Introduction to Proctorio

What is Proctorio?

Proctorio is an automated remote proctoring solution that seamlessly integrates with existing testing platforms and digitally protects the academic integrity of test-takers and educational institutions all over the world.

Protecting the Value and Equality of Education

Proctorio ensures the value of online certifications, courses, programs, and degrees; while guaranteeing that each enrolled test-taker is presented with the same opportunities and advantages to accomplish their academic goals.

This is achieved through secure and customizable online exam settings that protect exam administrators' course content, test-takers' privacy and the integrity of all involved.

Designed with Privacy in Mind

Maintaining Test-Taker's privacy is at the core of our product, not an afterthought. Our automated systems are designed to be less intrusive than hosting human proctors. With our Learning Integrity Platform, only approved administrators are allowed to access your data.

We appreciate and respect that remote proctoring solutions raise privacy and security concerns for our test-takers. With this in mind, Proctorio never requires personally identifiable information (PII) to use our software. Test-Takers simply sign into the testing platform with their institution's credentials to access their assessment.

Proctorio only runs as an extension in the test- taker's browser. This means that Proctorio works within a sandbox and has limited access to the computer system unlike traditionally installed software applications that have complete access to a computer's hard drive, or other resources.

Prioritizing Data Security

At Proctorio, keeping test taker's data secure is our top priority. This is why our security systems have gone through years of testing and are tailored to protect test-takers. Our platform, also, goes through daily vulnerability and penetration tests to assess the strength of our systems against a potential attack. This creates a security system you can trust.

Proctorio is proud to be the first and only remote proctoring solution to utilize ***zero-knowledge encryption***, which means we have zero access to the encrypted data on our own servers. This unique design allows nothing to leave the test-taker's computer until after it is encrypted. Data

never becomes unencrypted until it's unlocked by an authorized school official. It's not just end-to-end encryption, it's a zero-knowledge system.

Scalability

Proctorio's fully automated system is built to meet your growing needs. No matter how many test-takers enter an exam at one time, Proctorio's system will hold strong without slowdowns or interruptions. Last December, Proctorio hosted 1.2 million students on our platform.

Accessibility

Proctorio aims to provide services that are accessible and usable by everyone. Proctorio is committed to conforming to WCAG 2.1 AA standards of the World Wide Web Consortium (W3C), Section 508 of the Rehabilitation Act, and EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe. Our software is compatible with the following screen readers: JAWS, VoiceOver, NVDA, ChromeVox or any other ARIA-label compatible screen readers.

Proctorio has, also, partnered with Deque Systems, experts in user accessibility and compliance, to produce a set of Voluntary Product Accessibility Templates (VPATs), which can be viewed in our Proctorio Accessibility Conformance Report.

We welcome any and all feedback and questions as we continue to seek ways to improve the accessibility of our product. Please email accessibility@proctorio.com.

FailOver System

Our failover system works 24/7 so you don't have to worry about the security of your data. If a data center goes dark, the information will immediately failover to another data center in the same geographic region without data loss, interruption of service or risk of data being stolen.

24/7 Support

Proctorio's team is available 24/7 to assist exam administrators and test-takers with any issues that may arise before, during or after an exam. Simply start a chat by clicking the Proctorio extension shield icon in the upper right-hand corner of your Google Chrome browser, email support@proctorio.com.