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.

If you still need to reach ProctorU support, please do one of the following:

- Submit a form here: https://support.proctoru.com/hc/en-us
- Connect with Support via their chat widget: https://auto.proctoru.com/chat/
- Reach out to ProctorU Support by phone at 1-855-772-8678

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. 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.](#)

Also, ProctorU exams can only be taken using Firefox and Chrome browsers.

8. How do I get an access code for my exam?

Access codes are only provided directly to ProctorU proctors. They will never be given directly to students.

9. I have an extension from my instructor. Why can't I find my make-up test on ProctorU?

Your make-up test will not be available from the drop-down menu for scheduling as with a normal exam. Your extension will show up as "Pending" under your Sessions in your ProctorU account.