FAQ for ProctorU

1. How do I register for my exam session?
   - Please visit the Franklin portal - [http://www.proctoru.com/portal/franklin/](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](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?
   - 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.*

   **Pricing Structure:** *(this is set according to the time limit of the exam)*

<table>
<thead>
<tr>
<th>Time Limit</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 1 Hour</td>
<td>$9.00</td>
</tr>
<tr>
<td>1.1 – 2 Hours</td>
<td>$11.00</td>
</tr>
<tr>
<td>2.1 – 3 Hours</td>
<td>$13.00</td>
</tr>
<tr>
<td>3.1–4 Hours</td>
<td>$15.00</td>
</tr>
</tbody>
</table>

   ***Students should schedule an appointment at least 72 hours in advance to avoid additional fees.***

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.  

   **Additional Fees:**
   - *Take it now* = $12.00 allows students to schedule 15 minutes out through 24 hours
   - *Take is 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. It’s a good idea to [test your technology before your session](#).