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## Best Practices for Instructors:

1. Always use the Chrome web browser when interacting with a Proctorio-enabled exam.
2. Make sure you have the Proctorio Chrome [extension](#) installed
3. When you are on your course page in Canvas, you can access 24/7 live chat for any questions that you may have
  - a. To access live chat, click on the gray shield icon in the top right-hand corner of your Chrome browser
4. Provide a practice quiz for students with Proctorio enabled
  - a. Ensure that Record Video, Record Audio and Record Screen are enabled
  - b. Ensure that Verify Video, Verify Audio, Verify Desktop and Verify ID are turned on
  - c. This practice quiz should not impact the students' course grade and unlimited attempts should be allowed, for students to test their devices prior to an actual exam
5. Do NOT change the exam title once the exam has been created
6. To Access the Proctorio Gradebook:
  - a. Click on the exam that you want to review
  - b. Select "View Proctorio Gradebook" on the right-side of the exam page
7. When creating an exam with Proctorio enabled:
  - a. Set a time limit
  - b. [Recommend Settings for Popular Exam Types](#)
  - c. When letting students see the quiz responses Proctorio will still proctor the results as long as the "Only Once After Each Attempt" is selected

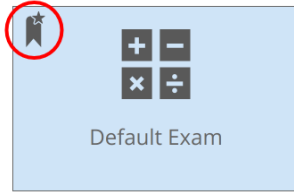
- ☒ Let Students See Their Quiz Responses (Incorrect Questions Will Be Marked in Student Feedback)  
☒ Only Once After Each Attempt  
☐ Let Students See The Correct Answers

8. Use Saved Profiles

a. Default Profile:

- i. Indicated by the Bookmark Icon at the top-left corner of the profile

▼ Saved Profiles



- ii. When you check ‘Enable Secure Proctor’ in the quiz restrictions section, the default profile and its settings will automatically be added to the exam

9. Faculty Specific Support Information:

a. Phone:

- i. Local Phone Number: (480) 428-0692
- ii. Toll Free Phone Number: (866) 948-2039

b. Email: [support@proctorio.com](mailto:support@proctorio.com)