ITS INFORMATION TECHNOLOGY SERVICES

Proctortrack

Using Proctortrack in onQ
Instructor Guide

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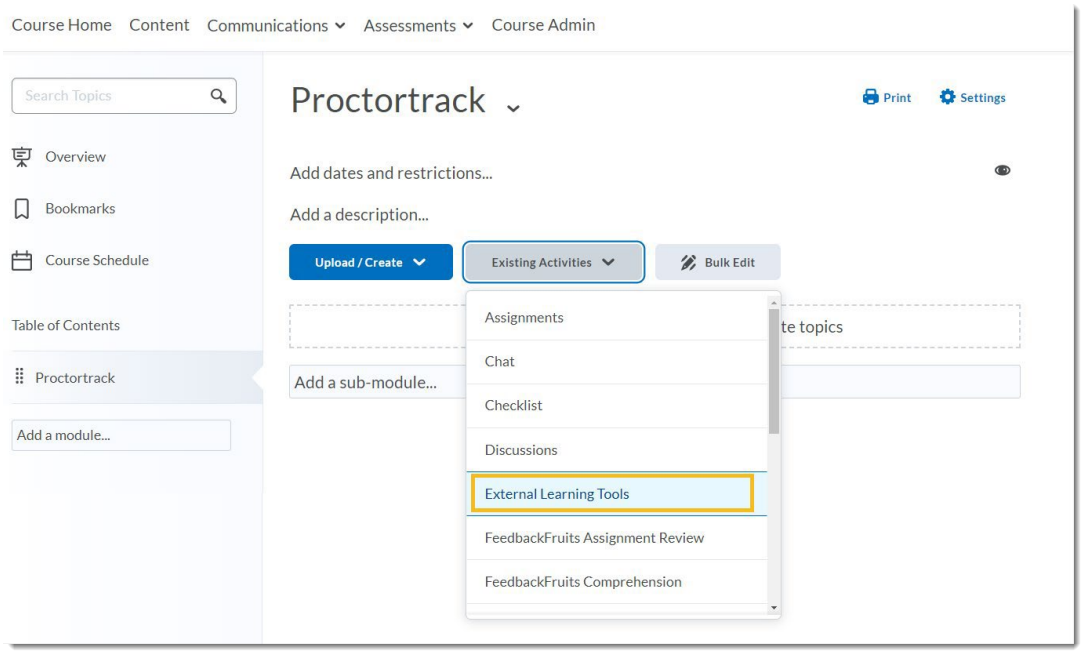
Setting up Proctortrack in Your onQ Course

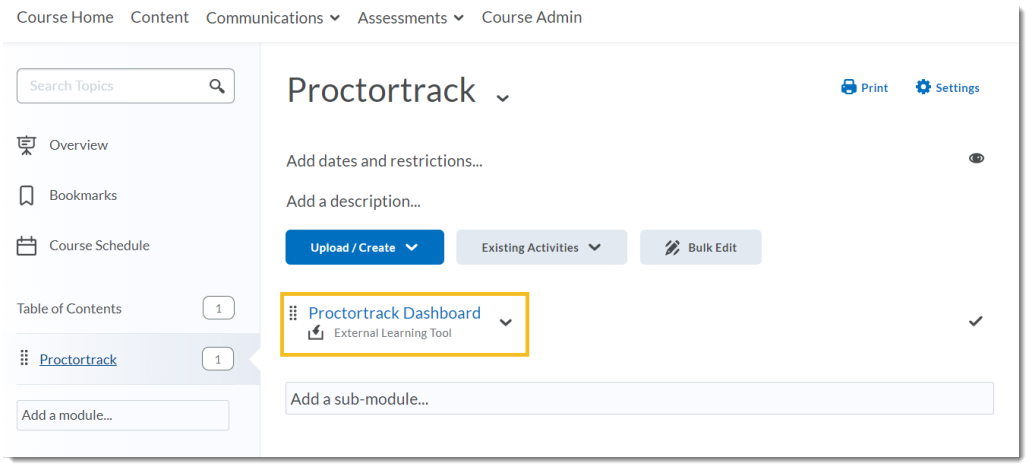
To add a Proctortrack link in your onQ course:

1. Select or create a Content module where you would like to place the Proctortrack link.
2. From the **Existing Activities** dropdown menu, select **External Learning Tools**
3. From the Add Activity list, select **Proctortrack Dashboard***.



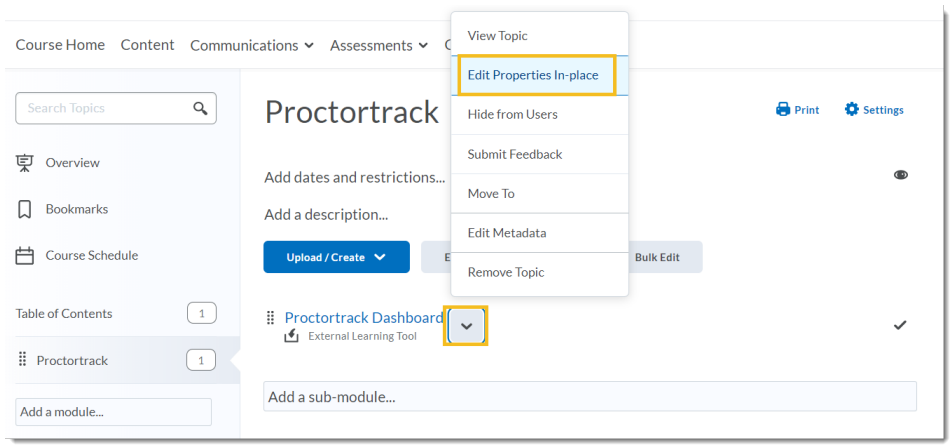
**If you do not see the Proctortrack Dashboard option, this means the course has not yet had the necessary Proctortrack LTI enabled. Contact the Queen's Registrar Exams Office (mailto:exams@queensu.ca) to request that the Proctortrack LTI be enabled in your course.*

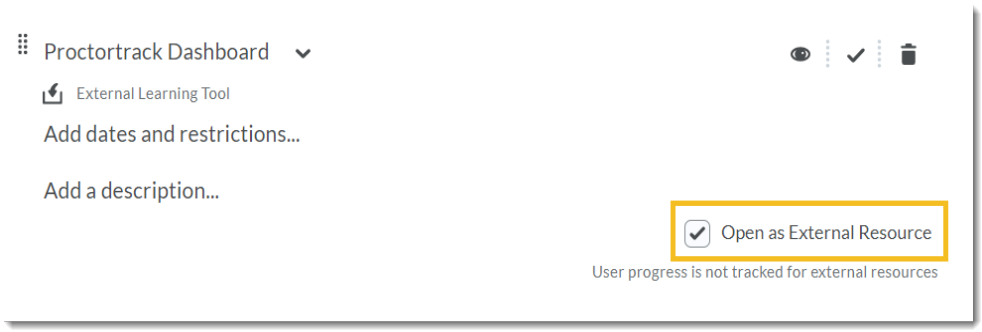
4. A **Proctortrack Dashboard** link will now appear in your Content module – this is the link both you and your students will use to access the Proctortrack system (i.e., Proctortrack Dashboard).



a. By default, the Proctortrack Dashboard is configured to open in an iframe (i.e., within the onQ course).

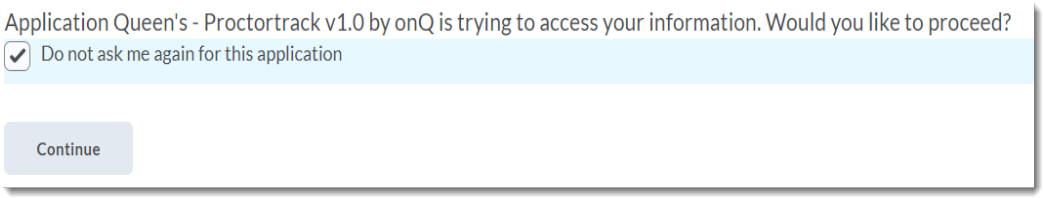
b. If you would prefer to access the Proctortrack Dashboard to open in a separate browser tab:
   i. Click the link's context menu (downward chevron), select the **Edit Properties In-place** option, then select the **Open as External Resource** checkbox.





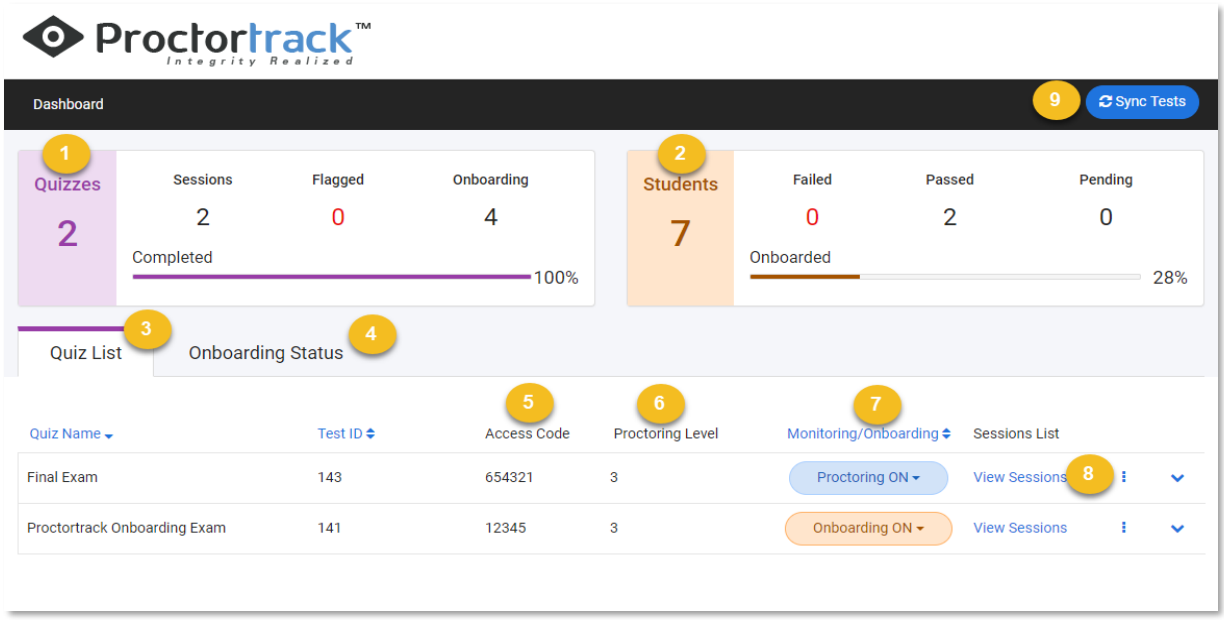
5. The first time you click the Proctortrack Dashboard link to access the Proctortrack system, a prompt will appear, advising that the integration with Proctortrack will use your onQ account information.

Select the **Do not ask me again for this application** checkbox, then click **Continue**.



Proctortrack Dashboard

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



1. **Quizzes**: Displays a count of the exam sessions completed by students, including the number flagged for possible violations of academic integrity.
2. **Students**: Displays the number of students enrolled in the course, along with the number who have passed/failed the Onboarding exam.
3. **Quiz List:** Displays the exams from your course.
4. **Onboarding Status**: Displays the status of students Onboarding exam attempts.
5. **Access Code:** Displays the password for each exam.
6. **Proctoring Level:** Displays the level of proctoring (e.g. level 3, level 4, etc.) set for each exam.
7. **Monitoring / Onboarding**: Allows you to set an exam as either a proctored or Onboarding exam.
8. **View Sessions**: Allows you to view students' exam sessions and review any potential violations.
9. **Sync Tests:** Use this button to sync your onQ quizzes to Proctortrack.

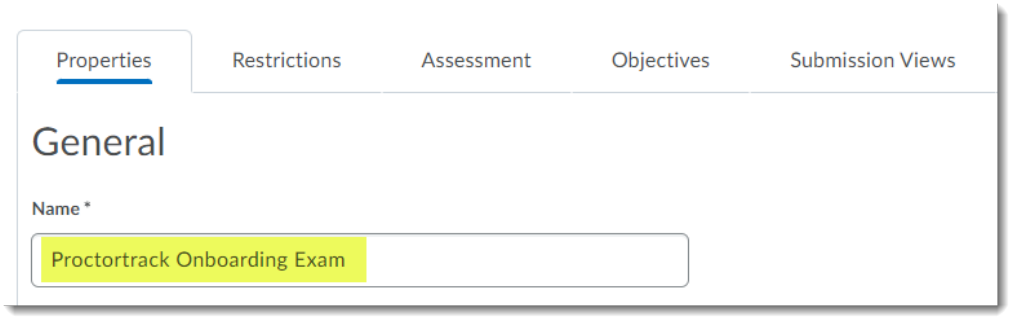
Creating Proctortrack Exams in onQ

When using Proctortrack for exams in your course, it is highly recommended that you first provide students with an opportunity to complete a Proctortrack **Onboarding Exam** – this gives students the opportunity to create their Proctortrack identity verification scans (e.g., face scan, ID card scan, etc.), to ensure their system meets all the technical requirements, and to gain a general familiarity with the Proctortrack environment, in a low-pressure scenario.

Note: It is recommended that students complete the Onboarding exam as early as possible in the term, to give them ample time to identify any technical resources (e.g., microphone, webcam, etc.) they may need to procure and to ensure their identity verification scans are accepted ahead of their proctored exam.

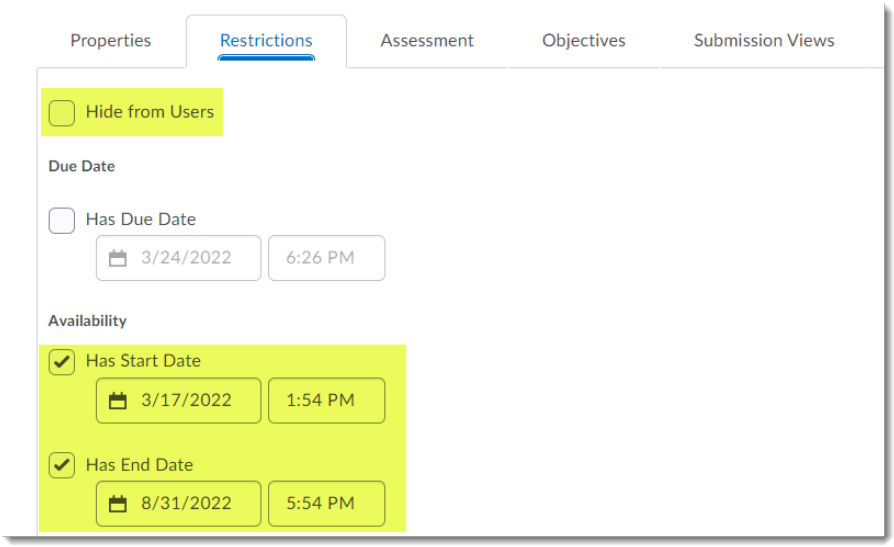
Creating an Onboarding Exam

1. Create a new Quiz and ensure its name includes the word 'Proctortrack' in it (e.g., Proctortrack Onboarding Exam) – this is a requirement for it to be synced from onQ to the Proctortrack dashboard.

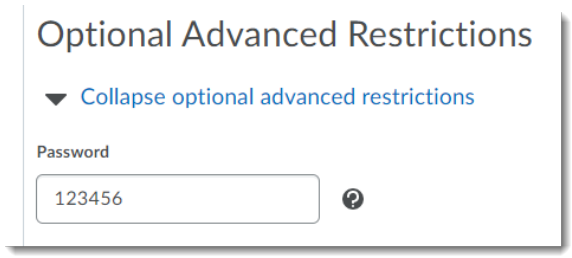


2. Add questions to the Quiz – note that you should not need any more than 3 questions for the purposes of on Onboarding exam. Consider the following True/False questions as examples:
    a. March is the first month of every calendar year (F).
    b. December is the final month of every calendar year (T).
    c. You are a student at Queen's University (T).

3. In the **Restrictions** tab:
    a. Ensure the **Hide from Users** checkbox is *not checked*, to ensure the Quiz is visible to students and that it will sync to the Proctortrack dashboard.
    b. Add both Start and End dates;



c. Under **Optional Advanced Restrictions**, enter a password.



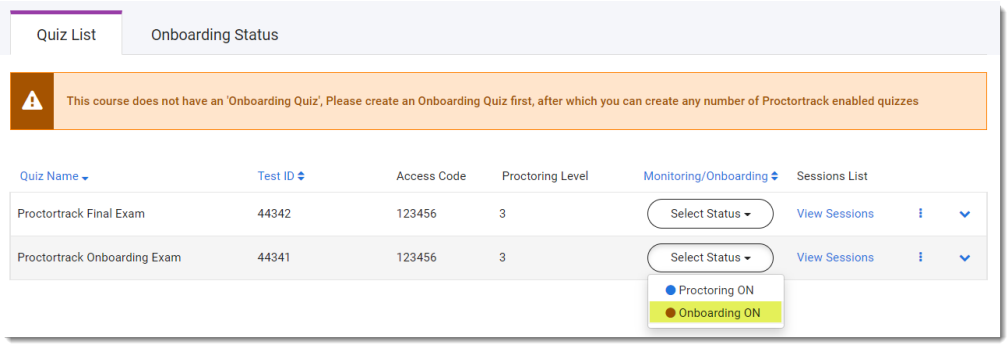
4. Click **Save and Close.**

Configuring the Onboarding Exam in Proctortrack

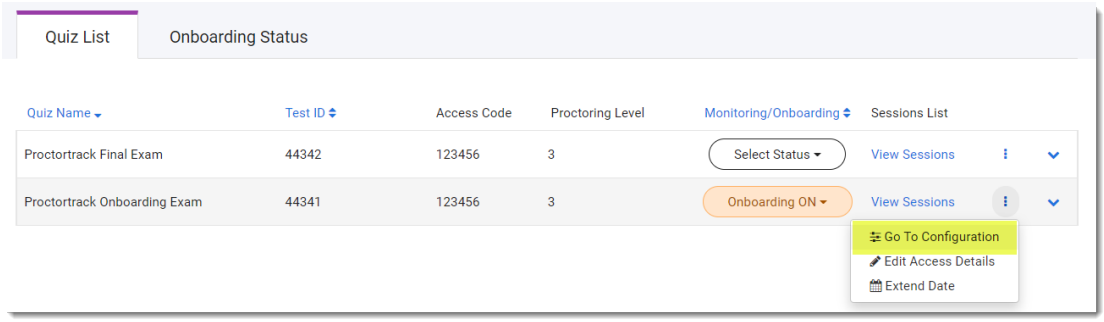
You will now need to configure the Onboarding exam in Proctortrack.

1. Click the **Proctortrack Dashboard** link in your Course Content to navigate to your Proctortrack dashboard.

2. Under the **Monitoring / Onboarding** column, use the **Select Status** dropdown menu to select **Onboarding ON**.



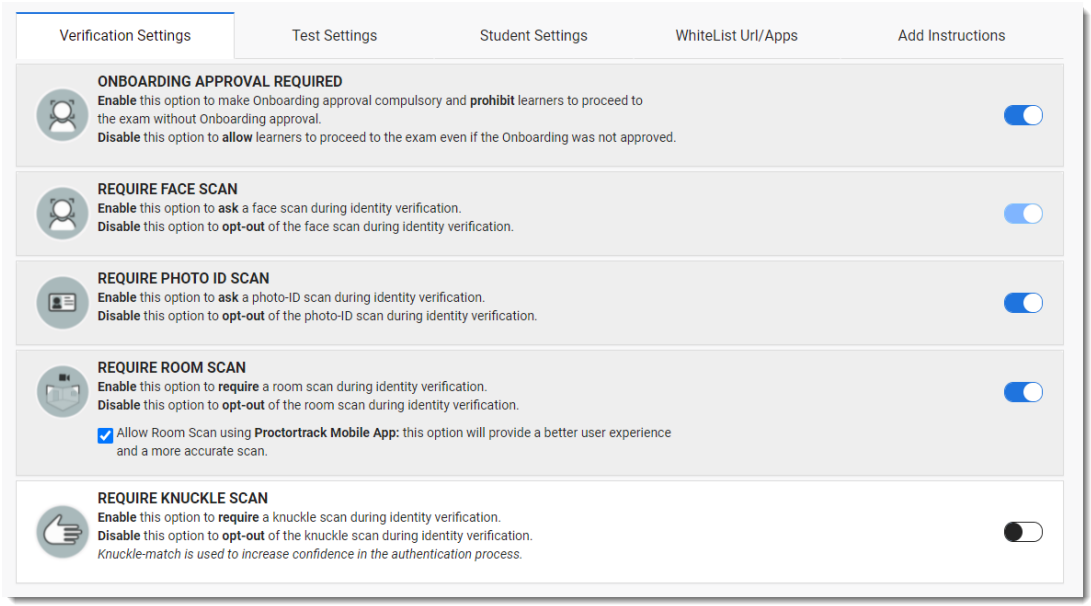
3. To configure additional settings for the Onboarding exam, select the context menu (three dots), then select **Go to Configuration**.



Exam Configuration Settings

Identify Verification Settings

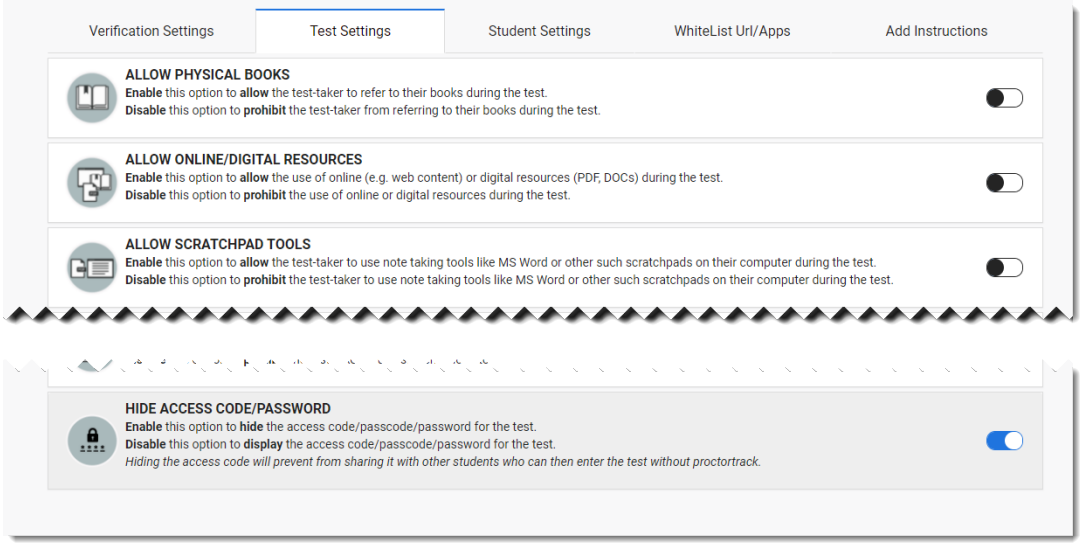
This section allows you to determine what types of identity verification the student will be required to perform. Use the toggle switches to enable or disable each setting.



Test Settings

This section allows you to set the general rules for the exam, such as authorized and unauthorized resources, allowing breaks, etc. Use the toggle switches to enable or disable each setting.

Important: It is advisable to enable the **HIDE ACCESS CODE/PASSWORD** setting, so that it cannot be shared by students. When this setting is enabled, students will copy/paste the hidden password to access the exam.



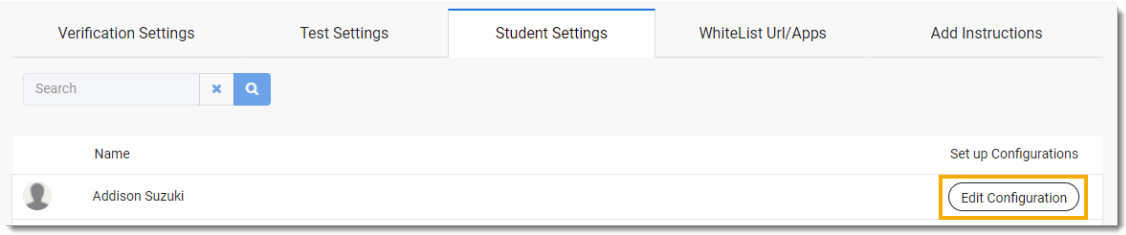
Student Settings

This section allows you to set unique test settings (i.e., accommodations) for individual students, including the authorization of certain resources, as well as allowing for additional time.

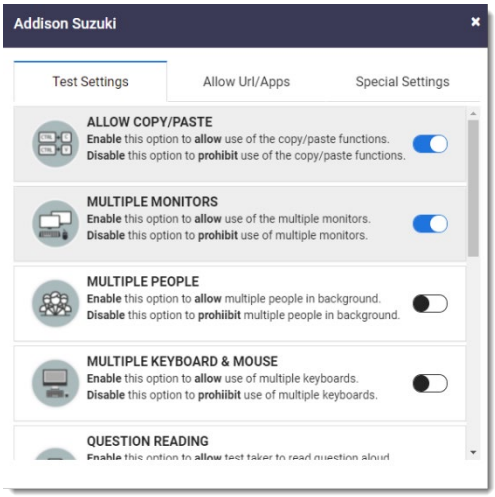
Test Settings

Use this section to enable/disable various support resources for a student.

To edit a student's exam settings, click the **Edit Configuration** button.



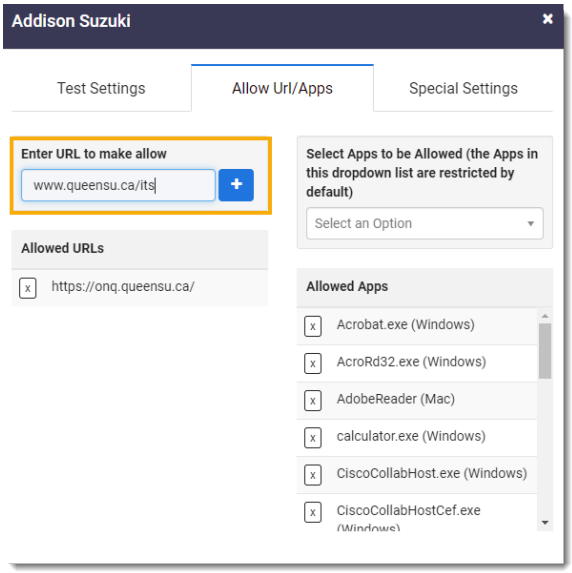
Use the toggles to enable/disable the relevant settings.



Allow URL / Apps

Use this section to allow the use of certain web resources (web site/page) and/or applications.

a. To add a web site/page, enter its URL in the URL field and select the add button (addition symbol).

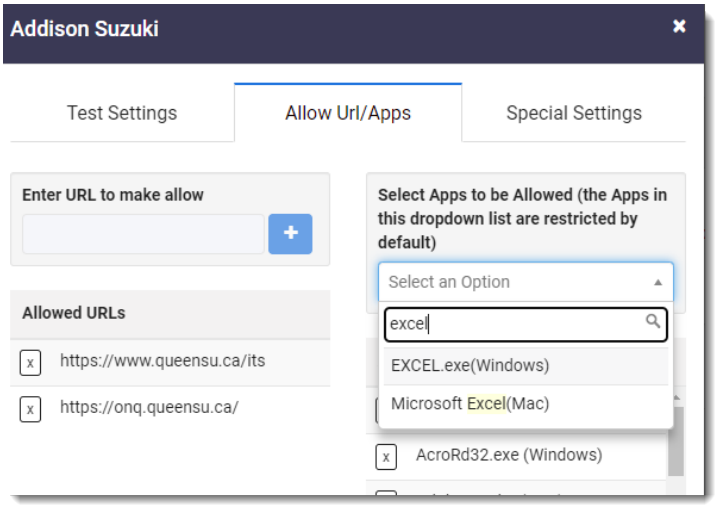


Best Practice

Be sure to allow the following URLs to ensure students can access their exam in onQ and can contact Queen's and Proctortrack support during the exam.

- https://onq.queensu.ca
- https://examchat.queensu.ca
- https://ca-testing.verificient.com

b. To add an allowed application, use the dropdown menu to find the application, then select it – it will then be added to the list. To *remove* an application from the whitelist, simply click the 'X' to the left of its name.



Best Practice

- *It is required that you whitelist the following Virtual Private Network (VPN) applications to ensure students can connect to their exam and other Queen's resources:*
  - *FortiClient (Mac)*
  - *Fort Client (Windows)*

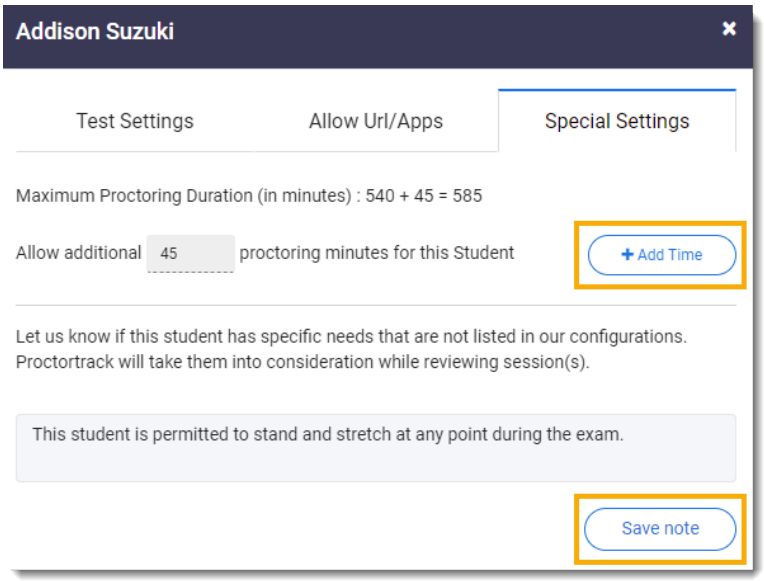
- *Be sure to allow both Windows and Mac versions of applications to ensure the application is allowed for students using either operating system.*

Special Settings

Use this section to provide a student with extra time and/or any other accommodation not otherwise captured in the other settings.

a. To add additional time, enter the amount (in minutes) to the available field, then select the **Add Time** button.

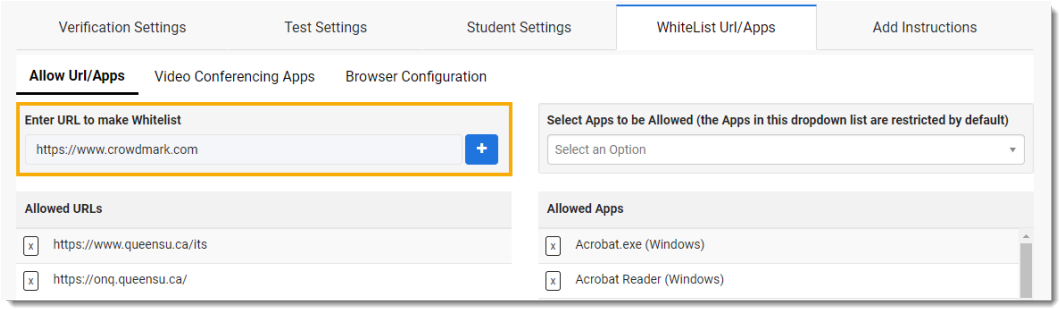
b. Enter any additional accommodation information in the textbox, then click **Save Note**.



Whitelist URL / Apps

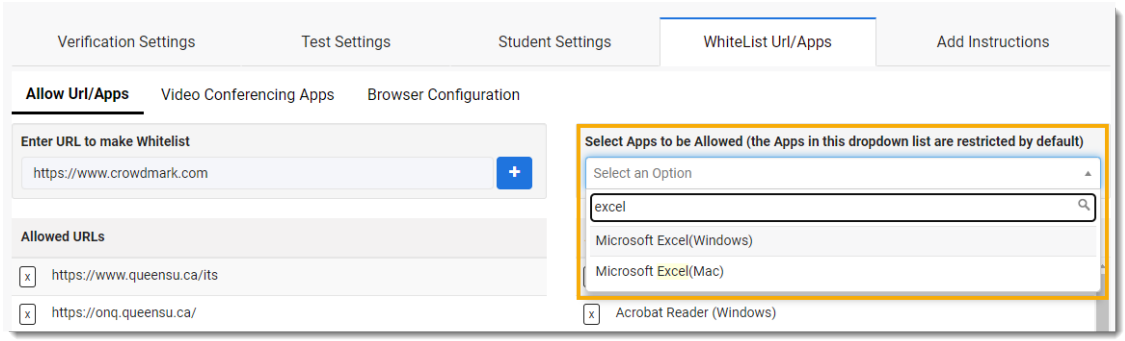
This section allows you to set allowed (i.e., whitelisted) URLs and/or applications for the exam. The process is the same as when configuring this setting for individual students.

a. To add a web site/page, enter its URL in the URL field and select the add button (addition symbol).



b. To add an allowed application, use the dropdown menu to find the application, then select it – it will then be added to the list. To *remove* an application from the whitelist, simply click the 'X' to the left of its name.

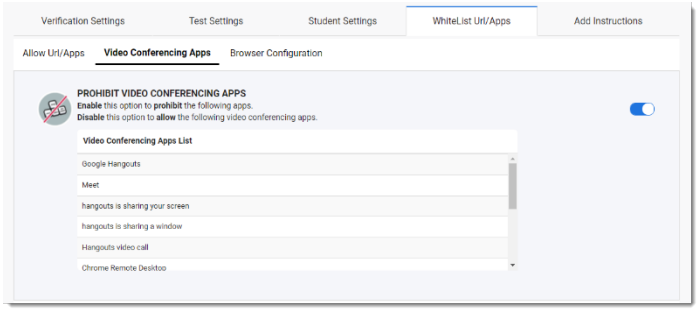
Note: *Be sure to whitelist both Windows and Mac versions of the application to ensure the application is blocked for students using either operating system.*



Video Conferencing Apps

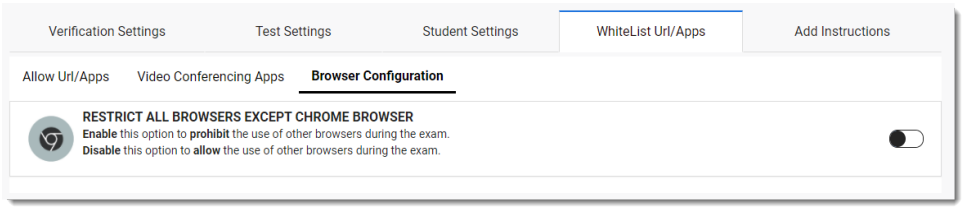
This tab allows you to prohibit all video conferencing apps for the exam. By default, this setting is enabled, meaning all video conferencing apps would be blocked during an exam.

Should your exam require the use of a video conferencing app, disable this setting *and* ensure you allow/whitelist the necessary video conferencing app in the 'Whitelist Url / Apps' tab.



Browser Configuration

This tab allows you to restrict the use of web browsers to Google Chrome exclusively. This will block the use of all other web browsers (e.g., Firefox, Safari, etc.).



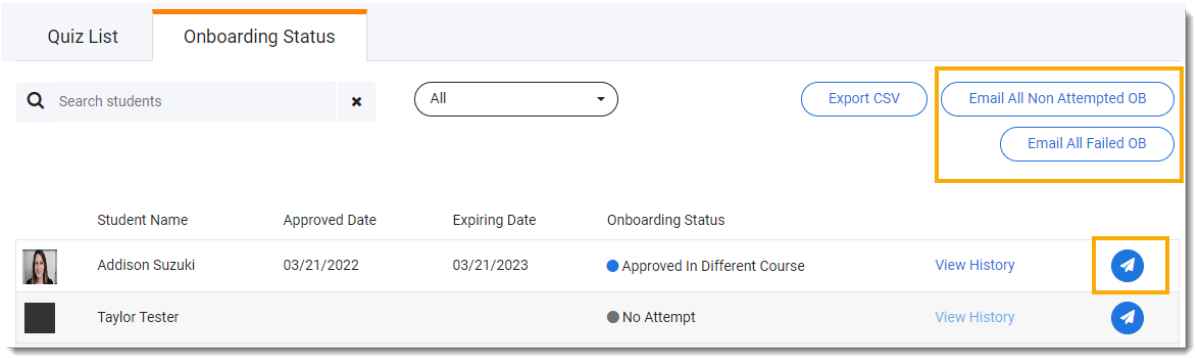
Reviewing Onboarding Exams

As an instructor, you can review the status of students' Onboarding exams from your Proctortrack dashboard.

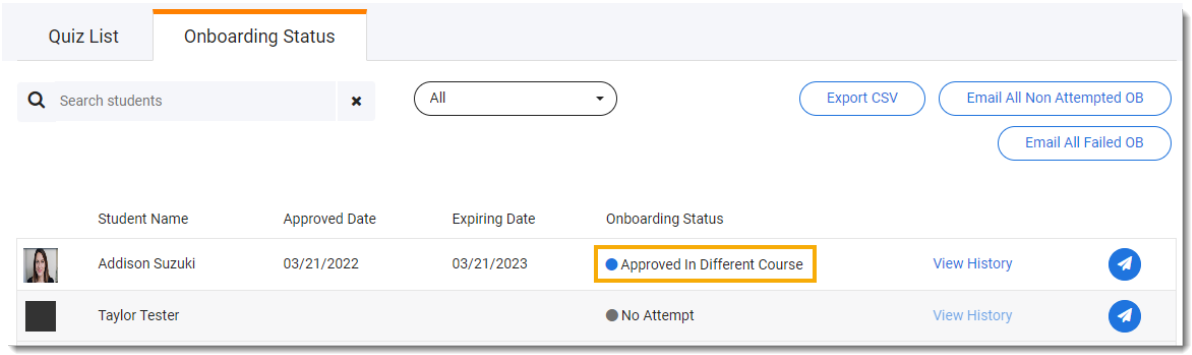
Onboarding Status

For a high-level overview of the status of students' Onboarding exams, select the **Onboarding Status** tab on your Proctortrack dashboard.

This view allows you to see who has and hasn't completed the Onboarding exam, as well as the date their Onboarding was approved. You also have the option of contacting students from this view, either by selecting the paper airplane icon, or by using the **Email All Non-Attempted OB** and **Email All Failed OB** buttons.

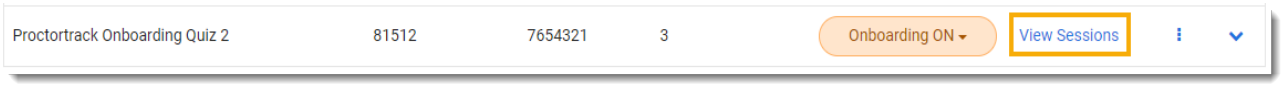


If students have previously completed an Onboarding exam in another course, their status will appear as '**Approved in Different Course'**, and they won't need to complete it again.



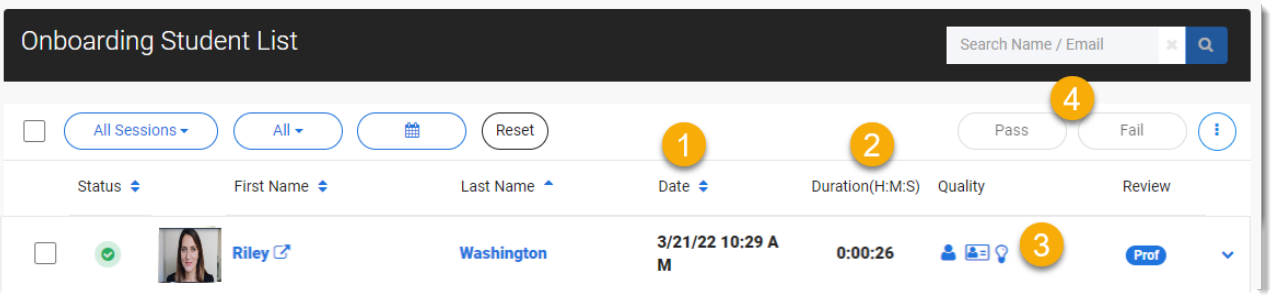
Viewing Onboarding Sessions

To review the results of students' Onboarding exams, select the **View Sessions** link on your Proctortrack dashboard.



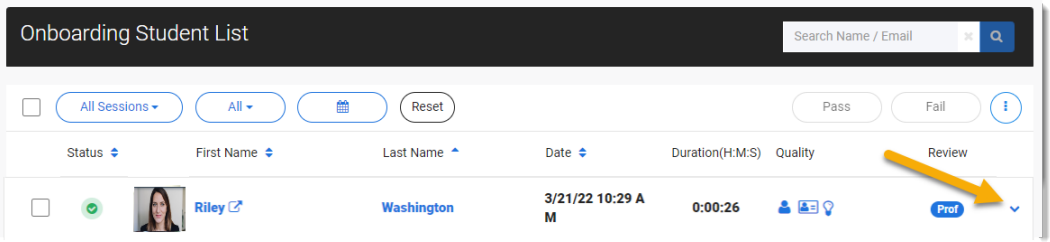
This high-level view allows you to:

1. see when a student completed their Onboarding exam;
2. see how long a student's Onboarding exam took to complete;
3. see the results (e.g., pass/fail) of students' identity verification scans (e.g., face scan, ID card scan, etc.);
4. override Proctortrack's pass/fail decision, based on your own assessment of students' identity verification scans.

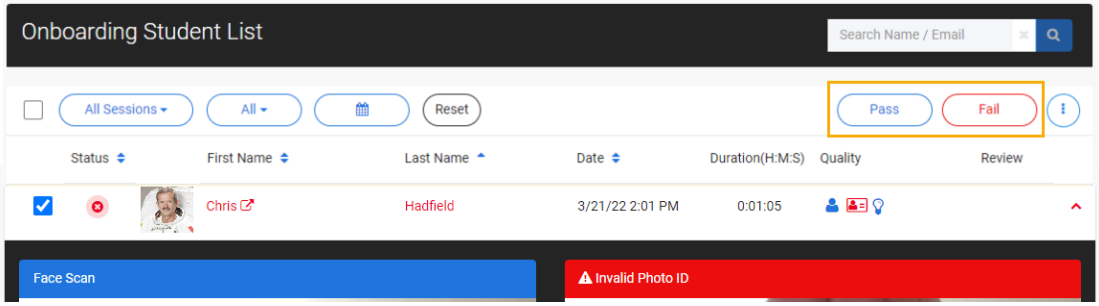


Reviewing Students' Identity Verification Scans

To review a student's identity verification scans, select the downward chevron under the **Review** column.



To override the Proctortrack system's Pass / Fail decision, select the checkbox to the left of the student's name, then select the **Pass** or **Fail** button. In the example illustrated in this screenshot, the student's photo ID was deemed invalid – to override this decision, you would select the **Pass** button.



Creating a Proctored Exam

The workflow for creating proctored exams is identical to that of creating Onboarding exams:

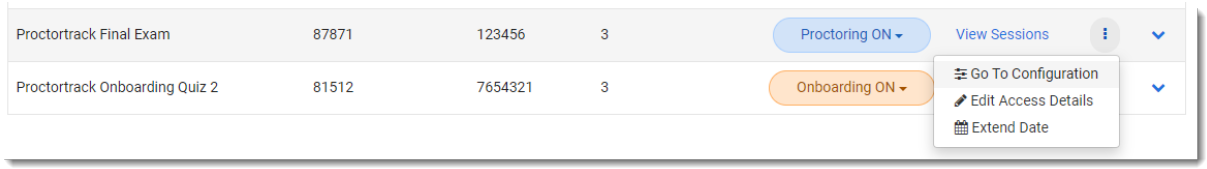
1. Create an onQ Quiz
2. Ensure the Quiz name includes the word 'Proctortrack'
3. Set the Quiz to be visible to students; set Start and End dates; set a password
4. Save

Configuring a Proctored Exam in Proctortrack

You will now need to configure the proctored exam in Proctortrack.

1. Navigate to your Proctortrack dashboard.
2. Under the **Monitoring / Onboarding** column, use the **Select Status** dropdown menu to select **Proctoring ON**.

To configure additional settings for the exam, select the context menu (three dots), then select **Go to Configuration**.



Exam Configuration Settings

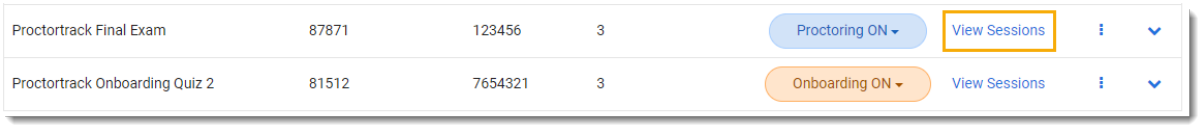
See the previous Exam Configurations Settings section in this guide for instructions on how to set the parameters for the exam.

Reviewing Proctored Exam Sessions

Note, it can take up to 72 hours for students' exam sessions to be available for review on your Proctortrack dashboard. This processing time may be further extended when exam session volume is high.

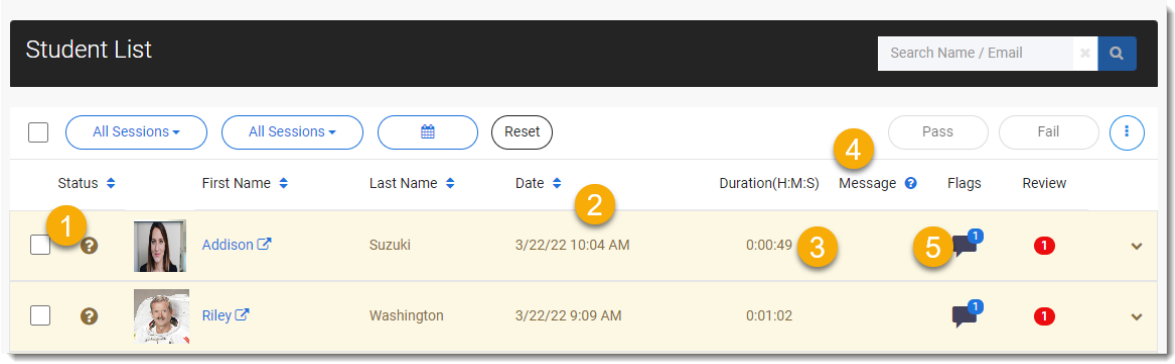
Viewing Students' Exam Sessions

For the proctored exam in question, select the **View Sessions** link – this will open a list of the students' proctored exam sessions.

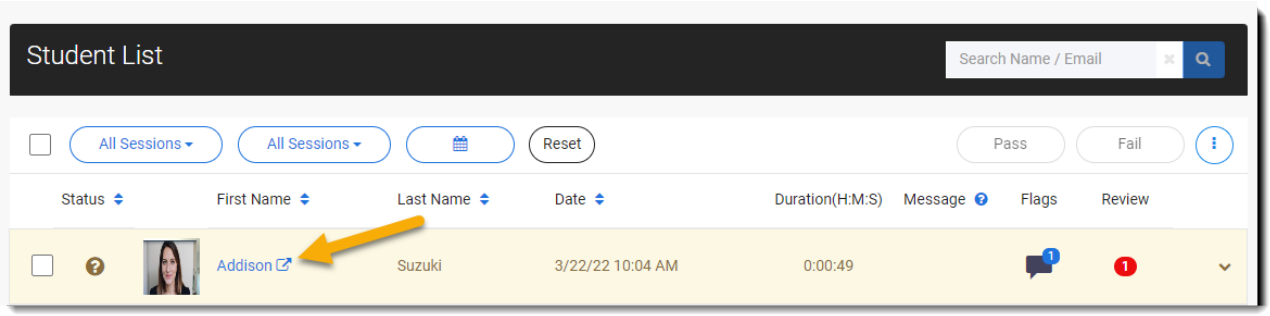


This initial view gives you a high-level overview of students' exam sessions, showing:

- The status of the session (e.g., pending, ready for preview, etc.)
- The day and time the exam session occurred
- The duration of the exam session
- A high-level message about the exam session (e.g., 'This exam attempt has been marked as suspicious')
- The number of (potential) academic integrity violations (flags) in the session



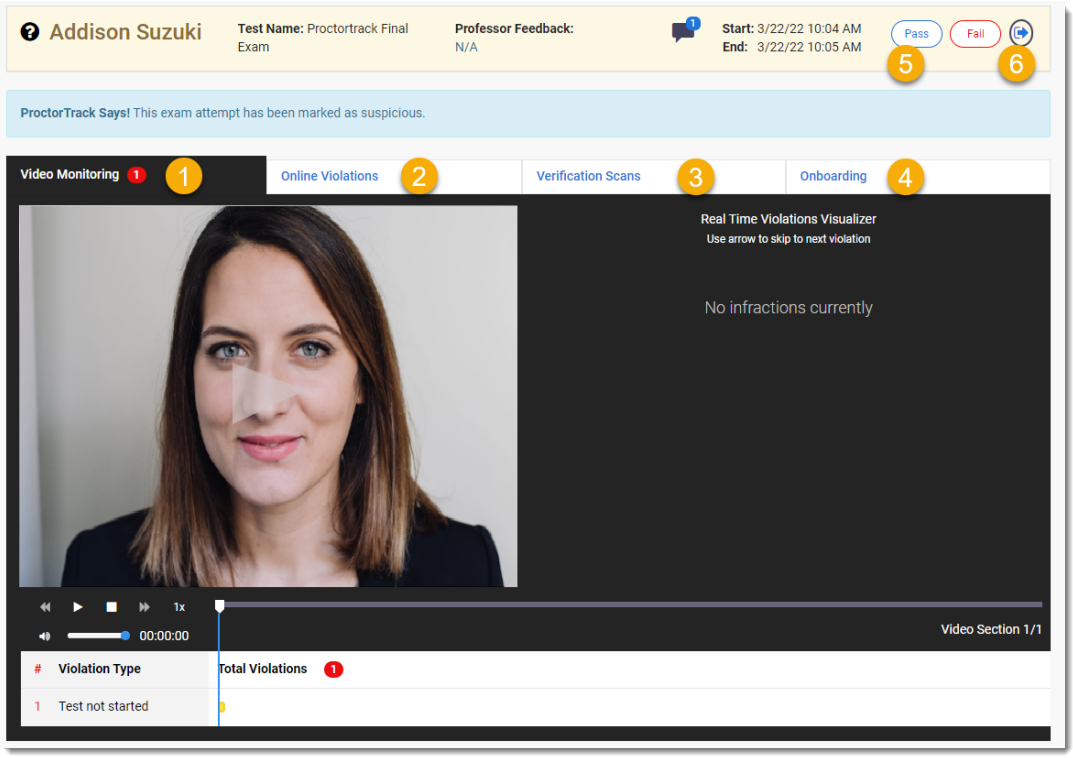
For an in-depth view of a student's exam session, click their hyperlinked name – this will open a full review window.



Exam Session Review Dashboard

From this dashboard, you have access to:

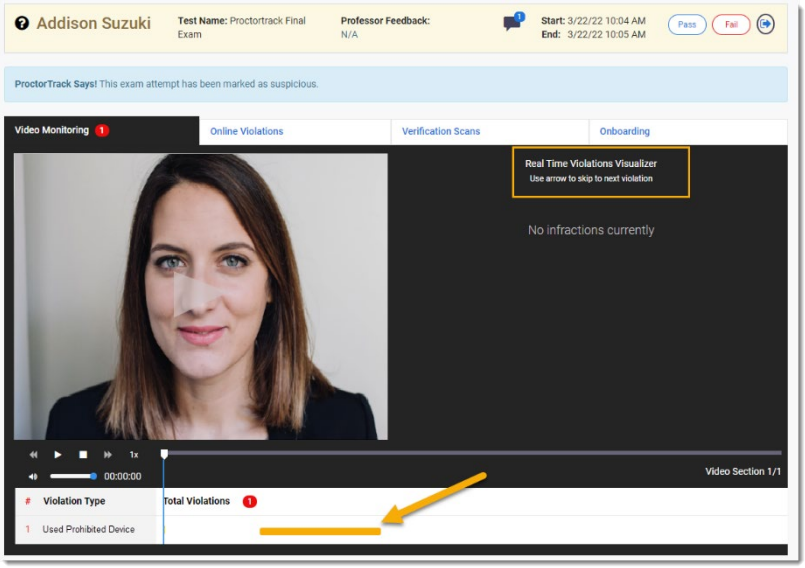
1. **Video Monitoring**: View any potential violations captured in the video recording
2. **Online Violations**: View potential online violations (e.g., using online resources)
3. **Verification Scans**: View the student's identity verification scans for the exam (e.g., face scan)
4. **Onboarding**: View the student's onboarding identity verification scans
5. **Pass / Fail**: Override the Proctortrack system's assessment by passing or failing the session
6. **Export**: Export a student's exam session data* (i.e., video and/or desktop screenshots)



Video Monitoring

Use the Video Monitoring tab to review any potential violations that were captured via the video recording.

You can cycle through any potential violations that have been flagged by clicking the arrow in the **Real-Time Violations Visualizer**, or by jumping to each violation by selecting the coloured bookmarks (yellow and red 'bubbles' in the screenshot below) along the video timeline.



Online Violations

Use the Online Violations tab to review screenshots of any potential violations related to the use of unauthorized online resources (e.g., websites).

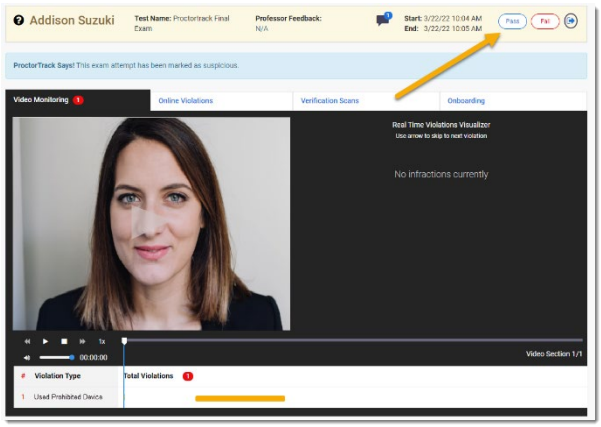
Verification & Onboarding Scans

Use the Verifications Scans and Onboarding tabs to view and compare a student's identity verification scans. Proctortrack will automatically flag any potential discrepancies.

Pass / Fail

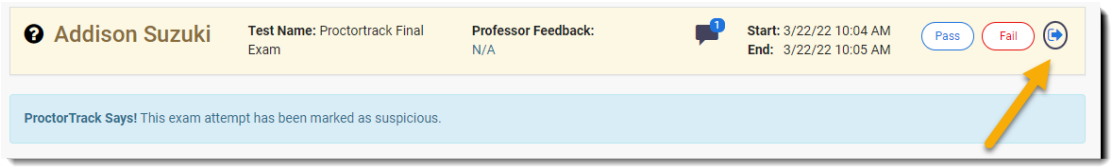
After reviewing a student's exam session:

- Select the **Pass** button if you have determined that no violations of academic integrity occurred, and that no follow-up is required.
- Select the **Fail** button if you have determined that one or more violations of academic integrity occurred, and that follow-up will be required.
- Note that you can reverse this decision at any time by following the same steps.

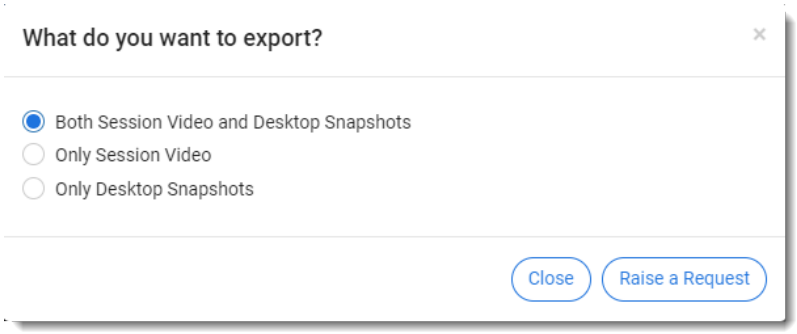


Export

Select the **Export** button to export a student's exam session data, namely their video and/or desktop screenshots.

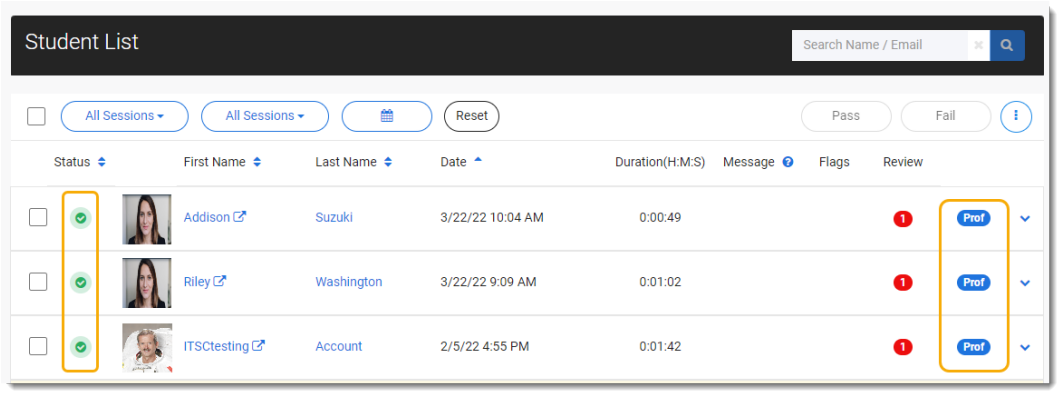


You will be prompted to select which data you would like to export – select your preferred option, then click the **Raise a Request** button. You will now see a confirmation of your request, indicating that a link to download the requested data will be sent to your email address.



Once you have reviewed an exam session, its status will be updated in the Student List view. A green checkmark indicates the session was passed, while a red 'x' indicates a session was failed.

A 'Prof' label will also display on reviewed sessions to indicate that they have been marked as a pass or fail.



Support

For support with any of the above, please contact your Faculty's exam team, or IT Services at 613-533-6666 or via the IT Services Help Form.