



## Quick Tips for Students - General

### 1. Make sure you:

- Are using **Google Chrome browser** to access your proctored assignment
- Install the **Proctorio Chrome extension**. [Available here](#). If you don't install now, you'll also see a link to install upon starting your assignment.

### 2. Make sure you are **NOT**:

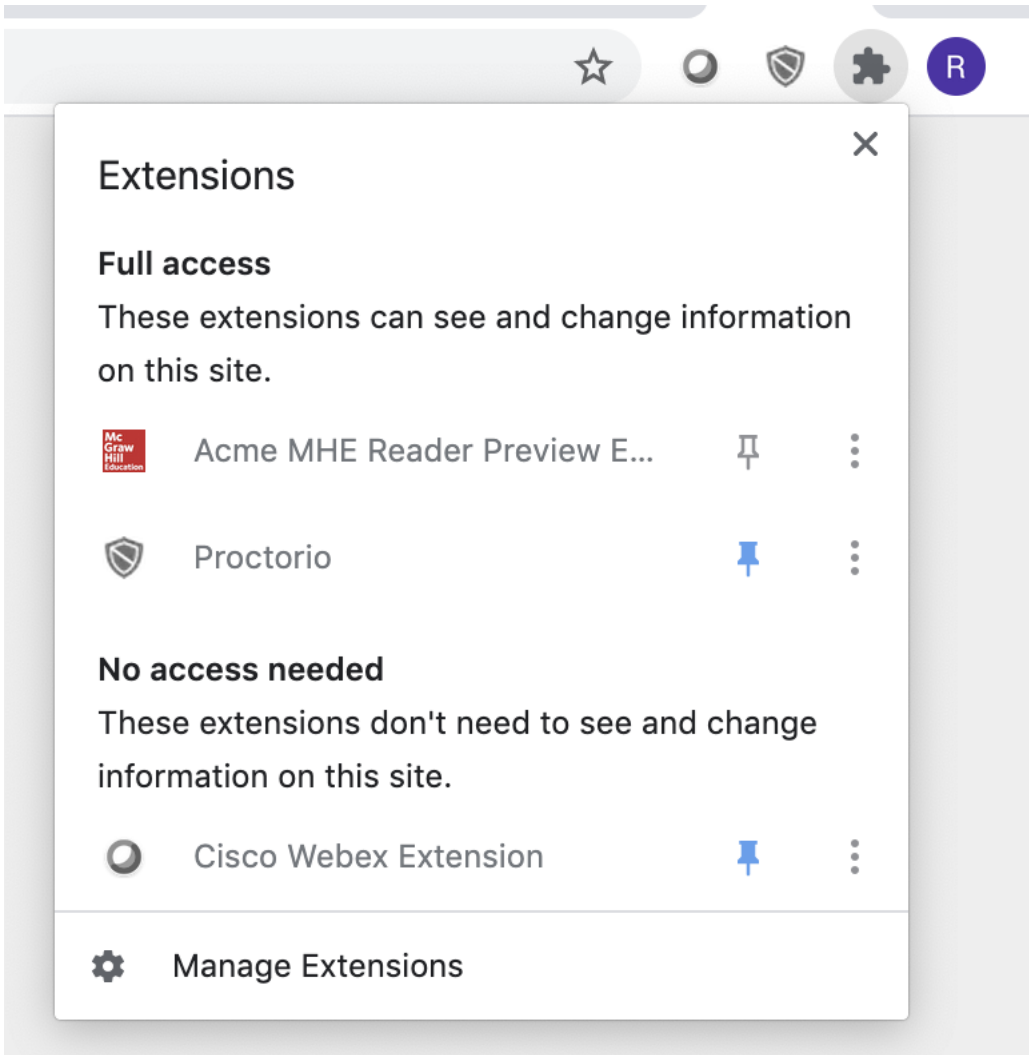
- Using a mobile device. **Proctorio will only work on desktops, laptops, Chromebooks, and Microsoft Surface tablets.** iPhones, Android devices, iPads, etc will not work.
- Running a lot of other programs on your computer, especially ones that require lots of bandwidth.

### 3. Tips:

- Find the most stable internet connection you can. Hotspots (aka tethering to your phone) tend to be unstable.
- [Proctorio system requirements](#) – depending on what settings your instructor put in place, you may need a webcam.

### 4. Troubleshooting:

- If you are not able to move from the pre-check steps into the Connect assignment:
  - i. Close other open programs on your computer to make sure you are maximizing your computer's processing speeds and RAM
  - ii. Check your internet connection and verify it is stable. You can do this at [www.speedtest.net](http://www.speedtest.net)
  - iii. Clear cache and cookies.
  - iv. Ensure the time zone on your computer matches the time zone of your school.
  - v. Ensure you do not have any other Chrome extensions installed that could be interfering with Proctorio. You can see the extensions you have installed by clicking on the puzzle piece icon on the right side of the browser bar, and clicking "manage extensions." See screenshot below.
  - vi. If you have antivirus software, make that software is up to date.
  - vii. Check that there is no malware running on your machine with this free program: <https://www.malwarebytes.com/for-home/products/> You can choose a free download version for the operating system that you are using. Run the program, and if there are any issues that need to be cleared, the program will fix that automatically. You will need to restart your computer at the end of the process.



5. For help:

- Find Proctorio help by clicking on the shield icon in your browser bar. See screenshot below.
- You can also contact McGraw-Hill customer service – chat, phone, email all available here. <https://mhedu.force.com/CXG/s/ContactUs>



This exam will be monitored by [Proctorio](#). Here's what you should know:

During the exam, the following will be restricted:

- Any loss of network connectivity and the exam will end automatically, please make sure your current connection is stable during the entire exam.
- You will not be able to begin the exam until you **disconnect additional screens or monitors**.