

GENERAL GUIDELINE FOR TOEIC IP COMPUTER DELIVERED TEST

REMOTE PROCTORED

Requirements:

1. List of Examinees (ID number, Full name, Course/Programs, Section, Year/Grade Level, Contact Numbers/Email Address (school email address) if available)
2. Implementation plan

Before the Test Day:

1. Test taker need to have a computer/laptop with built-in camera or webcam
2. Ensure that test taker's work station meet all the requirements for TOEIC Secured Browser
3. **Important:** Students must run the **Readiness Check** using the *Internet Explorer* at least 24 hours before the scheduled test. They should also download or take a photo of the system check result and save it in their unit. This will be our reference for any technical issues/errors that might happen during the test.
4. Download the secure browser if the unit passed the **system readiness check**
5. Download Zoom App on your Desktop. Zoom app will be used by Proctors to monitor the students taking the test online.

DURING THE TEST DAY:

1. Test taker will join the scheduled Zoom Meeting at least 30 minutes before the test starts.
2. The proctor will ask for identifications of the test takers
3. The proctor will discuss the procedure and guidelines for TOEIC Program.
4. Proctor will distribute the Authorization codes.
5. The test taker will run the TOEFL Secure browser, input the Authorization Code and start with Test Set-up (Checking of microphone and speaker volume)
If there will be technical Issues, the proctors will assist in the best way he/she can.

AFTER THE TEST:

1. The TOEIC Listening and Reading score will be shown right after the test. The score rosters of the actual test takers will be sent to the TOEIC Coordinator/s immediately.
2. The TOEIC Speaking and Writing score will available at most 2 weeks after the test.
3. The printed copy of the score reports will be distributed thru the TOEIC Coordinators after the quarantine is lifted.
4. If there are unresolved technical issues during the test date, test taker must file a report using the Online Tech Report Form. The System Check Results ran before the test should also be sent to inquiries@hopkins.ph for further investigation and resolution.
5. Online Reschedule Form will also be available for test takers who missed their test date/testing window including those with unresolved technical issues.
6. The test taker will be asked to complete the a quick survey form for the proctor's assistance and their experience on the TOEIC Online Test

PREPARING FOR THE TEST DAY:

Navigate to <http://epntoeiconline.org/> Click on **Check Readiness**.

The screenshot shows the ETS TOEIC website. At the top left is the ETS TOEIC logo. At the top right, there are three links: "Check Readiness" (highlighted with a red box), "Download Secure Browser", and "Frequently Asked Questions". Below the logo is a login form with fields for "Username" and "Password", a "Login" button, and a link for "Forgot Your Password?". To the right of the login form is the "The TOEIC® Program" section, which lists four test types with icons and descriptions:

- TOEIC® LISTENING & READING TEST**: Assess the English-language listening and reading skills needed in the workplace.
- TOEIC® SPEAKING & WRITING TESTS**: Assess English-language speaking and writing proficiency in the workplace.
- TOEIC Bridge® LISTENING & READING TESTS**: Measure the everyday, listening and reading English proficiency of basic- to intermediate-level learners.
- TOEIC Bridge® SPEAKING & WRITING TESTS**: Measure the everyday, speaking and writing English proficiency of basic- to intermediate-level learners.

If you see this, click on **Skip this Step**

Link This Device to Your Institution

Link this device with your institution to allow us to provide institution specific secure browsers for testing. You will not be required to repeat this step unless you wish to change the Institution you have selected.


If you are testing from home or outside of the institution's network, you may skip this step. Doing so will not impact test results and reporting.

Enter your username to link this device to your institution:

Continue

[Skip this step](#)

1. Click on **Run System Check**



[Return](#)

Check Readiness

Currently identified as: Anonymous
[Change](#)

System Check
Run the System Check to identify potential issues with this device or Internet connection. This check also verifies this device meets the minimum system requirements needed to run the test.

[Run System Check](#)

Evaluate Network
Launch the Test Simulation on multiple devices at the same time to simulate the network traffic of several test takers at your institution. We recommend coordinating the verification process with your IT staff so they can monitor network performance during the exercise.

[Run Test Simulation](#)

Advanced Readiness and Troubleshooting

[Test Delivery Check](#) Run the Test Delivery Check to take a test. This test includes samples of each question type to verify this device will deliver the test.

[Bandwidth Check](#) Run the Bandwidth Check to sample your Internet connection speeds over a period of time to see how your available bandwidth fluctuates throughout the day.

2. Enter your first and last name, and click **Run Check**. You will see the system check testing the different functions needed to successfully administer the test.

System Check

Currently identified as: Anonymous
[Change](#)

The System Check tests your device to make sure it meets the minimum requirements for test delivery. At the completion of the check, you will be provided with information regarding the specific device used and current internet connection information and possibly a list of potential issues that need to be corrected prior to testing.


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
Pass 1 (Downloading 256 KB)
Detected Speed: 0 Mbps (33 KB/s)

[Cancel](#)

Be sure to wait for the system check to finish and confirmed that your computer meets the requirements.



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.

3. Once the check has finished running, use the results to ensure that you can run the secure browser.
4. Make sure to take a photo or screenshot of the system check result for future reference.

Once you have passed the system check, download the secure browser and test it. To do so, follow these steps:

1. Navigate to <http://epntoeiconline.org/> and click **Download Secure Browser**.

ETS TOEIC

[Check Readiness](#) **Download Secure Browser** [Frequently Asked Questions](#)

Username

Password

Login [Forgot Your Password?](#)

The TOEIC® Program

TOEIC®
LISTENING & READING TEST

The TOEIC® Listening and Reading Test
Assess the English-language listening and reading skills needed in the workplace

TOEIC®
SPEAKING & WRITING TESTS

The TOEIC® Speaking and Writing Tests
Assess English-language speaking and writing proficiency in the workplace

2. Click on **Download**

ETS TOEIC [Return](#)

Download Secure Browser

Currently identified as: **Anonymous**
[Change](#)

ClickOnce Secure Browser for Windows

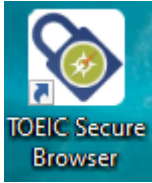
The ClickOnce Secure Browser is a locked-down version of an internet browser that prohibits access to other applications during testing. This Secure Browser must be installed on all devices that will be used for testing. Install the Secure Browser by downloading the provided install file. Administrator 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:
 - o The install file will automatically download to the default location, typically your desktop or **Downloads** folder.
 - o 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

3. Double-click on the downloaded application and run and install
4. Once installed, a shortcut for TOEFL Secure Browser will be created on your desktop.



Once you confirm that you can run the secure browser, you are ready to test on that computer.

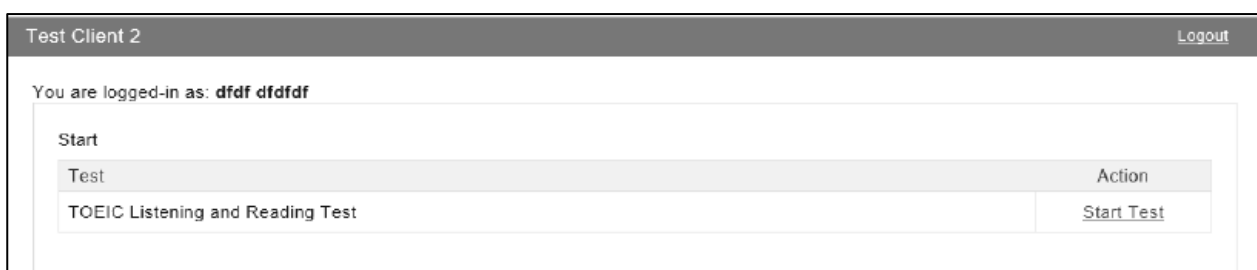
DURING THE TEST DAY:

1. Make sure that you are alone in the room and noise/distractions are to its minimum level.
2. No other unnecessary materials should be present on your table except for a 1/8 sheet of paper and pencil that you will use to write down your **Login Authorization Code**.
3. Prepare your laptop/desktop computer and make sure you have stable internet connection or at least the minimum requirement (as per system check).
4. Open Zoom app **30 minutes** prior to the testing window for the additional instructions that will be given by the TA/proctor.
5. During this time, you will also be asked to show your Identification Document (ID). If you are a student, present your student ID.
6. Your test administrator/proctor will provide you with a **Login Authorization Code**. Be sure to write it on a piece of paper.
7. Double click on the **TOEIC Secure Browser** icon on your desktop to launch the secure browser (When you open the **TOEIC Secure Browser** to test, all other screens will become inaccessible)
8. Enter your **Login Authorization Code** and click Submit



9. Enter **your Given Name, Last Name, Date of Birth, Gender, Native Country**. After filling out the profile key, you may click '**Continue**' at the bottom of the screen.

***A message will appear confirming that you are about to start the TOEIC test**



***Wait for further instructions from the TA/proctor**

***Please remember, you may not close the browser window at any time during the test**

10. Click '**Next**' to start the test

11. Click '**Exit**' to leave the test

AFTER THE TEST:

A. TEST COMPLETION

Once test has been completed, the unofficial score will be displayed. Test taker may print the unofficial score report at the end of the test.

B. SURVEY

The test takers will be asked to answer a short survey on their TOEIC Online test experience

FREQUENTLY ASKED QUESTIONS:

TEST STRUCTURE

Test Type	Skills/Section	Administration Time	Duration of the Test
TOEIC Listening and Reading	Listening	45 minutes	2 hours
	Reading	75 minutes	
TOEIC Speaking and Writing	Speaking	20 minutes	1 hour 20 mins
	Writing	60 minutes	

COMPUTER SYSTEM REQUIREMENTS:

Software Requirements:

- Operating System: Microsoft Windows 10
- Browser: Internet Explorer 11

Hardware Requirements:

- Resolution: minimum 1024x768 resolution

IRREGULARITIES:

Problem	What to do
Power Outages / Interruptions	<ul style="list-style-type: none">- Report immediately to the Test Administrator/Proctor- If the power is immediately restored, you may re-launch the browser and resume with the test- If the power is not immediately restored (30 minutes or more), you may file a report/contact your technical support. In the report, include the time the power is interrupted and time it was restored). You may then request for a reschedule or make up test
Browser Freeze	<ul style="list-style-type: none">- You can manually exit the Secure Browser using the following key combination on Windows: CTRL+SHIFT+ALT+F10- Note that you must press all keys simultaneously to successfully exit the browser- A security violation error will occur if you try to exit the secure testing browser incorrectly (Ctrl + Alt + Del and other conventional methods for quitting applications)

	are not permitted). The browser will not allow access to any other computer applications during testing, so this must be logged.
Start or Resume the test	<ul style="list-style-type: none"> - To start or resume the test (due to unexpected computer shutdown or any other issue), please follow the steps below: <ol style="list-style-type: none"> 1. Launch the TOEIC® Secure Browser. 2. Log in using the Authorization Code. The screen will be in full screen mode and locked. Candidates cannot Alt+Tab to other locations or navigate out of it in any way. For IP administrations, test takers will fill out the Candidate Profile. 3. Next, the test taker will be prompted to start the test. 4. Test takers will see the Confidentiality Agreement and Test Center Regulations, in addition to general directions, before starting the test.

OTHERS:

- **Is this site available on a mobile device?** No, this site is not currently designed for display on a mobile web browser and may not function properly on a mobile device.
- **Can I use a wireless network?** Testing requires a stable connection and wireless networks can introduce reliability and performance issues. The software allows test takers to easily reconnect when an error occurs, but an unreliable connection can impact testing. Wireless networks are not recommended unless evaluated using the System Check prior to testing.
- **Do I have to allow pop-ups? How can I configure my pop-up blocker to allow access to the testing site?** Pop-up blockers will not affect test delivery or administration, but the System Check creates a pop-up window that runs a sample test. This window may be blocked by a pop-up blocker and cause an error in the system check. By configuring pop-up blockers to only allow pop-ups from the testing site, the security of the pop-up blocker software is not compromised. Simply add *.starttest.com or programworkshop.com to your pop-up blocker's list of allowed sites before students attempt to access the test sites.
- **I am having problems with the "Bookmarks" or "Favorites" I created for this site. How should I be adding bookmarks that don't break?** To ensure working bookmarks and favorites for this website, please follow the instructions below: Windows users with Internet Explorer may right-click anywhere on the page and choose "Add to Favorites..." Then, choose the location in which to create the favorite and click "Add".
- **I see a "Page not found" message.** "Page not found" errors can result from a number of different problems. Use the following checklist to try to resolve this problem.
 - Try clicking the Refresh button on your Browser to reload the page.
 - Check to see if you can access other sites over the Internet to make sure that your Internet connection is functioning properly.
 - Check to make sure that your operating system and web browser meet the minimum system requirements listed in this document.
 - Check to make sure that your anti-virus, firewall, proxy and content filter systems are configured to allow inbound and outbound traffic from the starttest.com sites (you may need assistance from your technical support group to check these settings).
 - If you have checked all of these possible issues, and you still receive the "Page not found" error, you will need to contact your technical support group for further assistance.

I cannot find an answer to my problem. How do I contact you? If you cannot find an answer, please contact your local TOEIC Representative for assistance thru email at inquiries@hopkins.ph or mobile number **0922-886-3420**.