

# 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](http://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](mailto:testing@franklin.edu) to check in about your upcoming exam.

## 5. Is there a fee to use ProctorU?

Yes, all proctoring fees are the responsibility of student, per the academic bulletin. You will pay for your exam, via credit card, once you have registered for an account and have added an exam to your cart.

***ProctorU charges a flat rate of \$12.50, per exam. \*Students should schedule an appointment at least 72 hours in advance to avoid additional fees.***

## 6. Do I have to schedule in advance?

**Yes, it is best to register at least 72 hours in advance.** If you need to take your exam immediately (or within 72 hours), you are able to do so for an additional fee:

### ***Additional Fees:***

- ***"Take it now" = \$12.00 allows students to schedule 15 minutes out through 24 hours***
- ***"Take it soon" = \$ 8.00 allows students to schedule 24-72 hours***

## 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. Every student should test out their technology prior to beginning their test session. [Test technology here.](#)