Proctorio User Guide – Student

This guide provides guidance on the use of proctored quizzes/exams in Wattle using Proctorio. Note that to use Proctorio, the Chrome browser must be used at all times.

Installing Proctorio into your Chrome browser

Proctorio is an extension that needs to be installed into the Chrome browser before any user can start using it. The extension only needs to be installed once.

See steps below for the installation process:

1. In the Chrome browser, access Wattle and your course site
2. Click on the “Secure Exam Proctor” Activity
3. You will be taken to the screen below, click on the link as shown

![Secure Exam Proctor](image)
4. Once you have clicked on the link, you will be taken to a new tab. In this new tab, click “click here”

5. You will then be taken to another tab. In this tab, click “Add to Chrome”

6. Once you have clicked on the button, you will be given a message to confirm the action. To confirm the action to add Proctorio to your Chrome browser, click “Add extension”

7. Once the Proctorio extension is successfully added to your Chrome browser, you will see the Proctorio logo next to the address bar in the browser. (Shown below)

8. Go back to the course and click on the “Secure Exam Proctor” activity and it will open a message “Secure Exam Proctor Plugin Successfully Installed! Please return to your course.”

9. Once the logo and the message appear, the Proctorio extension is ready for use in your course.
Attempting a Proctored quiz/exam

Once the Proctorio extension has been installed into your Chrome browser, upon returning to your Wattle course, you can start taking the Proctored quiz/exam. In the Wattle course site, click on the quiz/exam link, a sample is shown below:

Once you have in the quiz, click on “Attempt quiz now” to begin the quiz/exam.

But before you are taken to your quiz/exam, you will be asked to go through a few exam pre-checks and verification steps. See below for the possible steps you might have to undergo before starting your quiz/exam.

1. Before you begin, you will be given information on what will be restricted and what information will be collected. If the Proctorio indicates that your CPU does not have enough space for the exam, it is advised that you close other browsers and other active applications, such as any chat functions.

2. Click on “Start exam pre-checks”

3. As part of the pre-checks, Proctorio will check on your:
   a. Webcam (please enable)
   b. Microphone (please enable. If Proctorio cannot detect your microphone, you can try tapping on the microphone while Proctorio is detecting the microphone)
   c. Internet connection
   d. Desktop (click on screen to share with Proctorio)

4. Once all pre-checks are completed, the image below will appear.
5. You will then be asked to check the positioning of your webcam, please make sure you see yourself in through the webcam. When you are ready click “Next”.

![System Diagnostics Test](image)

6. The next step will be ID verification, make sure you place your ID within the green rectangle area for the webcam to capture. Once the ID has been captured, click “Next”

![Identification Card](image)

**Tips:** It is recommended that you use the ANU Student ID card for this step. However, if you do not have an ANU Student ID card, you can use other forms of photo ID for this verification. If you choose to use other ID cards that is not your student ID card, please be reminded to cover up any sensitive information. When covering up sensitive information, it is best to manually take the photo of the ID card.
7. The next step will be webcam image test. Make sure you position yourself so that webcam is able to capture you.

8. Click “Begin camera test” for the webcam to take your photo.

   *Note: it might take a few attempts for this test can be successfully completed. After a few attempts, a Proctorio agent will try to assist using a chat box which will pop up. You will then able to check with the Proctorio agent on what you can do to take the photos successfully.

9. Now you would most likely see a message on Room Scanning which indicates that you will be asked to do a room scanning at the beginning of your quiz/exam. Click on “I understand” to proceed and the actual Room Scan will take place in Step 11.

   *Note: This start of the room scanning marks the start of the quiz/exam countdown time

10. The next step is to accept the Exam Agreement. Read the agreement carefully and click “I accept, begin exam now”.
11. Before accessing the quiz/exam, you will be asked to scan the room. Click “START SCAN” and turn the webcam around for Proctorio to take a scan of the exam environment you are in. This room scan should take approximately 15 seconds to complete, however depending on your internet speed this may take longer.

*Note: this scanning marks the start of the quiz/exam countdown time

12. After the room scan has completed, you will be able to start doing the quiz/exam

Steps if dropped off from Proctorio during the quiz/exam

If your lecturer has enabled Re-entry to the quiz/exam, then you will be able to re-enter the quiz/exam if you have dropped off halfway during the quiz/exam within 2 minutes of dropping off. There are two ways you might allowed to re-enter the quiz/exam.

*Note: The timer for the quiz/exam will not pause even if you have dropped off from the quiz/exam. Therefore, from the time you dropped off from the quiz/exam till the time you return to the questions of the quiz/exam is the amount of time that you would have lost.

**Note: If, when attempting to re-enter the exam, you are asked for a password, it is advised to wait for another 5 to 6 seconds before accessing the exam again. Alternatively, you can also refresh the Wattle page and then access the exam again.
1. Re-entry

If this re-entry is enabled, you will be able to re-access the quiz/exam in your Wattle course site by clicking on the same quiz/exam link. You will be taken through the pre-exam checks and verification steps as mentioned above.

2. Re-entry with Proctorio Agent

If this re-entry is enabled, you require assistance from the Proctorio agent to re-enter the quiz/exam. Steps as follow:

   a. Access Wattle course site
   b. Click on the link for the quiz/exam
   c. Click on the Proctorio logo located next to the address bar
   d. In the drop box click “Live Chat”
   e. In this Live Chat, request to be allowed back into the quiz/exam
   f. The Proctorio agent will enable the quiz/exam again
   g. Click on “Continue the last attempt” to continue the quiz/exam
After the quiz/exam has finished

1. When you have finished the quiz/exam, make sure you have submitted all your answers
2. Proctorio will then end and close automatically