

Proctortrack Instructor Manual University of Toronto



Proctortrack is a **remote proctoring software** designed with **student's privacy** in mind. Using a combination of AI and human review, Proctortrack ensures that no misconduct occurs.

Proctortrack can live proctor or record & review. A human reviews to ensure no misconduct, then it's delivered to you for final approval. **AI won't make decisions; a real person will.**

Before the exam - Configure the Exam

Create an exam in Quercus and access the Proctortrack dashboard. From the drop-down menu, select the exam type—either onboarding or proctored. Configure the exam based on your needs, including verification settings, test settings, and student-specific settings to accommodate any special requirements.

After the exam - Review the exam results

If you've configured the onboarding exam, you can review the learners' onboarding profile status from your course. Once the proctored exam is complete, you'll be able to review exam data, including desktop screenshots, monitoring videos, room scans, and identity verification scans. This data will also highlight any violations based on your exam settings for your review.

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Will Proctortrack influence the exam results in Quercus?

No, Proctortrack functions as an overlay to the test environment and simply provides proctoring results for review. It does not affect the exam results in Quercus.

Onboarding

The Onboarding process mirrors the actual exam, helping create a baseline profile to verify the test taker. It also familiarizes the test taker with the exam process and performs a system check to prepare the device. This ensures there's enough time to resolve any issues with the computer or profile well before the first exam.



Time to process Onboarding

It takes 4-8 hours for the onboarding assessment to be processed, after which you'll receive a status update on the Proctortrack dashboard.

If the test taker fails the onboarding assessment profile

If the onboarding profile is mandatory for the proctored exam, the test taker cannot start the test without a valid profile. The onboarding status will be shown on the instructor dashboard under the "Onboarding List" tab, along with any rejection reasons. As an instructor, you can manually override a rejected onboarding status if you find it satisfactory.

Common reasons for failing onboarding are:

- Invalid photo ID
- Name was not legible in ID
- Name of test taker did not match with ID
- Photo ID scan not captured
- Invalid facial scan
- Facial scan not captured
- Improper room lighting

Tech Requirements

OPERATING SYSTEM	PROCESSOR/ RAM	BROWSERS	PLUG-INS	CAMERA RESOLUTION	INTERNET CONNECTION	PRIVILEGES	MOBILE PHONE
<p>MAC: macOS High Sierra 10.13 or higher</p> <p>PC: Windows 7, 8, or higher</p> <p>Chromebook: Version 80 or higher</p>	<p>MAC: Intel / AMD Processor, 8 GB RAM</p> <p>PC: Dual-core 2.4 Ghz CPU, 8 GB RAM or better</p>	<p>Google Chrome v25.0 or higher</p> <p>Mozilla Firefox v20.0 or Higher,</p>	<p>Javascript Enabled & Third Party Cookies Enabled</p>	<p>800 x 600 resolution or better</p>	<p>Cable Modem, DSL or better (1.5 mbps download for both download and upload).</p>	<p>Ensure you have Admin Privileges. Avoid using work computers.</p>	<p>NOTE: UofT will not expect students to use mobile applications for reasons of privacy and security. No mobile should be used for any onboarding or test taking purposes.</p>

Manage your browser

To prevent any technical issues, make sure 3rd party cookies are enabled and JavaScript is enabled before starting the test. It is considered best practice to check these settings in both your primary (Google Chrome) and secondary back-up (Firefox) browsers.

Manage third-party cookies

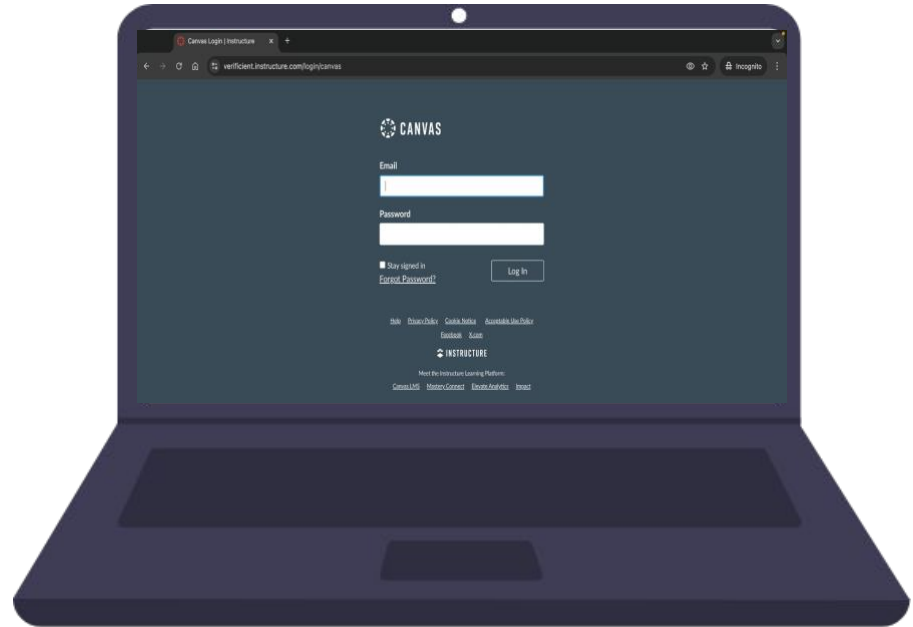
- > Open Chrome on your computer.
- > Click the Chrome menu icon (three dots in the upper right)
- > Navigate to "Privacy and Security,
- > Select "Third-party cookies.
- > Choose the option to allow third-party cookies.

Enable JavaScript

- > Open Chrome on your computer.
- > Click Settings.
- > Click Privacy and Security.
- > Click Site settings.
- > Click JavaScript.
- > Select Sites can use Javascript.

Login

Enter your credentials to log into Quercus,
and navigate to the relevant course



Create a Quiz in Quercus

1. Set up the quiz as you normally would in Quercus by navigating to Quizzes and clicking + Quiz and add your questions.
2. For extra exam security, you can add an access code that students will need to enter before starting the test. Proctortrack will show the password to students inside the app.
3. When you publish the Quiz, the test will then appear on the Proctortrack Instructor Dashboard.

The image shows three sequential screenshots illustrating the process of creating a quiz in Quercus with Proctortrack integration:

- Step 1:** A screenshot of the Quercus interface showing a search bar for quizzes and a '+ Quiz' button. Below it, the 'Assignment Quizzes' section is visible.
- Step 2:** A screenshot of the 'Settings' page for a quiz. The 'Require a student access code' option is checked, and a password field is visible. A 'Show access code' checkbox is also present.
- Step 3:** A screenshot of the Proctortrack Instructor Dashboard. The dashboard shows a table of quizzes and their onboarding status. A blue arrow points to the 'View Sessions' link for the 'Onboarding' quiz.

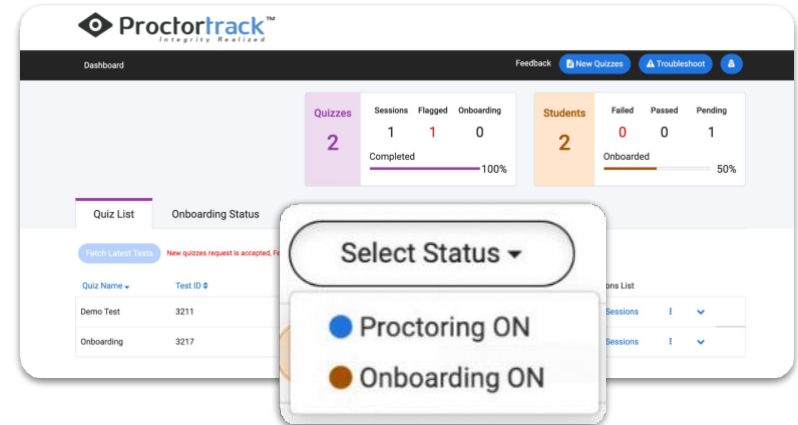
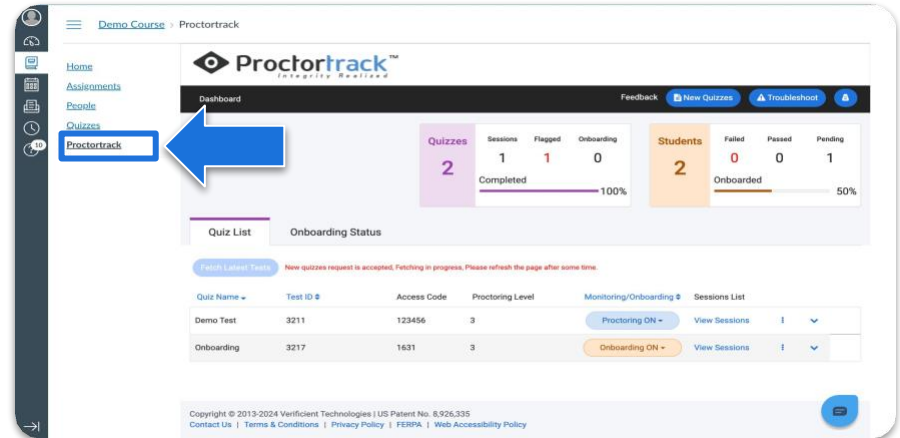
Quiz Name	Test ID	Access Code	Proctoring Level	Monitoring/Onboarding	Sessions List
Demo Test	3211	123456	3	Proctoring ON	View Sessions
Onboarding	3217	1631	3	Onboarding ON	View Sessions

Instructor Dashboard

Click Proctortrack in the left navigation to access the Instructor Dashboard, here you can customize your exam and view aggregated data. You can choose how the exam will behave:

Onboarding ON: Marks the exam as a practice test with no monitoring, allowing students to get familiar with the system and create their profile.

Proctoring ON: Enables full monitoring during the exam.



Set Up Test Configurations

Next to View Sessions, you'll see a three-dots menu. Here's what you can do:

1. **Click Go to Configuration to customize Proctortrack settings.** Here, you can choose what is allowed or not allowed during the test, such as enabling or disabling certain tools and monitoring options.
2. **Check Edit Access Details** the Access Code to ensure the Access Code matches the one in Quercus.

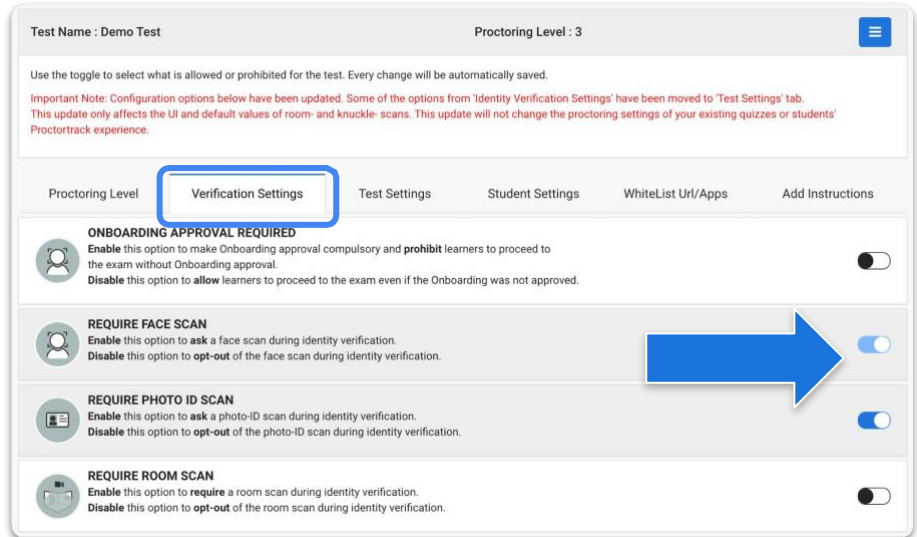
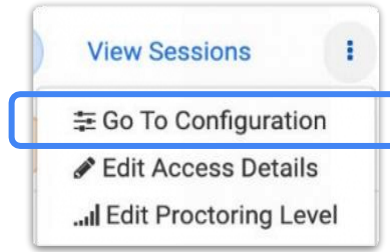
The screenshot shows the Proctortrack dashboard. At the top, there are navigation links for 'Feedback', 'New Quizzes', and 'Troubleshoot'. Below this, there are two summary cards: 'Quizzes' showing 2 quizzes with 1 session, 1 flagged, and 0 onboarding, and 'Students' showing 2 students with 0 failed, 0 passed, and 1 pending. A table below shows a list of quizzes with columns for Quiz Name, Test ID, Access Code, Proctoring Level, Monitoring/Onboarding, and Sessions List. A blue arrow points to the three-dots menu in the Sessions List column for the 'Demo Test' row. A callout box shows the dropdown menu options: 'View Sessions', 'Go To Configuration', 'Edit Access Details', and 'Edit Proctoring Level'.

Quiz Name	Test ID #	Access Code	Proctoring Level	Monitoring/Onboarding	Sessions List
Demo Test	3211	123456	3	Proctoring ON	View Sessions
Onboarding	3217	1631	3	Onboarding ON	Go To Configuration Edit Access Details Edit Proctoring Level

Configurations page:

After clicking **Go to Configuration**, you'll be taken to the configuration page with multiple tabs for different settings.

Verification Settings : here you can enable or disable options like ID Card Scan and Room Scan. Toggling these on or off determines whether students are required to complete these scans before the exam.



Configurations page:

Test Settings Configuration: here you can decide what is allowed or not allowed during the exam. There's no need to change the default settings unless you want to customize specific options. These configurations also **inform the AI to flag** or ignore potential misconduct based on what is allowed. For example, if **Allow Physical Books** is enabled, the AI will not flag the student for looking away from the screen.

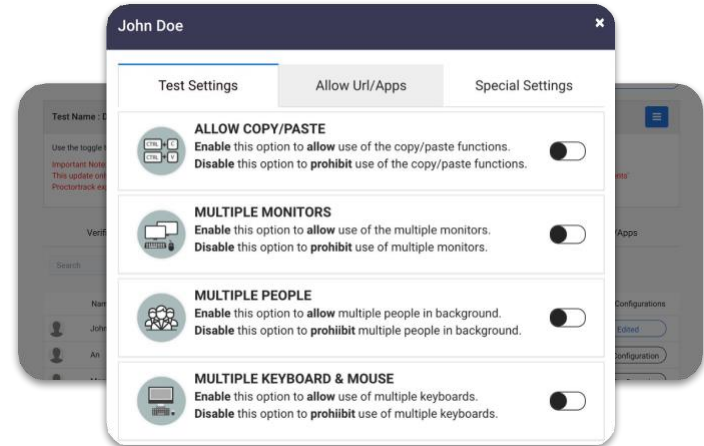
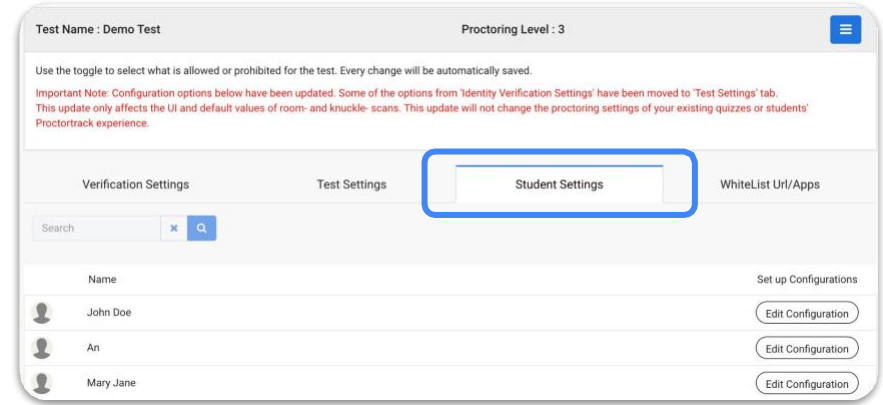
Enhanced Security Tip: For added security, we recommend hiding the access code/password.

The screenshot shows the 'Test Settings' tab in a configuration interface. The page title is 'Test Name : Demo Test' and 'Proctoring Level : 3'. A blue box highlights the 'Test Settings' tab. Below the tabs, there is a list of configuration options, each with a toggle switch:

- PROHIBIT COPY/PASTE**: Enable this option to prohibit use of the copy/paste functions. Disable this option to allow use of the copy/paste functions. (Toggle: ON)
- PROHIBIT PRINT SCREEN**: Enable this option to prohibit screen captures (capture attempts WILL be flagged as violation). Disable this option to allow screen captures (capture attempts WONT be flagged as violation). (Toggle: ON)
- PROHIBIT PRINTING**: Enable this option to prohibit printing (print attempts cannot be stopped but WILL be flagged as violation). Disable this option to allow printing (print attempts WONT be flagged as violation). (Toggle: ON)
- DESKTOP MONITORING**: Enable this option to receive a screen-capture report of the test-taker's primary monitor. Disable this option to opt-out of the screen-capture report of the test-taker's primary monitor. Desktop Monitoring provides a detailed visual report of web pages or documents opened during the exam. (Toggle: ON)
- PROHIBIT MULTIPLE MONITORS**: Enable this option to prohibit the test-taker from using multiple monitors. Disable this option to allow the test-taker to use multiple monitors. (Toggle: ON)
- HIDE ACCESS CODE/PASSWORD**: Enable this option to hide the access code/passcode/password for the test. Disable this option to display the access code/passcode/password for the test. Hiding the access code will prevent from sharing it with other students who can then enter the test without proctortrack. (Toggle: ON)

Configurations page:

Student Settings: here you can create specific configurations for individual students with special needs, allowing you to provide exceptions, add extra time, or enable assistive technologies, ensuring each student has a tailored exam experience.

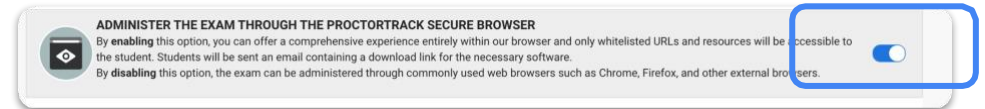
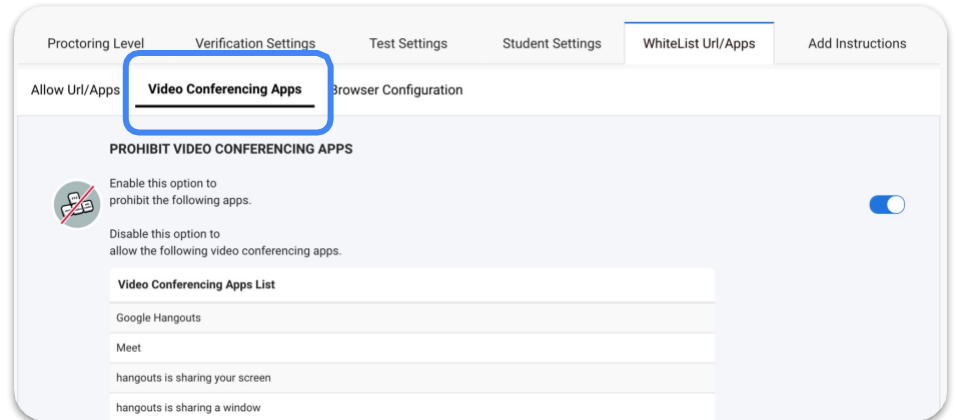
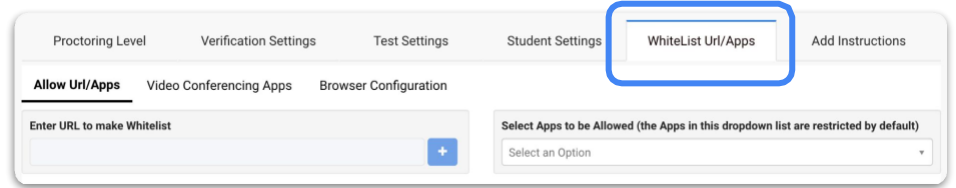


Configurations page:

Whitelisted App/URL: Here, you can enter the URLs you want to allow during the exam. You can also add approved apps for students to use.

Video Conferencing Apps: Video conferencing apps are blocked by default.

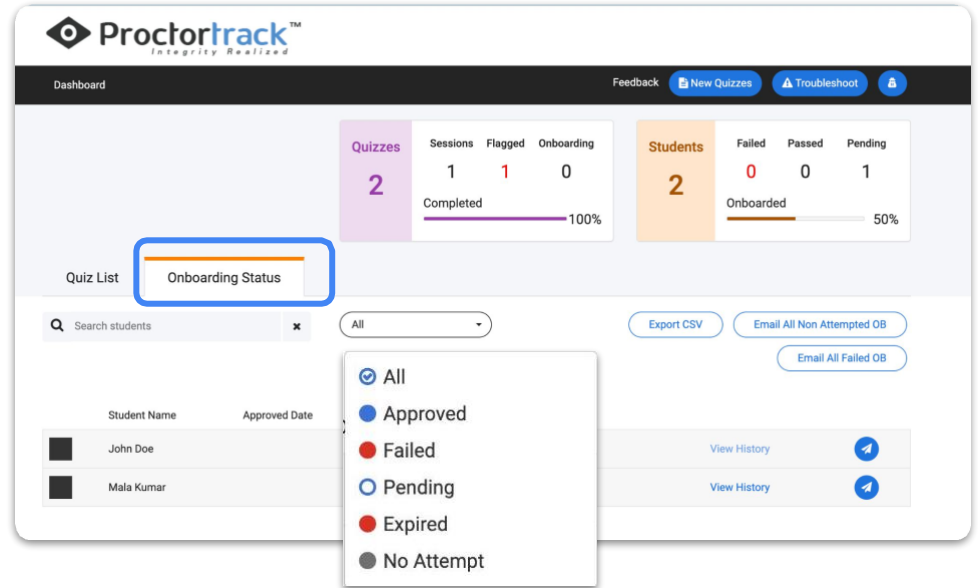
Browser Configurations: Here you can enable the Proctortrack browser and let the user take the exam inside of the Proctortrack app in full screen mode.



Review Onboarding Status

Go to the **Onboarding Status** tab, next to the Quiz List, to see the list of students and their onboarding status.

(Learners may have an approved profile from another course that is still valid for your exam.)



The screenshot displays the Proctortrack dashboard interface. At the top, the Proctortrack logo and navigation links for Feedback, New Quizzes, and Troubleshoot are visible. The main dashboard area is divided into two summary cards: 'Quizzes' (2 total, 100% completed) and 'Students' (2 total, 50% onboarded). Below these, the 'Quiz List' section has a dropdown menu where 'Onboarding Status' is selected and highlighted with a blue box. A search bar for students and a filter dropdown set to 'All' are also present. Action buttons for 'Export CSV', 'Email All Non Attempted OB', and 'Email All Failed OB' are located to the right. A table below shows student names and their onboarding status, with a dropdown menu open showing options: All, Approved, Failed, Pending, Expired, and No Attempt.

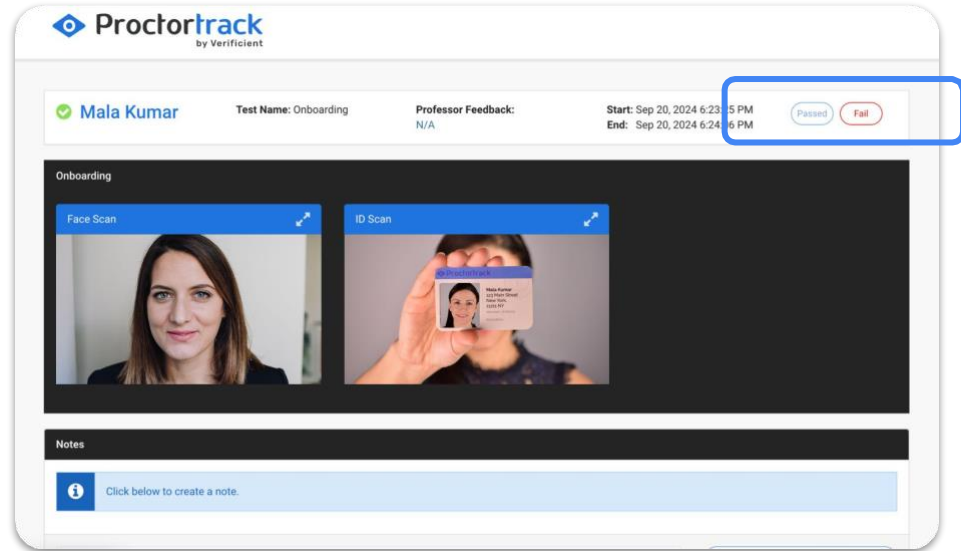
Student Name	Approved Date
John Doe	
Mala Kumar	

- All
- Approved
- Failed
- Pending
- Expired
- No Attempt

Review Onboarding Results

Go to the **Quiz List** tab, find the Onboarding exam, and click "View Sessions" to see completed onboardings.

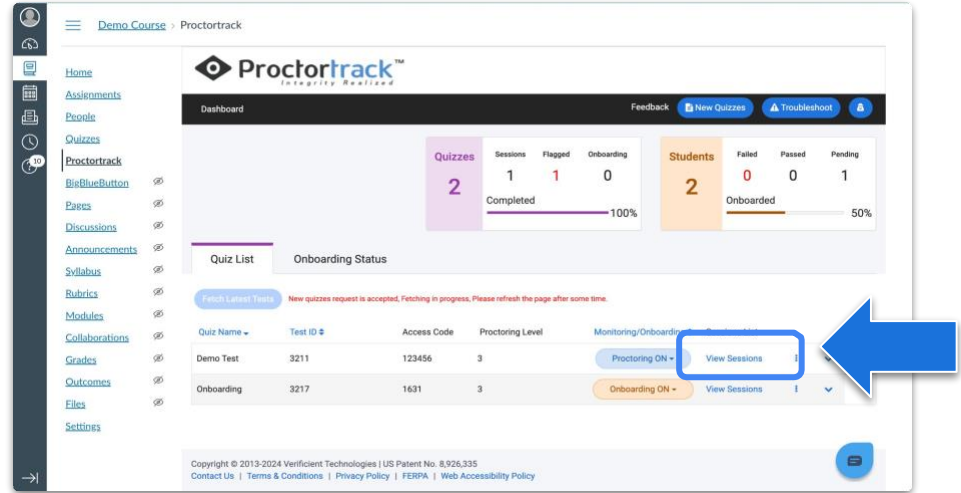
Click the learner's name to view details, where you can verify the identity and change the status to **"Pass"** or **"Fail."**



Review exam results

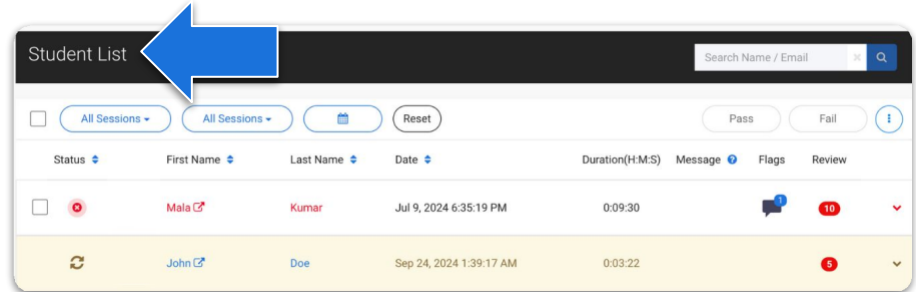
In the Quiz List, click **View Sessions** to see the list of students who have taken the exam. On the **Student List**, you can view list of students that took the exam. In the Status column, a red icon indicates a failed exam, while a green icon marks it as passed.

You can also see the number of flags and any notes left by instructors for each session. **Click the learner's name to see all violations and recordings of their exam session.**



The screenshot shows the Proctortrack dashboard for a 'Demo Course'. The 'Quiz List' section displays a table with columns for Quiz Name, Test ID, Access Code, Proctoring Level, and Monitoring/Onboarding Status. A blue arrow points to the 'View Sessions' button in the 'View Sessions' column for the 'Demo Test' row.

Quiz Name	Test ID	Access Code	Proctoring Level	Monitoring/Onboarding Status
Demo Test	3211	123456	3	Proctoring ON - View Sessions
Onboarding	3217	1631	3	Onboarding ON - View Sessions



The screenshot shows the Student List page. The table displays student information including Status, First Name, Last Name, Date, Duration (H:M:S), Message, Flags, and Review options. A blue arrow points to the 'View Sessions' button in the 'View Sessions' column for the student 'Mala Kumar'.

Status	First Name	Last Name	Date	Duration (H:M:S)	Message	Flags	Review
Failed	Mala	Kumar	Jul 9, 2024 6:35:19 PM	0:09:30		10	
Passed	John	Doe	Sep 24, 2024 1:39:17 AM	0:03:22		5	

Reviewing a learner's violations

The **Video Monitoring** tab displays the main recording of the entire exam session, allowing you to review the student's behavior. Below the video, the **timeline** highlights any flagged violations, showing their timestamps and duration for easy reference.

The screenshot displays the 'Video Monitoring' interface for a learner named Mala Kumar. The interface includes a video player, a timeline of violations, and a list of violation types.

Header Information:

- Test Name: Demo Test
- Professor Feedback: Prof ✖
- Start: Sep 27, 2024 8:05:09 PM
- End: Sep 27, 2024 8:07:12 PM
- Buttons: Pass, Failed, +

Video Monitoring Tab:

- Video Monitoring 7 (Total Violations)
- Online Violations 1
- Verification Scans
- Real Time Violations Visualizer (Use arrow to skip to next violation)
- No infractions currently

Timeline:

- Video Section 1/1
- Total Violations 7

Violation List:

#	Violation Type	Total Violations
1	Background Audio	1
1	Data copy attempt	1
1	Left Session	1
1	Camera Block	1
1	Facial Suspicion-looki...	1
1	Imposter	1
1	Online Aid	1

Reviewing a learner's violations

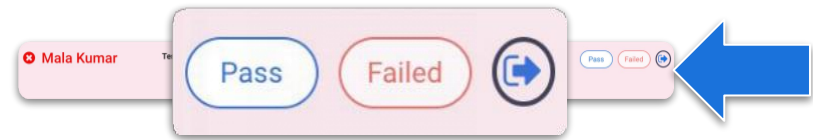
The **Online Violations** tab displays any desktop-related violations, such as attempts to open unauthorized websites or applications during the exam.

The screenshot shows the 'Online Violations' tab selected in a dashboard. At the top, the user's name 'Mala Kumar' is displayed with a green checkmark, indicating a passed status. The test name is 'Demo Test', and the professor feedback is 'N/A'. The start and end times for the session are 'Sep 28, 2024 12:52:50 AM' and 'Sep 28, 2024 12:53:25 AM' respectively. Below the navigation tabs, a message states: 'No infractions detected in the desktop screenshots data associated with this session.' A video player interface is visible, showing a play button, a progress bar at 00:00:00, and a volume icon. The video section is labeled 'Video Section 1/1'. Below the video player, the 'All Desktop Screenshots' section shows a total of 8 screenshots and 0 violations. Three screenshots are displayed in a row, each with a timestamp: 1 (00:00:00), 2 (00:00:06), and 3 (00:00:11). Each screenshot shows a desktop environment with a small video feed of the learner in the bottom right corner.

Reviewing a learner's violations

As an instructor, you can manually change a student's status in Proctortrack by clicking "**Pass**" or "**Fail**." When you do this, a professor icon will appear below your feedback, showing that you've made the change.

You can also download the proctored data (screenshots and video) to your device for reviewing any misconduct. Just click the right arrow to export the data.



Need Help?

Find support at <https://proctortrack.com/support>

If you have any questions, you may open a ticket or contact our support team by live-chat, phone, or email. The team is available 24 x 7 x 365

Indicate you are from the University of Toronto when contacting support.