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# LEARNER GUIDE

How to use Proctortrack for Live Proctored Exams

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## **Getting Started**

Please be advised it can take 30-45 minutes to complete the entire process of connecting to a live proctor. This process includes identification verification and securing the testing environment. *First time virtual exam writers note that the onboarding process must be completed and approved prior to your scheduled exam date. See the Create Your Proctortrack Profile Guide for details.* 

Learners are **required to have the following equipment** to take their exam:

- Desktop computer or laptop. You must have administrator rights for your device to use Proctortrack software.
- Windows Operating System Requirements
  - a. Windows 8 or higher
  - b. PC Processor/Ram Requirements: Dual core 2.4 GHZ CPU, 8 GB RAM or better
  - c. Google Chrome browser only
- Mac Operating System Requirements
  - a. OSX EI Capitan 10.13 or higher
  - b. Mac Processor/Ram Requirements: Intel/ AMD Processor, 8 GB RAM
  - c. Google Chrome browser only
- Tablets, Chromebooks, and mobile phones **do not** meet the requirements for the exam delivery software.
- Webcam (resolution 800 x 600 or better)
- Microphone, speakers, keyboard, mouse.
- High speed Internet connection (Cable Modem, DSL or better (1.5MBPS download, 1.5MBPS upload). <u>Click here to check your speed</u>.
- A smart phone to complete the room scan and to operate as a second camera during exams. Both Android and iOS mobile phones are supported. See minimum phone requirements listed below:
  - a. Android OS: version 6.0 and higher.
  - b. iOS (Apple): version 11.0 and higher.
  - c. Note: Harmony OS not supported at this time.
  - d. Mobile phones should have a working camera, be 100% charged and have the Proctortrack app downloaded **before** beginning an exam.
  - Mobile phones are required to be positioned in landscape, front facing camera, keeping the learner, computer monitor, keyboard, and mouse within view of the mobile phone camera.
  - Phone stands, phone cases with built-in stands, or a clear glass cup, can be used to prop up the mobile phone during virtual exams.

Alternative Formats Available Upon Request Version 3.1

• *Tip:* Keep mobile phones charging for the duration of the exam to avoid running low on power.

**Note**: <u>Click Here</u> to view detailed technical requirements posted on the Proctortrack website.

**IMPORTANT NOTE:** Ensure that all connections to other devices, programs, systems, and/or hardware that are not required for the delivery of the exam are turned off and/or disconnected prior to the exam. This includes but is not limited to connections to any home automation; any Bluetooth or other connections to hardware or any electronics; or any other computer equipment. Only a stand-alone computer/laptop connected to the internet can be used to take the exam. A mobile phone is also required to complete the room scan and to be used as a second camera during the exam. Any other connections detected during the exam may result in the termination of your exam. It is the learner's responsibility to ensure that their system meets these requirements.

#### Exam Day Virtual Testing Environment

Learners are required to ensure the testing environment is and will remain comfortable, quiet, and free of distractions during the scheduled exam. The following is required and will be confirmed by the proctor:

- An indoor, private, and quiet location (learners will not be permitted to write the exam in a room where a clear glass wall would allow their computer screen to be viewed by another individual).
- Learners must be seated so that a **blank wall is immediately behind them during testing**. Any pictures, artwork or other wall hangings must be removed.
- If there are permanent fixtures that cannot be removed from the wall, the space does not meet the testing space requirements and an alternative must be found.
- If the learner is writing with empty space, or an open room behind them, the space does not meet the testing space requirements and an alternative must be found.
- Learners should review the **Examination Policy** for the full list of Examination Day Protocols.

#### Proctortrack Support

Communicate with the live proctor via chat at any time during your exam if you encounter any issues. If the proctor is unable to assist, you will be directed to contact the Proctortrack technical support line via live chat, phone, or email.

- For live chat during your exam use the chat box located on the bottom right corner of your screen.
- If you have not launched the app, click the green chat box located at the bottom of the screen or visit the <u>support page</u> to trouble shoot.
- Proctortrack technical support: **1 (844) 966-1155.** (Mon-Fri, 8am to 9pm; Sat-Sun, 8am to 7pm)
- Email: <u>support@verificient.com</u>

### Steps to Follow on the Day of Your Exam

- 1. Ensure your workspace meets all Examination Day Protocols.
- 2. Visit <u>https://ca-testing.verificient.com</u> and login with your Proctortrack username and password. **Note:** *Learners will not be able to connect to the proctor prior to the scheduled time slot.*
- 3. Click on Confirmed for your scheduled exam.



4. Click on **Go To Test** once the button is active at the scheduled time of the exam.



5. Checkmark the box at the bottom of the page under the Let's Get Started Guidelines and click on Go To Next Step.



6. Follow the instructions presented on the screen to connect to the Proctortrack app. Pay attention to any banner messages displayed (see image below).

Alternative Formats Available Upon Request

**Note**: If you are using a Windows device and are unable to download the app, refer to <u>Appendix A</u>. If you are using a Mac, follow the steps shown on screen to adjust your permissions and refer to <u>Appendix B</u>.



7. Follow the instructions presented on your screen if the app does not launch (see image below).



8. Read the Agreement to Policy, then checkmark the box at the bottom of the page and click I Agree.



9. Click on Grant Privileges to proceed with the system check for your device.



10. A system check will be completed on your device. Learners using a Windows device may come across a fire wall pop up. Select **Yes** to continue with the app.



11. Click on **Continue** to proceed.



12. Click on **Continue** to proceed to identity verification.



13. You will now be prompted to complete a Face Scan.

- a. Click **Scan** and follow the instructions displayed on the page.
- b. Click **Next** to proceed. You can **Retake** if the scan is blurry.



- 14. You will now be prompted to complete an ID Scan:
  - a. Click on **Start Scan** and follow the instructions presented on the screen.
  - b. Review Appendix D for approved government issued ID.
  - c. Click on Next once you complete your ID scan to proceed.



15. Click on Next after reading over the Test Guidelines.



16. You will be prompted to complete a room scan. Follow the instructions displayed on the screen to capture a correct scan.

Precher and a reserve	Room Scan	Room Scan Your institution requires a Room Scan using the Proctortrack mobile app.
		Please CLEAR your immediate area for a successful room scan. Step 1 Download the Proctortrack Mobile App If you haven't already downloaded the Proctortrack Mobile App, visit Procetortrack commobile-app or your phone or Visit your App Store or Play
	at 200 sta	Step 2
		Launch the Proctortrack mobile app. Scan the QR code using the mobile app.
		Follow the mobile app directions to produce a 360 degree scan of your room.
		Upon a successful room scan completion this page will automatically forward to the next step.
¢		

17. At this stage learners will use their mobile phones and scan the QR code to complete a 360-degree room scan. Ensure you have the Proctortrack app downloaded on your mobile phone.



Alternative Formats Available Upon Request

- a) To download the Proctortrack app visit **proctortrack.com/mobile-app** on your phone or visit the App Store or Google Play Store.
- 18. Launch the Proctortrack mobile app and scan the QR code using the mobile app.
  - a. On your mobile phones read the instructions on screen and click **Next** to proceed. You may have to adjust the permission settings on the app.
  - b. Select **Start** to complete a system check on your mobile phone.
  - c. Select **Ok** after the system check to proceed with the room scan.
- 19. Follow the instructions presented on your mobile phone.
  - a. Record a 360 degree 20-second-long video of you room including left, right and behind you.
  - b. Record a 10-second-long video including: your desk, set up, monitor (front), monitor (back).
  - c. Once the scan is completed it will be under review by the proctor.



20. The Scan will be approved or declined by the proctor. This step may take a few minutes. Once your room scan is approved you will see the image below on your screen.



- 21. Click **Next** after your scan is completed to proceed.
- 22. Plug in your phone if it's less than 80% charged into a power source and position it on landscape, front facing camera mode.

Alternative Formats Available Upon Request

**Note**: Phone stands, phone cases with built-in stands, or a clear glass cup, can be used to prop up the mobile phone during virtual exams.

a. Click Confirm & Start Proctoring.



a.) On your mobile phone, proceed to click on **I am ready to position my phone.** Position the mobile phone camera on either the left or right side of you, ensuring that you, your monitor, keyboard, and mouse are captured within the camera view. The mobile phone camera should also capture some space around you so the proctor can monitor your space.



23. Monitoring is now active on the mobile phone.

Monitoring On *	
	Please proceed with the test on your computer.
	· · · · · · · · · · · · · · · · · · ·
	End

24. Once your room scan is approved, you will automatically be taken to the next step and proctoring will begin. If the position of your phone is not approved, your proctor will inform you via chat and you will be required to adjust it.



- 25. Proctoring is active.
  - a. A live proctor will be available during the session and can assist via the chat window on the bottomright corner of the screen.
  - b. A blue border will be placed around the screen as a reminder that live proctoring is now in session.
  - c. The page will now be redirected to the Learner Portal.
  - d. Learners are advised to take a washroom break at this point of the exam set-up process. Please inform the proctor via the chat box before and after you take the washroom break.

Note: Once the exam has started, no washroom breaks will be permitted, except for pre-approved accommodations. Any unapproved breaks taken during the exam will lead to your exam being terminated.

26. Login using your Learner ID (X\*\*\*\*\*) and Password. If you are experiencing issues logging into the learner portal, contact Humber technical support at **416-675-5025**, **option 4**. Please notify the proctor through the chat box before calling technical support.

»	REC	ONNECT PHONE SHOW CHAT.	VIDEO WINDOW END PROCTORING
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2 🛛 🗉	END	Password	Forgot password?
		Password	2
The under the un	1024 01:51:26	Sign in For further assistance, contact the	IT Support Centre.

27. Click on the appropriate exam link under **My Current Courses**.

Real Estate as a Career     Become a Salesperson     Apply Now     Course/Exam Registration       Learner Portal     Learner Portal       My Profile     Welcome to your Learner View.       My Applications     My Current Courses       My Exams     PREX-1030A-1459 Exam 2: Invigilated       My Account History     View section details	EDUCATION OT	anners UMBER	Welco
Learner Portal       Learner Portal         My Profile       Welcome to your Learner View.         My Applications       Welcome to your Learner View.         My Currise Schedule       Welcome to your Learner View.         My Applications       My Currise Schedule         My Exams       PREX-1030A - 1459 Exam 2: Invigilated         My Account History       View section details	Real Estate as a Career	Become a Salesperson Apply Now Course/Exam Registration	
My Course Schedule     Welcome to your Learner View.       My Applications     My Current Courses       My Certificates     PREX-1030A - 1459 Exam 2: Invigilated Theory Exam       My Account History     View section details	Learner Portal My Profile My Enrollment History	Learner Portal	
My Exams PREX-1030A - 1459 Exam 2: Invigilated Exam My Account History My Saved Items View section details	My Course Schedule My Applications My Certificates	Welcome to your Learner View. My Current Courses	
My Invoices	My Exams My Account History My Saved Items My Invoices	PREX-1030A - 1459 Exam 2: Invigilated Exam Theory Exam View section details	

28. You will be directed to the exam access page.

#### **Course Exam**

a. Select Click here to access the exam link.

Real Estate as a Career	Become a Salesperson Apply Now Course/Exam Registration			
Learner Portal My Profile My Enrollment History	PREX-1030A - Exam 2: Invigilate Exam Delivery Option: Exam	d Theory		Duriseti Sai X001101
My Course Schedule My Applications My Certificates	Course Description Written exam covering the details of the real estate transaction in the context of residential economication	PREX-1030A - 1459 Mar 05, 2024	Mar 05, 2024 Exam	-
My Exams	Click here to access the exam.	Section Title:	Exam 2: Invigilated Theory Exam	
My Account History My Saved Items	Prerequisites PREC-1020A - Course 2: Residential Real Estate Transactions (Pass)	Type: Dates:	Exam Mar 05, 2024	
my invoices Tax Receipt Special Requests	Applies Towards the Following Certificates Real Estate Subsperson Program - Pre-Registration Phase : RESP Pre- Registration Phase	Delivery Options: Course Fee(s):	Exam Fee non-credit \$115.00	

#### **Simulation Session Assessment**

b. Select Click here to access the simulation session link.

PRES-1040A - Simulation Sessic Residential Real Estate Transac Delivery Options: Simulation - Virtual	on 1: tions		Duriseti Sai X001101
Course Description A live assessment in which students demonstrate knowledge and skills around residential transactions in role-play and live work-product creation simulations	PRES-1040A - 2217 Expand to view schedule	Jul 17, 2024 Simulation - Virtual	-
Click here to access the simulation. Prerequisites	Section Title: Section Schedule:	Simulation Session 1: Residential Rea Transactions Jul 17, 2024 to Jul 25, 2024	al Estate
Applies Towards the Following Certificates	Type: Days: Time:	Simulation Session W, Th 9:00AM to 5:00PM	
Real Estate Satesperson Program - Pre-Registration Phase : RESP Pre- Registration Phase	Dates: Type: Dates:	Jul 17, 2024 to Jul 18, 2024 Exam Jul 19, 2024 to Jul 25, 2024	
	Schedule and Location:	View Details	

c. Select the Start icon.



d. Click on Past Review Session, followed by the Exam icon.

Simulation
COURSE : PRES-1070A
SIMULATION SESSION 2: COMMERCIAL REAL ESTATE
TRANSACTIONS
In this simulation session, learners will spend 4 days days practicing key aspects of commercial real estate transactions with an experienced real estate professional acting as a coach. The simulation and related assessments will work through all stages of a typical commercial transaction and will cover various property types (for example, industrial, retail/office, commercial condominiums). This simulation will focus on parts of the commercial transaction that are different from what is done in a residential context.
🍈 START : May 31, 2024 🛛 🔌 END : Jun 10, 2024
Review Sessions Past Review Sessions References
PRES-1070A-1842 Exam +

#### 29. Click the **Current** tab.

a. Click on the appropriate exam link.

ŝ	06-Aug-2024		C My Exams	
CTORTRACT	🛱 Current	Past .	Close	
PRO	Exam ID	Ih Location	Exam Start Date Time	1
	PREX-1030A	Virtual Exam (Office Use Only)	06-Aug-2024 13:00 - 06-Aug-2024 16:00 EDT	
			200	
1	-			
				2 🛛 🖿 🖉
				* 🗖 🖿 🖪
				WebCarn Streaming Starter You, 06/08/2024 02:21

30. The **Start Exam** button at the bottom of the screen will be inactive (greyed out) until the exam is unlocked.

c	https://mylogin.humber.ca/my.policy	Allowed Links 👻	Apps Y	
Ę	BEAL ESTATE DUCATION	BER		: X159296 amo: TEST USER kam ID: PREX-1030
	0.00	Instructions for exam		0.10
	8	WISHING YOU ALL THE BEST!		1
	@ 180 Mins	() 180 Mins	GT 0 Mins	8
	Allotted Time	Exam Time	Accommodation Time	8
			₽ ■ hello You, 06/08/2024 01:5	END
			Proctor, 06/08/2024 01:51:34	
		START EXAM		
		and the state of the second state of the state of the state of the second state of the	Type message here Send	and the second second

- 31. Review the onscreen instructions carefully. You can review the exam system functionalities by clicking on **Take a Tour.**
- 32. When you are ready to begin, please notify the proctor through the chat box.
- 33. Wait while the proctor confirms that your exam is unlocked.

34. Once the **Start Exam** button turns **GREEN** you can begin the exam.

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LUL EDUCATION			
	Instructions for exam		
8	WISHING YOU ALL THE BESTI		
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35. If at any time during the exam, your phone gets disconnected, a pop up will appear informing you to reconnect the phone. Follow the instructions on the screen to re-connect the phone.

BEAL ESTATE DUCATION	UMBER	US X119036 Name TEST USER
ල් 02.57.21 ල් 180 Mins ල්/ ඕ 9 cf 11.5	0 Mins 📑 Section 89 of 🕅 (1 Bookmarked) 315)	•
Which is a correct statement regar     Select one answer.     An owner cannot discharge a me expiration of the term.     An owner may have to pay a pen discharging a mortgage.	Re-connect Phone Landon the Phone Phone Execution you phone us you previously in the phone Execution resolution you phone us you previously in the phone Execution resolution you phone us you previously in the phone Execution resolution you phone us you previously in the phone Execution resolution you phone us you previously in the phone Execution resolution you phone us you previously in the phone Execution resolution you phone us you previously in the phone Execution resolution you phone us you previously in the phone Execution resolution you phone us you p	freely if the property
MARCIN	Image: Second	51:34

- 36. After attempting all exam questions, you will be presented with a summary page for review.
- 37. To submit the exam, click the **SUBMIT** button on the screen.
  - a. NO FURTHER CHANGES will be permitted after submission of exam.

		STATE Ø	HUMBER				ID: X159296 Name: TEST USER Exam ID: PREX-1030
Association (Association (Association))	9 <i>~</i> 271	() 100 Mins	C O Mins Tota Que Que Que	Courts Selections on Attempted atoms not viewed	Confirmation 115 8 7 100 exam nov?	Image: Second Seco	6 800 81 Maria 8204 622634 81 Maria 81

38. Select **Close** and proceed to end the proctoring.



39. Click the **END** button on any of the options shown below, to end the proctoring manually.

ProctortrackExam     ProctortrackExam     ProctortrackExam     ProctortrackExam     ProctortrackExam	🖁 Log-In t × 😥 💌 + Hms training com/educate/recu/samt/livernar_exam	Allowed Links v Apps v	« END
		Tence Balances and Annual	
517	3/1/20		Deser-
1	Your session is finished. You have successfully logged out		CAR STAT
	H BAR	The A	in the
		Charles Contraction	
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1001041		40CLORD	Desktop Streaming Started You, 07/08/2024 02:20:39
		2	Not allowed apps found
			Type message here

40. A pop up will appear, click on **End**.



- 41. The exam session will begin to upload, do not quit the app. The time it takes to upload the data is dependent on the internet speed.
- 42. Click on **Quit App** once the upload is complete. If you are using a Windows device, you have the option to **Uninstall** the app to remove Proctortrack from the desktop. You can also take a 2-minute survey.



43. Proctoring will end on the mobile phone and the app will close automatically. If not, click on **Quit Now** on the mobile phone.

## Appendix A – Removing Restrictions on Windows Device

Click on the **Connect** button after downloading the proctortrack app for the first time. In the event you are not directed to the system check, please follow these steps to remove any setting restrictions.

 a. Select Start > Settings > Privacy > Camera. When prompted to Allow access to the camera on this device, select Change and make sure Camera access for this device is turned on.



Select Start > Settings > Privacy > Microphone.
 When prompted to Allow access to the microphone on this device, select Change and make sure microphone access for this device is turned on.



## Appendix B – Mac Device Installation and Permission Settings

Under the download folder you will see a Proctortrack icon, as shown in the image below.



If a proctortrack.zip file is downloaded, click on the zip file and follow the instructions on screen.



If you have installed the application and it still has not opened automatically you can locate the Proctortrack app from Finder on your Mac device

- In the menu bar at the top, click on **Go > Home > Applications > Proctortrack.**
- Open Proctortrack (do not open ProctortrackExamBrowser).



You can also locate the proctortrack app using the launchpad.

• Open Launchpad: Click the Launchpad icon in the Dock (or use the Control Strip).



• Find an app on Launchpad: Type its name in the search field at the top of Launchpad.



Once the app is launched learners should follow the instructions below to grant Proctortrack and the Exam browser access to monitor and record the test session without any issues. Please make sure that the settings below are **enabled**.

 a. If you have any privacy setting restrictions, you will be directed to follow the instructions presented on the screen. Ensure to enable all privacy settings to continue with the proctortrack app.



Go to System Preference --> Security and Privacy -> Privacy tab --> Select the Proctortrack check box for following options.

Syste	em Events		Grant System Events Access	
٥	Grant Proctortrack the following Keep in mind: Each time you give permission for the Syst Security settings, your system might ask you to quit. To a permissions, including the final one for the microphone.	<b>Permissions</b> tem events, Accessibility, Camer avoid unnecessary restarts, plea	Proctortrack" wants access to control "System Events".	
	System Events Please grant permission once the 'System Events' popup appears.	Currently granted Grant System Events Access	Allowing control will provide access to documents and data in "System Events", and to perform actions within that app. Don't Allow	

To e	nable Camera			To enable Microphone
•	Grant Proctortrack the follow Keep in mind: Each time you give permission for Security settings, your system might ask you to permissions, including the final one for the mid System Events Please grant permission once the 'System P popup appears.	Inconstrated would like to constrated would like to constrated would like to constrated would like to appendix access to the camer Don't Allow Allow Allow	a. Screen recording and Microphone in the Privacy and the select 'quit' only after granting all the required	<ul> <li>Crant Proctortrack the following permissions</li> <li>Keep in mind: Each time you give permission for security settings, your system might ask you to permissions, including the final one for the microphone.</li> <li>Accessibility</li> <li>Proctortrack "would like to access the microphone.</li> <li>The appred appears.</li> <li>Don't Allow</li> <li>Exercise Journal of the microphone.</li> </ul>
	Accessionity		Eventsen	Camera Currently grained Curre
	Camera To prevent multiple restarts, choose "later' whe prompted to quit.	Currently pending Open Camera Settings	Pore     Pore	Screen Recording   Courtently granted  To prevent multiple restarts, choose "later" when prompted to quit.  DONE
٩ ۲	Screen Recording To prevent multiple restarts, choose 'later' when prompted to quit.	Currently denied  Open Recording Settings	DONE	Microphone     Open Microphone Select quit     Open Microphone Settings

Accessibility	To enable Accessibility		
Accessibility Open Accessibility Settings	<ul> <li>Accessibility</li> <li>Allow the applications below to control your computer.</li> <li>Allow the applications below to control your computer.</li> <li>Proctortrack</li> <li>Proctortack</li> <li>Proctortrack</li></ul>		

Scr	een Recording		To enable Scr	een Recording
٠	Screen Recording "Proctortrack" would like to record this computer's screen and audo. "In the second this solucition in Privacy & Security settings, located in System Settings. "Open System Settings popup appears. Accessibility Camera, "In the second the s	creen recording and Microphone in the Privacy and elect 'quit' only after granting all the required	<ul> <li>G. Search</li> <li>Q. Search</li> <li>Q. Verificient Solutions Apple ID</li> <li>Wi-Fi</li> <li>Bluetooth</li> <li>Network</li> <li>Notifications</li> <li>Sound</li> <li>Focus</li> </ul>	Screen & System Audio Recording  Screen & System Audio Recording  Mow the applications below to record the content of your screen and audio, even whele using other applications.      Proctortrack     -      System Audio Recording Only  Allow the applications below to access and record your system audio.      No Items + -
d.	Camera Currently granted To prevent multiple restarts, choose 'later' when prompted to quit.	Kontek      K	Screen Time General Appearance	
0	Screen Recording     Open Recording     Open Recording Settings     prompted to quit.		Accessibility     Control Centre     Siri & Spotlight     Privacy & Security	

**Note**: For Mac Users: Once you have enabled the permission checks, the Proctortrack application will be in the system check phase. If not, please close the application and try launching again (refer to step 10). If you are still experiencing issues with the Proctortrack application, please contact Proctortrack support for assistance at 1(844) 966-1155.

## Appendix C – Troubleshooting Scheduled Exam

Issue	Tip/Resolution
During the exam, only the questions are visible and not the answer options.	Ensure your machine browser zoom is set to 100% prior to taking the exam. If it's not set to 100% the options and buttons would have moved down in the user interface, and it can only be viewed/accessed by using the scroll bar.
The submit exam icon in the exam system is not visible.	Ensure your machine browser zoom is set to 100% prior to taking the exam. If it's not set to 100% the options and buttons would have moved down in the user interface, and it can only be viewed/accessed by using the scroll bar.
It is exam day and I have logged into the learner portal, but I cannot access my exam.	Learners must log into Proctortrack at <u>https://ca-testing.verificient.com</u> first. Click on <b>Go to Test</b> once it becomes active at the scheduled time and follow the directions on screen. Once scans are approved, proctoring begins, and learners will be directed to the Humber Learner Portal login page to access the exam.
The Proctortrack desktop application does not launch. It keeps prompting me to download the desktop application. I keep failing the room and physical desktop scans.	Save the application to the Downloads folder on your device. Double click on the application named <b>Proctortrack.exe</b> or <b>Proctortrack.pkg</b> from the Downloads folder to launch. Slowly rotate the camera on your mobile phone and use the full time allotted to capture an entire 360-degree
	room scan.
I have launched the Proctortrack application but I am now stuck on a particular step.	Pay attention to the chat window for instructions from the proctor. Scroll to the bottom of the chat window to see new messages.

## Appendix D- Acceptable Forms of Identification

Primary Identification Type:
Passport (Canadian or International)
Driver's License
Citizenship/Permanent Resident Card
Secure Certificate of Indian Status
Provincial ID Card (e.g. Ontario Photo ID card)
Nexus Card
Canadian Armed Forces Identification Card
Canadian Firearms License

**Note**: All acceptable forms of ID must be valid, contain a signature (whenever applicable), contain a clear photograph, and not expired.