Rutgers Proctortrack FAQs

SECURITY

Q. Why is student authentication software necessary?

A. The Department of Education and accrediting bodies now require by federal law that students be verified in online courses.

Q. What is your privacy policy?

A. Your privacy is of utmost importance to us at Verificient. The goal Proctortrack is to always provide the student a safe, simple, and secure method for taking an online test anywhere, at any time in the privacy of one’s own space, while taking all precautions that all student data is protected and secure at all times.

You can read more about our privacy policies here: http://www.verificient.com/privacy-policy

Q. What types of data are collected and why?

A. Proctortrack uses the webcam to capture video of the testing environment to continuously authenticate the test-taker and detect any test policy breaches or abnormalities. Proctortrack also captures the desktop screenshots as well as the list of processes running on your computer to detect any programs that are not allowed to be running during tests.

Q. Does Proctortrack analyze my personal data folder or drives?

A. Proctortrack does not collect or read any file from your hard-drive other than what is recorded during your test. Proctortrack operates in compliance with federal laws, including FERPA (Family Education Rights and Privacy Act) as well as our own strict internal compliance standards. Penalties for privacy violations are severe and are taken them very seriously.

Q. Is anyone watching me take my test live?

A. Students are not being watched live while you are taking tests. Your proctoring data is collected and uploaded in the background securely to our server for analysis by our algorithms.

Q. What happens to my video and proctoring data after my exam?

A. Once student data are captured and uploaded to Proctortrack’s secure servers, they are analyzed automatically by algorithms to identify any possible anomalies and breaches to test policies. If there are any test policy breaches, the data relevant to those breaches will be transferred to the university learning management system (LMS).
Q. When will my data be deleted from your servers? How do you ensure the security of my data?

A. While your data is with Proctortrack, it is stored in secure databases and will never be sold or provided to any third parties. We use similar encryption and secure communication technologies as used by web standard.

Your data is automatically deleted 30-60 days after exams are completed (based on agreement with the University).

TECHNICAL

Q. What technical requirements does my computer need to meet?

A. The System Requirements are as given below
   1: OS -> Windows Vista or higher, MAC OS X 10.7 or higher. (ideally 10.10.2)
   2: Browser -> Chrome 25.0 or higher, Mozilla Firefox 20.0 or higher.
   3: Camera Resolution -> 640x480 or better
   4: Internet Connection -> Cable Modem, DSL or better

Q. I have Mac OS X 10.6.x. Can I use my computer to take an exam using Proctortrack?

A. No, Proctortrack is not supported on Mac OS X 10.6 or older versions. You can upgrade for free from 10.6 to the latest version of OSX. Apple does not provide security updates for OS X 10.6 or older, so an upgrade is highly recommended anyway since without it your security is at high risk.

For more detailed system requirements list, please visit the following page:
http://www.proctortrack.com/technical-requirements/

Q. I clicked on the exam in eCollege and it is asking me for a password. Where should I get the password?

A. You exam password will be displayed after you have gone through the pre-verification steps in Proctortrack app. If you are taken straight to the password page when you click on the exam link, then please log-out from eCollege and log-in and try again. If you are still taken straight to the password page without going through Proctortrack, please contact support or instructor.

Q. I clicked on the exam in eCollege and Proctortrack appeared in eCollege, but it is asking for login/password.
A. Please enable third-party cookies in your browser settings so that eCollege can pass your authentication information to Proctortrack. You can use Chrome browser that by default keeps 3rd party cookies enabled. Once 3rd party cookies are enabled, you would not be asked to login in Proctortrack.

Q. I have downloaded and run Proctortrack for the onboarding quiz on another computer. Can I use a different computer to take my exam?

A. Yes, you can take different exams on different computers. We recommend doing a practice or onboarding exam on the new computer so that you can be sure the webcam and everything works on the new computer. There is no additional charge for the number of times you take the onboarding quiz, regardless of computer(s) used.

Q. I finished taking the Onboarding exam, but when I try taking my real exam, it says “Your onboarding exam is yet to be reviewed by the instructor.” What should I do?

A. You must wait and try again at a later time. If your exam is due now, please contact support. It is recommended that you take the onboarding quiz twenty-four to forty-eight hours before the exam is scheduled to run.

Q. While I was taking my exam, my computer power went off. I have restarted my computer. Now my learning management system is saying I cannot retake my exam. What do I do?

A. In case of a power-failure or system crash, you will need to restart the test again in exactly the same way as if you are taking the test afresh. Proctortrack will first upload any remaining data from before the system crashed and then will continue.

If eCollege is saying that you cannot take the test again because your prior attempt was finalized and submitted, then please contact your instructor to re-open the exam for you or to allow you a re-take. There is no additional charge.

PAYMENT

Q. When do I make payment?

A. You need to make the payment during the onboarding exam. The payment option will be displayed as the first step. You need to pay for the semester only one time, during the onboarding exam.

Q. How do I pay for the service?
A. You can use a major credit card including JCB and Diners Club cards. If you do not have a credit card, you can purchase a prepaid card from Visa, Mastercard, American Express or Discover.

If a student is not comfortable with these options, please contact support and we'll handle it on a case by case basis.

Q. Can I use PayPal to make the payment?
A. PayPal is not supported at this point.

Q. I entered payment information at the payment tab and clicked 'submit payment', then clicked confirm payment, it automatically takes me back to available tests page. What do I do now?
A. This happens when the transaction is declined. Use a different card or contact your bank for details.

Q. How do I know how much I owe?
A. Information regarding the cost will be posted in a notice in the course, but you can click on the link to take your test and follow it until you arrive at the payments page. Your full sum should be there.

Q. I already paid for this test but my instructor said I could take it again? Will I be prompted to pay again?
A. No. Once you have paid for a test, you may take the test as many times as your institution allows.