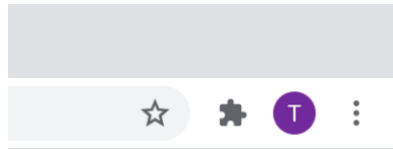


## Proctorio Access Issues

If your students are having issues logging in to Proctorio, there are a couple different things that we'd suggest they try.

1. Make sure that they're using **Google Chrome** as their browser, and that it's up to date.
  - To ensure Chrome is up to date, click on the three horizontal dots at the top right of your browser window.



- Click "Help", then select "About Google Chrome". If you're not on the most recent version of Chrome, you should see an option to update.
2. Make sure that they're using the most recent version of the Proctorio extension. For good measure, you can (re)download it at <http://www.getproctorio.com/>
    - If they already have the extension, they could try removing it before downloading it again.
  3. Clear cache and cookies
    - On the menu under the horizontal dots at the top of the page, select "More Tools", then click on "Clear Browsing Data".
    - Set the time range to "All Time"
    - Check "Cookies and Cached Images".
    - Click "Clear Data"
  4. Restart Computer
  5. Try toggling the Chrome extension on and off
    - a. Under the three dots at the top of the screen, select "More Tools"
    - b. Click on "Extensions"
    - c. Find the Proctorio extension and click to switch it off
    - d. Close and restart Chrome, then repeat the process to re-enable the extension
  6. Reset Chrome (*note that this method will not delete passwords or bookmarks, but will reset all other settings*)
    - a. Click on the three dots at the top of the screen, then select "Settings"
    - b. Scroll to "Advanced Settings"
    - c. Restore Settings to their original default
    - d. You will need to re-add the extension from <http://www.getproctorio.com/> again
  7. If you are still experiencing issues, please contact support at [support@proctorio.com](mailto:support@proctorio.com)