

Proctorio must be used in Chrome!

Computer requirements 2GB RAM, microphone, and 320x240 VGA Resolution Camera. If your computer does not have a microphone or camera you can use external devices.

Proctorio will not work with:

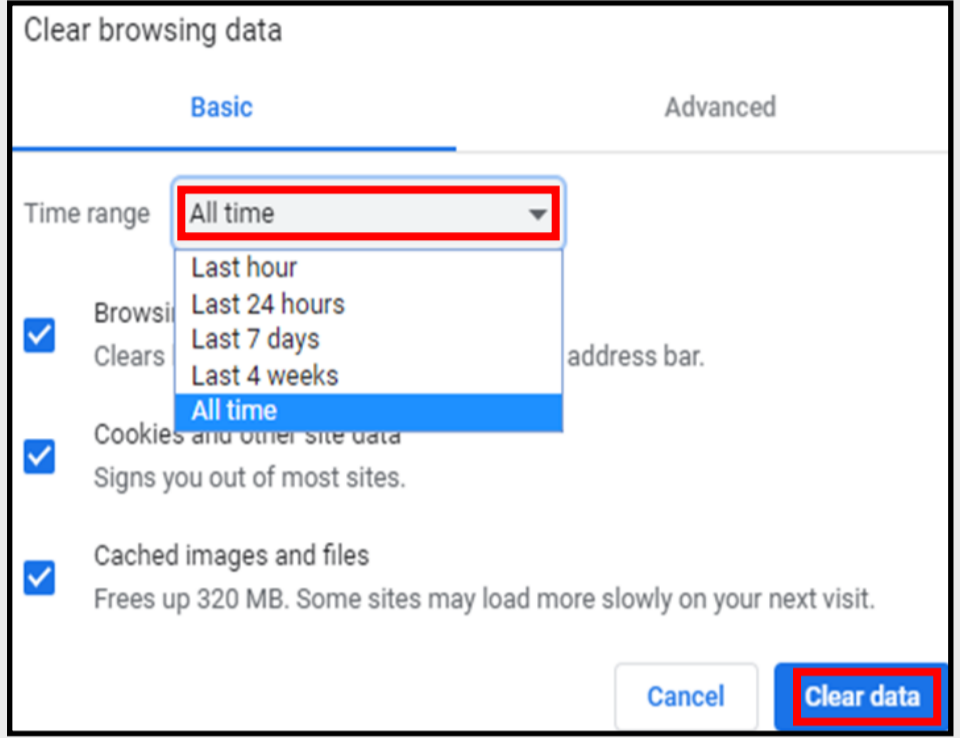
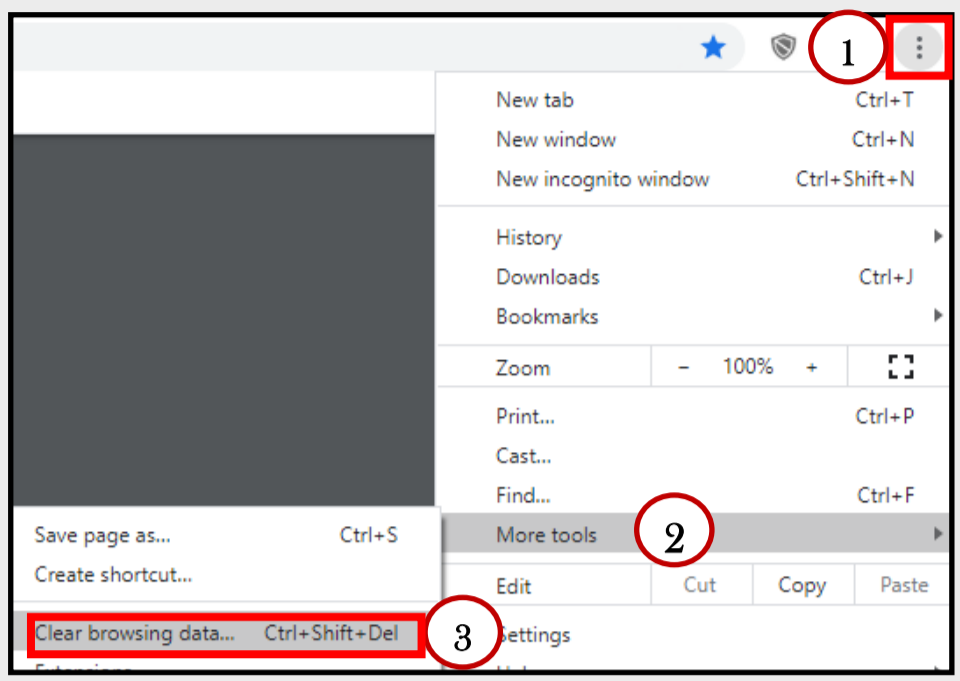
Chromebooks, iPads, iPhones, Android phones, or Android Tablets.

Access Code

Clear History

If it is asking for an **Access Code** please clear your Browsing Data for the last 24 hours, or longer if you tried the exam earlier in the week.

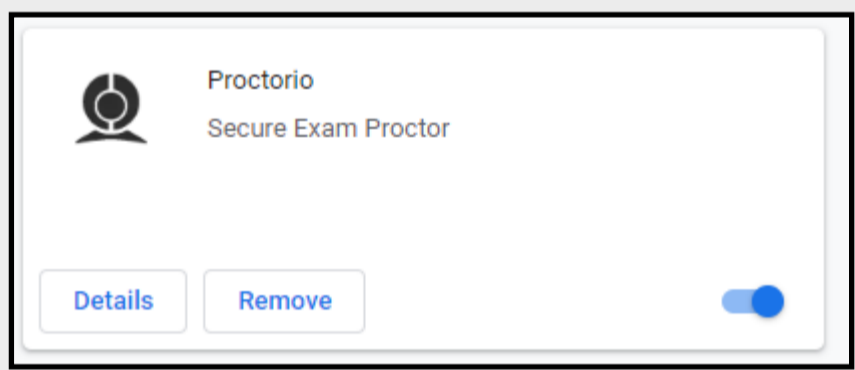
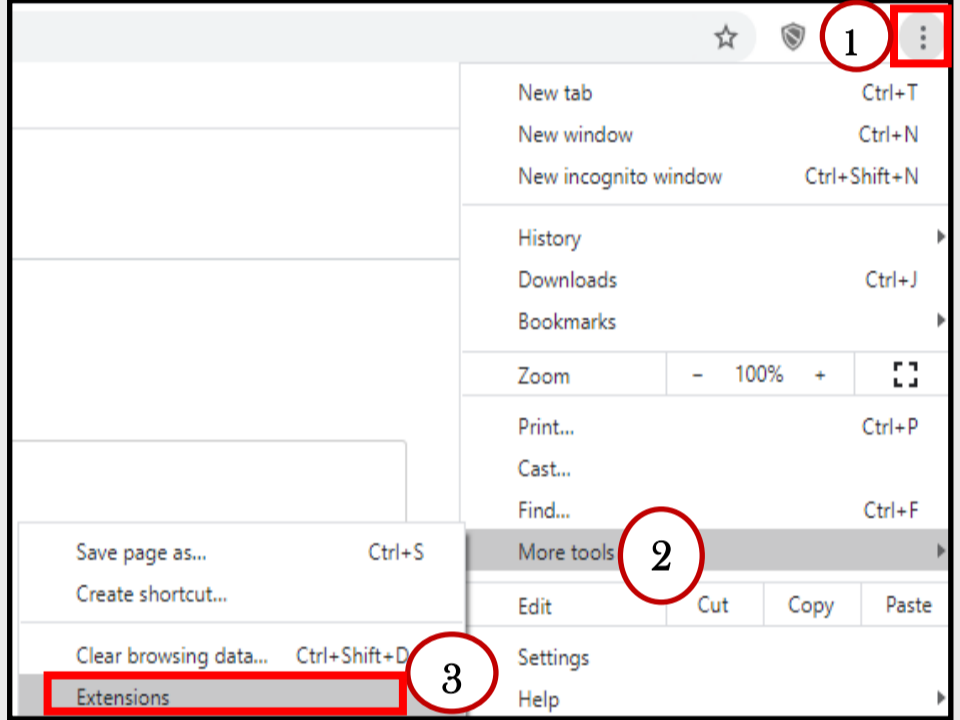
1. Click on the 3 dots in the top right corner of Chrome.
 2. Go down to More Tools.
 3. Then down to Clear Browsing Data
 4. Select a time range then click Clear Data.
 5. Try Proctorio again
- Note: the 3 dots will be an upward arrow on Macs.*



Check Extension

Then check the Proctorio is installed in the Extensions.

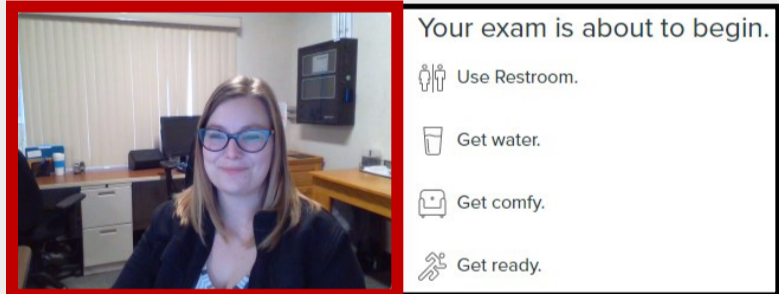
1. Click on the 3 dots in the top right corner of Chrome.
 2. Go down to More Tools.
 3. Then to Extensions.
 4. Verify Proctorio is listed. If not, you will need to download it again.
- Note: the 3 dots will be an upward arrow on Macs.*



Video Issues

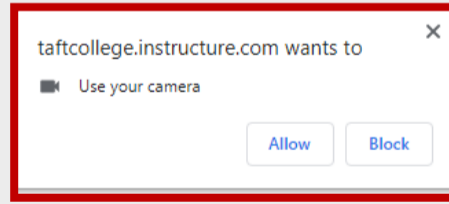
If you are having issues validating the video or your video screen is Black check the items below.

- Verify that you have a camera.
- Verify that there is no cover on the camera.
- Did you click Allow Camera?



Live Video of Students MUST show up here

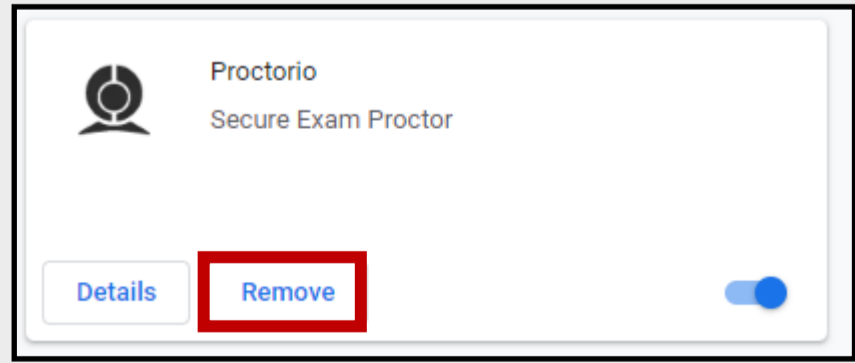
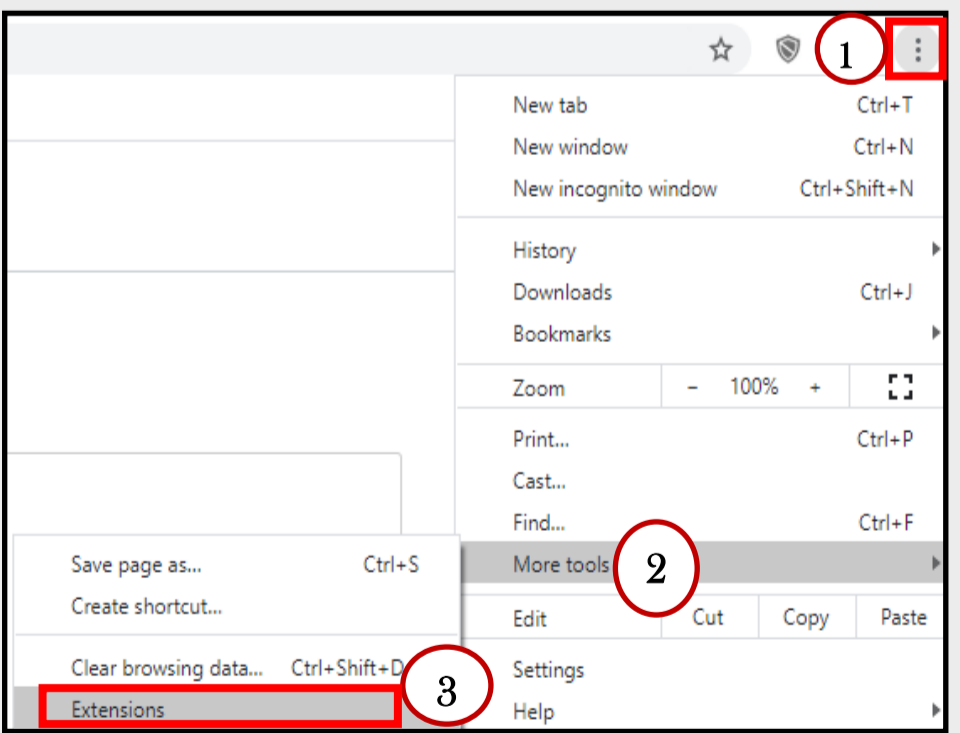
Students MUST click Allow. If you hit block you will need to Clear History since it is now blocked. Check under Access Code for Directions.



Uninstall Proctorio

Still having issues? Uninstall and reinstall Proctorio.

1. Click on the 3 dots in the top right corner of Chrome.
2. Go down to More Tools.
3. Then to Extensions.
4. Find Proctorio, click Remove.
5. Clear your History
6. Go back into Canvas and start over.



Verify Video

If none of this works, try to Zoom meet and share Video. If the video does not work your camera is not functioning. If it does work please call Distance Education for further help.