Proctorio Troubleshooting

Issue	Solution
Are you using Google Chrome?	Use Google Chrome, Install Google Chrome if needed.
Cannot see the "Take a Quiz" button in Moodle assessment?	Click on the link to install the Proctorio extension
Did Proctorio work but no longer does or is Proctorio requiring a password to enter the test?	Delete the Proctorio extension in Chrome settings (3 dots, More tools then Extensions) and refresh the Moodle page. The "Take a Quiz" button should be visible again. Click on it to reinstall the Proctorio extension. Try to take the test again.
Proctorio displays an insufficient RAM memory warning but would allow you to proceed with the test.	Close all running programs and restart the computer. Make sure only Google Chrome is running prior to attempting the test.
Are you attempting to take the test in a secure network environment, i.e. with VPN connection?	High security corporate or military network restrictions may prevent Proctorio from working. Try turn VPN off and retry again. If the problem still exists and you are not able to use a different network for your assessment, you may need to make alternative arrangements with the teacher.
Have connection Issues?	- Ensure reliable internet service/connection. - Ensure Proctorio extension has been downloaded and is allowed. - Restart Chrome. - Restart computer. NOTE—Restarting a computer with Deep Freeze will uninstall the extension needed for Proctorio. - Change settings to allow Proctorio to take over.

Hardware Issues or Proctorio won't run on your computer?	Proctorio requires 1 GB of free RAM. Installed software on your computer could interfere with Proctorio. Use a different computer or network.
Microphone/Camera Issues?	• Ensure camera and microphone are working prior to accessing with Google Chrome. Assistance can be found here. • Restart Chrome/computer, If needed.
MacBook Issues	Change settings. Click here for assistance in giving permission for screen sharing.
Facial Recognition Issues	Remove glasses and/or pull down mask.
All else fails	Clear the Chrome browsing history and cache. Restart the computer to fix any synching issues. **Proctorio Chat**: (click on the black oval with 3 white dots in lower left corner)