



FAQ for ProctorU

1. How do I register for my exam session?
 - Please visit the Franklin portal - <http://www.proctoru.com/portal/franklin/>
2. What if I need technical support?
 - Please start with ProctorU's test taker walk through video - proctoru.com/students. Additionally, ProctorU offers live chat for other technical support.
3. Can I still use a different online proctoring service?
 - No. The university has signed a contract with ProctorU effective Fall 2017. This decision was made after a significant rise in service fees from our previous provider.
4. Why isn't my exam available on ProctorU to register for a date and time?
 - The testing office may not have the materials from your instructor yet. Please email testing@franklin.edu to check in about your upcoming exam.
5. How do I pay for my exam?
 - You will pay with your exam via credit card once you have registered for an account and have added an exam to your cart. *Pricing is based on the length of your exam, as determined by your instructor.*
6. Do I have to schedule in advance?
 - **Yes, you will need to register 72 hours in advance for your exam.** If you need to take your exam immediately, you are able to do so for an additional fee.
7. How should I prepare for my proctoring session?
 - ProctorU will verify your identity and your testing environment before you begin your actual test. You will need a state-issued ID, like a driver's license. It's a good idea to [test your technology before your session](#). Follow this [video](#) to get an idea of how best to prep for your upcoming session.