

## Literacy and Numeracy Test for ITE Students Remote Proctoring Test Day Troubleshooting Guide

### **Q: What do I do if I can't log in to my ProctorU account?**

A: Please refer to the instructions stated on <https://support.proctoru.com/hc/en-us/articles/360043101332-Trouble-Logging-In->. If you do not receive the password reset email, or the verification email after you have created your ProctorU account or updated your email address you may have entered an incorrect email address. In such case, please contact ProctorU's support to rectify the issue.

### **Q: What do I do if I can't log in to my ACER account?**

A: Your username is the email address you use to register for the test. If you have forgotten your password, you can go to <https://teacheredreg.acer.edu.au/>, click "reset my password" and fill in the email address for the account to reset the password. Please check your email inbox including the junk/spam folder and follow the instructions in the reset password email. If you do not receive the password reset email and you have updated your email address in your ACER account, you may have entered an incorrect email address. In such case, please contact ACER by emailing [teacheredtest@acer.org](mailto:teacheredtest@acer.org) to rectify the issue.

### **Q: What do I do if I can't log in to the ACER Online Test Application?**

A: Please use the same credential as your ACER candidate account. If you have forgotten your password, please follow the instructions in the question above to reset your password. If you did not register to sit the test by remote proctoring for the current test window, you will not be able to log in to the test application.

### **Q: What do I do if there is no 'Start test' button after I have logged into the ACER Online Test Application?**

A: You will not be able to sit the test if you did not pass the ID verification by the deadline. Please refer to <https://teacheredtest.acer.edu.au/register/remote-proctoring> for more information.

### **Q: What do I do after I have installed the LogMeIn application (LMI) and it keeps showing that it is unable to connect me to a proctor?**

A: Please close LMI and then download and install it again from the ProctorU page. If the same error persists, please go to your ProctorU account and contact ProctorU's online support.

### **Q: Why am I not able/allowed to sit the test even though I have scheduled a test session with ProctorU?**

A: You must register with ACER for the current test window to be eligible to sit the test. If you have scheduled sessions with ProctorU but did not register with ACER, you will not be allowed to sit the test during the current test window. Please refer to <https://teacheredtest.acer.edu.au/register/remote-proctoring> for more information.

**Q: What do I do if my internet speed does not pass the check when I perform the equipment test in my ProctorU account?**

A: Connect your computer to the modem using a LAN cable instead of using WIFI if you can. If you are unable to use a cable, move closer to the modem and ensure nobody else is using the same internet connection while you are sitting the test. If your area has good 4G reception, you may also consider having a 4G modem or mobile hotspot as backup.

**Q: What do I do if I encounter technical issues during the pre-test procedures and have not started the test?**

A: Please be patient while the proctor/technician are trying to resolve the issues. If the issues cannot be resolved after 15 minutes, you may inform the proctor that you do not wish to continue and want to reschedule a session or you may let the proctor continue working on fixing the issues.

**Q: What do I do if I encounter technical issues after I have started the test and the test timer has started counting down?**

A: Please be patient while the proctor/technician is trying to resolve the issues. If you notice that you have lost test time after the issues are resolved, please inform the proctor. Proctors will try to contact ACER as proctors are unable to adjust test time themselves. If proctors instruct you to continue to work on your test please do so and contact ACER by email immediately after you have submitted your test and completed your test session. ACER will investigate and get back to you as soon as possible.

If the technical issues cannot be resolved after 15 minutes, you may inform the proctor that you do not wish to continue and want to reschedule a session or you may let the proctor continue working on fixing the issues.

If you lost connection to the proctor during the test, please log into your ProctorU account and contact ProctorU's online support to resume your test.

**Q: What do I do if I accidentally close the ACER Online Test Application during my test?**

A: You can go back to the test by starting the application, logging in and then clicking the 'Start test' button. Please note that no extra time will be provided.

**Q: What do I do if I accidentally stop the screen sharing during my test?**

A: You will not be permitted to sit the test if your screen sharing is stopped. The proctor will stop you from doing the test and restart the screen sharing. Please note that no extra time will be provided.

**Q: What do I do if my proctor asks me to contact my institution?**

A: If your proctor refers you to your institution, please contact ACER by emailing [teacheredtest@acer.org](mailto:teacheredtest@acer.org). Please do not contact your higher education provider for help as this test is managed by ACER and your higher education provider is unable to resolve any issues in relation to your remote proctoring session.

**Q: How do I reschedule my session due to technical issues on the test day?**

A: If you experience technical issues during your session and the issues cannot be resolved after 15 minutes, you may inform the proctor that you want to reschedule a session and request the proctor to assist you with rescheduling a session. If your session is in the last 3 days of the test window, you

will not be able to reschedule a session. In such case, you must contact ACER on the test day by emailing [teacheredtest@acer.org](mailto:teacheredtest@acer.org) to request permission to reschedule a session. For more information regarding test scheduling, please refer to <https://teacheredtest.acer.edu.au/register/remote-proctoring>.

**Q: What do I do if I experience technical issues that cannot be resolved by the proctor or have any other concerns regarding my test session?**

A: Please contact ACER by emailing [teacheredtest@acer.org](mailto:teacheredtest@acer.org) on the test day so the issues/concerns can be addressed without delay.

**Q: What do I do if my first test started late due to technical issues and I am not able to commence my second test as scheduled?**

A: If you have scheduled two sessions back-to-back, please sit and complete your first test. If you miss the starting time of your second test after you have completed the first test, please ask your proctor to assist you with rescheduling the second test to another time.

**Q: How do I uninstall the ProctorU extension after my test session?**

A: Right-click on the ProctorU extension in your browser bar and select the option to remove it, or you may request the proctor to uninstall it for you at the end of your test session.