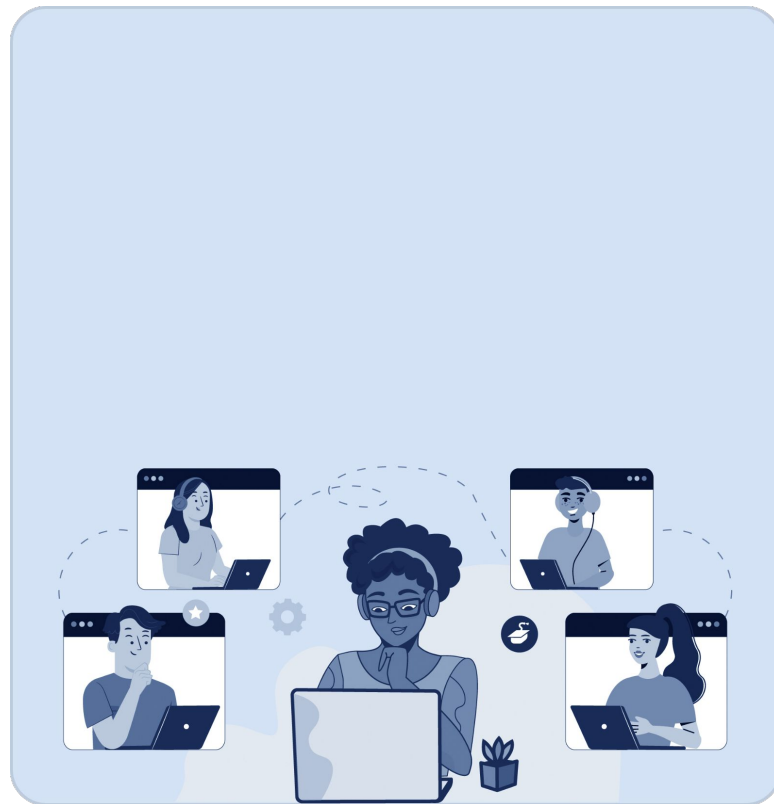
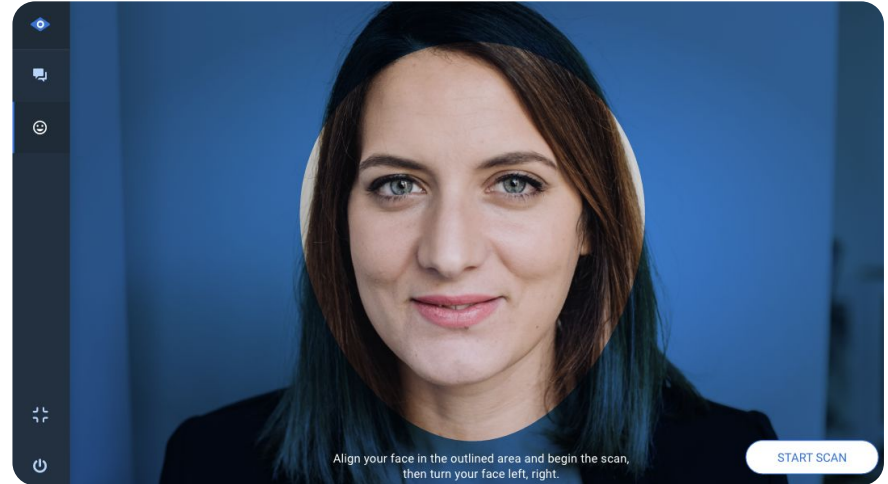


# Proctortrack Student Manual



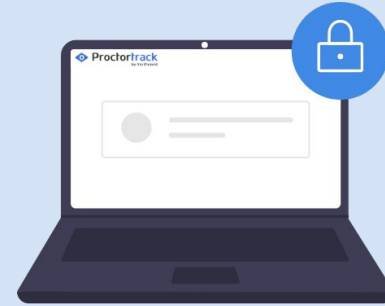
# What is Proctortrack?

Proctortrack is the world's first and most advanced **remote proctoring software** designed with **student's privacy** in mind. Using a combination of AI and human review, Proctortrack ensures that no misconduct occurs.



# How it works

Proctortrack records your exam, processes it, and sends the data for human review to ensure no misconduct. Then, it's delivered to your instructor or institution official for final approval. **AI won't make decisions; a real person will.**



1. You can download Proctortrack app either from the email received from Proctortrack  
OR  
Navigate to the LMS and click on the Proctortrack Tool and select 'Go To Test'
2. Download and install the Proctortrack Application
3. Open Proctortrack, login to your LMS and go through system check, identify verification process
4. Complete your exam, then close and exit Proctortrack

# Onboard before the exam

## Onboarding Profile and approval

Complete the Onboarding Test to create your Proctortrack profile and check your computer's technical requirements. Human review of your profile can take **up to 8 hours**, and you'll be notified via email. To avoid last-minute issues, use the same laptop for both onboarding and the exam. Finish this step well in advance.

# On exam day

## Taking the exam

Once your profile is approved, you can take the exam. Proctortrack verifies your identity at the start of each exam and compares it with your onboarding profile to ensure the right person is taking the test. It may also require a Room Scan if requested by your institution, ensure a quiet uncluttered testing environment.

?

**What happens if I take Onboarding too late or it is rejected?**

You cannot enter the exam without an approved onboarding. Since approval takes up to 8 hours, complete it early to allow for potential retakes.

# Onboarding Insights

The process to complete your Onboarding Test mimics the actual exam and you can find the step by step guide below. Major steps are highlighted on the right.

## Onboarding Steps

1. **Download and Install Proctortrack from the email link or from the Proctortrack Student Dashboard inside your LMS.**
2. **Launch the Proctortrack application and provide permissions.**
3. **Once Proctortrack is launched, sign in to your LMS and Navigate to the Proctortrack Student Dashboard.**
4. **Click the 'Go To Test' button next to Onboarding test and take identity verification scans**
5. **Complete the practice quiz, Submit and end proctoring**
6. **Wait for the onboarding profile approval email**

# When should I complete onboarding?

It is important that you onboard **as soon as possible** to ensure you have enough time to fix any problems with your computer or onboarding profile well before your first assessment. You can find the onboarding assessment in the Proctortrack Dashboard on Moodle.

## Time to process Onboarding

It will take 4-8 hours for your onboarding assessment to be processed.

## If you fail the onboarding assessment profile

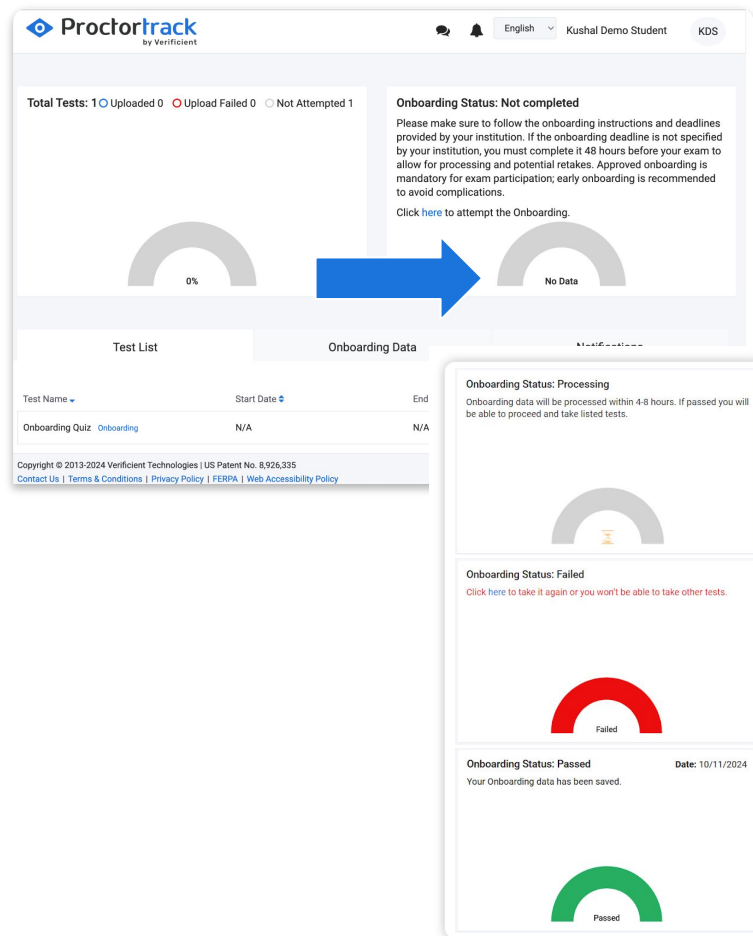
If you fail your onboarding assessment profile you will receive an email from [no-reply@verificent.com](mailto:no-reply@verificent.com) notifying you that your onboarding assessment profile has been rejected along with the relevant reason. You are also able to check your onboarding status in the Proctortrack Dashboard.

## Common reasons for failing onboarding are:

- Invalid photo ID
- Name was not legible in ID.
- Name did not match with ID
- Photo ID scan not captured
- Invalid facial scan
- Facial scan not captured
- Improper room lighting Please note that your ID should match with the name registered for the exam.

# How to check the onboarding status

Once your data is processed, the results will be shown on the Proctortrack Student Dashboard and you will receive an email from [noreply@verificient.com](mailto:noreply@verificient.com). If onboarding is rejected, the email will include details of why the onboarding test was not accepted and advise you to retake the onboarding test.



The screenshot displays the Proctortrack Student Dashboard. At the top, the Proctortrack logo and user information (Kushal Demo Student, KDS) are visible. The dashboard shows a summary of test results: Total Tests: 1, with 0 Uploaded, 0 Upload Failed, and 1 Not Attempted. A large blue arrow points from the '0%' progress indicator to the 'Onboarding Data' section, which shows 'No Data'. Below this, a table lists test details.

Test Name	Start Date	End
Onboarding Quiz	Onboarding	N/A

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**Onboarding Status: Not completed**  
Please make sure to follow the onboarding instructions and deadlines provided by your institution. If the onboarding deadline is not specified by your institution, you must complete it 48 hours before your exam to allow for processing and potential retakes. Approved onboarding is mandatory for exam participation; early onboarding is recommended to avoid complications.  
[Click here](#) to attempt the Onboarding.

**Onboarding Status: Processing**  
Onboarding data will be processed within 4-8 hours. If passed you will be able to proceed and take listed tests.

**Onboarding Status: Failed**  
[Click here](#) to take it again or you won't be able to take other tests.

**Onboarding Status: Passed**  
Your Onboarding data has been saved. **Date:** 10/11/2024

# Tech requirements

OPERATING SYSTEM	PROCESSOR/ RAM	BROWSERS	PLUG-INS	CAMERA RESOLUTION	INTERNET CONNECTION	MOBILE PHONE	PRIVILEGES
<b>MAC:</b> macOS High Sierra 10.13 or higher  <b>PC:</b> Windows 10 or higher	<b>MAC:</b> Intel/Apple Silicon Processor 8GB RAM  <b>PC:</b> Dual-core 2.4 Ghz CPU, 8 GB RAM or better	<b>Google Chrome</b> v100.0 or higher  <b>Mozilla Firefox</b> v100.0 or higher	Javascript Enabled & Third Party Cookies Enabled	<b>800 x 600</b> resolution or better	Cable Modem DSL or higher (1.5 Mbps download & 1.5 Mbps upload)	<b>Android:</b> 10 and above  <b>iOS:</b> 12 and above	Ensure you have Admin Privileges. Avoid using work computers.



# Manage your browser

To prevent any technical issues, make sure 3rd party cookies are enabled and JavaScript is enabled before starting the test. It is considered best practice to check these settings in both your primary (Google Chrome) and secondary back-up (Firefox) browsers.

## Manage third-party cookies

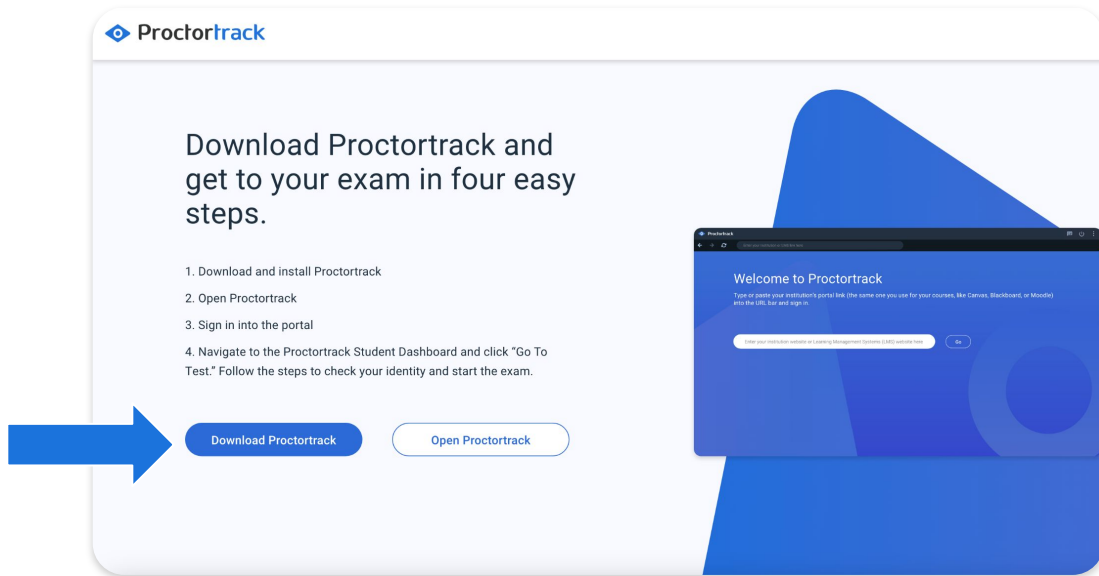
- > Open Chrome on your computer.
- > Click the Chrome menu icon (three dots in the upper right)
- > Navigate to "Privacy and Security,
- > Select "Third-party cookies.
- > Choose the option to allow third-party cookies.

## Enable JavaScript

- > Open Chrome on your computer.
- > Click Settings.
- > Click Privacy and Security.
- > Click Site settings.
- > Click JavaScript.
- > Select Sites can use Javascript.

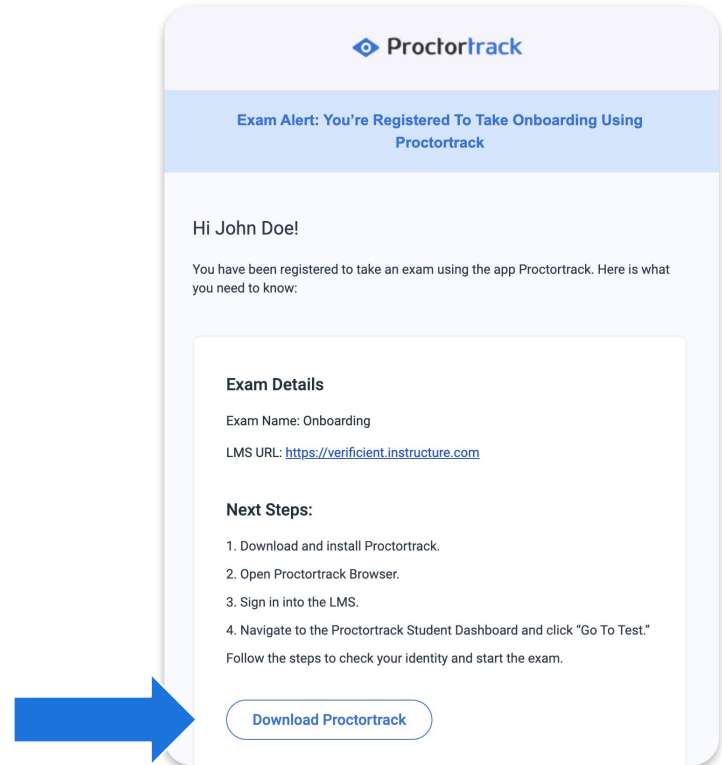
# How to download Proctortrack

To take your exam with Proctortrack, you'll need to download and install the software. There are two easy ways to access the download page: through the link sent via email (suggested) or directly from Moode.



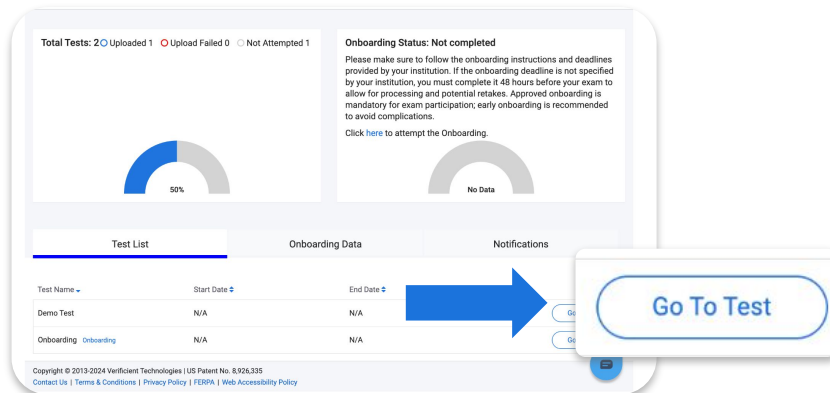
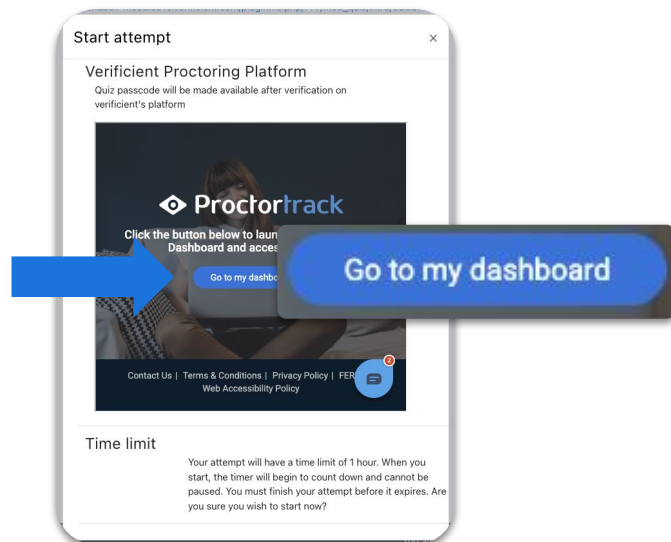
# Download via registration Email

When you are registered to take an exam with Proctortrack for an exam, you'll receive an email from [no-reply@verificient.com](mailto:no-reply@verificient.com) containing your exam details and the link to download Proctortrack



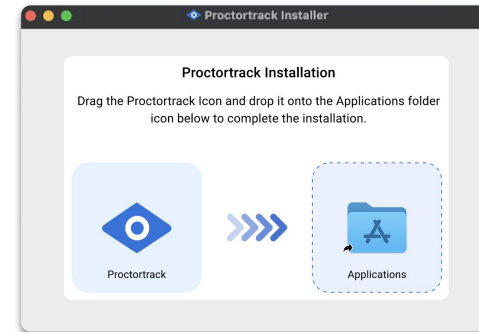
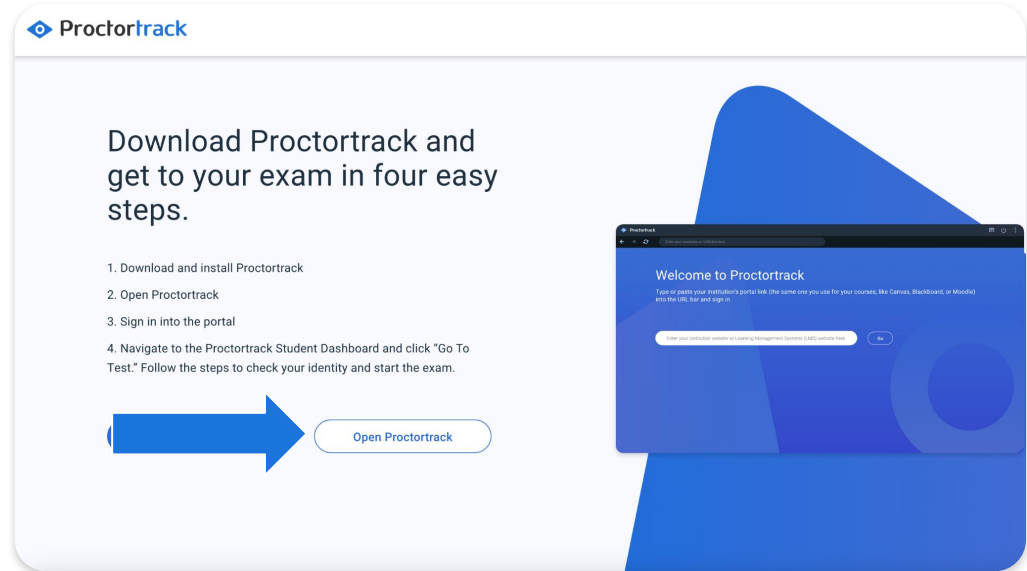
# Download from Moodle

1. Sign into Moodle and navigate to the Proctortrack Student Dashboard in your course by clicking on **“Go to my dashboard”** button.
2. Click the **'Go to Test'** button on the Proctortrack Dashboard. **This won't start your exam—it simply takes you to the download page.**



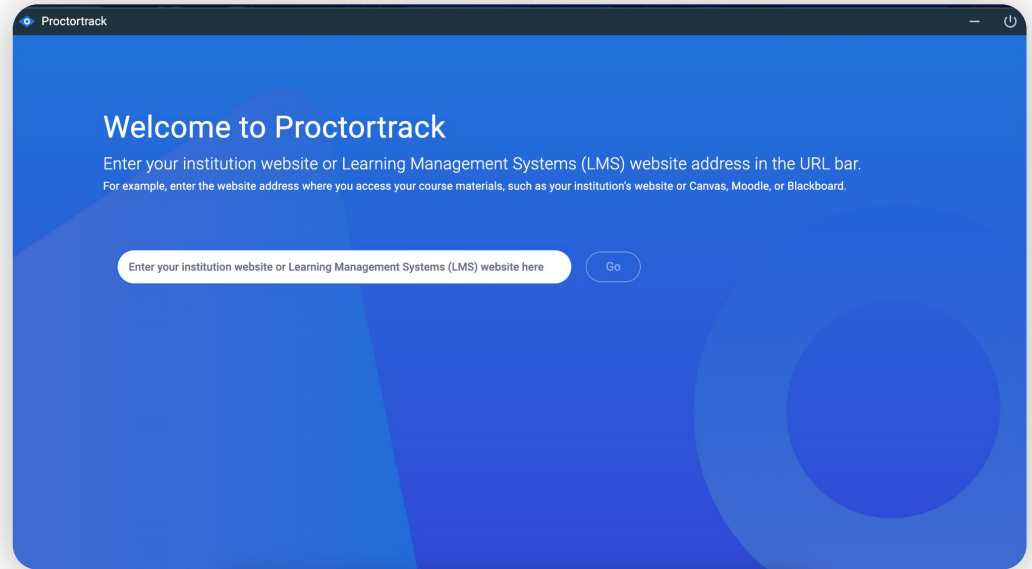
# Install and open Proctortrack

After you have completed the installation process, click on the Open Proctortrack button and the application will open.



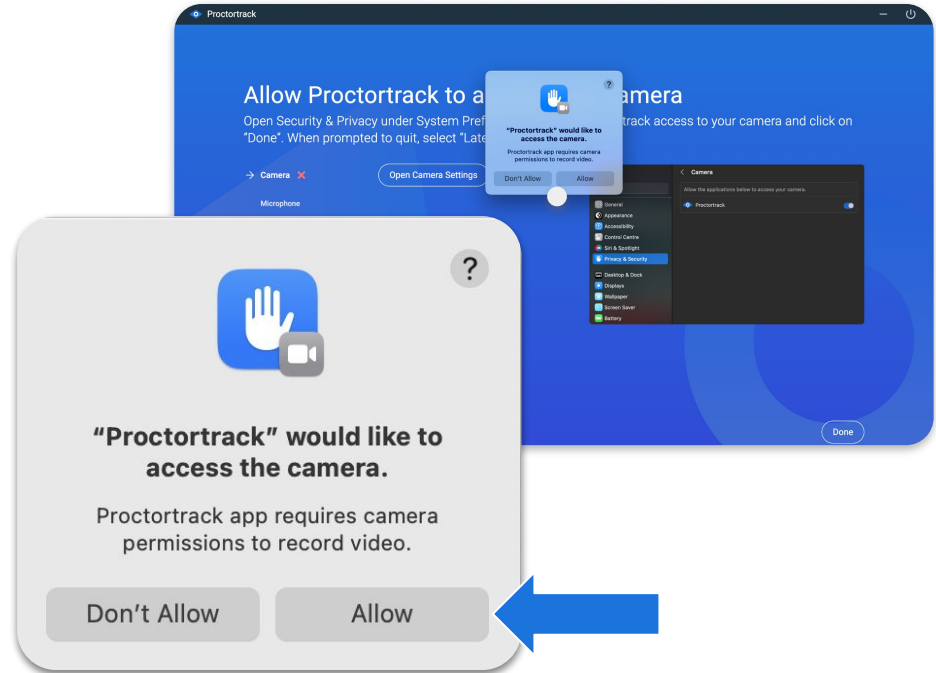
# Launch Proctortrack

After clicking "Open Proctortrack," the app will launch in full screen. If you opened the app directly from the download page, the LMS URL will be pasted automatically. However, if you launched the app from your computer after downloading it earlier, you'll need to manually paste the Moodle URL(Testing Platform URL) into the address bar to proceed.



# MacOS permissions:

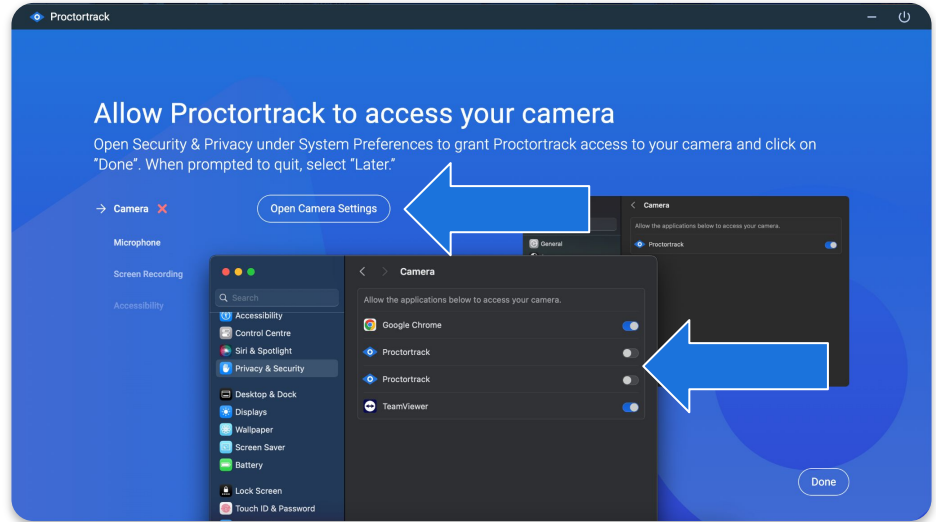
When you first install and launch Proctortrack on your mac, you'll be prompted to enable several permissions in your system preferences (**Camera, Microphone, Accessibility and Screen Recording**). Follow the on-screen instructions carefully to grant access. If you miss a step, you can manually adjust these settings later by going to **System Preferences > Security & Privacy** and ensuring Proctortrack has the necessary permissions under the Privacy tab.



# MacOS permissions window:

When you click "Open Camera Settings," your Mac's system settings will appear, prompting you to adjust camera permissions.

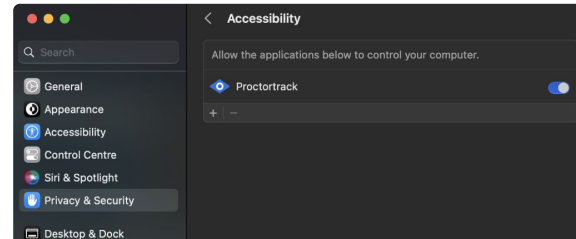
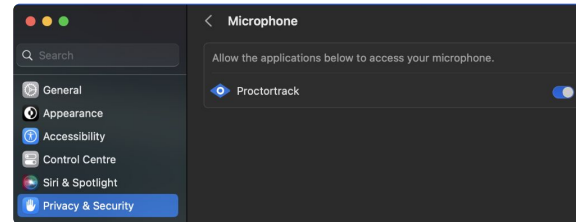
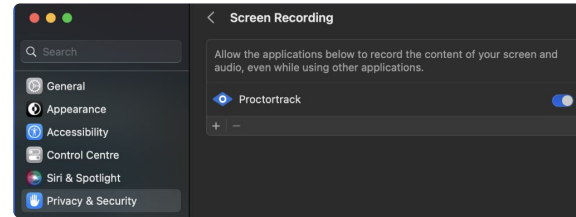
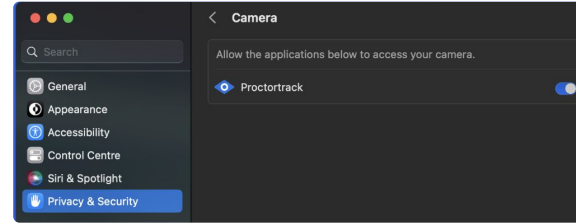
Occasionally, this window may open behind the Proctortrack app. If you don't see it, minimize Proctortrack, grant the permission, and then click Done.





# MacOS permissions list:

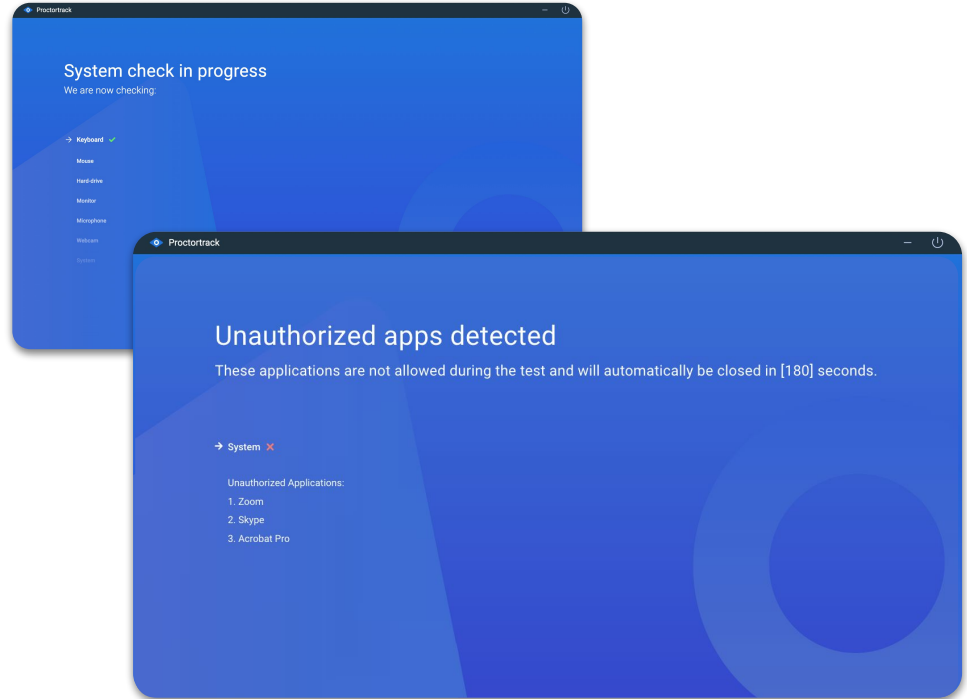
1. Camera
2. Screen Recordings
3. Microphone
4. Accessibility



**Note: Depending on your operating system version, you may need to grant accessibility access by clicking on the lock icon to unlock permission.**

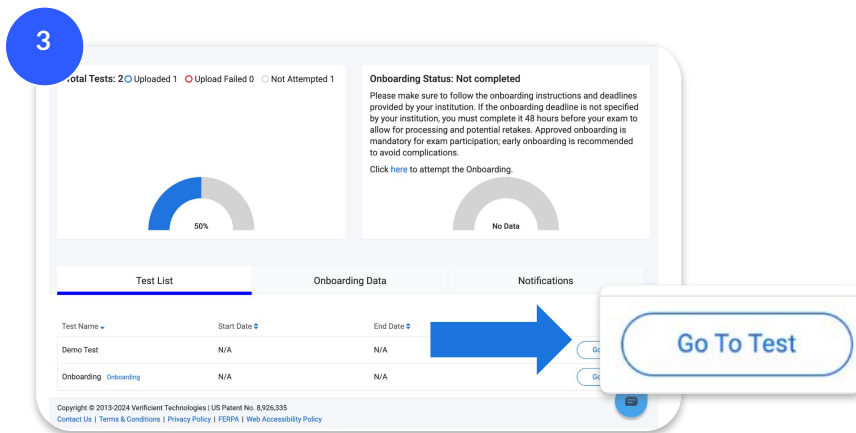
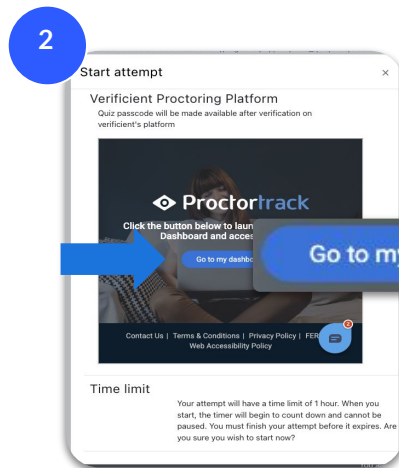
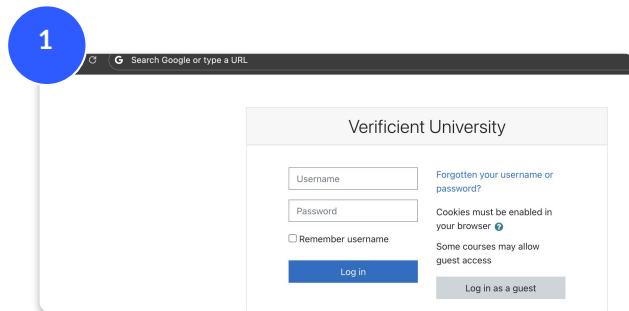
# System check

The app will perform a system check to ensure your setup is ready for the exam. If any unauthorized applications or devices are detected, they will be closed. Ensure that only one monitor, keyboard, and mouse are connected to your system.



# After Launching Proctortrack

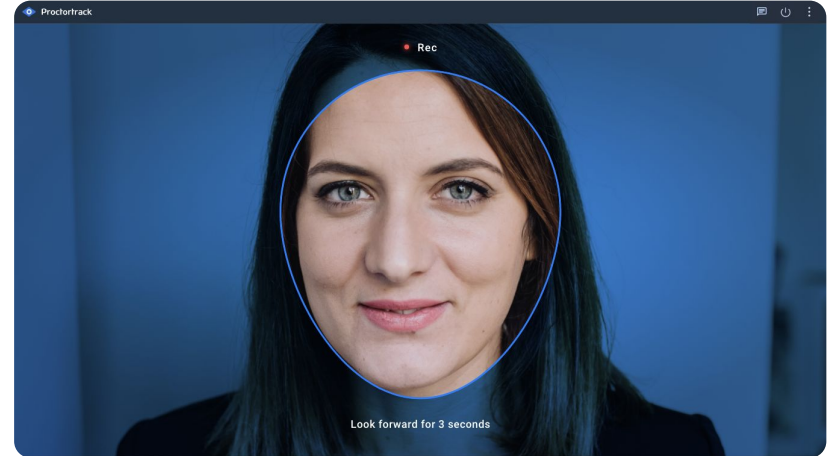
1. Sign into Moodle with your credentials.
2. Navigate to the Proctortrack student Dashboard by clicking on **“Go to my Dashboard”** button where you will find the tests list.
3. Click on **“Go To Test”** to start the Identity verification process and the exam.



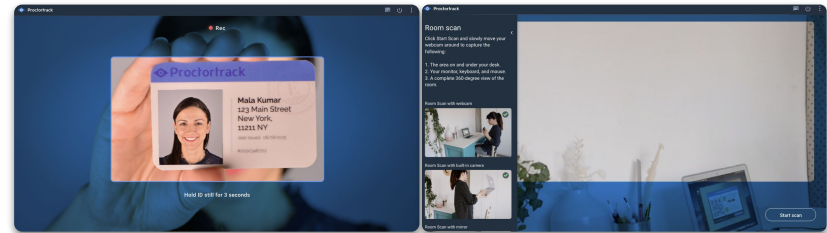
# Identity Scans

The app will guide you through identity verification step including Face scan and ID Scan. Your institution may also require a Room Scan.

Rest assured, all scans are securely handled, and your privacy is a top priority—data is only used for exam authentication and is fully protected.



**Face Scan**

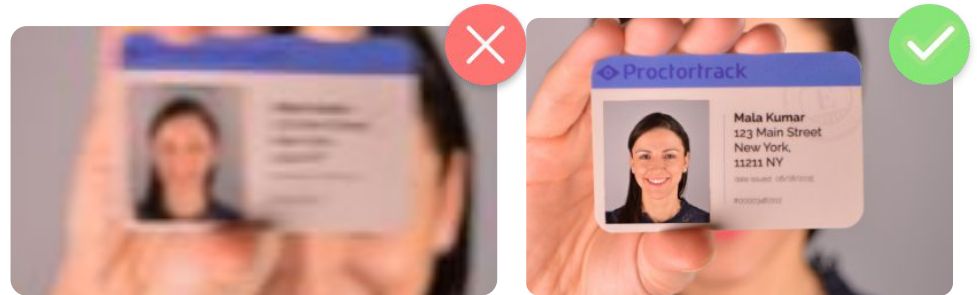
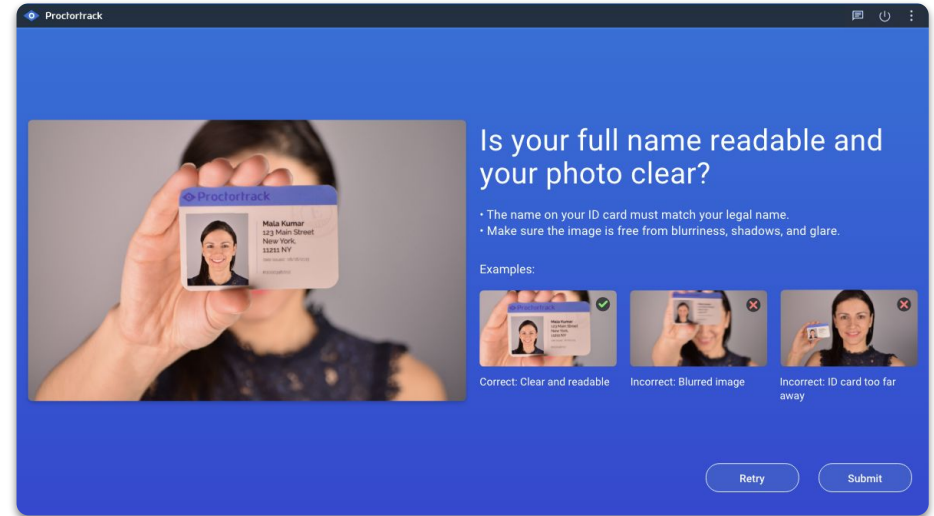


**ID Scan**

**Room Scan**

# Identity Scans Review

Ensure you upload your best ID Card shot, especially for the ID Scan during onboarding. An onboarding with a blurred or illegible ID can lead to rejection, requiring you to retake the onboarding process.



# Room Scan

During a room scan you need to show a clear view of your entire workspace, your monitor, laptop, desktop, and the area behind them.

You will also need to show that no cables are attached to your laptop and that only one keyboard and one mouse are present.

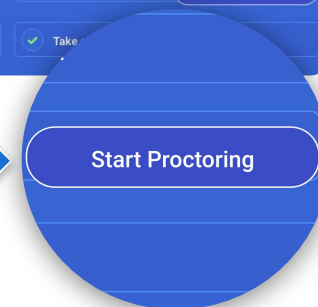
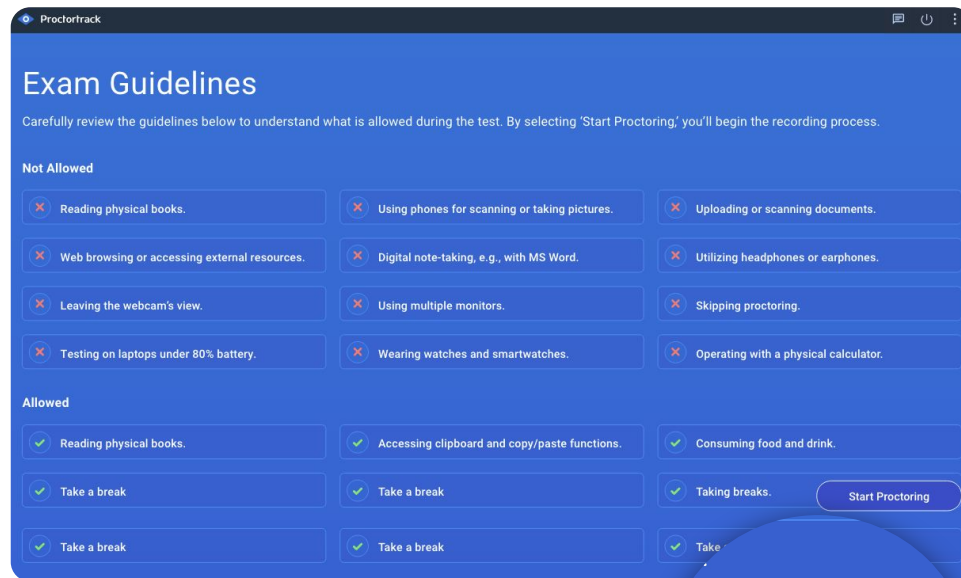
The video you upload will be sent to your instructor for review when you complete your exam.



If you use a laptop with an in-built webcam, you can use a mirror to display your monitor and desktop.

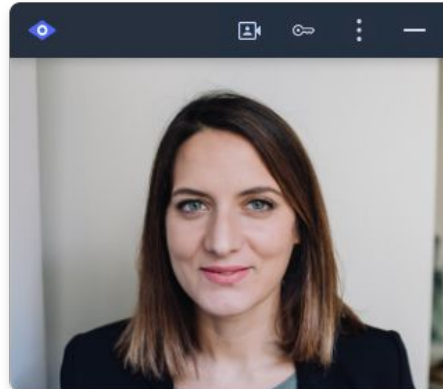
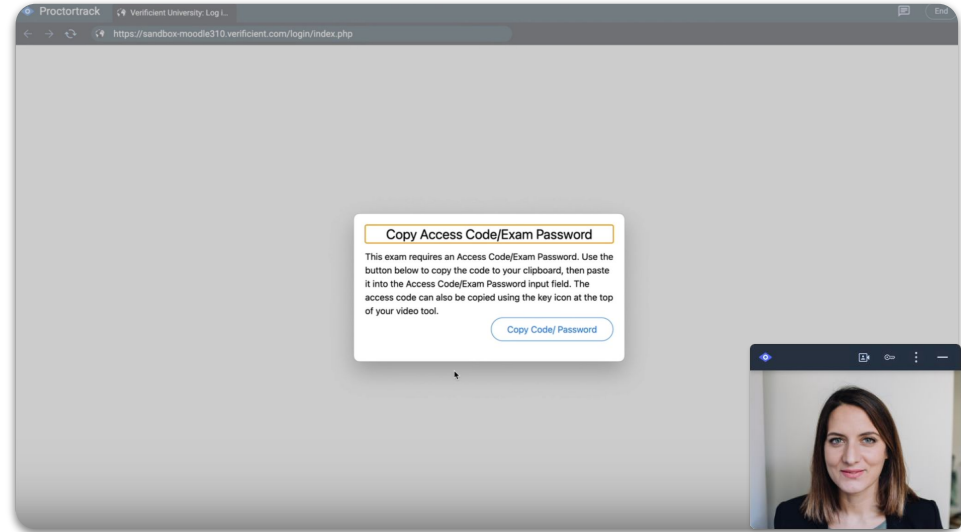
# Exam Guidelines

Before starting your exam, the app will display important exam guidelines to help you understand what is allowed and not allowed during the test. These guidelines cover everything from permitted materials to behavior during the exam. You'll have a chance to review them so you can familiarize yourself with the rules and ensure a smooth testing experience. When you click on **Start Proctoring**, the app takes you to the test page.



# Test Page

After clicking **Start Proctoring**, you will land on the test page and you can start the exam. If your exam requires an **access code or password**, a pop-up will appear with the option to copy it.



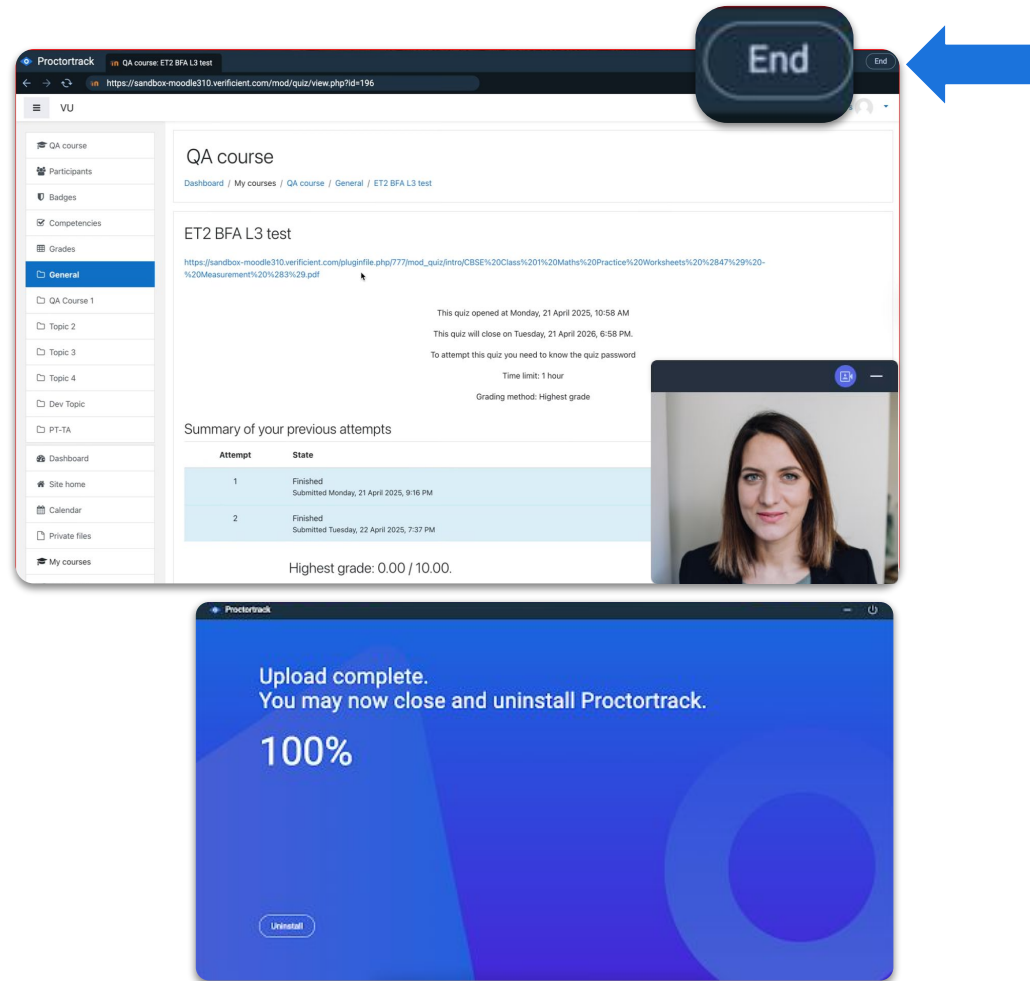
## Webcam Widget:

Once you see yourself in the webcam widget, monitoring has begun. At the top, you'll find icons: the first turns off the video feed, the key shows the access code, the three dots open a menu, and the minimize button hides the widget. You can also drag the widget anywhere on the screen.



# End Proctoring

Click on **End Proctoring** at the top right of the application to conclude the monitoring session. This action will initiate the upload of your exam data, do not quit the application until the upload is complete.



# Need Help?

Find support at <https://proctortrack.com/support>

If you have any questions, you may open a ticket or contact our support team by live-chat, phone, or email. The team is available 24 x 7 x 365