



# Literacy and Numeracy Test for Initial Teacher Education Students

## Remote Proctoring Step-by-Step Guide

1. Set up a ProctorU test taker account and complete the equipment test.
2. Install the ACER test application.
3. Sign up and log in to your ACER online account, register to sit the test(s) via remote proctoring and process the payment.
4. Log into your ProctorU account and schedule your test session(s) with ProctorU.
5. Receive your Admission Ticket.
6. Sit the test(s) at your scheduled time.

### Step 1 – Set up a ProctorU test taker account

Before you register for the test with ACER and submit the test fee:

- i) Create a ProctorU Account  
Visit <https://www.proctoru.com/live-plus-resource-center> to understand how ProctorU works. Go to <https://go.proctoru.com/students/users/new?institution=1910> to create a ProctorU test taker account using the latest Chrome or Firefox.  
**! 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.

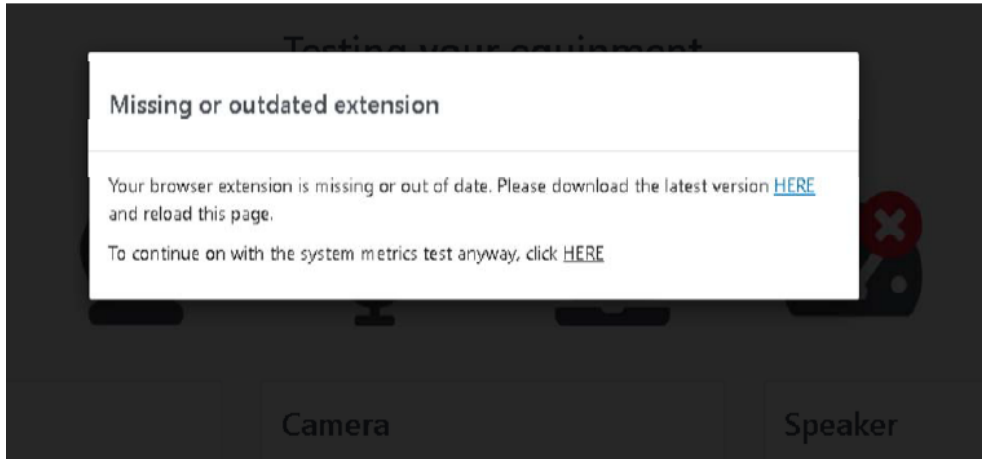
Once you have logged into your ProctorU account, you will see the following homepage.

[Have Questions?](#) [Test Your Equipment](#) [Schedule New Session](#)

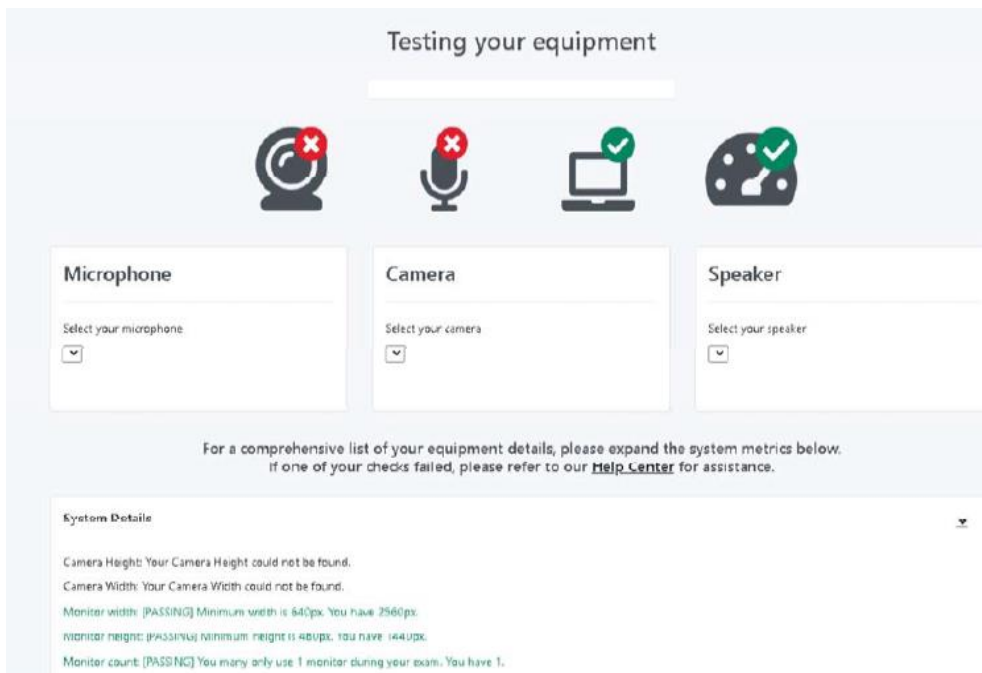
ACTIVE EXAMS	DATE & TIME	STATUS	ACTIONS
<a href="#">Guidance Tour</a>			<a href="#">Scheduling Help</a>
You currently do not have any exams scheduled. Click "Schedule New Session" to add your next test.			
<a href="#">Schedule New Session</a>			

- ii) Complete the equipment test **using the computer that you plan to sit the test with at the location you will be doing the test from.** For best results, please ensure that your computer screen resolution is set to a minimum of 1280 x 1024 or 1440 x 900. Also, connect the computer to the network that you intend to use for the test. Network

firewalls at public locations such as schools, universities, workplaces or libraries may prevent access to ProctorU and the equipment test may not detect the firewalls. Hence, you are advised to sit the test using a personal device 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 or Firefox.



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 have passed the test.**

- iii) If any of the checks fails and you are unable to fix them, please click the "Need Help? Chat Now" 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 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-serve 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>

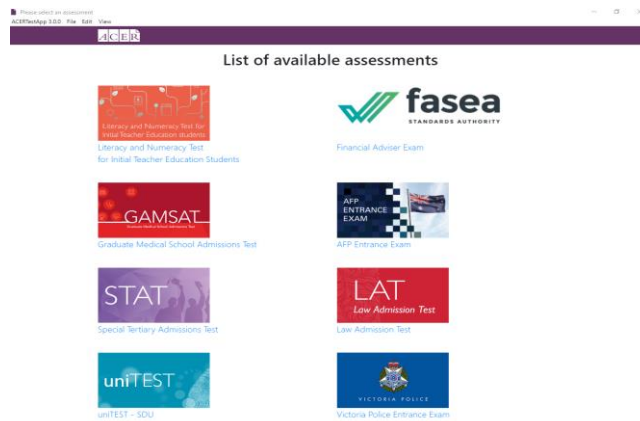
For Mac OS X 10.10 or higher:

<https://teacheredreg.acer.edu.au/redirections/tavas-app/os/osx>

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

**You must install the test 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 test application has been installed successfully if you see the following page when you start the application. You can proceed to close the application. You are only required to open the application when instructed by the proctor during your scheduled test session(s).



If you are unable to launch the ACER online test application on your computer, you will not be able to sit the test via remote proctoring. You can register to sit the test at a test centre.

### Step 3 – 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 using the same email address that you've 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. Please note that you must register for the test with ACER and submit your test fee(s) during the registration period for the relevant test window in order to sit the test. **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 and submitting your test fee(s).**

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 - Schedule your Test Session(s) with ProctorU

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 12PM, you would need to set the time to 12 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).

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 two hours in between the two 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 be rescheduled **up to 72 hours** before the end of the remote proctoring test window.

**! Important: Test session(s) 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 5 – 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 name and date of birth on the ticket must match your identification document that you will use to sit the test. Please refer to <https://teacheredtest.acer.edu.au/sit/identification1> for more information.

#### **Step 6 – Sit your Scheduled Test Session**

To sit your test on your test day(s), please log in to your [ProctorU account](#) and be ready to sit your test at least 5 minutes before your scheduled test session(s).

You must have:

- your admission ticket
- an appropriate [photo-bearing Identification document](#).
- a mirror or similar reflective device to show your proctor what is on your computer monitor.

At your scheduled test time, a button to start the test for your scheduled test session will appear. The countdown timer for the scheduled test session will reach zero. Click the button to *'Start the Test Session'*. You will need to follow ProctorU's prompts to check your computer settings and are required to take a photo of yourself and your ID. You will also be required to download the LogMeIn application. After you have installed the



LogMeIn application, you will then be connected to a proctor. It may take some time until you are connected to a proctor so please be patient.

[Click here](#) to watch a video that explains the procedures as described above.

Once you are connected to a proctor, the proctor will check your computer and environment. Please follow the instructions as provided by your proctor.

Pre-test procedures typically take at least 30 minutes to complete, however, they may take longer if you experience technical issues. 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.

Once the proctor unlocks your test, you will be instructed to start the 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 the test if such programs are detected during your test session. Hence, 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 to 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 times during the test session and your online proctor may need to perform certain actions in order to ensure smooth operations of the test.

Candidates will have to report in writing to [ACER](#) their concerns regarding incidents and complaints about remote proctoring test sessions on the day of the relevant test session if your online proctor cannot resolve your issues during your test session. This is to ensure that any concern maybe remedied, if possible, as soon as practicable.



Please visit the following links for more information on remote proctoring:

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

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