Notice as of May 23, 2020:

Due to the dramatic uptick in use of their services, ProctorU has been overwhelmed with exam requests. Although the rush from finals week has been alleviated, we continue to recommend that instructors schedule exams with ProctorU at least two weeks prior to the start of the exam window to give test-takers enough time to schedule their appointments.

Please contact Chris Gonnella or Shay Thorsgard with questions.

Chris Gonnella
Christine.Gonnella@mayvillestate.edu

Shay Thorsgard
Shay.Thorsgard@mayvillestate.edu
Create a ProctorU Account

So, you’ve decided to use ProctorU... great choice! This document details the steps you need to take to provide a successful experience for you and your students. The biggest issue here is TIMING. The best way to manage the situation is to plan a week for the test creation and reservation process and a week for the test taking window.

Covid-19: Schedule your exams immediately!

If you have not already done so, go to ProctorU.com and create an account. ProctorU will need to approve the account, which can take up to 24 hours. You will not even be able to log into the account until it is approved.

1. Go to ProctorU.com and click Sign Up

![ProctorU.com Sign Up Page]

2. Choose Instructor

![ProctorU.com Instructor Sign Up Page]

3. Follow the prompts to create an account.

![ProctorU.com Create an Account Page]

Your camera will be activated to take a profile shot.
Notify students that they need to create a ProctorU account, which could take up to 24 hours. Tell students you will have more information for them soon. This step helps eliminate delays due to account creation.

Students must schedule at least 72 hours in advance to avoid extra fees.

Also inform students that you do not have the exam created yet – it is important that they create their accounts as soon as possible to ensure plenty of time for you to create the exam and for them to schedule it.

Covid-19: Schedule your exams immediately!
When creating exams in Blackboard:

• **Require a password.** It’s in the settings of the test.
  - You will enter the password in the exam scheduling form when you schedule the test with ProctorU. **Do not give students the code for the test – it goes to proctor.**
  - The proctor will enter the password into Bb for the student. Do not give the password to the student.

• **Choose completion time** for the test (30, 90 minutes). **Keep auto-submit off.**

• Remember to provide extra time for students who have extended test taking accommodations. (See Faculty Resources in Bb for details on how to do this.)

• **Choose a test-taking window of at least a week**
  - For example: Tuesday 7:00 am to Monday 10:00 pm

• **Determine when the last exam will be taken.**
  - For example: If window closes at 10:00 pm on Monday and the test is 60 minutes, add 60 minutes for the authentication process. Last test is at 8:00 pm. This will be part of the scheduling process in ProctorU.

• **Set the closing time of the test at least 3 hours after the desired test end.**
  - For example: If you want the testing window to close at 10:00 pm on Monday, make the actual time Tuesday at 1:00 am

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**Example**

- Test Duration from Tuesday April 14 at 7:00 am to Monday April 20 at 10:00 pm
- Last test 8:00 pm (60 mins test time plus 60 mins authentication process)
- In Blackboard end the test at 1:00 am (3 hours after desired test end)
Notify the MSU Bookstore at least 5 business days in advance of when the exam window opens. Provide the Bookstore with:

- a copy of the roster of students who will be taking the test
- the course name and section number
- the allowed test completion time (60, 120 minutes).

The Bookstore sends students the “ProctorU - How it Works” document and asks students to contact them.

The Bookstore will distribute ProctorU exam codes, via email, to the students who contact them.

Example

- Notify Bookstore Tuesday April 7 (5 business days before the testing window opens).
- Test Duration from Tuesday April 14 at 7:00 am to Monday April 20 at 10:00 pm
- Last test 8:00 pm (60 mins test time plus 60 mins authentication process)
- In Blackboard end the test at 1:00 am (3 hours after desired test end)

Mayville State Bookstore
Phone: 701-788-4729
Bookstore@mayvillestate.edu
Schedule the Exam with ProctorU

2 weeks

Allow students a minimum of 5 business days following your test creation in ProctorU to schedule their test time with ProctorU.

Covid-19: Encourage students to schedule their exams immediately!

Faculty experience

- An exam must be added to the ProctorU system before an instructor’s test-takers can schedule an exam with ProctorU.
- An administrator or instructor may create an exam using their ProctorU account. Faculty needing an account may contact a ProctorU representative to set up an account.
- After logging into their account, faculty can create an exam using the following process:
  - In the top right of the home page, clicking the Add New button (Figure 1) will open a drop down menu.
  - Selecting Exam will open the exam details screen (Figure 2).

Exam URL: online.mayvilleestate.edu
Schedule the Exam with ProctorU

Covid-19: Schedule your exams *immediately*!

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### Adding an exam

An instructor may use the check boxes to specify allowed materials and resources, and a dialogue box is provided for resources not listed.

Exam availability is also be added on this page. Clicking **Add Window** opens a prompt where the instructor can specify the start and end dates and times that an exam is available on ProctorU. Multiple exam windows may be added for a recurring exam (Figure 3).

#### Exam Windows

<table>
<thead>
<tr>
<th>Window</th>
<th>Fall Semester Midterm 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>2014 ▼ October ▼ 12 ▼ 10 ▼ 00 ▼</td>
</tr>
<tr>
<td>End</td>
<td>2014 ▼ October ▼ 18 ▼ 23 ▼ 00 ▼</td>
</tr>
</tbody>
</table>

**Figure 3**

**Instructors can specify the following exam details:**

- Exam title
- Department
- Term
- Instructor
- Duration of exam
- Exam URL (location)
- Exam password
- Permitted resources
- Permitted browsers
- Other allowed resources
- Expected no. of test-takers
- Additional exam notes and accommodations
- Notify on schedule emails
- Point of contact for exam

To help expedite proctoring for test-takers, when detailing the **Exam Title** field the instructor should also use the **course/class code or number** in addition to the name of the actual exam (e.g., **STA 101 - Statistics Final Exam**). This helps the test-taker confirm their class and exam during the appointment start up process.

After completing an exam form, the instructor receives an email notification that the exam has been sent for review.

ProctorU’s assessment services team reviews the exam information and enters it into the system. The instructor is notified via email when the exam has been activated.

Exam details and accuracy can be reviewed within the ProctorU administrative account. Details can be changed until 24 hours before the exam start time. Within this time period, a ProctorU representative must be contacted to change exam parameters.

After activation, test-takers may begin scheduling appointments. The administrative account also provides access to records of proctored exams.
**Schedule the Exam with ProctorU**

**Covid-19: Schedule your exams immediately!**

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### Activity reporting

**RESERVATION DATA**

Under the Reports/Activity Report heading in the navigation bar, Session Activity can be viewed. The instructor can use a variety of filters to sort appointments (Figure 4).

This page displays a test-taker’s exam, department, instructor, test-taker name, start and end time and exam duration. A detailed description of individual appointments is displayed by clicking the clipboard edit icon to the right of each appointment.

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### CANCELLATIONS

Cancellation activity is also available under the Reports menu (Figure 5). This report displays exam name, test-taker name, scheduled start and end dates, reason for cancellation, cancellation explanation, who canceled the appointment, the date canceled and any credit given. Reports can be filtered by test-taker name, start and end dates, or by reason.

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### Test-taker appointment timeline

The instructor can also view the events of a particular appointment in a detailed timeline (Figure 6, next page). This timeline displays all of the events during an appointment in chronological order as well as any notes made by a proctor or manager.

The timeline will also display the relevant test-taker and exam session information for the appointment.
Students Schedule and Take Exam

Covid-19: Encourage students to schedule their exams immediately!

Students with ProctorU codes will enter the codes when they schedule their exams at least 72 hours in advance of the test. Otherwise, they will have to pay for ProctorU services themselves.

Students should go to the Test-It-Out page as soon as they know they will be taking an exam with ProctorU.

Please note: This equipment test does not guarantee that the equipment will work on exam day. Therefore, students should also log in to their account at least an hour before any exam to test their equipment again.

If there are technical errors that need to be addressed, contact Dean Kostuck in the MSU ITS Service Desk.

Students may contact ProctorU for support by clicking on LiveChat, Submit Request, or call the number above.

Faculty will access test submissions through Blackboard and students will access their scores in Blackboard once they are posted.

ProctorU Contact Info (24/7 availability)
https://www.proctoru.com/
1-855-772-8678
email for student support: support@proctoru.com
Support Contact Information

Covid-19: Schedule your exams immediately!

Mayville State Info
Office hours 8am-4:30pm, M-F

Instructional Technology info page
Instructional Designer: Chris Gonnella, christine.gonnella@mayvillestate.edu
Blackboard Support Specialist: Alissa Perkins, alissa.perkins@mayvillestate.edu
Extended Learning Office Coordinator: Shay Thorsgard, shay.thorsgard@mayvillestate.edu
Mayville State Bookstore: Bookstore@mayvillestate.edu

ProctorU Info
24/7 Availability
https://www.proctoru.com/
1-855-772-8678
email for student support: support@proctoru.com
email for faculty support: Accountservices@proctoru.com

Live Chat is available on the bottom right corner of every ProctorU web page.