Proctorio Settings Overview

Exam Administrators Guide

Data Protection & Privacy

Before we get into our settings break down, we would like to remind exam administrators and their institutions that collected test-taker images and recordings are secured and processed through three layers of encryption:

1. The Zero-Knowledge Encryption layer is secured using AES-GCM before it leaves the test taker's device, and can never be decrypted by Proctorio.
2. Transmission into the datacenter is only over TLS 1.2 or 1.3 and, if the client supports it, we use Perfect Forward Secrecy (PFS).
3. Data at rest within the data center is encrypted using AES-256 and is FIPS 140-2 compliant. All data centers are ISO 27001 certified, SOC 2 attested.

Only authorized officials from your institution will be able to decrypt to exam images and recordings. Proctorio does not and cannot collect any unencrypted personally identifiable information (PII) from test takers and will never sell this information to third parties. Read more about Proctorio's approach to privacy.

Proctorio Settings

Proctorio allows exam administrators to customize the proctoring functionality and information collected for each exam. Utilizing the Proctorio Settings, an exam administrator can enable or disable specific features to create a test environment specific to their assessment needs. The customizable nature of the Proctorio Settings and Exam Behavior Settings allows organizations to set these standards on-demand and at an individual or institutional exam-level. The system is designed for flexibility of use and use-case. In the case of moderate and high-security assessments, more of the lockdown options can be enabled to secure the exam more tightly.

Proctorio automatically flags suspicious behavior (powered by machine learning algorithms) to allow for review by the institution. Proctorio enables the faculty to have complete control over what is deemed suspicious behavior. Initially, the provision of tools such as the Recording Options, Lock-down Options, and Verification Options are employed. In high security online exams, exam administrators can choose to deploy all options from each of the three settings groups to ensure maximum protection on exam content and security.

Exam administrators are solely responsible for selecting the secure exam settings relevant to their assessments and making judgements about any potential academic integrity violations.

Recording Settings

The optional **Recording Settings** include facial-recognition for head & eye movement, multiple-face detection, desk scans, and screen, audio and web page tracking (see Figure 1).
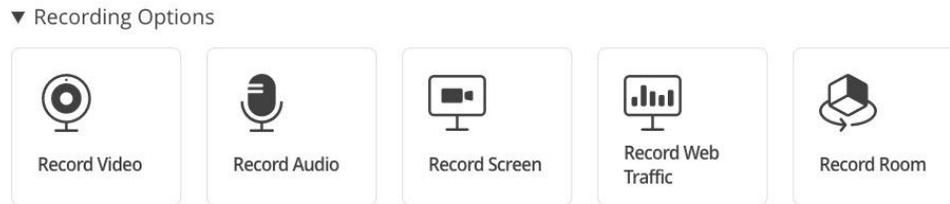

Figure 1 - Proctorio Recording Options

Record Video: This option will turn on the test taker's webcam and record the entire testing session. The video will automatically be analyzed for head & eye movements.
Suggested Use: *High-stakes exams (i.e. finals exams, certifications etc.)*

Record Audio: This option will turn on the test taker's microphone and record the entire testing session. The audio can be reviewed to determine if the test taker is talking to someone in the room and potentially relaying questions or answers.
Suggested Use: *High-stakes exams (i.e. finals exams, certifications etc.)*

Record Screen: This option will capture the test taker's desktop, so you can see exactly what they were looking at throughout the exam. This will show if the test taker is using an unauthorized program, website, or leaving the quiz for any reason.
Suggested Use: *When test takers are allowed to use outside web sources during an exam.*

Record Web Traffic: This option will capture any websites that the test taker visits during the exam. Proctorio will record the URL as well as a screen capture of the site as they saw it. This is a great way to ensure test takers are only going to authorized websites during an exam.
Suggested Use: *When test takers are allowed to use outside web sources during an exam.*

Periodic Desk Scan: Proctorio will periodically ask the test taker to show a 360-degree view of their exam environment. This will provide insight as to what is on the test taker's desk or if there are other individuals in the room. The recorded video is stitched into a panorama and reviewable within the Proctorio gradebook.
Suggested Use*: To prevent the use of unauthorized aids or tools.*

Lock Down Settings

Proctorio provides **Lock Down Options** such as preventing the use of other applications & browser tabs, multiple monitors, printing, screenshots, copy/paste, and right-click functionality (see Figure 2). Additionally, there are options to clear cache and block downloads. Combined, these features have the ability to detect and block suspicious activities that may occur during the proctored exam.
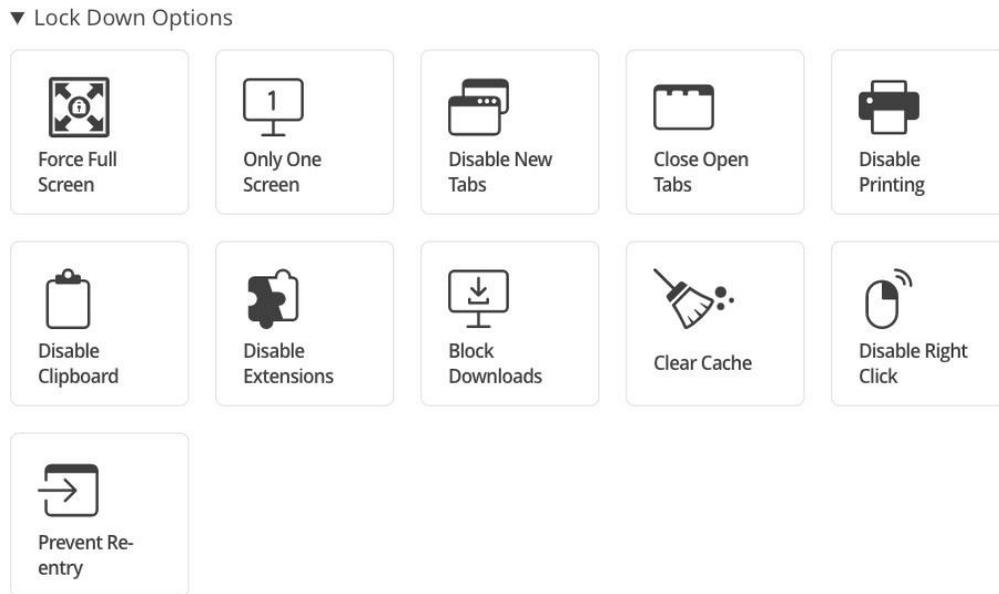

Figure 2 - Proctorio Lock Down Options

Force Full Screen: This option will open the exam in full-screen mode and is a standard lockdown browser function. Forcing full screen will not let the test taker leave the exam to use other websites or programs.
Suggested Use: *To prevent the use of unauthorized aids or tools.*

Only One Screen: This option will force test takers to unplug any other monitors prior to starting their exams. This ensures that there are no notes or websites on another monitor during the exam.
Suggested Use: *To prevent the use of unauthorized aids or tools.*

Disable New Tabs: This will prevent test takers from going to other websites during the exam where they could potentially get answers to exam questions or collaborate with other test takers.
Suggested Use: *To prevent the use of unauthorized aids or tools.*

Close Open Tabs: This ensures there are no tabs open prior to starting the exam. This will force test takers to close any other websites they may have open, such as YouTube videos or course Lectures.
Suggested Use: To prevent the use of unauthorized aids or tools.

Disable Printing: This option will prevent test takers from printing the exam or taking screenshots of the exam. This will ensure that the exam questions are not distributed.
Suggested Use: To prevent unauthorized sharing or distribution of exam content.

Disable Clipboard: This prevents test takers from copying and pasting, ensuring that exam content is not lifted from or inserted into the quiz page.
Suggested Use: To prevent unauthorized sharing or distribution of exam content and unauthorized content from being inserted into the exam.

Clear Cache: This will automatically remove all traces of the exam from the test taker's computer after the exam has been completed. This will prevent high-tech means of exam distribution.
Suggested Use: To prevent unauthorized sharing or distribution of exam content.

Disable Right Click: This option prevents the test taker from right-click Functionalities.
Suggested Use: To prevent unauthorized sharing or distribution of exam content and unauthorized content from being inserted into the exam.

Prevent Re-entry: This option ensures that test takers complete the exam in a single setting and can be used for high stakes exams.
Suggested Use: To ensure that the exam is completed without interruption.

Verification Settings

Proctorio provides **Verification Options** such as verifying the identity of the test taker and verifying the testing environment. The verification settings were developed to verify the hardware and the identity of the test-taker before an exam (see figure 3).
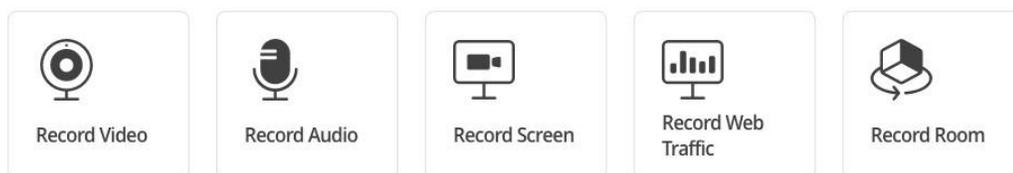

Figure 3 - Proctorio Recording Options

Verify Video: This option will ensure that the test taker is clearly visible in the webcam feed. This will verify that the webcam is collecting images, the lighting is proper, and that the test taker is not pointing the camera at the ceiling.
Suggested Use: To verify the video feed when the 'Record Video' setting is selected.

Verify Audio: This option makes sure that the audio levels in the room are appropriate and that the microphone levels are adequate. This will ensure that Proctorio can distinguish the white-noise of the room from a talking level and that the test taker is not taking the exam in a noisy environment.
Suggested Use: To verify the audio feed when the 'Record Audio' setting is selected.

Verify Desktop: This option will ensure that test takers are not using virtual machines during their exams. This will ensure the test taker isn't trying to have someone else take an exam for them from a different device or location.
Suggested Use: To prevent identity fraud.

Verify Identity. Please see the **ID Verification** section below.
Suggested Use: To confirm the identity of the test taker.

Verify Signature. This option will have the test takers sign their names on the exam agreement page before they start the exam. Test takers are more likely to abide by the agreement if there is a signature required.
Suggested Use: To encourage adherence to the exam agreement and promote an equitable exam environment.

ID Verification

Identity verification determines the accuracy and integrity of class credit and helps to prevent fraud.

Automated ID Verification: Test takers will be prompted to present their photo ID during Proctorio's precheck process (see figure 4). An image of the ID will be captured and compared to the images of the test taker. The image of the ID card will be available for review by the exam administrator within the Proctorio Gradebook.

Identification Card

Show a photo ID to the camera within the area indicated. This will be used to validate your identity. If this is unsuccessful a link will appear. Simply click the link to manually scan a photo of your ID.

Figure 4 - ID Check

Live ID Verification: a Proctorio representative will compare the test taker's name & visage in the assessment platform to the scanned photo ID of the test taker—in real time—for up-front verification of the test taker's identity.

Proctorio Gradebook

Immediately following an assessment submission, Proctorio provides an exam integrity report detailing all potentially suspicious activity– directly within the Proctorio Gradebook– which is embedded within the assessment platform.

All exam attempts will be given a Suspicion Score based on the exam and behavior settings dictated by the exam administrator. The suspicion indicators will be listed from the highest level, with percentage ranking (indicated in red), to the lowest level (indicated in green), which enables the exam administrator to quickly scan a class or assessment group and quickly identify those that may need further review (see figure 5).

Figure 5 - Proctorio Exam Results

When a test taker's attempt needs to be reviewed, the exam administrator can click on the test taker's name, which will then expand into a detailed view of their exam attempt. The Video Log provides a full timeline that shows potential incidents of academic dishonesty over the course of the assessment (see figure 6). Using the scrolling shuttle, the exam administrator can shift along the timeline to the yellow and red frames which outline the automatically detected suspicious behavior. Each indicator of suspicious behavior can be annotated for additional review which allows a faculty or department member to come back to specific incidents and quickly note the behavior that was viewed as suspicious. This information can then be exported as a PDF report if needed.
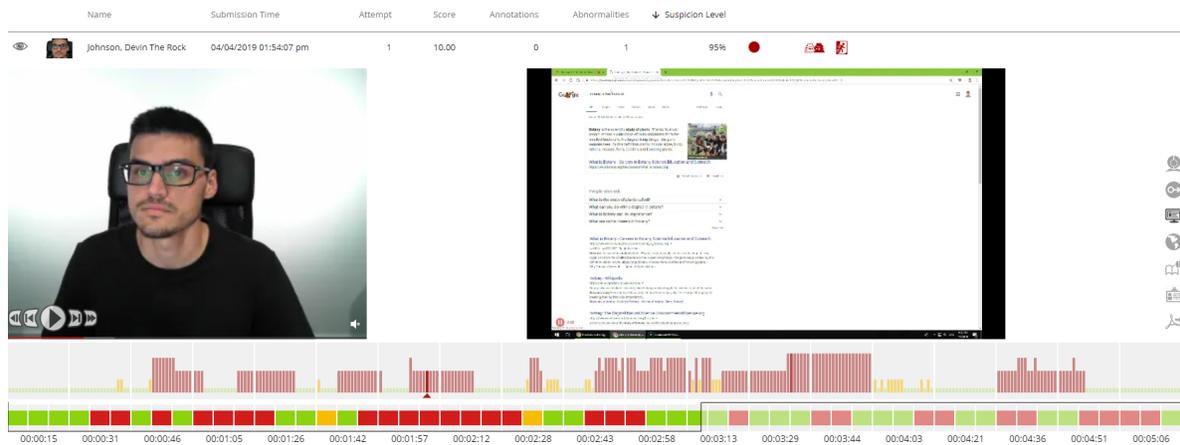

Figure 6 - Individual Exam Attempt (Video Log)

An automated Incident Log will report and define each incident that occurred throughout the course of the exam (see figure 7). The items noted here depend on the exam administrator dictated exam and behavior settings.
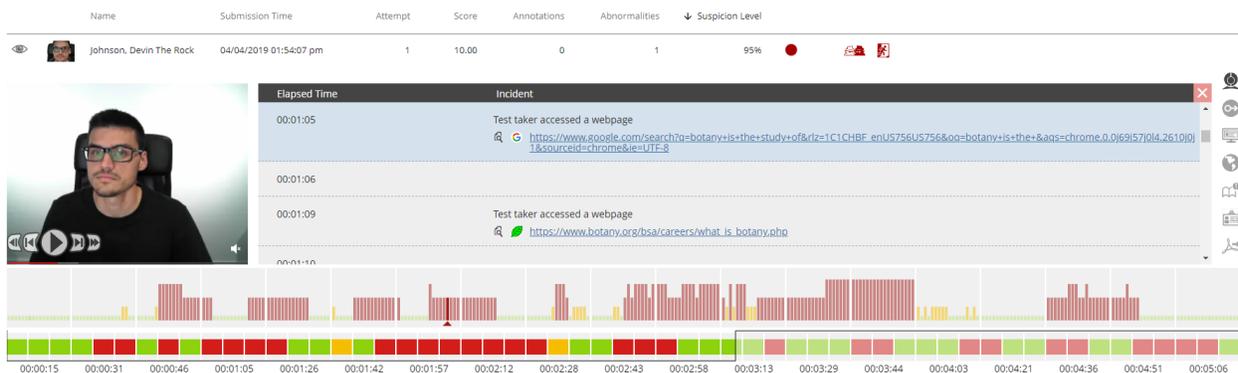

Figure 7 - Incident Log