perform three identity checks: the facial scan, the ID scan, and the knuckle scan.

Launch the test

Lastly, click on the "I agree, Let's Begin" button and a blue frame will appear around your screen to indicate that you are being monitored.
9. **While scrolling** through the “Let’s Get Started” page, look over Proctortrack’s guidelines for an ideal test-taking environment. These practices help secure an accurate assessment and credit for honesty shown during the test.
After getting familiar with Proctortrack, check the box labeled "I have read, understand and will adhere to the required environment guidelines." Then click "Go To Next Step."
10a. Proctortrack will attempt to automatically download and connect. If it doesn’t, click “here” to download Proctortrack manually.
10b. Open the Proctortrack.zip file that downloads.
11. Finally, launch Proctortrack from your downloads folder to continue.
Using Proctortrack

1. Once Proctortrack has launched, check the box labeled "I agree to the terms and conditions".
2. The system check will run to verify that the system is ready.
3. Make sure to fill the frame before clicking "SCAN". After that, follow the on-screen prompts.
4. If dissatisfied with the scans, click "RE-SCAN" to rewrite them by taking new ones. Otherwise, click "CONFIRM" to move on.
5a. For the ID scan, please go through the instructions for a valid photo ID scan and click "NEXT."
5b. For the ID scan, hold a valid photo ID up to the camera and click “Scan”.

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.
6. Make sure to fit the ID within the frame and hold it steady so that it’s clear. Click "RE-SCAN" as many times as needed or click "CONFIRM" to proceed.
9. Click "I AGREE, LET'S BEGIN" to continue.
10a. Proctoring has now begun. A blue border will be placed around the screen as a reminder that Proctortrack is now in session. Moodle will be brought to the forefront of the screen and a prompt for a password should appear. The top bar will provide the "Password" (1), which can then be copied by clicking "COPY" (2).
10b. Once the password is copied, click "CLOSE" (1) and then paste the password in the "Password" box (2) by right-clicking and selecting "paste". Click "Continue" (3) to get into the test.
Accounting

Onboarding Quiz

Password

To attempt this quiz you need to know the quiz password

Quiz password

Continue

Cancel
11. Take the test while adhering to the aforementioned guidelines. After the test, it's very important to remember to "Finish Exam" and submit the quiz before ending the monitoring session.
12. Click *Submit all and Finish*(1) to submit the test and then click on *END* (2).
13. Check the box next to "Yes, I have completed and submitted my exam." Finally, click "END".
14. The session data will be automatically uploaded to Proctortrack’s servers.
15. The test session is complete! Either button seen here will close Proctortrack. Proctortrack will have to be run before each proctoring-enabled test. Click "Quit APP" to keep Proctortrack on your computer for use with later tests, and click "Uninstall" to remove Proctortrack from your computer. Keep in mind that an opportunity to download Proctortrack will be given before each proctoring-enabled test.