

ProctorU Record+ Troubleshooting Guide

Things to REMEMBER...

1. Make sure the ProctorU extension is installed in **Google Chrome** or **Mozilla Firefox**. Microsoft Edge will NOT work.
2. Click the ProctorU link **in your course** to make sure they are logged into ProctorU.
3. Use the Exam link in Blackboard to access the exam (and launch ProctorU). ~ No scheduling required.

Basic Troubleshooting Tips

A couple of basics...

- Google Chromebooks will not work. You must use a laptop or desktop computer.
- Must use Google Chrome or Mozilla Firefox.
- ProctorU recommends restarting your computer before you begin an exam.

First make sure to have the ProctorU extension installed...

If using **Google Chrome**,



1. Click the puzzle piece in upper right corner of browser, is ProcturU with the blue owl listed?
2. If not... go to <https://chrome.google.com/webstore/detail/proctoru/goobgennebinldhonaaiqafidboenlk> to install the extension.
3. If it is... click the ProctorU extension.
 - a. If it has a blue "Log In" button, click the ProctorU link **IN BLACKBOARD** course to login to ProctorU.
 - b. If it has "Go to ProctorU", then you are logged into ProctorU.
4. Return to Blackboard, navigate to the exam and click exam link. ProctorU should launch.
 - a. **If it doesn't**, click the browser **REFRESH** button and navigate back to the exam then click the exam link again.

If using **Mozilla Firefox**,

1. Click the puzzle piece in upper right corner of browser, is ProcturU with the blue owl listed?
2. If not... go to <https://www.proctoru.com/firefox> to install the extension.
3. If it is... click the ProctorU extension.
 - c. If it has a blue "Log In" button, click the button and log in.
 - d. If it has "Go to ProctorU", then you are logged into ProctorU.
4. Return to Blackboard, navigate to the exam and click exam link. ProctorU should launch.
 - a. **If it doesn't**, click the browser **REFRESH** button and navigate back to the exam then click the exam link again.

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If you are still asked for a password, try these steps...

1. Uninstall the ProctorU extension.
 - a. In Google Chrome,
 1. Click the puzzle piece in upper right corner of browser.
 2. Right-click the ProctorU icon.
 3. Select **Remove from Chrome**.
 - b. In Mozilla Firefox,
 1. Click the puzzle piece in upper right corner of browser.
 2. Right-click the ProctorU.
 3. Select **Remove Extension**.
2. Clear the browser cache.
 - a. In Google Chrome,
 1. At the top right, click **More**  on the right-hand side of the address bar in the browser.
 2. Select **Settings**.
 3. Select **Privacy and Security**.
 4. Select **Clear browsing data**.
 5. At the top, set the time range to **All time**.
 6. **Uncheck** the boxes next to "Cookies and other site data" and "Cached images and files,".
 7. Click **Clear data**.
 - b. In Mozilla Firefox,
 1. Click the **Menu** button  on the right-hand side of the address bar in the browser.
 2. Select **Settings**.
 3. Select the **Privacy & Security** panel.
 4. In the Cookies and Site Data section, click the **Clear Data...** button.
 5. **Uncheck** Cookies and Site Data.
 6. Click the **Clear** button.
3. Close the browser.
4. Re-open the browser.
5. Re-install the ProctorU extension. (See notes above.)
6. Login to Blackboard and navigate to your course.
7. Click the **ProctorU** link to make sure signed in to ProctorU.
8. Return to Blackboard, navigate to the exam and click exam link. ProctorU should launch.
 - a. **If it doesn't**, click the **browser REFRESH** button and navigate back to the exam then click the exam link again.

If that STILL does not work... call the ITS Helpdesk 334-556-2464.