Proctorio FAQ for Students

How do I know if my instructor is using Proctorio? Your instructor should communicate this to you, but when you log into the exam it will tell you that the exam is being proctored by Proctorio.

Will I be charged a fee? No. Ole Miss is providing this as a free service to students at this time.

Do I need to make an appointment to take my exam? No.

Can I take my exam from a phone or tablet? No. You must have a desktop or laptop computer.

Can I use Safari, Firefox, or Microsoft Edge to log into Blackboard to take my exams? No. Google Chrome is the ONLY browser to be used when taking your exams that are being proctored with Proctorio.

If you are still having issues, activate a live chat with a Proctorio representative utilizing the little gray shield icon at the top of the screen.

Help! I’m being prompted for a password when I try to take my exam! You will need to make some adjustments to your browser. You should only have to do this once! Follow the steps on pages 7-8 of the Student Guide: https://elearning.olemiss.edu/faculty/academic-continuity/resources/#Students

I have followed the instructions in the student guide and I am still being prompted for a password when I try to take my exam. Make sure you are running the latest version of Chrome and perform all pending updates to your computer. Uninstall the Proctorio extension, run all the updates, then re-install the Proctorio extension.

But wait. I’m still being asked for a password! After performing the updates and re-installation, you may still need to “Force the connection” with the Proctorio extension.

Here’s what you can do to try to “Force the connection” with Proctorio:

1) Go to Tools on Blackboard again, which is most often under Course Resources
2) Click Secure Exam Proctor on the right side (yes, again)
Sometimes there is a lag while the computer processes the request to begin an exam. The password box may pop up but then disappear on its own after several seconds (or in a few cases, longer).

**STEP BY STEP Source for Password Prompt Help:**

**Proctorio says it can’t access my webcam and/or microphone.** There could be competing extensions on your Chrome browser that is blocking Proctorio from gaining access to these things. Uninstall all other extensions from your Chrome browser and refresh (or restart if necessary) your computer.

**I’ve received a red message box like this that tells me my exam might crash:**

Don’t worry. This message is in red and looks scary, but it isn’t. Proctorio should run fine and you should not experience any issues. The system is pushing through an update soon that will make this message not appear again.

**Attention MAC users:** One helpful tip we've discovered is that Sound typically has “Reduce Ambient Noise” checked within system preferences on the Input tab. You will want to uncheck that box to make sure that your mic is picked up properly.