



proctorio

Proctorio Welcome Packet

Proctorio Welcome Packet

Welcome to Proctorio!

Your institution has recently given you the option to enable Proctorio secure proctoring settings on your online exams to protect the academic integrity of your course.

Within this packet, we have included:

- Introducing Proctorio - Syllabi Language
- Proctorio Start Up Guide
- Proctorio Test Taker Guide
- Exam Environment Guide
- Proctorio Misconceptions Frequently Asked Questions
- Privacy and Data Security Practices

If you have any questions regarding the Proctorio integration, we highly recommend you visit our [Help Center](#) or start a support chat with one of our expert support staff members, available 24/7/365. Simply click on the Proctorio shield icon in the upper right hand corner of your browser to start a chat.

Thank you for choosing Proctorio and best of luck with your online exams!

Syllabi Description • US Higher Education

Instructions: Paste the following information below into your course syllabus.

Proctorio is a Learning Integrity Platform

This course will use Proctorio, a remote proctoring solution designed to protect the integrity of this course's assessments. As your instructor, I've chosen the secure exam settings required by this course and only I will make a judgment as to any potential academic integrity violation.

Equity and Fairness

The reason I've chosen Proctorio for this course is to make education more equal, by giving each student an opportunity to earn the grades they deserve. The US Federal Government also requires that all schools have a process in place for verifying student identity to protect against Federal Student Aid (FSA) fraud.

Privacy

Proctorio is a trusted platform for remote proctoring because of its commitment to student privacy. Proctorio uses single sign-on through our LMS and only I or approved individuals, here at our institution, will have access to your exam data. Proctorio never requires personally identifiable information from students and Proctorio will never sell your data to third parties. Read more about [Proctorio's approach to privacy](#).

Security

Proctorio only runs during your exam and as an extension in your browser. This means that Proctorio works within a sandbox and has limited access to your computer system.

All student data is kept safe using zero-knowledge encryption, meaning student data is scrambled and unreadable by anyone outside of our institution's learning platform. Even Proctorio can't see your exam data. Proctorio also engaged with a third party security company to ensure that all of Proctorio's security systems are up to date and functioning properly. Read [the full security audit here](#).

Read more about [Proctorio security](#).

Getting Started

Before getting started on your first exam, make sure to follow the instructions in [Proctorio's Quick Start Test Taker Guide](#) for the extension. To verify your computer system meets the requirements, take the practice quiz. This will ensure that everything will run smoothly on the day of the exam.

If after reading the Quick Start Test Taker Guide if you have any trouble while using Proctorio, you can reach out to Proctorio support for troubleshooting. Proctorio support is available 24/7 and can assist in troubleshooting any extension related issues before, during and after your exam. You can contact Proctorio support via email at support@proctorio.com or by starting a live chat by clicking the Proctorio extension's shield icon.



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Proctorio Faculty Start Up Guide

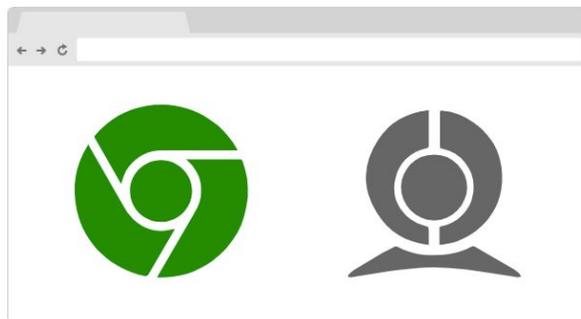
Please note, the Proctorio integration is customized based on the platform you are using. The workflow and interface may potentially be different from the ones below.

Proctorio Faculty Start Up Guide

1. Always use the **Chrome web browser** when interacting with a Proctorio-enabled exam.
2. Make sure you have the Proctorio Chrome extension installed.
3. You can install it [here](#).
4. Click on **Step 2** to add the extension to Google Chrome.

Proctorio *Chrome Extension*

This course requires you to install an extension into your browser.



- 1 Install Google Chrome.
done.
- 2 Install Proctorio Chrome Extension.
<http://getproctorio.com>
- 3 Done!

5. Select the **Add to Chrome** button and then **Add Extension**.
6. You should then see a shield icon in your browser menu.



7. You are now ready to start using Proctorio!

How to Enable Proctorio on an Exam

1. Log into your platform and choose the course where you want to add or edit an exam.
2. Navigate to the exam that you want to enable Proctorio on.
3. Navigate to the exam editing options.
4. If Proctorio has not already been enabled on the exam for you, you will need to enable it for your exam. Please find an example of adding Proctorio to an exam below*:

Remote Proctoring

Enable Proctorio Secure Exam Proctor

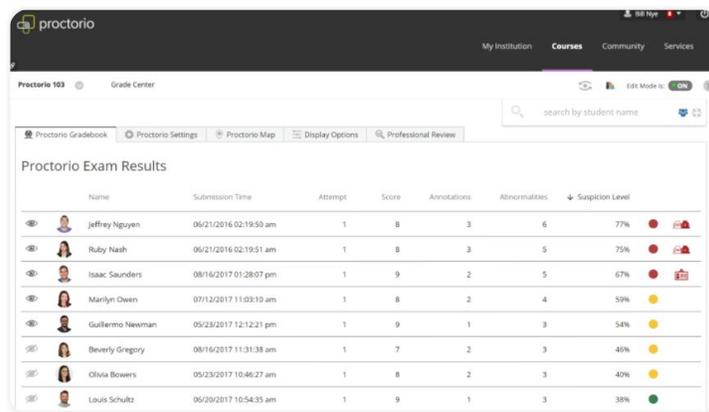
**Please note, this may look different in your instance and/or Proctorio may already be enabled on your exam.*

5. The Proctorio Settings will then be applied and you can save your exam.

How to Use the Proctorio Gradebook

The Proctorio Gradebook displays high-level information about each remotely proctored exam to provide a quick visual indication of what should be investigated further. You can then go into an individual student's attempt for additional information.

1. Navigate to the Proctorio Gradebook within your platform.
2. The new page will populate displaying the Proctorio Gradebook. It contains the information that was collected during the remotely proctored exam.



Name	Submission Time	Attempt	Score	Annotations	Abnormalities	Suspicion Level
Jeffrey Nguyen	06/21/2016 02:19:50 am	1	8	3	6	77%
Ruby Nash	06/21/2016 02:19:51 am	1	8	3	5	75%
Isaac Saunders	08/16/2017 01:28:07 pm	1	9	2	5	67%
Marilyn Owen	07/12/2017 11:03:10 am	1	8	2	4	59%
Guillermo Newman	05/23/2017 12:12:21 pm	1	9	1	3	54%
Beverly Gregory	08/16/2017 11:31:38 am	1	7	2	3	46%
Olivia Bowers	05/23/2017 10:46:27 am	1	8	2	3	40%
Louis Schultz	06/20/2017 10:54:35 am	1	9	1	3	38%

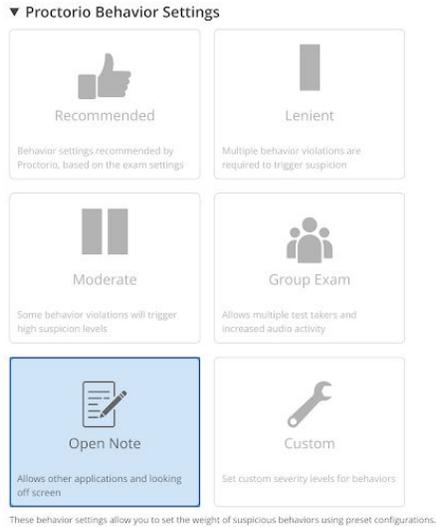
3. The Proctorio Gradebook will provide a suspicion level for each test-taker. The suspicion level is a percentage that represents low, medium or high suspicion for an exam. The suspicion level is a quick calculation based on the aggregation of frames during the exam which were deemed suspicious based on settings dictated by the instructor. The Proctorio Gradebook will color code and list students by a suspicion score to highlight the suspicious attempts for review.

The suspicion indicators will be listed from highest level, with percentage ranking (indicated in red), to the lowest level (indicated in green), which enables the instructor to quickly scan a class or assessment group and identify those that may need further review.

4. **Proctorio Settings** in the Proctorio Gradebook will display two options:
 - Proctorio Behavior Settings
 - Proctorio Exam Settings (the Exam Settings will become locked after an exam has been started by a test taker).

The **Behavior Settings** do not turn off the collection of data, this is done through the Exam Settings. Instead, they set the weight of the Behavior Flags. The Behavior Settings are customizable and can be changed at any time. Behavior Settings should reflect the type of exam that is being given.

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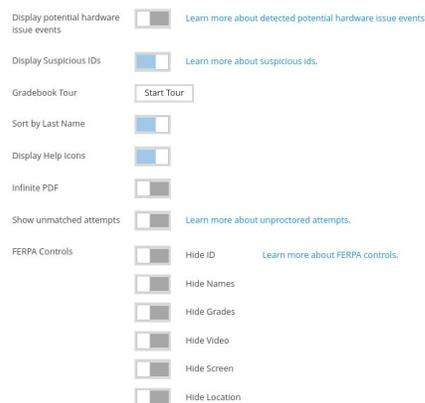


The **Proctorio Frame Metrics** will compare one test taker's actions to the rest of the exams in the class.

Exam Analytics for the exam attempt will be shown in the Proctorio Gradebook and the details can be viewed under the exam video player. If you want this data to be collected, ensure the Record Video and Record Audio exam settings are enabled for the assessment. These Exam Analytics are controlled by the Behavior Settings, which turn each of the Exam Analytics on or off.

When combined with behavioral, environmental, and technical metrics, the machine learning within Proctorio's platform is able to strategically identify the students that need review, and then easily flag and identify specific violations in an exam attempt. Proctorio flags suspicion based on the instructors criteria when applying the behavior settings.

5. Display options will provide a variety of ways to change how Proctorio Gradebook is displayed. FERPA controls will hide the test-taker's personally identifiable information in case information in the Proctorio Gradebook needs to be exported and/or shared.



- 6. **Export Options** will allow you to export the current quiz to a PDF. Proctorio provides several options to customize the PDF.

Gradebook PDF Report

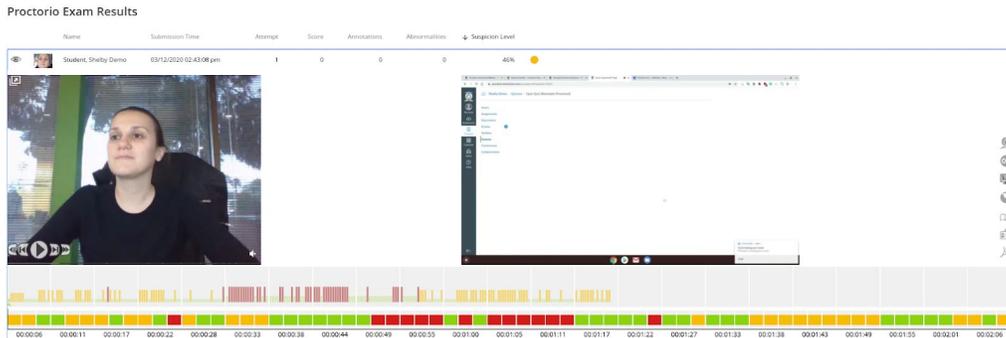
Download the Gradebook information for all test takers in PDF format.

Include the following sections:

- Exam Information
- Proctorio Exam Settings
- Proctorio Behavior Settings
- Test taker Results
- Attendance Report

Generate PDF

- 7. **Proctorio Exam Results** - If you need more details on a particular attempt, clicking on that row in the gradebook will display the Exam Video Player. You will be able to see a timeline that shows suspicion levels throughout an exam attempt as red, yellow or green.



Proctorio Exam Video Player Icons - The recording can be controlled with video playback controls. Each button contains a title tag. This shows a small description if you hover over the button for a few seconds.



The **Incident Log** will display any potential incident based on the instructor's settings. Each flag has its own messaging in the incident log. The Incident Log can be viewed by clicking the Proctorio icon at the top of the information toolbar on the right side of the screen.



The Incident Log automatically scrolls during play to keep up with the video player.

The **Display Room Scan** tool will display the student's room scan attempts when the Record Room option is enabled.



During the room scan, the student is prompted to record a 360-degree video of their exam environment. Once completed the student resumes their attempt.

To playback the room scan, simply click and drag the cursor to the right. If there were multiple room scans you can select the individual attempt by selecting the small dots.

The **Display screen recording** will allow the instructor to view exactly what the test-taker was seeing on their monitor.



This can include other programs, websites, etc.

The **Display Location** Information will record location and internet information when the test taker begins their remotely proctored exam.



The geo-location data can be accessed from the globe icon within the Proctorio exam video player toolbox on the right side.

The **Display Annotations** option will allow the instructor to leave comments on the test taker's video on a frame by frame basis. These comments can be exported along with the PDF for future reference in case of a grade inquiry.



Annotations can be color coordinated to highlight their relative suspicion. The color of the annotation can be selected by clicking on the desired color box. The annotated frame will show

Proctorio Faculty Start Up Guide

up in the timeline at full height and in the color that was selected. This will also cause the section in the overall timeline to turn red. This is to give an indication that this area of the video should be looked at.

The number of annotations for a video is displayed on the annotations icon in the toolbox.

Adding an annotation

To add the annotation, simply click the annotations icon in the Proctorio exam video player toolbox on the frame you wish to leave a note for. Enter your message and click the “Save Annotation” button.

Updating an annotation

To make a change to an existing annotation, go to the frame with the annotation and click the annotations icon. This will load the previous annotation into the text area for editing. When complete, click the “Save Annotation” button.

Deleting an annotation

To delete an annotation, go to the frame with the annotation and click the annotations icon. This will load the previous annotation into the text area for editing. Erase all the content within the text area. When complete, click the “Save Annotations” button.

Incident Log Filter



There are three view states:

- Proctorio Incidents Only
- Professor Annotations Only
- Both Proctorio Incidents and Professor Annotations

Display Identification

Enabling the Verify ID option will require the test taker to hold up his or her ID card to the camera during the exam pre-checks. The image can be reviewed in the Proctorio exam video player in the Gradebook.



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Proctorio uses machine learning to scan and automatically detect ID cards, such as driver's licenses and test taker's student IDs. When Proctorio detects an ID, it will automatically capture the image and display it in the Proctorio Gradebook.

Proctorio will automatically highlight ID cards that are suspicious. This could include IDs that are blurry, damaged or of an unrecognized format. These IDs will be shown with a red ID icon.

Display PDF export options

You can export the current quiz to a PDF file. Proctorio provides options to customize the PDF. The only page that is required is the Summary page.



You can customize the PDF enabling and disabling different pages:

- Incident Log
- Exam Analytics
- Exam Settings
- Professor Annotations

Exam Review - Attempt Ended Messaging

Proctorio records the reasons why exam attempts ended to give full context as to what happened during the exam.

The attempt ended when the test taker submitted the exam. [Learn more about this alert.](#)

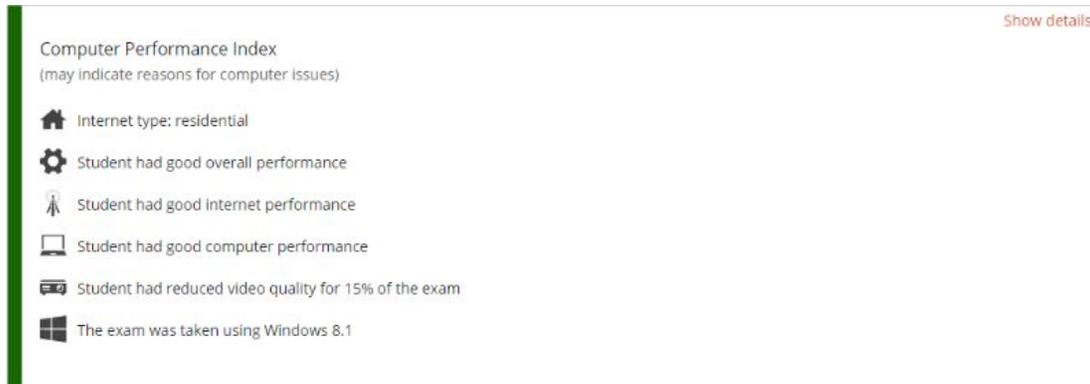
Attempts that were ended for suspicious reasons will contain a red flag within the Gradebook row.

Computer Performance Index

The index will give you the full details about the test taker's computer and internet connection when going through the System Prechecks, as well as, throughout the exam.

To display all the collected data click anywhere on the Computer Performance Index to expand it.

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The screenshot shows a 'Computer Performance Index' report. At the top right, there is a 'Show details' link. The report title is 'Computer Performance Index (may indicate reasons for computer issues)'. Below the title, there is a list of six items, each with an icon and a text description:

- Internet type: residential (house icon)
- Student had good overall performance (gear icon)
- Student had good internet performance (person with signal icon)
- Student had good computer performance (laptop icon)
- Student had reduced video quality for 15% of the exam (video camera icon)
- The exam was taken using Windows 8.1 (Windows logo icon)

The Proctorio Computer Performance Metrics are a measure of the test-taker's machine when taking an exam. These values take into account the computing power of the machine and the internet connection.

Web Traffic Index

This option will record any web page visited during the exam. When you enable this option, the URL of the website will be collected as well as a screenshot of the page that the test taker is visiting.

To ensure that these events are recorded in the Incident Log, the Navigating Away behavior setting must be set to have a weight of one or more.

Exam Analytics

Exam Analytics are calculated with respect to the rest of the class and are factored into the suspicion level. Test taker's behavior that drastically differs from the average behavior found within the class during the exam attempt may be flagged.

There must be more than three exam attempts within the class to calculate the Exam Analytics. It is encouraged to only use this information after all exams have been completed.



Proctorio Quick Start

Guide for Test Takers

For Public Distribution - September, 2020

Hello, and welcome to Proctorio!

Proctorio is the leading Learning Integrity Platform, designed to securely expand learning opportunities for students everywhere. By using Proctorio, you are supporting equality in education, and in turn protecting the value of educational degrees.

We know you value your privacy, and we do too. So, before you get started, there is some **important privacy information you should know:**

- **No personal information required** - We never require the collection of personally identifiable information (PII).
- **We will tell you before we record any exam data** - No one is watching you and there are no programs running in the background. Proctorio is only running while you take your exam. Once you are done, it turns off.
- **We utilize Zero-Knowledge encryption to keep your data safe** - Zero-Knowledge means we know nothing about the encrypted data on our servers. This unique design means nothing leaves your computer until after it is encrypted and it is never unencrypted until it is unlocked by an authorized school official. It's not just end to end encryption, it's a zero-knowledge system.
- This means **only your instructor or approved individuals at your institution have access** to your exam recordings and data.

Because Proctorio runs as a Google Chrome extension, you can uninstall and install it whenever you want. It is also important to remember that all exam settings are determined by your instructor and/or your school, not Proctorio.

You're almost ready to start your exam!

Before we begin, please know that every Learning Management System (LMS) is different and that your Proctorio experience may vary depending on the LMS you are using.

- First, make sure you are using Google Chrome. You can [download Google Chrome](#) and install it if you don't already have it on your computer.

macOS



Drag Chrome into your applications folder. Then launch it from there.

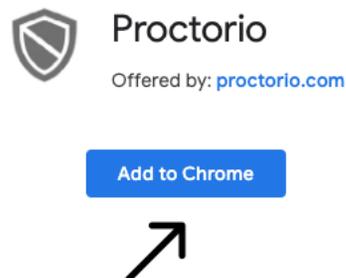
Windows



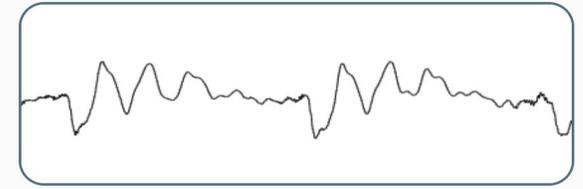
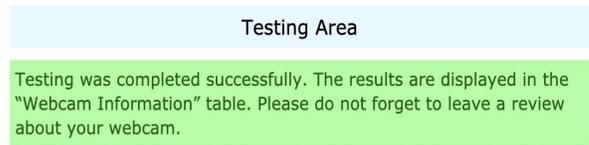
Double click the installer file and follow the instructions.

- Then open Chrome and head over to [getproctorio.com](#) to install the Proctorio Google Chrome extension.

1. Use Google Chrome ✓
 2. Install the Proctorio Extension
[Click here](#)
- 



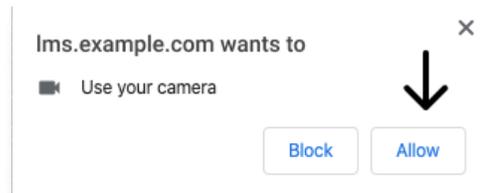
- Make sure you have a properly-working webcam and microphone and that you are using the latest version of Google Chrome:
 - Check to make sure your camera works in Chrome at <https://webcamtests.com/>. Click the "Test my Cam" button and wait for the test to complete.
 - Check that your microphone works in Chrome at <https://www.onlinemictest.com/>. Click the play button. If the lines move when you talk, your mic is working.
 - To update your version of Google Chrome go to <https://support.google.com/chrome/answer/95414>



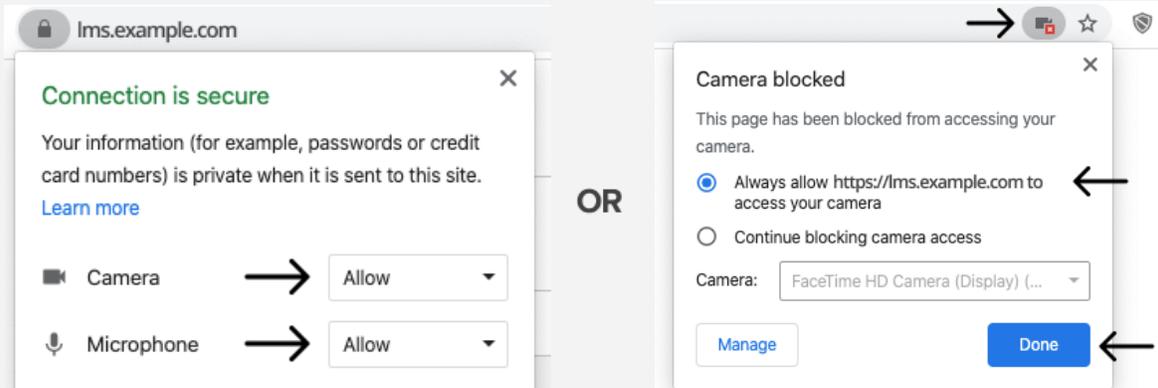
If the camera or microphone are having any issues, please fix those issues before starting your exam.

Now, it's time to take your exam!

- First, we recommend you restart your computer, which will free up available memory (RAM).
- Head over to your institution's LMS (where you would access your assignments and exams).
- Enter your course and select the right exam.
- Once you select the exam, Proctorio will start automatically.
- Before your exam begins, you will be taken through a series of **pre-checks**. These will establish and verify your internet connection, operating system, camera, and microphone.
- Depending on the exam settings, you may also be asked for permission for camera and microphone access. You must click "**Allow**" to continue.

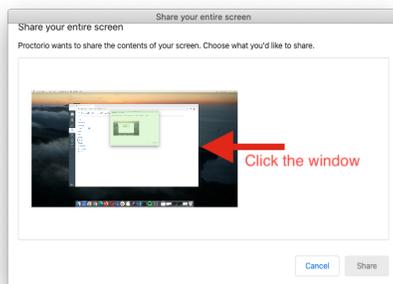


If your camera or microphone fails the pre-check please set their permissions to **allow** by clicking the padlock icon (upper left) or broken camera icon (upper right) of the Chrome address bar.

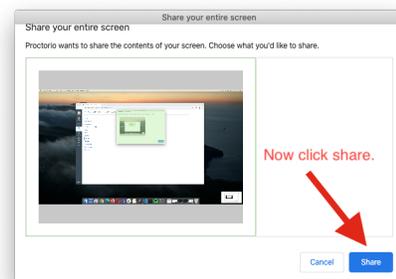


- Depending on the exam settings, you may also be required to show your ID card.
- Depending on the exam settings, you may be asked to share your screen. **The “share” button will be disabled until you click on the screen you want to share:**

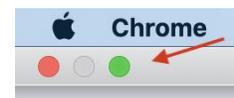
STEP 1: SELECT THE SCREEN



STEP 2: CLICK SHARE



- macOS Catalina (10.15) users may experience an **error** when attempting to share their screen. The solution is take the browser out of full-screen mode *before sharing*. To do this, move your mouse cursor to the upper left hand corner of the browser window, exposing the green browser window button and click it.



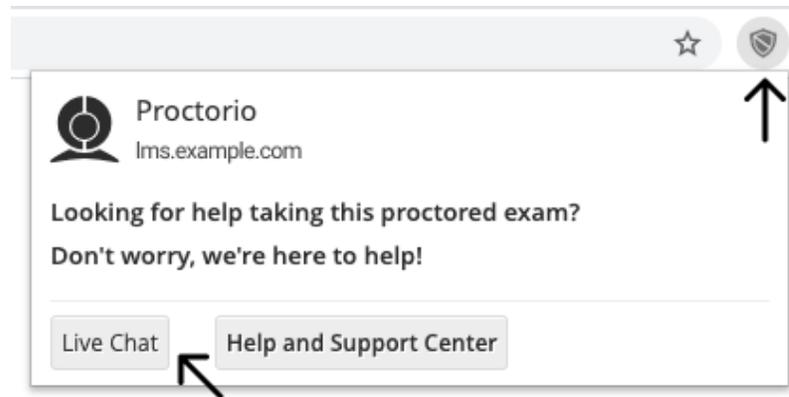
- **Note:** if your instructor has set a time limitation for your exam, the exam time will not begin until *after* you have completed Proctorio’s pre-check process and the exam starts.

Once you've made it through the pre-checks, you are ready to go! Good luck!

Need support?

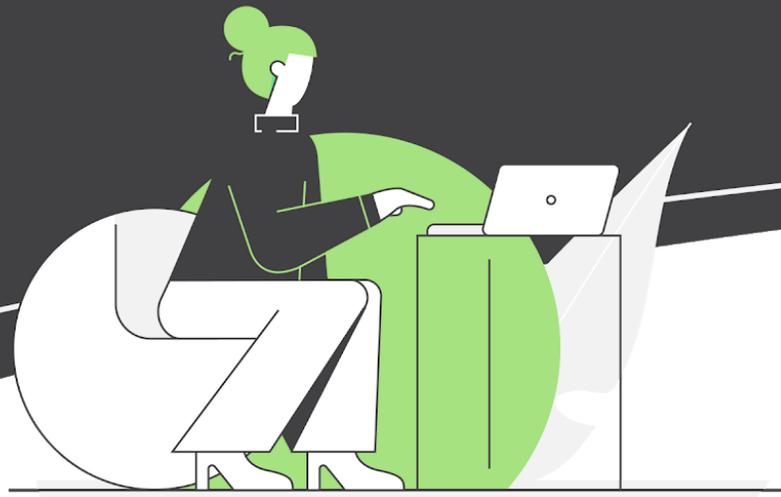
If you need additional assistance, Proctorio's Support staff is ready to help you! You can contact Support through one of the following ways:

1. Proctorio's Live Chat can be accessed by clicking on the extension icon and starting a chat once you are in the exam.



2. Email Support at support@proctorio.com

Last updated: 06/05/2020



Helpful Tips for Test Takers

Exam Environment Best Practices

For Public Distribution - September, 2020



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>.



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Proctorio Misconceptions FAQs

For Public Distribution - September, 2020

General

Q: Proctorio is basically malware/spyware, isn't it?

A: No, spyware indicates that the program is secretly stealing information from the owner of the device without the user knowing. Our program makes the user fully aware of what permissions are required to access a Proctorio exam before entering the exam. Our program only runs during an exam as a browser extension, so it runs within a sandbox and is limited in its access to the user's personal computer.

Q: Once I install Proctorio, will it always be running in the background of my computer?

A: No, Proctorio only runs during the exam. Since it is a browser extension, it can be uninstalled immediately after an exam is submitted and reinstalled in time for the next exam.

Q: Why are students forced to download Proctorio?

A: Proctorio never forces anyone to do anything. Proctorio requires all of its partnered institutions to provide alternative forms of proctored assessment to students. It is also important to note that Proctorio runs as a browser extension and can be uninstalled and reinstalled as many times as the test taker chooses.

Q: Does Proctorio use facial recognition?

A: No, we use gaze detection instead, which is an extremely important distinction from a privacy perspective. Facial recognition is the collection and measurement of an individual's unique facial geometry, which is considered biometric data. Gaze detection is only used to see if a test taker is looking away from the screen for an extended period of time, if there are other people present in the test-taking environment, or if the test taker has left the exam for any reason.

Q: Does Proctorio access test takers' personal computer files or data?

A: No, Proctorio is a browser extension and operates within the browser extension sandbox. Therefore, its access to the test takers' personal computer is limited.

Q: Is your product's design to capitalize on instructors' mistrust of students?

A: No, our product's sole purpose is to ensure and protect the integrity and value of an online course or exam.

Q: Why don't you allow bathroom breaks during your exams?

A: Actually, Proctorio encourages instructors to allow bathroom breaks during longer exams. However, it is the instructor's final call on whether or not test takers can leave the exam area and re-enter. Proctorio has no control over this.

Q: It would be preferred if the institution wasn't using an outside company and was using a way of assessment through the school system instead.

A: Unlike some of our competitors, Proctorio integrates directly within the exam administering platform and authenticates the users via Single Sign On, which means that no extra credentials are needed and there is no need to access another third-party site. Proctorio aims to mimic an in-class or testing center experience by only allowing the instructor to review student behavior during exams and make all determinations regarding behavior.

Room Scan Setting

Q: Why is Proctorio forcing me to do a room scan?

A: Proctorio has no default settings. The room scan is an optional setting that your instructor must enable for your exam. They may do this to ensure that no tools are used for the exam outside the camera's field of view (e.g. mobile phone, notepad or textbook). Only your instructor can and will evaluate the room scan.

If you still feel uncomfortable with the room scan, please contact your institution. Most institutions offer an alternative option.

Q: Is the room scan required to do for the whole test?

A: No. If the room scan setting has been chosen by your instructor, you will be prompted to record a room scan at the beginning of the exam and again during the exam if required.

Q: Is the room scan required to do for the whole test?

A: No. If the room scan setting has been chosen by your instructor, you will be prompted to record a room scan at the beginning of the exam and again during the exam if required.



Q: Do I lose exam time during the pre-check process or the initial room scan?

A: No. The exam timer does not start until after the pre-checks are complete.

For room scans, the time continues to run, but your instructor will have set aside a little more time for this. However, you should complete the room scan immediately and return to your exam in order not to lose any additional time.

Behavior

Q: Does Proctorio monitor students' bodies?

A: Proctorio does not monitor students' bodies. The monitoring and recording of test takers' faces is not dictated by the Proctorio software, but by the instructor or the institution. Only they dictate which settings are enabled during an exam and only they have access to the exam recordings and are able to make determinations on academic integrity violations.

Q: How do you decide what behavior counts as "cheating"?

A: Proctorio doesn't determine which behavior is considered cheating. Only the instructor or the institution can dictate what type of behavior is considered as an infringement on the integrity of the exam. Instructors can also review all exam attempts to verify that any flagged behavior was truly infringing on the integrity of the exam.

Q: How do you dictate what "normal" behavior is?

A: The Proctorio software does not dictate what is considered "normal behavior". Behavior is flagged based on its stark irregularity compared to the behavior found in other exam attempts. After the exam is finished, the instructor is able to review the exam attempt by the given test taker and make the final decision on whether or not the behavior actually infringes on their exam's academic integrity.

Q: What do you do with test takers whose eyes move around a lot?

A: Proctorio does not track eye movements. Instead, instructors can enable settings to ensure test takers are consistently interacting with the exam during their exam attempt.



Q: What if a student looks at the clock to check the time? Or if a student tends to move around a lot? Will they be flagged?

A: Subtle movements, such as the ones mentioned, are not likely to be flagged as the system isn't extremely sensitive in most cases. Even if such actions are flagged, the instructor is able to review the exam attempt and judge whether the given behavior was actually dishonest or not.

Data Security

Q: Will Proctorio ever sell or share test takers' exam-related information?

A: No. Proctorio never sells or shares test takers' exam-related data to third parties.

Q: What happens if there is a data breach?

A: Proctorio encrypts exam-related data in three layers in transit and at rest, so exam-related data never leaves the test taker's computer unencrypted. At rest, exam-related data is stored with zero-knowledge encryption, allowing the data to be inaccessible or completely useless to any individual other than the approved school administrators. This includes employees at Proctorio.

Q: Where is student data being held? On campus?

A: Test taker data is stored in secure geographically-relevant Microsoft Azure data centers close to the institution itself.

Q: What happens to students' data if an institution ends their contract with Proctorio?

A: Proctorio keeps the stored data for 30 days after the end of the contract, unless otherwise specified by the institution. At the end of the 30 days, the data is either transferred to the institution or destroyed.

Q: Can students access the exam data ever?

A: No. The only people that can access and unencrypt the exam-related data are the instructors and approved school administrators. They, themselves, can only access the data within their testing platform and can't download the data at any point.

Q: Where is the data center of Proctorio located?

A: Data is stored in Microsoft Azure data centers that are located geographically near the partnered institution. This included all of our EU based partnerships, in full compliance with GDPR.

Q: Will European data ever be transferred to the U.S.

A: No. All exam-related data collected from institutions in the EU will stay in the European data center at Frankfurt, Germany, in full compliance with GDPR.

Data Collected

Q: Does Proctorio collect biometric information?

A: Biometric information can include facial recognition, keystroke fingerprinting, or voice recognition. Proctorio does store video and audio recordings of test takers, which are not considered biometric data. With zero-knowledge encryption these recordings are rendered useless and inaccessible to anyone other than the exam administrators or approved individuals at the institution.

Q: Does Proctorio monitor keystrokes?

A: We do not make use of keystroke fingerprinting. We do track keystroke anomalies, as in if the test taker is pressing keys, to ensure that the test taker is still at the computer and interacting with the exam.

Q: Does Proctorio require students to input biometric information or personally identifiable information to enter an exam?

A: No, Proctorio never requires test takers to upload biometric information or enter additional PII to enter an exam. Instead, test takers simply sign into their LMS to access their exam.

Q: Are the images of scanned test takers' IDs stored?

A: Images of the ID are only stored for the identity verification process. They are collected, submitted to the verifier, and stored with zero-knowledge encryption so that no one but authorized individuals or the instructor can access these images.

Exam Environment

Q: I don't want my instructor to see my bedroom. What do I do?

A: We always recommend test takers to take their exams in a place where they won't be distracted or bothered when possible. We also recommend that test takers take their exams in a more neutral setting like the living room or the dining room when possible.

Q: I live with a lot of roommates, will I get flagged for them making noise?

A: We always recommend that test takers explain their living situation to their instructor before the exam. That way the instructor can customize the exam settings to fit their and their students' needs and/ or environment.

Q: What happens if the webcam isn't able to pick up my image?

A: There are multiple reasons that this could be happening. But to fix this, try moving the webcam around, sometimes the angle that it is currently sitting at makes it hard to capture your features. It also may be an issue with the background. When a background is too busy or irregular, it can be hard to detect your features. If possible, you can try moving to a space that has a more plain background.

Q: I wear glasses and the webcam isn't picking up my image?

A: You may be experiencing glare from the reflection with the lenses. To fix this, try adjusting the angle of your head a bit and focus on the screen rather than the webcam. You can also turn down the brightness on your computer.

Test Taker Privacy

Maintaining test taker privacy is at the core of our product, not an afterthought.

That's why only approved administrators are allowed to access your data and we never require additional Personally Identifiable Information to enter an exam.



Three Layers are Better Than One

All test taker data is secured and processed through three layers of encryption:

01

Transmission into the datacenter is only over TLS 1.2 or 1.3 and, if the client supports it, we use Perfect Forward Secrecy (PFS).

02

Data at rest within the data center is encrypted using AES-256 and is FIPS 140-2 compliant. All data centers are ISO 27001 certified, SOC 2 attested.

03

Lastly, the zero-knowledge layer is secured using AES-GCM, using encryption keys never shared with Proctorio.

Zero-knowledge Encryption

Proctorio utilizes zero-knowledge encryption, which means Proctorio has zero access to the encrypted data on its own servers. This unique design ensures that nothing leaves the test taker's computer until it has been encrypted, and data is only decrypted when unlocked by an authorized official. It's not just end-to-end encryption, it's a zero-knowledge system.

Recognized for Prioritizing Privacy

Proctorio has been recognized by The IKeepSafe Coalition for meeting the highest data security and privacy standards, making Proctorio the first and only remote proctoring software to earn their certifications, which includes FERPA, COPPA, and the California Student Privacy Certification.

Proctorio has proudly signed the Student Privacy Pledge and has been a continuous facilitator in discussions, surrounding the increase and improvement of the security of test taker data and privacy.

-  iKeepSafe Coalition
-  FERPA
-  COPPA
-  CA Student Privacy Cert.
-  Student Privacy Pledge