
See page 2 & 3 for Exam Tips & Troubleshooting help!

What is Proctortrack?

Proctortrack is an automatic remote proctoring solution for monitoring online exams. It uses your webcam to verify your identity, and there is software that is downloaded at the start of an exam to monitor activity. Further information can be found on the Remote Learning page at: <https://www.uregina.ca/remote-learning/index.html#proctoring>

What proof of identity do I need for a Proctortrack Exam?

- **Your University of Regina Student Photo ID Card is recommended**
 - If you do not have a U of R Student ID card, you can order one online through UR Self Service
- **Optionally, you can use other government-issued Photo ID instead**
- **Personal information can be covered, but your Photo and Name must be clearly visible when presenting the ID to the camera**

What Technology do I need to take a Proctortrack Exam?

- **Computer, laptop, or Chromebook** with:
 - Windows operating system version 7 or higher
 - OR Mac OS version 10.12 El Capitan or higher
 - OR Chromebook version 80 or higher
- **Web browser:** Google Chrome v25.0 or higher OR Mozilla Firefox v20.0 or higher)
- **Webcam:** with camera resolution 800x600 or better
- **Plug-ins:** Javascript and Third Party Cookies enabled
- **Stable internet connection:** Cable Modem, DLS or better with minimum 300kbps download, 250kbps upload

How does Proctortrack work?

Proctortrack exams are administered through UR Courses. You will access the exam in your UR Courses class just like a regular exam. When you click ‘Attempt quiz now’ it will redirect you to the Proctortrack dashboard. You will be prompted to install a browser plugin, install the software, and verify your identity, then will be directed to begin answering exam questions.

Students need to take an Onboarding quiz in UR Courses to get set up to take Proctortrack exams. The first time you take an Onboarding quiz, you will receive an email when the Onboarding has been submitted, and another email to confirm when it has been processed and successfully completed. Your initial onboarding profile is valid for one year. You will need to take an Onboarding quiz in each course using Proctortrack, but only the first time requires all the verification steps.

Once the onboarding quiz is successfully completed in a course, you are then verified to take a real quiz or exam using Proctortrack for that course.

Step-by-Step Instructions

The full Proctortrack instruction manual, with more details and screen shots, is available on the Remote Learning website at: <https://www.uregina.ca/remote-learning/assets/docs/pdf/proctortrack-student-manual.pdf>

Proctortrack Exam Tips & Troubleshooting

Browser Tips

Google Chrome Browser

- Chrome is the recommended browser
- To install the exam software:
double-click downloaded file

Mozilla Firefox Browser

- Firefox will work with Proctortrack
- To install the exam software:
click and drag downloaded file into
browser window

Apple/Mac Safari Browser OR

Microsoft Edge Browser OR

Internet Explorer Browser

- Not approved and will not work
- Use Chrome or Firefox

Operating System Tips

Windows Operating System

- Must be running Windows 7 or 10
- Ensure Windows Updates are run
- Ensure you are in the correct tab of
the browser
 - o UR Courses will be in one tab
 - o Proctortrack in another tab
 - o It will take you back to the
actual quiz in a third tab
- If instructor has added a Password, it
will be at top right (may need to
click << arrow icon to show it)

Apple Mac OS

- Must be running version 10.12 (El
Capitan) or higher
- You will need to specifically allow
access to your microphone and
camera
- Ensure any system updates are run
- Proctortrack window may hide tabs
across the top of the browser
 - o If you accidentally get into
the wrong tab, and can't click
to get back to the right one,
try using CTRL-Tab to move
to the next tab
- If your instructor has added a
Password it will be at top right
- corner of blue border (you may need
to click << arrow icon to show it)

Chromebook

- Use your own account, not Guest
- It will prompt to Download Plugin
- On download page, click 'Add to
Chrome' button on right side
- Scan images as required
- If your instructor has added a
Password click 'Copy Access Code'
- To Share Screen, you must click the
picture of your screen to select it,
then click Share
- On popup "You're sharing your
screen" do not click STOP, click the
x in the top right corner to dismiss

Troubleshooting Tips

Virus issues and weird error messages

- Try running antivirus software, such
as MalwareBytes (Free online for
students)

Skype errors with microphone or camera

- There is a virus that masks itself as
Skype
- Uninstalling Skype will not resolve
the issue.
- Try running antivirus software, such
as MalwareBytes (Free online for
students)

Tech Support

Contact the IT Support Centre for further assistance:

Phone: 306-585-4685

Email: IT.Support@uregina.ca

Hours of operation can be found at:
<https://www.uregina.ca/is/contact/>

In-Exam Troubleshooting Tips

If you have trouble getting Proctortrack to start or connect, such as:

- won't start the exam when you click 'go to test' next to the exam name
- says it is already running and can't start the exam
- says 'Uploading' with a spinning circle on the screen that doesn't complete
- asking for a Password or Passcode (means you have an old version)

These issues can be resolved by uninstalling Proctortrack and removing related data files

To Uninstall/Remove Proctortrack and related files/cookies/data:

1. Click 'End' on Proctortrack session if it is running (lower right corner)
2. Close Proctortrack software if it is open
3. Clear Browser Cookies
Settings – Privacy & Security – Clear browser data – Cookies & other site data – Clear Data
4. Windows: Delete Proctortrack data folder in File Explorer - "App Data" folder
Mac: Delete Proctortrack folder in Finder - "App Support" folder
5. Uninstall Proctortrack software completely
Start menu – Proctortrack – right-click – Uninstall – Remove all version in add/remove programs
6. Delete all Proctortrack.exe files from Downloads folder, might be Proctortrack(1).exe etc.
7. Reboot the machine and start fresh
8. Log back in to UR Courses
9. Access the exam again, go to Proctortrack dashboard, and reinstall Proctortrack when prompted
10. If you had already started answering exam questions, then had issues, you may need to ask your instructor to provide a 'second attempt' at the exam. They can ensure your answers so far are copied over to the second try.