



Taking your test with



Contents

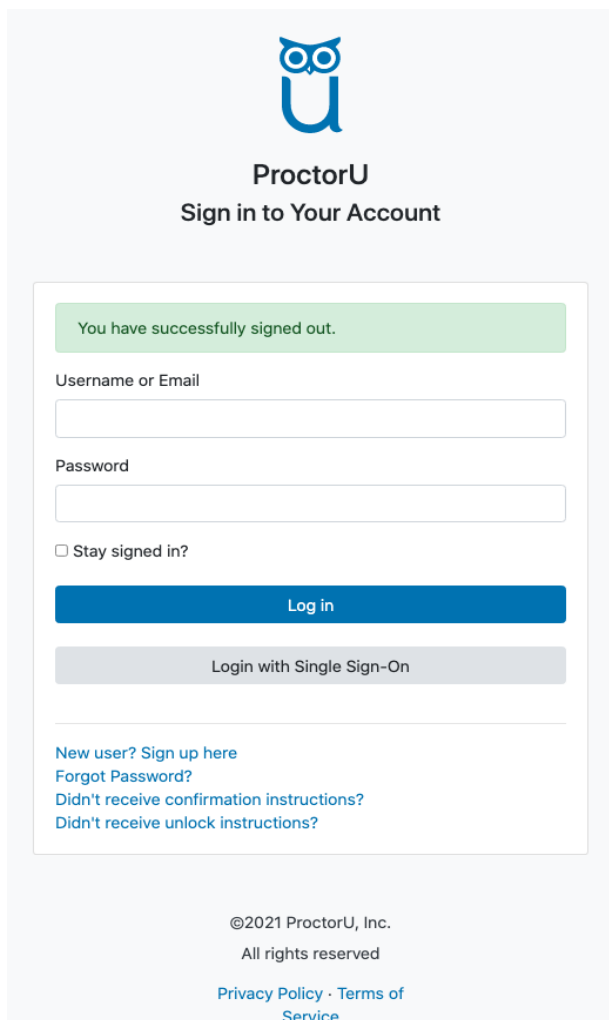
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Logging in

Log into your ProctorU account: You can log into ProctorU account at <https://go.proctoru.com> enter your username and password and then click 'Log in'.

Use 'Forgot Password?' if you cannot remember log in details.

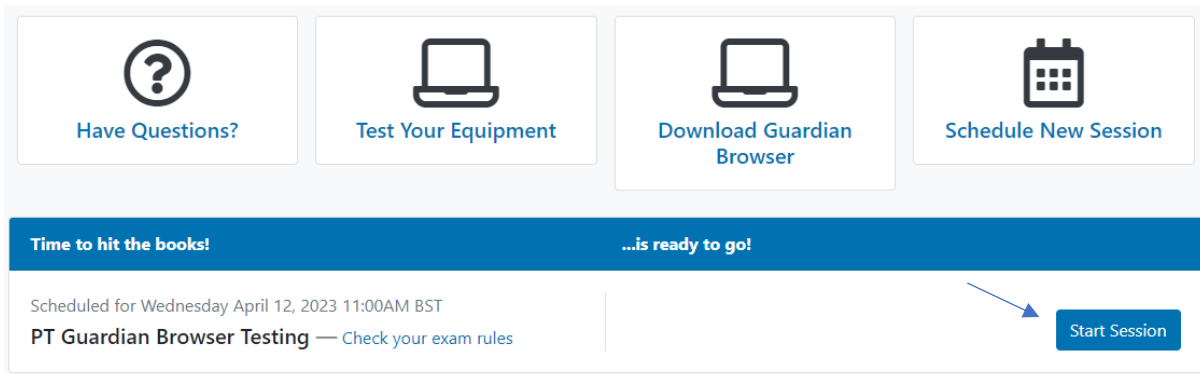
If you're having issues with this, please call Innovate on 0117 314 2800, option 1 and they will be able to assign you a new password manually."

A screenshot of the ProctorU login page. At the top center is the ProctorU logo, which is a stylized owl head above the letter 'U'. Below the logo is the text "ProctorU" and "Sign in to Your Account". The main content area is a white box with a light green success message at the top: "You have successfully signed out." Below this are two input fields: "Username or Email" and "Password". There is a checkbox labeled "Stay signed in?". Below the input fields are two buttons: a blue "Log in" button and a grey "Login with Single Sign-On" button. At the bottom of the white box are four links: "New user? Sign up here", "Forgot Password?", "Didn't receive confirmation instructions?", and "Didn't receive unlock instructions?". At the bottom of the entire page, there is copyright information: "©2021 ProctorU, Inc. All rights reserved" and links for "Privacy Policy" and "Terms of Service".

Getting started

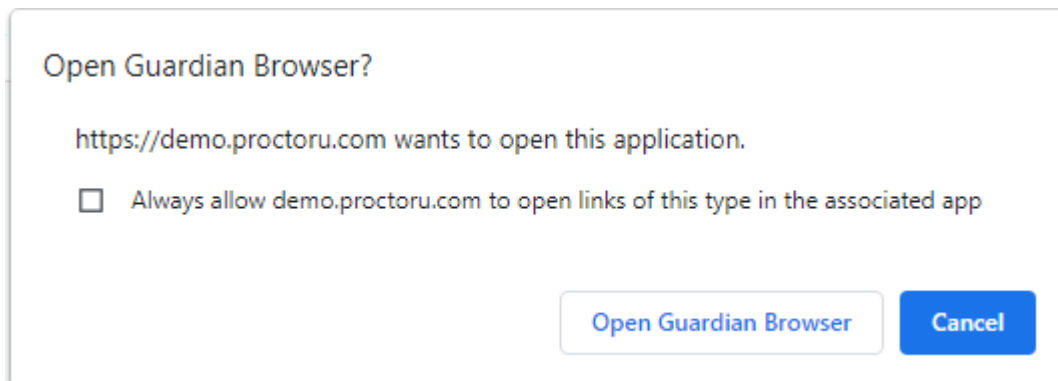
You will be taken to a screen that shows that 'you have successfully signed in'.

You will need to click onto the button 'Start Session'.



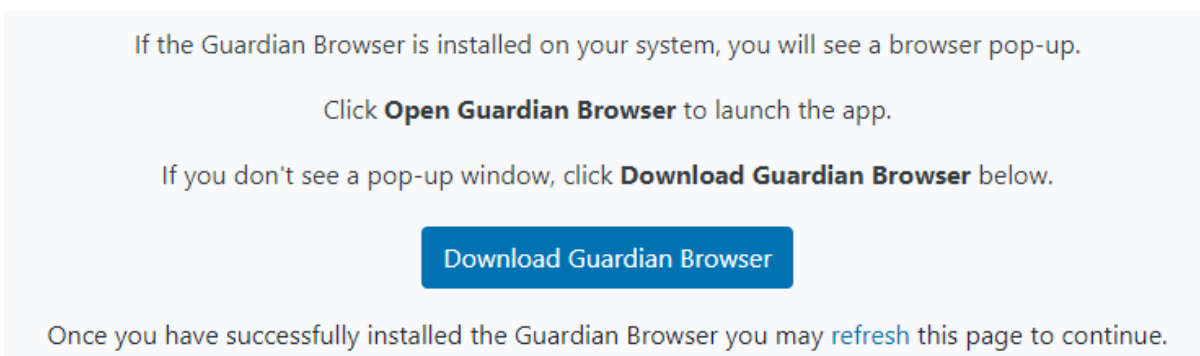
The screenshot shows a dashboard with four main navigation buttons: 'Have Questions?' (with a question mark icon), 'Test Your Equipment' (with a laptop icon), 'Download Guardian Browser' (with a laptop icon), and 'Schedule New Session' (with a calendar icon). Below these is a blue banner with the text 'Time to hit the books!' and '...is ready to go!'. Underneath the banner, it says 'Scheduled for Wednesday April 12, 2023 11:00AM BST' and 'PT Guardian Browser Testing — Check your exam rules'. A blue arrow points to a 'Start Session' button on the right side of the dashboard.

You should see the below page which will prompt you to open the Guardian Browser.



The screenshot shows a browser pop-up window titled 'Open Guardian Browser?'. The text inside says 'https://demo.proctoru.com wants to open this application.' Below this is a checkbox labeled 'Always allow demo.proctoru.com to open links of this type in the associated app'. At the bottom of the pop-up are two buttons: 'Open Guardian Browser' and 'Cancel'.

If you have not already downloaded the browser, you can do so by clicking the below option.



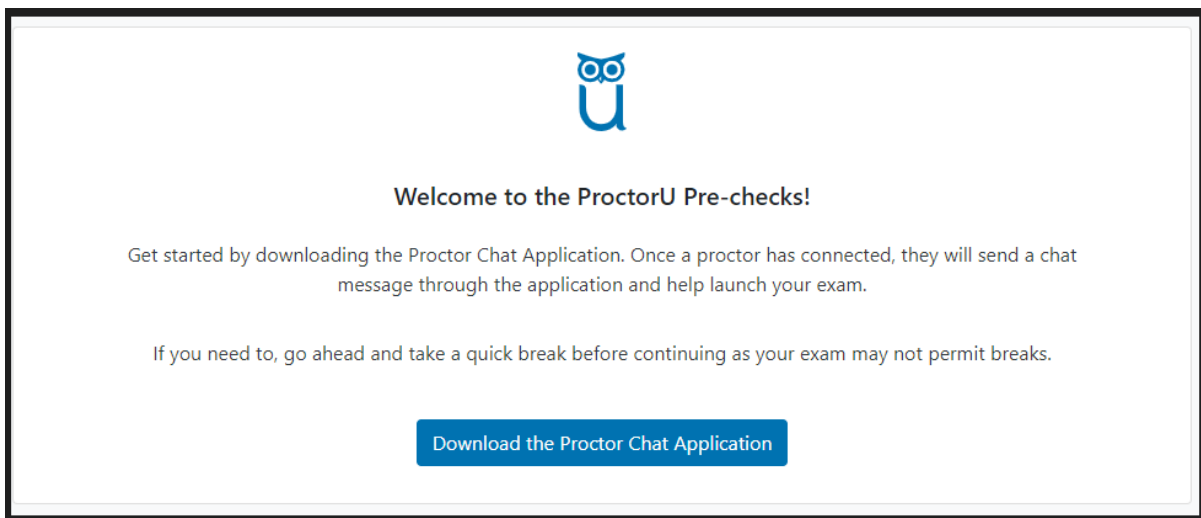
The screenshot shows a light blue box containing the following text: 'If the Guardian Browser is installed on your system, you will see a browser pop-up. Click **Open Guardian Browser** to launch the app. If you don't see a pop-up window, click **Download Guardian Browser** below.' Below the text is a blue button labeled 'Download Guardian Browser'. At the bottom of the box, it says 'Once you have successfully installed the Guardian Browser you may [refresh](#) this page to continue.'

Guardian browser steps for Mac users - <https://support.proctoru.com/hc/en-us/articles/13114373530509-How-to-Download-the-Guardian-Browser-from-your-Test-Taker-Account>

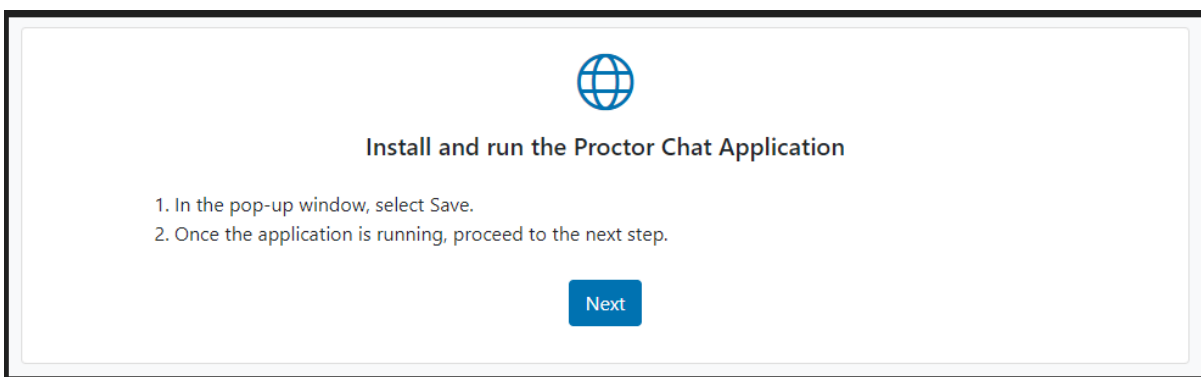
Connecting to the Proctor

The launch process can take between 5-15 minutes, which will not be taken away from your test time.


You should now see the 'Welcome to ProctorU' Pre-checks screen. You will need to click onto the 'Download' button to connect to a proctor



Install and run the application by clicking the 'next' button.



Review the terms and click the 'next' button to proceed.



Please review the following terms

ProctorU will record your exam session for review and training purposes. Recording will begin once you select the "Next" button below.

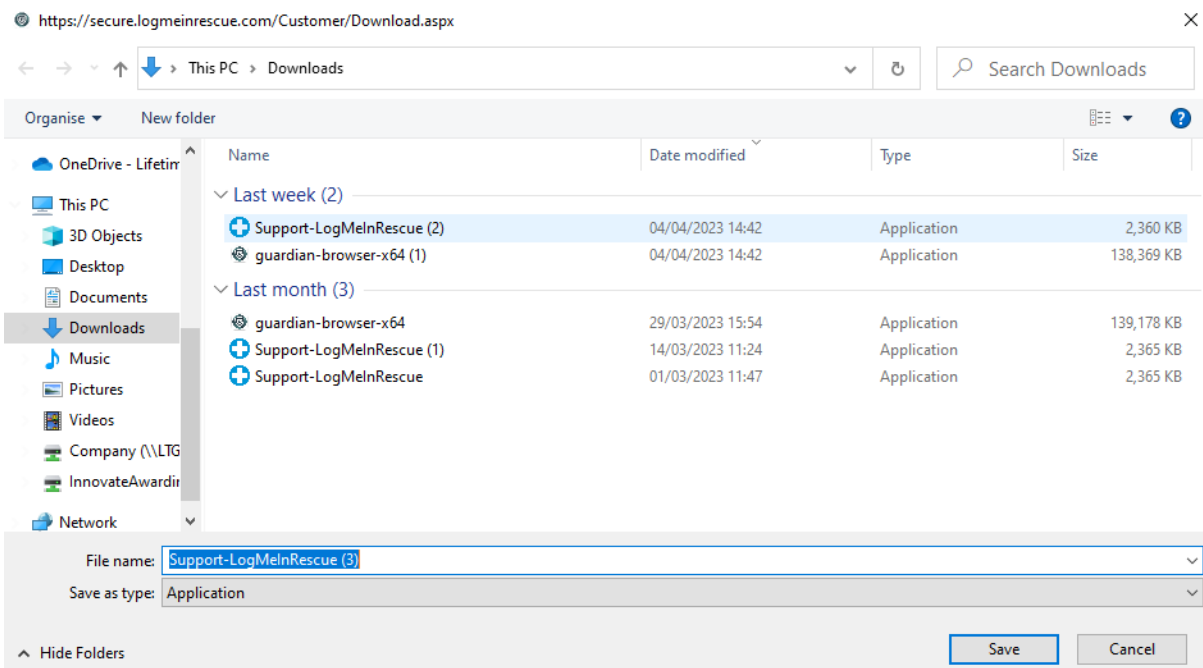
By selecting the "Next" button below, you agree:

- To the recording and monitoring of your exam session through screen capture system information, and your computer's camera and microphone.
- That you consent to the use of biometric facial recognition and/or keystroke analysis to support identity verification (if your testing organization/institution has activated one or both of these features).
- That you have reviewed and consent to [ProctorU's Privacy Policy](#)
- That you have reviewed and consent to [ProctorU's Terms of Service](#)

You must close both the Proctor Chat Application (if used) and your browser to end the recording of your exam session. Recording will continue until BOTH actions are completed.

[Next](#)

You will then be asked to download and run the LogMeIn rescue application.

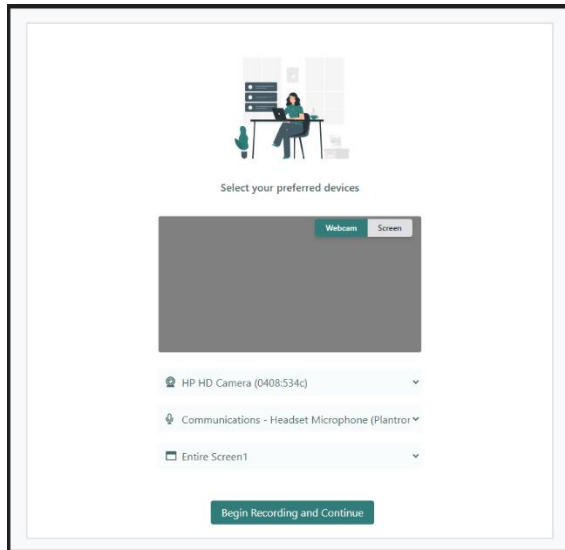


The screenshot shows a web browser window with the address bar displaying `https://secure.logmeinrescue.com/Custom/Download.aspx`. Below the browser, a Windows File Explorer window is open to the 'Downloads' folder. The file list is as follows:

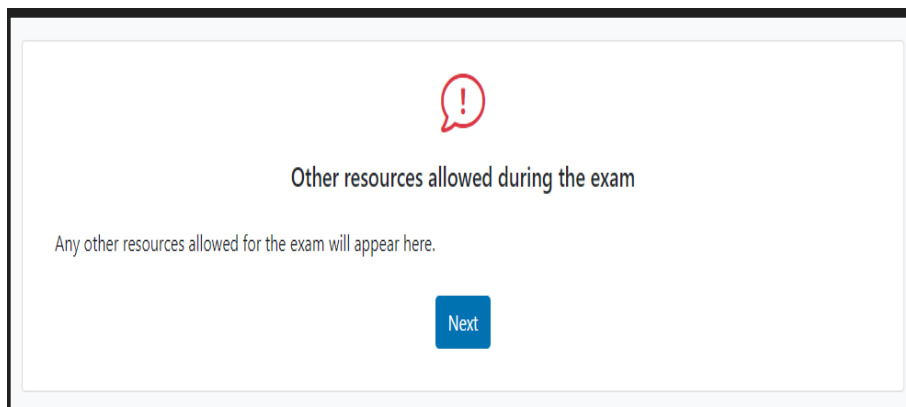
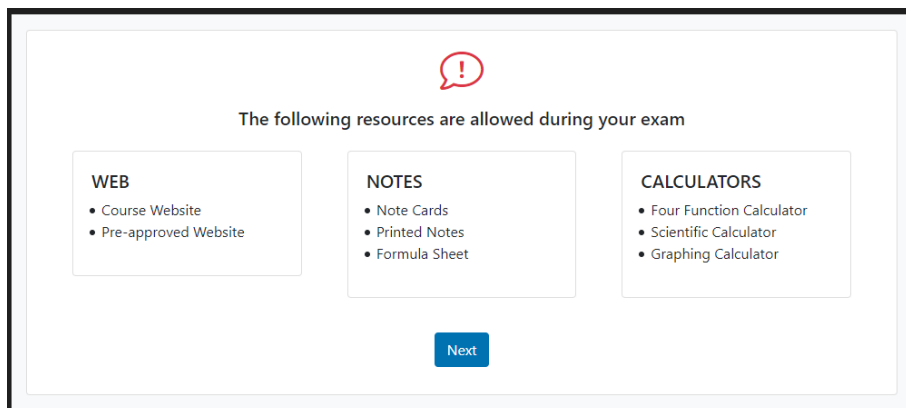
Name	Date modified	Type	Size
Last week (2)			
Support-LogMeInRescue (2)	04/04/2023 14:42	Application	2,360 KB
guardian-browser-x64 (1)	04/04/2023 14:42	Application	138,369 KB
Last month (3)			
guardian-browser-x64	29/03/2023 15:54	Application	139,178 KB
Support-LogMeInRescue (1)	14/03/2023 11:24	Application	2,365 KB
Support-LogMeInRescue	01/03/2023 11:47	Application	2,365 KB

At the bottom of the File Explorer window, the 'File name' field contains 'Support-LogMeInRescue (3)' and the 'Save as type' is set to 'Application'. 'Save' and 'Cancel' buttons are visible at the bottom right.

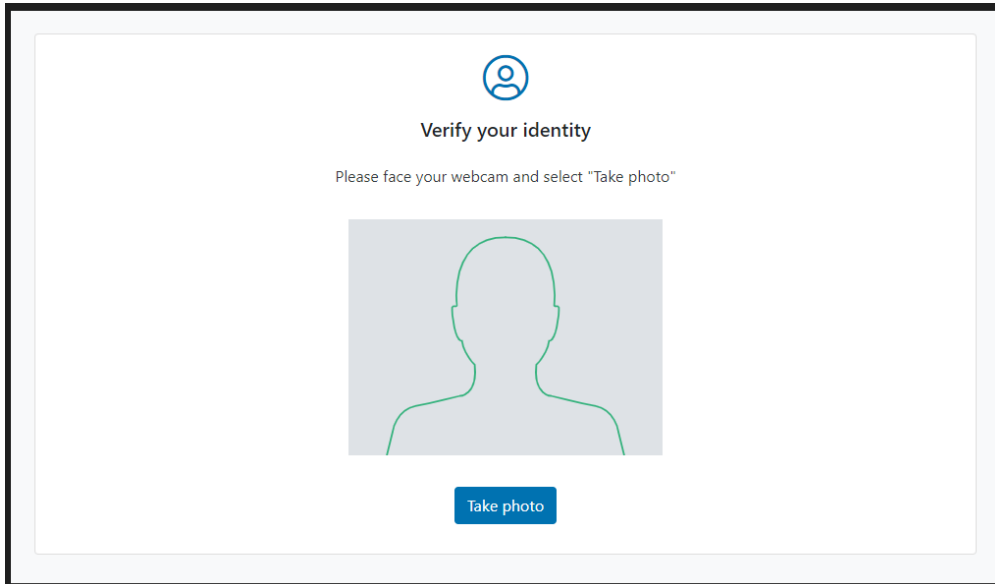
You should see yourself in the webcam if enabled correctly. Please click the 'Continue' button to proceed.



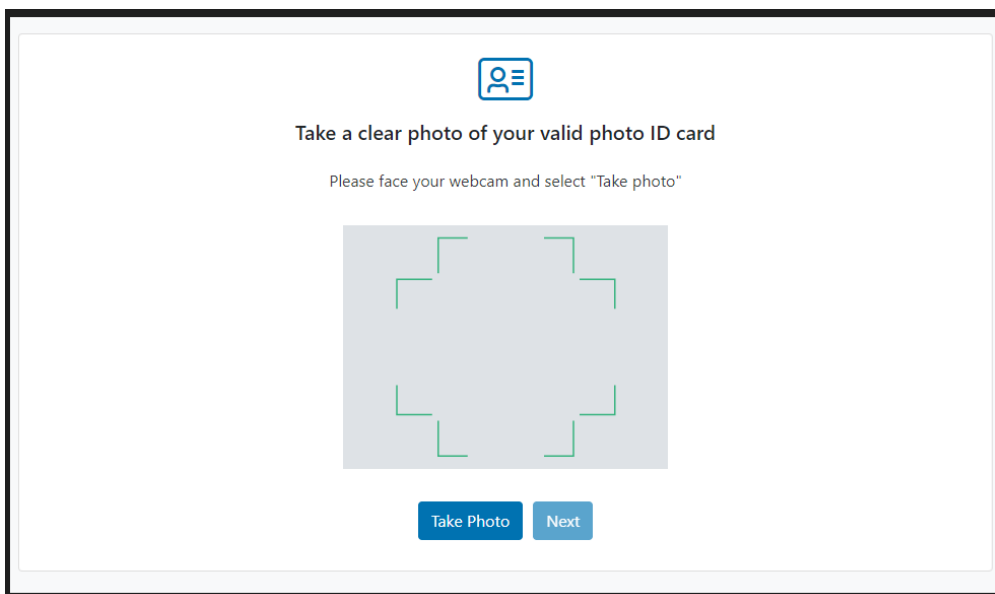
You will see the below messages which will display all permitted resources.



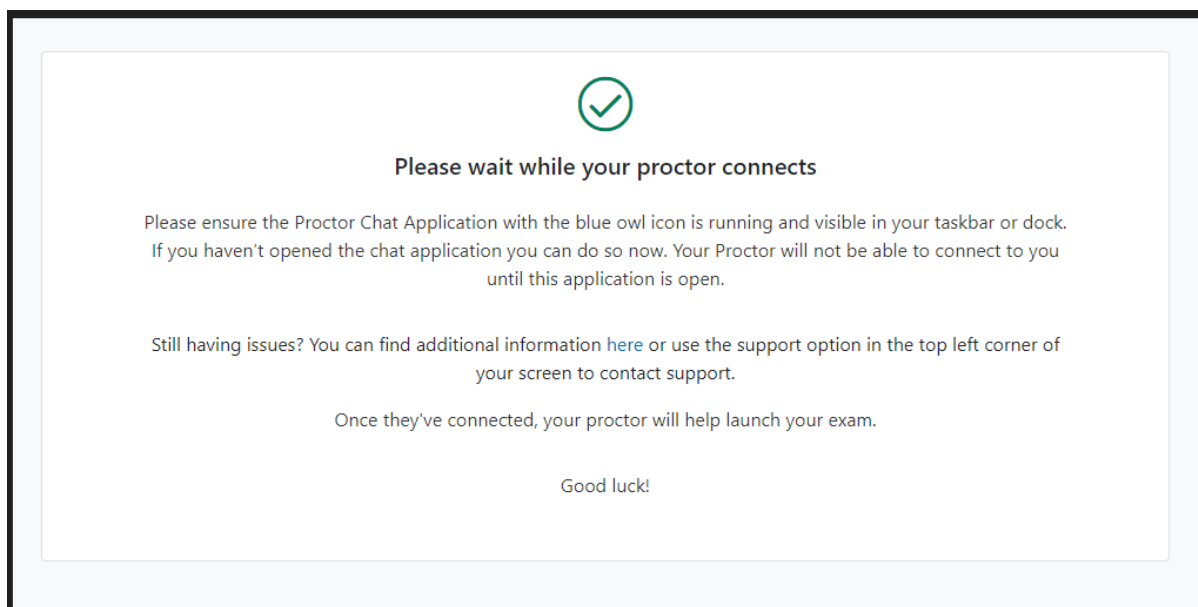
You will need to take a photo of yourself to confirm your identity.



You will also need to take a photo of your ID.



The below message will display and will prompt you to open the chat application if not already open.



Blue Owl example



Chat application example



If you are having issues connecting to a Proctor, please contact ProctorU on 0808 168 1055.

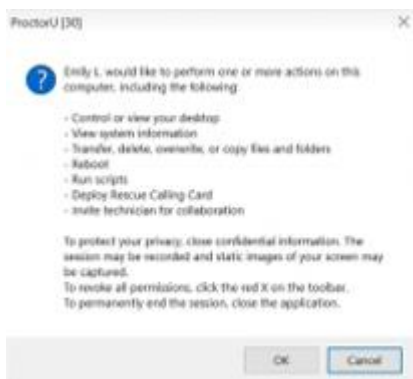
Once connected, the proctor will greet you and will go through the test integrity policy (requirements and the rules of your test). When the proctor has finished reading the requirements and rules of the test to you, please type and enter 'I agree' in the chat box.

Security checks

The proctor will go through several checks with you including checking your photo ID (the name of your ID will need to match the name on your ProctorU account). If you do not have a photo ID, a reasonable adjustment form will need to be filled in prior to the test by your training provider. An accommodation will then be applied to your test. A birth certificate & bank card will be accepted as non-photo ID along with pre-approved questions to confirm identity (including email address and date of birth).

The proctor will go over any permitted resources allowed if any during your test.

The below pop up will appear on your screen again. Click 'OK'.



The Proctor will now have access to your computer. Please allow the Proctor to do the following checks:

- Check which tabs are open
- check your task bar
- check for any hidden icons
- Check clipboard settings
- Disabling game mode settings
- Close any un-permitted apps, browsers, and applications.
- Check if any dual monitors are connected (Not permitted)

If you are using a MAC the same settings will be checked, however an additional security setting is required to enable the support LogMeIn rescue app to run. Also, the proctor will disable air play for Mac users and will put your laptop on do not disturb so messages do not pop up during your test. The proctor will not re-enable these settings for you at the end of the test, but they will direct you to the article below in the support section.

- <https://support.proctoru.com/hc/en-us/articles/360050637211-UK-Test-Takers-TalkTalk-HomeSafe-Setting-Adjustment>
- Windows: <https://support.proctoru.com/hc/en-us/articles/360057612871-Windows-Setting-Adjustments>
- Mac: <https://support.proctoru.com/hc/en-us/articles/360057612591-MAC-Setting-Adjustments>

Checking your physical environment

You will be asked by the proctor to hold up your wrists to the camera to make sure you are not wearing a watch. The proctor will ask you to turn your head from side to side to check for any listening devices and to ensure that you are not wearing headphones or earbuds. You will also need to remove sunglasses if you are wearing them and any non-religious head coverings.

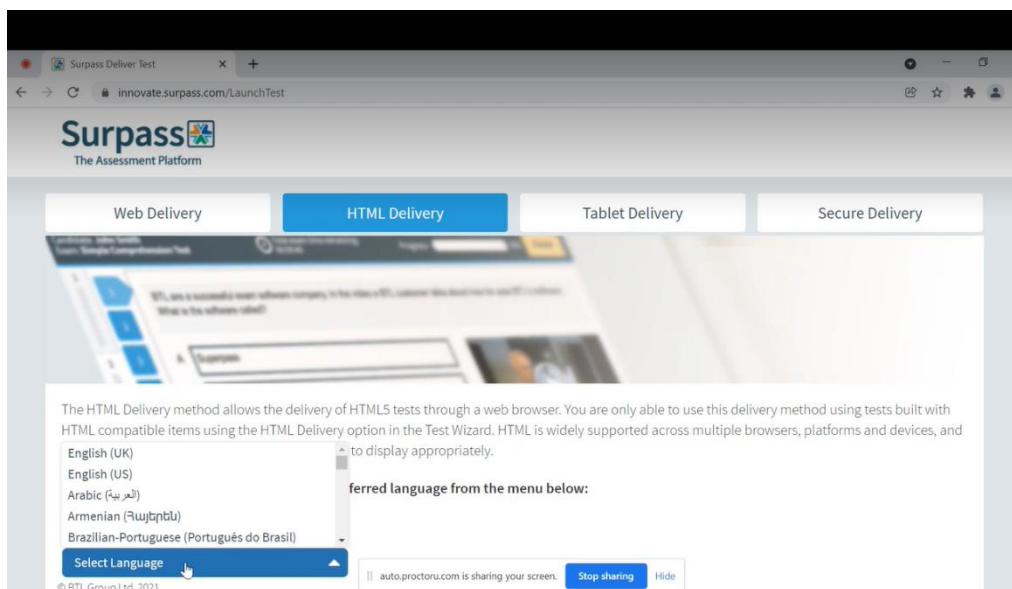
The proctor will then do a monitor scan of your laptop or computer, this is done by using your mobile phone camera on selfie mode and turn your camera to face your screen and check your keyboard etc to show the proctor your workspace.

The next step is to carry out a camera pan of the room where you are taking the test. All four walls of the room will be checked, along with the surface that you are taking the test on and the floor underneath. This is to ensure that you are in a private room for your test and that nobody else is present. Also, that there are no un-permitted resources such as notes/books/electronic devices.

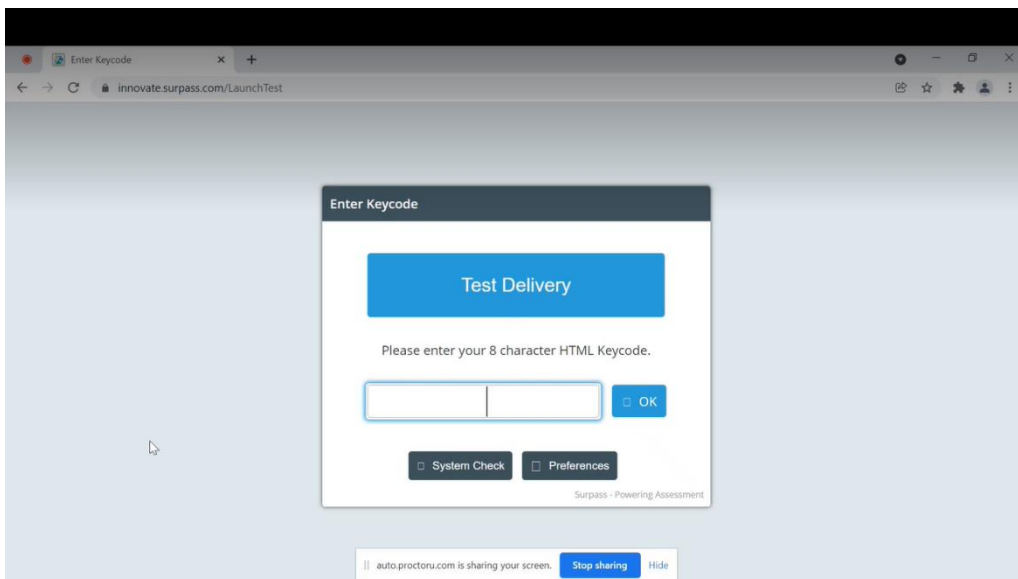
Taking your test

Once your virtual & physical environments are secured you will be able to proceed to take your test. You will be taken to the Surpass Assessment Platform which will be your test screen URL.

There will be several options on screen. Choose "HTML Delivery" at the top of the screen and select 'language' at the bottom left of the screen and choose your language.

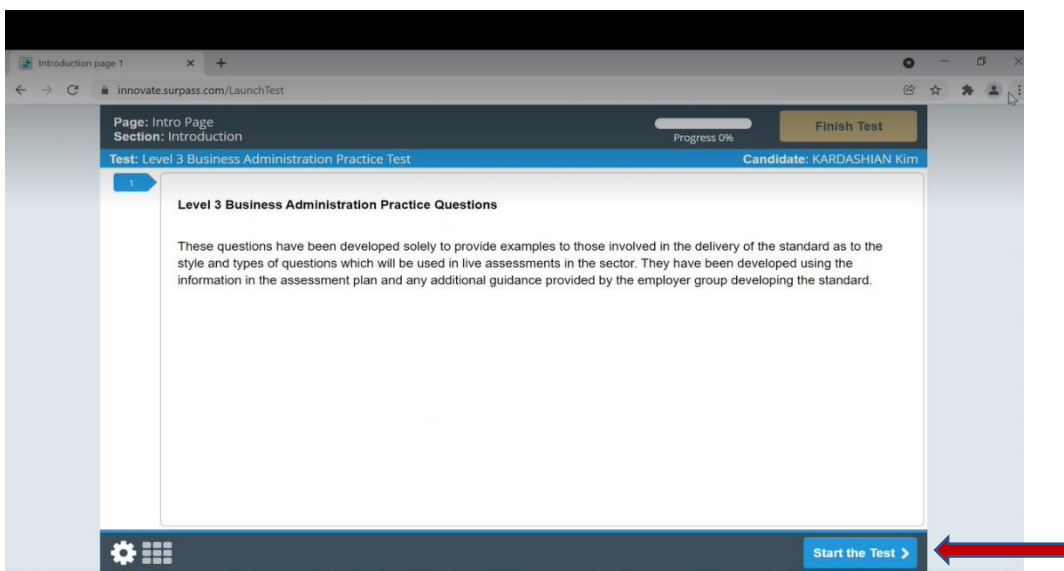


An 8-character keycode will be required and your proctor will enter the code.

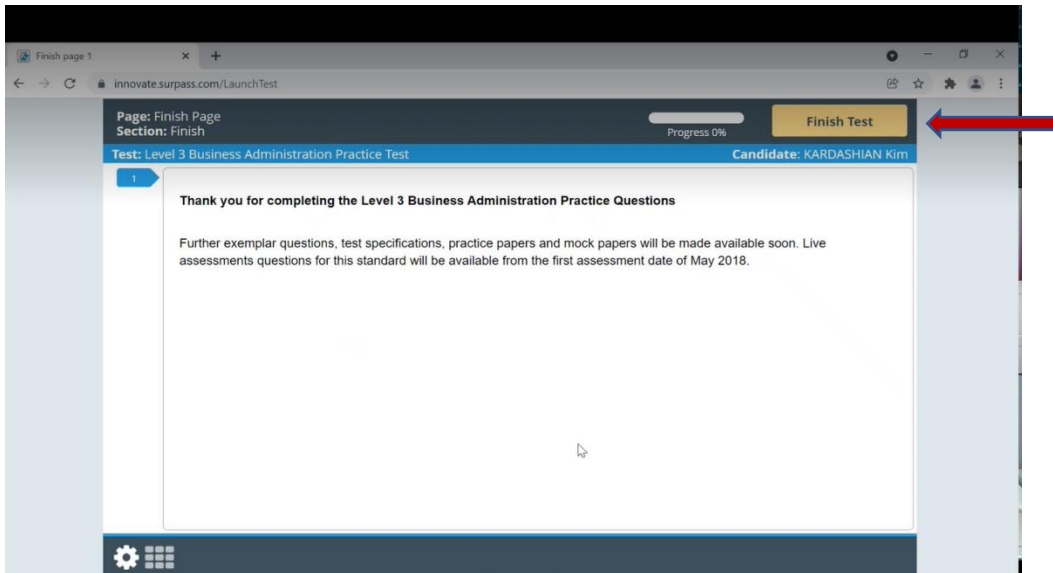


Once the keycode has been entered for your test your test, you will be in control and will not hear from the proctor during the test unless any suspicious activity is detected or if there is an issue.

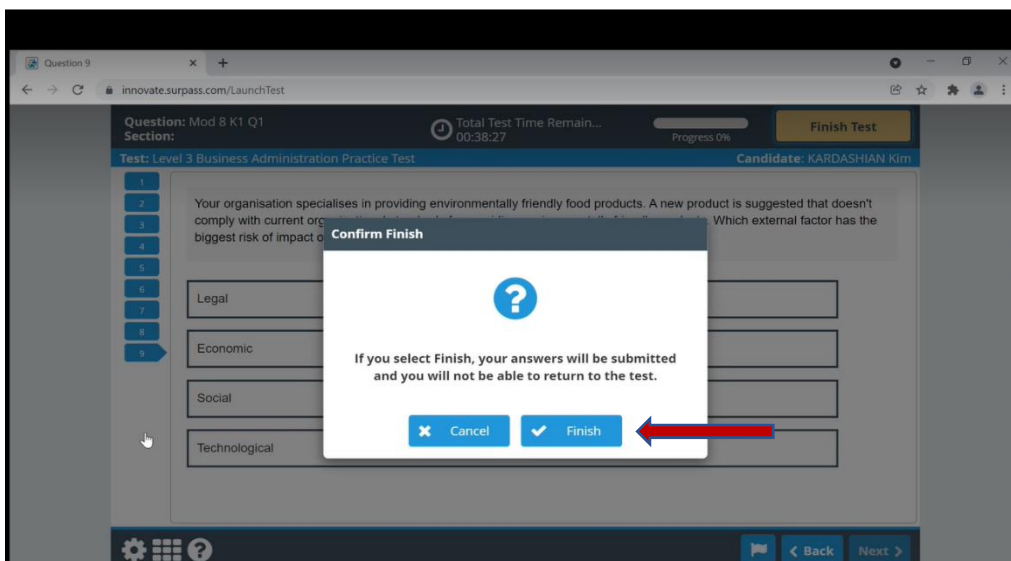
You can now begin the test by clicking on 'Start the Test'.



Once you have finished the test click on the 'Finish Test' button and notify the proctor via the chat box that you have finished.

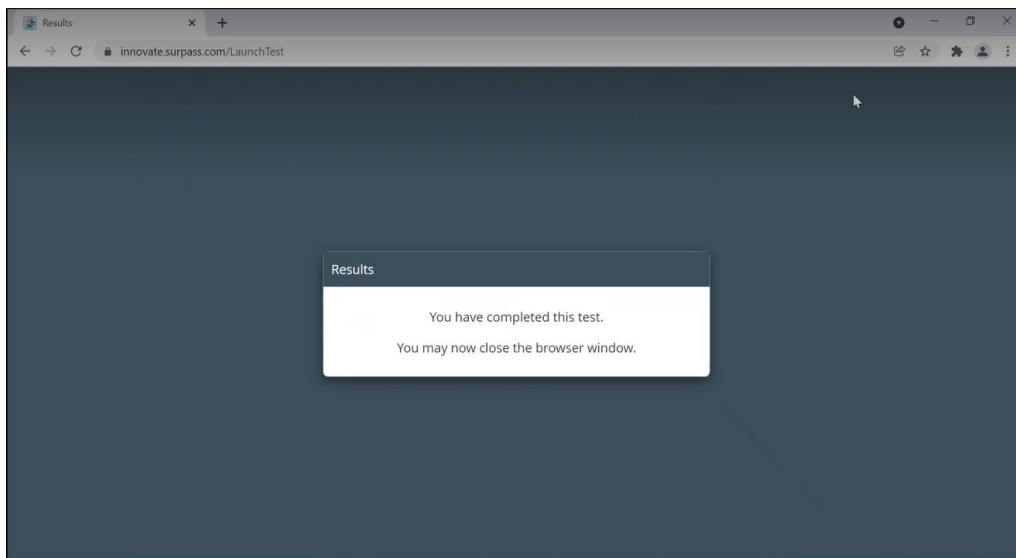


You will need to confirm this again by clicking on the 'Finish' button.



Closing the session

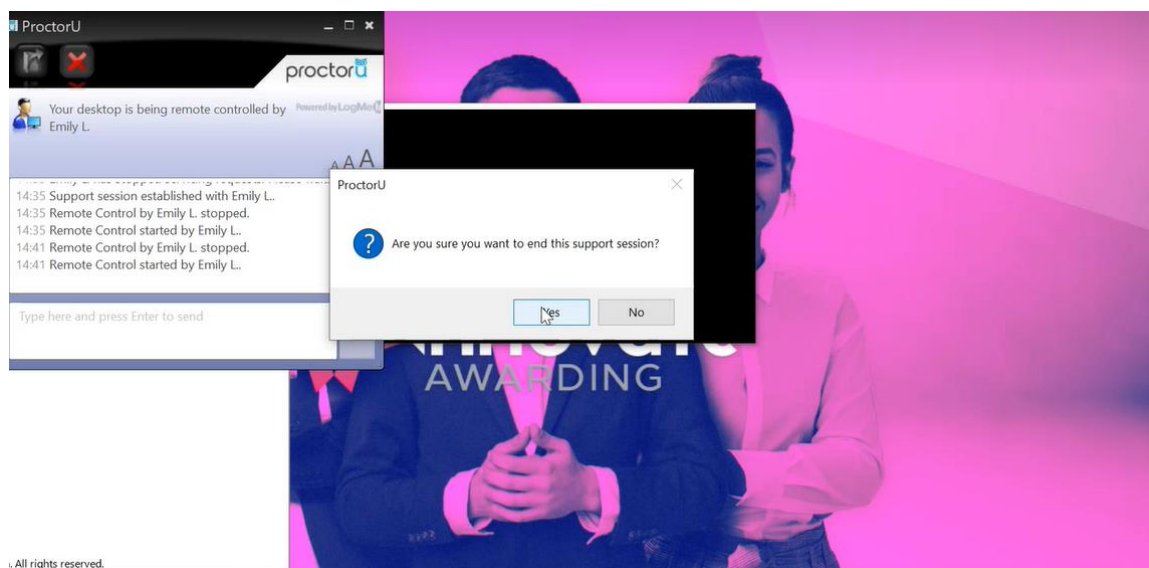
The proctor will give you instructions to log out, log out of test site, close the browser and the chat box by clicking on 'X' in the top right-hand corner.



The proctor will then give you the final instructions and remind you to re-enable your settings.

- <https://support.proctoru.com/hc/en-us/articles/360050637211-UK-Test-Takers-TalkTalk-HomeSafe-Setting-Adjustment>
- Windows: <https://support.proctoru.com/hc/en-us/articles/360057612871-Windows-Setting-Adjustments>
- Mac: <https://support.proctoru.com/hc/en-us/articles/360057612591-MAC-Setting-Adjustments>

You will be asked 'Are you sure you want to end this support session' click 'Yes' if you are happy to disconnect with the proctor. Please note that you will be unable to reconnect.



Further information

If you have any questions on the content for End Point Assessment, please contact us on:

0117 314 2800 (Option 2)

epa@innovateawarding.org

If you have any questions on the content for Qualifications, please contact us on:

0117 314 2800 (Option 3)

coordinators@innovateawarding.org

Please see next page for FAQ's

FAQ's

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 1 for EPA or Option 3 for Qualifications)

If you have any issues during your exam, you can 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? (Qualifications only)

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

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:

- Guardian Browser (Available on the ProctorU site)

What is NOT supported:

- Other browsers (Since the release of Guardian Browser)
- Google Chromebooks (For live Proctoring only)
- Tablets and smartphones (Nexus, iPad, Note etc)



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