

# Student Frequently Asked Questions for SmarterProctoring

**Q: How do I contact Disability Support Services (DSS)?**

A: Please refer to the information for [DSS Remote Services](#). DSS is currently offering services to students remotely during business hours of Monday-Friday, 8:30 a.m.-5:00 p.m. You can email your documentation to [dss@montgomerycollege.edu](mailto:dss@montgomerycollege.edu).

**Q: Do I need an ID to test?**

A: MC students will need to present any valid photo ID. This includes, but is not limited to, government issued IDs, college ID, high school ID, or an employee ID. If you do not have any ID, you could ask a parent or adult relative living with you to confirm your identity. ProctorU will document the information of the adult relative.

**Q: Who do I contact if I have a general question about remote proctoring?**

A: You can contact the Assessment Centers at [AcademicTesting@montgomerycollege.edu](mailto:AcademicTesting@montgomerycollege.edu), or join one of the Assessment Center Office Hour sessions to meet remotely.

**Q: Will this be a paper test that I must download?**

A: No, this will be an electronic test that you will complete online. Your professor should give you instructions or a link to take the test. The proctor will enter the password to let you start the test.

**Q: Does Assessment Center staff proctor the exam session?**

A: No, ProctorU staff will proctor the exam session. Assessment Center staff is not involved and may not be available at the time the session is held.

**Q: What if I forgot to test my equipment while scheduling?**

A: Go to [test-it-out.proctoru.com](http://test-it-out.proctoru.com) to test your equipment at any time. It is recommended you test your equipment and resolve issues before your exam session.

**Q: What should I do if I cannot fix my computer settings?**

A: Do not schedule the exam until your settings are fixed. You will only have a few minutes at the start of the session to connect with the proctor before your session is cancelled. Use the Student Tech Guide to check the system requirements. If you are not able to resolve the issue, contact the Assessment Centers at [AcademicTesting@montgomerycollege.edu](mailto:AcademicTesting@montgomerycollege.edu) or join an Office Hours session.

**Q: Who should I contact if I have technical issues before starting a test?**

A: The student can contact the Assessment Centers at [AcademicTesting@montgomerycollege.edu](mailto:AcademicTesting@montgomerycollege.edu) or by joining an office hours session. They can also contact SmarterProctoring using the Support button to chat or by phone at 877-499-7627.

**Q: What does the proctor do before the test begins?**

A: The proctor will check your ID through the video camera and ask you to give them a 360° view of the room, including the desk/table that your computer is sitting on.

**Q: Does the proctor's check in process count against my time to take the test?**

A: No, your time does not begin until the proctor enters the password on the exam log in. That is why an additional half hour is needed for scheduling, to make sure you have time to check in and to complete the exam before the deadline.

**Q: Who should I contact if I have technical issues during a test session?**

A: You can speak to the proctor administering the exam, or you can call them at 855-772-8678 (option 2), or you can open a chat with ProctorU Support at [www.proctoru.com/contact-us](http://www.proctoru.com/contact-us)

**Q: I tried to take my test, but the proctor cancelled it. What should I do?**

A: You will only have a few minutes at the start of the session to connect with the proctor. If you are not able to, they will drop you from the session. Contact the Assessment Centers if you need help with your computer system requirements before the scheduled exam start time. If you have fixed the issue, you can attempt to reschedule your exam session if there is still time available.

**Q: What do I do if I missed by exam session?**

A: If you missed your test session, you may attempt to reschedule if there is still testing time available. You may need to ask your professor for an extension if the test due date has passed.

**Assessment Center Hours**

**Monday, Thursday, and Friday 8:30 am to 5:00 pm**

**Tuesday and Wednesday 8:30 am to 7:00 pm**

Email us: [AcademicTesting@montgomerycollege.edu](mailto:AcademicTesting@montgomerycollege.edu)

[www.montgomerycollege.edu/assessment](http://www.montgomerycollege.edu/assessment)