



proctorio

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Best Practices for Students:

1. Always use the Chrome web browser when taking a Proctorio-enabled exam.
2. Make sure you have the Proctorio Chrome [extension](#) installed
3. Make sure your computer has a working webcam & microphone
4. When you are on your course page in Blackboard, you can access 24/7 live chat for any questions that you have have
 - a. To access live chat, click on the gray shield icon in the top right-hand corner of your Chrome browser
5. Additional methods to contact support:
 - a. Phone:
 - i. Local Phone Number: [\(480\) 428-4089](tel:(480)428-4089)
 - ii. Toll-Free Phone Number: [\(866\) 948-9248](tel:(866)948-9248)
 - b. Email: support@proctorio.com
6. Access the help and support center through the Proctorio Chrome extension
 - a. Articles on problems that may be experienced and general information
7. No need to schedule exams, simply go into Blackboard and take the exam that your instructor has provided to you
8. [Data Security](#) - Only your institution has access to your exam attempt, not Proctorio nor anyone else
9. Find a quiet, comfortable location to take your exam
10. Take the Proctorio practice quiz your instructor has provided you to prepare for actual exams