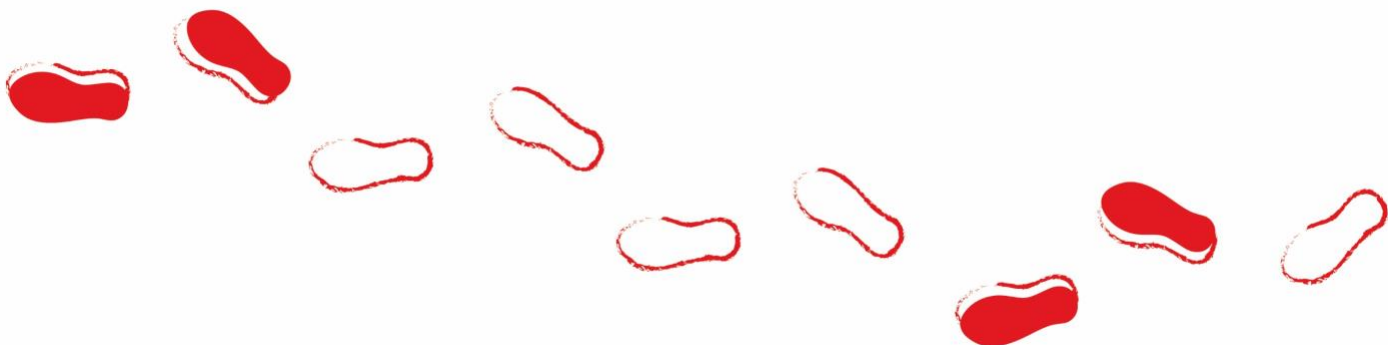




Connect/Proctorio Instructor User Guide

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Connect + Proctorio Instructor User Guide

Welcome

Welcome to the Connect + Proctorio User Guide. McGraw Hill has partnered with Proctorio to enable remote proctoring, browser-locking, and verification options in Connect's question bank assignments in titles copyright 2019 or later -- making it easy to increase the academic integrity of your assignments.

Proctorio functionalities within Connect are sorted into two levels: Basic and Plus.

- Basic functionalities are freely available.
- Plus functionalities will incur a \$15 one-time fee to your students for unlimited use during the duration of the course.

You will always have the choice to add Basic and/or Plus level functionalities to any question bank assignment, and can decide what functionalities to use on a per assignment basis.

There are two ways for students to pay for the Plus tier fee:

- Bundle the \$15 Proctorio fee with Connect
 - You can work with your McGraw-Hill rep to package the fee in with the cost of your other course resources. Doing this means your students will pay one fee for all of their resources and will not need to the \$15 fee separately in Connect. You will need to set this up in advance of your course start.
- Pay the \$15 Proctorio fee with the first proctored assignment
 - Your students will pay this one-time proctoring fee when they take their first proctored assignment.
 - There will be multiple notifications if you choose a Plus level functionality that will incur a fee. See more details in the **proctored assignment creation** section of this documentation.

3 Steps to Success

As you might imagine, proctoring isn't typically popular with students. We strongly recommend taking these three steps for a successful proctoring rollout.

Step 1: Talk to your students early and often about proctoring

- Provide them syllabus language – we have some you can use!
- Discuss on the first day of class. Since we know students may not *always* read the syllabus, talk with them on the first day of class as well. Explain why you're using proctoring, what types of assignments will include proctoring, and what functionalities you'll typically be using.
- Provide system requirements: <https://proctorio.com/system-requirements>. Be sure to address any questions they might have on system requirements. Let them know if they'll need a webcam or microphone and that they'll need to use the Chrome browser. We have a system requirements guide you can use.

Step 2: Assign your students the Student Orientation Video we've created on proctoring

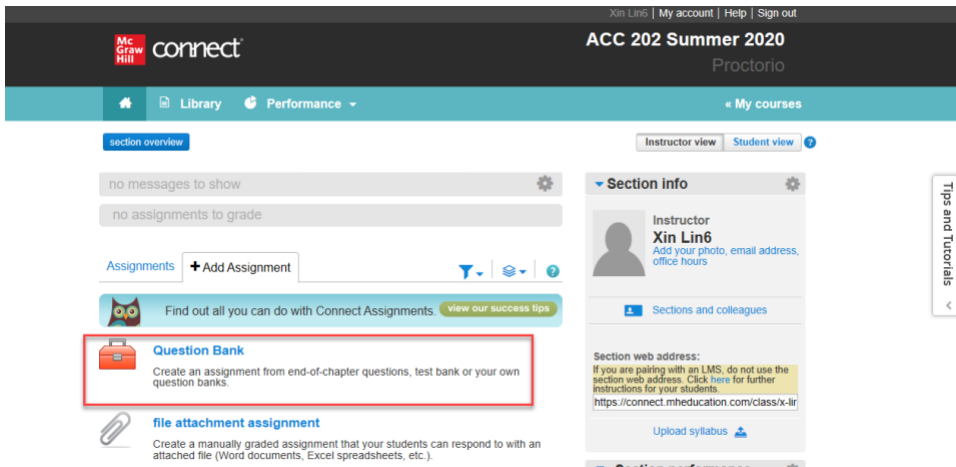
- You'll find this video in the Connect Orientation Video bank in your Connect course. We advise assigning this for a point or two to get them to watch.

Step 3: Set up a proctored practice assignment

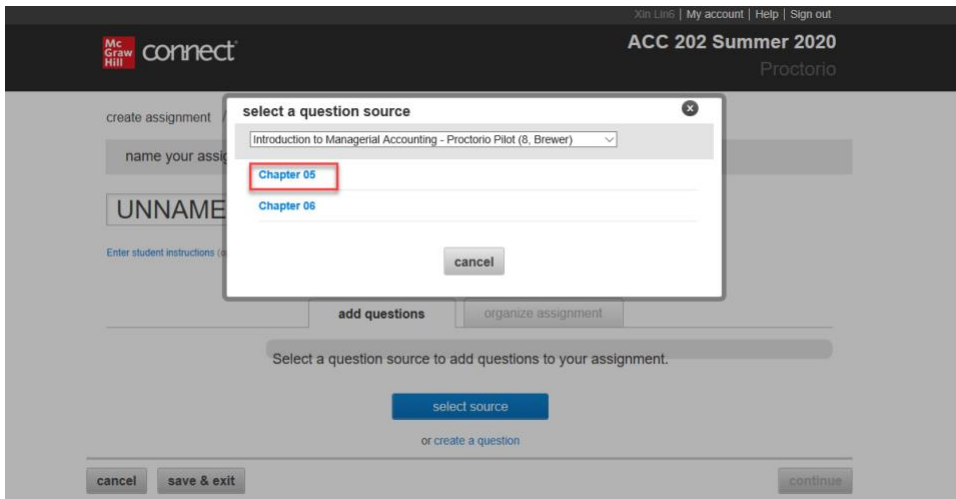
- This allows your students to get familiar with the Proctorio pre-check process before they encounter it in a high-stakes exam. Also, if your students are going to need to make a payment, this will allow them to make that payment and get it out of the way for the remainder of the course.

Proctored Assignment Creation

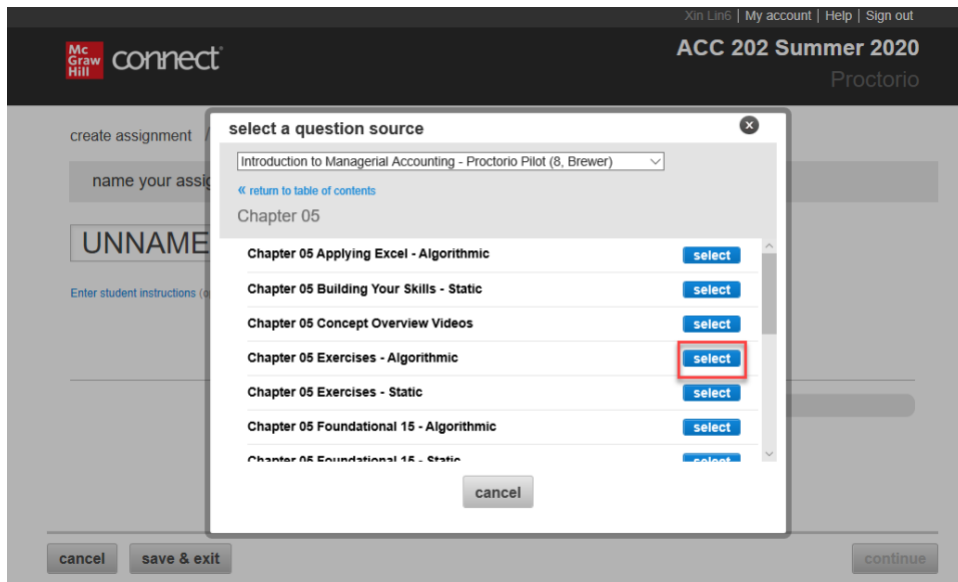
1. Proctoring, browser-locking, and verification functions can be added to assignments created from the Question Bank. To get started, click on add assignment and choose **Question Bank**.



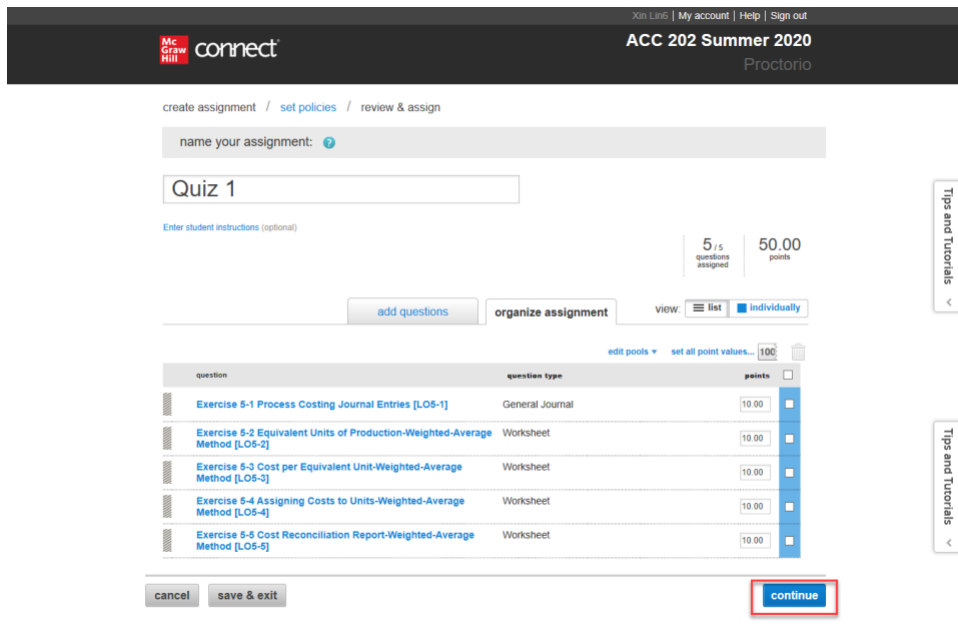
2. Click on the chapter link to go into the content banks.



3. Select the question bank you want by clicking **Select**.



4. Once you have chosen the content you want to include in your assignment and have organized it as you so desire, hit **continue**.



5. You'll now be on the policy-setting page, and will see a new proctoring option above your regular Connect assignment setting options. Note that by default, all proctoring options are turned off. To enable proctoring options, you will need to click on the blue toggle button.

McGraw Hill connect

Xin Lin6 | My account | Help | Sign out

[edit assignment](#) / [set policies](#) / [review & assign](#)

name your assignment: ?

Quiz 1

Enter student instructions (optional)

set the start and due dates:

start: July 24, 2020 @ 11:40 pm, EST [edit](#) due: mm/dd/yyyy 11:59p EST

Proctoring:

To ensure academic integrity, proctoring provides browser locking capabilities and options for identity verification and remote proctoring. [Learn more.](#)

Enable proctoring options

6. Once you do so, you will see the Proctorio settings that can be applied to your assignment. Enable a setting by clicking on that tile. When you do so, the tile will turn black and include a green checkmark in the upper right corner, indicating the setting has been turned on. In some cases, the tiles will open to an additional set of options you can customize. Click on the tile again to de-select that setting.

Settings that are part of the Plus level are indicated by the word "Plus" in the upper right corner. For more details of the individual settings, see Proctorio settings on next page.

Proctorio Settings

Predefined settings [Create new preset](#)

Recording Options

Record the test taker's environment during the exam.

Record Video ✓

Record video from the test taker's webcam during the exam.

Options:

- Verify camera →

[Customize](#)

Record Audio PLUS

Record audio from the test taker's microphone during the exam.

Options:

- Verify audio →

[Customize](#)

Record Screen PLUS ✓

Record the test taker's screen during the exam and verify that the screen is actually being recorded.

Options:

- Verify screen →

[Customize](#)

Record Web Traffic PLUS

Record the web pages the test taker visits during the exam.

Environment scan PLUS

Record the test taker's environment during the exam. This allows you to ensure the exam environment is adequate.

Options:

- When to perform the scan: Only at the start

[Customize](#)

Lockdown the Exam Environment

Prevent the test taker from accessing resources outside of the exam.

Control access to other apps or websites ✓

Control whether test takers can access other tabs or programs.

Options:

- Level: moderate

[Customize](#)

Control content import or export PLUS

Prevent content from entering or leaving the exam.

Options:

- Enable the clipboard
- Enable right-click
- Enable printing
- Block downloads →

[Customize](#)

Prevent tampering PLUS

Prevent technical ways of interfering with the lockdown options.

Options:

- Enable other browser extensions →

[Customize](#)

Verification Options

Ensure the test taker's identity and their performance during the exam.

ID verification PLUS

Scan the test taker's ID with their camera before the exam. A Proctorio agent will verify it before the exam.

Options:

- Verification type: Auto

[Customize](#)

Integrity agreement PLUS

Have the test taker sign an integrity agreement before the exam.

Tools

Tools that the test taker can use during the exam.

Calculator PLUS

Enable a calculator during the exam.

Options:

- Calculator type: Basic

[Customize](#)

Whiteboard PLUS ✓

Enable a whiteboard during the exam, where students can scribble their thoughts.

Summary

What will be recorded during the exam

camera feed • computer screen

What will be restricted during the exam

only assignment links

What will be verified before the exam

test taker's screen is being recorded

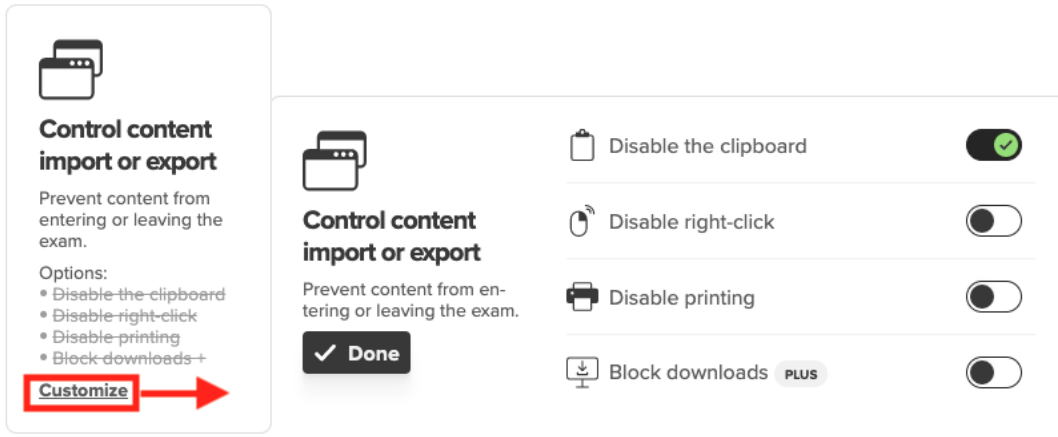
Cost for test takers

× plus features per course: \$15

Total **\$15**

[Save](#) [Cancel](#)

7. Some tiles include a link that says **customize**. This means that they have additional options tied to the setting that you can choose and customize. For instance, within the browser-locking section, functionalities are grouped by behaviors you might want to stop students from engaging in. As an example, "Control content import or export" includes the following settings that change students' ability to import or export content.



8. Be sure to scroll down the page to see all recording, browser-locking, and verification options. At the bottom of the page, you'll see a Summary section that shows the options you've chosen, as well as an indication of any cost to test takers. If you are satisfied with your selected settings, click **Save** to lock in the settings for this assignment.

If you decide at this point that you do not want to add any proctoring settings to this assignment, simply click **Cancel** to return to the regular policy settings page.

Summary

The Summary section displays the following information:

- What will be recorded during the exam:** camera feed • computer screen
- Nothing will be restricted during the exam**
- What will be verified before the exam:** test taker's screen is being recorded

Cost for test takers

x plus features	per course: \$0
Total	\$0

Buttons: **Save** (highlighted with a red box), **Cancel**

9. You now have proctoring enabled for this assignment and will be returned to the Connect policies page. If you have selected Plus level settings that will incur a fee for students, you will see this fee indicated. You can always edit your proctoring settings by clicking **edit**.

Proctoring:

To ensure academic integrity, proctoring provides browser locking capabilities and options for identity verification and remote proctoring. [Learn more.](#)

Enable proctoring options

Proctoring settings selected [edit](#)

Plus	\$15 USD (one time per course)
Total cost for the student	\$15 USD

Note:
The cost is in addition to any partnership your institution may have with Proctorio.
Students purchase access when they start the assignment.
We urge you to inform students of all fees in advance.

Assignment settings: [expand advanced settings](#)

select the assignment category:

- homework
- practice
- quiz
- exam

Please consider the notes we have indicated:





- If you see a cost, that cost is in addition to any partnership your institution might have on its own with Proctorio.
- Be aware that your students will be required to pay this one-time fee when they start the first proctored assignment.
- We strongly encourage you to talk with your students about all fees and proctoring use in advance. Things will go much more smoothly if your students know what to expect!

10. Finally, you can make any further policy changes you want to make to the regular Connect policies, then click **review & assign**.

Assignment settings:

[expand advanced settings](#)

select the assignment category:

 homework	 practice	 quiz	 exam
---	---	--	---

review assignment settings:

These settings apply to this assignment only:

Intelligent Response Technology (IRT) Custom Policy

Autocomplete and dropdown lists availability for Chart of Accounts content

Both autocomplete and dropdown lists

Autocomplete only (no dropdown lists)

save & exit delete assignment **review & assign**

11. On the Review & Assign page, give your assignment a final view. You'll once again see an indication that proctoring is enabled, and you'll also see one last fee notification if a fee incurred. If you are happy with your assignment, click **assign**.

NOTE: Settings that you have selected for your proctored assignment will not carry over when you copy, share or duplicate the assignment or course. We are working to get this feature added soon.

[edit assignment](#) / [set policies](#) / [review & assign](#)


name your assignment: [?](#)

Quiz 1

[Enter student instructions](#) (optional)

review and assign

my sections [preview assignment - student view](#) [Q](#)

 **Xin Lin**
Schiller, 13

apply policy edits to all my previously checked sections

Plus and all Add-ons (current section)

my colleagues [?](#) [add colleagues](#) / [select all](#) / [clear all](#)

apply policy edits to all checked colleague sections that share this assignment

Uncheck a section only when you no longer want the assignment to appear in that section.

The proctoring policy settings do not carry over when an assignment is copied or shared. After copying or sharing an assignment, the proctoring policy settings need to be reset for the new assignment.

[attach files](#) [?](#)

[review policies](#) [edit](#)

[review questions](#) [edit](#)

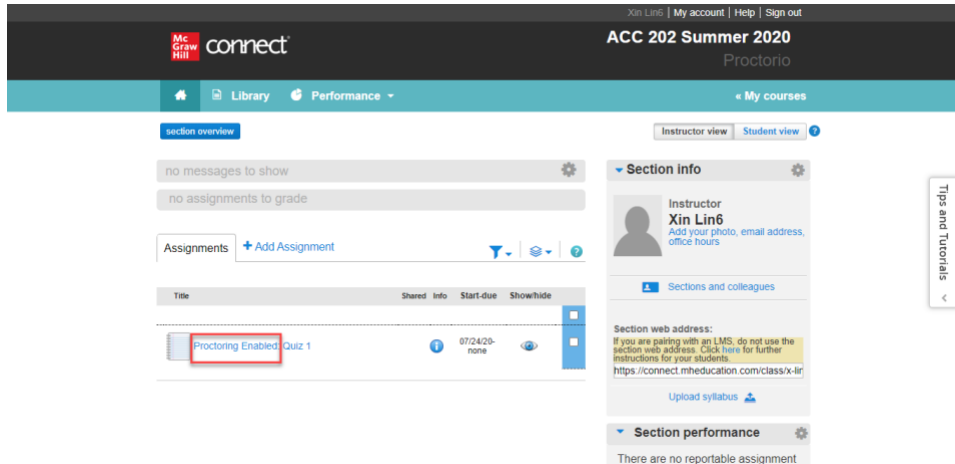
Proctoring enabled

Proctoring settings selected

Plus	\$15 USD (one time per course)
Total cost per student	\$15 USD

[Save & Exit](#) [Delete Assignment](#) [Assign](#)

12. You'll now be taken back to your course home page – and the new assignment you created will show in your assignment listing. You'll notice that the phrase "Proctoring enabled" will appear in the assignment title. This is automatically applied to any assignment where you have enabled proctoring functions in order to indicate to you and to your students which assignments have proctoring.



13. Please note that while you can click on Student View on this page, Student View will NOT allow you to preview the proctoring experience. If you want to see the proctoring experience from the student perspective, you can watch the Student Orientation Video on Proctorio, or you can ask your McGraw-Hill sales rep for a student access code.

14. Clicking on the info icon will provide a pop-up with an overview of the assignment details – including an indicator of the proctoring level enabled.

The screenshot shows an interface for managing assignments. At the top, there is a header with 'Assignments' and a '+ Add Assignment' button. Below this is a table with columns: Title, Shared, Info, Start-due, Show/hide, and a checkbox. Three rows are visible, each representing an assignment: 'Homework 1', 'Homework 2', and 'Quiz 1'. Each row has an info icon (i) in the 'Info' column. A pop-up window is open over the 'Quiz 1' row, displaying the following details:

- Proctoring Enabled: Quiz 1**
- Created: 07/26/20 12:01 PM
- Start: 07/26/20 12:09 PM
- Questions: 5
- Points: 0.00
- Student Activity: no
- Category: homework
- Manual Grading: No
- Proctoring Enabled: Plus - one time fee per course \$15 USD

15. If you already have your assignments created and want to enable proctoring, you can simply go into the assignment and click on **edit assignment** and navigate to the policy settings page.

The screenshot shows an assignment page titled 'Chapter 5: Quiz pool...'. Below the title, it indicates '(10 of 40 questions assigned, 100.00 points)'. There are three tabs: 'student activity', 'preview', and 'assignment options'. The 'assignment options' tab is active, showing a dropdown menu with the following options:

- share assignment**: Share this assignment with a colleague, including edits you make to it in the future
- copy assignment**: Send a colleague an exact replica of this assignment *as it is at this time*
- edit assignment**: Make changes to this assignment, including name, instructions, questions and policies

16. To access Proctorio reporting, click on the assignment to see student's activities. If students have started the assignment, you will see their progress. To access proctoring reports, click proctoring reports dashboard. *Note: if you have only selected browser-locking features, you will not see any reporting.*

Home

Proctoring Enabled: Test 2

(3 questions, 15.00 points)

student activity | preview | policies | message history | assignment options

student assignment view

student progress

- 1 student(s) in progress
- 1 student(s) not started
- 2 student(s) submitted

Reports

[Proctoring reports dashboard](#)

View data on proctored assignments.

reports

[Assignment Results](#)

View and edit graded submissions, and see all student scores in high, medium and low ranges.

You have 0 students to grade

17. Proctored recordings in the report can only be viewed using a Chrome browser with a Proctorio extension. The first time you click on the **Proctoring reports dashboard** to launch into the Proctorio report, you will be required to add the Proctorio extension. To install the Proctorio extension to your Chrome browser, click on the link in step 2. You only need to do this once.

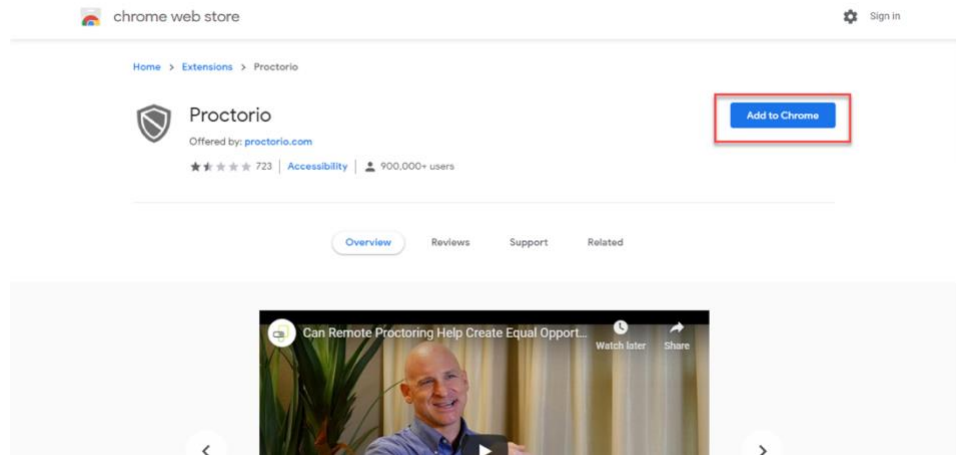
Proctorio Chrome Extension

This course requires you to install an extension into your browser.

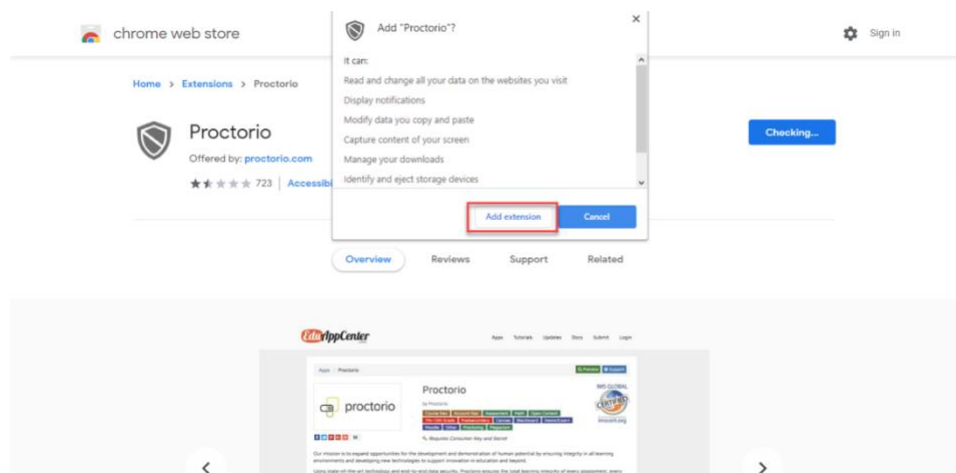
- 1 Use Google Chrome. done.
- 2 Install Proctorio Chrome Extension. [click here](#)
- 3 Done!

Proctorio Inc.
Scottsdale, Arizona.
Privacy and Cookies
Terms of Service
Copyright © 2013-2017 Proctorio Inc.
All rights reserved.

1. Click on **Add to Chrome**



2. Then **Add extension**



18. For more detail on the reporting features, see the Reports section below.

The screenshot shows the Proctorio Exam Results report interface. The header includes the Proctorio logo and a search icon. The main content area displays a table of exam results. The table has the following columns: Name, Submission Time, Attempt, Score, Annotations, Abnormalities, and Suspicion Level. The table contains three rows of data. Below the table, there are controls for 'Rows per page' (set to 25) and 'Displaying: 1-3 of 3'.

Name	Submission Time	Attempt	Score	Annotations	Abnormalities	Suspicion Level
Stu1, Rishi	07/24/2020 12:12:34 pm	1	N/A	0	0	7% ●
Smith, Jo	07/23/2020 02:45:36 pm	2	N/A	0	0	5% ●
Smith, Jo	07/23/2020 02:44:30 pm	1	N/A	0	0	5% ●

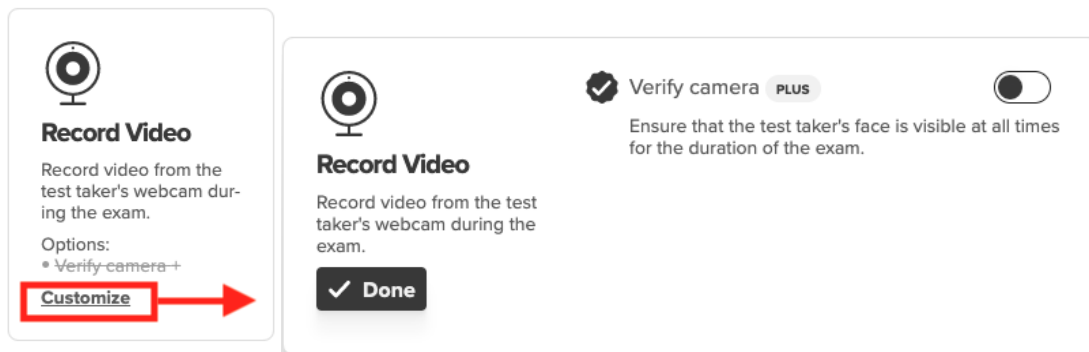
Proctorio Settings

Proctorio settings are sorted into four sections: Recording Options, Lockdown the Exam Environment, Verification Options, and Tools. To enable a setting for your assignment, simply click on that tile. When you do so, the tile will turn black and include a green checkmark in the upper right corner, indicating the setting has been turned on. Click on the tile again to de-select that setting. Some tiles include further options under "Customize." Settings that are part of the Plus level are indicated by the word "Plus" in the upper right corner. You can select as many or as few settings as you need for the assignment that you are creating.

Recording Options

Record the test taker's environment during the exam.

Record Video



Record Video enables a video recording from the student's webcam during the proctored assignment. This captures video of the student while the student is taking the assignment.

Important: In order to use this feature, students must have a webcam. If they do not have a webcam, they will not be able to take the assignment.

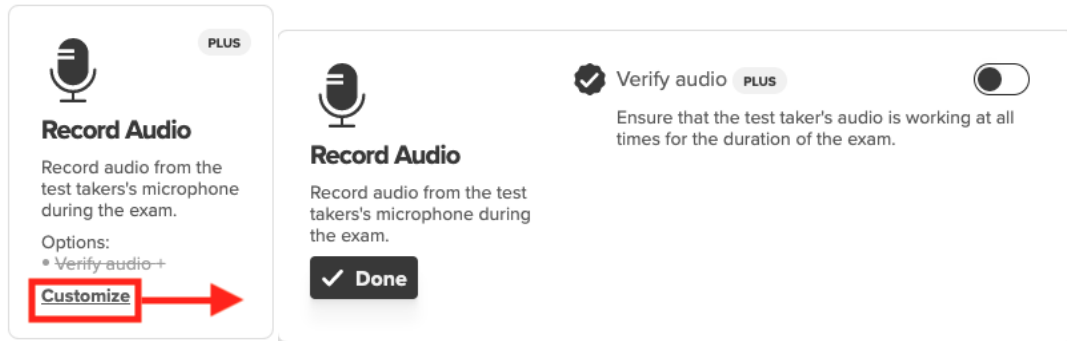
Customize options: With Record Video, you can opt to turn on the Verify Camera feature (a Plus feature) to ensure that the student's face is visible at all times during the proctored assignment

Record Audio

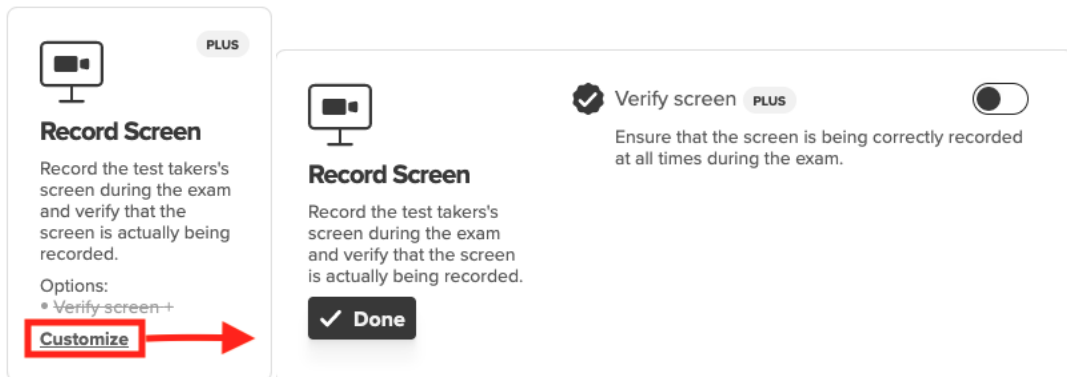
Record Audio enables an audio recording from the student's microphone during the proctored assignment. This captures an audio feed of the student while the student is taking the assignment.

Important: In order to use this feature, students must have a microphone. If they do not have a microphone, they will not be able to take the assignment.

Customize options: With Record Audio, you can opt to turn on the Verify Audio feature (a Plus feature) to ensure that the student's audio is working at all times during the proctored assignment



Record Screen

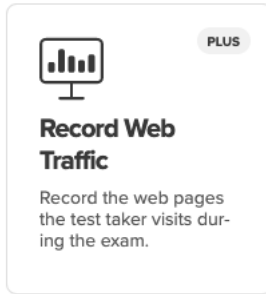


Record Screen records the student's device screen during the proctored assignment. This captures the actions that the student is taking on their computer/device.

Important: Students do NOT need a webcam to use this function. We recommend enabling this if you are allowing the students to access other webpages or programs during the proctored assignment.

Customize options: With Record Screen, you can opt to turn on the Verify Screen feature (a Plus feature) to ensure that the student's screen is being correctly recorded at all times during the proctored assignment.

Record Web Traffic



Record Web Traffic

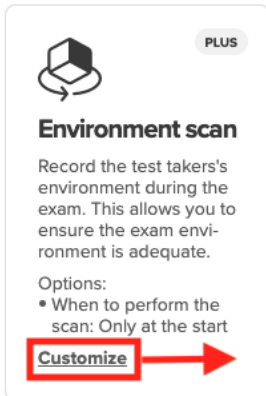
Record the web pages the test taker visits during the exam.

Record Web Traffic records the web pages a student visits during the proctored assignment.

Important: If you have enabled browser-locking functions that do not allow students to visit other websites, you do not need to use this feature.

Customize: There are no customization options for this function.

Environment Scan



Environment scan

Record the test takers' environment during the exam. This allows you to ensure the exam environment is adequate.

Options:

- When to perform the scan: Only at the start

Customize



Environment scan

Record the test takers' environment during the exam. This allows you to ensure the exam environment is adequate.

Done



When to perform the scan

Only at the start

Choose when to perform the scan. This can be done only at the beginning of the exam, or based on the automatic suspicion metric throughout the exam.

Environment Scan records the student's environment during the proctored assignment by asking them to pan their webcam around their space. This lets you ensure the exam environment is free of distractions or other resources.

Important: Students must have a webcam to use this function. If they do not have a webcam, they will not be able to take the assignment.

Customize options: You can customize Environment Scan in two ways: 1) Opting to have the student do a scan only at the start of the proctored assignment, or 2) Intelligent Scan, which can trigger a scan at different points during the exam based on suspicious activities. To choose Intelligent Scan, you would click on the carat in the blue box to expand the option.

Lockdown the Exam Environment

Prevent the test taker from accessing resources outside of the exam.

Note: The browser-locking functions are grouped to help organize related restrictions and functions.

Control Access to Other Apps or Websites

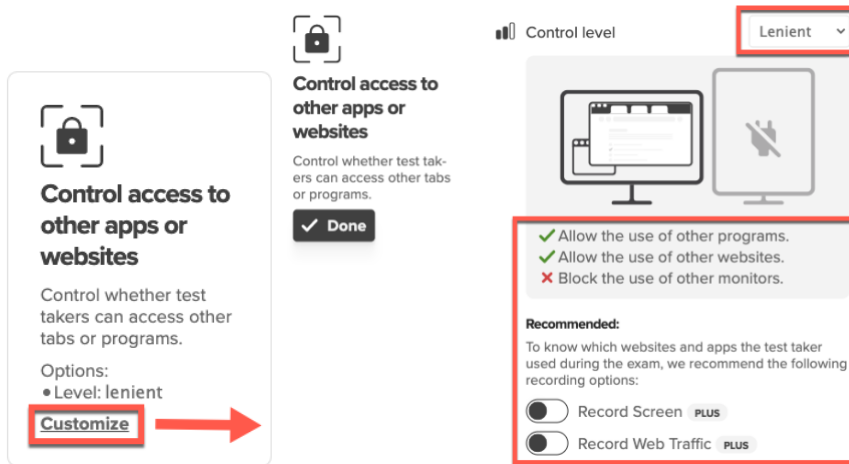
*Please read the following carefully.

Control access to other apps or websites groups functions that help you control whether students can access other tabs or programs.

Important: There are a number of customization options within this setting. Closely consider what you want your students to be able to do or not do as you read the descriptions below.

Customize options: The initial customization option allows you to choose between Lenient, Moderate, and Strict settings. Each of these settings allows different behaviors for students.

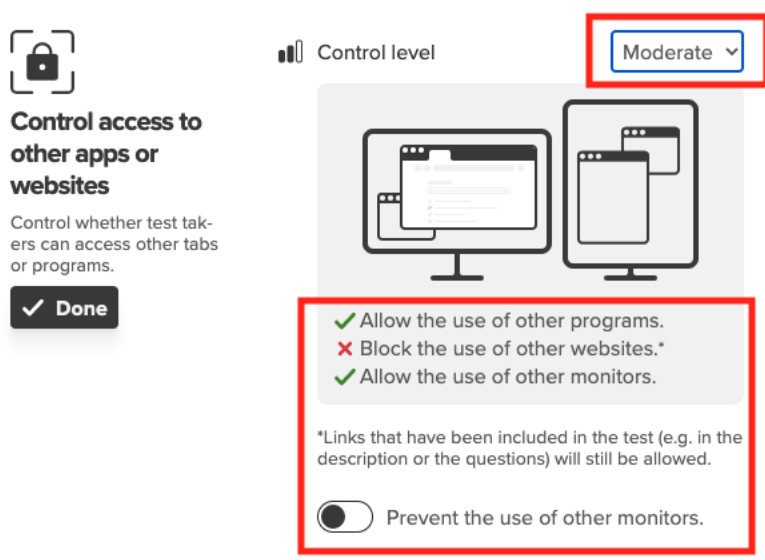
Lenient



In the **Lenient** setting, shown above, students will be able to use other programs and access other websites by opening additional browser tabs. They will *not* be able to use a second monitor.

Recommended Additional Considerations: Because students have the freedom to use other programs or websites, you might want to consider enabling **Record Screen** and/or **Record Web Traffic**. These functions provide you a record of those sites or programs the student accessed (see definition of these functions above under the recording options). If you have not already enabled these options under recording settings, we provide fast link toggles here so that you can easily turn them on here. Please note that these are Plus level functions.

Moderate



Control access to other apps or websites (CONTINUED)

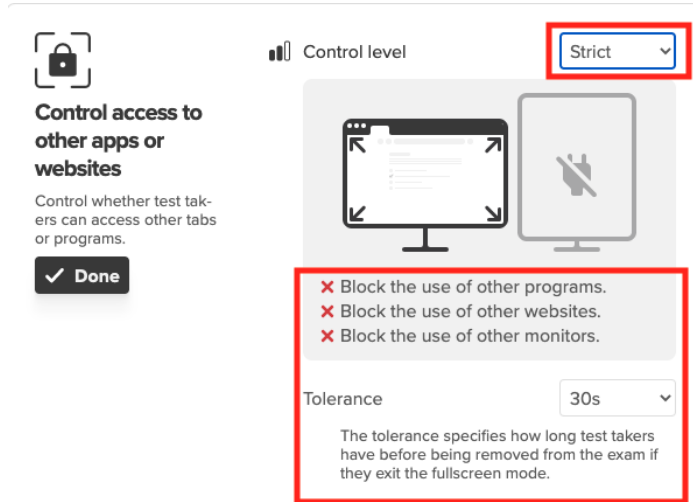
In the **Moderate** setting, shown above, students will *not* be able to access other websites. We do make an exception and white label any links included in their Connect assignment. For instance, if an assignment has a link that takes students to The New York Times, they will be able to access that specific link. Students will also be able to use other programs (such as Microsoft Word or Excel) and they will be able to use other monitors.

Additional Customizations: If you do not want students to use other monitors, toggle on the "Prevent the use of other monitors" button.

When to Use:

- If you want to restrict students from opening other websites, but still allow them to use a program. Example: Student is taking a Connect quiz in Accounting and you want to allow them to work in Excel.
- If you want students to have access to in-quiz links from Connect.

Strict



Control access to other apps or websites (CONTINUED)

In the **Strict** setting, shown above, students will *not* be able to access other websites, other programs, or use other monitors. We sometimes refer to this as “force full screen” as the function forces the assignment window to take up the entire screen such that the student cannot open other windows.

Additional Customizations: In the Strict setting, you can adjust **Tolerance**. Tolerance specifies how long a student has to close any tabs or programs they might try to open. Options include:

- **30 seconds** – Student has 30 seconds to close other windows or tabs before they are removed from the assignment.
- **15 seconds** – Student has 15 seconds to close other windows or tabs before they are removed from the assignment. (Plus feature)
- **0 seconds** – Student is immediately removed from the proctored assignment if they try to open anything else. (Plus feature)

When to Use: If you want to completely stop students from using any other programs or sites.

Control Content Import or Export

Control content import or export

Prevent content from entering or leaving the exam.

Options:

- Disable the clipboard
- Disable right-click
- Disable printing
- Block downloads+

Customize →

Control content import or export

Prevent content from entering or leaving the exam.

✓ Done

- Disable the clipboard
- Disable right-click
- Disable printing
- Block downloads PLUS

Control content import or export groups functions that help you prevent students from taking content from the proctored assignment.

Important: There are a number of customization options within this setting. Closely consider what you want your students to be able to do or not do as you read the descriptions below.

Customize options:

- **Disable the clipboard.** Prevents students from accessing the clipboard during the assignment.
- **Disable right click.** Ensures that students cannot access sub-menus to cut, paste, or copy assignment materials. **Note:** this also disables similar functions with Mac one-click.
- **Disable printing.** Prevents students from printing assignment materials.
- **Block downloads.** Prevents students from downloading other programs or materials during the proctored assignment. (Plus feature)

Recommended Additional Considerations: Enable as many or as few of these options as you need to fit your goals and concerns.

Prevent Tampering

The image shows a user interface for configuring Proctorio settings. On the left, a card titled "Prevent tampering" with a puzzle piece icon and a "PLUS" button. Below the title is a description: "Prevent technical ways of interfering with the lockdown options." and a list of options: "Options: • Disable other browser extensions+". A red box highlights the "Customize" button with a red arrow pointing to the right. On the right, a larger card also titled "Prevent tampering" with a puzzle piece icon and a "PLUS" button. It contains a description: "Prevent technical ways of interfering with the lockdown options." and a "Done" button. Below this is a yellow callout box that says "Enable at least one option to activate this setting." To the right of this card is a toggle switch for "Disable other browser extensions" which is currently turned off. Below the toggle is a "PLUS" button and a description: "Other extensions may interfere with Proctorio. This option will disable them on the test taker's computer for the duration of the exam."

Prevent tampering prevents technical ways in which students could interfere with browser-locking options.

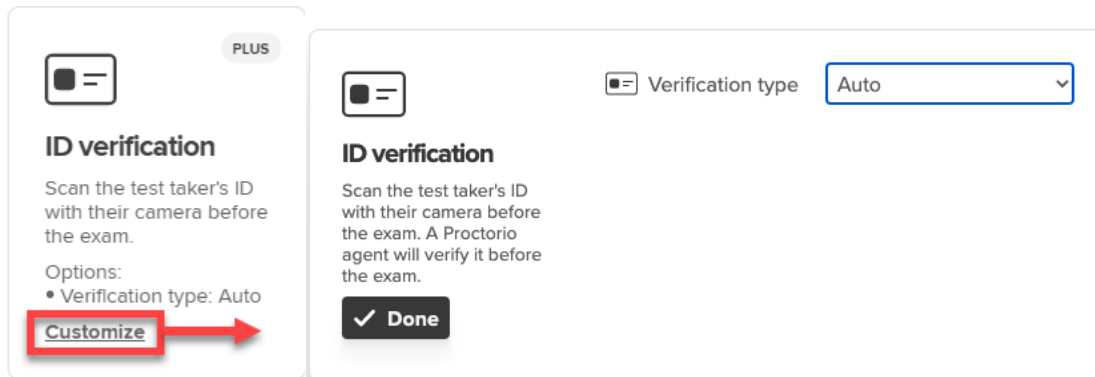
Important: If your institution has students connect through a VPN, they may have issues with this functionality. In this case, please inform your McGraw-Hill rep of your VPN requirements, and we can work with Proctorio to put adjustments in place.

Customize options: **Disable other browser extensions** prevents students from using browser extensions other than the Proctorio extension. Some nefarious extensions can mask activities or identities, affecting the browser-locking settings.

Verification Options

Ensure the test taker's identity and their performance during the exam.

ID Verification



ID verification

Scan the test taker's ID with their camera before the exam.

Options:

- Verification type: Auto

Customize

ID verification

Scan the test taker's ID with their camera before the exam. A Proctorio agent will verify it before the exam.

Verification type: Auto

Done

ID Verification scans and captures the test taker's ID with their camera.

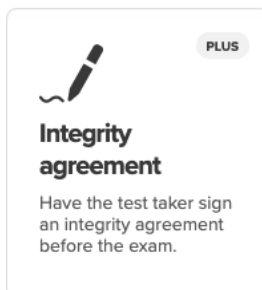
Important: Students will need a webcam to use this function, otherwise they will not be able to access the proctored assignment. ID verification takes place during the Proctorio pre-check steps.

Customize options:

- **Auto.** The Auto ID check directs the student to hold up their valid photo ID to the webcam, then uses the webcam to take a capture of the student's ID for the recording.

Note: Proctorio does *not* use biometric facial recognition. The auto ID check simply does light verification to check that the document being held up is some form of ID.

Integrity Agreement



Integrity agreement

Have the test taker sign an integrity agreement before the exam.

Done

Integrity Agreement asks the test taker to electronically sign an integrity agreement before taking the proctored assignment. Students will sign the integrity agreement as part of the Proctorio pre-check steps.

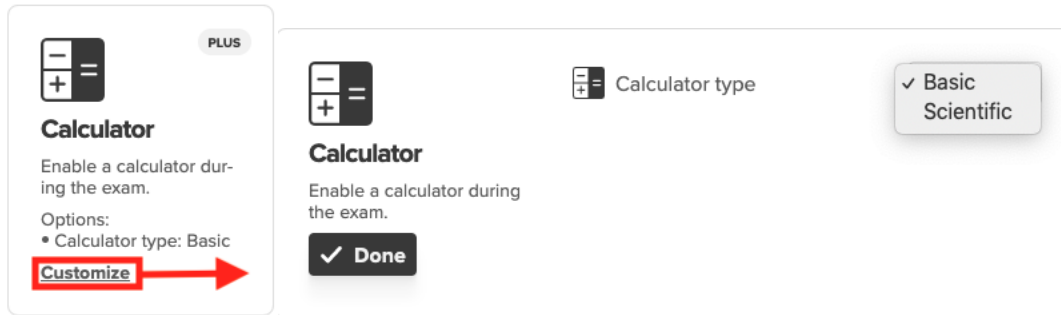
Customize options: None.

Additional Considerations: Peer-reviewed studies have shown that signing such an agreement can reduce dishonest behavior.

Tools

Tools that the test taker can use during the exam.

Calculator

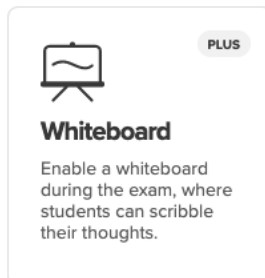


Calculator provides students access to a calculator tool during the proctored assignment. Students will be able to access the calculator through the “Quiz Tools” box.

Customize options:

- **Basic** – Provides student with basic calculator functions
- **Scientific** – Provides student with scientific calculator functions

Whiteboard



Whiteboard provides students access to a whiteboard tool during the proctored assignment, which they can use as a scratchpad. Students will be able to access the whiteboard through the “Quiz Tools” box.

Reporting

Proctorio reporting for an assignment becomes available in Connect once at least one student has completed and submitted a proctored assignment.

Important: Your Proctorio reports will differ depending on the functionalities you have used:

- Basic functions:
 - Browser-locking only: No reporting will show.
 - Video Recording only: Basic reports will show.
 - Video recordings will be available for 30 days from the date of the course's last proctored assignment.
- Plus functions enabled:
 - Plus-level reports will show.*
 - Please note: if at any point during the course you have your students purchase Plus level functions, you will then have access to Plus level reports -- even when using only Record Video.
 - Video recordings will be available for 1 year from the date of the course's last proctored assignment.

To access Proctorio reports:

1. Click on any active proctored assignment in Connect from your assignment listing.
2. You'll see the Student Activity screen, as shown below. Please note that if no students have started the assignment, you will simply see a note to that effect. If students have started the assignment, you'll see a screen similar to the one below. To access Proctorio reports, click on the blue **Proctoring reports dashboard** button.

The screenshot shows the Proctorio interface for an assignment titled "Proctoring Enabled: Test 2". At the top, there is a "home" button and the assignment title. Below the title, it indicates "(3 questions, 15.00 points)". There are navigation buttons for "student activity", "preview", "policies", and "message history". On the right, there is an "assignment options" dropdown menu and a "student assignment view" link with a user icon. The main content area is divided into two columns. The left column has a "student progress" section with three horizontal bars: "1 student(s) in progress" (orange), "1 student(s) not started" (yellow), and "2 student(s) submitted" (black). Below this is a "Reports" section with a blue button labeled "Proctoring reports dashboard" (highlighted with a red box) and the text "View data on proctored assignments." At the bottom of the left column is a "reports" section with a link for "Assignment Results" and the text "View and edit graded submissions, and see all student scores in high, medium and low ranges." The right column displays "You have 0 students to grade" with a large orange "0" in the center.

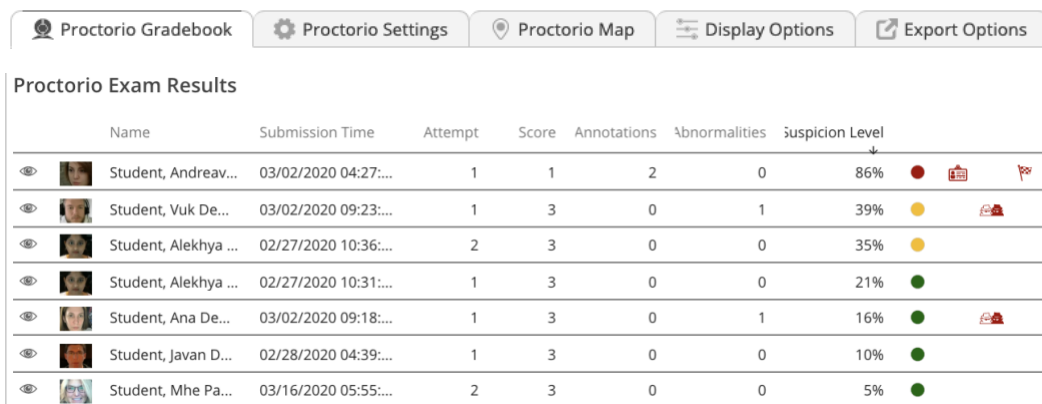
Plus Reports Guide

1. **Explore the results overview.** Once you click on the "Proctoring reports dashboard," you'll see the Proctorio Gradebook, which initially shows the Exam Results for the class. Please note that Connect scores do not feed through to this reporting – to view student scores, please go to the regular Connect reports. Proctorio also considers each student access of the assignment as an attempt. Each time the student enters the assignment, Proctorio goes through the pre-check steps and a recording is captured. If your Connect assignment has one attempt set, but the student accesses the assignment three times, there will be three recordings listed.

The Exam results will show you at a glance which students have engaged in more suspicious behaviors. Proctorio indicates this in several ways:

- **Color-coding.**
 - Red indicates the student has engaged in more suspicious behaviors as compared to their classmates.
 - Yellow indicates a moderate suspicion level.
 - Green indicates a low suspicion level with comparatively few suspicious behaviors flagged.
- **Suspicion level.** Proctorio provides a percentage index informed by number and type of suspicious behaviors flagged.
- **Icons.** Different icons indicate certain behaviors Proctorio logged, such as exam collusion, or an attempt to download something. In addition to student activity, the settings you have put in place for an assignment may affect which icons show. For instance, if you are allowing the students to download materials, the icon for attempted download would never appear.

Students are sorted by suspicion level, with students of most concern listed at the top.



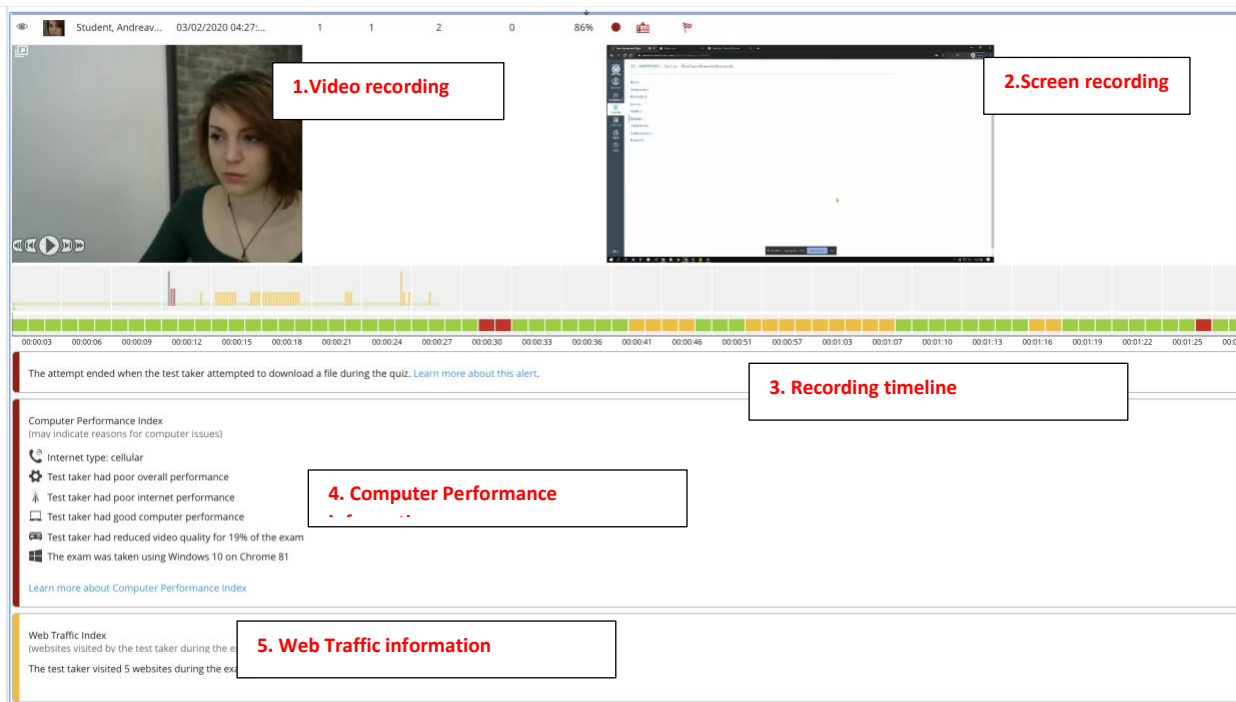
The screenshot shows the Proctorio Exam Results dashboard. At the top, there are navigation tabs: Proctorio Gradebook (selected), Proctorio Settings, Proctorio Map, Display Options, and Export Options. Below the tabs is the title "Proctorio Exam Results" and a table with the following columns: Name, Submission Time, Attempt, Score, Annotations, Abnormalities, and Suspicion Level. The table lists seven students, sorted by suspicion level from highest to lowest. Each row includes an eye icon on the left, a student profile picture, and various icons representing suspicious behaviors on the right.

Name	Submission Time	Attempt	Score	Annotations	Abnormalities	Suspicion Level
Student, Andreav...	03/02/2020 04:27:...	1	1	2	0	86% (Red)
Student, Vuk De...	03/02/2020 09:23:...	1	3	0	1	39% (Yellow)
Student, Alekhya ...	02/27/2020 10:36:...	2	3	0	0	35% (Yellow)
Student, Alekhya ...	02/27/2020 10:31:...	1	3	0	0	21% (Green)
Student, Ana De...	03/02/2020 09:18:...	1	3	0	1	16% (Green)
Student, Javan D...	02/28/2020 04:39:...	1	3	0	0	10% (Green)
Student, Mhe Pa...	03/16/2020 05:55:...	2	3	0	0	5% (Green)

Annotations keeps a record of any notes that you, as the instructor, might take while watching a student's recording.

The eye icon on the left-most side indicates whether you have viewed an individual student record or not. The eye will have a slash through it if you have not yet viewed that student's report.

2. **Review individual students' assignment details.** To learn more about a particular student's proctored session, click on that student's name to open their detailed information. When you do so, you'll see a screen similar to the following:



The information contained in a student's recording may vary depending on the settings you have put in place, as detailed below.

1. **Video recording.** If you enabled **Record Video**, this window will show the recorded video of the student taking the assignment. If you did not enable Record Video, this window will not show.
2. **Screen recording.** If you enabled **Record Screen**, this window will show the recorded video of the student's computer screen during the assignment. If you did not enable Record Screen, this window will not display.
3. **Recording timeline.** Here, the red/yellow/green coloring is applied to the recording timeline to indicate at what point a suspicious behavior happened. Red indicates a more concerning behavior, yellow a moderately concerning behavior, and green indicates little to no concern. You can click on a particular point in the recording timeline to see what happened at that point in the recording, and why Proctorio flagged that part.
4. **Computer performance.** Proctorio will show you a variety of metrics on the student's hardware and software performance, including internet and computer performance, video quality (if applicable), and the operating system & browser through which the student was taking the assignment.

5. **Web traffic information.** If you enabled **Record Web Traffic**, Proctorio will provide a list of the websites the student visited, and how long they spent on the site (see screenshot below.) You can also export this information as a CSV file. If you did not enable Record Web Traffic, this information will not show.

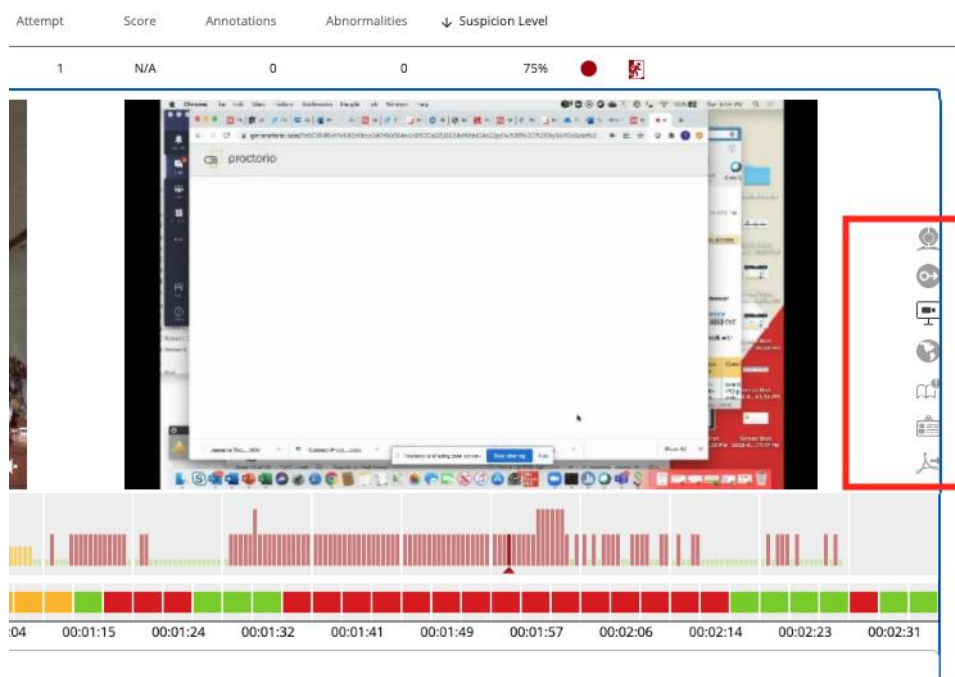
Web Traffic Index
(websites visited by the test taker during the exam)

The test taker visited 5 websites during the exam

URL Visited	Elapsed Ti...
https://mars.nasa.gov/news/8419/more-testing-for-mars-i...	00:00:44
https://mars.nasa.gov/news/8419/more-testing-for-mars-i...	00:00:50
https://www.google.com/search?q=nasa&rlz=1C1GCEU_e...	00:00:56
https://www.nasa.gov/	00:00:59
https://www.nasa.gov/press-release/explorers-wanted-na...	00:01:03






[EXPORT AS CSV](#)

In addition to the previous image, you'll see a right-hand menu option on the screen that gives you access to more information.



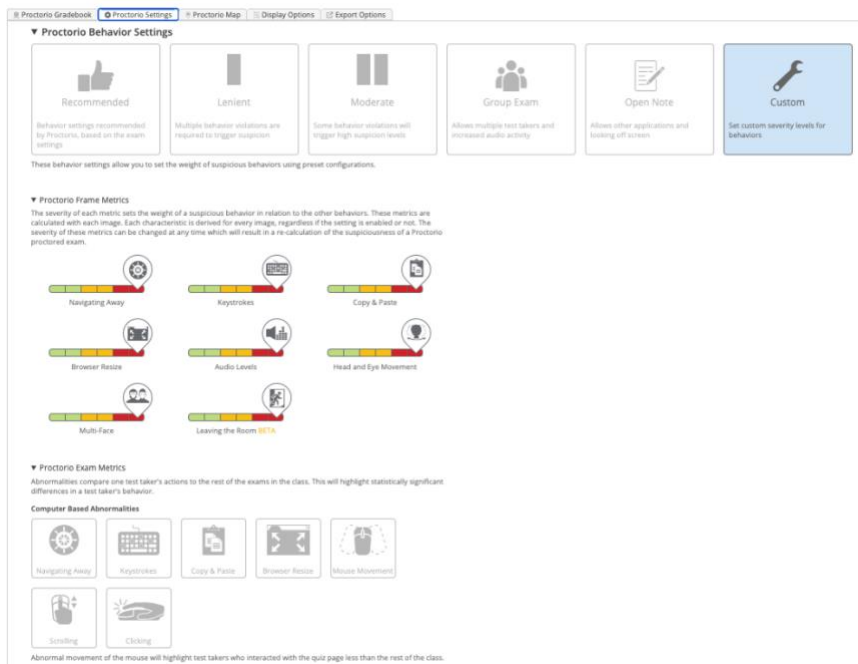
Clicking on these icons give you access to the following information (in order from top to bottom):

- **Incident log** – Gives you a second by second listing of incidents that occurred during the recording.
- **Room scan**– Provides any & all room scan recordings that were required or triggered. Note that if you did not choose **Environment Scan**, you will not see any information when you click on this.

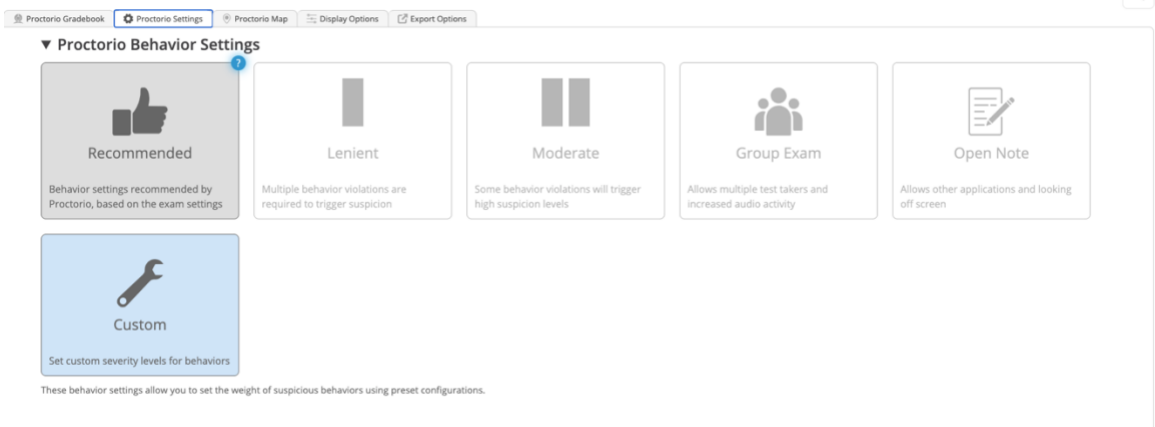
-  **Screen recording** – Shows the screen recording capture. Note that this is shown by default in the right-hand window if you enabled **Record Screen**.
-  **Geolocation** – Shows where the student was taking their proctored assignment.
-  **Annotate** – Allows you to annotate a particular point of the recording with your own notes.
-  **ID Verification** – If you enabled ID Verification and Auto ID Check, this shows the capture of the student’s ID.
-  **Export PDF** – Allows you to export the student’s individual reporting. To export reporting for an entire class, see the section below on the Export Options tab.

3. **Make any necessary settings adjustments.** Proctorio allows you to make a number of adjustments to the weighting of particular behaviors. This can save you time by directing Proctorio to focus in on those behaviors relevant to your proctored assignment and important to you.

1. **Click on the Proctorio Settings tab.** Doing so will open up several options you can adjust, including **Behavior Settings, Frame Metrics,** and **Exam Settings.**



2. Behavior Settings. Behavior settings supply you with quick pre-sets to adjust the weighting of certain behaviors depending on assignment type or leniency.



- **Recommended.** Proctorio will adjust the items they flag based on the severity of the proctoring options you selected.
- **Lenient.** Proctorio will generally weight behaviors lightly, requiring multiple suspicious behaviors to trigger flags. You might select this on lower-stakes assignments, such as homework.
- **Moderate.** Proctorio will weight behaviors more severely, flagging suspicious behaviors earlier. You might select this on moderate-stakes assignments such as quizzes.
- **Group Exam.** Proctorio will not flag for items that logically go with group exams, such as multiple faces in the recording screen or increased audio levels. You might select this if giving a group assignment.
- **Open Note.** Proctorio will allow other applications and will not flag head & eye tracking. You might select this if you are giving an open book exam.
- **Custom.** If you would like to customize a behavior setting, choose this option.

- 3. Frame Metrics.** Frame metrics allow you to adjust the severity of each metric, thereby setting the weight of suspicious behaviors in relation to other behaviors. These behaviors are collected on a per-frame basis and drive the suspicion scores seen in the Proctorio Exam Results Report page. Setting the weight of these flags determines how critical a particular behavior is in relation to the other flags. These settings can be changed at any time.

▼ Proctorio Frame Metrics

The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled or not. The severity of these metrics can be changed at any time which will result in a re-calculation of the suspiciousness of a Proctorio proctored exam.



The flags are weighted from 0 to 5, or green to red. If a behavior flag is set to 0, or green, then this is considered "off" and the behaviors will not count toward the suspicion level or be shown in the incident log. Increasing the weight of a behavior causes it to stand out more when the suspicion levels are calculated. Any flag set to maximum red on the scale will receive a 5, triggering high suspicion for a frame when detected.

To make adjustments to the flags, click on the toggle and slide it up or down the individual scale.

- 4. Exam Metrics.** Exam metrics track abnormalities and compare a test taker's action to the rest of the students in the class. These metrics will highlight statistically significant differences in a student's behavior, and are tied to notifications in the individual student reports.

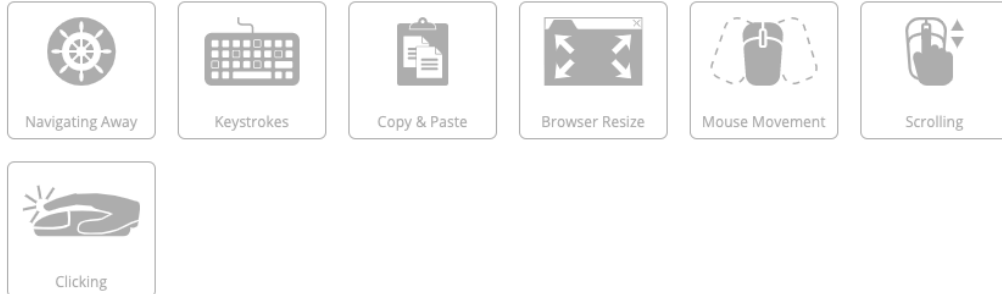
Click on any of these metrics to enable tracking on that metric. Also, please note that a blue question mark appears in the upper right corner of each tile when you mouse over it. If you forget what a particular item does, click on the blue question mark to be taken to a short video describing the function.

a. Computer-Based Abnormalities.

▼ Proctorio Exam Metrics

Abnormalities compare one test taker's actions to the rest of the exams in the class. This will highlight statistically significant differences in a test taker's behavior.

Computer Based Abnormalities

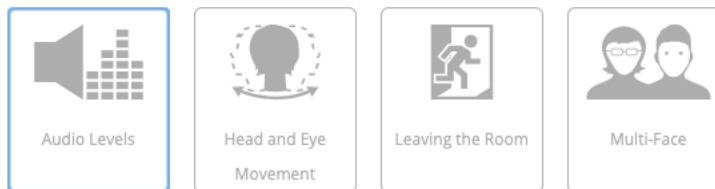


- **Navigating Away.** Notifies the instructor when a student spends significantly more or less time away from a quiz.
 - **When to use:** If you are allowing students to access other programs or webpages.
 - **When NOT to use:** If you have controlled access to other websites or programs using the browser-locking features.
- **Keystrokes.** Notifies you when a student has typed significantly more or less than others.
 - **When to use:** If you are giving a written exam or a multiple-choice exam. In a written exam, it might be suspicious if you would expect the students to be typing a lot, and one student had very few keystrokes. In a multiple-choice exam, it might be suspicious in general if they are typing at all.
 - **When NOT to use:** If you do not care to what extent a student is typing.
- **Copy & Paste.** Notifies you when a student has used copy/paste significantly more or less than others.
 - **When to use:** If you are giving a written exam or open note assignment and allowing students to copy/paste.
 - **When NOT to use:** If you have enabled browser-locking features to prevent students from copy/pasting.
- **Browser Resize.** Tracks whether a student has resized their proctored assignment window significantly more or less than others.
 - **When to use:** If you are giving an open note exam.
 - **When NOT to use:** If you have enabled browser-locking features to prevent students from leaving the exam window.
- **Mouse movement.** Tracks whether a student is moving their mouse significantly more or less than others.
 - **When to use:** Best for multiple choice exams when significant movement might indicate googling or other undesired behaviors.

- **When not to use:** If you have enabled browser-locking features to control access to other web pages and programs, or if you have a written exam.
- **Scrolling.** Informs you if a student has been scrolling excessively in relation to others.
 - **When to use:** Any type of exam. An abnormally small amount of scrolling could indicate that a student had the answers in advance of the assignment.
- **Clicking.** Informs you if a student has been clicking more or less in relation to others.
 - **When to use:** Multiple choice exams (or any).
 - **When NOT to use:** If you have enabled browser-locking features to control access to other web pages and programs.

b. Environmental Abnormalities

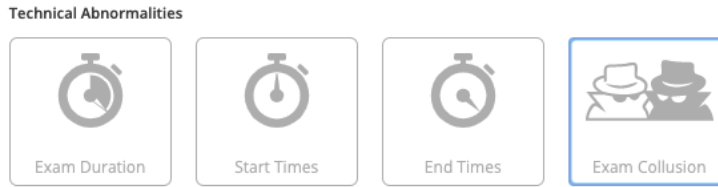
Environmental Abnormalities



Abnormal number of faces detected will highlight test takers who may have received help from others during the exam.

- **Audio levels.** Flags increased audio levels.
 - **When to use:** If concerned about students talking to someone else during the proctored assignment.
 - **When NOT to use:** Group assignments, or if you know students could be taking their proctored assignment in a noisy place, such as a café or open library area.
- **Head and Eye Movement.** Informs you when the student is looking away more or less than others.
 - **When to use:** When enabling video recording, and if there is concern that students might be using another device (ex. phone or tablet) or notes during the assignment.
 - **When NOT to use:** If proctoring an open note assignment, head and eye movement might be reasonable as the student is using other resources.
- **Leaving the Room.** Indicates when the student leaves the room during the proctored assignment.
- **Multi-Face.** Indicates there is more than one face captured in the video recording.
 - **When to use:** When enabling video recording, and if there is concern that a student might talk with another person about the assignment.
 - **When NOT to use:** Group assignments. Note that if you choose the Group Exam Behavior Setting, multi-face indicators will not flag.

c. Technical Abnormalities

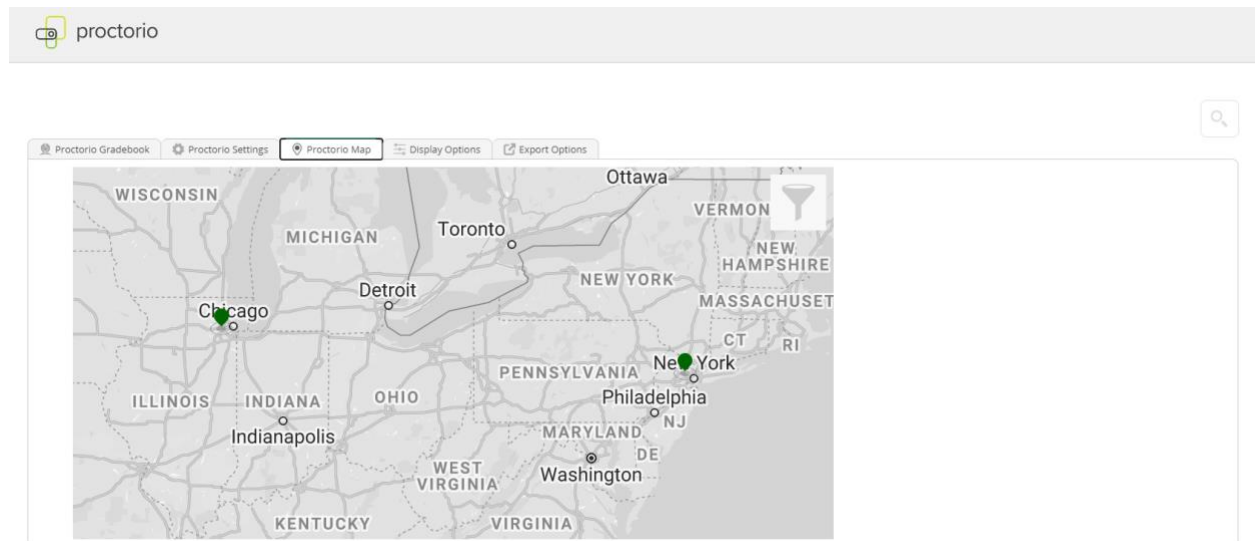


Start Times will highlight test takers whose LMS start time does not match the Proctorio start time

- **Exam Duration.** Alerts the instructor when a student's assignment session is much longer or shorter than that of others. A much shorter exam duration could indicate that a student had answers in advance.
- **Start Times & End Times.** Indicates when a student's assignment start time or end time does not match their start or end time in Connect. This can indicate internet connection issues, or an attempt by the student to circumvent proctoring.
- **Exam Collusion.** An icon alert appears if a student has taken the exam at the same time and via the same internet connection as another student.
 - **When to use:** During online exams or proctored assignments, when it would be reasonable to expect that students are taking the proctored assignment from their own location.
 - **When NOT to use:** Live, in-person exams administered in the classroom or lecture hall. In such instances, students are in fact all taking the exam at the same time and in the same place.

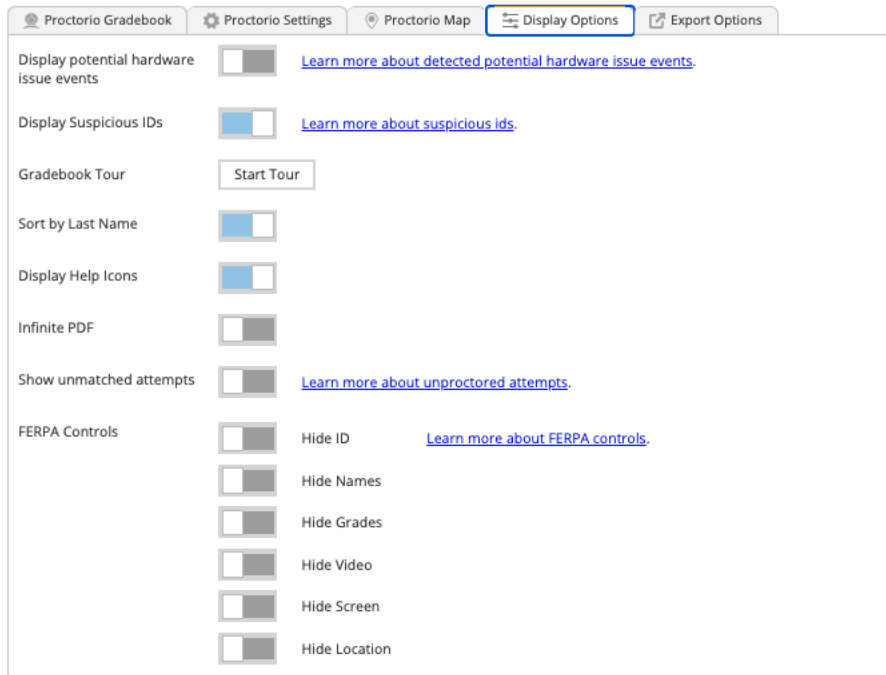
Proctorio Map

Clicking on the Proctorio Map tab will show you the geolocations of your students when they took the proctored assignments. For instance, in the example below, you can see green pins for the two students who took the proctored assignment.



Display Options

Display Options provides a range of options to select the information you want to make visible in your Proctorio reports. As shown in the screenshot below, many of these include information links that can provide more detail on the particular option.

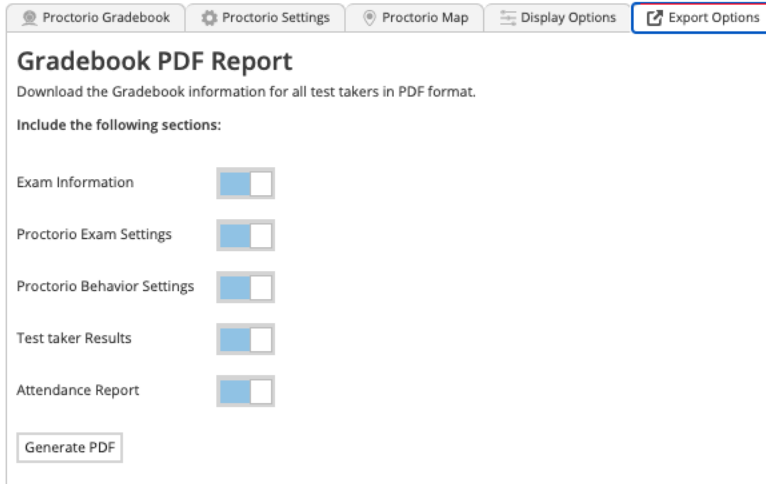


A few options to highlight:

- **Gradebook tour** – Launch this any time to see an overview video from Proctorio on their reporting features.
- **Sort by last name** – Proctorio’s default is to sort by suspicion level. If you’d prefer to sort your reporting by student last name, toggle this on.
- **FERPA controls** – Useful if you need to share reports and want to hide particular items from the reporting given privacy concerns.

Export Options

Click on the Export Options tab when you need to export Proctorio results. You can select particular items you want to export to PDF, as shown below.

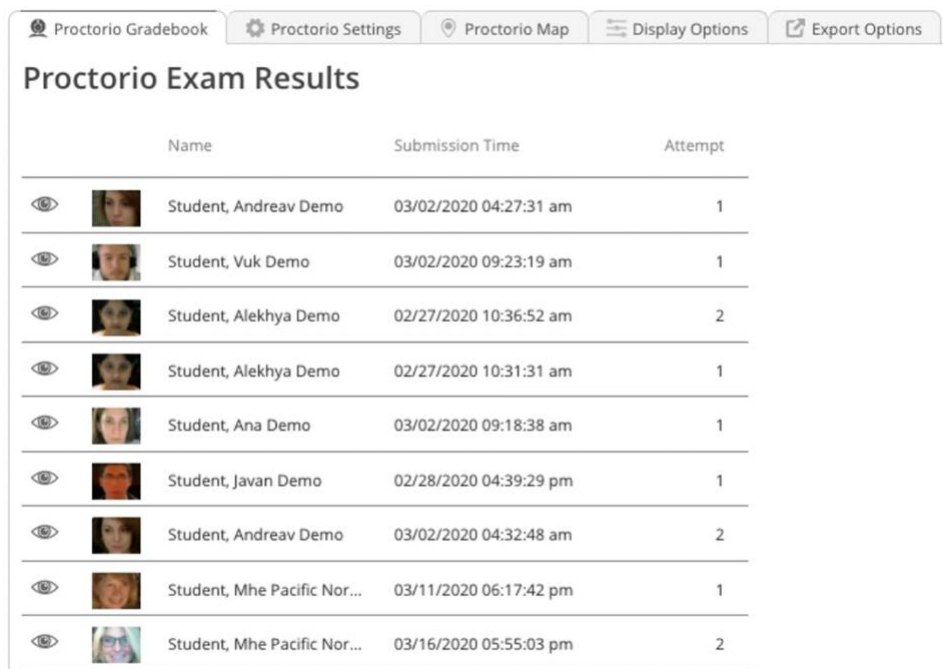


The screenshot shows the 'Export Options' tab selected in the Proctorio Gradebook interface. The main heading is 'Gradebook PDF Report'. Below it, there is a sub-heading 'Include the following sections:' followed by five toggle switches, all of which are currently turned on (blue). The sections are: Exam Information, Proctorio Exam Settings, Proctorio Behavior Settings, Test taker Results, and Attendance Report. At the bottom left of the form is a 'Generate PDF' button.

Basic Level Reports Guide

The Basic reports are more streamlined than the Plus reports.

1. **Explore the results overview.** Once you click on the "Proctoring reports dashboard," you'll see the Proctorio reports in Connect, which shows the exam results for the class. Please note that Connect scores do not feed through to this reporting – to view student scores, please go to the regular Connect reports.



The screenshot shows the 'Proctorio Exam Results' table. The table has three columns: Name, Submission Time, and Attempt. Each row includes a small profile picture icon to the left of the student's name. The data is as follows:

Name	Submission Time	Attempt
Student, Andreav Demo	03/02/2020 04:27:31 am	1
Student, Vuk Demo	03/02/2020 09:23:19 am	1
Student, Alekhya Demo	02/27/2020 10:36:52 am	2
Student, Alekhya Demo	02/27/2020 10:31:31 am	1
Student, Ana Demo	03/02/2020 09:18:38 am	1
Student, Javan Demo	02/28/2020 04:39:29 pm	1
Student, Andreav Demo	03/02/2020 04:32:48 am	2
Student, Mhe Pacific Nor...	03/11/2020 06:17:42 pm	1
Student, Mhe Pacific Nor...	03/16/2020 05:55:03 pm	2

You'll see basic information on the time at which the student submitted their assignment, as well as the attempt number if you have allowed multiple attempts.

The eye icon on the left-most side indicates whether you have viewed an individual student record or not. The eye will have a slash through it if you have not yet viewed that student's report.

- 2. Review individual students' assignment details.** To learn more about a particular student's proctored session, click on that student's name to open their detailed information. When you do so, you'll see a screen similar to the following.

The screenshot shows the Proctorio Exam Results interface. At the top, there are navigation tabs: Proctorio Gradebook, Proctorio Settings, Proctorio Map, Display Options, and Export Options. Below this is a table with the following data:

Name	Submission Time	Attempt
Student, Andreav Demo	03/02/2020 04:27:31 am	1
Student, Vuk Demo	03/02/2020 09:23:19 am	1

Below the table is a detailed view of a student's session. On the left is a video player showing a student wearing a headset. On the right is a map of Belgrade, Serbia, with a location box containing the following information:

- Belgrade, Belgrade, N/A
- Serbia Београд
- (44.8166, 20.4721)
- Metro code: N/A
- Radius: 12 [mi]
- Timezone: Europe/Belgrade
- TELEKOM SRBIJA a.d.
- cellular internet
- 212.200.160.0

At the bottom of the detailed view is a gray timeline with time markers from 00:00:03 to 00:00:45.






Within the student's individual record, you'll be able to view the recording of their proctored assignment session. You can use the gray timeline to skim through the recording or jump to particular points.

In addition, on the right-hand side of the screen, you'll see the following icons:



Clicking on these icons gives you access to the following information (in order from top to bottom):

- **Incident log** – Not available in Basic
- **Room scan** – Not available in Basic

-  **Screen recording** – Not available in Basic
-  **Geolocation** – You'll be able to see geolocation information for the particular student by clicking on the [icon] on the right-hand side of the screen. Geolocation could point to suspicious indicators – for instance, if you would reasonably expect the student to be taking their proctored assignment in Chicago, but they've instead taken the assignment in Serbia. This could be an indication that they have "outsourced" the work.
-  **Annotate** – Not available in Basic
-  **ID Verification** – Not available in Basic
-  **Export PDF** – Allows you to export the student's individual reporting. To export reporting for an entire class, see the section below on the Export Options tab.

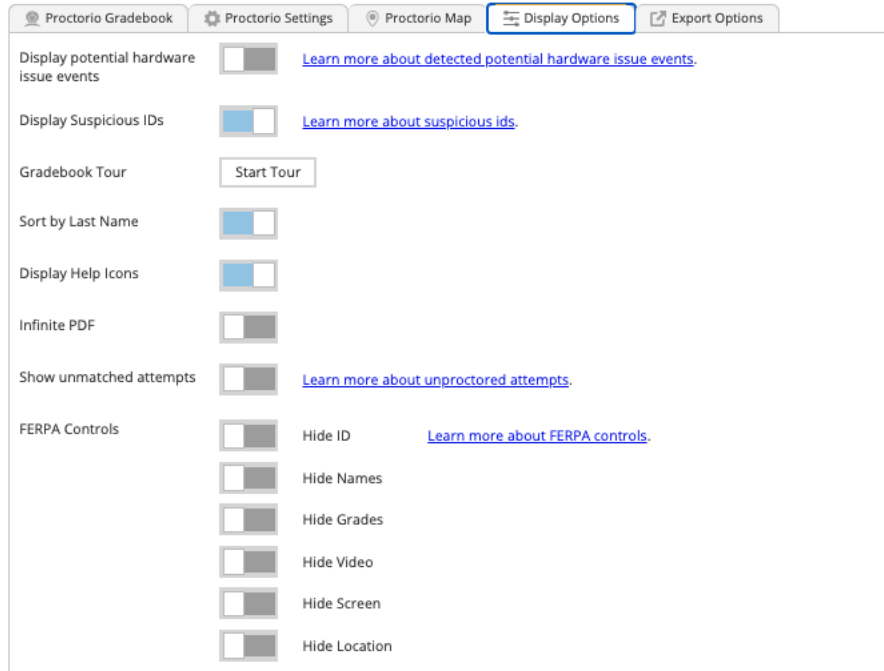
3. Other tabs

a. Proctorio Map

This tab is not functional in Basic reports.

b. Display Options

Display options allows you a range of options to select the information you want to make visible on your Proctorio reports. As shown in the screenshot below, many of these include information links that can provide more detail on the particular option.



A few options to highlight:

- **Gradebook tour** – Launch this any time to see an overview video from Proctorio on their reporting features.
- **Sort by last name** – Proctorio’s default is to sort by suspicion level. If you’d prefer to sort your reporting by student last name, toggle this on.
- **FERPA controls** – Useful if you need to share reports and want to hide particular items from the reporting given privacy concerns.

c. Export Options

Click on the Export Options tab when you need to export Proctorio results. You can select particular items you want to export to PDF, as shown below.



The screenshot shows the Proctorio Gradebook interface with the 'Export Options' tab selected. The main heading is 'Gradebook PDF Report' with the instruction 'Download the Gradebook information for all test takers in PDF format.' Below this, there is a section titled 'Include the following sections:' with five toggle switches, all of which are currently turned on (blue). The sections are: Exam Information, Proctorio Exam Settings, Proctorio Behavior Settings, Test taker Results, and Attendance Report. At the bottom of the form is a 'Generate PDF' button.

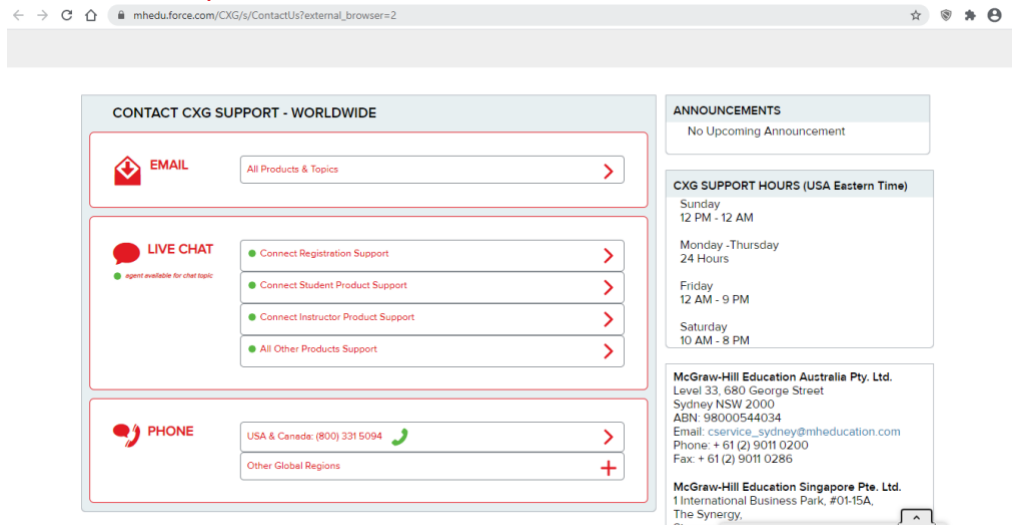
Section	Toggle Status
Exam Information	On
Proctorio Exam Settings	On
Proctorio Behavior Settings	On
Test taker Results	On
Attendance Report	On

Customer Support

There are multiple ways you can reach out to support if you encounter any technical issues.

Connect CXG Support

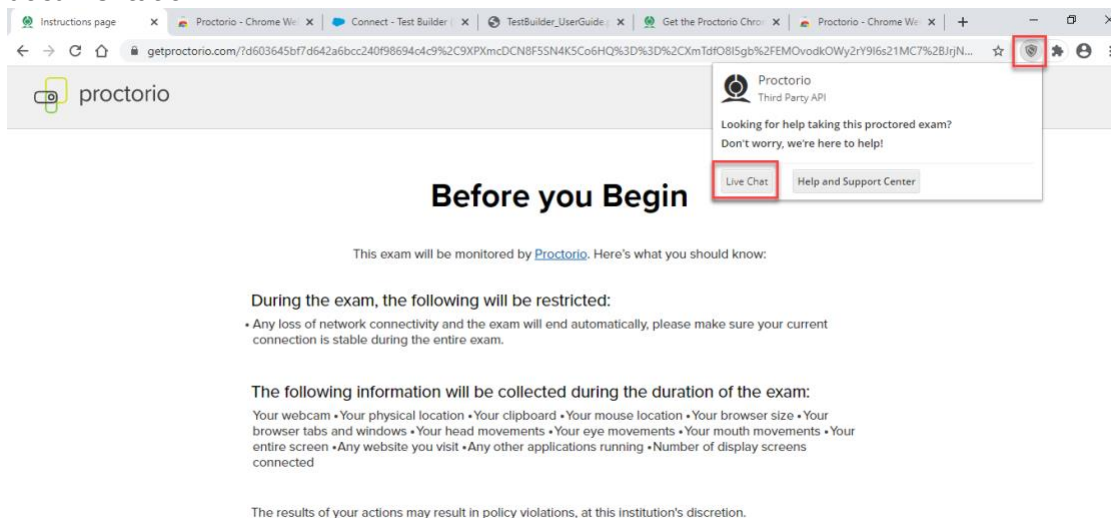
1. You can visit the Connect CXG Support site directly to send an email, conduct a live chat or call: <https://mhedu.force.com/CXG/s/ContactUs>



2. CXG Technical support phone number is 800-331-5094

Proctorio Support

1. Proctorio support is available 24/7 simply by left-clicking on a PC or single click on a Mac on the Proctorio extension icon or via their support website: <https://proctorio.com/support>. As shown below, you can then click on **Live Chat** to chat with an agent, or **Help and Support Center** to see self-service documentation.



2. You can also email Proctorio at support@proctorio.com
3. Or call them at 1-866-948-9087