

# Proctorio Guide - How to get technical support for Proctorio

Confirm [Google Chrome](#) is being used as the browser and that the [Proctorio Chrome Extension](#) is installed.

For any teacher or student, If you continue to experience technical issues, Proctorio offers [24/7 technical support](#) via email [support@proctorio.com](mailto:support@proctorio.com), or live chat.

To access the help information and Live Chat:

1. Click on the Proctorio Chrome extension icon [1].
2. Click Live Chat [2] to speak to a Proctorio representative or Help and Support Center [3] for videos and step-by-step guide.

