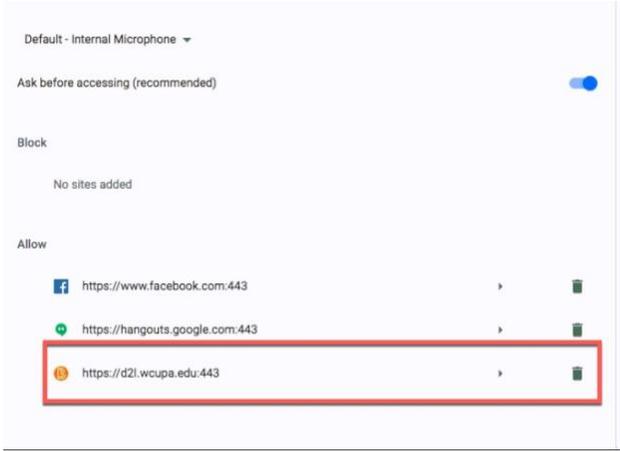


## Proctorio: Common Issues and Solutions/Troubleshooting Steps for Students

Issue	Solution/Troubleshooting Steps
<p>You are being prompted for an exam password.</p>	<p>This usually happens if the Proctorio Extension is not installed correctly. Please install the <a href="#">Proctorio Extension</a>.</p> <p>If you are getting this error, but already have the extension installed, please try uninstalling and reinstalling the extension.</p>
<p>Connection fails during the Systems Diagnostics Test</p>	<p>Assuming that your internet is connected and working properly, simply refreshing the page can help solve this issue. If the issue persists, try closing out of and quitting Chrome, restarting your computer, and then try to access the exam again.</p> <p>If you are having network issues, please contact your cable provider for assistance.</p>
<p>The webcam or microphone fails during the Systems Diagnostics Test</p>	<p>Check your Chrome settings to ensure that D2L is allowed under the Site Settings for Camera and Microphone.</p>  <p>If they are not allowed, then that is the issue.</p> <p>If they are allowed, test the hardware in a separate program after closing Chrome (Zoom, Camera App, Sound Recorder, etc.)</p> <p>If they do not work in other applications then it is likely an issue with the hardware or driver. Try restarting your computer, and reach out to the Distance Education Support Line if the issue persists.</p>

Issue	Solution/Troubleshooting Steps
You're receiving a message that your computer does not have enough RAM or enough battery to continue.	<p>To avoid this message, you may want to consider completely shutting down your computer and charging it the night before an exam.</p> <p>If you have not had a chance to do this, you should be able to continue your exam by simply acknowledging that you have seen this message. Low RAM has not been seen as a cause for a Proctorio computer crash.</p>

## In-House Proctorio Support

### Distance Education Support Line

[distanceed@wcupa.edu](mailto:distanceed@wcupa.edu) | 610-436-3373

Finals Week Support Hours:

Monday: 8am-8pm

Tuesday-Friday: 8am-10pm

Sunday: 12pm-8pm

\*Please note that the support line is currently set to go to voicemail automatically, but all requests will be answered as soon as possible in the order that they are received. A staff member is actively monitoring the voice mailbox and email inbox during the posted support hours.

## Proctorio Chat Support

Chat support is available on [Proctorio's Support Page](#).