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## CREATE YOUR PROCTORTRACK PROFILE

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### The Onboarding Exam Process

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## Create Your Proctortrack Profile

All **first-time** test takers will receive an email from Proctortrack with their username and password. Learners must sign into their Proctortrack account and complete their profile by taking an **onboarding exam**. The onboarding exam must be completed prior to the first scheduled exam date. The onboarding exam process creates a baseline profile for learners in the Proctortrack system. This profile includes photo identification verification, and a system check of the learner's devices. The system check will ensure the device (laptop/desktop) is compatible with the virtual proctoring software. Learners will complete a room scan during the onboarding exam process as part of the mobile phone system verification. **Rooms are not reviewed for approval during onboarding.**

Learners will go through a similar process on the day of their scheduled exam. **The physical testing space and the electronic examination environments are reviewed for each actual exam attempt and must be approved by the proctor for the learner to continue with the exam.**

## Onboarding Exam Rules

- All learners **must have an approved** onboarding exam at minimum **24 hours** before the scheduled exam date.
- Learners must present a government issued photo ID for the onboarding exam.
- If not approved, learners **MUST** attempt the onboarding exam again until it is approved.
- The onboarding exam should **NOT** be attempted on the scheduled exam date.
- Learners can view their onboarding status on the dashboard of their Proctortrack account.
- The onboarding exam profile is valid for one year.
- Learners who have already taken a virtual exam and have successfully passed the onboarding exam do not need to complete the onboarding exam again until it expires.

## Equipment Requirements

Learners are **required to have the following equipment** to complete their onboarding exam.

- Desktop computer or laptop. **You must have administrator rights for your device to use Proctortrack software.**
- Windows Operating System Requirements
  - a. Windows 8 or higher
  - b. PC Processor/Ram Requirements: Dual core 2.4 GHZ CPU, 8 GB RAM or better
  - c. Google Chrome browser only
- Mac Operating System Requirements
  - a. OSX El Capitan 10.13 or higher
  - b. Mac Processor/Ram Requirements: Intel/ AMD Processor, 8 GB RAM

- c. Google Chrome browser only
- Tablets, Chromebook, and mobile phones **do not** meet the requirements for the exam delivery software.
- Webcam (resolution 800 x 600 or better)
- Microphone, speakers, keyboard, mouse.
- High speed Internet connection (Cable Modem, DSL or better (1.5MBPS download, 1.5MBPS upload). [Click here to check your speed.](#)
- A smart phone to complete the room scan and to operate as a second camera during exams. Both Android and iOS mobile phone devices are supported. See minimum phone requirements listed below:
  - a. Android OS: version 6.0 and higher.
  - b. iOS (Apple): version 11.0 and higher.
  - c. **Note: Harmony OS not supported at this time.**
  - d. Mobile phones should have a working camera, be 100% charged and have the Proctortrack app downloaded **before** beginning the onboarding exam.
  - e. Mobile phones are required to be positioned in landscape, selfie-mode, keeping the learner, computer monitor, keyboard, and mouse within view of the mobile camera.
- Phone stands, phone cases with built-in stands, or a clear glass cup, can be used to prop up the mobile phone.
- **Tip:** Keep mobile phones charging for the duration of the exam to avoid running low on power.

**Note:** [Click Here](#) to view detailed technical requirements posted on the Proctortrack website.

**IMPORTANT NOTE:** Ensure that all connections to other devices, programs, systems, and/or hardware that are not required for the process of the onboarding exam are turned off and/or disconnected prior to taking the onboarding exam. This includes but is not limited to connections to any home automation; any Bluetooth or other connections to hardware or any electronics; or any other computer equipment. Only a stand-alone computer/laptop connected to the internet can be used to take the onboarding exam along with the mobile phone which is used as a second camera. It is the learner's responsibility to ensure that their system meets these requirements.

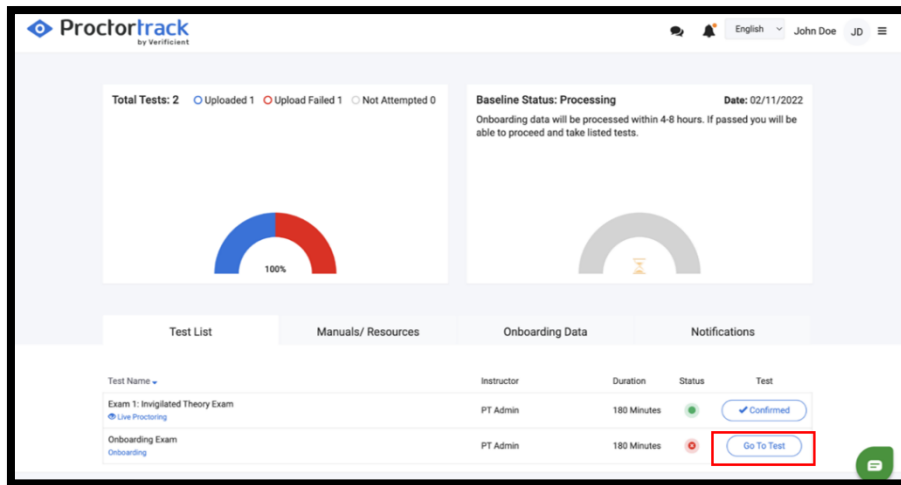
## Proctortrack Support

Communicate with Proctortrack technical support line via live-chat, phone, or email before or after your onboarding exam.

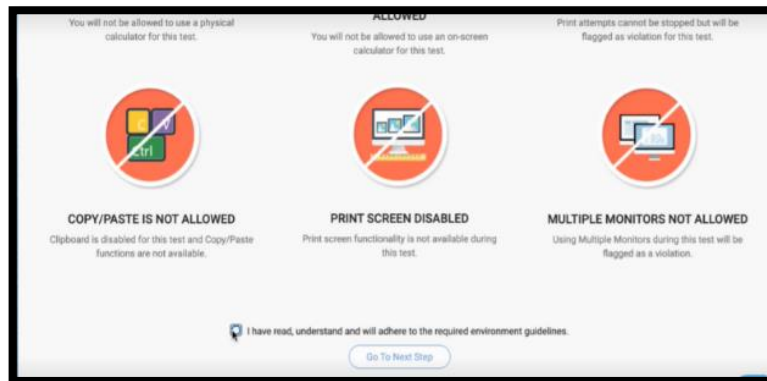
- For live chat click the blue chat icon on the bottom right corner of your screen or use the [support page](#) to trouble shoot.
- Proctortrack technical support: **1 (844) 966-1155**. (Mon-Fri, 8am to 9pm; Sat-Sun, 8am to 7pm)
- Email: [support@verificent.com](mailto:support@verificent.com)

## Onboarding Exam Steps (First Time Test Takers)

1. Ensure your workspace meets all [Examination Day Protocols](#).
2. Visit <https://ca-testing.verificient.com> and login with your Proctortrack username and password.
3. Click on **Go to Test** button for the onboarding exam.

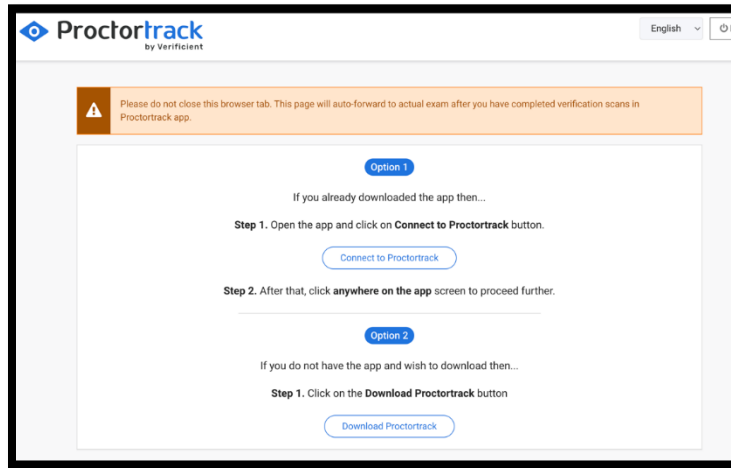


4. Scroll down and read the information provided under the **Let's Get Started** guidelines. Checkmark the box at the bottom of the page to agree to the terms.

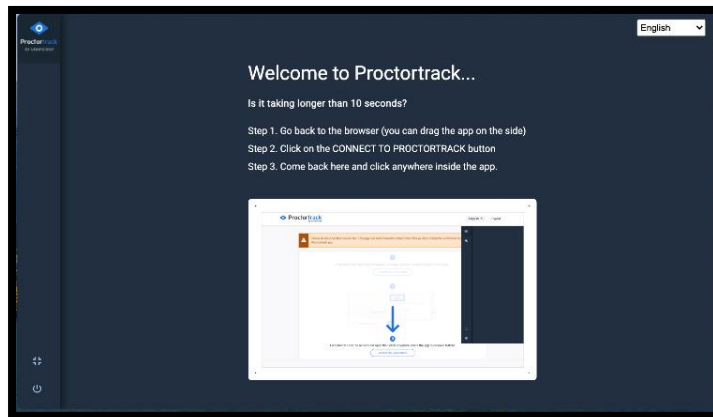


5. Follow the instructions presented on the screen to connect to the Proctortrack app. Review any banner messages displayed (see image below).

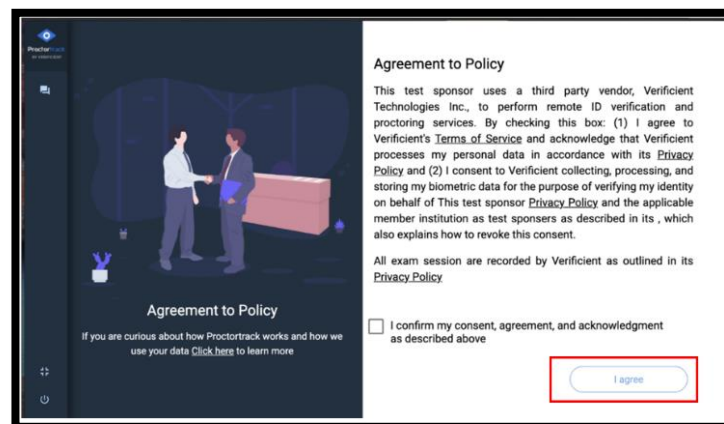
**Note:** Refer to [Appendix A](#) if you are using a Windows device and are unable to download the app. Mac users ensure to follow the steps shown on screen to adjust your permissions. Refer to [Appendix B](#) as a reference.



6. Follow the instructions presented on your screen if the app does not launch (see image below).



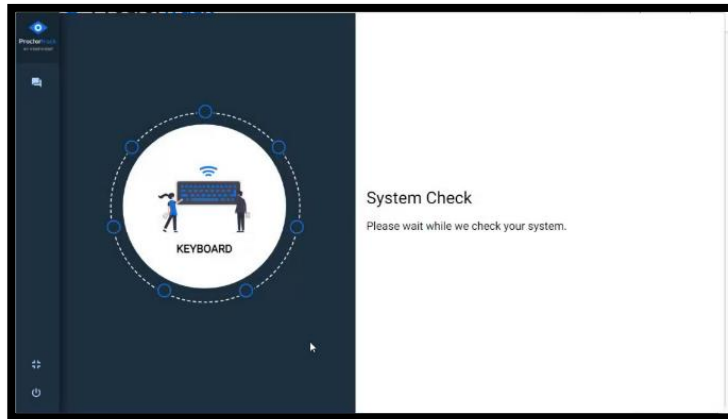
7. Click on **I agree** to proceed after reading over the **Agreement to Policy**.



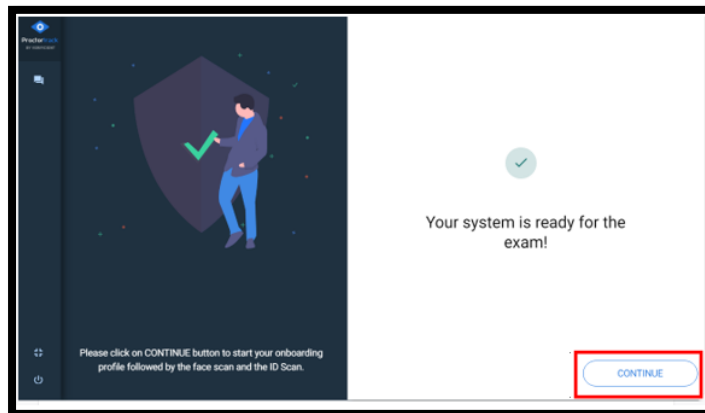
8. Click on **Grant Privileges** to proceed with the system check for your device.



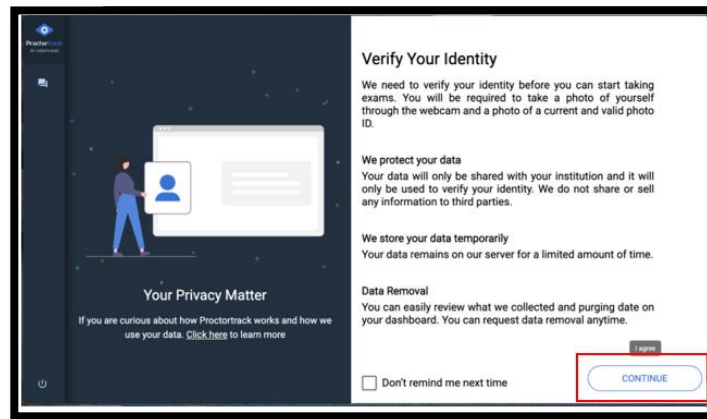
9. A system check will be completed on your device. Learners using a windows device may come across a fire wall pop up. Select **Yes** to continue with the app.



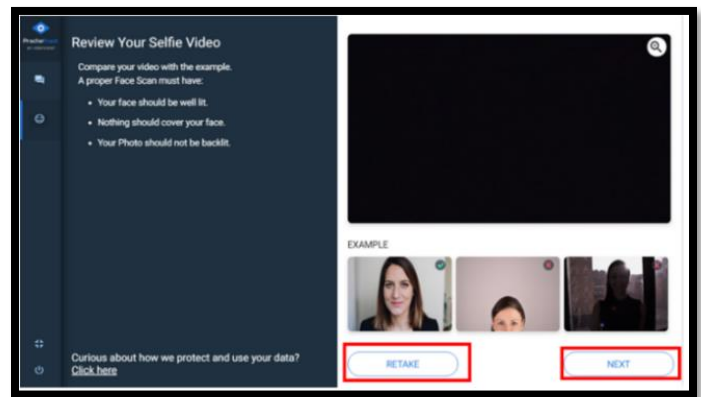
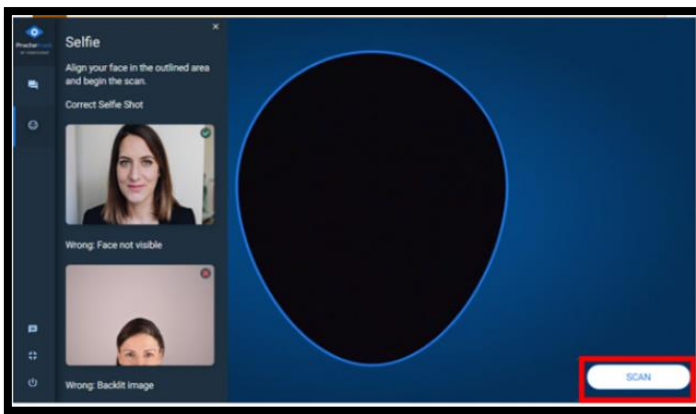
10. Click on **Continue** to proceed.



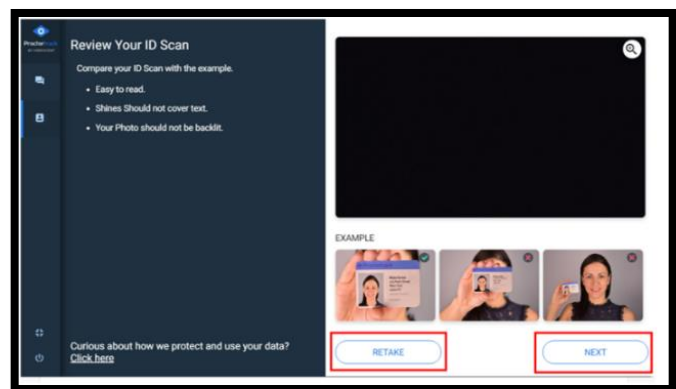
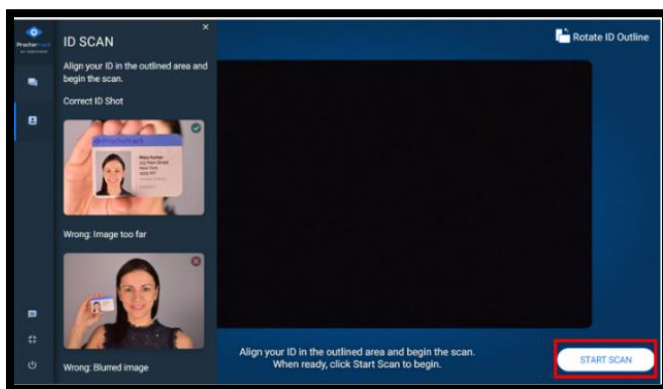
11. Click on **Continue** to proceed for identity verification.



12. You will now be prompted to complete a **Face Scan**.
- Click **Scan** and follow the instructions displayed on the page.
  - Click **Next** to proceed. You can **Retake** if the scan is blurry.



13. You will now be prompted to complete an **ID Scan**:
- Click on **Start Scan** and follow the instructions presented on the screen.
  - Review [Appendix D](#) for approved Government issued ID.
  - Click on **Next** once you complete your ID scan to proceed.

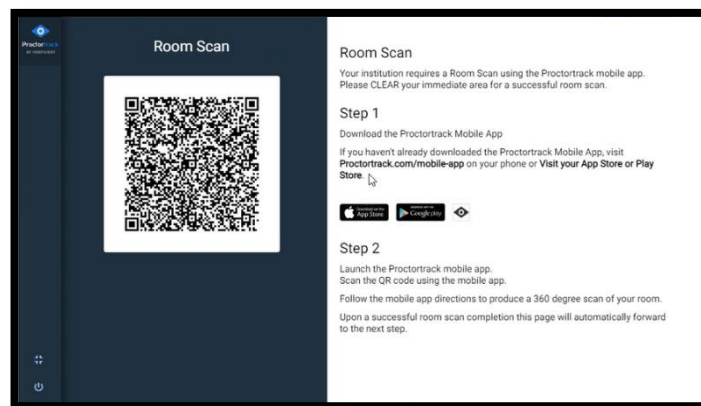




14. Click on **Next** after reading over the **Test Guidelines**.

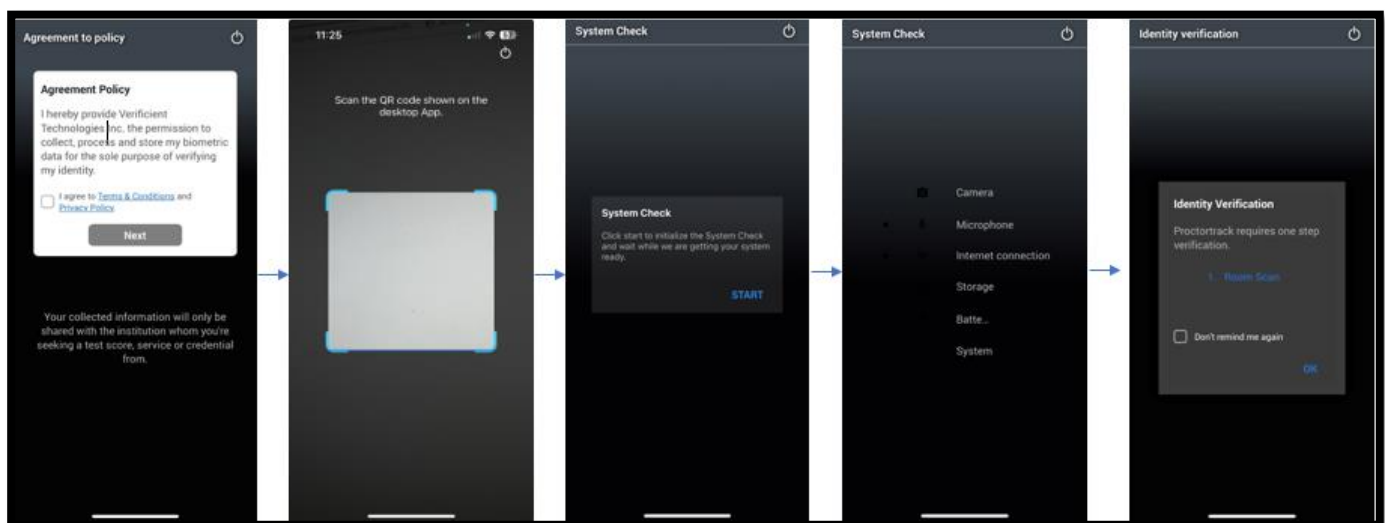


15. You will be prompted to complete a room scan. Follow the instructions displayed on the screen to capture a correct scan.

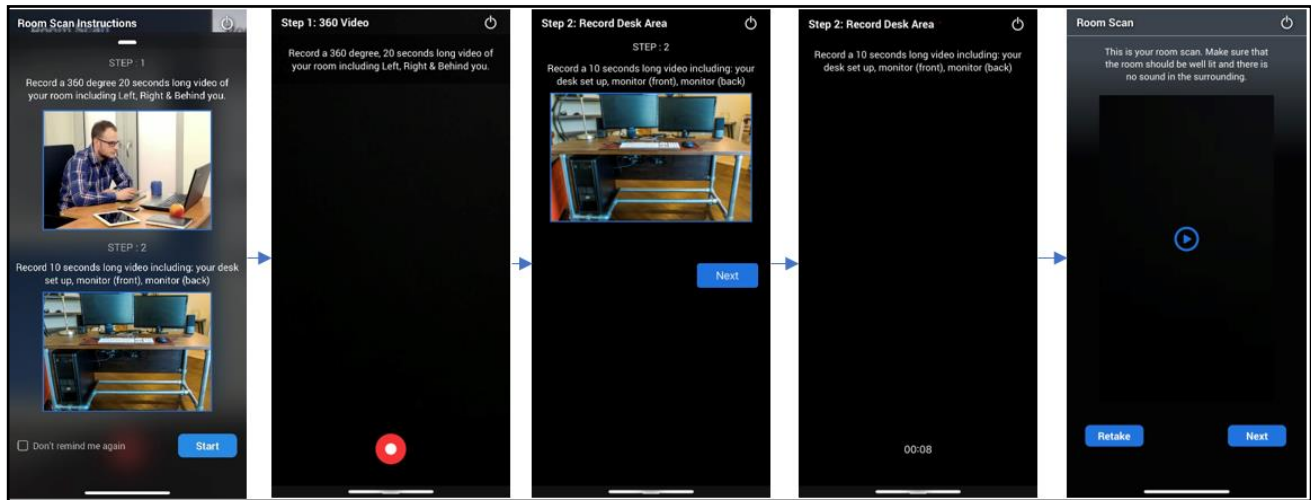


16. At this stage learners will use their mobile devices and scan the bar code to complete a room scan. Ensure you have the Proctortrack mobile app downloaded.

a.) To download the Proctortrack app visit **proctortrack.com/mobile-app** on your phone or visit the App Store or Google Play Store.



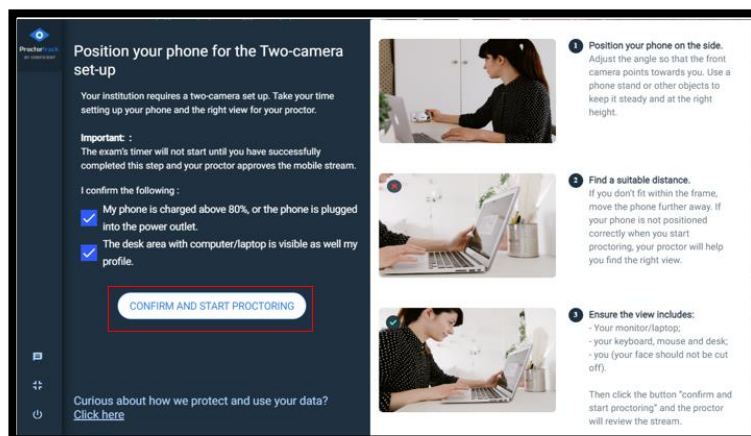
17. Launch the Proctortrack mobile app and scan the QR code using your mobile
  - a. On your mobile device read the instructions on screen and click **Next** to proceed. You may have to adjust the permission settings on the app.
  - b. Select **Start** to complete a system check on your mobile device.
  - c. Select **Ok** after the system check to proceed with the room scan.
18. Follow the instructions presented on your mobile.
  - a. Record a 360 degree 20-second-long video of your room including the area to your left, right and behind you.
  - b. Record a 10-second-long video including: your desk, set up, monitor (front), monitor (back).



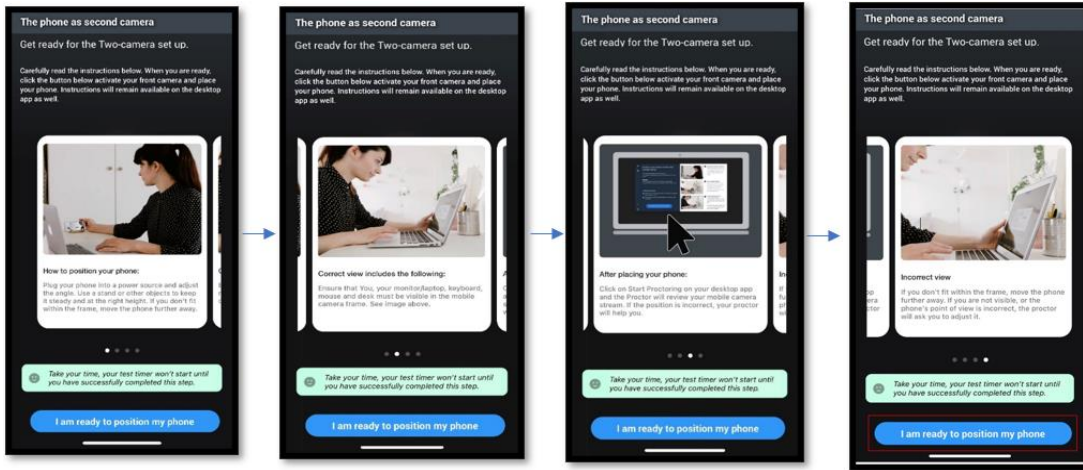
19. Click **Next** after your scan is completed to proceed, and your test will start on your monitor.
20. Plug in your phone if it's less than 80% charged into a power source and position it on landscape, selfie mode next to you.

**Note:** Phone stands, phone cases with built-in stands, or a clear glass cup, can be used to prop up the mobile phone during virtual exams.

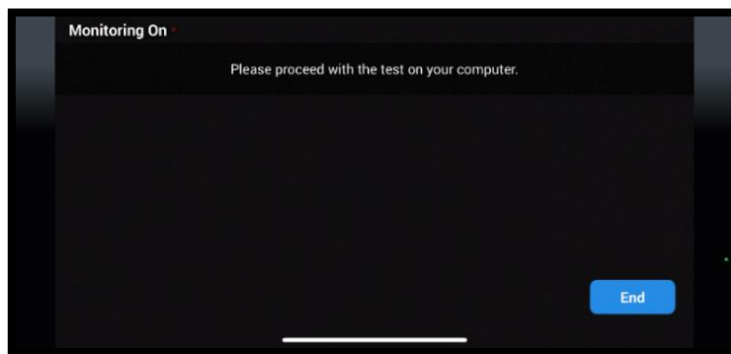
- a.) Click **Confirm & Start Proctoring**



b.) On your mobile, proceed to click on **I am ready to position my phone**. Position the mobile camera on either the left or right side of you, ensuring that you, your monitor, keyboard, and mouse are captured within the camera view. The mobile phone camera should also capture some space around you so the proctor can monitor your room.

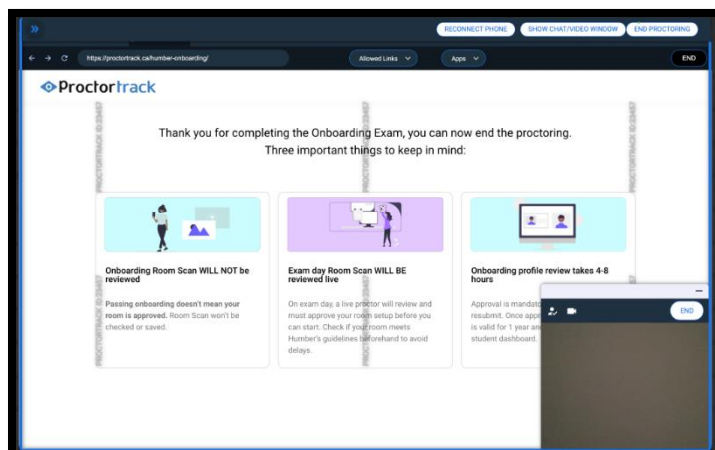


25. Monitoring is now active on the mobile device.

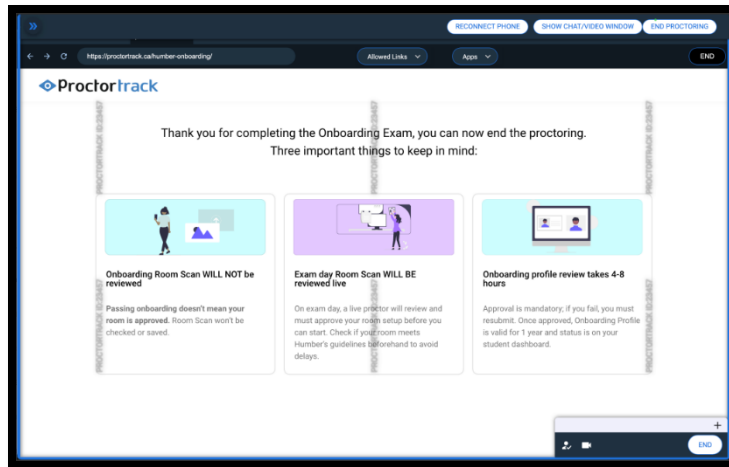


21. Learners can see themselves being recorded in the bottom right corner of the screen.

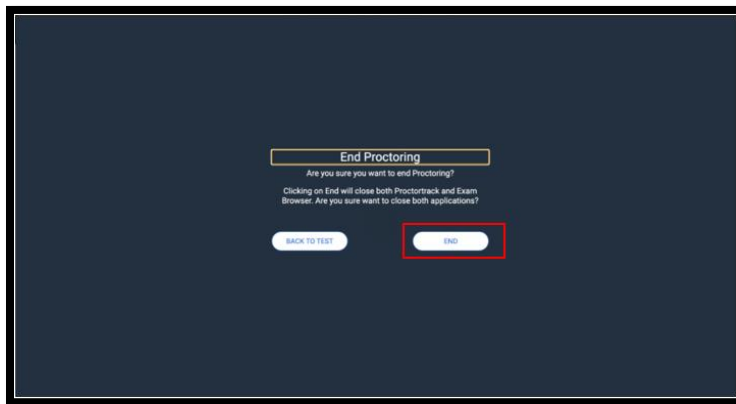
- The footage can be minimized by clicking on the top right corner of the video feed.
- Use the arrows to move the video feed to the left or right of the screen.



22. Complete and submit the onboarding exam by clicking on any of the **End** buttons displayed.

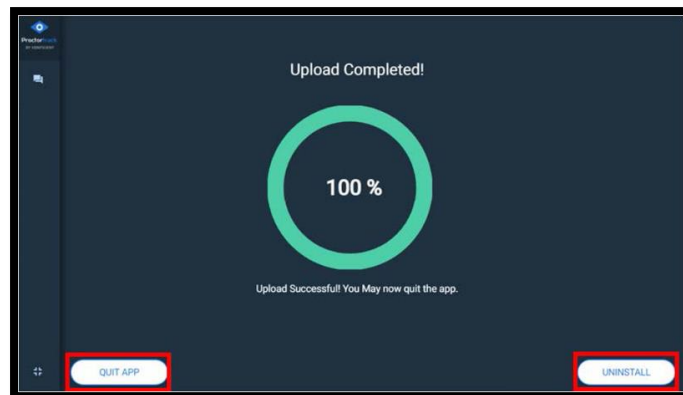


23. A pop up will appear, proceed, and click on **End**.



24. The onboarding exam will begin to upload, do not quit the app. The time it takes to upload the data would be dependent on the internet speed.

25. Click on **Quit App** once the upload is completed. If you are using a windows device, you have the option to **Uninstall** the app to remove Proctortrack from your device. You can also take a 2-minute survey.



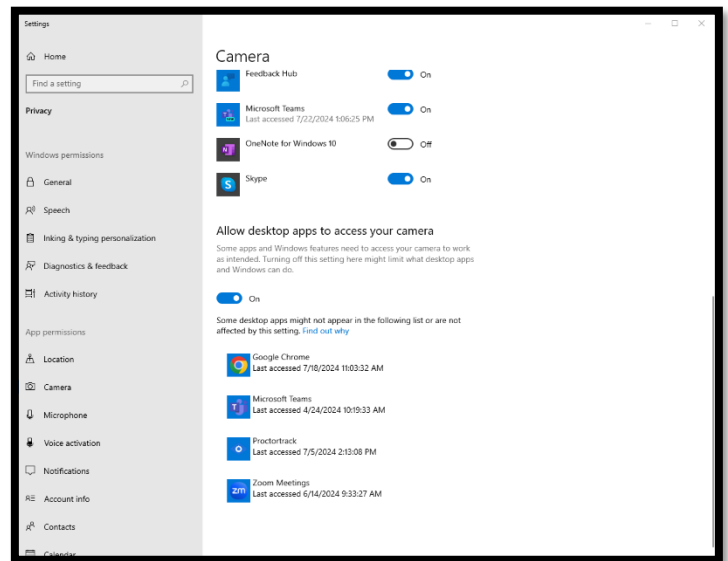
26. Proctoring has now ended on the mobile phone as well. The app will close on the mobile in 5 seconds automatically. If does not close you can proceed to click on **Quit Now** on the mobile phone.

## Appendix A – Removing Restrictions on a Windows Device

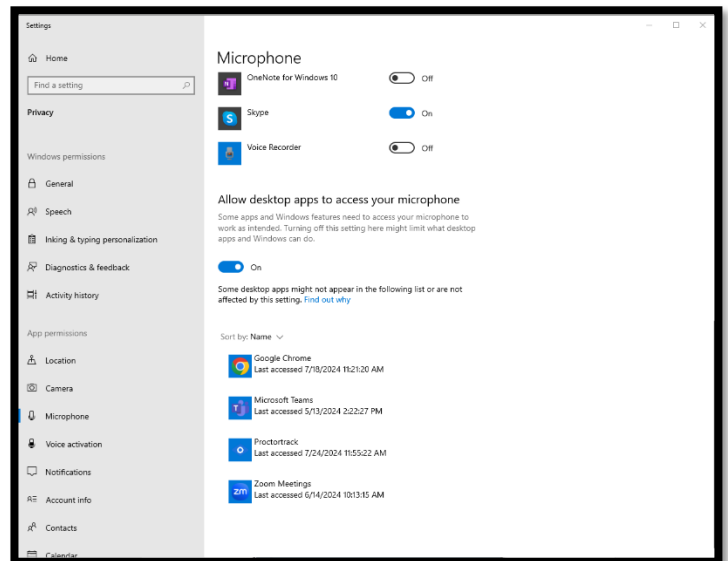
Click on the **Connect** button after downloading the proctortrack app for the first time.

In the event you are not directed to the system check, please follow these steps to remove any setting restrictions.

- a. 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.

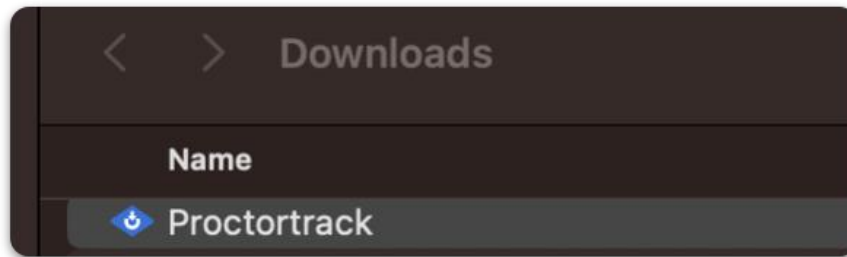


- b. Select **Start > Settings > Privacy > Microphone**. When prompted to **Allow access to the microphone on this device**, select **Change** and make sure microphone access for this device is turned on.

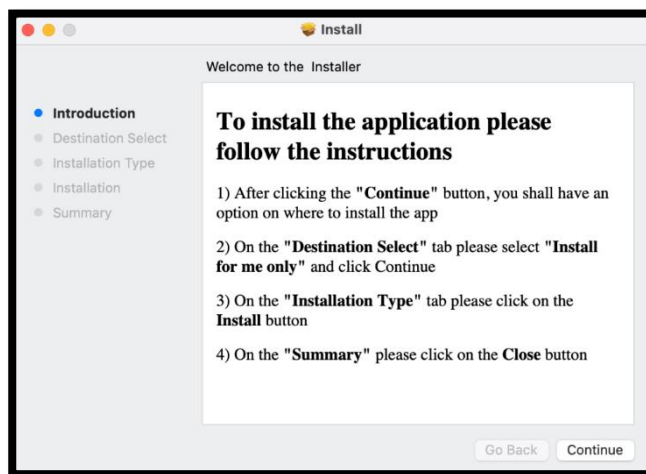


## Appendix B – Mac Device Installation and Permission Settings

Under the download folder you will see a Proctortrack icon, as shown in the image below.

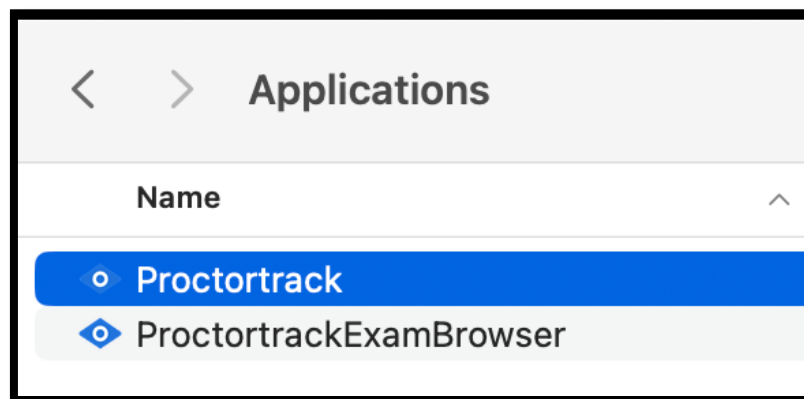


If a proctortrack.zip file is downloaded, click on the zip file, and follow the instructions on screen.



If you have installed the application and it still has not opened automatically, you can locate the Proctortrack app from Finder on your Mac device

- In the menu bar at the top, click on **Go > Home > Applications > Proctortrack**.
- Open Proctortrack (**do not open ProctortrackExamBrowser**).

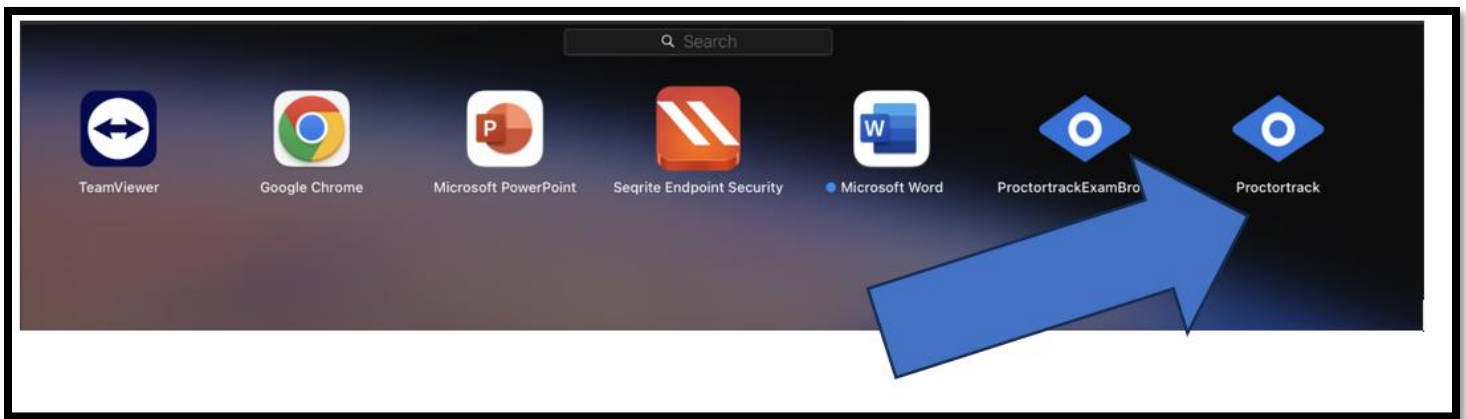


You can also locate the proctortrack app using the launchpad.

- Open Launchpad: Click the Launchpad icon in the Dock (or use the Control Strip).

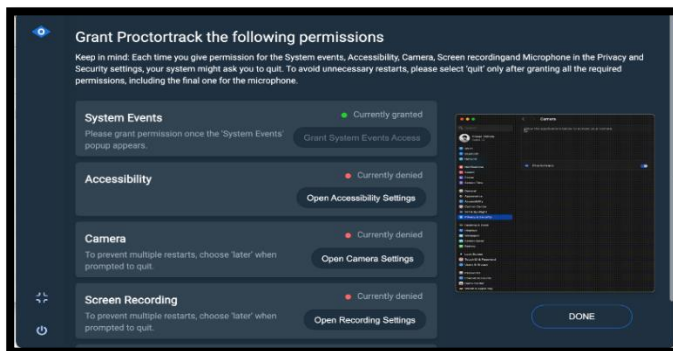


- Find an app on Launchpad: Type its name in the search field at the top of Launchpad.



Once the app is launched learners should follow the instructions below to grant Proctortrack and the Exam browser access to monitor and record the test session without any issues. Please make sure that the settings below are **enabled**.

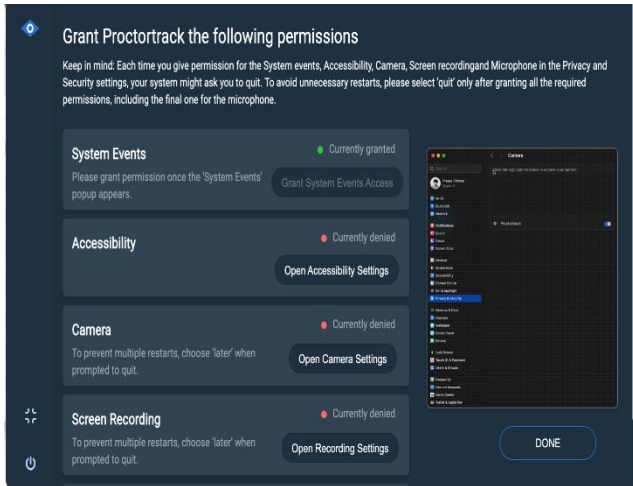
- a. If you have any privacy setting restrictions, you will be directed to follow the instructions presented on the screen. Ensure to enable all privacy settings to continue with the proctortrack app.



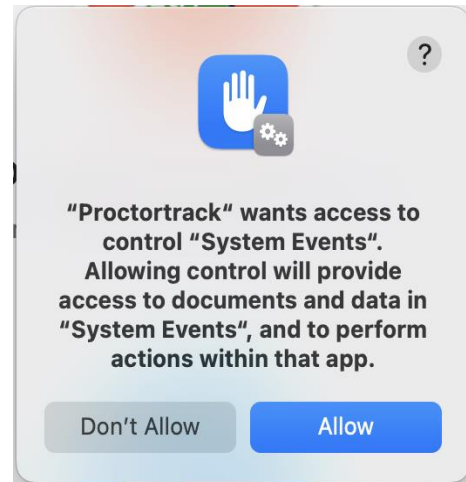
Go to System Preference --> **Security and Privacy** -> **Privacy tab** --> Select the **Proctortrack check box** for following options.



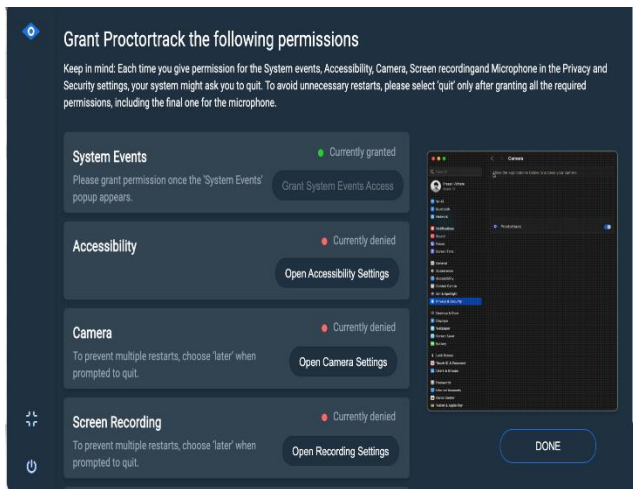
## System Events



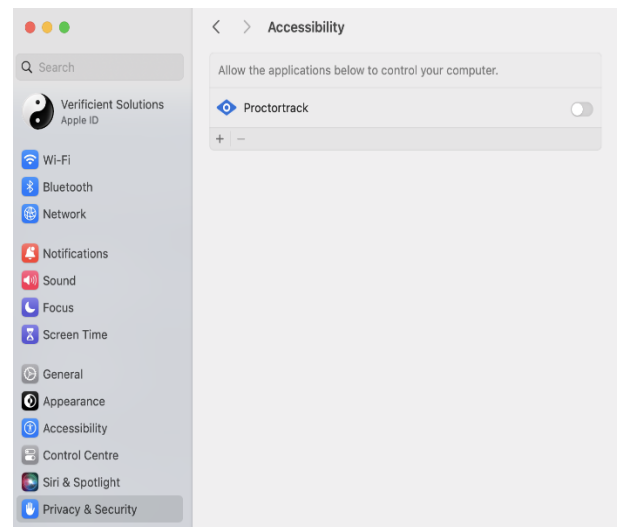
## Grant System Events Access



## Accessibility

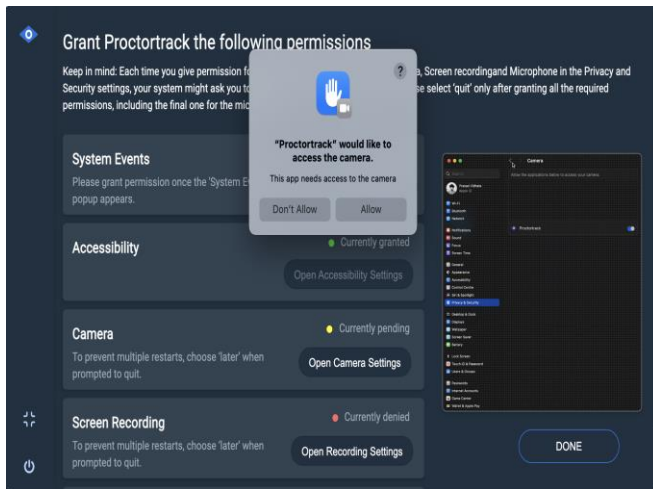


## To enable Accessibility

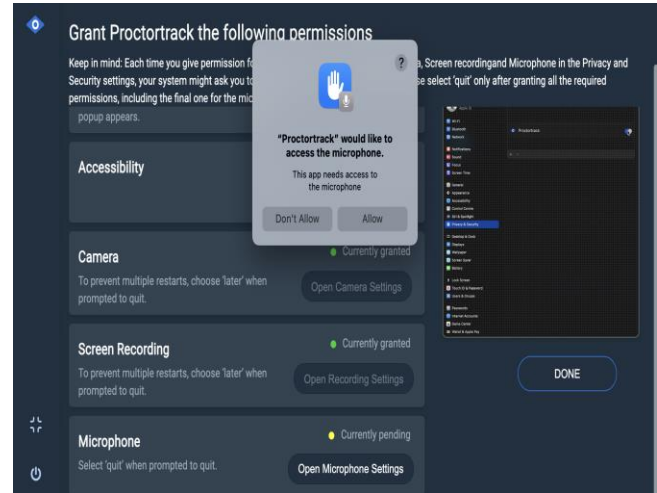




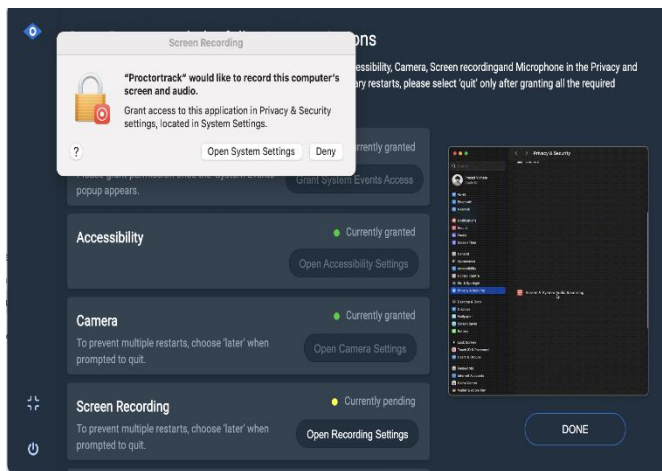
## To enable Camera



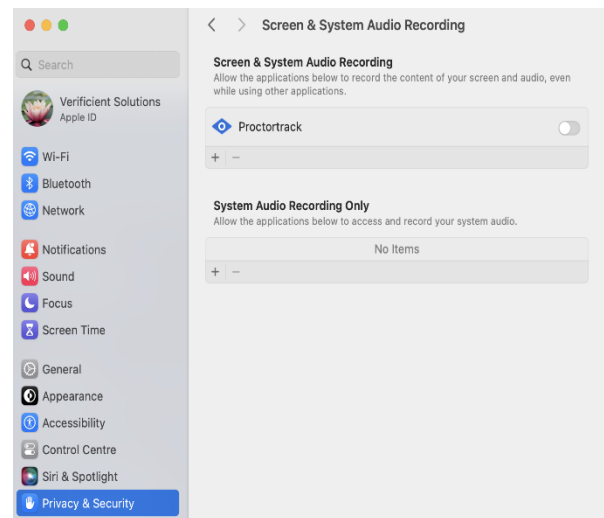
## To enable Microphone



## Screen Recording



## To enable Screen Recording



**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 3). If you are still experiencing issues with the Proctortrack application, please contact Proctortrack Support for assistance at 1(844) 966-1155.

## Appendix C – Troubleshooting Onboarding

Issues	Tip / Resolution
I have a booked exam, but <b>I do not see</b> an onboarding exam on my dashboard.	<p>Onboarding exams are available 24 hours after learners have registered for a virtual exam.</p> <p>Learners are advised to contact Humber Real Estate Education Support Line if you do not see your onboarding exam past the 24 hours.</p> <p><b>(416)-675-5025</b> - Select option 2</p> <p>Live chat is also available for general program inquiries including assistance with applications, registration, learner inquiries and technical support.</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"> <li>• Facial scan was not captured.</li> <li>• Photo ID scan was not captured.</li> <li>• Name was not legible in ID.</li> </ul> <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> <p>A failed onboarding exam will require another submission. Learner will have to <b>Retake</b> the onboarding exam. 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>
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><b>Provincial health cards are not accepted.</b></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.	Scheduled exams are added to Proctortrack <b>approximately 12-24 hours prior to the scheduled exam date.</b>
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### Appendix D- Acceptable Forms of Identification

<b>Primary Identification Type:</b>
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, contain a signature (whenever applicable), contain a clear photograph, and not expired.