

# 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. 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)*

0 – 1 Hour	\$9.00
1.1 – 2 Hours	\$11.00
2.1 – 3 Hours	\$13.00
3.1-4 Hours	\$ 15.00

**\*\*\* 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](#).