



Help Desk

ProctorU’s help desk is an automated hardware and system check that may be completed before a test-taker’s scheduled exam. Complimentary live, technical support is also offered 24 hours a day, seven days a week.

How to use ProctorU’s help desk

Visit www.proctoru.com/testitout

1

Automatic testing of equipment should begin immediately and may take up to two minutes to complete.

2

Results for the six system checks are displayed via the equipment check icons at the top of the page.

Camera Check Detected	Microphone Check Detected	Port Check Ports open
Bandwidth Test Speeds met	Flash Check Supported	OS Check Supported

Have questions? Need help? Fill out the information and connect to a live ProctorU technician who will assist you.

Name

Institution

Date of your exam

Brief description of what you need help with

[Connect to a live person](#)

a

A blue check mark indicates the equipment is operable and sufficient for an online proctoring session.

b

If test-takers receive a red X, they are encouraged to fill out the short form displayed on the page to connect to a live technician.

3

Test-takers can also connect with a technician who will assist in diagnosing problems with equipment and help correct issues.