Literacy and Numeracy Test for Initial Teacher Education Students

Remote Proctoring Step-by-Step Guide

Please read this step-by-step guide carefully and follow each step in the order presented.

April 2021

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Checklist

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1	Set up a ProctorU test taker account and complete the equipment test.	
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6	Check your Admission Ticket.	
7	Have your equipment and test room and venue ready for your test session(s).	
8	Sit the test(s) at your scheduled time.	

Please note that some of the above steps have firm deadlines that cannot be changed. Please review the test website for all dates and deadlines for the test window you wish to register for.

Before you register for the test:

Visit https://www.proctoru.com/live-plus-resource-center to understand how remote proctoring works. You must ensure that you can meet the remote proctoring requirements before you register for the test with ACER and submit the test fee.

Step 1 – Set up a ProctorU test taker account

Go to https://go.proctoru.com/students/users/new?institution=1910 to create a ProctorU test taker account using the latest Chrome (please note older versions of Chrome or other browsers may not work well with the system).

> # ! IMPORTANT:
>
> **When you create your account with ProctorU, you MUST use the same email address that you use to register and pay for the test with ACER.** This will ensure that your test booking and identity can be verified when you sit the test by remote proctoring.

When entering your details to set up your ProctorU account, please ensure "Literacy and Numeracy Test for Initial Teacher Education Students – ACER" has been selected as your institution under 'Enrollments' when you create your ProctorU account. **DO NOT** select your own higher education provider.

Enrollments

Institution *   Literacy and Numeracy Test for Initial Teacher Education Students - ACER

Add Enrollment

Name

First name *

Last name *

Account

Username *

Email *

Password *

Password confirmation *

Timezone

Time Zone *

Please select the correct time zone for your location. This is very important to ensure your test session is booked at a time convenient to you.

You will receive a verification email after you have created a ProctorU account. Please follow the instructions in the email to verify your account.

NOTE: If you have already had a ProctorU account and previously selected an institution other than ACER, you can log in to your ProctorU account. Click on 'Account Settings' and click on 'Enrollments'. Afterwards, click 'Add Enrollment' and select "Literacy and Numeracy Test for Initial Teacher Education Students – ACER" and click on the 'Update Account' button at the bottom. Please ensure your ProctorU account email address is the same as your ACER account one.

Once you have logged into your ProctorU account, you will see the following homepage.
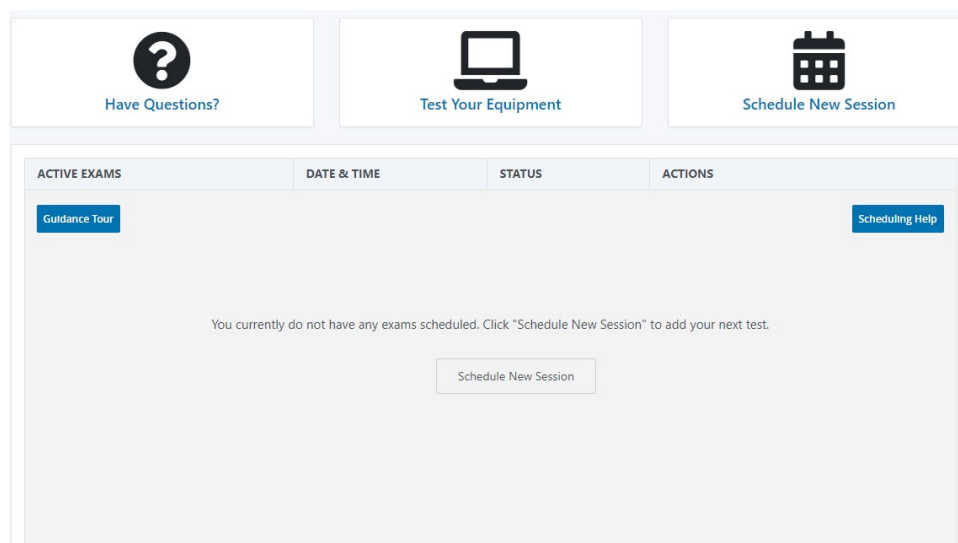
You must complete the equipment test **using the computer and internet connection that you plan to sit the test with at the location you will be doing the test from**. Network firewalls at public locations such as schools, universities, workplaces or libraries may prevent access to ProctorU on your test day and the equipment test may not detect the firewalls. Computers provided by your workplace or institution may also have settings that prevent you from sitting the test. For these reasons you are advised to sit the test using a personal computer connected to your home network.

Click on 'Test Your Equipment' button on the page. You will see a popup window as below. Please click the link in the first sentence to install the ProctorU extension for Chrome.
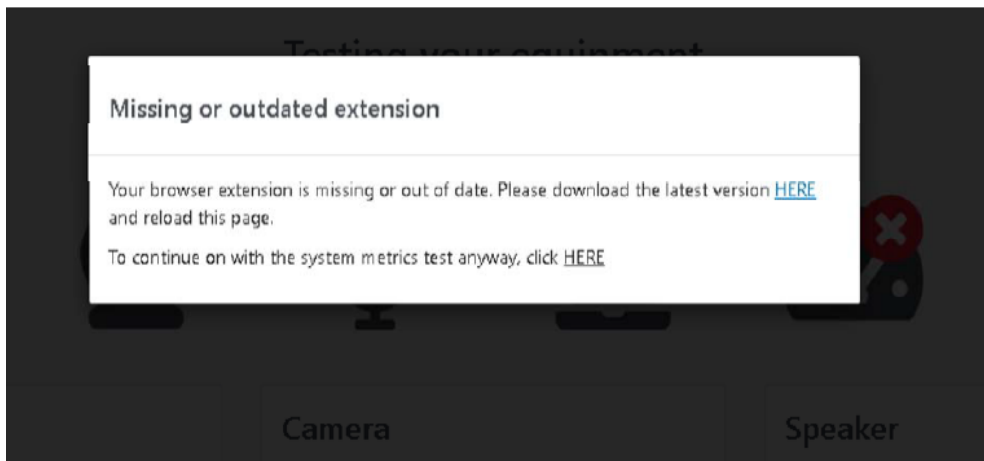
After you have installed the extension, go back to the 'test equipment' page and wait for the checks to be completed. Click the arrow button next to System Details to see the full list of checks.
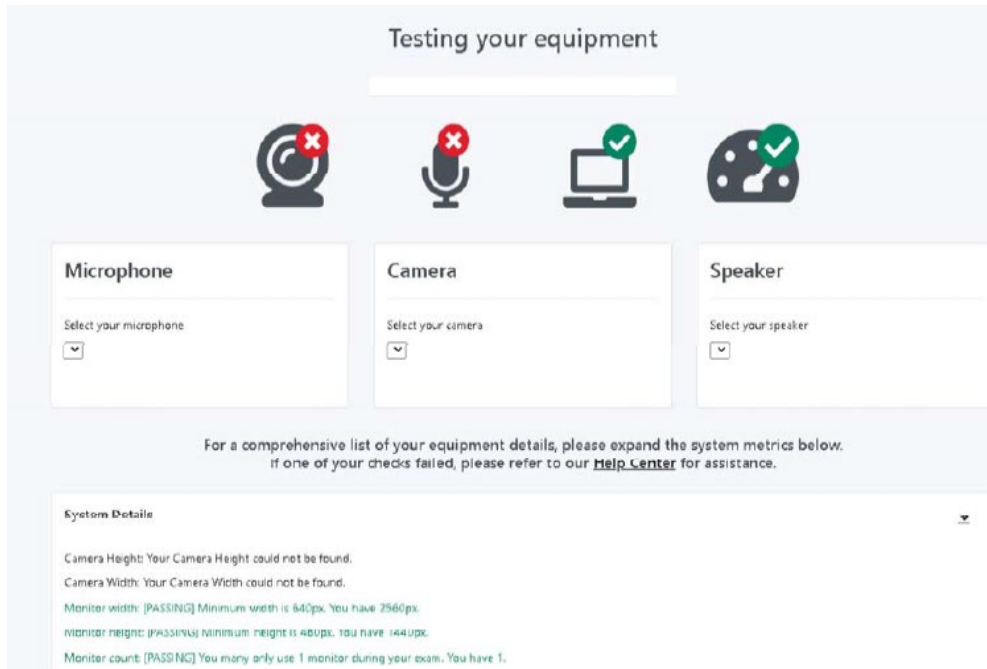
Your equipment meets the technical requirements if **all checks in the System Details section have passed the test**.

If any of the checks fails and you are unable to fix them, please click on the blue button near the bottom right of the page and then fill in your details in the popup window and proceed to connect to

an online technician. You need to click the '*Allow*' button when a message requesting access to your camera and microphone appears to allow the technician to connect to your computer.

> Please note that passing the equipment test means your equipment meets the technical requirements. However, it does not guarantee that you will not have any technical issues during your test session.

If your equipment **does not pass** all checks and the issues cannot be resolved by ProctorU's online technicians, you have two options:

    A.   You can source another test room and venue and/or equipment and complete the equipment check again. If your equipment passes all checks, you may proceed to register to sit the test by remote proctoring.

    or

    B.   You can register to sit the test at a test centre.

Please note that test centres are filled on **a first-come, first-served basis**. If you are thinking of sitting the test by remote proctoring, it is to your advantage to test your equipment before the registration period for the relevant test window opens so you have the option to register for your preferred test centre, as spaces may fill quickly.

Step 2 – Install the ACER Online Test Application

To sit the test by remote proctoring, you are required to download and install the latest version of the ACER Online Test Application using one of the links below.

For Windows 7 or higher:
https://teacheredreg.acer.edu.au/redirections/tavas-app/os/windows

For Mac OS X 10.10 or higher:
https://teacheredreg.acer.edu.au/redirections/tavas-app/os/osx

For Apple Mac with the Apple M1 chip
https://teacheredreg.acer.edu.au/redirections/tavas-app/os/osx-arm64

If you have a previous version of the application installed on your computer, please uninstall it first.

You must install the latest version of the application on the computer that you intend to sit the test with.

> It is important that you download and install the latest version of the test application prior to proceeding with your test registration, as you will not be able to sit the test if the test application is not compatible with your computer.

The application has been installed successfully if you see the following page when you start the application. At this time you can close the application.

Please refer to the ACER Online Test Application Instructions on https://teacheredtest.acer.edu.au/sit/remote-proctoring1 for more information. If you are unable to launch the application on your computer, you will not be able to sit the test via remote proctoring. You should register to sit the test at a test centre.

Register for the test:

Step 3 – Create and log into your ACER online account and register for the test with ACER

Go to https://teacheredreg.acer.edu.au/ and create a new **account using the same email address that you have used to create your ProctorU account**, if you do not have an ACER candidate account. You can set up an account at any time.

During the registration period for a test window, you can register for the test through your ACER candidate account. If you already have an account but have forgotten your password, you can use the 'reset my password' link on the website.

Select remote proctoring as your test option during the registration process. After selecting remote proctoring, you must upload a portrait photo of yourself and a copy of your ID (scanned image or photograph). Please upload a recent photo that is recognisable as you in your ID photo and as you on the day of your test session.

After you have uploaded your photo and a copy of your ID, you will then be able to make your payment and complete your test registration.

> # ! IMPORTANT:
>
> **You will not be able to sit the test if you schedule your test session(s) with ProctorU without completing your test registration with ACER, submitting your test fee(s) and passing the ID verification check.**

Once you have completed your test registration with ACER, you will receive a confirmation email containing instructions for scheduling your test sessions with ProctorU.

Please note that the test fee is payable for **each test component each time** you register and attempt the test. For example, if you register to sit both test components during a test window and do not meet the standard in one component, you will be required to register and pay the single test component in a subsequent test window.

Step 4 – Identity verification

ACER has made arrangements with ProctorU in regards to how ProctorU will verify your identity in order to better protect candidate's privacy. From May 2021, your ID will be verified by ACER prior to you sitting your test and you will not be required to take a photo of your ID or show your ID to ProctorU's proctors during your test session.

After your registration is complete, ACER will use the portrait photo, copy of ID, and the registration details in your ACER account to verify your identity.

Please note that you would not be able to update your portrait photo or the uploaded copy of your ID during the verification process or after your identity has been verified.

ACER will notify you via email once we have verified your identity.

If your identity cannot be verified, you will receive an email from ACER outlining the issue and instructions on how to rectify the issue by a stipulated deadline. If you do not rectify the stated issue by the deadline, your test registration will be cancelled, your payment will be forfeited, and you will not be able to sit the test in this test window.

Please be aware of the deadline stated on https://teacheredtest.acer.edu.au/register/remote-proctoring to update your photo and ID document for the test window you wish to register for. After this time, you will no longer be able to upload any photos or IDs. If your identity has not been verified by the stated deadline, your test registration will be cancelled, your payment will be forfeited and you will not be able to sit the test in that test window.

> **! IMPORTANT:**
>
> **If your identity cannot be verified by the stated deadline for your test window, your test registration will be cancelled , your payment will be forfeited and you will not be able to sit the test in that test window.**

![ACER logo]

After you register for the test:

Step 5 – Schedule your test session(s) with ProctorU

It is important you do not schedule your test session with ProctorU until **after** you have completed your registration for the test at https://teacheredreg.acer.org.

To schedule your test session(s) with ProctorU, log into your ProctorU account and click on the '*Schedule New Session'* button on the homepage.

Select '*Literacy and Numeracy Test for Initial Teacher Education Students – ACER'* for the institution and the relevant choices for '*term*' and '*select your exam*'.

Next, click on the '*Find Session'* button. Once you are on the next screen, select the date and time that you prefer to sit the test and then click on '*Find Available Times'*. A list of possible sessions will appear for you to choose from.

Please note that the time format on the site is 12-hour and the default time displayed is 12AM. For example, if you would like to book a session at 3PM, you would need to set the time to 3 and PM.

Select the session of your choice and proceed to book your test session by completing the required steps (your booking is only confirmed when your order has been processed).

Note for candidates sitting two test components in the same test window:
If you have registered to sit **BOTH** the literacy and numeracy tests, you will need to **schedule each test session separately** with ProctorU. If you plan to sit one test straight after the other, please allow at least **four hours in between** the start times of the test sessions. For example, if you plan to sit the numeracy test followed by the literacy test and have scheduled your numeracy test session at 10AM, you are advised to schedule your literacy session to start after 2PM.

After you have scheduled your session(s), you will receive a verification and confirmation email from ProctorU. Please check the detail of your test session(s) in the email are correct. If you do not receive the email, please contact ProctorU immediately.

Once you have scheduled your session(s) with ProctorU, you can change your session(s) day/time if required. Test sessions can only be scheduled/rescheduled **up to 72 hours** before the end of the remote proctoring test window.

!IMPORTANT:

Test sessions can only be scheduled to take place (at least) 72 hours from the point of booking. For example, if you wish to schedule a test session for 11:30am on a Saturday, then you must schedule it prior to 11:30am on the Wednesday before.

Test sessions can only be scheduled/rescheduled to take place during the test window you registered for. **There are no deferrals for the test and it is not possible to reschedule remote proctoring session(s) from one test window to a subsequent test window.**

You will forfeit your registration and payment if you do not complete your test sitting(s) during the test window you registered for. For this reason, you are strongly advised to schedule your session(s) early and to allow enough time for rescheduling your test session within the test window (if necessary) due to genuine misadventure or unforeseeable technical problems.

Step 6 – Admission Ticket

Admission tickets for the test window will be released approximately one week before the start of the test window. An email notification will be sent to you when the admission ticket is available through your online candidate account. Please view your admission ticket and check your details on the ticket before your test day(s). Your admission ticket will show your name, portrait photo, and test username(s). If your identity has not been verified by the stated deadline, you will not receive an admission ticket, your test registration will be cancelled, your payment will be forfeited, and you will not be able to sit the test in that test window even if you have scheduled sessions with ProctorU.

Test day(s)

Before your test session:

Step 7 – Prepare for your test session

Before you sit the test, you are advised to familiarise yourself with the test rules and information as to what constitutes Misconduct. You should also review the Permitted testing aids.

Make sure you have everything you will need to sit the test and that your test room is prepared. You are allowed to have 2 pieces of blank scratch paper and a pen. Log into your ACER account from Google Chrome and open your Admission ticket for your proctor to check during your test session.

Your test room must:

- have an appropriate workstation on a stable desk.
- be a room that is free from distractions, noise and prohibited materials (no other person including dependent children or animals is permitted in the test room). Proctors may require you to move your sitting position or change to a different room on your test day if they believe your sitting position or test room is not suitable.
- Have suitable temperature, lighting and ventilation.

You are advised to uninstall any unpermitted remote control software such as TeamViewer before your scheduled test session. Any such program will be detected on your computer and you will not be able to continue with your test session until the issue is resolved.

You are advised to eat a meal before your scheduled test session. You will not be allowed to have any food or drink, other than bottled water or a clear glass of water on your desk.

During your test session:

Step 8 – Sit your scheduled test session

Your test session will proceed as follows:

Log in to your ProctorU account

Log into your ProctorU account 5 minutes before your scheduled test time. At your scheduled test time, a button to start the test for your scheduled test session will appear. When the countdown timer for the scheduled test session reaches 00:00:00, click the button to 'Start Session'.

Complete all pre-test checks (technical and identity)

You will need to follow ProctorU's prompts to check your computer settings and are required to take a photo of yourself. Please note that the system will also ask you to take a photo of your ID. **Do not take a photo of your ID.** Please take another photo of yourself instead.

Download the chat box

You will also be required to download the LogMeIn application. This application contains the ProctorU chat box and allows you to communicate with your proctor throughout your test session. After you have installed the LogMeIn application, you will then be connected to a proctor.

Connect to your proctor

It may take some time until you are connected to a proctor so please be patient. Please note that there may be times when the proctor is setting up your test session and working 'in the background' while nothing seems to happen on your screen. This is expected; do not close the chat box as this will restart the process and increase your wait time.

Remote system check

Once you are connected to a proctor, the proctor will check your computer and environment. Please follow the instructions as provided by your proctor.
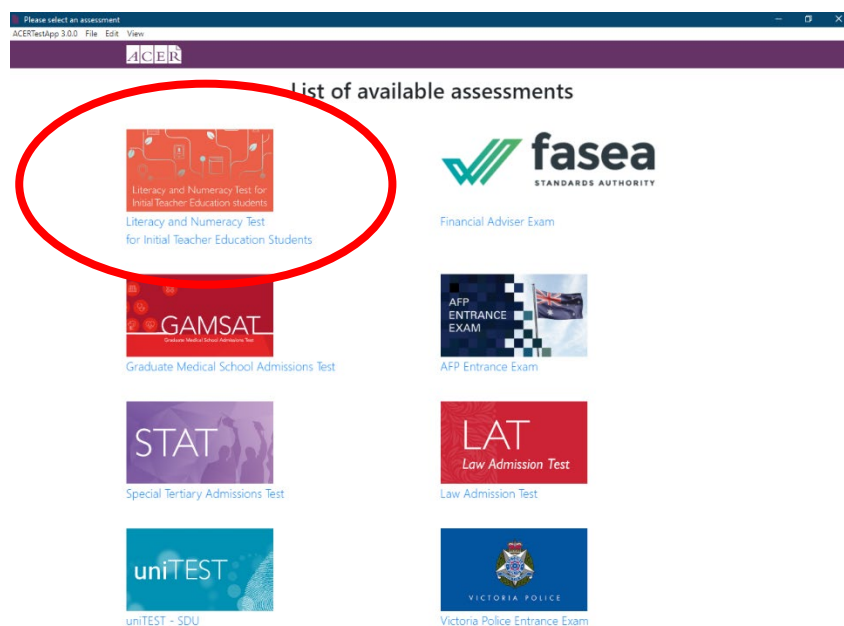
Proctors should not ask you to show your photo ID as an arrangement between ACER and ProctorU. However, if your proctor asks for your ID, do not show your ID to the proctor. Instead, please tell the proctor that they should verify your identity after you have logged into the ACER Online Test Application.
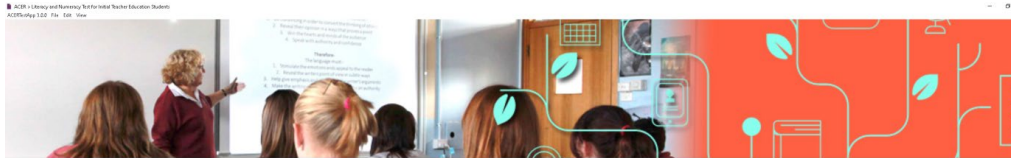
Camera pan

Your proctor will prompt you to show your test room. You can use your webcam or a mirror to show your proctor a 360 degree pan of your room and your computer monitor. Your proctor may request you to remove items that are not permitted. Your proctor will also ask you to show your mobile phone is placed out of reach.

Navigate to the test

When your proctor prompts you to open the ACER test app. Click on *Literacy and Numeracy Test for Initial Teacher Education Students* and then click to log into your ACER candidate account.

You will see the following login page. Use your ACER candidate account username and password to log in, **not the username listed on your admission ticket**. Please note: your ACER candidate account username is the email address you used to register for the test.

After you have logged in, your will see your exam dashboard as below. The proctor will verify your identity using your name and photo displayed on the dashboard. Once your identity has been verified, your proctor will copy your test username from your admission ticket and use it to unlock your test from their side. Please follow all instructions given by your proctor. **When prompted**, click the Start Literacy Test or Start Numeracy Test button depending on your current test session.

ACER

Registration are now closed for the May 2021 cycle.

You have a completed registration for the May 2021 cycle.

Name: Testing Testing

Please contact the Teacher Test Office by using the Messages function at the top of the page if any of the details above are not correct.

Start Literacy Test   Start Numeracy Test

VERIFIED PHOTO

You will then see the page below. Review the details on this page and make sure the name and details listed on the page are correct. When prompted by your proctor, click the arrow button to begin the test.

Welcome, Candidate Candidate (Username: 12345678_literacy)

Important information

Please check that your name and details shown above are correct, and that the test below is the one you are scheduled to sit.

If you believe the information shown is incorrect, please inform your supervisor/proctor to confirm your account details.

NEW   Literacy   →

Sit your test

Once the proctor unlocks your test, you will be instructed to start the test. When you are ready, click to begin your test.

Unpermitted programs, such as TeamViewer or Apple Remote Desktop, will be detected by the ACER Online Test Application. You will not be able to continue with the test if such programs are detected during your test session. Please ensure that such programs have been disabled or uninstalled on your computer before you sit the test.

Important: Your entire test session will be recorded by ProctorU including your chat logs with proctors, the video recordings of your test sitting and your computer desktop, and ACER will have access to the full records.

You may use the bathroom during the test session however the test timer will not be stopped. You must advise your proctor and wait for their approval before leaving your seat at any time. After each bathroom break, the proctor will request to check your test environment again. As you may

appreciate, each proctor supervises multiple candidates and hence may not be able to reply your message immediately. No additional time will be granted for bathroom breaks.

Kindly note that sometimes unexpected technical issues may occur and this may be due to a variety of causes such as unstable internet connection or faulty equipment. During your test session, the following actions may need to be taken by your online proctor to ensure that your test is administered securely and within the test rules:

- Communicate with you via the chat box or audio if there is an issue.
- Ask you to adjust your webcam in order to be able to see your face and what you are doing clearly during the entire test session.
- Ask to borrow your mouse because of issues associated with the video and/or screen recordings.
- Transfer you to another online proctor or technician.

As you may appreciate, internet connectivity and equipment performance may vary at different junctures during the test session and your online proctor may need to perform certain actions in order to ensure smooth operations of the test.

IMPORTANT:

It is important that you read and understand all test instructions before you start the test.

After your test session:

Alert your proctor when you have finished your test. After you have submitted your test, use the chat box to tell your proctor you have completed your test. Your proctor will prompt you to tear up any scratch paper you have with you.

Log out of the test and all browsers. Finally, close the chat box to end your connection to ProctorU.

Candidates will have to report in writing to ACER their concerns regarding incidents and complaints about remote proctoring test sessions immediately on the day of the relevant test session if their online proctor cannot resolve their issues during their test session. This is to ensure that any concern may be remedied, if possible, as soon as practicable and during the test window candidates registered for.

More information on remote proctoring:

https://teacheredtest.acer.edu.au/register/remote-proctoring

https://teacheredtest.acer.edu.au/sit/remote-proctoring1

https://teacheredtest.acer.edu.au/faq

Test day troubleshooting and FAQs

What if I need to wait to connect to a proctor?

You must log into your ProctorU account 5 minutes before your scheduled test time. Any time required to set up your test session does not count towards your test time. Your test time will not start until you click to start your test after all pre-test procedures have been completed.

What should I do if I am asked to show my photo ID?

Do not show your photo ID during your test session. The standard ProctorU session start page will ask you to take a photo of your ID. Do not do this; instead, take a photo of yourself. If your proctor asks you to show your ID, please tell your proctor your institution ACER has made an alternative arrangement with ProctorU. You will not be required to show your ID to proctors. Proctors will instead verify your identity through the photo displayed on the dashboard in your ACER account after you have logged into the ACER Online Test Application.

What do I do if I face technical difficulties?

Your proctor will connect you to ProctorU's technical support. If you experience technical issues during the pre-test procedures and the issues cannot be resolved after 15 minutes, you may inform the proctor that you do not wish to continue and would like to reschedule a session or let the proctor continue working on fixing the issues. If you need to reschedule your test session due to technical issues you **must** contact ACER via email **immediately***.* If you experience technical issues during your test that cannot be resolved, please contact ACER via email immediately.

What if I lose test time?

Please inform your proctor using the chat box. Proctors are not able to add time back to a test session. Continue your test and contact ACER by email at teacheredtest@acer.org **immediately** after finishing your test so we can investigate your test session.

What if I accidentally close the ACER Online Test Application during my test?

Inform your proctor using the chat box. Your proctor will help you open the application, and you will need to log in again.

How can I improve my internet speed to sit the test?

Make sure that nobody else is using the same internet connection while you sit the test. If somebody else is streaming video, for example, your internet may not be able to support both activities simultaneously.

Moving closer to your modem may also help but remember that you must be alone in your test room.

What if my proctor asks me to contact my institution?

If your proctor refers to your institution, they mean **ACER**, not your university. Please contact ACER at teacheredtest@acer.org. Please do not contact your university for help with your test session as they cannot access the system, and this will delay solving any problem you have.