How to Make a Virtual Testing Appointment

With your professor’s permission, you may choose to make a virtual testing appointment. Proctor U is a virtual testing service that is integrated with SmarterProctoring. Using a computer, a webcam, and an internet connection, students can complete their exams without coming into a testing center. There is a fee for this service that varies depending on the length of the exam.

1). To make a virtual testing appointment, first login to your class through Blackboard.

2). You can usually find the SmarterProctoring (For Online and Hybrid Courses) link in the “Tools” section of Blackboard. If you do not see the link in either of these places, please contact your instructor.

3). After selecting the link, please be aware that SmarterProctoring will open in a new window. You will first be asked to fill out a short registration form and then you will be directed to your Course Dashboard.

4). Once in the Course Dashboard, you will be able to see each exam that has been posted for the class.

5). Now locate the exam that you would like to make an appointment for and click on the “Choose a Proctor” button.

6). You can now select the “Use Online Proctor” button and you will be taken to the Schedule Session page.

7). Click on the “Schedule your exam” button to continue. You will see a calendar with highlighted dates to choose from, as well as a drop-down menu for the time of day. Click on the highlighted date to see a list of available times and then choose the “Schedule” box next to the time you want to select.

8). Now on the Confirm Session screen, you can select the “Continue” button. You will be taken to the Payment Summary screen where the total amount due will be displayed. You can select “Continue” to input your payment card information, and then click on the “Schedule” button to confirm.

9). Your Proctor U session will be scheduled, and an appointment confirmation will be sent to the email address that you used to setup your SmarterProctoring account.

10). On the day of the exam, you must login to your SmarterProctoring Course Dashboard and click on the “Start Virtual Session” button under the exam to connect to the proctor and begin your session.
How to Cancel a Virtual Testing Appointment

1). To cancel a virtual appointment for a Proctor U Testing Session, first login to your class through Blackboard.

2). You can usually find the SmarterProctoring (For Online and Hybrid Courses) link in the “Tools” section of Blackboard. If you do not see the link in this location, please contact your instructor.

3). After selecting the link, please be aware that SmarterProctoring will open in a new window. You will be directed to your Course Dashboard where all of your course’s current exams will be visible.

4). Now locate the exam for which you need to make the cancellation, and click on the “Cancel Session” button.

6). Next, select a reason from the dropdown box, then select “Send”. Your exam appointment is now cancelled.

7). You will be directed back to your Course Dashboard where you can make a new testing appointment or logout of SmarterProctoring.

*Please note that refunds are immediate upon cancellation. However, it may take 48 - 72 hours (depending on your financial institution) for the payment to post back to your credit/debit card.

If you have questions, please contact the FSCJ Distance Learning Team at OC-ProctoredTesting@fscj.edu