



UNIVERSITY  
OF WOLLONGONG  
AUSTRALIA

# UOW Proctorio Installation Guide

## PRACTICE EXAM

In the days before sitting your exam, please complete a practice exam so you can test that everything works correctly for you.

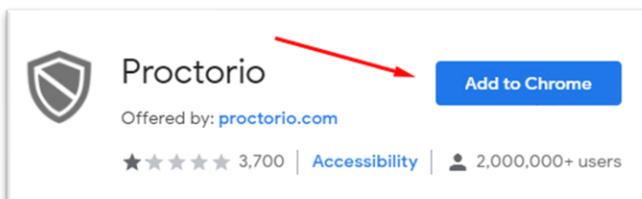
You can access a practice exam via [Moodle here](#).

## INSTALLING THE PROCTORIO EXTENSION

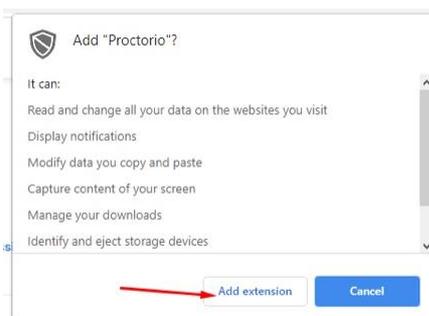
1. You will need use the **Google Chrome browser** to access your exam. If you haven't downloaded Google Chrome, you can do so here - [google.com/chrome](https://google.com/chrome)
2. Open Google Chrome and navigate to the [practice exam](#), or your subject Moodle site to access your final exam.
3. If you have not installed the Proctorio Extension, a red alert will appear prompting you to install it. Click this link, you will then be taken to the Chrome web store.



4. Follow the steps to install the extension, ensuring you click on the 'Add to Chrome' Button when prompted.



5. Ensure you click on the 'Add extension' option when it appears. This will add the Proctorio extension to your browser.



6. Once you have successfully completed the installation of the Proctorio Extension, you will automatically be redirected to your exam page in Moodle. If for some reason this redirection does not occur, please reload the page or navigate to the Moodle site again.
7. Once you have accessed the exam, please wait until you see the notification **"This exam will be monitored by Proctorio. Learn more about Proctorio"** before clicking the 'Attempt Quiz' button.
8. When you are ready to begin, click the 'Attempt Quiz' button.

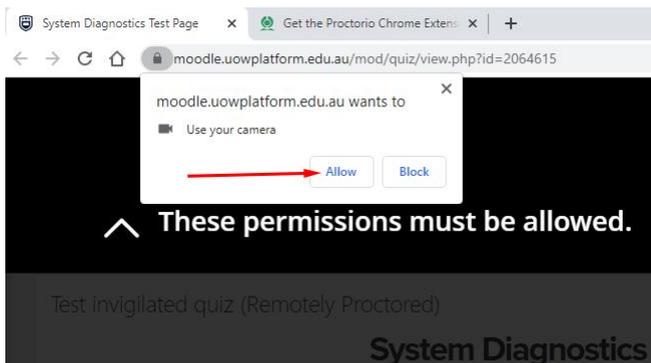
9. On the next screen, click the 'start exam pre-checks' button, and Proctorio will run through some verification steps.

Please note that as you go through each of these steps there will be a button at the bottom of each page – you may need to scroll down.

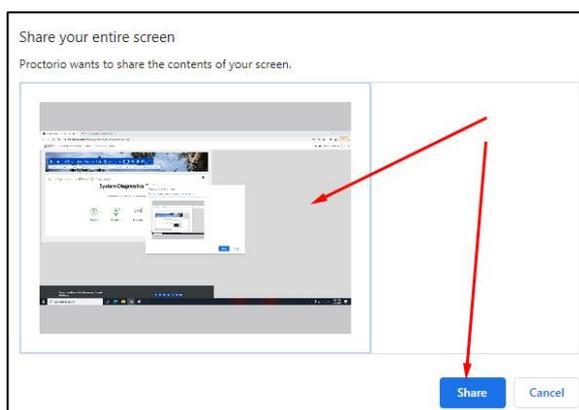
*Your Moodle quiz timer will not start until you complete these verification checks.*



10. You will need to give permission for Moodle to use your webcam and microphone. When these alerts appear, please click the 'Allow' button. Proctorio requires the use of both your camera and your microphone.



11. You must also allow for screen recording. Before you can click the "Share" button, you must click the screen preview itself.

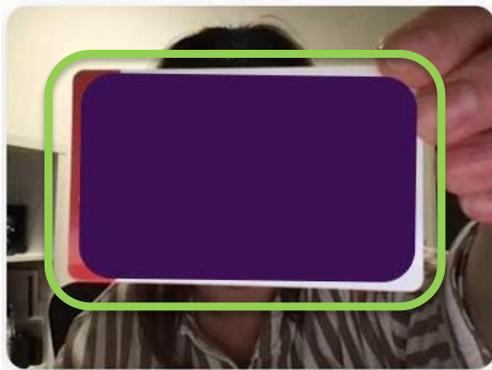


12. For an exam using Proctorio you must only have one monitor/screen connected to your computer. If you have multiple monitors connected, you must disconnect the extra monitors before you can start your exam.

13. You will see a screen sharing notification at the bottom of the screen - Make sure you do not stop sharing your screen during your exam.
14. Proctorio may take a few minutes to verify everything before you proceed to the next step.

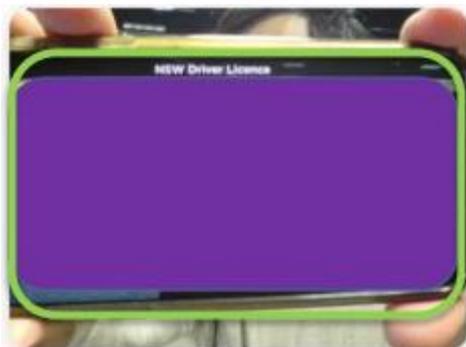


15. You will see webcam preview - click 'Next' if this is working correctly.
16. You will now be asked to verify your identity by showing your UOW Student ID card.
  - a) Hold your Student ID within the green borders
  - b) If Proctorio can not automatically detect and capture your ID, you will have an option to click 'Scan ID Manually'
  - c) Make sure you check that the image taken is in focus and is legible before clicking 'next'



**Note:** If you have the ServiceNSW app and have your Digital Driver Licence uploaded you can complete this step using your mobile phone to present a Digital Driver Licence

- a) Log into Service NSW App  
Under Licences & Credentials at the top, click on your Driver Licence (you may need to scroll through other digital credentials to find your Driver Licence)
- a) Show your phone screen towards the webcam vertically first and then twist your phone horizontally and hold it within the green borders. The ID should display with 'NSW Driver Licence' written on the top, your face on the left with your name underneath and the QR code on the right hand side
- b) If Proctorio can not automatically detect and capture your ID, you will have an option to click 'Scan ID Manually'
- c) Make sure you check that the image taken is in focus and is legible before clicking 'next'



[Proctorio ID capture video guide](#)

**Note:** If you look noticeably different from your ID photo, or have undergone an identity change and haven't updated your personal details with UOW, please [visit the UOW website](#) for information on how to update your details. This will ensure our Exam Invigilators have access to your latest personal details. If required, you can obtain an updated Student ID card at [Student Central](#).

If you are wearing a face covering, you only need to reveal your full face just for the ID checking process. If your face covering is for religious purposes, there are options within Proctorio to request that only female invigilators view your ID check and confirm your identity.

17. Proctorio will also need to take a picture of you and verify it can see your face with a Webcam Image Test. Make sure you:

- Have good lighting
- Your face is clearly visible
  - Not too much backlight
  - Not overexposed
  - Not covered by face coverings
- Be mostly centred within the frame and are not too far away
- Headwear that does not obscure the face can be worn
- Glasses can be worn
- Facemasks will need to be removed

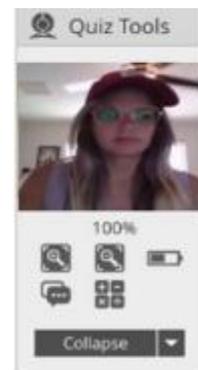
If Proctorio cannot detect your face, it will ask you to retest. If it continues to fail, a support chat will appear to assist you to get through this step.

[Proctorio webcam positioning and lighting guide video](#)

18. You will need to accept the exam agreement to commence your exam. Select 'I agree, begin exam now' and the exam timer will start.



19. When in the exam, the Quiz Tools window will become visible. You will also have access to a calculator if your exam allows it. If these tools are distracting to you, you can click "Collapse" to minimise them into an icon.



## SUPPORT / TECHNICAL ISSUES

If you need UOW support, have problems with your exam, content or other technical problems, please contact UOW Exam support:

- Phone: +61 2 4221 3000
- IT support chat: [http://uow.info/live\\_chat](http://uow.info/live_chat).

**Note:** The [Live Chat icon](#) will contact the Proctorio support team not UOW Exam support. If you are having issues DO NOT SEEK HELP via live chat icon.

If Proctorio kicks you out of your exam, don't worry.

- You can re-login to Moodle and re-enter your exam.
- It should pick up where you left off.
- You WILL however need to redo the verification steps above when you re-join.

If you see a "File not found" error when you are logged out, don't worry, just go back to Moodle and log in again.

