Test Taker Tips when using ProctorU Remote Proctoring Service

Introduction:

Knowing what to expect for your remote proctoring exam session will help ensure you are successful. This document provides additional information & tips to help you prepare, schedule, & take your exam.

A) Equipment & Environment Requirements	→	B) Scheduling & Preparing for Test Day	→	C) What to Expect on Test Day	→	D) Helpful Tips & Technical Support

A) Equipment & Environment Requirements

Equipment & Internet Connection Checklist

Know the capabilities of your computer, network, & connection/WiFi. A weak connection will not support the exam session.

Reference the following links for the latest equipment requirements details:
- ETSreadiness
- ProctorU Equipment Requirements

☐ Internet Connection**:** a physical ethernet hard-wired connection is recommended. If you are using WiFi, make sure no one else is streaming on your connection at your exam time.

☐ *Computer:** desktop/laptop; PC with Windows operating system, or a Mac® computer with Mac OS X® (Important Notice - MacOS X Catalina And Big Sur Users)

Note: We highly recommend a personal device & network. Use of work computers & networks at work, hotels, gov't, etc. will likely prohibit the use of required technology due to the network security settings, anti-virus software & not having administrative rights, firewalls, etc.

☐ **Browsers:**

- **ETS Test Browser System Check: Internet Explorer or Safari

  ***Note: Internet Explorer comes already installed with Windows*. *To check for IE11 version, you can click Start menu, scroll down & click on Windows Accessories. You will find IE under Windows Accessories.*

- ProctorU System Check & Connection to proctor/exam:
  - Download Chrome or Firefox
  - Download ProctorU Extension: Chrome or Firefox

☐ **Speaker/Microphone:** internal or external; headsets or earphones are not allowed

☐ **Camera:** built-in camera or separate webcam, to show a 360-degree view of room, including your tabletop surface, right before the exam

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Watch test taker experience video [ProctorU remote proctoring video](#) for general information regarding what to expect. You must follow the instructions in the emails from @starttest.com to successfully schedule & complete your exam.

☐ **Privacy**: Make sure your testing area is private, well-lit & quiet. You must be alone in a room with no one else entering during the exam.

☐ **Reflective Surface**: Have a small mirror or mobile phone with a reflective surface to show the monitor for check-in. Mobile phones must be removed from the area before testing.

☐ **ID**: Have your government issued photo ID for check-in. The name on your ID must match the name you scheduled your exam appointment under.

☐ ***Tabletop & Seating**: Sit at a desk or table with a standard chair (no bed, couch or overstuffed chair). Clear the area of notes, books, smart watches, tablets, & other items not approved for use during your exam. Food & drink are not allowed during the exam.

Note: Personal standard calculators are not permitted for Major Field Tests (MFT).

☐ **Note-taking**: Have your note-taking materials ready — scratch paper is permitted. The scratch paper must be in the form of a single sheet of blank white paper inserted into a transparent plastic sleeve & a dry-erase marker. At the end of the exam, you will need to show the proctor that all notes have been erased.

B) Scheduling & Preparing for Test Day

- You must verify your computer & internet connection pass the system checks before you schedule an exam appointment. The system checks accurately check hardware/software requirements & bandwidth usage. **If your computer does not pass all the system checks, you will not be able to test with that computer.** If possible, you can use a different computer. All issues should be fixed before test day.

- **DO NOT use your ProctorU School Account** when scheduling/starting your exam. It is important that you follow the steps & use the unique links provided in the emails from @starttest.com. The links are unique to your testing session. You will receive one invitation email, one appointment confirmation email & reminder emails.

- **Try to schedule your appointment as soon as you receive the invitation email** or as early as possible. Exam appointments are available 24/7 but are subject to limitations during peak times.

Scheduling (or cancel/reschedule if needed) Exam Appointment

1. **Go to** MFT Remote Scheduling **to perform/pass system checks & schedule your exam appointment**. You must schedule your exam appointment asap using Registration Information provided in the email from @starttest.com:

   i. **You will need a PC or MAC** (Important Notice - MacOS X Catalina And Big Sur Users) **with a 1) camera, 2) microphone, 3) speaker, 4) private high-speed internet connection. Please use the same computer with the highest operating system version required & the same internet connection for the system checks that you plan to use on exam day. You will be prompted to perform the following two system** checks to confirm computer & internet capability.

       a. **ETS System Check:**

           a.1. Select ETSreadiness
           a.2. Download latest internet browser versions if needed (IE is installed with Windows)
           a.3. Select Check Readiness under Major Field Tests
           a.4. Select RUN SYSTEM CHECK
           a.5. Fix issues that failed or contact support using SUPPORT/CHAT

       b. **ProctorU System Check:**
           b.1. Review general ProctorU Equipment Requirements
           b.2. Download Chrome or Firefox
           b.3. Download ProctorU Extension: Chrome or Firefox
           b.4. Select **ProctorUTestitout** when **prompted during the scheduling process**
           b.5. Fix issues that failed or connect to a technician using ProctorU Live Chat for support, select "Testing your Equipment" category

   ii. **Schedule your exam appointment as far out as possible** but no less than 3 days in advance. Make sure you choose the correct time zone & time of day, including AM or PM.

2. **Once scheduled, you will receive a confirmation email from** @starttest.com **outlining next steps.** Make sure the email is not in your spam/junk folder.

How to Reschedule or Cancel Exam Appointment

1. If you need to reschedule or cancel your exam appointment, **you must do so at least 24 hours prior to exam appointment time** or all associated fees will be forfeited. For example, if your exam is scheduled for Saturday at 10 a.m., you must reschedule or cancel before Friday at 10 a.m.
2. You can reschedule or cancel your appointment online at MFT Remote Scheduling. When prompted, enter the authorization code, email, & last name provided in the email you received from @starttest.com

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1. **Verify that your computer, internet connection, & testing area meet the requirements. If they do not, you will not be able to test.** Either fix the issues or follow the reschedule or cancel instructions provided in the email you received from @starttest.com.
2. Confirm that your appointment details (including date/time AM vs. PM) you received in the email from @starttest.com are correct.
3. Make sure your valid government issued photo identification (ID) is available & the name on

   your ID matches the name provided in the appointment confirmation email you received

   from @starttest.com.

4. We suggest you run final system checks as close to your appointment time as possible.

C) What to expect on Test Day

1. **We suggest you run final system checks within 4 hours of the exam appointment.**

   - Use same computer & internet connection you will use to take the exam
   - Double-check ProctorU Equipment Requirements
   - Physical ethernet, hard-wired connection is preferred over WiFi.
   - If using WiFi make sure no one else is streaming on your connection

   a. **ETS System Check:**
      a.1. Select ETSreadiness
      a.2. Download latest internet browser versions if needed (IE is installed with Windows)
      a.3. Select Check Readiness under Major Field Tests
      a.4. Select RUN SYSTEM CHECK
      a.5. Fix issues that failed or contact support using SUPPORT/CHAT

   b. **ProctorU System Check:**
      b.1. Review general ProctorU Equipment Requirements
      b.2. Download Chrome or Firefox
      b.3. Download ProctorU Extension: Chrome or Firefox
      b.4. Select ProctorUTestitout
      b.5. Fix issues that failed or connect to a technician using ProctorU Live Chat for support

2. **Close out all browsers, running programs & apps** on your laptop/computer to prevent bandwidth issues.
3. **Restart your computer** before exam appointment time.
4. **START YOUR EXAM at your exact appointment time:**

   a) To start your exam, go to MFT Remote Testing
   b) From the home page, enter your **authorization code** (provided above)
   c) At the next screen enter **email & last name** (provided above)

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d) After email & last name is confirmed, you will be directed to the Start Test link page
e) Click "**Start Test**" to begin your test session
f) You are now connected to ProctorU

Note: If you have difficulties starting your exam while connected to ProctorU contact ProctorU support via ProctorU Live Chat.

5. **Complete a series of automated "pre-checks"** once connected to the ProctorU system:

   a) Taking a photo of your ID
   b) Taking a photo of yourself
   c) Agree to the standard exam rules

6. **Download & run the LogMeIn Rescue** application to be connected to a proctor. If you are using a MAC & are having with problems LogMeIn, please refer to the following link- Important Notice - MacOS X Catalina And Big Sur Users.
7. **Your proctor will authenticate** your identity & secure the testing environment.
8. **Your proctor will redirect you to the ETS secure browser**.
9. **Your proctor will enter your Exam URL** for access to the exam. This site provides a specific link to your exam that can only be accessed within the ETS secure browser.
10. **You can now begin the exam.**
11. **Once your exam is complete**, you are required to verify exam submission & show your scratch paper with your notes erased to the proctor before you will be permitted to exit the testing session.

Note: All the Major Field Tests (MFT) exams are 2 sections. **DO NOT stop at the end of section 1.*

D) Helpful Tips & Technical Support

Tips

- Review the following Equipment Requirements & ETSreadiness for your browsers, camera, operating system, upload/download speeds, RAM, ports, & microphone requirements.

- To fix simple RAM size/usage & CPU usage issues we suggest the following:
  - Close all apps/programs
  - Clear browsing history
  - Restart your computer
  - Try a different browser
  - Remove ProctorU browser extensions (and re-download Chrome or Firefox)

- The equipment check includes an internet upload/download speed & bandwidth check. Since bandwidth differs depending on time of day & network usage, run the equipment check at a few different times to see which time works best. Additionally, be sure to run it at the same time of day as your exam appointment.

- If you experience a technical problem during the exam, notify the proctor by speaking out loud or via the chat function.

- If you lose your internet connection momentarily, you'll automatically be reconnected to the proctor when your connection is restored. If your exam can be reopened, your proctor will do so for you. If you are not able to reconnect & speak to the proctor, call ProctorU at 1-855-772-8678 for assistance.

Need Technical Support?

ETS Technical Support

- ETS System Check - [ETSreadiness](#), or initial exam appointment scheduling issues contact:
  - ETS Technical Support at **+1-800-514-8491** (press 1 for after-hours support) or Support/Chat within the ETSreadiness link. The international number is **+1-443-573-8399.**

ProctorU Technical Support:

- Important note when communicating with ProctorU Support
  - Ask the support agent to search for you by:
    - Your Name (as opposed to your email address)
    - Under Institution: **"Internet Testing Systems (ETS)"**, not your school's account
    - Your exam name (Business, Biology, MBA, etc.)

- If you experience technical difficulty with your exam & are unable to resolve the issues within 15-20 minutes while you are connected to the proctor or technician, **do not hang up until you reschedule a new exam appointment.** If you do reschedule, please note that ProctorU will provide instructions for how to access your new exam appointment.

- Testing equipment during the scheduling process or any time prior to exam time using [ProctorUTestitout](#), connecting to your exam, or getting disconnected during your exam session issues contact:
  - ProctorU support: Best option is Live Chat within exam session or via [ProctorU Live Chat](#)
  - Alternative ProctorU Support: Call **1-855-772-8678**
  - Once a menu prompt is selected & you aren't connected to a live representative, **use the call back option as opposed to leaving a voicemail** as ProctorU can take up to 24-48 hours (or longer during high volume times) to return messages.