



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

UOW Troubleshooting for Proctorio Exams Guide

If you experience any technical difficulties contact the Exam Support team for advice as soon as practicable via the details below:

- Live Chat: http://uow.info/live_chat (do not use the Proctorio support live chat)
- Phone: +61 4221 3000

If you call the Exam Support team for assistance, or are waiting for a response, please be reassured that our support staff will be able to respond to your needs.

There is no need to inform your Subject Coordinator if you are experiencing any technical difficulties, the Exam Support team provide each Subject Coordinator with this information.

If the technical trouble cannot be resolved, you should submit a [remote exam issues report](#).

WHAT DO I DO IF MY INTERNET CUTS OUT?

If you lose internet connection for an extended time, Proctorio may close your current quiz attempt until you can reconnect to the internet. If you are able to reconnect fairly quickly you can re-login to Moodle, go back to your Exam activity in Moodle and re-continue where you left off.

Note: You will need to redo your Proctorio verification steps again to regain entry.

CAN I GET EXTRA TIME ON THE EXAM IF IT TAKES ME A LONG TIME TO LOG BACK IN, WHO DO I CONTACT?

If a connection issue or any other technical issues have caused you to lose exam time, then contact the UOW Exam Support channels either by phone or the chat channel.

These contact details will be in your Moodle site and should be listed in an information question at the start of your exam.

Our technical support staff will be able to talk through your issue and if need be we can add some extra time to your exam duration to account for any lost time. But please make sure you contact these support channels [during the exam sitting](#) so we can add the extra time while you are still sitting your exam. If you contact us after your exam is finished, then it is too late to add extra time.

WHAT HAPPENS IF MOODLE NEEDS TO BE REFRESHED?

If you get some lag or trouble loading Moodle, try to refresh your browser. If you have typed a lengthy answer to a question, and are thinking of refreshing your page, for peace of mind you may want to copy any lengthy text you have written for any answers on that page first, if you want to just make sure you have a copy of it, in case refreshing empties your text box you can paste it into a word or text document, just in case. Your page should just reload if need be, though there could be some circumstances where Proctorio will log you out of your exam.

If this happens, just re-login to Moodle, navigate back to your exam in your Moodle site. If it takes an extended time to get back in or re-verify your Proctorio access, or you have trouble getting back in, then contact the Exam Support channels.

WHAT DO I DO IF PROCTORIO STOPS WORKING?

If on exam day you have trouble getting through the verification steps, then contact the Exam Support channels.

If for some reason during your exam Proctorio logs you out of Moodle, then re-login to Moodle, reinstall the Proctorio extension if need be, then re-enter your exam and continue where you left off. If this takes more than a few minutes and you need extra time added to your exam, make sure you contact exam support [during your exam](#) to get help and extra time if needed.

Remember that Proctorio is sharing your screen. During the Proctorio pilots, we found the main cause for Proctorio logging people out was when they accidentally clicked the “Stop sharing” button at the bottom of their browser window. To avoid doing this accidentally during your exam, you can click the little “hide” link and hide that alert.

WHAT HAPPENS IF THE CALCULATOR DOESN'T WORK?

The Proctorio calculator is enabled as an additional tool for exams that wish to give you the option to use it. If you have an exam that does not allow you to use a physical UOW Approved Calculator and instead only lets you use the Proctorio calculator, please ensure you test the use of the calculator in the [Test Your Technology practice test site](#) prior to your exam, and if you have any issues and problems with the calculator not working while ensuring your exam, then contact the Exam Support channels during your exam for help troubleshooting it or for alternative options.

WHAT DO I DO IF I'M ASKED FOR A PASSWORD AND I HAVEN'T BEEN GIVEN ONE?

There are a couple circumstances where you may get asked for a password to get into the exam.

Firstly, if you have a reasonable adjustment that allows you to sit the exam on campus under supervision there could be a password to access the exam which you should be provided with by your supervisor.

Otherwise, if you are using an unsupported browser, don't have Proctorio installed, or Proctorio hasn't loaded properly, then you may see the password access screen in some circumstances. In this case, if you are sure you have the Proctorio extension installed, then just refresh your browser window, and give it a few moments to load. If you see the Password request screen, don't click anything, just give it some time.

The issue may also be to do with having other extensions enabled other than Proctorio. To resolve this - in the extensions tab, check your extensions and disable all except Proctorio (one could potentially block Proctorio). Head to the three dots in the top right corner of your Chrome browser, click on More Tools, and then click on Extensions.

Make sure you are using a Chrome or Edge browser, and you have the [Proctorio extension enabled](#). If you continue to have issues contact the Exam Support channels.

WHAT SHOULD I DO IF I'M LOGGED OUT OF THE EXAM WHEN UPLOADING WRITTEN WORK?

If you were logged out due to your exam time expiring and want to check that your files uploaded successfully, then contact the Exam support channels and we can check for you. If you were logged out part way through the exam due to Proctorio logging you out, then just log back into Moodle, navigate back into your exam, and re-continue where you left off. Like for other situations, if you have trouble getting back in, contact the exam support channels.

SOFTWARE SLOWING DOWN COMPUTER, E.G. CAN'T TYPE

If you are experiencing notable computer slowdown issues during your exam, contact the Exam Support line and we should be able to help troubleshoot your issues and in certain cases grant some extra time to your exam duration. Please do the [Test your Technology invigilated practice test](#) in the weeks before your exam and see if any issues arise for you then. Also on the day of your exam, we'd recommend you close any additional software or unnecessary browser tabs beyond what you need for your exam.

CAMERA ISSUES

The most common reason that can cause a problem with a webcam is if your webcam is not allowed in Google Chrome. You can check that, while on your exam page, by clicking on the grey padlock icon in the upper left corner of your screen, next to the reload button, where the "Camera" should be set as "Allow".

If by any chance you do not see that option, click on the "Three-dot icon" in the top-right corner of Google Chrome, select "Settings" > (Scroll Down) click on "Advanced Settings" > "Privacy and Security" > "Site Settings" > click on "Camera" > select the name of the desired camera from the drop-down menu at the top of the page and click on "Allow".

After that, reload the exam page and run the pre-checks once more. If by any chance you are using an external camera, you can unplug your webcam and then plug it back in. Re-test and if that doesn't work try plugging it in a different port

CAMERA ISSUES ON WINDOWS COMPUTERS

Troubleshooting steps:

Click on the Windows button at the lower left-hand corner of the screen and type "Settings". Click on "Settings" > "Privacy" > "Camera" > make sure that the option "Allow apps to use my Camera" is On. If it is already allowed, block it, and then allow it again.

Lenovo computers:

Lenovo computers have a privacy mode that needs to be turned off in order for you to use your camera.

These are the steps to do so:

1. Please type "Lenovo Vantage" in the search bar of your computer and open it.
2. In the top-right corner of Lenovo Vantage click on "Device" and choose "My Device Settings"
3. On the "My Device Settings" page choose "Display & Camera".
4. When you scroll down, you will see "Camera Privacy Mode"
5. Switch that option off.

CAMERA ISSUES ON MAC COMPUTERS

Please make sure that Google Chrome is reading your camera properly, you can click on the "Apple icon" and go to "System preferences". After that click on "Security and Privacy" and in that tab go to "Privacy" and then to "Camera". Make sure "Google Chrome" is checked there.

MICROPHONE ISSUES

The most common reason that can cause a problem with a microphone is if your microphone is not allowed in Google Chrome. You can check that, while on your exam page, by clicking on the grey padlock icon in the upper left corner of your screen, next to the reload button, where the Microphone should be set to "Allow".

If by any chance you do not see that option, click on the "Three-dot icon" in the top-right corner of Google Chrome, select "Settings" > (Scroll Down) click on "Advanced Settings" > "Privacy and Security" > "Site Settings" > click on "Microphone" > select the name of the desired one from the drop-down menu at the top of the page and click on "Allow". After that, reload the exam page and run the pre-checks once more.

MICROPHONE ISSUES ON WINDOWS COMPUTERS

Troubleshooting steps:

Click on the Windows button at the lower left-hand corner of the screen and type "Settings". Click on "Settings" > "Privacy" > Microphone > make sure that the option "Allow apps to use my Microphone" is On. If it is already allowed, block it, and then allow it again.

Right-click on the "Speaker" icon in the bottom right of your screen > "Sound settings" > "Recordings" > "Right-click microphone icon" > "Properties" > "Levels" > "Unmute" > "Turn up the volume" > "Advancements" > "Uncheck all the boxes" > "Enhancements" > "Uncheck all the boxes" > "Apply".

If you do not have all the options available there, please try to open the "Sound settings" by opening "Control Panel", then "Hardware and Sound", select the "Sound" option, and then follow the rest of the steps from above.

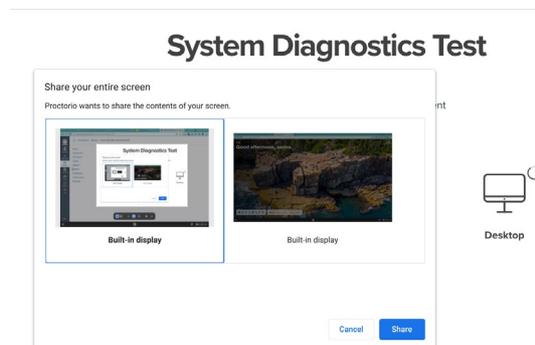
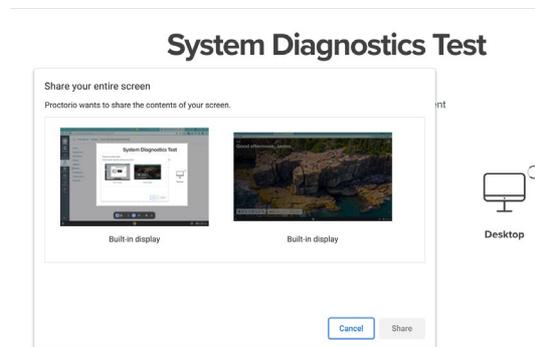
MICROPHONE ISSUES ON MAC COMPUTERS

Please do a retest and make sure to make some noise while doing the microphone test.

Please make sure that Google Chrome is reading your microphone properly, you can click on the "Apple icon" and go to "System preferences". After that click on "Security and Privacy" and in that tab go to "Privacy" and then to "Microphone". Make sure "Google Chrome" is checked there.

DESKTOP ISSUES

When the pop-up window with the picture of your screen appears (even if you only have one screen on your device), please just click on it first to select it. When it's rounded blue it means it is selected. Then the "Share" button will appear clickable.



DESKTOP ISSUES ON MAC COMPUTERS

If you are using a Mac computer with the OS version 10.15, you may need to go through additional steps due to Apple privacy settings; Click on the "Apple" icon in the top left corner of your screen and then go to "System Preferences" > "Security and Privacy" > "Privacy" > "Screen recording" > check the box next to "Google Chrome" and click on "Apply". Please reboot your computer after doing this for the changes to take effect.

If you are asked to "Quit Chrome", you don't have to do that, you can just click "Later".

After that try to take the Google Chrome window out of full-screen mode, do a retest > click on the small image of your screen (even if you only have one screen on your device) to select it. Once the screen is selected, the "Share" button will become blue and you will be able to click on it.

If you are using Mac OS with version 11.0.1 or a newer version, you may need to press a keychain (or lock icon) on the left bottom corner of the "System preferences" to unlock it and be able to make the changes if you are not able to check Google Chrome under "Screen Recording".