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Q: This is my first time using ProctorU. How do I get started?

A: Read all the documentation about ProctorU and testing on the [GSW](#) and [ProctorU](#) websites. Visit [go.proctoru.com](http://go.proctoru.com). Once you reach the site, click 'New User? Sign up here'. Fill out the form and double check for any errors or incomplete fields. Click the submit button and then read and agree to the terms and conditions. Congratulations! You are all set to schedule your first exam.

time takes more than 30 minutes, then the set up time \_\_\_\_\_ take away from the time you have to test. Another reason you should test early in the testing period.

Q: I had problems and couldn't test during the testing period, what should I do? But, did my computer not working properly; can I get help from ProctorU before my test time?

A: Test out your equipment [here](#)

\_\_\_\_\_ and at the end of the process you can connect with a live technician.

Q: What are the technical requirements?

A: Please review the technical requirements at <https://www.proctoru.com/proctoru-live-resource-center#system>.

Q: What types of internet connections are supported?

A: Any high-speed internet connection is allowed if it meets the minimum download and upload speed [requirements](#). You should test your speeds at different times of the day to determine the best time to test to have the highest upload and download speeds.

Q: Is your service compatible with Macs?

A: Yes. However, iPads are not supported.

Q: Can I use a Chromebook to test?

A: No, Chromebooks are not supported at this time.

Q: What are they asking me to download on my machine prior to testing?

A: ProctorU will run an applet, or temporary program, on your computer that will allow them to

Q: I can't remember my password. How can I retrieve it?

A: Visit [go.proctoru.com](https://go.proctoru.com) and click 'Forgot your password ' Provide either your username or the e-mail address associated with your account, then click 'Submit' and your password will be e-mailed to you.

Q: How do I know if my camera and microphone will work with the website?

A: You can visit <https://go.proctoru.com/students/system-metrics/new> to test your equipment.

Q: I'm on the Testing Your Equipment webpage and the camera or video doesn't work how can I resolve this?

A: Connect to a [live technician](#) for assistance.

Q: My camera and microphone are internal. Will this work?