



**ProctorU tests:
What you need to know.**



ProctorU

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Introduction

The following guidance will help prepare you and the Apprentice with live remote invigilation using the ProctorU service.

Who are ProctorU

Innovate Awarding works with ProctorU to offer a live remote invigilation service (also known as proctoring) for your On Demand test. ProctorU is one of the leading providers of remote proctoring and integrity safeguards for online testing and assessments

What is Live Remote Invigilation with ProctorU

The trained ProctorU invigilator will connect to the apprentice's device remotely before they take their on- demand test. The Proctor will be watching in the background to ensure that all rules are being followed.

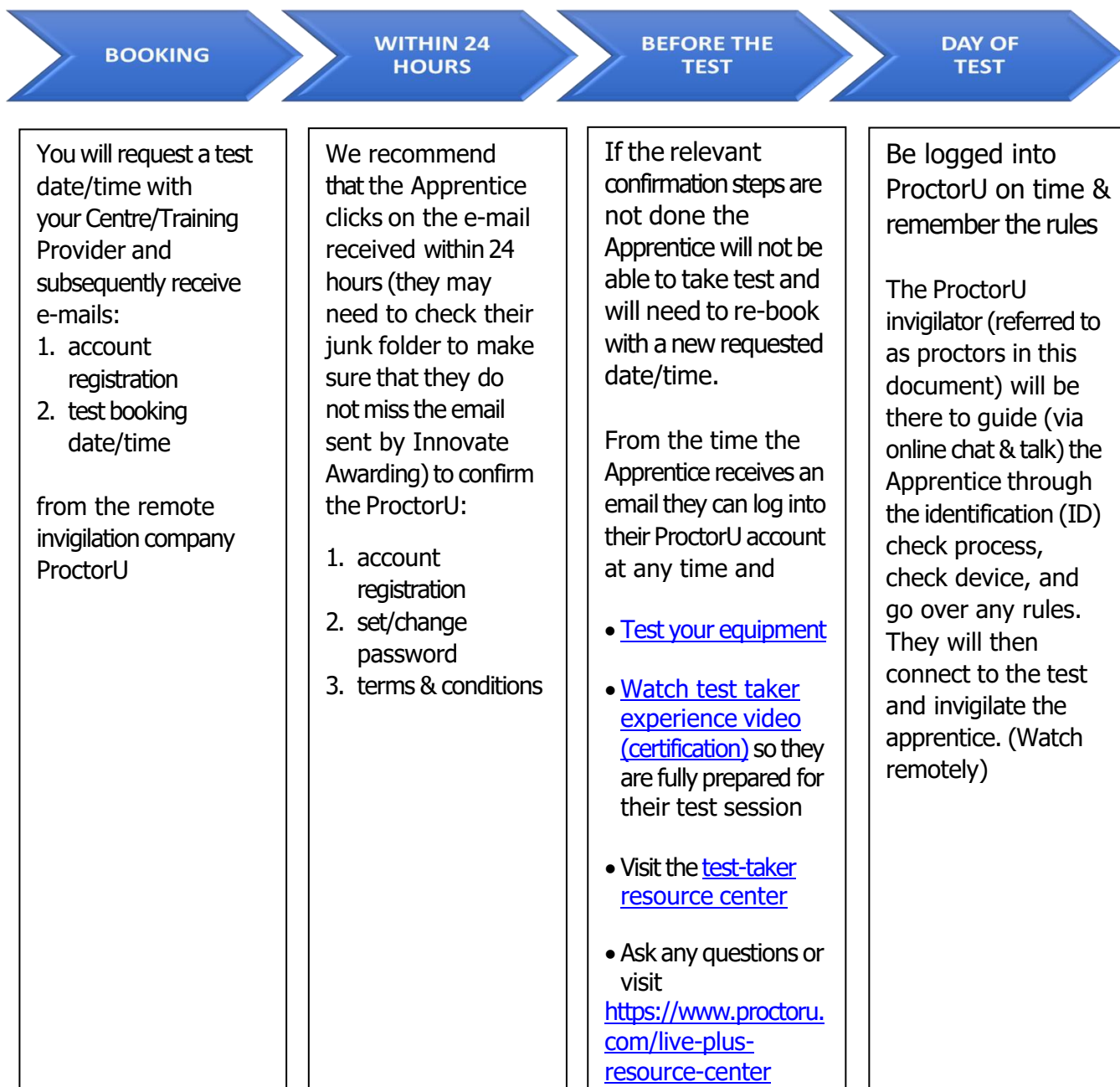
What is the role of the Centre

The Centre is responsible for preparing their learner for their on-demand test remotely invigilated by ProctorU. Before the test the Centre will need to ensure:

- ❖ That the test is booked on Quartz (at least 72 hours from time of the test) be prepared by having a date and time planned for the on-demand test
- ❖ That the Centre has filled out any Reasonable Adjustments required
- ❖ that the Centre has filled out any Reasonable Adjustments required (please refer to Section 3) and confirmed any Accommodations required (please refer to Section 3)
- ❖ The Employer's have been made aware of the further information for IT departments (on whitelisting the ProctorU website, computer security settings etc)
- ❖ The learner is fully prepared and knows what to expect before and during their test
- ❖ The learner has read and understands the learner guidance
- ❖ The learner has tested their equipment beforehand
- ❖ The learner has the relevant ID required

The learner should follow the Learner guidance (overleaf is a Timeline Overview extract from the Learner guidance):

Timeline Overview



To ensure that the test runs smoothly, please read the apprentice guidance document and view the support video by clicking on link below. This will give the learner a good idea on what to expect before and during the test:

What to expect -

<https://youtu.be/ONcz3LG4wsq>

Reasonable Adjustments & Accommodations

Reasonable Adjustments

A reasonable adjustment form will need to be completed by the Centre prior to the test for any special considerations and adjustments, as per the normal process.

The Reasonable Adjustment Form can be found in Quartz Web – Resources, Applications for Reasonable Adjustments for Learners with Particular Requirements

The Reasonable Adjustment Policy, Process and Form can be found here:
<https://innovateawarding.org/>

Or click on the link for direct access to the Reasonable Adjustments form on Innovate's website: <https://innovateawarding.org/media/emfobnap/application-for-reasonable-adjustments-for-learners-with-particular-requirements-v6.docx>

Accommodations

Innovate Awarding will need to be notified via email at coordinators@innovateawarding.org or when the test date is requested, this should be done 72 hours in advance if one of the following accommodations are required, otherwise the test cannot go ahead:

1. If the test is to be taken on a soft surface like a bed (access to a hard surface to work is required).
2. If the learner does not have one of the required forms of Photo ID

One form of photo ID is required which must contain the learner's first name, last name, a photograph of themselves and an official logo. Examples of suitable photographic ID include:

- A training provider ID badge with the logo of the institution, an employee ID badge with the logo of the institution, NUS / Totum / NUS Apprentice extra card, University Student Union card, Post Office Pass card, Driving licence or Passport

If the learner does not have one of the above, Innovate Awarding would need to notify ProctorU that two of the following forms can be accepted as non-photo ID as long as it has the apprentice's first and last name:

- Birth Certificate, Polling card, Proof of Professional Certification, Proof of car insurance, Home contents insurance, Home Insurance, Library Card, Utility Bills, Marriage Certificate or Membership Card (Gym, School, Store, etc.)

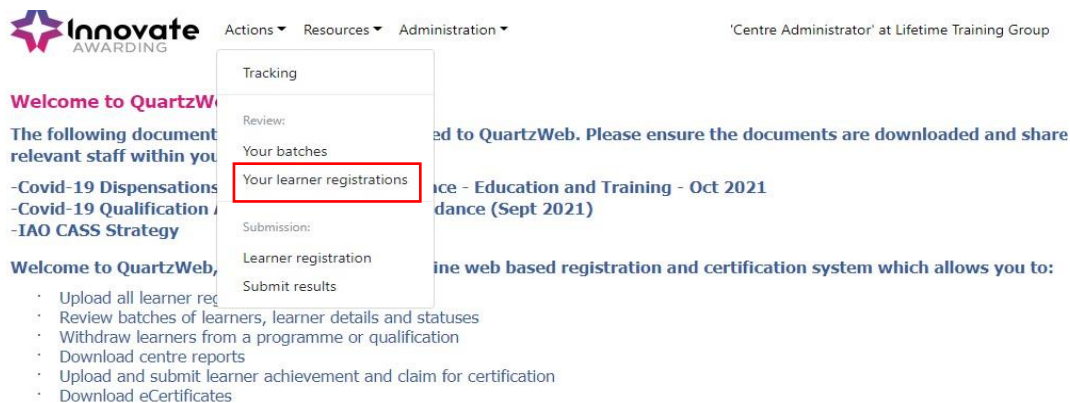
Booking, Re-scheduling, Cancelling

Test Booking

The Centre should be prepared by having a date and time planned for the on-demand test. The Centre will need to book the test on Quartz (at least 72 hours from time of the test).

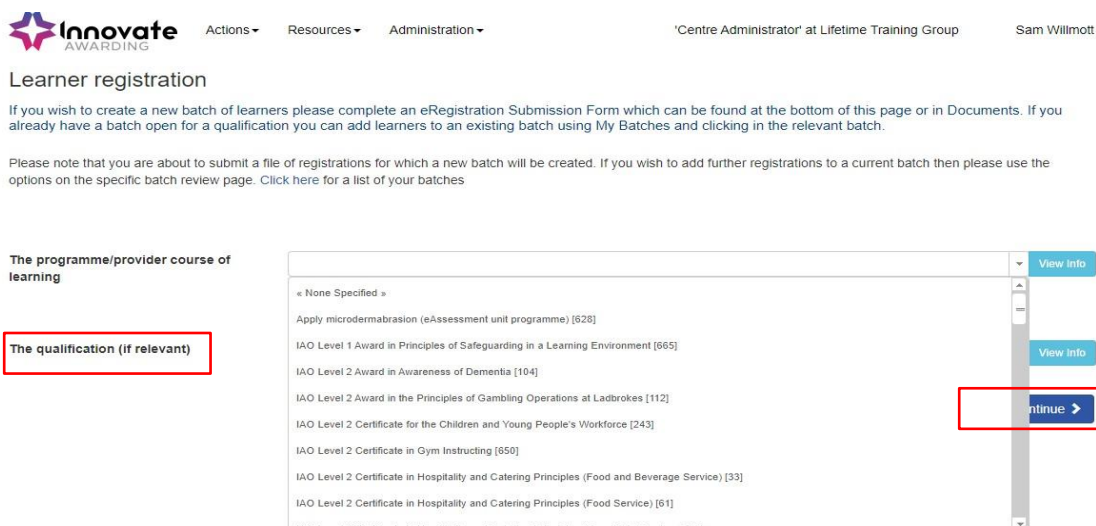
Please note that booking slots are available every 10 minutes, if your chosen time is not available (i.e. 15 minutes past the hour) we will book you onto the next slot.

From the Quartz Homepage, select "Actions" and choose "Learner registration" from the drop-down menu.



The screenshot shows the QuartzWeb interface. At the top left is the Innovate Awarding logo. To its right are navigation tabs: 'Actions', 'Resources', and 'Administration'. The user is logged in as 'Centre Administrator' at Lifetime Training Group. A dropdown menu is open under 'Actions', with 'Your learner registrations' highlighted in a red box. Below the menu, a list of actions is visible: 'Learner registration' and 'Submit results'. On the left side of the page, there is a 'Welcome to QuartzWeb' message and a list of documents including 'Covid-19 Dispensations', 'Covid-19 Qualification', and 'IAO CASS Strategy'. On the right, there is a 'Welcome to QuartzWeb' message and a list of documents including 'Education and Training - Oct 2021' and 'dance (Sept 2021)'.

On the next screen, select the relevant course you wish to book for from the drop down. The "Qualification (if relevant)" box will autofill.



The screenshot shows the 'Learner registration' page. At the top left is the Innovate Awarding logo. To its right are navigation tabs: 'Actions', 'Resources', and 'Administration'. The user is logged in as 'Centre Administrator' at Lifetime Training Group. The page title is 'Learner registration'. Below the title, there is a paragraph of text explaining the eRegistration process. Below that, there is a paragraph of text explaining the options for adding learners to a batch. On the left side, there is a form with two fields: 'The programme/provider course of learning' and 'The qualification (if relevant)'. The 'The qualification (if relevant)' field is highlighted in a red box. On the right side, there is a dropdown menu with a list of courses. The 'Continue' button is highlighted in a red box. The list of courses includes: 'Apply microdermabrasion (eAssessment unit programme) [628]', 'IAO Level 1 Award in Principles of Safeguarding in a Learning Environment [665]', 'IAO Level 2 Award in Awareness of Dementia [104]', 'IAO Level 2 Award in the Principles of Gambling Operations at Ladbrokes [112]', 'IAO Level 2 Certificate for the Children and Young People's Workforce [243]', 'IAO Level 2 Certificate in Gym Instructing [650]', 'IAO Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) [33]', 'IAO Level 2 Certificate in Hospitality and Catering Principles (Food Service) [61]', and 'IAO Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) [62]'.

Click "Continue".

On the next screen, ensure that from "the site" drop down menu that "ProctorU IAO" is selected and fill out all relevant sections as the Centre currently does.

Postcodes are mandatory for sites in this list. If a site is not appearing in the list please click on 'Amend Sites' to add a new site or add a postcode to an existing site

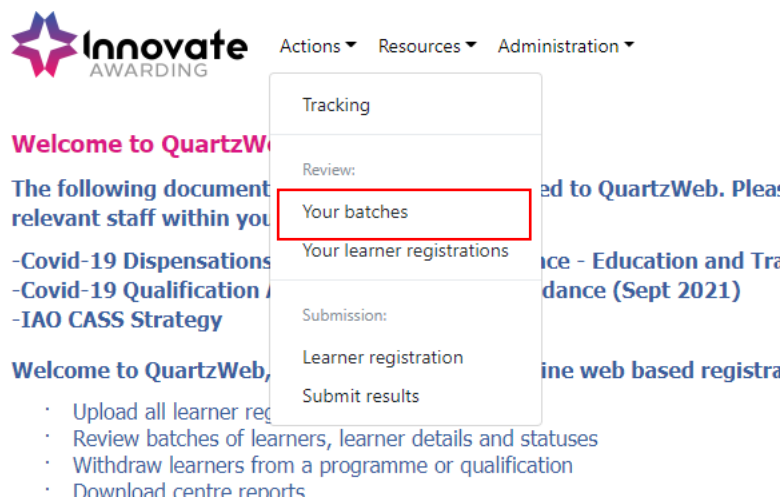
The site

Tutor

« None »
 Birmingham Beauty Academy
 Certificate Address
 Commercial Training
 Lifetime Head Office
Manchester Beauty Academy
ProctorU IAO
 ProctorU Lifetime Training
 Work Based Learning

Once learners have been registered, go to the Quartz Web home page and select "Actions" and then "Your Batches" from the drop-down menu.

Note: If uploading an eRegistration template or creating "Single Learner Registration" please ensure email addresses for the learners are provided.

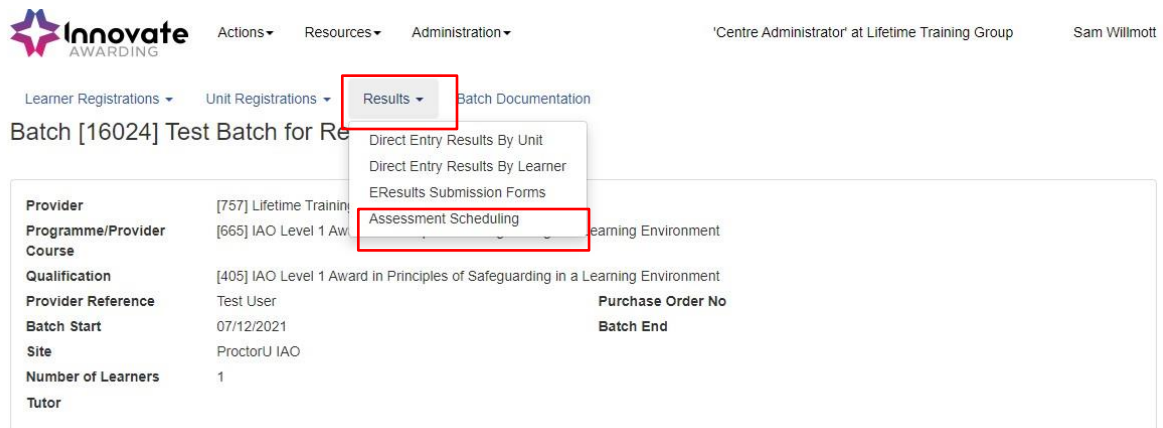


The screenshot shows the QuartzWeb interface with the 'Actions' dropdown menu open. The 'Your batches' option is highlighted with a red box. The menu also includes 'Tracking', 'Review: Your learner registrations', and 'Submission: Learner registration, Submit results'.

Find the relevant batch and click on the "Batch ID".

Batch ID	Provider Reference	Programme/Provider Course ID	Programme/Provider Course Name	Qualification ID	Qualification Name	Batch Description	Batch Start Date	Batch End Date	Batch Site Name	No. of Regs.
16024	Test User	665	IAO Level 1 Award in Principles of Safeguarding in a Learning Environment	405	IAO Level 1 Award in Principles of Safeguarding in a Learning Environment	Test Batch for Remote Invigilation	07/12/2021		ProctorU IAO	1

On the next screen, select "Results" and then "Assessment Scheduling"



Innovate AWARDING | Actions | Resources | Administration | 'Centre Administrator' at Lifetime Training Group | Sam Willmott

Learner Registrations | Unit Registrations | **Results** | Batch Documentation

Batch [16024] Test Batch for Remote Invigilation

- Direct Entry Results By Unit
- Direct Entry Results By Learner
- EResults Submission Forms
- Assessment Scheduling**

Provider	[757] Lifetime Training	Learning Environment
Programme/Provider Course	[665] IAO Level 1 Award in Principles of Safeguarding in a Learning Environment	
Qualification	[405] IAO Level 1 Award in Principles of Safeguarding in a Learning Environment	
Provider Reference	Test User	Purchase Order No
Batch Start	07/12/2021	Batch End
Site	ProctorU IAO	
Number of Learners	1	
Tutor		

On the "Assessment Scheduling" screen that loads, fill in all information for the date and time you wish to book the learner in for. Please also make sure you select "ProctorU IAO" from the "Site" drop down menu.

Assessment Scheduling

Batch [16024] Test Batch for Remote Invigilation

[← Back to Batch](#)

EAssessment Unit:

Principles of Safeguarding in a Learning Environment (e-assessment)

EAssessment Date

07-12-2021 12:00

EAssessment End Date

07-12-2021 12:30

The following learners are eligible for eAssessment submission:

Show All Eligible Learners

ID	ForeName	Surname	DoB	ULN	Site	<input type="checkbox"/> Submit
260033	Test	User321	26/12/1992		« Please Select »	<input type="checkbox"/>

« Please Select »

- ProctorU IAO**
- ProctorU Lifetime Training

[Submit >](#)

Make sure the "Submit" tick box is selected next to the relevant learner and click submit at the bottom of the page.


Show All Eligible Learners

ID	ForeName	Surname	DoB	ULN	Site	<input type="checkbox"/> Submit
260033	Test	User321	26/12/1992		ProctorU IAO	<input checked="" type="checkbox"/>

[Submit >](#)

This will then load the available timeslots for ProctorU sessions.

Note: If no email address is submitted for the learner when registering, The highlighted box below will need to be updated with the correct email address. The exam cannot be booked without this information.


Actions ▾ Resources ▾ Administration ▾
'Centre Administrator' at MCQ Test Centre Sam Willmott ▾

Remote Invigilation Booking

Booking Details

Learner: ProctorU Five [272907]

Unit: Applied Anatomy and Physiology (eAssessment) [5008]

Proposed Date & Time: 13/02/2023 09:00:00

Email:

Available Time Slots

Monday 13-Feb-2023 12:30	Monday 13-Feb-2023 12:40	Monday 13-Feb-2023 12:50	Monday 13-Feb-2023 13:00	Monday 13-Feb-2023 13:10
Monday 13-Feb-2023 13:20	Monday 13-Feb-2023 14:20	Monday 13-Feb-2023 14:40	Monday 13-Feb-2023 14:50	Monday 13-Feb-2023 15:20
Monday 13-Feb-2023 15:30	Monday 13-Feb-2023 15:50	Monday 13-Feb-2023 16:00	Monday 13-Feb-2023 16:40	Monday 13-Feb-2023 16:50
Monday 13-Feb-2023 17:20	Monday 13-Feb-2023 17:30	Monday 13-Feb-2023 17:40	Monday 13-Feb-2023 18:20	Monday 13-Feb-2023 18:40

< Cancel Remote Invigilation Slot
Book Remote Invigilation Slot >

Select the required timeslot and then click "Book Remote Invigilation Slot" in the bottom right

Remote Invigilation Booking

Booking Details

Learner: ProctorU Five [272907]

Unit: Applied Anatomy and Physiology (eAssessment) [5008]

Proposed Date & Time: 13/02/2023 09:00:00

Email:

Available Time Slots

Monday 13-Feb-2023 12:30	Monday 13-Feb-2023 12:40	Monday 13-Feb-2023 12:50	Monday 13-Feb-2023 13:00	Monday 13-Feb-2023 13:10
Monday 13-Feb-2023 13:20	Monday 13-Feb-2023 14:20	Monday 13-Feb-2023 14:40	Monday 13-Feb-2023 14:50	Monday 13-Feb-2023 15:20
Monday 13-Feb-2023 15:30	Monday 13-Feb-2023 15:50	Monday 13-Feb-2023 16:00	Monday 13-Feb-2023 16:40	Monday 13-Feb-2023 16:50
Monday 13-Feb-2023 17:20	Monday 13-Feb-2023 17:30	Monday 13-Feb-2023 17:40	Monday 13-Feb-2023 18:20	Monday 13-Feb-2023 18:40

[← Cancel Remote Invigilation Slot](#)

[Book Remote Invigilation Slot >](#)



Assessment Scheduling

Batch [18090] [ProctorU Testing](#)

[Back to Batch](#)

The booking for learner [ProctorU Five \[272907\]](#) has been submitted

The learner(s) have now been registered and will subsequently receive e-mails (regarding account registration and exam confirmation) from the remote invigilation company ProctorU.

Re-Scheduling or Cancelling a test

Learners cannot reschedule tests on their ProctorU account. All rescheduling must be done by Innovate Awarding administrators. The Centre must contact Innovate Awarding directly if a test needs to be rescheduled.

Telephone: 0117 314 2800 option 4 or email coordinators@innovateawarding.org

The Centre will need to allow at least 72 hours before rescheduling the learner's test.

Learner Info

Preparing the Learner

In the e-mail that the Apprentice receives they will be asked to check the following in advance of their test (there is 72 hours to do this, but we recommend that the Apprentice reads and performs these checks as soon as possible to resolve any issues in advance of the test):

1. **Test Equipment**
2. **Download Guardian Browser**
3. **Read Requirements**
4. **Understand Rules**

The Centre should encourage the Learner to log into their ProctorU account: they can log into ProctorU account at <https://go.proctoru.com> enter their username and password and then click 'Log in'.

As a reminder for the Apprentice, on the day of the test the launch process can take between 5 -10 minutes, this does not deduct from their test time.

Absent Learner

The Learner is allowed up to 1 hour from the scheduled time of the test to join their test before the test is cancelled and the Apprentice is flagged as a non-attendance.

If the Learner is absent the Centre will still be charged for the test booking.

Tech Requirements

At this time, ProctorU only supports Mac and PC computers with the following operating systems: It is also recommended that a personal device is used to take the test as some employer devices have restrictions. Fire

TYPE	MINIMUM	RECOMMENDED
Internet Connection	Wifi Connection	Wired Connection
PC Users	Windows 10 (Windows 10 S mode is not supported) The Guardian browser requires 64-bit Windows 10	Windows 10 (10 S mode is not supported)
Mac Users	MacOS 10.13 (Oldest Still Maintained Version)	MacOS 10.15
CPU	more than 2 core CPU less than 85% CPU Usage	more than 4 core CPU less than 50% CPU Usage
Webcam	640x480 resolution	1280x720 resolution
Internet Download Speed	1 Mbps	12 Mbps
Internet Upload Speed	1 Mbps	3 Mbps
RAM	4 GB less than 95% Ram Usage	16 GB less than 90% Usage
Connectivity Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP
Screen Resolution	1366 x 768	1920 x 1080 and above

Additional Requirements

- A functioning microphone (some web cameras have them built-in); the microphone should not be part of headphones.
- Webcam/built in camera
- Headphones are generally not permitted, check with your testing organization to determine if headphones are permitted
- Guardian Browser (Downloaded from the main page when you log in)

Un-Supported Devices

ProctorU do not currently support the below, however they are working on solutions to accommodate every platform.

- Chromebooks are not supported
- Mobile Devices
- Tablets/iPads
- Linux/Unix operating systems
- Inactive versions of windows
- Microsoft Surface RT
- Apple Bootcamp
- Remote access software

- **Virtual Machines:** If you are running within a virtual machine when you connect with us, you will be asked to exit your virtual machine and reconnect using your host operating system to take your test as it is a security risk for ProctorU.
 - Please note that the equipment testing function does not detect Virtual Machines. This is something you would need to check with your IT department before using a work device, prior to the test.

- Windows 10 S Mode: This can be disabled at your own discretion. **However, once you switch out of S mode, Windows is not able to revert back into S mode. The change is permanent.** [Learn how to switch out of S mode.](#) If you are unable to, or do not want to change your operating settings, a different computer or device will be required to complete your ProctorU appointment.

- Unlicensed/inactive versions of Windows and Test Builds/Modes

TalkTalk

TalkTalk has a web filter known as HomeSafe, it comes standard with their services and can block remote control access and videos from connecting to it.

HomeSafe will need to be disabled so that the Proctor can remotely connect with you.

Please follow these instructions to turn off the feature on HomeSafe that could be blocking your video and remote access:

1. Log into your TalkTalk Account.
2. Click View HomeSafe settings from the "My Services" drop-down menu bar.
3. This will show you what is currently on/off.
4. Switch the Kidsafe and Scam Protection settings to off.

Internet Connection

Testing with ProctorU requires a strong and stable internet connection to support screen sharing and remote proctoring software. Issues with stability or speed may prevent you from testing or may cause issues during your exam. Try some of the tips below if you're experiencing issues with your internet.

Minimum Speeds

- **Download:** 1 Mbps
- **Upload:** 1 Mbps

Recommended

- **Download:** 5 Mbps
- **Upload:** 5 Mbps

[Test Internet speeds](#)

Note: Hotspots and tethering are not supported due to stability issues

Tip for Improving Your Internet Connection Speed

- Make sure no one else is using the internet while you're testing. Things like watching **Netflix/Hulu** or playing **online video games**, will slow down the connection and may **disconnect you from your exam**.
- **Unplug your router and modem** for at least **30 seconds**. Plug the **modem** back in and **wait 60 seconds**, then **plug the router** back in and **wait 2 minutes**. Restart your computer. Test your internet connection again.
- If on WiFi, connect VIA **ethernet cable** or move as close to the router as possible. (Keep in mind that no one else can be in your room!)

Port/Protocol Specifications

If the Learner is going to be using a work device, the below configurations will need to be checked by your IT team. If the below has not been enabled, there is a chance that the security will block the required procedures to carry out the test.

Port	Protocol	Reason
80	TCP	Unsecured web/HTTP traffic
443	TCP	Secured web/HTTPS traffic
843	TCP	Flash video
1935	TCP	Streaming video component
3478	TCP/UDP	Streaming video component
5671	TCP	Streaming video component
49152-65535	UDP	ProctorU browser plugin

Whitelisting & Firewalls

LogMeIn Rescue Domains to be Whitelisted

- *.LogMeIn123.com
- *.123rescue.com
- *.support.me
- *.logmeinrescue.com
- *.logmeinrescue.eu
- *.logmeinrescue-enterprise.com (Powers account-specific Rescue features, not required for standard accounts)
- *.logmein-gateway.com

Additional Whitelist Requirements - Executables (for Browsers and Firewalls):

OS X

- LMIGUIAgent
- LogMeInGUI.app
- Rescue
- LogMeIn Menubar
- Support-LogMeInRescue
- LogMeInRescue

PC

- Support-LogMeInRescue.exe
- Support-LogMeInRescue(1).exe
- Support-LogMeInRescue(2).exe
- Support-LogMeInRescue(3).exe
- Support-LogMeInRescue(4).exe
- Support-LogMeInRescue(5).exe
- Support-LogMeInRescue(6).exe
- Support-LogMeInRescue(7).exe
- Support-LogMeInRescue(8).exe
- Support-LogMeInRescue(9).exe
- Support-LogMeInRescue(10).exe
- Support-LogMeInRescue[2].exe
- Support-LogMeInRescue[3].exe
- Support-LogMeInRescue[4].exe
- Support-LogMeInRescue[5].exe
- Support-LogMeInRescue[6].exe
- Support-LogMeInRescue[7].exe
- Support-LogMeInRescue[8].exe
- Support-LogMeInRescue[9].exe
- Support-LogMeInRescue[10].exe
- lmi_rescue.exe
- Support-LogMeInRescue[11].exe
- LMI_Rescue_srv.exe
- LMIRescue.pkg
- lmi_rescue.exe

Test Requirements & Rules

Un-Permitted Testing Locations

- Bathroom/restroom
- Floor
- Public areas with other individuals like Coffee Shops
- Outdoors

You should be seated at a hard surface like a desk or table, and preferably with your back to the main room entrance. The below are **not** permitted to when taking the test.

- Sitting on a bed
- Sitting on a sofa
- Using standing desks
- Taking the test in vehicle
- Undertaking a test in a room with clear glass walls

Rules

- **Talking aloud:** Unless the Learner has been granted accommodation, talking or whispering aloud during the exam is not permitted.
- **Being out of camera view:** The Learners face, chin & forehead, needs to be always in the camera view.
- **Anyone entering your testing area:** Nobody else can be in the testing location.
- **Anyone talking to you while you're in your testing area:** Additional noises, including other people talking, while in the exam are not allowed.
- **Looking off-screen:** The apprentices eyes should stay on the screen at all times while testing.
- **Taking pictures or screenshots of the exam:** Taking pictures while in your exam, including screenshots, is not permitted.
- **Utilising a secondary monitor:** You are only allowed to use one monitor attached to one computer during your exam.
- **Breaks:** No breaks permitted unless an accommodation has been requested
- **No un-permitted materials** – No notes/books/electronic devices.
- **Electricals** - No headphones, earbuds or phones.
- **Clothing & accessories** - Remove any non-religious head coverings, sunglasses & watches. The Learner needs to be fully dressed.
- **No refreshments** - No food or drinks.

Data FAQ's

Where will the ProctorU data be stored

The data will be stored by Amazon Web Services in the USA, the data will be encrypted, and Amazon will not have access to the encryption keys or therefore the data.

Who is ProctorU data visible to?

Personal data (the name of the Apprentice, e-mail address and video recording) will be visible to the proctors (invigilators), who are based around the world, for identity verification basis only. They will not retain this personal data themselves.

Where are the invigilators based?

The invigilators are based in the USA, India, Philippines, Mexico, Panama and Jamaica. English is the primary language spoken by the proctors (invigilators). Our Privacy Policy can be found here: <https://innovateawarding.org/media/4laecpid/privacy-policy-v5.pdf>

How long will the Proctor data be kept for?

Personal data will be retained by ProctorU for 12 months after which ProctorU shall delete or return all Personal Data obtained from Innovate Awarding and delete existing copies.

Further Information

If you have any test booking queries, please contact our Qualifications Team Email:
coordinators@innovateawarding.org

Telephone: 0117 314 2800 then press option 4

For any technical queries, please contact ProctorU support:

Freephone: 0808 168 1055

<https://www.proctoru.com/live-plus-resource-center>

For more information about Innovate Awarding's live remote invigilation service, email:

contactus@innovateawarding.org



Innovate Awarding
Block F, 291 Paintworks, Arnos Vale,
Bristol, BS43AW

 innovateawarding.org

 contactus@innovateawarding.org

 +44 (0)117 314 2800