



## Remote Testing – Pre-exam checklist

We want your remote testing experience to be as seamless as possible. **It is very important that you review the information below to prepare for a successful test day.**



### Have a strong, stable internet connection

- ***This is extremely important!*** Use a **hard-wired connection** to your router. You may experience difficulties with even the best wifi connection. The extra load of the remote proctoring software will slow things down and make it difficult for images and charts to load and for the system to save your answers. **If you do not have an Ethernet cable, buy one and learn how to use it before your exam.**



### Perform system checks

- Before you schedule your test appointment, you **must** perform *both* an ETS and a ProctorU system check to **make sure your computer and internet connection will allow you to complete the test on test day**. System checks **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 plan to test.
  1. Go to [etsreadiness.ets.org](https://etsreadiness.ets.org) and select your testing program to perform the **ETS system check**. If any issues are detected that you cannot resolve on your own, 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.)
  2. Go to <http://www.proctoru.com/testitout/> to perform the **ProctorU system check**. When the compatibility test has completed, fill out the form on the page and click the button to **connect to a live ProctorU technician** to complete the confirmation process.



### Schedule your test

- You will receive an **invitation to test email containing registration information** including the name of the test you are to take, a unique authorization code, and a link to schedule your test. Please note that **you must use the link in this email to schedule your test**. You cannot schedule or take this test through your institution's existing ProctorU account.
- Schedule your test **as soon as you can** to be sure you're able to secure an appointment during your institution's testing window.
- Appointments are available **24/7**, and **must be scheduled 72 hours in advance**. Make sure you select the proper time of day (AM/PM) and time zone.
- Appointments must be canceled or rescheduled **no later than 24 hours in advance** of the appointment.



## Prepare your testing location

- You must test in a **quiet, well-lit, private location**, such as a dorm room, home, or office. Public locations such as coffee shops and computer labs are not permitted. If you need to schedule time in advance to reserve a quiet space, please do so ahead of your appointment.
- You must present **valid, government-issued ID with a recognizable photo** to test. The name on your ID must match the name you registered under.
- The proctor will **check your testing area** prior to allowing you to test. Clear the area of notes, books, cell phones, smart watches, tablets and other items. Have a mirror or other reflective surface ready so that you can show your monitor to your proctor. Food and drinks are not permitted during testing.
- If your institution allows **scratch paper** for your test, you may only use a single sheet of blank white paper, inserted into a transparent sleeve with a dry-erase marker. You will be required to show your scratch paper to the proctor and erase it on camera before you will be permitted to exit the testing session.
- At the time of your appointment, **click the link in your appointment confirmation email** to connect to your proctor and start the test.



## Need help?

- If you have not received the email containing your registration information, please contact your instructor.
- If you experience **technical difficulty with the ETS System Check, scheduling, or connecting to your test**, please contact ETS Tech Support @ **800-514-8491** (press 1 for after-hours support).
- If you experience **technical difficulty with the ProctorU System Check, or get disconnected during your test session**, please contact ProctorU @ **855-772-8678**. If you are having technical difficulties with your test and are unable to resolve them while you are connected to your proctor, do not hang up until you reschedule a new testing appointment. If you do reschedule, please note that ProctorU will provide instructions for how to access your new test appointment. Do not attempt to get into your new appointment with the link in your original appointment confirmation email.