

Test Taker Procedures

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

In order to participate, complete the following steps prior to the test session:

- You must use a Windows® or Mac® computer with administrative privileges for testing. Chromebook™, iPad®, or other devices are not compatible with BYOP Remote Proctoring sessions. See [Minimum System Requirements](#).
- On your computer Download the TOEFL® Program Secure Browser (Home) or TOEFL® Program Audio Browser.
- Complete the **Practice Check-in Process** to check your speaker, microphone, camera and bandwidth and get familiar with the check-in process.

You will perform the following on the day of the test:

- A **System Check** to ensure your computer meets the system requirements and to test your speaker, microphone 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 have any issues.

Checklist

Before the Day of the Test

- [Step 1- Download the TOEFL® Program Secure Browser for Windows \(Home\) or Secure Browser for Mac®](#)
- [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](#)

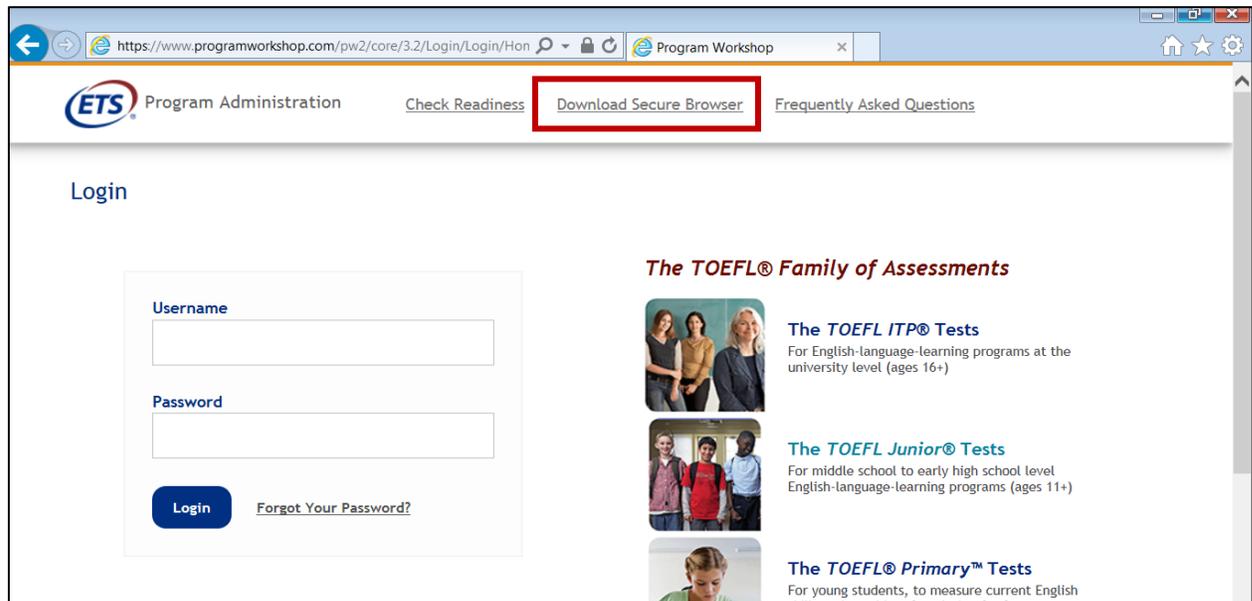
[Minimum System Requirements](#)



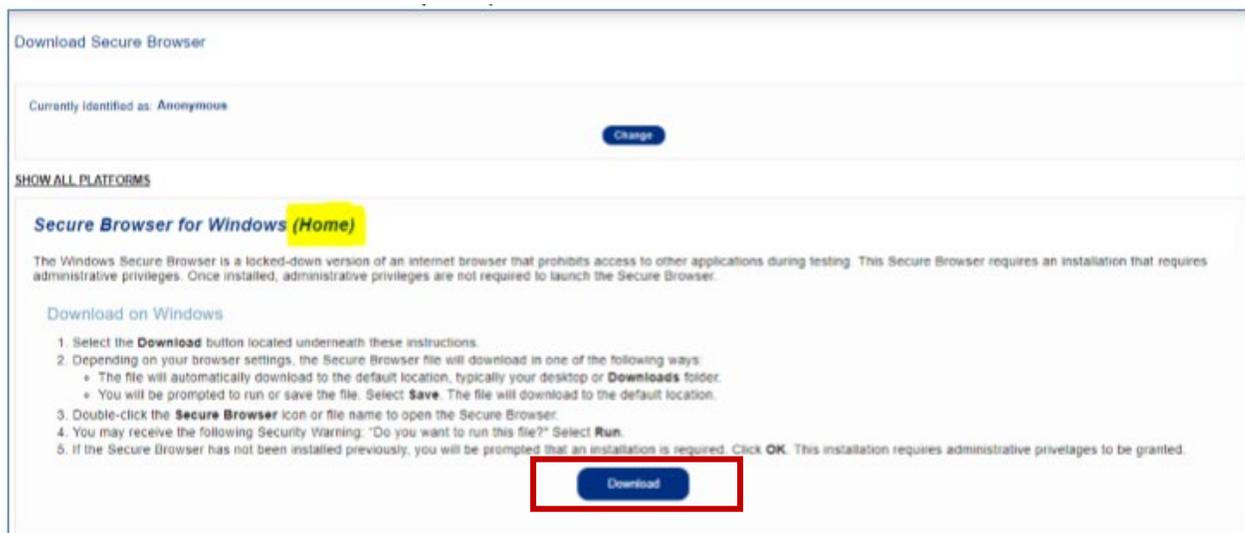
BEFORE THE DAY OF THE TEST

Step 1 – Download the *TOEFL*® Program Secure Browser for Windows (Home) or Secure Browser for Mac®. You will use this browser to take the test.

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



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



Secure Browser for Mac

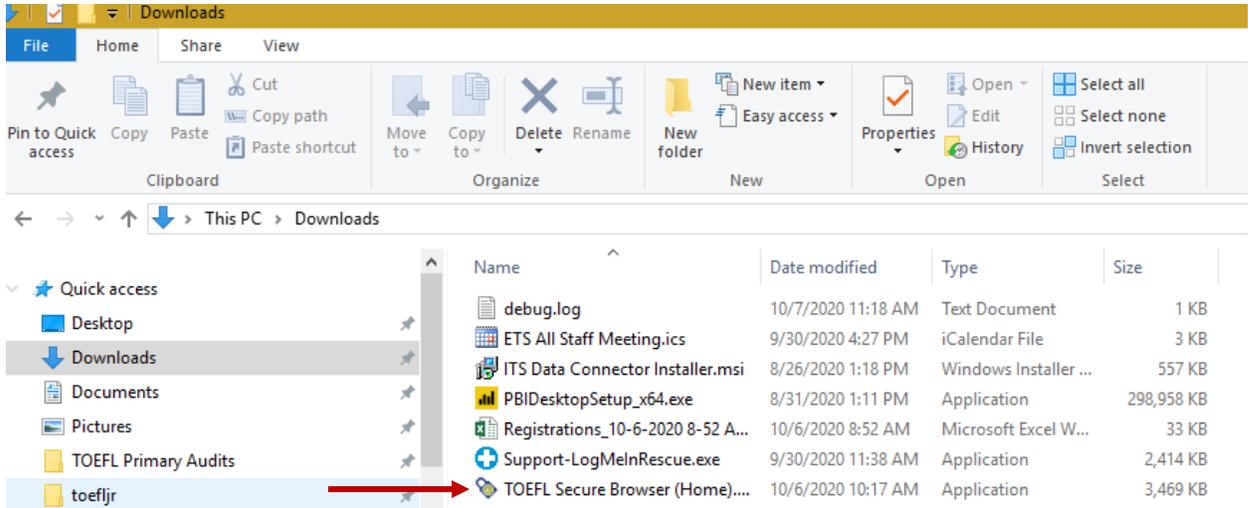
The Secure Browser is a locked down version of an internet browser that does not allow access to any other applications. If you are installing the Secure Browser for all users, drag the Secure Browser to your applications folder. If you are not logged in as an administrator, you will need to authenticate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

Hide Instructions

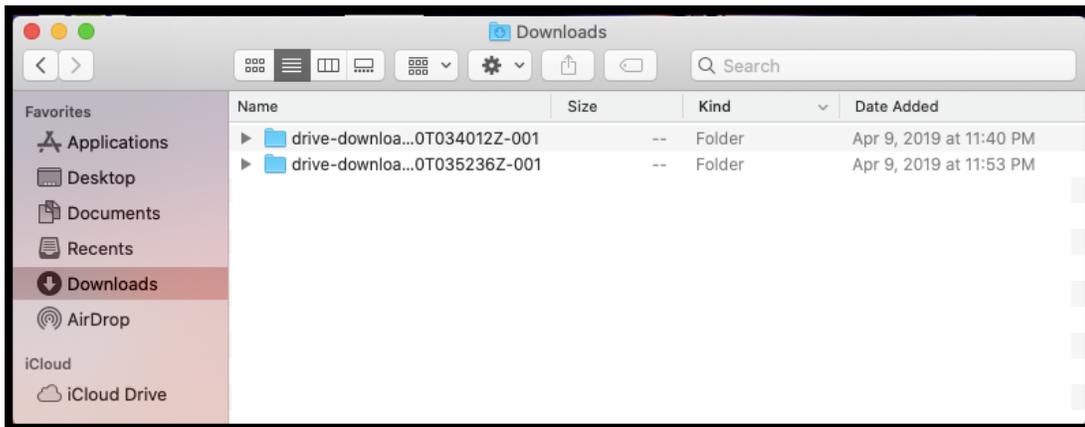
1. Click the "Download" button.
2. Your web browser will download the file to the default location (usually the desktop).
3. If your computer does not automatically unzip the file, double click the downloaded file to decompress the Secure Browser.
4. You may launch the file from the desktop.

Download

4. **Secure Browser for Windows (Home)** Confirm that the *TOEFL*® Program Secure Browser (Home) file is in your Downloads folder.



Secure Browser for Mac The *TOEFL*® program audio browser will be in your Download Folder. Please drag this to your desktop.



5. Double click the file or icon to make sure the browser opens then proceed to [Step 2](#).

ETS

I'm taking the test in a classroom.
Start My In a Classroom Test

I'm taking the test at home.
Select the button below to start your test or to check that your device can be used for at home testing.
Start My At Home Test

The TOEFL® Family of Assessments

The TOEFL ITP® Tests
For English-language-learning programs at the university level (ages 16+)

The TOEFL Junior® Tests
For middle school to early high school level English-language-learning programs (ages 11+)

The TOEFL® Primary™ Tests
For young students, to measure current English skills and provide a foundation for future success (ages 8+)

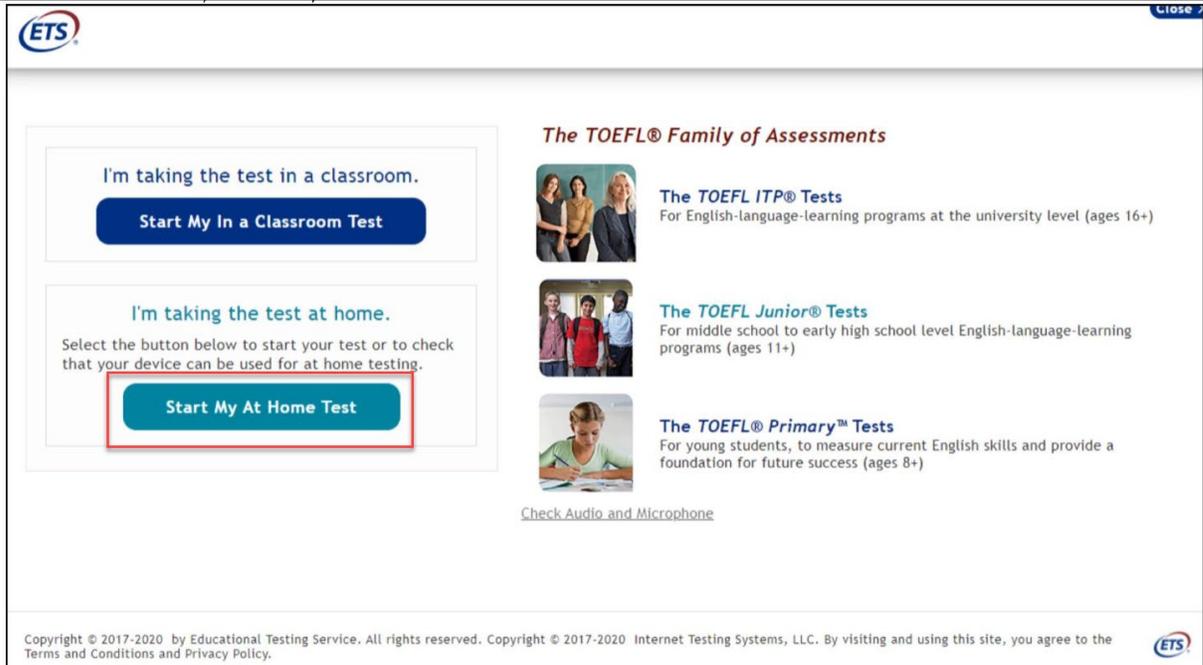
[Check Audio and Microphone](#)

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ETS

Step 2 – Complete the Practice Check-in Process

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



The screenshot shows the ETS website interface. On the left, there are two main options: 'I'm taking the test in a classroom.' with a 'Start My In a Classroom Test' button, and 'I'm taking the test at home.' with a 'Start My At Home Test' button. The 'Start My At Home Test' button is highlighted with a red rectangular box. To the right, under the heading 'The TOEFL® Family of Assessments', there are three 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+). A 'Check Audio and Microphone' link is located below these sections. The ETS logo is in the top left, and a 'Close' button is in the top right. Copyright information is at the bottom.

ETS

I'm taking the test in a classroom.
Start My In a Classroom Test

I'm taking the test at home.
Select the button below to start your test or to check that your device can be used for at home testing.
Start My At Home Test

The TOEFL® Family of Assessments

The TOEFL ITP® Tests
For English-language-learning programs at the university level (ages 16+)

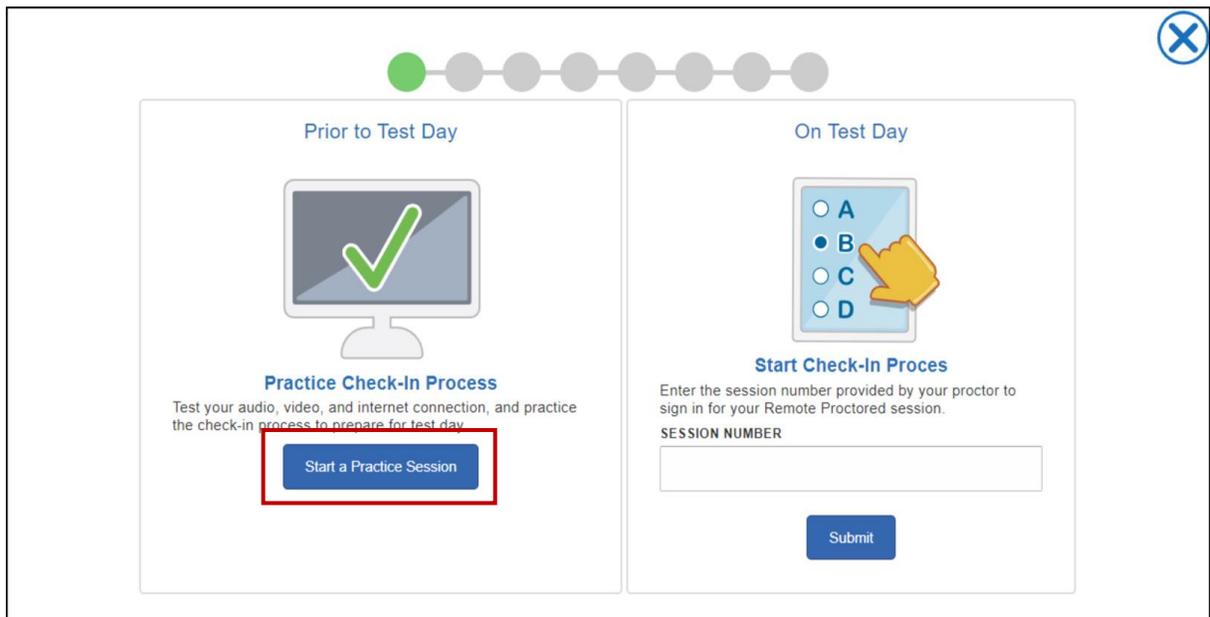
The TOEFL Junior® Tests
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The TOEFL® Primary™ Tests
For young students, to measure current English skills and provide a foundation for future success (ages 8+)

[Check Audio and Microphone](#)

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2. Click **Start a Practice Session**.



The screenshot shows the ETS website interface for the 'Practice Check-In Process'. At the top, there is a progress indicator with seven circles, the first of which is green. On the right, there is a close button (X). The main content is divided into two panels: 'Prior to Test Day' and 'On Test Day'. The 'Prior to Test Day' panel features a computer monitor icon with a green checkmark, 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.' Below this text is a 'Start a Practice Session' button, which is highlighted with a red rectangular box. The 'On Test Day' panel features a multiple-choice question icon with options A, B, C, and D, 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 'SESSION NUMBER' input field and a 'Submit' button.

Prior to Test Day

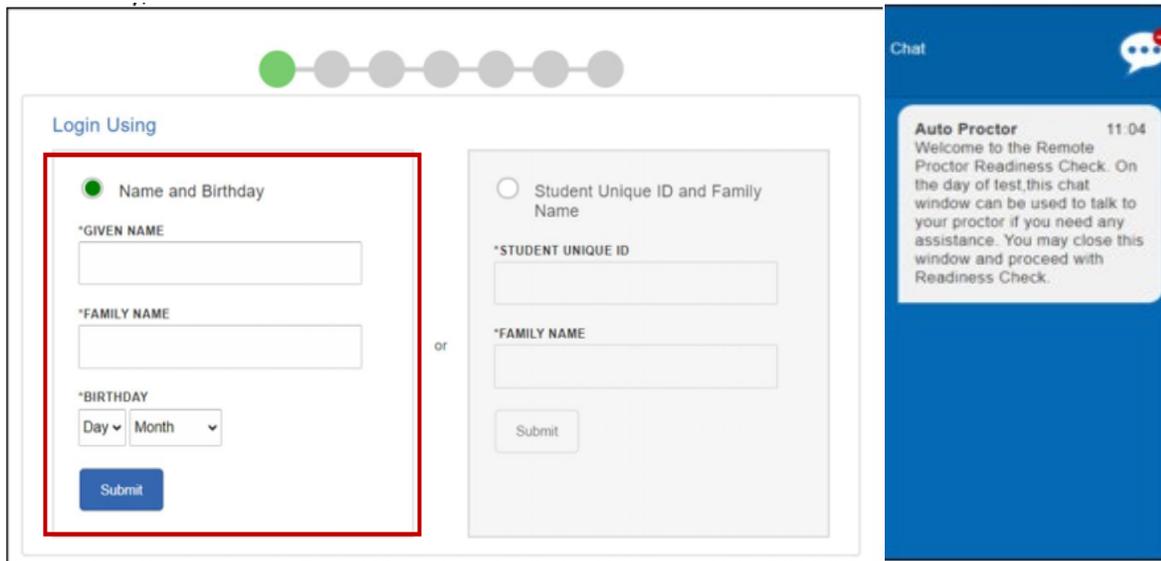
Practice Check-In Process
Test your audio, video, and internet connection, and practice the check-in process to prepare for test day.
Start a Practice Session

On Test Day

Start Check-In Process
Enter the session number provided by your proctor to sign in for your Remote Proctored session.
SESSION NUMBER

Submit

3. Enter your **Given Name** (First Name), **Family Name** (Last Name), and **BirthDay**. Follow the steps through the Practice Check-in  Process. Click the in the upper right corner to exit.



The screenshot shows a login interface with two options. The first option, 'Name and Birthday', is highlighted with a red box and includes fields for *GIVEN NAME, *FAMILY NAME, and *BIRTHDAY (Day and Month dropdowns), with a 'Submit' button. The second option, 'Student Unique ID and Family Name', includes fields for *STUDENT UNIQUE ID and *FAMILY NAME, with a 'Submit' button. A chat window on the right shows a message from 'Auto Proctor' at 11:04: 'Welcome to the Remote Proctor Readiness Check. On the day of test, this chat window can be used to talk to your proctor if you need any assistance. You may close this window and proceed with Readiness Check.'

Note: You will take a photo of yourself and your identification during the Practice Check-in Process. This picture will display when you check-in to take the test. You may 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 have only 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 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 drinks are not permitted during testing.
- Stay seated during the test session.
- If note-taking 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:

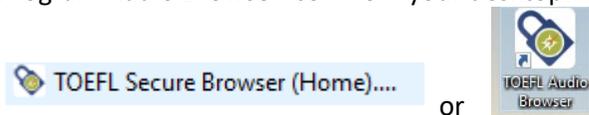
- Whiteboard with erasable marker
- Paper with transparent sheet protector and erasable marker
- You will be asked to erase all notes in view of the proctor at the end of the test.

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.

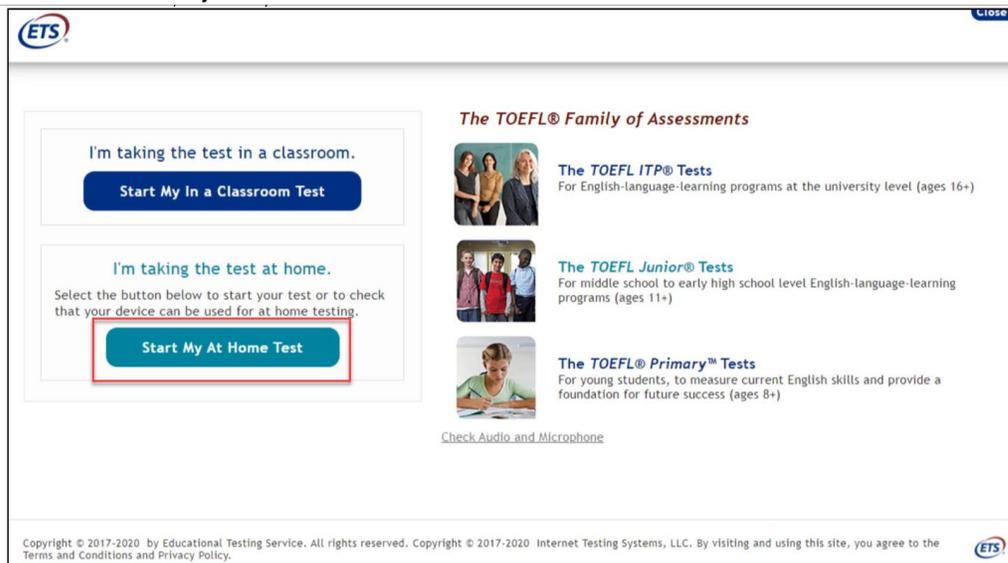
Step 2 – Start the Test

The day of 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 starting time, you may not be approved to take the test during this session.

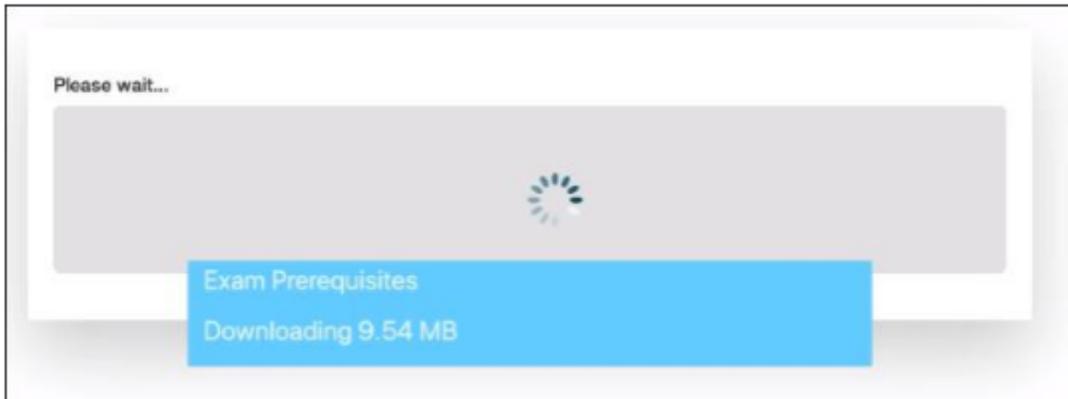
1. Close all applications on your computer.
2. Double click the TOEFL Program Secure Browser (Home) from your Downloads folder or TOEFL Program Audio Browser icon from your desktop.



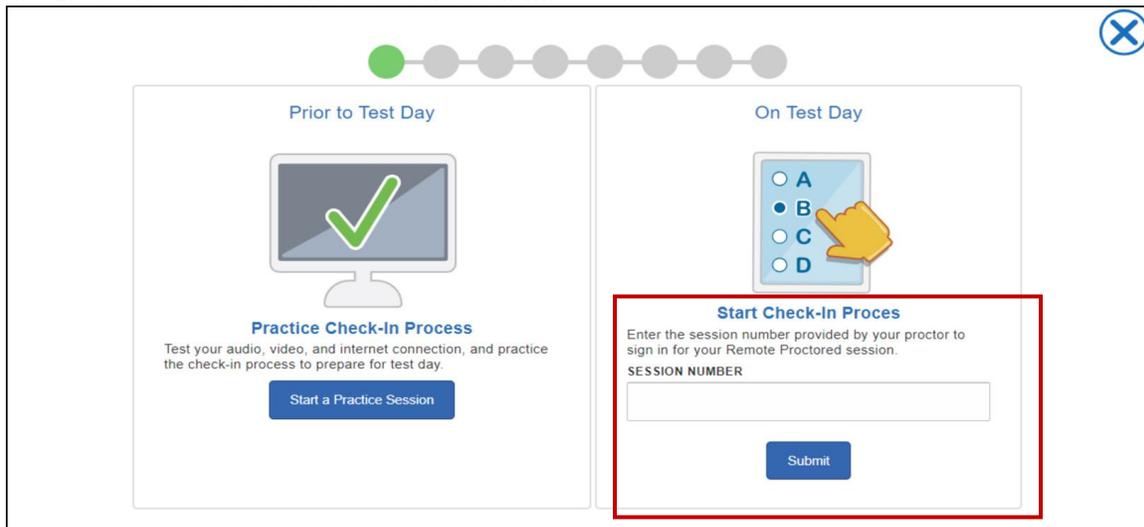
3. Click **Start My At Home Test**.



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.



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



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.

Prior to Test Day

Practice Check-In Process

Test your audio, video, and internet connection, and practice the check-in process to prepare for test day.

Start a Practice Session

On Test Day

This is not a in a classroom Session

Start Check-In Process

Enter the session number provided by your proctor to sign in for your Remote Proctored session.

SESSION NUMBER

5361-40

Submit

5. Enter your **Student Unique ID** and **Family Name** (Last Name); then click **Submit**.

Login Using

Name and Birthday

*GIVEN NAME

*FAMILY NAME

*BIRTHDAY

Day Month

Submit

Student Unique ID and Family Name

*STUDENT UNIQUE ID

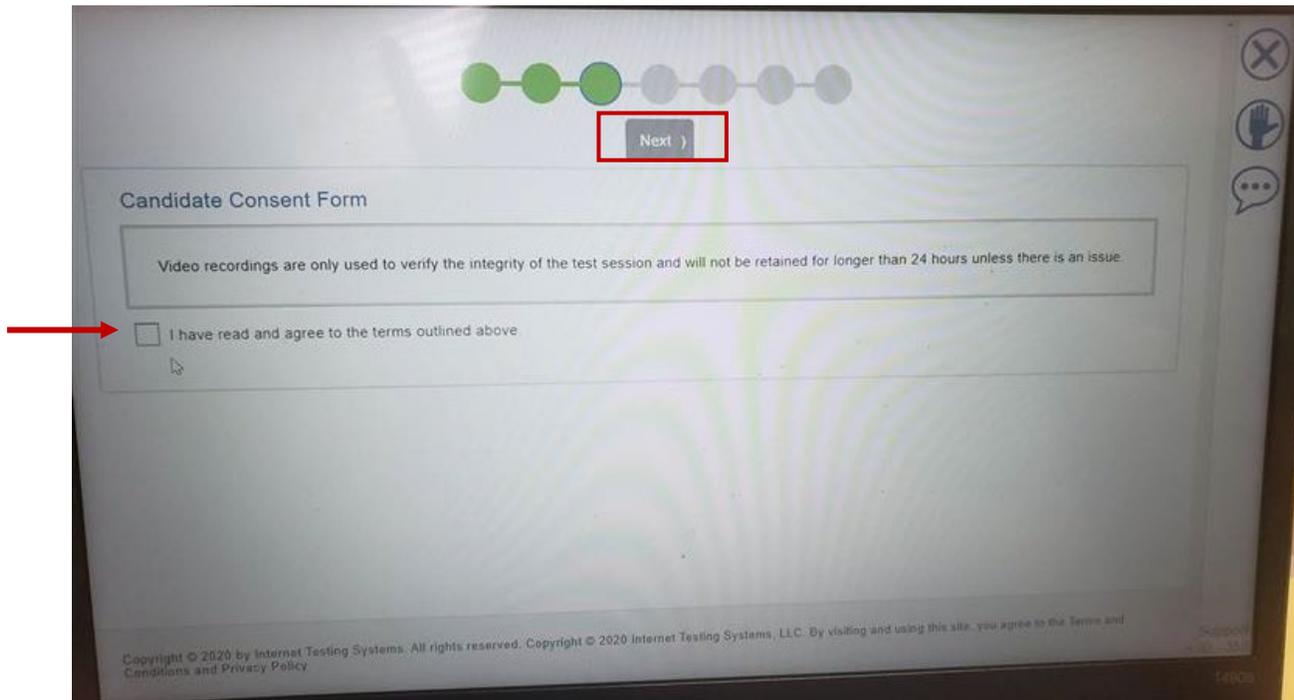
*FAMILY NAME

or

Submit

6. **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.

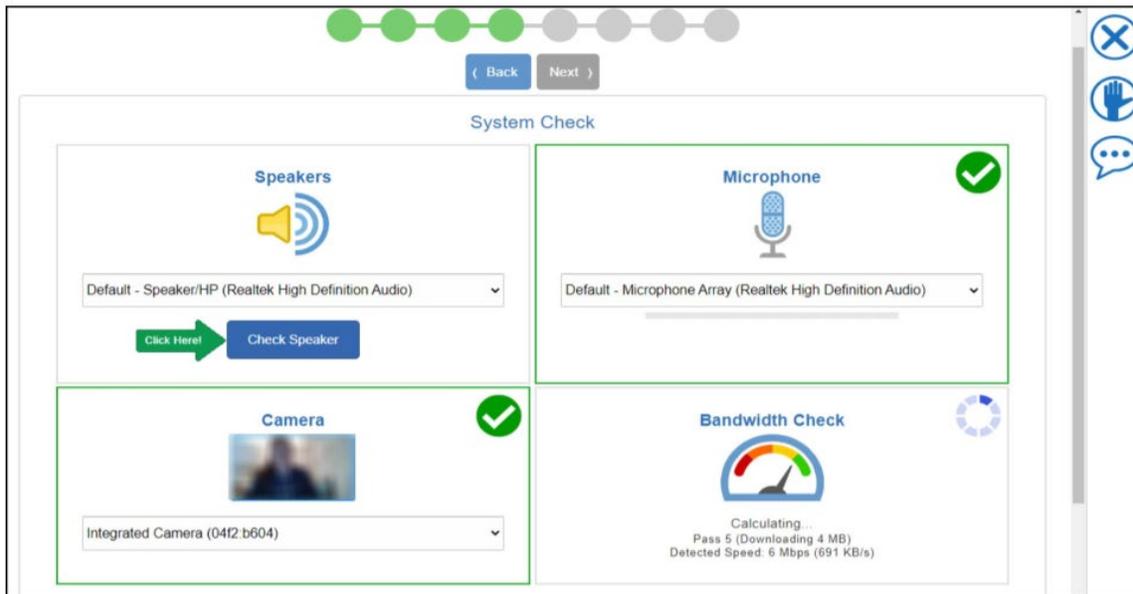
- Clicking  closes the secure browser
- Clicking  alerts the Proctor you need his/her attention
- Clicking  opens a text/chat screen and allows you to chat with the Proctor

Perform a System Check

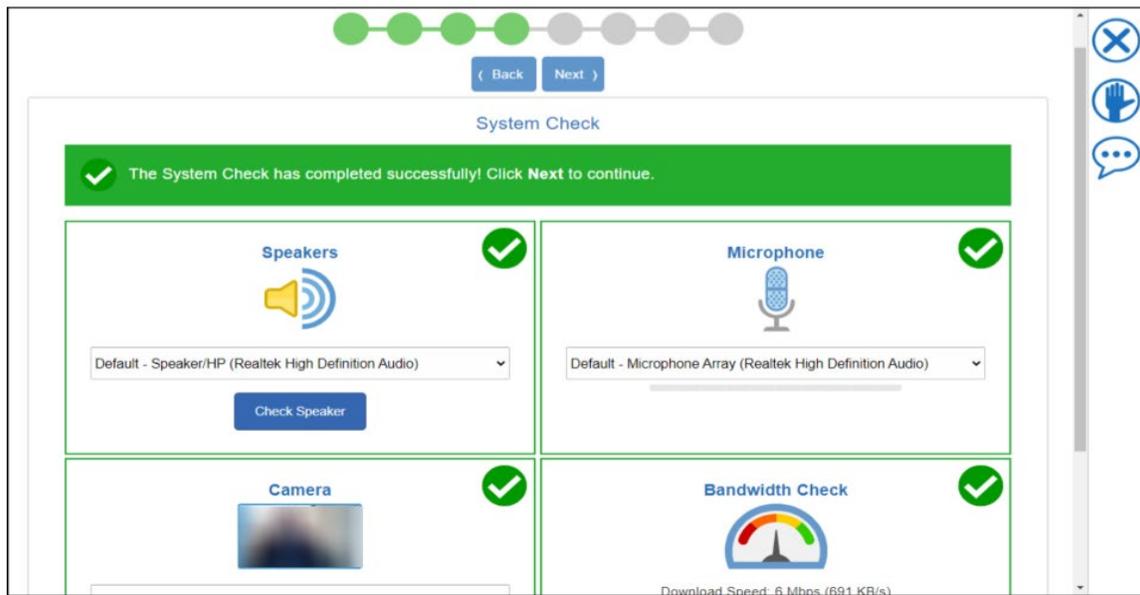
The system check will test the following features before moving into the test:

- **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

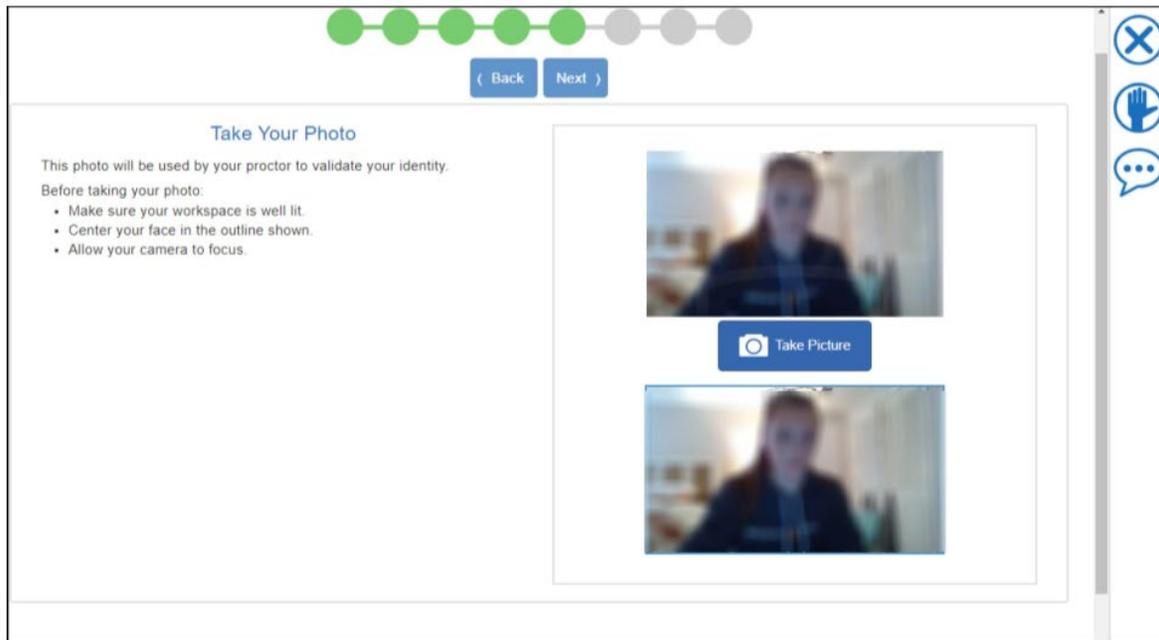


Once the system check is complete, a green banner displays if the check is successful. Click **Next** to continue. If system check fails, click the hand icon or open the chat to communicate with the Proctor.



Take your Photo

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

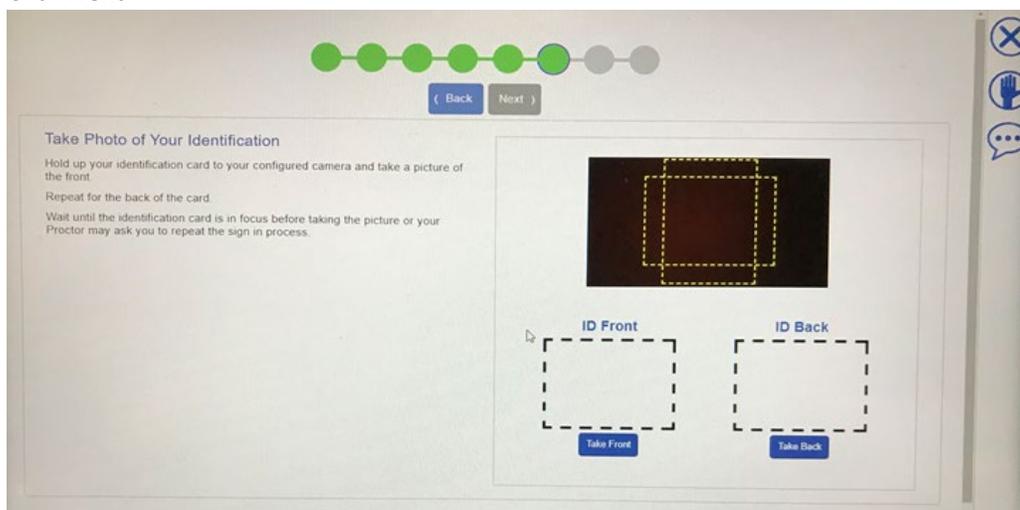


Take Photo of Your Identification

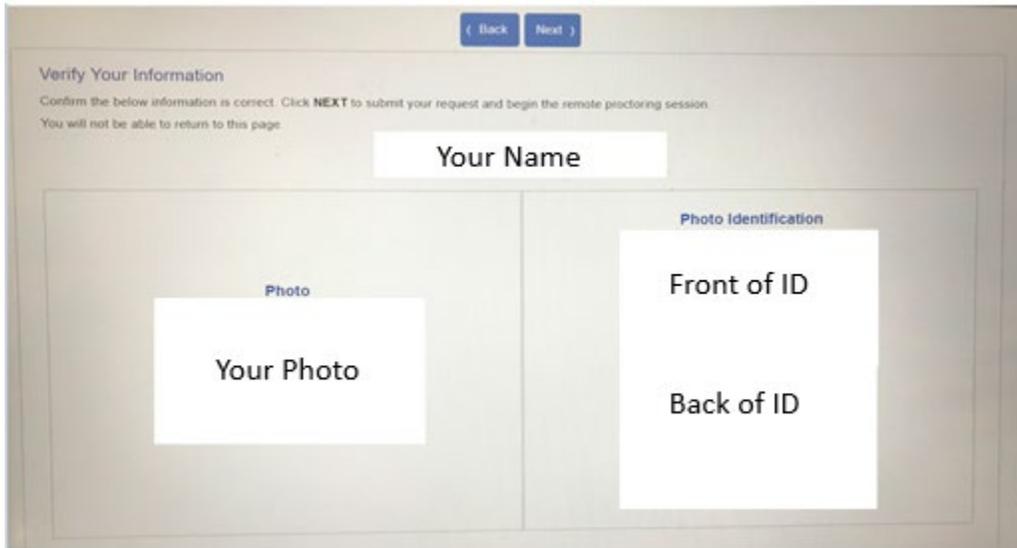
8. Hold up the front of your identification card to your configured camera and click on **Take Front** to take a picture of the front of your ID.
9. Hold up the back of your identification card to your configured camera and click on **Take Back** to take a picture of the back of your ID.

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.

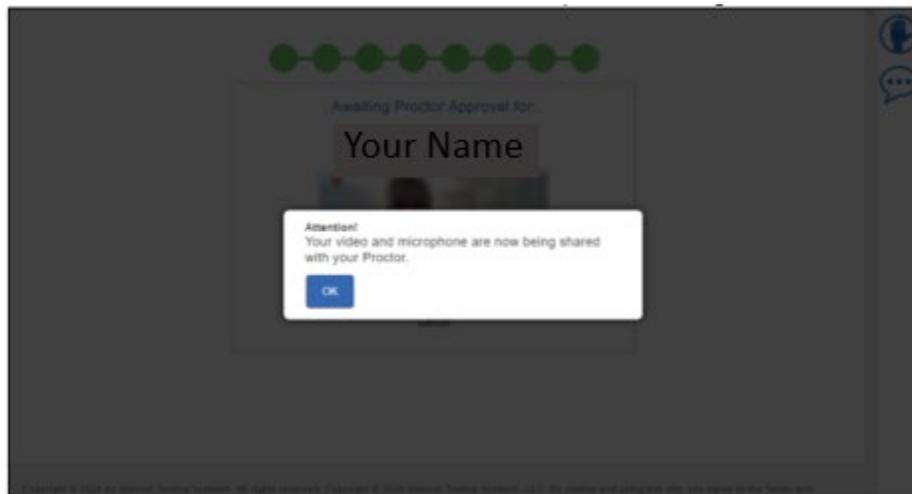
10. Click **Next**.



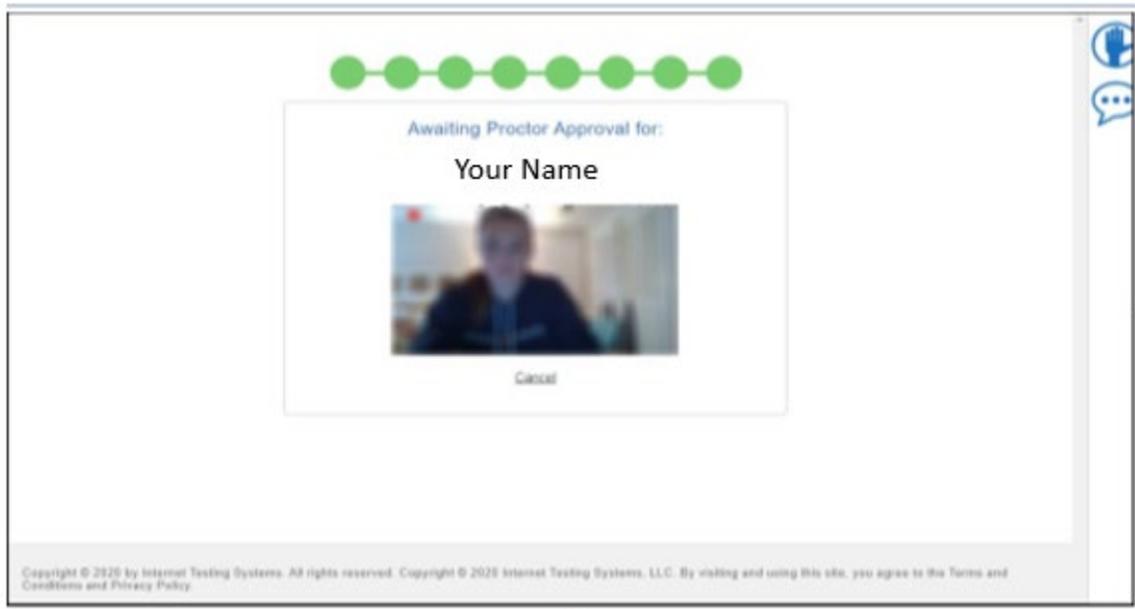
11. Confirm the information is correct. Click **Next** to submit your request and begin the remote proctoring session. You will not be able to return to this page.



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 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.

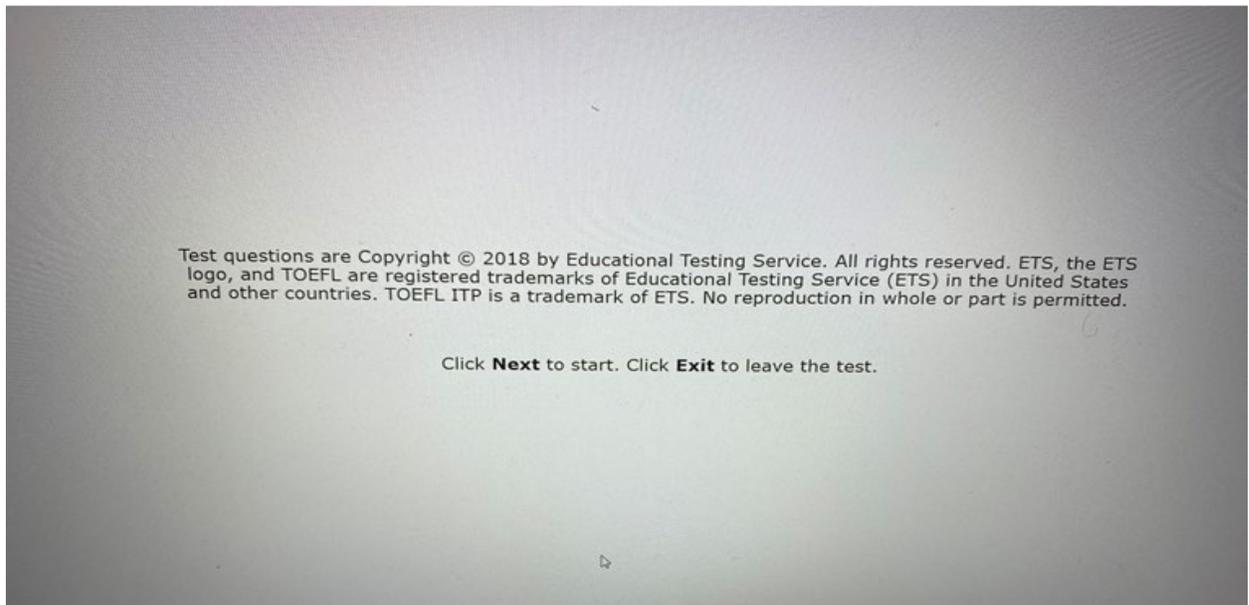


14. Answer the following profile questions; click **Save**.

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 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 will not be retained for longer than 24 hours unless there is an issue.

Good luck on your test!

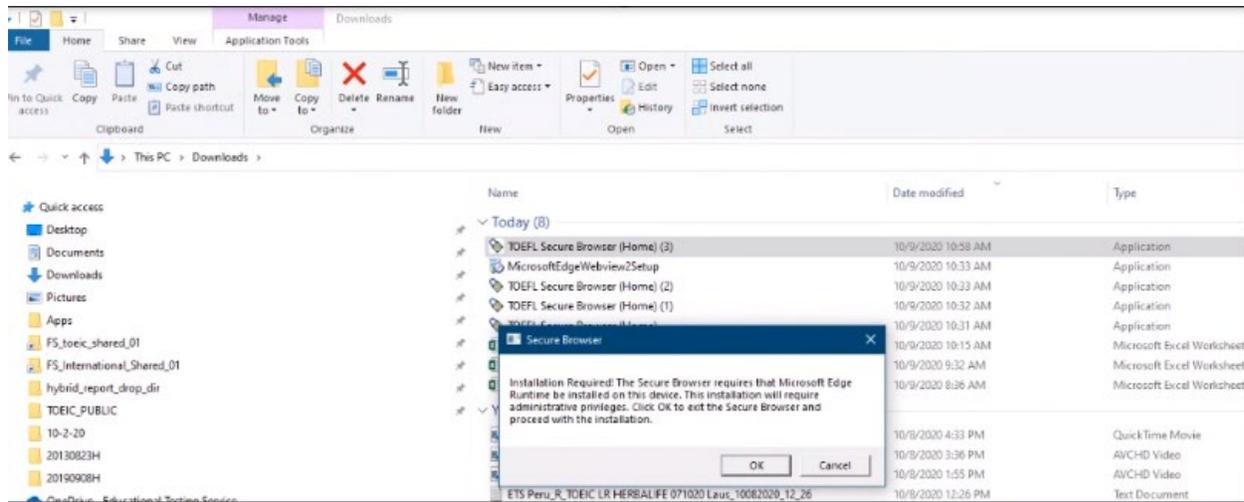
Minimum System Requirements

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

Have a strong, stable internet connection. This is extremely important. If possible, use a hard-wired connection to your router; you may experience difficulties with even the best Wi-Fi connection. The extra load of the remote proctoring software will slow things down and make it difficult for images to load and for the system to save your answers to the test questions.

	Minimum System Requirements	
	OS	Web Browsers
Secure Browser Proctored Testing	Windows® 8.1 and 10	Google Chrome (minimum version: 85.0) Microsoft Edge Chromium (minimum version: 85.0) Safari® (minimum version: 11.0)
	Mac® OS X 10.11	Safari® 9, Google Chrome, Firefox

To launch and run the *TOEFL*® Program Secure Browser (Home), Windows must be signed in with a User Account with Administrator rights on the computer. If not, you will receive the following error message:



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