

Important information for students sitting an Online LMS ProctorU Exam

Some students have experienced technical difficulties with starting their Online MS ProctorU Exam.

It is important that you go to your LMS unit, select the Final Exams (ProctorU) folder and read all the pre-exam day information in your Final Exams (ProctorU) folder. Failing to do so may result in you not being able to sit your exam at the scheduled time and you may have to sit a deferred exam.

Before your exam:

1. Make sure your ProctorU Account is in English and your name on your ProctorU account is the same as the name on your ID (Student Card or Government issued ID). Make sure you have your ID on the day to confirm your identity.
2. [Test your equipment](#).
3. Click on the link and download the [Chrome](#) or [Firefox](#) extension on your web browser.
4. Watch the ProctorU [student experience video](#) (5.57mins).
5. Watch the [UWA Student Experience video](#) (4.40mins), if you are a MacOS user, [watch the Additional Steps for MacOS Users video](#) (1.35mins).

IMPORTANT – Do not refresh your web browser once you have download and

installed the ProctorU LMI Rescue software. If you have technical issues, contact ProctorU Support. Please visit their [Contact Us](#) page to find support for test-takers including Live Chat or support lines (Australian Free call: 1800 957 152 or international: 1-855-772-8678).

Your exam time officially starts when the ProctorU Invigilator launches your LMS Exam and types in the password for you. Please **read all the Pre-Exam Day information in your LMS unit** so that you have the best ProctorU exam experience.

Just a reminder if you encounter LMS or IT issues (related to the University system), during your exam, contact ProctorU by clicking on “Need help? Chat now!” on the bottom right of the screen or call 1800 957 152 (free call within Australia) or contact the UWA Exams support line on + (61 8) 6488 1212 during the exam period. Contact with your Unit Coordinator is **not allowed DURING the examination**.

If you encounter technical issues (e.g. your internet drops out), take a screenshot immediately (including the time on your screen). Your invigilator/proctor will try to assist you. If the problem cannot be resolved send the screenshot via [askUWA](#) to your Student Advising Office. Your invigilator/proctor will also make a note of the incident.

If you are required to submit handwritten solutions to the LMS, and have trouble submitting them to the LMS submission point, contact Exams Support on + (61 8) 6488 1212 immediately **AND** email a copy of your scanned answers to onlineexamsubmission@uwa.edu.au.

Good luck with your exam.