



LEARNER GUIDE

How to use Proctortrack for Live Proctored Exams

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Getting Started

Please be advised it can take 30-45 minutes to complete the entire process of connecting to a Live Proctor. This process includes Identification verification and securing the testing environment.

Proctortrack Support

If you encounter a technical program, you can ask the proctor for help. You will be able to communicate with the proctor via chat at any time during your exam. If the proctor is unable to help you resolve the technical issue, you will be directed to contact the Proctortrack technical support line via live-chat, phone or email.

- For live chat visit the [support page](#) (recommended)
- Or call the dedicated Proctortrack technical support line for Humber learners: **1(844) 966-1155**

Telephone Support Hours

Monday to Friday – 8am to 9pm EST

Saturday to Sunday – 8am to 7pm EST

Minimum System Requirements for Mac and PC Devices

Mac Operating System Requirements:	Windows Operating System Requirements:
Google Chrome browser only OSX El Capitan 10.13 or higher	Google Chrome browser only Windows 8 or higher
Mac Processor/Ram Requirements: Intel/ AMD Processor, 8 GB RAM	PC Processor/Ram Requirements: Dual core 2.4 GHZ CPU, 8 GB RAM or better

Additional Requirements for Mac OS and Windows OS

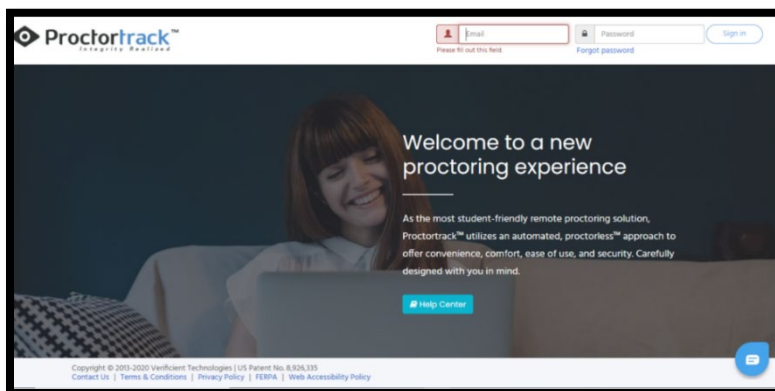
Plug-ins	Java Script Enabled & Third-Party Cookies Enabled
Camera Resolution	800 X 600 resolution or better
Internet Connection	Cable Modem, DSL or better (900 kbps download, 900 kbps upload)
Internet Speed Check	Click Here to check your speed.

Note: Please [click here](#) to view detailed technical requirements.

Onboarding Exam Steps (First Time Test Takers Only)

Note: The onboarding exam should only be completed by first time test takers. Learners who have already taken a virtual exam need not to complete the onboarding again. The onboarding exam is valid for a year.

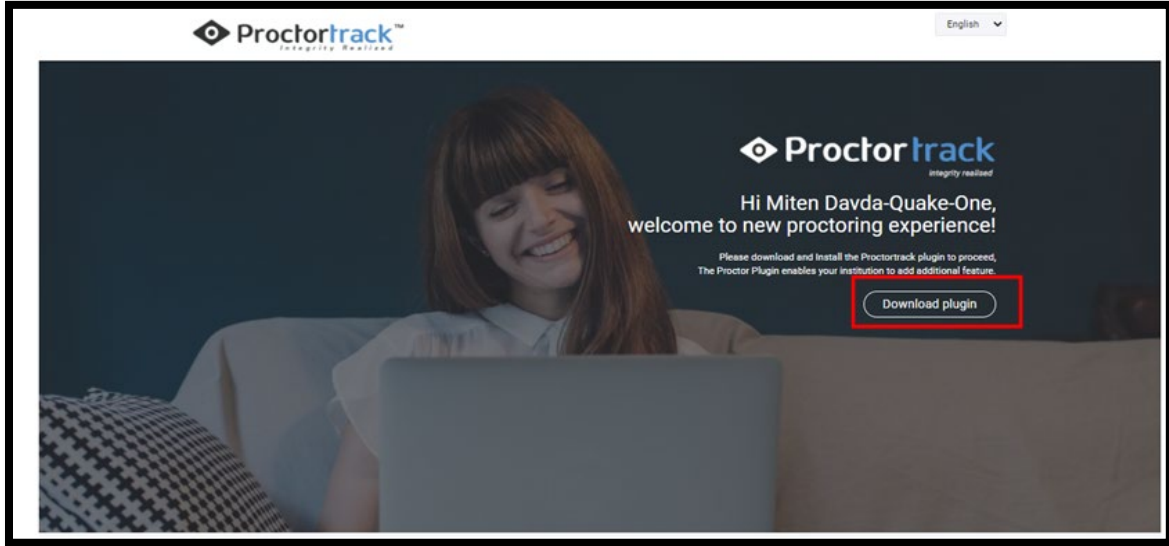
1. Enter <https://ca-testing.verificient.com> in your address browser line.
2. Please login using your Proctortrack username and password.
 - a. **First time exam takers** will receive an email notification from Proctortrack to complete the onboarding exam within two weeks before the scheduled exam date. The email will include their Proctortrack credentials.
 - b. All learners **must** pass the onboarding exam at least a day before the scheduled exam date.
 - c. It is recommended to change the password after you login.
 - d. Refer to [Appendix A](#) – for list of the onboarding exam rules.



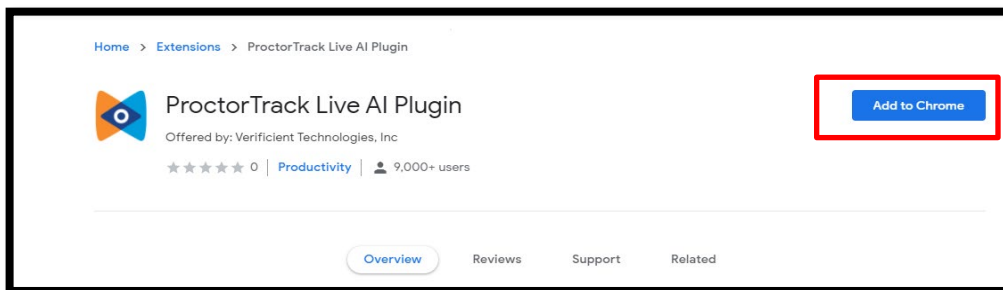
3. Click on **GO TO TEST** button for the onboarding exam.
 - a. Read the guidelines and click agree to proceed.

Test List		Onboarding Data		Notifications		
Test Name ▾	Instructor	Start Date ⬆	End Date ⬆	Duration	Status	Test
Onboarding Exam Onboarding	Humber QA	09-01-2020, 12:00 AM	01-01-2021, 12:00 AM	60 Minutes		Go To Test

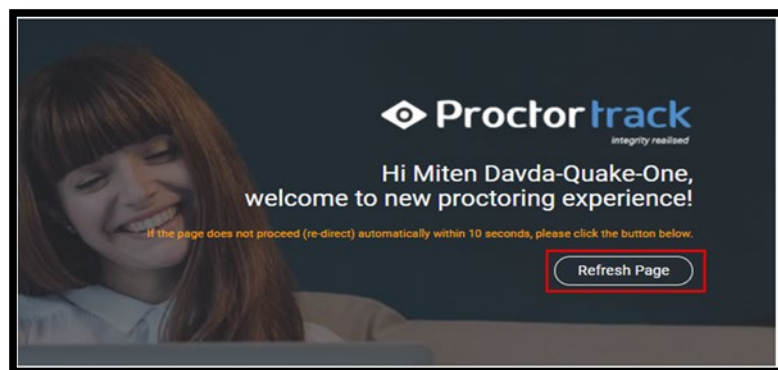
4. Click on the **Download Plugin** (Step required for First Time Users)



5. The browser will direct you to the Chrome webstore page to download the Proctortrack Plugin.
 - a. Click on **Add to Chrome** to add the plugin.
 - b. Once the plugin is added, you will be redirected back to the previous page.



6. Click the **Refresh** button if the page does not auto forward.



7. Scroll down and read the information provided under the **Let's Get Started** guidelines.

The screenshot shows the Proctortrack interface. The 'How It Works' section explains the pre-test steps and includes a 'Download and run Proctortrack' button. The 'Let's Get Started' section lists three guidelines: 'USE A PRIVATE TESTING AREA', 'TURN OFF ALL NOISE-MAKING DEVICES', and 'ENSURE YOUR FACE IS CLEARLY VISIBLE'. Each guideline is accompanied by an icon and a brief description of the requirement.

This screenshot displays a grid of nine guidelines for the testing environment. Each guideline is represented by a red circle with a white icon and a text box. The guidelines are: 'SCANNING OR UPLOADING DOCUMENTS NOT ALLOWED', 'SHORT BREAKS ARE NOT ALLOWED', 'FOOD AND DRINKS ARE NOT ALLOWED', 'PHYSICAL CALCULATORS NOT ALLOWED', 'ON-SCREEN CALCULATORS NOT ALLOWED', 'PRINTING NOT ALLOWED', 'MULTIPLE MONITORS ALLOWED', 'COPY/PASTE IS NOT ALLOWED', and 'PRINT SCREEN DISABLED'. At the bottom, there is a checkbox for 'I have read, understand and will adhere to the required environment guidelines.' and a 'Go To Next Step' button.

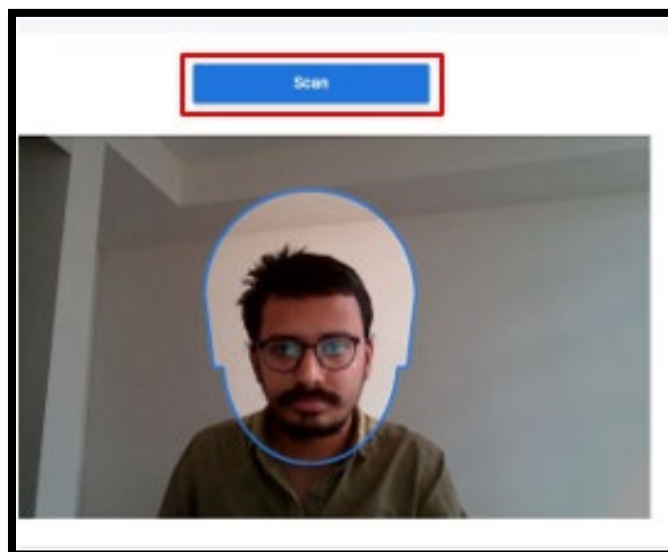
8. Checkmark the box at the bottom of the page to agree to the terms.

This screenshot shows the bottom of the 'Let's Get Started' section. It features a checkbox that is checked, followed by the text 'I have read, understand and will adhere to the required environment guidelines.' Below this text is a blue button labeled 'Go To Next Step'.

9. Click on **Submit** on the Agreement Policy page to confirm your consent after you have read the information.

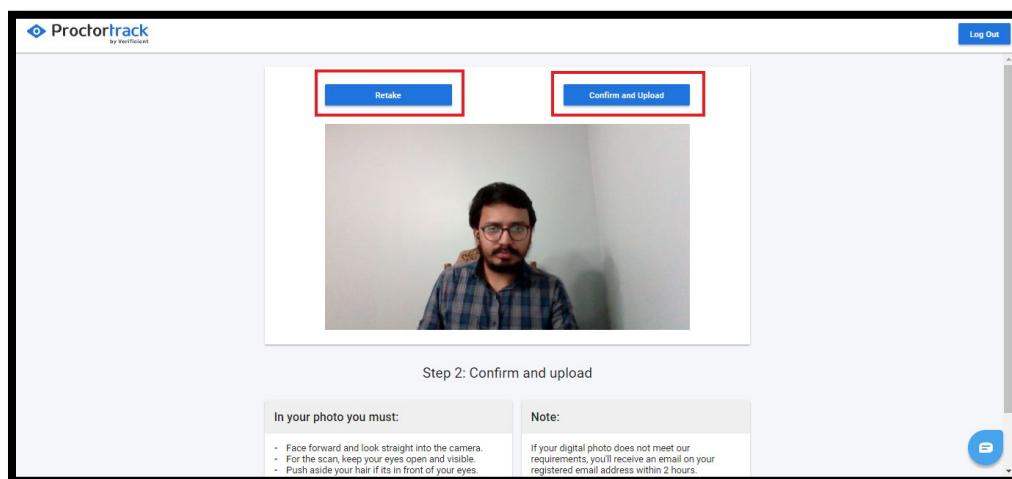
The screenshot shows the 'Agreement Policy' page. It begins with a title 'Agreement Policy' and a paragraph stating that the test's sponsor uses a third-party vendor, Verificent Technologies Inc., to perform remote ID verification and proctoring services. Below this, it says 'By checking this box:' and lists two bullet points: 'I agree to Verificent's Terms of Service and acknowledge that Verificent processes my personal data in accordance with its Privacy Policy' and 'I consent to Verificent collecting, processing, and storing my biometric data for the purpose of verifying my identity on behalf of this test's sponsor and the applicable member institution as test sponsor's as described in its Privacy Policy which also explains how to revoke this consent.' A paragraph follows, stating 'All exam sessions are recorded by Verificent as outlined in its Privacy Policy.' At the bottom, there is a checkbox for 'I confirm my consent, agreement, and acknowledgement as described above' and a blue button labeled 'Submit'.

10. Click on **Scan** to capture a face scan picture.



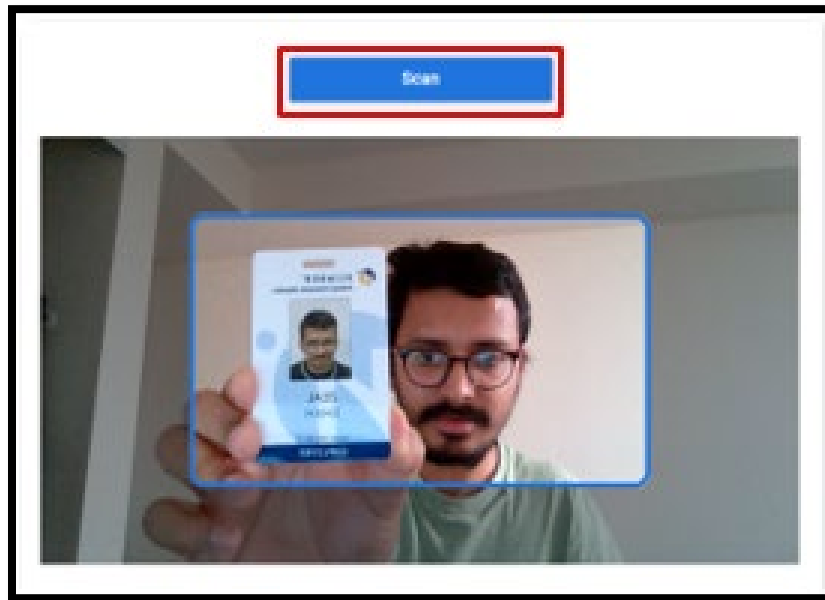
11. Click on **Retake** if the picture is blurry or unclear.

- a. Follow the instructions at the bottom of the page to ensure a proper face scan is captured.
- b. Click on **Confirm and Upload** if the image meets the requirements.



12. Click on **Scan** to capture a picture of the ID.

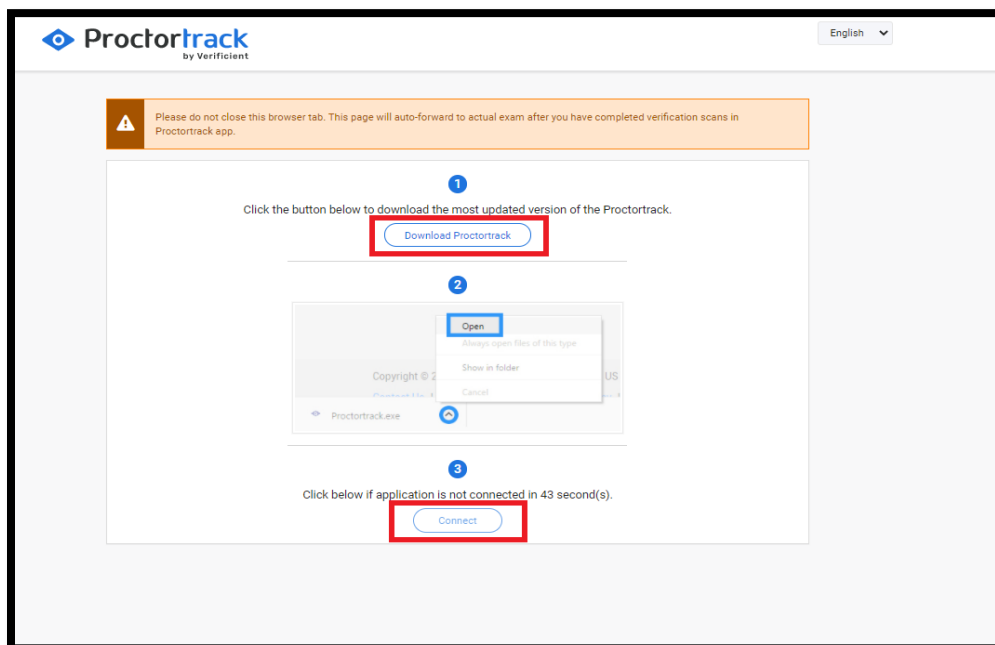
- a. Align your ID horizontally or vertically to ensure an eligible scan.
- b. Provincial health cards are not accepted. Please review the [Appendix G](#) for approved Government issued ID. Align your ID horizontally or vertically to ensure an eligible scan.



13. Click the **Download Proctortrack** button to download the app file.

- a. Click on **Open**.
- b. Click on **Connect**.

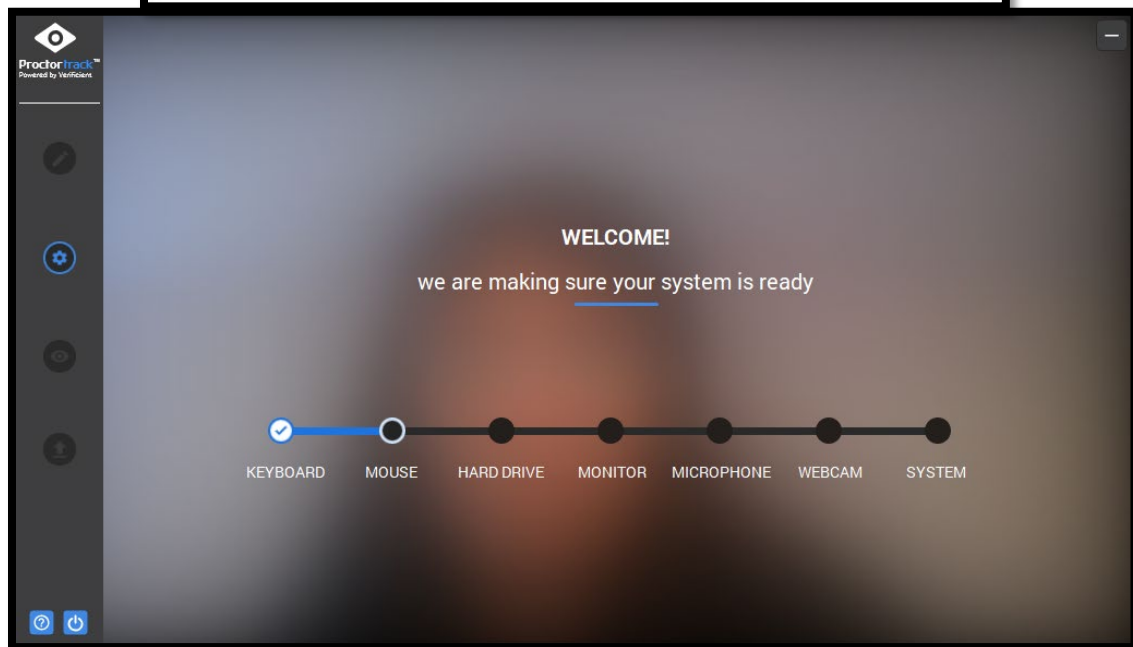
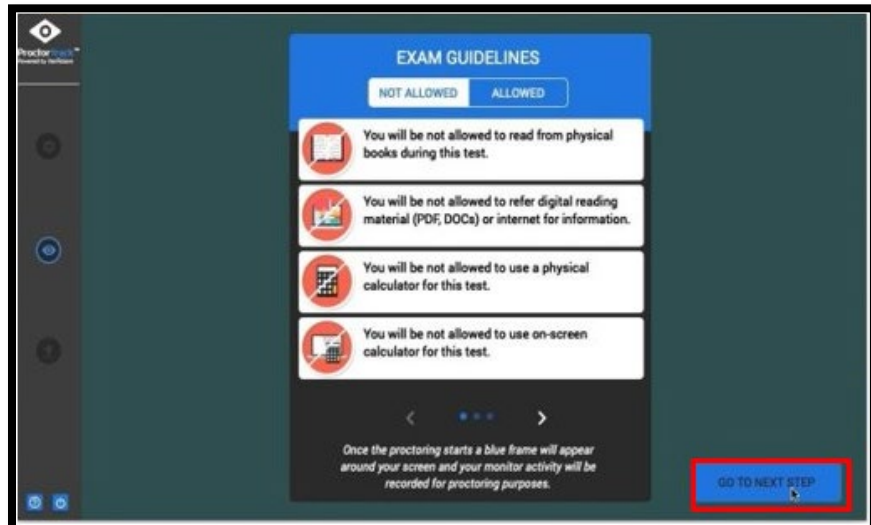
If you are **unable** to download the Proctortrack app, please refer to [Appendix B](#) for Windows device or [Appendix C](#) for Mac device.



- c. After downloading the desktop application, it will conduct a system check on your device.

14. Click on Go to Next Step.

- a. The page will direct you to a list of rules and guidelines of what is allowed for the duration of the exam.

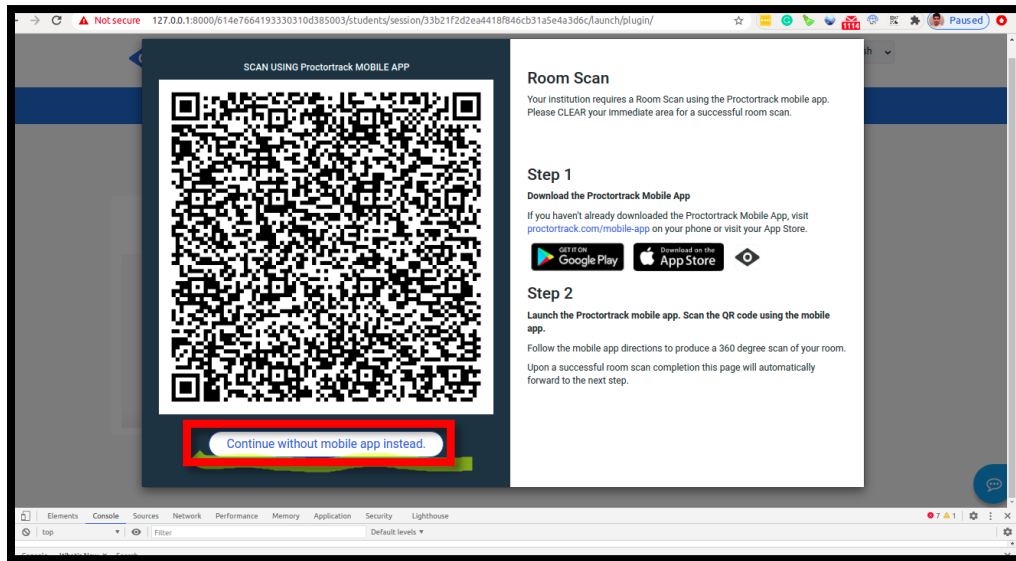


15. Complete a room scan.

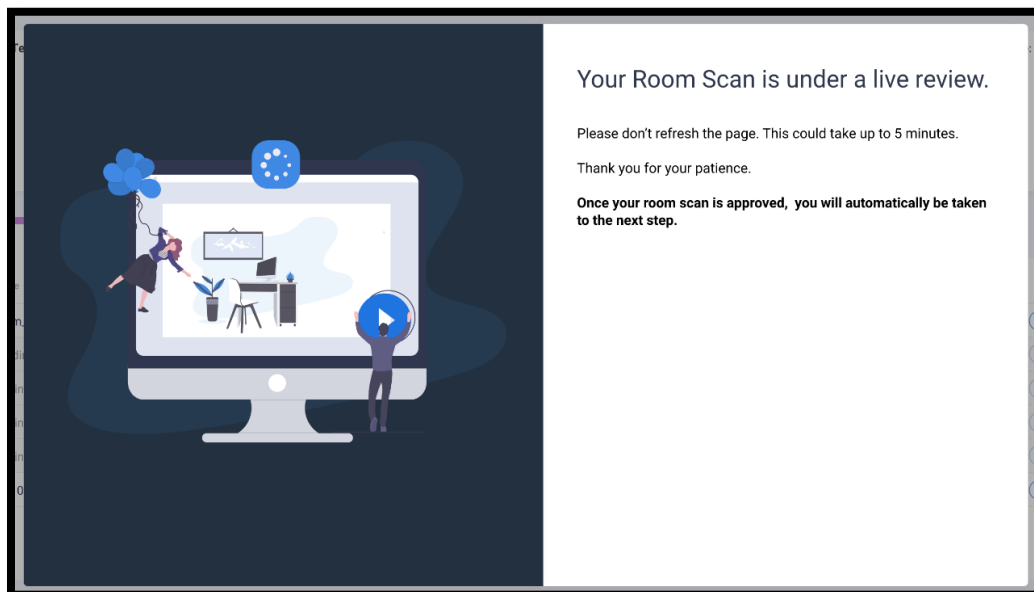
- a. A pop-up window will appear requesting a room scan.

Step 1 - Download the Proctortrack Mobile Application in the App Store (iOS phone) or Play Store (Android phone).

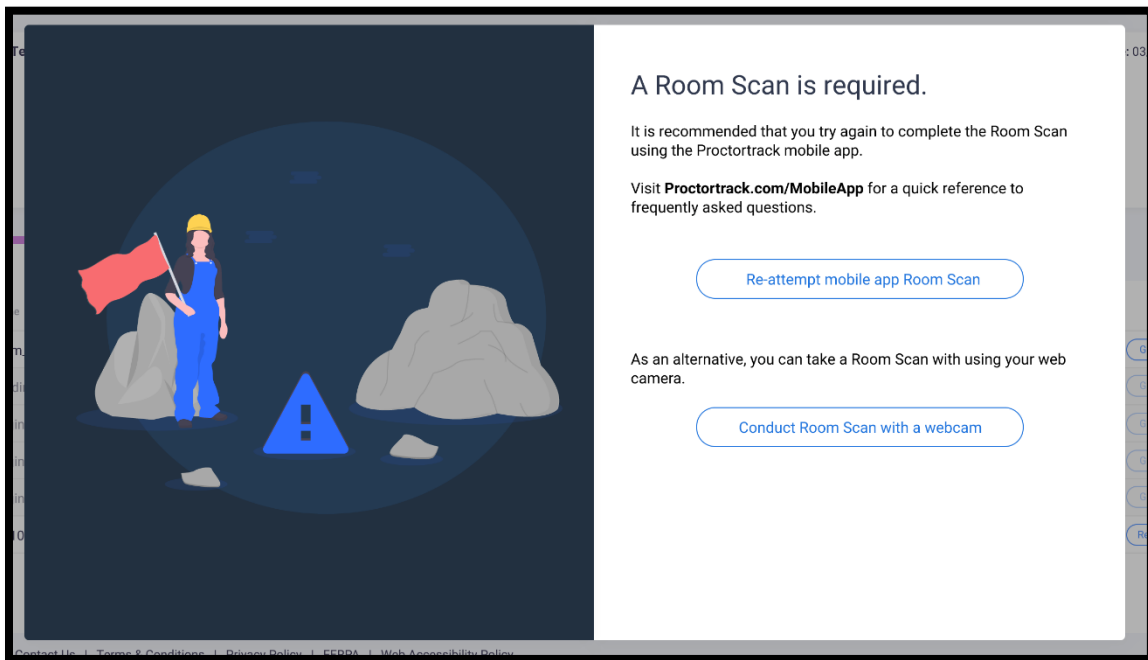
Step 2 – Launch the Proctortrack mobile app. Scan the QR code using the mobile app. (Note, it is advised to complete the room scan with the mobile app).



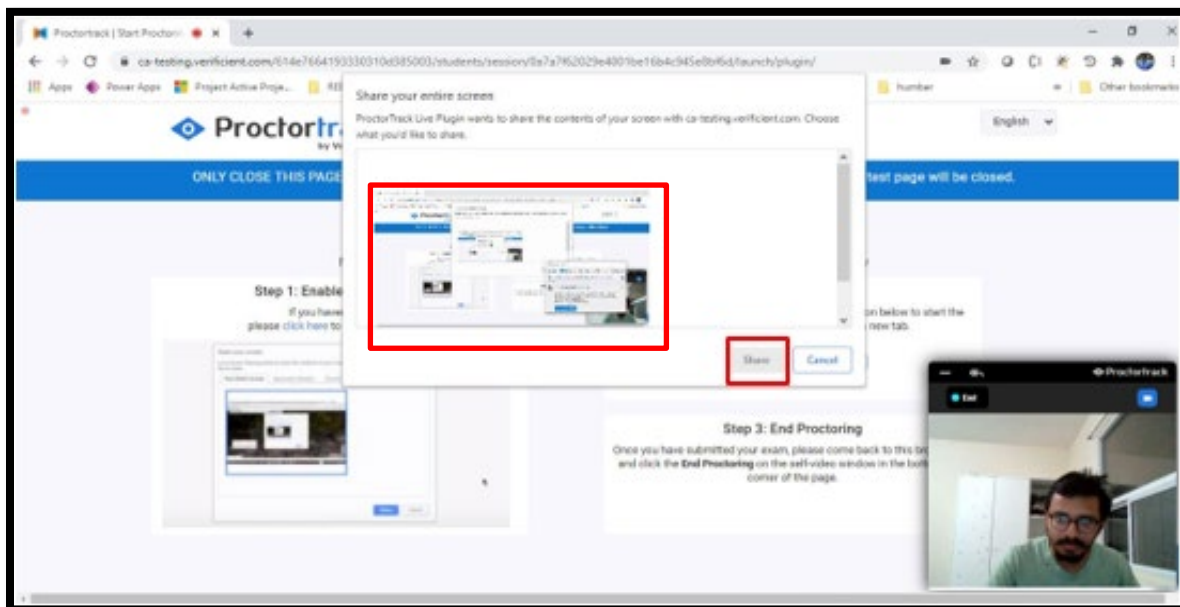
- 16. Complete** the room scan by moving the phone camera around the entire room slowly for 20 seconds. Make sure to capture the entire room including the desk area.
- A pop-up window will appear indicating your room scan is under review.
 - Once approved by the live proctors', learners will be able to proceed.



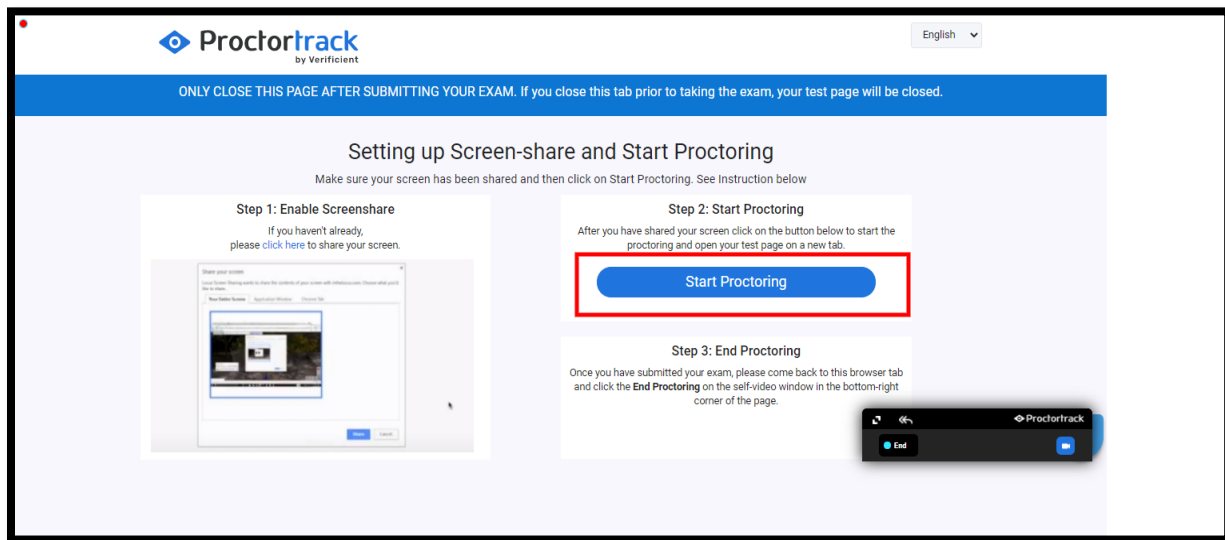
Note: If your room scan is not approved, you will be directed to redo a room scan.



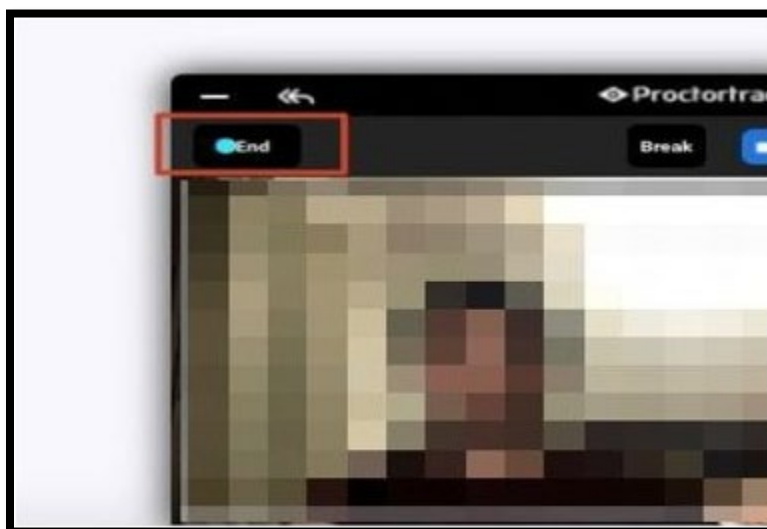
17. After the room scan is approved, enable the screen share by clicking on **the Image of your screen first** then the **Share** button.



18. Click on the **Start Proctoring** under step 2 to proceed.



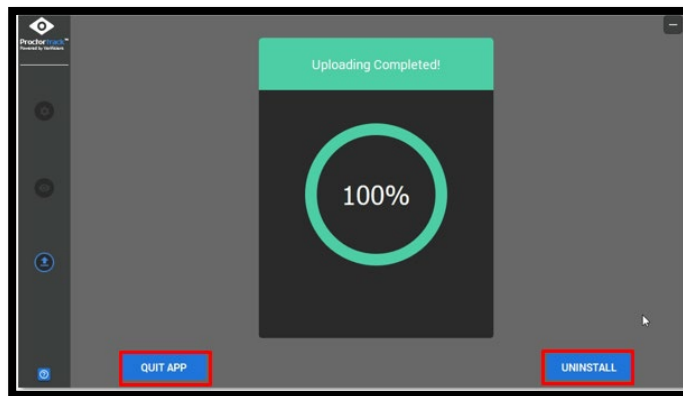
19. Learners can see themselves being recorded in the bottom right corner of the screen.
 - a. The footage can be minimized by clicking on the top left corner of the video feed.
 - b. Use the arrows to move the video feed to the left or right of the screen.
 - c. The session will end automatically, once the onboarding test is submitted.
20. Complete and submit the onboarding exam then click **End** on the self-video feed, if the app does not end automatically.



Note: Once you complete and submit your onboarding exam you will receive two emails from Proctortrack informing you that the onboarding exam is being processed. You will receive a final email from Proctortrack once the onboarding exam is approved

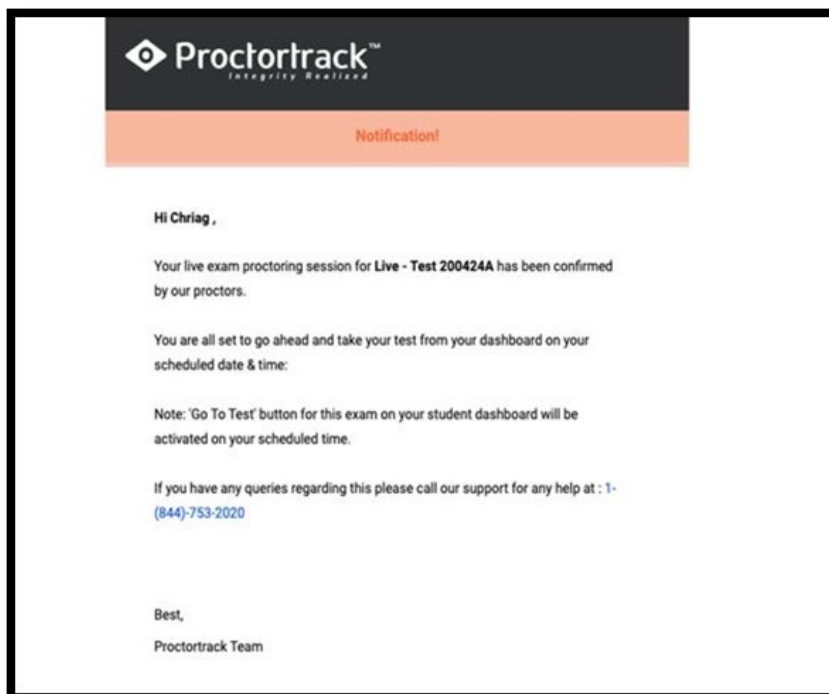
If the onboarding exam is not approved, an email will be sent by Proctortrack and the onboarding will have to be attempted again. Learners must have an approved onboarding exam prior to the scheduled exam date. The status of your onboarding exam is located on the Proctortrack dashboard.

21. Click on **Quit App** to close and save the application or, select **Uninstall** to remove Proctortrack from the Desktop.



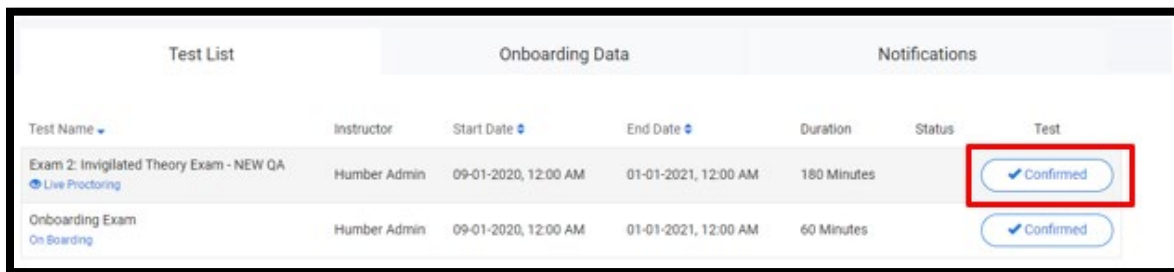
Confirmation Email Prior to Exam Date

Learners will receive a confirmation email (see image below) from Proctortrack 2 – 4 business days prior to the scheduled exam date.



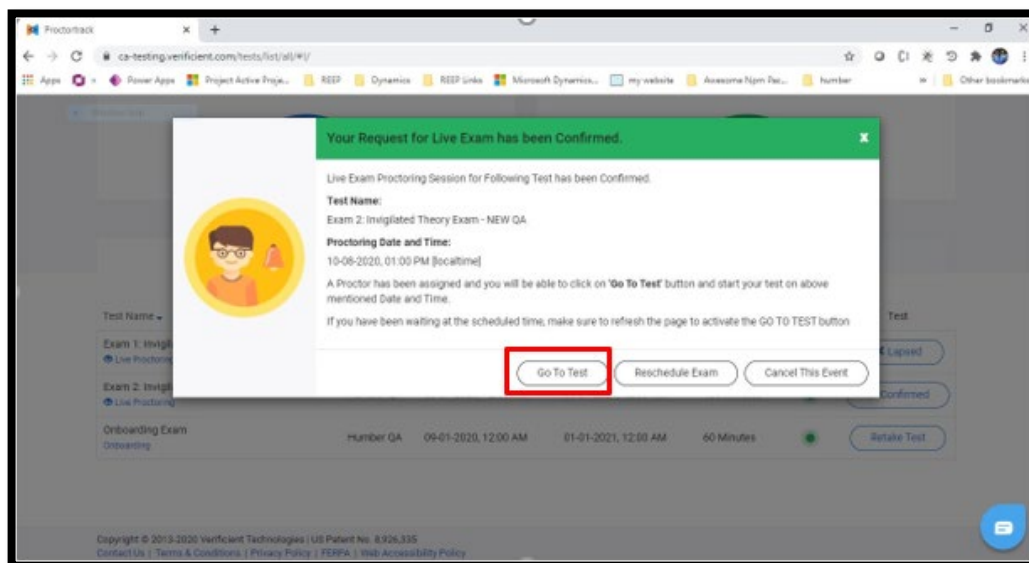
Steps to Follow on the Day of Your Exam

1. Login to your proctortrack account using your Proctortrack username and password at <https://ca-testing.verificient.com> on the day of your exam.
 - a. Ensure your workstation is clear and distraction-free.
 - b. During the exam session, **you must be in the proctor's view at all times.**
 - c. Learners will not be able to start the exam prior to the scheduled time slot.
2. Click on **Confirmed** under the scheduled exams.



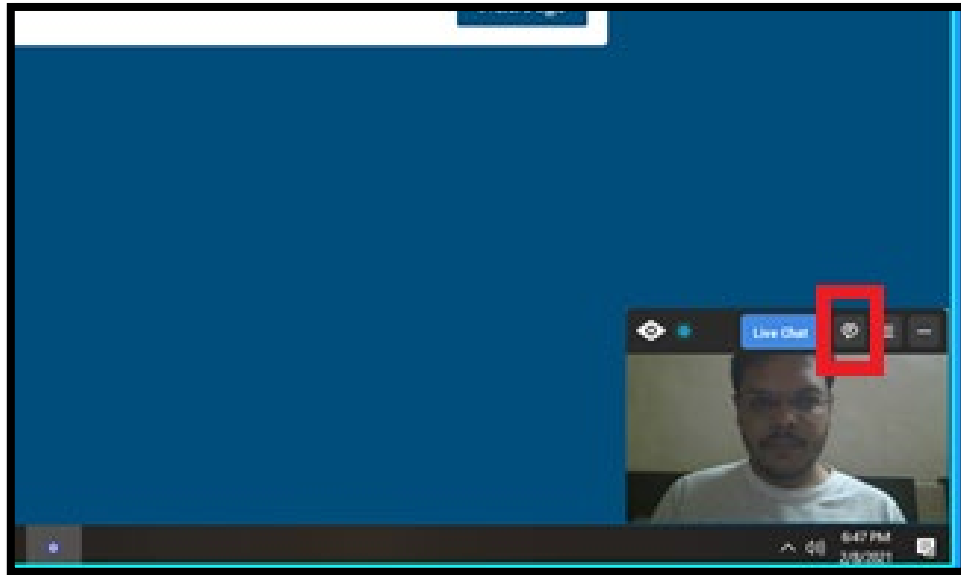
3. Click on **Go To Test** once the button is active at the scheduled time of the exam. The button will turn green when active.

Refresh the page frequently if the **Go To Test** button is disabled after your exam session time slot has started.

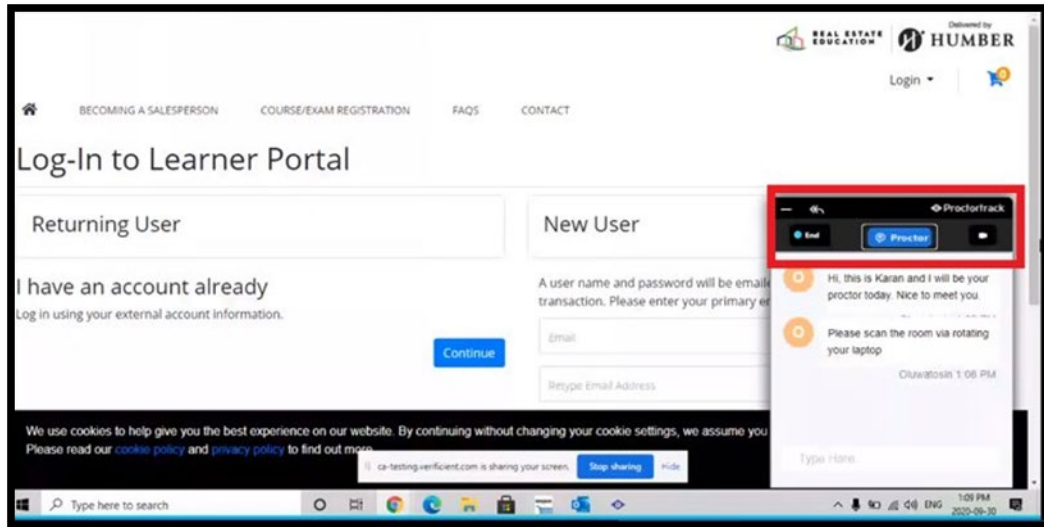


4. To contact the Proctortrack support team at any time, use the chat widget on the bottom right corner of the page.

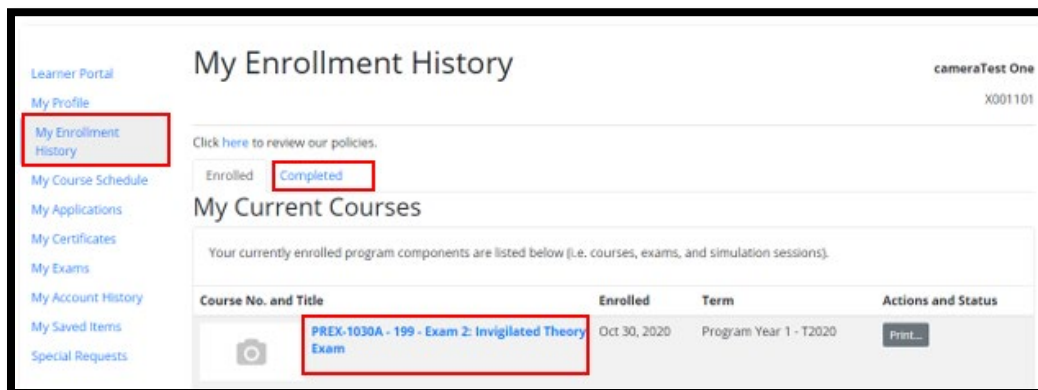
5. Follow the same steps from the **Onboarding Exam**.
 - a. [Please see Steps 3 to Steps 19](#) from the Learner Guide.
 - b. It can take 15- 30 minutes to complete the process of identification verification, and to secure the testing environment.
 - c. A Live Proctor will be available during the session and can assist via the chat window on the bottom-right of the screen.



6. Proctoring has now begun.
 - a. A blue border will be placed around the screen as a reminder that Proctortrack is now in session.
 - b. You will now be redirected to the Learner Portal.
7. Login using your Learner ID (X*****) and Password. If you are experiencing issues logging into the learner portal (only), contact Humber technical support at **416-675-5025**, **option 4**. Please notify the proctor through the chat box before calling technical support.



8. Select **My Enrollment History** menu item on the **left-hand side** of the screen.
 - a. Click on Completed tab.
 - b. Click on the appropriate exam link on the list shown.



9. You will be directed to the Exam access page.

Course Exam

- a. Select **Click here to access the exam** link.
- b. Learner writing a course exam **skip to step 10**.

PREX-1030A - Exam 2: Invigilated Theory Exam

Delivery Options: Exam

Course Description

Written exam covering the details of the real estate transaction in the context of residential properties.

[Click here to access the exam.](#)

PREX-1030A -
Nov 04, 2020

Section Title:

Simulation Session Assessment

- c. Select **Click here to access the simulation session** link.

PRES-1040A - Simulation Session 1: Residential Real Estate Transactions

Delivery Options: Simulation - Virtual

Course Description

A live assessment in which students demonstrate knowledge and skills around residential transactions in role-play and live work-product creation simulations


[Click here to access the simulation.](#)

PRES-1040A - 440

Mon 1:00PM - 4:00PM
Nov 09, 2020

- d. Click the **Start** icon.


Virtual Simulation



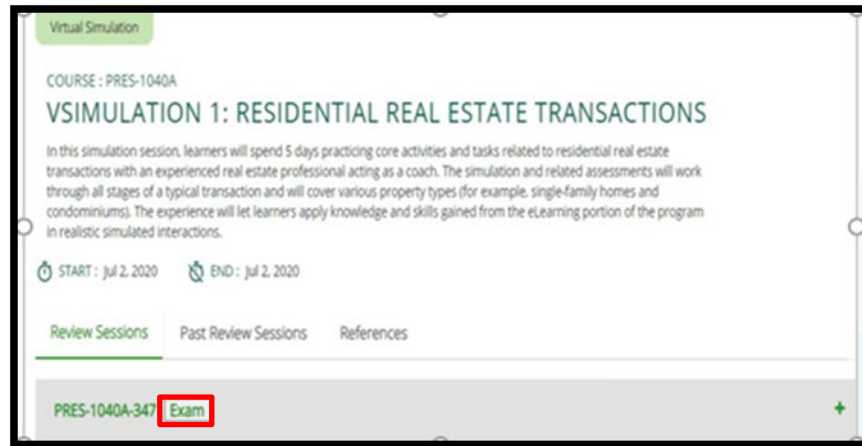
COURSE : PRES-1040A

VSIMULATION 1: RESIDENTIAL REAL ESTATE TRANSACTIONS

In this simulation session, learners will spend 5 days practicing core activities and tasks related to residential real estate transactions with an experienced real estate professional acting as a coach. The simulation and related assessments will work through all stages of a typical transaction and will cover various property types (for example, single-family homes and condominiums). The experience will let learners apply knowledge and skills gained from the eLearning portion of the program in realistic simulated interactions.

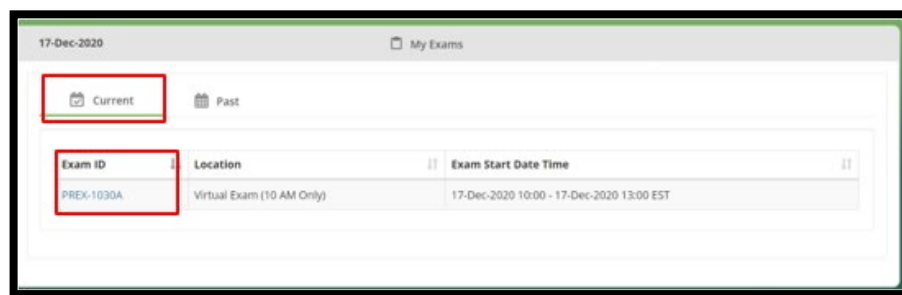


- e. Click on the **exam icon**.



10. Click the **Current** tab to access the exam link.

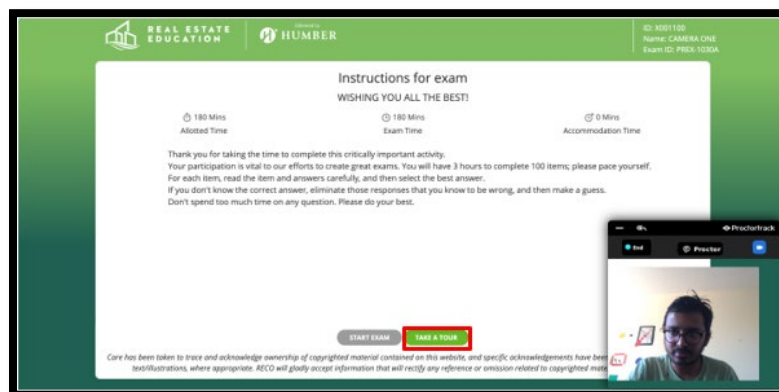
- a. Click on the appropriate link within the list shown. Further instructions will be provided on the screen



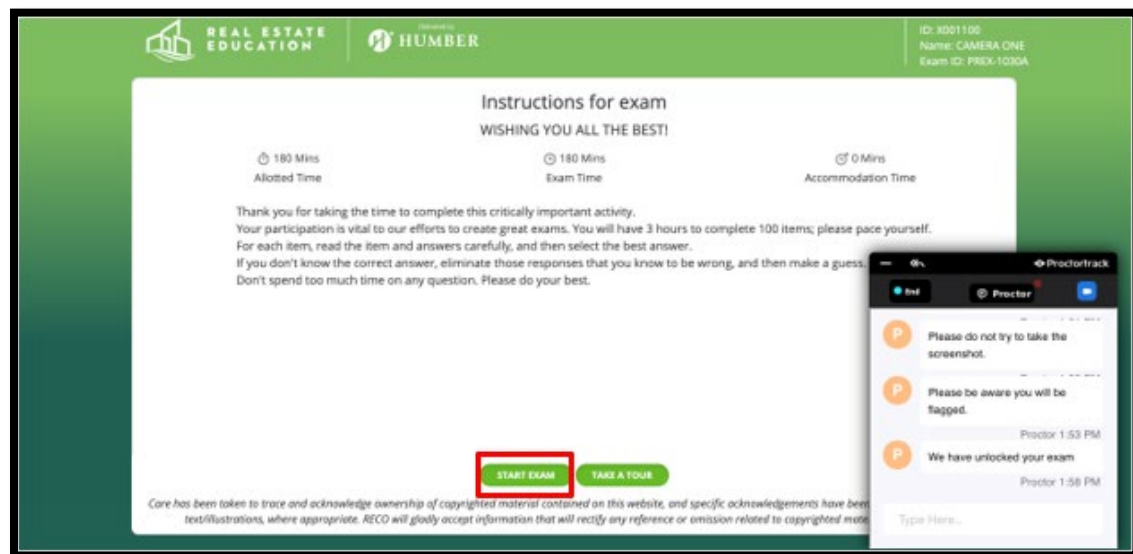
11. The **Start Exam** button at the bottom of the screen will be inactive (greyed out) until the proctor unlocks the exam.

12. Review the on-screen instructions carefully.

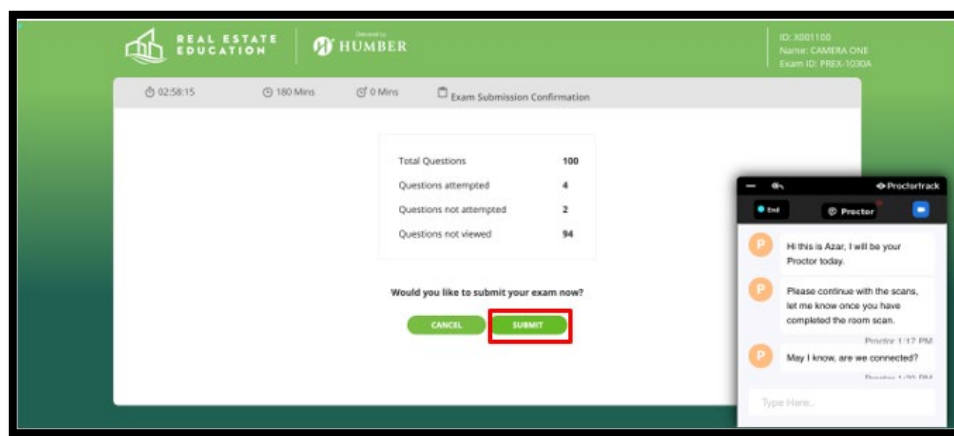
- a. Take a few minutes to view the tour of the exam system by clicking the **Take a Tour** button at the bottom of the screen.



13. When you are ready to begin, please notify the proctor through the chat box.
14. Please wait while the proctor confirms that your exam is unlocked.
15. Once the **Start Exam** button turns **GREEN**; you may click it to begin the exam.



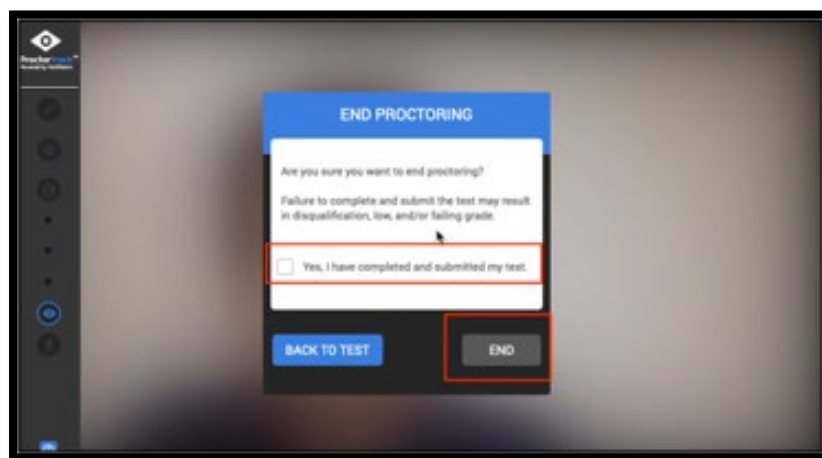
16. After you have attempted all the exam questions, you will be presented with a summary page for review.
 - a. Review the questions (including any questions bookmarked).
17. Submit the exam by clicking the **SUBMIT** button on the screen.
 - a. Once you have submitted your exam, **NO FURTHER CHANGES** to your answers will be permitted.



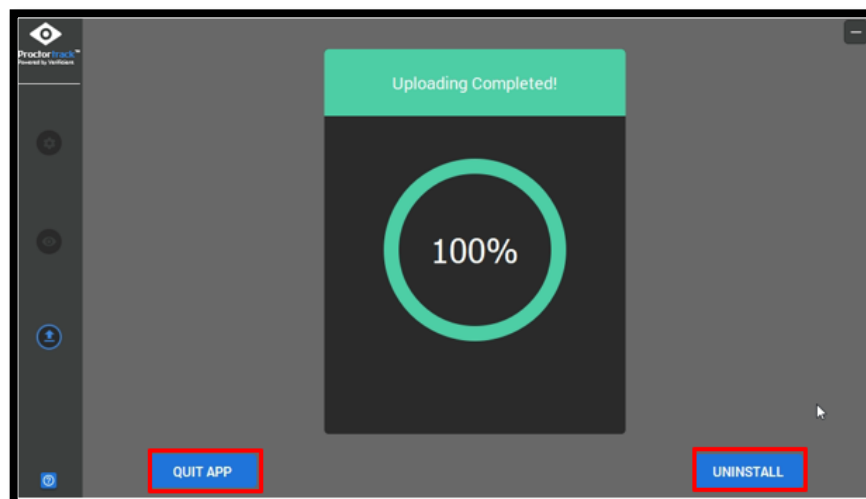
18. Click the **END** button on the top-right corner after submitting the exam, to end the proctoring manually.



19. Select the check box to confirm the upload and click on the “**END**” button to end the exam session.



- a. Click **QUIT APP** to save the application for future exam/assessments or
- b. Click **UNINSTALL** to remove Proctortrack from the computer.



Appendix A - Onboarding Exam Rules and Sample Email Notifications

- All learners **Must** pass the onboarding exam before the scheduled exam date. The exam includes 10 true/false questions.
- The onboarding exam is essential as it conducts a system check on your device.
- The onboarding exam should **NOT** be attempted on the scheduled exam date.
- Learners **MUST** have an approved onboarding exam in order to attempt the actual exam.
- If the onboarding exam is not approved, learners will receive an email.
- Learners **MUST** attempt the onboarding exam again until it is approved.
- The onboarding exam status is visible in the learner's account, on the main dashboard.
- Learners can check for notifications in their Proctortrack account by clicking on the bell icon which is located at the top right corner, see image below.

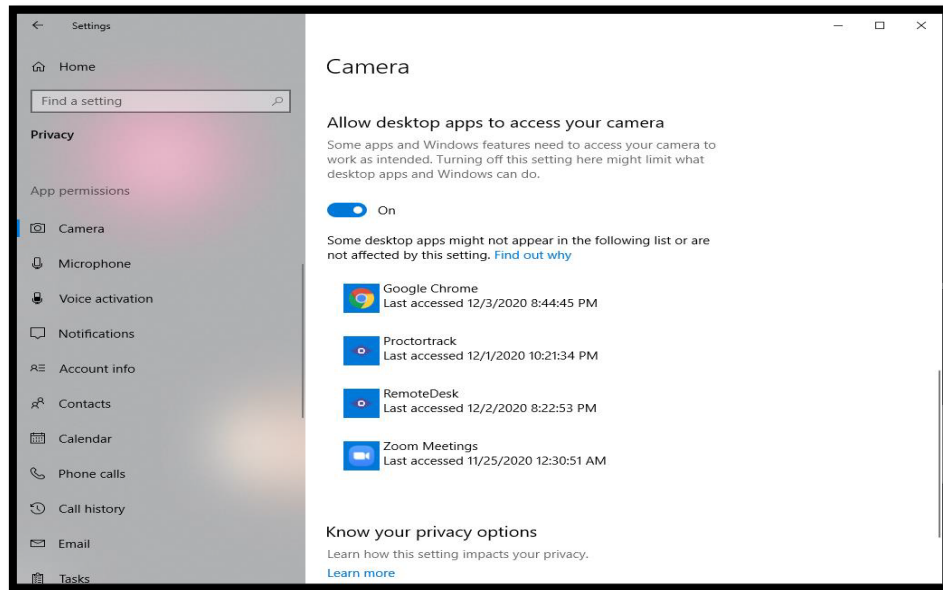


Appendix B – Removing Restrictions on Windows Device

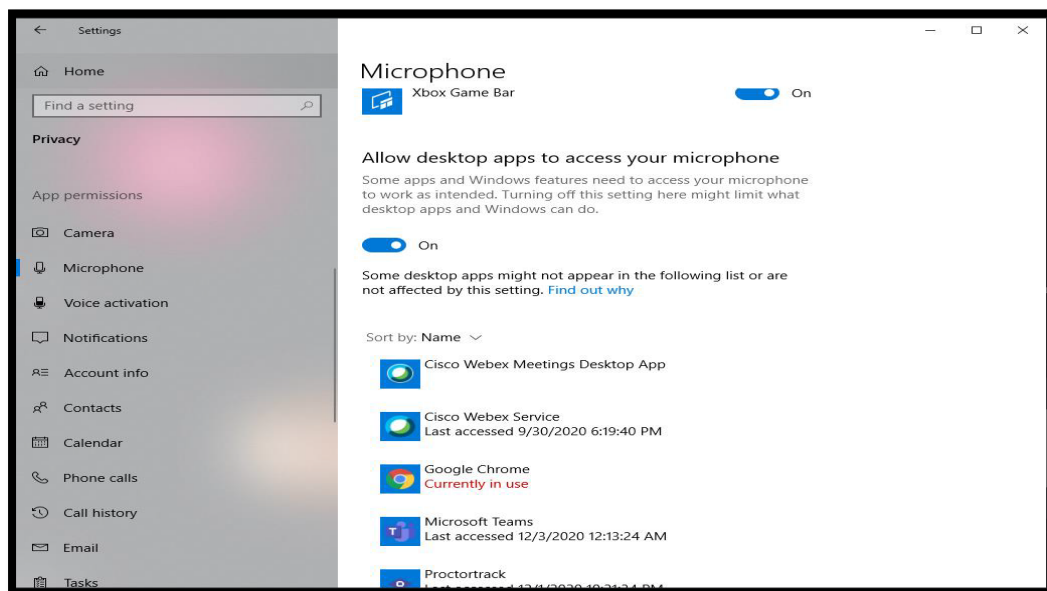
Learners **using a Windows device** should follow the instructions below to grant Proctortrack access to monitor and record the test session without any issues. Please make sure that the settings below are **enabled**.

1. Click on the **Connect** button after downloading the proctor track app for the first time.
In the event you are not directed to the [system check](#) page, please follow these steps to remove any setting restrictions
 - a. If you have any privacy setting restrictions, Proctortrack will not connect automatically. In that case, please follow the instructions below to complete the required privacy settings.

- b. Select **Start > Settings > Privacy > Camera**. When prompted to **Allow access to the camera on this device**, select **Change** and make sure Camera access for this device is turned on.



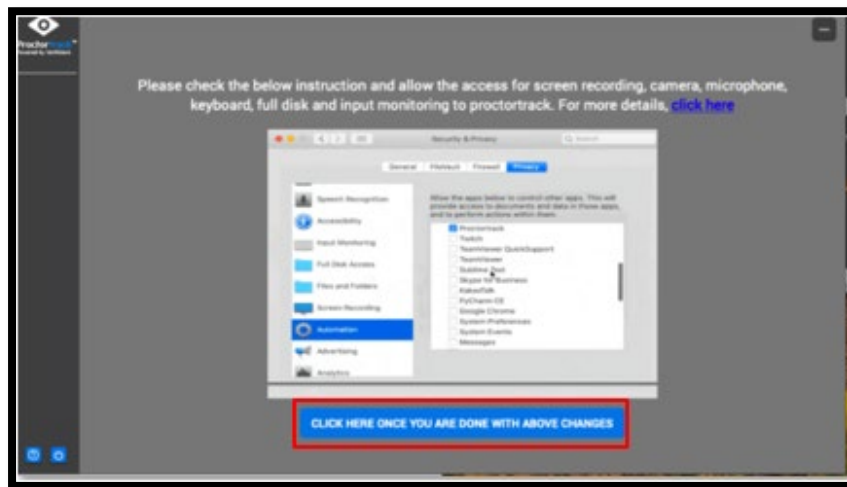
- c. Select **Start > Settings > Privacy > Microphone**. When prompted to **Allow access to the microphone on this device**, select **Change** and make sure microphone access for this device is turned on.



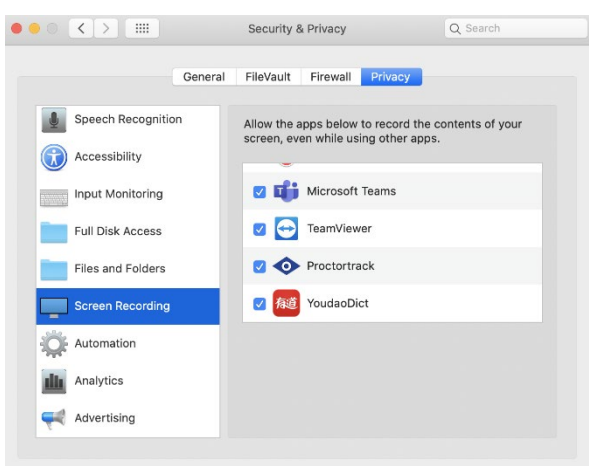
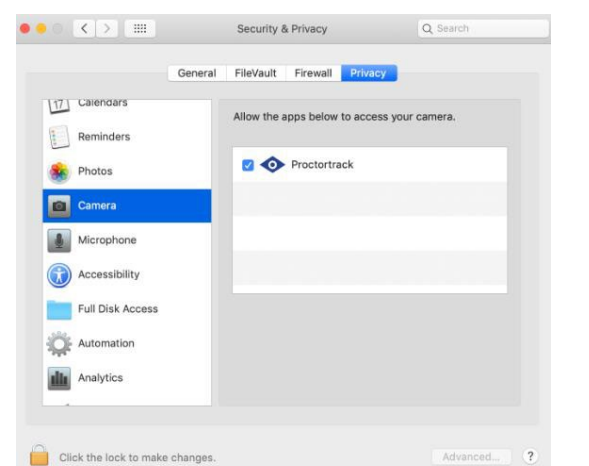
Appendix C – Mac Device Permissions

Learners **using a Mac device** should follow the instructions below to grant Proctortrack access to monitor and record the test session without any issues. Please make sure that the settings below are **enabled**.

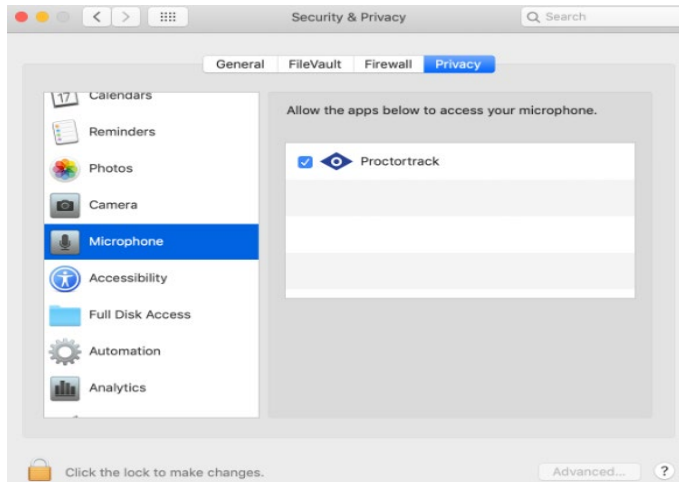
- a. If you have any privacy setting restrictions, you will be directed to the Security and Privacy window automatically. When directed click on the button **Click Here Once You Are Done With Above Changes**.



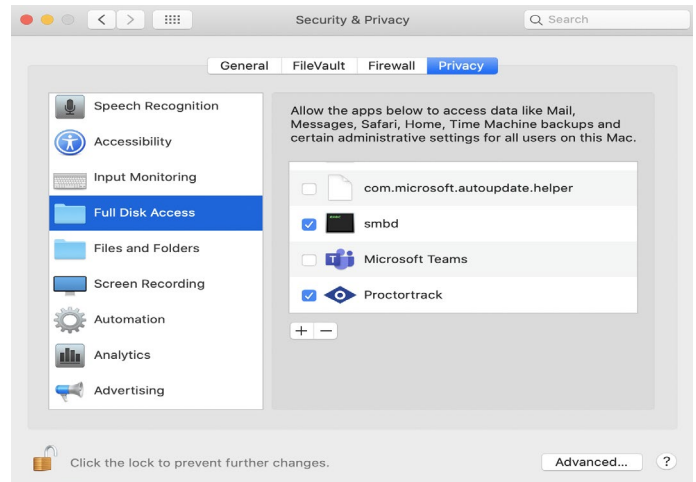
- b. To change and enable privacy settings please follow these steps
Go to System Preference --> Security and Privacy -> Privacy tab --> Select the Proctortrack check box for following options

To enable Screen Recording	To enable Camera
	

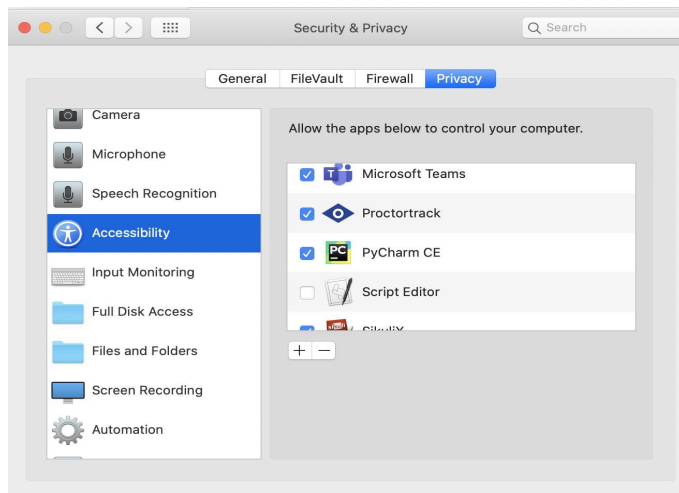
To enable Microphone



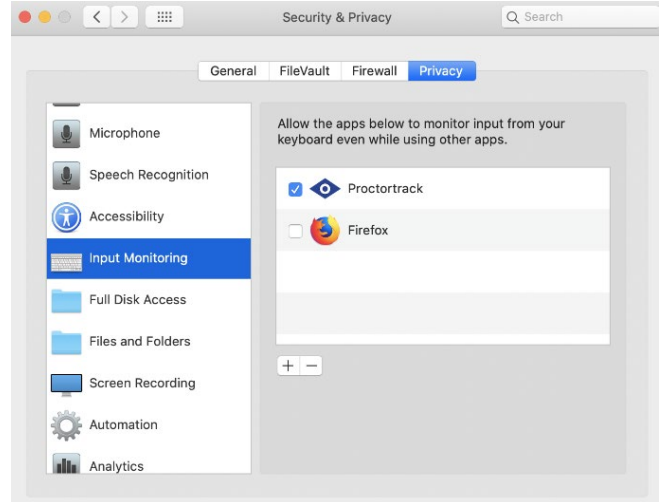
To enable Full Disk Access



To enable Accessibility



To enable Input Monitoring (Not mandatory)

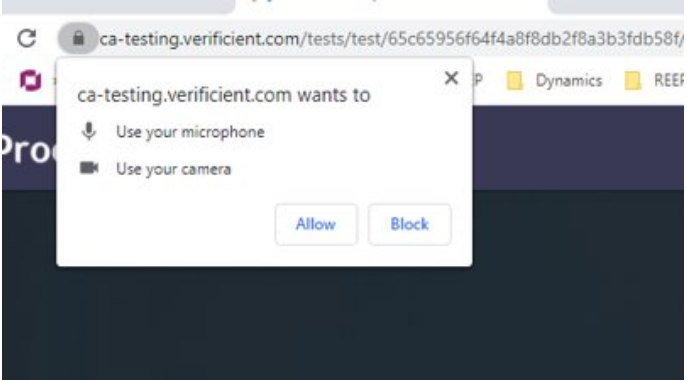


Note: For Mac Users: Once you have enabled the permission checks, the Proctortrack application will be in the system check phase. If not, please close the application and try launching again (refer to step 10). If you are still experiencing issues with the Proctortrack application, please contact Proctortrack support for assistance at 1(844) 966-1155.

Appendix D – Troubleshooting Onboarding

Issues	Tip / Resolution
I do not see a confirmed status when logging into the Proctortrack application.	<p>The Proctortrack onboarding exam must be attempted and approved before the actual exam date.</p> <p>A failed onboarding exam will require another submission.</p> <p>Approval may take 4 - 8 hours.</p> <p>Failure to have a successful onboarding exam on the day of the actual exam will prevent learners from writing their exam.</p>
I have failed my onboarding exam, what can I do to fix it?	<p>Common reasons for failing the onboarding exam are:</p> <ul style="list-style-type: none"> • Facial scan was not captured • Photo ID scan was not captured • Name was not legible in ID <p>A valid government issued photo ID must be held up to the camera and a picture taken where the name is clearly legible. Review the ID photo before submitting.</p>
What type of identification can I use for the onboarding exam?	<p>Learners must present a valid, government issued identification bearing a photograph and signature (e.g., passport, driver's license, permanent resident card).</p> <p>Provincial health cards are not accepted.</p> <p>The name on the government issued photo identification must match the Learner Portal.</p> <p>A learner is not allowed to write the exam if the presented identification does not match the name reflected on the learner's program registration.</p>
I don't see my scheduled exam in my test list on Proctortrack.	<p>Scheduled exams are added to Proctortrack approximately 2-4 business days prior to the scheduled exam date.</p>

Appendix E – Troubleshooting Scheduled Exam

Issue	Tip/Resolution
Share screen button is not visible or disabled.	<p>Please check that you allowed your browser to use screen share. If the permission issue persists, please contact Proctortrack support center.</p> 
During the exam, only the questions are visible and not the answer options.	Ensure your machine browser zoom is set to 100% prior to taking the exam. If it's not set to 100% the options and buttons would have moved down in the UI –and it can only be viewed/accessed by using the scroll bar.
The submit exam icon in the exam system is not visible	Ensure your machine browser zoom is set to 100% prior to taking the exam. If it's not set to 100% the options and buttons would have moved down in the UI –and it can only be viewed/accessed by using the scroll bar.
It is exam day and I have logged into the learner portal, but I cannot access my exam.	<p>Learners must log into Proctortrack at https://ca-testing.verificient.com first.</p> <p>Click on Confirmed and then on the Go to Test once it becomes active at the scheduled time and follow the directions on screen. Once scans are approved, proctoring begins, and learners will be directed to the Humber Learner Portal login page to access the exam.</p>
The Proctortrack desktop application does not launch. It keeps prompting me to download the desktop application.	Save the application to the Downloads folder on your device. Double click on the application named Proctortrack.exe from the Downloads folder to launch.

I keep failing the room and physical desktop scans.	Slowly rotate the camera and use the full 20 seconds allotted to capture an entire 360-degree room scan.
I have launched the Proctortrack application but I am now stuck on a particular step.	Pay attention to the chat window for instructions from the proctor. Scroll to the bottom of the chat window to see new messages.

Appendix F- Acceptable Forms of Identification

Primary Identification Type:
Passport (Canadian or International)
Driver's License
Citizenship/Permanent Resident Card
Secure Certificate of Indian Status
Provincial ID Card (e.g. Ontario Photo ID card)
Nexus Card
Canadian Armed Forces Identification Card
Canadian Firearms License

Note: All acceptable forms of ID must be valid, a signature (whenever applicable), contain a clear photograph, and not expired.