

FAQ for Proctortrack

1. What is Proctortrack?

Proctortrack is the automatic remote proctoring solution UIC John Mashall Law School has selected for use during online exams. More information about Proctortrack's privacy policies and technologies used can be found on the Proctortrack website: www.proctortrack.com.

2. Does Proctortrack require onboarding?

Yes, we require all students to take a short onboarding process to familiarize the students with Proctortrack. This only needs to be completed once during your time at the Law School, and not again if another online course is taken. ***You will not be able to take an exam until your onboarding is completed.***

3. Why Onboarding?

Often students are unsure whether their specific hardware setup will allow them to use Proctortrack. While a detailed list of supported operating systems and browser is available on Proctortrack.com, students often prefer to just test their own system themselves. Keep in mind that **Chrome** and **Firefox** are the recommended browsers. While Proctortrack will work in other browsers, the user experience is far superior in **Chrome**.

The onboarding process gives students the opportunity to make sure everything is working correctly during low-pressure circumstances. It also gives students time to make any changes to their system well before the first exam.

Students can fail onboarding for the following reasons:

- Missing or insufficient facial scan.
- Missing or insufficient ID.
- ID scan shows invalid ID.
- Missing or insufficient knuckle scan.
- Insufficient environment lighting.

If a student fails the onboarding exam, they will receive a notification listing the specific reasons for failure and be asked to retake the onboarding exam. For students, onboarding appears exactly the same as a normal exam to help familiarize them to the testing environment.

4. Why is my biometric data being collected by this software?

In order to work, this remote proctoring software requires identity verification through an ID scan and biometric data. This data is used to ensure academic integrity and to meet accreditation requirements for online courses.

5. When do I take my exam?

The exam day and time is indicated in the course schedule, found [here](#).

6. Where do I take my exam?

An exam via Proctortrack should be taken in a quiet place without distraction, ideally the student's home. It is recommended you do not come to the Law School to take the exam, but if you prefer to do so, you will need to find a quiet place within the Law School. Unfortunately, during the final exam period, exam rooms are not available to be reserved for this purpose.

7. How do I launch Proctortrack?

Proctortrack is launched from the Moodle page of the course. The exam will not launch until the scheduled exam time. If you have issues with Moodle, please contact Chris Bevard (cbevard@jmls.edu). However, if you have Proctortrack technical issues, please contact Proctortrack (at 1-844-753-2020).

8. I'm having trouble launching Proctortrack, does that count against my exam time?

No, time only begins once Proctortrack is launched. If you have issues with the exam through Moodle please contact Chris Bevard at (cbevard@jmls.edu). However technical issues should be directed to Proctortrack (1-844-753-2020).

9. My exam has a supplement, how do I access it?

If there is a supplement for the exam, you must open the supplement **FIRST** prior to launching Proctortrack

10. Will I have access to my notes? Physical or electronic?

The exam is set-up per the faculty's parameters. If the exam is open note, then yes, depending on the restrictions, notes will be allowed. Unless otherwise prohibited by the faculty member, scratch paper *is* allowed.

11. Does the Prohibited Items Policy apply to exams administered via Proctortrack?

Whereas it might not be practical to clear a remote testing location of items such as: bags, clocks, telephones, etc. Students are strictly prohibited from electronic devices as named in the Prohibited Items Policy including headphones. The exception to this is a cellphone, which may only be used to contact Proctortrack support or the Law School Registrar's Office, if necessary, during the exam.

12. Can I take bathroom breaks during the exam?

Yes, bathroom breaks are allowed for all exams conducted through Proctortrack.

13. How do I input my answers?

You will use a spreadsheet for the multiple choice, entering both the question number and the answer for all multiple choice questions contained in the exam (1. A, 2. D, etc.). You will use Microsoft Excel or equivalent spreadsheet software that is compatible with Microsoft Excel.

For essay and short answer questions you will use Microsoft Word or a similar word processing software that is compatible with Microsoft Word.

However, if you are unable to utilize the recommended software, you may use Notepad, or another simple text editing software.

Finally, if the file upload is unable to process, you may submit your answers in the text box at the bottom of the exam page. Please attempt the recommended software first, and utilize this only as a fail-safe when the other options are unavailable.

14. How will I know how much time is left on the Exam?

Unfortunately, Proctortrack does not currently contain a clock feature. Please use a clock that can be placed in front of you, ideally a clock on a wall.

15. Should I contact faculty if I have a problem?

No! Please contact the Law School Registrar's Office with any questions or issues regarding the Final Exam. However, if you have issues with Moodle, please contact Chris Bevard (cbeward@jmls.edu). If you have Proctortrack technical issues, please contact Proctortrack (at 1-844-753-2020). **If you compromise your anonymity by contacting the faculty member, you may be subject to a code of conduct and policy violation resulting in disciplinary action. If Proctortrack informs you to reach out to faculty, please disregard this information, and contact the Law School Registrar's Office.**