

For students

Guidelines for completing Online Invigilated assessments with ProctorU



University of
Southern
Queensland

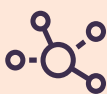
System requirements



Your personal desktop or laptop computer*



Web camera + functioning microphone
(some web cameras have them built in)



Reliable internet connection



Current version of Google Chrome (preferred) as your internet browser

ProctorU extension



Please download the ProctorU extension available [here for Chrome](#)

Please visit the ProctorU website (using Chrome) to confirm you can meet the necessary system requirements and test your equipment. You should also view ProctorU's video showing what to expect when you sit for your assessment.

If your equipment does not pass the ProctorU equipment test, seek support via ProctorU.

If the matter cannot be resolved, please contact assessment.support@usq.edu.au immediately.

* Be aware that computers or laptops belonging to your place of employment may have restrictions like firewalls and antivirus software that prevent you from downloading the ProctorU extension at the time of your assessment. Complete the Online Invigilated Practice Assessment - ProctorU on the device you plan on using to complete your assessment, and ensure it works as required.

UniSQ Single Sign On Function

- » Finalise your ProctorU registration
- » Use your student Umail email address as your email contact
- » Keep a record of your Assessment Due Dates and Formal Exam Schedule. Set a reminder to ensure you complete your assessment by the deadline. Ensure you allow plenty of time, in case you experience technical issues or delays on the day.

Your assessment environment

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

- » **1. Private, quiet and free of distractions**
 - » Warn your family or housemates your assessment is taking place.
 - » No other person may 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 an assessment**
 - » Adequate lighting – there must be a clear view of you and your surroundings at all times during the assessment.
 - » Comfortable workspace with suitable furniture.
- » **3. Remove any unnecessary items from your assessment environment**
 - » Ensure only those items you are permitted to use are within your workspace. All other electronic devices must be removed.

DO NOT DISTURB!

Sitting the assessment and connecting to ProctorU

You should allow **at least 30 minutes** for the connection and authentication process prior to actually starting the assessment. This also allows time if you encounter any issues with the launch process.

- » Log into your course StudyDesk and navigate to the Assessment section
- » Ensure you have logged into your ProctorU account, using the single sign on link provided above your Quiz/Examination Link - located in the assessment section. If this is the first time you have used the single sign on function, you will be prompted to complete your account registration
- » Once you are logged in, you can access the ProctorU invigilation service via the Quiz/Examination Link located in the assessment section
- » Complete system and identity checks
- » The ProctorU system will insert your Quiz/Examination password automatically
- » Commence your assessment - your time counts down from the moment you click the Start Attempt button
- » You are able to navigate forward and backward through the assessment questions. Please use 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.

Identification

To sit for an assessment with ProctorU, ensure you have a current UniSQ student ID card – expired cards will not be accepted.



- » Other UniSQ issued ID like staff/nursing cards will not be accepted by ProctorU
- » If for any reason you cannot provide your UniSQ Student ID card, you may provide a driver's licence; passport or government-issued photo ID.

Communication and instructions



- » **ALLOWED during your assessment:**
 - » You may speak to **ProctorU Support** or **UniSQ Assessment Support** if assistance is needed before or during the assessment
 - » Dress in appropriate clothing that is considerate of online proctors viewing the assessment and for the temperature
 - » You may have water in a clear unlabeled bottle
 - » Please check your StudyDesk course for any other allowable materials.

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

- » No leaving the room during the assessment – take a toilet break before commencing. If you urgently need to access the bathroom, you may do so, however please state your absence to the web camera and your recording will be reviewed by a Proctor
- » Any absences from the view of the webcam will be reported to UniSQ as an incident and may be investigated under possible Academic Misconduct procedures
- » **No speaking or reading the assessment aloud!**
- » No radio or television on; using headsets, ear plugs or other similar audio devices
- » No using any other devices during the assessment, including mobile phones/tablets/more than one screen or device; smart watches/Fitbits/fitness trackers.

Submitting the assessment

- » If the working time expires, your assessment will auto-submit and you will not be able to continue.
- » If you finish before the time ends, use the **submit** button to complete the assessment. Your answers will be saved. You will not have a chance to review.



24/7 support available

ProctorU:

Log in and look for the **Chat Now** button (lower right corner of the screen). Fill out the form and you will be connected. You can also access chat by [clicking here](#).

If you cannot contact ProctorU via chat due to losing your internet connection, you can contact them by telephone on: +61 (1800) 957152

UniSQ:

If you cannot resolve your issue with ProctorU or you have lost your access to the internet, you can contact Assessment Support by telephone who will assist you to access ProctorU Support.



- » Phone: **1800 007 252**
(within Australia only)
- » +61 7 4631 2285

» assessment.support@usq.edu.au

Internet problem fixes

1. Make sure no one else is using the internet + turn off other devices using the internet (e.g. online games, tablet, phone, tv) – these could **disconnect you**.
2. Unplug your router and modem for at least **30 secs**. Plug the modem back in – wait **60 secs** – plug the router back in – wait **2 minutes**. Restart computer and test internet again.
3. If on Wi-Fi, connect via *Ethernet cable* or move as close to the router as possible. (Strongly advised, keeping in mind that no one else can be in your room!)
4. If possible, sit during off peak usage for your family.