

## Getting Started

1. **Make sure you have a SmarterProctoring Account**
2. **Configure your SmarterProctoring Account**

This course uses SmarterProctoring for scheduling of proctors. You must schedule your appointments for proctoring within this tool in Canvas. First, create an account within SmarterProctoring. Click on the link to the SmarterProctoring tool and follow the steps. The most important information is your email (use your ODU email), your time zone, and your location. Location will determine what proctoring options are shown near you. Be sure to click Save!
3. **Access the SmarterProctoring Student Support Guide**

A SmarterProctoring Student Support Guide is here: <https://online.odu.edu/spguide>

## Updates due to Canvas

### Roster sync works

SP will sync with the Canvas course roster for 90 days from the start of the course.

### Exam Imports

Online exam details can be directly imported from Canvas to SP, decreasing the chance for errors with passwords or location of the exam. Any edits that need to be made to exam details must be done in Canvas, not SP. SP/Canvas will sync.

### Quizzes and Automated Proctoring

Only Classic quizzes work. The "Description" field does NOT show to students.

in the "Notes for Students" section.

When creating/updating your quiz/test in Canvas, be sure to make it available to "Everyone."

To see the exam from the student side, do not use Student View. Instead, enter SP as faculty and click View Exam. Choose any student or a Test Student, and from the drop-down to the right choose "Impersonate Student."

### SP Automated --> SP Automated with Review

Beginning September 1, 2022, SP Automated will become **SP Automated with Review**.

- Exam set up for faculty will be exactly the same.
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- Be sure to set the exam/test/quiz as available to "Everyone."

Duration

Please determine an appropriate amount of time for students to reasonably complete your exam. Our ProctorU charges, for example, are based on duration, not how long students take to complete the exam.

Password

This MUST match the password you create in the actual exam in Canvas (or other online resource). If you import the exam, the password will populate. Use a unique password for each exam/exam shell.



If a student requires Special Accommodations, scroll down the

3. In the “Action” dropdown on the right, choose “Add Special Accommodation.”

- a. Edit the exam details as needed for the student to add the accommodation. Often this is extended testing. You can change permitted items for one student this way.
- b. You can also allow a student to take the exam early or late by changing the testing window this way (must match in Canvas for that student though, for online exams).

4.

If a student indicates that he/she cannot find a “good” proctor in the system:



## Steps to Resolve:

1. Student reads the info here <https://online.odu.edu/spguide> Specifically, scroll to the section [What if I cannot find a proctor from the options available?](#)
2. The student will see the types of people who can serve as an appropriate proctor (i.e. Education Professional including VCCS schools’ testing center staff, Government Employee, etc.).
3. Once they have someone identified, they a) schedule an appointment to be proctored within the dates/times allowed for each exam, and then b) submit that information on a Google form (Step 3 in that section). Each scheduled proctoring session must be submitted on a separate instance of the form.
4. The proctor will be assigned to the student in the system. The proctor will receive an email with guidelines on how to download and then return the exam via scan to email.