

ProctorFree

Troubleshooting HELP Guide

Have you...

1. **made sure you are authenticating in a quality testing environment (private & secure)?**

This should include:

- Good lighting and background
- No pets or children making background noises or appearing on camera

2. **made sure you are authenticating with the same appearance?**

You may need to note:

- Your hair style
- Glasses - on or off?

3. **made sure your technology settings are correct?**

- Using FIREFOX as your browser
- JAVA is updated <https://www.java.com/en/>
- You have closed other background programs

After no more than 2 attempts, do you...

Still need HELP?

- **First - Use the Proctor Free Support**
Mon - Fri 9 AM - 1 AM Sat - Sun 9 AM - 12 AM
 - Call **855-759-6569**
 - [Live CHAT](#)
 - [Remote Support](#)
- **Second - BlackBelt Chat** (24 hrs) - Via "Get Help" tab in BlackBoard
- **Third - Sentara College of Health Science IT Department**
 - IT Support at **757-264-9445** (on call 24/7)

IF you had any issues, please **HELP** us by completing this "[ProctorFree SURVEY](#)" form

- Submit the issues you had with ProctorFree and indicate if they were resolved
- If you wish a response or follow up to your survey, please indicate this in the form

*By submitting this survey information, you are providing Sentara College of Health Sciences with data which will help us better understand issues students may be experiencing with ProctorFree. **Our goal is to make your online testing experience as easy as possible so you can concentrate on your test or quiz and be successful in your course!***

Thank you!