Re-Establishing Your Proctorio Link for Students

If you get past the password prompt and get a blank screen, just follow these quick screen shots to get you moving with your test!
If you click on your test normally, begin and the password prompt clears...
But then you get a blank Blackboard canvas that looks like this...
You just need to re-establish your connection. Navigate to Tools under Resource Center and click on Secure Exam Proctor.
You should get a window that looks like this – just click on the name of your course. If it blinks, just get back to your course by clicking Courses at the top. Navigate back to your test.
Once you get to the Pre-checks window, you’re good to go!

You may have to repeat this step more than once.
If you are on a Mac and still have problems after the previous steps, try the following:
Go to System Preferences, click on Security and Privacy
Click on Accessibility – if Google Chrome is not in your list of approved apps on the right, you need to add it. Click on the plus sign under the list.
If the plus sign is grayed out, you may have to click on the orange lock in the left corner and enter your password.
Search your applications for Google Chrome and Open.
Google Chrome should be added to your list, and then close this window.
Repeat the Secure Exam Proctor step (instructions on previous slides), then navigate back to your test.
If you do the above and it still doesn’t work, try pinning Proctorio to Chrome.
Select the puzzle piece icon next to your address bar on Google Chrome.
Make sure the “pinned” icon next to the Proctorio extension in your extensions list is selected (either gray or blue).

Repeat the Secure Exam Proctor step before navigating back to your test.