



# 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.

January  
2025



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## Checklist

Step	Task	Tick once completed
1	Set up and log in to your ACER online account. Register to sit the relevant test component(s) via remote proctoring and make the necessary payment.	<input type="checkbox"/>
2	Schedule your test session(s) via your ACER account.	<input type="checkbox"/>
3	Install Guardian Browser and complete the equipment test	<input type="checkbox"/>
4	Complete the identity verification process.	<input type="checkbox"/>
5	Reschedule your test sessions(s) if needed.	<input type="checkbox"/>
6	Check your Admission Ticket and confirm your details before your test day(s).	<input type="checkbox"/>
7	Have your equipment and test room ready for your test session(s) on the test day(s).	<input type="checkbox"/>
8	Sit the test(s) at your scheduled time(s).	<input type="checkbox"/>

**Please note that some of the above steps have definitive 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:

ProctorU's Live+ service with customised ID verification procedures for ACER is used for the test. Visit <https://support.proctoru.com/hc/en-us/categories/115001818507-Test-Taker> to understand how remote proctoring works and <https://support.proctoru.com/hc/en-us/articles/24692181239309-Equipment-Requirements> to check the equipment requirements. You must ensure that you are able to meet all the requirements for remote proctoring before you register for the test with ACER and submit the test fee.

### Register for the test:

**Step 1 – Create and log in to your ACER online account and register for the test with ACER**

Go to <https://teacheredreg.acer.edu.au/> and create a new account, if you do not have an ACER candidate account. You can set up an account at any time.

**Please add [teacheredtest@acer.org](mailto:teacheredtest@acer.org) and [donotreply@acer.org](mailto:donotreply@acer.org) to your contact list in your email account so that any emails from ACER will not be blocked by your email provider.** 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 account login page.

Select remote proctoring as your test option during the registration process. It is important to select the correct time zone; ensure that the time zone on your computer matches the time zone set in your ProctorU account when you sit the test.

**IMPORTANT information on remote proctoring**

If you wish to select to sit by remote proctoring, you must read and follow instructions on <https://teacheredtest.acer.edu.au/register/remoteproctoring> before you proceed.

Please provide the reason you chose to sit the test by remote proctoring:

I prefer to sit the test by remote proctoring x v

**TIMEZONE**

Please select the timezone you reside in to avoid confusion. This timezone will be used for your ProctorU booking and any additional correspondence related to your booking.

Your Timezone

Select... v



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 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) or 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 for 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 for that test component in a subsequent test window.



## After you register for the test:

### Step 2 – Schedule your test session(s) via ACER account

To schedule your test session(s), log in to your ACER account <https://teacheredreg.acer.edu.au/> and click on the 'Log in to ProctorU' button on the homepage under 'Schedule, Update or Sit your test session'. You must schedule/reschedule your test session by the deadline (information about test scheduling deadline is available at <https://teacheredtest.acer.edu.au/register/remote-proctoring>) and the test session is subject to the available test session times listed on the remote proctoring booking site during the remote proctoring test window period.

### Schedule, Update or Sit your test session



Read the Terms & Conditions and click 'Accept Terms'.

Click on the 'Schedule New Session' button on the homepage.



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

Confirm your institution

Select a term

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 'Submit'. A list of possible sessions will appear for you to select.

Schedule Session

Select a Date

February 2022

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12

Select a Time

12 : 00 PM

**Exam**  
This exam is available from  
Monday February 14, 2022 8:00AM AEDT - Tuesday February 22, 2022 11:45PM AEDT  
**Exam Name**  
Literacy Test (for Initial Teacher Education Students) Feb 2022  
**Institution**  
Literacy and Numeracy Test for Initial Teacher Education Students - ACER  
**Term**  
2022  
**Exam Duration**  
120 minutes

11:30AM AEDT Monday, February 14, 2022 about 1 month from now	Literacy Test (for Initial Teacher Education Students) Feb 2022	<input type="button" value="SELECT"/>
11:40AM AEDT Monday, February 14, 2022 about 1 month from now	Literacy Test (for Initial Teacher Education Students) Feb 2022	<input type="button" value="SELECT"/>
11:50AM AEDT Monday, February 14, 2022 about 1 month from now	Literacy Test (for Initial Teacher Education Students) Feb 2022	<input type="button" value="SELECT"/>
12:10PM AEDT Monday, February 14, 2022 about 1 month from now	Literacy Test (for Initial Teacher Education Students) Feb 2022	<input type="button" value="SELECT"/>
12:20PM AEDT Monday, February 14, 2022 about 1 month from now	Literacy Test (for Initial Teacher Education Students) Feb 2022	<input type="button" value="SELECT"/>
12:40PM AEDT Monday, February 14, 2022 about 1 month from now	Literacy Test (for Initial Teacher Education Students) Feb 2022	<input type="button" value="SELECT"/>
1:00PM AEDT Monday, February 14, 2022 about 1 month from now	Literacy Test (for Initial Teacher Education Students) Feb 2022	<input type="button" value="SELECT"/>

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).

The session time you schedule with ProctorU is **not** the time your test will begin. Once your session starts you will need to complete some system-driven tasks before being connected to a proctor to go through pre-test administrative and technical checks. Your test will not start until after you have completed these pre-test checks.

**! IMPORTANT:**

When you select your appointment time, double check the time format and time zone to avoid confusion. 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.

**For candidates sitting two test components in the same test window, please note:**

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 **4 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. Each test session takes at least 2 hours and 30 minutes including pre-test procedures so please arrange your activities before and after your session(s) accordingly. After you have scheduled your session(s), you will receive a confirmation email from ProctorU. Please check the details of your test session(s) in the email are correct. If you do not receive the email, please contact ProctorU immediately.

**! 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.

You must schedule/reschedule your test session by the stated deadline (information about test scheduling deadline is available at <https://teacheredtest.acer.edu.au/register/remote-proctoring>) **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.**

Once you have scheduled your session(s) with ProctorU, you can change the day/time for your session(s) if required. However, you must schedule/reschedule your test session by the stated deadline (information about test scheduling deadline is available at <https://teacheredtest.acer.edu.au/register/remote-proctoring>).

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

Please log in to your ACER account and do the online practice tests to familiarise yourself with the online test environment and functions such as the onscreen calculator in the numeracy test before you sit the test.

### Step 3 – Install Guardian Browser and complete the equipment test

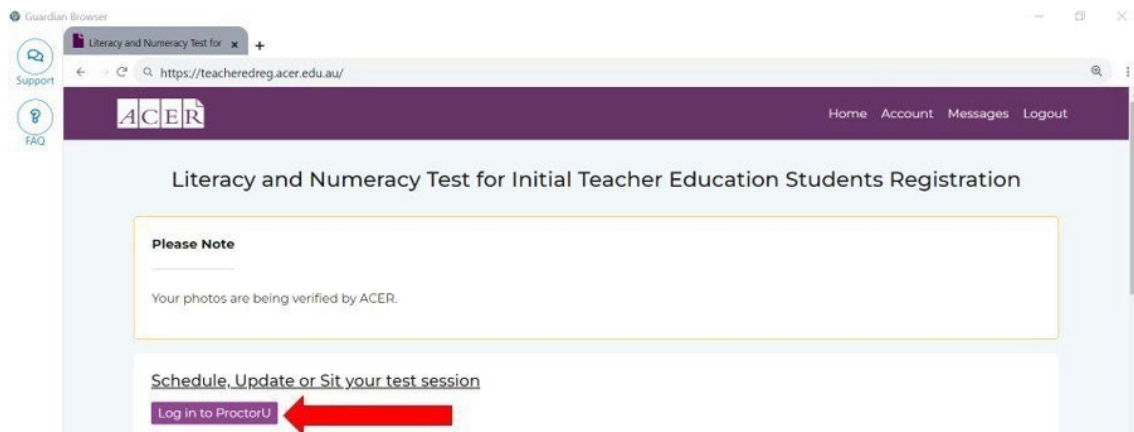
You must install Guardian Browser and complete the equipment test **using the computer and internet connection that you plan to sit the test with at the location you will be doing the test from**. Please note that only one computer screen is allowed for the test. Network firewalls at public locations 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.

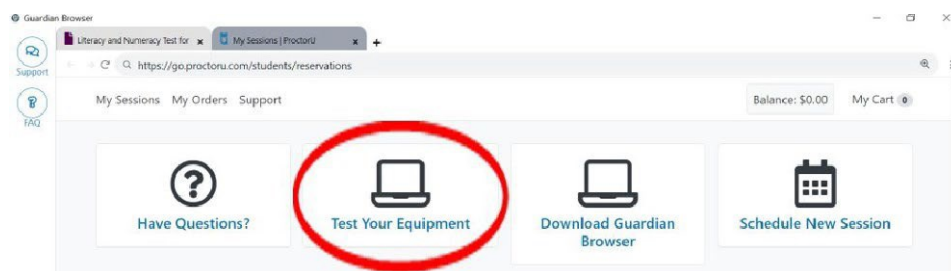
Log in to your ACER account, click on the ‘Log in to ProctorU’ button on the homepage and click on ‘Download Guardian Browser’, run the downloaded file to install the Guardian Browser.



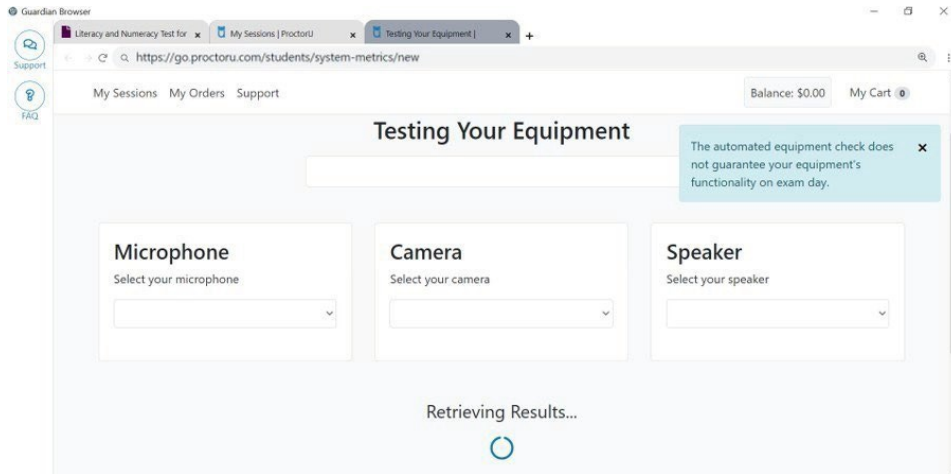
Once the Guardian Browser is installed on your computer, log in to your ACER account again using the Guardian Browser and click on the ‘Log in to ProctorU’ button.



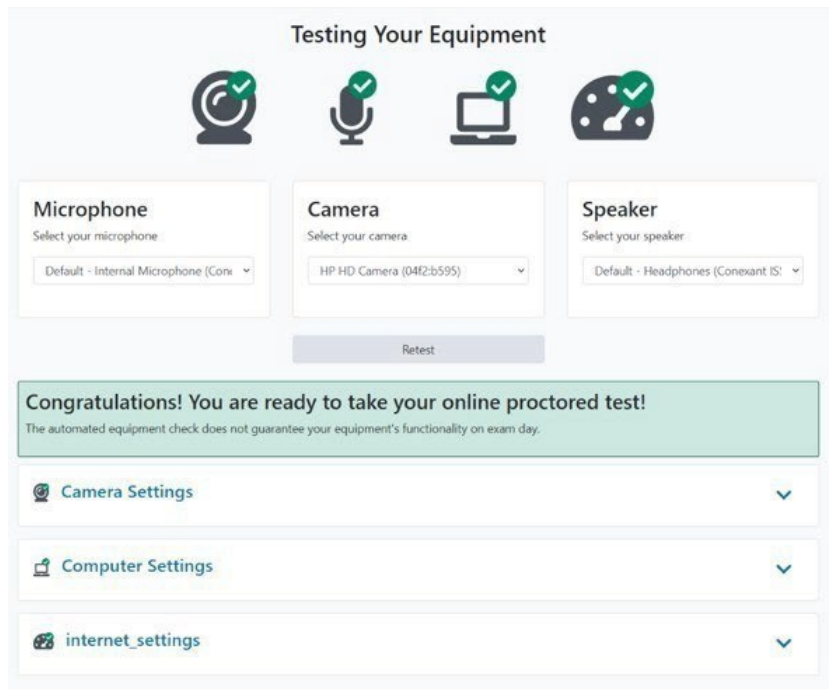
Click on ‘Test Your Equipment’ button on the page. You will see the screen shown below. Please wait for the checks to be completed.







Your equipment meets the technical requirements if all checks have a green tick as shown below.



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 the checks and you are unable to fix the issues, please click on the blue button near the bottom right of the page to contact ProctorU online support. Please fill in your details in the popup window that appears. 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.



If the issues cannot be resolved by ProctorU's online support, you have two options:

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

or

B. You can switch to sit the test at a test centre. Please note that test centres are filled on a **first-come, first-served basis**. You will not be able to switch to a test centre if there are no available places or after the close of the relevant registration window.

#### Step 4 – Identity verification

ACER has made arrangements with ProctorU with regards to how ProctorU will verify your identity in order to better protect candidates' privacy. 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. However, your ID must be valid on the day that you sit the test(s). ID must have an expiry date either on or later than the final day of the relevant test window.

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

Please note that you will not be able to update your portrait photo or a 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 that 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 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.**

## Step 5 – Reschedule your test session(s)

Ensure that you log in to your ACER account to reschedule your test session(s) if needed.

Click ‘Log in to ProctorU’ to reschedule your test session(s) after logging in to your ACER account.

### Schedule, Update or Sit your test session

[Log in to ProctorU](#)

Use this button to schedule you test time(s) and date(s), reschedule your test(s) and to sit your test(s) on your scheduled appointment.

Here are the details of your scheduled Literacy Test session with ProctorU.

**Literacy Test Reservation #:** 911299463

**Literacy Test Session Starts:** 31 March 2023 14:00 PM (Australia/Melbourne)

These are your scheduled test appointments.

Here are the details of your scheduled Numeracy Test session with ProctorU.

**Numeracy Test Reservation #:** 911299462

**Numeracy Test Session Starts:** 31 March 2023 09:00 AM (Australia/Melbourne)

Registrations

Results

ACER Online Test Application

Practice Material

Once you are logged in to your ProctorU account, please click on the ‘Reschedule’ button.

Scheduled Appointments				
Active Exams	Testing Center Information	Date & Time	Status	Actions
Numeracy Test Literacy and Numeracy Test for Initial Teacher Education Students - ACER	Online	10/03/2023 11:10AM AEDT	Scheduled	<div style="display: flex; flex-direction: column; gap: 5px;"> <span>Check your exam rules</span> <span>Reschedule</span> <span>Premium Reschedule</span> <span style="background-color: red; color: white; padding: 2px 5px;">Cancel</span> </div>
Literacy Test Literacy and Numeracy Test for Initial Teacher Education Students - ACER	Online	11/01/2023 8:00AM AEDT	Scheduled	<div style="display: flex; flex-direction: column; gap: 5px;"> <span>Check your exam rules</span> <span>Reschedule</span> <span>Premium Reschedule</span> <span style="background-color: red; color: white; padding: 2px 5px;">Cancel</span> </div>

### No show

If you cancel a test session within 24 hours of the scheduled test time or do not show up for a test session, you will be marked as absent for that test component and will not be permitted to schedule a new session.

## ! IMPORTANT:

If you cancel your test session within 24 hours of the scheduled test time or do not show up for your test session, you will be marked as absent for that test component and will not be permitted to schedule a new session.



## Step 6 – Admission Ticket

Admission tickets for the test window will be released approximately one week before the start of the test window. A message notification will be sent to you when your admission ticket is available through your online ACER candidate account. Please view your admission ticket and check your details on the ticket before your test day. Your admission ticket will show your name, test mode (Remote Proctoring), test window, and the test component(s) that you have registered for. 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 session(s) with ProctorU.

You are not required to show your admission ticket to the proctor during your session.

Literacy and Numeracy Test for  
Initial Teacher Education Student

Admission Ticket

Name: Candidate TESTING

Test Mode: Remote Proctoring

Test Window: Oct/Nov 2023

Literacy Test: Registered

Numeracy Test: Registered

You are allowed to have a pen and two pieces of scrap paper with you for the test.

Please check your ProctorU account for the date and time of the test session(s) you have booked.

## 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, including what constitutes [Misconduct](#) and [Permitted testing aids](#). Log in to your ACER candidate account and sit the online Practice Tests using the Guardian Browser to familiarise yourself with the test platform and the calculator.

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. External monitors are not allowed unless you have been given permission by ACER.

Your test room must:

- have an appropriate workstation (a laptop or desktop with a webcam and microphone) on a stable desk.
- have only permitted items on the desk and no other items.
- 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). The room must have a door with the door closed.
- have suitable temperature, lighting and ventilation.

Proctors may require you to move your sitting position, remove things from your desk or room, or change to a different room on your test day if they believe your sitting position or test room is not suitable.

Please note that you need to have a laptop charger plugged in if you intend to sit the test(s) using a laptop. Also, ensure you close all programs (e.g., Microsoft Word) and save any important files before the test session and before connecting to the online proctor.

Equipment troubleshooting

For **MAC users, if your computer's RAM usage does not** meet ProctorU's requirements, we recommend restarting your computer and following the instructions at <https://www.macworld.com/article/673199/how-to-free-up-memory-ram-on-a-mac.html> to reduce your computer's RAM usage just before you sit the test.

#### Computer Settings

##### These tests failed:

###### RAM usage:

*Maximum RAM usage is 95%. Your current RAM usage is 98%.*

[Learn more about ProctorU's CPU/RAM requirements...](#)

For Windows users, you can refer to <https://www.makeuseof.com/tag/5-ways-clear-memory-increase-ram-windows-computer/> for tips on reducing RAM usage on your computer.



If you failed the equipment test due to high CPU usage, you can refer to the following websites for guidance on how to reduce it:

For MAC users: <https://techpp.com/2023/03/30/clear-cpu-usage-on-mac-guide/>

For Windows users: <https://www.intel.com/content/www/us/en/gaming/resources/how-to-fix-high-cpu-usage.html>

## Computer Settings

### These tests failed:

#### **CPU usage:**

*Maximum CPU usage is 85%. Your current CPU usage is 90%.*

[Learn more about ProctorU's CPU/RAM requirements...](#)

NOTE: You are advised to disable or uninstall any unpermitted remote control, live stream, or virtual machinesoftware, such as TeamViewer, AnyDesk, VNC, ConnectWise, Splashtop, game bar controller settings, Windows/Apple/Chrome Remote Desktop, Apple Airplay, and Nvidia broadcast, VMWare, 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. Please note that you will not be permitted to use a computer with a non-activated version of Windows.

Catalina OS on Mac will also block the screen sharing function. Please follow the instructions on <https://support.proctoru.com/hc/en-us/articles/360036574592-MacOS-X-Catalina-And-Beyond-Users-Important-Notice> to allow screen sharing on your computer before your test session.

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:

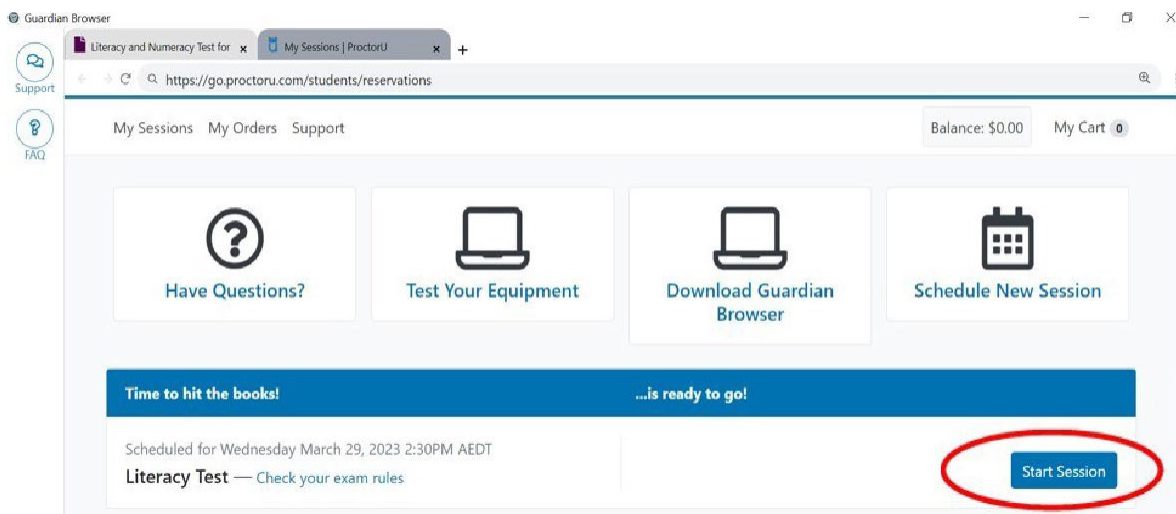
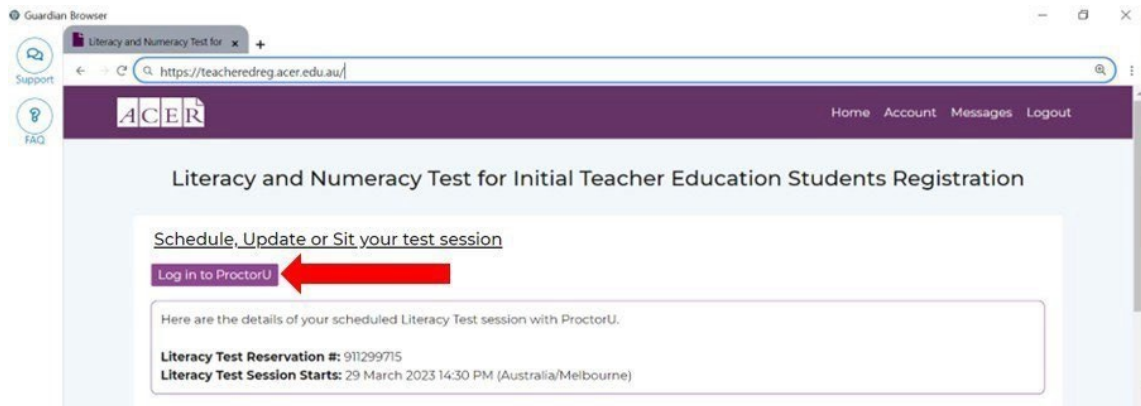
### Step 8 – Sit your scheduled test session

Your test session will proceed as follows:



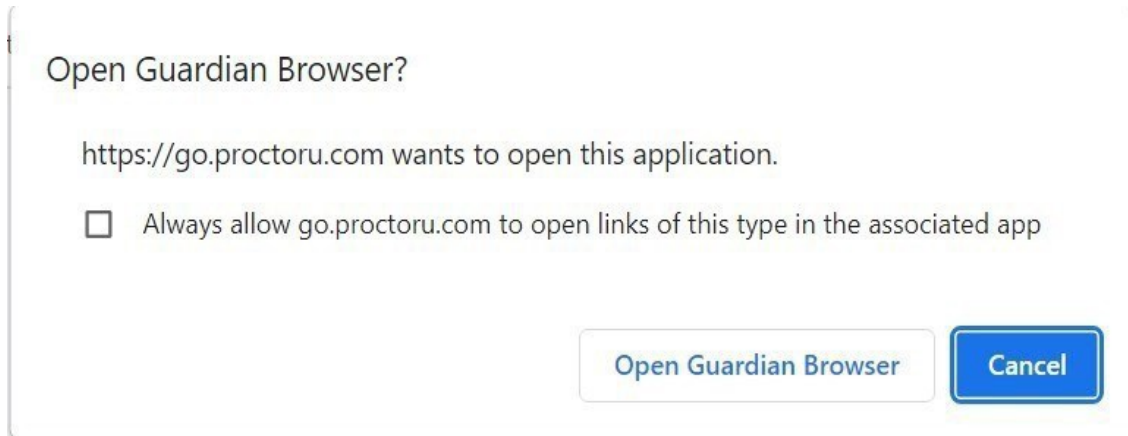


Log in to your ProctorU account via your ACER account using Guardian Browser  
Make sure you have installed the Guardian Browser prior to your scheduled test session. Restart your computer. Open the Guardian Browser, log in to your ACER account and click on the 'Log in to ProctorU' button 10-15 minutes before your scheduled session time. Click the 'Test Your Equipment' button to run an equipment test to ensure that your equipment meets all the technical requirements. At your scheduled session 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'.





If you did not start the test session using the Guardian Browser, you will see a browser pop-up. Click 'Open Guardian Browser' to launch the app.



If you do not see a pop-up window, click 'Download Guardian Browser' shown on the screen to download the Guardian Browser. Once you have successfully installed the Guardian Browser you can refresh the page to continue.

#### 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 to be expected.

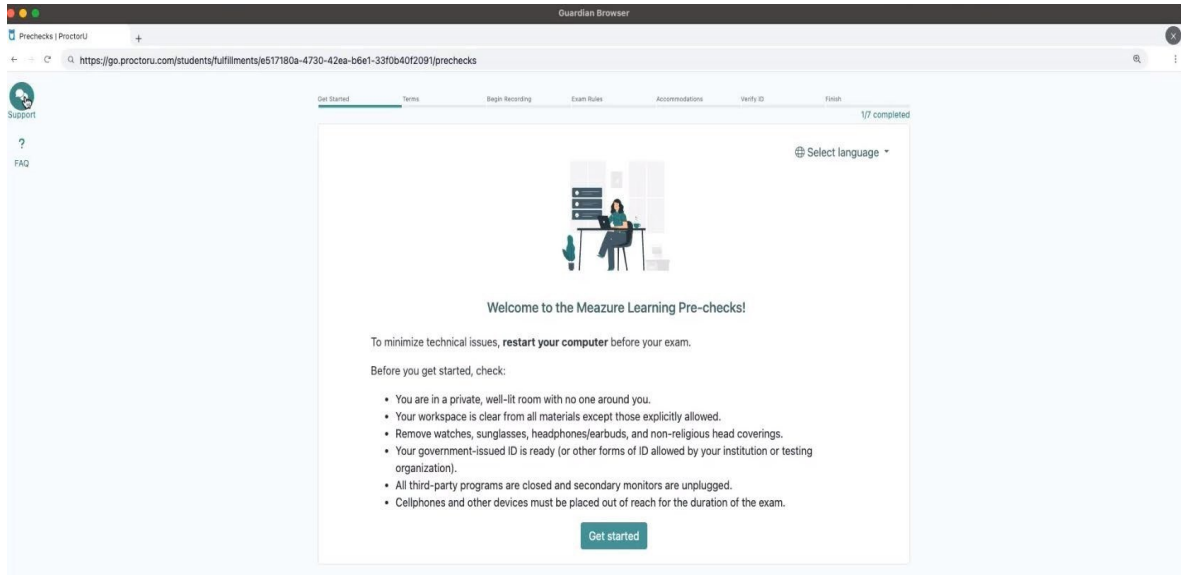
In the event that you have waited a significant amount of time (more than 15 minutes) to connect to a proctor and need to contact ProctorU for support, you can do so by using accessing your ProctorU account homepage (via your ACER candidate account on the first tab you have opened in Guardian Browser) to make use of the 'Live Chat' function located in the lower right corner of the page. Please make sure that you do not close the Guardian Browser while waiting as doing so will close any active sessions. Once you are connected to a proctor, you may use the 'Support' function near the top left corner on the page to communicate with the proctor at any time during your session.

#### PLEASE NOTE:

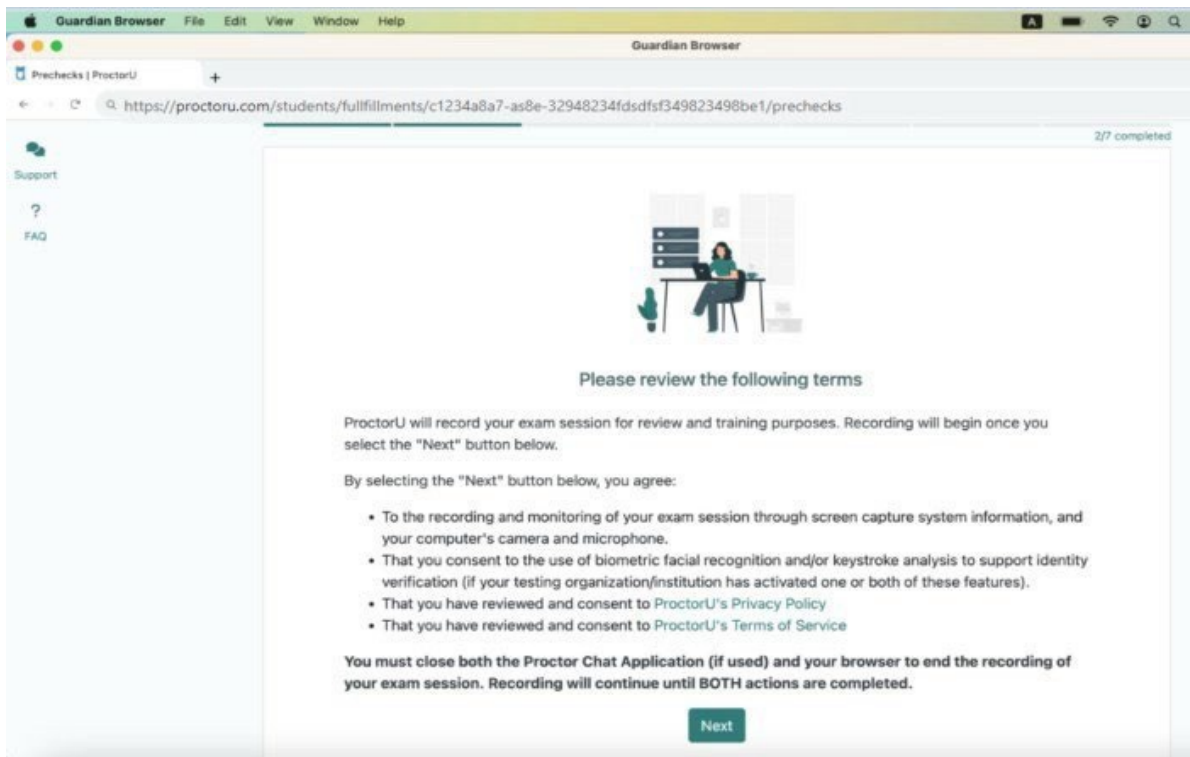
Pre-test procedures typically take 15 to 30 minutes to complete. However, they may take longer if you experience technical issues or your test room/environment does not meet the requirements. If you experience any issues during the pre-test procedures and the issues cannot be resolved after 30 minutes, you may inform the proctor that you do not wish to continue and would like to reschedule a session or you may allow the proctor to continue with fixing the issues. If you need to reschedule your test session due to technical issues you **must** contact ACER via email **immediately**.

## System and environment check

As you are being connected to a proctor, you will go through some steps for pre-checks.

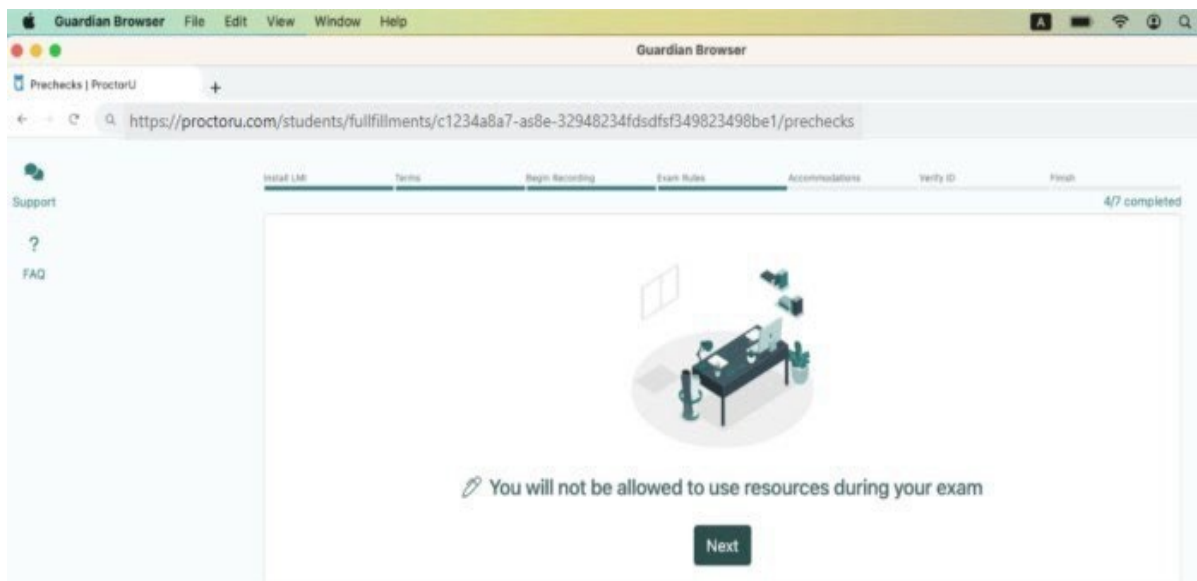
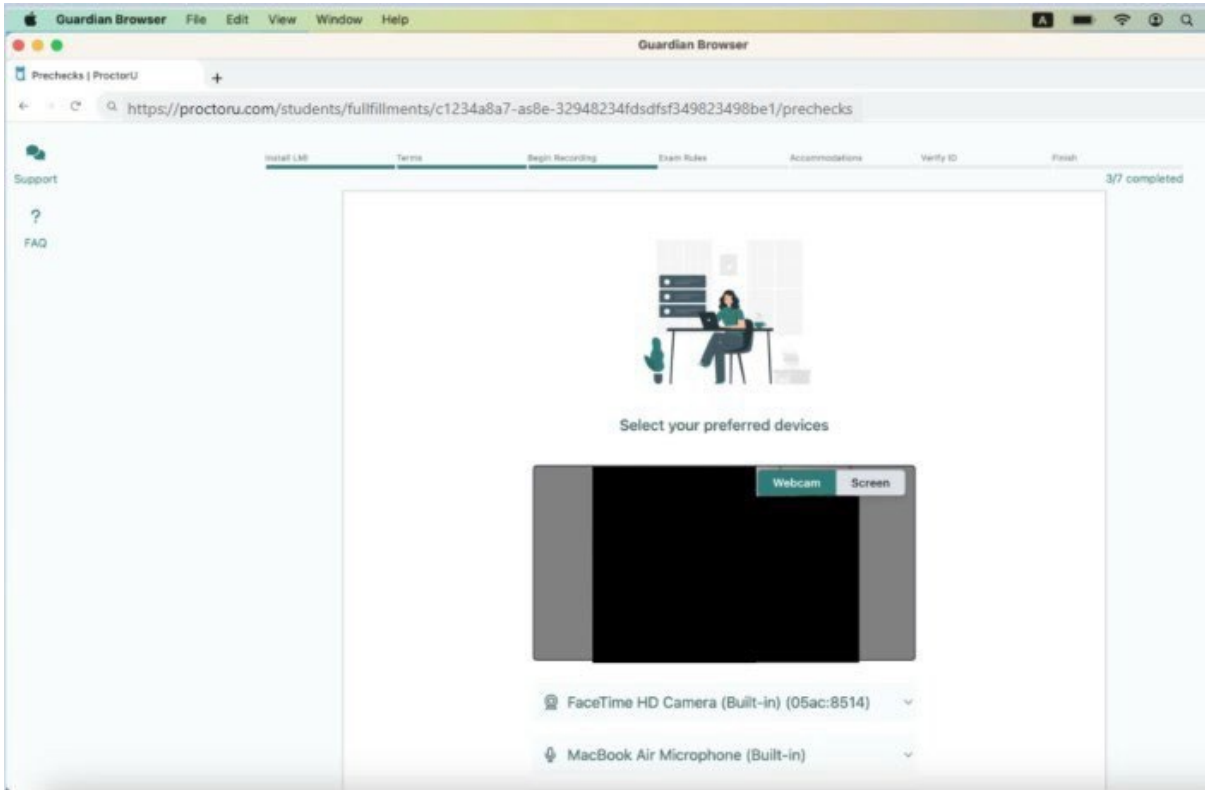


You will be asked to review and agree to the ProctorU Privacy Policy and Terms of Service.

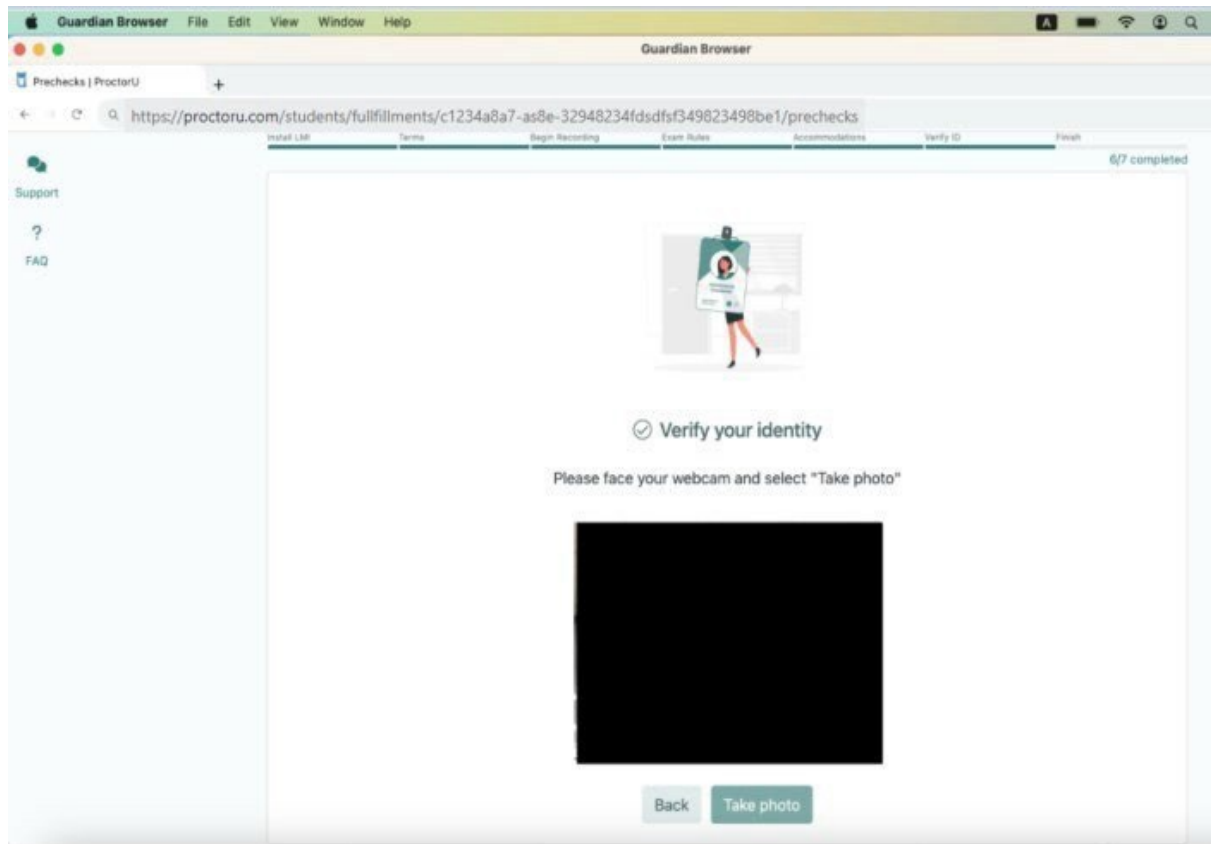




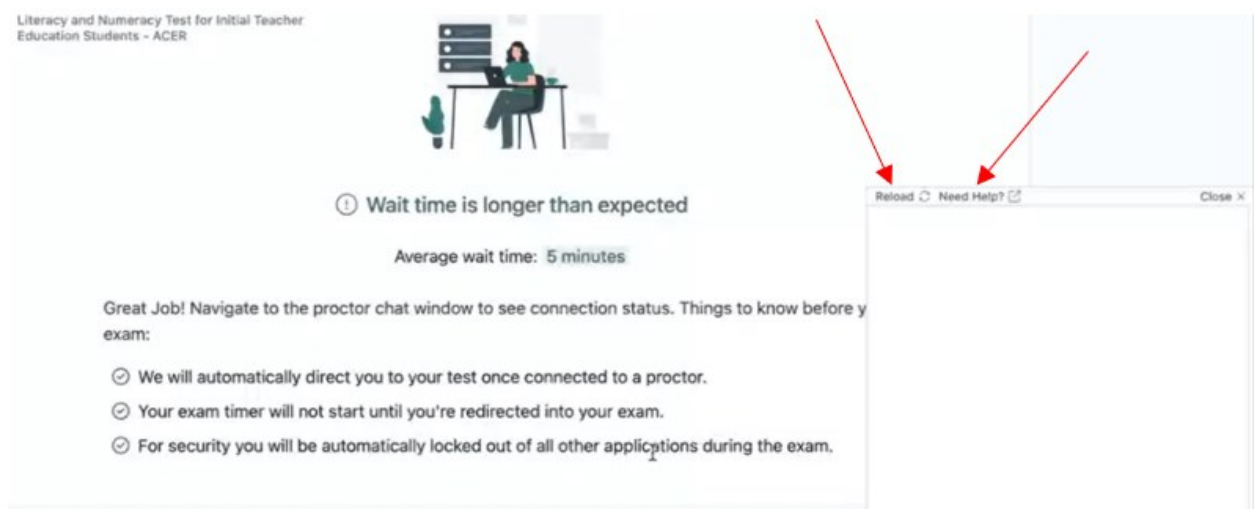
You will be required to share your webcam, microphone, and screen. Click 'Begin recording and continue' to proceed.



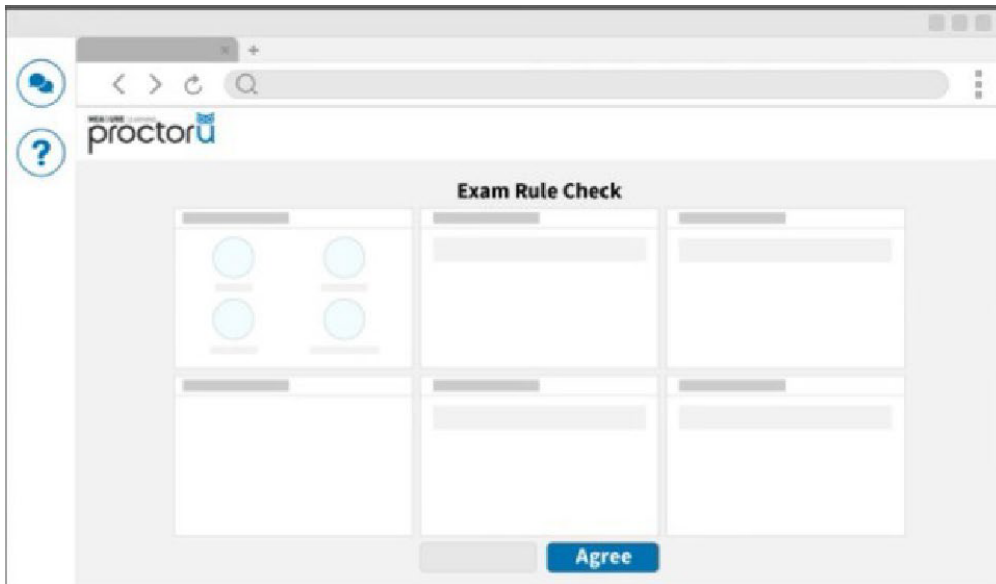
You will be asked to review and agree to exam rules. Click 'Next' to continue. The system will prompt you to take a photo of yourself to verify your identity. If the system asks you to take a photo of your valid photo ID card, please take a photo of **yourself** instead.



NOTE: If the chat box is blank as shown below, then it **has not loaded properly and you will not be able to connect to any proctors**. In this case, please click 'Reload'. If it still does not load after several attempts, click on the 'Need Helps?' button for assistance.



You will be monitored by a human proctor throughout the test session. Once you are connected to a proctor, they will verify your identity using your details and photo displayed on your ACER online candidate account homepage. Once your identity has been verified, the proctor will ask if you understand and agree to the stated test rules.



The proctor will check your test environment. Your proctor will ask you to show the 4 walls of your room as well as your desk space via your webcam. Please follow the instructions as provided by your proctor.

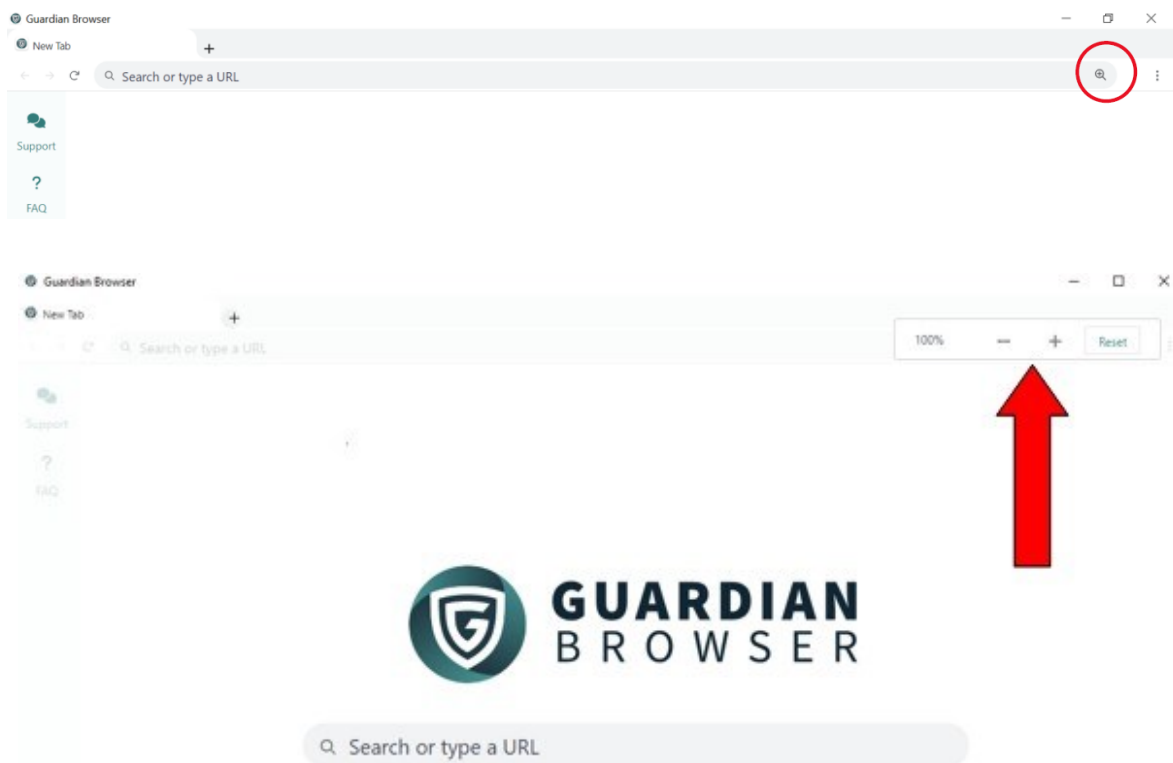


## Start your test

Your proctor will open the test login page in a new tab and will instruct you to log in using your ACER account username and password. Once logged in, you will see each test component you have registered for. Please wait for your proctor to unlock the relevant test component and you will see a 'Start' button appear. When prompted by the proctor, click on the 'Start' button to start the literacy or numeracy test.

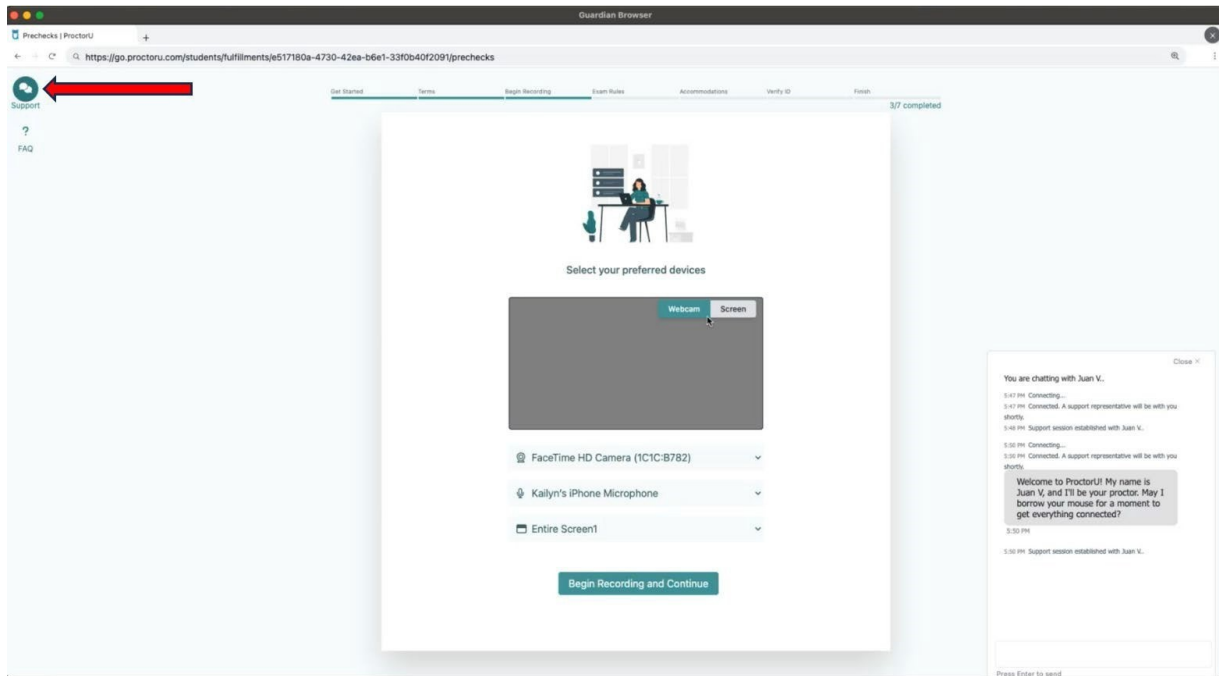
You will be directed to the test instructions page. Please read the instructions carefully. Once you are ready, click the 'Start test' button. You will be directed to the tutorial and your test timer will start to count down.

You can click the magnifying glass icon in the Guardian Browser, and then the – or + icons or use Ctrl +/- to zoom in or out.





You may use the Support function near the top left corner on the page to communicate with the proctor at any time during your session.



**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.

Your face, chin to forehead, needs to be in the camera view at all times. You are not allowed to read aloud or talk out loud (unless it is to ask your online proctor a query) during the test session. The proctor may contact and interrupt you at any time if you do not abide by the test rules during the test.

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 that you check your test environment again. As you may appreciate, each proctor supervises multiple candidates and hence may not be able to reply to your message immediately. No additional time will be granted for bathroom breaks.

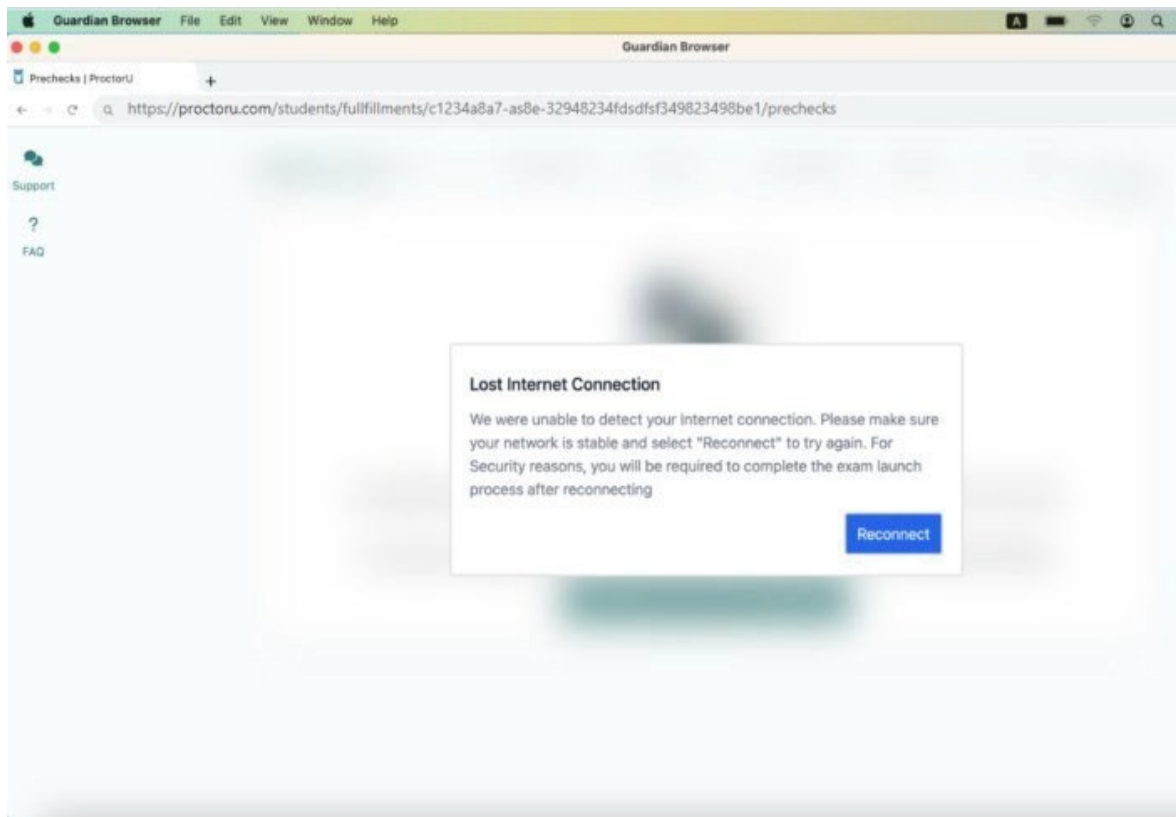
Kindly note that sometimes unexpected technical issues may occur and this can be due to a variety of causes such as unstable internet connection or faulty equipment. During your test session, the following actions may need to be taken by your online proctor to ensure that your test is administered securely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

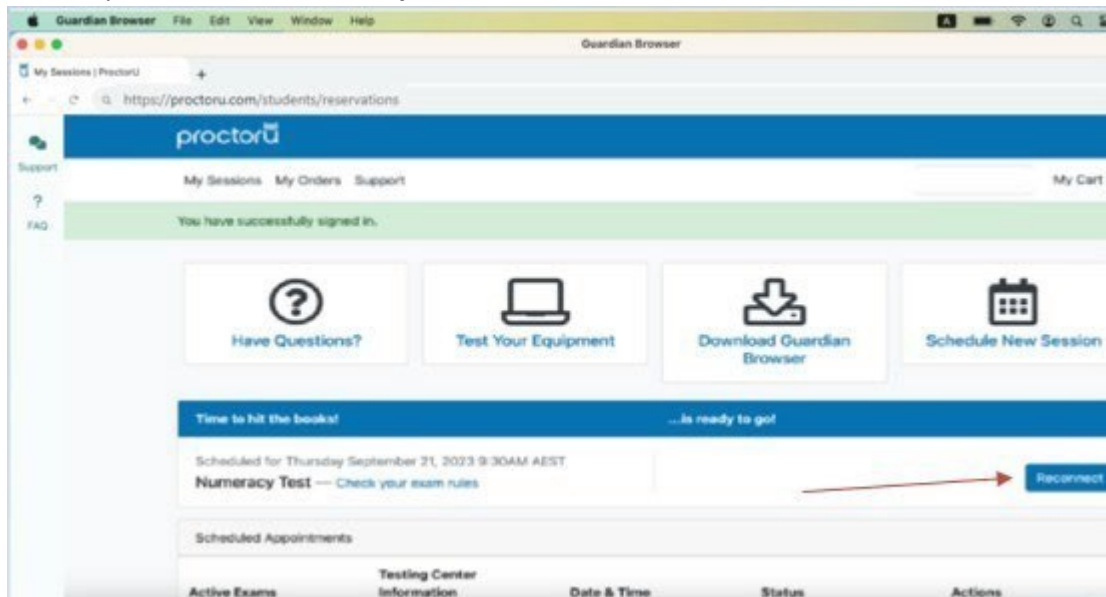
As you may appreciate, internet connectivity and equipment performance may vary at different junctures during the test session and your online proctor may need to perform certain actions to ensure smooth operations of the test.



If you lose connection to the proctor, your test will be locked and the test timer will be paused immediately. If this happens, please click the 'Reconnect' button.



If you close the Guardian Browser due to technical issues or by accident, please open Guardian Browser, log in to ProctorU account via your ACER account, and click 'Reconnect' button to resume your session **immediately**.



## ! IMPORTANT:

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





If you experience technical issues:

#### High RAM/memory usage

- **For MAC users:** <https://www.macworld.com/article/673199/how-to-free-up-memory-ram-on-a-mac.html> to reduce your computer's RAM usage
- **For Windows users:** <https://www.makeuseof.com/tag/5-ways-clear-memory-increase-ram-windows-computer/> for tips on reducing RAM usage on your computer

#### High CPU usage

- **For MAC users:** <https://techpp.com/2023/03/30/clear-cpu-usage-on-mac-guide/> for guidance on how to reduce CPU usage
- **For Windows users:** <https://www.intel.com/content/www/us/en/gaming/resources/how-to-fix-high-cpu-usage.html> to reduce high CPU usage

#### Connection

- Make sure nobody else is sharing the internet connection
- Connect via ethernet cable instead of wifi
- Use a 4g modem if good connection in your area

#### Forget your password

- If you already have an account but have forgotten your password, you can use the 'reset my password' link on the account login page

#### Chat box is blank and unable to connect to proctor

- Click 'Reload'. If it still does not load after several attempts, click on the 'Need Helps?' button for assistance.

#### Guardian Browser not responding freezing issue

- Download and install the most up-to-date version of the Guardian browser. Refer to <https://support.proctoru.com/hc/en-us/articles/24760032813453-How-to-Download-Install-and-Uninstall-the-Guardian-Browser>

#### Guardian Browser closed accidentally

- Open Guardian Browser, log in to ProctorU account via your ACER account, and click 'Reconnect' button to resume your session **immediately**

#### Chat support window can't be closed

- Close and reopen the Guardian Browser

#### Can't find the ProctorU Start button

- Log out, close the Guardian Browser and then log back into the ProctorU session page via your ACER account

## After your test session:

After you have completed and submitted your test, use the support function to tell your proctor you have completed your test. Your proctor will prompt you to tear up any scratch paper you have with you and instruct you on how to complete your session. You will see the following log in page after you have submitted the test.

Support

ACER

Literacy and Numeracy Test for Initial Teacher Education Students

Please log in using the username and password for your ACER online candidate account.

**Your username is your full email address.**

If you have forgotten your password, please visit <https://teacheredreg.acer.edu.au> using a browser to reset your password.

Kindly email [teacheredtest@acer.org](mailto:teacheredtest@acer.org) if you are still unable to log in.

Username

Password

Log In

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You may uninstall the Guardian Browser. If you are unsure how to do so, you can request the proctor to do it with your permission. You can also visit the websites below for assistance with reverting your computer settings after the test session:

- Mac - <https://support.proctoru.com/hc/en-us/articles/360057612591-MAC-Setting-Adjustments>
- Windows - <https://support.proctoru.com/hc/en-us/articles/360057612871-Windows-Setting-Adjustments>

You must report in writing to ACER by email any concerns regarding incidents and complaints about your remote proctoring test session immediately on the day of the relevant test session if your online proctor cannot resolve these issues during your test session. This is to ensure that any concern may be remedied, if possible, as soon as practicable and during the test window you registered for. ACER will not be able to investigate any incidents and complaints beyond the test window.

## 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/fag>