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.
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.

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.
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 tlt@purdue.edu.