Proctorio Troubleshooter

Version of April 18, 2023

CENTRO PER L'INNOVAZIONE DIDATTICA
E LE TECNOLOGIE MULTIMEDIALI

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Checklist

If you have trouble accessing the proctored exam, check that:

- you are using Chrome as browser: Proctorio <u>only</u> works with Chrome
- the Proctorio extension has been installed and is up and running. You can install the Proctorio extension in the days before the exam at: https://getproctorio.com
- you are using a Windows PC or a Mac. Proctorio does not work with mobile Android (smartphone and tablet) and iOS (iPad and iPhone) devices
- your device has a webcam and microphone
- your device meets the following requirements (it is usually possible to access the exam with free RAM less than 2GB, but disruptions may occur):

	Windows	Mac	Linux	Chrome OS
Operating System	Windows 7+	macOS 10.11+	Ubuntu 18.04+	Chrome 58+
Processor	Intel Pentium or better	Intel	Intel Pentium or better	Intel or ARM
Free Disk Space	250 MB	250 MB	250 MB	250 MB
Free RAM	2 GB[1]	2 GB[1]	2 GB[1]	1 GB[1]
Upload Speed	0.092 Mbps - 0.244 Mbps[2]			
Microphone	Any Microphone, either internal or external[3]			
Webcam	320x240 VGA resolution (minimum) internal or external[3]			

1. Free RAM is the minimum amount of memory that is not in use by other applications.
2. Depends on the exam settings, secure browser has no upload speed requirement.
3. Only required for proctoring, secure browser functionality does not require audio/visual recording.

# Common issues and potential solutions

Malfunctions may occur before or during the exam.

First of all: **DON'T PANIC!**

A technical support service is available Monday to Friday from 8:00 am to 6:00 pm.
You can contact the helpdesk by phone (02.503.21888).

Alternatively, Proctorio offers a live-chat troubleshooting service 24/7.
Visit   https://proctorio.com/support   for FAQ and LiveChat, or click on the Proctorio icon (shield) available in the browser
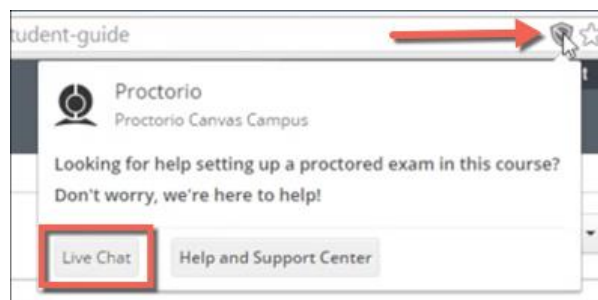
Video-tutorial for activating Proctorio's live-chat
https://www.youtube.com/watch?v=wnzvqhTbmHo

Please find below a list of common issues.

1. **After clicking on "start the attempt", Proctorio asks for a password**

No password is required to access the proctored quizzes. There are two possible solutions to this.

    a. Make sure you have the latest version of Chrome (when Chrome needs updates, a small home icon is shown at the top right as opposed to the three vertical dots).

    b. Disable and re-enable the Proctorio extension.
       Enter the Chrome menu (click on the three dots at the top right of the Chrome window), select "Other tools", then "Extensions". Disable the Proctorio extension and close the browser. Reopen the browser, repeat the procedure to reactivate the Proctorio extension, click on "Details" and in the "Website access" section select "all sites"
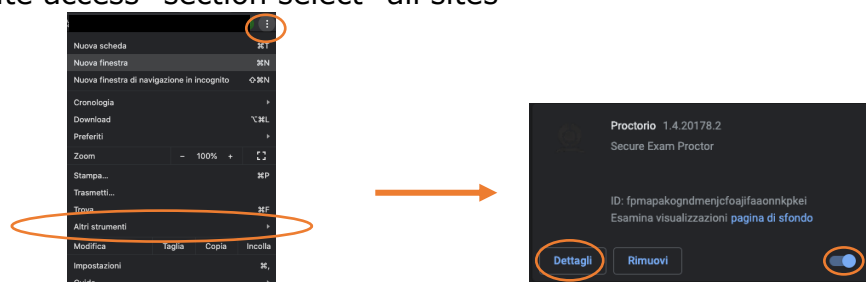
c. Create a new "Chrome user".
Access the Chrome user menu (coloured dot to the left of the three vertical dots at the top right) and select "Add". Enter a name of your choice, select an image and click on "Add". A new Chrome window opens. Log in to https://getoproctorio.com to reinstall the Proctorio extension in the new Chrome window. Once the extension has been installed and activated, access the exam environment again using the new Chrome window, and try to start the quiz. You should not be asked for a password.
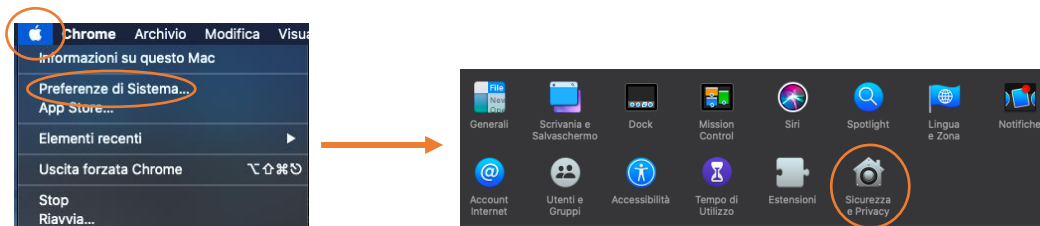

2. During pre-checks, screen sharing does not work

In most cases it depends on an incorrect understanding of the operations to be performed. The system proposes a popup in which there is a box showing the desktop screenshot. To enable sharing, click on the desktop image, then click on the "share" button (the share button is enabled only after selecting the image showing the desktop)
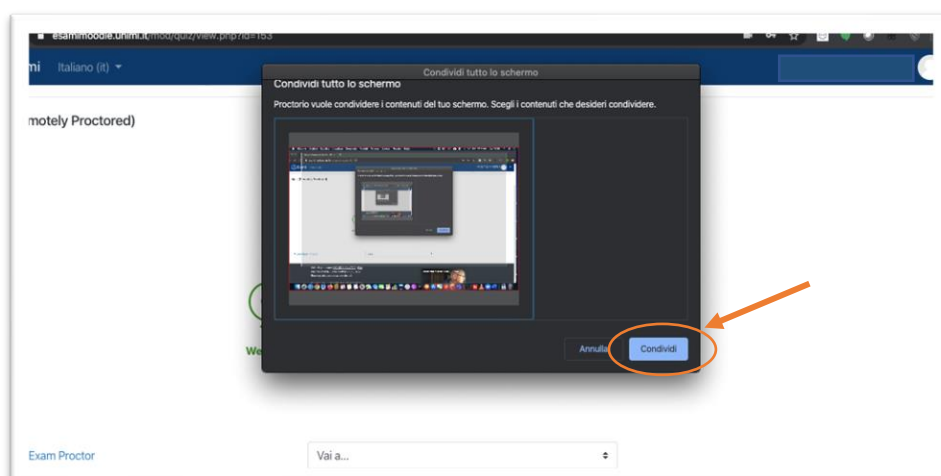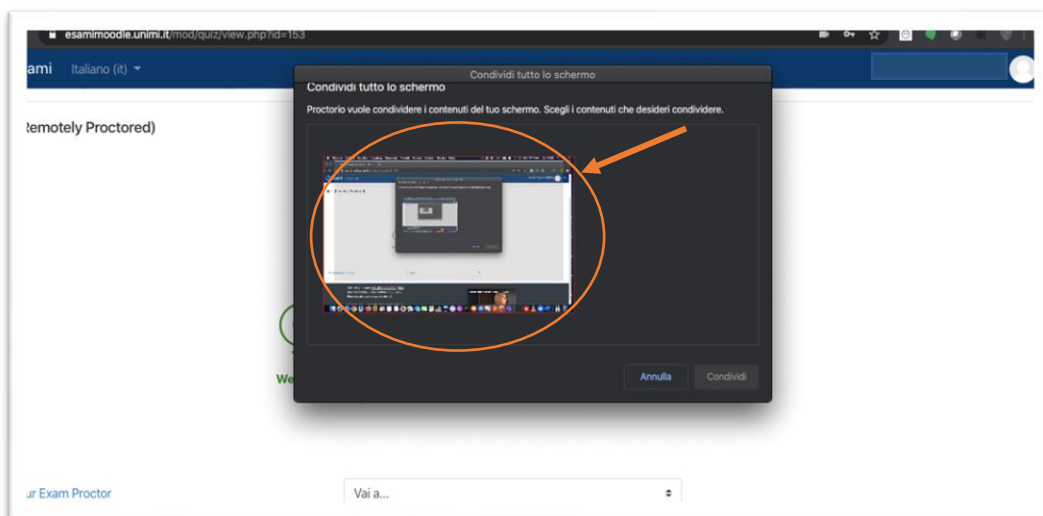
If you are using a Mac and these operations have been performed correctly but it is still not possible to enable sharing, check your privacy settings to make sure that Chrome is enabled to activate the sharing function.

To check this, access the system preferences (click on the apple icon at the top left), then open "Security and Privacy"

In the "Privacy" tab, make sure that Google Chrome is ticked in the "Screen recording" function
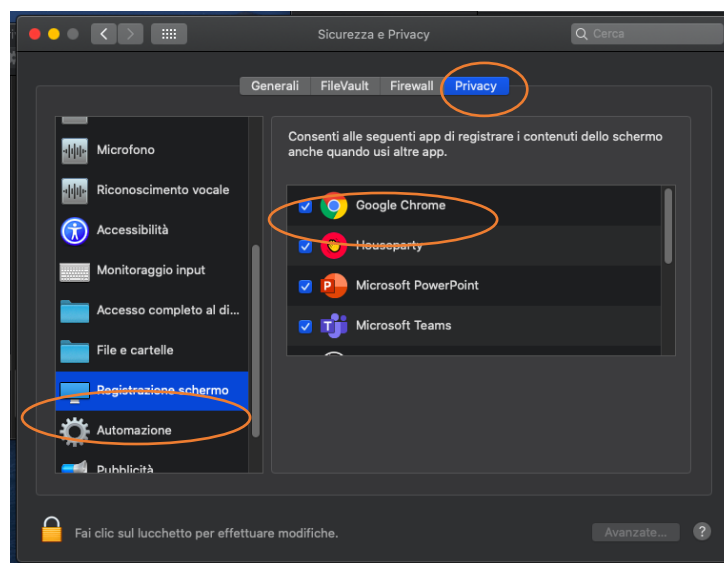
### 3. During pre-checks, the webcam or microphone does not work

Check the operation of the microphone using the following Microphone Test https://www.onlinemictest.com/

Check that the EsamiMoodle platform address - https://esamimoodle.unimi.it is enabled for sharing in Chrome.

Enter the Chrome menu (click on the three dots at the top right of the Chrome window), access settings, then select "Privacy and security" and Site settings
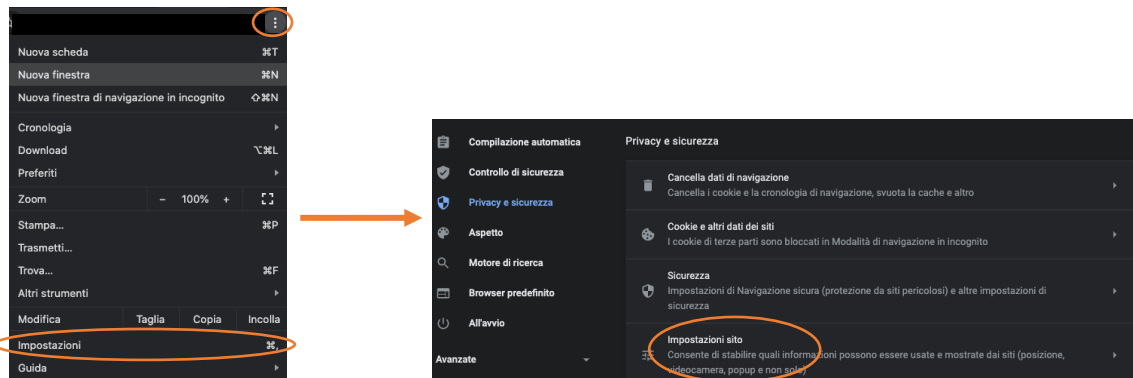
In the "Permissions" section, click on "Camera" and check that the address of the EsamiMoodle platform is among the allowed sites. Repeat this check for the "Microphone"
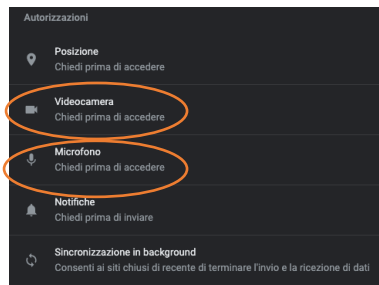

If you are using a Mac and your Chrome settings are correct but your microphone or webcam still doesn't work, you need to check that Chrome is enabled in your Mac's privacy settings to use microphone and webcam.

To check this, access the system preferences (click on the apple icon at the top left), then open "Security and Privacy"
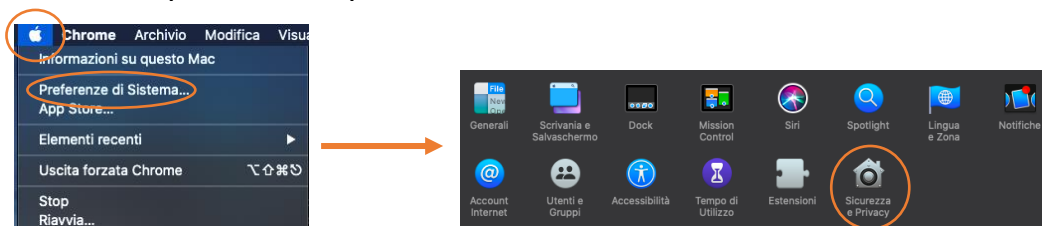
In the "Privacy" tab, check that Google Chrome is ticked for the "Camera" and "Microphone" items
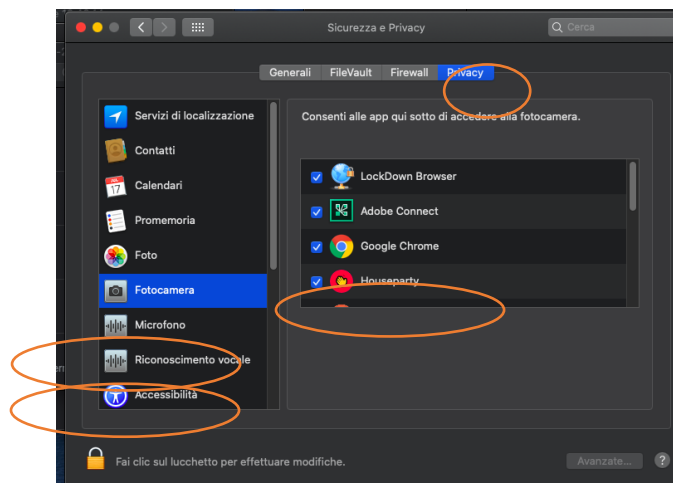
4. During the pre-checks, the system freezes on the "waiting for Moodle" screen, or a black page is displayed with the "exam block" icon

This condition may occur when the PC does not have sufficient resources or in case of temporary Internet disruptions. In such cases, Proctorio will disconnect you from the exam, and you will have to close your browser and repeat the procedure for accessing the quiz. If the time available to take the exam has not yet lapsed, you may re-enter the quiz and continue answering questions. Answers provided up to the time of logout will be saved (automatic saving every minute)

5. During the exam, the system freezes on the "waiting for Moodle" screen, or a black page is displayed with the "exam block" icon

This condition may occur when the PC does not have sufficient resources or in case of temporary Internet disruptions. In such cases, Proctorio will disconnect you from the exam, and you will have to close your browser and repeat the procedure for accessing the quiz. If the time available to take the exam has not yet lapsed, you may re-enter the quiz and continue answering questions. Answers provided up to the time of logout will be saved (automatic saving every minute)