






Proctorio Set-Up and Installation Guide

Print a copy of this guide and the Parent Guide and keep it available for reference on the day of testing. A complete Parent Guide will be emailed to you along with your test session code, on 10/31. The guide will include these set-up and installation instructions, as well as pre-system checks and testing navigational tool information. It is imperative that you perform all set-ups, installations, and system pre-checks at least 2-3 days prior to testing. Failure to do so, will negatively impact your testing experience and success.

Please be advised that there will be no LIVE Technical Support representatives available to students or parents on the day of testing.

- General TACHS information; what is my TACHS id, session code, I am sick, etc. contact the TACHS Call Center at 1-866-618-2247. They will not be able to provide guidance for MAJOR technical issues.
- Interactive Voice Recording (IVR) 1-888-202-4251 (touch-tone support) for connectivity issues.
- Self-Help Portal <https://support.riversideinsights.com/en/support/home>

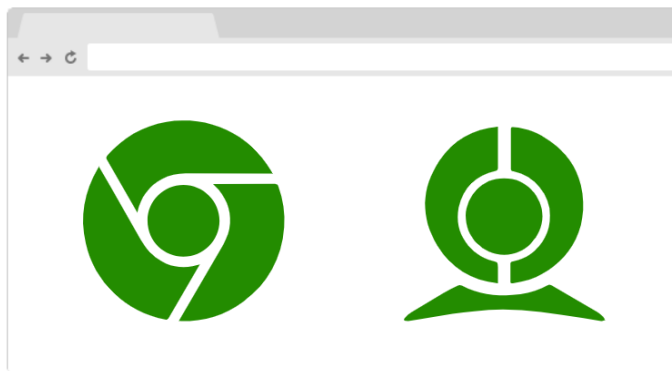
For this test, students need to have the following ready:	
<p>Computer connected to internet</p> 	<ul style="list-style-type: none"> ➤ You may only use a laptop, desktop or Chromebook and it must be connected to the Internet. It is recommended you use a wired connection instead of using wifi, to promote faster speeds and higher reliability.
<p>Webcam and microphone (internal or external)</p> 	<ul style="list-style-type: none"> ➤ To make sure your webcam and microphone are working, please go to: https://www.vidyard.com/mic-test/ ➤ Make sure you "Allow" permission to use the camera and microphone
<p>Sound</p> 	<ul style="list-style-type: none"> ➤ To make sure your computer audio is working, please go to: https://onlinehardwaretest.com/sound-test/
<p>Chrome</p> 	<ul style="list-style-type: none"> ➤ Google Chrome browser is a Requirement for remote testing. If you don't, use this link to download it: https://www.google.com/chrome/ ➤ Please ensure this is downloaded at least 24 hours prior to test
<p>Proctorio Extension</p> 	<ul style="list-style-type: none"> ➤ Finally, you need to get the Proctorio extension. Use the link below to download the extension and see the next page for detailed steps: https://www.getproctorio.com/ ➤ Please make sure this is set 2-3 days before testing.

1. Installing Proctorio Extension

- a. Proctorio requires a small app that needs to be added to Chrome. You only need to do this once. To download the Proctorio extension, please go to:
<https://www.getproctorio.com/>
- b. Once successfully installed, the steps completed will turn green.

Proctorio *Chrome Extension*

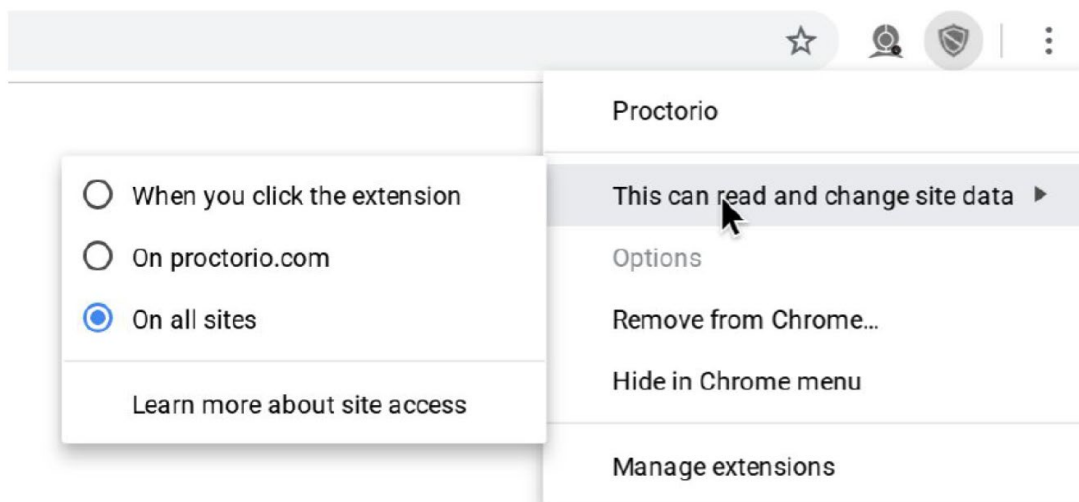
This course requires you to install an extension into your browser.



- 1 Use Google Chrome.
done.
- 2 Install Proctorio Chrome Extension.
done.
- 3 Done!

2. Allow Proctorio on All Sites

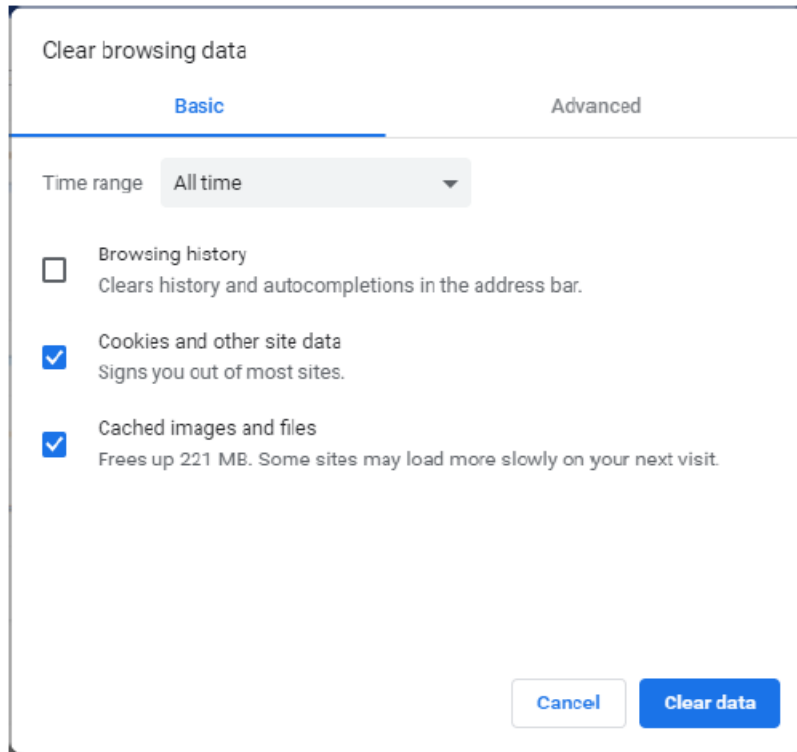
- a. Click on the **gray shield** icon in the top right-hand corner
- b. Click "**This can read and change site data**"
- c. Click "**On all sites**"



3. Completely clear Cache and Cookies from Chrome Browser

- a. Click the **three dot** icon in the upper right-hand corner
- b. Go to **More tools**

- c. Click "**Clear browsing data**"
- d. From **Time range** choose **All time**
- e. Make sure **cached images and cookies and other site data are checked**
- f. Click "**Clear data**"



4. Restart Your Computer

THANK YOU!



Remote Testing Student Sign in Instructions.



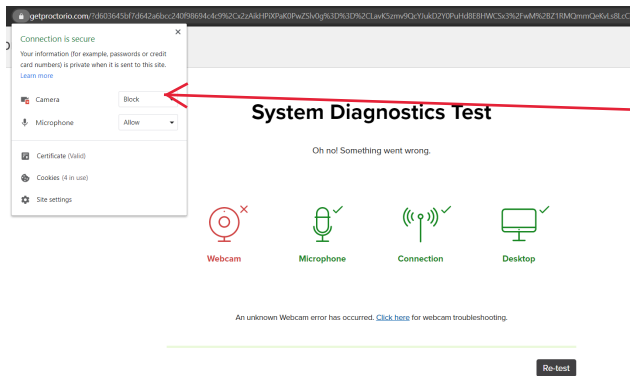
Go to the testing website using Google Chrome

Go to www.riversideonlinetest.com

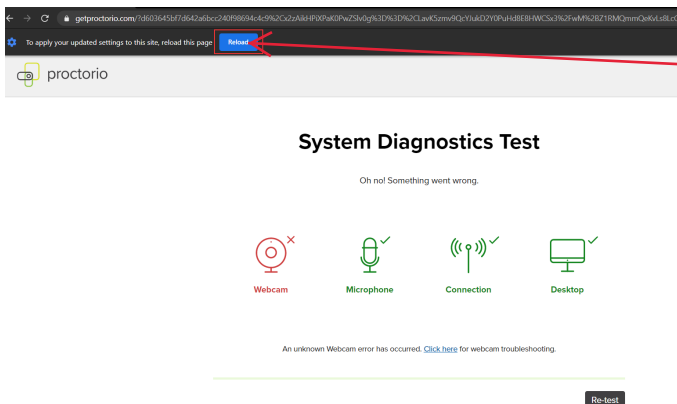
Your "STUDENT ID" is the 7-digit TACHS ID that was assigned to you at the time of registration. Your "SESSION CODE" will be provided via an email before November 1, 2020. If you don't receive an email, by November 2, 2020, you may access your Session Code on www.tachsinfo.com. Once you log in, the Proctorio System Check will start.



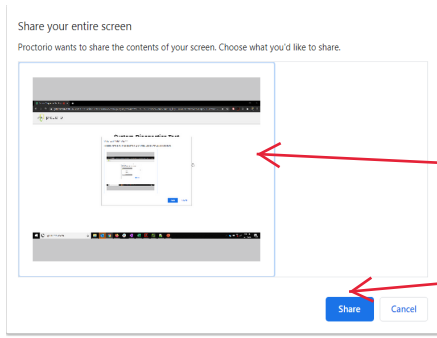
If you receive an "Unknown Webcam Error" Please follow these steps to make sure you have granted permission to use your camera.



Click the lock next to the web site address and then set camera to "Allow."

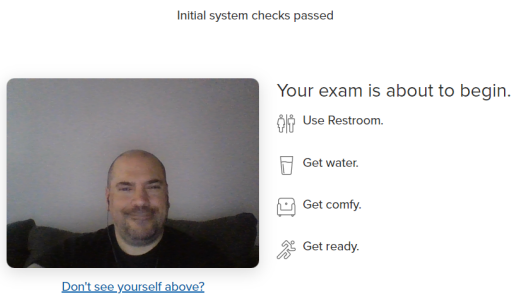


You will need to "reload" the page after you allow access to the camera.



At the **Share Screen** prompt, click the image of your desktop screen so that it is outlined in blue. This will highlight the **Share** button which you can now click.

System Diagnostics Test

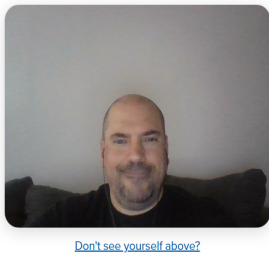


Initial System Checks passes, you should be on this screen. Click "Next".

Next >

Webcam Image Test

To verify your webcam is working correctly, please make sure your face is well lit, centered, and clearly visible.



Next step is the webcam image test. Get ready to smile!

Proctorio is sharing your screen. [Stop sharing](#) [Hide](#) [Begin camera test >](#)

Once you complete the room scan and accept the exam agreement, you will be taken to the test page where the Proctor will start the assessment.

Room Scan

We need you to take your camera and scan your test environment.



At the very beginning of your exam, you will be asked to show your exam environment. You must slowly move your webcam, showing the surrounding and desk area. If you are using notes, calculators or textbooks, please clearly show these items.

Sometimes this can be tricky, especially when using a built-in webcam. Before moving on, we recommend you visit the [help center article](#).

Proctorio is sharing your screen. [Stop sharing](#) [Hide](#)

[I understand >](#)

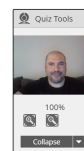
Exam Agreement



By clicking "I accept" I represent and warrant that I, Abdullah Yusuf, am the person whose name is associated with the login used in this assessment system. I further certify that I am the person whose name appears on the identification presented and that said identification is legible in the image shown. I understand the prohibited actions and code of conduct as described in the applicable policy of my school district. If over the age of 18, I acknowledge that I have read and agree to the Terms of Service, and to the Privacy Policy. If under the age of 18, I understand that when my parent or legal guardian provided consent to my school district for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact my school district before clicking "I accept" or otherwise using the Services.

Proctorio is sharing your screen. [Stop sharing](#) [Hide](#)

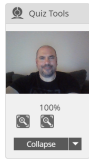
[I accept, begin exam now >](#)



waiting for www.riversideonlinetest.com...



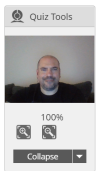
Proctorio is sharing your screen. [Stop sharing](#) [Hide](#)



Start My Test

Once the Proctor has started the assessment, you can click "Start My Test."

Proctorio is sharing your screen. Stop sharing Hide



Thank you

After you have completed your test, click "End" in the lower right hand corner.



Proctorio is sharing your screen. Stop sharing Hide



Back End

Click End Testing to close all tests and complete the current testing session. The Log In page appears in the student view. Make sure all students have completed testing before you click End Testing.

Ok

Cancel

Click "Ok" to confirm that you want to close the session. You will then be taken to the draw screen. Finally, press F11 on your keyboard and close the window.