

Help Desk

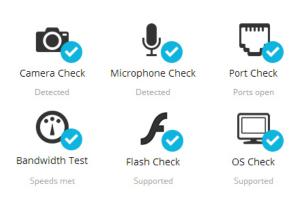
ProctorU's help desk is an automated hardware and system check that may be completed before a test-taker's scheduled exam. Complimentary live, technical support is also offered 24 hours a day, seven days a week.

How to use ProctorU's help desk

Visit www.proctoru.com/testitout

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

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



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



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.

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

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