

# Guidelines for completing Guardian Browser - Invigilated assessments (ProctorU)



## Device and system requirements

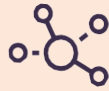


Personal desktop  
or laptop  
computer\*



Webcamera +  
microphone +  
speakers

(headsets not permitted)



Stable &  
reliable internet  
connection



Guardian Browser  
Download [here](#)

## Test your Equipment

**Before you start your practice exam, its important that you test your equipment. You can test your equipment by navigating to the Test Your Equipment button on your ProctorU dashboard:**

**If you are unsure whether your computer or laptop will be compatible with ProctorU, you can find more information [here](#).**

### \*NOTE:

- Work issued devices are not compatible with ProctorU. A personal device is recommended. If you do not currently have an appropriate computer, you may need to borrow or purchase one.
- Antivirus software or lack of admin rights may prevent installation.
- Windows 10/11 users who cannot install the browser should follow these troubleshooting instructions provided or contact UniSQ for help.
- Remote-access software ie: Teamviewer must be disabled or uninstalled before commencing your exam

Complete the [ProctorU practice exam](#) on the device you plan on using to complete your assessment, and ensure it works as required.

## Your assessment environment

You must ensure the room selected for taking the assessment is:

1. **Private, quiet and free of distractions**
  - » Advise your family or housemates your assessment is taking place.
  - » Do not allow other people to enter your assessment space while the assessment is in progress.
  - » Post signage to indicate your assessment is taking place (e.g. do not disturb).
2. **Appropriate for sitting a timed assessment**
  - » Maintain adequate lighting – there must be a clear view of you and your surroundings at all times during the assessment.
  - » Be comfortably seated at a table/desk with adequate space for your materials.
3. **Clear space of any unnecessary items**
  - » Remove any items that are not required for the assessment.
  - » Ensure items you are permitted to use are within your workspace for easy access.
  - » Remove all other electronic devices from your space (e.g. iPad/tablets, additional laptops, communication devices).

## ProctorU Account

For new users:

- » Create your ProctorU account following these [Guidelines](#).
  - » Ensure your student Umail address is your email contact.
- For existing users:
- » Click on the SSO link on your course studydesk to automatically sign in

## Scheduling

- » You must schedule your assessment at least 3 days (72 hours) in advance.
- » Log into your ProctorU account and click Schedule New Session.



[Schedule New Session](#)

- » Select your **term** and the **exam**
- » Choose a date and time from the date picker
- » Confirm your booking - you will receive a confirmation email with the details.

## Sitting the assessment and connecting to ProctorU

From your scheduled start time, allow **at least 20 minutes** to complete pre-checks and on-boarding processes prior to actually starting the assessment, allowing time to solve any technical issues.

Ensure you have:

- » Photographic identification- UniSQ Student ID or Government issued ID
- » Removed any wrist worn devices, hat, hoodie, beanie and sunglasses.
- » Logged into your ProctorU account in the Guardian Browser ready for your scheduled exam time.

When your timer has changed to 'Start'

- Click the start button associated with your exam
- Complete the pre-checks and on-boarding process
- Your password will be entered by the Proctor
- Commence your assessment - your time counts down from the moment you click the 'Start Attempt' button.

You are able to navigate forward/backward through the assessment questions. Click the next page button to progress to the next question/page or use the numbered boxes on the top right of the page to jump to another page.

- » Copy and paste functions must be via keyboard > Ctrl + C | Ctrl + V in Guardian.

## Acceptable Identification



- » UniSQ Student ID card
- » Government issued photo ID.

**Expired cards will not be accepted.**

## Communication and instructions

### » **ALLOWED during your assessment:**

- » Speaking to **UniSQ Assessment Support** or **ProctorU Support** if assistance is needed before or during the assessment.
- » Water in a clear unlabelled bottle.
- » Hardcopy and electronic resources required for your assessment.

**NOTE:** Dress appropriately for temperature and considerate of proctors.

- » Check your course forum for recommended resources. Further tips can be accessed on our FAQs.

### » **NOT ALLOWED during your assessment:**

- » Leaving the room during the assessment – take a bathroom break before commencing. If you urgently need to access the bathroom, you may do so, however you must inform your Proctor. Upon return, you will be required to conduct a room scan, additional time is not provided for bathroom breaks or room scans.
- » Use of communication tools, email, social media or artificial intelligence (AI) sites ie: ChatGPT. Unless you receive explicit, written approval, you may not submit any work that was not written or created by yourself. For more information click [here](#).
- » Speaking or reading the assessment audibly.
- » Radio, television, headsets, earplugs or other similar audio devices.
- » Other devices e.g. tablet/smartwatch/fitbit/fitness trackers
- » Hats, beanies, hoodies or sunglasses.
- » Use of mobile phones unless you need to phone for technical support.
- » Consumption of food or drink, use of e-cigarettes or smoking
- » Print & snip functions are not supported in the Guardian Browser.

## Submitting the assessment

- » If the working time expires, your assessment will save and auto-submit.
- » If you are finished click **submit** to complete the assessment. Your answers will be saved. You will not have a chance to review.
- » Inform your Proctor you have completed your assessment and follow their instructions for ending the session.



## Support Available

**Failure to report technical issues at the time they occur will limit your support options.**

### **ProctorU:**

The Guardian Browser has a support button in the top left hand corner. Follow the prompts to be connected with an operator.

- » If you cannot contact ProctorU via chat, try refreshing your chat or close the chat and reopen it by clicking the support button.

- » If you cannot connect with your Proctor via chat due to losing your internet connection, you can contact them by telephone on: +61 (1800) 957152.

### **UniSQ:**

If you cannot reach ProctorU, you cannot access your exam or you lose access to your exam, contact Assessment Support by telephone within Assessment Support hours; these are posted on your StudyDesk.

- » **1800 007 252**  
(within Australia only)

- » +61 7 4631 2285

- » [assessment.support@unisq.edu.au](mailto:assessment.support@unisq.edu.au)

## Learning Support (LSP)

UniSQ supports students with disability, injury, mental health or medical conditions that impact their ability to study and achieve academic success. You can contact an Accessibility Support Officer on +61 7 4631 2372 or email [disabilitysupport@unisq.edu.au](mailto:disabilitysupport@unisq.edu.au). For more information, visit the [UniSQ website](#).