What We Do

ProctorU is an online proctoring service that allows test-takers to complete their assessment at home while still ensuring the integrity of the exam for the institution. The service uses proctors who monitor examinees in an easy, three-step process:

1. **We observe the test taker via a web cam.** The student is connected to a real person who speaks with them to guide them through the process.

2. **We watch the test taker’s screen in real time.** We can see everything that the student is doing both at their location and on screen.

3. **We authenticate the student’s identity.** Using a multi-factored process, that is the strongest in the industry, we ensure that the person being monitored is the proper student.

Preparing Your Students

Students can take exams from home seven-days-a-week. They are connected to a live person during their exam that will guide them through the process, answer any questions not related to exam material and assist with any technical problems. If students have any questions before or after an exam, they can always call the proctor line at 855-772-8678 or email help@proctoru.com.

Taking the Exam

ProctorU allows students to take an exam on demand or by appointment. All appointments should be made at least 3 days in advance. To make an appointment, students simply create an account at http://go.proctoru.com or their institution’s ProctorU web portal, http://www.proctoru.com/louisiana, by logging in, clicking on the “new exam” link and selecting the exam, date, and time they desire. Students will receive a confirmation email of their reservation at the email address they provided to ProctorU. Reservations made within 72 hours of an exam are subject to a $5 late registration fee. Students without an appointment can take their exam on demand within 15, 30 or 45 minutes by using ProctorU’s convenient Take it Now feature. This premiere feature is designed to give test takers added convenience and only costs $8.75. Late registrations and Take it Now features are subject to availability.

Technical Requirements

Students are responsible for meeting the following technical requirements:

- A reliable computer running Windows XP (or higher) or Mac OS X 10 (or higher).
- A web cam with 640x480 video pixel resolution or higher.
- Headphones or working speakers connected to the computer.
- A working microphone connected to the computer. We recommend a web cam that has a built in microphone.
- A web browser with Adobe Flash Player installed. We recommend Flash Player 10.
- A reliable, high-speed internet connection.
- The ability to allow video and screen-sharing connections to the computer you will be using to take your exam.
- Students can test their computer and web cam at www.ProctorU.com/AmIReady.
Getting Your Class into Our System

In order to use ProctorU with courses, instructors need to access the ProctorU self-management portal to schedule course exams. The information provided in the exam scheduling will be used for two purposes:

1. Effectively listing the exams in the system so that students know which one to select.
2. Informing proctors about the parameters of the exam.

Important Information

1. ProctorU is open 7-days-a-week, except for the following 8 holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve and Christmas Day.

2. When students connect, their proctor ensures their computer and internet connection are capable of taking an online exam. ProctorU provides technical support at no charge for any issues that may arise before or during the testing session. In the rare event that the proctor cannot get the computer working properly, they may request the student to correct the issue and reschedule their exam.

3. The time a proctor spends getting the student prepared to take their exam does not take away from the exam time. For example, if the student has a two-hour exam appointment and it takes 20 minutes to troubleshoot a technical issue on the examinee's computer, the student will still get the full 2 hours to take the exam.

4. ProctorU representatives will happily reschedule a student’s exam in the event of a technical issue, if the exam is not available, or if they simply need more time to study. Students may reschedule by emailing help@proctoru.com, calling 855-772-8678, or speaking with their proctor at the time of their appointment. Please encourage students to include identifying information in their emails such as their name, course, institution name and current appointment information.

5. For questions, please contact ProctorU’s Partner Services team at passwords@proctoru.com or 855-772-8678.