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, Franklin University only uses Proctor U for online test proctoring.

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?
   - The university will be covering the test session proctoring fee. The university will not be covering any late fees incurred. You will need to register for your exam at least 72 hours in advance to avoid any late fees.
     - Late Scheduling Fees:
       o Take it now = $12.00 allows students to schedule 15 minutes out through 24 hours
       o Take is soon = $ 8.00 allows students to schedule 24-72 hours

6. 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.