Completing a UCard Challenge in ProctorU

If your instructor requires you to use ProctorU in your course or program, you will be asked to complete occasional “authentication challenges” throughout a course to verify your identity. ProctorU calls these “UCard Challenges.” A UCard Challenge consists of submitting a quick snapshot of yourself via a webcam and completing a keystroke analysis test – similar to the steps you took when you first set up your UCard account. This document outlines the steps for completing a UCard Challenge in ProctorU.

A UCard Challenge takes approximately 5 minutes to complete. Different instructors will vary in how frequently they issue UCard Challenges and where they place them in the course. However, you can most likely expect to find one before you begin the first assignments of the course.

1. Log into Blackboard and enter the course where your instructor is using ProctorU.
2. Locate the UCard Challenge. Your instructor will notify you where to find it in the course. It will appear as a web link, and will most likely have the words “ProctorU” or “UCard Challenge” in the name.
3. A new window will open, prompting you to log in to ProctorU. Be sure to use the username and password you used when you created the account.
4. Once you log in, you will be prompted to update your UCard photo. This will be used to confirm your identity against the snapshot and ID you submitted when you created your account. Ensure that your webcam is turned on, then click **Take Snapshot**. Once you are satisfied with the photo, click **Send Snapshot**.

5. After submitting your snapshot, click on the blue **Begin Authentication** button to begin. This will launch the keystroke analysis.

6. Complete the keystroke analysis by typing the text in the box. Once you type the sentences, click **Submit**.
7. The next screen will display your results. If you have passed your keystroke, click **Next Authentication**, then return to Blackboard to begin your assignments. If you do not pass your keystroke, contact your instructor for the next steps. Your instructor may ask you to complete an additional verification to confirm your identity.