

## Test Taker Procedures

You will be participating in a Bring Your Own Proctor (BYOP) Remote Proctoring session for the *TOEFL Primary*®, *TOEFL Junior*® or *TOEFL ITP*® test.

In order to participate, you will need to complete the following steps prior to the test session. Details of each step are outlined under “Checklist”:

- Review the [Minimum System Requirements](#).
  - Windows®, Mac®, and iPad® are acceptable for all Test Takers
  - Android™, Chromebook™ or other devices are not compatible with BYOP Remote Proctoring sessions.
- Download the *TOEFL*® Secure Browser
  - iPad® users must first download the “TOEFL ITP” or “TOEFL YSS” application.
- Complete the [Practice Check-in Process](#) to check your speaker, microphone, camera and bandwidth and familiarize yourself with the check-in process.
- Complete the **System Check (page 3)** to ensure your computer meets the system requirements and to test your speaker, microphone, headset and camera. **Email** the contact person on the **Test Taker Letter** once you have successfully downloaded the secure browser and completed the practice check-in process or if you experience any issues.

### Checklist

- Before the Day of the Test**
  - [Step 1- Download the TOEFL® Secure Browser for Windows or Mac®, or download the App for iPad®](#)
  - [Step 2 – Complete the Practice Check-in Process](#)
- On Test Day**
  - [Step 1- Prepare your Test Location](#)
  - [Step 2 - Start the Test](#)
- [Review Important Instructions](#)
- [Minimum System Requirements](#)



## BEFORE THE DAY OF THE TEST

Step 1 – Download the *TOEFL*® Secure Browser for Windows or Secure Browser for Mac®. You will use this browser to take the test. For iPad® testing, see pages 3-5.

1. Navigate to <http://www.ets-ellonline.org/>
2. Click **Download Secure Browser**.

The screenshot shows the ETS Program Administration website. At the top left is the ETS logo and 'Program Administration'. At the top right are links for 'Check Readiness', 'Download Secure Browser' (highlighted with a red box), and 'Frequently Asked Questions'. Below the navigation bar is a login form with fields for 'Username' and 'Password', and buttons for 'Login' and 'Reset Password'. To the right of the login form is a section titled 'The TOEFL® Family of Assessments' with three sub-sections: 'The TOEFL ITP® Tests' (for university level, ages 16+), 'The TOEFL Junior® Tests' (for middle school to early high school level, ages 11+), and 'The TOEFL Primary® Tests' (for young students, ages 8+).

3. Select **Secure Browser for Windows** or **Secure Browser for Mac**; click **Download**.

The screenshot shows the 'Download Secure Browser' page. At the top is the title 'Download Secure Browser'. Below it is a box indicating the user is 'Currently identified as: Anonymous' with a 'Change' button. Underneath is a section titled 'SHOW ALL PLATFORMS' with a sub-section for 'Secure Browser for Windows'. This section contains text explaining that the Windows Secure Browser is a locked-down version of an internet browser. Below the text is a 'Download on Windows' section with five numbered instructions: 1. Select the **Download** button located underneath these instructions. 2. Depending on your browser settings, the Secure Browser file will download in one of the following ways: 

- The file will automatically download to the default location, typically your desktop or **Downloads** folder.
- You will be prompted to run or save the file. Select **Save**. The file will download to the default location.

 3. Double-click the **Secure Browser** icon or file name to open the Secure Browser. 4. You may receive the following Security Warning: "Do you want to run this file?" Select **Run**. 5. If the Secure Browser has not been installed previously, you will be prompted that an installation is required. Click **OK**. This installation requires administrative privileges to be granted. At the bottom of this section is a 'Download' button highlighted with a red box.

### Secure Browser for Mac

The Secure Browser is a locked down version of an internet browser that does not allow access to any other applications. If you are installing the Secure Browser for all users, drag the Secure Browser to your applications folder. If you are not logged in as an administrator, you will need to authenticate using an administrator's username and password. You may need to get this information from your Macintosh computer administrator.

#### Hide Instructions

1. Click the "Download" button.
2. Your web browser will download the file to the default location (usually the desktop).
3. If your computer does not automatically unzip the file, double click the downloaded file to decompress the Secure Browser.
4. You may launch the file from the desktop.

Download

4. Click the 'At Home System Check' link to perform a system check prior to test day.

The screenshot shows the ETS website interface. On the left, there are two buttons: "Start My Classroom Test" and "Start My at Home Test". On the right, under the heading "The TOEFL® Family of Assessments", there are three test options: "The TOEFL ITP® Tests", "The TOEFL Junior® Tests", and "The TOEFL Primary® Tests". Below these options, there are two links: "Check Audio and Microphone" and "At Home System Check", with the latter link circled in blue.

### iPad® Testing

1. Open the App store in your iPad and search for **TOEFL YSS** or **TOEFL ITP**.
2. Download the App.
3. Tap the **TOEFL** icon.

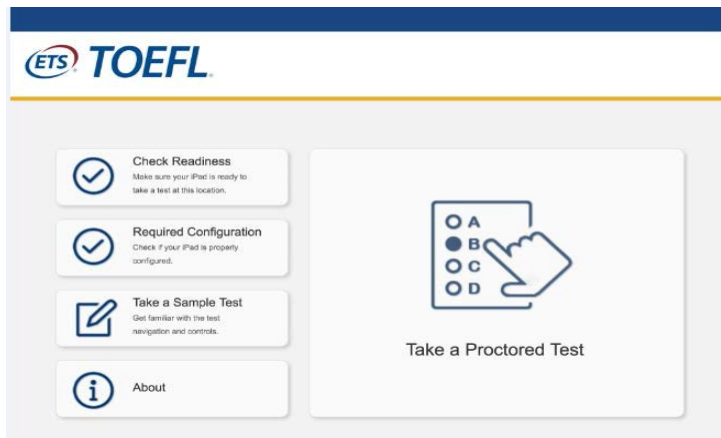


TOEFL Primary®, TOEFL Junior®



TOEFL ITP® test

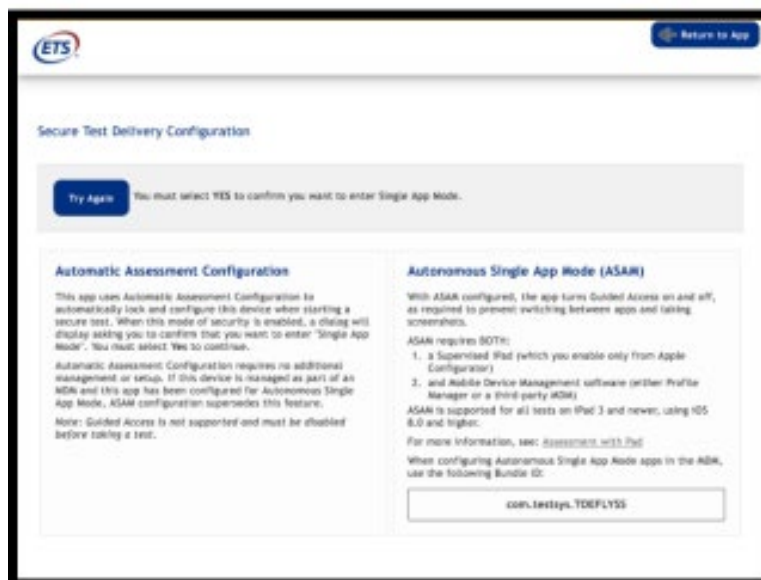
4. Select **Take a Proctored Test**.



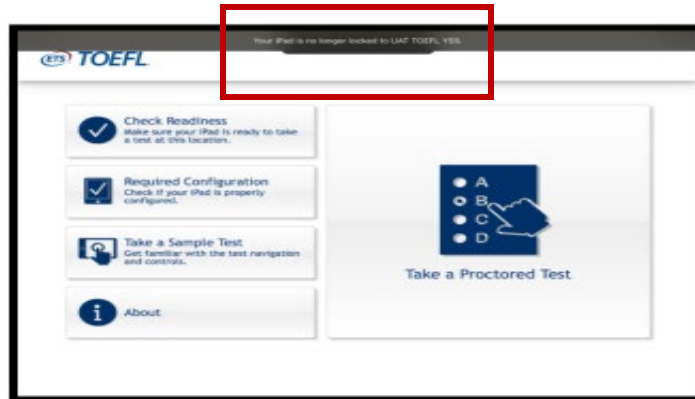
5. A pop-up message automatically appears to confirm placing into Single App Mode. Select **Yes**.



If the user selects **No**, the screen instructions explain the security purposes of Single App Mode and allows the user to try again.

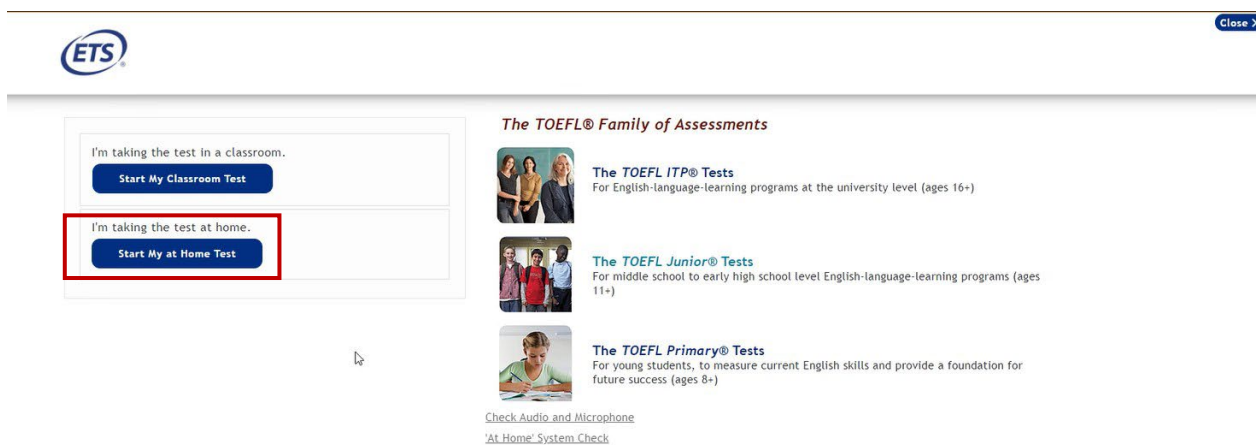


The user is made aware the app is no longer in Single App mode through the top ribbon messaging.

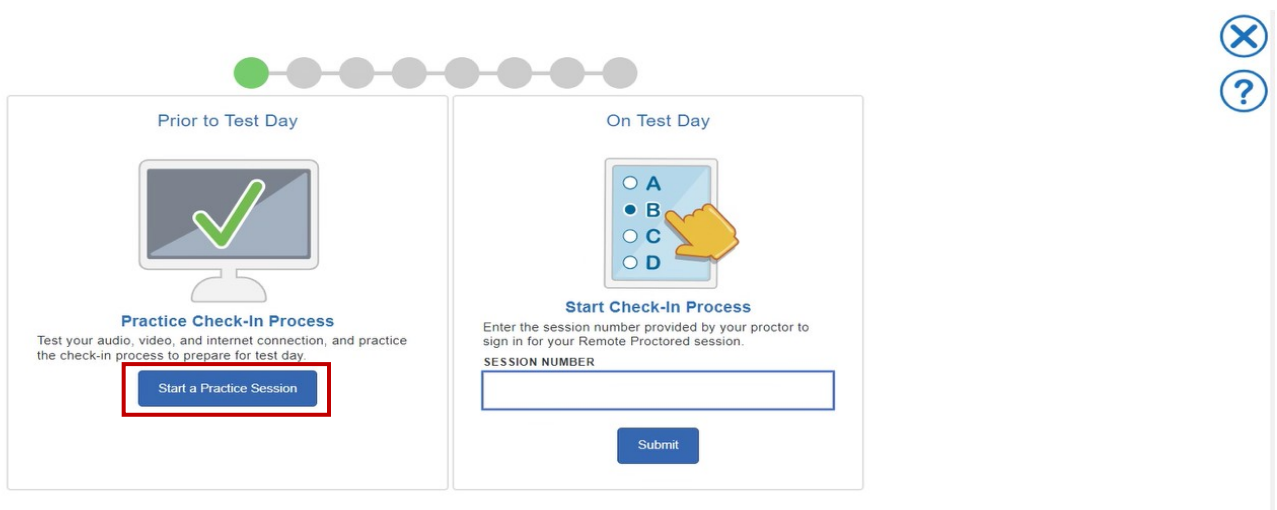


## Step 2 – Complete the Practice Check-in Process

1. Click **Start My At Home Test**.



2. Click **Start a Practice Session**. This will allow you to get familiar with the check-in process prior to test day.



3. Enter your **Given Name** (First Name), **Family Name** (Last Name), and **Birthdate**. Follow the steps through the Practice Check-In Process. You may also enter your **Student Unique ID** and **Family Name** (Last Name).

The screenshot shows a login interface titled "Login Using". At the top, there is a progress indicator with five circles, the first two of which are green. To the right of the interface are two icons: a blue 'X' and a blue question mark. The interface is divided into two main sections by a vertical line with the word "or" in the center. The left section, titled "Name and Birthday", has a red border and contains three input fields: "\*GIVEN NAME", "\*FAMILY NAME", and "\*BIRTHDAY" (with "Day" and "Month" dropdown menus). A "Submit" button is at the bottom. The right section, titled "Student Unique ID and Family Name", has a blue border and contains two input fields: "\*STUDENT UNIQUE ID" (with the value "12347") and "\*FAMILY NAME" (with the value "TOEFL"). A "Submit" button is at the bottom, highlighted with a red box.

**Note:** You will be required to take a photo of yourself and your identification during the Practice Check-in Process. This photo will display when you check-in to take the test. You will have the option to use this photo or take a new one.

## ON TEST DAY

Approximately 10-15 minutes before your scheduled test session, review the information in the letter from your Proctor, as well as the [Important Instructions](#) and prepare your testing environment.

### Step 1 - Prepare your Test Location

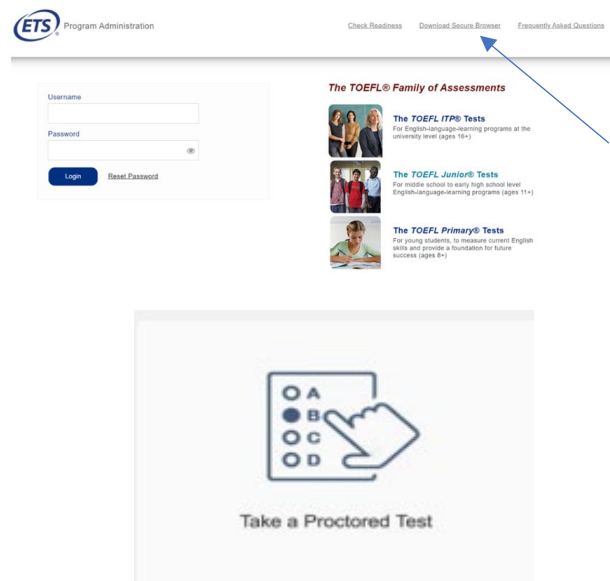
- You can only have one computer monitor.
- You must test in a quiet, well-lit, private location. Light source should not be behind you.
- Use a personal computer and network to take the test. If you need to schedule time in advance to reserve a quiet space, please do so ahead of your appointment.
- 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 testing area of notes, books, smart watches, tablets and any other items. Cell phones and other electronic devices must be removed from the area. Food and beverages are not permitted during testing.
- Stay seated during the test session.
- If notetaking is permitted for your test,
  - You **may not** take notes on regular paper, for security purposes.
  - You **may** take notes using one of the following:
    - Whiteboard with erasable marker
    - Paper with transparent sheet protector and erasable marker
  - You will be asked to erase all notes in view of the proctor at the end of the test.

**NOTE:** If you fail to comply with these regulations, you may be asked to leave the test session 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.

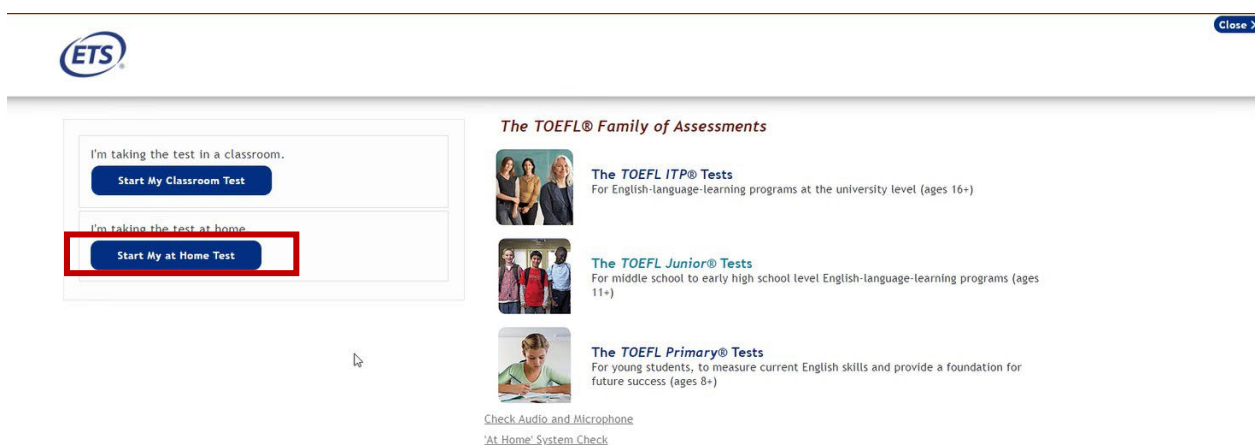
## Step 2 – Start the Test

Prior to the test administration, you will receive written communication from your proctor containing a Session Number for your test. **Note:** Please be sure to join the remote proctoring session on time. If you arrive 15 minutes after the start time, you may not be approved to take the test during this session.

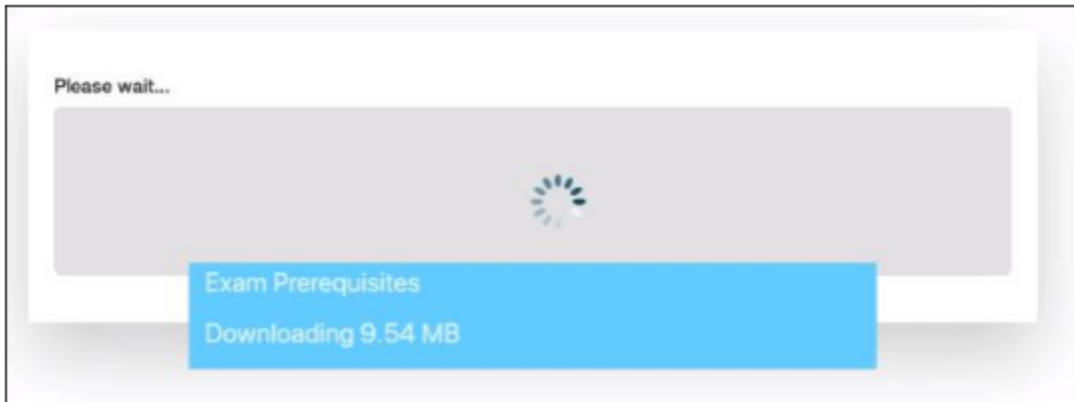
1. Close all applications on your computer. Double click the *TOEFL*® Secure Browser from your Downloads folder or *TOEFL*® Secure Browser icon from your desktop. For tablet testing, select **Take a Proctored Test**.



2. Click **Start My At Home Test**.



**Secure Browser for Mac:** At this time, the browser will check to see if the Electron® app is downloaded and will launch it. If it does not find the Electron app, the browser will initiate the Electron App download (74 MB). This screen will be displayed as it is downloaded. Once the download is complete, you may resume with the BYOP check-in process.

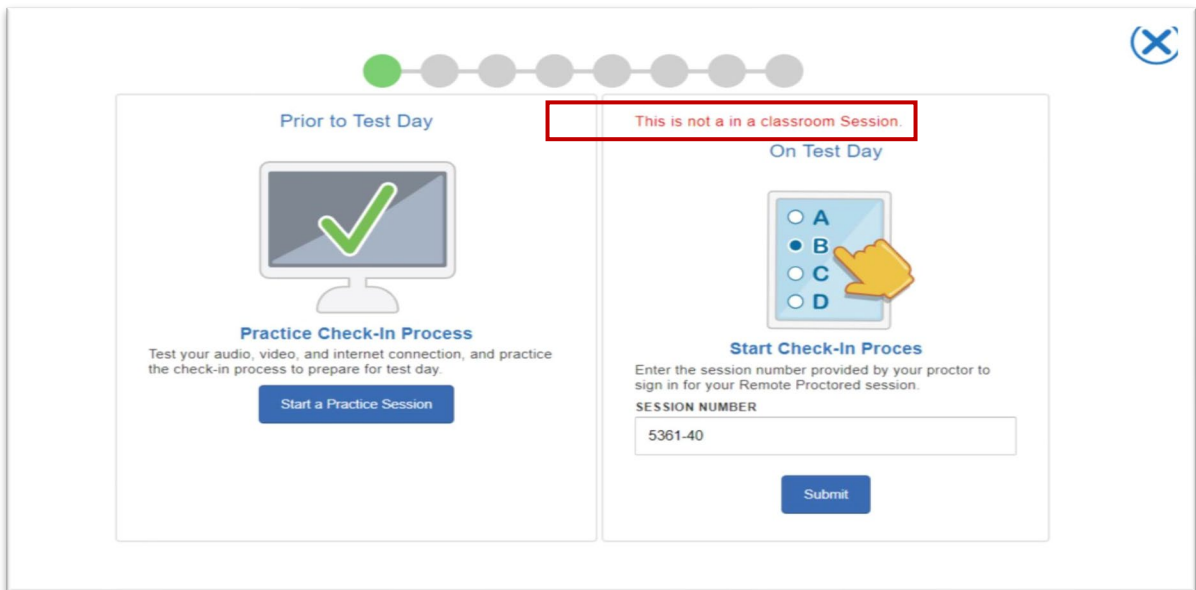


3. Enter the Session Number and click **Submit**.

A screenshot of the TOEFL check-in process interface. At the top, there is a progress indicator with seven circles, the first of which is green. Below this are two main panels. The left panel is titled 'Prior to Test Day' and contains an icon of a computer monitor with a green checkmark. Below the icon is the heading 'Practice Check-In Process' and the text 'Test your audio, video, and internet connection, and practice the check-in process to prepare for test day.' At the bottom of this panel is a blue button labeled 'Start a Practice Session'. The right panel is titled 'On Test Day' and contains an icon of a tablet with a radio button selection (A, B, C, D) and a yellow hand cursor pointing to option B. Below the icon is the heading 'Start Check-In Process' and the text 'Enter the session number provided by your proctor to sign in for your Remote Proctored session.' Below this text is a text input field labeled 'SESSION NUMBER' and a blue button labeled 'Submit'. The entire 'On Test Day' section is enclosed in a red rectangular border. On the far right side of the interface, there are two circular icons: a blue 'X' and a blue question mark.

If you receive the following error message, it means you selected **Start My In a Classroom Test** when you should have selected **Start My At Home Test** for a remote proctoring session.





4. Enter your **Given Name** (First Name), **Family Name** (Last Name), and **Birthdate** or **Student Unique ID** and **Family Name** (Last Name); then click **Submit**.

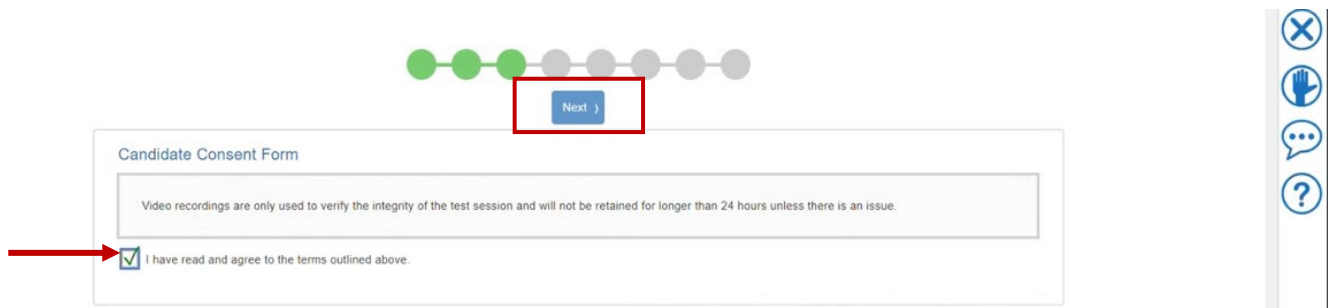
The screenshot shows a login form titled "Login Using" with a progress indicator at the top (two green circles, four grey circles) and a blue 'X' icon and a question mark icon on the right. The form has two main sections:

- Left Section (highlighted with a red box):** Titled "Name and Birthday". It contains three text input fields labeled "\*GIVEN NAME", "\*FAMILY NAME", and "\*BIRTHDAY". The birthdate is selected via "Day" and "Month" dropdown menus. A "Submit" button is at the bottom.
- Right Section (highlighted with a blue box):** Titled "Student Unique ID and Family Name". It contains two text input fields labeled "\*STUDENT UNIQUE ID" (with the value "12347") and "\*FAMILY NAME" (with the value "TOEFL"). A "Submit" button is at the bottom.


The word "or" is placed between the two sections.

5. **Candidate Consent Form** screen confirms you are aware that during the test, you will be recorded. Video recordings are only used to verify the integrity of the test session and will not be retained for longer than 24 hours, unless there is an issue.

Click in the **checkbox**; then click **Next** to move to the next screen.



At this point, you can also chat with the Proctor, raise your hand or exit out of the secure browser.

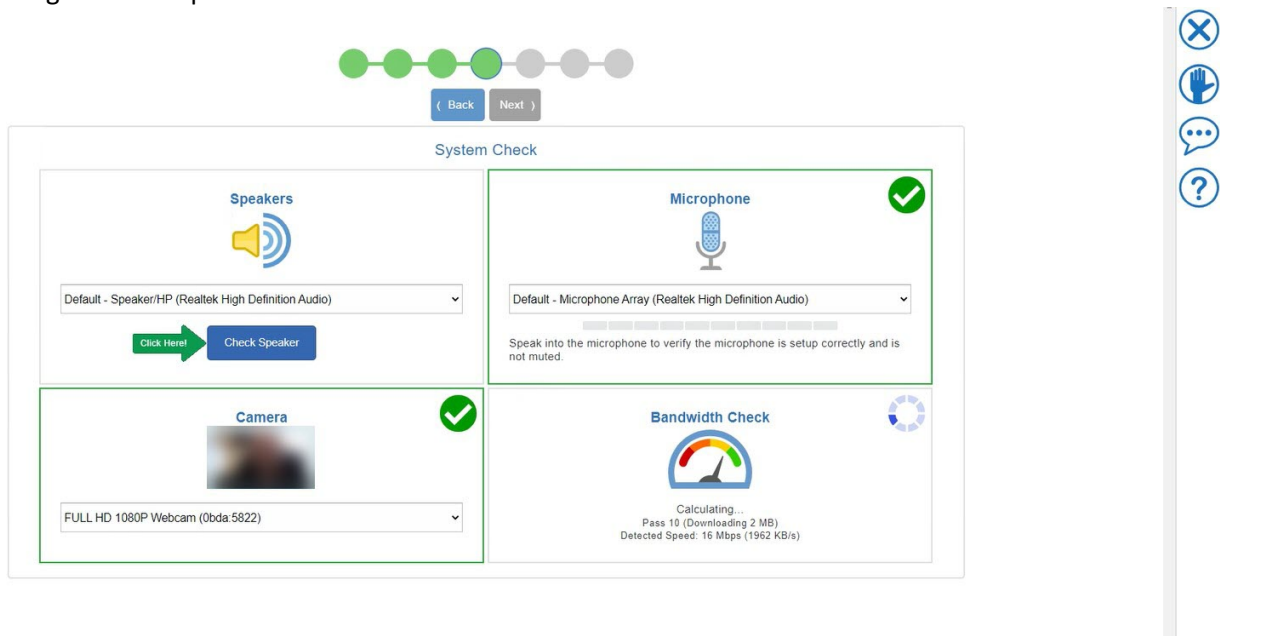
- Clicking closes the secure browser
- Clicking alerts the Proctor you need his/her attention
- Clicking opens a text/chat screen and allows you to chat with the Proctor
- Clicking  displays a list of Frequently Asked Questions (FAQ)

## Perform a System Check

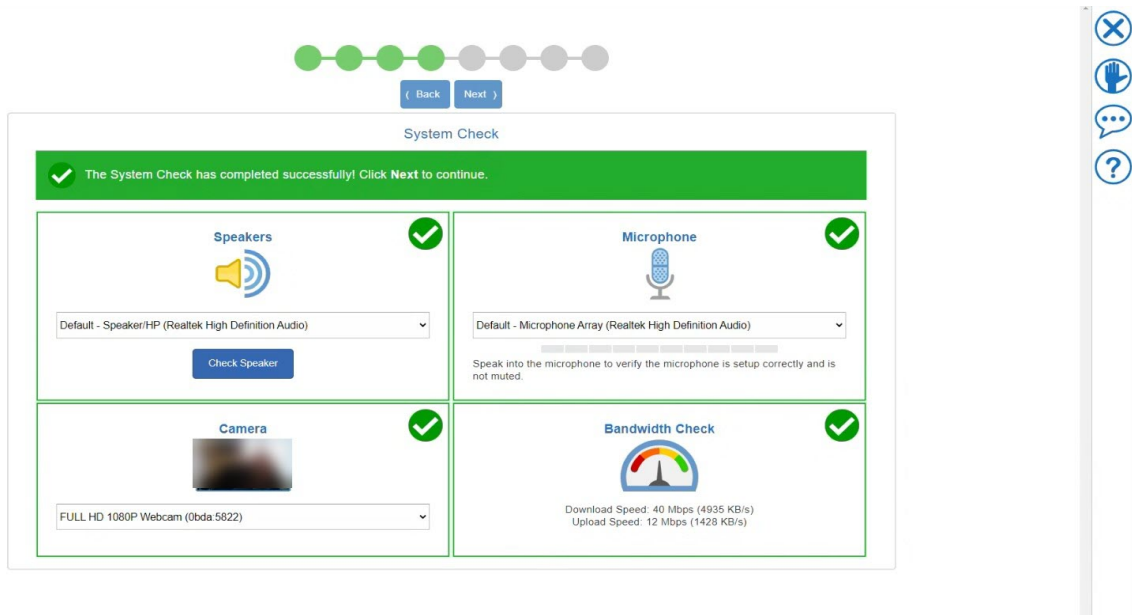
The system check will test the following features before moving into the test:

- **Speakers** - You will need to click **Check Speaker** for the System Check to confirm audio is playing
- **Microphone** - confirms the correct microphone is selected
- **Camera** - confirms the correct camera is selected and shows a live stream of yourself
- **Bandwidth Check** - gives you an overview of their bandwidth speed and verifies the speed is suitable for the exam

Speakers, microphone, and camera can be changed from the defaulted options, if necessary, by clicking on the dropdown box.

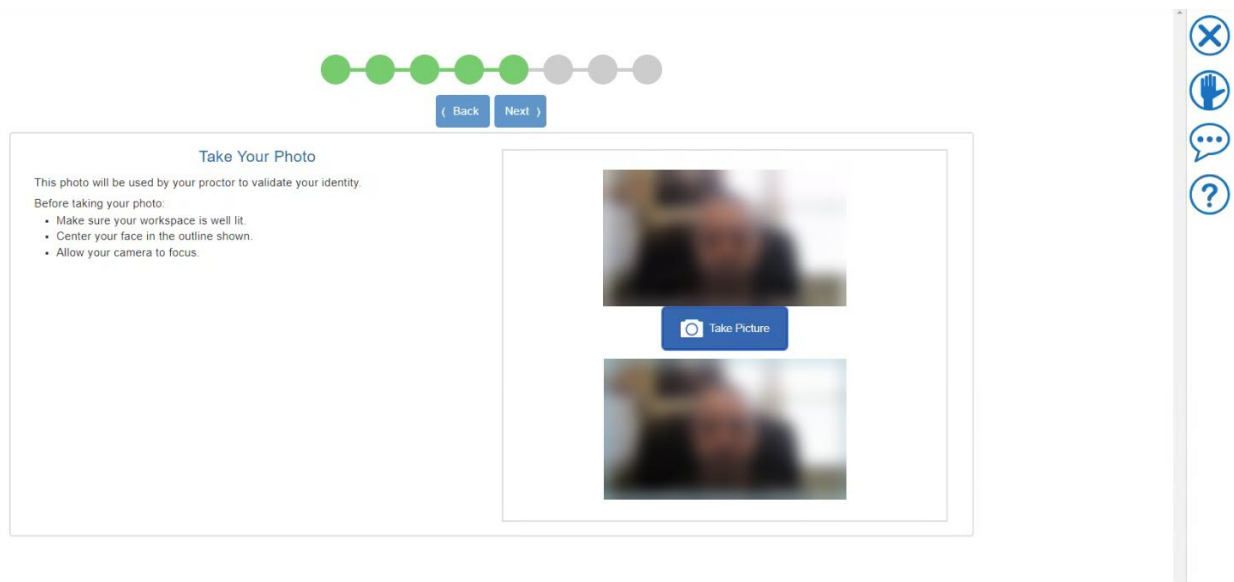


Once the system check is complete, a green banner displays if the check is successful. Click **Next** to continue. If system check fails, click the hand icon, or open the chat to communicate with the Proctor.



## Take your Photo

6. Click **Take Picture** until you are comfortable with the photo you are taking for check-in then click **Next**.



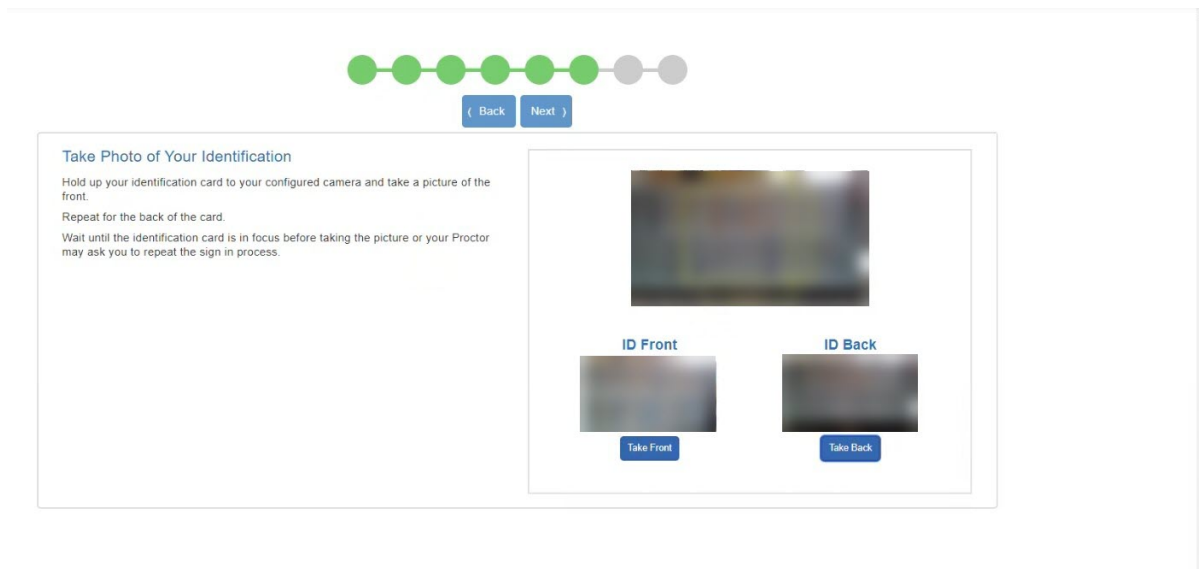
NOTE: *TOEFL Primary*® and *TOEFL Junior*® Test Takers will skip steps 7-11 and go to Step 12.

## Take Photo of Your Identification (*TOEFL ITP*® Test Takers Only)

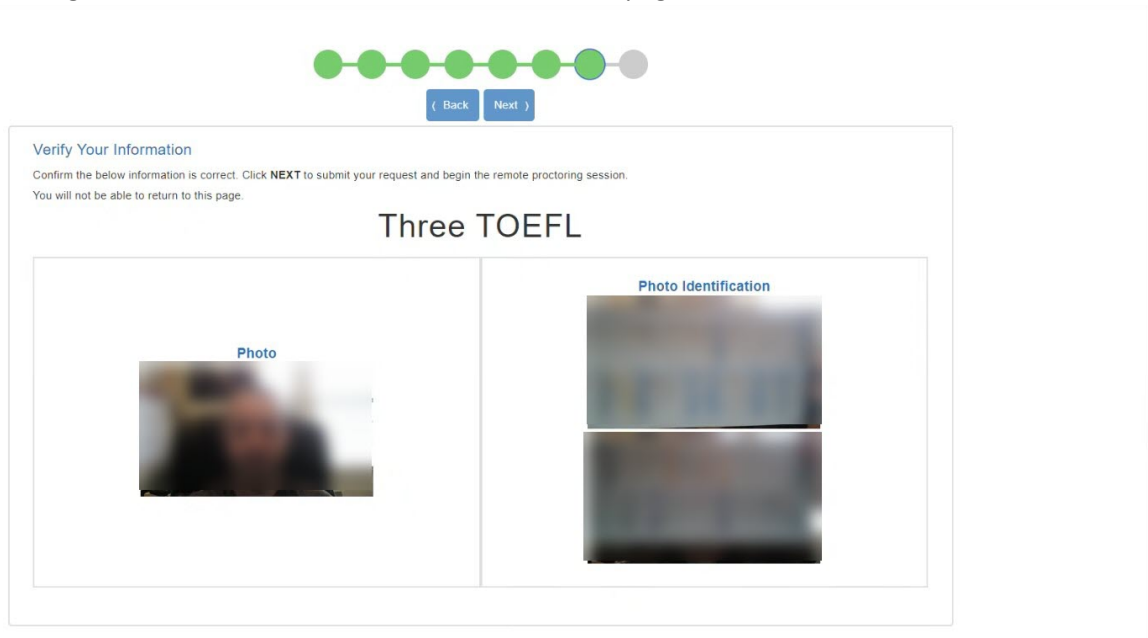
7. Hold up the front of your identification card to your configured camera and click on **Take Front** to take a picture of the front of your ID.
8. Hold up the back of your identification card to your configured camera and click on **Take Back** to take a picture of the back of your ID.

9. Note: Wait until the identification card is in focus before taking the picture or your Proctor may ask you to repeat the sign in process.

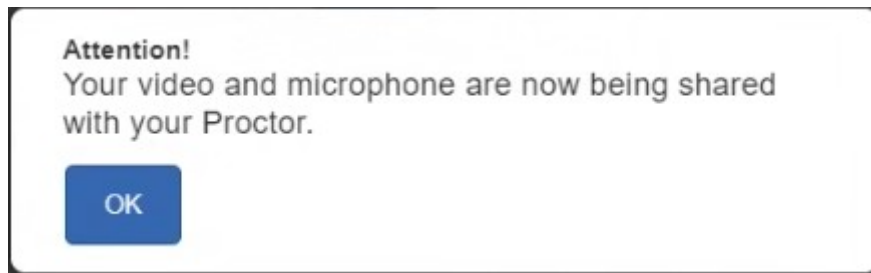
10. Click **Next**.



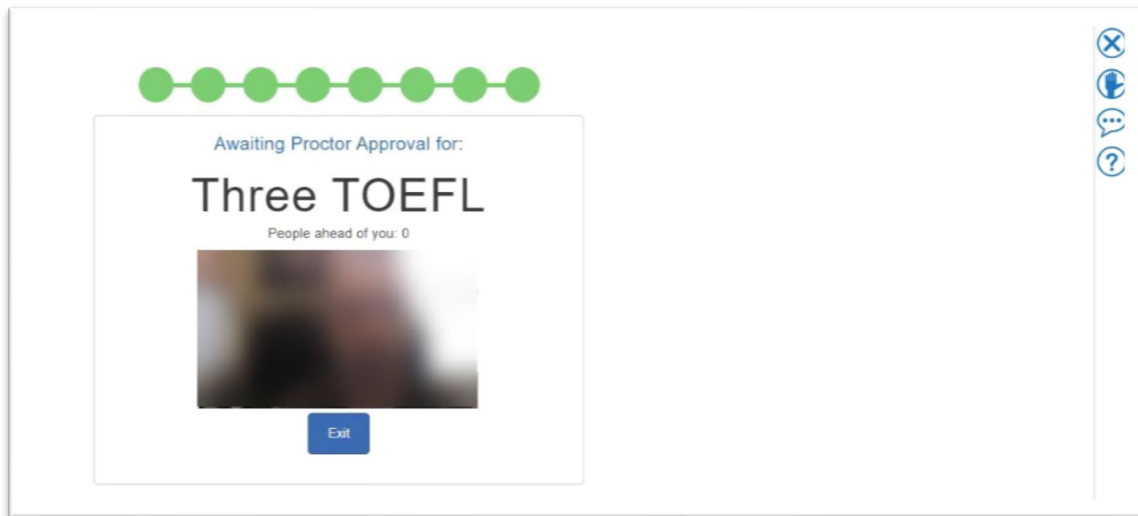
11. Confirm the information is correct. Click **Next** to submit your request and begin the remote proctoring session. You will not be able to return to this page.



12. The following message displays alerting you the video and microphone are being shared with the Proctor; click **OK**.



13. Wait for approval. You will see a live video of yourself and will be able to see the number of students ahead of you waiting for approval, if any. The Proctor will review your check-in information and approve you for testing. If there is an issue with your check-in (ex. picture is blurry), the proctor will ask you to check-in again.



14. Answer the following profile questions; click **Save**.

**Your Profile**

*We are now going to ask you a few questions about yourself. We do not mark your answers to these questions.  
\* Means required field.*

\*Before today, how many times have you taken a TOEFL ITP test?  
Select one ▼

\*What is your primary reason for taking the TOEFL ITP test?  
Select one ▼

\*What is your current level of study?  
Select one ▼

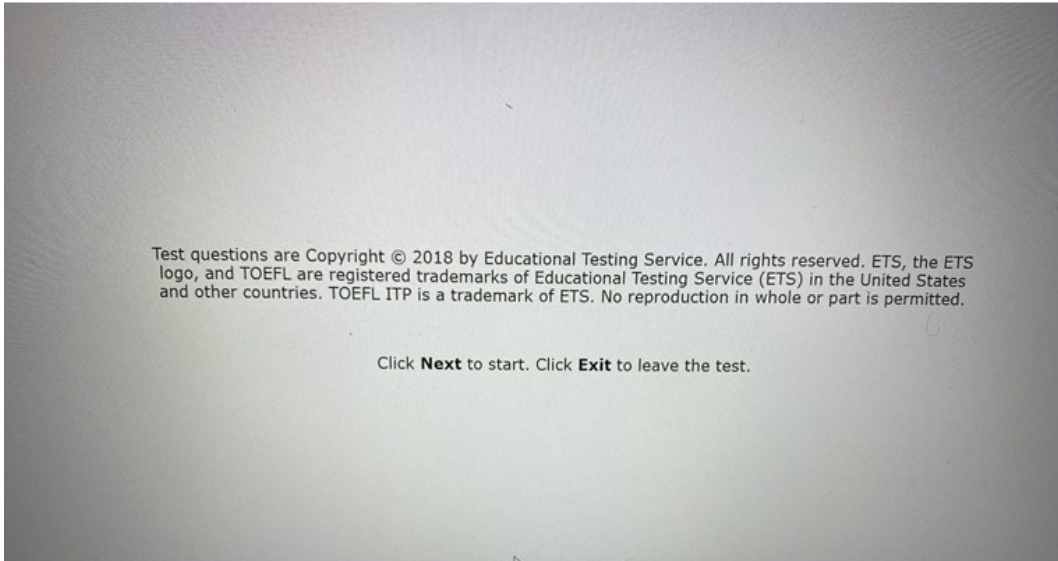
\*How much time have you spent studying English (in a middle/high school or at a college/university)?  
Select one ▼

**Save**


15. You will now start the test.

**Note:** During the test, you will see Support ID with a number Support ID - 267 in the lower right or upper right hand of the screen. This is an identifier that allows our technical support group to identify the test taker and the testing session should a technical issue occur that needs investigating.

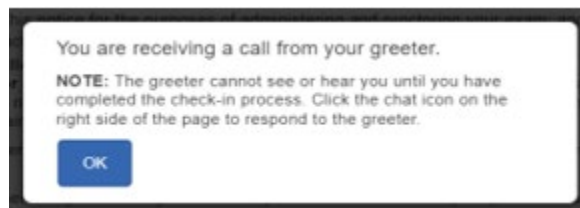
16. When you have completed the test, click **Exit**.



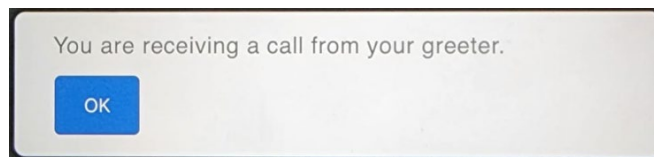
## Important Instructions

- If you have any problems during the check-in process, please click the raise your hand icon  or send a message via chat. The proctor can video, or voice call you during the check-in process only. Once you have completed the check-in process and connected to the video servers, the call can now be two way as the Proctor will be able to see and hear you.

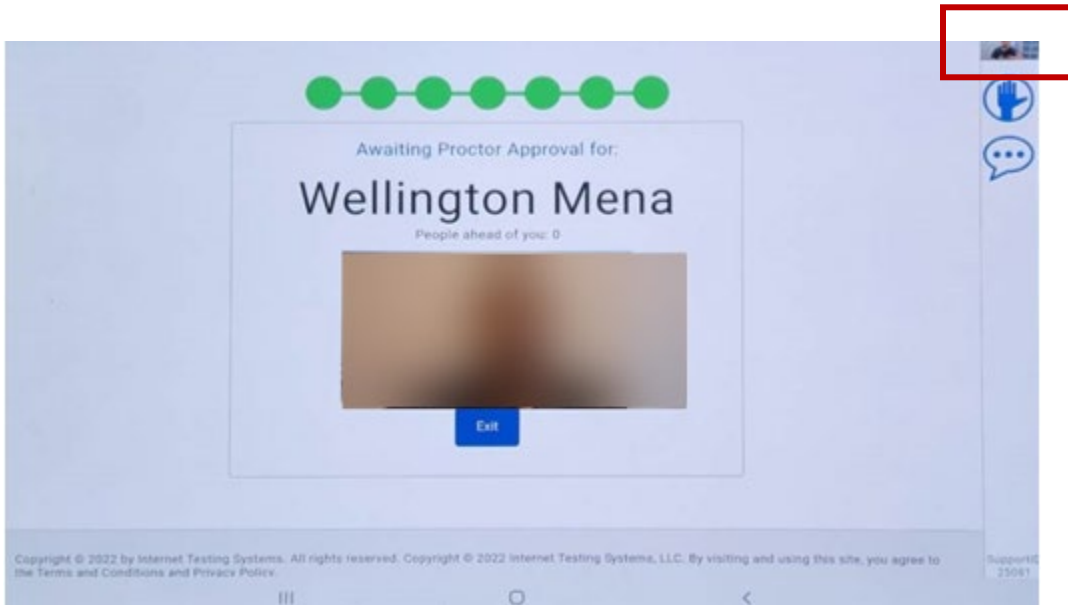
This message displays if the proctor is trying to reach you prior to you completing the check-in process.




This message displays if the proctor is trying to reach after you complete the check-in process.



- Click **OK** and once the call connects, the Proctor's picture displays in the upper right corner of your screen.



- If you have any problems during the test, click the raise your hand icon  or chat icon to alert the proctor. The proctor may pause your test, so you can communicate your question or problem in writing.
- If an error occurs that results in the secure browser closing or locking unexpectedly, restart your computer and perform the steps to re-enter the remote proctoring session. The proctor will re-approve you to restart the test where you left off.
- This is 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.
- During the test, you will be recorded. Video recordings are only used to verify the integrity of the test session and in most instances will not be retained for longer than 24 hours unless there is an issue.

### AWS Message

If you receive the following message, **All servers are currently full**, this means you cannot launch your test at this time. Please click the raise your hand icon to notify the proctor or send a message via chat.



Please try again in 15 min and Proctor will respond. Once a connection is available, your check-in process will automatically resume.

**Good luck on your test!**



## Minimum System Requirements

### Supported Platforms

**TOEFL YOUNG STUDENTS SERIES, TOEFL ITP** April 19, 2022

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

	Windows – Minimum Versions		Mac – Minimum Versions		iPad Minimum Versions
	OS	Web Browsers	OS	Web Browsers	iOS
<b>TOEFL Secure Browser Testing</b>	Windows® 8.1	Microsoft® Edge	Mac® OS X 10.12	Safari® 11.0	iOS® 13
<b>ITS BYOP Test Delivery</b> <i>“Bring Your Own Proctor”</i>	No differences in minimum supported Windows®/Mac® software for BYOP				<ul style="list-style-type: none"> <li>• iPad® support for BYOP Test Delivery requires iOS® 14.3</li> </ul>
<b>Recommended Headsets</b>	<ul style="list-style-type: none"> <li>• Plantronics Model #LO A355</li> <li>• Califone 3066AV</li> <li>• Koss #SB45</li> <li>• Cyber Acoustics AC-401</li> </ul> <p><b>NOTE: Bluetooth headsets are not permitted</b></p>				<ul style="list-style-type: none"> <li>• Hardwired headsets</li> </ul> <p><b>NOTE: Bluetooth headsets are not permitted</b></p>

\* Microsoft® Edge, Chrome, and Firefox support is limited to the current version and the previous version due to forced automatic update.

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