Proctorio Guide - Student FAQ

This FQA was designed for teachers to give simple answers to students on common technical issues which may be encountered when using Proctorio.

Common technical issues:
- [Issue 1 - Student cannot see the "Take a Quiz" button or is being asked for an access code](#)
- [Issue 2 - Student receives a message that the computer does not have enough RAM or enough battery to continue](#)
- [Issue 3 - Screen freezes during the exam / Connection fails during the Systems Diagnostics Test](#)
- [Issue 4 - Student is disconnected from Proctorio and loses access to the quiz/exam.](#)
- [Issue 5 - Students cannot see themselves during the system diagnostics test](#)

If students have issues during the exam, they were still suggested to access live chat by clicking on the Proctorio extension icon (the grey shield in the top right corner of your Chrome browser). Proctorio support also can be reached via email at support@proctorio.com.

Issue 1 - Student cannot see the "Take a Quiz" button or is being asked for an access code

Description

This issue arises when the student is not using Google Chrome, the Proctorio extension is not installed and/or the extension is disabled.

Solution

Students can follow these steps one by one:

1. Google Chrome Version - Please make sure that your Google Chrome is up to date. You can check this by clicking on the three dots icon in the top right-hand corner of your screen, then Help, then About Google Chrome, and the first thing you should see is your Google Chrome version. If it's not up to date, please select the option to update it.
2. Re-Install the Extension - Please uninstall the Proctorio extension by clicking on the shield icon in the top right corner of your browser and re-install the extension from www.getproctorio.com.
3. Clear Cache and Cookies - Head to the three dots -> more tools -> clear browsing data -> time range should be set on All-time -> Check Cookies and Cached images -> click clear data.
4. Incognito Access - Some Proctorio features will require the use of incognito access. If your instructor has one or more of these features turned on, you will not be able to take an exam unless incognito access is allowed. You can enable incognito access from the extension window.
   - Click the Chrome menu on the browser toolbar at the top right.
   - Select More Tools -> Extensions.
   - Find the Proctorio extension and click on Details.
   - Scroll Down and find Allow in incognito section.
   - Toggle it on
5. If the problem still exists, you can consult the [troubleshooting guide provided by Proctorio](#) to resolve this issue.

Issue 2 - Student receives a message that the computer does not have enough RAM or enough battery to continue

Description

If the following steps do not resolve the available RAM issue students are advised to take their test using another computer in an on-campus Proctoring Room.

Solution

To troubleshoot this problem please close all running programs, plug in the device, and restart the computer. This should include programs that may be running in the background that launch on startup (PC Task Manager can help identify running programs). Also, make sure only Google Chrome is running before attempting the test.

To avoid this message, the student may want to consider completely shutting down the computer and charging it the night before an exam.

If the student has not had a chance to do this, the student should be able to continue the exam by simply acknowledging that the student has seen this message. Low RAM has not been seen as a cause for a Proctorio computer crash.

Issue 3 - Screen freezes during the exam / Connection fails during the Systems Diagnostics Test

Description
This issue is most often caused by a weak internet connection.

Solution
Image and audio data was captured by Proctorio during exam, the 3G mobile network may not be enough to support the proctoring. 4G/5G would be better but Wi-FI and Ethernet cables was preferred for stable network connection.

Students that are using computers connected via Wi-Fi may improve connectivity by using a computer that is connected directly to their home router.

Assuming that the internet is connected and working properly, simply refreshing the page can help solve this issue. If the issue persists, try closing out of and quitting Chrome, restarting the computer, and then try to access the exam again.

Make sure all windows are closed on the computer before logging into Proctorio. Do not stream music or other content during the exam.

Issue 4 - Student is disconnected from Proctorio and loses access to the quiz/exam.

Description

It is important to note that quizzes have time limits that keep running until the quiz is submitted or time runs out. Exiting the quiz does <u>NOT</u> pause the time. It is important to request re-entry while the time on that quiz is still running or re-entry to the quiz will not be possible.

Solution

The student can follow these steps one by one -

1. Navigate back to the exam page in Moodle
2. Click the Proctorio Shield Extension
3. Click "Live Chat" and request re-entry. If the instructor has enabled "allow re-entry with agent" then the student can be readmitted to the exam if time is still left.

Issue 5 - Students cannot see themselves during the system diagnostics test

Description

Adjusting webcam view is only available before the exam starts and not during the exam.

Solution

If the student do not see themselves during the system diagnostic test and student are using an external webcam, please click the link that states, "Still don't see yourself above? Click here" to swap the active camera.