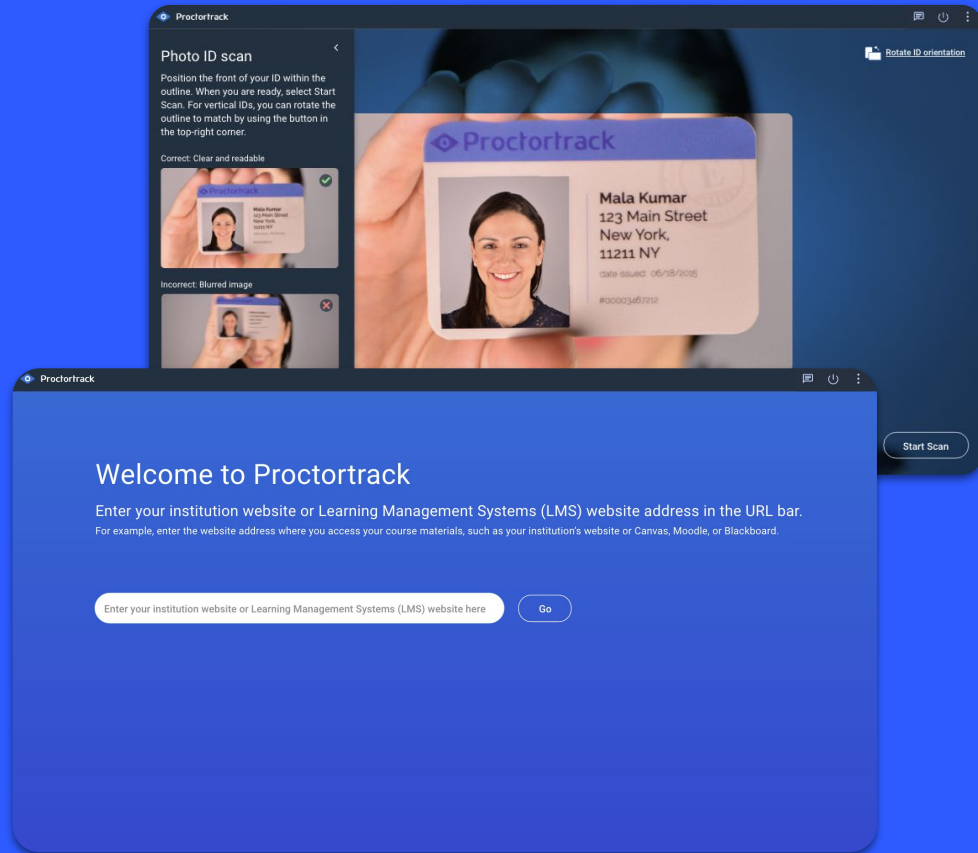


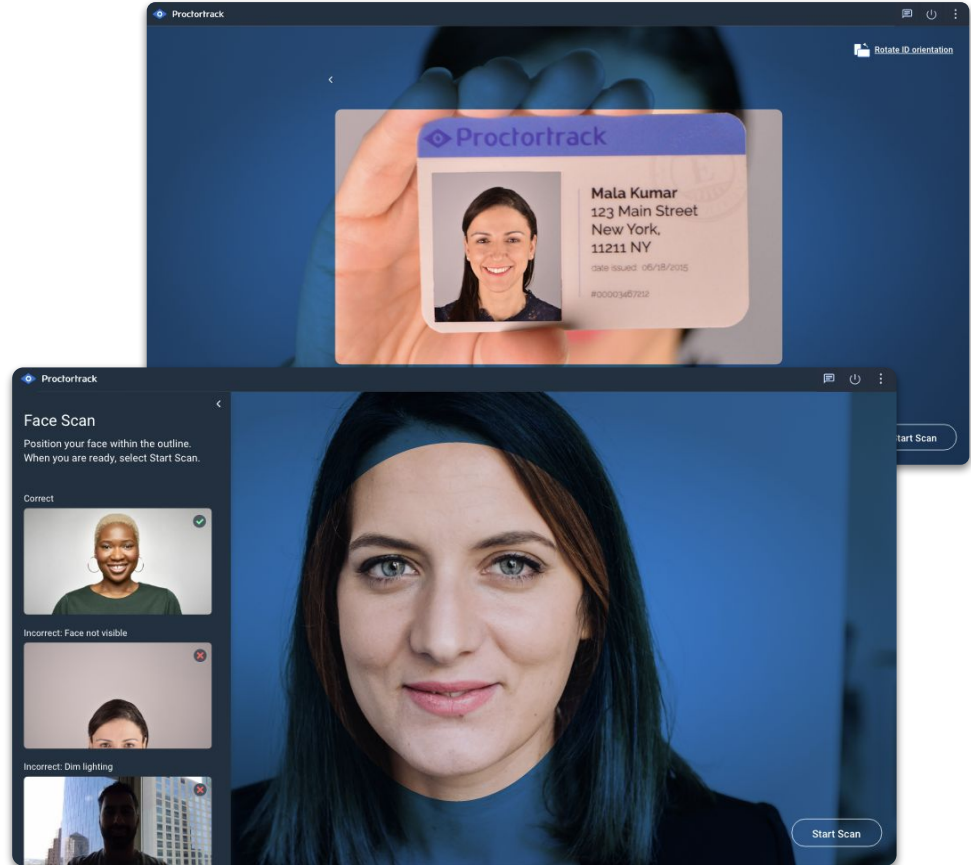
Proctortrack Student Manual for CLEP Exam Test Takers

Last update June 18, 2025



What is Proctortrack?

Proctortrack is the world's first and most advanced **remote proctoring software** designed with **student's privacy** in mind. Proctortrack uses a combination of AI and human review to monitor test sessions and identify behaviors that violate testing policies, ensuring the integrity of test results.



How it works

Proctortrack connects you with a live proctor who monitors your exam in real time to ensure test integrity and provide support. The proctor supervises your session via webcam and screen sharing. While AI may assist in flagging behaviors, **a human proctor makes the final decisions during your exam based on CLEP's guidelines.**



- 1. Sign in:** Go to <https://testing.verificent.com/clep#!/login/>
- 2. Access Proctortrack Dashboard:** Schedule, reschedule, onboard, or start your exam.
- 3. Download App:** Click “Go to Test” to launch the Proctortrack app.
- 4. Follow On Screen Steps:** Complete system check and ID verification in the app.
- 5. Perform Room Scan:** A live proctor will review and approve your testing environment.
- 6. Setup Mobile Phone:** Place phone (landscape) to show your face, desk, and screen. Click “Start Proctoring.”
- 7. Install Unify Browser:** Download when prompted; a live proctor will help you launch your CLEP exam.
- 8. Finish Exam:** Click “END” to upload and complete your session.

Equipment

- **Monitor:** Multiple monitors or dual screens aren't permitted. Any additional monitors **must be removed** from the testing area.
- **Keyboard & Mouse:** Only one keyboard and one mouse may be used during testing. A wireless keyboard or wireless mouse **aren't** allowed.
- **Speakers:** You must use either internal or external speakers. Headsets or wireless earphones **aren't** allowed.
- **Microphone:** An internal or external microphone is required.
- **Camera:** You may use the computer's built-in camera or a separate webcam. The camera must be movable to provide the proctor a 360-degree view of the room, including your tabletop surface, before the test begins.
- **Mobile requirements: Android:** 10 and above, **iOS:** 12 and above. The device must have a working front-facing camera and a minimum battery charge of 85%.

Tech requirements

OPERATING SYSTEM	PROCESS OR/ RAM	BROWSERS	PLUG-INS	CAMERA RESOLUTION	MOBILE PHONE	INTERNET CONNECTION	PRIVILEGES
PC: Windows version 10 or 11. NOTE: Mac computers, tablets, Chromebook, are not permitted.	PC: Dual-core 2.4 Ghz CPU, 8 GB RAM or better	Google Chrome browser, version 100.0 or higher.	Javascript Enabled & Third Party Cookies Enabled	800 x 600 resolution or better	Android: 10 and above iOS: 12 and above The device must have a working front-facing camera and a minimum battery	Cable Modem, DSL or better (1.5 mbps for both download and upload).	Administrative privileges are required on the test delivery computer to download and install the applications and to ensure test security. Computer firewalls and security applications can interfere with the test delivery software.

Manage your browser

To prevent technical issues, ensure third-party cookies and JavaScript are enabled before starting the test. It is best practice to check these settings in both your primary (Google Chrome) and secondary (Firefox) browsers.

Manage third-party cookies

- > Open Chrome on your computer.
- > Click the Chrome menu icon (three dots in the upper right)
- > Navigate to "Privacy and Security,
- > Select "Third-party cookies.
- > Choose the option to allow third-party cookies.

Enable JavaScript

- > Open Chrome on your computer.
- > Click Settings.
- > Click Privacy and Security.
- > Click Site settings.
- > Click JavaScript.
- > Select Sites can use Javascript.

Before the exam

1. Register with Proctortrack at <https://testing.verificient.com/clep/#!/registration/>
2. Sign in and complete the Onboarding Process (the Onboarding process follows the same steps as the actual exam and it will guide you to the app download page).
3. Once your onboarding submission has been approved, you can schedule your CLEP exam.

On exam day

4. Sign into <https://testing.verificient.com/clep/#!/login/> and click on **Confirmed**, next to the exam (you will be guided to the Proctortrack download page and follow the process as guided on the Proctortrack app).
5. Download and install the ETS Online Test application.
6. Launch the Unify Browser and take your test.

BEFORE THE EXAM

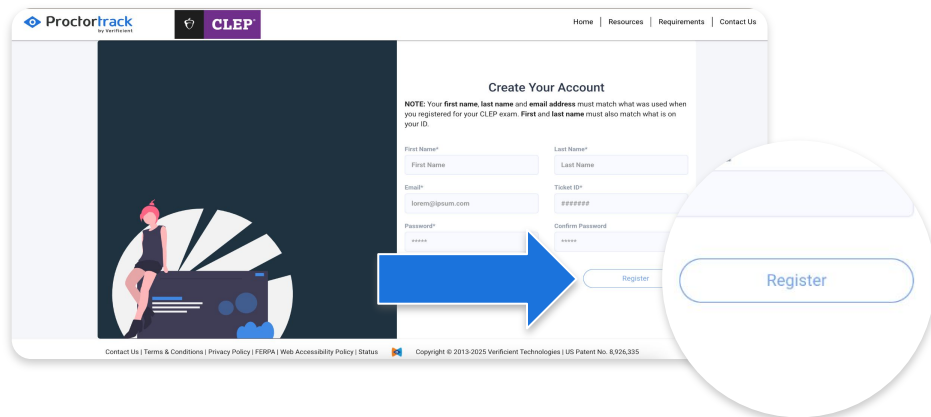
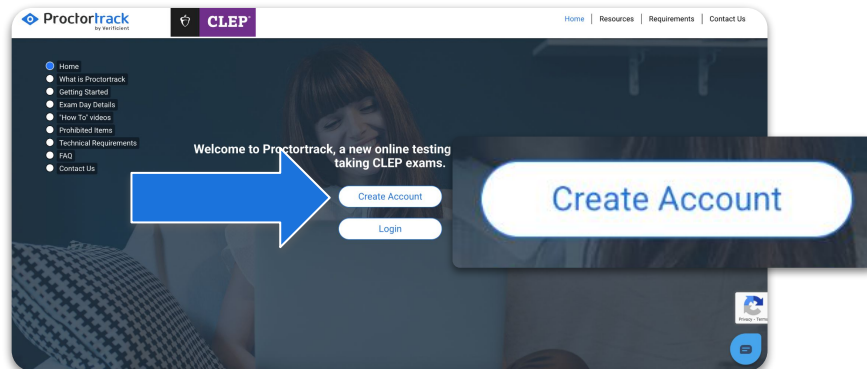
1. Register with Proctortrack

Register with Proctortrack

Go to

<https://testing.verificient.com/clep/#!/welcome/> and click on Create Account. If you already have created a Proctortrack CLEP account, use your credentials to login to your dashboard.

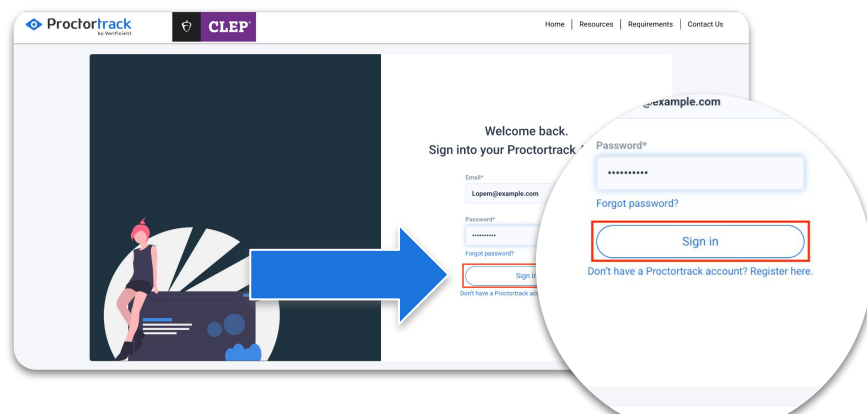
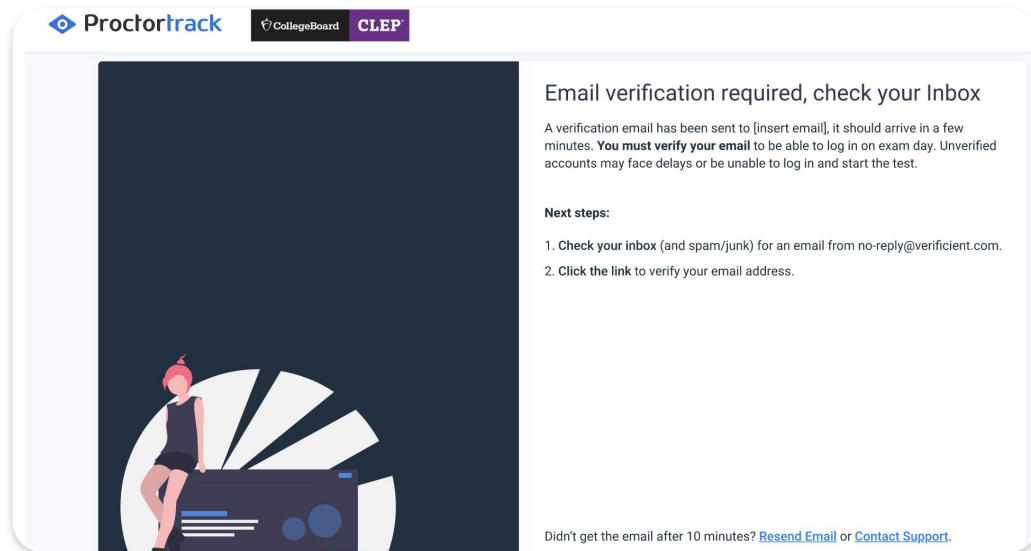
To create your account, enter your first name, last name, email address, CLEP Ticket ID and a password for your account. The email address must match the email address used while purchasing your CLEP registration ticket. Click on Register.



Verify email and sign in

Once you register, a confirmation link will be sent to verify the email address used during registration.

After verifying your email, you can sign in to your account and begin the onboarding process.



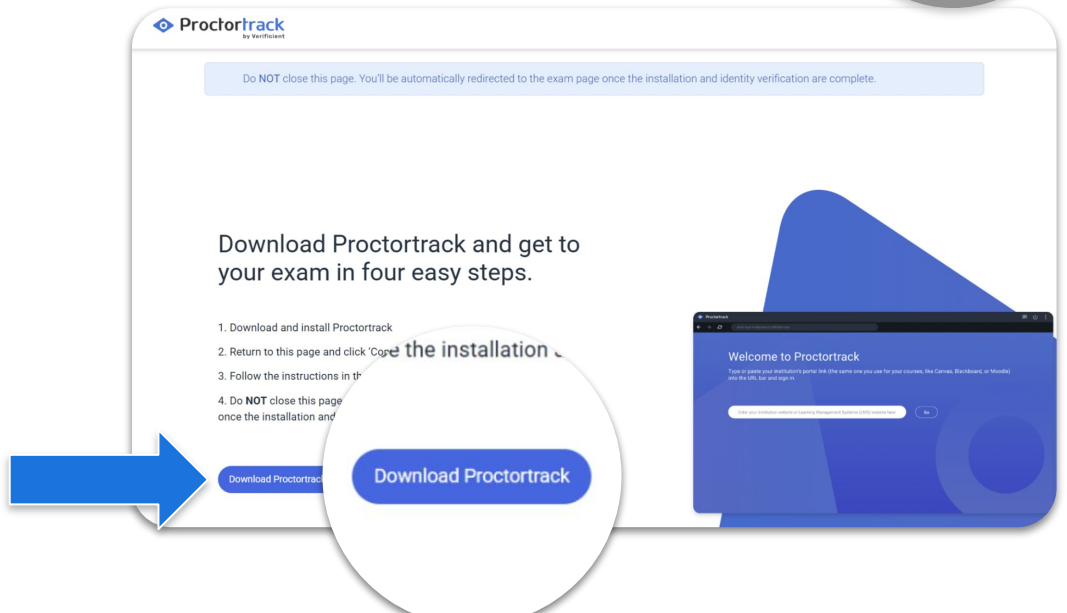
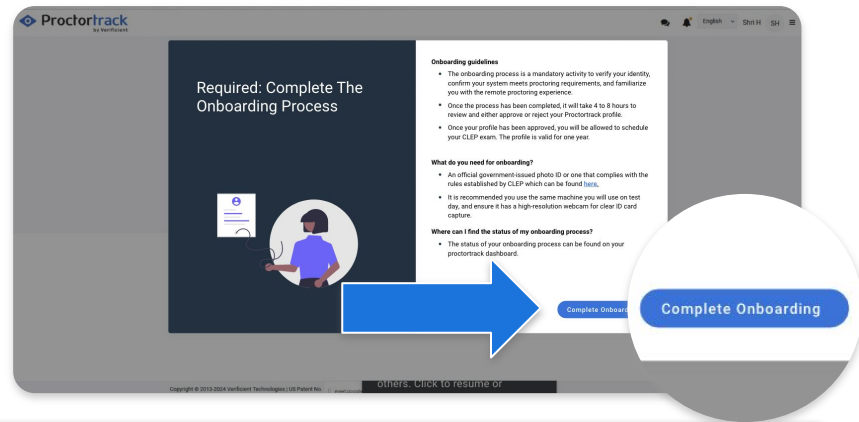
BEFORE THE EXAM

2. Sign in and take Onboarding

Take Onboarding and download Proctortrack

For users logging in for the first time, they will be required to go through the identity verification process and complete the face and ID scan steps to establish their baseline profile. **DANTES** users are excluded from the ID scan.

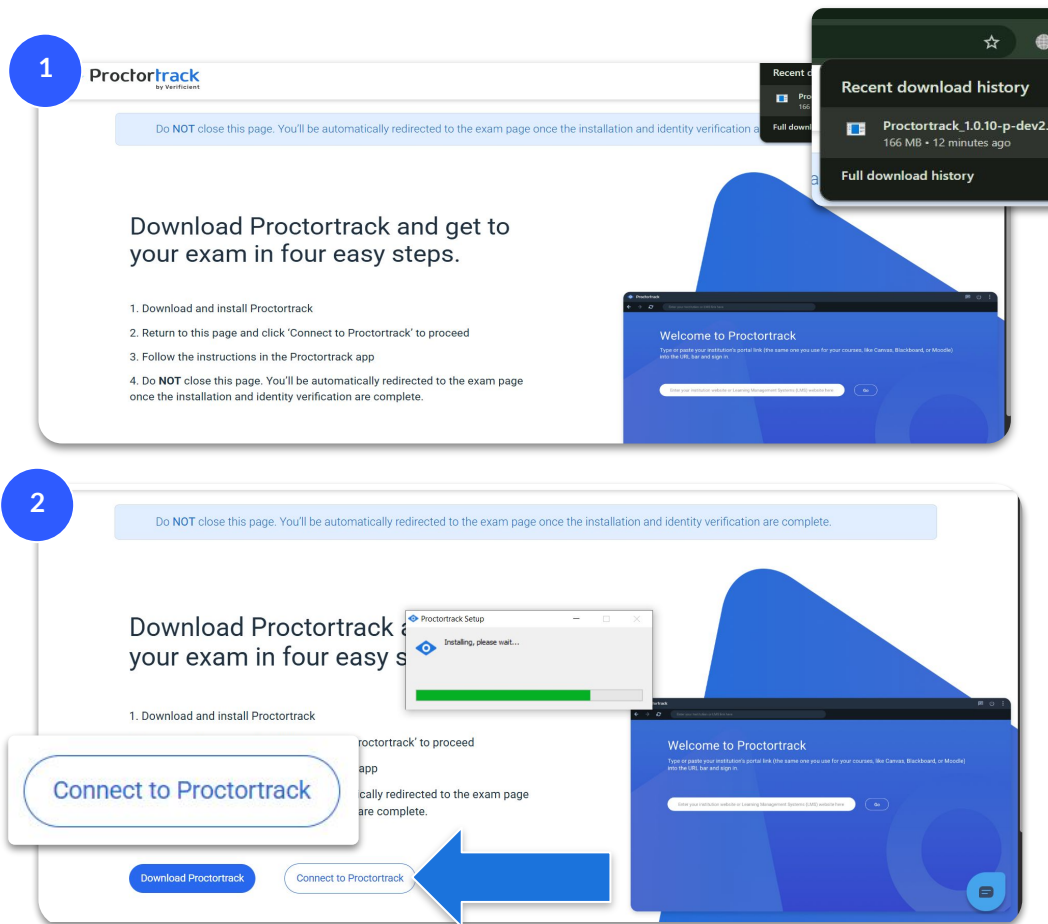
Once you start the Onboarding process you are automatically taken to the download page.



Install and launch Proctortrack

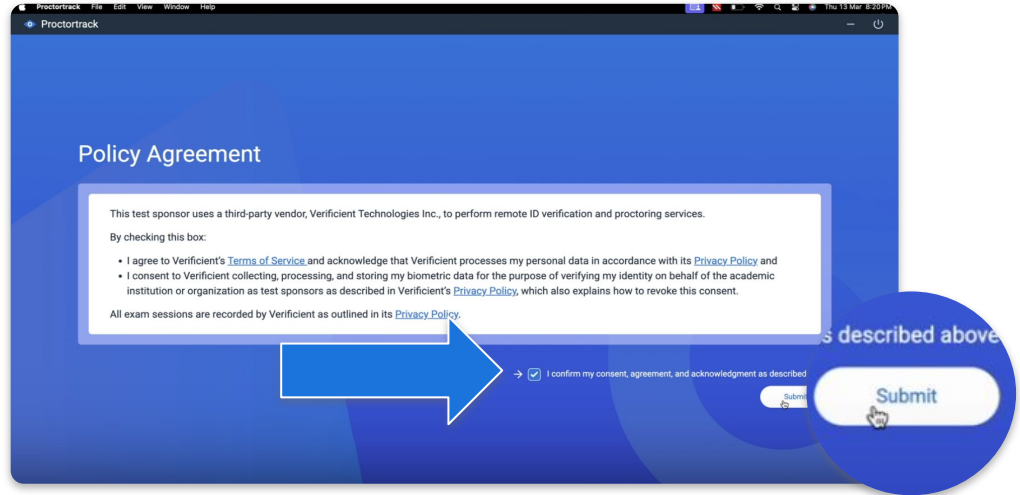
1. Locate the **Proctortrack.exe** file in your **Downloads** tab on the browser or you may find it in your **Downloads** folder and double-click to Launch the app.

2. **Once launched**, let the Proctortrack set up complete, click “**Connect to Proctortrack**” and follow the on-screen instructions.



Policy agreement

Review our policy agreement and proceed.



The screenshot shows a web browser window with the Proctortrack application. The page title is "Policy Agreement". The main content area has a blue background. A white box contains the following text:

This test sponsor uses a third-party vendor, Verificent Technologies Inc., to perform remote ID verification and proctoring services.

By checking this box:

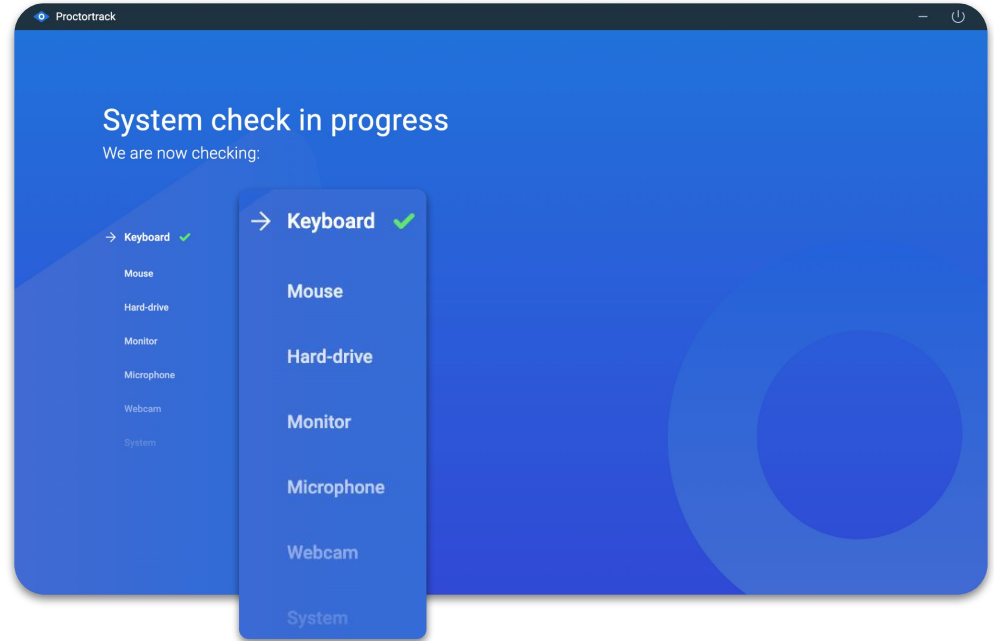
- I agree to Verificent's [Terms of Service](#) and acknowledge that Verificent processes my personal data in accordance with its [Privacy Policy](#) and
- I consent to Verificent collecting, processing, and storing my biometric data for the purpose of verifying my identity on behalf of the academic institution or organization as test sponsors as described in Verificent's [Privacy Policy](#), which also explains how to revoke this consent.

All exam sessions are recorded by Verificent as outlined in its [Privacy Policy](#).

Below the white box, there is a blue arrow pointing to a checkbox that is checked. The text next to the checkbox is "I confirm my consent, agreement, and acknowledgment as described". To the right of the checkbox is a "Submit" button. A hand cursor is hovering over the "Submit" button.

System check

The app will perform a system check to ensure your setup is ready for the exam. If any unauthorized applications or devices are detected, they will be closed. Ensure that only one monitor, wired keyboard, and wired mouse are connected to your system.



Unauthorized applications

Proctortrack may detect unauthorized applications or wireless devices on your network, preventing you from proceeding.

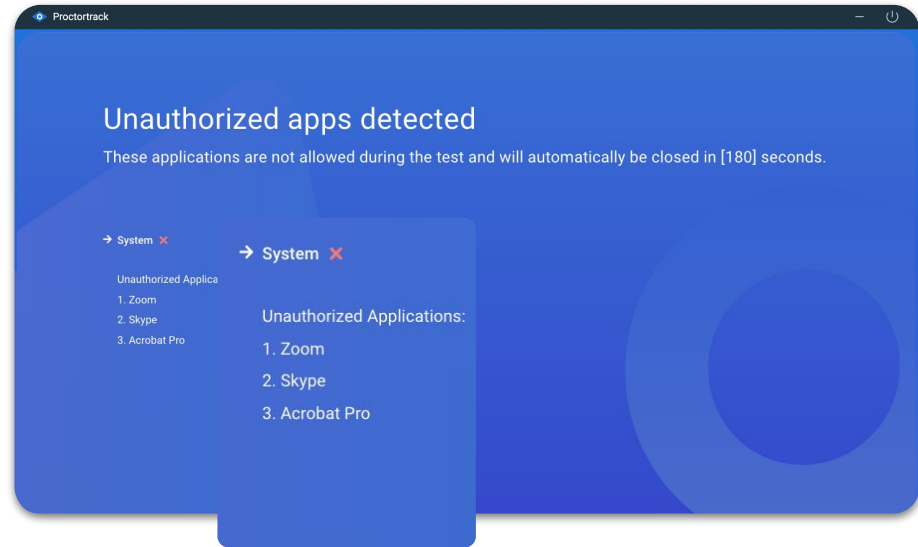
Close unnecessary apps – Messaging, screen recorders, and background apps may interfere.

Check antivirus settings – Some may block Proctortrack; disable if needed.

Disconnect casting devices – Chromecast, smart TVs, and wireless printers can cause issues.

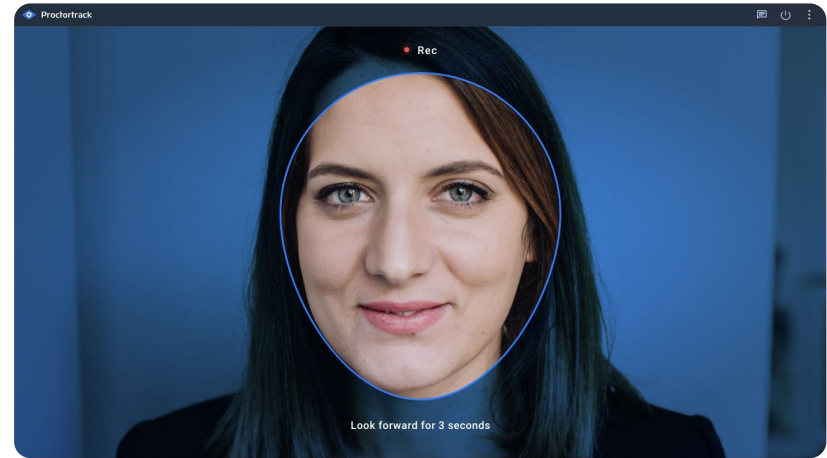
Ensure a stable setup – Avoid software or network conflicts before starting.

NOTE: Some applications may have to be manually closed from the task manager.

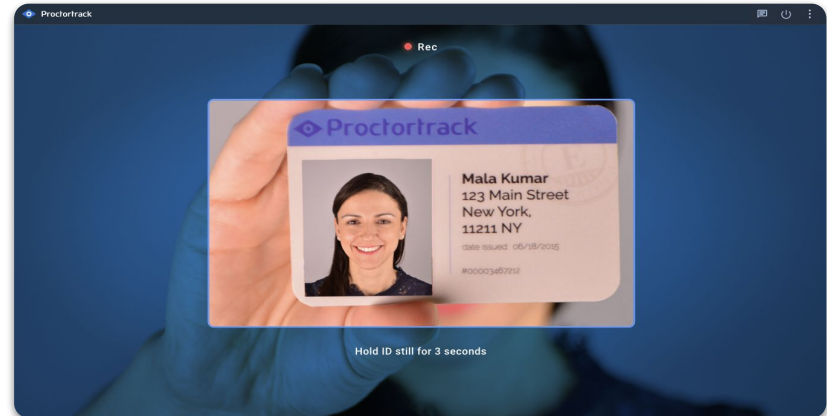


Face and ID card scan

The app will guide you through the identity verification step including Face scan (Selfie) and ID scan. Data is only used for exam authentication and is fully protected.



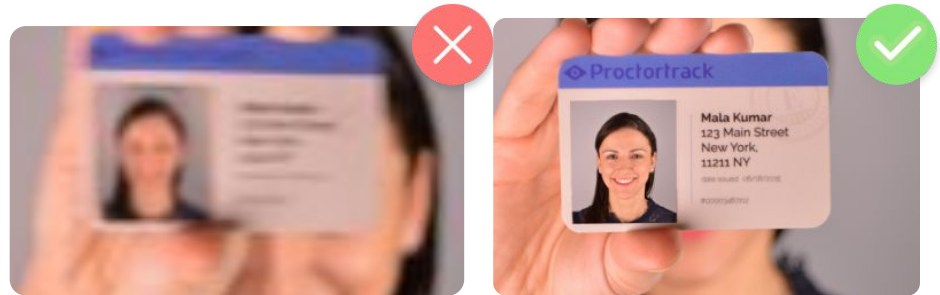
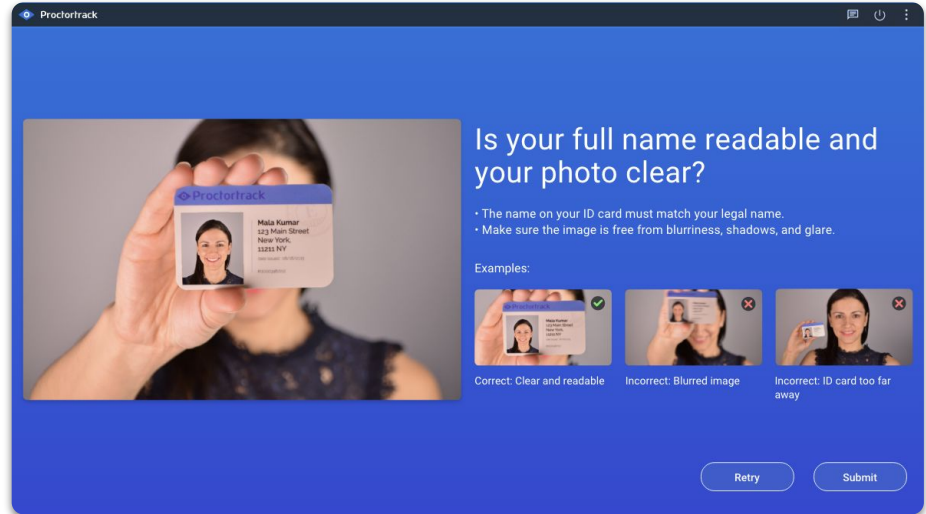
Face Scan



ID Scan

Identity scans review

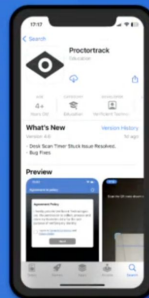
Ensure you upload an approved form of identification during onboarding. If the ID is blurred or illegible, you will be required to repeat the onboarding process.



Proctortrack mobile app

Download Proctortrack on your phone and scan the QR code

Download Proctortrack from the App Store or Google Play. Open the app and scan the QR code. This page will progress automatically when you submit your scan through the mobile app.



3. Scan this QR code using the Proctortrack mobile app.

Download the Proctortrack app on your phone and scan the QR code

After completing the identity scans, Proctortrack will prompt you to connect your phone to the desktop application to take a room scan. Download the Proctortrack **mobile app from the App Store or Google Play**, then use the in-app scanner to **scan the QR code** displayed on your desktop. This will link your mobile device to your active test session.

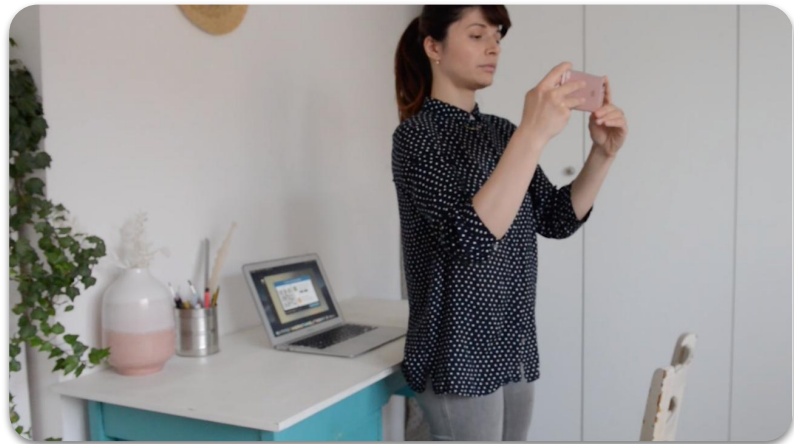


Scan your room using your phone

Follow the instructions on your phone and proceed to the **Recording of two videos**:

- **360° Room Scan (20 sec):** Show the entire room—left, right, and behind you.
- **Desk Setup Scan (10 sec):** Show your desk, monitor (front and back), keyboard, and nearby area.

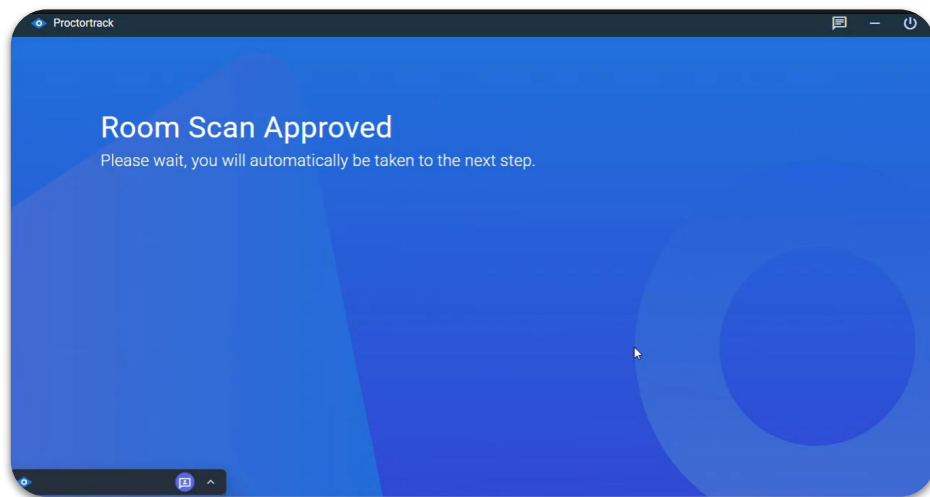
IMPORTANT NOTE: The Onboarding Room Scan will **NOT** be reviewed or saved.



Your proctor will review your room scan

On test day, after submitting your room scan, the proctor will review it based on [CLEP's guidelines](#). If any unauthorized items or setup issues are found, the proctor will let you know **via chat** and ask you to rescan. The proctor cannot start the exam until your room meets CLEP requirements.

NOTE: Onboarding is a practice run only—there is no live connection with a proctor during this process.



Room guidelines

Environment & Privacy

- You **must be alone** in a **private, quiet room**.
- No one may enter the room during your test.
- **Public spaces** (cafés, libraries, parks, etc.) are **not allowed**.
- Walls should be **free of posters, maps, charts, or study materials**.
- You must consent to **Proctortrack** scanning your environment before the exam.
- Your device must be placed on a desk or tabletop.
- The desk must be clear of any unauthorized items.
- Sit in a standard chair (not a bed, couch, or recliner).
- No food or drink unless formally approved as an accommodation.

Permitted Items

- Testing device (laptop/desktop).
- Approved accommodations.
- A small whiteboard and dry erase marker.

Prohibited Items

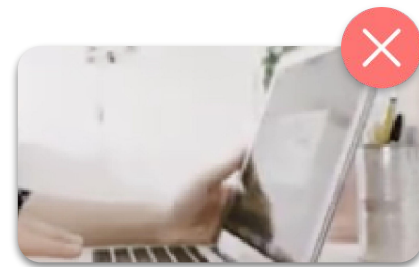
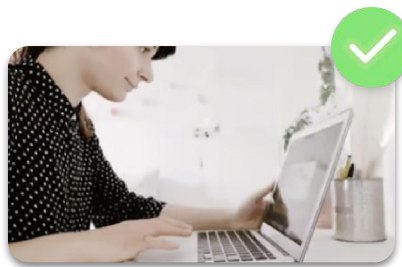
- **Electronics:** smartwatches, fitness trackers, headphones, media players.
- **Unauthorized aids:** books, dictionaries, reference materials.
- **Stationery:** pens, highlighters, mechanical/colored pencils.
- **Furniture & decor:** TVs (must be covered or removed), posters.
- **Personal items:** bags, wallets, hats, hooded clothing, outerwear.

Dual camera setup

Once your room scan is approved, **you'll need to position your phone as a second camera.**

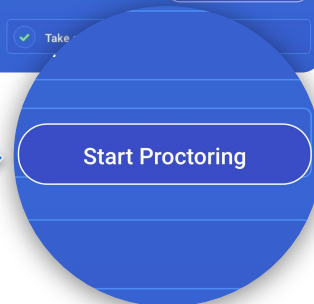
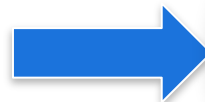
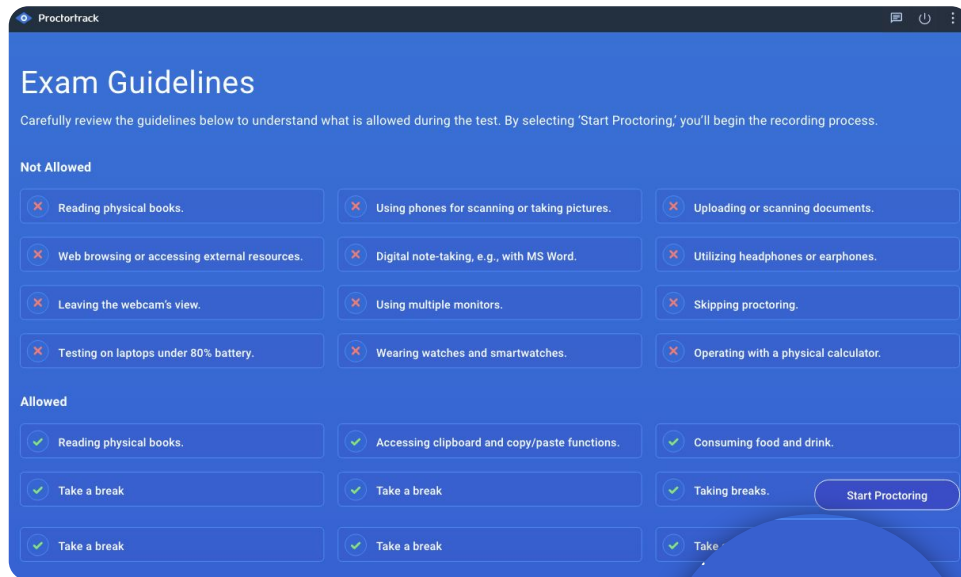
- Place your phone in **landscape mode**, off to the **side** of your workspace.
- Make sure your **face, desk, and monitor** are clearly visible.
- **Keep your phone plugged in** to avoid low battery disruptions.
- Your **proctor will review** your camera placement and may ask for adjustments if needed.

NOTE: Onboarding is a practice run only—there is no live connection with a proctor during this process.



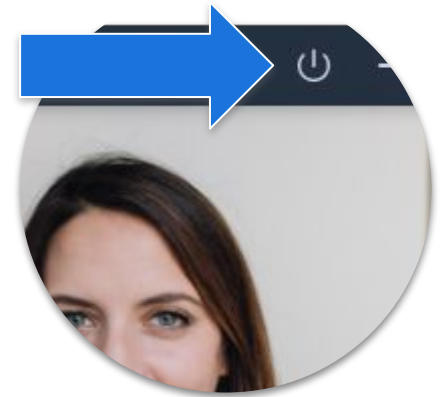
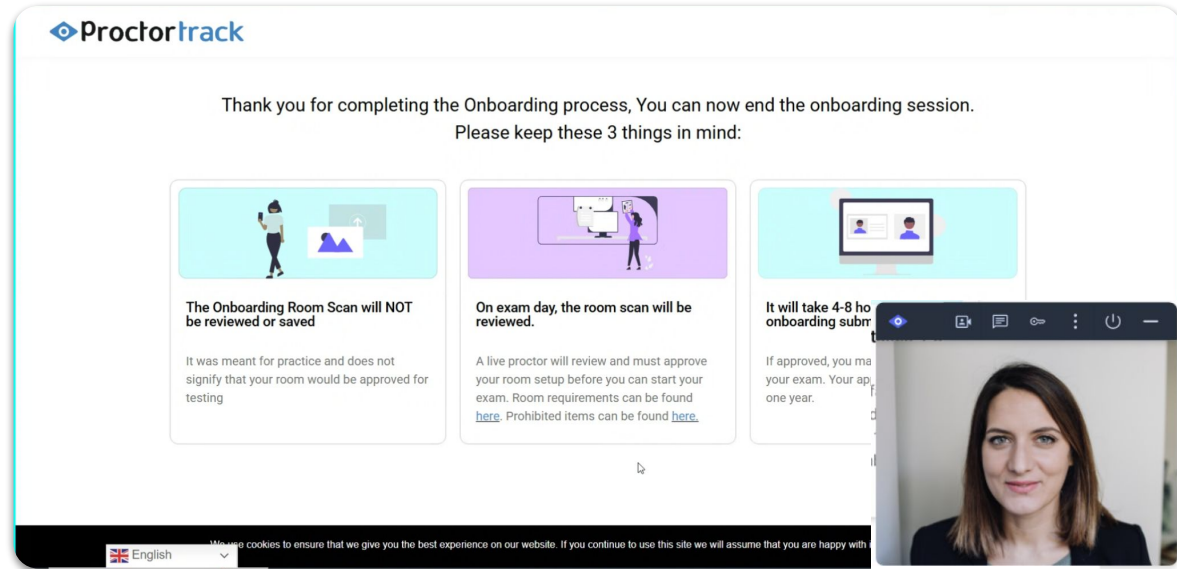
Exam guidelines

Before starting your exam, the app will display important exam guidelines to help you understand what is allowed and not allowed during the test. These guidelines cover everything from permitted materials to behavior during the exam. You'll have a chance to review them during Onboarding so you can familiarize yourself with the rules and ensure a smooth testing experience. On test day, when you click on **Start Proctoring**, the app takes you to the exam page to begin testing.



End

Click on the Quit icon to end the onboarding process and upload your data.



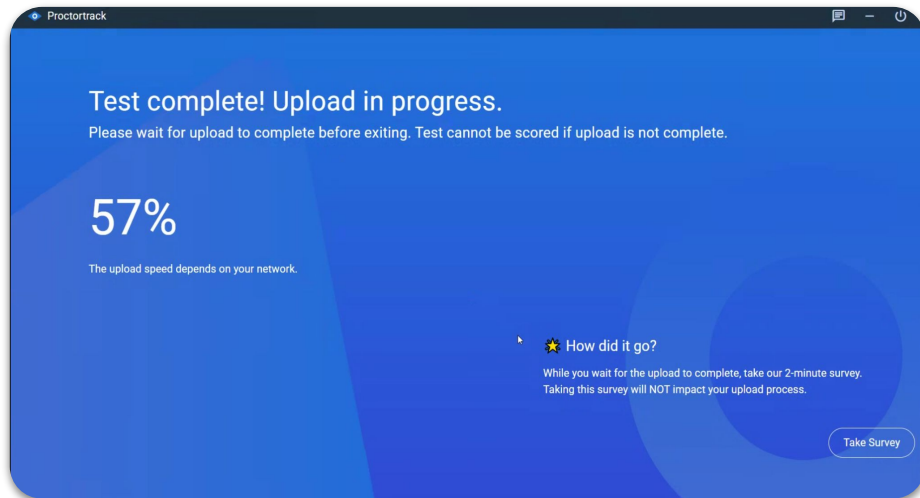
Upload data

Once you upload the onboarding data it will take **up to 8 hours to be reviewed and approved or rejected.**

- **If approved:** You can schedule your test session.
- **If not approved:** We'll let you know what needs to be fixed.

You'll be notified via email and on your Proctortrack dashboard (top right corner) once your review is complete.

Note: Onboarding is a practice run only and Room Scan data will not be reviewed.



Onboarding FAQ

Why do I need to complete the Onboarding process?

The Onboarding process verifies your identity prior to taking an exam with Proctortrack.

What do I need for Onboarding?

- An official government-issued photo ID or one that complies with the rules established by CLEP which can be found [here](#).
- A device that meets the [technical requirements](#) specified by CLEP.
- It is recommended you use the same machine you will use on test day.

What happens if my Onboarding profile is not approved?

If your Onboarding is rejected, you can simply run through the process again. Test takers **MUST** have an approved profile before they can schedule their exam. Common reasons for rejection are:

- Facial scan was not captured
- Photo ID scan was not captured
- Name was not legible on ID

How do I know whether my Onboarding profile was approved/rejected?

You should receive an email within 4-8 hours after taking the Proctortrack Onboarding process to let you know if you were approved/rejected. Results are also visible in the top right corner of your Proctortrack dashboard.

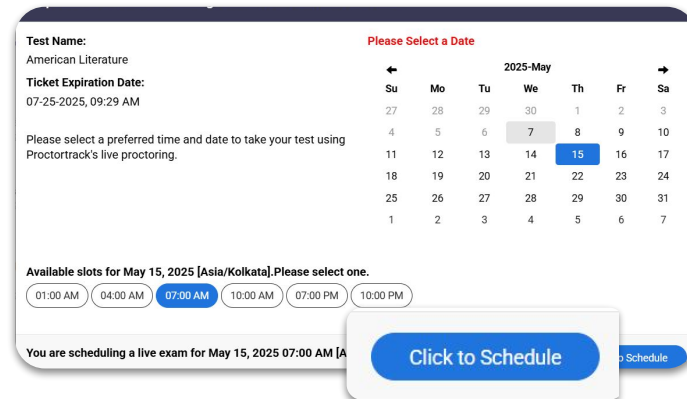
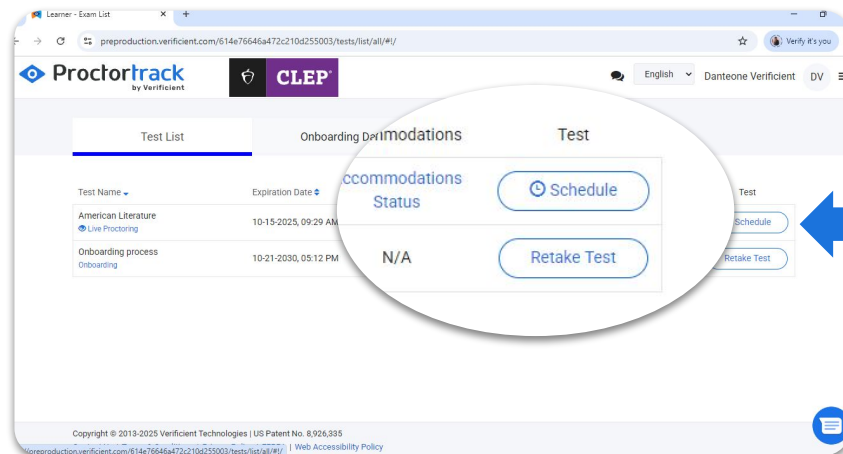
BEFORE THE EXAM

3. Schedule the exam

Schedule

On your Proctortrack dashboard, next to your test name, click on '**Schedule**'. In the window that appears, select your preferred date under "**Please Select a Date**", then choose a **time** from the available slots and click "**Click to Schedule**". Only available times will be shown. Once scheduled, you'll receive an email confirmation.

Note: You can schedule your exam only after your onboarding profile has been approved. One reschedule is allowed at no cost; any additional rescheduling will incur a \$10 fee per change. DANTES test takers are exempt from this policy.

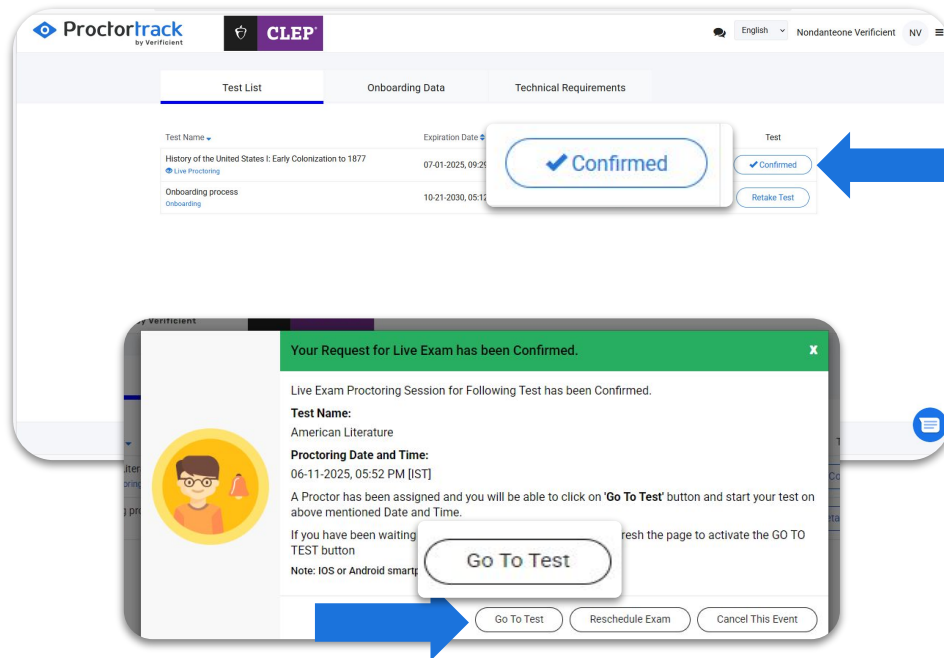


Schedule

Once your exam has been successfully scheduled, **the Schedule button changes to Confirmed**, click it and you get a new pop up, with the options as shown. To take your exam click **“Go To Test”**

Note: Your exam will only unlock at your **scheduled time**. Until then, the **“Go to Test”** button will remain inactive.

NOTE: You will not be able to launch the exam early. Please wait until your scheduled time to begin.



BEFORE THE EXAM

4. Download Unify browser

Download and install ETS Online Test application

You'll need this application on the computer you'll be using for the test so that the proctor can log you in to the Unify Test Launcher to start your exam.

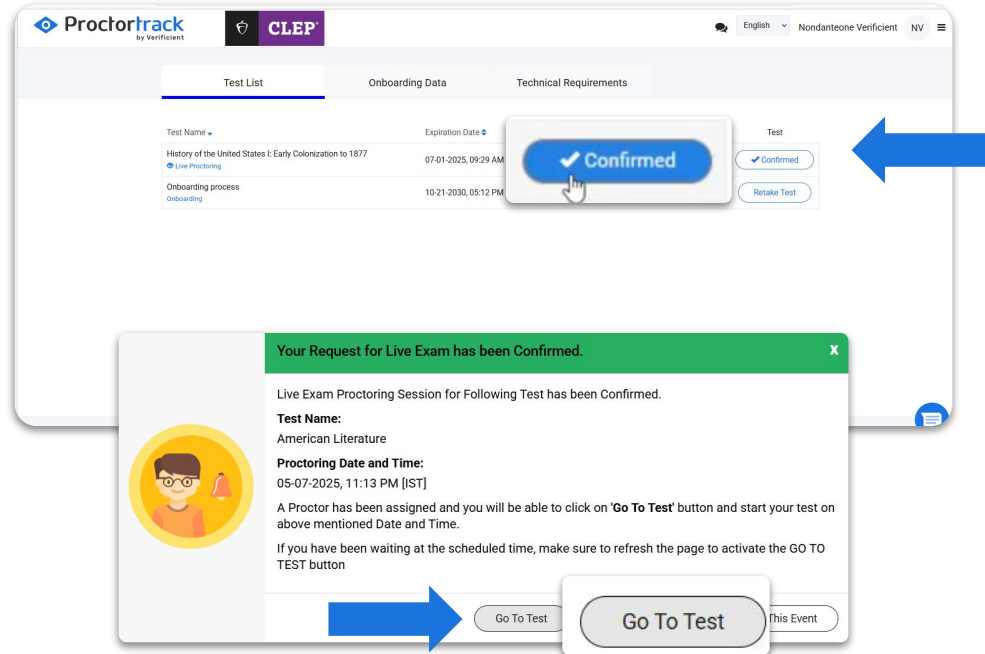
You can find the ETS Online Test application file link [here](#).

BEFORE THE EXAM

Exam Day:
Launch your test
at your scheduled
time

Launch test

Arrive at the scheduled time and click on the **Confirmed** button and you will see a new pop up with the options as shown. To take your exam click **"Go To Test"** .



The screenshot displays the Proctortrack CLEP interface. The top navigation bar includes the Proctortrack logo, a CLEP badge, and user information (English, Nondanteone Verficent, NV). The main content area has three tabs: Test List, Onboarding Data, and Technical Requirements. The Test List tab is active, showing a table with columns for Test Name and Expiration Date. A blue arrow points to a 'Confirmed' button in the table. Below the table, a confirmation pop-up is displayed with a green header and a white body. The pop-up contains the following text:

Your Request for Live Exam has been Confirmed.

Live Exam Proctoring Session for Following Test has been Confirmed.

Test Name:
American Literature

Proctoring Date and Time:
05-07-2025, 11:13 PM [IST]

A Proctor has been assigned and you will be able to click on 'Go To Test' button and start your test on above mentioned Date and Time.

If you have been waiting at the scheduled time, make sure to refresh the page to activate the GO TO TEST button

At the bottom of the pop-up, there are three buttons: 'Go To Test' (highlighted with a blue arrow), 'Go To Test' (disabled), and 'This Event' (disabled).

Guidelines


Review the Guidelines for the current test to understand what is allowed and not allowed during the exam.

After getting familiar with all the guidelines, click **“Next”**.


Please read through the exam guidelines and click the button at the bottom of the page to proceed.

Let's Get Started


Set Up a Proper Testing Environment for a High Integrity Score.




USE A PRIVATE TESTING AREA
Sit upright in an area where other people won't talk and cannot pass behind you.




TURN OFF ALL NOISE-MAKING DEVICES
Mobile phones set to vibrate emit detectable sound and any sound from a mobile device is flagged as a violation.




ENSURE YOUR FACE IS CLEARLY VISIBLE
Hair, sunglasses, hats or anything that covers your face can cause test to be flagged for low integrity. Eyeglasses are accepted.



CLOSE IRRELEVANT TABS AND WINDOWS
The only tabs and windows open during the



SIT DIRECTLY IN FRONT OF YOUR WEBCAM




CREATE THE PROPER LIGHTING
Sit in a consistently well-lit room with as plain a


completion of the test. Screenshots will be taken of suspicious activity and shown to your instructor.

view. Leaving the frame or looking away from the test will result in a low integrity grade.


General Guidelines



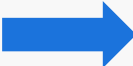
ONLY ONE KEYBOARD, MOUSE & MONITOR
Multiple hardware devices connected to your computer can result in a policy violation. Take time to setup your workstation accordingly.



ASSESSMENT IS TIMED
Please make note of your assessment's time limit.



PERSONAL ITEMS NOT ALLOWED
Sunglasses, keys, wallets, mobile devices and other items not necessary for testing are forbidden.

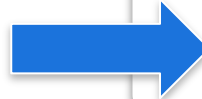


Next

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Contact Us | Terms & Conditions | Privacy Policy | FERPA | Web Accessibility Policy

Open or download Proctortrack

If you already have the app installed, click “Connect to Proctortrack.” If not, you can download it again by clicking ‘Download Proctortrack’.

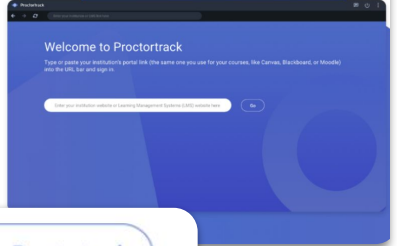


Download Proctortrack and get to your exam in four easy steps.

1. Download and install Proctortrack
2. Return to this page and click 'Connect to Proctortrack' to proceed
3. Follow the instructions in the Proctortrack app
4. Do **NOT** close this page. You'll be automatically redirected to the exam page once the installation and identity verification are complete.


[Download Proctortrack](#) [Connect to Proctortrack](#)

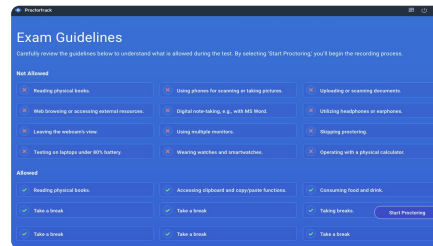
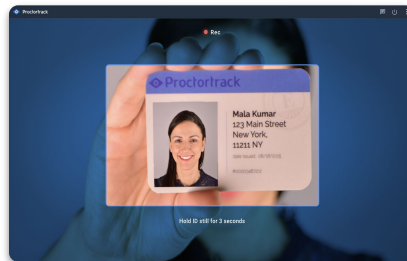
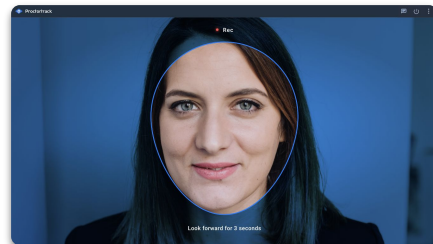
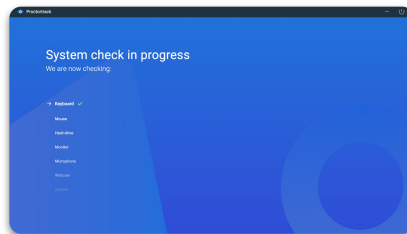
[Download Proctortrack](#) [Connect to Proctortrack](#)



Launch Proctortrack

Once you launch the application, you'll go through the same steps that you completed during onboarding process (see pages 12–28 for reference):

 The only difference on exam day is that your room scan (using a mobile phone) will be reviewed by a live proctor, and you'll need to wait for approval before proceeding.



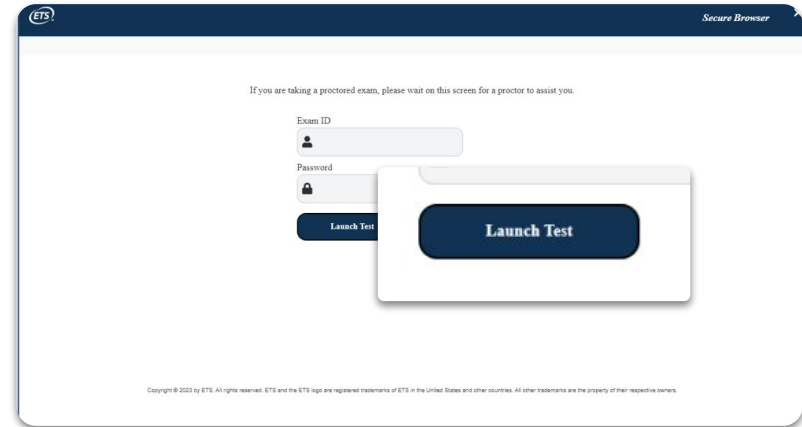
Launch the Unify browser and begin the exam

If you haven't already downloaded the ETS Secure Browser, you can download and launch Unify from the ETS download page. From this point forward, the proctor will communicate with you via the chat box.

The proctor will:

- 1. Ask you to place your cursor in the Exam ID field, then paste in the Exam ID.**
- 2. Ask you to place your cursor in the Password field, then paste in the password.**

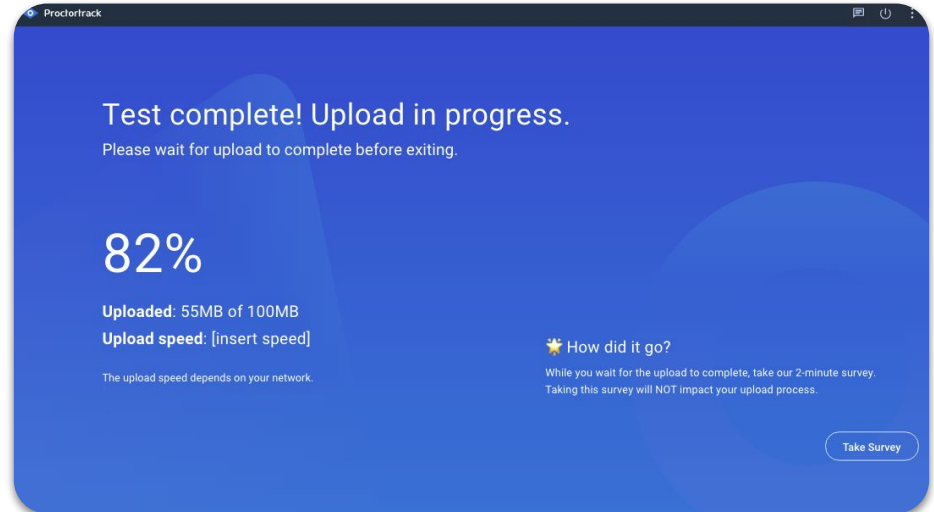
Once both fields are filled, click "Launch Test" to begin your CLEP exam.



End proctoring and upload

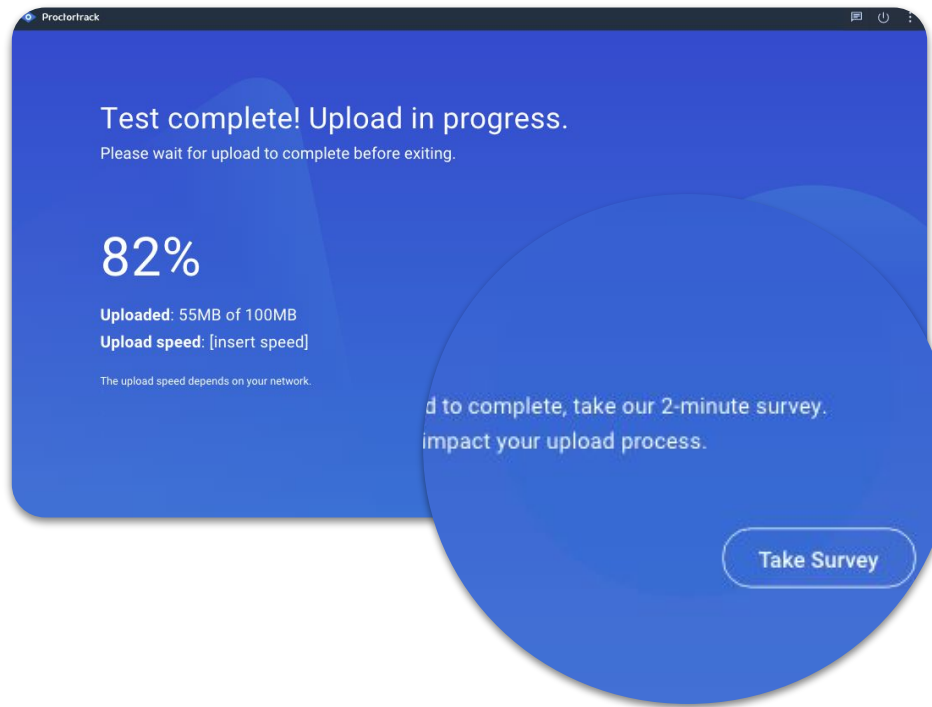
Your proctor will provide directions on ending your test session :

- Submit your exam and then send a message to the proctor informing them that your exam is over.
- Click “END” only after you hear back from your proctor.
- Confirm the end test session request and Proctortrack will stop monitoring



Share your experience with us

Once your session data has been successfully uploaded, you can help us improve the testing experience by taking a quick survey.



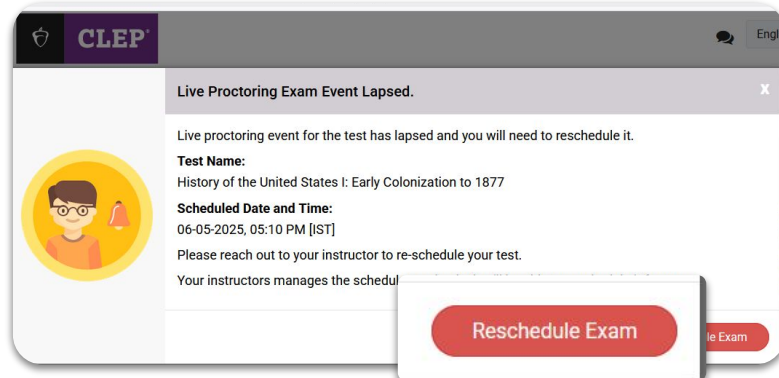
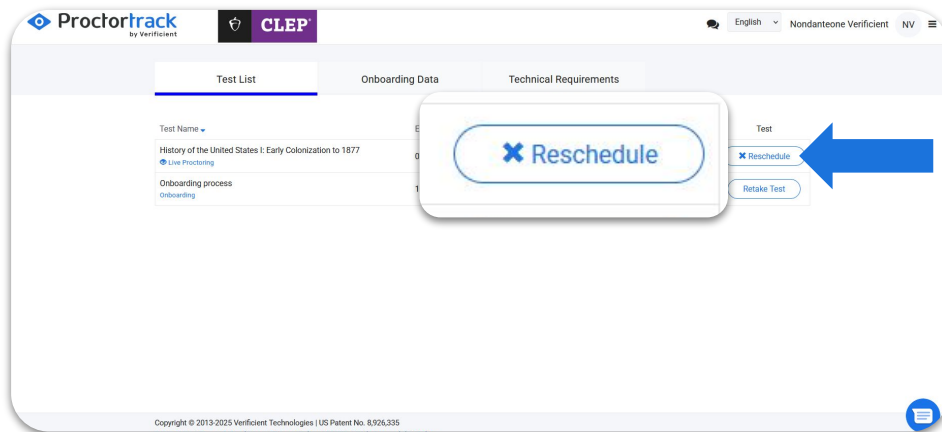
BEFORE THE EXAM

Reschedule the exam

Reschedule

If you missed your exam and need to reschedule, from your Proctortrack dashboard, next to the test name you want to reschedule, click on “Reschedule.” In the window that appears, click **“Reschedule Exam.”** Only available times will be shown. Once rescheduled, you'll receive an email confirmation.

Note: One reschedule is allowed at no cost; any additional rescheduling will incur a \$10 fee per change. DANTES test takers are exempt from this policy.



Need help

Find support at <https://proctortrack.com/support>

If you have any questions, you may open a ticket or contact our support team by live-chat, phone, or email. The team is available 24 x 7 x 365