This module is intended to help students who are encountering technical issues with Proctorio. Attempt each troubleshooting recommendation before moving to the next. If you are unable to resolve your issue, please contact Proctorio support.

1) Click on Secure Exam Proctor
2) Reinstall the Chrome extension
3) Clear cache and restart Google Chrome
4) Close backgrounds tasks & applications
5) Open the exam in a new tab
6) Download the Edge web browser
7) Contact Support
1) Click on Secure Exam Proctor

Reactive Proctorio
Depending on how the Blackboard course is setup, you may need to click on the Secure Exam Proctor link before attempting a Proctorio exam. This link is typically found in one of two places.

1) Next to your Exam

If you see a Secure Exam Proctor link above your exam, be sure to click it to reactivate Proctorio before attempting the exam.

This Proctorio folder is typically found in the top-left corner of your Blackboard course.
2) Inside a "Proctorio" folder

The Secure Exam Proctor link may be inside a Proctorio folder located on your course navigation menu. If so, navigate here and click the link. After, you can go back to your exams location.

Does your "Secure Exam Proctor" link show up and then quickly disappear? Don't worry, this means that Proctorio is already activated.

Still encountering issues?

If you are still unable to begin your Proctorio exam, please click Continue to try the next recommended action.
2) Reinstall the Chrome extension

Steps to reinstall the Chrome Extension
If you are encountering issues with Proctorio, the first action we recommend you take is to reinstall the Proctorio Google Chrome Extension. Follow the steps below to first uninstall your extension and then reinstall the extension.

Step One
Open the Extensions Menu
Click the **Customize** icon in Google Chrome and select **Settings**. Next, choose **Extensions** in the left-hand menu.
**Step Two**

**Remove the Proctorio extension**

A new tab will open showing all of your installed Chrome extensions. Find Proctorio and select **Remove**. A pop-up will appear. Click **Remove** again. You will see the Proctorio extension has now disappeared. Close Google Chrome.
**Step Three**

**Redownload the Chrome extension**

Reopen Google Chrome and visit [Getproctorio.com](http://Getproctorio.com). Click the link to go to the Chrome extension download page. Once the page has loaded, click **Add to Chrome**. A pop-up will appear. Click **Add extension** to reinstall the Proctorio extension.

**Proctorio Chrome Extension**

This course requires you to install an extension into your browser.

1. Use Google Chrome. done.
2. Install Proctorio Chrome Extension. click here
3. Done!

**Step Four**

**Go back to Blackboard**

The Proctorio extension has now been reinstalled. Visit [utsa.blackboard.com](http://utsa.blackboard.com) and login to Blackboard to get back to your course.
Still encountering problems?

If you are still unable to begin your Proctorio exam, please click **Continue** to try the next recommended action.
Clearing your cache

In the event of a caching issue, it is recommended to clear your cache and restart your Google Chrome browser.

Step One

Open the Settings Menu

Click the Customize icon in the top-right of Google Chrome and select Settings.
Step Two

Search for Cache Settings

Using the "Search Settings" bar at the top, type in Cache. Choose the top result, Clear browsing data.
**Step Three**

**Clear the Cache data**

A pop-up window will appear. Click on the **Advanced** tab to see more options. Using your mouse, un-check all options except for **Cached images and files**. With only this setting checked, select **Clear data**. You have now successfully cleared your cache.
Restart Google Chrome

After you cache has been cleared, be sure to close all open Google Chrome Windows. In some cases, it may also be helpful to restart your computer. Once you have restarted your Chrome web browser, navigate straight to utsa.blackboard.com, open your course, and begin your test without navigating to other websites first.

Still encountering issues?

If you are still unable to begin your Proctorio exam, please click Continue to try the next recommended action.
4) Close backgrounds tasks & applications

Temporarily disable anti-virus tools

Anti-virus software other than those built into Windows or MacOS should be disabled. Check to see if your computer has Norton, McAfee, Kaspersky, or other types of anti-virus software running. Most of these software can be disabled using the system tray in windows (icons near clock) or the dock on MacOS. After disabling an anti-virus software, completely close and reopen your Chrome web browser.

Once your Proctorio exam has finished, you may reenable any anti-virus monitoring software.

Close background applications

Be sure to close other background tasks and applications that are not needed while you complete your exam. Software that may download files in the background may especially harm your Proctorio connection and experience.

Consider closing unnecessary software such as Adobe Creative Cloud, Discord and other messaging platforms, Microsoft Teams and Office programs, and other unnecessary applications.

Still encountering issues?

If you are still unable to begin your Proctorio exam, please click Continue to try the next recommended action.
5) Open the exam in a new tab

How to open the exam in a new tab

There may be an issue where the Blackboard navigation is preventing Proctorio from running as intended. It is recommended to open the Proctorio exam in a new tab. Follow the steps below to open your exam in a new tab.

**Step One**

Login to Blackboard

Visit utsa.blackboard.com to login to Blackboard. Next, choose the **Courses** tab and select the course with your Proctorio exam.

**Step Two**

Open link in new tab

Inside your Blackboard course, right-click on the folder where your exam is located. Select the option, **Open link in new tab**.
Still encountering problems?
If you are still unable to begin your Proctorio exam, please click **Continue** to try the next recommended action.
About Microsoft Edge

As of February 2021, Proctorio now supports Microsoft's Edge web browser. Depending on your computer, you may need to install Edge first. Edge comes preloaded on all Windows 10 PCs.

If you are running an older version of Windows such as Windows 7 or Windows 8.1, you may need to install Microsoft Edge first.

If you are running an Apple desktop or laptop, you will need to install Microsoft Edge first.

Download Microsoft Edge

If you already have Microsoft Edge installed, please scroll down to Installing the Proctorio Edge Extension.

Step One

Download Microsoft Edge

Visit this Microsoft Edge web page and select Windows or MacOS depending on your type of computer.
Install the Proctorio Edge extension

Now that Microsoft Edge is installed, you will need to install the Proctorio extension before you can begin your exam. Follow the steps below to install the extension.

Step One

Step Two

Complete the installation

Use the setup file you downloaded to install Microsoft Edge. Follow the steps provided by the setup.

Step Three

Start Edge

After the installation is complete, Edge should open on its own. If it does not, start Microsoft Edge manually by selecting the icon on your desktop.
Download the Edge extension

Visit the Proctorio Edge Extension web page. Once the page has loaded, click Get. A pop-up will appear. Click Add extension to install the Proctorio extension for Edge.

Step Two

Go back to Blackboard

The Proctorio extension has now been installed. Visit utsa.blackboard.com and login to Blackboard to get back to your course.

Still encountering issues?

If you are still unable to begin your Proctorio exam, please click Continue to try the next recommended action.
7) Contact Support

Proctorio support is available 24 hours a day.

If you have tried all of the recommendations, please contact Proctorio Support for Test-Takers. Support is available via Live Chat or by emailing support@proctorio.com.

In addition, be sure to also send an email to your instructor letting them know you are encountering issues.
If you need your test to be reopened or need another attempt due to technical issues, you must reach out to your instructor. Proctorio support cannot reopen exams or give students additional attempts.