



## **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

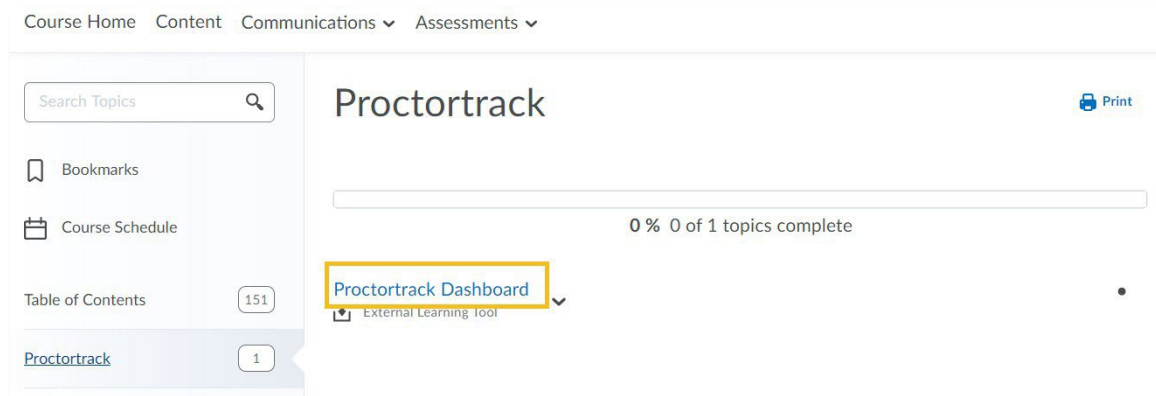
|                                 |   |
|---------------------------------|---|
| <b>Operating System</b>         | <b>MAC:</b> macOS Sierra 10.12 or higher<br><b>PC:</b> Windows 7, 8, or higher<br><b>Chromebook:</b> Version 80 or higher |
| <b>Processor / RAM</b>          | <b>MAC:</b> Intel / AMD Processor, 8 GB RAM,<br><b>PC:</b> Dual-core 2.4 Ghz CPU, 8 GB RAM or better                      |
| <b>Recommended Web Browsers</b> | Mozilla Firefox v20.0 or Higher Google Chrome v25.0 or higher<br><b>Pop-up blocker disabled</b>                           |
| <b>Plugins</b>                  | JavaScript Enabled & Third-Party Cookies Enabled  |
| <b>Camera</b>                   | Built-in or external webcam; 800 x 600 resolution or better   |
| <b>Internet Connection</b>      | Cable Modem, DSL or better (300 kbps download, 250 kbps upload)   |

## Accessing Proctortrack from onQ

As Proctortrack is fully integrated with onQ, you can access the Proctortrack system at any time via your onQ course.

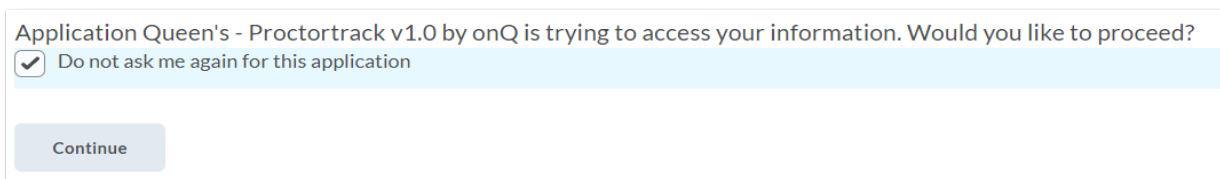
To access Proctortrack, simply click the **Proctortrack Dashboard** link, which your instructor will have posted in the course Content.

Depending on how your instructor has configured the link, your Proctortrack dashboard will either open within onQ or within a new browser tab.



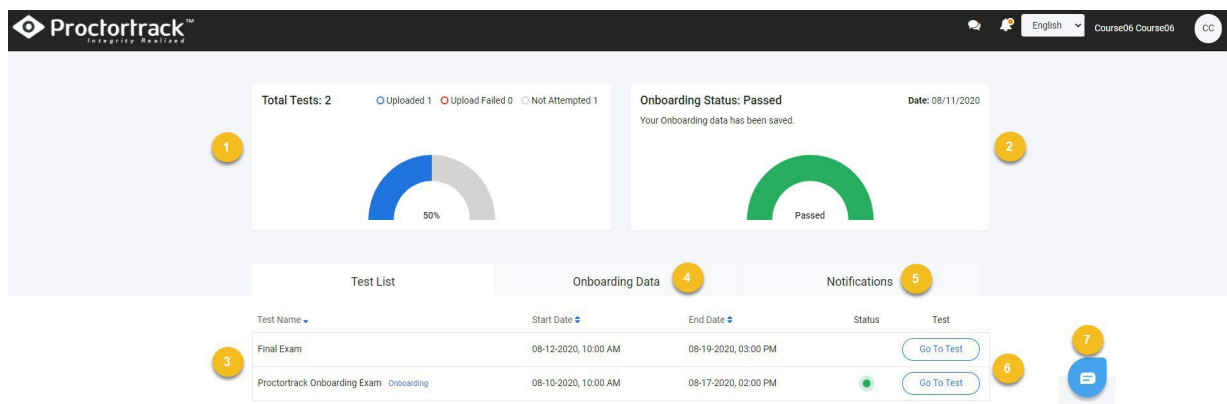
The first time you click the Proctortrack Dashboard link to access the Proctortrack system, a prompt will appear, advising that the integration with Proctortrack will use your onQ account information.

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 Exams

Before using Proctortrack for a scheduled exam, you must first complete the Onboarding Exam. This process uses a brief, non-graded onQ Quiz and 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 one 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.

### Start & System Check

To access your Onboarding Exam:

- Select the **Proctortrack Dashboard** link from your onQ course Content.
- On your Proctortrack Dashboard, you should see an Onboarding Exam listed - select its **Go To Test** button.

| Test List                               |  | Onboarding Data      |                      | Notifications              |
|---|--|----------------------|----------------------|----------------------------|
| Test Name ▾                             |  | Start Date ↕         | End Date ↕           | Status Test                |
| Proctortrack Onboarding Exam Onboarding |  | 03-17-2022, 01:54 PM | 08-31-2022, 05:54 PM | <a href="#">Go To Test</a> |

- You will now see a set of standard 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**.

Please read through the exam guidelines, agree and click the button at the bottom of the page to proceed.

### Let's Get Started

Set Up a Proper Testing Environment for a High Integrity Score.

**USE A PRIVATE TESTING AREA**  
Sit upright in an area where other people won't talk and cannot pass behind you.

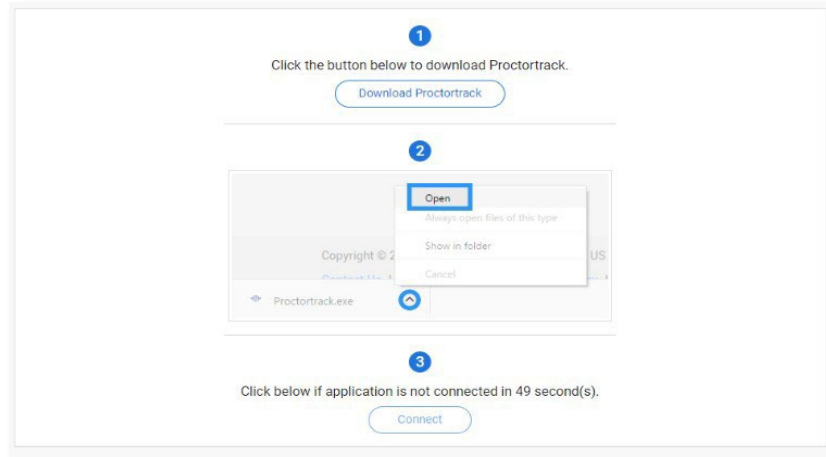
**TURN OFF ALL NOISE-MAKING DEVICES**  
Mobile phones set to vibrate emit detectable sound and any sound from a mobile device is flagged as a violation.

**ENSURE YOUR FACE IS CLEARLY VISIBLE**  
Hair, sunglasses, hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.

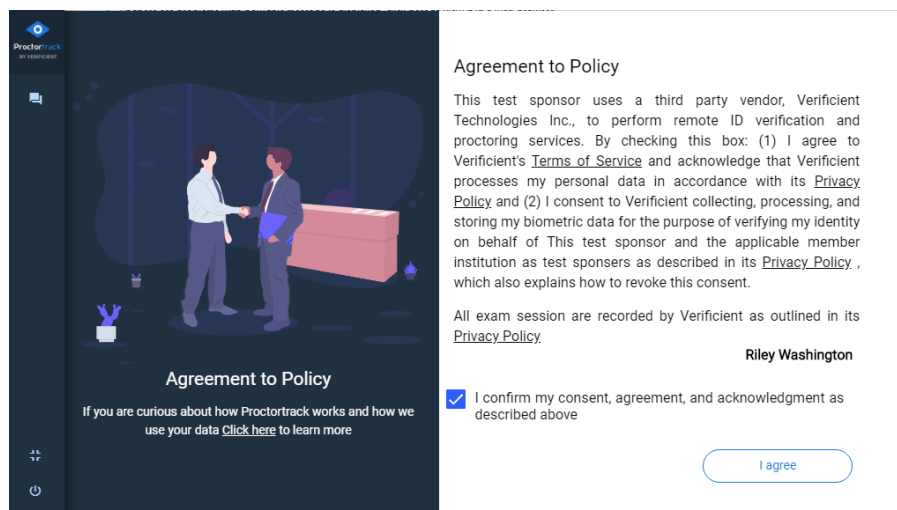
☒ I have read, understand and will adhere to the required environment guidelines.

Go To Next Step

- If this is the first time you are using the Proctortrack app (or if you have previously uninstalled it), you will be prompted to download and open it.

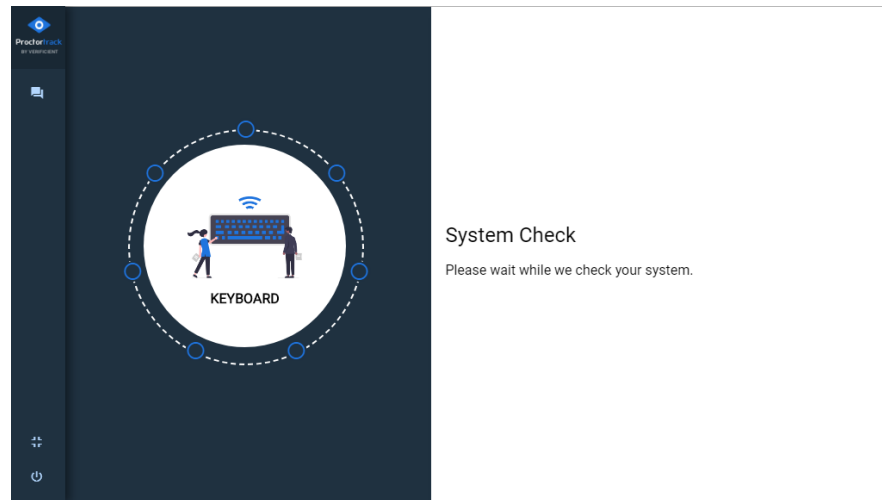


- Once the app is launched, you will be prompted to agree to the Proctortrack Terms of Service and Privacy Policy – check the checkbox, then click the **I Agree** button.

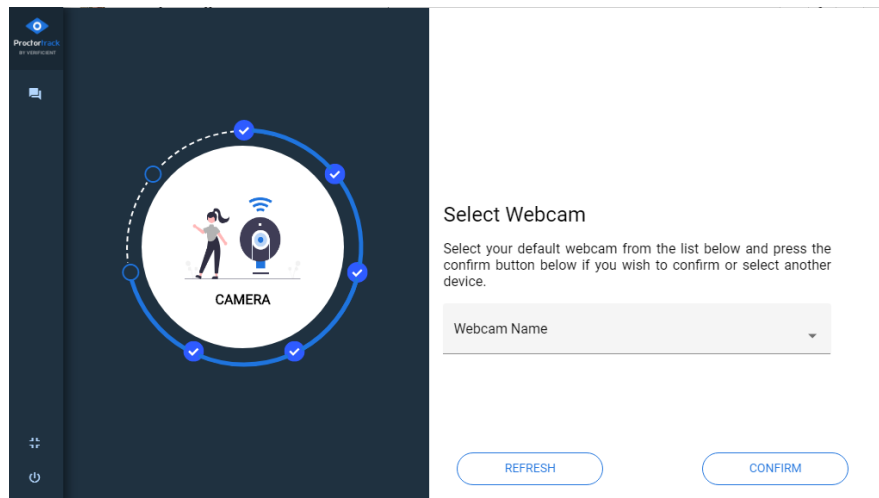


**NOTE:** The general Proctortrack Terms of Service and/or Privacy Policy referenced at this step do not necessarily reflect the agreements Queen's has negotiated for Queen's students – for full details of these agreements, please see the [Office of the University Registrar](#) site.

- The app will now proceed with a check of your system to ensure it is ready (e.g., keyboard, monitor, hard drive, etc.).

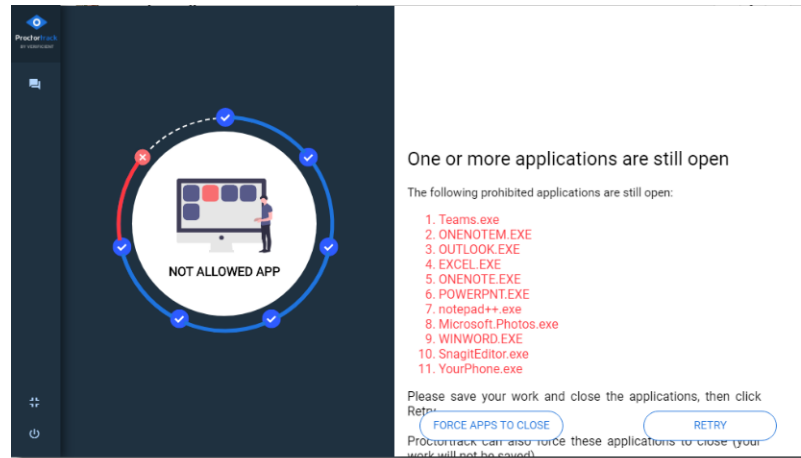


- The system check will ask you to select your webcam – select your webcam from the list, then click the **Confirm** button.

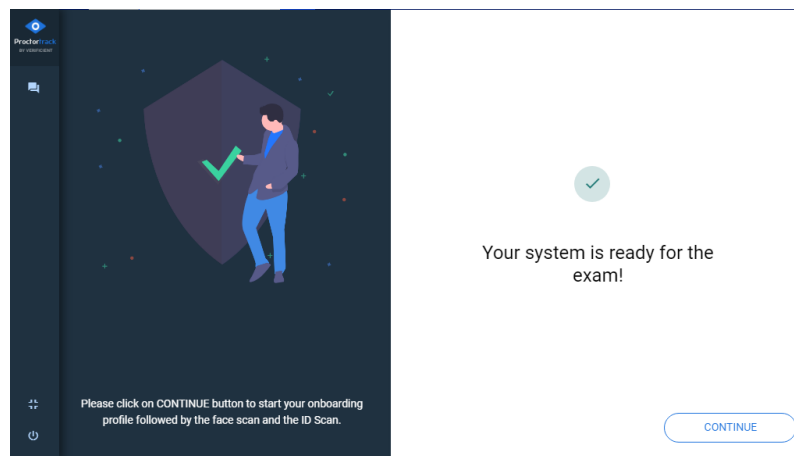




- If the system check detects any prohibited applications, it will prompt you to close them before proceeding. You can either:
  - Close each application manually, then click the **Retry** button; or
  - Allow the app to close the apps for you by clicking the **Force Apps to Close** button.



- When the system check is complete, you will see a message indicating that your system is ready for the exam – click the **Continue** button proceed.

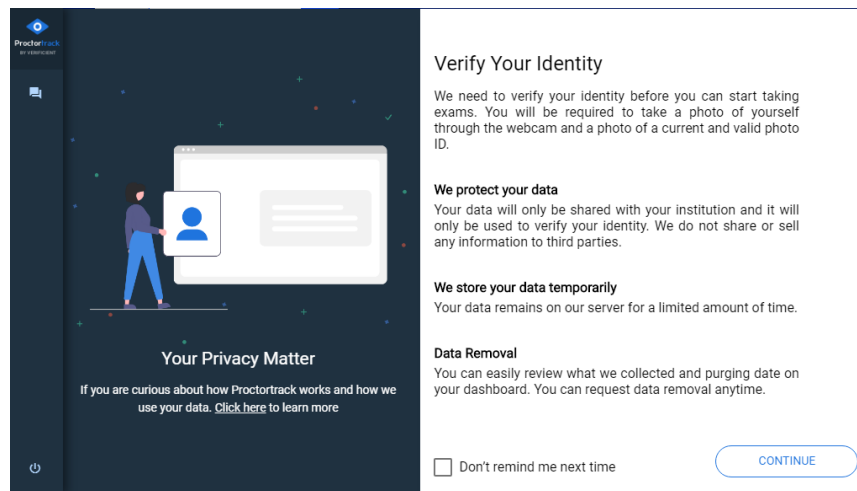


## Identity Verification

The app will now guide you through a process to verify your identity – this will involve taking a photo of your face and a photo ID.

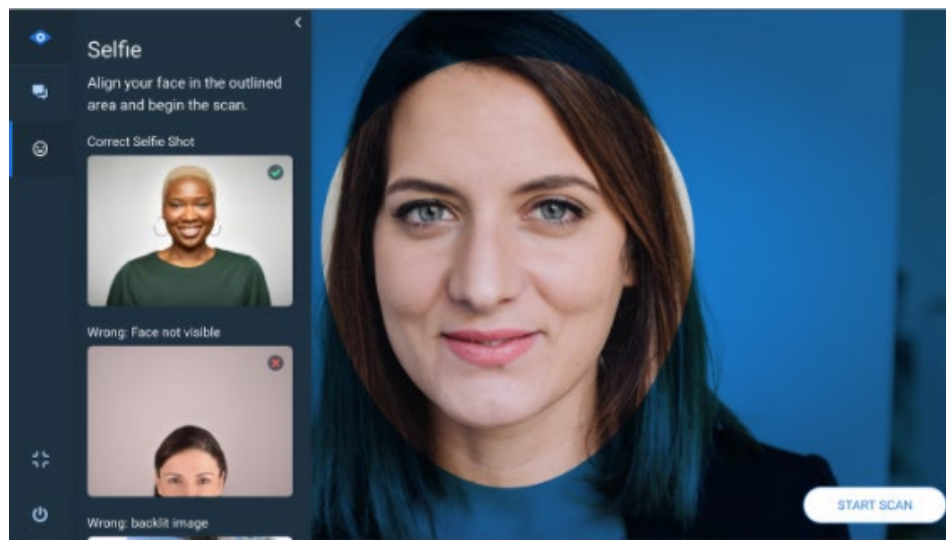
The purpose of these scans is to provide the system with an identity baseline with which to compare when you complete a proctored exam.

Click the **Continue** button to begin the process.

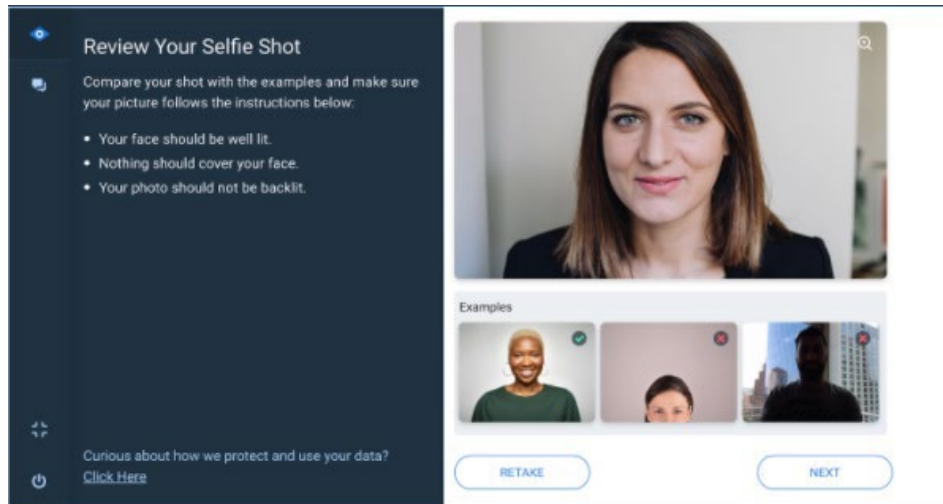


## Face Scan

Follow the on-screen instructions to provide the three required face scans: front-facing, left-facing, and right-facing.



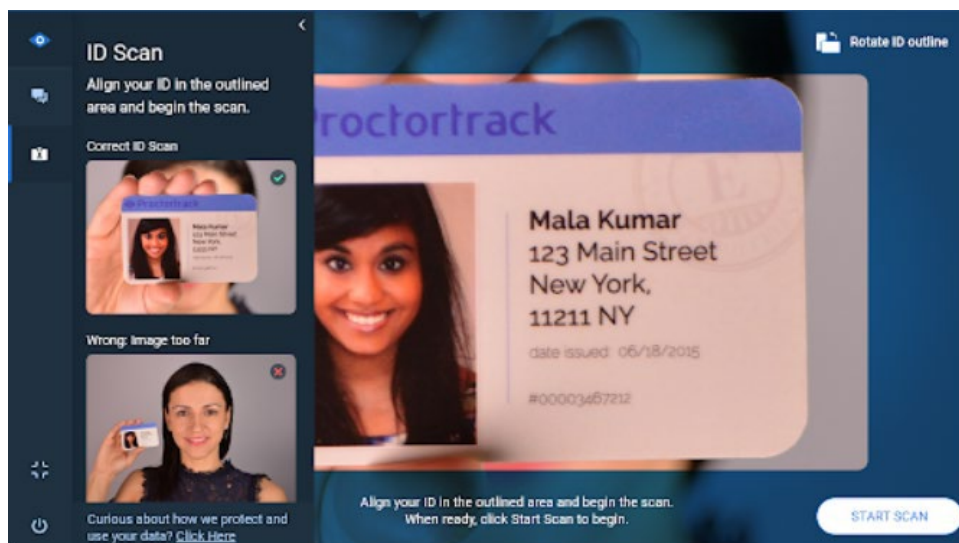
- You will then have an opportunity to review your scan – either click the **Next** button to proceed or click **Retake** to repeat the process.



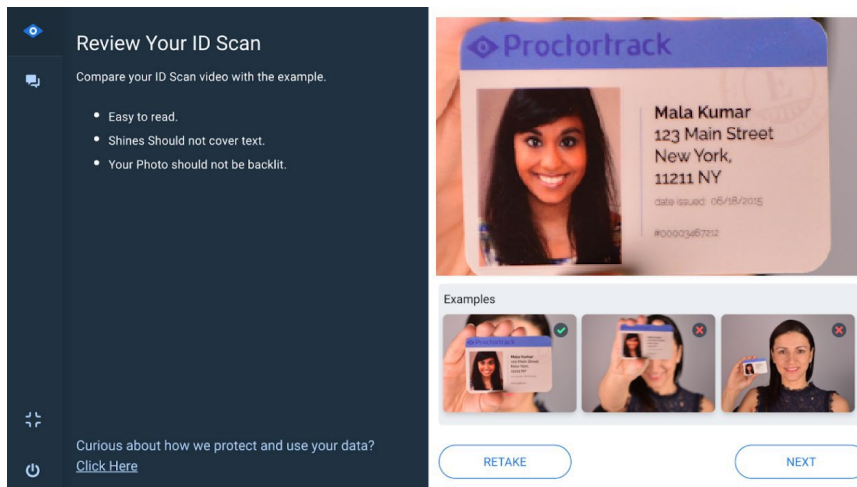
## ID Card Scan

You will now be asked to scan a photo ID card. **You are strongly encouraged to use a Queen's Student ID.** If you do not have one, any government-issued photo ID card is acceptable.

- Follow the on-screen instructions, making sure to fit the card within the designated frame and to hold it as steady as possible to ensure a clear scan.



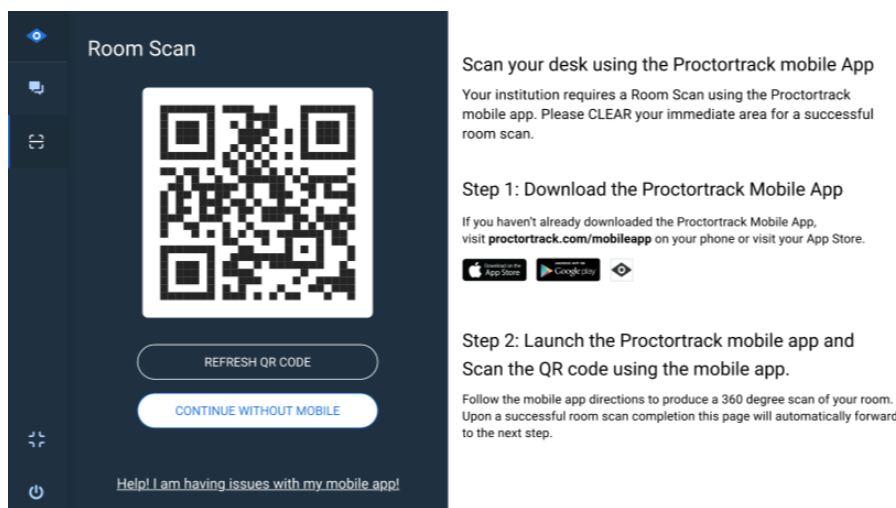
- Once complete, click **Next** to continue or **Retake** to repeat the process.



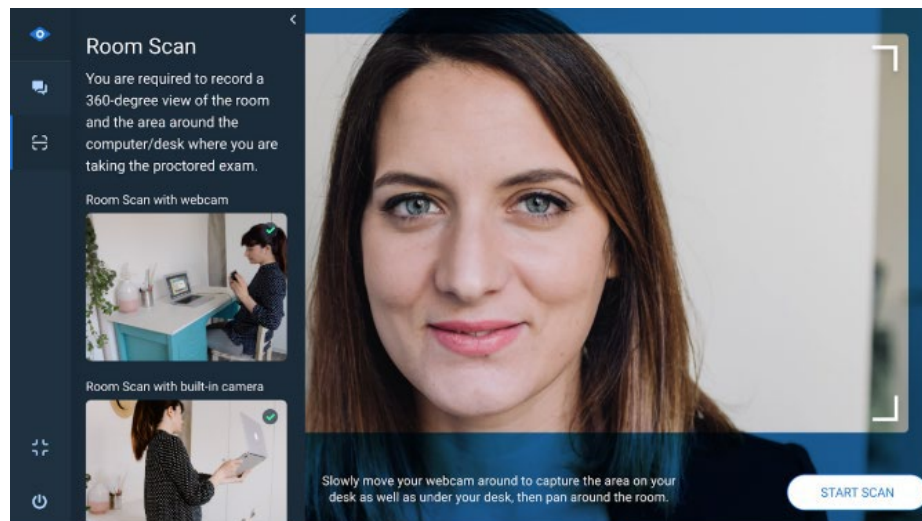
## Room Scan

If your instructor has implemented a room scan requirement, you will be asked to provide one now.

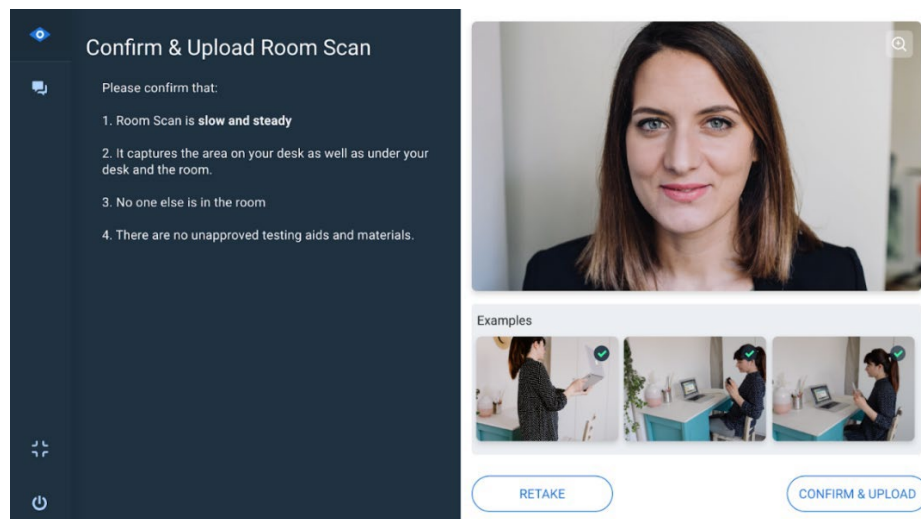
Depending on how this requirement has been configured, you will be asked to complete the room scan with your webcam (built-in or external), or you may be given the option to complete the room scan by using the mobile app.



- Click **Start Scan**, then follow the on-screen instructions to complete the scan.



- When complete, click **Confirm & Upload** or click **Retake** to repeat the process.



## Exam Guidelines

You will now be presented with the exam guidelines, outlining what is and isn't allowed during the exam. Review these guidelines carefully, then click **Start Proctoring** to begin your proctoring session.

**TEST GUIDELINES**  
Carefully review the guidelines listed below to learn what you can and cannot do during the test session.

**Not allowed**

- You will not be allowed to read from physical books during this test.
- During this test, referring to digital reading material (PDF, DOCs) or using your computer to search the internet for information is a violation.
- During this test, using a separate program like MS Word or other such scratchpads on your computer to write notes is a violation.
- You are not allowed to take handwritten notes / use erasable whiteboards during this test.
- Headphones and earphones are prohibited.
- For this test, you are not allowed to scan or take pictures using your mobile phone.
- You may not scan or upload documents.
- Leaving the webcam frame will be considered as a violation.
- Consuming food and drinks will be considered as a violation.
- You will not be allowed to use a physical calculator for this test.
- You will not be allowed to use an on-screen calculator for this test.
- Print attempts cannot be stopped but will be flagged as violation for this test.

**START PROCTORING**

## Proctoring Session

When the proctoring session starts, a blue border will appear around your screen, and you will be automatically redirected to the onQ Quiz page to begin your exam.

- Click the **Copy Password** button to copy the exam password to your clipboard.

**Quiz Details**

Current Time: 10:38 AM [Update](#)

Current User: Addison Suzuki (username: course05)

Quiz Period: Available on Oct 2, 2020 12:40 PM until Dec 23, 2022 11:30 PM

Time Allowed: Unlimited (estimated time required: 2:00:00)

Attempts: Allowed - 1, Completed - 0

**Instructions**  
Before you submit the quiz, you will have the opportunity to return to questions that you may have missed or have not yet answered. You can submit your quiz responses at any time.  
Click "Start Quiz" to begin Attempt 1.

**Quiz Requirements**  
A password is required to start your attempt.  
Quiz password:

**Start Quiz**

**Copy Password**

- Paste the password into the password field, then click **Start Quiz** to begin the exam.

**Quiz Details**

Current Time: 10:38 AM [Update](#)

Current User: Addison Suzuki (username: course05)

**Quiz Period**  
Available on Oct 2, 2020 12:40 PM until Dec 23, 2022 11:30 PM

**Time Allowed**  
Unlimited (estimated time required: 2:00:00)

**Attempts**  
Allowed - 1, Completed - 0

**Instructions**  
Before you submit the quiz, you will have the opportunity to return to questions that you may have missed or have not yet answered. You can submit your quiz responses at any time. Click "Start Quiz" to begin Attempt 1.

**Quiz Requirements**  
A password is required to start your attempt.

Quiz password:

[Start Quiz](#)

- Complete the exam questions as normal, then click **Submit Quiz**.

**Proctortrack Onboarding Quiz 2**  
Est. Length: 2:00:00 Addison Suzuki Attempt 1

Page 1: 1 2 3

**Question 1 (1 point)** ✓ Saved  
This is a Proctortrack Onboarding quiz.  
☒ True  
☐ False

**Question 2 (1 point)** ✓ Saved  
The current month is July.  
☐ True  
☒ False

**Question 3 (1 point)** ✓ Saved  
The current year is 2020.  
☐ True  
☒ False

[Submit Quiz](#) 3 of 3 questions saved

- Be sure to click **Submit Quiz** again on the following screen to confirm your Quiz submission.

**Proctortrack Onboarding Quiz 2**  
Est. Length: 2:00:00 Addison Suzuki Attempt 1

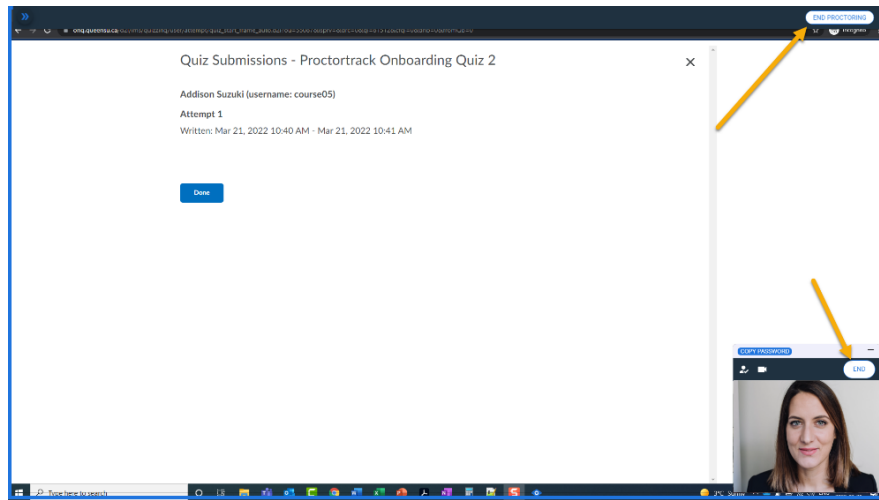
Page 1: 1 2 3

**Quiz Submission Confirmation**  
You are about to submit your quiz...  
Once you press the Submit Quiz button you cannot return to your quiz.

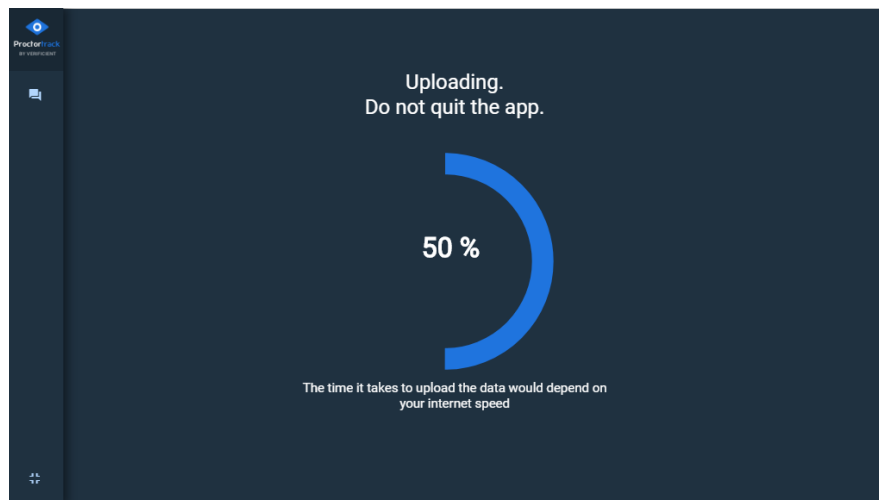
[Submit Quiz](#) [Back to Questions](#)



- Once you have submitted your Quiz, you can end your proctoring session by either clicking the **End Proctoring** button at the top-right of your screen, or by clicking the **End** button along the top of your webcam view window.

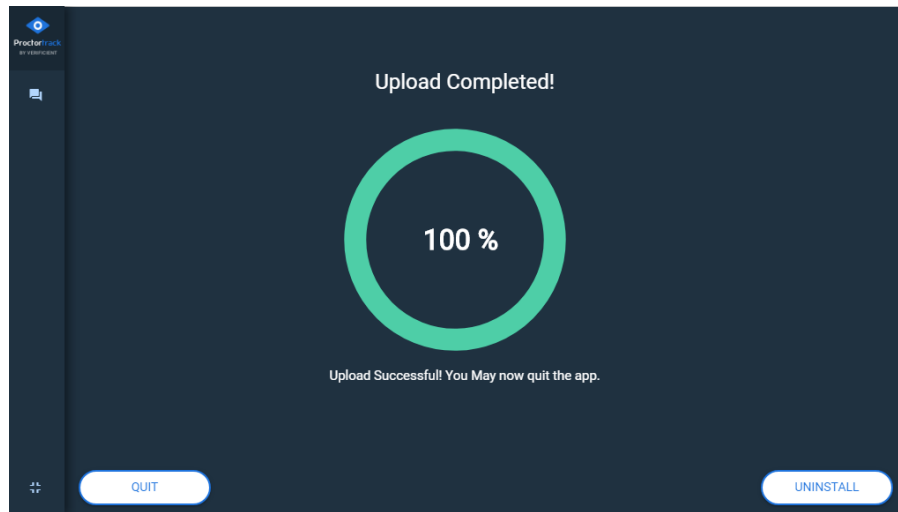


- When you end your proctoring session, the app will automatically begin to upload it. Be sure to wait until the session has fully uploaded before quitting the app.





- Once the upload is complete, click either the **Quit** button to quit the app, or the **Uninstall** button to both quit and uninstall the 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.

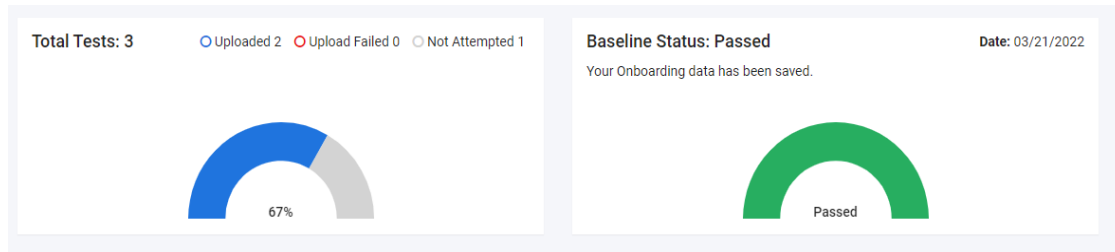
| Test List                      |                            | Onboarding Data      |                      | Notifications                        |                            |
|--------------------------------|----------------------------|----------------------|----------------------|--------------------------------------|----------------------------|
| Test Name                      |                            | Start Date           | End Date             | Status                               | Test                       |
| Proctortrack Onboarding Quiz 2 | <a href="#">Onboarding</a> | 10-02-2020, 12:40 PM | 12-23-2022, 11:30 PM | <span style="color: green;">●</span> | <a href="#">Go To Test</a> |

## Reviewing your Results

When your Onboarding Exam session has been processed, you will receive an email notification from the Proctortrack system, advising you of whether your session 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**.



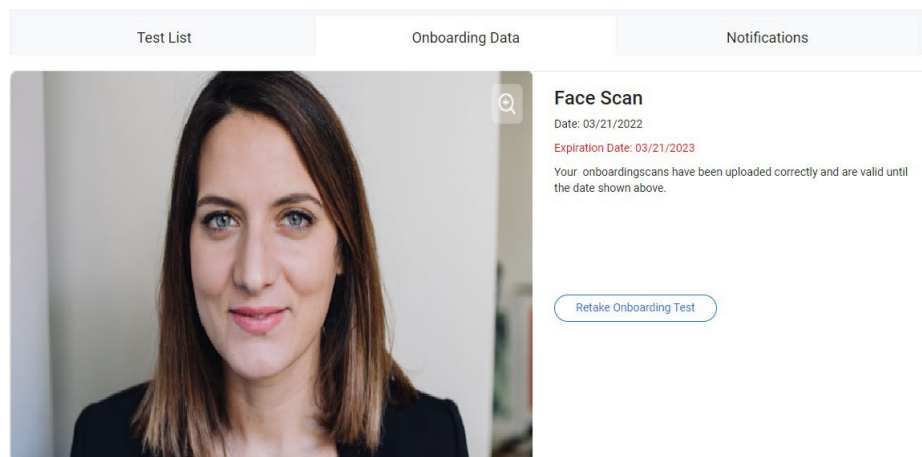
### Onboarding Rejected

Your Onboarding Exam may be rejected if the system detects a problem with any of your identity verification scans (e.g., face, ID card), 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.

### Onboarding Data

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.



## 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 install 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. Proceed through the system check and close any unauthorized applications, as necessary.
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 **Start Proctoring** 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, the app 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.

## Exam Support Contacts

- **IT Services**
  - **Phone:** 613-533-6666
  - **Exam Support Chat:** <https://examchat.queensu.ca>
- **Engineering and Applied Science – Engineering Teaching and Learning Team -**  
[etlt@queensu.ca](mailto:etlt@queensu.ca)
- **Law**
  - **Certificate in Law -** [lawcertificate@queensu.ca](mailto:lawcertificate@queensu.ca)
  - **Juris Doctor (JD) -** [lawexams@queensu.ca](mailto:lawexams@queensu.ca)