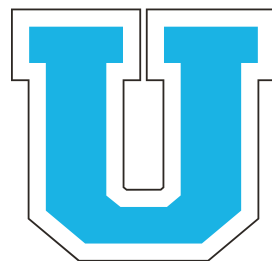


# AUTHENTICATING YOUR IDENTITY



- Creating a Ucard ID
- Authentication Challenges

[www.ProctorU.com](http://www.ProctorU.com)  
855 - 772 - 8678  
[contact@proctoru.com](mailto:contact@proctoru.com)



**Ucard**  
by Proctor**U**

# UCARD USER PROCESS

This will guide a user through registration, Ucard creation and authentication. After creating their initial Ucard ID, a user will be given random challenge iterations by the administrator associated with their account. **Ucard Creation** is proctored, while subsequent authentication challenges may or may not be proctored, based on how the administrator uses Ucard.

**FIGURE 1**

**Create an Account**

**Name**

First name

Last name

**Account**

Username

Email

Password

Password confirmation

**Timezone**

Time Zone

**Contact**

Phone mobile

Phone home

Phone work

**Address**

Street1

Street2

City

State

Zip

Country

- The user navigates to [go.proctoru.com/registrations](https://go.proctoru.com/registrations) or clicks **Sign Up** on their institution portal and selects the **Test-taker** option to create an account. The user completes their profile information (**figure 1**).
- This screen includes their basic contact information and institution enrollment.
- At the bottom of the page, **I agree to ProctorU's terms of service** must be checked to complete the profile (**figure 2**). A flagged message will display at the top until the user agrees to the terms of service.
- As part of the American with Disabilities Act (ADA) compliance, there is also an option to aid the user if they use screen-reading software or other accessibility applications. **The user should leave this box unchecked if this is not applicable.**
- Subsequent logins direct the user to the **My Exams** page.

**FIGURE 2**

**Accessibility**

Americans with Disabilities Act (ADA) compliance: To enable increased accessibility across the website, please check this box. This feature enhances user experience for those test-takers using screen-reading software or similar accessibility applications. For those not using screen-reading technology or similar applications, please leave this box unchecked. Checking the box will increase the font size, remove all colors from the buttons and increase text legibility.

**Terms**

I agree to ProctorU's terms of service

**Create Account**

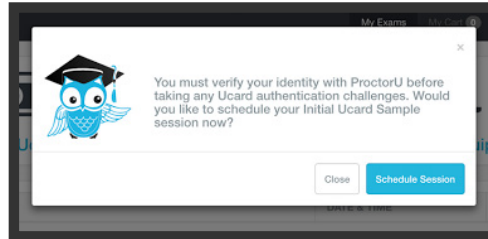
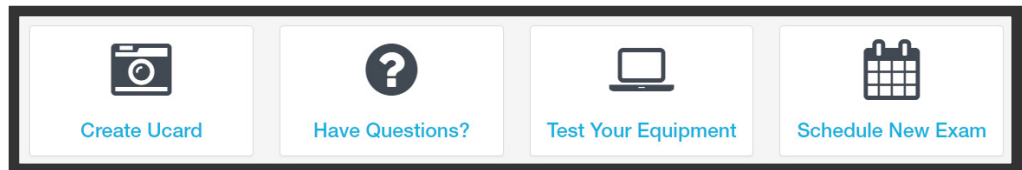
# UCARD CREATION AND PROCTORED CHALLENGES

A user logs into their ProctorU account and clicks **Create Ucard** at the top of the **My Exams** screen.

This displays a prompt informing the user that they must schedule **Ucard Creation**.

The user cannot perform Ucard challenges without first creating a Ucard ID.

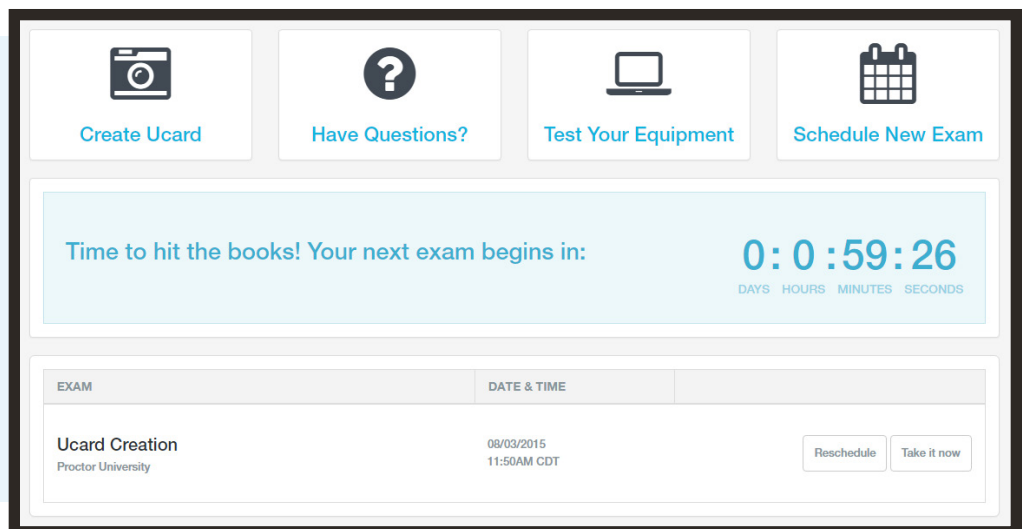
Clicking **Schedule Session** takes the user to the scheduling system shown on page four (figure 3).



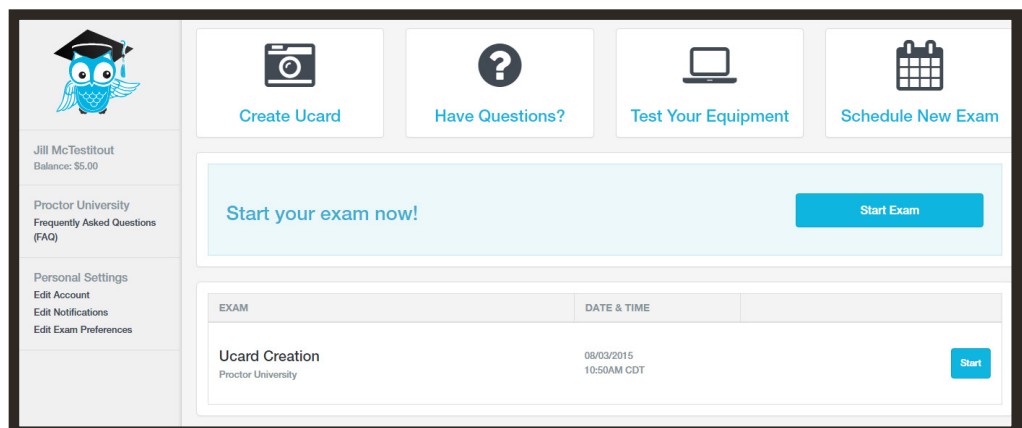
Clicking **Create Ucard** with an existing **Ucard Creation** scheduled prompts the user to reschedule **Ucard Creation**.

After scheduling **Ucard Creation**, the **My Exams** page displays the countdown timer.

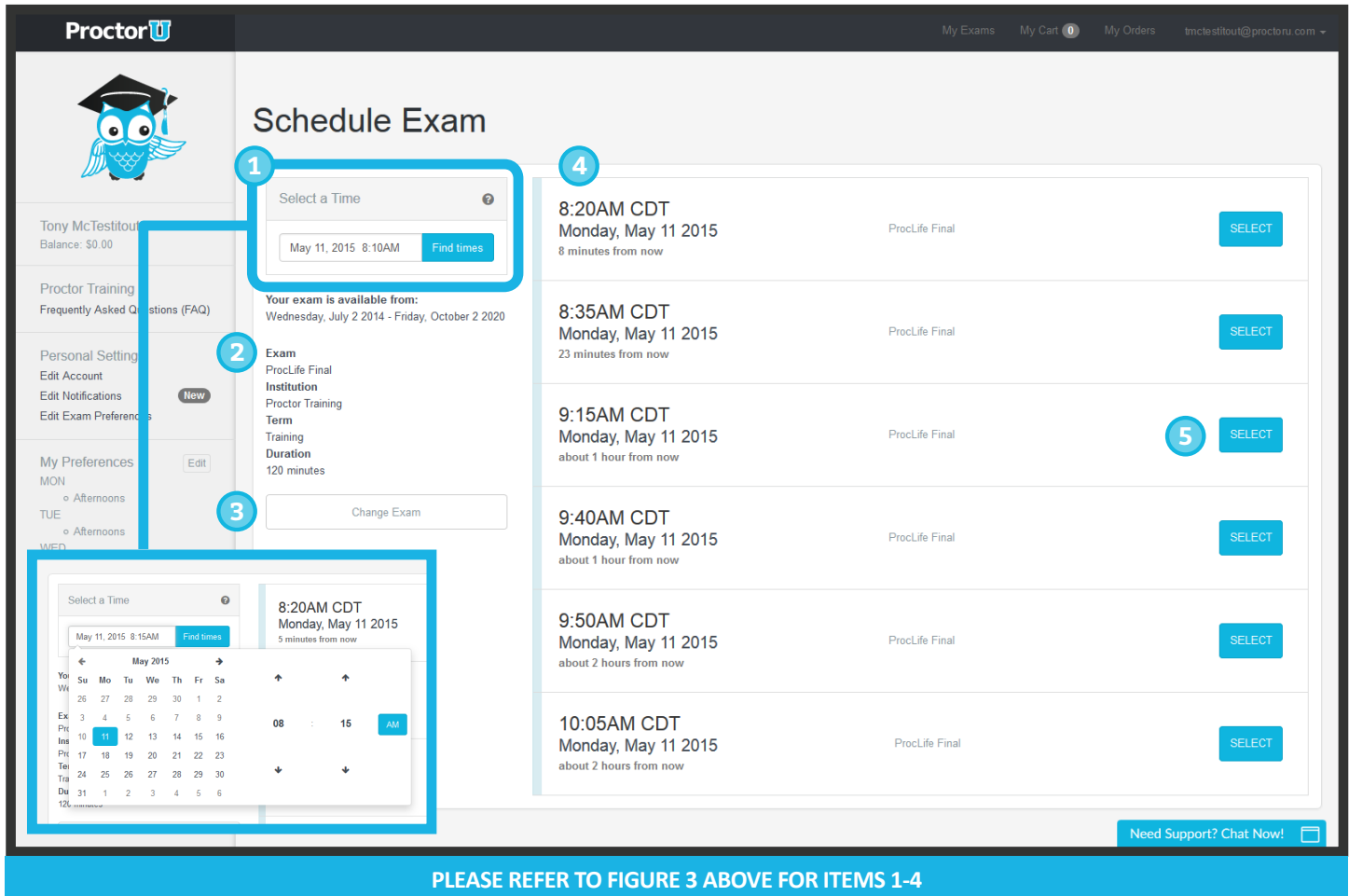
**LiveChat** is available for users who need help scheduling their **Ucard Creation**.



When the countdown is complete, the user clicks **Start Exam** to begin creating their Ucard ID.



# SCHEDULING AND PAYMENT



PLEASE REFER TO FIGURE 3 ABOVE FOR ITEMS 1-4

- 1 The user can select a desired appointment time with the calendar pop-out menu.
  - 2 The user can confirm their exam details, including its availability window below the calendar.
  - 3 If the user needs to change the exam, they may click **Change Exam**.
  - 4 The six appointments closest to the chosen time appear on the right.
  - 5 After clicking **SELECT** to choose an appointment, the user confirms the time slot by choosing **SCHEDULE** (figure 7).
- If payment is set up as user pay, the exam will be added to the user's cart for payment and checkout (figure 8 and 9).
  - After completing checkout, the user returns to their **My Exams** page.

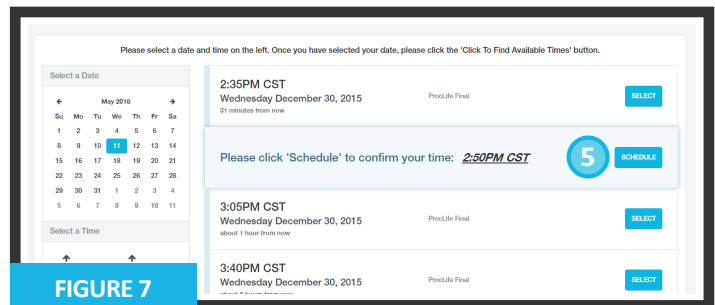


FIGURE 7

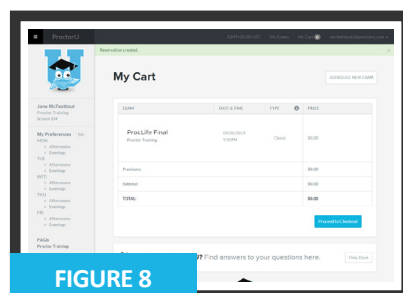


FIGURE 8

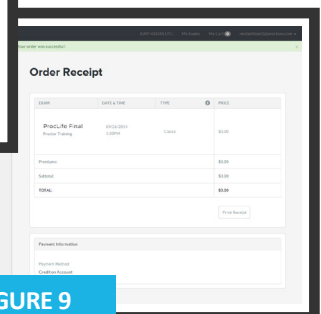
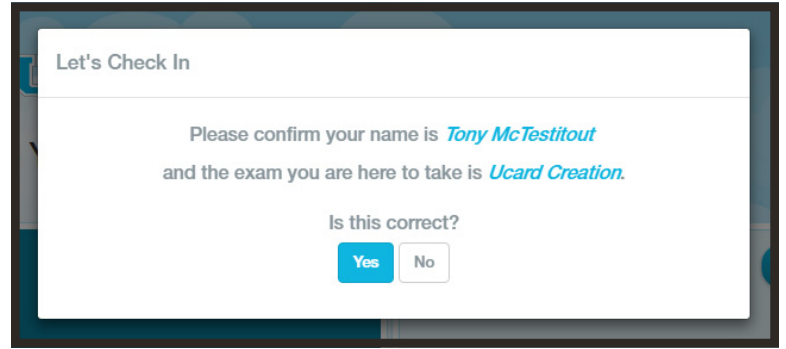


FIGURE 9

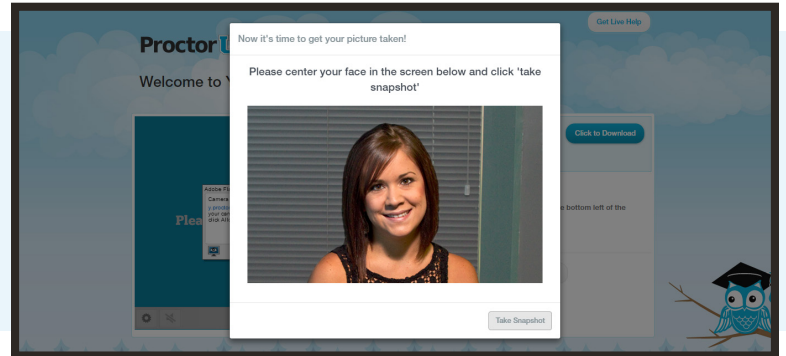
# UCARD CREATION AND PROCTORED CHALLENGES (CONTINUED)

After clicking **Start Exam**, the user is directed to the proctoring page.

The automated check-in asks the user to confirm their name and testing session.



Next, the system asks the user to take a photo for identification.

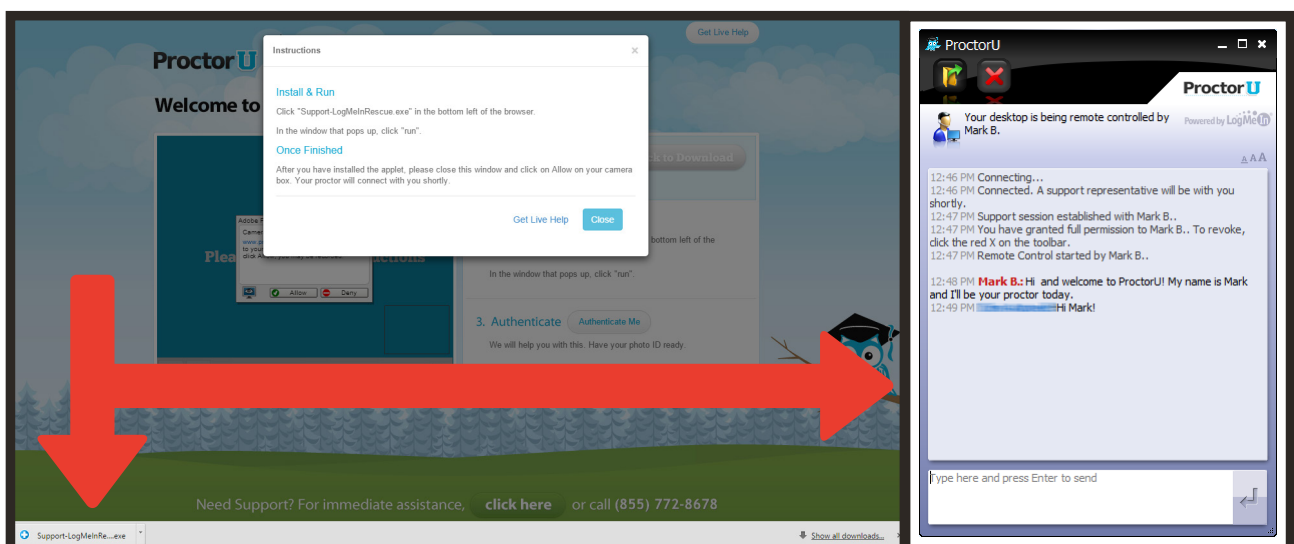
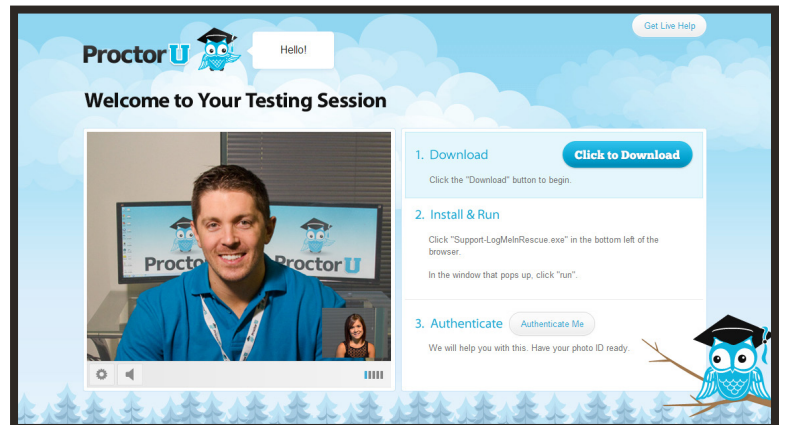


Users click the button next to the video to download the screen-sharing application.

Next, they run the program from their downloads (red arrow). This also opens a chat window with the proctor.

A proctor connects to the user via screen-sharing and video and guides the user through **Authentication**.

The user performs the assigned authentication challenges. Examples can be seen on the following page.



# UCARD CREATION AND PROCTORED CHALLENGES (CONTINUED)

Instructions for Ucard Creation are shown when **Authenticate Me** is clicked.

The proctor unlocks the authentication for the user.

The user fills out and submits their address and answers the **Challenge Questions**.

Authentication Profile

Please enter an older address that is older than six months below so ProctorU can generate your authentication quiz. Usually the address on your driver's license will work.

First Name \*  Last Name \*

Address 1 \*  Address 2

City \*  State \*  Zipcode \*  Country \*

Month you were born \*  Year you were born \*

awesome! You are now ready to begin! Please click the blue "Download" button to begin your session.

Challenge Questions

From whom did you purchase the property at 222333 PEACHTREE PLACE?

Steve. Reifel  
 Chris Thomas  
 Joe Anderson  
 None Of The Above

What type of residence is 222333 PEACHTREE PLACE?

Townhome  
 Single Family Residence  
 Apartment  
 None Of The Above

What are the first two digits of your Social Security Number?

33  
 52  
 11  
 None Of The Above

After completing the challenge questions, the user performs the keystroke analysis.

Users are rated on a pass or fail.

For **Ucard Creation**, the keystroke is an automatic pass.

For both Ucard Creation and authentication challenges, the user types the keystroke metric twice.

Awesome! You are now ready to begin! Please click the blue "Download" button to begin your session.

Keystroke

Please type the following

I agree to the rules established by my institution regarding academic honesty and integrity. I accept responsibility for my own actions.

Answering challenge questions and performing keystroke analysis completes authentication.

For Ucard Creation, the proctor then guides the user through standard log out procedure.

For authentication attached to an exam session, the proctor continues proctoring as the user takes their exam.

Awesome! You are now ready to begin! Please click the blue "Download" button to begin your session.

Thanks!

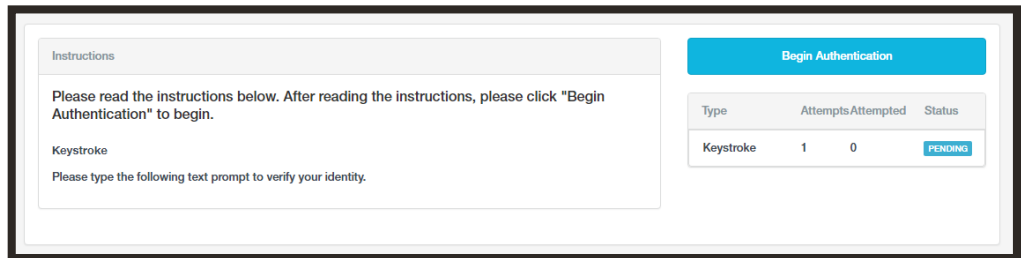
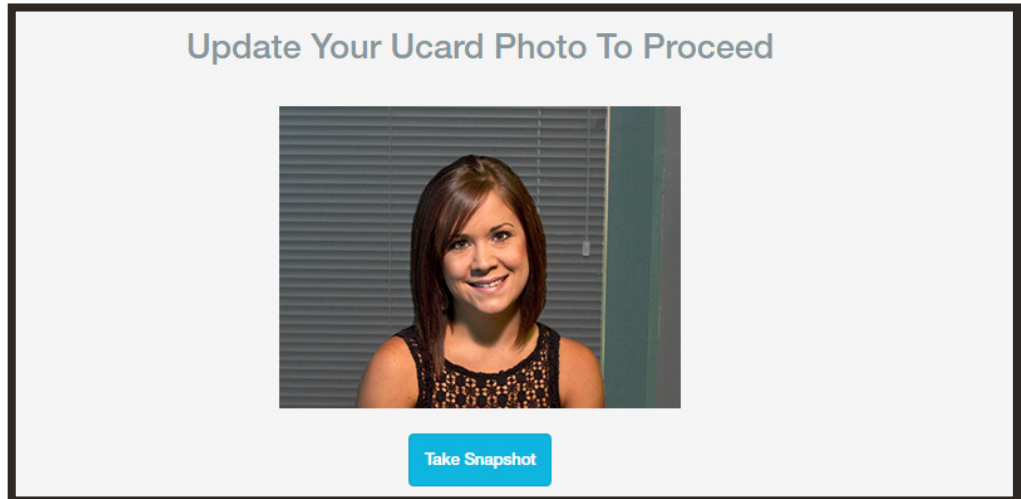
You have completed your authentication!

# UNPROCTORED AUTHENTICATION CHALLENGE

Unproctored authentication challenges are navigated to the ProctorU system via a challenge link created by institution administrators.

The user updates their photo and is given instructions.

The number of authentication attempts allowed is specified by the creator of the challenge instance.



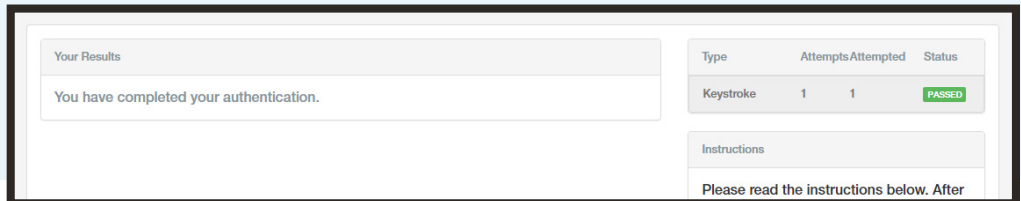
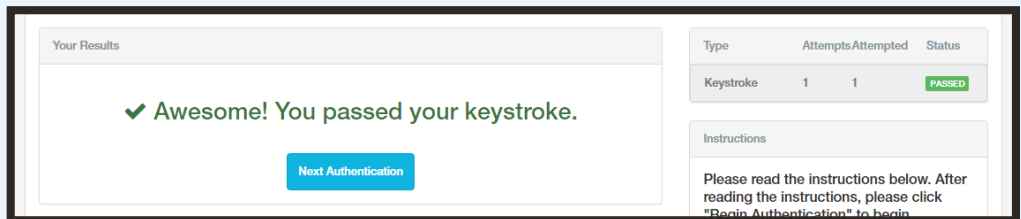
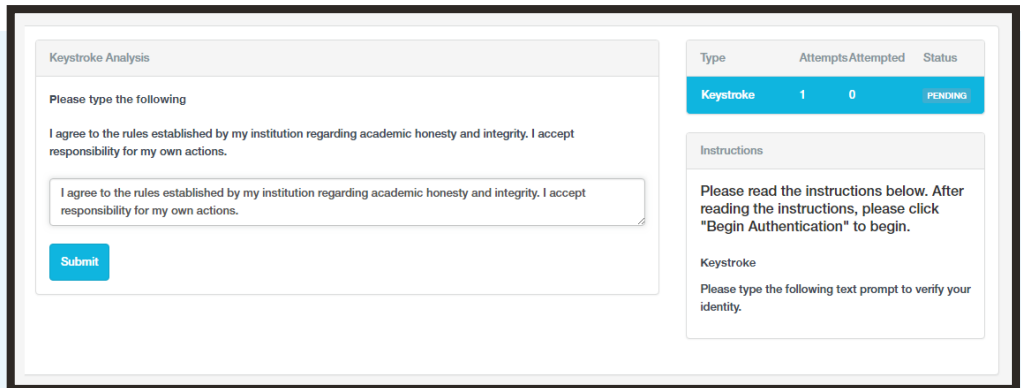
The user performs the keystroke analysis twice.

The resulting metric is compared to the initial **Ucard Creation** benchmark.

A confirmation page displays the pass or fail of authentication challenges.

What happens after authentication varies depending on where an institution member inserts the link.

Authentication can be treated as a single event, or it can lead to a subsequent link provided by the institution member.



Have Questions? Contact us using the information below!

