## BEFORE THE DAY OF THE TEST

## Step 1 – Download Zoom

1. Download the Zoom application by accessing **https://zoom.com/download**.
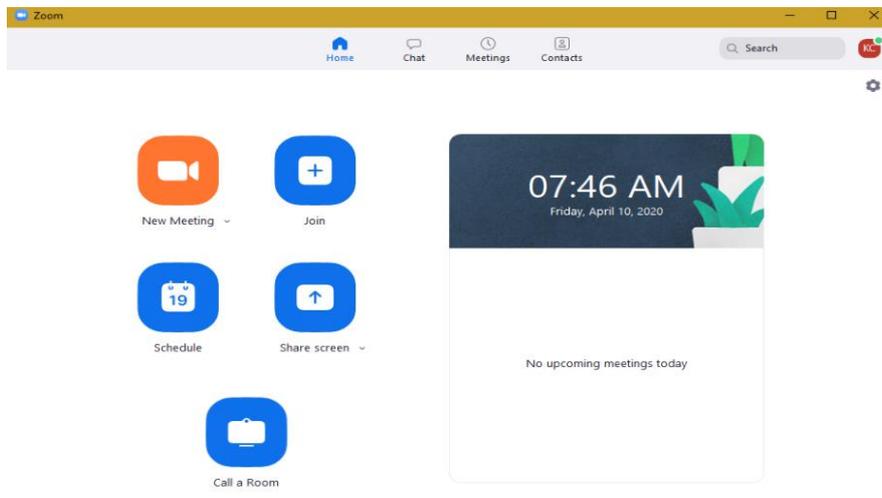2. From the Download Center, click **Download.**



3. You may need to click on the .exe file to open it; then click **Install**.
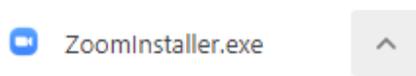


4. Once the download is complete, the following screen displays. Select **Sign Up Free** and create a free account by entering your email address and creating a password.
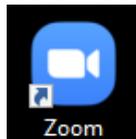
5. After creating your account, the following screen displays:



6. Click **X** to close the window.
7. After closing the window, confirm the icon below is on your desktop.



8. You will need to log in to Zoom prior to your testing session. You will need to enable the video because your proctor will be monitoring you during the entire testing session.

## Step 2 – Default browser

You must set Internet Explorer 11 as your default browser. Even though the special TOEFL Audio browser (see step 4) serves as the testing environment, downloading the test content and uploading your responses onto the ETS Global servers still requires another source of internet. For this purpose, Internet Explorer 11 is the most reliable.

Here's how to make Internet Explorer your default browser:
1.      Open Internet Explorer, select the **Tools** button, and then choose **Internet options**.
2.      Select the **Programs** tab, and then choose **Make default**.
3.      Select **OK**, and then close Internet Explorer.

## Step 3 – System Check

You must perform a **System Check** to make sure your computer and internet connection will allow you to complete the test on test day. This check must be performed on the same computer and internet connection you plan to test with and should be performed about the same time of day you are scheduled to test.

The **System Check** tests a variety of things such as operating system, browser, display settings and internet speed. If any of the checks fail, please ensure that you meet minimum system requirements. Before running the system check, **change the language on your computer to English**. If you do not change the language, the computer will fail the system check even if it meets the minimum requirements.

1. Navigate to *http://www.ets-ellonline.org/*. Click on **Check Readiness**.
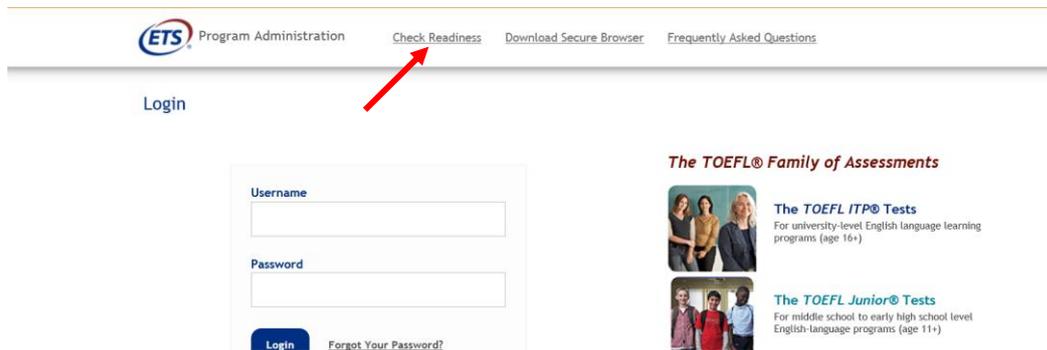


2. Click **Skip this Step**.



3. After you select **Check Readiness the following screen will appear.** Click **Run System Check**.



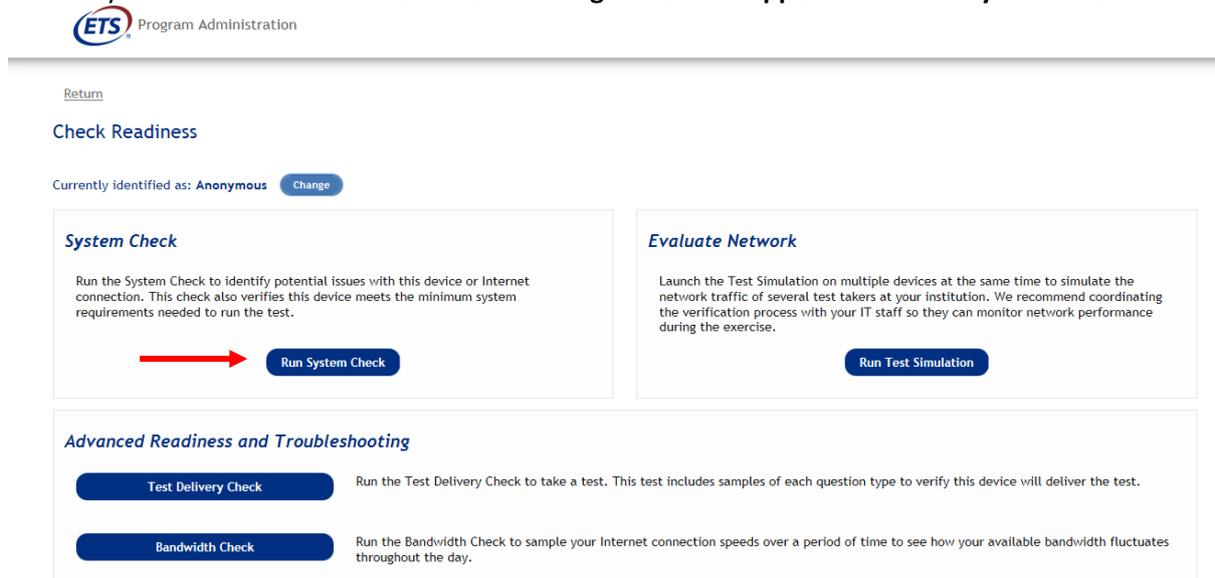4. Leave the First and Last Name and Comments fields blank. Click **Run Check**. You will see the system check testing different functions needed to successfully administer the test.

**System Check Information**

Run the System Check on all devices used for testing. For best results, close any applications that may be running on this device as well as any additional browser windows or tabs that may be open.

**First and Last Name:**

**Comments:**

**Run Check**

System Check is running, please wait for results...

RUNNING CHECK:

**Download Speed**
7 (Downloading 16 MB)
Detected Speed: 22 Mbps (2655 KB/s)

**Cancel**

5. Once the check has finished running, review the results to ensure that you can run the secure browser.

## Step 4 – Download TOEFL Audio Browser (You will use this browser to take the test.)

1. Navigate to **http://www.ets-ellonline.org/** and click on **Download Secure Browser**.

3. Download the <mark>TOEFL Secure Browser (Classroom)</mark> instead of the *Secure Browser for Windows (Home)*.

**Secure Browser for Windows (Home)**

The Windows Secure Browser is a locked-down version of an internet browser that prohibits access to other applications during testing. This Secure Browser requires an installation that requires administrative privileges. Once installed, administrative privileges are not required to launch the Secure Browser.

Download on Windows

1. Select the **Download** button located underneath these instructions.
2. Depending on your browser settings, the Secure Browser file will download in one of the following ways:
   - The file will automatically download to the default location, typically your desktop or **Downloads** folder.
   - You will be prompted to run or save the file. Select **Save**. The file will download to the default location.
3. Double-click the **Secure Browser** icon or file name to open the Secure Browser.
4. You may receive the following Security Warning: "Do you want to run this file?" Select **Run**.
5. If the Secure Browser has not been installed previously, you will be prompted that an installation is required. Click **OK**. This installation requires administrative privileges to be granted.

[Download]

**TOEFL Secure Browser (Classroom)**

The ClickOnce Secure Browser is a locked-down version of an internet browser that prohibits access to other applications during testing. This Secure Browser must be installed on all devices that will be used for testing. Install the Secure Browser by downloading the provided install file. Administrator rights are not required for installation.

Download and Install on Windows

1. Select the **Download** button located underneath these instructions.
2. Depending on your browser settings, the install file will download in one of the following ways:
   - The install file will automatically download to the default location, typically your desktop or **Downloads** folder.
   - You will be prompted to run or save the install file. Select either option. If you select **Save**, the install file will download to the default location.
3. Double-click the install file to begin the Secure Browser installation.
4. You will receive the following Security Warning: "Do you want to install this application?" Select **Install**.
5. The Secure Browser is installed, and a shortcut is added to your desktop. A dialog box informs you that installation is complete. Select **OK**.
6. Double-click the **Secure Browser** shortcut icon on your desktop to open the Secure Browser. After installing the Secure Browser, the install file is no longer needed. Use the desktop shortcut to open the Secure Browser.

[Download]

4. You may need to click the .exe file to open it; then click **Install**. When installation is complete, click **OK**. A shortcut to the audio browser will be added to your desktop.



Installation Complete. Shortcut added to your desktop.

[OK]
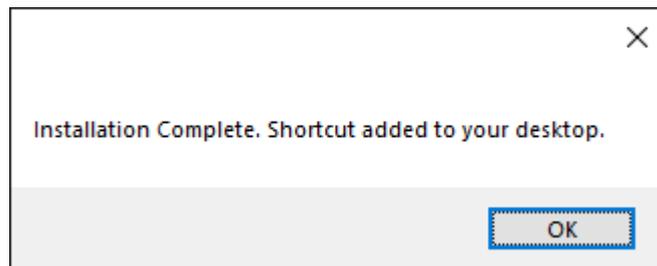
5. Confirm the icon below is on your desktop. Double click the icon to ensure the browser opens.



TOEFL Secure Browser (Classroom)

6. You can close the screen by clicking **Close** in the upper right corner.

## ON TEST DAY

Approximately 15 minutes prior to the appointment time, review the policies in the meeting invitation email and prepare your testing environment to test.

### Prepare your testing location

- You must use the computer and internet connection on which you performed the system checks. You can have only one computer monitor.
- You must test in a quiet, well-lit, private location. Light source should not be behind you.
- Use a personal computer and network to take the exam. If you need to schedule time in advance to reserve a quiet space, please do so ahead of your appointment.
- Public locations such as coffee shops and computer labs are not permitted. Use of a private internet connection such as corporate networks, hotel networks or government connections will likely prohibit the use of the required technology due to the network's firewalls.
- Clear the area of notes, books, smart watches, tablets and other items. Cell phones must be removed from the area during testing. Food and drinks are not permitted during testing.
- You may not leave your seat during the test administration.
- Note taking is permitted, however:
  - You **may not** take notes on regular paper, for security purposes.
  - You may take notes using one of the following
    - Whiteboard with erasable marker
    - Paper with transparent sheet protector and erasable marker



  - You will be asked to erase all notes in view of the proctor at the end of the test.

If you fail to comply with these regulations, you may be asked to leave the testing room and your test may not be scored. The test administrator has the right to request that ETS not score a test taker's exam if the test taker did not follow instructions or if the test administrator suspects that the test taker cheated. No scores will be reported for that test taker.

### Entering the Zoom Meeting

On the morning of the test administration, you will receive a Zoom invitation. This email will also contain the Session ID for your test administration.

1. Close all applications on your computer
2. Sign into your desktop version of Zoom
3. Open the meeting invite
4. Click the link to join the meeting
5. After you sign into Zoom, close the calendar and email application
6. You will be placed into a waiting room and will be admitted to the room by the Proctor
7. You must enable the video and open the Chat window

8. Make sure you are in *Gallery view* so small tiles display on the screen
9. Background disguise is not permitted
10. Do not open the TOEFL Audio Browser before signing into the meeting
11. Please be sure to join the meeting on time. If you arrive 15 minutes after the starting time, you will not be able to test during this session.
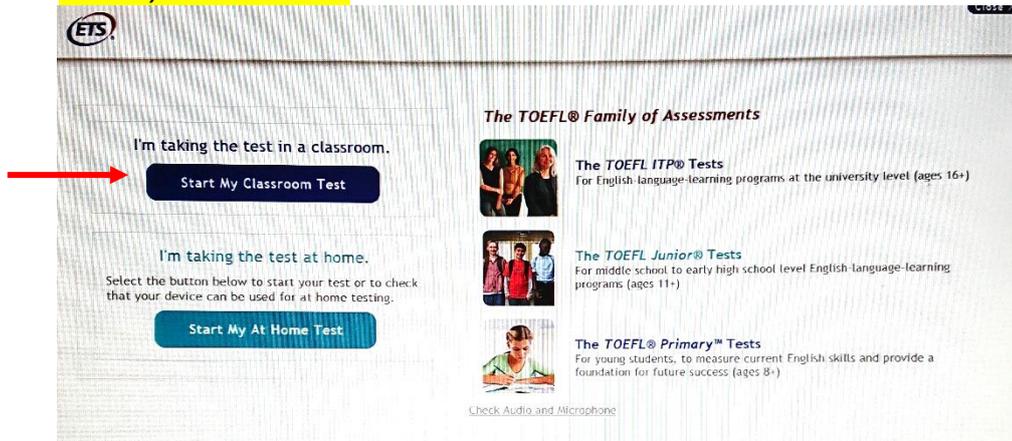
## Starting the test

1. When the proctor tells you to open the secure browser, click **Window key** (four flags) and the letter **D** to get to your desktop.
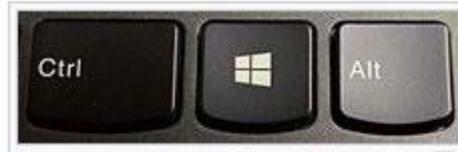


2. Double-click on the TOEFL Audio Browser icon on your desktop to launch the secure browser.
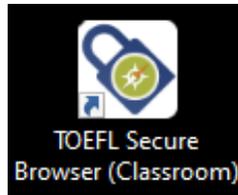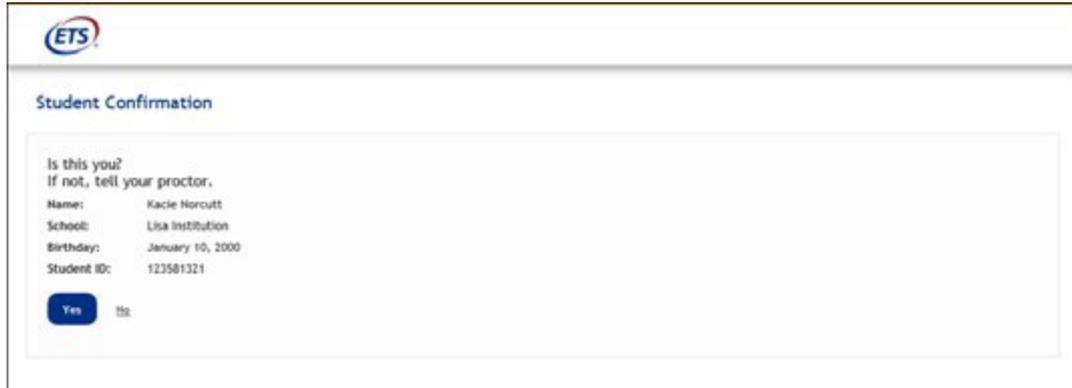


3. Select Start My Classroom Test



4. Enter the Session ID and click **Submit**.

5. Enter your Given Name, Family Name and Birthday (month and day) then click **Submit**.

6. Confirm that the information is correct and click **Yes**.



7. At this time, the proctor will approve you for testing. Once approval has been provided, the test will launch.

8. Once you launch the secure browser, you will not be able to see the Chat window. All applications will be hidden, including Zoom. Only the test will be displayed.

9. If you have any problems during the test, please raise your hand. The proctor will pause your test and activate the Chat window, so you can communicate in writing your question or problem.

10. If an error occurs that results in the secure browser closing or locking unexpectedly, perform the steps to re-enter the Zoom meeting after restarting your computer. The proctor will assist you with restarting the test.

11. This a timed test. If you do not complete the test within the designated time, a message box will display saying time has ended. Make sure you monitor the time remaining by checking the timer in the upper right corner of the screen.

12. When you have completed the test, click **Exit.** The proctor will ask to see your notes erased and then allow you to leave the Zoom meeting.


# Good luck on your test!

## Minimum System Requirements

Before beginning setup, verify that your computer meets the requirements described below. If it does not meet the minimum system requirements, you will not be able to launch the test.

Have a strong stable internet connection. This is extremely important. If possible, use a hard-wired connection to your router; you may experience difficulties with even the best Wi-Fi connection. The extra load of the remote proctoring software will slow things down and make it difficult for images to load and for the system to save your answers to the test questions.

| | Windows | | Headsets |
|---|---|---|---|
| | **OS** | **Web Browsers** | Plantronics Model #LO A355<br>Califone 3066AV<br>Koss #SB45<br>Cyber Acoustics AC-401 |
| **Secure Browser Proctored Testing** | Windows® 8.1 and 10 | Internet Explorer® 11 | |