



# ProctorU

## 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

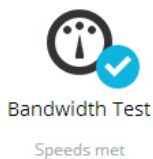
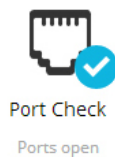
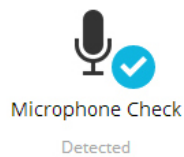
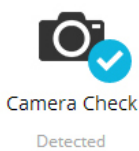
Visit [www.proctoru.com/testitout](http://www.proctoru.com/testitout)

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  
Not detected

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, sufficient for use with ProctorU and that no further testing is required.

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 ProctorU help desk technician.

3

A technician will assist in diagnosing problems with equipment and provide assistance in correcting issues.