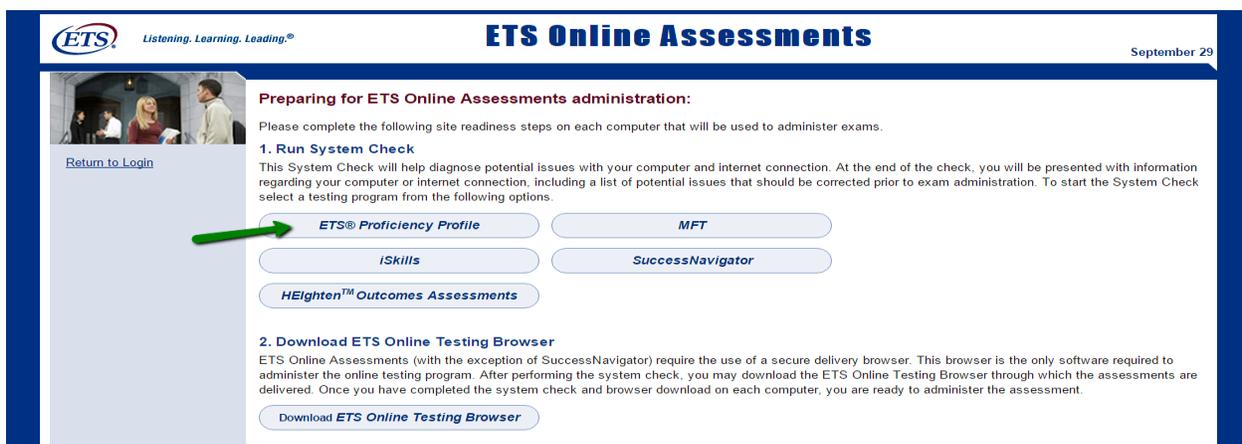


Information for Students Testing with Remote Proctor

Prior to Test Day

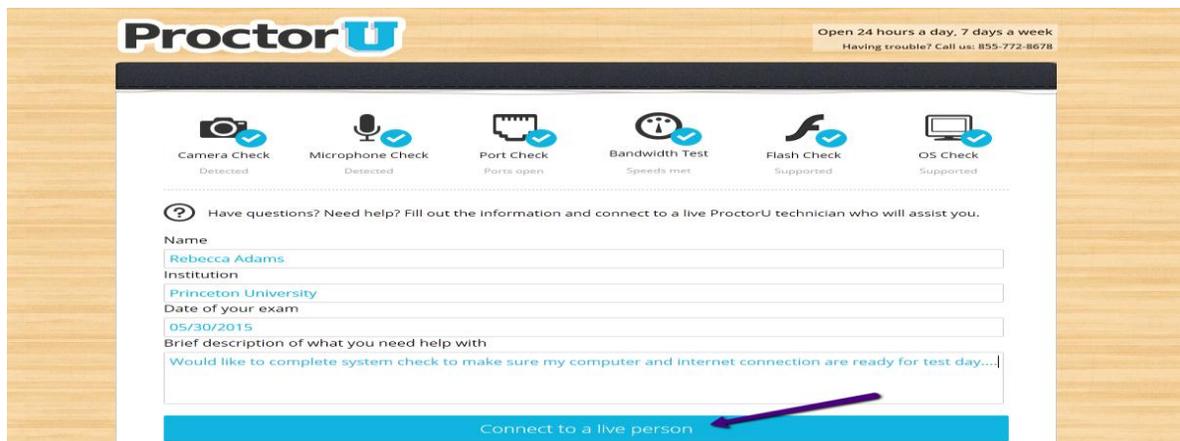
Students will receive a remote assessment invitation via email from eppsupport@testsys.com notifying them that they have been approved to test. The email also instructs the students to follow the steps outlined below to prepare for test day and schedule their test appointment. **Important!** If your institution uses ProctorU for other assessments, please make your students aware that they will NOT log into their existing ProctorU account to take the ETS® Proficiency Profile assessment. They may only schedule and access the exam via the links provided in the email.

1. Go to the ETS site readiness website at etsreadiness.ets.org to perform an ETS® Proficiency Profile system check. (Students who are testing with a remote proctor do not need to download the browser. The proctor will open the assessment in a secure window.)



The screenshot shows the ETS Online Assessments website. The header includes the ETS logo, the tagline 'Listening. Learning. Leading.®', the title 'ETS Online Assessments', and the date 'September 29'. The main content area is titled 'Preparing for ETS Online Assessments administration:' and includes instructions to complete site readiness steps. Under '1. Run System Check', there are buttons for 'ETS® Proficiency Profile', 'MFT', 'iSkills', 'SuccessNavigator', and 'HElghten™ Outcomes Assessments'. A green arrow points to the 'ETS® Proficiency Profile' button. Below this is section '2. Download ETS Online Testing Browser' with a 'Download ETS Online Testing Browser' button.

2. Go to <http://www.proctoru.com/testitout> to perform a ProctorU system check. Once the system check completes, students must fill out the form on the page and connect to a ProctorU representative to complete the confirmation process.

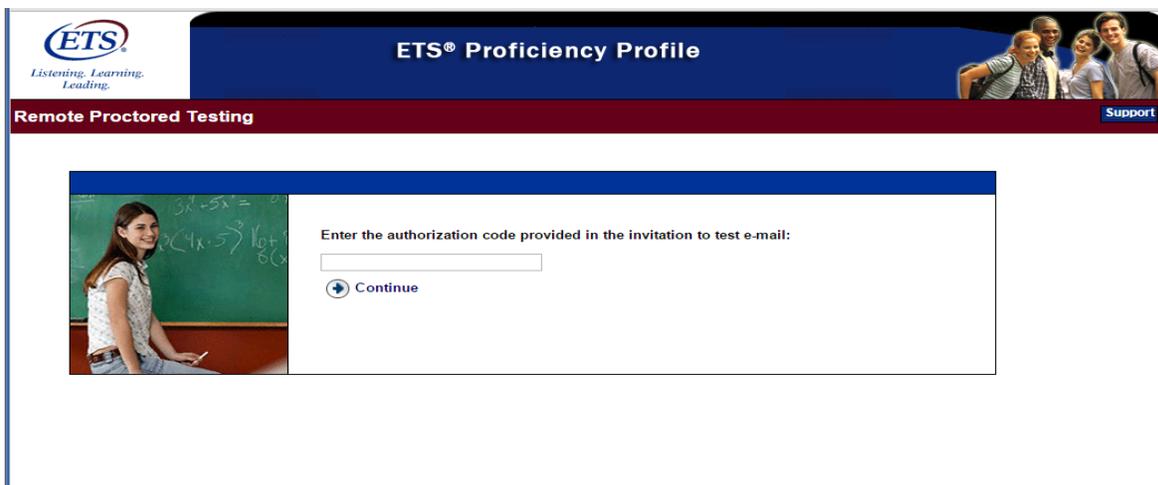


The screenshot shows the ProctorU website. At the top, it says 'Open 24 hours a day, 7 days a week' and 'Having trouble? Call us: 855-772-8678'. Below this is a system check status bar with icons and labels: 'Camera Check Detected', 'Microphone Check Detected', 'Port Check Ports open', 'Bandwidth Test Speeds met', 'Flash Check Supported', and 'QS Check Supported'. Below the status bar is a help form with a question mark icon and the text 'Have questions? Need help? Fill out the Information and connect to a live ProctorU technician who will assist you.' The form fields are: Name (Rebecca Adams), Institution (Princeton University), Date of your exam (05/30/2015), and a text area for 'Brief description of what you need help with' containing 'Would like to complete system check to make sure my computer and internet connection are ready for test day...'. At the bottom of the form is a blue button labeled 'Connect to a live person' with a purple arrow pointing to it.

We encourage examinees to perform system checks ahead of time—on the computer and internet connection they'll be using on test day—in order to allow sufficient time to resolve any issues that may arise while downloading the browser or connecting to a test session. Firewalls on school or work networks occasionally prevent test takers from connecting or downloading the secure browser.

Students may test on PCs running Windows® XP with service pack 3 or later or Macs running Mac OS X 10.5 or later.

3. **Click the link in the invitation to test email (<http://remote.proficiencyprofile.ets.org>) to schedule a testing appointment.** Students will enter the authorization code included in the email and follow the prompts to create an account and schedule an appointment. Be sure that contact information and time zone are correct, then click Search for Available Times. Test appointments are available 24/7, and must be scheduled 72 hours in advance.

A screenshot of the ETS Proficiency Profile website interface. The top navigation bar is dark blue with the ETS logo and the text "ETS® Proficiency Profile". Below this is a red banner with "Remote Proctored Testing" on the left and "Support" on the right. The main content area has a white background. On the left, there is a small image of a woman in a classroom. To the right of the image, the text reads "Enter the authorization code provided in the invitation to test e-mail:" followed by a text input field and a "Continue" button with a right-pointing arrow.

4. Once the appointment has been scheduled, students will receive an appointment confirmation email from eppsupport@testsys.com. **The email will include important information, including identification requirements, cancelation policies, and test day information, as well as a link to their test on test day.** Students should carefully review the email to ensure that their appointment details are correct and that they understand the policies outlined.

On Test Day

5. Approximately 10-15 minutes prior to their appointment time, students should **review the policies in the appointment confirmation email and prepare their testing environment to test.**
 - a. Students should be using the computer and internet connection with which they performed the system checks.



- b. The testing area should be private, well-lit, and clear of prohibited items such as food and drink, books, notes, and cell phones or other electronic devices.
 - c. ID and mirror should be accessible. If desired, the student may also have scratch paper (a single blank sheet of paper inserted into a plastic transparency sleeve with dry-erase marker) and 4-function, non-graphing calculator. Please note that the scratch paper must be shown to the proctor at the end of the exam, then erased prior to being able to exit the testing session.
6. At the time of the appointment, students **click the link** (<http://remote.proficiencyprofile.ets.org>) **in their appointment confirmation email and enter their authorization code to connect to the test. *Important!* If your institution uses ProctorU for other tests, please be aware that students cannot use existing institutional ProctorU accounts to access the ETS Proficiency Profile assessment. They must follow the link and instructions provided in the email to access the test.**
- a. After entering the last name and email address, a Start Test link will become available on this page at the *exact* appointment time, but not before. If students attempt to access this link more than 30 minutes *after* their scheduled appointment, they will forfeit their appointment and any test fees. The student should follow the steps on their screen **exactly as they are presented**, even if they have used ProctorU before. Once the student clicks Start Test, a ProctorU representative will connect with the examinee via chat, video, and audio and will guide them through the testing process from start to finish.

Technical Support

Students having issues with the initial system check, scheduling of appointments, or payments should contact Technical Support at **1-800-514-8491**, Monday – Friday, 8 am to 6 pm Eastern Time for assistance (press 1 for after-hours support).

Students having issues connecting to the test should contact ProctorU at **1-855-772-8678**, 24/7.
