Online Proctoring with Proctorio

Candidates now have the option to take the PSC comprehensive exam at any location that is quiet and free of distractions, provided their laptop or desktop computer meets the minimum system requirements. Please carefully review the information below to determine if this option is right for you.

Once the minimum technical requirements are confirmed, please visit the Exam Registration page and select the online proctoring option. The cost is $50, payable by a credit card on your account (checks are not accepted).

Who Can Choose This Option?

Testing in an online proctored format may not be possible or the best option for everyone. Candidates must review and confirm that the minimum technical requirements have been met before proceeding with Proctorio.

Online proctoring is recommended for candidates who:

- Are comfortable using more advanced technology, including but not limited to video and audio recording and downloading, then using browser extensions.

- Can troubleshoot device-specific or internet access issues themselves or by consulting with either Proctorio's support team or other IT department available at their place of employment.

Due to differences in devices and access to a secure, strong internet connection, the PSC program cannot assist candidates with technical or internet access issues. If a candidate cannot independently confirm the minimum requirements have been met, as stated by Proctorio or on the PSC website, they must test at a local testing site when one becomes available.

How Does It Work?

Proctorio is integrated into the PSC website and is active when you Sign In to your exam. A computer system captures your movements during the exam and sends a video and other recorded data to the PSC program for review.

Proctorio uses advanced machine learning and facial recognition technology to record and flag suspicious activity. Information is encrypted using a zero-knowledge process.

Only authorized PSC program staff will be able to unlock and view the exam recordings. No Proctorio employee has access to the data.

Proctorio's lockdown and security tools will prevent unauthorized web surfing and content capture. Caches will be cleared, and extensions will be disabled during the exam to maintain the exam's security and integrity.

What Will I Need?

Proctorio requires using the Google Chrome web browser on a laptop or desktop computer and a strong, reliable internet connection. Other web browsers such as Internet Explorer, Firefox, Mozilla, and Safari are not compatible with Proctorio. Mobile devices such as cell phones and tablet devices are not compatible with Proctorio and may not be used.
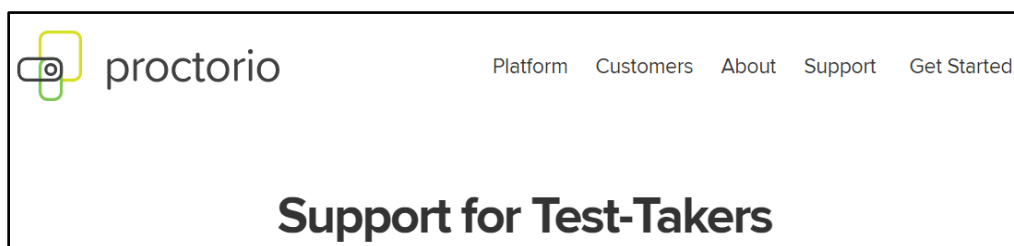
If your computer or laptop does not have any of the necessary minimum requirements, you will not be able to test in an online proctored environment. Please visit the information for testing at an in-person testing site as an alternative option.

Before Exam Day

Confirm Minimum System Requirements

Your device must have a working webcam and microphone (either internal or external) to proceed. A minimum amount of memory (free disk space and free RAM) that other applications are not using is required.

More information on Proctorio's minimum system requirements can be found here. Proctorio offers individual test-taker support via their website. The Proctorio Support Staff will assist you in determining if your device meets the minimum requirements.

proctorio   Platform   Customers   About   Support   Get Started

Support for Test-Takers

If you have previously downloaded and used Chrome, you may skip to the next step. Otherwise, download and install the Chrome web browser by visiting here. More information on using Google Chrome can be found here.
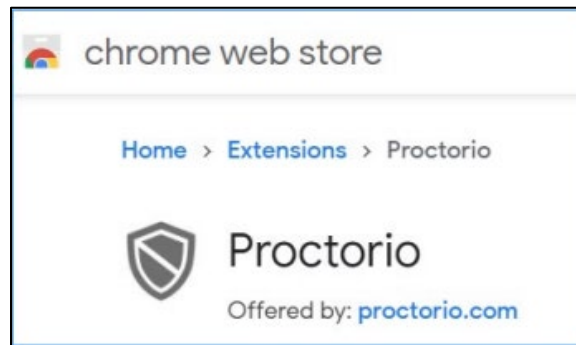
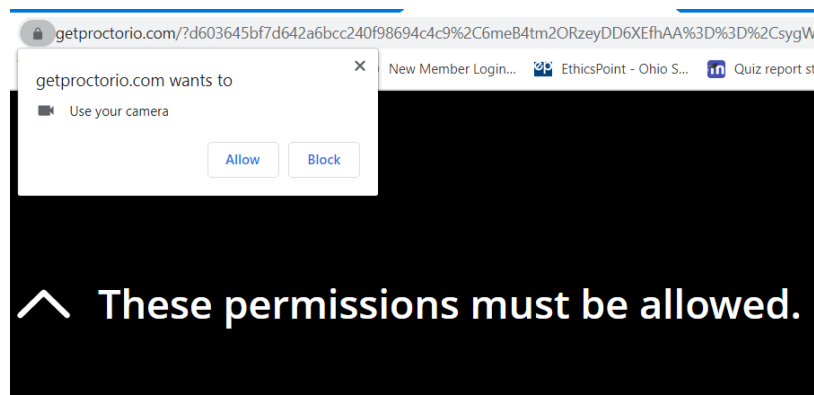If you are using a Macintosh device, you may need to click on the Apple icon in the top left corner of the screen then
- Go to System Preferences
- Click on Security and Privacy
- Click Privacy
- Click Screen recording option
- Check the box next to Google Chrome

Install Proctorio Extension on Chrome

Next, install the Proctorio extension for Chrome.

chrome web store

Home > Extensions > Proctorio

Proctorio
Offered by: proctorio.com

If given the option, be sure to select Allow this extension to read and change all data on this website, and it is set to On all sites. The Allow Incognito setting should be enabled (make sure the slider is blue).

getproctorio.com/?d603645bf7d642a6bcc240f98694c4c9%2C6meB4tm2ORzeyDD6XEfhAA%3D%3D%2CsygW

getproctorio.com wants to

Use your camera

Allow   Block

These permissions must be allowed.

While not recommended, if you are doing this just before starting the exam, you may need to refresh the page or restart your computer for these settings to take effect.

Contact Proctorio for more assistance using the Live Chat feature from the extension or go to Proctorio's Support page.

The Proctorio extension can be uninstalled after the examination.

More information on using your microphone and webcam in Google Chrome can be found here**.**

Prepare Your Exam Area

1. Identify the location where you will take the exam and ensure that it will be quiet and uninterrupted by both people and pets. Any suspicious noise will be recorded and may result in forfeiture of the exam. A list of permitted items can be found here.

2. Ensure sufficient lighting is available. Your camera may have difficulty recording images due to suboptimal light levels. Alternatively, try adjusting the height or angle of your webcam. Have an additional light source ready if it is needed.

3. If not yet submitted, complete the exam registration form and select the option to take the exam using Proctorio. A credit card payment will be required to finalize your registration and schedule the exam.

4. The PSC program will contact you to schedule a date and time for your exam. Be sure to confirm receipt and make any necessary work-related requests.

5. Prepare for the exam by reviewing these Study Tips and reviewing the modules as needed.

Continued on the next page.

On Exam Day
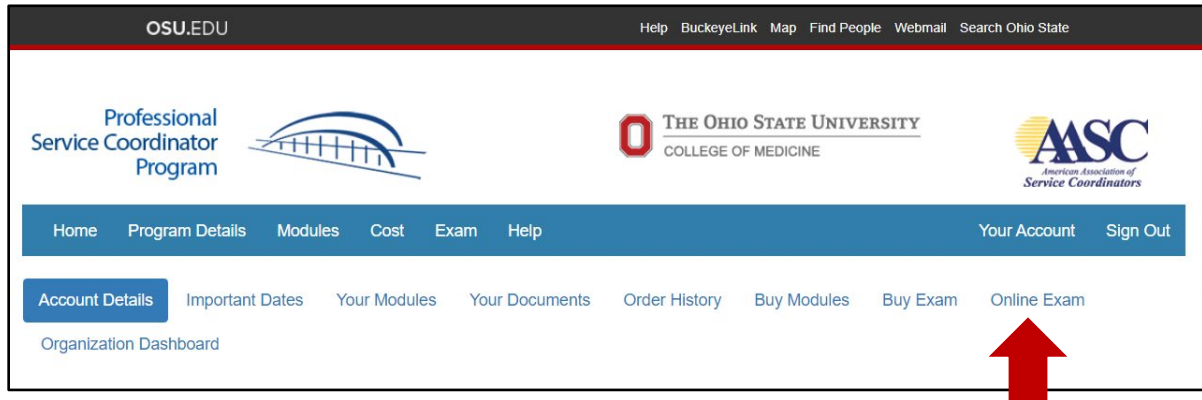
What To Expect On Exam Day Using Proctorio

It is essential that you review the Before Exam Day instructions before exam day. You should have previously downloaded the Proctorio extension for Chrome. If you need to reload the extension, please follow these [instructions](#). Then, follow the steps listed below.

1. Have your government-issued photo ID ready. A picture of your ID will be taken and sent to the PSC committee staff to verify your identity.

2. Be sure to visit the restroom and attend to any pending responsibilities before beginning the exam. Leaving the exam computer during the exam period will be flagged as suspicious and may result in forfeiture of the exam.

3. Prepare the location where you will take the exam by removing any papers, books, cell phones, and other internet-enabled devices, including internet-enabled watches or other wearable technology. These items will be flagged as suspicious by Proctorio and may result in forfeiture of the exam.

   o   A list of permitted items can be found [here](#).

4. Be sure that your exam location is quiet and free of distractions from people or pets.

5. Have an additional light source ready if it is needed. Cameras may have difficulty recording images due to suboptimal light levels. Alternatively, try adjusting the height or angle of your webcam.

6. Ensure your device is connected to a power source or has sufficient power available. Exams lost due to insufficient power may be forfeited, except for a verifiable loss of electricity to the location.

7. Close all browser tabs and windows except for the one Chrome window you will use for the exam. Save and close all documents and any unnecessary programs, apps, or processes running in the background. Once you begin the exam, you will not be able to access your PSC modules or any other webpage.

8. It is recommended that you restart your computer before proceeding to free up available memory (RAM).
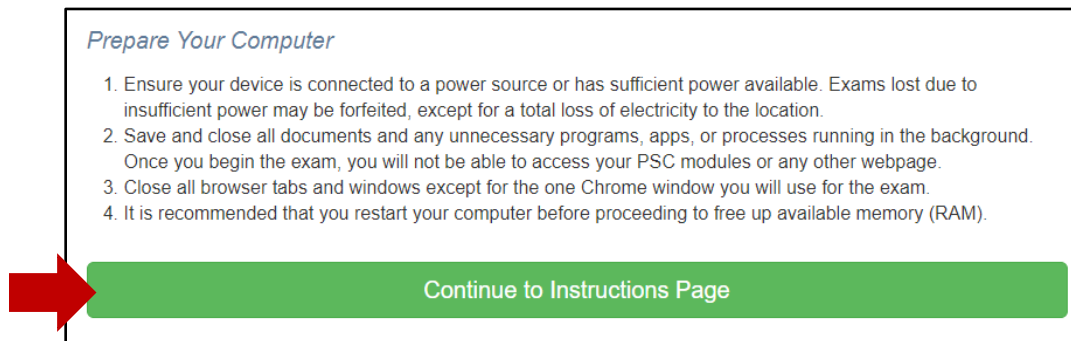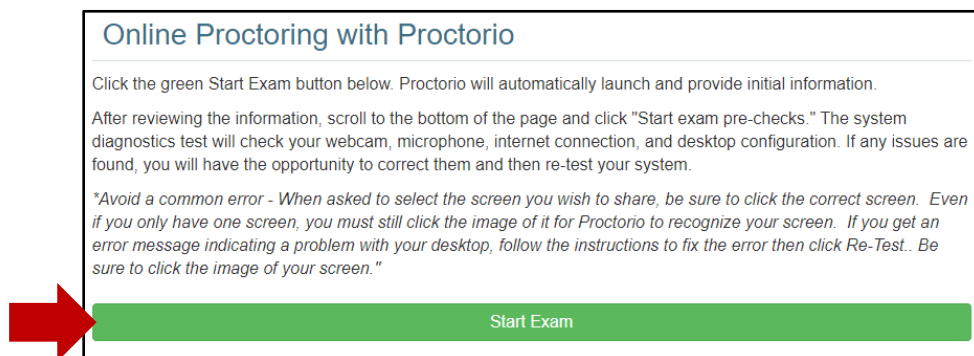
Starting Your Exam

Sign In to your account at http://aasc.osu.edu, then go to Your Account and click Online Exam, as shown below.

You will have the opportunity to review last minute information. After reviewing them, click on the green Continue to the Instructions Page.

Prepare Your Computer

1. Ensure your device is connected to a power source or has sufficient power available. Exams lost due to insufficient power may be forfeited, except for a total loss of electricity to the location.
2. Save and close all documents and any unnecessary programs, apps, or processes running in the background. Once you begin the exam, you will not be able to access your PSC modules or any other webpage.
3. Close all browser tabs and windows except for the one Chrome window you will use for the exam.
4. It is recommended that you restart your computer before proceeding to free up available memory (RAM).

Continue to Instructions Page

You are almost there! Take a deep breathe and know you are ready to be successful on the exam. Click Start Exam and you are on your way to becoming a Professional Service Coordinator!

Online Proctoring with Proctorio

Click the green Start Exam button below. Proctorio will automatically launch and provide initial information.

After reviewing the information, scroll to the bottom of the page and click "Start exam pre-checks." The system diagnostics test will check your webcam, microphone, internet connection, and desktop configuration. If any issues are found, you will have the opportunity to correct them and then re-test your system.

Avoid a common error - When asked to select the screen you wish to share, be sure to click the correct screen. Even if you only have one screen, you must still click the image of it for Proctorio to recognize your screen. If you get an error message indicating a problem with your desktop, follow the instructions to fix the error then click Re-Test.. Be sure to click the image of your screen."

Start Exam

Once you click the Start Exam button, Proctorio will automatically launch and provide initial information.

Before you Begin

This exam will be proctored. Here are a few things to know before you begin.

We will tell you when we start and stop recording.

Only your exam admin can see what is recorded.

Decisions are made by your exam admin, not us.

Proctorio d.o.o. complies with GDPR, FERPA, and other regulations. Read our Privacy Policy.
Your data will be securely stored in **Los Angeles, California** for 1 month before being deleted.

If you have extra browser tabs or windows open, you will get the error message below. Close everything, including email and instant messaging, except for the Chrome browser window you will use for the exam.

Before you can continue, please do the following:

Close all other browser tabs and windows. (7 tabs still open). click here to do this for me.

After reviewing the information, scroll to the bottom of the page and click Start exam pre-checks.

24/7 support available during the exam
Click the Proctorio browser extension icon to chat with an agent within seconds.

Accessibility options:
Enable high visibility mode.
Learn more about Proctorio's approach to Accessibility.

Your exam hasn't started yet! First, we need to set up your system.   Start exam pre-checks

Proctorio may ask to use your camera - click Allow.
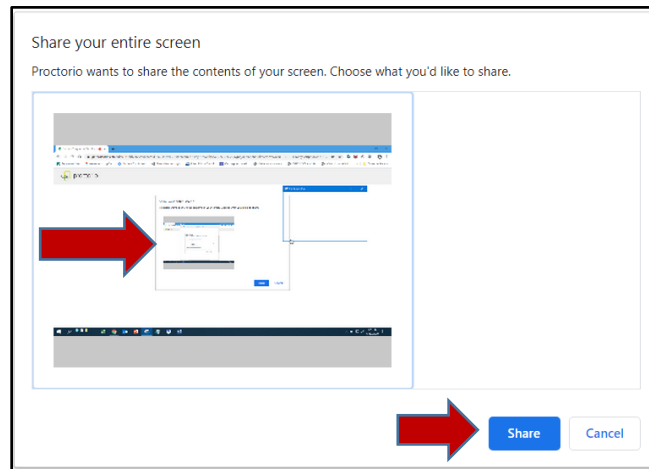
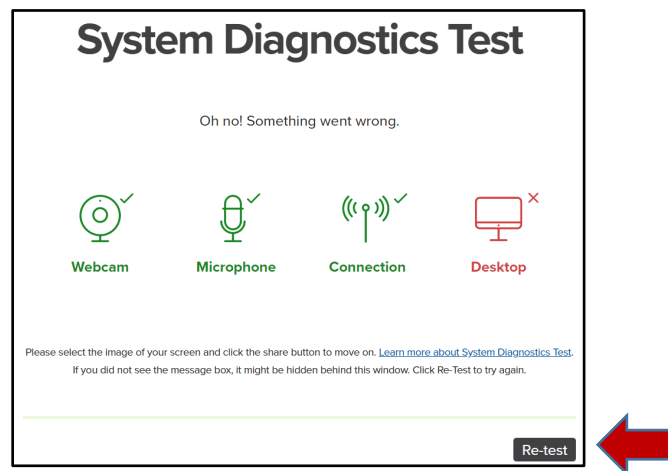lms.example.com wants to

Use your camera

Block   Allow

You will be asked to Share your screen. Click the correct screen and then click Share. **Even if you only have one screen, you must still click the image of it for Proctorio to recognize your screen.**
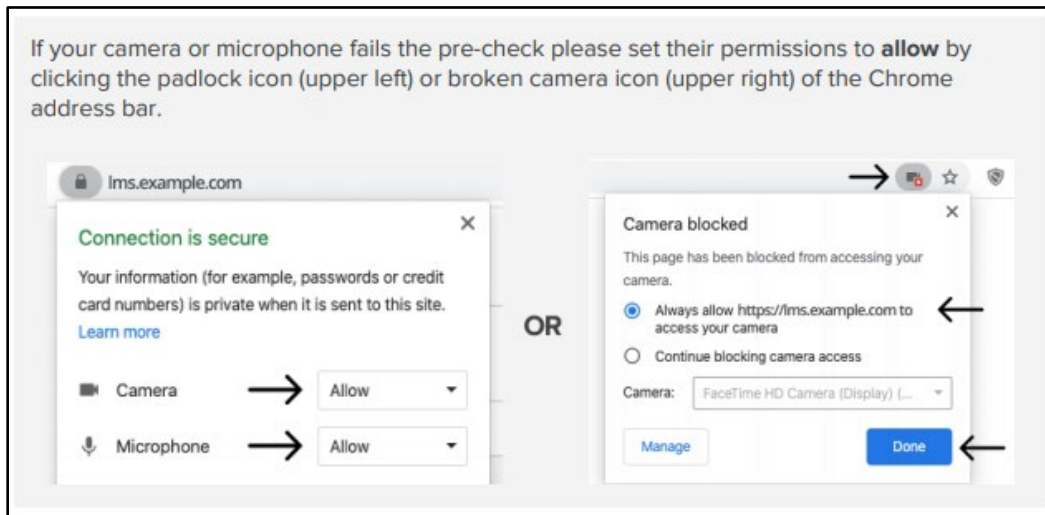

If you get an error message indicating a problem with your Desktop, follow the instructions to fix the error then click Re-Test.. Be sure to click the image of your screen, as shown above.
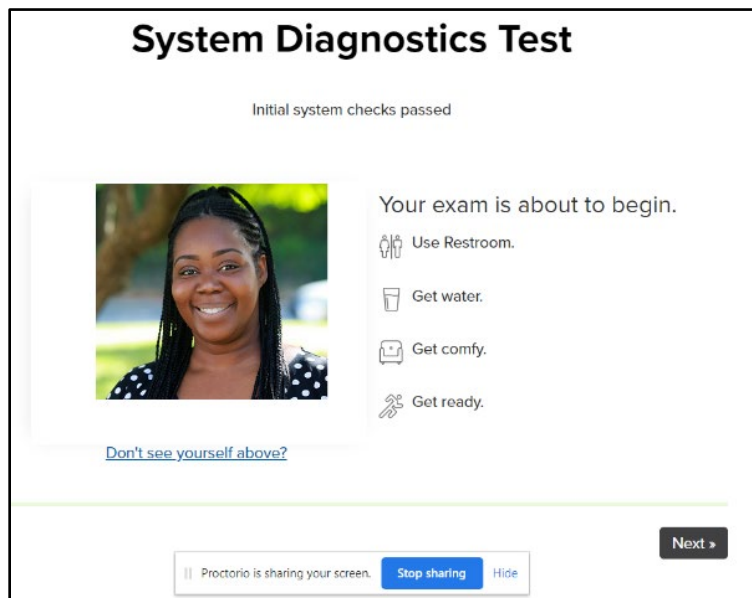

Note: macOS Catalina (10.15) users may experience an error when attempting to share their screen. The solution is to take the browser out of full-screen mode before sharing.
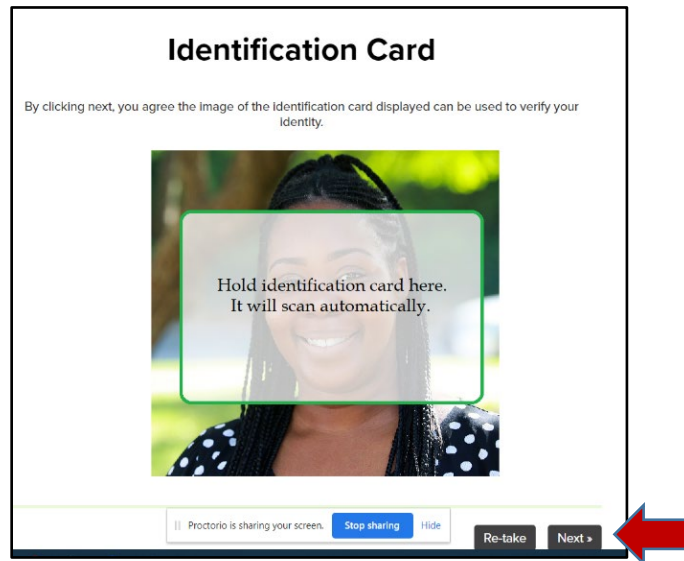
The system diagnostics test will check your webcam, microphone, internet connection, and desktop configuration. If any issues are found, you will have the opportunity to correct them and then re-test your system. Shown below are prompts for fixing access to your camera and microphone.

If your camera or microphone fails the pre-check please set their permissions to **allow** by clicking the padlock icon (upper left) or broken camera icon (upper right) of the Chrome address bar.
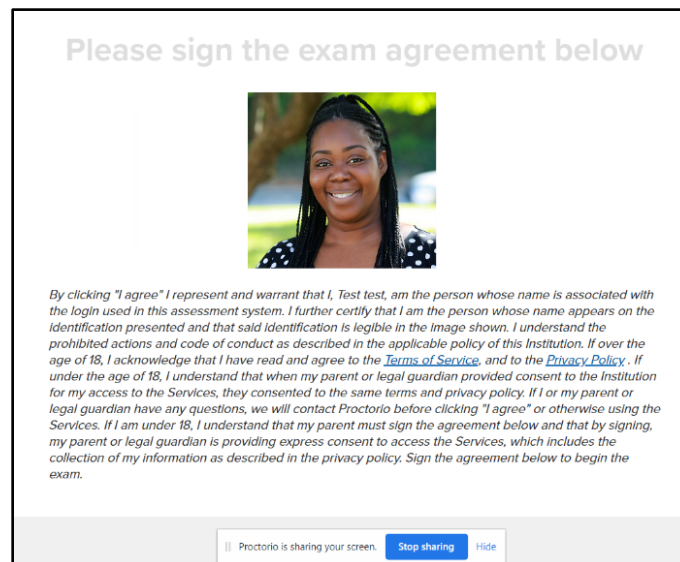
The System Diagnostic Test will send you a notice that your Initial system checks passed. You should see yourself on the screen. If not, you may have the wrong webcam engaged. If you are using a USB webcam, unplug it and plug it back in. If you are using an internal webcam, restart your computer. Make sure programs such as Skype or Photobooth don't automatically start. Click here for more information.

You will be asked to show a government-issued photo ID. A picture of your ID will be taken and sent to the PSC committee staff for verification. Please hold your ID in front of your device camera. It will appear in the box shown below. Click Next.

Proctorio will ask you to read an Agreement page and sign using your mouse, keyboard, or TouchPad. Click Agree.

During Your Exam

The clock will now start, and you will have up to two hours to complete and review the exam. A built-in clock will always be visible, so you are aware of the time remaining. A checkmark will appear in the question menu on the left side of your screen when a question has been answered. It does not reflect whether the answer is correct or not. Unanswered questions will not have a checkmark next to them.

Navigating Through the Exam

When you submit your answer to a question, the next question will automatically display. You may also use the question menu on the left side of the screen to navigate between questions.

You can flag questions for further review and return to them later. You do not need to answer the question to flag it for review. These questions will appear in red in the question menu. Uncheck the flagged question and submit your final answer.

You can move throughout the exam and change your answers at any point in the two-hour timeframe.

You will be given a warning when 30 minutes remain and again when 15 minutes remain in the exam.

Submitting Your Exam

Once all questions have been answered, the Grade Exam Now button will appear. You can continue to review your exam within the two-hour timeframe. Carefully check that no questions are flagged as red in the question menu.

When you are finished reviewing your exam, click Grade Exam Now. At the end of two hours, the exam will automatically end and be graded whether all questions have been answered or not.

After the Exam

You will receive your preliminary score after you submit your exam. The final results are pending confirmation by the PSC committee.

You may expect to receive confirmation of your final score within 5-7 business days of your exam. At that point, the American Association of Service Coordinators will be notified of your success. AASC will provide you with a Certificate of Completion and the designation of Professional Service Coordinator (PSC).