

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*".

Syllabus 💿		
Build Content v Assessm	ents v Tools v Pa	artner Content 👒
Secure Exam P	roctor ©	
Exam (Remote	C Edit the Test Edit the Test Options	
Filip test quiz	Make Available Adaptive Release Adaptive Release: Advanced	Contract Colours
syllabus test (Add Alignments Set Review Status(Disabled) Metadata	
Verify Signatu	Statistics Tracking (On/Off) Student Activity User Progress	0
Demo Test Sla	Move Item Analysis Change Due Date Delete	ed) 🗇
Demo Test 12	3	

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

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Remote Proc	toring
▼ Hide Procto	vio Settings
▼ Saved	l Profiles
You have not	saved any profiles yet :(
Saving Procto	rio settings profiles allows you to apply your favorite exam settings with a single click.
▼ Proct	orio Exam Settings
Exam setting	s can not be changed once the first test taker has started the exam.

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 <u>Google Support</u> 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!

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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!

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