Using Proctortrack in onQ

Student Guide
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What is Proctortrack
Proctortrack is a remote proctoring tool that uses artificial intelligence (AI) automation and, in some cases, live proctors, to provide proctoring in online testing environments. For more information about Proctortrack, and remote proctoring in general, consult the Office of the University Registrar site.

How Does it Work?
Proctortrack uses an app to provide remote video and audio monitoring, facial recognition, multi-factor identity verification, and AI automation to ensure that academic integrity is maintained. The Proctortrack app runs as a layer on top of onQ during your exam.

Privacy & Security
Proctortrack is a third-party, cloud-based service, provided by Verificient Technologies, Inc. Queen’s has reviewed Proctortrack’s privacy and security policies and controls and is satisfied that Proctortrack has a high level of security and meets requirements of Ontario’s Freedom of Information and Protection of Privacy Act (FIPPA). For more information on the privacy and security of your data, see the FAQs on the Office of the University Registrar site.

Technical Requirements
- Desktop computer or laptop
  - **PC**: Windows 7, 8, or higher; Chromebook version 80 or higher
  - **MAC**: OSZ El Capitan 10.11 or higher
- A working built-in or external webcam and microphone
- Internet speed must be at least 300 kbps download and 250 kbps upload
- Recommended browsers are Google Chrome and Mozilla Firefox, with pop-up blocker disabled

While you will have the opportunity to test your system readiness when you complete your Proctortrack Onboarding Exam, you may also consider using Examity’s system readiness check, as Proctortrack requirements are generally the same.
Accessing Proctortrack from onQ

As Proctortrack is fully integrated with onQ, you can access the Proctortrack system at any time via your onQ course. To access Proctortrack, simply click the Proctortrack Dashboard link, which your instructor will have posted in the course Content.

Note that depending on how your instructor has configured the link, your Proctortrack dashboard will either open within an onQ iframe or within a new browser tab.

The first time you click the Proctortrack Dashboard link to access the Proctortrack system, a prompt will appear, advising that the integration with Proctortrack will use your onQ account information. Select the Do not ask me again for this application checkbox, then click Continue.
Your Proctortrack Dashboard

The following is a high-level guide to your Proctortrack Dashboard.

1. **Total Tests**: Displays a count of the number of tests (i.e., exams) scheduled for a course, as well as how many you have completed/uploaded.
2. **Onboarding Status**: Displays the status of your Onboarding Exam.
3. **Test List**: Displays the exams scheduled for a course, including their start and end dates.
4. **Onboarding Data**: View the identity verification scans you created during your Onboarding Exam.
5. **Notifications**: Any system notifications (e.g., ‘Onboarding Test Passed’) will be displayed here – note that these notifications will also display when selecting the ‘bell’ icon at the top of the screen.
6. **Go To Test**: Selecting this button is the first step in initiating an exam session.
7. **Chat Support**: Chat with Proctortrack support agents to troubleshoot any technical issues you experience.
Onboarding

Before using Proctortrack for a scheduled exam, you must first complete the Onboarding Exam. This process, which uses a brief, non-graded onQ Quiz, gives you the opportunity to download the Proctortrack app, provide your baseline identity verification scans, and ensure your system meets the minimum requirements.

**Note:** Once you complete an Onboarding Exam for an onQ course, you will not have to complete another in any other onQ course – your Onboarding data is stored in Proctortrack for 365 days.

Completing an Onboarding Exam

Your instructor will advise you when your Onboarding Exam is available – ideally, this should be well in advance of your scheduled exam, so that you have ample time to ensure your system meets Proctortrack requirements.

To access your Onboarding Exam:

1. Select the **Proctortrack Dashboard** link from your onQ course Content.
2. On your Proctortrack Dashboard, you should see an Onboarding Exam listed - select its **Go To Test** button.
3. You will now see a set of instructions provided by Proctortrack to get you started, along with both general guidelines and the test parameters set by the instructor. Once you have read and understood the guidelines, select the “I have read, understand...” checkbox and click Go To Next Step.

4. If this is the first time you are using the Proctortrack app (or if you have previously removed it), you will be prompted to download and open it.
5. Once the app is launched, you will be prompted to agree to the Proctortrack Terms of Service and Privacy Policy – check the checkbox, then click the **START SYSTEM CHECK** button.

**NOTE:** The general Proctortrack Terms of Service and/or Privacy Policy referenced at this step do not necessarily reflect the agreements Queen’s has negotiated for Queen’s students – for full details of these agreements, please see the [Office of the University Registrar](https://www.queensu.ca/) site.

6. The app will first prompt you to confirm your preferred camera and microphone – once you have selected the relevant equipment, click the **CONFIRM** button.
7. The app will now perform a full system check to ensure your system is ready. If the check detects an issue with any system components, it will prompt you to address it.

If the check detects any unauthorized applications, it will prompt you to close them – click the **Close** button to close the applications automatically.

8. Once the system check is complete, the identity verification scans will begin. The purpose of these scans is to provide the system with an identity baseline with which to compare when you complete a proctored exam.

Depending on the parameters set by your instructor, you may be expected to provide: a face scan, an ID card scan, and/or a knuckle scan.

**Face Scan**

Follow the instructions on the screen to provide the three required face scans: front-facing, left-facing, and right-facing.
If you need to retake your face scans, simply select the **RE-SCAN** button – otherwise, select the **CONFIRM** button to continue.

**ID Card Scan**

You will now be asked to scan a photo ID card. Note that you strongly encouraged to use a Queen’s Student ID, if you have one -otherwise, any government-issues photo ID card is acceptable.

As with the face scan, follow the instructions on the screen, making sure to fit the card within the blue frame and to hold it as steady as possible to ensure a clear scan.

If you need to retake your ID card scans, simply select the **RE-SCAN** button – otherwise, select the **CONFIRM** button to continue.
Knuckle Scan
As with the face and ID card scans, follow the instructions on the screen to complete the knuckle scan, holding the back of your left or right hand up to the webcam.

If you need to retake your knuckle scans, simply select the RE-SCAN button – otherwise, select the CONFIRM button to continue.

9. Once the scans are complete, you will be presented with the exam guidelines, indicating what is allowed and what is not allowed during the exam. Read the guidelines carefully, then click the I AGREE, LET’S BEGIN button to begin the proctored portion of the onboarding exam.
10. The proctoring session has now begun – this will be indicated by a blue border around your screen.

You will also see an Exam Password prompt, directing you to click the COPY button to automatically copy the password required for the onQ Quiz that makes up the Onboarding Exam.

**Known Issue:** It is important that you do not click on any other applications once you have copied the password, as this can sometimes cause the Proctortrack system to remove the password from your clipboard.
11. You will now see a prompt directing you to paste the copied password into the password field – once the password is pasted, click the Start Quiz button to start the exam.

**Note:** If you find that the password will not paste (i.e., that it has been removed from your clipboard), select the ACCESS CODE button at the top-right of your screen to re-copy the password and try again.

If you continue to be unable to paste the required password, please contact your Faculty’s exam support team (see Appendix A)
12. Complete the onQ Quiz as you normally would – when finished, click the Submit Quiz button to initiate the submission process.

Select the Submit Quiz button again to confirm your submission or select Back to Questions to modify any of your Quiz responses.
13. Once you have submitted your onQ Quiz, end the proctoring session by clicking the END button in the top-right of your screen.

You will now see a prompt asking you to confirm that you have submitted your test (Quiz) – select the ‘Yes, I have...’ checkbox, then click the END button.
14. The Proctortrack app will now upload your exam session. Once the upload is complete, click the QUIT APP button to quit or the UNINSTALL button to remove the Proctortrack app from your system.
Onboarding Results

Processing Time

Once you have completed your Onboarding Exam, you will receive an automated email from the Proctortrack system, indicating that it will be processed within 4-8 hours. You can monitor the status of your Onboarding Exam from your Proctortrack Dashboard – note that the green dot in the Status column simply indicates that your Onboarding upload was successful.

Reviewing your Results

Once your Onboarding Exam session has been processed, you will receive an email notification advising you of whether it was approved or rejected.

Onboarding Approved

If your Onboarding Exam is approved, no further action is required. You will note that your Proctortrack Dashboard now indicates that your Onboarding Status as Passed.
Onboarding Rejected

Your Onboarding Exam may be rejected if the system detects a problem with any of your identity verification scans (e.g., face, ID card, knuckle), such as your name not being legible in your ID card scan. If this is the case, the notification email you receive will detail the issue and will invite you to re-take the Onboarding Exam.
You can review your Onboarding scans at any time by selecting the **Onboarding Data** tab on your Proctortrack Dashboard. Select the **Retake Onboarding Test** button if you need to retake the Onboarding Exam.

*Note that the face scan in the following screenshot has been obfuscated for privacy reasons – your own face scan will appear clearly.*

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**Proctored Exams**

Taking a proctored exam follows the same steps as in the [Onboarding Exam](#) process.

1. Select the **Go To Test** button on your Proctortrack Dashboard.

2. Review and agree to the exam guidelines, then click **Go To Next Step**.

3. The Proctortrack app will launch or you will be prompted to download and open it, if you have previously removed the app from your system.

4. Confirm your consent to Proctortrack’s Terms of Service and Privacy Policy.
5. Confirm your webcam and microphone equipment, then proceed with the full system check.

6. Complete the identity verification scans – **make sure you use the same photo ID card you used in your Onboarding Exam.**

7. Review the exam guidelines* once more, then click the I AGREE, LET’S BEGIN button to start the exam.

8. Complete and submit the onQ Quiz as usual.

9. Confirm that your exam session has successfully uploaded, then either quit or uninstall the Proctortrack app.

*While taking your proctored exam, the Proctortrack system will not notify you when it detects a potential violation of the exam guidelines – while it may actively prevent you from opening unauthorized applications, it will monitor for and flag any potential violations in the background, to be reviewed later by an instructor or exam review team. See Appendix B for a description of each type of violation that can be flagged.

**After a Proctored Exam**

Proctored exam sessions typically take 24-48 hours to appear on an instructor’s dashboard for review. Following University guidelines, any infractions of academic integrity may be resolved by the instructor or through your Faculty or School adjudication process. Please refer to the Queen’s University Senate Policy on Academic Integrity Procedures – Requirements of Faculties & Schools for more information on academic integrity violations and adjudication procedures.
Appendix A – Exam Support Contacts by Faculty

- Arts & Science: Arts and Science Online - asc.online@queensu.ca
- Engineering and Applied Science – Engineering Teaching and Learning Team - etlt@queensu.ca
- Law
  - Certificate in Law - lawcertificate@queensu.ca
  - Juris Doctor (JD) - lawexams@queensu.ca
Appendix B

Violations

Proctortrack’s algorithms automatically monitor for a wide variety of potential violations of academic integrity, depending on the parameters configured for an exam – the following are descriptions of each type of violation that can be flagged for review.

**Online Aid**
- Student left the learning management system (i.e., onQ) and accessed other applications or other content on the web.
- If an application is explicitly whitelisted, then a violation flag for accessing that application will not be generated.

**Left Session**
- Student has either completely left or, more likely, most of their face is no longer visible to the webcam. This violation may also get flagged if a student is taking an exam in a room that is too dark.

**Facial Suspicion**
- Student is looking away from the screen or has significantly turned their head to the side for a period longer than normal.

**Multiple People**
- Facial recognition has picked up another face in the background.

**Background motion**
- Algorithm has picked up significant movement in the background.

**Background Audio**
- Algorithm attempts to filter out irrelevant audio (e.g., keyboard tapping) and highlight abnormal sound from the environment.

**Hardware**
- Any non-standard hardware (e.g., external monitor) the student has plugged into their computer will be flagged.

**Keystrokes**
- Any blacklisted keystrokes (e.g., CTRL-C, CTRL-V, etc.) will be flagged.

**Blacklisted Applications:**
- Any blacklisted applications (e.g., Word, Excel, etc.) will be flagged.