



proctorio

Helpful Tips for Test Takers

Exam Environment Best Practices

Before entering an exam, it is important to make sure that your exam environment is set up for success. The following tips will allow you to go through your exam with as little technical difficulties and distraction as possible:

- Approach your online exam like you would any in-person exam on campus.
- Try to take a practice exam to ensure all of your hardware, the Proctorio Extension, and your internet connection are working properly before entering the Proctorio assessment.
- Try sitting at a kitchen, coffee, or dining table with suitable natural or artificial light and a blank wall behind you.
- If your camera is having trouble picking up your image, it is likely a lighting or a background issue.
 - Try adjusting the height or angle of your webcam, lowering your webcam or raising it, or possibly turning it from one side to another to find the perfect lighting.
 - Try moving closer to or further away from the webcam. Sometimes if we sit too close or too far the webcam and the system has difficulty picking up our features.
 - Try finding a different spot to take your exam that has a less distracting background. Sometimes when your background is too busy with posters, pictures, colors or designs, it can be difficult to differentiate your features and identify you.
 - Think like you're taking a selfie. If there is too much of a light in the front of you (perhaps from a lamp) or behind you (perhaps from open windows), some of your facial features may become difficult to see.
- If you wear glasses, you may experience glare from the reflection and the system may have difficulty picking up your image.
 - To fix this, try adjusting the angle of your head a bit and focus on the screen rather than the webcam.
 - You can also adjust the brightness on your computer to reduce the glare on your eyeglasses.
 - Lastly, if all else fails for the identity verification process you can take off your glasses so that the webcam and system can pick up your image. Once this process is over you can put your glasses back on and resume your exam.

- Talk to your parents, siblings, roommates, and pets before taking the exam. Make sure they're all aware you need to be alone and uninterrupted during the entire exam.

A Friendly Reminder

Proctorio takes test takers' privacy very seriously and makes every effort to secure test taker's data. Proctorio operates a browser extension within a sandbox that limits its access to your device's personal files and information. This also means you can uninstall the Proctorio Extension immediately after an exam.

In addition to operating as a browser extension, Proctorio secures all of exam-related data in three layers. The last of which is Zero Knowledge Encryption. This means that no one but your instructor and approved administrators at your institution will have access to your exam-related data. Proctorio doesn't even have access to the data on our servers.

You can learn more about Proctorio's unique approach to protecting your privacy at <https://proctorio.com/about/privacy>.