BEFORE THE DAY OF THE TEST

Step 1 – Download Zoom

1. Navigate to **https://zoom.com/download** on the computer you will use for the test. Please note that you must use a Windows operated computer or Mac computer for testing. Chromebooks™ are not compatible.

2. From the Download Center, click **Download** Zoom Client for meetings.
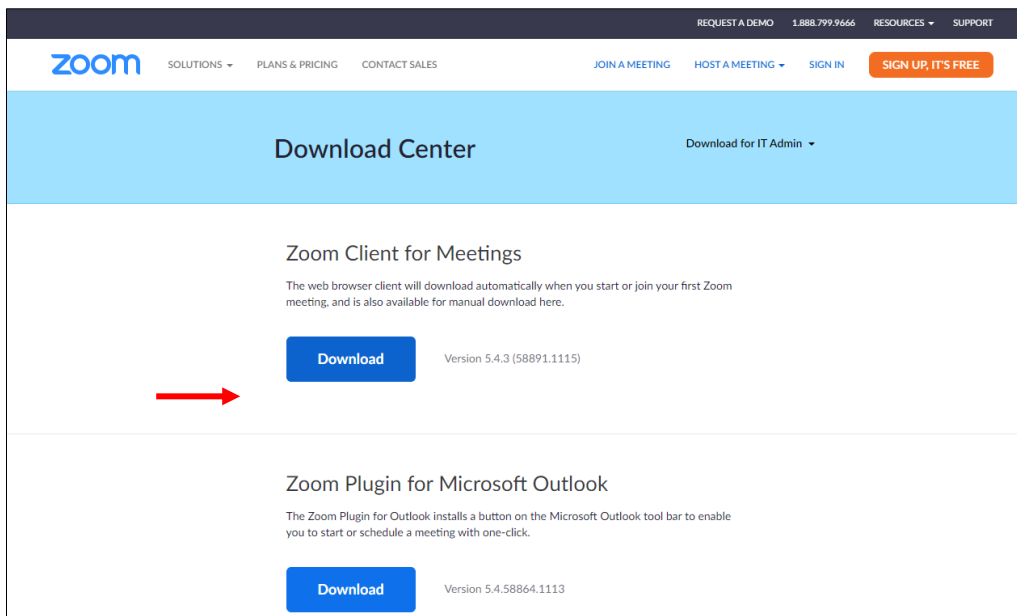
3. A file called ZoomInstaller.exe opens or must be opened, depending on your download settings. After opening, click **Install**.

4. Once the download is complete, the following screen displays. Select **Sign Up Free** and create a free account.
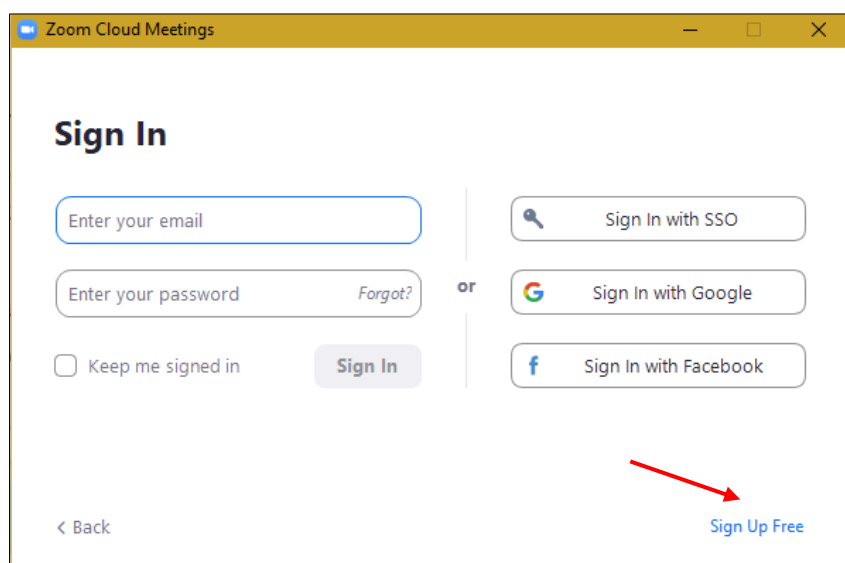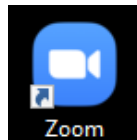
5. After creating your account, the following screen displays:
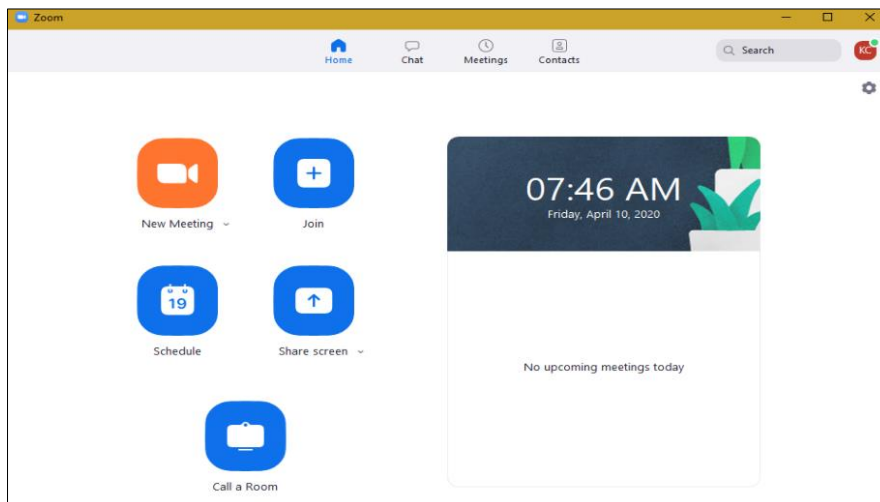
6. Click **X** to close the window.
7. After closing the window, confirm the icon below is on your desktop.

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

Step 2 – Default browser

You must set either Internet Explorer 11 or Microsoft Edge as your default browser. Even though the special TOEFL Secure 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 or Microsoft Edge are most reliable.

You can download the latest Edge browser from: https://www.microsoft.com/en-us/edge.

And this is how to set your default browser:
→ In Internet Explorer, click the **Tools** button ⚙ , and then choose **Internet options**. Select the **Programs** tab, and then choose **Make default**. Select **OK**, and then close Internet Explorer
→ In Edge, navigate to edge://settings/defaultBrowser and click **Set as default**.
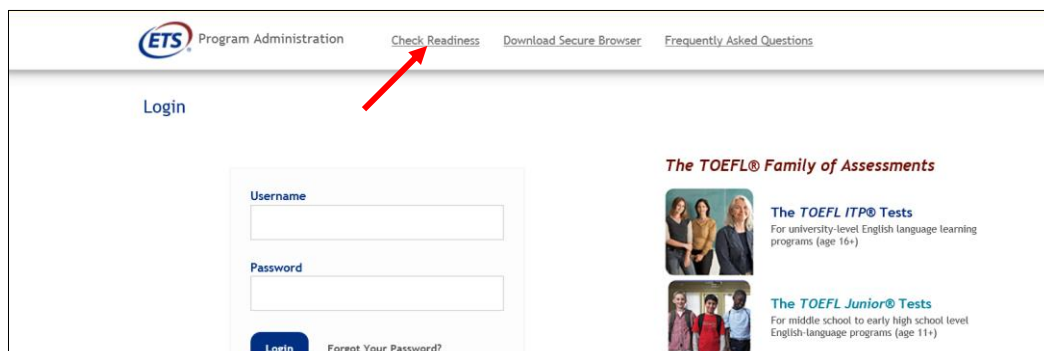
Step 3 – System Check

Please note that you need a **strong and stable internet connection** to take part in the TOEFL ITP Digital. 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, because of the extra load of the remote proctoring software.

You must perform a **System Check** to make sure your computer and internet connection will allow you to complete the test on test day. The System Check tests a variety of things such as operating system, browser, display settings and internet speed.
This check must be performed on the same computer and using the same internet connection you plan to test with. Ideally, it is also performed around the same time of day you are scheduled to test.

1. Before running the system check, change the language on your computer to English. If your computer is not set to English, it will fail the system check even if it meets the minimum requirements.

2. Using Internet Explorer 11 or Microsoft Edge, navigate to http://www.ets-ellonline.org/. Click on **Check Readiness**.

3. If you get a pop-up saying 'Link This Device to Your Institution', you may click **Skip this step**.

4. The following screen will appear. Click **Run System Check**.
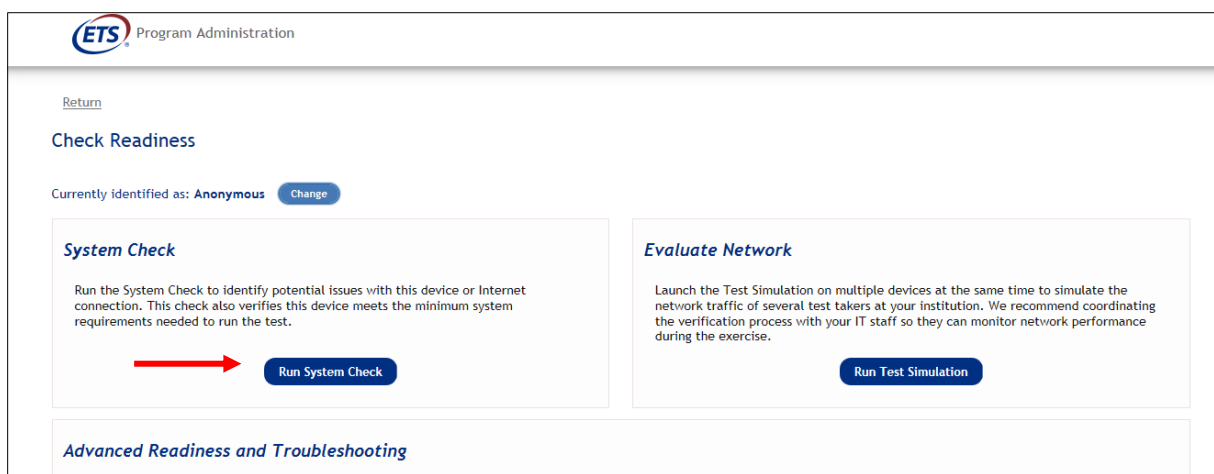
5. On the System Check page, you can leave the First and Last Name and Comments fields blank. Click **Run Check**. You will see the system check running different tests on functions needed to successfully administer the test.

6. Once the check has finished running, you may get this result:

This device meets all site requirements. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.

Or this one:

This device meets all site requirements, but may need attention. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.

→ If all the warning says is 'A Secure Browser may be required for delivery of the operational test', there is no problem, because you are, in fact, about to install a Secure Browser.
→ If there is a warning regarding the Trace Route, but no warning regarding downloading and uploading, there is no problem either.
→ If you get yet a different warning, please follow the instructions that appear in the Results section.

Step 4 – Download TOEFL Audio Browser

1. Remove any TOEFL Secure browser that may already be on your computer from previous sessions, as this could be an outdated version.

2a. If you are using a Windows computer, please click on the following link to directly download the TOEFL Secure Browser: TOEFLZoom.programworkshop.com.
2b. If you are using a Mac computer, please navigate to this page and click **Show all platforms**. Find 'Secure browser for Mac' on the page and click **Show instructions** > **Download**.

3. A file called TOEFL Secure Browser.exe will be in your Downloads folder. Double-click the icon to ensure the browser opens. You can close the screen by clicking **Close** in the upper right corner.

4. Create a shortcut of the file and place it on your desktop.

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 supervisor 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 Zoom, and click the invitation link to join the meeting – or the other way around.
3. After signing into Zoom, close the calendar and email application.
4. You will be placed into a waiting room and will be admitted to the room by the supervisor.

5. Mute is enabled automatically. Please enable the video because the supervisor will monitor you during the entire testing session. Keep the chat window open in order to view the supervisor's instructions and support.
6. Background disguise is not permitted
7. Do not open the TOEFL Audio Browser before signing into the meeting.
8. 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.
9. Right after you are admitted to the Zoom session, the supervisor will ask you to hold your ID document up to the camera.
   → If you are uncomfortable doing so with the other candidates present, please notify taalloket@taalcentrum-vu.nl beforehand so we can arrange that you'll be alone in the session for this step.
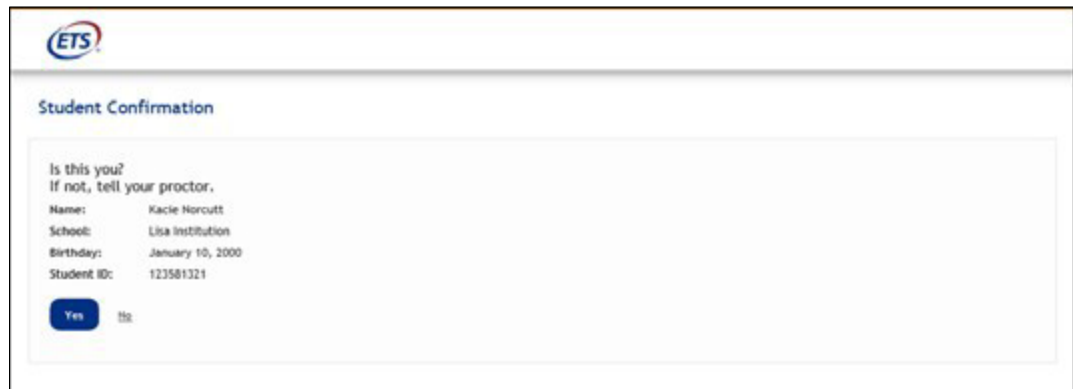
Starting the test

1. When the supervisor tells you to open the secure browser, go to your desktop and double-click on the TOEFL Audio Browser icon to launch the secure browser.

2. Select Start My Classroom Test.
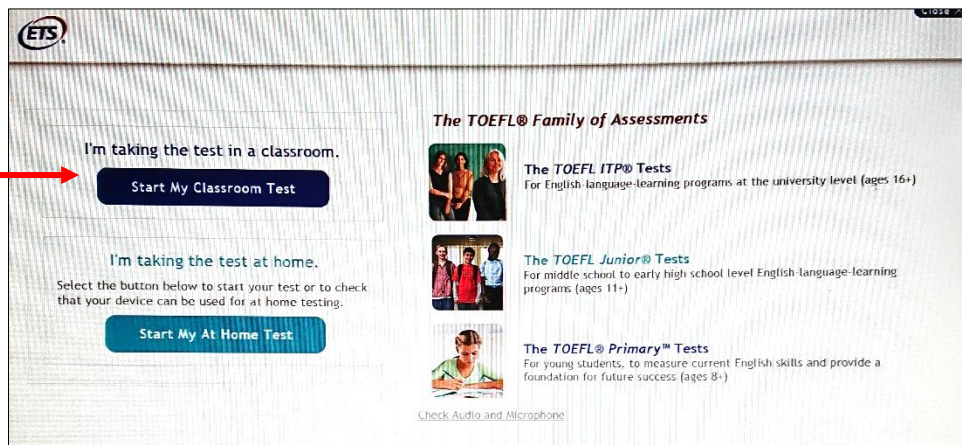
3. Enter the Session ID and click **Submit**.

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

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

6. Wait for the supervisor to release your test ('Waiting for approval'); once released, the test will launch.

7. 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.

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

9. 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 supervisor will help you to continue the test.

10. TOEFL ITP is a timed test (25 mins for Grammar and Written Expression; 55 mins for Reading). If you do not complete the test within the designated time, you will receive a notification saying time has ended. During the test, you can check the remaining time in the upper right corner of the screen.

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

Good luck on your test!