STEP 1: Create your online profile with ProctorU

Go to https://www.proctoru.com/portal/western-sydney-university

1. Select Sign Up Test Taker

2. Institution – should be prefilled to Western Sydney University
3. Enter First/Last Name as on Student ID card (if you have only 1 name, repeat it in both fields)
4. You MUST register with your student email address i.e. 12345678@student.westernsydney.edu.au

5. Set your time zone e.g. GMT +10:00 Australia/Sydney (if offshore, use your own time zone)
6. Add contact phone number (for troubleshooting issues during exam)
7. Add country (Where you are currently located- you do not need to fill in your address)
8. Review terms and select ‘Create Account’
9. You will receive a confirmation email from ProctorU. Open the email and click on the confirmation link to finalise your account setup.
STEP 2: Test your equipment & Schedule your Exam Session

1. You will need to download either Google Chrome or Mozilla Firefox browsers to take your exam.
2. After your account has been verified, you MUST ‘Test Your Equipment’ on your profile page.

3. You will be asked to download the ProctorU browser extension. This will allow you to test your web cam, microphone, computer compatibility and internet connection. You will see the Blue Owl next to your web address bar when installed correctly.

4. Make sure you get a green tick for all your equipment and have admin rights to your computer. (If you get any red crosses, scroll down to see details of the error, or to receive technical help click on “Need help? Chat Now!” button in the bottom right of the screen, fill in your details and choose “Testing your equipment” in the final dropdown menu)

5. You can schedule your session by copying the link in your personalised timetable.
6. If you have already created your ProctorU account, you will be prompted to “**accept invitation and schedule exam now**”. If you have not created your ProctorU account or are not logged in, you will be asked to “**Sign in…**” or “**Sign up…**” before you can schedule your exam session.

![ProctorU Exam Invitation](image)

7. Alternatively, you can schedule your exam session by selecting ‘**Schedule New Session**’ on your ProctorU profile home screen.

![ProctorU Profile Home Screen](image)

1. **Confirm Institute** → Western Sydney University
2. **Select Term** → (This is your current semester, e.g. Autumn/1H)
3. **Select Exam** → Unit Number – Unit Name
4. **Click on “Find Sessions”**
8. The date of your exam will appear in the calendar box.
   - You will need to **select a time** that is inside the time window indicated in the exam details below the “submit” button. You do this by clicking on the hour, minutes and toggling AM/PM.
   - Click the 'Submit' button. If no times are available, choose a later time.
   - After clicking “Select” you will be asked to **confirm** your session time by clicking “Schedule”
   - **Note:** Session availability is based on ProctorU capacity and available slots at the time of selection. **The earlier you book the more choices you will have.**

9. Read and accept the terms of service by clicking on “I agree to the Terms and Conditions above”.
10. You will see the confirmation screen when your request is completed. (Note: If you haven’t registered 72hrs prior to exam start time, you may not be able to register and will need to contact examinations@westernsydney.edu.au).

11. On the home screen in your profile you will now see a countdown timer to your exam. You will also receive a reminder email 24hrs prior to your exam commencement. You can also click on “check your exam rules” button which opens a screen showing the permitted resources and rules for your exam.

STEP 3: Day Before Exam

1. Navigate to vUWS and check your exam information for the final exam.
2. Check resources allowed and ensure you have only these with you on the day.
3. Check how you will submit your exam. Whether you will need to upload your exam document or workings will be outlined in steps on your vUWS site. Read them carefully!

STEP 4: Exam Day

1. Make sure you have a valid Student ID with you (You can use your Driver’s Licence or Passport if your student ID has expired). You must be in a suitable private space where you won’t be interrupted, no people or pets should be present.

   Once the exam begins you will not be able to leave your computer until the exam is complete. Please use the restroom prior to your exam starting. If you must go to the restroom during the exam it will be recorded as an absence from the view of the camera and may be reported to your Unit Co-ordinator for academic misconduct investigation.
2. Log onto ProctorU 10 minutes before your exam time. You should **test your equipment** again to make sure nothing has changed and you are ready to start your exam. It is also recommended that you **close all applications** and **re-start your computer**.

The countdown timer will change to a button when the time reaches 0:00. Click on “**Start Session**” to start your exam.

3. You will now see the ProctorU welcome screen. Click on “**Download**”, a file named “LMIre rescue.zip” will download to your computer. This is an application file. You will need to locate it in your download folder and “run” it to begin your exam. Your security software may ask you to authorise installation. Click YES.
When the applet opens you will be placed in a queue to connect to a Proctor. While you are waiting for your Proctor to connect to your chat box, continue the launch process in your browser by clicking “I see the chat box”. Your exam time will not start until the Proctor has launched your exam.

When your Proctor connects, a chat function will appear at the bottom of the applet. Your Proctor will communicate with you through the applet. They may interrupt your exam if something has changed in your room, the web cam has moved, or to remind you not to talk.

**DO NOT CLOSE THE APP AT ANY TIME DURING THE EXAM UNTIL YOUR PROCTOR CONFIRMS YOU HAVE SUBMITTED YOUR EXAM.** You can minimise the app if it is in your way.

4. While waiting for your Proctor you will confirm your identity by taking a photo of your identification. Hold your Student ID (or driver’s license or Passport if student ID expired) and line it up within the red borders and click “Take Photo” this process is not automatic. When the borders turn green you will move to the next step. Your ID photo is kept on file for a maximum of 7 days and then deleted.
5. Review the “exam session recording notice” and accept the terms and conditions. You will be recorded via the webcam from this point forward.

6. You will then be prompted to share your screen. Ensure you click on the image of your screen to select it before clicking “Share”.

7. You will then need to review and accept the “Terms of Service”. By this time you should have connected to a Proctor who will then take you through the final steps to start your exam.
8. The proctor will go through the following steps with you and may request to take control of your mouse. You will be able to see everything your proctor is doing on screen.

✓ Confirm the Unit Code and Unit name of the exam you are sitting.
✓ Ask to check your Student ID (or other ID) again
✓ Check your system to ensure you are not using an extra screen and close any unnecessary applications
✓ Ask you to place your mobile phone away from you and show where it is using the web cam
✓ Ask you to show a 360-degree view of your room and your desk to ensure it is clear
✓ Check for any allowed resources (as listed in vUWS exam instructions)

9. The proctor will ask you to go to your vUWS site and navigate to your exam. Your proctor will then put in the exam password and your exam will begin. DO NOT ATTEMPT TO PUT IN THE PASSWORD. This is NOT your Western or ProctorU password. Only the proctor will know the exam password.

10. When you finish your exam, before you submit, please alert the proctor that you are submitting your exam. Do not disconnect from the proctor (close the applet or stop screen recording) until they have confirmed the submission. If you run out of time and the proctor does not respond in time, submit your exam and wait for them to check you have submitted. This could take a few minutes. Please be patient.

Support

You should contact ProctorU for support DURING the exam, either by typing in the “LogmeinRescue” applet or by clicking on the Blue Chat Bubble button in the bottom right of the ProctorU home screen in your browser.

If you need further technical assistance BEFORE your exam you can contact ITDS on (02) 9852 5111 or email itservicedesk@westernsydney.edu.au

If you have any questions about your exams please contact the examinations team at examinations@westernsydney.edu.au