THE **FACTS** ABOUT SMARTERPROCTORING ONLINE AUTOMATED PROCTORING

SmarterProctoring **Does:**

Record the student's screen and webcam that is shared during an exam session.

Provide authorized faculty access to review videos including any flags that were added due to suspicious behavior.

Ask the student to do a scan of the space / room in which they are testing, if required by the institution.

SmarterProctoring **Does Not:**

Monitor anything outside of an active exam session.

Monitor network traffic or devices other than where the exam session is being taken.

Share any student information outside of SmarterProctoring and the Learning Management System (LMS).

Share the recorded exam session to any entity other than the student's institution.

Sell or share student information, including exam session recordings with any other entity.

Review browsing history or currently installed programs on personal devices.

SmarterProctoring™

FREQUENTLY ASKED QUESTIONS

1. **How do I know when the exam session is being recorded?**

   🔓 Extension is installed, not engaged in an exam session.

   🔒 Extension is actively in an exam session, nothing is being recorded.

   🔒 Extension is actively in an exam session and recording is enabled.

2. **Can I remove the extension? If so, how do I do it?**

   Yes. After your exam session is complete, right click the extension icon in your browswer and select "Remove from Chrome." This process will ensure the extension is fully removed from your computer.

3. **Can I use a Chromebook with SmarterProctoring?**

   Yes, a Chromebook can be used for all functionality of SmarterProctoring, including automated and record-and-review testing. For more information, **check out our blog post on this topic**.

4. **How does SmarterProctoring protect my privacy?**

   All data that is transmitted from your machine to SmarterProctoring is fully encrypted and secure. As soon as data arrives in our network, it remains encrypted as it is stored on the file system. Only authorized users at your institution can access your data.

5. **How long does the video recording of my exam session stay in the SmarterProctoring system?**

   On average, videos are retained for 6 months; however, it is up to individual schools to decide and configure their historical records. Please consult your school for their exact policy around video retention.

6. **What data does SmarterProctoring ask from a student and retain in the system?**

   - First and last name
   - Email Address provided on account setup
   - ID verification images provided during exams
   - Selfie photo taken during exams
   - Video/audio of their screen and webcam during exams

7. **If I have privacy concerns, who can I contact?**

   Please email **privacy@smarterproctoring.com** and we will be happy to assist you with any of your privacy concerns.

SmarterServices™