

Solutions if Proctorio Google Chrome extension will not install

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If you are having trouble installing the Proctorio Google Chrome extension that you need for proctored testing, here are some solutions to help you install it. Note that part of the issue may be security involved with Clemson accounts in Google Chrome. But there are several solutions. 1) One possible solution is to check and make sure you have the latest version of Google Chrome - at least version 93. You can check this by clicking on the three dots icon in the top right-hand corner of your Chrome, then click **Help**, then **About Google Chrome**, and the first thing you should see is the Google Chrome version. If it's not up to date, you should select the option to update it or relaunch it. Then, try clearing Cache and Cookies. In order to do this you should click the three dots in the top right corner of Chrome, click **More tools**, **Clear browsing data**, **Advanced**. Make sure to checkmark **Cookies and Cache** and to not checkmark Passwords and other sign-in data. As Time range, should choose **All time**. Then click **Clear data**. Next, install Proctorio. **INSTRUCTIONS TO INSTALL PROCTORIO:** Next, go to getproctorio.com to download the Proctorio extension. Click on **click here** beside Install Proctorio Chrome Extension. Click on **Add to Chrome**. Click on **Add extension**. Do not "Turn on Sync", just click the **X** to close. Now if you click on the Extensions icon in the upper right-hand corner (looks like a puzzle piece), you will see Proctorio. You can click on the thumbtack if you want to pin it on the toolbar. 2) Another option is to sign out of your Clemson Chrome account. From Chrome, click on your picture in the circle in the upper right-hand corner (next to the three dots). From there, click on the **+ Add**. Then click on **Continue without an account**. You may name this profile and/or give it a color. Now install Proctorio as described in step 1) above. In the future, if you want to use Proctorio, click on the circle with your picture and select this profile. 3) If you have a personal Google account, it's fine to use that. Just click on the circle with your picture and select or add that account. Then when you are no longer signed in to your Clemson Chrome account, try installing Proctorio as described in step 1) above. In the future, if you want to use Proctorio, click on the circle with your picture and select this profile. If you have more questions, email ITHELP@clemson.edu or call 864-656-3494.

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