



Literacy and Numeracy Test for Initial Teacher Education Students Remote Proctoring FAQs – who can help me?

➔ **Checking your equipment and undertaking equipment test at your intended test location?**

Use the links found at <https://teacheredtest.acer.edu.au/register/remote-proctoring>; contact ProctorU through the chat box on their website <https://www.ProctorU.com/> for assistance if required.

➔ **Questions on how to create a ProctorU account and schedule your test session(s)?**

Visit <https://teacheredtest.acer.edu.au/register/remote-proctoring>, and then email ACER at teacheredtest@acer.edu.au if you need further assistance.

➔ **Issues with your ProctorU account such as inability to log in, verify your account, or receive a confirmation email from ProctorU?**

Contact ProctorU through the chat box on their website <https://www.proctoru.com/> for assistance.

➔ **Issue regarding using the same email address for both your ACER and ProctorU accounts?**

Email ACER at teacheredtest@acer.edu.au.

➔ **Issues due to not scheduling your initial test session before the stipulated time frame for the test window?**

Email ACER at teacheredtest@acer.edu.au.

➔ **Rescheduling test session(s) within the same test window and before the scheduled date and time for your test session(s)?**

Log into your ProctorU account to reschedule; contact ProctorU through the chat box on your ProctorU account homepage for assistance if required.

➔ **Rescheduling test session(s) within the same test window due to technical issues during your initial test session, or inability to start/complete your scheduled test?**

Email ACER at teacheredtest@acer.edu.au if the proctor was not able to assist you in rescheduling your test session(s).

- ➔ **Questions regarding test room and technical requirements, prohibited/allowed materials, test rules and requirements, test sitting, test delivery and the ACER online test application?**

Visit <https://teacheredtest.acer.edu.au/register/remote-proctoring> and <https://teacheredtest.acer.edu.au/sit>, and email ACER at teacheredtest@acer.edu.au for further assistance if required.

- ➔ **Questions on whether your test room meets ProctorU's requirements in terms of 'number of doors'?**

Contact ProctorU through the chat box on their website <https://www.proctoru.com/> for assistance.

- ➔ **Questions regarding test registration and admission tickets?**

Visit <https://teacheredtest.acer.edu.au/register/remote-proctoring> and <https://teacheredtest.acer.edu.au/sit/admission-ticket>, and email ACER at teacheredtest@acer.edu.au for further assistance if required.

- ➔ **Questions regarding Special Testing Conditions for remote proctoring test sessions?**

Visit <https://teacheredtest.acer.edu.au/register/special-testing-conditions>, and email ACER at teacheredtest@acer.edu.au if you have further questions.

- ➔ **Questions regarding results or queries about test content/questions?**

Visit <https://teacheredtest.acer.edu.au/results>, and email ACER at teacheredtest@acer.edu.au for assistance if required.

- ➔ **Issues regarding cancellation or refund of test registrations?**

Visit <https://teacheredtest.acer.edu.au/register/refund-policy> and email ACER at teacheredtest@acer.edu.au if you have further questions.

- ➔ **Complaints or significant issues with your test session(s)?**

Email ACER at teacheredtest@acer.edu.au. All enquiries and complaints will be addressed during the test window by ACER, and appropriate arrangements made to facilitate the completion of your test session(s).