



**Aptis**

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# Step-by-step guide on taking the Aptis Remote test

**June 2020**



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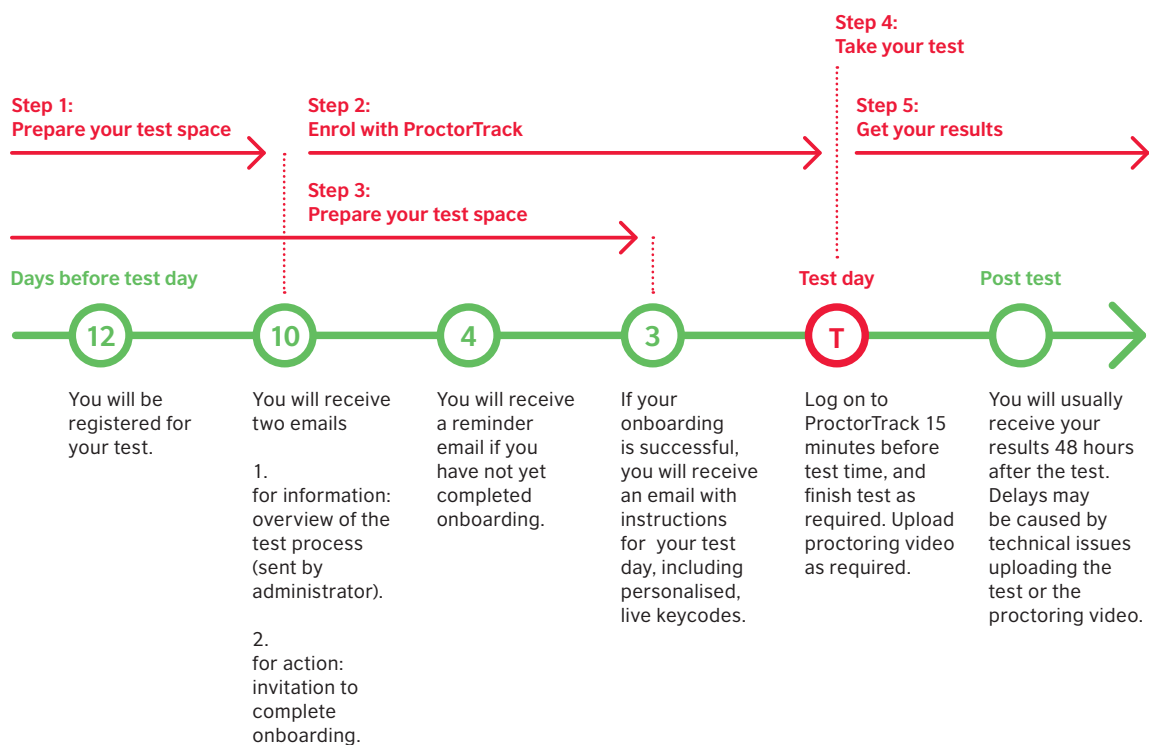
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# Introduction to Aptis Remote

Aptis Remote offers a new way of secure testing. It combines the benefits of online testing with video monitoring to ensure a secure experience and reliable results. Aptis Remote has the same format, structure and timing as a standard Aptis test.

With this remote method, Aptis is delivered using the Janison Insights platform. Candidates will be monitored using a test-tracking software, 'ProctorTrack', which they will need to download onto the computer before the test is taken.

## Overview of the Aptis Remote test process



## Step 1: Pre-test set up

### ○ Ensure your equipment meets the minimum requirements -

See the **System requirements** annex to make sure your computer will work for the test.

### ○ Ensure your testing environment meets the requirements -

See the **Test environment requirements** annex to make sure your room and workspace are suitable.

### ○ Familiarise yourself with the behavioural requirements -

See the **Test security and candidate actions** annex to best understand what you need to do, and what to avoid, during onboarding and on the test day.

## Step 2: Download the ProctorTrack software and complete the onboarding process

Once you are registered by the administrator, you will receive a confirmation email with an overview of the end-to-end test process, from registration to test day. Ensure you regularly check your email **inbox** as well as your **junk or spam** folders.

Please get in touch with us if you do not receive emails by the specified deadlines.

When you receive the onboarding email entitled '**Important: Prepare for your upcoming remotely supervised Aptis test**', follow the steps below to download the software and complete the onboarding process.

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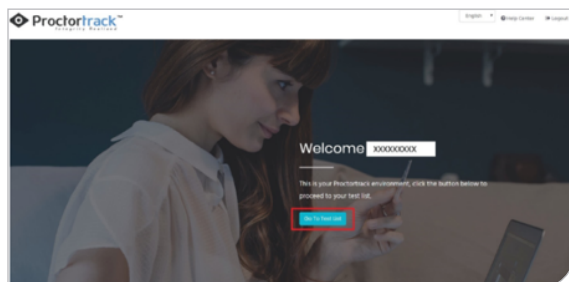
### 1. Check your device is ready

Minimum requirements are listed in the **System requirements annex** of this guide.

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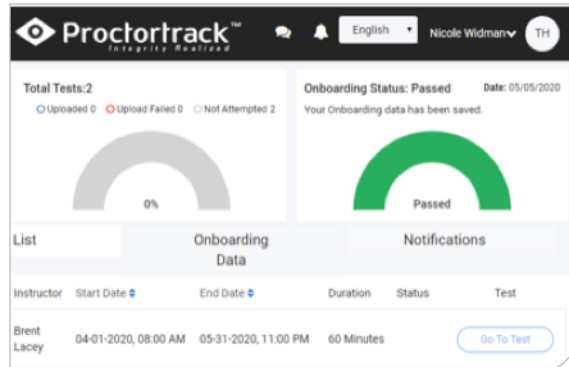
### 2. Log in to ProctorTrack, download the application and verify your identity

1. Open <https://eu-testing.verificient.com> using Google Chrome and login using the username and password provided in your onboarding email.



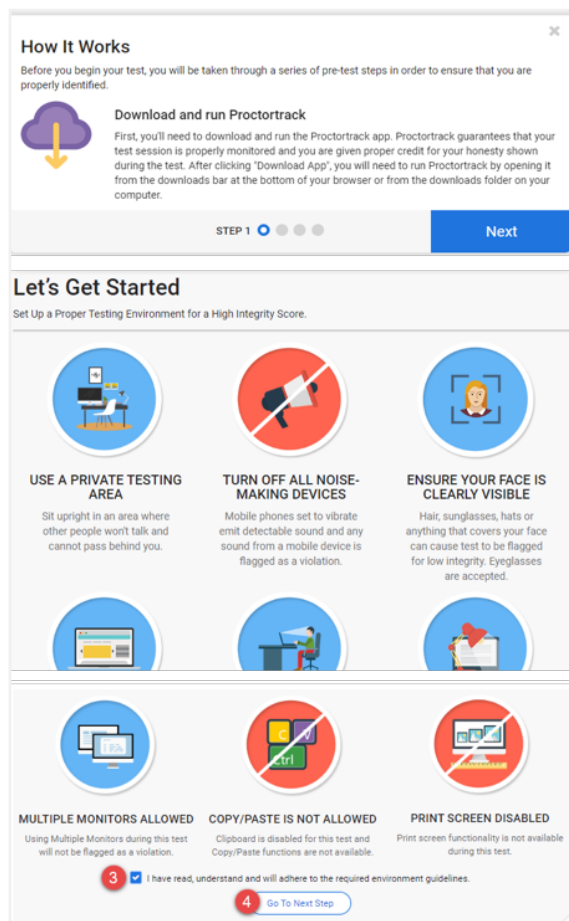
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2. Click **'Go to the test list'** and click **'Go to Test'** to start your onboarding process.



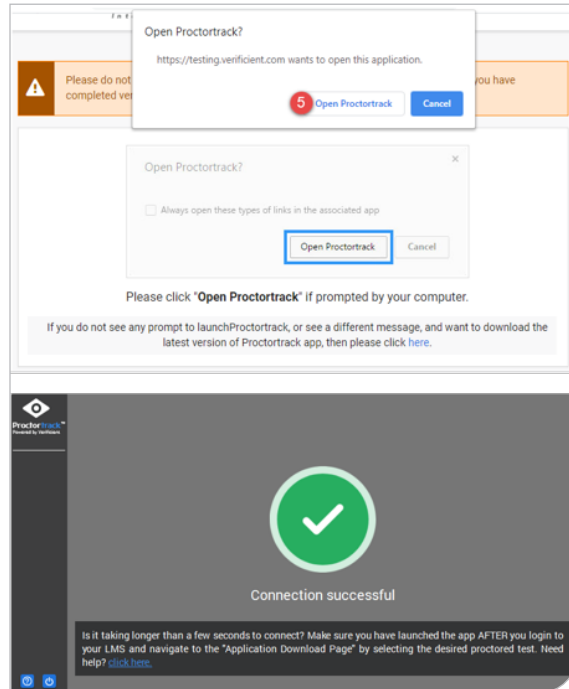
3. Read the instructions on **'How it works'** and **'Let's Get Started'** page, scroll to the bottom and check the checkbox to acknowledge you have read, understood and accepted the guidelines.

4. Click **'Go to Next Step'**.



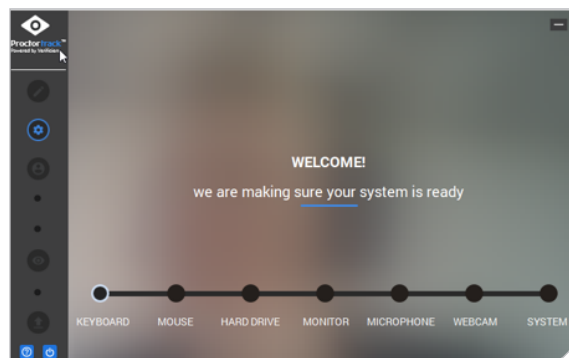
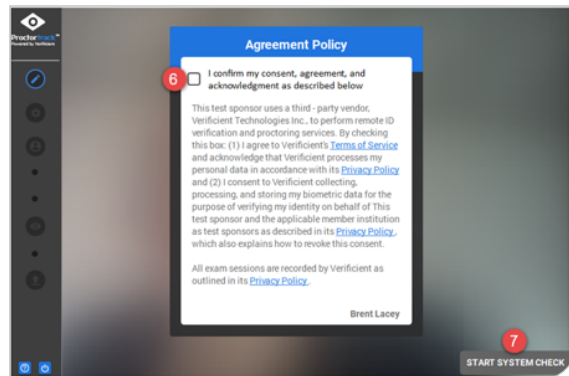
## 5. Download and open the installer and follow the steps.

Please note: macOS devices require Proctortrack be granted additional permissions, please read **The macOS Getting Started Guide**.



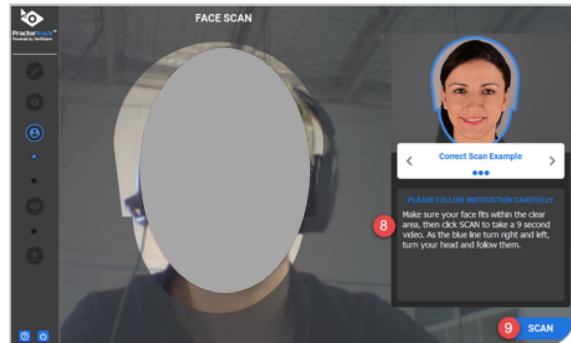
## 6. Confirm your consent, agreement, and acknowledgment.

7. Click '**Start system check**'. During this time, your device will be locked and some applications may close. Ensure you have your one-time code written down as provided in your onboarding email in order to complete the familiarisation test.

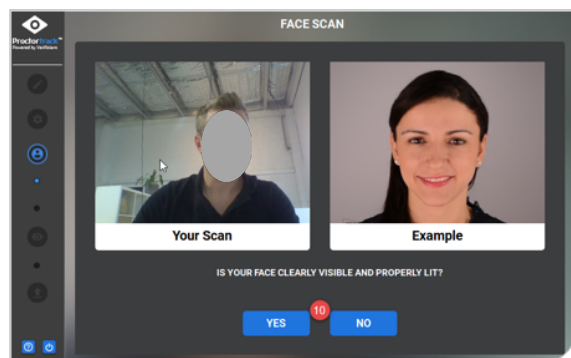


8. Read the instructions and click '**Scan**'.

9. Submit a face scan. Front face, left and right face scans are required.



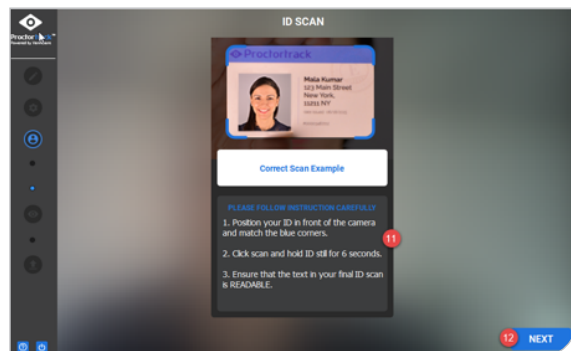
10. Click '**YES**' to confirm your scan or '**NO**' to do the scan again.



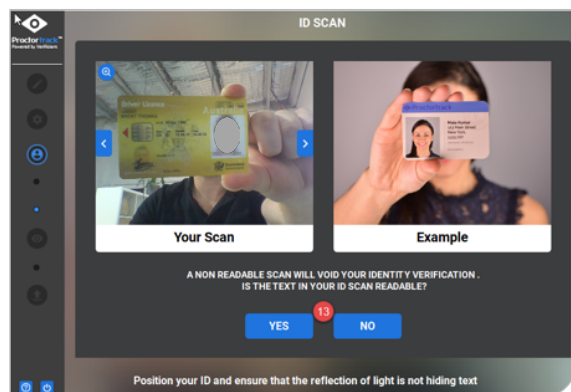
11. Read through the ID scan instructions.

12. Click '**Next**'.

13. Scan your valid ID as required. This ID will be used on the test day to verify your identity and ensure you are sitting the test. Click '**YES**' to confirm, '**NO**' to re-scan.



14. Once confirmed, the system will launch ProctorTrack, and your behaviour will be monitored and recorded.

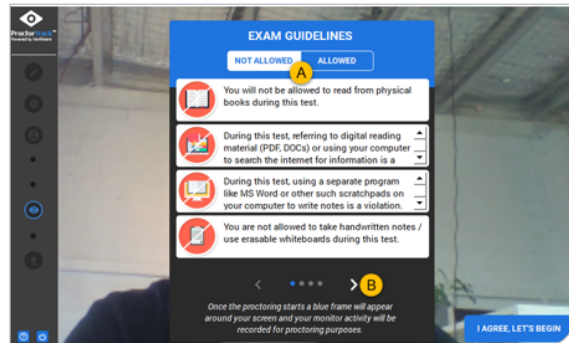


### 3. Read through the exam guidelines

The exam guidelines will be displayed on-screen. Please read through the **Not Allowed** and **Allowed pages** (A) using the scroll button (B).

Click 'I agree, let's begin'.

The system will take you to the test page.



### 4. Complete the familiarisation test

The system will direct you to the familiarisation test pages which give you the opportunity to experience what your actual test will look like. Note that the familiarisation test will not be scored and can be taken only once.

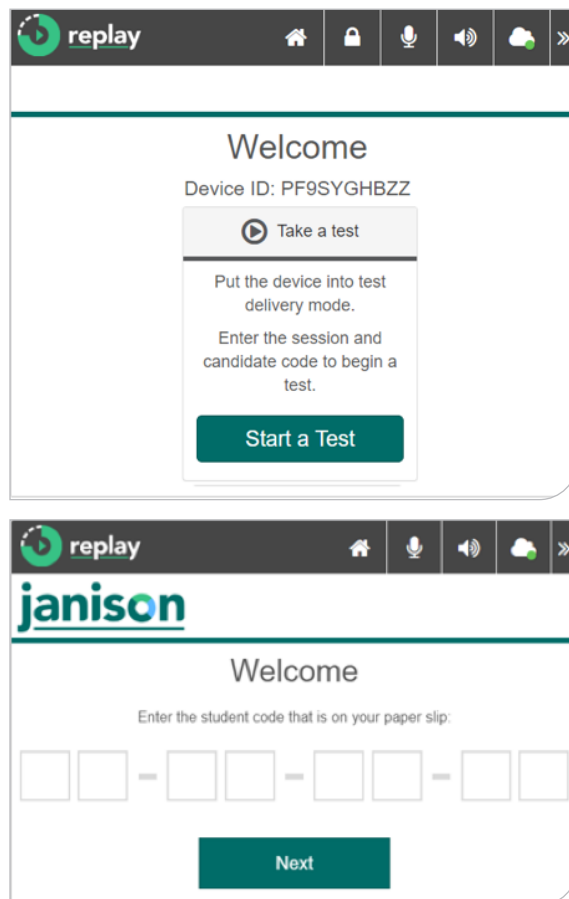
In order to take your familiarisation test, you need to:

1. Have your one-time code written down and ready. Click on '**Start a Test**'.
2. Enter your one-time code (also called student code) and click '**Next**'.





3. Finish the familiarisation test following the instructions and click **'Finish'**.

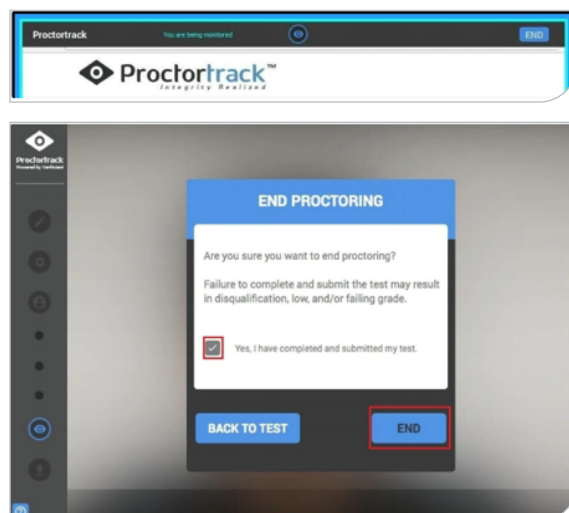


### 5. Exit and upload the ProctorTrack video

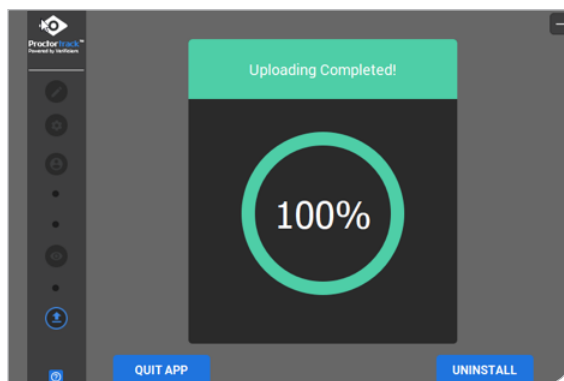
If you run the test in online mode and connection is strong enough:

1. After you have submitted your test, you can end proctoring by clicking **'END'** in the top-right corner of your screen.

2. Click **'Yes I have completed and submitted my test.'** > **'End'**.

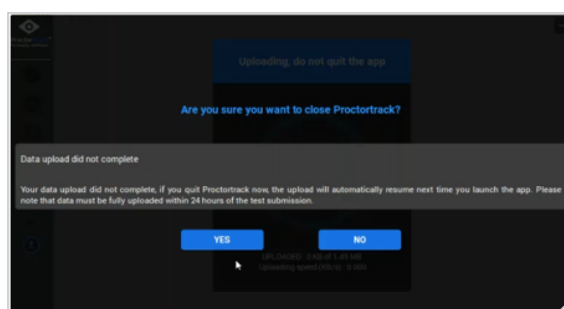


3. The session data will be automatically uploaded to ProctorTrack's database. Click **'QUIT APP'** to save ProctorTrack for future use on your test day.



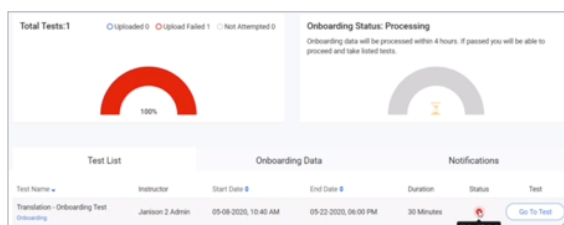
**6. If your system goes offline before upload, please remain at the 'file upload' screen at the end of the test.**

Monitoring continues offline even if network connectivity fails. If your device goes back online, the upload will continue automatically.



1. Click **'Yes'** if you can go back online and you will exit ProctorTrack. Click **'No'** to wait.

2. If you have to exit ProctorTrack, once back online, go back to your test dashboard and you will see that the Status for the test on your dashboard shows the notification 'Upload Failed'. You must upload the data within 24 hours. You can do this by re-opening ProctoTrack when you're online.



## Failed or rejected onboarding process

You will receive an email entitled **'Important: The verification for your upcoming remotely supervised Aptis test was rejected.'** This email is to notify you that your onboarding was rejected.

### Possible reasons for rejection:

- missing or insufficient face scan
- missing or insufficient ID scan
- invalid ID
- insufficient environment lighting.

You will have to repeat the whole ID verification process again if your first attempt was rejected.

**Note:** You will receive a reminder four days before the test date if you haven't completed the onboarding process. If you do not complete the onboarding by the set deadline, you will not be able to take the test.

### Step 3: Preparing for your test day

Three days before your test day you will receive an email entitled '**Scheduled: Save the date for your remotely supervised Aptis test.**' Within the email, you will receive the live keycodes that you will need for the test. Please do not attempt to access the test before the required test date and time. You should:

1. **Write down your login information and live keycodes provided in the email and have it nearby during the actual test, as you cannot access your email during the test.**
2. **Familiarise yourself with the guide and test day procedure, and watch the videos below before your test:**
  - **'Prepare'** your test environment and how to do a **'360-degree room'** scan
  - Your test day and actions.

### Step 4: On the day of your test

Once you are registered by the administrator, you will receive a confirmation email with an overview of the end-to-end test process, from registration to test day. Ensure you regularly check your email **inbox** as well as your **junk or spam** folders.

Please get in touch with us if you do not receive emails by the specified deadlines.

You will receive the onboarding email entitled '**Important: Prepare for your upcoming remotely supervised Aptis test**', follow the steps below to download the software and complete the onboarding process.

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#### 1. Sit in a quiet and private room and check your computer and headset again

Minimum requirements are listed in **System requirements** and **Test environment requirements**.

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#### 2. Access the test platform and repeat the same steps as at onboarding

1. Access <https://eu-testing.verificient.com/> using Google Chrome and login using the username and password provided in the email entitled '**Scheduled: Save the date for your remotely supervised Aptis test**' at least 15 minutes before the test start time.

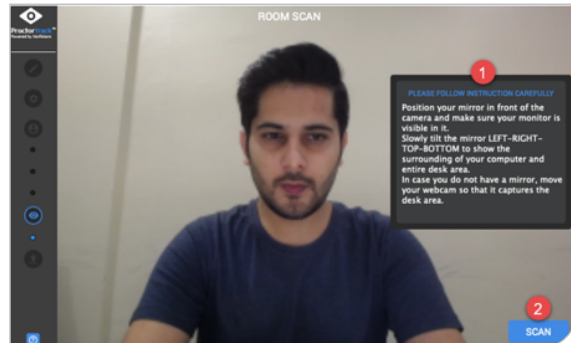
2. Complete the same steps for the system check, accept the guidelines, and do a face scan, ID scan and room scan.

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### 3. Complete a 360-degree room scan

A 360-degree room scan is required on the test day.

1. Read the instructions.
2. Click 'Scan'.
3. Move the webcam or computer slowly to clearly capture your whole desk area covering the area above and under your desk or table, and the entire room area. See an example of how to do a room scan [here](#).



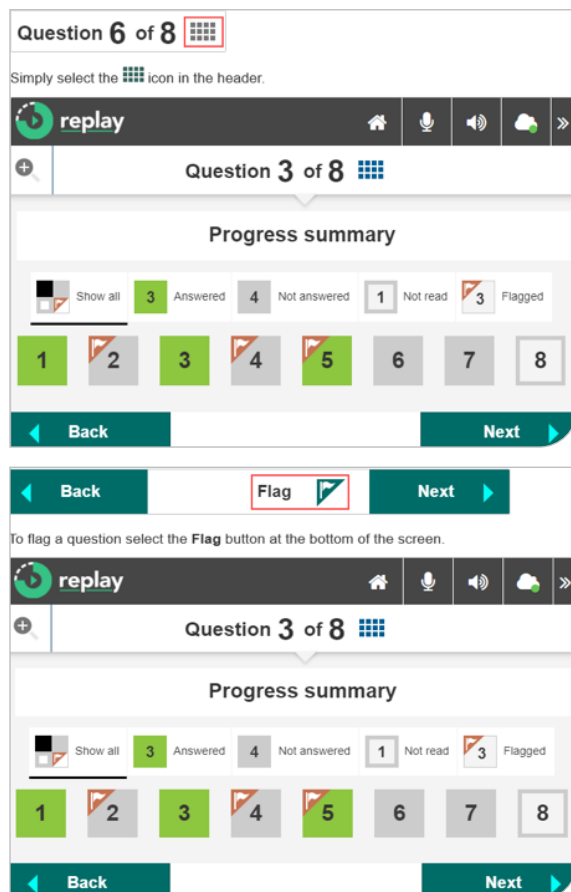
### 4. Launch ProctorTrack and start the test

#### Important to note:

ProctorTrack launches automatically once all checks and scans are completed. You will be directed to the test page.

**DO NOT** exit Proctortrack monitoring before you have submitted all test components, otherwise you will not be able to re-access your test.

1. Enter your live keycodes provided in the email.
2. Start the test and finish all components required. You can review your progress by clicking the icon in the header and flagging questions before finishing each component.



### 5. Exit ProctorTrack once all components are finished

Following the same process as in step **Exit and upload ProctorTrack video** on page 9, exit and ensure the video is successfully uploaded.

## Step 5: Your results

Your results will be available 48 hours after the test has been taken and successfully uploaded. They will be sent to you by your local British Council office.

# Annex

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## 1. System requirements

The test must be taken on a computer. The use of tablet or mobile phones is not permitted. You will need a device that meets the minimum requirements as below.

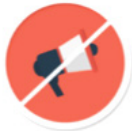
- **Operating System:** Windows 7 or higher, MAC OSX 10.12 or higher with a minimum of 1 - 2 GB free space
- **Processor/RAM:** Dual-core 2.4 Ghz CPU, 2 GB RAM or better (Windows), Intel Processor, 2 GB RAM or better (MAC)
- **Browser:** Google Chrome 70 or higher
- **Plug-ins:** HTML5 and Javascript-enabled & third-party cookies enabled
- **Web-Cam:** Resolution 800x600 or better
- **Keyboard and mouse**
- **Microphone or headset**
- **Internet Connection:** Cable Modem, DSL or better (300 kbps download, 250 kbps upload)
- **Only one keyboard, mouse & monitor:** multiple hardware devices connected to your computer can result in a policy violation. Take time to set up your workstation accordingly

## 2. Test environment requirements



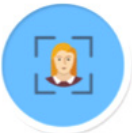
### **Use a private testing area -**

Sit upright in an area where other people won't talk and cannot pass behind you.



### **Turn off all noise-making devices -**

Mobile phones set to vibrate emit detectable sound and any sound from a mobile device is flagged as a violation.



### **Ensure your face is clearly visible -**

Hair, sunglasses, hats or anything that covers your face can cause your test to be flagged for low integrity. Eyeglasses are accepted.



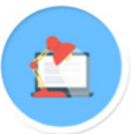
### **Close irrelevant tabs and windows -**

The only tabs and windows open during the session should be those required for the completion of the test. Screenshots will be flagged as a potential violation.



### **Sit directly in front of your webcam -**

Make sure to stay in the middle of the webcam's view. Leaving the frame or looking away from the test may be flagged as a potential violation.



### **Create the proper lighting -**

Sit in a consistently well lit room with as plain a background as possible.

### 3. Test security and candidate actions

Your actions will be monitored in real-time and recorded. Suspicious activity will be flagged by the system and may result in the cancellation of your test.

Therefore, you should:

- Prepare your valid ID in advance. Valid forms of ID include your passport, identity card and biometric residence permit (if a photo is included). They ID must contain your full name and a photo of yourself **on the same side**.
- Sit directly in front of your computer screen and ensure you are always clearly visible.
- You are not allowed to leave the room or take breaks during the test.
- Actions or behaviours not permitted during your test include but are not limited to:
  - cheating of any kind
  - answering or checking your phone during the test
  - allowing another person to enter your test space
  - looking away from your computer screen for an extended period
  - recording and taking screenshots of the test questions
  - copying and pasting and visiting another website during the test
  - having food or drinks
  - personal items such as wallet, sunglasses and other items not necessary for testing.



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