

Enter Password Prompt:

- If you receive the “Enter Password” when logging into their exam, please attempt the following steps:

"Enter Password"

If you are being prompted for a password when attempting to take a test using Proctorio:



The screenshot shows a dialog box titled "Enter Password: Proctorio Pretest (Remotely Proctored)". Inside the dialog, there is a header with the same text. Below the header, it says "ENTER PASSWORD: PROCTORIO PRETEST (REMOTELY PROCTORED)". Underneath, there is a prompt: "Enter the Password to take the test." followed by a text input field labeled "Password". Below the input field, the date and time are displayed: "Wednesday, August 28, 2019 1:32:39 PM MDT". At the bottom, there is a prompt: "Click Submit to proceed." and two buttons: a grey "Cancel" button and a green "Submit" button.

1. Click the Proctorio extension (shield icon) and select "Manage Extensions."
2. Scroll down and make sure the option "Allow this extension to read and change all your data on websites you visit" is set to "On all sites."
3. Check to be sure the "**Allow in incognito**" setting is enabled (the slider should be blue).
4. You may need to refresh the page or reload the test for these settings to take effect.
5. Clear your cache and cookies in the “More Tools” and “Clear Browsing Data” tab.
6. If these steps do not work, please contact our 24/7 support staff via our live chat option by clicking on the grey shield icon in the upper right corner or email our support staff at support@proctorio.com.



The screenshot shows a support prompt from Proctorio. It features the Proctorio logo and the text "Proctorio proctorio.instructure.com". Below this, it asks "Looking for help setting up a proctored exam in this course?" and says "Don't worry, we're here to help!". At the bottom, there are two buttons: "Live Chat" and "Help and Support Center".