Commonly Asked Questions about Proctorio

What if students have problems during a test?

Students should contact Proctorio via Live Chat when they encounter any technical issues. The Live Chat is available by clicking on the Proctorio Extension icon (the small shield) in the Chrome browser and selecting Live Chat.

Live Chat can also be accessed by visiting the support at the Proctorio website. Scroll down about a half of a page, and select Start Live Chat. Support by email is available at support@proctorio.com, or by phone at (480) 428-4089 or toll-free (866) 948-9248.
To avoid problems, the following suggestions may be shared with students:

- Do not attempt to take the exam on a tablet or mobile device. A computer plugged into a power source should be used.
- Use a reliable internet connection. Hard-wire into the internet when possible. Internet hotspots are not recommended.
- Before starting the exam,
  - Restart the computer
  - Close all other apps they may have open
  - Close all other tabs on Chrome
  - Clear browsing history

[Proctorio support website]

**What if a student asks for a passcode?**

Students should never be prompted for a passcode or access code when they are in Chrome with the Proctorio extension installed. When this happens, it means Proctorio is being blocked on their computer. To fix this, try the following:

- Make sure the Chrome browser is up to date.
- Uninstall and reinstall the Proctorio extension.
- Clear cache and cookies.
- **Site Access** - Make sure that the Proctorio extension is allowed on all sites. To check this, please go to the three dots in the top right-hand corner of your browser -&gt; More Tools -&gt; Extensions. Here you'll see the list of all extensions installed. Locate the Proctorio extension, click on Details and in the "Site access" section choose "On all sites". After completing these steps, refresh the exam page to check if the issue is fixed.
- Restart the computer. Computers need to be restarted if they haven't been rebooted in a while.

**What if a student gets a message about insufficient RAM for the test?**

Students may still begin the test. It is best to open up a Live Chat as Proctorio's Support Desk has a lot of tips and tricks to ensure this gets resolved without causing any issues.