



# Student Manual



**MISSISSIPPI STATE UNIVERSITY™**  
CENTER FOR DISTANCE EDUCATION

## Before Taking Your Test

There are a couple things to keep in mind before you take your test. Make sure the room is clear and well lit. Do not have people crossing behind you or getting near you while taking the exam. Make sure you have all your materials needed for the exam and ready to take the test when you go through this process. Following these steps will allow ProctorTrack to verify who you are and determine what is happening in the room.

**Important:** The ProctorTrack system requires the Mozilla Firefox browser available for both PC and Mac computers.

If you do not have Firefox [click here](#) to download it or type this link in any browser:  
[www.firefox.com](http://www.firefox.com).

## Requirements:

### System Requirements:

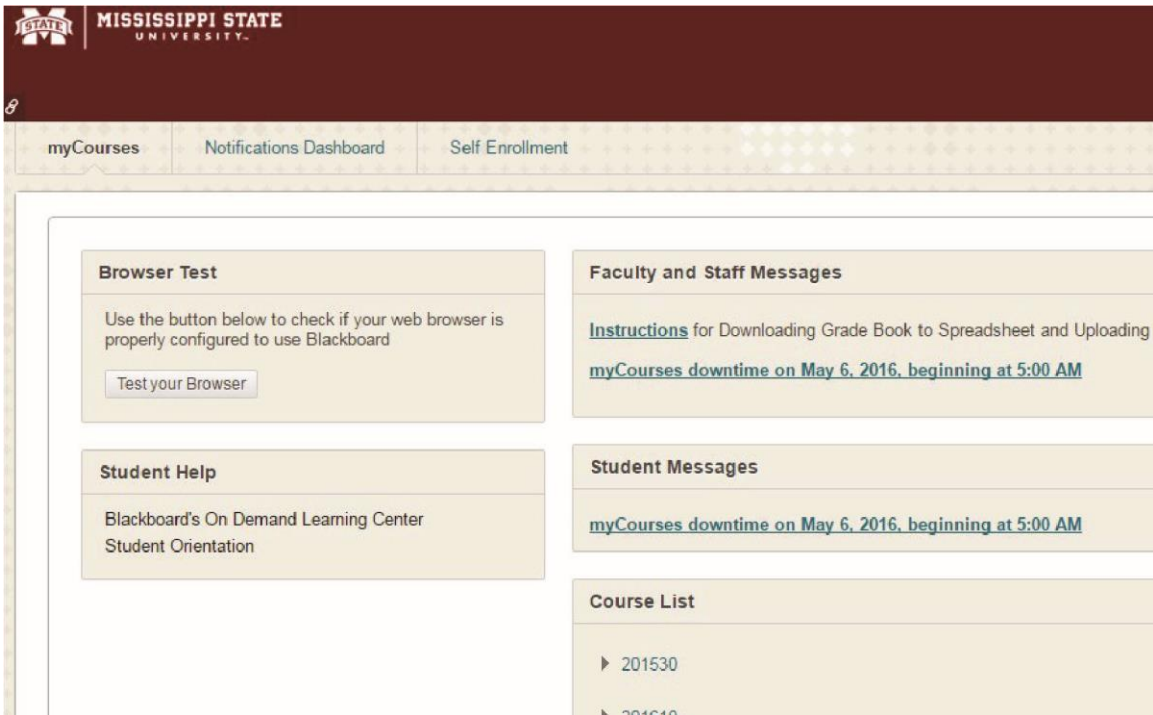
- OS -> Windows Vista or higher, MAC OS X 10.7 or higher. (Ideally 10.10.2)
- Browser-> Mozilla Firefox 20.0 or higher.
- Camera Resolution -> 640x480 or better
- Internet Connection -> Cable Modem, DSL or better (300kbps download, 250 kbps upload)
- Latest version of Java (For Download: <http://java.com/en/>)

### Equipment Requirements:

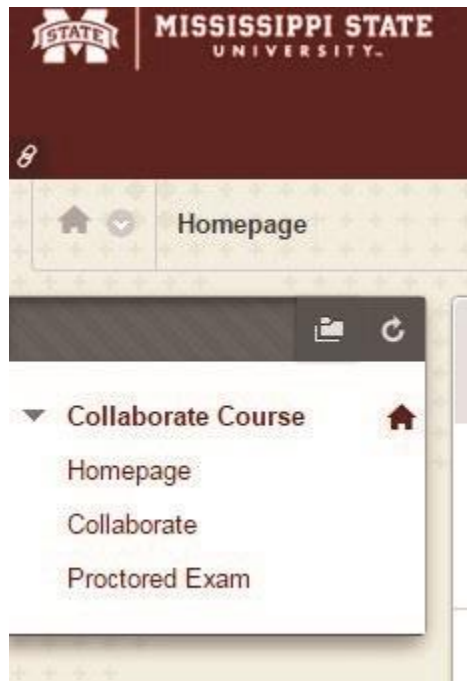
- Webcam
- Microphone
- Keyboard
- Mouse
- Monitor

# Taking A Test

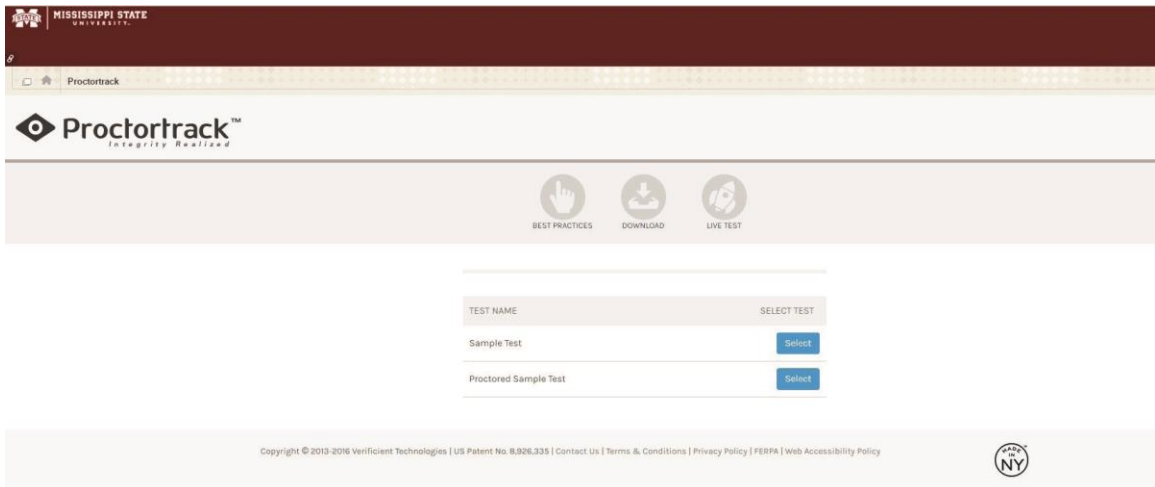
1. To begin your exam, log into <https://mycourses.msstate.edu> and select the course for which you have an examination.



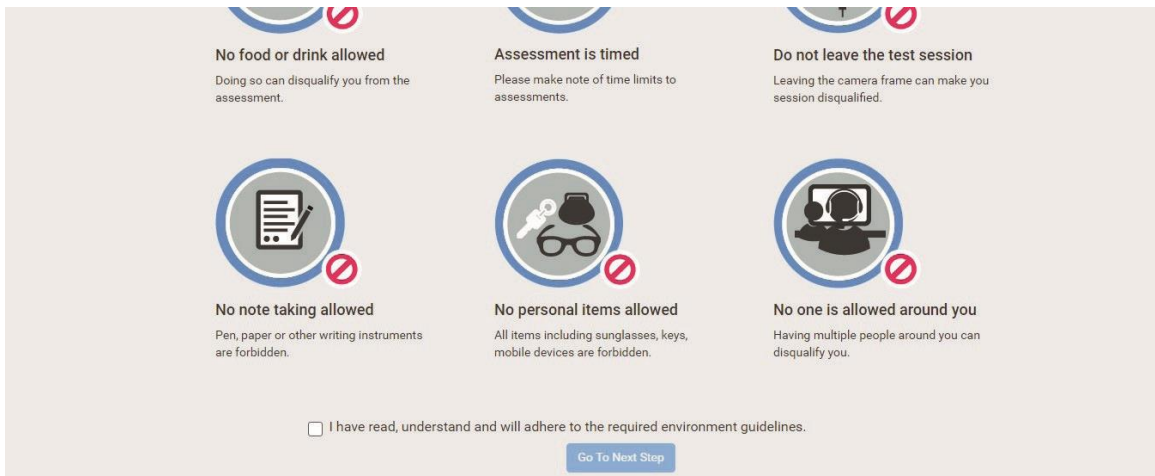
2. From within your course, you will locate the left hand side menu and click "Proctored Exams."



3. Click the “Select” button, next to the desired test. If the test does not show up, contact your instructor.



4. ProctorTrack guidelines and best practices screen will load. Read over the “Let’s Get Started” and the “Student Guidelines” very carefully and adhere to any rules. Once you have read the guidelines check the box at the bottom of the page and click “Go to the Next Step.”



5. It is time to start Proctortrack. If not previously downloaded, it may be downloaded by simply clicking “Download.” If Proctortrack already exists on the machine a download is not required. Select “[Click Here](#)” and go to the downloads folder on the computer. To get to the downloads folder:

- **Windows 7**

1. Click on the start button
2. In the search bar type downloads
3. Click on downloads folder at the top of the search
4. Find the ProctorTrack Download and Double click on it

- **Windows 8/8.1** (From Apps or Metro Screen)

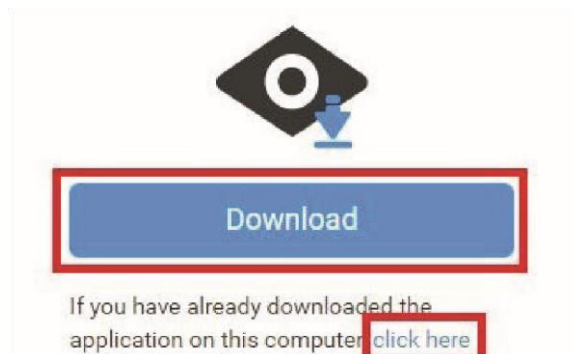
1. Start typing the word downloads
2. Click on the downloads folder that pops up in the search
3. Find the ProctorTrack Download and double click on it

- **Windows 10**

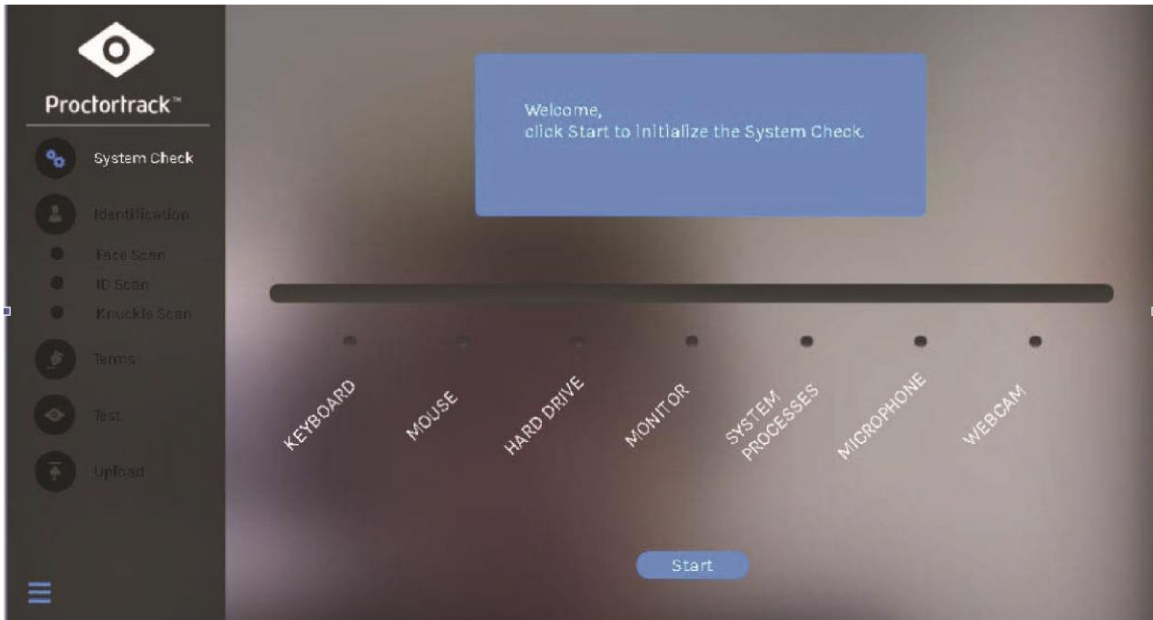
1. In the search bar near the start button type the word downloads
2. Click on the downloads folder at the top of the search
3. Find the ProctorTrack Download and double click on it

- **Mac**

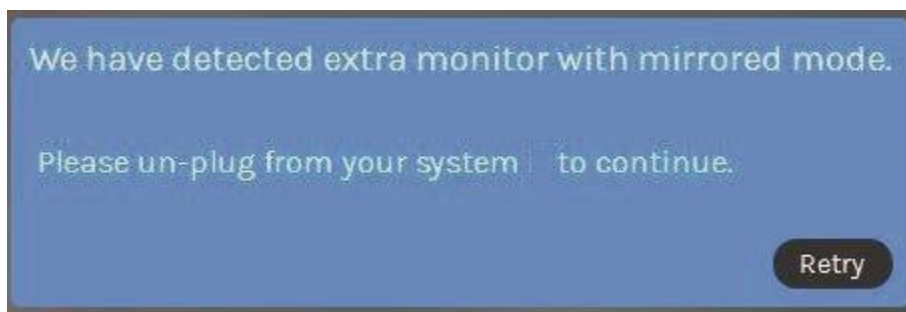
1. On the doc go to the far right of the dock and find the downloads icon
2. Click on the icon and bring up all downloads
3. Find the ProctorTrack Download and click on it.



6. At this time the ProctorTrack program will activate your camera and microphone. Once the camera and microphone are connected, click on **Choose**.
7. This will take you to the system check. Ensure that each of the devices listed are connected properly so that a green check mark appears above each item. Trackpads are an acceptable mouse, microphones can be either built-in or part of a headset, and webcams can be internal or external.



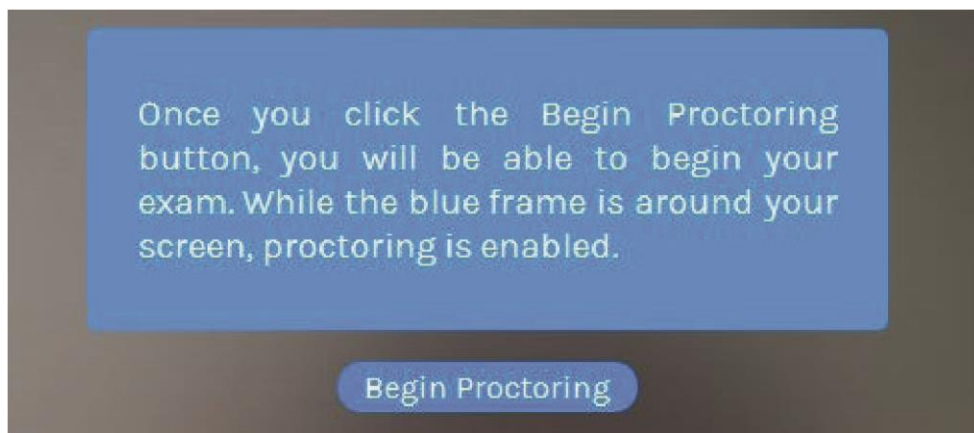
A device associated with a ProctorTrack violation will feature a red X above the item as well as an error message and the solution. Before beginning the test, Proctortrack will pause to inform you of any such impending violation(s). If the test has begun before the issue is fixed, you will be marked negatively for integrity.



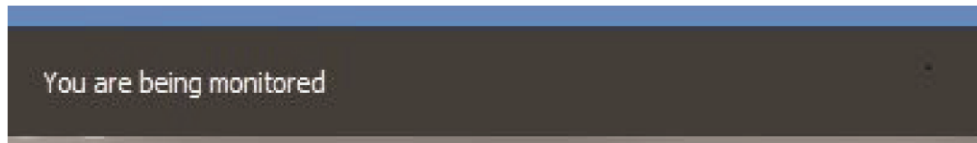
- Once the system check is complete, you will be asked to provide face, ID, and knuckle scans. It's important for these scans to be as clear as possible. Take the scans with sufficient lighting and without obstruction. Try to completely fill the outlines provided, and feel free to retake a scan as many times as needed.



- After submitting the scans, read both the exam terms and the terms and conditions. **Agree to the terms and conditions** by checking the box below.
- Enter your digital signature in the text box. Once completed, the button below will turn from gray to green. Click the **green** button.
- Once ready to begin exam, select **“Begin Proctoring.”** Proctoring will be activated. All exam guidelines displayed previously will be enforced. **Reminder:** It is advised before pressing this button that you make sure to find a quiet private spot where no one will walk through the background.



12. You will be under surveillance and automatically taken to the exam page in myCourses. If the test is timed, the timer will start counting down as soon as the “Begin Test” button is pressed and the questions are displayed.



**Begin: Spacial Reasoning**

Cancel Begin

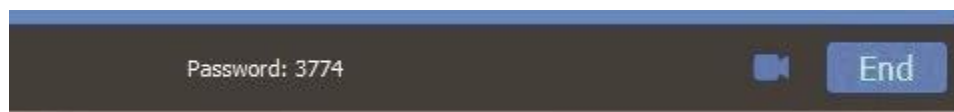
**INSTRUCTIONS**

Force Completion This test can be saved and resumed later.  
Multiple Attempts This test allows multiple attempts.  
Click **Begin** to start: Spacial Reasoning. Click **Cancel** to go back.

*Click Begin to start. Click Cancel to quit.*

Cancel Begin

**Reminder:** Remain within the camera’s view until finished. Refrain from using the phone during the test, as it will result in a violation. Any phone calls made to Verificent Support with any unforeseen issues that may come up will be excused. Taking photos of the screen via cell phone, camera, or internal means is also prohibited.

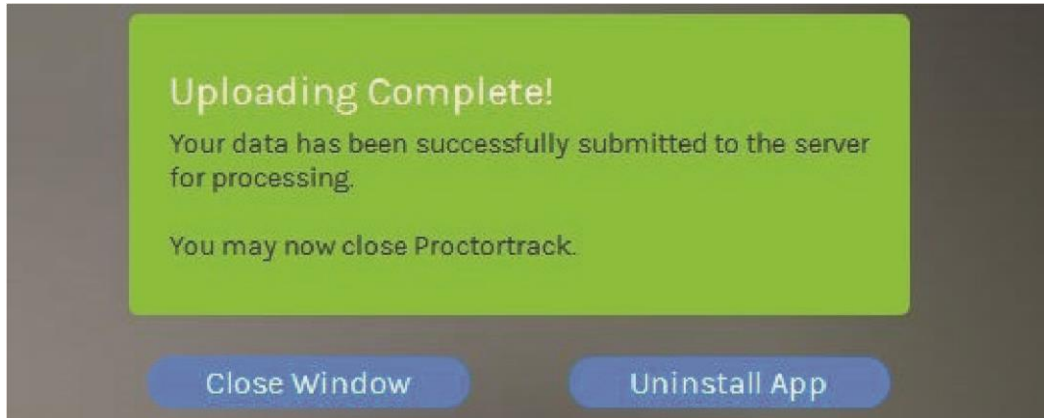


**IMPORTANT:** Pressing “End Proctoring” at any time will terminate the proctor session and upload everything that Proctortrack has recorded to that point. Recordings not showing the test from beginning to end will fail for integrity. **Make sure to answer each question and submit the test in myCourses before ending the proctor session.**

# Test successfully submitted!



13. Session information will be uploaded to Verificient's servers where it will be processed. Session information and integrity score will be sent to the instructor.

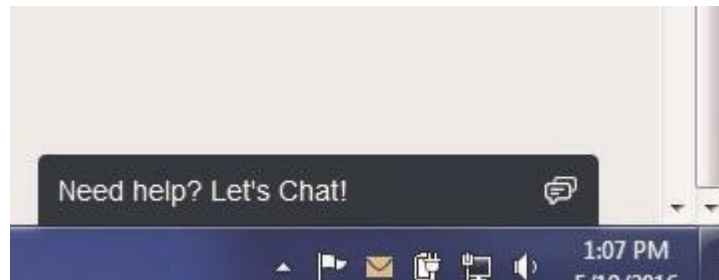


## Technical Support:

**Important:** Students should **not** contact the MSU ITS Helpdesk with issues associated with the ProctorTrack System.

Technical Support is handled by Verificient Technologies.  
Verificient Technical Support contacts are as follows:

- General support: [support@verificient.com](mailto:support@verificient.com)
- 24/7 Support: <http://www.proctortrack.com/247-support/>  
or by phone: 1-844-753-2020
- Live chat from within Proctortrack test  
(down at bottom right of the screen while in test)



For issues with myCourses, contact the Center for Distance Education Help Desk or the MSU ITS Help Desk:

- Center for Distance Education Help Desk: 662-325-0278  
[http://distance.msstate.edu/technical\\_assistance](http://distance.msstate.edu/technical_assistance)
- MSU Main Help Desk: 662-325-0631 or 1-888-398-6394  
<http://www.its.msstate.edu/support/helpdesk/>