

# What if I Have Problems While Using Proctorio?

## FAQ

What if I have Proctorio enabled, but can't see any content in my course?

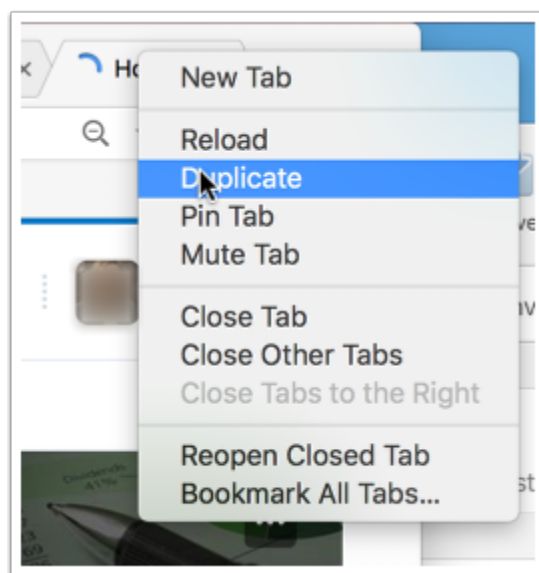
Check for the following extensions and disable them. Unfortunately these extensions don't work well with Proctorio. You may also be able to whitelist I-Learn.

- Adblock Plus or any ad blocker "AB"
- uBlock
- Grammarly for Chrome affects quizzes that are not proctored
- Pinterest Save affects quizzes that are not proctored
- LastPass



If that doesn't resolve the issue, try right clicking I-Learn tab in your browser and select Duplicate.

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If that doesn't resolve the issue, you may contact Proctorio directly. If the browser extension is dark grey, click it and choose **Live Chat**. If the extension is not activated, you may use one of the following methods to contact Proctorio Support:

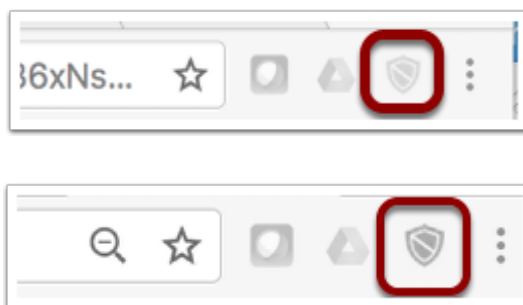
- Tech Support: (480) 428-4089
- Toll-free: (866) 948-9248
- Email: [Support@proctorio.com](mailto:Support@proctorio.com)

My test says it needs a password. What do I do?

Make sure you are using the Chrome browser.

Check to see that the Proctorio extension shield is dark grey. If it is light grey, it means the extension has not activated. If it has not activated, give it a few more seconds to see if it darkens.

The first image below shows that the extension is not activated. The second image is activated.



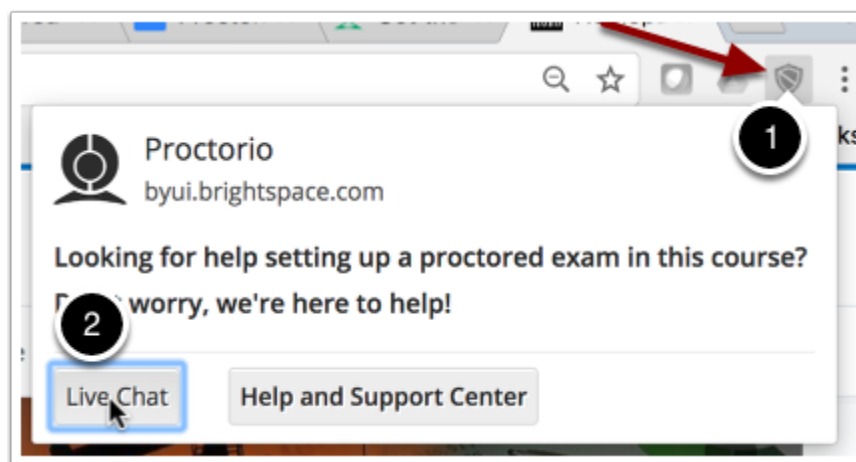
If the extension still does not activate, then you may contact Proctorio Support directly.

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- Toll-free: (866) 948-9248
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## What do I do if I experience technical issues during my exam?

If you have already entered the exam, there is a Live Chat with Proctorio available. When the extension is enabled, the shield should be dark grey. You can access Live Chat by selecting it when you click on the enabled shield in your upper right hand corner of your browser.



## What do I do if my internet fails or I get locked out of my exam?

If your internet fails or you get locked out of your exam, you can contact Proctorio through Live Chat and they can reset your exam for you.

## How do I get back into my test if I get kicked out?

If you get kicked out of your test, contact Proctorio through Live Chat and they can reset your exam.

## How do I know my data is secure when I am using Proctorio? Is someone watching me take my exam?

All data leaving your computer and passing to Proctorio is encrypted from end-to-end during transfer and storage. Using Proctorio is similar to taking your exam in a proctored environment like a testing center, but from the comfort of your own home, on your own computer, on your own schedule. There is not someone watching you take your exam. Your exam is recorded and a proctor from the BYU-Idaho Testing Center and your instructor will review it only if there is suspicious behavior. Proctorio is only enabled through the Google Chrome extension downloaded to take your exams. Proctorio only runs when you are taking an exam, and is activated only when accessing specific exams in I-Learn.

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Can I use another remote proctor?

No. BYU-Idaho has selected Proctorio as its provider for remote proctoring.

How does Proctorio work with screen readers and other tools?

Proctorio uses the exam settings in I-Learn to administer an exam. If a student has been given special access, it can be granted the same way as other exams or quizzes within I-Learn and the settings will transfer to Proctorio.

Proctorio is [VPAT certified and 508 compliant](#) and [fully accessible to students with special needs](#). Proctorio has a built-in screen reader and works with other screen readers.

## Additional Resources

There are no additional resources.