



ProctorU HELP DESK

ProctorU's help desk is an automated hardware and system check that may be completed before a test-taker's scheduled exam. Complimentary live, technical support is also offered 24 hours a day, seven days a week.

How to use proctoru's help desk

Visit www.proctoru.com/testitout

- 1) An automatic equipment check should begin at the top of the page and may take up to two minutes to complete. If the equipment check fails to load or the bandwidth test takes more than two minutes, go ahead and connect to a live technician using the form in step two.
- 2) The equipment check icons at the top display the results for the six system checks. A blue check mark indicates your equipment is functional and sufficient for online proctoring.



Have questions? Need help? Fill out the information and connect to a live ProctorU technician who will assist you.

Name

Institution

Date of your exam

Brief description of what you need help with

If you see a red **X** on any check, fill out the short form displayed on the page to connect to a live technician.

- 3) Even if the automated system check clears the basic requirements, it is highly-recommended that you connect to a live technician to fully check your system compatibility and become familiar with the connection process.

You can also ask your technician questions about your exam appointment.