Proctortrack

for

CollegeBoard

Accuplacer

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1.0 Register with Proctortrack
1.1 What is Proctortrack?

Proctortrack is a remote proctoring solution that your institution has selected for your ACCUPLACER online administration.
1.2 How does it Work?

This guide will assist you in going through the process of taking a proctored test with Proctortrack. If you have any additional questions, you can reach us at 1-(844) 753-2020, via email at support@verificent.com, or go to www.proctortrack.com for more information and live chat.
1.3 What do I need to take an exam using Proctortrack?

**MAC:** OSX High Sierra 10.13 or higher, 
**PC:** Windows 10 or higher

**MAC:** Intel/AMD Processor, 4GB RAM, 
**PC:** Dual-Core 2.4 Ghz CPU, 4GB RAM or better

**Google Chrome Browser** v80.0 or higher

**Javascript Enabled & Third Party Cookies Enabled**

**CAMERA & MICROPHONE**
Camera with 800x600 resolution or better
An internal or external microphone is required

**Cable Modern, DSL or better (300 kbps download, 250 kbps upload)**

**NOTE:** Chromebooks are not allowed for Live Proctoring exams.
1.4 Register with Proctortrack
Following the guidance in the voucher email you received from ACCUPLACER, create an account with Proctortrack. Go to https://testing.verificient.com/accuplacer and click on “Register”. If you already have an account, use your credentials to login to your dashboard (e.g., to add a new voucher).
1.5 Register with Proctortrack

To create your account, enter your first name, last name, voucher information, date of birth, email address and a password for your account. Click on Register.
1.6 Confirmation Email

You will receive an email asking you to confirm your account, verifying the email address that was entered during registration.

Next step, confirm your account.

1. Check your email account for a verification link.
2. Click on the link.

The Proctortrack system has sent an email to chris+acc+10@verifient.com.
To complete your registration process, log into your email account and click the confirmation link.
If you need any assistance, please contact us.
1.7 Email confirmed and Login

Once your email address is verified using the verification link from the confirmation email, you can login to your account.
2.0 First time login - Identity Verification
(Submitting scans for baseline profile)
2.1 First-time login

For users logging in for the first time, you will be required to go through the identity verification process and complete the face and ID scan steps to create your profile.
2.2 Agreement and Consent form.

Prior to submitting the face and ID scans, you must agree to the terms of service and privacy policy statements.
2.3 Face Scan

a) During the Face Scan, be sure to follow the instructions at the bottom of the screen to ensure an acceptable scan. After aligning your face appropriately in the marked area, click on the "Scan" button to take a picture.
2.3 Face Scan

b) If your picture is not clear or is not the right size, you will be asked to take another picture. Click the 'Retake' button to take a new picture. When done, click "Confirm and Upload."
2.4 ID Scan

a) For the ID scan, hold a valid photo ID up to the camera and click “Scan”.

Step 3: Take a picture of your ID Card

Your ID Card scan must:
- Be clear and easy to read.
- Not have reflections that make text difficult to read.

Note:
If your digital photo does not meet our requirements, you will receive an email on your registered email address within 2 hours.
2.4 ID Scan

b) You can rescan the ID as many times as needed to take a good picture. Click "Confirm and Upload" to proceed once you have a good scan.
2.5 Data Uploaded. Wait for Approval

Once you submit your face and ID scans, it will take between 3-6 hours for your data to be approved. You will receive an email once your data is approved. In the meantime, you can follow the instructions to download the Proctortrack Chrome Plugin and the Proctortrack Mobile App for your phone.
3.1 Scheduling the Test
(Only applicable for Live Proctoring)
3.1 Schedule the test

a) After logging back in, you will see your Proctortrack Dashboard. Click the Schedule Exam button.
3.1 Schedule Test

b) To schedule your test, first click the desired date under "Please Select a Date." Next, click the time you'd like to take your test. To finish, click the "Click to Schedule" button. Note that you are only shown time slots that are available.
3.1 Schedule Test

c) You have successfully submitted the request to schedule your exam.
3.2 Begin the Testing Process
3.2 Launch Test at the Scheduled time

a) For Live Proctoring exams only:
The Begin Test button will become active at the scheduled time. Arrive at the scheduled time and click “Begin Test” to proceed. **Refresh the page** if the button is not active at the scheduled time.
3.2 Begin the Test Process

b) For Automated Proctoring exams only:
The Begin Test button will be active at all times till the voucher expiry date.
You may click the “Start Exam” button to proceed at any time for automated proctoring exams.
3.3 Chrome Plugin Check
(Download/detected and auto proceed)
3.3 Chrome Plugin Check

a) This is the plugin check page. The page will automatically verify if the Proctortrack plugin has already been installed. If not, you will see the download button. Click the Download Chrome Plug-in button to install it.
3.3 Chrome Plugin Check

b) Click the “Add to Chrome” button to add the plugin.
3.3 Chrome Plugin Check

c) After the plugin is installed, you will return to the plug-in detection page. It will automatically take you the next step after it detects the plugin.
4.0 Guidelines for the Quiz
4.1 Check and Understand Guidelines for Quiz

a) After starting your test, you will see a screen of guidelines for taking your test. Let's Get Started gives you details on setting up your space and your computer for proper testing.

Let's Get Started
Set Up a Proper Testing Environment for a High Integrity Score.

USE A PRIVATE TESTING AREA
Sit upright in an area where other people won't talk and cannot pass behind you.

TURN OFF ALL NOISE-MAKING DEVICES
Mobile phones set to vibrate emit detectable sound and any sound from a mobile device is flagged as a violation.

ENSURE YOUR FACE IS CLEARLY VISIBLE
Hair, sunglasses, hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.

CLOSE IRRELEVANT TABS AND WINDOWS

SIT DIRECTLY IN FRONT OF YOUR

CREATE THE PROPER LIGHTING

b) Next you will see Guidelines from your institution for taking ACCUPLACER.

**Instructor’s Guidelines for the Current Test**

Your instructor has chosen the following guidelines to be followed for this test in addition to Proctortrack’s General Guidelines. Keeping these test-specific parameters and whichever general guidelines they don't exercise in mind will result in a passing integrity grade.

- **PHYSICAL BOOKS ARE NOT ALLOWED**
  You will not be allowed to read from physical books during this test.

- **ONLINE AND DIGITAL RESOURCES ARE NOT ALLOWED**
  During this test, referring to digital reading material (PDF, DOCS) or using your computer to search the internet for information is a violation.

- **DIGITAL NOTE-TAKING IS NOT ALLOWED**
  During this test, using a separate program like MS Word or other such scratchpads on your computer to write notes is a violation.

- **HANDWRITTEN NOTES / USING ERASABLE WHITEBOARD ARE ALLOWED**
  You will be allowed to take handwritten notes / use erasable whiteboard during this test.

- **HEADPHONES ARE NOT ALLOWED**
  Headphones and earphones are prohibited.

- **SCANNING OR TAKING PICTURES WITH YOUR PHONE NOT ALLOWED**
  For this test, you are not allowed to scan or take pictures using your mobile phone.
4.1 Check and Understand Guidelines for Quiz

c) After getting familiar with all the guidelines, check the box (at the bottom) labeled “I have read, understand and will adhere to the required environment guidelines.” Click “Go To Next Step.”
5.0 Face and ID Scan
(Real-time Identity Verification)
This is the Agreement Policy which you must review. After you read it, check the box at the bottom of the screen to confirm your consent and agreement with the terms listed, then click the "Submit" button.
5.2 Face Scan

a) Next, you will scan your face and your ID as you did when you created your profile. Make sure your face fills the frame before clicking Scan. As before, you can redo your scan if need be. Once you're done, click the "Next" button.
5.2 Face Scan

b) If you're dissatisfied with your scan, you can click the "Retake" button to scan again. Click "Confirm and Upload" to move to the next step.
5.3 ID Scan

a) For the ID scan, hold a valid photo ID up to the camera and click “Scan”.

Step 3: Take a picture of your ID Card

Your ID Card scan must:
- Be clear and easy to read.
- Not have reflections that make text difficult to read.

Note:
If your digital photo does not meet our requirements, you will receive an email on your registered email address within 2 hours.
5.3 ID Scan

b) You can rescan the ID as many times as needed. When you're satisfied with the scan, click "Confirm and Upload" to proceed.
6.0 Download the Proctortrack Desktop App and Launch
6.1 Proctortrack App Download and Run

a) This page will check for the Proctortrack App. If it is not installed, it will download automatically. If it doesn't, click the “Here” link at the bottom of the window to download the app.

Once the Proctortrack App is installed, you will see a pop-up asking you to run the app. Click the "Open Proctortrack" button.
6.1 Proctortrack Plugin Download and Run

b) If the app is not auto-detected. Click the “Download Proctortrack” button to download the file. Open the Proctortrack.zip (Mac) or Proctortrack.exe (Windows) file from the download bar at the bottom.
6.1 Proctortrack Plugin Download and Run

c) Finally, launch the Proctortrack app from your downloads folder to continue.
7.0 System Check 7 Points
7.1 System Check - 7 Points

The system check will run to verify that the system is ready.
8.0 Room Scan
8.0 Room scan

The next step is to perform a room scan. You can use your computer’s camera but it is easier to use the Proctortrack mobile app. Follow the instructions in Section 8 to download and use the mobile app. Once you've installed the mobile app, follow instructions on the screen to perform the scan.
8.1 Install Proctortrack App on your Phone

8.2 / 8.3 Sync the Proctortrack Desktop & Phone App
8.1 Install Proctortrack App on your Phone

Download the Proctortrack app from the Apple App store or Google play store. Launch the app and follow the instructions.

Or,
On your phone browser go to https://oneline.to/ptexam.
8.2 Sync the Proctortrack Desktop & Phone App

This step is to connect the Mobile App to continue with the Room Scan and Monitoring.

Scan the QR code displayed on the desktop app using the mobile app.
8.3 Sync the Proctortrack Desktop & Phone App

Please open the Proctortrack app on your phone and scan the QR code shown on the screen.

Complete the room scan as instructed on the phone app.
9.0 Start Proctoring
9.0 Start Proctoring

a). Inside the window that pops-up from the top, click on the screen you'd like to share and take your test on. Click “Share”.

![Proctoring screenshot]
9.0 Start Proctoring

b). Once the screen sharing is successful, the “Start Proctoring” button gets activated. Click on the “Start Proctoring” button to be redirected to the ACCUPLACER platform in a new tab. On the bottom right of your screen, you also have an option to chat with the proctor.
10.0 Take your ACCUPLACER Test
10.1 Launch Test
a). You will now be directed to ACCUPLACER to take your test. First, you will see the College Board Privacy Policy which you must read then click on the "Accept" button to continue.

For first time users: click the Allow button when the browser pops-up the option on the top.
10.1 Launch Test

b). On the next page, confirm your student information and click on “Save” to proceed.
10.2 Answer Test

This screen gives instructions on how to navigate ACCUPLACER tests. When ready to begin your test, click the "Start Test Session" button.

A toolbar exists near the top of the screen. If the accessibility tool is turned on, you will see an accessibility button on the toolbar. Click on the button to set the accessibility preferences. If you are allowed to use a calculator on a question, the calculator button will appear in the toolbar. Click on it to bring up a calculator. To highlight a portion of a passage or question, click on the highlighter icon and select a color. Then, left-click your mouse button and drag the cursor over the text you want to highlight. Release the mouse button to stop highlighting. The image below shows what the calculator button (left), accessibility button (middle), and highlighter button (right) look like.

Tutorials are available to show you how to use a computer mouse and keyboard, and how to enter your answers to the test questions. Click on the View Tutorial link at the top of the screen to review the tutorials. Click on the Start Test Session button below to begin.

The Proctor is not permitted to help you with any test questions. However, if you need help with anything else during the test, please inform the Proctor.

Do not attempt to refresh your screen or open other tabs, windows or applications during test administration. Doing so will cause your test to be paused, and require proctor assistance to resume.
10.3 Submit Test

For each question, choose the best answer, then click the "Submit" button. If you've chosen the answer you intend, click the "Confirm" button to move to the next question. If you need to choose another response, click "Cancel," then choose and submit your answer.
11.0 End Proctoring & Data Uploading
11.1 End Proctoring

a) Once you've finished all tests assigned to you, you will see your Individual Score Report which you can print if you'd like. To end proctoring, click the "End" button on the Proctortrack window which is at the bottom of your screen. Click to confirm that you wish to end proctoring. The plugin will upload any remaining data and end proctoring.
11.2 Data Uploading

b) The Proctoring session data will be automatically uploaded to Proctortrack.
11.3 Data Uploading is Done

c) The test session is complete! Either button seen here will close Proctortrack. Proctortrack will have to be run before each proctoring-enabled test. Click “QUIT APP” to save the application for use with later tests, or click “Uninstall” to remove Proctortrack from the current machine.

Keep in mind that an opportunity to download Proctortrack will be given before each proctoring-enabled test.
12.0 Tech Support
12.1 Tech Support

Still stuck? Open a ticket, or contact our Support Team by live-chat, phone, or email. Our team is available 24 x 7 x 365.

1. **Chat**: Need help? Let’s Chat! Use this option from the bottom right corner.

2. Submit a support ticket at [www.proctortrack.com/support](http://www.proctortrack.com/support)

3. **Phone**: +1(844) 753-2020 Call us anytime to speak with our Support team.

4. **FAQ**: Click here for Frequently Asked Questions.

5. **Support@verificient.com**
   Tell us your concern and we’ll be right with you.