Proctorio Best Practices for Instructors

Adding the Proctorio Chrome Extension

- First add the Secure Exam Proctor tool to your course and make sure it is marked as “available”
  Then add the extension to your system – both students and instructors have to add the Chrome extension. 
  Admin rights are not required to add the extension to your computer. Once you add the extension you shouldn’t have to do it again unless you restore your Chrome settings. Keep in mind if you use multiple computers the Chrome extension will need to be added to each system.

Adding the Secure Exam Tool to your Course

1. Access a Blackboard Course and navigate to a content area (or create one if needed).
2. In the Content Area, click on the down arrow next to Tools and select Secure Exam Proctor.

3. Enter “Secure Exam Proctor” in the name field EXACTLY as shown in the image below and click Submit.

4. Move the Secure Exam Proctor to the top position of the content area by hovering on the left side of the tool until you see the up and down arrow. Click and drag to the top. It’s not required to be at the top but we see better performance if the Secure Exam Proctor is the first item in the content area. The Secure Exam Proctor only needs to be added to a course once. Tests can be added to any content area in your Blackboard course and will allow you to add proctoring elements to the test.

Adding the Chrome Extension to your System
1. Click on the Secure Exam Proctor link you just created.
2. Then Install Proctorio Chrome Extension link provided.

3. On the next screen click on the **Click here** link, in the pop up box click **Add extension**. When finished loading the third bullet will turn green and bold and the Proctorio Shield will appear to the right of the URL field in your browser window.

**Adding Proctorio to your Test**

1. Locate the **Proctorio Settings** at the bottom of the **Test Options** page and click the box next to **Remote Proctoring**. The Exam Settings will be displayed, select the appropriate settings for this exam.
   a. Recording Options
   b. Lock Down Options
   c. Verification Options (rarely if ever used at MCCMS)
   d. In Quiz Tools (Calculator and Whiteboard)

Demonstration: [Enabling Proctorio on Blackboard](#)

**Note:** Proctorio allows you to save standard setting by creating a profile. You can create multiple profiles with various settings. For example you may want to create a profile for high stakes exams with more restrictive settings. Alternatively you may also create a daily quizzes profile that is more lenient.

**Test Settings**

1. Ensure **Force Completion** is not enabled.
   - This will allow students to lock their computer, use the restroom... etc.
   - The student will be asked to log back into Blackboard and continue the test.
2. The Timer will set to 60 minutes by default. Set the timer for the desired length.
3. Determine the number of attempts allowed. (This is instructor dependent)
4. Use preset Lock Down Options.
5. Use Recommended Proctorio Behavior Settings.
6. Customizations of Proctorio settings can be saved by creating a profile.
7. Create a pre-test to familiarize students to Proctorio settings. Make the pre-test available to students in advance. Inform students that they are encouraged to take the pre-test on the same device that will be used for the graded test.
8. If experiencing a Proctorio issue, contact Proctorio through the Chrome Plugin located on in the upper left corner of the Chrome Browser. **To access Proctorio support, the user must be logged into Blackboard and on the same page as the proctored exam or Secure Exam Proctor link.**

   - Click on the Proctorio icon to begin
   - Select Live Chat

9. If Live Chat support does not appear, **right-click** on the Proctorio Shield icon.

10. Hover mouse over **This can read and Change site data.**

11. Ensure the radial button for **On all sites** is selected.

12. Refresh page and attempt the assessment.

13. If issues persist, left click on Proctorio Shield icon to begin a Live Chat.

**NOTE:** Proctorio settings will become locked in after even one student takes an assessment. Be sure to have all settings configured before allowing students access. If a Proctorio setting needs modification after a student attempt, it will be necessary to either clear all student attempts or make a new assessment. Validate your test to ensure it looks and functions as expected.

**Timer**

The timer will default to 60 minutes. Though not recommended, the timer may be adjusted during an exam. If extending the exam, students already in the exam will not see the timer change until after the initial timer setting has elapsed. If shortening the exam length, students already in the exam will not notice the time change and therefore, will not know when the exam will expire.

**Video Demonstrations provided by Proctorio:**

[Faculty Resources](#)

**Access additional Proctorial resources through the Chrome extension:**

   - Click on the Proctorio icon to begin
   - Select Help and Support Center