Proctorio Automated Proctoring – Recommended Settings

Below is a list of recommended settings for Proctorio in OSU Ecampus courses. For more information about individual settings, mouse over that setting in the Proctorio Settings tab in your Canvas Quiz and look for a question mark icon; clicking it will take you to the Proctorio site for further details about how that setting works.

Proctorio Exam Settings

*These settings can only be set/changed prior to students engaging with the Canvas Quiz.*

Recording Settings

- **Record Video:** ON
- **Record Audio:** ON
- **Record Screen:** ON
- **Record Web Traffic:** ON
- **Record Room:** OFF

Record Room prompts students to stop at various points during the exam to show a scan of the room, and the exam clock does not stop while this happens. If you feel strongly about room security, choose ON and select only “Scan at Start.”

Recording Settings

- **Force Full Screen:** ON
- **Only One Screen:** ON
- **Disable New Tabs:** ON
- **Close Open Tabs:** ON
- **Disable Printing:** ON
- **Disable Clipboard:** ON
- **Block Downloads:** ON
- **Clear Cache:** ON
- **Disable Right Click:** ON
- **Prevent Re-entry:** OFF

“Moderate” is the recommended setting.

Select “In Quiz Links Only” if there are links to web resources in the quiz.

Verification Options

- **Verify Video:** ON
- **Verify Audio:** ON
- **Verify Desktop:** ON
- **Verify ID:** ON
- **Verify Signature:** OFF
- **Verify Login:** OFF

Turn on only if you are using a publisher platform (MyLab, etc.) and contact Ecampus Faculty Support for further setup instructions.

In-Quiz Tools

- **Calculator:** OFF
- **Whiteboard:** OFF

Turn ON only if needed for the exam
Proctorio Behavior Settings

*These settings can be changed at any time and Proctorio will recalculate suspiciousness values.*

If you are administering a closed book/closed notes/no additional materials exam:
Setting: **RECOMMENDED**

If you are administering an exam where any additional materials, including notes, a physical whiteboard, a calculator, etc. are allowed:
Setting: **OPEN NOTE**

Proctorio Frame Metrics
These sub-settings are pre-set by selecting **Recommended** or **Open Note** above and identify the weight of particular test-taker actions in calculating suspiciousness levels. The frame metrics can be changed at any time and Proctorio will recalculate suspiciousness levels.

Proctorio Exam Metrics
These sub-settings are pre-set by selecting **Recommended** or **Open Note** above and compare each students’ actions to other students in the course. The frame metrics can be changed at any time and Proctorio will recalculate suspiciousness levels.

Resources for Proctorio Implementation

Syllabus Statement & “Start Here” Language for Proctorio
See sample statements about Proctorio use for your syllabus and “Start Here” module in Canvas.

General Troubleshooting
Proctorio support is available 24/7 to you and to your students. In the event that you experience a technical issue, click the gray shield icon in the top right corner of your Chrome toolbard and select “Live Chat.” Alternatively, you can visit Proctorio’s support page and start a live chat with Proctorio customer service by clicking the “start live chat” button.

Testing Questions
The Ecampus Testing team is available to help with questions related to your quarterly proctoring information submission or helping student find alternative proctoring arrangements as needed.

Faculty Support
The Ecampus Faculty Support team is available to help with questions relating to your exam design, with transitioning a non-Canvas exam into Canvas, updating your exam questions, and more.

Students without Necessary Hardware
To use Proctorio, students should be on a computer (not a mobile device) equipped with a webcam and microphone and with Google Chrome installed. If you hear from a student that they do not have a webcam, please contact Ecampus Testing and refer the student to the OSU Service Desk. University Information Technology (UIT) has laptops available to mail/loan to students.