

Access Code Prompt

Installing Google Chrome

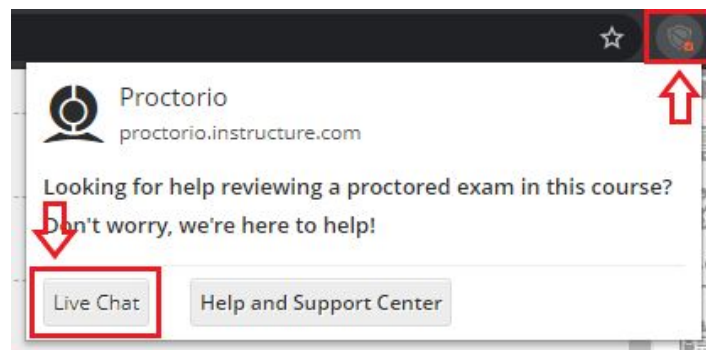
When you're ready to take a proctored exam you will need to use Google Chrome. Chrome is fast, secure and works on any computer.

Installing the Proctorio extension

Proctorio also requires a small app that needs to be added to Chrome. You only need to do this once. You can add the extension [here](#).

Live Chat

When you are on your course page in Canvas, you can access 24/7/365 live chat for any questions that you may have. *The shield is only present on quiz pages after you install the extension.*



Proctorio Live Chat

- To access live chat, click on the **gray shield icon** in the top right-hand corner of your Chrome browser;
- You can access the live chat from our support page <https://proctorio.zendesk.com> by clicking the chat icon at the lower-left corner.

- c) Additionally, you can start the chat directly from our website:
- The [support](#) tab and
 - The [about](#) tab.

Keep scrolling until you find  button. Click on it and the chat box will pop up.



Access Code Prompts

You should not receive an access code; if you do, please contact our support via chat as noted under the Live Chat instructions.

Here are additional steps to help resolve Access Codes errors:

1. **Google Chrome Version** - Please make sure that your Google Chrome is up to date. You can check this by clicking on the three dots icon in the top right-hand corner of your screen, then Help, then About Google Chrome, and the first thing you should see is your Google Chrome version. If it's not up to date, please select the option to update it.
2. **Re-Install the Extension** - Please uninstall the Proctorio extension by clicking on the shield icon in the top right corner of your browser and re-install the extension from www.getproctorio.com.
3. **Clear Cache and Cookies** - Head to the three dots -> more tools -> clear browsing data -> time range should be set on All-time -> Check Cookies and Cached images -> click clear data.
4. **Incognito Access** - Some Proctorio features will require the use of incognito access. If your instructor has one or more of these features turned on, you will not be able to take an exam unless incognito access is allowed. When requested by the instructor, incognito access gives Proctorio permission to run normally in all tabs during an exam. For example, instructors may choose to track websites visited during the exam to ensure academic integrity. Incognito access permits this function in both normal and private modes.

You can enable incognito access from the extension window.

- Click the Chrome menu  on the browser toolbar at the top right.
- Select More Tools -> Extensions.
- Find the Proctorio extension and click on Details.
- Scroll Down and find Allow in incognito section.
- Toggle it on 

5. **Site Access** - Make sure that the Proctorio extension is allowed on all sites. To check this, please go to the three dots icon in the top right-hand corner of your browser -> More Tools -> Extensions, and you'll see the list of all extensions installed. Locate the Proctorio extension, click on Details and in the "Site access" section choose "On all sites".

After any of these steps, please refresh the exam page to check if the issue is fixed.

6. **Access through Different Link** - Fully log out of Canvas and then re-login. Once logged back in, try accessing the exam through a different link. Go in through modules, assignments, quizzes, grades, etc. See if any of these links will allow you to get into the exam without an access code. Also, make sure that within the title, it has the words (Remotely Proctored) or (Secure Browser).
7. **Disable all Other Extensions** - In the extensions tab, check your extensions and disable all the extensions except Proctorio (one could potentially block Proctorio). Head to the three dots in the top right corner of your Chrome browser -> More Tools -> Extensions.
8. **Restart your computer** - Computers need to be restarted if they have had a reboot in awhile. If the access code is still displaying, fully restart your computer which will close any open applications. Once restarted, head back to the exam within the Canvas LMS.
9. **Reset your Google Chrome** - Head to the three dots in the top right corner of your Chrome browser -> Settings -> Scroll down to Advanced Settings and click it -> Restore settings to their original defaults. You will have to add the Proctorio extension again. Add the extension [here](#). Once you have added the extension, go back to the exam page, reload it and try again.
10. **Proxy Settings** - Proctorio doesn't encourage the use of virtual proxy networks. It will be necessary to disable them if you're experiencing issues with your connection. For help disabling local proxy software, please see the following guides:
 - Disable Local Proxy Server ([Windows](#)),
 - Disable Local Proxy Server ([Mac OS X](#)).
11. **Add another Google Account** - Sign in with your Google account. Select your image from the top right corner and select Manage Account -> Add Account. Add the [Proctorio extension](#) and open Canvas. Try to start the exam.