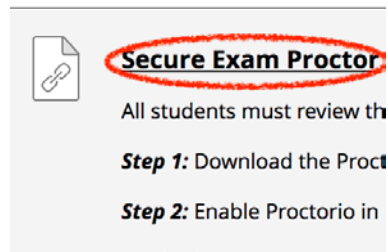
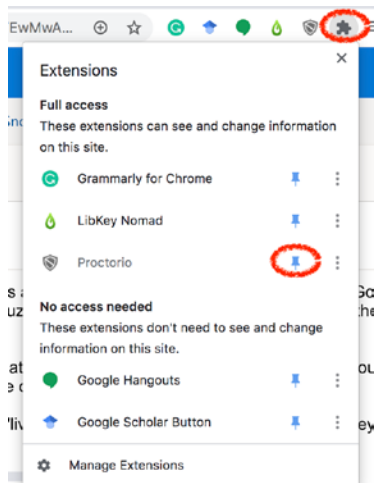


Common Troubleshooting Tips for Proctorio

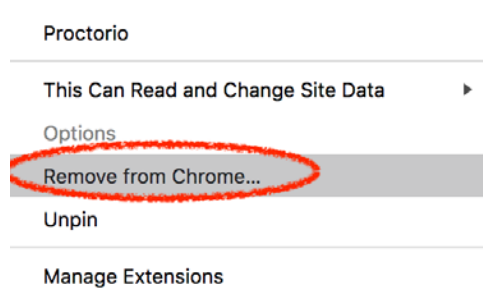
1. Before students even attempt an exam within Blackboard, it is recommended that students log out of all sessions of Blackboard, and close out Chrome to begin a fresh session. For more information about Blackboard Test Taking Tips, view/share the URL link with your students before your first exam
 - a. <https://usi.voicethread.com/share/13453781/>
2. Ensure Google Chrome is updated
 - a. If an update is pending, the icon will be colored:
 - i. **Green**: An update was released less than 2 days ago.
 - ii. **Orange**: An update was released about 4 days ago.
 - iii. **Red**: An update was released at least a week ago.
 - b. For further information go to [How To Update Google Chrome](#)
3. Password Error
 - a. Typically, this means that the student did not click on the “Secure Exam Proctor” link within the Blackboard site.



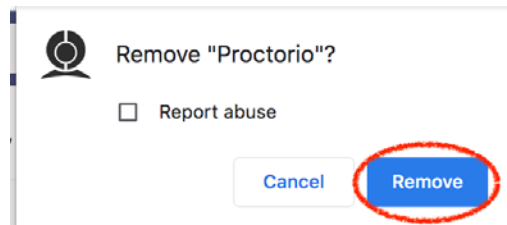
4. Due to an update in Google Chrome, it is recommended to “pin” the Proctorio extension to your Google Chrome. To pin an extension, click on the puzzle icon in the upper right-hand corner and then click on “pin” next to Proctorio.



5. Try to delete and re-install the extension
- Click on the extension and click on "Remove from Chrome"



- Click on "Remove"



6. When in doubt, both you and your students can contact Proctorio directly through the "live chat" option by clicking on the extension while you or your students are in the Exam.

