

Proctortrack onboarding



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Introducing online proctored exams

Southern Cross University is partnering with Janison, an Australian provider of educational technologies, to support the conduct of online exams.

The software provided by Janison, and implemented by the University, is called Proctortrack. Proctortrack software is developed and owned by Verificent Technologies.

Proctortrack

- authenticates your identity as a student eligible to take your exam,
- records your exam,
- and allows the University to complete checks for academic integrity at the conclusion of your exam.

The University uses Proctortrack to help to assure a level of academic integrity required internally, by the University, and externally, by the authorities responsible for accrediting our courses.

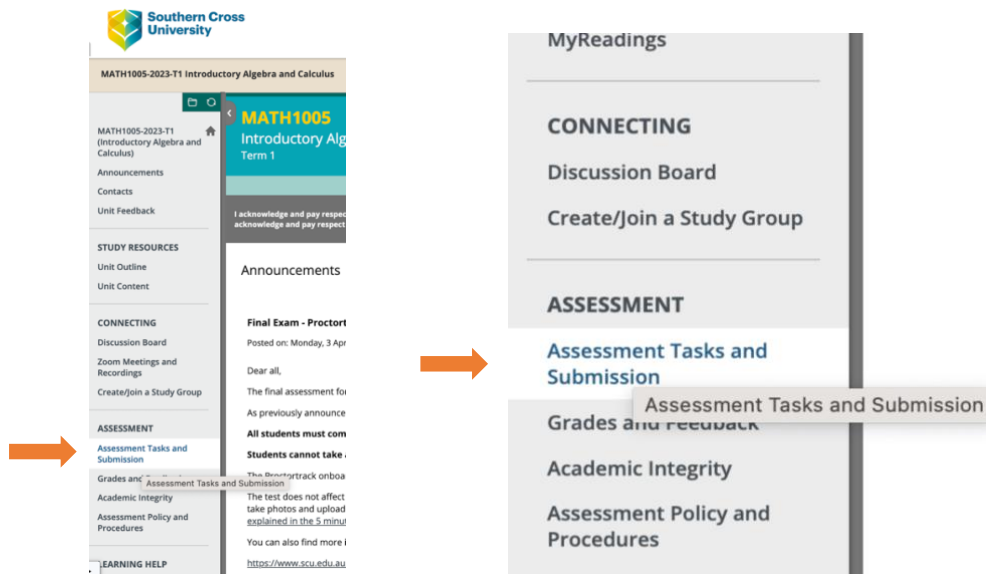
Your personal data will be held on a Janison server located in Sydney for a limited time for the review of recordings for academic integrity purposes.

Read more about management of your personal data and privacy in relation to online proctored exams and watch the [five minute Proctortrack onboarding video guide](#)

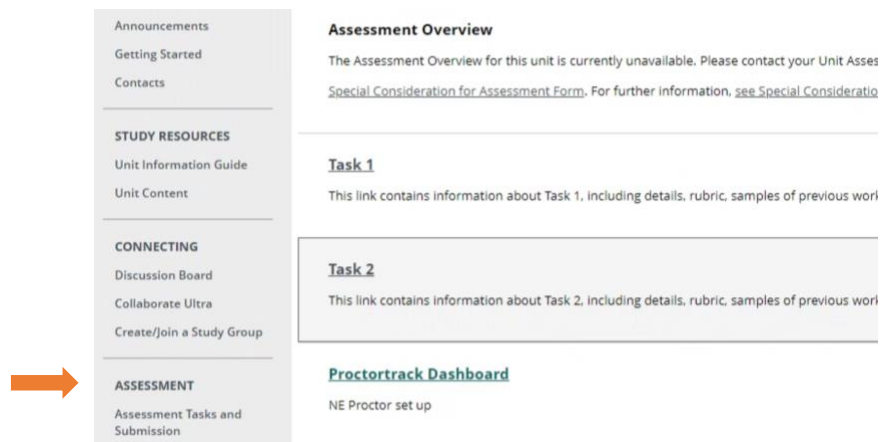
What you need	Mac	PC
Operating system	Mac OSX 10.7 Lion or higher	Windows 7.8 or higher
Processor/RAM	Intel 2GB RAM or better	Dual-core 2.4Ghz CPU, 2GB RAM or better
Recommended browser	Google Chrome v25.0 or higher, or Mozilla Firefox v.20.0 or higher	
Plug-ins	JavaScript enabled and Third Party Cookies enabled	
Camera resolution	800 x 600 resolution or better	
Internet connection	Cable modem, DSL or better (300 kbps download, 250 kbps upload)	

Your Proctortrack Dashboard

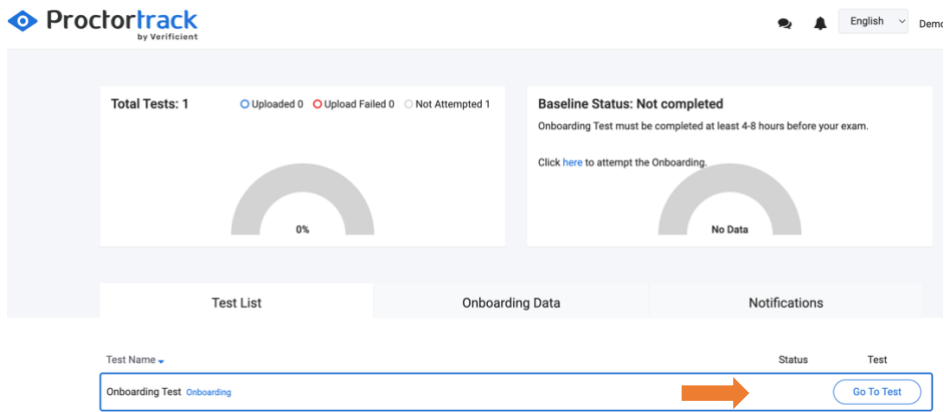
1. In your Blackboard unit of study learning site go to the folder **Assessment Tasks and Submission**.



2. When you open the folder, scroll down to **Proctortrack Dashboard** and select the Dashboard.



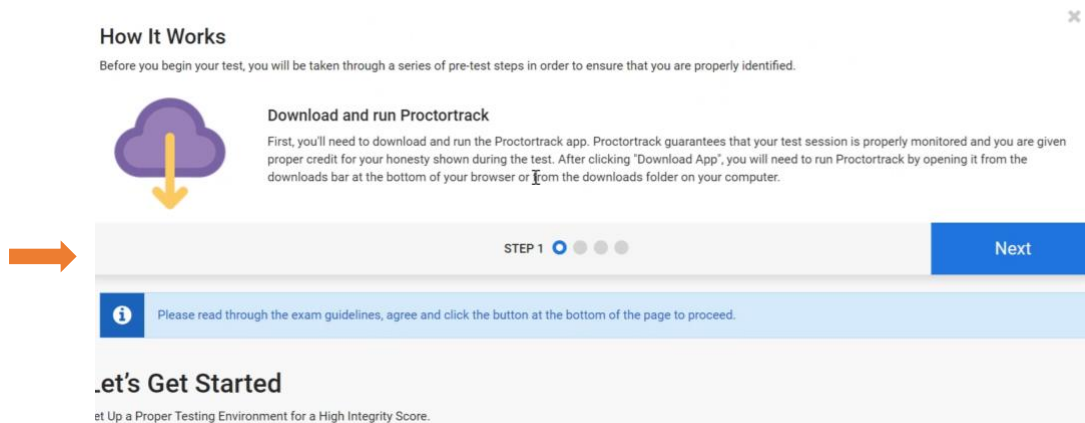
3. Wait for the connection to establish between Blackboard and Proctortrack.
4. When the Proctortrack Dashboard opens, you'll see **Onboarding Test** as an option.



5. The **Baseline Status** on the right hand side of the Dashboard shows: Not completed. This will change after you have completed the Onboarding Test.
6. Click the **Go To Test** link on the right to begin.

How it Works

Read and understand the four **Steps** on the **How It Works** pages. Click **Next** to scroll.



The four steps will be

- Step 1 Download and run Proctortrack
- Step 2 Run the System Check
- Step 3 Perform the Identity Checks
- Step 4 Launch the Test

Before taking the first step, review the information under **Let's Get Started**

Let's Get Started

The content displays blue and red icons and brief information about your personal test environment, that is, the place where you're taking your Onboarding Test.

Blue icons indicate what is allowed, enabled or supported for your test.


Red icons indicate what is not allowed, enabled or supported.

These icons and the related information are typical for exams taken online with Proctortrack. You will become familiar with them.

Please note that the settings displayed here **are specific to** the Onboarding Test.


Let's Get Started

Set Up a Proper Testing Environment for a High Integrity Score.




USE A PRIVATE TESTING AREA

Sit upright in an area where other people won't talk and cannot pass behind you.




TURN OFF ALL NOISE-MAKING DEVICES

Mobile phones set to vibrate emit detectable sound and any sound from a mobile device is flagged as a violation.




ENSURE YOUR FACE IS CLEARLY VISIBLE

Hair, sunglasses, hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.



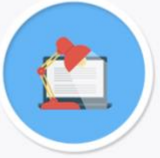
CLOSE IRRELEVANT TABS AND WINDOWS

The only tabs and windows open during the session should be those required for the completion of the test. Screenshots will be taken of suspicious activity and shown to your instructor.



SIT DIRECTLY IN FRONT OF YOUR WEBCAM

Make sure to stay in the middle of the webcam's view. Leaving the frame or looking away from the test will result in a low integrity grade.



CREATE THE PROPER LIGHTING

Sit in a consistently well-lit room with as plain a background as possible.

Instructor's Guidelines

The Onboarding Test is conducted as equivalent to a "closed book" exam; there are no exceptional arrangements or settings.

The object of the Onboarding Test is to ensure that your desktop computer is satisfactorily set up to enable an online proctored exam and to perform a sample identity check that retains your photograph for authentication when you login for your next exam.

Please note that the settings displayed in these Instructor's Guidelines **are specific to** the Onboarding Test.

Your real exam may be open book or closed book. Open book exams provide for a range of Proctortrack settings that your Unit Assessor may determine, including use of books and notes, access to web sites, use of Microsoft or other apps, and provision for food and drinks and short breaks. All of these are settings are not permitted in the Onboarding Test.

The Onboarding Test overall should take you 15 to 20 minutes to complete.

Instructor's Guidelines for the Current Test

Your instructor has chosen the following guidelines to be followed for this test in addition to Proctortrack's General Guidelines. Keeping these test-specific parameters and whichever general guidelines they don't override in mind will result in a passing integrity grade.

 <p>PHYSICAL BOOKS ARE NOT ALLOWED You will not be allowed to read from physical books during this test.</p>	 <p>ONLINE AND DIGITAL RESOURCES ARE NOT ALLOWED During this test, you are not allowed to search the internet for information, nor refer to digital reading material (PDF, DOCs). Only documents and URLs whitelisted by the instructor will be allowed and will not be marked a violation.</p>	 <p>DIGITAL NOTE-TAKING IS NOT ALLOWED During this test, using a separate program like MS Word or other such scratchpads on your computer to write notes is a violation.</p>
 <p>HANDWRITTEN NOTES / USING ERASABLE WHITEBOARD ARE NOT ALLOWED You are not allowed to take handwritten notes / use erasable whiteboards during this test.</p>	 <p>HEADPHONES ARE NOT ALLOWED Headphones and earphones are prohibited.</p>	 <p>SCANNING OR TAKING PICTURES WITH YOUR PHONE NOT ALLOWED For this test, you are not allowed to scan or take pictures using your mobile phone.</p>
 <p>SCANNING OR UPLOADING DOCUMENTS NOT ALLOWED You may not scan or upload documents.</p>	 <p>SHORT BREAKS ARE NOT ALLOWED Leaving the webcam frame will be considered as a violation.</p>	 <p>FOOD AND DRINKS ARE NOT ALLOWED Consuming food and drinks will be considered as a violation.</p>
 <p>PHYSICAL CALCULATORS NOT ALLOWED You will not be allowed to use a physical calculator for this test.</p>	 <p>ON-SCREEN CALCULATORS NOT ALLOWED You will not be allowed to use an on-screen calculator for this test.</p>	 <p>PRINTING NOT ALLOWED Print attempts cannot be stopped but will be flagged as violation for this test.</p>
 <p>COPY/PASTE IS NOT ALLOWED Clipboard is disabled for this test and Copy/Paste functions are not available.</p>	 <p>PRINT SCREEN DISABLED Print screen functionality is not available during this test.</p>	 <p>MULTIPLE MONITORS NOT ALLOWED Using Multiple Monitors during this test will be flagged as a violation.</p>

I have read, understand and will adhere to the required environment guidelines.

[Go To Next Step](#)

At the bottom of the Instructor's Guidelines, please check the box to indicate that you have read, understood, and will adhere to the required guidelines.

I have read, understand and will adhere to the required environment guidelines.

[Go To Next Step](#)

Click **Go To Next Step**

Step 1 Download and run Proctortrack

After you click **Go To Next Step**, you will arrive at this screen

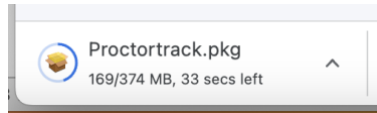
The screenshot shows the Proctortrack interface. At the top left is the Proctortrack logo with the tagline 'by Verificient'. At the top right are 'English' and 'Log Out' buttons. A warning banner at the top reads: 'Please do not close this browser tab. This page will auto-forward to actual exam after you have completed verification scans in Proctortrack app.' The main content area is divided into two options. 'Option 1' is for users who already have the app; it instructs them to click 'Connect to Proctortrack' and then click anywhere on the app screen. 'Option 2' is for users who do not have the app; it instructs them to click 'Download Proctortrack'.

It may be that you previously downloaded the Proctortrack app for another exam.

Select **Connect to Proctortrack**.

If you have not downloaded the Proctortrack app, select **Download Proctortrack**.

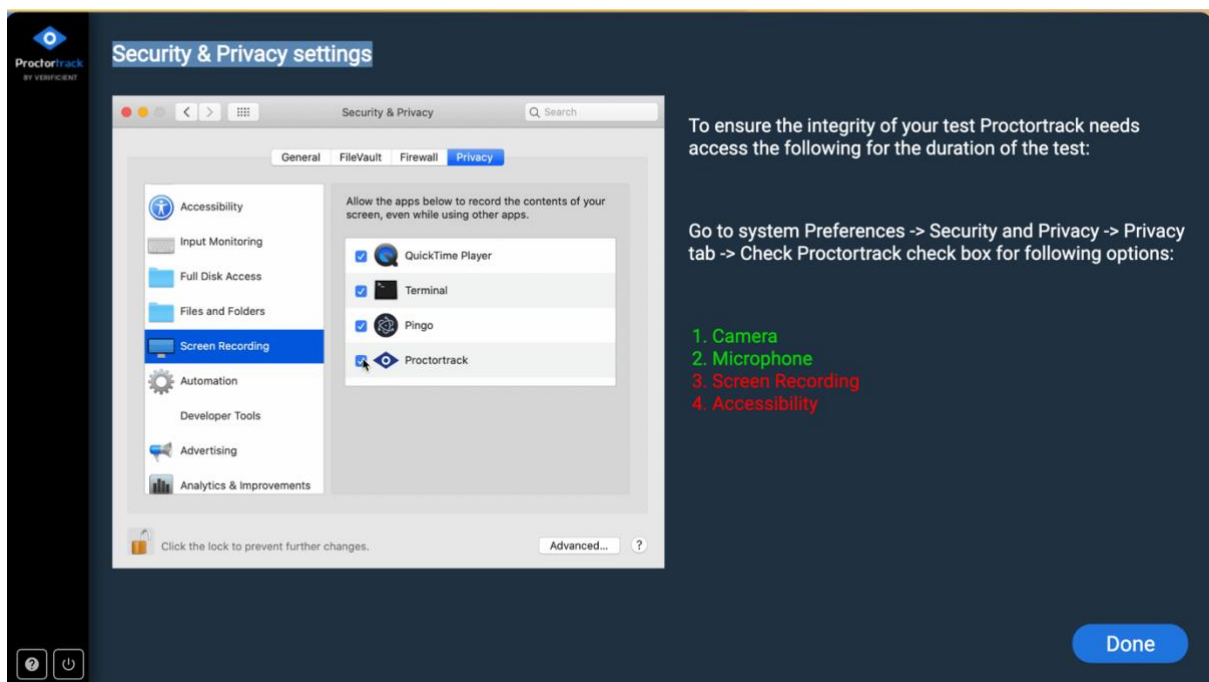
If you previously downloaded Proctortrack, sat an exam, and deleted the Proctortrack app after your exam, you should select **Download Proctortrack** to reinstall the app.



Open the app and install it on your desktop computer.

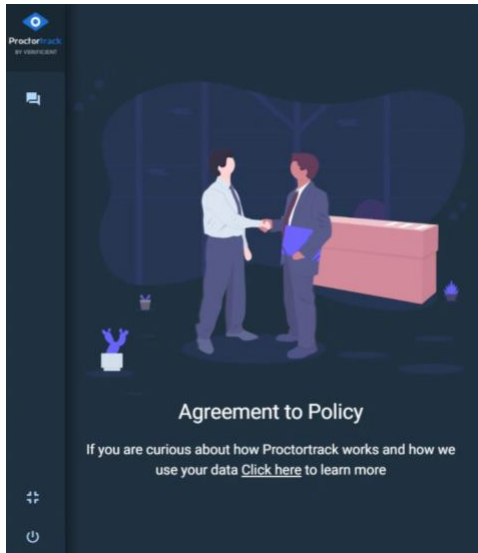
Allow Proctortrack to access security settings to support use of your camera and microphone, to record your screen, and to ensure relevant accessibility settings.

This is how Proctortrack's request for access looks on a Mac desktop. Yours may look different.



When these settings have been enabled, you will find the Proctortrack app in your Downloads folder or similar.

You will be asked to agree to Proctortrack's Terms of Service and Privacy Policy. Click the links in the **Agreement to Policy** screen if you wish to read these documents prior to confirming your consent.



Agreement to Policy

This test sponsor uses a third party vendor, Verificient Technologies Inc., to perform remote ID verification and proctoring services. By checking this box: (1) I agree to Verificient's [Terms of Service](#) and acknowledge that Verificient processes my personal data in accordance with its [Privacy Policy](#) and (2) I consent to Verificient collecting, processing, and storing my biometric data for the purpose of verifying my identity on behalf of This test sponsor and the applicable member institution as test sponsors as described in its [Privacy Policy](#), which also explains how to revoke this consent.

All exam session are recorded by Verificient as outlined in its [Privacy Policy](#)

Anne Amberson

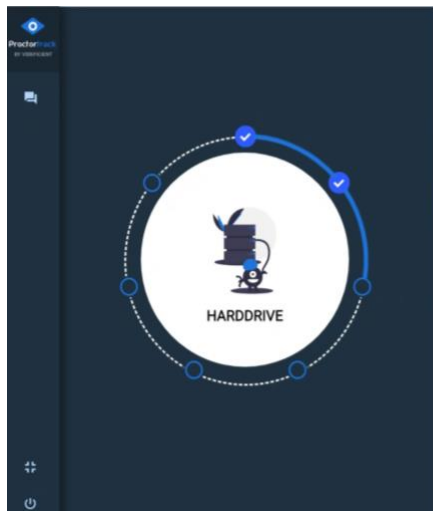
I confirm my consent, agreement, and acknowledgment as described above

I agree

Step 2 Run the System Check

The **System Check** confirms that your desktop computer's relevant hardware and software supports aspects of the proctoring activity, such as use of the camera and use of the microphone.

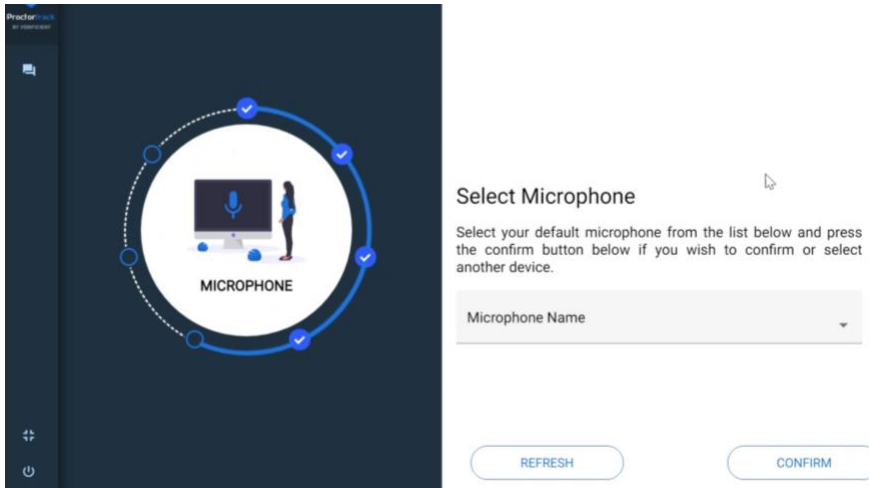
Watch the checks occur. Respond as required. Click **Confirm** as required.



System Check

Please wait while we check your system.

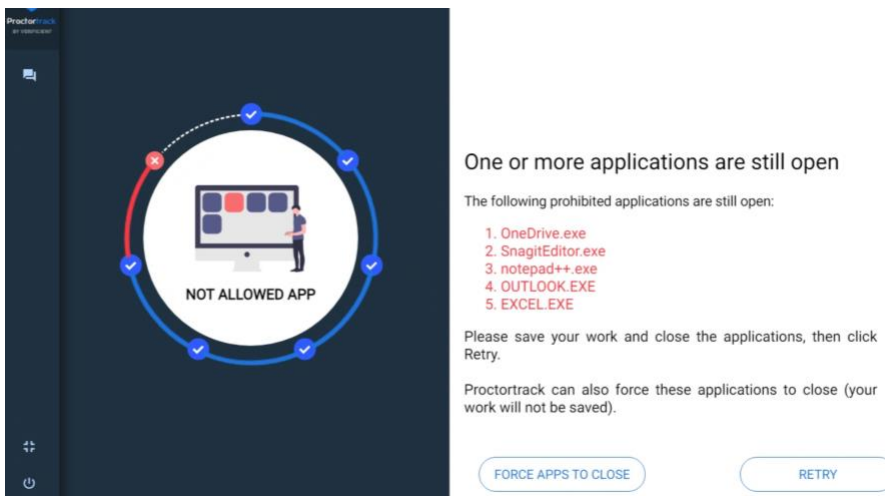
The check will cycle through various software assessments.



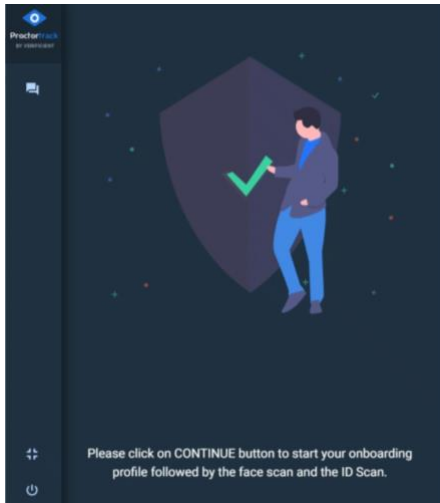
As stated above, the Onboarding Test is conducted as the equivalent of a closed book exam.

While this may not apply to your real open book exam, for the Onboarding Test you must close all other apps currently open. This is testing ProctorTrack's assessment of your desktop exam environment.

Click **Force Apps To Close**, then **Retry**.



When the System Check is complete, click **Continue**.



✓
Your system is ready for the exam!



Step 3 Perform the Identity Checks

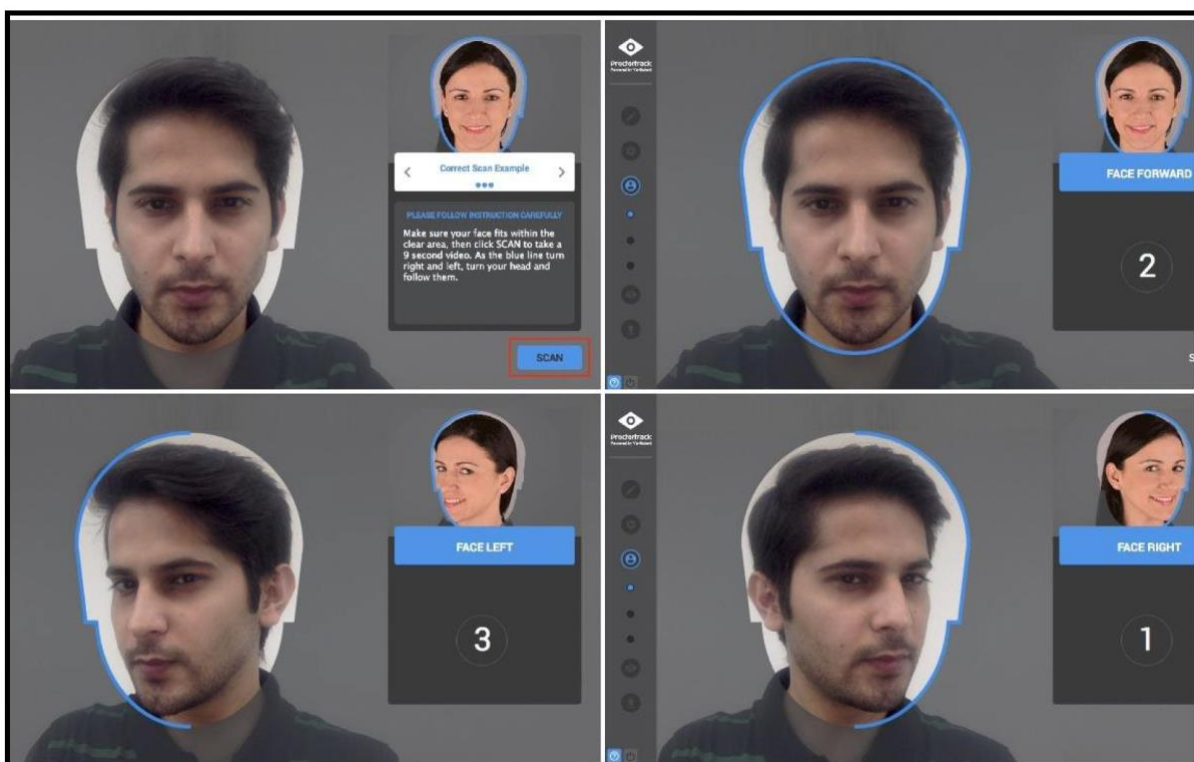
Integral to the Onboarding Test is the completion of an identity check.

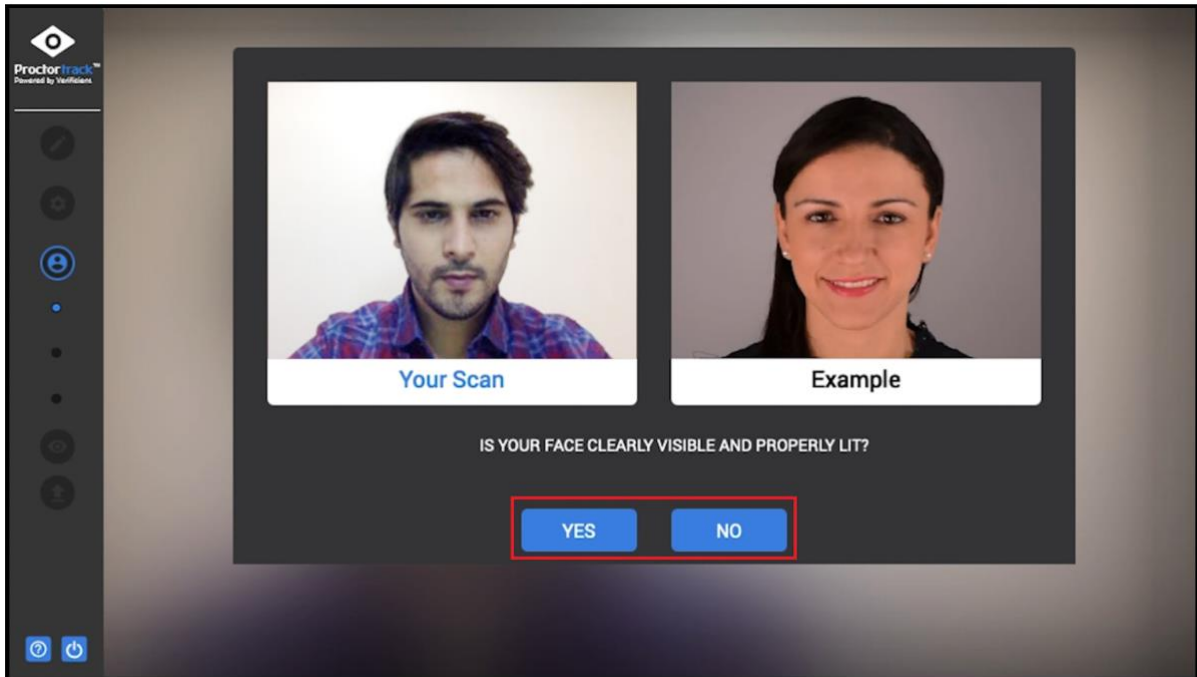
Photographs of your face and of you holding a current, legal form of identity, such as your student ID or a driver's licence, that clearly shows your face and name, will be captured and stored for a maximum period of 12 months for use in verifying your identity at the start of each of your exams. At the end of 12 months, ***your images will be deleted.***

Follow the instructions.

Under the **Let's Get Started** section above, advice about your exam environment included a requirement that your face is clearly visible, that you sit directly in front of the web cam, and that you have consistent good lighting.

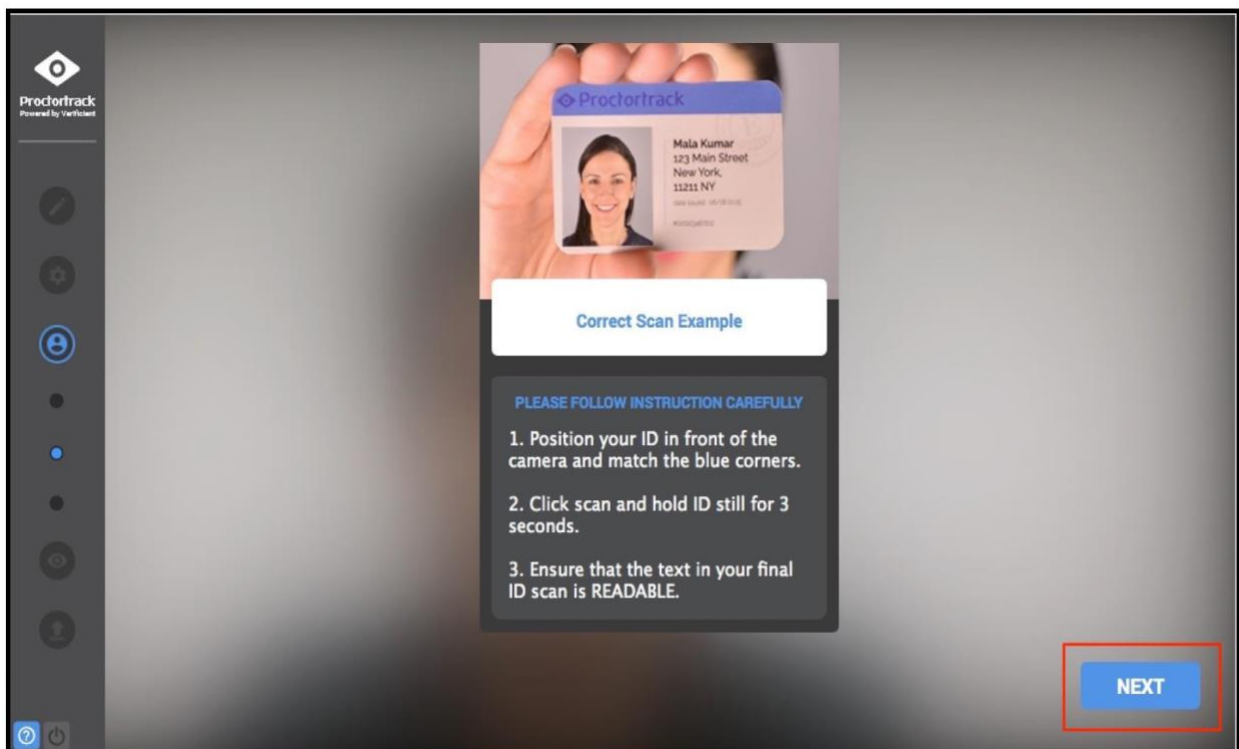
Proctortrack **does not require or record** a scan of your room, or a scan of your desk.

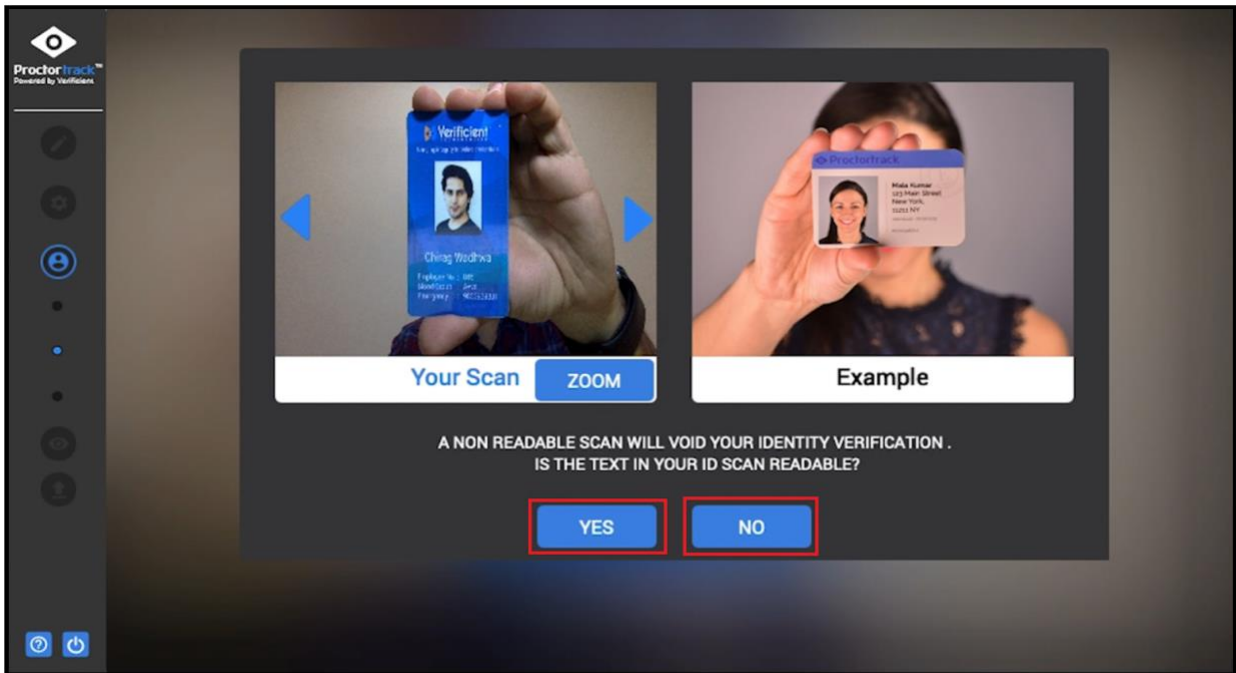




Follow the on screen instructions.

If your face is in shadow, if your face is not lit, if you're in a room with insufficient natural light and no overhead light switched on, if your face is blurred because you move – your onboarding **will fail** for any of these reasons.





Follow the on screen instructions.

Hold your ID so that it clearly shows your face and name.

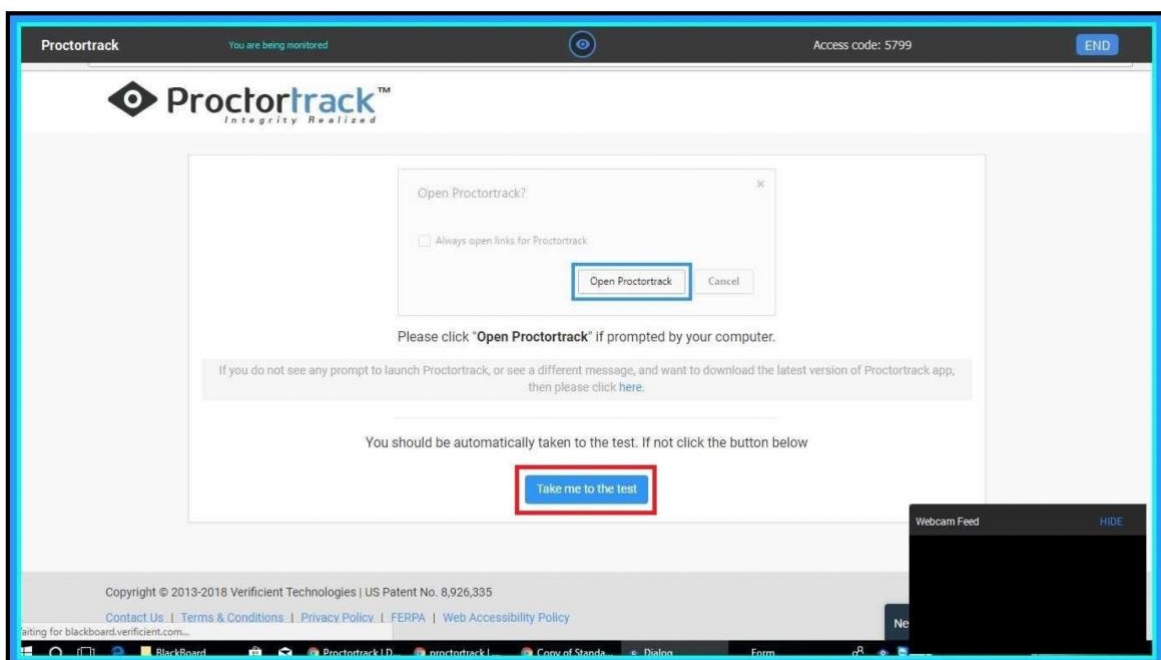
If you are using an ID on your phone screen, ensure that your name is clearly visible.

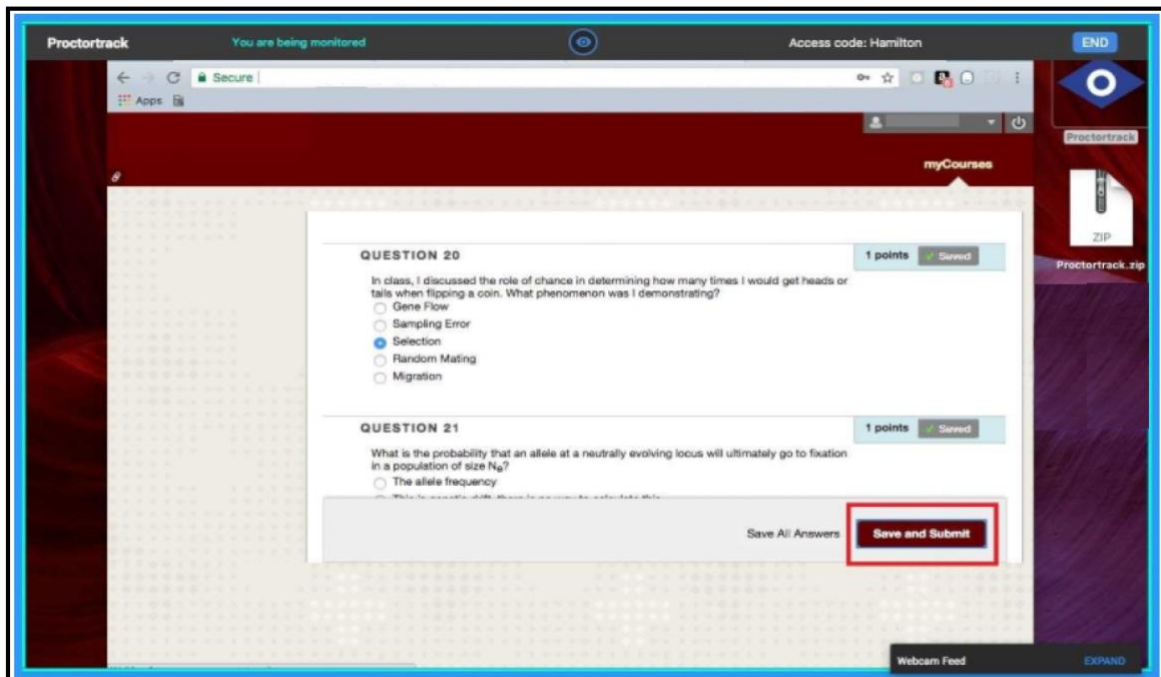
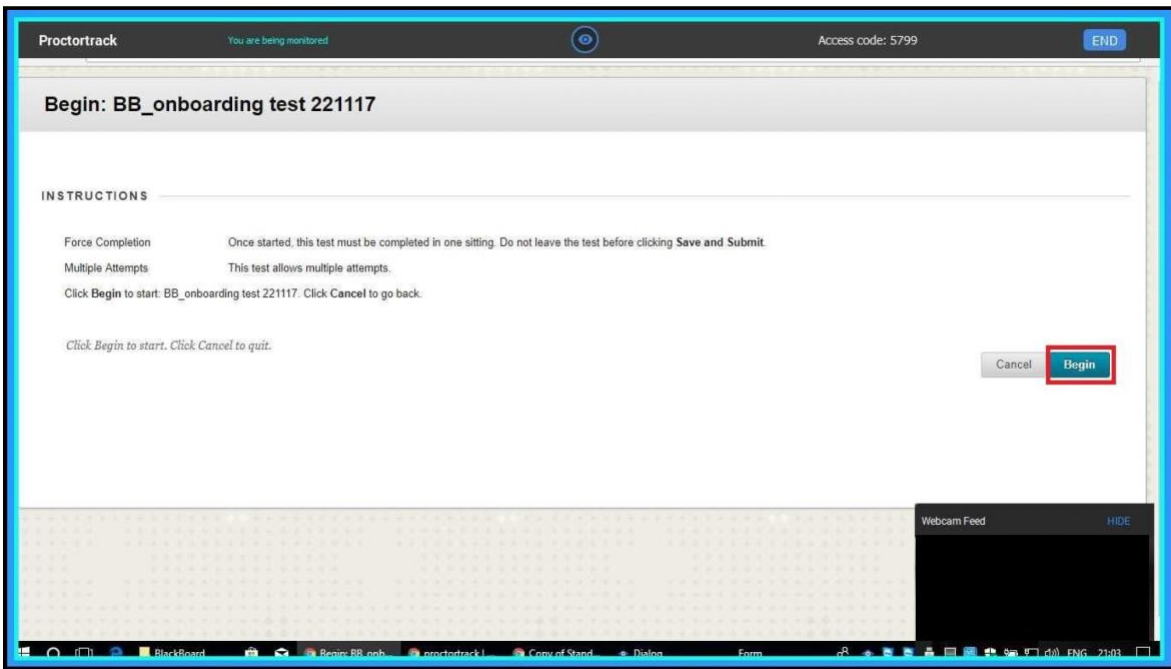
If your photo and/or your name are too small and cannot be read in the screen scan of your ID, your onboarding **will fail**.

Step 4 Launch the Test

The final step takes you back to Blackboard to complete a single question True/False “test” that shows you what the proctored exam experience will look like when you take your actual exam.

A blue frame will appear around your desktop computer screen. This indicates that proctoring is occurring.





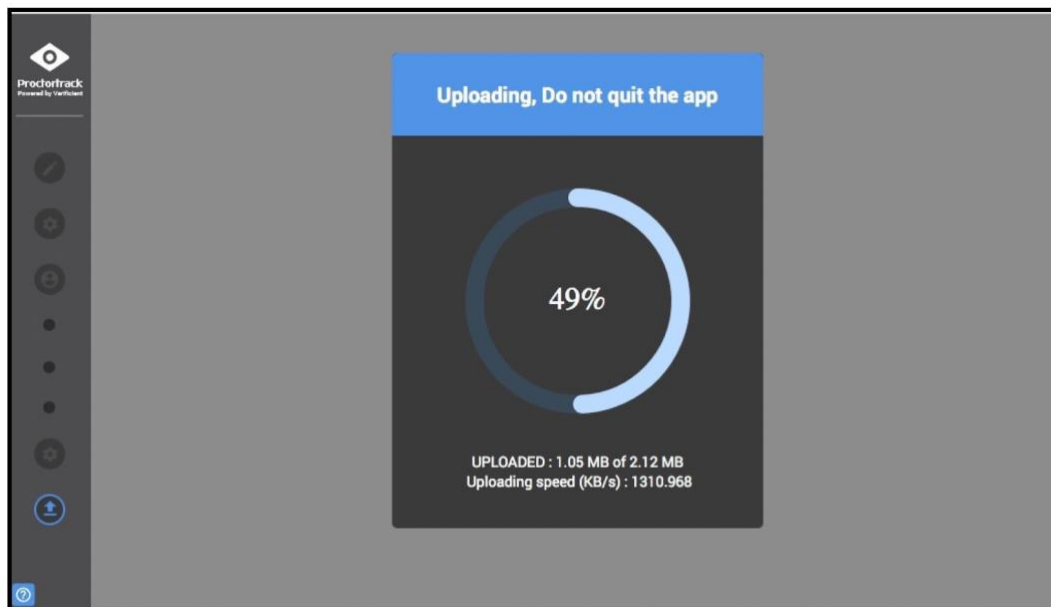
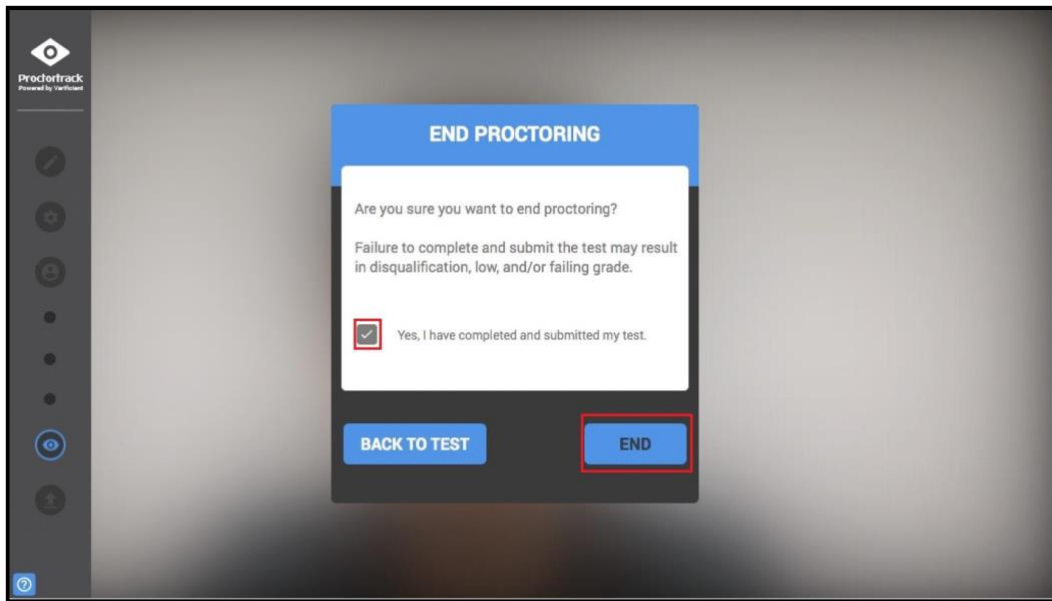
Read the question in your Blackboard learning site. Select True or False.

Click **Save and Submit**. Then click **End Proctoring**.

Wait while the test uploads. Do not quit Proctortrack.

The screen will show **Uploading Complete**.

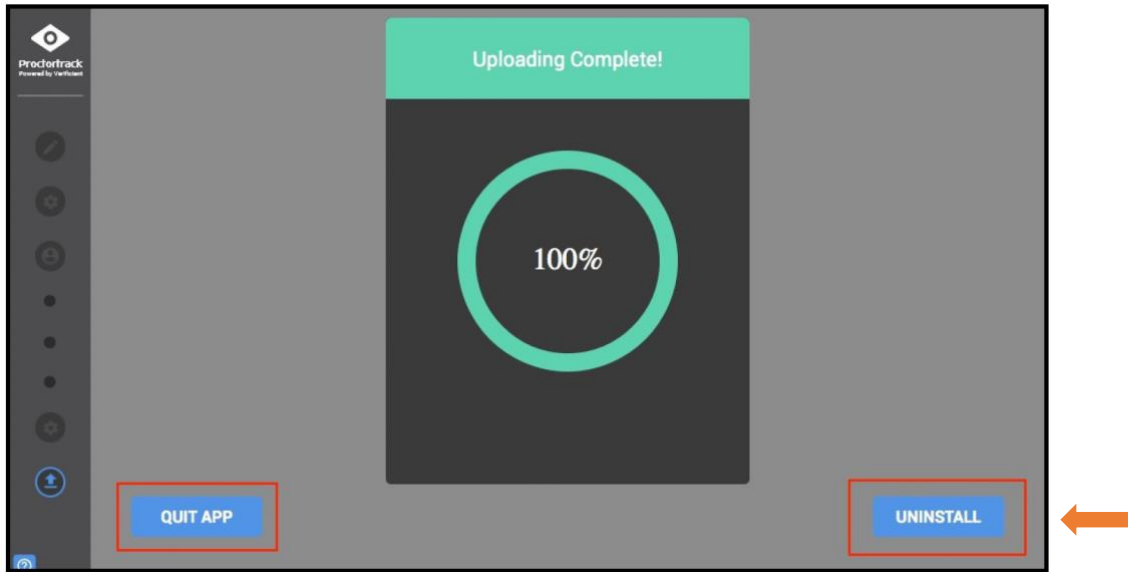
You can choose to **Quit App** or to **Uninstall** the app.



The final screen asks whether you wish to Quit or Uninstall the Proctortrack app.

*It is recommended that you select **Uninstall** to completely remove the app from your desktop or laptop.*

Wait at least 15 minutes and reinstall the app to be ready for your exam.

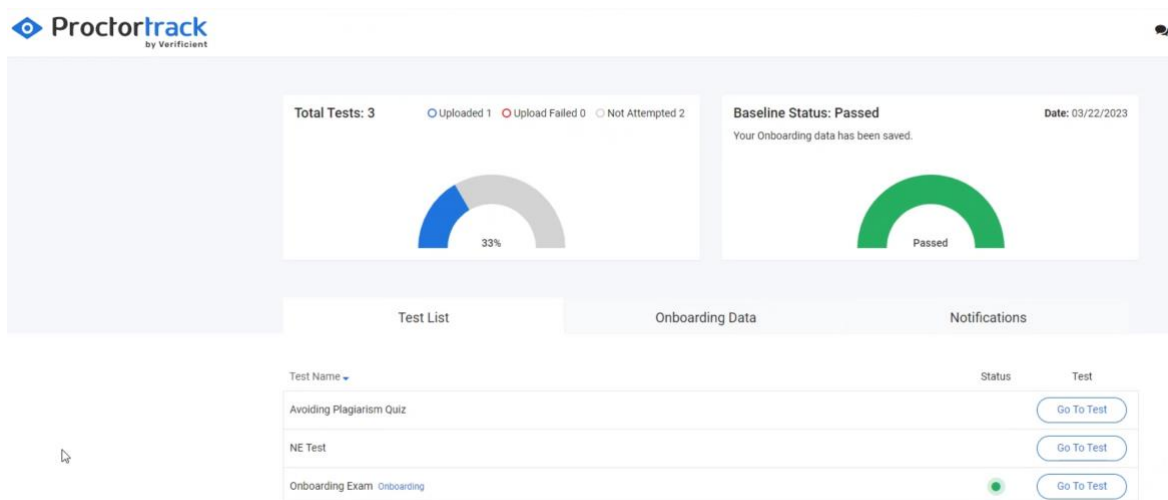


Your Onboarding Test outcome

Proctortrack takes **around four [4] hours** to verify your Onboarding Test, depending on the number of complete tests in the queue.

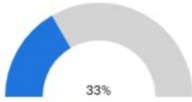
Returning to your Proctortrack Dashboard:

If you have completed the onboarding test completely and satisfactorily, your Proctortrack dashboard will indicate that you are **able to progress** to take your first exam, *when it is available to you*.



If you have not completed the onboarding test completely and satisfactorily, your Proctortrack dashboard will indicate that you **must do it again**, *otherwise you cannot take your first exam*. You will also receive an email notification advising you to do the onboarding test again.


Total Tests: 3 ● Uploaded 1 ● Upload Failed 0 ● Not Attempted 2



33%

Baseline Status: Failed

Click [here](#) to take it again or you won't be able to take other tests.



Failed

Test List
Onboarding Data
Notifications

Test Name ▾	Status	Test
Avoiding Plagiarism Quiz		Go To Test
NE Test		Go To Test
Test exam 201 Onboarding	●	Go To Test

Related information

Please view the [five minute Proctortrack onboarding video guide](#)

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