Frequently Asked Questions

What technology is required?
Students require a simple webcam, access to the internet, and audio capabilities. Students can test their system by visiting the ACCUPLACER online proctor site. This is strongly encouraged and should be completed well before a student’s scheduled test time. **Please note that your online placement test will be monitored via the webcam by a live proctor.**

Is a special webcam needed, or will any 640 X 480 camera work?
Any 640 x 480 web camera is sufficient.

Does the proctoring work on MACs or Linux?
Yes, we can provide online proctoring for those systems as well.

When is support available for the online exam process and technology check?
B-Virtual is pleased to offer 24/7 support! Meaning, full live support 24 hours a day, 7 days a week.

Are students required to have any special knowledge or computer skills?
No.

If technical support is required who do students contact?
Students can call 1-877-210-1847, 24 hours a day, 7 days a week to speak to a support technician at the proctoring center, or they can email or chat with support technician.

Can a student reschedule their placement test?
Generally yes. However, students need to be aware of testing deadlines and must complete their tests before the deadline. Deadlines are stated in your registration confirmation. Also, testing vouchers are only valid for 90 days.

What happens if I lose my voucher before my scheduled test?
Please contact the University of Oregon Testing Center, testing@uoregon.edu, immediately if you misplace or lose your voucher.

How do I schedule my online proctored exam?
In your Live Online Proctoring Center, you may click on the section entitled Schedule Your Test. You will then register with your email address and see the Proctors availability 24 hours a day. Simply click on the available desired time slot to schedule your exam session.

Will my identity be verified??
**YES!** You will be required to provide a photo ID within the video meeting room established by the remote proctor. This provides visual confirmation of who the student is against their registration information (name, picture, address).