

Challenge Exam Details

Students can now schedule and take Challenge Exams online through a partnership Strayer University has forged with ProctorU.

ProctorU monitors Credits by Exams using webcams and screen sharing. Testing can be scheduled and completed 24/7. All you need is a reliable Internet connection, a webcam and a microphone.

Carefully review the information below. When you are ready, you can schedule and register to take a Challenge Exam course. All below information can be found at <https://www.proctoru.com/resources/test-takers/live-plus/>

Technical Requirements

Online Challenge Exams can be taken from almost any computer with a high-speed internet connection. Use this link to test if your computer is ready <https://test-it-out.proctoru.com/> or review the requirements below.

TYPE	MINIMUM	RECOMMENDED
Web Camera	640x480 resolution	1280x720 resolution
PC Users	Windows Vista	Windows 10 (10 S is not supported)
Mac Users	OS X 10.5 or higher	OS X 10.13 High Sierra
Internet Download Speed	.768 Mbps	1.5 Mbps
Internet Upload Speed	.384 Mbps	1 Mbps
RAM	1024 MB	2 GB
Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP

ADDITIONAL REQUIREMENTS

- [Test your equipment](#)
- [ProctorU extension](#) installed your computer
- A functioning microphone (some web cameras have them built-in)
- Latest version of Google Chrome

NOT SUPPORTED

- Google Chromebooks (supported for G Suite Certification and G Suite Administrator exams)
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Linux operating systems
- Windows 10 S or Surface RT
- No running inside a virtual machine. You will be asked to reconnect using your host operating system to take your exam.
- No development previews, beta builds or release candidates of any operating system unless specified.

How It Works

ProctorU is a two-way video, audio, and screen capture service by which a remote proctor can watch and hear you, and watch your computer screen, while you take a Challenge Exam. Follow these steps to register and schedule a Challenge Exam:

1. [Create an account](#) and schedule your exam. Be sure to provide a valid email address and a phone number where you can be reached when you are taking the exam. We recommend you schedule your exams at least 3 days in advance to avoid premium scheduling fees.
2. You will receive a confirmation email from ProctorU when the Challenge Exam is scheduled and paid.
3. At the time of your exam, please go to <http://go.proctoru.com> to login to your account, and then select the "Start" button to start the process. If there are any problems connecting you can call ProctorU at (205) 870-8122.

Click [Here](#) for getting Started.

Authentication

You will be required to provide authentication prior to beginning your Challenge Exam.

1. Proctors will require you show them a government- or school-issued ID. Proctors make sure the picture and name match with the person that has scheduled the appointment and shown up to take the exam.
2. Proctors snap a photo of you to keep on file for future reference. If there is already a picture on file, proctors compare that image to the person that shows up for the appointment.
3. You will be asked a series of questions based on data such from public records associated with your personal information. Questions may include details about relatives, past addresses or phone numbers. You must pass this authentication quiz in order to proceed to the Challenge Exam. A new quiz is given each time you sign on to take a Challenge Exam.

Privacy FAQs

Can ProctorU or Strayer access my files?

No one can access your files. During the initial phase of the proctoring process, ProctorU, with permission from the test taker, has the ability to view the screen and move their mouse and keyboard as if the proctor was sitting next to the test taker. The proctor cannot access anything on the test taker's computer without the test taker's knowledge. Once the examination is launched, the proctor will change their permission to view only. During the monitoring phase, the proctor can monitor everything that happens on the student's computer screen, but can no longer move the test taker's mouse and keyboard. If something irregular occurs, the proctor can reinstate the ability

to move the test taker's mouse and keyboard, in which case the test taker is alerted and can see everything that the proctor is doing. During this entire process, an interface log, or chat box, is

running on the test taker's computer and they can see what permissions the proctor currently has at any time. Finally, the entire session log is saved and there is a permanent record of what actions the proctor took while accessing the test taker's computer. Throughout the process, the student can see everything the proctor is doing to their computer by watching them move their mouse.

How is my identity authenticated?

A three-step process to authenticate your identity is used. Step one is to check a government or school issued photo ID. Step two is to take a web cam photo of the test taker for your file, or compare the person who showed up with the photo on file. Step three is to run an identity test. Data for the identity test comes from a US consumers database which is made up of public records.

Are the questions FERPA Compliant?

Yes. Because the system relies only on directory information to verify a student's identity, we are not exposing the institution to any FERPA violations. In addition, all ProctorU employees take a FERPA training course when they are hired.

Are Credit by Exams sessions recorded?

Unless an exam taker does something irregular nothing is recorded. In rare instances where video is recorded or pictures are taken, a copy is sent to Strayer University for review. ProctorU maintains these records for at least one year, but the records are protected and are only shared with Strayer University, the student or other authorities as required by law.

Data Security

ProctorU is dedicated to securing student data collected during all aspects of our business and managing student information in compliance with the Family Educational Rights and Privacy Act (FERPA).

1. **Personal Information:** Student directory information such as name, address, and profile picture is collected over a secure connection and stored for internal use only.
2. **Financial Information:** Credit card transactions are handled with encryption and online payment industry standards. ProctorU does not see or store credit card information.
3. **Academic Records:** When students set up an account and undertake an examination, ProctorU has created an academic record that is handled with the strictest adherence to FERPA guidelines. All proctors must complete FERPA training.