Partner institution representatives are given an administrative account which provides access to records of their proctored exams. Individual and aggregate records are immediately available to specifically designated representatives within the institution and can be accessed online.

Administrators click on the left menu to view the specific day’s schedule (figure 1). At the top, administrators can select a date to view appointments. Clicking the date opens a pop up month and day picker.

Appointment times begin at 12:00 AM (midnight) and go to 12:00 AM of the next day. Administrators can view specific appointment data via the arrow icon circled in red in figure 1. Each appointment has its own link for quick access to the appointment details.
When using the **Home** menu, the following reports (figures 2 - 5) are available:

- **Term** - displays the term iterations available for classes
- **Instructors** - displays active instructors
- **Exams** - displays active exams by term and type
- **Students** - displays currently active test-takers

All available data tabs can be searched to find specific names or keywords.
Add a New User

Administrators can add a new user to the system by selecting User from the Add New menu.

Figure 6 displays the New User menu. The following roles can be added by the institution administrator:

- Institution administrator
- Institution observer
- Institution instructor
- Student

Administrators can detail usernames and optionally assign passwords to the roles.

Administrators can specify all relevant details for a test-taker profile including time zone, contact information, student ID, username and password, email and any additional flag notes necessary to facilitate proctoring.
Suspicious activity is reported to the institution in an **Incident Report**, which documents a potential breach of academic integrity. A sample incident report can be seen in **figure 9** on the next page.

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**Activity Reporting**

**Appointment Data**

On the left under the Reports/Activity Report heading, **Session Activity** can be viewed. Administrators can search reservations by several parameters including start and end dates (**figure 7**).

The session page displays the test-taker’s exam, department, instructor, name, start time and exam duration. A detailed description of individual appointments is displayed by clicking the clipboard edit icon to the right of each appointment.

**figure 7**

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**Cancellations**

Cancellation activity is also available under the Reports menu (**figure 8**). This report displays exam name, test-taker name, scheduled start and end dates, reason for cancellation, proctor explanation for cancellation, who cancelled the appointment, the date cancelled and any credit given. Reports can be filtered by test-taker name, start and end dates, or by reason.

**figure 8**

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**Page 4**
Incident Report

Proctor University
Jane McTestitout

Date: MM - DD - Year
Time: 12:00 PM Pacific Standard Time
Test-Taker: Jane McTestitout
Institution: Proctor University
Exam Name: Underwater Basket Weaving - Final
Instructor: Woodward J. Procki
Incident #: mmduty-pr
Proctor: ProctorU

Incident Summary: During the course of this exam, the proctor observed the test-taker utilizing Google to search for exam-related content. The test-taker searched for "What is the answer to life, the universe and everything?" The answer, of course, is "42."

Screenshots: Screenshots
Chatlog: Chatlog
Recap: Recap

[Signature]
Carson Richards
Quality Control Coordinator

The information in this report is confidential and is intended for use by ProctorU Inc. and the institution listed above and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use than the intended recipient is prohibited. Under no circumstances should the proctor’s full name be disclosed to the test-taker named in this report. For any questions regarding this report please contact ProctorU Inc., 3083 Independence Drive, Suite A, Livermore, CA 94551, www.proctoru.com.
The Escalation Center shows scheduled sessions that were not completed due to technical or logistical issues. ProctorU’s advocate team works as a point of contact between the test-taker, the institution and ProctorU in order to resolve any testing issues in the Escalation Center. Once the issues are resolved and a session is completed, the information will be removed from the Escalation Center. An example of the Escalation Center is shown in figure 10, and can be accessed by clicking Sessions and then Escalation in the left menu.

When an escalation report is first created, it is flagged with the New label. Labeling on the case changes depending on the appointment’s stage of resolution.

- **New** - a new report with no actions taken.
- **Case Opened** - an advocate has begun work on the case.
- **Needs Attention** - a case that is time-sensitive or sensitive in general and needs immediate action.
- **Reschedule** - test-takers that need to reschedule or are waiting to contact ProctorU to reschedule.
- **Resolved** - the escalation case has been completed and requires no further action.

Administrators and instructors can view specific details of an escalation (figure 11). A variety of information is available in the appointment details:

- **User Information** - includes user name, user ID, contact, institution, time zone and active status.
- **Session Information** - includes exam type and information, session status, appointment ID number and session ID number.
- **Exam Information** - includes all information pertaining to the chosen exam session such as rules, institution notes and payment.

A session Timeline is visible on the right side, and details the actions taken for the appointment in chronological order.
Have questions?

Contact us today at:

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