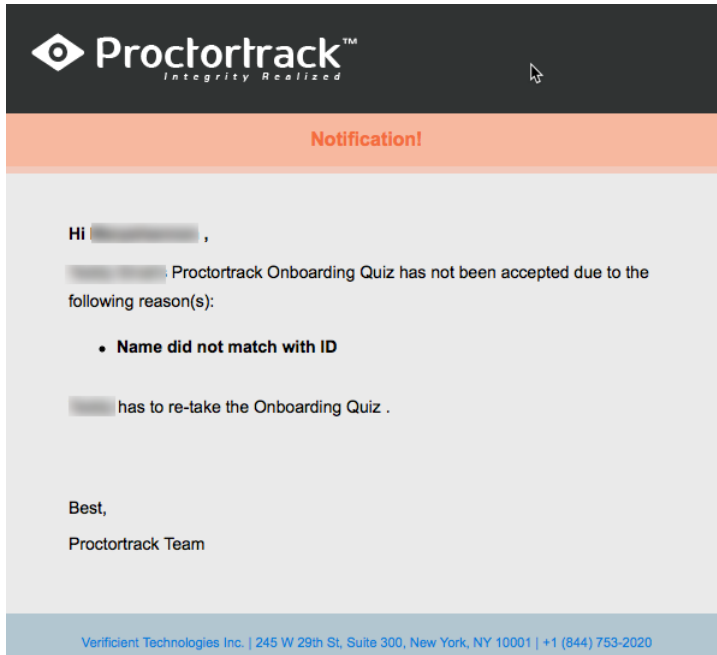


Manually Checking Student IDs in Proctortrack

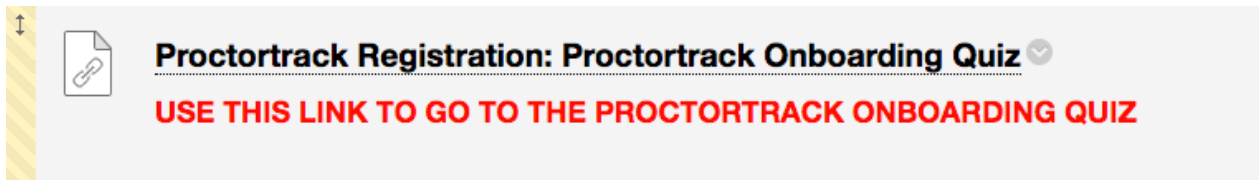
If you receive an email from Proctortrack indicating that one of your student's Proctortrack Onboarding Quiz has not been accepted due to the following reason(s):

- Name did not match with ID



Please **check the attempt in Proctortrack** to verify that it wasn't an error due to an abbreviated or preferred name being entered.

To check the entry in Proctortrack, simply **follow the Proctortrack tool link** in your course for the Proctortrack Onboarding Quiz.



This will take you to the **Proctortrack Dashboard**. Click on the blue button that says **Student List** next to the Proctortrack Onboarding Quiz.



Test Progress Overview

3 Proctored Students	0 Processing	5 Passed	0 Require Attention
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Click Here (with red arrow pointing to Student List button)

Test Name	ID	Access Code	Settings	Student List
Proctortrack Onboarding Quiz <i>Onboarding</i>	_11171 720_1	1570		Student List ▼
Summer 2018 Exam 1	_11171 727_1	1822		Student List ▼
Summer 2018 Exam 2	_11171 728_1	3612		Student List ▼
Summer 2018 Exam 3	_11171 729_1	1695		Student List ▼

This will open up the **student attempts** for the **Proctortrack Onboarding Quiz**. The far right number in the top box will indicate how many **Require Attention**.

To review a student requiring attention, click on the student's **First Name**.

Valid and accurate onboarding materials are essential to the proper functioning of Proctortrack's identity verification. If one or more of the materials submitted do not meet our qualifications, be sure to Mark as Failed.

3 Proctored Students	0 Processing	5 Passed	0 Require Attention
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Onboarding Student List (with search bar: Search Name / Email)

Click on the student's first name (with red arrow pointing to first name field)

Status	First Name	Last Name	Date	Quality
Prof ✓	[Redacted]	[Redacted]	5/13/18 9:41 PM	
✓	[Redacted]	[Redacted]	5/13/18 9:09 PM	

From here, you will be able to see the student's **Onboarding Quiz attempt(s)**.

Check that the **name in Blackboard matches the name on the ID**.

Then check that the **photo matches the photo on the ID**.

If the name and the ID are **relatively close**, then click the blue **Pass** button.



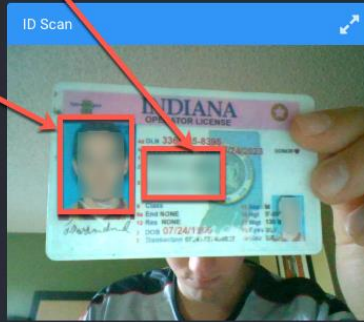
3. If they are close, then click pass.

1. Check the Bb name with the name on the ID

Test Name: Proctortrack Onboarding Quiz Start: 5/13/18 9:41 PM
End: 5/13/18 9:43 PM

Passed Fail

Onboarding



Close out of that Onboarding Quiz instance, then move to the next instance that requires attention and repeat the steps above.

We recommend that you do this process at the **end of the first week of class** to ensure that any students with issues are handled. If a student **has not passed** the Proctortrack Onboarding Quiz for some other reason, please ask that they try the quiz again. If they are still having difficulty, they should contact Proctortrack's [online chat](#) or by phone at **1-844-753-2020** directly. If they are still unable to resolve their issue with Proctortrack, please direct ask them to send an email to tit@purdue.edu.