*toeic®

TECHNICAL REQUIREMENTS HANDBOOK

TOEIC® tests with remote proctoring

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Please make sure to carefully read this handbook in which you will find all the elements to prepare the environment and the material necessary to take a TOEIC® test with remote proctoring. This handbook will give you all the necessary elements to ensure that your test session runs smoothly. If your technical configuration is incomplete or defective, you might not be able to take your test or your score might be invalidated.

1. Before the test

As mentioned in the convocation email, the following steps must be performed on the computer that will be used on the day of the test. It will not be possible to take the test on another computer. If you have not received the convocation email, please check your spam folder.

1. Make sure that you properly completed the check readiness for the TOEIC test platform by clicking here then on "Skip this step" and "Run system check".

2. Download the ProctorExam Chrome plugin by clicking here.

3. Complete the ProctorExam System Check, at least 48 hours before the test by clicking here.

4. You should also read the Examinee Handbook to familiarise yourself with the content of the test.

Once you have successfully completed this last configuration, you will receive another email "Your connection link to take the test".

# 2. Equipment requirements

Computer

- Desktop or laptop computer. Tablets and Chrome Book are not supported.
- Windows 8.1 or higher or Mac OS X 10.11 or higher.
- Secondary monitors are not allowed and should be removed from the room.
- Your computer should be plugged in to prevent battery depletion during testing.

Browser

- In Google Chrome, in Settings / Privacy and security / Site settings, allow the following settings:

Settings to allow	Usage
Camera	Monitoring
Microphone	Monitoring
Notifications	Communication with supervisor/support agent
Javascript	Site operation
Images	QR code and other images display
Pop-up and redirects	Site operation
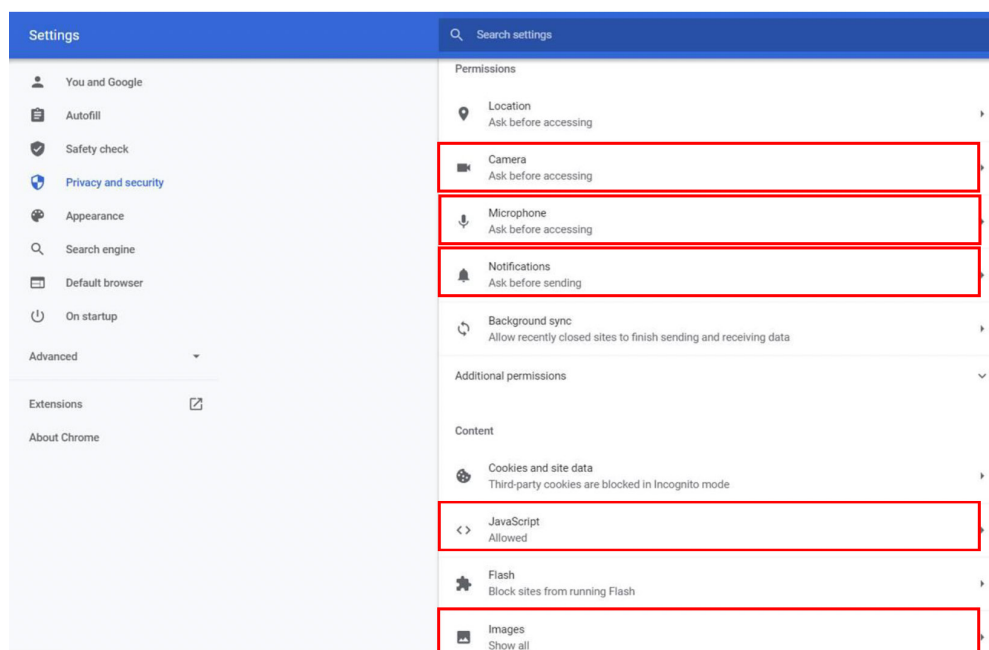
- We recommend that you temporarily disable your antivirus software, such as Norton, McAfee, or Avast.

- Please make sure to zoom out to 100% and maximize your testing window to be able to see all the platform button.

- During the test and apart from Google Chrome, there should be no other app running in the background. Please close them all completely before the beginning of the test. For Mac users, make sure to close the app by clicking on "Quit" on the menu bar. When clicking on the red close button at the top right of your app, you will close the window, but the app remains open. This is crucial for the security of the test and failure to do so will cause a score invalidation.

- It is strictly forbidden to have subtitles on the screen. To disable them in Google Chrome, go to your "Settings" and to the "Accessibility" section. Use the slider to deactivate the "Live caption" option, which will then become greyed out.

Devices

- Speakers: external (wired but not Bluetooth) or built into the computer. Headsets or earphones are not allowed. The use of headsets or earphones will cause an invalidation of your score.

- Microphone: external or built into the computer or the camera. It will be used by the proctor to control noise in the test room.

- Camera: external wired or built into the computer. Virtual or network cameras are not allowed.

Network

- Computer: the test platform requires a connection as stable as possible. Therefore, we strongly recommend using an ethernet cable. Connection issues may interrupt the test monitoring and may result to score cancellation due to the technical failure.
    - Download Speed = Minimum 2 Mbps
    - Upload Speed = Minimum 2 Mbps
    - Ping less than 25 ms

- Wi-Fi connection is required for your smartphone.

- Be sure to disconnect all devices not required for the test from your network so as not to affect the test execution.

3.   Testing environment requirements

Testing environment requirements

Testing environment

- Make sure you are alone in a quiet room where you will not be disturbed.
- Make sure the room is well-lit and your testing environment is clearly visible.
- Disable all video effects, including virtual backgrounds, blurring, filters etc.
- The test browser must be maximized for the entire duration of the test. You are not allowed to have any other application, folder, or webpage active on your computer unless you need to solve a technical issue and were authorised to do so.
- Your computer and keyboard should be on a desk or other tabletop surface.
- The tabletop and surrounding area should be clear of all items.
- No electronic devices other than your computer required for the test are allowed.
- Your computer should be plugged in to prevent battery depletion during testing.

Behaviour

- You should be sitting in a standard chair; you may not sit or lie on a bed, couch, or armchair.
- You must remain seated and on camera for the duration of the test.
- Breaks are not allowed.
- Food and drink are not allowed.
- Cigarettes or e-cigarettes are not allowed.
- Note taking in any form is not allowed and you are not allowed to have any kind of pen, pencil or paper.
- You are not permitted to make known or copy any part of the test. ETS and ETS Global reserve the right to take legal action and/or ban you from taking any test administered by ETS.

Clothing and accessories

- You will be monitored via camera by the proctor, therefore:
- Make sure your ears remain visible during the test, not covered by hair, a hat, or other items.
- Make sure your face is visible and not obscured by sunglasses or other accessories.
- Avoid wearing items such as jewellery, tie clips, cuff links, ornate clips, combs, barrettes, headbands, and other hair accessories.
- You must not wear/use electronic devices such as any type of watch (digital, smart, classic) and smart wearables.

4.   Check-in, identity and environment checks

Please note that you will need to conduct identity and environment checks to verify that testing conditions comply with the standards indicated in the Examinee Handbook. Your test session, including these identity and security checks, will be reviewed by professional proctors and test integrity experts. Score validity will only be confirmed after review.

You will need to present a passport or other valid, non-expired ID, as listed in the *TOEIC Tests Examinee Handbook*. Your first and last names, picture and date of birth need to be clearly visible on your ID. You **may cover other information than those that are strictly necessary on the document** in order to respect your privacy.

5. Candidate's personal data

We are processing your personal data and use them only if it is strictly necessary for the administration, the security of the test session, and/or the score validity of your test. For more information, regarding the processing activities, the data retention and storage of your personal data and how to exercise your rights, we invite you to consult the [Privacy Note on Candidate's Personal Data](#).

6. About Proctorexam

For more information on remote proctoring, please see the following resources from ProctorExam:

- ProctorExam's test taker support page: https://proctorexam.com/test-taker-support/

  Note: The video on the ProctorExam website also shows how to set up the phone. We remind you that candidates only need to set up their computer.

- The privacy policy: https://proctorexam.com/privacy-and-data-security/

7. FAQ

1. **What device and software do I need to take a TOEIC test with remote proctoring?**

   TOEIC tests with remote proctoring are only available on computer. You cannot use a cell phone or a tablet.

   Operating System required:
   - Windows 8.1 or higher
   - Mac OS X 10.11 or higher

   Browsers required:
   - Google Chrome latest version

   Not supported by Safari

2. **Should I connect with a computer/laptop and a smartphone or is only a laptop necessary?**

   To take a TOEIC test with the ProctorExam platform, you should only connect with a computer/laptop.

3. **Can I take the test using Wi-Fi / wireless connection?**

   You can use the Wi-Fi connection; however, the test platform requires a stable connection. Wi-Fi connection issues may result score cancellation due to the technical failure. Therefore, we **<u>strongly</u>** recommend using an ethernet cable.

4. **How can I make sure my computer is compliant to take the test?**

   Before taking the test, you are required to successfully run a system check of your computer with the test platform by [clicking here](#).

   You should complete the system check in order to make sure your computer is compliant to take the test. If you have a failed result after the system check, please make sure you are using a software and a browser as described in the question 1.

   If you have any questions, please contact your institution.

5. **On the TOEIC test platform, is the information "First Name, Last Name" and "Comments" compulsory to begin the system check?**

   No, it is not compulsory. You can skip this step and not enter this information.

6. **The TOEIC test platform displays a white screen and no options appear. What is the issue?**

   You most probably have an internet connection issue. Please run the system check by clicking here to make sure that your device meets the requirements and that the bandwidth is enough.
   - Download Speed = Minimum 2 Mbps
   - Upload Speed = Minimum 2 Mbps
   - Ping = less than 25 ms

7. **Why do I have to allow pop-ups on the browser?**

   Authorising of pop-ups will give you to get access to all functionalities for taking a TOEIC test with remote proctoring and is essential for screen sharing. When the sharing windows appears, click on the icon representing a computer screen.

8. **How do I deactivate my ad blocker?**

   To be able to open the test page, you must deactivate the ad blocker on your browser. Please see below for steps on how to disable pop-up blocker on Google Chrome:
   - On your computer, open Google Chrome.
   - At the top right, click "More" and then click "Settings".
   - Under "Privacy and Security," click "Settings" on the site.
   - Click "Pop-ups" and set the setting to "Allowed.

9. **What happens if the test is interrupted?**

   If an interruption to the test platform occurs during the test, you will be able to continue the test by logging in again via the link shared by ProctorExam. All questions you answered before the interruption are saved. You will restart from the last question you saw.

10. **What happens if I do not complete the test on time?**

    If you do not finish answering the questions during the allocated time, the test will stop, and your score will be displayed on the screen based on the questions answered.

    For further information on your score, please contact your institution.

11. **How and when will I receive my authorisation code and all the information regarding my test?**

    Once you have successfully completed the technical configuration, you will receive an email to instruct you on how to proceed on the day of the test.

    Without this previous configuration fully completed, you will not be able to take the test.

12. **My authorization code does not work. What shall I do?**

    If your authorization code does not work, please verify you entered the exact code shared through ProctorExam. We advise you to copy-paste the code in order to avoid any misspelling.

13. **I cannot find an answer to my problem, who can I contact?**

    ProctorExam provides Chat support for issues with its platform. The chat box is in the bottom right corner. For other issues, please contact your institution.

For more than 40 years as an industry leader, the TOEIC® program has set the global standard for assessing English-language communication skills needed in the workplace and everyday life. The TOEIC assessments are the most widely used around the world with 14,000+ organizations across more than 160 countries trusting TOEIC scores to inform the decisions that matter.

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To learn more about the TOEIC Program:

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