Proctorio Best Practices for Students

Install Proctorio Google Chrome Extension

1. Navigate to the course assessment.
2. Learners without the extension will observe a warning image. Click on click here.

![Warning Image]

3. Then install Proctorio Chrome Extension link provided.

![Installation Steps]

4. 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.

5. Return to course and right-click on the Proctorio Shield icon.
6. Hover mouse over This can read and Change site data.
7. Ensure the radial button for On all sites is selected.

![Extension Settings]

8. Refresh page and attempt the assessment. Proceed to next step if still unable to begin assessment.

Note: Often, exams are not available until a specific time and date. If you do not see an exam in your course, check with your instructor.

Post Test Action

1. Remove the Proctorio extension after completing the test.
This is not a requirement, but rather a proactive step which will require students to install the most current version of the extension before each exam.

**Video Demonstrations provided by Proctorio:**

[Student Resources]

**Troubleshooting**

**Enable Extension:**

1. Observe the Enable this item at the top of the page and click on it.
   This will enable the Proctorio extension.
2. Close tab and return to the assessment.

When attempting to install the extension the user is presented with a Remove from Chrome button.

1. Observe the Enable this item at the top of the page and click on it.
   This will enable the Proctorio extension.
2. Close tab and return to the assessment.

**Prompted for Password:**

![Password Prompt](image)

Ensure All Sites Are Accessible

1. Return to course and right-click on the Proctorio Shield icon.
2. Hover mouse over This can read and Change site data.

Request Support

[ETC@mayo.edu]

[Monday - Friday]

[8:00 - 5:00 CST]

[(507) 266-9087]
3. Ensure the radial button for **On all sites** is selected.

4. Refresh page and attempt the assessment. You may need to wait a few seconds for the password prompt to go away.

**Remove Proctorio extension**

1. Go to the three dot icon in the top right-hand corner of your browser.
2. Click More Tools ➔ Extensions
3. Locate the Proctorio extension
4. Click remove
5. A pop-up will appear, click remove

**Ensure Google Chrome is up to date**

1. Click the vertical ellipses, located in the upper right corner of the Google Chrome browser.
2. Hover the mouse pointer over Help.
3. Click About Google Chrome.
This will cause Google Chrome to update.
4. Google Chrome will indicate that it is up to date.
5. Close all Google Chrome windows and re-launch.

**Re-Install Proctorio Extension**

1. Navigate to the course assessment.
2. Learners without the extension will observe a warning image. Click on click here.

3. Then Install Proctorio Chrome Extension link provided.
4. 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.

9. Return to course and 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.

5. Refresh page and attempt the assessment. Proceed to next step if still unable to begin assessment.

Disable all other extensions and make sure the Proctorio extension is being allowed in Incognito Mode.

1. Go to the three dot icon in the top right-hand corner of your browser.

2. Click More Tools → Extensions

3. Click the blue dot of each extension to disable

4. Locate the Proctorio extension

5. Make sure it is enabled

6. Click Details

7. Make sure that “Allow in Incognito” is enabled.

Verify Google Chrome is Up To Date

1. Click 3 dots located in the upper right corner of Chrome browser.

2. Hover mouse over Help

3. Click About Google Chrome

   Google Chrome will update at this time.

   Ensure your browser indicates Google Chrome is up to date.
4. If Google Chrome does not auto update, it may be necessary to re-install it.

Reset Google Chrome

1. Close all other programs including Mayo Dock
2. **Reset all settings** - Open your **Chrome browser**, and then click the **More** icon (with three lines or dots) in the upper-right corner and select **Settings**.

![Chrome Settings](image)

3. Chrome’s Settings should now be displayed in a new tab. Scroll down to the bottom of the page and click on the **Show advanced settings** link.

![Show advanced settings](image)

4. Scroll down to the Reset settings section, as shown in the screenshot below. Click on the **Reset settings to their original defaults** button.

![Reset settings](image)
5. A pop-up window will come up and ask for confirmation the restoration process. Once you click **Reset Settings**, you will get clean and default Google Chrome.

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 or Help and Support Center

If unable to begin a Live Chat, call Proctorio for assistance:

1 866 948 9087

Access additional Proctorial resources through the Chrome extension:

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

Request Support
ETC@mayo.edu
Proctorio Support Center
eduongline.mayo.edu

General Support
Administrators
Professor Support
Student Support

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