SmarterProctoring

McNeese partners with SmarterProctoring and has support options available for students via chat, knowledgebase articles and email.

Student Support - chat and support articles

Submit a Request

For personalized one-to-one training contact via email:

Sean Doty, sean@smarterservices.com

Customer Success Manager

Direct: (616) 207-2251

**** SmarterProctoring exams require students log in to Moodle using use a Chrome Browser and to install a SmarterProctoring Extension to Chrome for microphone and camera access. Open the course with a Chrome Browser, then select the SmarterProctoring link above to complete test.

Use an updated Chrome Browser

Prior to the exam, update your Chrome Browser. Open Chrome. then on the URL address bar to the far right are 3 vertical dots (to customize and control Google Chrome); select the 3 dots. Then, select "Settings". Next, select "About Chrome", if needed Chrome will launch an update. After update is completed, relaunch the browser.

Allow Pop-ups in Chrome Browser

The exam requires that the browser allow pop-ups. To check this setting prior to the exam, copy and paste "chrome://settings/content/popups" into a new tab. If needed, change the settings to allow pop-ups.

Remove other Proctoring Extensions or AdBlocking Extensions from Chrome Browser

Prior to the exam, remove any other proctoring extensions or adblocker extensions downloaded to google chrome. To do this, open the Chrome browser, then on the URL address bar to the far right are 3 vertical dots (to customize and control Google Chrome); select the 3 dots. Then, select "Settings". Next, select "Extensions". If you see any AdBlocking extensions or other types of proctoring extensions remove them. Keep only the SmarterProctoring extension.

Need additional help? Ask ChatGPT , McNeese's IT or eLearning Departments