

# ProctorU Student Checklist — MDC Online

## Using ProctorU to take your proctored exam?

- Login to [ProctorU](#).
- Make sure you have a [valid U.S. Government Issued ID](#).
  - This includes an MDC Student ID, driver's license, passport, Florida State ID, residency card, etc.
  - The ID cannot be expired.
  - The ID cannot be damaged and must be in good condition.
- You will have two (2) attempts at the ID Authentication Quiz.
  - Must score at least a 50% to proceed into the exam.
  - Questions are generated using information pulled from public records.
    - After two failed attempts, ProctorU will notify MDC Online.
    - You should reach out to your instructor to notify them as well.
- Know your MDC student username and password **before** connecting with the proctor.
  - Do not use the '@mymdc.net' when logging into Blackboard.
    - [Reset your MDC Student Account credentials here](#).

**NOTE For Spring 2021: Students will not be responsible for paying ProctorU remote testing fees.**

Due to the increased demand for ProctorU services, you **MUST** schedule your ProctorU appointment as soon as possible. If the desired appointment time is unavailable, you will need to choose a different available time slot. **The ProctorU Support Team and MDC Online will not be able to override appointment times in the system.**

### **DO NOT WAIT TO SCHEDULE YOUR EXAM APPOINTMENT!**

Exams cannot be completed outside of the assigned exam window for each course. Students are strongly encouraged to test their hardware and internet connection before an exam to ensure the service will work properly. **A stable internet connection, a webcam, and a private testing area are required.** ProctorU **cannot** support [Chromebooks](#).

Use the [Test-It-Out Tool](#) to test your equipment for the best ProctorU experience at least one hour before your exam appointment. **MacOS X Catalina** users [must run additional checks](#) before starting their exam. For more information, please visit the [Getting Started Portal](#) and the [ProctorU Support Page](#).

### **Hours of ProctorU Exam Administration\***

**12:01 a.m. ET on the first day** of your course's exam window through  
**9:30 p.m. ET on the last day** of your course's exam window.

*\*Students taking two or more exams must schedule appointments at least 4 hours before the last exam time.*

**NOTE: Exams are removed from the registration website at 9:30 p.m. ET on the last day of the exam window.**

### **ProctorU Contact Info:**

**1.855.772.8678** or via [Live Chat](#)

**IMPORTANT:** All students are expected to adhere to the [ProctorU Exam Rules](#) and [Terms of Service](#), the [MDC Testing Dishonesty and Behavioral Guidelines](#), and the [MDC Student Code of Conduct](#).