

Proctortrack Learner Manual

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What is Proctortrack?

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.

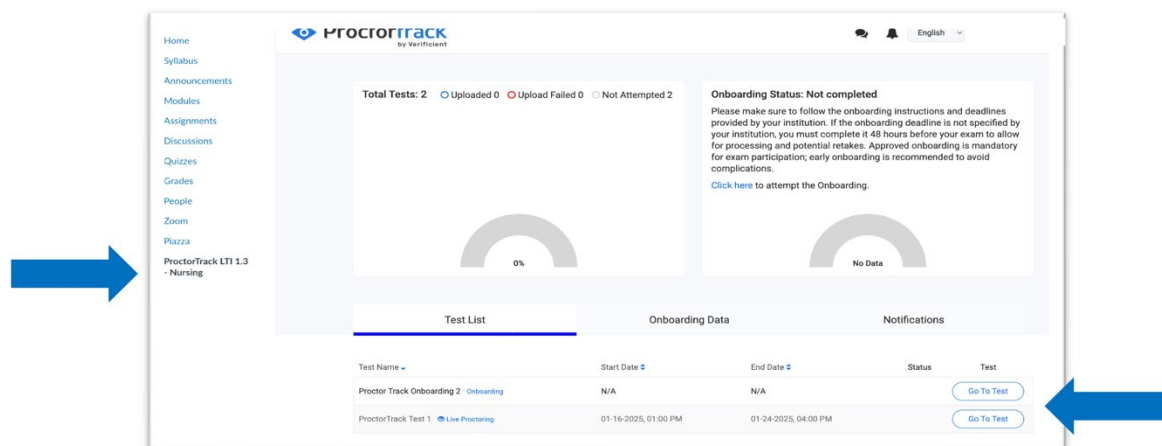
Proctortrack records your exam, processes it, and sends the data for human review to ensure no misconduct. Then, it's delivered to your instructor or institution official for final approval. AI won't make decisions; a real person will.

How to download Proctortrack

To take your exam with Proctortrack, you'll need to download and install the software. There are two ways to access the download page: directly from Quercus, or through the link sent via email (your instructor may or may not use this method). Note, you will have the opportunity to download the software and practice launching Proctortrack with an onboarding trial test prior to your actual exam.

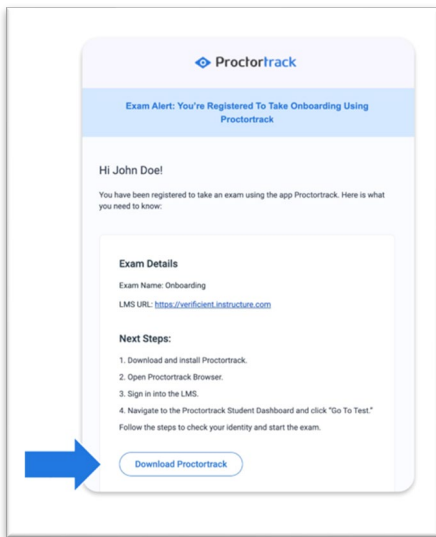
Download from Quercus

1. Sign into Quercus and navigate to the Proctortrack item in the left navigation in your course (exact full title may vary but you will see "Proctortrack" in the nav item)
2. Click the 'Go to Test' button on the Proctortrack Dashboard. This won't start your exam—it simply takes you to the download page.

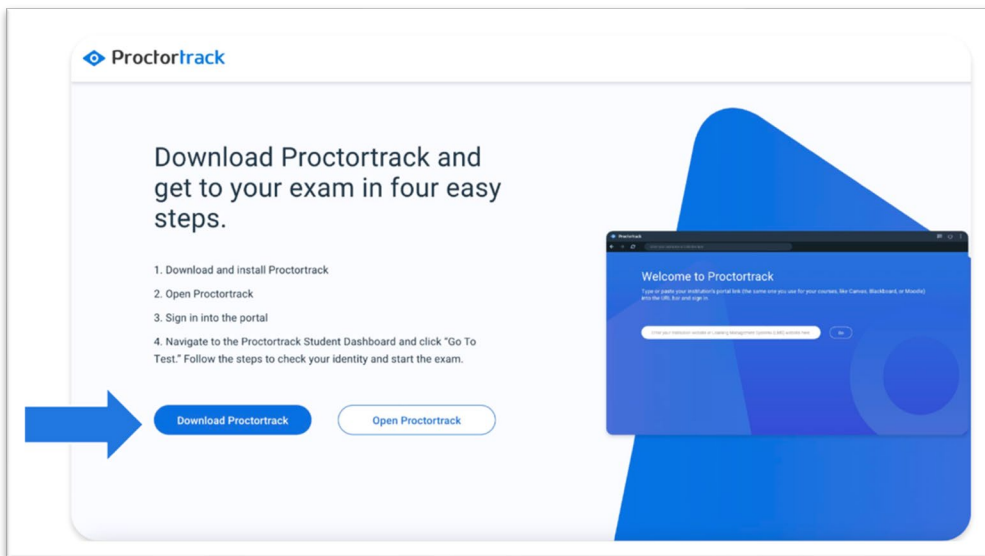


Download via registration Email (optional)

Depending on your instructor, you may also/instead receive an email from no-reply@verificent.com containing your exam details and the link to download Proctortrack.



Both options will take you to the page to download Proctortrack. Select to install.



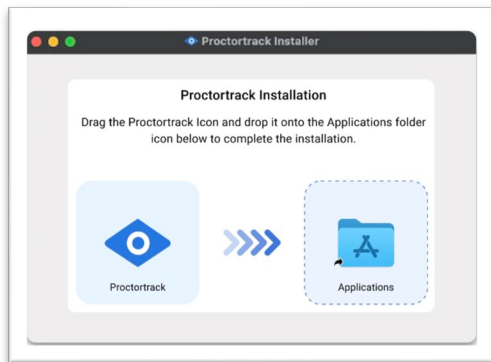
Install and open Proctortrack

After download, follow the installation process instructions.

You may receive a warning about the app being downloaded from the internet with an "Are you sure you want to open it?" message. Proctortrack has gone through a privacy and security review, and you can agree to open it.

On a PC you can open and run Proctortrack from your downloads folder (or wherever your downloaded documents default to).

On a Mac you must drag the Proctortrack icon and drop it into the applications folder.

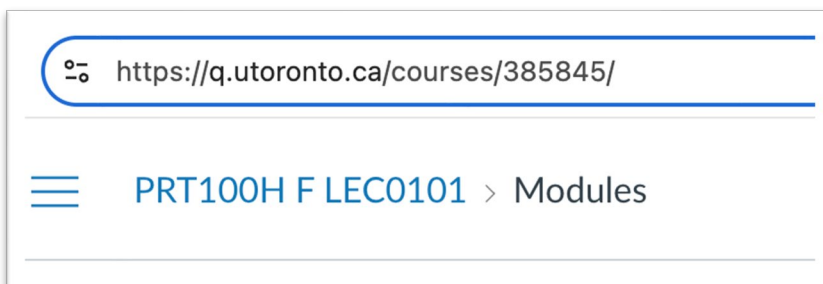


Launch Proctortrack

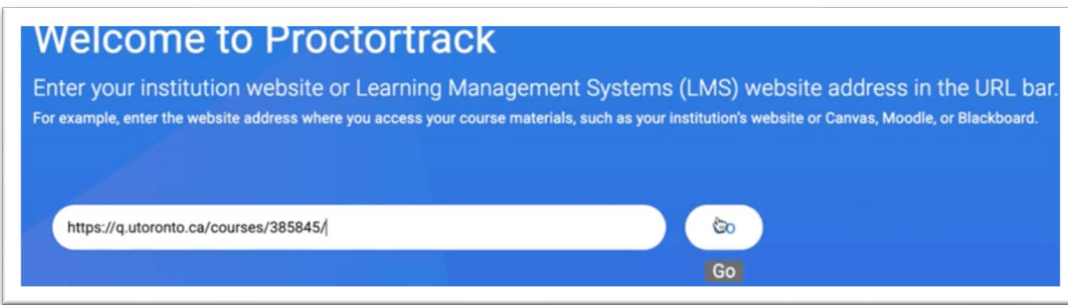
You can now open/launch Proctortrack from your computer and the app will open as a full screen browser.

You will need to manually paste your Quercus course URL (e.g., from Chrome or other preferred browser) into the address bar to proceed.

NOTE: You must include the https://

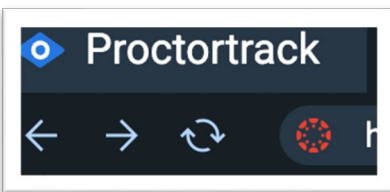


Copy the course url and paste into the Proctortrack browser



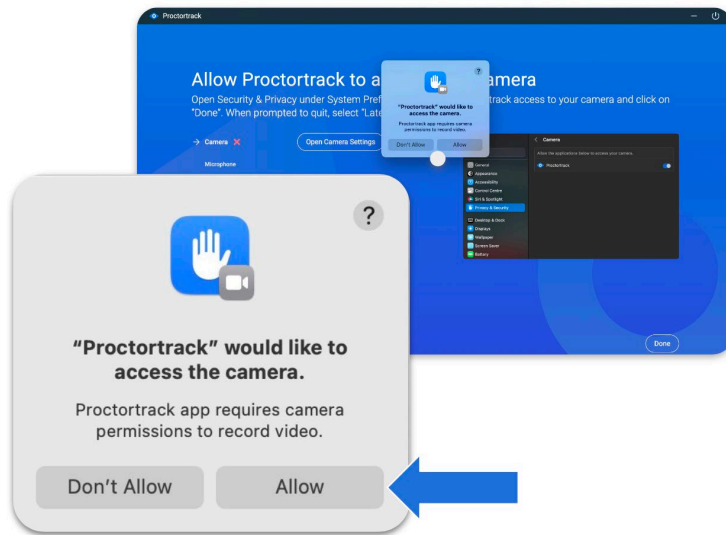
It will now ask you for your weblogin information once more (as though you were accessing Quercus from a new browser).

You will be able to see you are in the Proctortrack browser as on the top left of your screen it will say Proctortrack. Otherwise, the experience will look like your Quercus course – you are now just in the secure Proctortrack browser.



Mac Users Only - MacOS permissions

When you first install and launch Proctortrack on your mac, you'll be prompted to enable several permissions in your system preferences (Camera, Microphone, Accessibility and Screen Recording). Follow the on-screen instructions carefully to grant access. If you miss a step, you can manually adjust these settings later by going to System Preferences > Security & Privacy and ensuring Proctortrack has the necessary permissions under the Privacy tab.



MacOS permissions window:

When you click "Open Camera Settings," your Mac's system settings will appear, prompting you to adjust camera permissions.

Occasionally, this window may open behind the Proctortrack app. If you don't see it, minimize Proctortrack, grant the permission, and then click Done.

MacOS permissions list:

Note: Depending on your operating system version, you may need to grant accessibility access by clicking on the lock icon to unlock permission.

1. Camera
2. Screen Recordings
3. Microphone
4. Accessibility

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.

Onboarding Test (mandatory)

Take the onboarding test before the exam (see steps below, they will be the same as taking the actual exam)

Complete the Onboarding Test to create your Proctortrack profile and check your computer's technical requirements. Human review of your profile can take up to 8 hours, and you'll be notified via email. To avoid last-minute issues, use the same laptop for both onboarding and the exam. Finish this step well in advance.

When should I complete onboarding?

It is important that you onboard as soon as possible, **at least 10 days prior to your exam**, to ensure you have enough time to fix any problems with your computer or onboarding profile well before your first assessment. You can find the onboarding test in the Proctortrack Dashboard in Quercus.

Time to process Onboarding

It will take 4-8 hours for your onboarding assessment to be processed.

If you fail your onboarding assessment profile you will receive an email from no-reply@verificent.com notifying you that your onboarding assessment profile has been rejected along with the relevant reason. You are also able to check your onboarding status in the Proctortrack Dashboard.

Common reasons for failing onboarding are:

- Invalid photo ID
- Name was not legible in ID.
- Name did not match with ID
- Photo ID scan not captured
- Invalid facial scan
- Facial scan not captured

- Improper room lighting

Please note that your ID should match with the name registered for the exam.

Acceptable IDs include: driver's license, Canadian provincial and territorial photo cards (ex. Purple Ontario Photo Card), permanent resident card, or passport.

Temporary IDs for expired documents in process of renewal and health cards will not be accepted.

How to check the onboarding status

Once your data is processed, the results will be shown on the Proctortrack Student Dashboard and you will receive an email from noreply@verificient.com. If onboarding is rejected, the email will include details of why the onboarding test was not accepted and advise you to retake the onboarding test.

Scheduling your Exam (if applicable)

The SCS Exam office will email you in advance with instructions that will outline if you are required to schedule your exam.

Once you have passed/approved the Onboarding Test (your profile is approved), the ability to schedule your exam will appear, if your exam requires scheduling. Click on "Schedule" to select a time to take your exam. Please schedule your final exam timeslot as soon as you are notified that you have passed the Onboarding Test. There may be limited choice of time slots closer to the exam date.

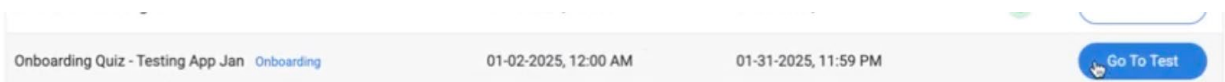
You must **schedule** your final exam **at least 7 days before the exam date**. If you do not schedule your exam, you will not be able to write and will be considered a no show.

Taking the Exam

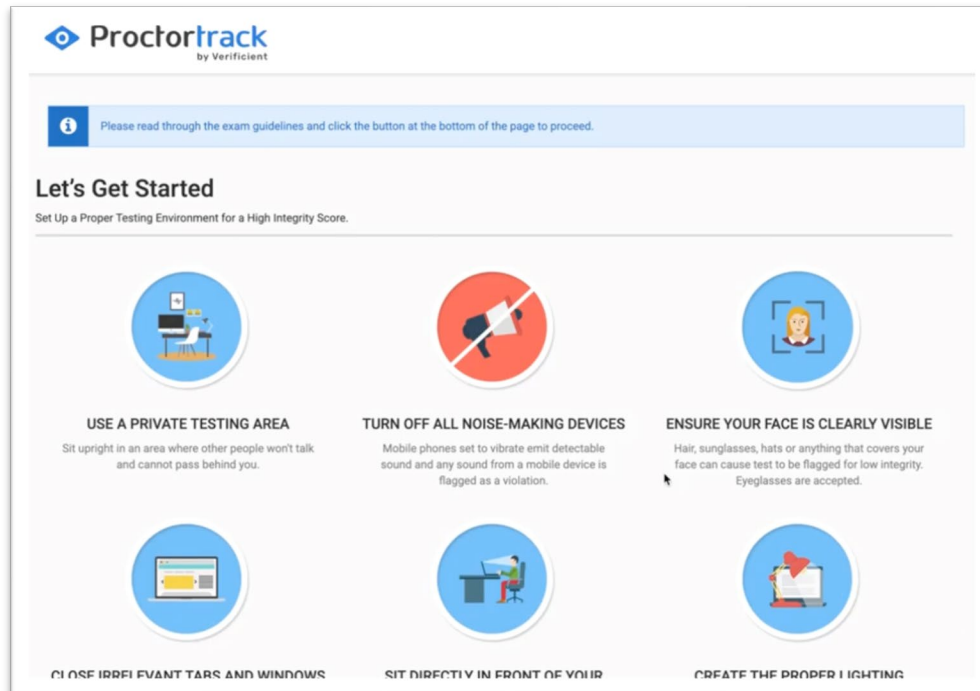
Once your profile is approved you can take the exam at the time the exam is scheduled. Proctortrack verifies your identity at the start of each exam and compares it with your onboarding profile to ensure the right person is taking the test. It may also require a Room Scan if requested by your institution, ensure a quiet uncluttered testing environment.

Go To Test

Select "Go to Test" from your Quercus test page in the Proctortrack browser.



You will now begin the onboarding process proper. The first screen will be guidelines for a proper setting to write the test. Read through and select “Next”



System check

The app will perform a system check to ensure your setup is ready for the exam. If any unauthorized applications or devices are detected, they will be closed. Ensure that only one monitor, keyboard, and mouse are connected to your system.

As the system check begins a policy agreement will pop up. Do provide consent to continue.

Policy Agreement

This test sponsor uses a third-party vendor, Verificient Technologies Inc., to perform remote ID verification and proctoring services.

By checking this box:

- I agree to Verificient's [Terms of Service](#) and acknowledge that Verificient processes my personal data in accordance with its [Privacy Policy](#) and
- I consent to Verificient collecting, processing, and storing my biometric data for the purpose of verifying my identity on behalf of the academic institution or organization as test sponsors as described in Verificient's [Privacy Policy](#), which also explains how to revoke this consent.

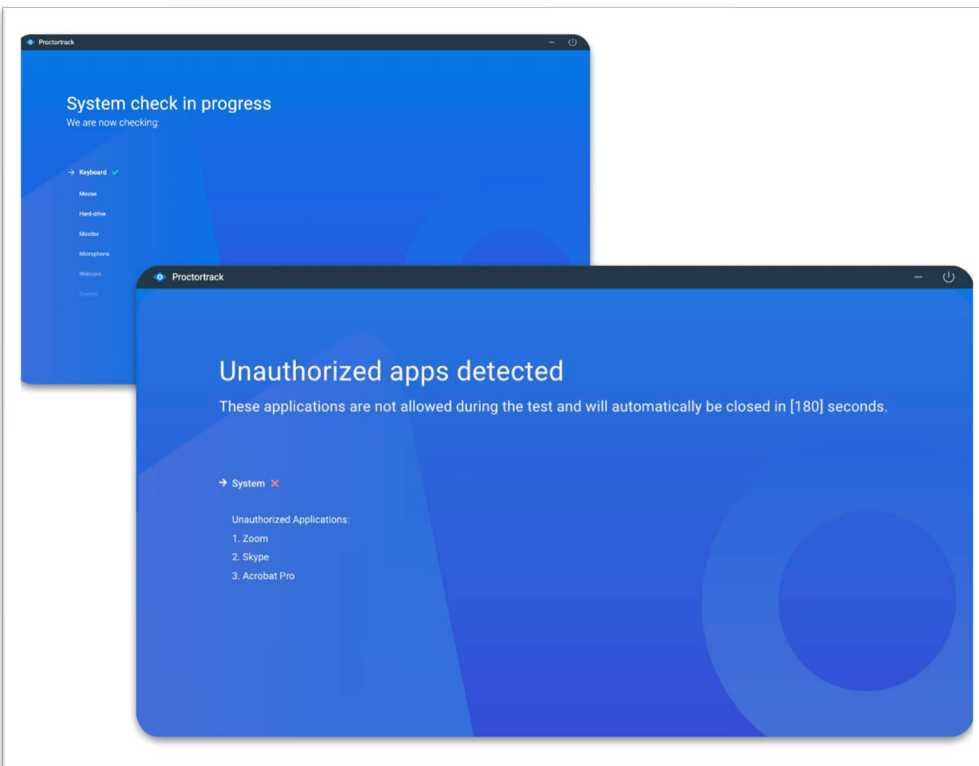
All exam sessions are recorded by Verificient as outlined in its [Privacy Policy](#).

*Note: Despite what is set out above, for University of Toronto Students, the University of Toronto (test sponsor) [End User Privacy Statements](#) take precedence over the Verificient Technologies End User Privacy Policy referenced above (and as may be posted elsewhere by Verificient).

→ ☒ I confirm my consent, agreement, and acknowledgment as described above

Submit

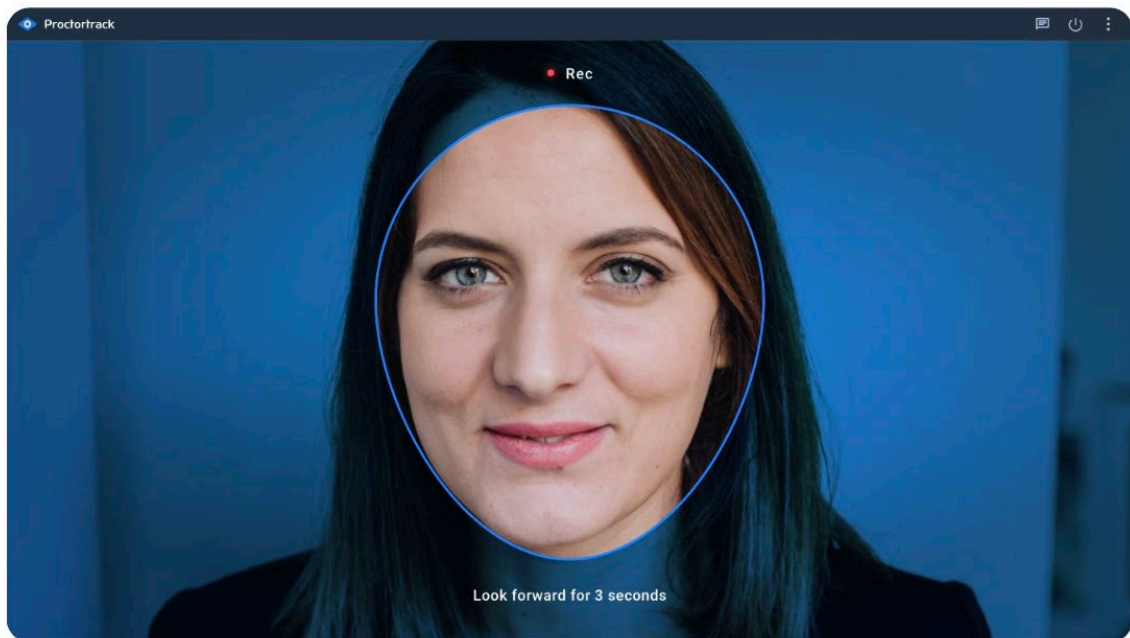
The full systems check will then continue. If you receive a warning about the software being unable to automatically close applications, you can select “Retry” to automatically try again, or first manually close applications and then retry the systems check.



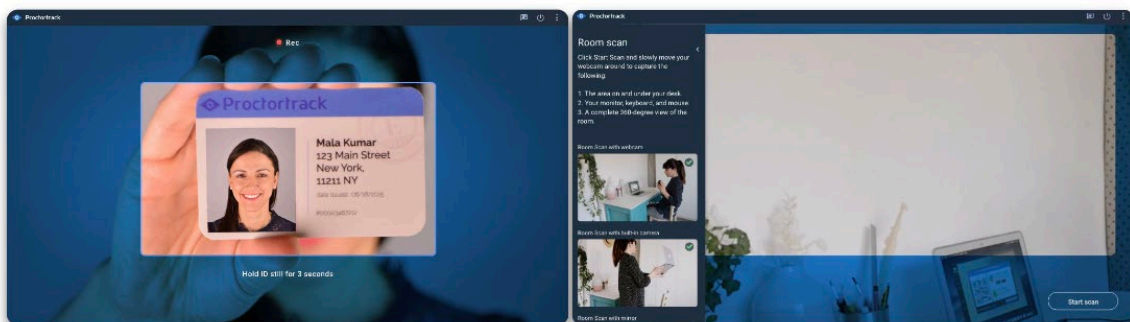
Identity Scans

The app will guide you through identity verification step including Face scan and ID Scan. Your institution may also require a Room Scan.

Rest assured, all scans are securely handled, and your privacy is a top priority—data is only used for exam authentication and is fully protected.



Face Scan

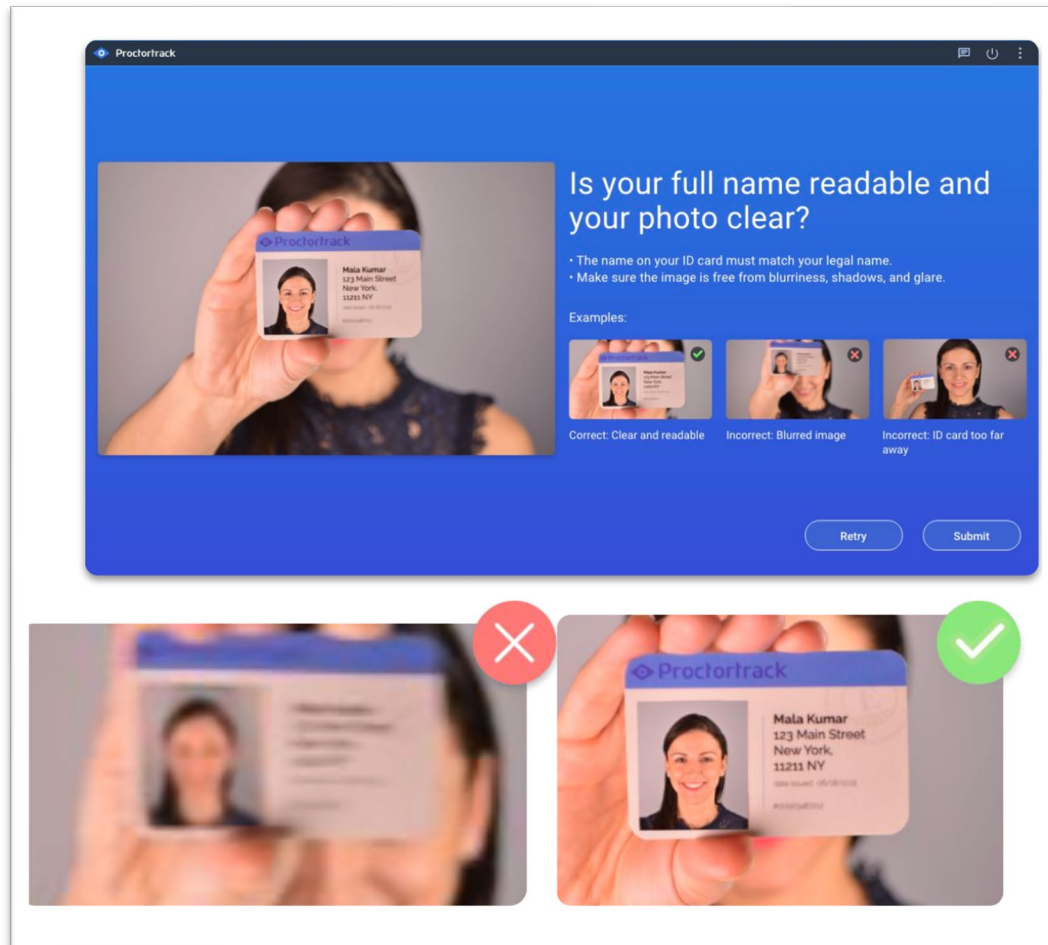


ID Scan

Room Scan

Identity Scans Review

Ensure you upload your best ID Card shot, especially for the ID Scan during onboarding. An onboarding with a blurred or illegible ID can lead to rejection, requiring you to retake the onboarding process.



Room Scan (not all exams will require a room scan)

During a room scan you need to show a clear view of your entire workspace, your monitor, laptop, desktop, and the area behind them.

You will also need to show that no cables are attached to your laptop and that only one keyboard and one mouse are present.

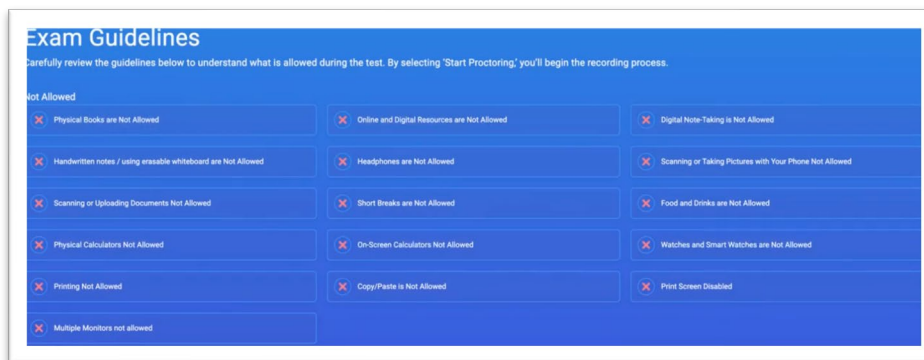
The video you upload will be sent to your instructor for review when you complete your exam.

If you use a laptop with an in-built webcam, you can use a mirror to display your monitor and desktop.



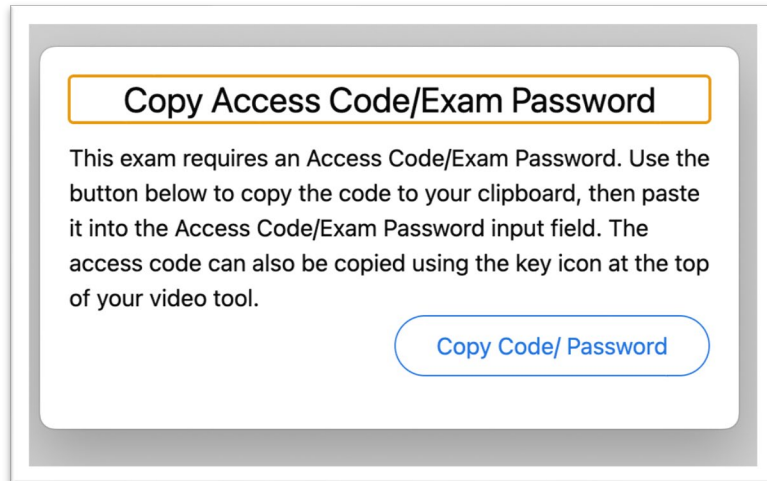
Exam Guidelines

Before starting your exam, the app will display important exam guidelines to help you understand what is allowed and not allowed during the test as set by your instructor. They cover everything from permitted materials to behavior during the exam. You'll have a chance to review them so you can familiarize yourself with the rules and ensure a smooth testing experience. When you click on Start Proctoring, the app takes you to the test page.

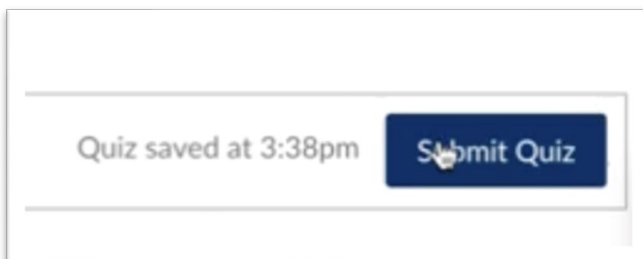


Test Page

After clicking Start Proctoring, you will land on the test page and you can start the exam. If your exam requires an access code or password, a pop-up will appear with the option to copy it.

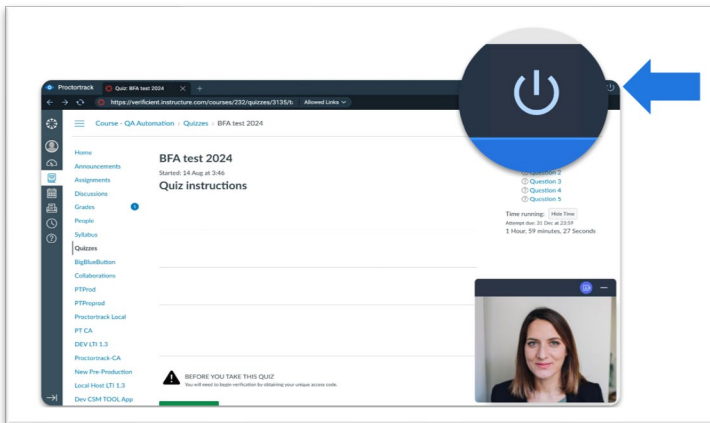


Take the test as you would complete any test in Quercus. Be sure to submit your completed test by selecting "Submit Quiz"

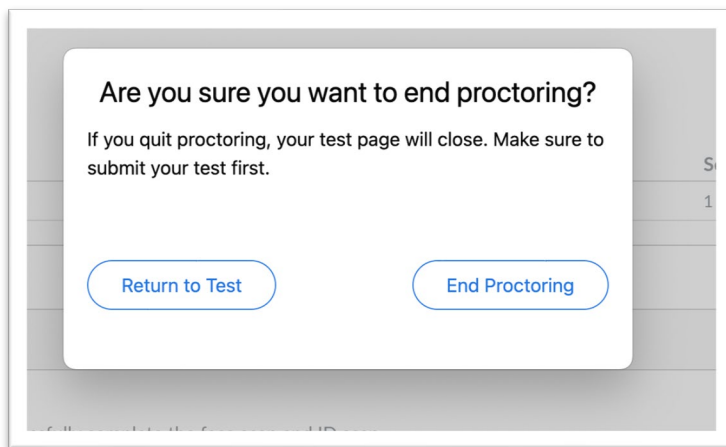


End Proctoring

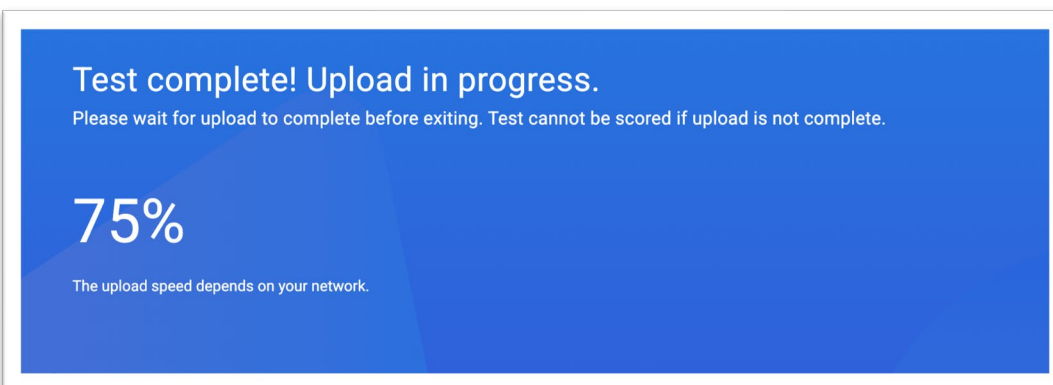
Click on **End Proctoring symbol at the top right** of the application to conclude the monitoring session.



This action will initiate the upload of your exam data, you will see a warning pop up to be sure you have submitted your test.



An upload progress will display. Once it has uploaded you are finished and can quit (and uninstall) the application.



Need Help?

If you experience technical difficulties through the Proctortrack launching or proctor connection process:

- You can call 1 (844) 753-2020 or go to www.proctortrack.com/support for additional information and live chat. This is the fastest and most responsive way to connect with ProctortrackSupport.

If you continue to experience issues, ensure you do the following:

- Please email elarning@utoronto.ca to notify the SCS Learning Innovation Support Team.
 - Course code with section number
 - Date and time problem occurred
 - Brief description of the problem
 - Operating system used (Windows 10, Mac OS X Leopard, etc.)
 - Browser used and version (e.g., Chrome 101)
 - Connection – Wired or Wireless or Other
 - A screenshot (instructions for Windows and Mac)
- If you email elarning@utoronto.ca during support hours (9am-9pm ET on exam days), we will follow up with you regarding next steps to ensure you are able to complete your exam.
- If it is outside of our support hours, we will get back to you on the next business day.

For general questions about your exam, before or after the exam date, please email the SCS Exam Office at scs.dlp@utoronto.ca