Proctorio Troubleshooting Tips

Computer requirements: 2GB RAM, microphone, and 1280x1024 VGA Resolution Camera. If your computer does not have a microphone or camera you can use external devices.

Proctorio will not work with: Chromebooks, iPads, iPhones, Android phones, or Android Tablets.

**Access Code**

1. Check Extension
   - Then check if Proctorio is installed in the Extensions.
   - 1. Click on the 3 dots in the top right corner of Chrome.
   - 3. Then to Extensions.
   - 4. Verify Proctorio is listed. If not, you will need to download it again.
   - Note: The 3 dots will be an upward arrow in Mac.

2. Clear History
   - If it is asking for an Access Code, please clear your Browsing Data for the last 24 hours, or longer if you tried the exam earlier in the week.
   - 1. Click on the 3 dots in the top right corner of Chrome.
   - 3. Then to Clear Browsing Data.
   - 4. Select a time range then click Clear Data.
   - 5. Try Proctorio again.
   - Note: the 3 dots will be an upward arrow on Mac.

3. Video Issues
   - If you are having issues validating the video or your video screen is Black check the items below:
     - Verify that you have a camera.
     - Verify that there is no cover on the camera.
     - Did you click Allow Camera?

4. Uninstall Proctorio
   - Still having issues?
   - Uninstall and reinstall Proctorio.
   - 1. Click on the 3 dots in the top right corner of Chrome.
   - 3. Then to Extensions.
   - 4. Find Proctorio, click Remove.
   - 5. Clear your History.
   - 6. Go back into Canvas and start over.

Verify Video
   - If none of this works, try to zoom in and share Video. If the video still does not work your camera is not functioning. If it does work please call Distance Education for further help.

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Distance Education: 661-763-7894

If you need help at anytime please call Distance Education: 661-763-7894