

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 ACER account?

A: Your username is the email address you used 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 to rectify the issue.

Q: What do I do if there is no ‘Start test’ button after I have logged in to test platform?

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: 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/5G reception, you may also consider having a 4G/5G modem or mobile hotspot as a 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 30 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 in to ACER account (<https://teacheredreg.acer.edu.au/>) and click on the 'Log in to ProctorU' button using the Guardian browser. Afterwards, click on the "Reconnect" and follow the steps to resume your test.

Q: What do I do if I accidentally close the test platform during my test?

A: You can go back to the test by logging in to your ACER account (<https://teacheredreg.acer.edu.au/>) and click on the 'Log in to ProctorU' button using the Guardian browser. Afterwards, click on the "Reconnect" and follow the steps to resume your test. 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. 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 remote proctoring 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 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 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. Otherwise, please email ACER on the test day at teacheredtest@acer.org.