



proctorio

# KCTCS BB + Proctorio Faculty Troubleshooting Guide

For Public Distribution - September 2020

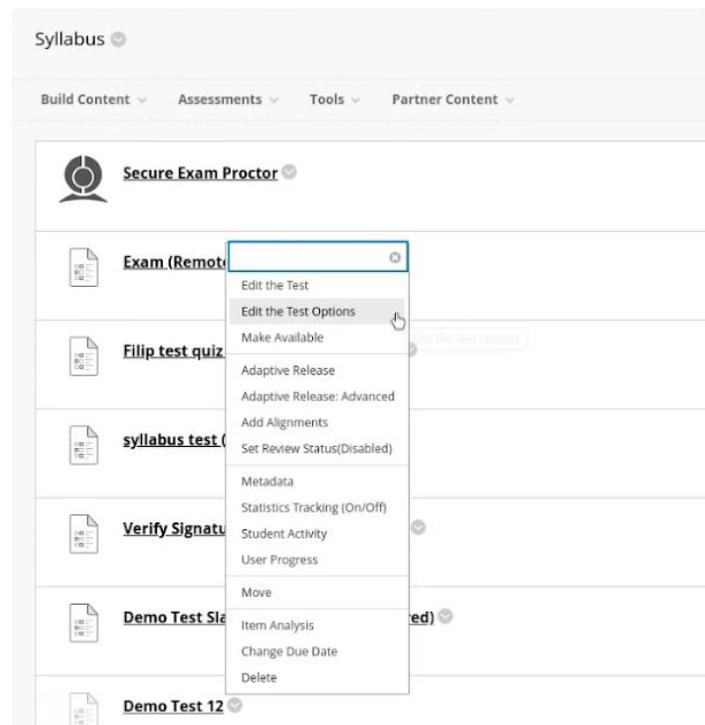
## Possible Issue:

You can't see the **"Remote Proctoring"** button and thus are unable to utilize Proctorio.

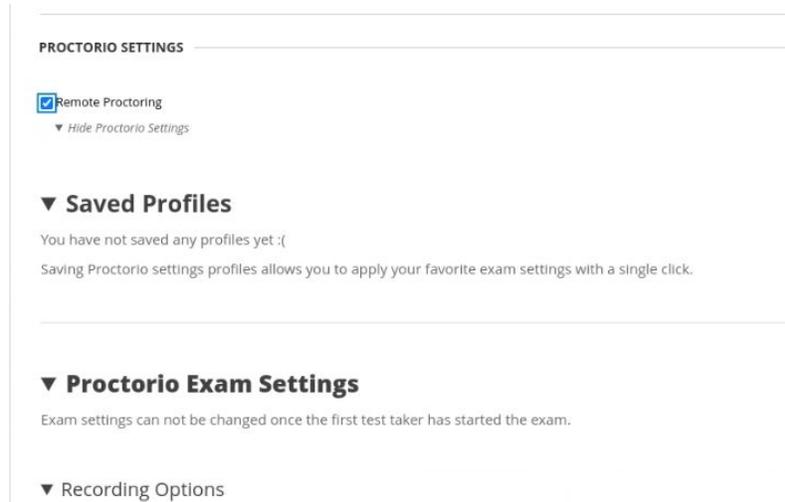
## Resolution Steps:

Please follow these steps to correct the issue:

1. Find the LTI.
2. Click it.
3. Wait for the message that reads **"Secure Exam Proctor Plug-in Successfully Installed!"**
4. Reload the page. This step is very important!
5. Go to **"Edit exam options"**.



6. Find the **"Remote Proctoring"** button and make sure the square is checked!



7. Enable Proctorio!

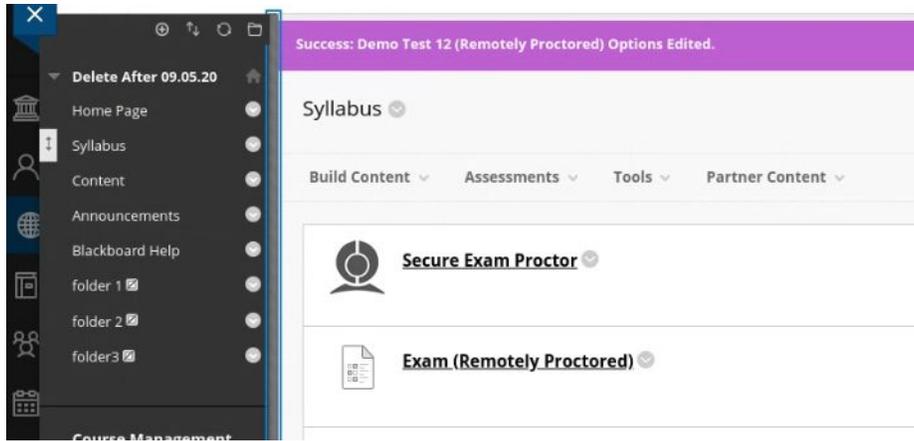
## Still Not Working?

Still having trouble? No worries! Try the following steps to resolve the issue:

1. Clear cache.
2. Remove all cookies from Chrome. Please see [Google Support](#) for further assistance with this step.
3. Click the **"Submit"** button while in the **"Edit the test options"**. This will take you back to the content of the course.
4. Click **"Edit the test options"** again to edit it.
5. You should now be able to use Proctorio!

# IMPORTANT TIP

Make sure that the folder with the exams is placed all the way at the top underneath Home and that it's **clearly visible to test takers**.



**Important Tip!**