Test Taker Procedures

You will be participating in a Remote Proctoring session for the *TOEFL ITP®* test.

Test Date:_____

Time: _____

 In order to participate in this session, you will need to complete the following steps on your computer:

- Download the Zoom app
- Perform a **System Check** to ensure your computer meets the system requirements (See Minimum System Requirements on page 12.)
- Download the secure browser to use for taking the test

Once you have successfully loaded the secure browser, please email _____.

You Zoom meeting invitation will be sent after confirmation of secure browser installation is received. If you have any questions or need assistance, please contact _____.

<u>Checklist</u>

- **Before the Day of the Test**
    - o **Step 1- Downloading Zoom (page 2)**
    - o **Step 2- Performing a System Check (page 4)**
    - o **Step 3- Downloading the TOEFL Secure Audio Browser (page 6)**

- **On Test Day**
    - o **Step 1- Preparing your test location (page 9)**
    - o **Step 2- Entering the Zoom meeting (page 9)**
    - o **Step 3- Starting the Test (page 10)**
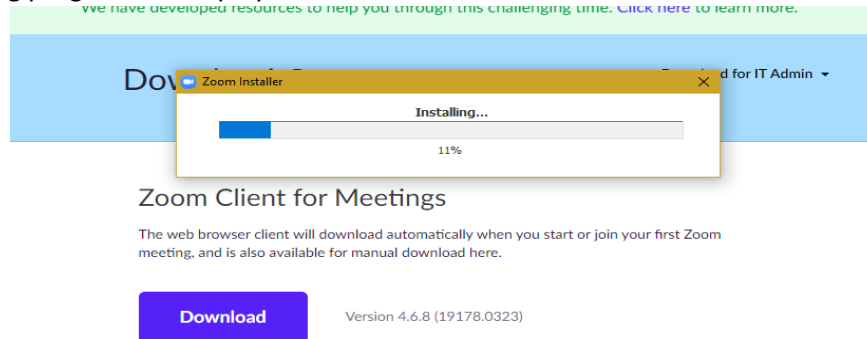
- **Minimum System Requirements (page 12)**

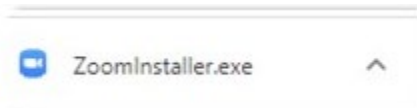# BEFORE THE DAY OF THE TEST

Step 1 – Downloading Zoom

1. Download the Zoom application by accessing **https://zoom.com/download**.
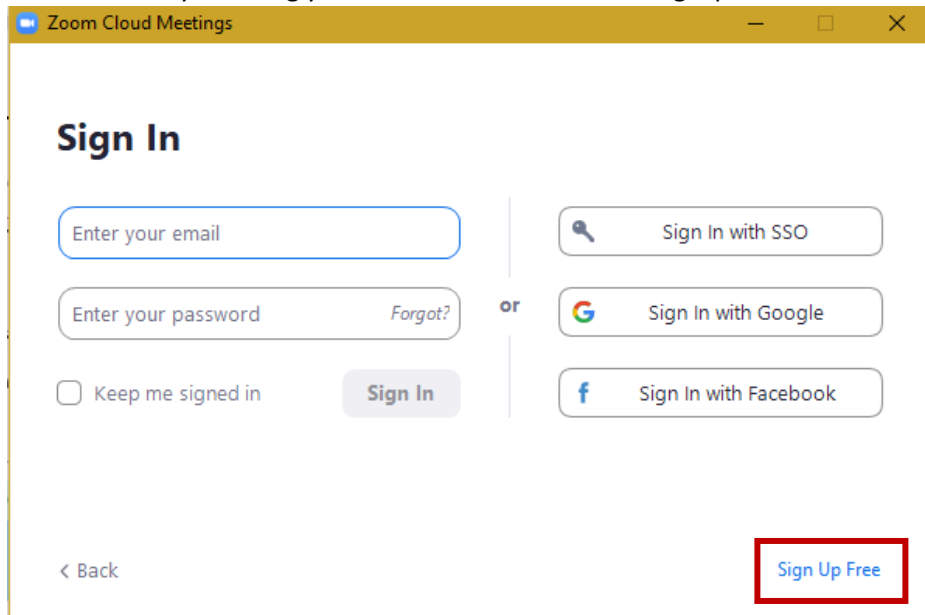2. From the Download Center, click **Download.**
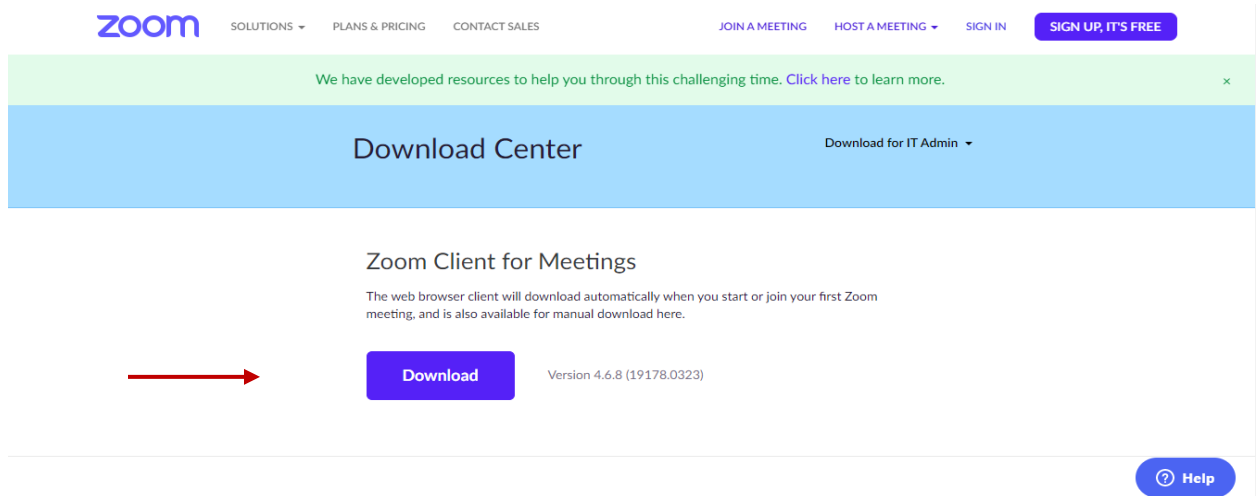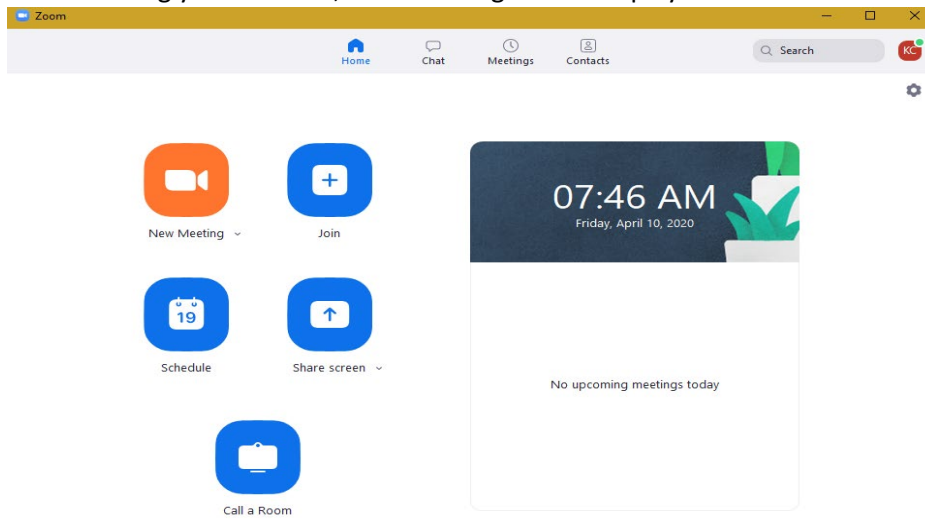

3. Installing progress bar displays.

4. You may need to click on the .exe file to open then Install.

5. Once the download is complete, the following screen displays. Select **Sign Up Free** and create a free account by entering your email address and creating a password.

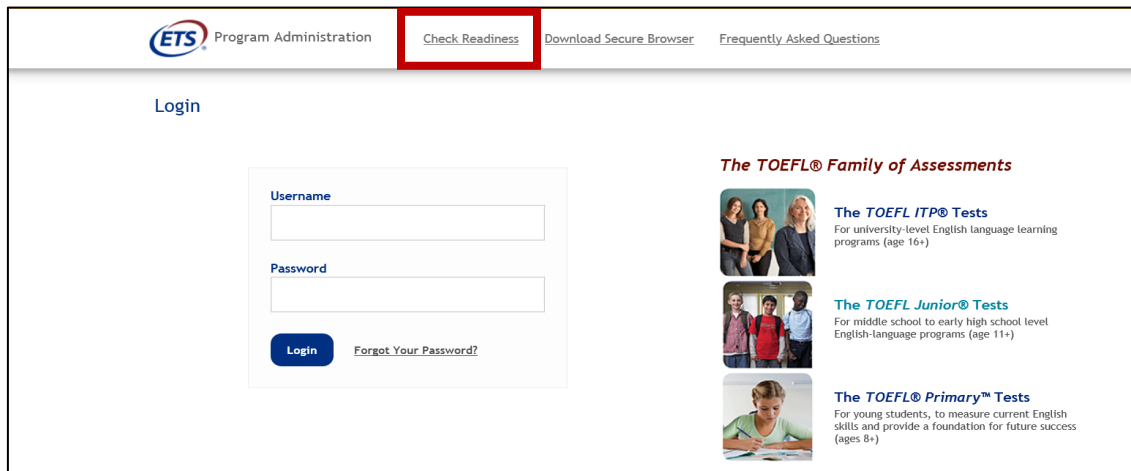6. After creating your account, the following screen displays:

7. Click **X** to close the window.
8. After closing the window, confirm the icon below is on your desktop.

9. You will need to log in to Zoom prior to your testing session. You will need to enable the video because your proctor will be monitoring you during the entire testing session.

Step 2 -Performing a System Check

You must perform a **System Check** to make sure your computer and internet connection will allow you to complete the test on test day. This check must be performed on the same computer and internet connection you plan to test with and should be performed about the same time of day you are scheduled to test.

The **System Check** tests a variety of things such as operating system, browser, display settings and internet speed. If any of the checks fail, please ensure that you meet minimum system requirements. Before running the system check, **change the language on your computer to English**. If you do not change the language, the computer will fail the system check even if it meets the minimum requirements.

1. Navigate to *http://www.ets-ellonline.org/*.
2. Click on **Check Readiness**.

3. Click **Skip this Step**.

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4. After you select **Check Readiness the following screen will appear.** Click **Run System Check**.

5. Leave the First and Last Name and Comments fields blank. Click **Run Check**. You will see the system check testing different functions needed to successfully administer the test.
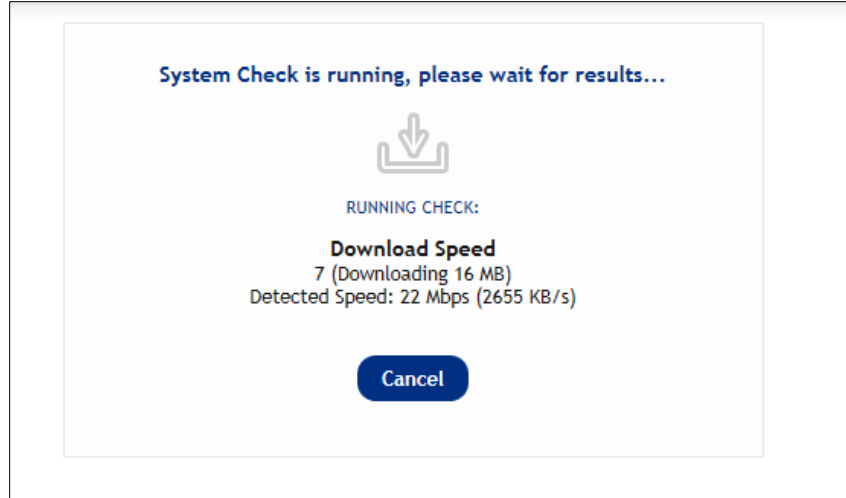
6. Once the check has finished running, review the results to ensure that you can run the secure browser.

Step 3 – Downloading the TOEFL Audio Browser (You will use this browser to take the test.)

1. Navigate to **http://www.ets-ellonline.org/**
2. Click on **Download Secure Browser**.
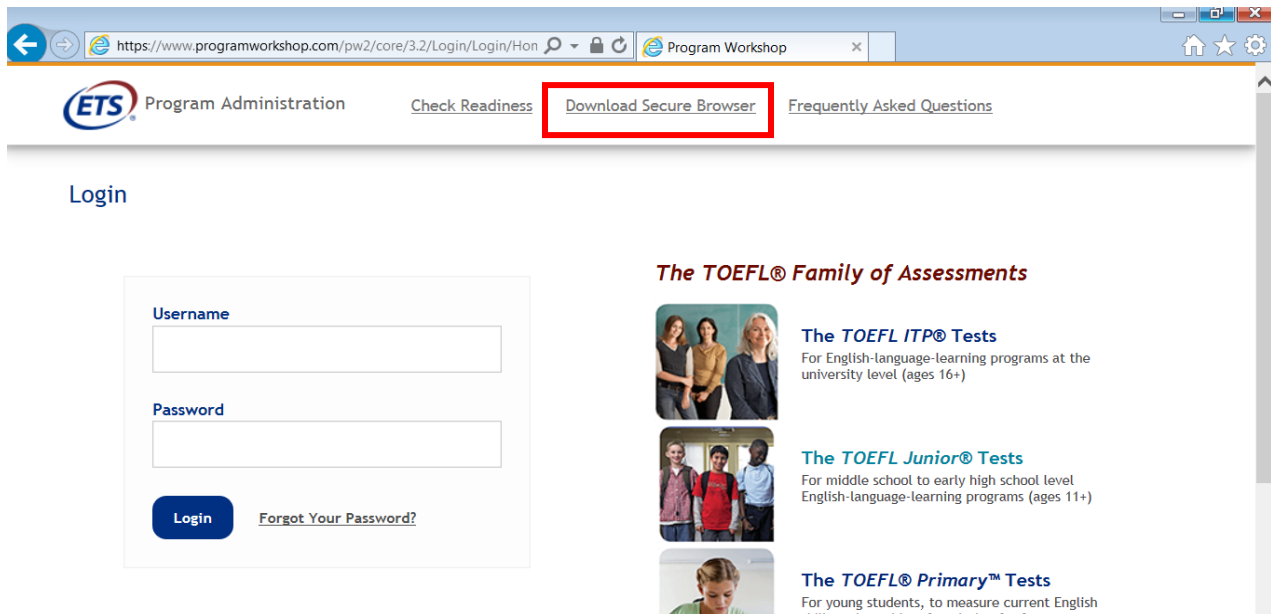
3. Click **Skip this Step**.

4. Click on **Download**.

5. Click **Install**. When installation is complete, click **OK**. A shortcut to launch the audio browser will be added to your desktop.
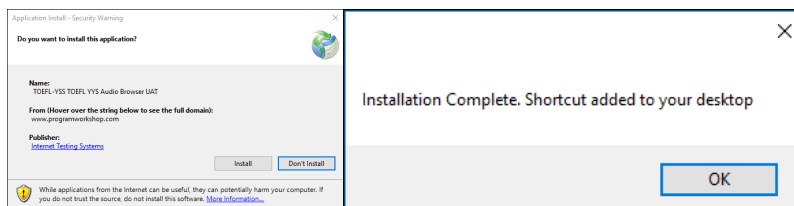
6. Confirm the icon below is on your desktop. Double click the icon to ensure the browser opens.
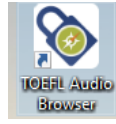
7. You can close the screen by clicking **Close** in the upper right corner.
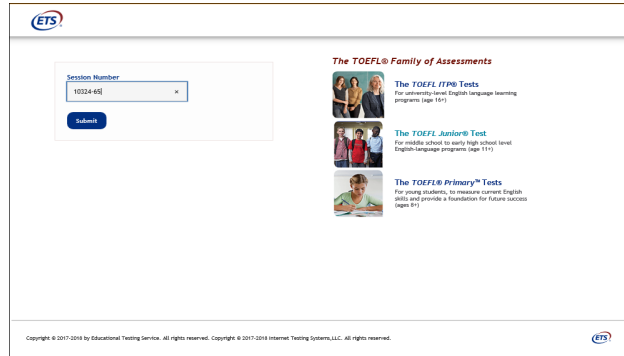
8. Once this step has been completed, please email_____
   and advise that you have successfully set up your computer for the test administration.

ON TEST DAY

Approximately 10-15 minutes prior to the appointment time, review the policies in the meeting invitation email and prepare your testing environment to test.

Step 1- Preparing your testing location

- You must use the computer and internet connection on which you performed the system checks. You can have only one computer monitor.

- You must test in a quiet, well-lit, private location. Light source should not be behind you.

- Use a personal computer and network to take the exam. If you need to schedule time in advance to reserve a quiet space, please do so ahead of your appointment.

- Public locations such as coffee shops and computer labs are not permitted. Use of a private internet connection such as corporate networks, hotel networks or government connections will likely prohibit the use of the required technology due to the network's firewalls.

- Clear the area of notes, books, smart watches, tablets and other items. Cell phones must be removed from the area during testing. Food and drinks are not permitted during testing.

- You may not leave your seat during the test administration.

- If scratch paper is permitted for your test,

   o You **may not** take notes on regular paper, for security purposes.
   o You may take notes using 1 of the following:
      ▪ Whiteboard with erasable marker
      ▪ Paper with transparent sheet protector and erasable marker
   o **You will be asked to erase all notes in view of the proctor at the end of the test.**

If you fail to comply with these regulations, you may be asked to leave the testing room and your test may not be scored. The test administrator has the right to request that ETS not score a test taker's exam if the test taker did not follow instructions or if the test administrator suspects that the test taker cheated. No scores will be reported for that test taker.

Step 2- Entering the Zoom Meeting

The day of the test administration, you will receive a 2nd Zoom invitation. This email will contain the Session ID for your test administration.

1. Close all applications on your computer.
2. Sign into your desktop version of Zoom
3. Open the meeting invite and click the link to join the meeting

Important Instructions
- You will be put into a waiting room and will be admitted to the room by the proctor
- You must enable the video and open the Chat window
- Make sure you are in Gallery view so small tiles display on the screen
- Background disguise is not permitted
- Do not open the TOEFL Audio Browser before signing into the meeting
- Please be sure to join the meeting on time. If you arrive 15 minutes after the starting time, you will not be able to test during this session.

Step 3- Starting the test

When the proctor tells you to open the secure browser, click **Window key** and the letter **D** to get to your desktop. Double-click on the TOEFL Audio Browser icon on your desktop to launch the secure browser.

1. Enter the Session ID and click **Submit.**
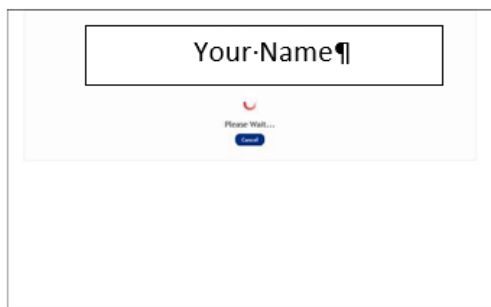
2. Enter the Given Name, Family Name and Birthday (month and day) then click **Submit**.

3. Confirm that the information is correct and click **Yes**.

4. At this time, the proctor will approve you for testing.

5. Once approval has been provided, the test will launch.

Important Instructions

- Once you launch the secure browser, you will not be able to see the Chat window. All applications will be hidden, including Zoom. Only the test will be displayed.

- If you have any problems during the test, please raise your hand. The proctor will pause your test and activate the Chat window, so you can communicate in writing your question or problem.
- If an error occurs that results in the secure browser closing or locking unexpectedly, perform the steps to re-enter the Zoom meeting after restarting your computer. The proctor will assist you with restarting the test.
- This a timed test. If you do not complete the test within the designated time, a message box will display saying time has ended. Make sure you monitor the time remaining by checking the timer in the upper right corner of the screen

6. When you have completed the test, click **Exit** and the proctor will exit you from the Zoom meeting.

Good luck on your test!

Minimum System Requirements

Before beginning setup, verify that your computer meets the requirements described below. If it does not meet the minimum system requirements, you will not be able to launch the test.

Have a strong, stable internet connection. This is extremely important. If possible, use a hard-wired connection to your router. You may experience difficulties with even the best Wi-Fi connection. The extra load of the remote proctoring software will slow things down and make it difficult for images to load and for the system to save your answers.

	Windows		Mac	
	OS	**Web Browsers**	**OS**	**Web Browsers**
Secure Browser Proctored Testing	Windows 8.1 and 10	Internet Explorer 11	Mac OS X 10.11	Safari 9
Headsets	Plantronics Model #LO A355 Califone 3066AV Koss #SB45 Cyber Acoustics AC-401			
[1] Edge, Chrome and Firefox support is limited to the current version plus one previous version due to forced automatic updates.				