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. Institute – should be prefilled to Western Sydney University
3. Enter First Name/Given Name as on Student ID card
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
6. Add contact phone number (for troubleshooting issues during exam)
7. Add country (Australia)
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

1. After your account has been verified, you MUST ‘Test Your Equipment’ on your profile page.

![Test Your Equipment button](image)

2. You will be asked to download the Chrome ProctorU 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 Chrome address bar when installed correctly.

![Chrome ProctorU extension](image)

3. Make sure you get a green tick for all your equipment and have admin rights to your computer. (If you need technical support click [here](#) to go to the ProctorU tech support page)

![Green ticks for equipment](image)

STEP 3: 1 Week Before Exam- Demo Exam

1. Navigate to vUWS and check your exam information for the final exam, you will find this in the “Assessment Zone”.
2. Check resources allowed and ensure you have only these with you on the day of your exam.
3. **Check how you will submit your exam.** If you need to upload your exam document or workings this will be outlined in steps on your vUWS site. **Read them carefully!**

(Continued on next page)
A Demo exam will be available for you 1 week before your scheduled exam.

1. In the final exam folder locate the DEMO exam. The steps you follow to try the DEMO exam will be the same steps you follow on the day of your exam. **You MUST complete the DEMO exam several days before** your exam so you can seek assistance for any issues.

   | STEP 1: Sign up or Sign in to Proctor U | 1 |
   | STEP 2: Begin DEMO Exam | 2 |

**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 vUWS a few minutes prior to your timetabled exam start time. **Ensure you have logged in to ProctorU and you have the ProctorU Chrome extension installed.**

   Locate your exam in the assessment folder and choose “Step 1: Sign up or Sign in to ProctorU”. You need to follow the steps to launch your exam correctly. The process will be the same as for the DEMO exam. You can watch the full process in this **VIDEO (scroll down and select the video for “Automated Proctor Launch”)**

   It may take a few minutes for identity and system checks. Don’t worry, **your exam timer won’t start until after these checks are completed and your exam is launched.**

   | STEP 1: Sign up or Sign in to Proctor U |
   | STEP 2: Begin DEMO Exam |
   | STEP 3: Begin Final Exam |

   By taking this exam you have agreed to the conditions of this exam and to be bound by University Policies governing academic integrity.

(Continued over page)
3. You will see the following screen, Click “Launch”

![Launch LTI Link](image)

**ATTENTION!**

The LTI launch will open a new tab.

By registering to become a member of ProctorU, you:

- acknowledge that ProctorU has been engaged on behalf of Western Sydney University (“University”) to provide online proctoring of examinations, but is an entirely independent service, owned and operated by ProctorU Inc. (“ProctorU”), a third party outside of the University’s control.
- your rights with respect to privacy and other data will be subject to privacy policies available here [https://www.proctoru.com/privacy](https://www.proctoru.com/privacy) and will not be protected or controlled in any way by the University.
- Your use of ProctorU services, software and applications may be subject to acceptance of terms and conditions of use required by ProctorU. If any such terms and conditions contain any provision that you are not willing to agree to then you should not register to become a member of ProctorU or, if you have registered to become a member of ProctorU then you should end your membership of ProctorU and cease use of the service.
- Use of the ProctorU platform is at your own risk. In no event will the University be liable for any financial losses (including, without limit, loss of revenues, profits, contracts, business opportunities, or anticipated savings). Specific, indirect or consequential losses and/or damages in loss of data.
- No guarantee is given that ProctorU services, software and applications will function without interruption.
- ProctorU’s services, software and applications may contain links to third-party websites or services that are not owned or controlled by ProctorU or the University. The University has no control over and assumes no responsibility for the content, privacy policies, or practices of any third-party websites or services. The University strongly advises you to read the Terms of Service and privacy policies of any third-party websites or services that you visit.
- The University may change the Terms of Use at any time without your consent. If the Terms of Use change at any time, you will be informed of the changes as soon as they are posted. The changes will take effect one month after they have first been posted on the website. For users registered after any modifications have been put online, these modifications will be immediately applicable, as the users have expressly accepted them when the account was opened.

![Launch Button](image)

4. Login to your ProctorU account. When you see your ProctorU profile page, navigate back to your Unit vUWS site to begin your exam.

![ProctorU Profile Page](image)

5. Now Choose “Step 3: Begin Final Exam”

**STEP 3: Begin Final Exam**

By taking this exam you have agreed to the conditions of this exam and to be bound by University Policies governing academic integrity.
6. The password will then be auto-filled and your exam will begin. **DO NOT ATTEMPT TO PUT IN THE PASSWORD.** This is **NOT** your Western or ProctorU password. If the password does not appear, go back to **Step 1 and sign into ProctorU.**

7. You will need to share your screen to be able to complete your exam. Click on the screen depicted and the “Share” button will become available to click.
8. After a quick computer check you will be required to confirm your identity by first taking a photo. You need to ensure your face is within the red circle and then **Click “Take Photo”** to take a picture. When the circle turns **green** you will then click “continue” to the next stage.

9. You will then need to take a photo of your Student ID (or driver’s license or Passport) by lining it up within the red borders. You will also need to **Click “Take Photo”** this process is not automatic. When the borders turn **green** you will then click “continue” to the next stage.

10. You will be asked to accept the rules of the exam as set out by Western Sydney University. After this you will come to the “Begin Exam” screen. **When you click this your exam will launch and your time begins to countdown.**
11. Remember to save your answers as you go. If your Unit Co-ordinator has allowed it, you will be able to keep track of your progress and navigate between questions using the “Question Completion Status” under the Exam timer. You need to click on the blue text to open the question tracker. You can navigate to earlier questions by clicking on the question number.

12. Submit your exam by clicking on the final question and clicking “Save and Submit” before your time has run out. If you do not click this before your time is finished you will be automatically exited from the Exam. No changes made after your last save will be kept.

13. If you have downloaded your paper and need to submit it to Turnitin or if you need to submit any handwritten workings, your submission instructions will be different than those above. Read your Exam instructions in vUWS in the Final Exam folder very carefully. Special Consideration or deferred exams may not be granted for submission issues if you have not prepared.

Support

If you experience technical issues during the exam you can contact ProctorU support by clicking on the Blue Owl Chrome extension and clicking “Start Chat”.

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