



ProctorExam Troubleshooting Guide

Please use this document to help you understand ProctorExam's requirements and to troubleshoot any issues you may experience. Also check out the ProctorExam FAQ section for more information.

Note: The ProctorExam platform is only used to proctor students, it is separate from the Cat5 Secure Browser (which is where students access tests)

Internet Speed Requirement:

- Minimum Upload Speed: 1.5 Mbps** (if only 1 device is used for the test)*
- Check your speed here: <https://www.speedtest.net/>

*Note:

If there are more than one student doing the test in the same household, the minimum upload speed needs to be increased by double or triple. ProctorExam also strongly suggests using an ethernet cable to ensure stable internet connection throughout the proctoring and testing session.

Device Requirements:

- For the purpose of Remote Entrance Testing with CTC, **only Windows OS or Mac OS laptop / desktop computers** are permitted to be used.
Note: CTC does not require a mobile/phone as a second device.
- Windows OS:** Windows 8 and higher, 64-bit processor
- Mac OS:** Mac OS X and higher, 64-bit processor
- Students must have a working **webcam, microphone, and speakers**.
Note: Only one computer monitor is allowed, and headphones/headset is not permitted.
- Students must use the **Google Chrome web browser** to access the ProctorExam webpage.

For Mac Users:

If you are using a **Mac OS Catalina or higher**, follow this link to enable screen sharing:

<https://support.proctorexam.com/hc/en-us/articles/4408542647315-Mac-Instruction-for-screen-sharing-macOS-Catalina-and-higher>

If you are using a **Mac OS computer**, this link below shows you how to **allow access to the webcam**:

<https://support.proctorexam.com/hc/en-us/articles/4408534728083-Mac-Activate-your-webcam>

The ProctorExam System Check

Please refer to the **ProctorExam System Check video tutorial** on the Remote Entrance Testing page of our website for a sample of how this process looks like.

Screen Sharing Plugin Requirement:

Students are required to download the **ProctorExam Chrome Screen sharing plugin**:

<https://chrome.google.com/webstore/detail/proctorexam-screen-sharing/digojkgonhgmnohbapdfjllpnmjmdhpg>

Make sure that you are using Google Chrome web browser.

1. About 2-3 days before the test, ProctorExam will send an email to all students to complete the System Check. The email should be sent to your inbox and your spam/junk folders. If you do not see it, please contact CTC and have it resent.
2. You are required to complete the ProctorExam system check within 48 hours of the test. However, you may complete this as soon as you get the email.

If you do not complete this before the test, you will not have the link required to enter the platform on the test day

3. Once you open the link and complete the steps, you cannot use it again. If your device suddenly has issues, please contact CTC to have a new System Check link sent.

Test the device before completing this system check to prevent switching devices often

4. Once you have completed this system check, you will automatically receive an email with the exam entry link.

ProctorExam Day of Test - Verification and Set up

Please refer to the **ProctorExam Day of Testing video tutorial** on the Remote Entrance Testing page of our website for a sample of how the day of the test will look like.

The link to use on the day of the test will be sent by ProctorExam immediately after the system check was successfully completed.

Use that link to enter the ProctorExam portal to complete the Student Verification and set up process. The instructions (schedule and reminders) and the student login information (student name and passcodes) will be shown once students complete the verification and set up and click “Start Exam”.

Things to Remember:

- 1. Make sure that you are using the same device that has the system check completed and the Cat5 Secure Browser downloaded.**
- 2. Students do not need to show ID, no passport is required either. When asked to show ID, please ignore this prompt and take a photo of the student's face using their built-in photo taking tool instead.**
- 3. Students need to click “Start Exam” to be able to access the test instructions and the login information.**
- 4. Parents/Guardians are asked to take a picture of the login information because students will not have access to it when they are in the Cat5 Secure Browser.**
- 5. The ProctorExam webpage must remain open throughout the testing, do not close the webpage! Instead, minimize it to access the Cat5 Secure Browser on the computer.**
- 6. When students have finished all required tests, then they can click the blue “Finish Exam” button on the top right corner of the ProctorExam webpage to end the proctoring session.**



If there was an internet disconnection or power outage, please join the session again using the entry link. If the entry link does not work because the session is locked, please contact CTC immediately to allow entry.

If you need assistance regarding the ProctorExam platform, send a message in the chat for immediate help as they are better able to assist in resolving issues on their platform.