

Cancelling/Rescheduling a Session in SmarterProctoring

Step-by-step guide for students
cancelling or rescheduling appointments

Slides 2 & 3: Navigating to Cancel/Reschedule
Slides 4 & 5: Cancelling a Session
Slides 6 & 7: Rescheduling a Session



Navigating to Cancel/Reschedule a Session

Navigate to your course in
Canvas.

Select SmarterProctoring.

The screenshot displays the Canvas interface for a course titled "SmarterProctoring_Sandbox_One". The left sidebar contains a list of navigation options: Home, Announcements, Assignments, SmarterProctoring (highlighted with a red box and a red arrow), Discussions, Grades, People, Pages, Files, Syllabus, Outcomes, Quizzes, Modules, BigBlueButton, Collaborations, and Chat. The main content area shows a list of sessions under the heading "Test". The sessions listed are "Quiz SB1720" (Dec 31, 2022 | 4 pts) and "test scratch paper upload assignment" (0 pts). The "Unit 1 Module" section also contains a "Quiz SB1720" (Dec 31, 2022 | 4 pts). The interface includes buttons for "Collapse All", "Publish All", and "+ Module".

Navigating to Cancel/Reschedule a Session

From the dashboard, find your exam.

You may reschedule or cancel your appointment from here.

You will be required to follow the prompts.

The screenshot shows the 'My Exams' dashboard. At the top, there is a header 'My Exams' and a sub-header 'Active Exams'. Below this, a green bar contains a calendar icon and the text 'Test Exam 1'. Underneath, there is a 'Scheduled' section with a table of exam details and an 'Appointment details' button. The table includes columns for DATE, LOCATION, and PROCTOR. Below the table is an 'Exam Information' section with a table of exam details. The table includes columns for Type, Exam Duration, Permitted Items, Opens, Scheduling Opens, Closes, and Scheduling Closes. At the bottom of the dashboard, there is a 'Need to make a change?' section with two buttons: 'Reschedule' and 'Cancel session'. A red arrow points from the text box on the left to the 'Reschedule' button.

DATE	LOCATION	PROCTOR
2/23/2024 at 9:30am EST	Deerwood Center Room D-2400 - Assessment Center 9911 Old Baymeadows Rd Jacksonville, FL 32256 United States	Florida State College at Jacksonville - Ground

Type	Opens	Closes
Computer Based	2/14/2024 at 5:00am EST	3/30/2024 at 4:00am EDT

Exam Duration	Scheduling Opens	Scheduling Closes
2 hours	2/14/2024 at 10:26am EST	3/30/2024 at 4:00am EDT

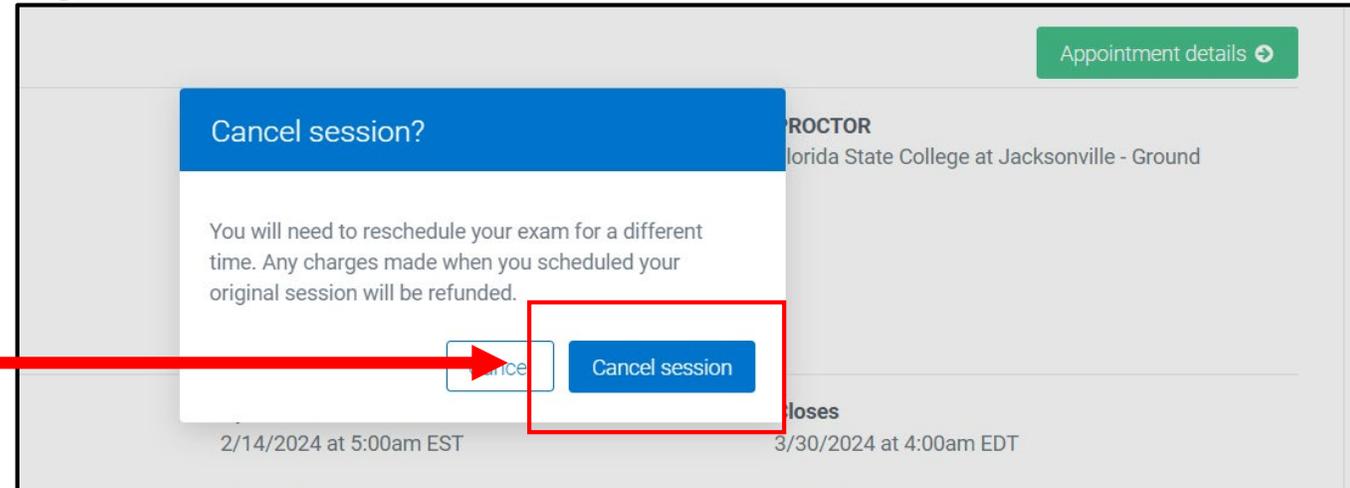
Permitted Items	Blank Paper	Calculator
Bathroom Break Bathroom Breaks are allowed during this test	Blank paper can be used during this test	Calculators can be used during this test

Notes:
Be certain to study your formulas.

Need to make a change?
[Reschedule](#) [Cancel session](#)

Cancelling a Session

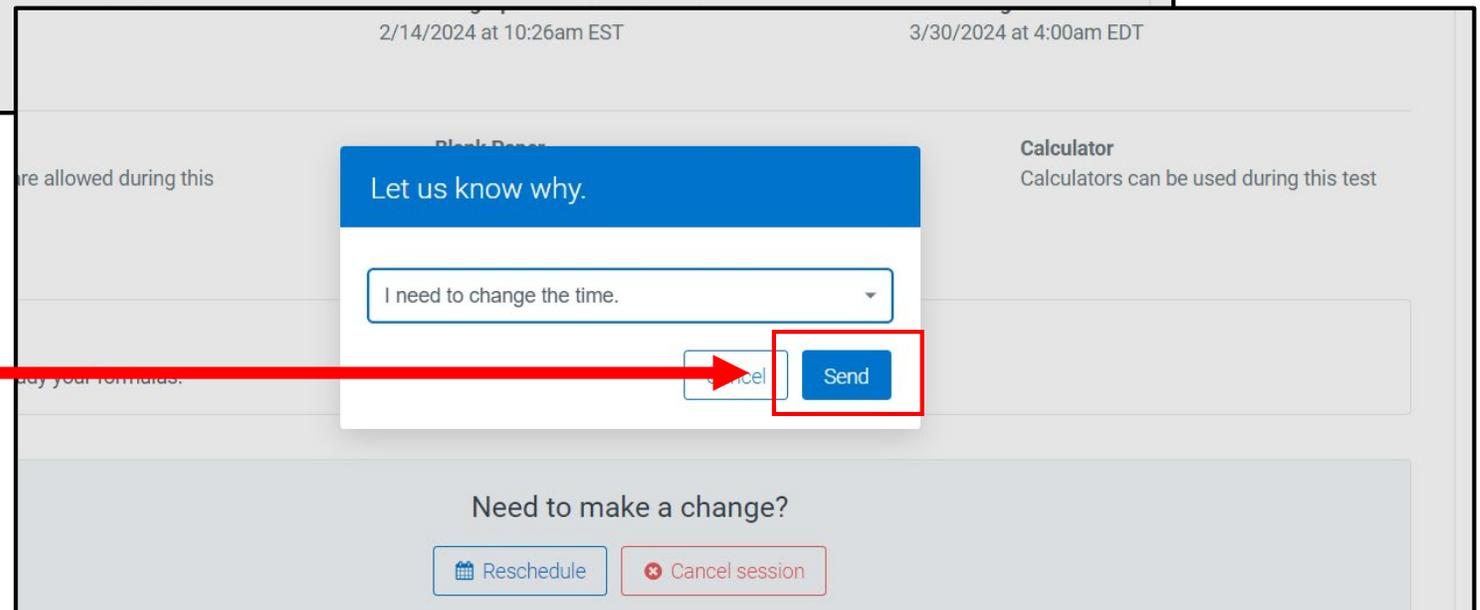
Click Cancel Session



A screenshot of a web interface showing a 'Cancel session?' dialog box. The dialog has a blue header and contains the text: 'You will need to reschedule your exam for a different time. Any charges made when you scheduled your original session will be refunded.' Below the text are two buttons: 'Cancel' and 'Cancel session'. A red arrow points from the 'Cancel Session' text box to the 'Cancel session' button. The background shows a blurred appointment page with a green 'Appointment details' button and text including 'PROCTOR', 'Florida State College at Jacksonville - Ground', and dates '2/14/2024 at 5:00am EST' and '3/30/2024 at 4:00am EDT'.

You will be required to select a reason.

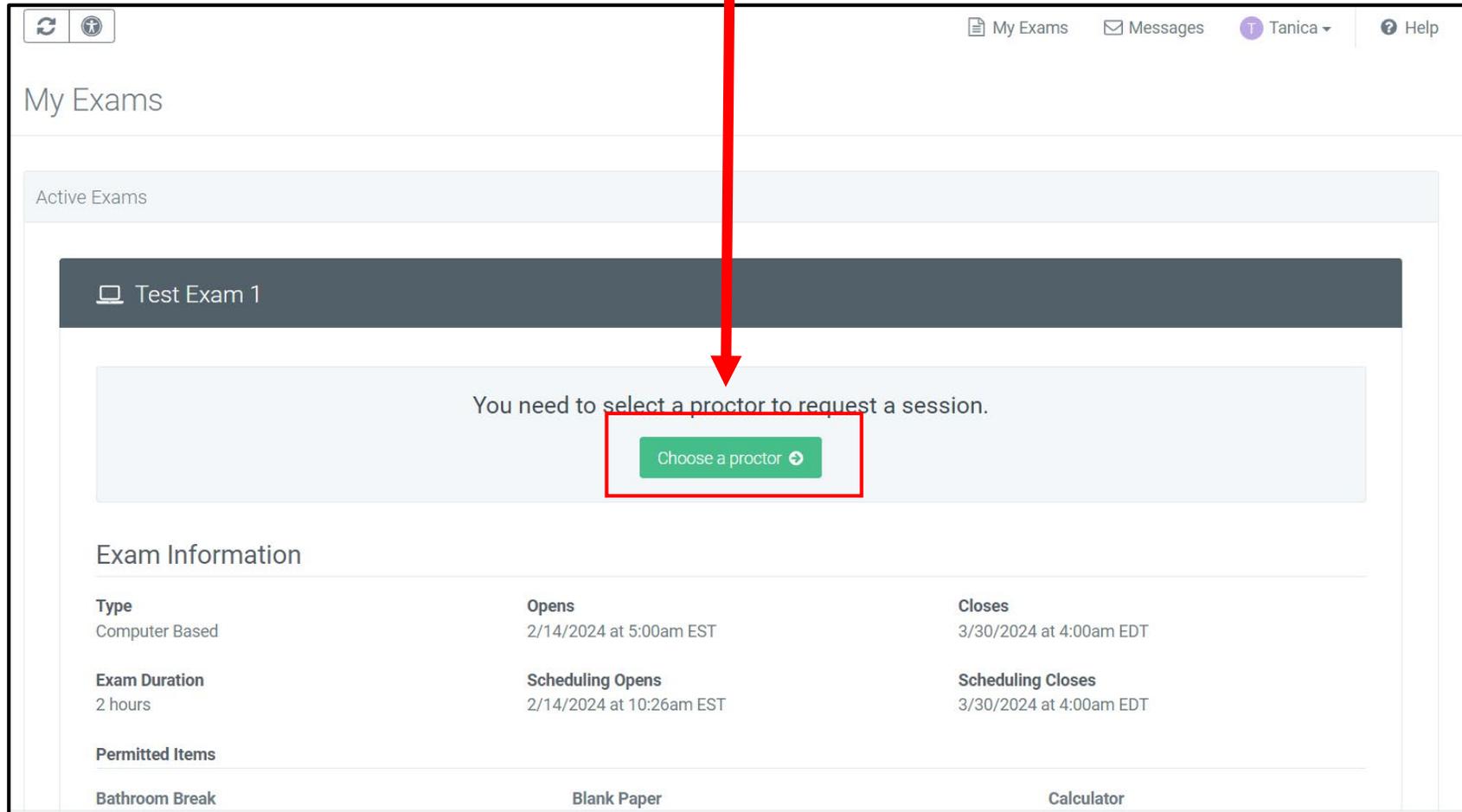
Select a Reason and click Send.



A screenshot of a web interface showing a 'Let us know why.' dialog box. The dialog has a blue header and contains a dropdown menu with the selected option 'I need to change the time.' Below the dropdown are two buttons: 'Cancel' and 'Send'. A red arrow points from the 'Select a Reason and click Send.' text box to the 'Send' button. The background shows a blurred appointment page with text including 'are allowed during this', 'Blank Paper', 'Calculator', 'Calculators can be used during this test', and dates '2/14/2024 at 10:26am EST' and '3/30/2024 at 4:00am EDT'. At the bottom, there are buttons for 'Reschedule' and 'Cancel session'.

Cancelling a Session

From here, you will need to schedule a new date and time.



The screenshot shows the 'My Exams' interface. At the top, there are navigation links for 'My Exams', 'Messages', 'Tanica', and 'Help'. Below this, the 'Active Exams' section is visible, containing a card for 'Test Exam 1'. A red arrow points from the text above to a message box that says 'You need to select a proctor to request a session.' Below this message is a green button labeled 'Choose a proctor' with a right-pointing arrow. Below the message box is the 'Exam Information' section, which is structured as follows:

Exam Information		
Type Computer Based	Opens 2/14/2024 at 5:00am EST	Closes 3/30/2024 at 4:00am EDT
Exam Duration 2 hours	Scheduling Opens 2/14/2024 at 10:26am EST	Scheduling Closes 3/30/2024 at 4:00am EDT
Permitted Items		
Bathroom Break	Blank Paper	Calculator

Rescheduling a Session

You may reschedule your exam.

Picking a new date and time **DOES NOT** change your testing location.

To change your location, you must cancel your original appointment and schedule again from the beginning.

Click continue.



The RegisterBlast interface is shown within a black border. At the top center is the RegisterBlast logo, which consists of a yellow and green icon followed by the text "RegisterBlast". Below the logo, there is a line of text: "Click the button below to reschedule your RegisterBlast session. After you have finished rescheduling, you can return here to see your updated appointment time." Below this text is a blue button with the text "Continue" and a right-pointing arrow. A red rectangular box highlights the text and the button.

Rescheduling a Session

Reschedule Exam Test Exam 1

1

Choose a Date (required)

Monday, February 26, 2024



2

Choose a Time (required)

9:30 AM



You will be prompted to pick a new date and time.

Click Reschedule when you have selected your desired date and time.

Reschedule



Support

For scheduling assistance, please email oc-proctoredtesting@fscj.edu.