INFORMATION FOR STUDENTS:
This is the resource site for students: https://www.proctoru.com/proctoru-live-resource-center (They can also access it on the Distance Student Resources page through the ProctorU icon)
It contains very helpful information for students with FAQ, how to create their account, how it works, what to expect, system requirements, and a link to their Help Center. There is a short video that also explain how it works and one for Mac OS X Catalina users.

INFORMATION FOR FACULTY:
Attached is faculty information on how ProctorU works for anyone that has not previously used the service. I have also provided additional information below that we have received from them.

Carissa Knapp is the ProctorU account manager for S&T. She can be reached at cknapp@proctoru.com or 205-419-7637. Carissa is more than happy to assist our faculty with any questions or concerns.

Here is some optional syllabus verbiage we were given for faculty to share (may also be helpful when responding to students during this time):

Optional Syllabus Verbiage:

ProctorU is a live online proctoring service that allows you to take your exam from the comfort of your home. ProctorU is available 24/7, however, you will need to schedule your proctoring session at least 72 hours in advance to avoid any on-demand scheduling fees. Creating a ProctorU account is simple. You can do so by clicking here.

In order to use ProctorU, you will need a high-speed internet connection, a webcam (internal or external), a Windows or Apple operating system, and a government issued photo ID. ProctorU recommends that you visit https://test-it-out.proctoru.com/ prior to your proctoring session to test your equipment. We recommend you click on the button that says “connect to a live person” to fully test out your equipment. Please make sure that you are using the current version of your browser and have downloaded the ProctorU extension available here for Chrome and here for Firefox.

Additionally, please visit and review the test-taker resource center here. You should expect the startup process with the proctor to take about 10-15 minutes. However, this time will not affect your exam time. Please feel free to direct any questions to the test taker support team via the live chat within your account.

Additional Faculty Support (when using ProctorU):
You can contact their Account Services team at accountservices@proctoru.com.
If you need immediate assistance, you can call their support line at 855-772-8678, then choose option 2 for faculty support or use the LiveChat feature within your account.

Please let me know if you have any questions.

Thank you,

Clorice Reyes
Student Support Specialist I
Global Learning Distance Education