If you have technical problems during your ProctorU session and before your exam begins, the Proctor will f rst run some standard checks on your system before sending you to a **technician** for troubleshoot ng.

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The best way to prevent technical problems is to check out your system before your appointment using ProctorU's . Navigate to

The automated checker will check for basic system compat bility, but it is highly recommended that you connect to a live person to fully check your system for video transmission, screen-sharing and CPU usage before your exam.



Test the same computer you will be using for your exam at around the same t me of day you will be taking your exam.

It is highly recommended that you plug directly into your router or modem with an ethernet cord.

If the you have quest ons about the process before test ng you can ask your or speak to a live representat ve 24/7 by using the system available at .

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