Fixing the Access Code Issue in Canvas Quiz
(Remote Proctored)

The following instructions are to fix the issue of Canvas asking for an Access Code when students click on a Remotely Proctored Quiz through Proctorio. This problem looks like the image below.

Instructions to Fix this Error

1. Make sure that Canvas webpage is open in a Chrome Browser.
2. Next, click on the Proctorio Shield Icon on your webpage (shown in the figure below).
3. Next, make sure that the site access is set to ‘On all Sites’ (as shown in image below).

4. Click on the ‘Refresh’ button located on the top left of your browser.

5. Check if the issue is solved. If the issue persists, then open a new tab in the Browser and login to Canvas page using www.uwm.edu/canvas

**NOTE:** If the Proctorio shield button is a red color, then login to Canvas page using www.uwm.edu/canvas and then proceed to take the quiz. If all the above methods did not work, then contact UWM Help Desk at help@uwm.edu or call 414-229-4040. Alternatively, Students can contact Proctorio at 24 x 7 LIVE Chat and the technical team will be able to resolve the issue quickly.