

Proctor FAQs

Important information and FAQs for candidates sitting proctored exams.

Your exam is being proctored system using ProctorExam, this means yourself and monitor will be recorded through out the exam, which you will be sitting on Synap.



It is really important you do all of the required checks ahead of your exam to give yourself plenty of times to make system adjustments and talk to your exam organisers.

FAQs

My exam is open but I can't find it?

Because your exam is being proctored you must go through the proctoring set up in order to sit it. You will have received an email from exams@proctorexam.com around your exam start time and a few days before your exam to do a systems check. Please look through your inbox and check your spam if you've not seen that email.

Your email will provide you with instructions for setting up your device as well as a unique exam link to start your exam. If you haven't received this email a week before your exam, you must contact your exam administrator.

What do I need to do a proctored exam?

Watch the video below for a demo of how the proctoring system is set up

- Laptop or computer - cannot use mobile or tablet
- Working webcam and microphone
- Install a plugin
- Google Chrome - (You **cannot** use another browser)

ProctorExam will send you an email from exams@proctorexam.com ahead of your exam to do a system check - **you need to do this on the same network and device you plan to sit the exam on**

Please visit : <https://proctorexam.com/test-taker-support/> for video instructions and more information.

Do I have to use Google Chrome?

Yes. **Chrome is the only browser supported by ProctorExam.** You must also download the ProctorExam plugin ahead of your exam.

- [Download Chrome](#)
- [Download ProctorExam Plugin](#)

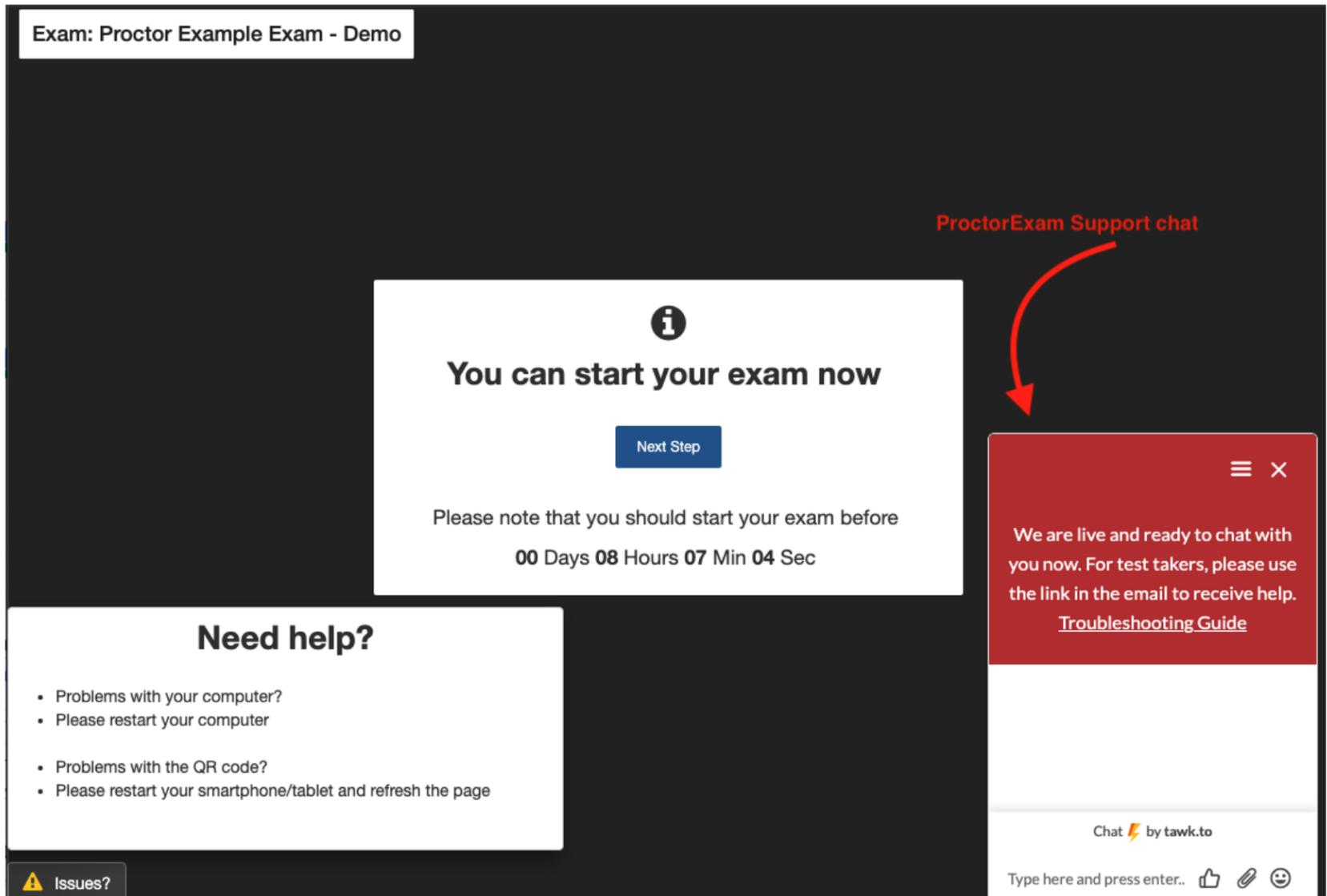
Why can't I screen share ?

If you're having issues sharing your screen it may be because of some System preferences in place. Make sure your device is set up to allow screen recording from Chrome. To do this on a Mac go to **System Preferences > Security and Privacy > Privacy > Screen Recording** and select the tick box next to Google Chrome in the list on the right.

How do I get support?

ProctorExam chat support

This is to be used during the the proctor set up, support agents can help you with your microphone, webcam and downloading the plugin - They cannot help you with exam specifics, username and password issues or anything like that, you must contact your system administrator for help here.



What do I need to do when I finish the exam?

Once you have answered all the questions on Synap you can click the 'Finish' button in the bottom right hand corner of the screen. You will be taken to a confirmation screen (there might be a slight delay whilst your answers are saved) on Synap. You can then close the tab that you were doing the exam on, this will leave just the Proctor tab open. Make sure you click 'Finish' on this tab as well, the button is in the top right hand corner of the screen. At this stage you can close down your browser and device. Your results will be sent out to you at a later date.