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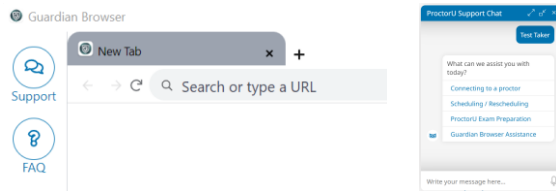
- A. Contacting Technical Assistance BEFORE Exam Day
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A. Contacting Technical Assistance BEFORE Exam Day

1. Before downloading and installing the Guardian Browser:
 - Call 1-855-772-8678, Option 1, **or**
 - Click on or copy and paste the URL into your internet browser:
<https://auto.proctoru.com/chat>. The *Connect with Support* page will open. Click the blue chat icon in the bottom right of the page to open the ProctorU Support Chat:



2. After downloading and installing the Guardian Browser:
 - Open the Guardian Browser. Click the Support icon in the top left of the Guardian Browser to open the ProctorU Support Chat window. Then, select *Guardian Browser Assistance*:



3. **Important!** 1. Do not create a ProctorU account. 2. After connecting to a Proctor on exam day, ask your Proctor for any assistance by speaking aloud or typing directly into the Proctor Chat Box (see **Point 13** below).

B. Download the Guardian Browser BEFORE Your Exam Day

4. For any instructions, follow the prompts on your computer/laptop if different from below.
5. On any web browser, go to <https://guardian.meazurelearning.com/> and click the download button for your Windows or Mac operating system. The “guardian-browser-x64.exe” file (Windows) or “guardian-browser-arm64.dmg” file (Mac) will begin downloading. If using Windows, the file may appear at the top or bottom of your screen depending on the web browser you use. On a Mac, click Allow and go to Downloads.
6. After downloading completes, click “Open file” or the downloaded file to install it. Then, click “Allow Access”, “Open” or other pop up if prompted.



- After installing, the Guardian Browser will open automatically. If the Guardian Browser does not open automatically, click the icon on your Desktop to confirm that it has installed correctly. If there is no icon on your Desktop, go to your list of programs and open it from there.
- On any web browser, log in to the IIC [Exam Portal](#) and click “Test It Out” at the bottom of the page to check that your computer/laptop [meets all the requirements](#).

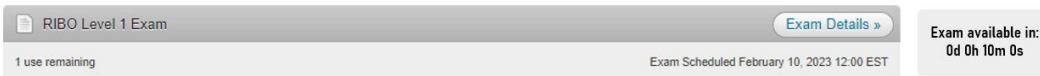
Test Your Equipment

Is your equipment ready for online proctoring?

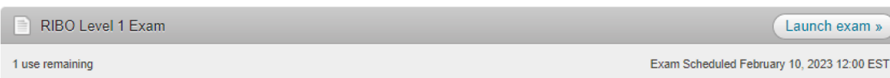


C. Log In to the IIC Exam Portal ON Your Exam Day

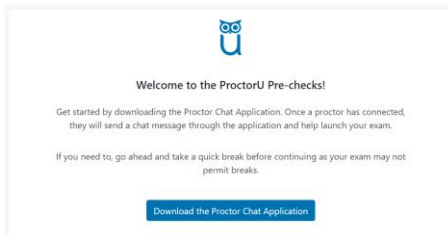
- 10 minutes before your scheduled Exam Time, log in to the IIC [Exam Portal](#) on any web browser and find your exam. The “Exam available in” timer tells you when you can launch your exam.



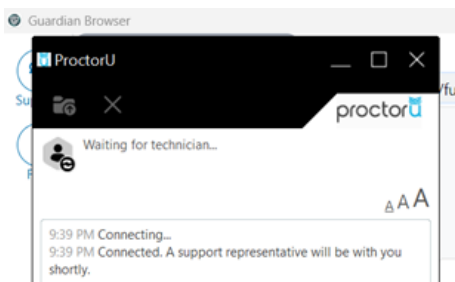
- Click “Launch exam” when the countdown timer reaches 0:00:00. Refresh the page if you do not see the “Launch exam” button.



- The Guardian Browser will automatically open. When you see the “Welcome to the ProctorU Pre-checks!” page, click “Download the Proctor Chat Application” to install the LogMeIn app. If you do not see this page, go back to the Exam Portal and click “Launch Exam” again.



- After the “Proctor Chat Application” installs, the Proctor chat box will open. Please be patient while waiting for a Proctor to connect with you. It is normal to wait up to 20 minutes for the proctor to join you, but you could wait up to 45 minutes during peak periods. Do not close and re-open the Proctor chat box multiple times because this will restart the process of connecting to a live proctor, you will lose your place in the virtual queue and you will have to wait longer to begin your exam.



D. Contacting Your Proctor DURING Your Exam

13. For technical assistance or any help after connecting with a Proctor, contact the Proctor by speaking aloud or typing directly in the Proctor Chat box.
14. At any time, you can minimize the Proctor Chat box by clicking _ in the top right corner of the window (circled in red below).



15. To re-open the Proctor Chat window, click the Owl icon in your taskbar or dock.



16. When a Proctor connects with you, you must follow their instructions and IIC's [Requirements And Rules For Writing An Examination](#). Read more information about [Virtually Proctored exams](#) and [Frequently Asked Questions](#).

