



# 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

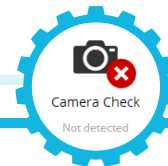
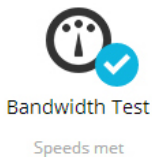
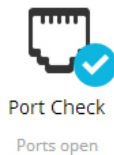
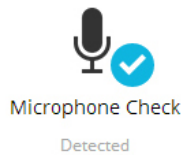
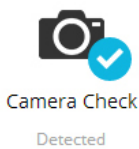
Visit [www.proctoru.com/testitout](http://www.proctoru.com/testitout)

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.



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.