



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 El 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). [Click here to check your speed.](#)
- 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.

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

Note: [Click Here](#) 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.

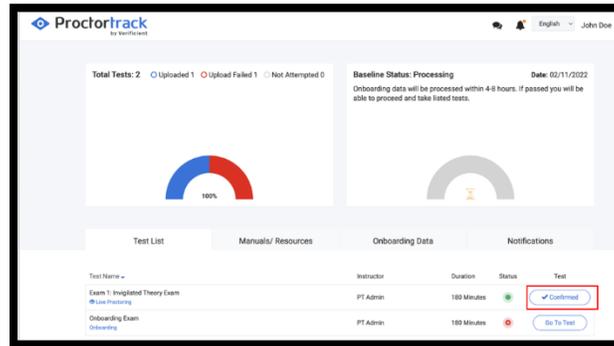
Proctortrack Support

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.

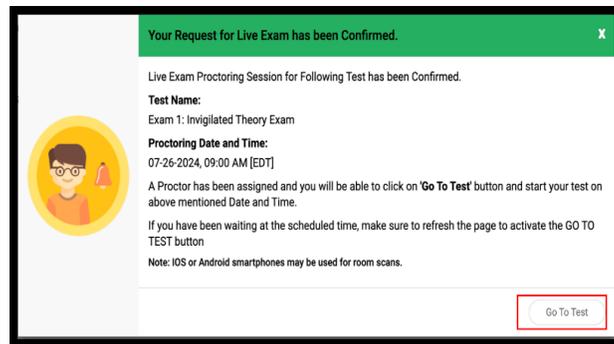
- For live chat during your exam use the chat box located on the bottom right corner of your screen.
- If you have not launched the app, click the green chat box located at the bottom of the screen or visit the [support page](#) to trouble shoot.
- Proctortrack technical support: **1 (844) 966-1155**.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

Steps to Follow on the Day of Your Exam

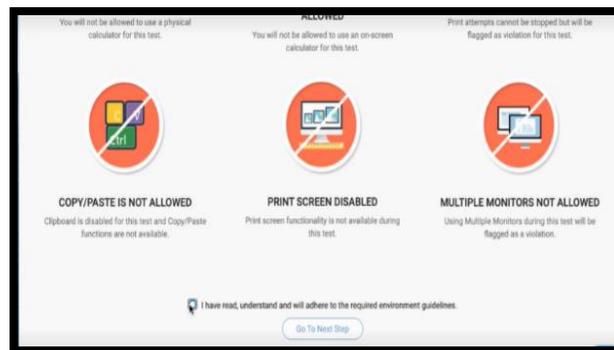
1. Ensure your workspace meets all [Examination Day Protocols](#).
2. Visit <https://ca-testing.verificient.com> and login with your Proctortrack username and password. **Note:** *Learners will not be able to connect to the proctor prior to the scheduled time slot.*
3. Click on **Confirmed** for your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



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

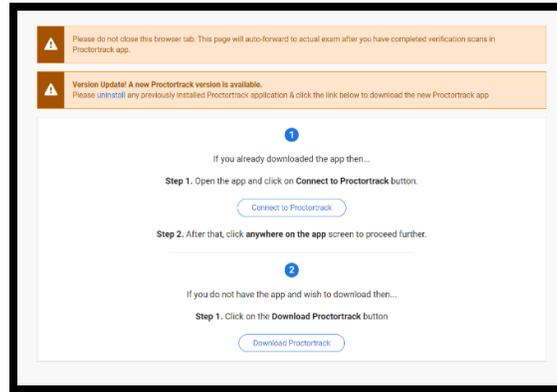


5. Checkmark the box at the bottom of the page under the **Let's Get Started Guidelines** and click on **Go To Next Step**.

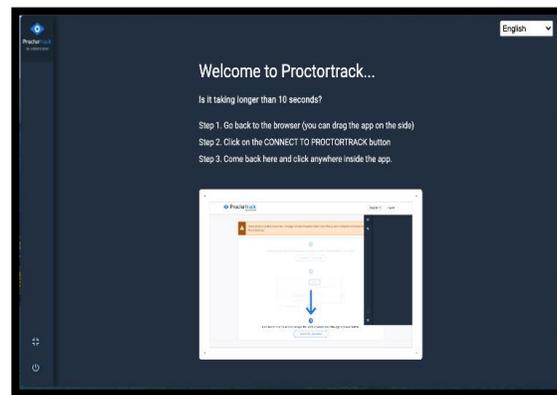


6. Follow the instructions presented on the screen to connect to the Proctortrack app. Pay attention to any banner messages displayed (see image below).

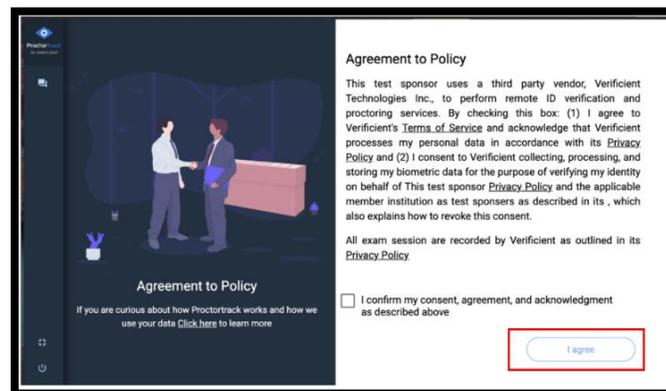
Note: If you are using a Windows device and are unable to download the app, refer to [Appendix A](#). If you are using a Mac, follow the steps shown on screen to adjust your permissions and refer to [Appendix B](#).



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



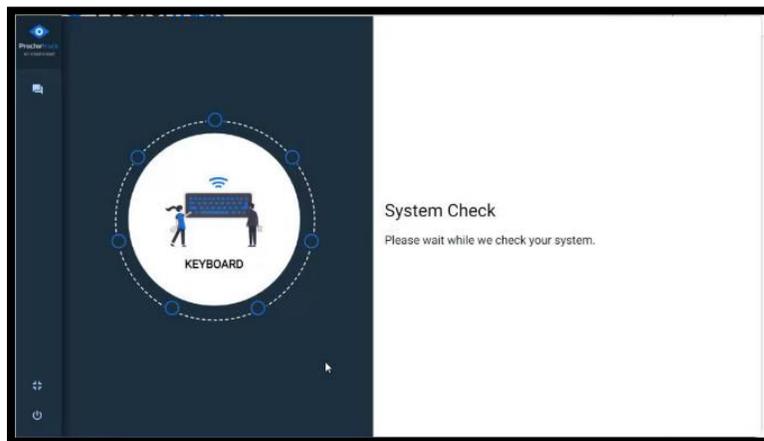
8. Read the **Agreement to Policy**, then checkmark the box at the bottom of the page and click **I Agree**.



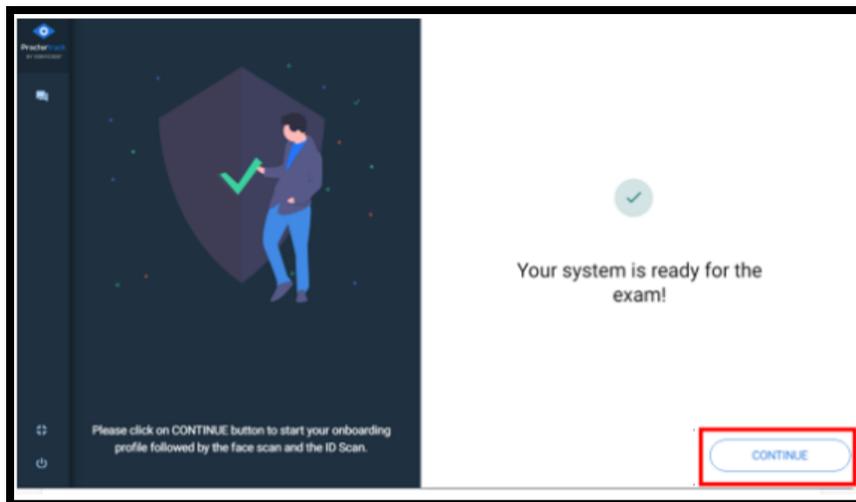
9. Click on **Grant Privileges** to proceed with the system check for your device.



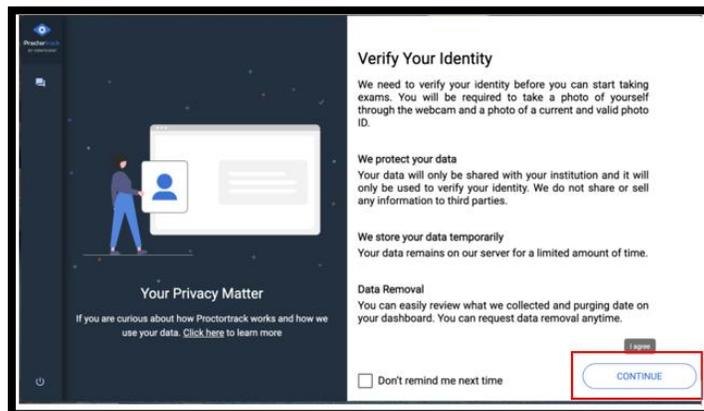
10. A system check will be completed on your device. Learners using a Windows device may come across a fire wall pop up. Select **Yes** to continue with the app.



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

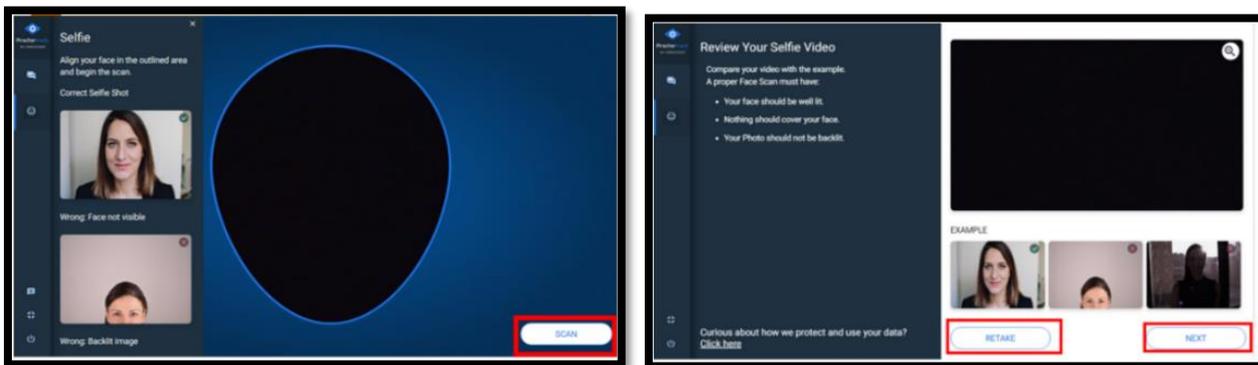


12. Click on **Continue** to proceed to identity verification.



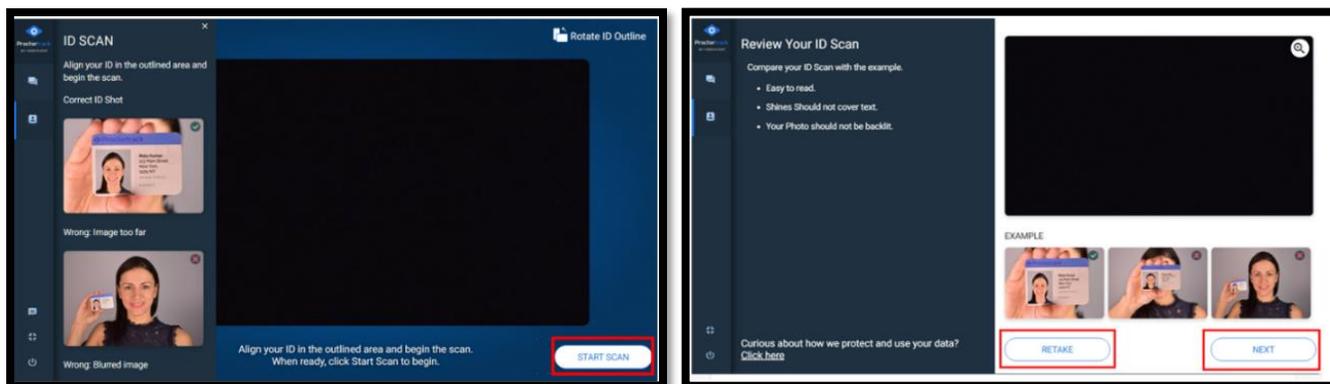
13. You will now be prompted to complete a **Face Scan**.

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

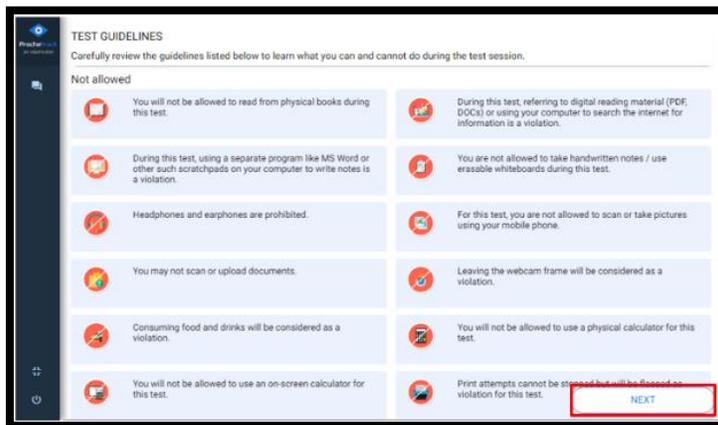


14. You will now be prompted to complete an **ID Scan**:

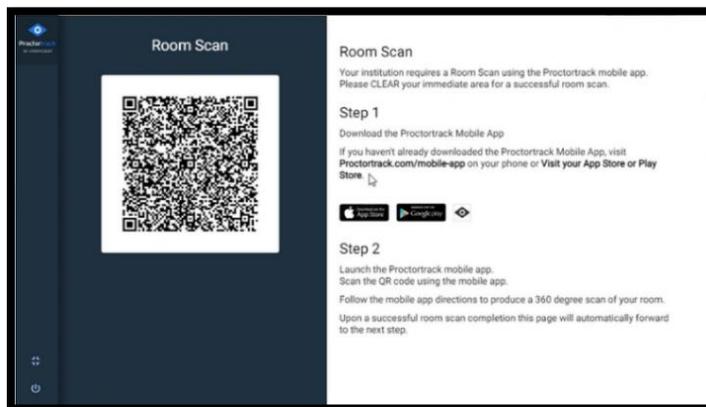
- Click on **Start Scan** and follow the instructions presented on the screen.
- Review [Appendix D](#) for approved government issued ID.
- Click on **Next** once you complete your ID scan to proceed.



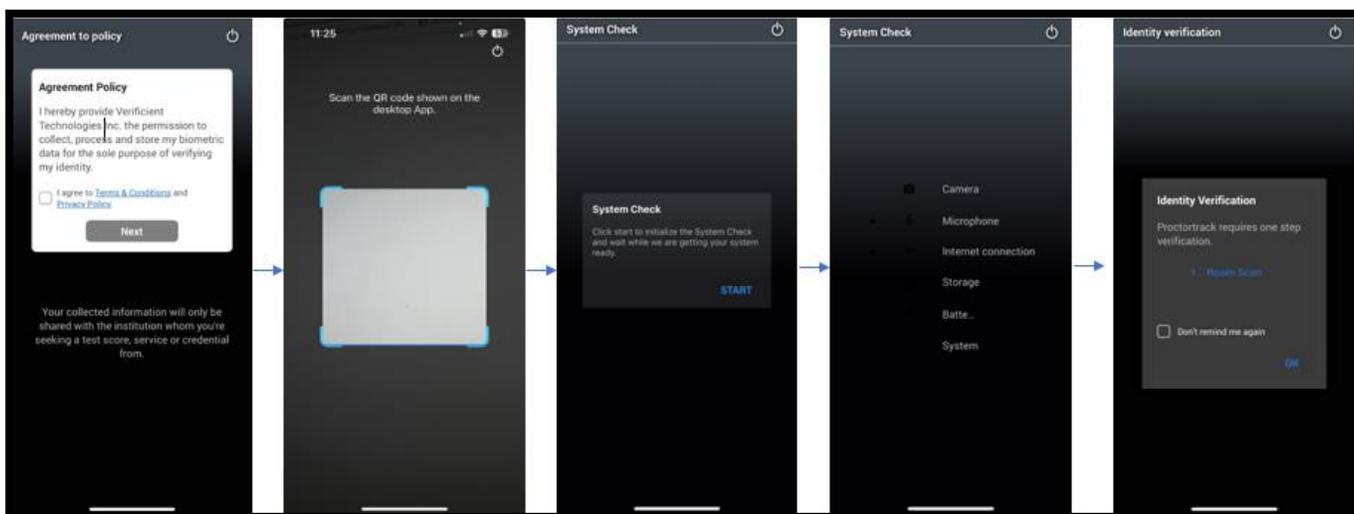
15. Click on **Next** after reading over the **Test Guidelines**.



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

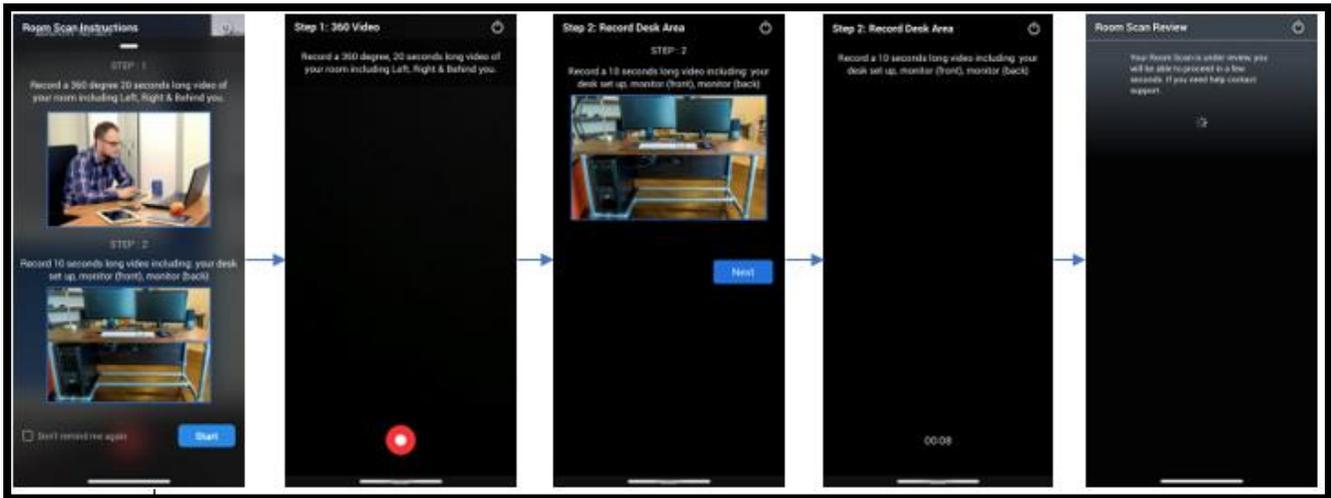


17. At this stage learners will use their mobile phones and scan the QR code to complete a 360-degree room scan. Ensure you have the Proctortrack app downloaded on your mobile phone.

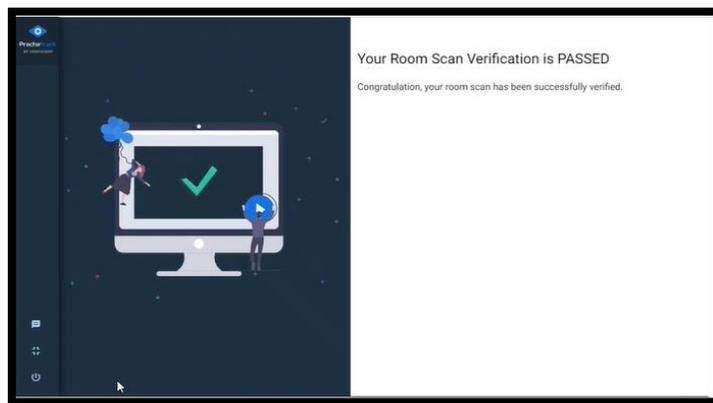


a) To download the Proctortrack app visit proctortrack.com/mobile-app on your phone or visit the App Store or Google Play Store.

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 your 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.



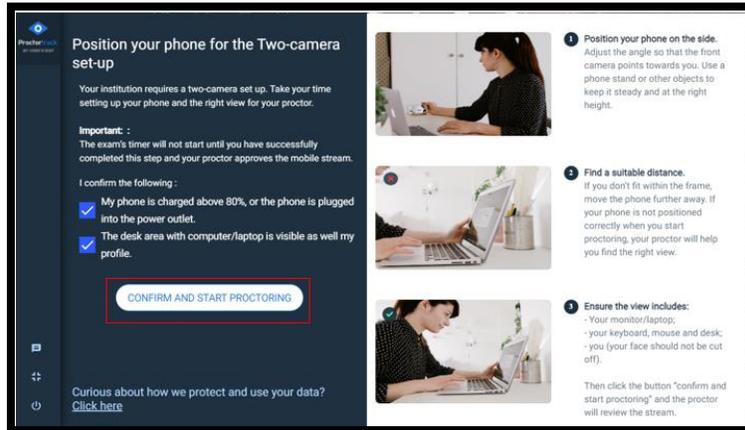
20. The Scan will be approved or declined by the proctor. This step may take a few minutes. Once your room scan is approved you will see the image below on your screen.



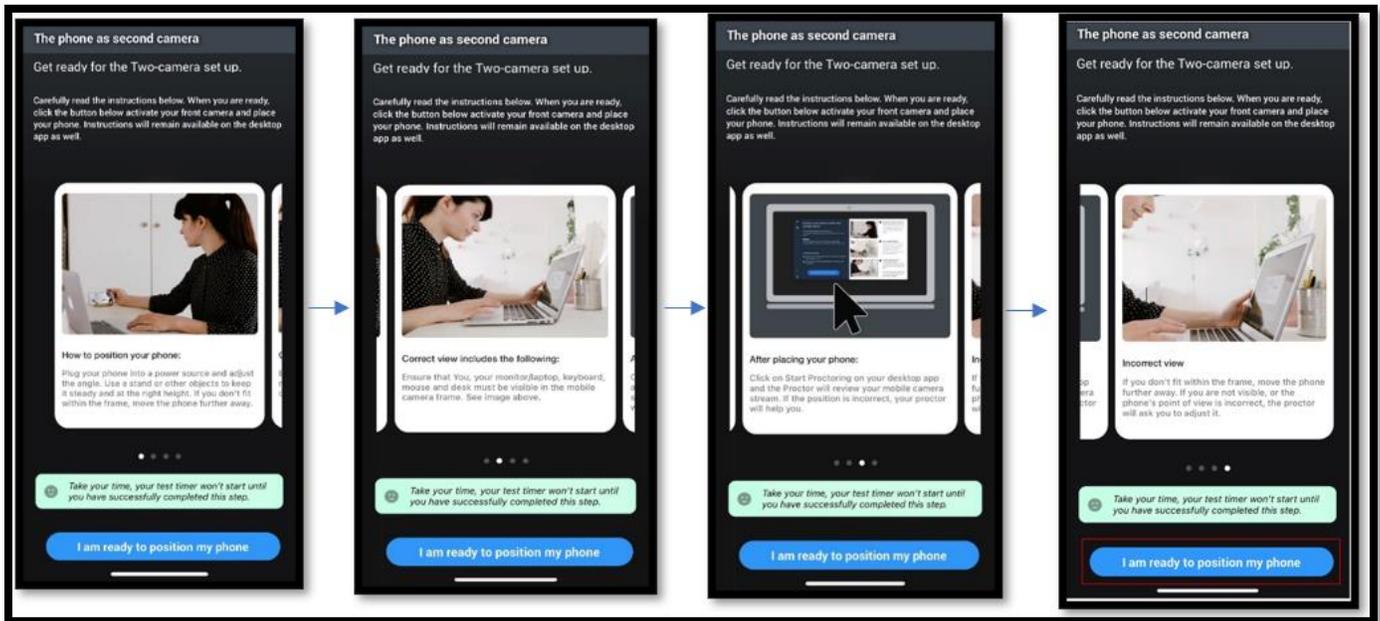
21. Click **Next** after your scan is completed to proceed.
22. Plug in your phone if it's less than 80% charged into a power source and position it on landscape, front facing camera mode.

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.

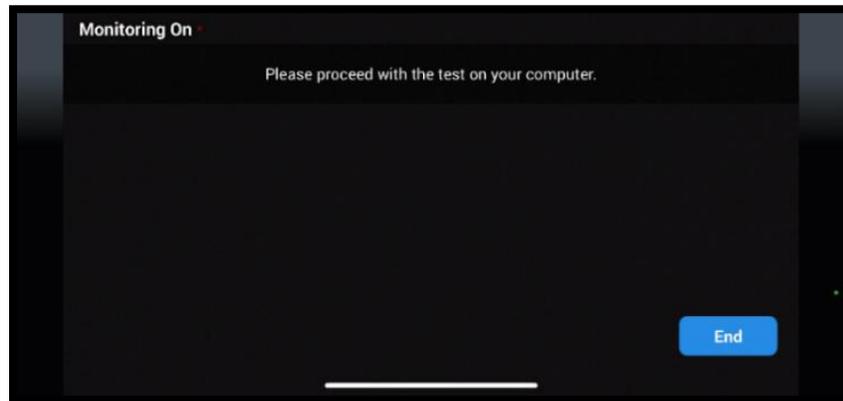
a. Click **Confirm & Start Proctoring**.



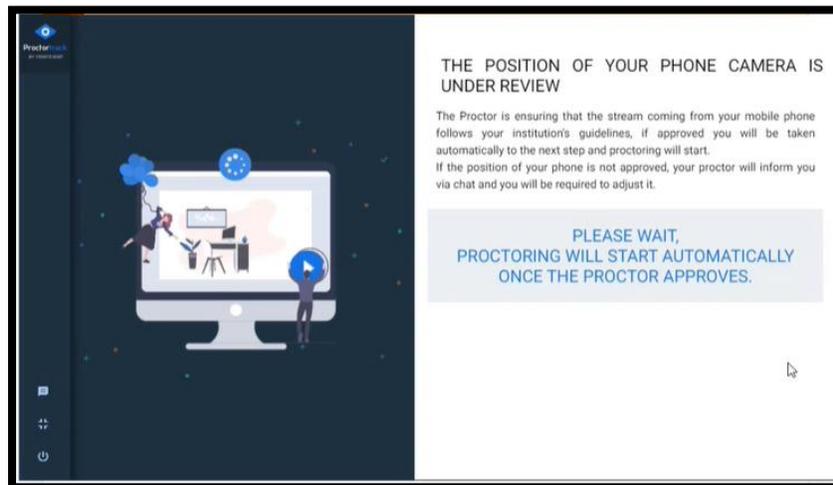
a.) On your mobile phone, proceed to click on **I am ready to position my phone**. Position the mobile phone camera on either the left or right side of you, ensuring that you, your monitor, keyboard, and mouse are captured within the camera view. The mobile phone camera should also capture some space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



23. Monitoring is now active on the mobile phone.



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.

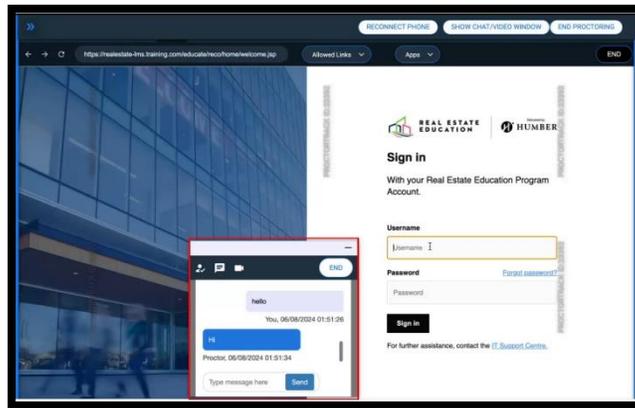


25. Proctoring is active.

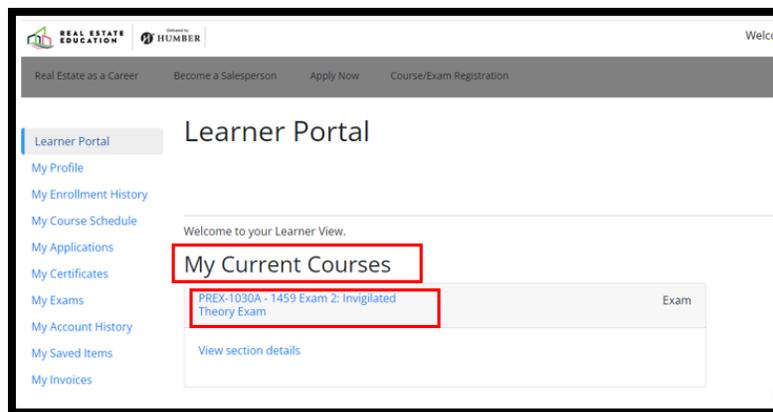
- a. A live proctor will be available during the session and can assist via the chat window on the bottom-right corner of the screen.
- b. A blue border will be placed around the screen as a reminder that live proctoring is now in session.
- c. The page will now be redirected to the Learner Portal.
- 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.



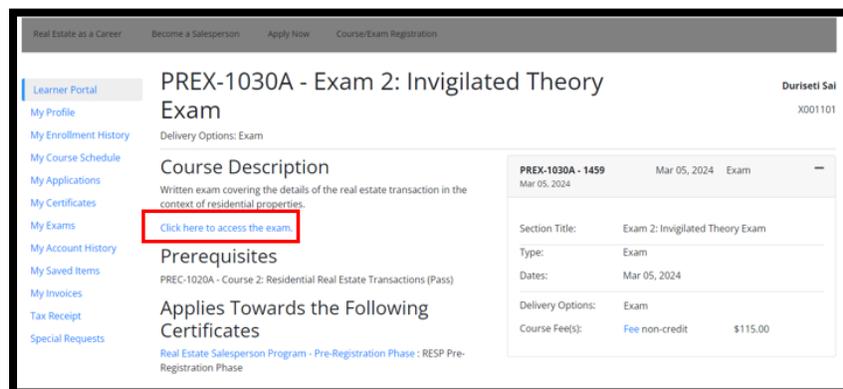
27. Click on the appropriate exam link under **My Current Courses**.



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

Course Exam

a. Select **Click here to access the exam** link.



Simulation Session Assessment

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

PRES-1040A - Simulation Session 1: Residential Real Estate Transactions
Duriseti Sai
X001101
Delivery Options: Simulation - Virtual

Course Description
A live assessment in which students demonstrate knowledge and skills around residential transactions in role-play and live work-product creation Simulations
[Click here to access the simulation.](#)

Prerequisites
PREX-1036A - Exam 3: Invigilated Theory Exam (Pass)

Applies Towards the Following Certificates
[Real Estate Salesperson Program - Pre-Registration Phase](#) : RESP Pre-Registration Phase

PRES-1040A - 2217	Jul 17, 2024	Simulation - Virtual
Expand to view schedule		
Section Title:	Simulation Session 1: Residential Real Estate Transactions	
Section Schedule:	Jul 17, 2024 to Jul 25, 2024	
Type:	Simulation Session	
Days:	W, Th	
Time:	9:00AM to 5:00PM	
Dates:	Jul 17, 2024 to Jul 18, 2024	
Type:	Exam	
Dates:	Jul 19, 2024 to Jul 25, 2024	
Schedule and Location:	View Details	

- c. Select the **Start** icon.

Simulation

COURSE : PRES-1070A
SIMULATION SESSION 2: COMMERCIAL REAL ESTATE TRANSACTIONS

In this simulation session, learners will spend 4 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

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

Simulation

COURSE : PRES-1070A
SIMULATION SESSION 2: COMMERCIAL REAL ESTATE TRANSACTIONS

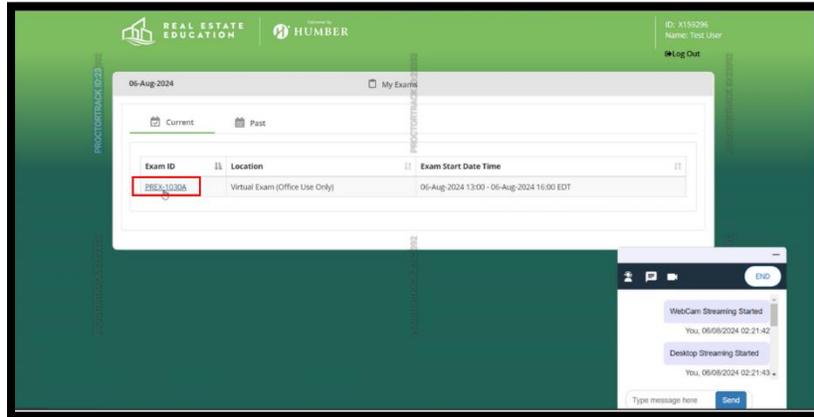
In this simulation session, learners will spend 4 days practicing key aspects of commercial real estate transactions with an experienced real estate professional acting as a coach. The simulation and related assessments will work through all stages of a typical commercial transaction and will cover various 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

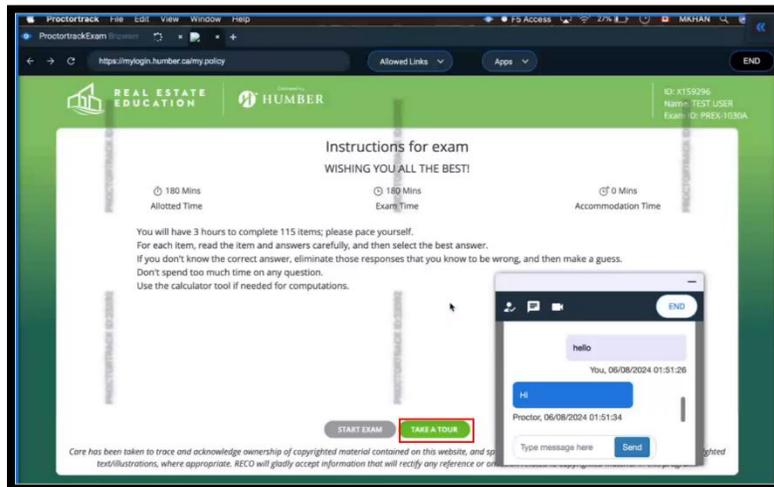
Review Sessions **Past Review Sessions** References

PRES-1070A-1842 **Exam** +

29. Click the **Current** tab.
 - a. Click on the appropriate exam link.

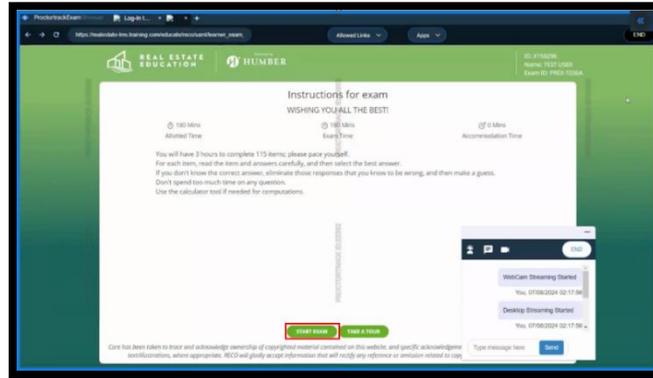


30. The **Start Exam** button at the bottom of the screen will be inactive (greyed out) until the exam is unlocked.

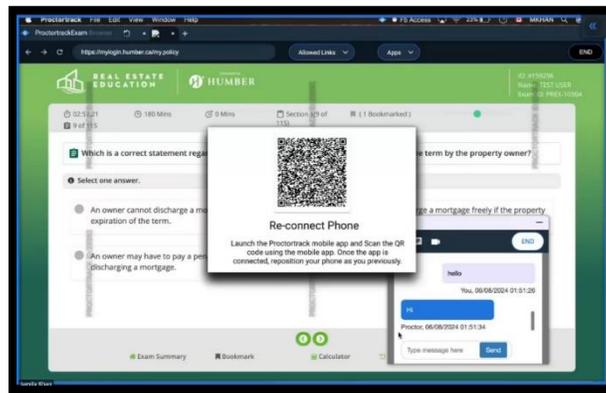


31. Review the onscreen instructions carefully. You can review the exam system functionalities by clicking on **Take a Tour**.
32. When you are ready to begin, please notify the proctor through the chat box.
33. Wait while the proctor confirms that your exam is unlocked.

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

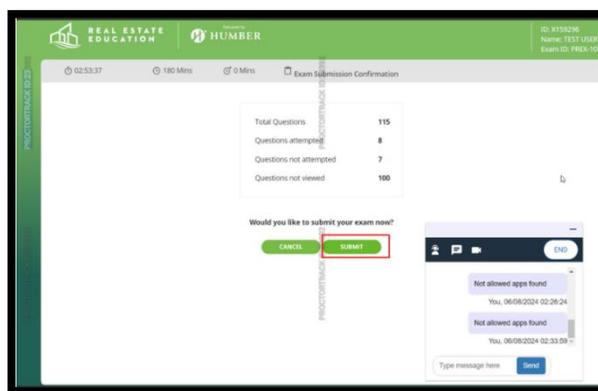


35. If at any time during the exam, your phone gets disconnected, a pop up will appear informing you to reconnect the phone. Follow the instructions on the screen to re-connect the phone.

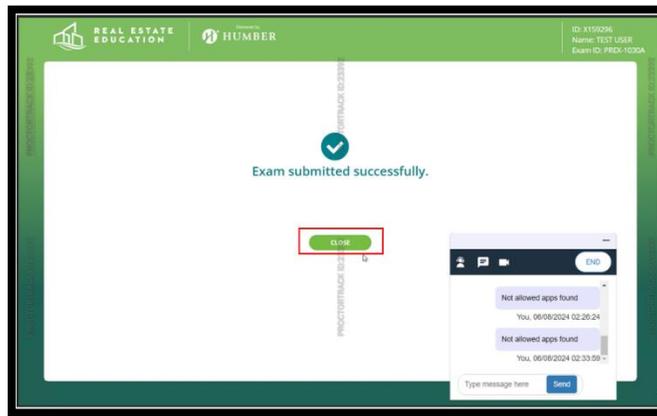


36. After attempting all exam questions, you will be presented with a summary page for review.

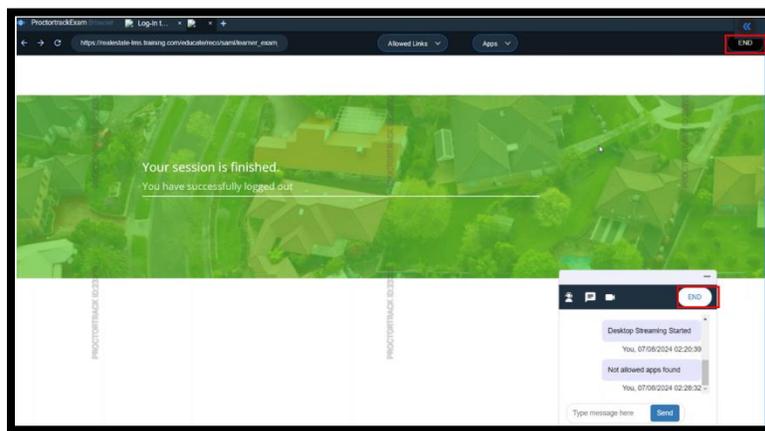
37. To submit the exam, click the **SUBMIT** button on the screen.
a. **NO FURTHER CHANGES** will be permitted after submission of exam.



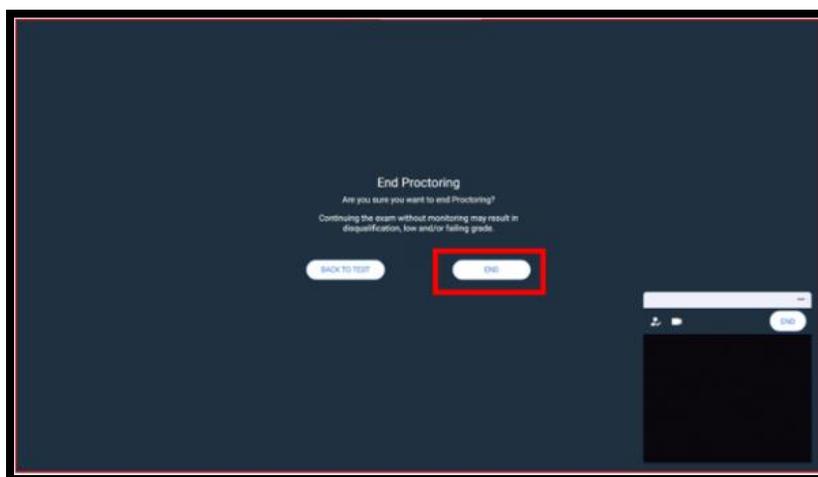
38. Select **Close** and proceed to end the proctoring.



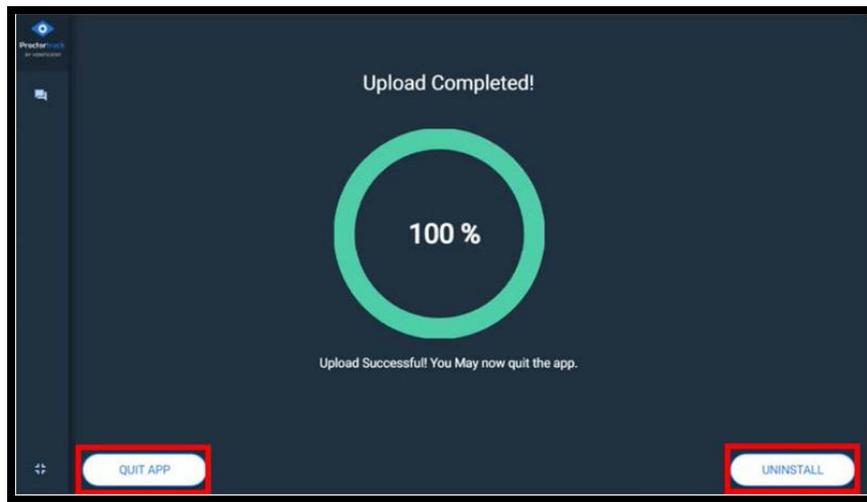
39. Click the **END** button on any of the options shown below, to end the proctoring manually.



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.

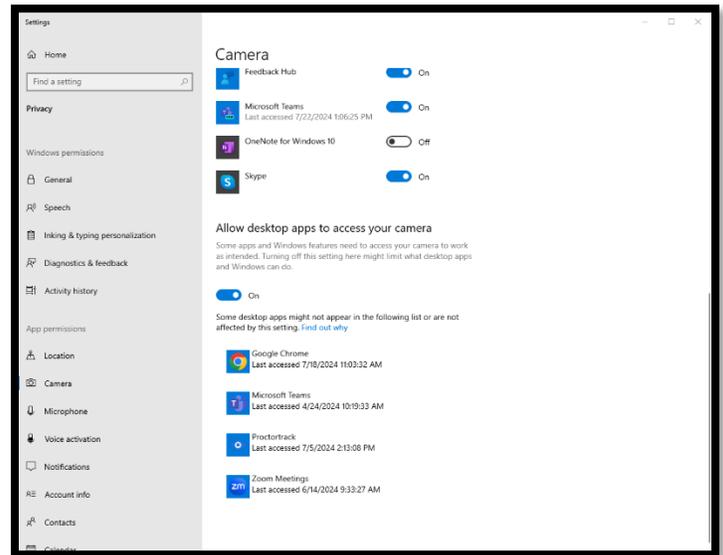
Appendix A – Removing Restrictions on Windows Device

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.

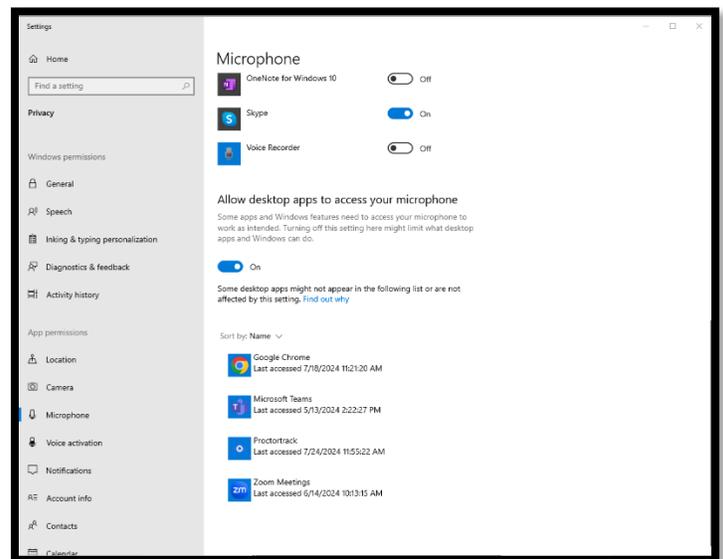
- a. Select **Start > Settings > Privacy > Camera**.

When prompted to **Allow access to the camera on this device**, select **Change** and make sure Camera access for this device is turned on.



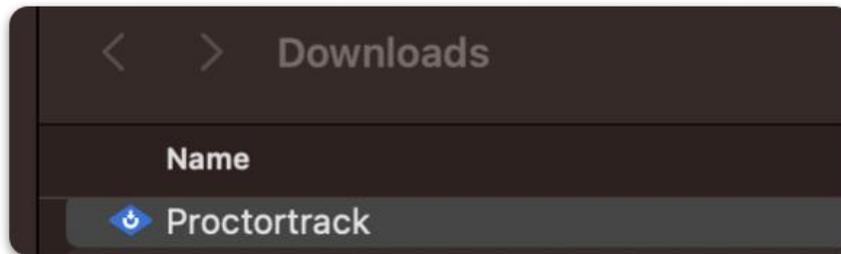
- b. Select **Start > Settings > Privacy > Microphone**.

When prompted to **Allow access to the microphone on this device**, select **Change** and make sure microphone access for this device is turned on.

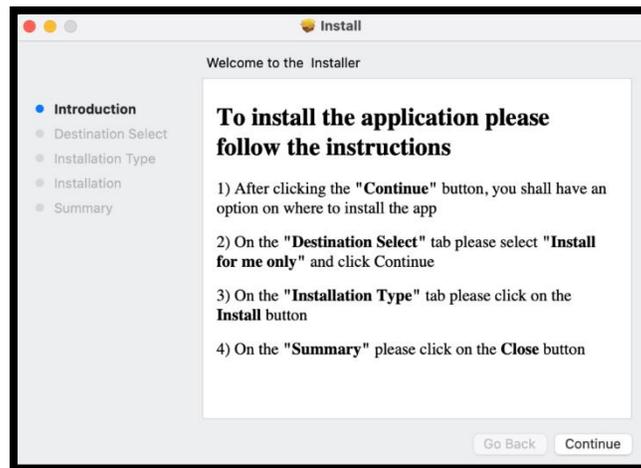


Appendix B – Mac Device Installation and Permission Settings

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

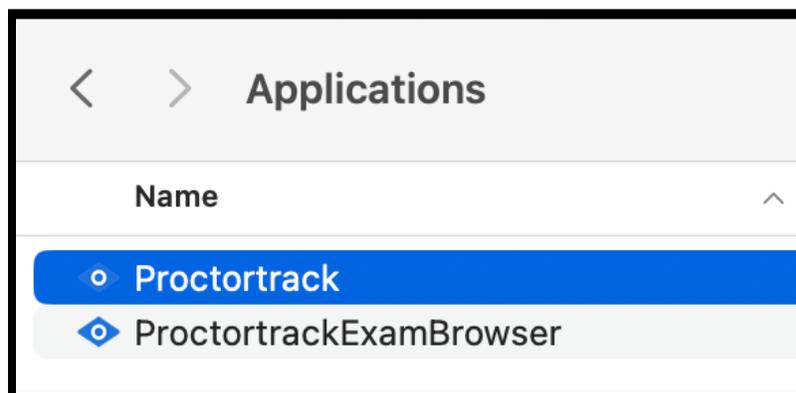


If a proctortrack.zip file is downloaded, click on the zip file and follow the instructions on screen.



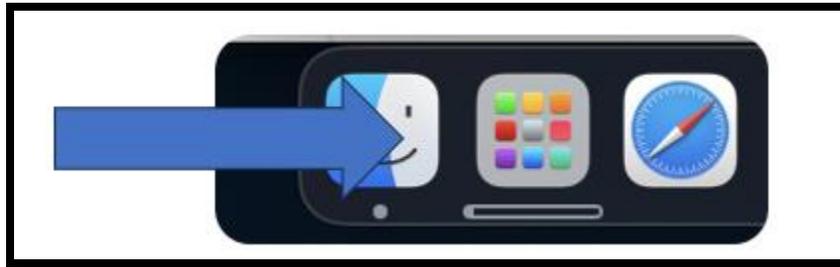
If you have installed the application and it still has not opened automatically you can locate the Proctortrack app from Finder on your Mac device

- 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).

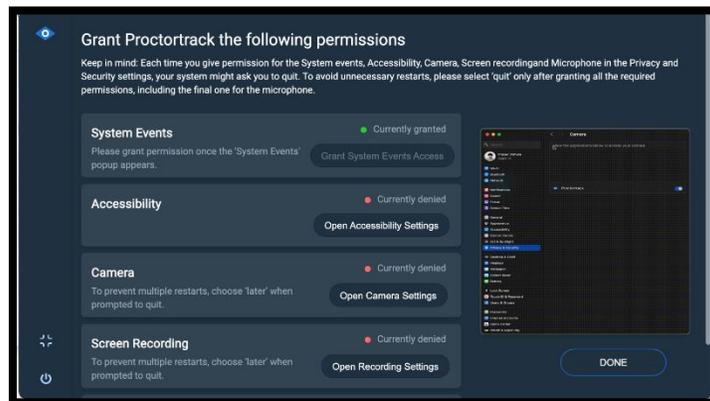


- Find an app on Launchpad: Type its name in the search field at the top of Launchpad.

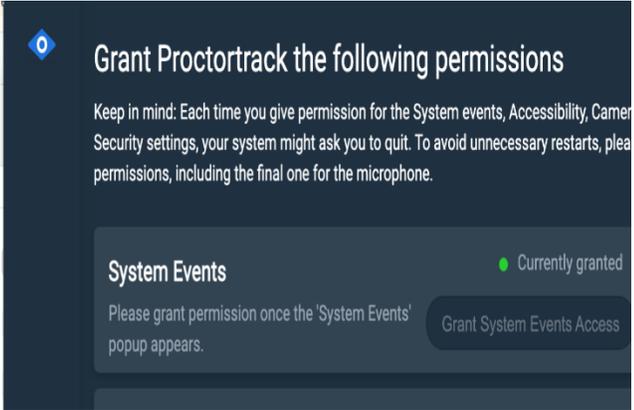
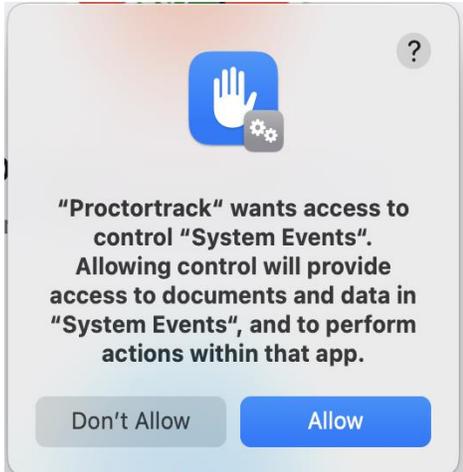


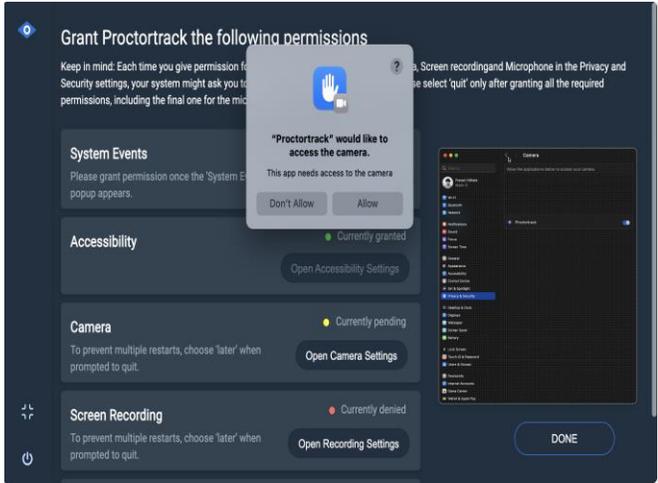
Once the app is launched learners should follow the instructions below to grant Proctortrack and the Exam browser access to monitor and record the test session without any issues. Please make sure that the settings below are **enabled**.

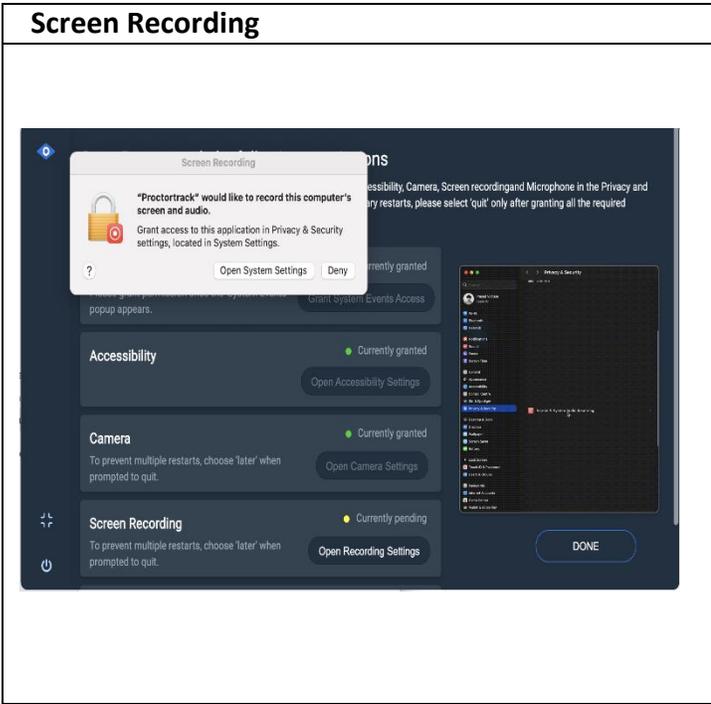
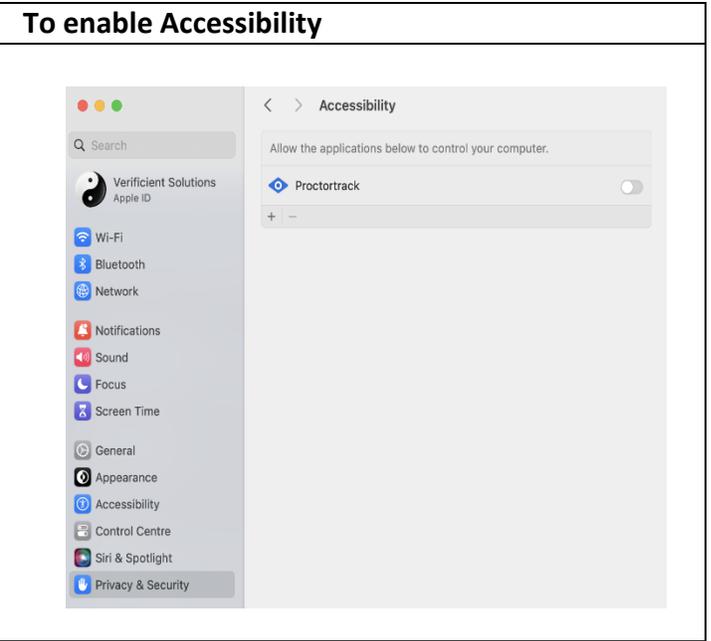
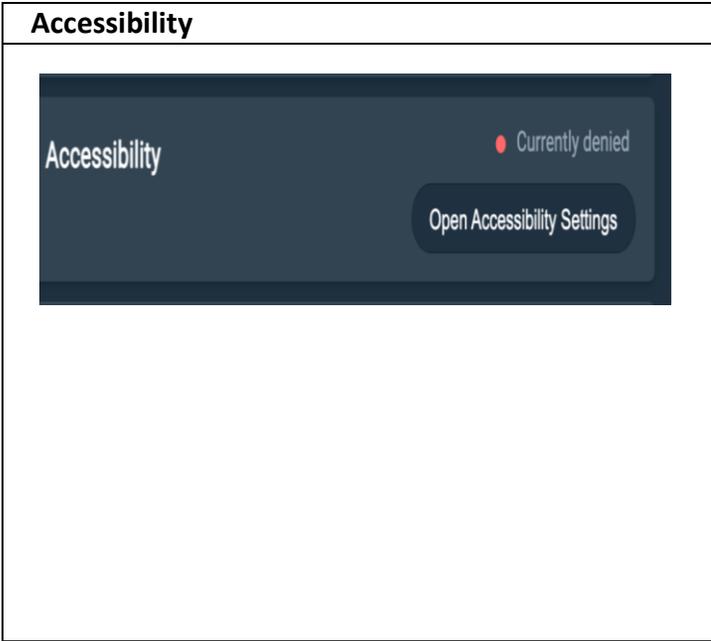
- a. If you have any privacy setting restrictions, you will be directed to follow the instructions **presented on the screen. Ensure to enable all privacy settings to continue with the proctortrack app.**



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

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

To enable Camera	To enable Microphone
 <p>Grant Proctortrack the following permissions</p> <p>Keep in mind: Each time you give permission for the System events, Accessibility, Camera Security settings, your system might ask you to quit. To avoid unnecessary restarts, please grant permissions, including the final one for the microphone.</p> <p>System Events Currently granted</p> <p>Please grant permission once the 'System Events' popup appears. Grant System Events Access</p> <p>Accessibility Currently granted</p> <p>Camera Currently pending</p> <p>To prevent multiple restarts, choose 'later' when prompted to quit. Open Camera Settings</p> <p>Screen Recording Currently denied</p> <p>To prevent multiple restarts, choose 'later' when prompted to quit. Open Recording Settings</p> <p style="text-align: right;">DONE</p>	 <p>Grant Proctortrack the following permissions</p> <p>Keep in mind: Each time you give permission for the System events, Accessibility, Camera Security settings, your system might ask you to quit. To avoid unnecessary restarts, please grant permissions, including the final one for the microphone.</p> <p>System Events Currently granted</p> <p>Please grant permission once the 'System Events' popup appears. Grant System Events Access</p> <p>Accessibility Currently granted</p> <p>Camera Currently granted</p> <p>To prevent multiple restarts, choose 'later' when prompted to quit. Open Camera Settings</p> <p>Screen Recording Currently granted</p> <p>To prevent multiple restarts, choose 'later' when prompted to quit. Open Recording Settings</p> <p>Microphone Currently pending</p> <p>Select 'quit' when prompted to quit. Open Microphone Settings</p> <p style="text-align: right;">DONE</p>



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.	<p>Learners must log into Proctortrack at https://ca-testing.verificient.com first.</p> <p>Click on Go to Test 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.</p>
The Proctortrack desktop application does not launch. It keeps prompting me to download the desktop application.	Save the application to the Downloads folder on your device. Double click on the application named Proctortrack.exe or Proctortrack.pkg from the Downloads folder to launch.
I keep failing the room and physical desktop scans.	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.