

# Prepare for Your Online TOEFL ITP Test

## Your Upcoming Online ITP Test

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You will be taking the online TOEFL ITP test from your home in a remote proctored situation.

Your Test Date and Time and Zoom ID Meeting details will be provided in a confirmation email. This email will come from an AMIDEAST email address.

To take the ITP test, you will need do the following on a PC or MAC computer (phone or tablets will not work):

- Perform a **System Check** to ensure your computer meets the system requirements.
- Download the Zoom® app on your computer and mobile phone: you will need to create a free Zoom account.
- Download the **TOEFL Audio Browser** or the test will not run.

NOTE: Headsets are not permitted so be sure your computer speakers work.

## Privacy Information

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- Proctoring of the test will be conducted via Zoom on both your computer and your phone. Audio and video will be recorded.
- Your check-in where you show your ID will be private. You will be invited from the main meeting “room” to a private breakout room, where the proctor will check you in.
- Your check-in will be recorded, but it will not be visible to other candidates.
  - You will show the proctor the room in which you are testing to verify that no one else is present and no prohibited items are visible.
  - The proctor will ask you to show your ID to verify your identity.

**IMPORTANT:** Do not share any personal information until you have been invited to the private breakout room by the proctor.

## Violations Resulting in Score Cancellation

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- **CANDIDATE RECORDING OF TEST ADMINISTRATION IS NOT ALLOWED.** Recording of anything for any reason during the test session is strictly prohibited. This is considered

misconduct and will result in immediate test suspension, reporting to your institution, and may be referred to ETS Global and/or law enforcement.

- **OFF-CAMERA ACTIVITY/BREAK IS NOT ALLOWED.** Due to the lack of ability to monitor activities off-camera, no breaks are allowed. If you leave your desk and go outside the view of the camera, your test will be cancelled. Test fees will not be refunded.
- **NO ONE ELSE IS ALLOWED IN THE ROOM.** If anyone enters or is detected in the room, your test results may be cancelled. Test fees will not be refunded. It is strongly recommended that you clearly post signs that say, “Testing in Progress/ Do Not Disturb.”
- **LATE CANDIDATES WILL NOT BE ADMITTED.** Arrive on time. You will not be admitted after the test has started. Test fees will not be refunded.
- **DO NOT ANSWER YOUR PHONE DURING THE TEST. Put your phone on DO NOT DISTURB prior to the test.** You may not answer your phone or read/respond to messages during the test.
- If you do not heed proctor warnings for any activity above, you will be dismissed from the test and your score will be cancelled. Test fees will not be refunded

### Agreement to Test Taker Guidelines (This Document) Required to Test

- During check-in, the proctor will verify that you have read and agree to the AMIDEAST Remote Proctoring Test Taker Guidelines as outlined in this document.
- You will be required to say “I agree” to continue.

## Minimum System Requirements

First verify that your computer meets the requirements listed in the chart below. If it does not meet the minimum system requirements, you will not be able to test.

- Use your *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.
- You may not test in public locations such as coffee shops and computer.
- Firewalls in other places like hotel networks may prohibit the use of the secure browser so your test will not run.
- You will need a strong, stable internet connection. If possible, use a hard-wired connection rather than Wi-Fi.

	WINDOWS - MINIMUM VERSION		MAC - MINIMUM VERSION	
	Operating System	Web Browser	Operating System	Web Browser
Secure Browser - TOEFL AUDIO BROWSER	Windows 8.1 or higher	Internet Explorer 11 or higher. <b>TLS 1.2 must be enabled.</b>	Mac OSX 10.11 or higher	Safari 8 or higher
<b>If TLS 1.2 is not enabled after July 1, the secure browser will not launch.</b>				
Updated July 2020				

## ✓ Checklist for Preparing Your Computer

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IMPORTANT NOTE: If you are late or haven't downloaded the secure browser, you will not be allowed to test. No refunds will be issued.

### At Least 3 Days Before the Test

- Verify that your computer meets the [Minimum System Requirements](#)
- [Download Zoom](#)
- Install Zoom on your computer; be sure you set up a free account
- Install Zoom on your mobile phone
- Perform a [System Check](#)
- Download the secure TOEFL® Audio Browser
- Set up your room

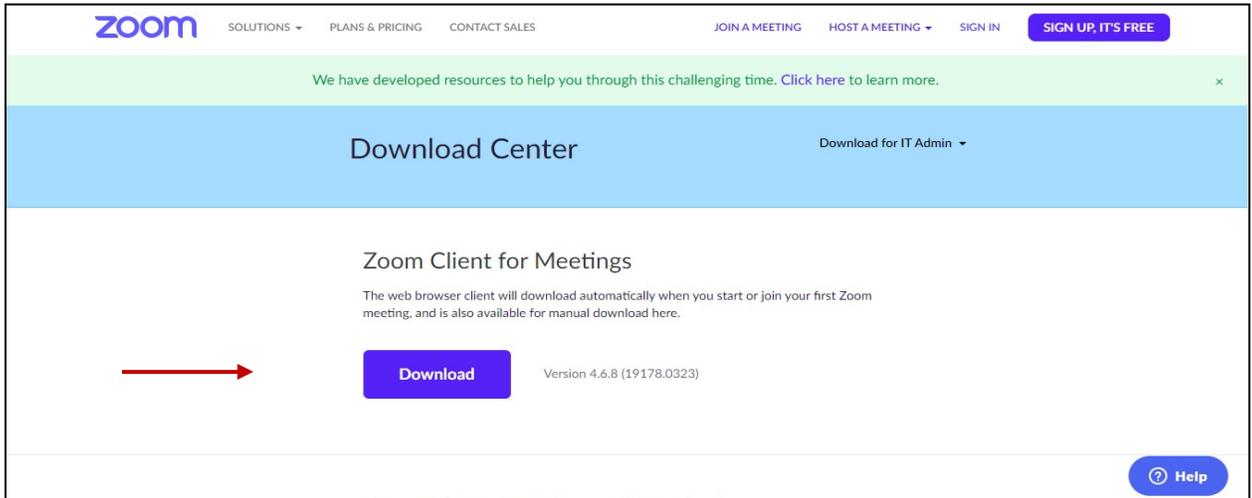
### On Test Day

- [Prepare your Test Location](#) See [Candidate Guidelines for Remote Proctoring](#) for details on computer and mobile phone placement and photos below.
- 30 minutes prior to test time, log in to Zoom on your computer & mobile phone -- your Zoom meeting details will be in your confirmation email.
- The proctor will check you in.
- Once you are checked in, your proctor will tell you when to open the TOEFL Audio Browser and provide the Session ID needed to launch your exam.

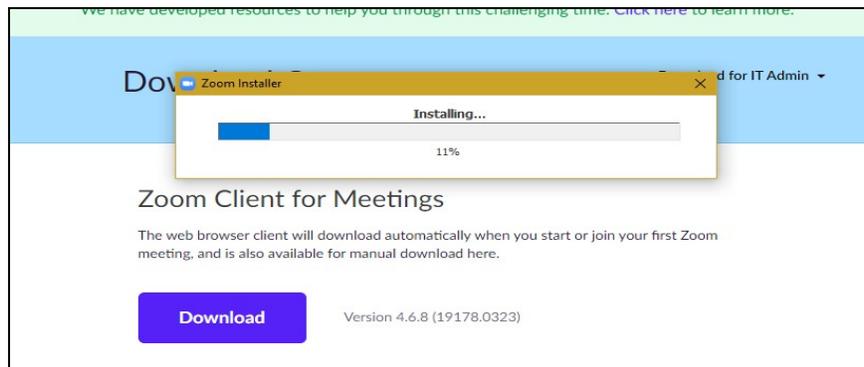
# Before the Day of the Test

## Step 1 – Download Zoom

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



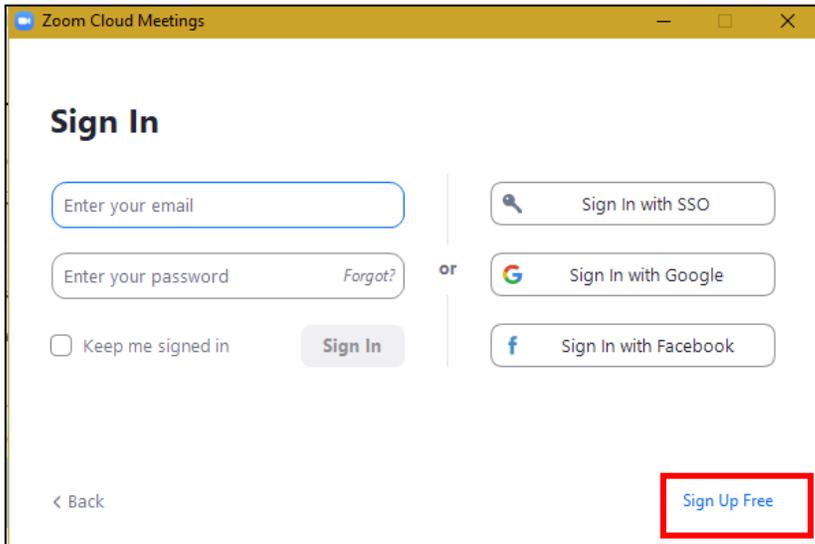
3. Installing progress bar displays



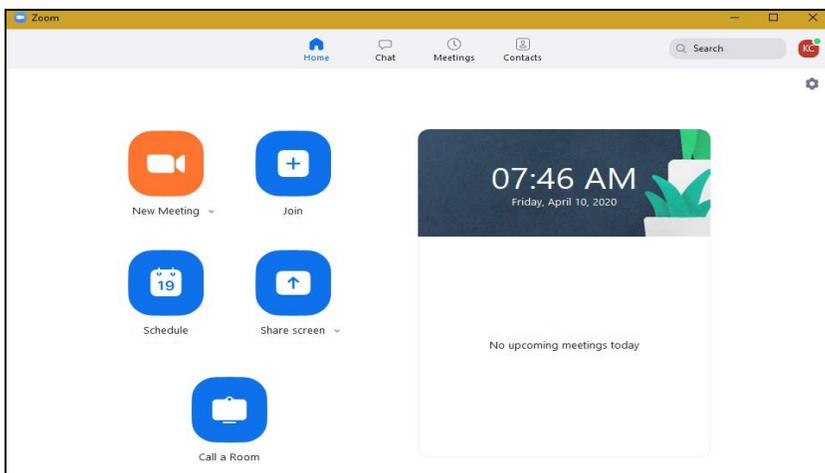
4. You may need to click on the .exe file to open and then Install.



5. 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.



6. After creating your account, the following screen displays:



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

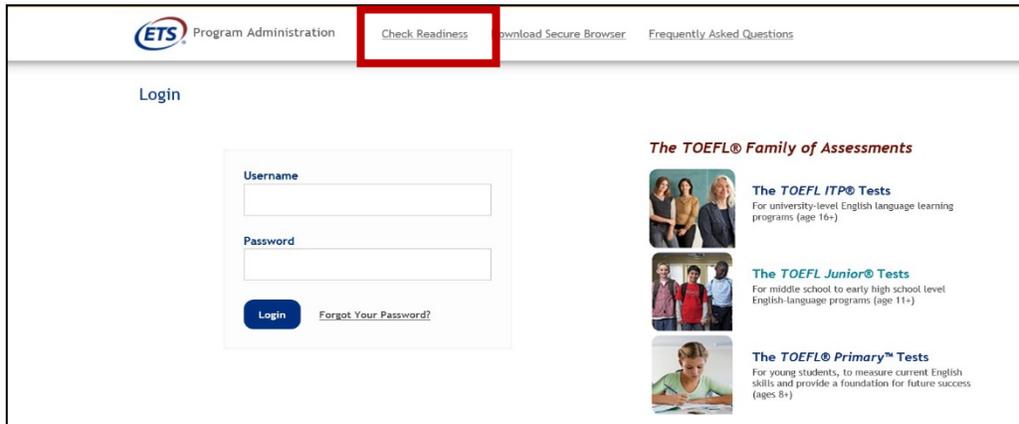


- 9. You will need to log in to Zoom prior to your testing session. Your video will need to be enabled because your proctor will be monitoring you during the entire testing session.
- 10. On your phone, install Zoom. On test day, you will log in with BOTH your computer AND your mobile phone.

11. See the [Candidate Guidelines for Remote Proctoring—ITP](#) for details about phone placement, etc.

## Step 2 – Perform a System Check

1. You must perform a **System Check** to ensure your computer and internet connection will allow you to complete the test. Do the test about the same time of day you are scheduled to test.
2. The **System Check** tests a variety of things such as your operating system, browser, display settings, and internet speed. 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. If any of the checks fail, please ensure that you meet minimum system requirements.
3. Go to <http://www.ets-ellonline.org/>.
4. Click **Check Readiness**.

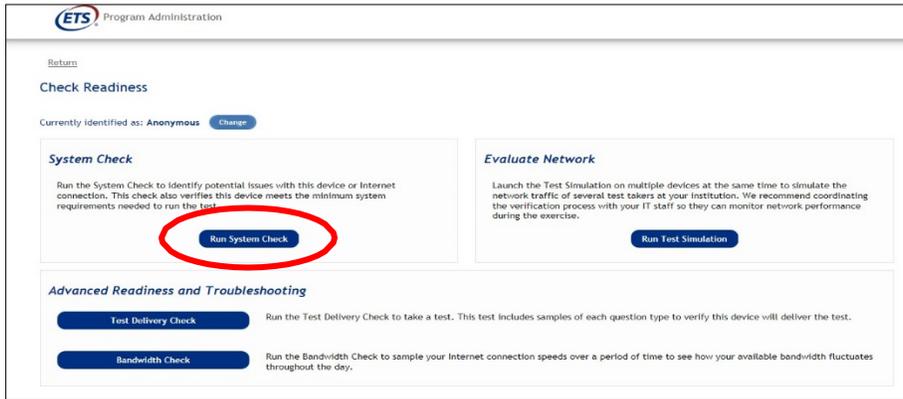


5. Click **Skip this Step**.

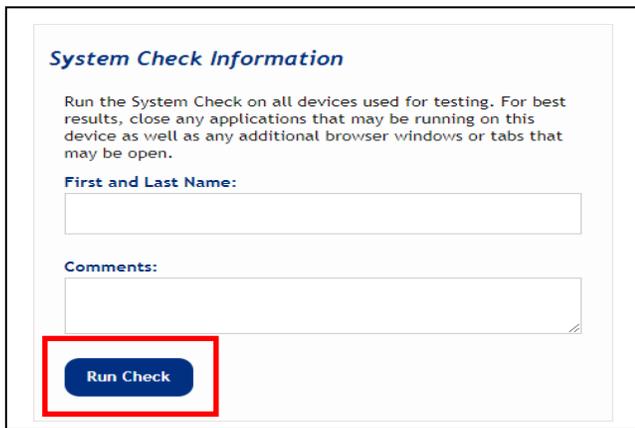


6. After you select **Check Readiness**, the following screen will appear.

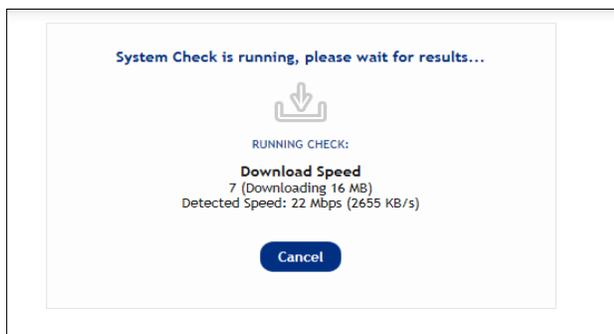
7. Click **Run System Check**.



8. Leave the First and Last Name and Comments fields blank.



9. Click **Run Check**. You will see the system check testing different functions needed to successfully administer the test.



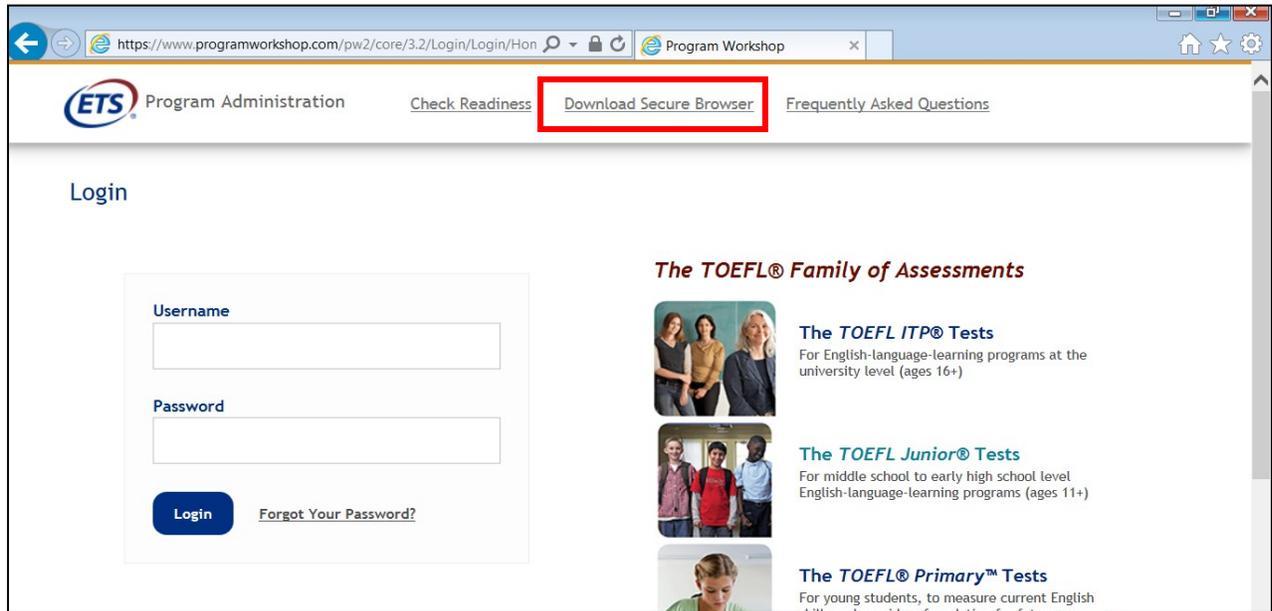
10. Once the check has finished running, review the results to ensure that you can run the secure browser.

11. If you get a message saying the browser may not be supported, this is normal. If you have already installed the TOEFL Audio Browser and confirmed that it will launch, no further action is needed to verify that your computer is ready.

## Step 3 – Download the TOEFL Audio Browser

You will use this secure browser to take the test.

1. Go to **http://www.ets-ellonline.org/**.
2. Click **Download Secure Browser**.



Windows: Under Secure Browser for Windows (Home); Click Download.

ETS Program Administration [Return](#)

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Download Secure Browser

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

**SHOW ALL PLATFORMS**

**Secure Browser for Windows (Home)**

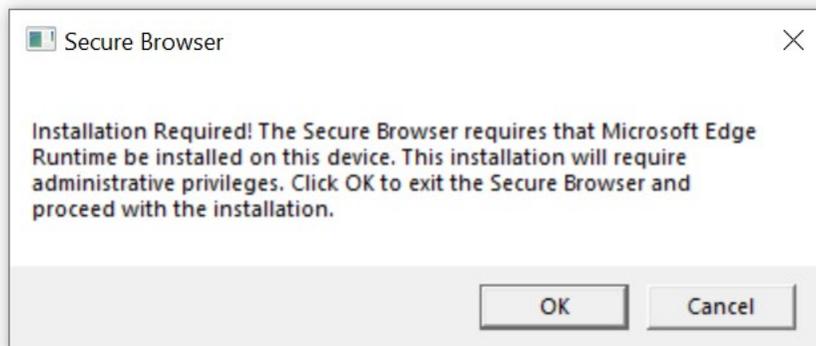
The Windows Secure Browser is a locked-down version of an internet browser that prohibits access to other applications during testing. This Secure Browser requires an installation that requires administrative privileges. Once installed, administrative privileges are not required to launch the Secure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

Follow the instructions as prompted:



If you have a MAC, click the "Show all Platforms" to get the instructions for MACs.

Download Secure Browser

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

**SHOW ALL PLATFORMS**

### 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.

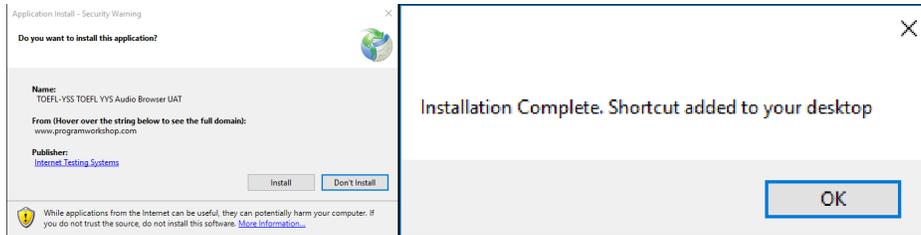
[Download](#)

### Secure Browser for Mac

The Secure Browser is a locked down version of an internet browser that does not allow access to any other applications. If you are installing the Secure Browser for all users, drag the Secure Browser to your applications folder. If you are not logged in as an administrator, you will need to authenticate using an administrator's username and password. You may need to get this information from your Macintosh computer administrator.

[Show Instructions](#)

1. Click "Run" to install. When installation is complete, click **OK**. A shortcut to launch the audio browser will be added to your desktop.



2. Confirm that the icon below is on your desktop.



3. Double click the icon to make sure the browser opens.

IMPORTANT NOTE: you won't get your Session ID number until you have been checked in by your proctor. You do not need to enter the Session ID until then.

ETS

Session Number  
10324-65

Submit

**The TOEFL® Family of Assessments**

**The TOEFL ITP® Tests**  
For university-level English language learning programs (age 16+)

**The TOEFL Junior® Test**  
For middle school to early high school level English-language programs (age 11+)

**The TOEFL® Primary™ Tests**  
For young students, to measure current English skills and provide a foundation for future success (ages 8+)

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ETS

4. Close the screen by clicking **Close** in the upper right corner.
5. If you were successful, you do not need to do anything further.
6. **If you had any problems, you must contact AMIDEAST immediately. Use the email address in your confirmation letter or provided to you by your institution.**

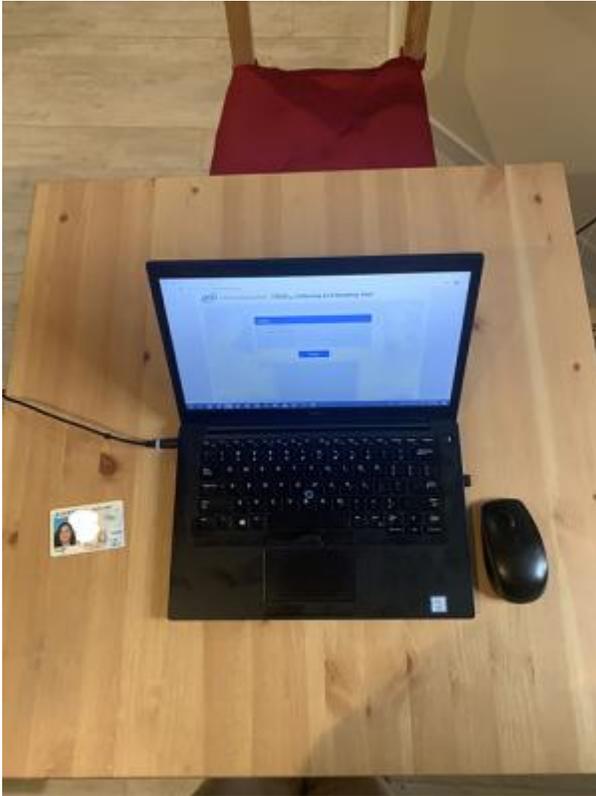
IMPORTANT NOTE: If you are not able to launch the secure browser on test day, you will not be able to test.

#### Step 4 – Set Up Your Room and Computer

You will need the following setup:

- Desk and chair.
- Private room with door; if anyone enters, your results may be cancelled.
- Headphones are NOT permitted.
- Computer with webcam and audio that meets minimum hardware requirements with the TOEFL Audio Browser and Zoom installed.
- Mobile phone with Zoom installed.
- **All items except your computer, mouse/mousepad, ID, must be removed from your desk surface.**
- **Plain paper is not allowed. However, whiteboards or paper in plastic sleeves is allowed along with an erasable marker.**

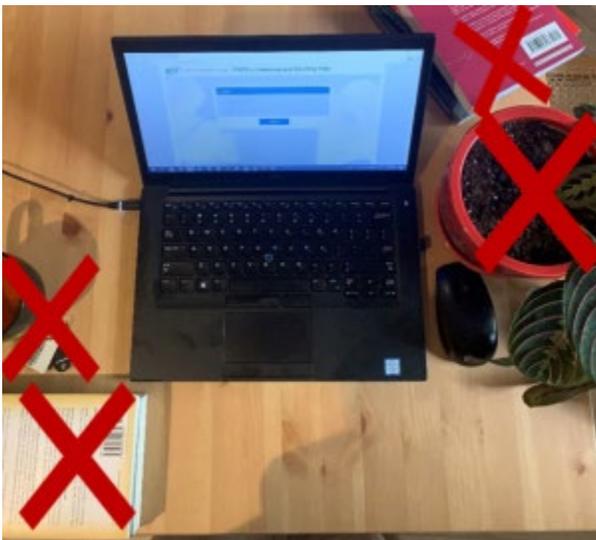
See example below:



The picture below shows items on the desk in which case you would NOT be permitted to test:

Prohibited items:

- Books/papers
- Food/drink
- Miscellaneous items (keys)



## 1 Day Before the Test

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On the day before the test, please check and verify the following:

- Verify that only allowed items are on your desk.
  - Your ID should be on the desk
  - Computer, keyboard, mouse, mousepad – must all be shown to the proctor
  - Whiteboard/paper in plastic sleeve, erasable marker, and eraser allowed. No plain paper allowed.
  - Headphones are not allowed. You must use your computer audio.
  - No Bluetooth devices are permitted. We will check for Bluetooth devices.
  - **Nothing else is allowed on the desk.**
- Prepare any “do not disturb” signs to be posted on test day. This is important – anyone entering the room during test will cause your scores to be cancelled.
- Practice opening and using Zoom on your computer and your phone.
- Ensure that the TOEFL Audio Browser is installed.
- Check that your keyboard, hands and face visible from your phone. Your computer screen should not be visible.
- Run the system check: follow the instructions here: <https://www.amideast.org/our-work/take-a-test/toefl-itp-digital>
- **If you need help, email AMIDEAST at least 24 hours before your exam.**
- If you are not ready for your test you did not prepare, you will not be allowed to test. Test fees will not be refunded.
- Review the Examinee Handbook, including the ID policy: <https://www.amideast.org/sites/default/files/otherfiles/advtest/TOEFL%20ITP%20Test%20Taker%20Handbook%202016.pdf>
- You will be required to agree to the terms outlined in this document to take your test; read them carefully.

## On Test Day

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Verify that your room and computer are ready for testing. **Log in to the Zoom meeting 30 minutes on both your computer and phone before your appointment time.**

### Reminders

- Breaks are not allowed.
- If you leave your desk for any reason, your scores will be cancelled.
- Follow the instructions provided by your proctor.
- You are not allowed to record any aspect of the test session or any test content.
- Disclaimer: the proctor will verify that you have read, understand, and agree to the Procedures. You will also be asked to verify that you have completed the necessary technical checks/successfully run your system check.

## Prepare Your Testing Location

See AMIDEAST Virtual Testing Candidate Guidelines for TOEFL ITP tests for details on computer and mobile phone placement.

- Before you enter the Zoom meeting, restart your computer. This will prevent unauthorized software from running in the background when you launch the test.
- Enable audio & video on your computer; phone will be video only.
- 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.
- Clear the area of notes, books, smart watches, tablets, and any other items. Other electronic devices must be removed from the area.
- Food and drinks are not permitted during testing.
- You may not leave your seat during the test or your scores will be cancelled.
- You may NOT take notes on regular paper.
- You may take notes using one of the following only:
  - 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, your test may not be scored.

## 30 Minutes Prior to Test Time: Join the Zoom Meeting

Your confirmation email will contain your Zoom meeting details.

- Close all applications on your computer.
- Do not open the TOEFL Audio Browser yet.
- Sign into Zoom on your computer.
- Join the meeting using the Zoom Meeting ID you received.
- Sign in to Zoom with your mobile phone (video only).
- You will automatically enter in “meeting” mode.

## Verify Your Settings and Check In

- Your check-in will be private. You will be put into a waiting room and will be admitted to the testing room by the Proctor for check-in procedures.
- Using the Zoom function on your phone, we will check:
  - Your room/surroundings.
  - Your desk, computer, keyboard, mouse, and mousepad.
  - Your ID
- Enable video and open the Chat window.
- Make sure you are in Gallery view so small tiles display on the screen.
- Background disguise is not permitted.
- **You will not be admitted if you are late.**

## Follow Proctor Instructions to Begin Testing

- Your proctor will walk you through the check-in process.
- Following check-in, your proctor will send the Session ID by chat.



- The proctor will tell you to open the secure browser, click the **Windows key** and the **letter D** to get to your desktop.
- Double-click on the TOEFL Audio Browser icon on your desktop to launch the secure browser.



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

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

- Confirm that the information is correct and click Yes.
- At this time, the Proctor will approve you for testing.
- Once you are approved, the test will launch.

### What to Expect During Your Test Administration

- Following Check-In, you will automatically be moved to back to the main testing room where other test-takers will also be testing.
- Your proctor will monitor you while you take the test.
- Once you launch the secure browser, you will not be able to see the Chat window. This is normal. Only the test will be displayed.
- You will be muted; communication will be via chat only.
- If you have any problems during the test, please physically raise your hand. The proctor will pause your test and activate the Chat window so you can communicate your question or problem in writing. You may also send a chat message using your mobile phone.



- If an error occurs that results in the secure browser closing or locking unexpectedly, restart your computer and perform the steps to re-enter the Zoom meeting. The proctor will assist you with restarting the test.
- This is a timed test. If you do not complete the test within the designated time, a message box will display saying time has ended. Monitor the time remaining by looking at the timer in the upper right corner of the screen
- At all times, you are required to comply with proctor instructions, including immediately sharing your screen if requested.
- Irregularities will be managed at the discretion of the proctor. All irregularities will be recorded and reported to ETS.

### Completing the Test

- At the end of your test, your secure browser will close.
- Wait for instructions. Your proctor will have you erase your whiteboard/paper in plastic sleeve before dismissing you.
- You can sign out of the meeting from your computer and mobile after you are dismissed.

### Score Reporting

- Your unofficial score will display at the end of your test.
- Your score will be sent to your institution.