



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

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Can I schedule my own test if I am unable to make the original date?

No, if you are unable to make the original booking or need to reschedule for any reason, please inform your training provider who will organise a new date/time with you and then book via Innovate Awarding.

Who do I contact if I have any issues with ProctorU?

If you experience any technical issues, please contact ProctorU support:

- Freephone: 0808 168 1055
- <https://www.proctoru.com/live-plus-resource-center>

For any other issues, please contact Innovate Awarding on:
0117 314 2800 (**Option 2 for EPA** or **Option 3 for Qualifications**)

If you have any issues during your exam, use the support chat function available from your ProctorU portal.

What do I have to do on the date of my test?

A full breakdown and step by step guide can be found in your "Live Remote Invigilation Guidance for Learners" **document on page 16**.

If you have not been given this document, please contact either your training provider or Innovate Awarding.

I've received an email from ProctorU to say my booking is ready to be scheduled, what do I do now?

This is an email to notify you that Innovate Awarding have scheduled your exam in, and you need to log in to your ProctorU account and confirm.

When you log in you will see a "My Cart" option in the top right, click on this and it will detail your session that has been booked.

To confirm your exam, click "Process Order" on the right side of the screen.

This will now have confirmed your exam. Full details can be found in your "Live Remote Invigilation Guidance for Learners" document on **page 7**.

Please note – this is only for Qualification's learners. Any EPA Learners will be taken directly to the ProctorU Terms and Conditions.

What do I need to do prior to my exam?

As soon as you have confirmed your booking, please ensure you test out your equipment prior to the exam date. Once you log in, there will be a "Test Your Equipment" icon in the centre of your screen. This service will test:

- Bandwidth
- Microphone
- Camera/Web Camera
- RAM
- CPU
- Browser
- Operating System

The ProctorU site will then let you know which equipment passed and/or failed. If any equipment fails, the site will link you to articles on how to resolve it. There is a blue chat bubble in the bottom right-hand corner if you are unable to find a resolution. Full details can be found on **page 10** of your "Live Remote Invigilation Guidance for Learners" document.

It is important to test your equipment in the environment you will be completing your test in and with the same internet connection.

Please Note – You cannot use a mobile hotspot connection for your exam.

What do I do if I do if I have not received my email and I cannot access my account?

You can click on "Forgot your password" on the ProctorU site and this will ask you to reset your password and allow you to get access. It's important that you enter the email address Innovate would have used for account set up.

If you're having issues with this please call Innovate on 0117 314 2800, who will be able to assign you a new password manually."

What if the downloads specified in the guidance are not appearing?

You will need to ensure that any firewall setting is not blocking this. Also, try clearing cache and any pop-up blockers. You can use the ProctorU helpline or chat for further support if this has not worked.

Required Browser:

- Google Chrome
- Firefox

What is NOT supported:

- Microsoft Edge browser
- Google Chromebooks (For live Proctoring only)
- Tablets and smartphones (Nexus, iPad, Note etc)

Further information

If you need this document in another format, or have any questions on the contents, please contact us on:

0117 314 2800 (Option 2 for EPA or Option 3 for Qualifications)

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