Proctorio: DSS Student Frequently Asked Questions

This Q&A provides responses to commonly asked questions about Proctorio and disability accommodations. Please visit the CSUF IT website to review an in-depth list of [Proctorio Student Frequently Asked Questions](#).

1. **Do I need to schedule my exam on Proctorio?**

No. Proctorio is fully managed and scheduled by the professor and does not require students to pre-schedule. Students can take their exam without waiting or paying a fee.

2. **Do I need a separate password to take my exam?**

No. Proctorio integrates with CSUF's learning management systems so students do not need a separate password to take an exam.

3. **Is someone watching me while I take my exam?**

No. If the professor requires video, audio, or screen capture, Proctorio will store the data and provide an automated suspicion report to the professor. No Proctorio employee has access to this data.

4. **How do I know that my privacy is protected?**

Proctorio uses zero-knowledge encryption technology that ensures student information is encrypted when it leaves students' computer, is transferred, and then stored in the cloud.

5. **Will Proctorio ever obtain or give out my personal information?**

Never. Proctorio does not and cannot collect any unencrypted personally identifying information on any user, so there is nothing to give to third parties.

6. **Who can view my exam recording?**

Only the instructor can unlock and view the exam recordings, not Proctorio. Additionally, Proctorio's state-of-the-art, double-encryption technology ensures that all exam data is safe from hackers.

7. **Does Proctorio look through and record my Web history?**

Proctorio does NOT see or collect web browser history. It only monitors web activity DURING the exam and your consent is requested beforehand.

8. **Does Proctorio kick you out if you move around too much during an exam?**

Proctorio may kick you out of the exam depending on the level of security severity your professor has placed in the proctoring settings. If you have a disability in which you frequently move around, including your head and eyes, we recommend you contact your professor and let them know of this so they may make potential adjustments in advance so you are not removed from your exam session. If they do not know how, they can email dsstesting@fullerton.edu for guidance on how to do so.

9. **Kurzweil Read the Web did not function with my Proctorio exam, what do I do?**

Contact your professor to adjust the full-screen display settings. If they do not know how, they can refer to our page on [How to Adjust Proctorio Settings for Kurzweil Accommodation](#).

10. I need to use the restroom due to my disability but I have concerns of Proctorio detecting me out of the screen and then closing me out of my exam. What do I do?

If this were to happen during your exam, your professor would need to adjust the Proctorio settings in the moment for you to re-enter the exam. If you have restroom breaks as an accommodation, we recommend you remind the professor prior to your exam so they may make adjustments in advance so you are not removed from your exam session.

11. I have to read aloud the questions to the exam while taking it. Will Proctorio flag me as cheating or kick me out of the exam?

Your professor may set Proctorio to be extra sensitive to different audio levels in your testing environment that may be flagged and reported to them if you speak aloud. If you need to read aloud the questions to your exam, again, we recommend you communicate with the professor prior to your exam so they may make adjustments in advance so you are not removed from your exam session or flagged for cheating.

12. If I encounter a technical issue in the middle of my exam, what do I do?

We recommend you contact Proctorio Support immediately and directly:

- Email Proctorio Tech Support at support@proctorio.com and CC the Professor on your email.
- Call Proctorio Tech Support at **(480) 428-4089** as a secondary option.
    - *Note: Proctorio may respond quicker via email than by phone.