# Table of Contents

## Chapter 1
Communicating with Educational Testing Service ................................................................. 1

## Chapter 2
Facility and Staff Requirements for HiSET Computer-Based Training (CBT) Test Centers ................................................................. 3

## Chapter 3
Test Administration and Security Procedures ........................................................................ 7

## Chapter 4
Preparing a Test Center for Computer-Based Test Delivery .................................................. 10

## Chapter 5
Advance Preparation for a Scheduled Test Administration .................................................... 15

## Chapter 6
Activities on an Administration Day ....................................................................................... 16

## Chapter 7
Reporting Irregularities .......................................................................................................... 29

## Chapter 8
Administrations with Testing Accommodations .................................................................... 38

## Appendix A
Demo Tests – Round Trip and Quick Launch ...................................................................... 44

## Appendix B
Performing a Readiness Check and Preloading a Cache Proxy ............................................ 52

## Appendix C
HiSET Sign-In/Sign-Out Sheet ............................................................................................... 58
ETS staff is prepared to help you with any questions or problems you may have before, during and after an administration. If you are in need of information that is not available in this manual, the following departments can provide support and resolution to the following issues:

### Test Administration Services
- Emergencies prior to and on the test date
- Missing materials from the shipment
- Damaged booklets
- Clarification of test administration procedures
- Problems involving registration for a current test administration
- Problems returning test materials to ETS
- Test center staffing
- Scheduling of test dates at your center, change of address, change of Examiner or Supervisor or any other questions pertaining to your test center
- Uncertainty about which department to contact

### Office of Testing Integrity
- All matters involving security of a test and/or test materials (e.g., cartons of test materials have been tampered with, missing test materials, cheating or impersonation)

### Customer Service
- Test taker questions or issues
- Test taker reports a flawed test question or that there are no correct answer choices

### ETS Disability Services
- Registration problems for a current test administration for test takers receiving accommodations
- Questions regarding accommodations
- Emergencies prior to or on the test date for test takers receiving accommodations
- Clarification of test administration procedures for tests being given with accommodations
Contact Information

To expedite your request, please make sure that you have, or include, your name, title, test center number and location.

Test Administration Services
Phone: 1-800-257-5123* — U.S. Monday – Friday 8:00 a.m. – 8:00 p.m. Eastern Time

Email: HiSETTAS@ets.org

Mail: ETS-HISET Test Administration Services ETS Mail Stop 34-Q Ewing, NJ 08618 U.S.

Fax: 1-609-771-7710

*The toll-free number is reserved for the Supervisors and their staff only. This number should not be shared with test takers.

Office of Testing Integrity
Phone: 1-800-750-6991 — U.S. only 1-609-406-5430 — all other locations Monday – Friday 8:30 a.m. – 4:30 p.m. Eastern Time 1-800-257-5123 (as well as test day)

Email: TSReturns@ets.org

Fax: 1-609-406-9709

Customer Service
(Test taker inquiries)
Phone: 1-855-MyHISET (1-855-694-4738) Monday – Friday 8:00 a.m. – 8:00 p.m. Eastern Time

Recorded information is available 24 hours a day if using a touchtone phone.

Fax: 1-609-882-9693

Email: HiSET@ets.org

Website: www.hiset.ets.org

ETS Disability Services
Phone: 1-855-802-2748 (toll-free in the United States, American Samoa, Guam, Puerto Rico, U.S. Virgin Islands and Canada) 1-609-359-5615 — all other locations Monday – Friday 8:30 a.m. – 5:00 p.m. Eastern Time (as well as test day)

Email: HiSETSSD@ets.org

Mail: ETS Disability Services PO Box 6054 Princeton, NJ 08541-6054

Courier Service: ETS Disability Services 225 Phillips Blvd. Ewing, NJ 08628-1426

Fax: 1-609-240-0525
Chapter 2

Facility and Staff Requirements for HiSET Computer-Based Training (CBT) Test Centers

Facility Requirements
The success of any test administration depends greatly on the suitability of the test site. Test takers will not be able to do their best if they are distracted by such things as noise, poor lighting, inadequate writing surfaces or extreme temperatures. Although some adverse conditions may be beyond the control of the test center personnel, every effort must be made to minimize the possibility of such distractions through careful planning.

As a test center administrator, your role in establishing optimal testing conditions is of the utmost importance to the HiSET program and the candidates. Test centers are required to provide a distraction-free, secure testing environment with continuous candidate surveillance. A well-organized, quiet, and friendly testing environment helps candidates do their best. By providing a secure testing environment for candidates, you can be assured that your test center upholds the highest testing standards.

Physical Requirements
- Arrange testing workstations to prevent the test takers from easily viewing the computer screens of nearby stations.
- If there are no partitions between testing workstations to restrict visibility, then there must be a separation distance of at least 5.0 feet (1.5 meters) from the center of one computer monitor screen to the center of the screen of any adjacent computer.
- In testing rooms where computer tables are at a 90-degree angle, do not seat test takers next to each other in the connecting corner. The 5.0-foot (1.5 meter) minimum distance must be maintained.

Environment Requirements
- Internet connectivity must be established and maintained to allow for the delivery of examinations.
  Note: Tests that have been launched can continue even if Internet connectivity is interrupted. The test results will accumulate on the cache proxy and will be uploaded to ETS when connectivity is re-established.
- A telephone with access to an outside line must be available to staff at all times for use in calling for support, reporting irregularities, or tending to other emergencies.
- The check-in area should be located near the entrance to the testing room, in an area separate from other activities. A table, desk, or counter is recommended for use during check in. If the check-in area is within the testing room, the staff must use best efforts to ensure that the check-in process does not disturb test takers whose testing is in progress.

Comfort Requirements
- Use lighting that enables all test takers to read their computer screen in comfort. There should be no shadows or glare on computer screens or writing surfaces.
- At each testing workstation, position the computer monitor, keyboard, and mouse properly for ease of use without strain.

Test Center Staff
As developed by Educational Testing Service, the HiSET testing program may consist of the following roles:
- State Administrator
- Chief Examiner
- Test Center Supervisor
- Proctor

HiSET Chief Examiners, Test Center Supervisors, and Proctors will be appointed locally with approval of the State Administrator.
Overall Responsibilities of Chief Examiners and Supervisors

Chief Examiners and Test Center Supervisors are responsible for the overall quality of the testing program at their HiSET testing center. Their major responsibility is to uphold the integrity of the HiSET program by effectively organizing and overseeing the test administration process.

The Chief Examiner typically:

- Signs the test center Memorandum of Understanding (MOU) with ETS.
- Attends and participates in mandated training sessions as required by the state.
- Verifies eligibility of the test takers prior to testing.
- Inventories and places into secure storage all secure testing materials as soon as the materials are received from Educational Testing Service.
- Develops a written, HiSET-specific emergency plan, and trains all staff members to follow the plan. Emergency evacuation is discussed in the Reporting Irregularities section of eLearning.
- Selects, trains, and monitors Proctors.
- Conducts investigations into test compromises and testing irregularities. Follows ETS policies and procedures for reporting these irregularities.

The Supervisor typically:

- Verifies the identity and eligibility of each HiSET candidate.
- Maintains testing surveillance logs, seating charts, and other documentation as required.
- Maintains the security of all testing materials.
- Prepares a written inventory of all secure paper-based testing materials used during each test administration and maintains the inventory documentation in the permanent secure storage area.
- Conducts testing sessions in accordance with Educational Testing Service policies and procedures as set forth in the Program Manual and in any supplemental memoranda from Educational Testing Service.
- Controls testing sessions by following all Educational Testing Service policies and procedures for conducting a testing session under standard conditions or, when appropriate, with accommodations for candidates with disabilities.

Throughout the contract year, the Supervisor must:

- Select, train, and monitor Proctors.
- Inform the Chief Examiner and/or State Administrator of all disruptions or suspicious events that take place during any testing session promptly and in writing by filing a Center Problem Report.
- Conduct investigations into test compromises and testing irregularities. Follow ETS policies and procedures for reporting these irregularities.
- Make information available to candidates about accommodations that are available and provide accessible testing with approved accommodations for candidates with disabilities.
- Attend appropriate examiner meetings sponsored by the jurisdiction.
- Cooperate in research and surveys sponsored by Educational Testing Service or by the State Administrator.
- Provide information about HiSET tests to civic groups, adult educators, and high school counselors.

Chief Examiners and Supervisors shall:

- Comply with all policies and procedures.
- Manage and oversee a high-quality testing program that ensures access for all qualified candidates and ensures the integrity of the HiSET tests and their administration.
- Maintain the overall quality of the testing program.
- Ensure that all staff members under their supervision comply with the policies of the state or jurisdiction in which they operate.
- Respond to the needs of the community and comply with all applicable legal requirements relating to the activities of HiSET testing centers.

General Qualifications for Chief Examiners

- Hold at least a bachelor's degree from a nationally accredited college or university.
- Have three (3) years of experience in teaching, training, counseling, or testing; or college-level coursework.
- Pass the HiSET CBT eLearning assessment to become eligible to receive access to the computer-based test delivery applications.
Facility and Staff Requirements for HiSET CBT Test Centers

Note: A Chief Examiner who operates both a paper-based test center and a computer-based test center must pass both the PBT eLearning and the CBT eLearning assessments.

General Qualifications for Supervisors

HiSET Supervisors must:

• Have some experience in administering standardized tests.
• Speak English fluently and be at least 18 years of age.
• Have the ability to read directions clearly to test takers and to complete forms.
• Possess unquestionable integrity and be able to handle groups of test takers in an effective, efficient and friendly manner.
• Pass the HiSET CBT eLearning assessment to become eligible to receive access to the computer-based test administration system.

Note: A Supervisor who operates both a paper-based test center and a computer-based test center must pass both the PBT eLearning and CBT eLearning assessments.

Training Requirements for Chief Examiners and Supervisors

State Administrators are responsible for training Examiners and Supervisors to effectively fulfill their test administration duties. The State Administrator must ensure that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

Training programs (face-to-face initial training, eLearning online training before initial administration and ongoing state-required sessions) and requirements may vary by state.

Responsibilities of HiSET Proctors

Although the duties of each Proctor vary, depending on the type of assistance the Supervisor needs, Proctors generally perform or assist in performing the following functions:

• Arrange testing rooms; answer test-takers’ general (procedural) questions; check test-takers’ registration confirmation and identification.
• Direct test takers to their specific seats, and walk around the room frequently to guard against improper conduct and to ensure that every test taker is working on the appropriate section of the test.
• Check restrooms immediately after the test begins, and periodically thereafter, to be sure that the rooms contain no testing aids (for example, books, notes, writing on towels or walls).
• Advise test takers and test center staff that they are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration and breaks.

General Qualifications for HiSET Proctors

HiSET proctors may be professionals or members of the administrative, secretarial or clerical staff. They must:

• Have the ability to interact effectively and courteously with test takers and test center personnel.
• Be able to explicitly follow oral and written instructions.
• Be alert to detect instances of improper conduct or theft of test materials.

Staffing Recommendations for a HiSET Testing Center

Staff Roles

HiSET testing center staffing roles are:

• Chief Examiner
• Test Center Supervisor
• Proctor
Staff members who are hired to operate and maintain a HiSET testing center are crucial to maintaining the integrity of the program. Access to the tests is limited to Chief Examiners and Supervisors, or Proctors under the direct supervision of a Chief Examiner or Supervisor.

It is recommended by ETS that any teacher involved in HiSET preparation courses cannot be a Chief Examiner, Supervisor or Proctor.

In some jurisdictions, additional staff members are used to register students and assist with test site/room preparation. Any individuals who will be present in the testing room during testing must meet HiSET requirements and must have been trained as a Proctor. Under no circumstances should Proctors be allowed to handle testing materials without direct supervision of a Chief Examiner or Supervisor.

Appointing Staff Members for a HiSET Testing Center

HiSET testing center staff members are employees of the state or the institution that hires them, not of Educational Testing Service. Their compensation, conduct, and supervision are, therefore, the exclusive responsibility of the hiring agency or institution, except in their role as examiners, when they are bound to comply with all Educational Testing Service policies and procedures.

Examiners or Supervisors may be removed from examiner duties by the jurisdiction administrator or by Educational Testing Service.

Requirements for Chief Examiners, Supervisors, and Proctors are state specific. Please contact your State Administrator for specific information.

Staffing Policy Recommendations for Staffing an Official HiSET Testing Center

One Supervisor and one Proctor are recommended at a test administration for 50 or fewer candidates. For each additional 50 candidates, an additional staff person (Supervisor or Proctor) should assist with the test administration. When determining the number of staff members for a HiSET testing center, the HiSET Administrator should base the decision on the following:

- The Supervisor’s regular availability to administer the HiSET tests.
- The number of candidates regularly tested in a testing session.
- The frequency of an official HiSET testing center’s testing sessions.
- The scheduled work time required for examiners to address HiSET testing program concerns.

Need for Additional Personnel at Specific Testing Sessions

If the HiSET tests are being administered to a candidate who has a disability, the official HiSET testing center staffing plan shall include having an appropriate number of people available to assist.

For candidates with medical needs or disabilities, appropriate professionals may be assigned and remain present as necessary.

Procedures for Appointing or Changing Staff Members at an Official HiSET Testing Center

If the position of HiSET Chief Examiner or Supervisor is vacant, the HiSET Administrator is responsible for ensuring the security of restricted materials until a new HiSET Chief Examiner or Supervisor has been appointed and trained.

In order to appoint a new Supervisor, the Chief Examiner must first notify the prospective Supervisor and instruct them to register online with the HiSET program. When the Supervisor has registered online, he or she uses the template provided to notify the State Administrator via email that their registration is complete.

The Administrator then approves the registration and assigns the Supervisor to the appropriate HiSET Test Center(s). Newly appointed HiSET Chief Examiners and Supervisors are not permitted to conduct any testing until Educational Testing Service has received approval of their appointment and after they have completed training.
Test Center Security Compliance Checklist

<table>
<thead>
<tr>
<th>SECURITY</th>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passwords are secured and/or locked up and not posted in testing area,</td>
<td></td>
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</tr>
<tr>
<td>reception area, or offices.</td>
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</tr>
<tr>
<td>Testing room is locked and secured when testing is not occurring.</td>
<td></td>
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</tr>
<tr>
<td>Laptop computers are secured with locks at all times or locked in secure</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>storage when not in use.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The HiSET Computer-Based Testing Program Manual is available for</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>reference by the testing staff. The manual contains proprietary</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>information and is kept in a secure location when not in use.</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Test center staff understand and follow guidelines and practices in the</td>
<td></td>
<td></td>
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<tr>
<td>Access to the testing room key is limited to authorized staff.</td>
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</tr>
<tr>
<td>Test center staff use secure check-in procedures. Before candidates</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>test, staff must check their identification and obtain their signatures</td>
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<tr>
<td>on a sign-in sheet/roster.</td>
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<tr>
<td>HiSET scratch paper is distributed to every candidate. Staff must</td>
<td></td>
<td></td>
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<tr>
<td>ensure that the scratch paper is returned upon completion of testing.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Security

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A safe area is provided in which candidates can store their personal belongings,</strong> including purses, books, backpacks, and electronic devices, such as cell phones, Bluetooth*-enabled headsets/earbuds, iPods*, calculators, and BlackBerry® devices. These items should never be allowed in the testing room. Visually inspect students for attached electronic devices.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide a secure, locked storage area for HiSET Computer-Based Testing Program Manual and other testing materials.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recommendation: Institution has a test center staffing succession plan.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recommendation: Test center administrators regularly change their individual software passwords (recommend every 30 days).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recommendation: Criminal background checks are part of hiring practices for test center staff.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Viewing/Proctoring

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam administrations are monitored at all times by a test center administrator or proctor.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A test center staff member is present in the testing room during testing sessions at all times. Testing staff walk through the testing room at 10-minute intervals.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Each workstation is completely visible to a test center staff member and within hearing distance of the test center staff. Testing staff can access the room within 10 seconds of an issue.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Testing Accommodations

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A private testing room is available.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Note:</strong> This is optional. The intent is to provide a location for testing accommodations when a private session is required for a candidate with a disability. This reduces the potential need to &quot;close&quot; the main testing room to accommodate candidates with disabilities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The facility meets the local code for access by the disabled and the Americans with Disabilities Act of 1990 as amended.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One adjustable-height workstation is available.</td>
<td></td>
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</tr>
<tr>
<td>Minimum width of an accessible pathway is 36&quot; except at doors.</td>
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</tbody>
</table>

### Facility

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test center is located within a locked, enclosed room, and is supervised when unlocked.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide a secure and safe testing area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provides comfortable seating and room temperature for candidates during testing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The door to the testing room is closed to provide a quiet testing environment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Testing room is entered directly from the administration/reception area.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Furniture

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desks are not placed at right angles to each other; candidates do not have a view of any screen other than their own.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If there are no partitions between computer testing stations to restrict visibility, then there must be a separation distance of 5 feet (1.5 meters) from the center of one computer monitor screen to the center of the screen of any adjacent computer.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recommendation: A clock is visible to candidates in the testing room.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LIGHTING</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>----------</td>
<td>-----</td>
<td>----</td>
</tr>
<tr>
<td>Lighting is provided that enables candidates to read their computer screen in comfort, without shadows or glare on the computer screen or writing surfaces.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMMUNICATIONS</th>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test schedule is easily available to candidates on website, voice mail, printed material, or posted at test center.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test center or test center reception area has a telephone available to facilitate contacting ETS Technical Support or ETS Office of Testing Integrity.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TEST CENTER’S OFFICE</th>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>An area next to the testing room used for candidate registration and for monitoring test center activity is provided.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test center accommodates reasonable privacy for candidate identification verification and prevents exposure of such information to other candidates.</td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SIGNAGE</th>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommendation: A sign is posted outside the test center indicating “Testing is in progress. Please be quiet.”</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TESTCENTER STAFFMEMBERS</th>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treat candidates in a professional and courteous manner.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have read and are very familiar with the HiSET Computer-Based Testing Program Manual.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have been assigned unique user accounts to access the HiSET software.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notify ETS when staff changes occur and provide complete contact information, including email addresses and phone numbers.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chief Examiners and Supervisors have completed the online HiSET eLearning training.</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRANSPORTATION</th>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommendation: Test center is easy to find and has access to public transportation where available.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PARKING</th>
<th>YES</th>
<th>NO</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommendation: Sufficient convenient parking on campus is available to accommodate the maximum number of candidates in the test center at any one time; parking is available within reasonable and safe walking distance of the test center.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Required: Adequate handicapped designated parking spaces are available based on the test center size and building requirements.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Required: Curb ramps, a minimum of 36” wide leading from the parking area/street level to the sidewalk leading to the building entry door.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Chapter 4

Preparing a Test Center for Computer-Based Test Delivery

Introduction
This chapter describes the procedures necessary to prepare a test center for its first administration of the computer-based HiSET tests. It will help you:

- Complete the online training and assessment.
- Receive access to the test administration system.
- Install the necessary software and configure the computers.
- Perform a trial run to verify that the test center is ready to administer HiSET computer-based exams.

After completing the procedures in this chapter, the test center will be ready to begin scheduling and administering HiSET computer-based tests.

Staff Authorization and Access to the Testing System
See Chapter 2 for more information about the roles and responsibilities and the training and authorization process for computer-based test center staff.

<table>
<thead>
<tr>
<th>Action</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ETS enters the user’s name, email address, and test center number into the eLearning system. <strong>Note:</strong> The staff members who will be entered into eLearning are those who will serve in the roles of Chief Examiner and Test Center Supervisor. This creates an eLearning account for the user.</td>
</tr>
<tr>
<td>2</td>
<td>The eLearning system sends an email to the user with their eLearning login credentials and the eLearning website address. (These credentials provide access only to the eLearning, not to any other system.) The users can now log in to eLearning. The user will be able to access the PBT eLearning, the CBT eLearning, or both, based on the test center numbers with which the user is associated.</td>
</tr>
<tr>
<td>3</td>
<td>The user reviews the eLearning training modules and completes the assessment. The eLearning displays a “Congratulations” message when a passing result is achieved. A user who does not achieve a passing result should review the training modules and take the assessment again.</td>
</tr>
<tr>
<td>4</td>
<td>Within a few days after passing the eLearning assessment, each user receives his or her personal login credentials for the HiSET systems and instructions for activating the new account. The user will receive three separate emails – the first with his or her <strong>username</strong>; the second with a <strong>temporary password</strong>; and the third with a <strong>PIN and instructions</strong> for activating the new account.</td>
</tr>
<tr>
<td>5</td>
<td>The user logs in and resets his or her password according to the instructions received by email. This step is required because temporary passwords cannot be used to log in to the test administration system or the HiSET Portal. The user now has valid login credentials to start the computer-based testing system and access the HiSET Portal. The same login credentials are used for both purposes.</td>
</tr>
</tbody>
</table>
The HiSET Information and Registration Portal

The HiSET Portal is an online system for both HiSET test takers and Test Center Supervisors. It is separate from the general HiSET public website and is designed to allow test takers and Supervisors to log on and conduct many of the activities related to taking or administering the test.

Test takers will be able to create and manage their HiSET Profile and access their Score Reports in the HiSET Portal. In states that opt to offer test taker self-service for registration and scheduling, test takers will also be able to make an appointment to take a test at a particular center on a particular day and to pay for the test.

HiSET Supervisors will be able to make appointments for test takers to take the test (unless the state has selected the candidate self-serve model), check test-taker appointments for their center, access and print a roster for their testing sessions, record test-taker attendance, and conduct many other activities to support the work of conducting a successful HiSET testing session.

Installing and Configuring the Hardware and Software

Introduction

The computer-based HiSET tests are administered with the ETS Internet-Based Testing (iBT) Administration System (IAS).

Test center staff must ensure that the required computer hardware and software are installed and that the hardware, software and local area network are configured as required.

IMPORTANT: Prior to working with HiSET Technical Support to set up your test center for the first time, it is important to ensure that the test center meets the system and technical configuration requirements referenced below. Please share the system and technical configuration requirements with your site’s local technician and obtain his or her assistance, if necessary, to verify your configurations and settings and install the required software.

System and Technical Configuration Requirements

Visit the HiSET website at http://hiset.ets.org/states_educators/faqs for information about system requirements and technical configuration, including the following:

- **Minimum system requirements** (including computer hardware specifications, supported operating systems, local area network [LAN] and internet connectivity requirements)
- **Technical configuration guidelines** (including information about desktop security configurations, network firewalls, LAN communication, power option settings, and other topics)

Computer Configuration Options

Each test administration requires a **local server/cache proxy** application to be launched first because the cache proxy serves as the communication center. In addition, an **administrative station** application must be launched in order to perform check in and accomplish other administrative functions. The cache proxy and administrative station applications are usually hosted on two different computers but may be hosted on the same computer at a test administration with only one candidate.

In addition, one **testing workstation** computer is required for each candidate. Therefore, a test center requires at least as many testing workstations as candidates to be tested concurrently.

At larger test centers, it may be necessary to host the cache proxy application on more than one computer, depending on the number of candidates to be tested concurrently and the technical specifications of the cache proxy computer(s). Guidelines for the maximum number of testing workstations per cache proxy computer have been established to ensure that the cache proxy computer(s) will have sufficient computing power to provide the test information efficiently to all the testing workstations.
Review the following configuration options and select the one most suitable for your site. Descriptions and diagrams of each configuration are provided later in this section.

<table>
<thead>
<tr>
<th>Number of Candidates to Be Tested Concurrently</th>
<th>Suitable Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>Limited configuration</td>
</tr>
<tr>
<td></td>
<td>Or</td>
</tr>
<tr>
<td></td>
<td>Standard configuration</td>
</tr>
<tr>
<td>Up to 20 (with a low-level cache proxy computer)</td>
<td>Standard configuration</td>
</tr>
<tr>
<td>Or</td>
<td></td>
</tr>
<tr>
<td>Up to 40 (with a high-end cache proxy computer)</td>
<td></td>
</tr>
<tr>
<td>More than 20 (with a low-level cache proxy computer)</td>
<td>Multiple cache proxy configuration</td>
</tr>
<tr>
<td>Or</td>
<td></td>
</tr>
<tr>
<td>More than 40 (with a high-end cache proxy computer)</td>
<td></td>
</tr>
</tbody>
</table>

In all configurations, the cache proxy computer(s) must be dedicated to HiSET testing during a HiSET test administration. Using a cache proxy computer for other work while HiSET exams are being administered will adversely affect the test delivery performance and could cause total interruption if the cache proxy computer is inadvertently rebooted.

**Standard Configuration**

The standard computer configuration for an iBT test center requires a **minimum of three computers**:

- **Local Server/Cache Proxy**: For storing test delivery information and HiSET test packages as well as temporary storage of candidate results
- **Administrative Station**: For candidate check in and other administrative tasks
- **Testing Workstations (one per candidate)**: For delivering tests

![Diagram showing standard configuration](image)

**Note**: A cache proxy computer can support up to 20 or up to 40 concurrent test takers, depending on the hardware specifications of the host PC. Refer to the hardware/software requirements document on the HiSET website at [http://hiset.ets.org/states_educators/faqs](http://hiset.ets.org/states_educators/faqs).
**Limited Configuration**

When using only one testing workstation, the local server and administrative station applications can run on the same computer, thus requiring only two computers. There is a limit of one testing workstation when using this configuration. Therefore, you cannot use this configuration if you plan to test more than one candidate at a time. If you start the local server and administrative station on the same computer, the following warning will be displayed to remind you that only one testing workstation is allowed.

---

**Warning:** The iBT Local Server and the iBT Administrative Application are running on the same computer. Only ONE Testing Workstation is allowed with this arrangement.

---

**Multiple Cache Proxy Configuration**

This configuration features running the cache proxy application on more than one computer to support a larger number of concurrent test takers than with the standard configuration. The cache proxy that is launched first becomes the primary and the second cache proxy assumes the role of secondary. The admin station and testing workstations are launched on different computers, as shown below:

---

**Multiple Local Server (Cache Proxy) Configurations:** All local servers (cache proxies) and testing workstations that are launched using the same test center ID code and residing on the same subnet must be in the same physical location because they are part of one test delivery system.
Installing Required Software

The software listed in the following table must be installed on the test center computers in order for them to be capable of delivering the computer-based tests:

<table>
<thead>
<tr>
<th>Cache Proxy</th>
<th>Admin Station</th>
<th>Testing Workstations</th>
</tr>
</thead>
<tbody>
<tr>
<td>• iBT Bundle Installer</td>
<td>• iBT Bundle Installer</td>
<td>• iBT Bundle Installer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Screen Magnification Software</td>
</tr>
</tbody>
</table>

**Caution!** The software listed above MUST NOT be deleted from the computers’ hard disks. Consult your local site technician to ensure that the computers are not configured to erase/delete the hard disk contents during a restart or on a periodic basis.

If the above software is not already installed, or if you are not sure that it is installed, download the required software by clicking the **iBT Bundle Installer** link on the following ETS website: [http://ibt1.ets.org/ibt/info.html](http://ibt1.ets.org/ibt/info.html).

The iBT Bundle Installer will install the required version of Java Runtime Environment (JRE), the iBT Keyboard Driver and the Java Access Bridge, all of which can also be downloaded separately from the links on the website.

The screen magnification software may be installed separately by clicking the appropriate **Download** link on the website. The screen magnification software is required for screen magnification and color switching, which are available as test accommodations for candidates with disabilities. It is not used for standard testing.

**Performing a “Round Trip” Trial Run to Verify Test Center Capability**

A test center must perform a Round Trip, which is a trial run to verify that the center is capable of administering the computer-delivered HiSET tests. The process includes the following steps:

- Contact ETS HiSET Technical Support well in advance to schedule a Round Trip registration for the date when you plan to run the Round Trip.
- Prior to the date of the Round Trip, ensure that the system and technical requirements are met (see “System and Technical Configuration Requirements” on page 11) and that the required software has been installed (see “Installing Required Software” on this page.) Consult your local technician for assistance, if necessary.
- Run the Round Trip. During this process you will check in a sample test taker and launch a demo test on at least one testing workstation. Successful completion of a Round Trip validates that the required software is installed and operational on the cache proxy and administrative station as well as the testing station used, and validates communication across all systems within the test center and to ETS.
- Set up all the other testing workstations during the Round Trip and use the Quick Launch process to run a demo test on each of them to validate their ability to deliver a test.
- Contact HiSET Technical Support to report that the Round Trip and demo exams were delivered. HiSET Technical Support will verify that they were completed successfully.

For Round Trip and Quick Launch procedures, see Appendix A.

**Important:** A test center cannot be activated for HiSET test administration dates until a Round Trip has been completed successfully.
Chapter 5

Advance Preparation for a Scheduled Test Administration

Run a Readiness Check and Preload the Cache Proxy

The testing system provides the ability to perform a computer-delivered Readiness Check prior to an upcoming administration.

The purposes of a Readiness Check are:

- To preload the cache proxy computer with the files that will be required on test day
- To confirm the technical capability of all testing workstations
- To confirm the availability of materials and personnel for the upcoming administration

The Readiness Check will become available four days before each upcoming administration. If needed or desired, a Readiness Check can be run multiple times on the same day or on different days prior to the administration.

Centers whose test administrations are always four or fewer days apart do not need to run readiness checks because test day setup and delivery downloads files to the cache proxy for the next four days’ administrations.

If you have multiple test administrations scheduled in the upcoming four-day period, you will see all the administrations listed under Future Administrations when you start your admin station, and you can select any one of them to run a Readiness Check. Running a single Readiness Check (for any one of the dates) will download the files to the cache proxy for all the next four days’ administrations.

For procedures for running a Readiness Check, see Appendix B.

Why is Preloading the Cache Proxy Important?

The cache proxy is the computer that will provide test content to the test delivery workstations. The files downloaded during the Readiness Check will remain on the cache proxy computer even when you turn it off, so your cache proxy will be ready to go on test day.

Preloading shortens your test day start-up time and reduces the risk of encountering delays when downloading files on test day. If a technical problem prevents you from connecting to ETS on test day and your center has been enabled to use “disconnected mode” as a recovery method, you will be able to switch to disconnected mode only if you have preloaded your cache proxy computer(s).

Review Your Roster

Log in to the HiSET Portal to verify the number of registered test takers and view your test-taker roster prior to test day.

On the day of the test, your roster will be displayed on the admin station.
Chapter 6

Activities on an Administration Day

Test Day Preparation

Before Test Takers Arrive

On test day, before test takers arrive, test center staff will perform procedures for opening the test center and preparing the facilities and computers. No test takers should be checked in until the following preparations have been completed.

- Direction Signs: When possible (and as appropriate for the facility), provide signs to direct test takers to the check-in location.
- Testing Room Setup: Make any necessary adjustments to the configuration of the testing room (e.g., setting up partitions, removing maps and charts). Also take into account the physical, environmental and comfort requirements described in Chapter 2.
- Computer Setup: Start the cache proxy computer, the administrative (admin) station computer, and the testing workstations.
  - At the cache proxy, you will create an AO password for this administration and wait until the cache proxy arrives at the Ready state.
  - At the admin station, you will enter the AO password to enable the admin station to connect to the cache proxy.
  - At the testing workstations, you will run the verification tests.
  - For procedures, see “Test Setup” below.
- Bring the following materials to the testing room:
  - Sign-In/Sign-Out Sheet
  - Scratch paper
  - Pencils

Test Setup

Before You Begin:

- Log in to Windows with a user account that has Administrator privileges.
- Ensure that all the following settings are correct for your location and are identical on all test center computers (cache proxy, admin station, and testing stations):
  - Date
  - Time, including AM/PM setting
  - Time zone
  - Daylight Saving Time – If your time zone observes daylight saving time, make sure the Automatically adjust clock for Daylight Saving Time check box is selected on the Time Zone Settings dialog box.

Procedures:

1. Start the cache proxy first:
   - **Note:** The procedures for starting the cache proxy are the same whether you are starting it for a Round Trip demo exam or a regular administration.
   - **Internet Explorer:** If the IAS - Local IAS Server desktop shortcut is already installed on this computer, start the cache proxy application by clicking the IAS - Local IAS Server shortcut on the computer desktop.
     - If the IAS - Local IAS Server desktop shortcut is NOT installed on this computer, start the cache proxy by typing the following URL in the Internet Explorer address bar:
       - https://ibt1.ets.org/admin/stnlogin.jsp
       - **Note:** Type the URL in lower case (as shown).
b. **Cache Proxy Login:** Enter your personal **Username**, **Password**, and **Site Code** (test center code number). Then click **Login**.

![Cache Proxy Login Image]

**STN Login for Cache Proxy Launch**

- **STN Username:**
- **STN Password:**
- **Site Code:**

To retrieve or reset your STN password, please open your IE browser to the STN Center URL.

![STN Login for Cache Proxy Launch Image]

**c. Create Admin Override (AO) Password:** Create a password of your own choosing for today’s administration.

- Retype the password for verification. Then click **OK**.
- AO password rules:
  - Must be between 3 and 16 characters long
  - Must begin with a letter
  - May contain letters, numbers, or any of the following characters: . ! ( ) { } [ ] - _ 

The AO password created in this step will be required for the following activities during the test administration. **The staff member who creates the AO password should share it with the other staff members so that they can perform these functions:**

- Starting the admin station and testing workstations
- Launching a test at a testing workstation
- Unlocking the cache proxy screen

**Note:** If the AO password is forgotten, the particular staff member who created it will be able to retrieve it at the cache proxy and will be required to enter his or her login credentials to do so.

d. **Cache proxy screen:** Wait while the test packages are downloaded to the cache proxy.

**Cache Status: Ready** will be displayed above the table when all downloading has been completed. Go to the admin station computer and follow the procedures in Step 2 to start the admin station.

![Cache Proxy Image]

<table>
<thead>
<tr>
<th>Package</th>
<th>Expires</th>
<th>Download Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TELXMLEMC00005000PK0005</td>
<td>Sun-Jul 02 16:25:15 EDT 2006</td>
<td>Available</td>
<td></td>
</tr>
<tr>
<td>TELXMLEMC00002000PK0003</td>
<td>Sun-Jul 02 09:55:48 EDT 2006</td>
<td>Available</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** The **Cache Status tab** displays a table with the download status of each individual test package. The overall status of the cache proxy is displayed above the table. There will be a progress bar at the bottom of the table during downloading.
To unlock the cache proxy screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.

If you have forgotten the AO password, click the Forgot AO Password button and enter your Username and Password. The AO password will be displayed. The particular test center administrator (TCA) who created the AO password must perform this step.

Multiple cache proxies: The number of candidates that a cache proxy computer can handle depends on the computer’s technical specifications. You will not need more than one cache proxy computer unless you are testing more than 20 candidates at a time. Refer to http://clep.collegeboard.org/internet-based-testing for the latest system requirements and tips for configuring your system. To prepare an additional cache proxy computer, perform the same steps (shown above) on the additional cache proxy computer. When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.

2. Start the admin station and create a password for the administration:
   a. Internet Explorer: If the IAS Admin Station desktop shortcut is already installed on this computer, start the admin station application by clicking the shortcut labeled IAS Admin Station on the computer desktop.

   If the IAS Admin Station desktop shortcut is NOT installed on this computer, start the admin station by typing the following URL in the Internet Explorer address bar:
   
   https://ibt1.ets.org/admin/adm.jsp

   Then click Enter.

   Click the Launch button.

   ![IBT Admin Station Launch](image)

   b. Searching for a local server: Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the admin station to it automatically.

   If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.

   If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the Connect Using Selected Server button.

   c. Enter administrative override (AO) password: Enter the AO password that you created when starting the cache proxy.

   d. Select a Program Administration: Under Today's Administrations, locate the appropriate administration and click to highlight it.

   Click OK.

   Note: A test administration's link will not be active until the day of the administration. Then the link will remain active until Cleanup has been performed.

   Tip: If you receive an error message that “There are no program administrations for site code …,” verify that the date, time (including AM/PM), time zone, and daylight saving check box are set correctly and are identical on all computers (cache proxy, admin station, and testing stations).
e. **Start Test Setup:** Click the **Start Test Setup** button.

f. **Instructions:** Click **Next** to continue.

g. **Info (Summary of Checks):** Click **Next** to continue.

h. **Resource Availability:** If a resource screen is provided, confirm whether the specified resource is available and click **Next** to continue.

i. **Seating:** Select **Yes**, and click **Next**.

j. **Nonstandard Testing Accommodations:** Under **Confirm**, select **Yes**. Then click **Next**.

   **Note:** If any candidates are registered to test with accommodations for a disability, the top panel on this screen will display a list of the candidates.

   The bottom panel will display a list of the accommodations required by these candidates and the number of candidates who require each accommodation.

   If no candidates are registered with accommodations, a message will state that fact, and both information panels will be blank.

k. **Personnel:** Ensure that **ALL** the test center staff who are present at this test administration are added to the **Participating** list.

   Click the individual’s name in the **Available** list, and click the **Add** button to move it to the **Participating** list.

   To add a new individual, click the **Add New Proctor** button, and you will be prompted to add the individual’s first name, last name, and telephone number.

   **Note:** This action only adds the individual for this particular administration. When all the personnel at today’s administration are displayed in the **Participating** list, select **Yes** to confirm. Then click **Next**.

   **Note:** ETS may use this information if there is a need to get in touch with the test center personnel.

l. **Workstation Check:** This screen will display a list of the workstations that are ready to deliver a test. Initially, the list will be empty because you have not yet started any workstations.

m. **Leave the admin station running.** Go to each testing workstation, and follow the procedures in step 3 to start the workstations.

3. **Start the testing workstations and run the verification tool tests:**

   a. **Internet Explorer:** If the IAS Workstation desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut.

   If the IAS Workstation desktop shortcut is **NOT** installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar:

   ```plaintext
   https://ibt1.ets.org/admin/wks.jsp
   ```

   Then click **Enter**.

   Click the **Launch** button.

   b. **Searching for a local server:** Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation to it automatically.

   **If no primary cache proxy is found,** the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.

   **If more than one primary cache proxy is found,** the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.

   c. **Enter administrative override (AO) password:** Enter the AO password that you created when starting the cache proxy.

   d. **Select a Program Administration:** Select the same administration that you selected at the admin station, and click to highlight it.

   Then click **OK**.
e. **Workstation screen (Displays the Verification Tool Test Results):** Click the **Execute All** button.

   Follow the on-screen instructions to run each of the verification tests.

   After all tests have been passed, click the **Finish** button.

   The following message will appear on the screen: **This workstation is ready to deliver a test.**

   Two buttons will be displayed on the workstation screen:
   - **Launch Demo Test** – Click this button only if you need to run a demo test to verify this workstation’s ability to deliver a test.
   - **Close** – Click this button only if you want to close the application. Tests are launched from the admin station.

f. **Perform** steps a–d at the other testing workstations.

4. **Return to the admin station:**
   a. **Seats tab:** On the **Seats** tab, each testing workstation that has been started will appear in the list of available workstations. The list shows only the testing workstations; it does not include the cache proxy.
   
   b. **Your test center** is now **ready to check in a test taker.**

### Creating a Positive Testing Environment

Creating a positive environment as part of the examination process is important to the success of the program. The following suggestions may help.

- Greet test takers courteously to ease their anxiety. Your cordial words and behavior (and those of your staff) will show test takers that they are welcomed and will make the testing experience less threatening.
- If there is an unexpected problem (such as locked doors, a last-minute test site change or extreme room temperatures), acknowledge it and let the test takers know that you are trying to correct the situation as quickly and effectively as possible. If you share information in an empathetic way, you can alleviate tension and help to create a positive testing environment.
- Inform test takers about the location of fire exits, restrooms and smoking areas, and give them information about breaks, smoking regulations and cell phone restrictions.
- Inform test takers that they will not be able to use the restrooms during the test.
- Tolerate some nervous noise before the test starts. Most people under stress tend to relieve their tensions through talk and movement.
- Be patient, prompt, courteous and sensitive in responding to questions. Most questions are sincere and well meant. Try to respond to questions in the order in which test takers raise their hands. As long as test takers confine their queries to the testing procedures, do your best to answer.
- Treat all test takers equally. Knowing that test takers can be affected by the psychological atmosphere of the testing center, you will want to make certain that none of your procedures — or the manner in which instructions are given — make members of minority groups feel different from other test takers.
- When test takers have finished, dismiss them in a friendly manner.

### Test Center Regulations

#### Prohibited Items

Test takers who arrive at the test center with testing aids should be told that they may not bring them into the testing center. You and your staff members should not accept the responsibility of holding or safeguarding test-takers’ personal possessions. Anyone found using testing aids during the administration should be warned and, if the action continues, should be dismissed from the examination (see “Test Taker Behavior and Misconduct” on page 35). While taking a test, test takers should have nothing on their desks except their test books, calculators provided at the test center, pencils, erasers and photo identification. The use of any of the following items in the testing center is strictly prohibited.

- Cell phones, Smartphones (e.g., BlackBerry®, i-Phone®), PDAs and other electronic, recording, listening, scanning and photographic devices
- Calculators that have been brought in by the test taker
- Books, pamphlets or notes
- Highlighter pens
- Mechanical pencils or pens
• Mechanical erasers
• Stereos or radios with headphones
• Watch alarms (including those with flashing lights or alarm sounds)
• Watch calculators
• Rulers
• Dictionaries (including electronic)
• Translators
• Papers of any kind

To ensure a quiet testing environment, you must instruct test takers who have alarm watches to deactivate them before the test session begins.

Misconduct
All of the following behaviors by test takers are considered to be misconduct:

• Attempting to take the test for someone else or having someone else take the test for the test taker.
• Failing to provide acceptable identification.
• Obtaining improper access to the test, a part of the test or information about the test.
• Having any prohibited device in their possession in the test center (cell phones, smartphones [e.g., BlackBerry® or i-Phone® devices], PDAs and other electronic, recording, listening and photographic devices).
• Using any aids in connection with the test, such as: mechanical pencils, mechanical erasers, pens, pagers, beepers, books, pamphlets, notes, unauthorized scratch paper, highlighter pens, stereos or radios with headphones, watch alarms (including those with flashing lights or alarm sounds), calculators other than those distributed by the test center, watch calculators, stop watches, dictionaries, translators, compasses, protractors and any handheld electronic, recording, listening or photographic devices.
• Creating a disturbance. Disruptive behavior in any form will not be tolerated; the HiSET Chief Examiner and or Test Center Supervisor has sole discretion in determining what constitutes disruptive behavior.
• Attempting to give or receive assistance. Communication in any form is not permitted during the test administration. Discussion or sharing of test content during the test administration, during breaks, or after the test is prohibited.
• Removing or attempting to remove test content from the test center, reproducing and/or disclosing test content by any means (hard copy, verbally, electronically), to any person or entity.
• Tampering with a computer during a computer-based test administration.
• Bringing a weapon or firearm into the test center.
• Bringing food or drink into the testing room.
• Leaving the test center vicinity during the test session.
• Leaving the testing room without permission. Test takers are not permitted to go outside the test center building unless it is to use the restroom during the test administration, including breaks.

Head Coverings and Headgear
Head coverings (headgear) claimed to be worn for religious or medical purposes are permitted. Typical head coverings may include hats, turbans, scarves and yarmulkes. If you see a test taker either remove or put anything into the head covering during the test, request the item. If the test taker refuses, contact ETS to see if the test taker is allowed to continue his or her test. This constitutes test-taker misconduct and must be reported on the Supervisor’s Irregularity Report as a breach in the test security.

Scratch Paper Policy
Test centers must supply scratch paper for test takers who request it. It is recommended that you provide scratch paper to all test takers so that there will be no question as to which test takers should have scratch paper to be collected at the end of the test session.

Scratch paper must be a color other than white, but it must be a sufficiently light color so that candidates can read their notes. Only one color of scratch paper should be used on a test day. Different colors should be used on subsequent test days.

Provide each test taker with exactly three sheets of scratch paper. If a test taker asks for more scratch paper, collect the three used sheets before giving the test taker any more sheets. Ensuring that each test taker has exactly three sheets of scratch paper at all times eliminates any question as to how many sheets each test taker should return at the end of the test session.
All scratch paper must be collected before a test taker leaves the test center. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces.

**Exception:** The only time scratch paper should be conserved is when it is evidence associated with a Center Problem Report. In that case, test center staff should retain the scratch paper in case it is required for a security investigation.

### Unauthorized Visitors and Requests for Media Coverage

#### Controlling Access

Visitors must not be admitted to the testing room.

#### Handling Requests from the News Media

Testing is a subject of general interest, and test administrations frequently attract the attention of the media. Under no circumstance should reporters or photographers be admitted to a testing room or have access to test takers until testing is complete. Test takers or staff members may be interviewed (with their consent, of course) after the administration and away from the test site.

Please inform the ETS Marketing and Public Affairs Division’s Media Relations Office of any request from the media for information about or coverage of a testing program by calling ETS at 1-609-233-0090. A media relations specialist will contact the inquirer to explain ETS policy and make recommendations for sharing information. This approach will ensure that complete and accurate information is provided and that responses to specific requests or questions can be made in the context of the testing program and related ETS activities.

### Test Center Observers

#### Purpose of Observations

Test center observations by state officials are scheduled for the purpose of evaluating test administration procedures and facilities to ensure that they meet the standards set for all test centers. Observations also afford an opportunity for test center staff to raise questions, seek advice or make comments and allow the observers to offer suggestions about modifying test center procedures to help alleviate problems that may have occurred.

#### What Happens During an Observation

A test center observer carrying state-issued identification and a letter of authorization from the State Administrator, and perhaps photographic equipment, may visit your center during the week preceding the test date and/or on the day of an administration. The observer will want to monitor as many aspects of the test administration as possible, particularly test security arrangements and procedures, conditions relating to the testing environment, and any evidence of the impact of recent changes in program policies, procedures or requirements. Photographs should not be taken during the actual test administration.

#### Checking for ETS Authorization

An observation will either be announced (you will receive a letter advising you of the visit) or unannounced. In either case, always ask to see the observer’s identification and letter of authorization.

### Test-Taker Complaints

#### How ETS Handles Test-Taker Complaints

Test takers are encouraged to write to ETS within 10 business days if they have concerns or complaints about any aspect of the testing program in which they participated, including the conditions under which a test was taken. When ETS receives a letter of complaint, we may send a copy of the letter, with the identity of the writer deleted, to the Supervisor of the test center involved. For complaints that could have been avoided, the Supervisor is expected to take steps to correct or avoid the situation at future administrations.
Preventing Complaints

You can prevent many complaints by careful planning and preparation, training of test center staff, and being consistent in implementing the procedures outlined in this Manual.

Most complaints concern physical conditions at centers, such as overcrowding, inadequate writing surfaces, inadequate lighting and extreme room temperatures.

Through careful attention to detail, many other complaints can be avoided. Test takers complain about apparent mistimings, distracting noises, smoking regulations, no visible clocks, cheating and test center staff who are rude, disorganized or distracting and who do not pay attention to their duties during the administration.

If, before testing begins, you are aware of a potential noise problem (bands playing, banging heating systems, cheering at a sports event, scheduled maintenance or repair work, etc.), move the administration to another building or to another room if possible. Any change in test site made in advance of the test date must be reported to ETS immediately. Any change in test site made on the day of the test is to be reported on the Supervisor’s Irregularity Report, and a sign should be posted directing test takers to the new location. In other situations, wherever practical, ask people outside the testing room to leave the area or to talk more quietly.

Handling of Complaints at the Test Center

If a test taker complains about any aspect of the administration, use the following procedures:

- Instruct the test taker to write to ETS within three days of the test date.
  
  ETS-HISET® Test Administration Services  
  Mail Stop 34-Q  
  Princeton, NJ 08541-6000  
  or  
  Fax: 1-609-771-7710  
  or  
  Email: HiSET@ETS.org

- Report the complaint on the Supervisor’s Irregularity Report (even if you were able to alleviate the problem).  
  This report is for test center staff use only.

Score Cancellation Policy

ETS is obligated to report scores that accurately reflect the performance of the test taker. For this reason, ETS maintains test administration and test security standards designed to ensure that all test takers are given the same opportunity to demonstrate their abilities and to prevent some test takers from gaining an unfair advantage over others because of testing irregularities or improper conduct. ETS reserves the right to cancel any test score if the test taker engages in improper conduct. ETS also has the right to question any test score when validity is in doubt, because the score may have been obtained unfairly.

Admission Procedures

Identification Requirements (ID)

Introduction

Staff alertness and careful checking of the test-takers’ identification documents should help to prevent an individual from succeeding with an attempt to test for someone else. You and your staff must ask for identification from every test taker. When identification documents and valid identification are presented, they must be examined carefully by the staff member responsible for admitting the test takers. If a test taker cannot meet the specified ID requirements or has questions about ID, they must contact the ETS Office of Testing Integrity. For assistance on the actual test administration day, call Test Administration Services.
ID Document Requirements
With few exceptions, ID documents must meet all of the following requirements. Each ID document must:

- be an original document; photocopied documents are not acceptable.
- bear the test taker’s full name.
- meet state ID requirements for the state in which testing is occurring.

Primary ID Requirements
The following ID documents are acceptable for admission to a test center within a test-taker’s country of citizenship:

- Passport
- Government-issued driver’s license or temporary license
- State or Province ID card (including those issued by the motor vehicle agencies)
- National ID card
- Military ID card

Supplemental ID Documents
A test taker should provide a supplemental ID if the test administrator questions the primary ID document and/or if the primary ID document is otherwise acceptable but does not bear the test-taker’s full name, photograph or signature.

- Supplemental ID documents may not be used to resolve last name discrepancies. The last name on a test-taker’s primary ID must match (excluding hyphens, accents and spaces) the name on his or her registration confirmation.
- The following ID documents are generally acceptable as supplemental ID:
  - Government-issued ID card (including, but not limited to, those listed under Primary ID Documents earlier in this section).
  - Student ID card.

Unacceptable ID Documents
The following documents are not acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied
- International driver’s license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card

Driver’s License Renewals
If a test-taker’s driver’s license has expired but he or she presents it along with his or her original Department of Public Safety renewal certificate, these two documents together are acceptable if the names on both documents match exactly. If the test taker is issued a temporary paper license in lieu of a renewal certificate, that is acceptable only if it is accompanied by a supplemental ID.

If the test taker is in the U.S. military, and the expiration of his or her driver’s license has been extended or deferred by the issuing state, the license can be used as supplemental ID along with the test-taker’s U.S. Military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license, the designation “military” printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver’s license is valid until a specific time period after discharge from service.

If you have concerns when admitting a test taker in this situation, enter the information on the Supervisor’s Irregularity Report describing the form(s) of ID presented.

Questions About ID Documents
For general questions about acceptable ID, call HiSET® Services at 1-866-473-4373 (United States, U.S. Territories and Canada), or check the HiSET website for state eligibility requirements at: www.hiset.org.
Procedures for Unacceptable ID or No ID

Do not admit test takers who fail to produce acceptable identification.

Individuals who persist and who may unnecessarily delay the beginning of the testing may, at the Supervisor’s discretion, be admitted to the testing room. If you must admit someone without acceptable and valid identification who threatens physical harm or disruption of the test administration, you must advise the individual that a report will be written and sent to ETS which will describe the particular situation involved. On the Supervisor’s Irregularity Report, check the box for ID, write the test-taker’s name and appointment confirmation number, and indicate in detail the circumstances leading to your decision to admit. ETS will not score the answers on the answer sheet, and the individual will not be eligible for a refund or test date.

Head Coverings and Headgear

Head coverings (headgear) claimed to be worn for religious or medical purposes are permitted. Typical head coverings may include hats, turbans, scarves and yarmulkes. If you see a test taker either remove or put anything into the head covering during the test, request the item. If the test taker refuses, contact ETS to see if the test taker is allowed to continue his or her test. This constitutes test-taker misconduct and must be reported on the Supervisor’s Irregularity Report as a breach in the test security.

Checking-in Test Takers

1. **Have the test taker store personal items:** Inform arriving test takers that cell phones and other prohibited items cannot be taken into the testing room. See the Prohibited Items list on page 20. Direct test takers to the lockers or other safe place that your center provides for storage.

2. **Have the test taker sign in:** The Sign-In/Sign-Out sheet should be used by test takers to sign in as they arrive for their appointments. Be sure to compare the signatures on the test-takers’ IDs to the signatures they provide on the sheet. See Appendix C for a Sign-In/Sign-Out sheet that can be photocopied for use at each test administration.

3. **Select the test taker from the roster:** At the admin station, click Home from the menu column on the left-hand side of the screen, and click the Roster tab. Then click Check-in.

4. **Check the test-taker’s identification and eligibility:**
   a. Check the identification and eligibility against the information in the HiSET Portal. Eligibility requirements vary by state and are the responsibility of the test center staff to verify prior to administering testing.
   b. Ask for ID from every test taker. Each test taker must present one form of primary ID. See “Identification Requirements” on page 23 for information about acceptable and unacceptable IDs. Test-taker ID requirements can vary by state.
   c. Check that the ID contains all the following items:
      - The test-taker’s name as given when the appointment was made
      - A recent, recognizable photograph of the test taker
      - The test taker’s signature
   d. Check that the name on the identification exactly matches the name on the admin station roster.
      If the name does not match, see the Check-in Issues section of Handling Irregularities, and file a Center Problem Report (CPR). There are some limited errors which can be accepted and corrected. Please review Test Taker Record Edits for details.
   e. Check that the photo looks like the person presenting it.
   f. Compare the name and date of birth on the ID to the information on the check-in screen.
      If corrections to the spelling of the name or the date of birth are needed to make the registration match the ID, file a CPR. There are some limited errors which can be accepted and corrected. Please review Test Taker Record Edits for details.
      Check that the name and signature on the ID match those on the Sign-In/Sign-Out sheet.
      If you are uncertain that the ID matches the person presenting it, ask to see a second form of ID.
      Do not admit any test taker who cannot produce the required ID. If you must turn away a test taker for unacceptable ID, file a CPR.
   g. If, to avoid a serious disturbance, you must admit a test taker without acceptable ID, file a CPR, and inform the test taker that his/her scores will not be reported and will be canceled.
5. Workstation assignment: The admin station will display the name of the testing station assigned to the test taker. The system assigns workstations randomly. A test center staff member should escort the test taker to the assigned workstation and continue with the procedures on this page for Starting a Test Session.

Test-Taker Record Edits

Name Corrections: You should accept the following allowable minor differences between the name under which the test taker is registered and the name on the test-taker’s photo ID:

- Change from an informal name to a formal name (e.g., Bob to Robert)
- Reversal of names (e.g., Smith John to John Smith)
- Correction of spelling errors, such as transposed letters, letters incorrectly omitted or added, wrong letter used (e.g., Mohammed to Mohamed)

File a CPR to report name corrections.

Registrations are not transferable. Test takers are not allowed to transfer their registrations to someone else.

Birth Date Corrections: You should accept the following allowable minor differences between the DOB under which the test taker is registered and the DOB on the test-taker’s photo ID:

- Reversal of dates (e.g., 05/12/1968 and 12/05/1968)
- Correction of transposed numbers, numbers incorrectly omitted or added (e.g., 6/28/1968 to 16/28/1968)

File a CPR to report birth date corrections.

Starting a Test Session

Procedure

Before starting the test, you must perform the check-in procedures shown on page 25 in “Checking-in Test Takers.”

1. A test center staff member should escort the test taker to the assigned workstation. Ask the test taker to wait while you prepare the workstation.
   • Verify that the information on the testing workstation matches the test taker. Compare the name and date of birth on the screen to the test taker’s ID. If the information is correct, click Confirm.
   • If the test taker’s name, date of birth or test name is not correct or does not match the test taker about to be seated at the workstation, do not allow the test taker to be seated. Return with the test taker to the admin station to resolve the problem.

2. You will be prompted to enter the administrative override (AO) password for this administration (which was created during Test Setup).

3. The Candidate Information screen will appear. It is the first screen that the test taker should see. Allow the test taker to be seated.

4. After the test taker is seated, inform him/her as follows:
   • The test taker’s ID should be kept face-up on the workstation desktop.
   • The test taker should review and verify the information on the screen. The test will start when he/she clicks Continue.

Activities During the Test

Monitoring the Testing Room and Handling Irregularities

- At least one test center staff member must be in the testing room at all times while testing is in progress.
- Walk through the testing room at frequent intervals, observe test-taker behavior, watch for any unauthorized materials, and watch for test takers who are raising their hands for assistance.
- Keep conversations in the testing room to an absolute minimum.
- If a test taker requests more scratch paper during the examination, collect the used packet before providing a new one.
- Do not move a test taker to a different workstation once the test has started, unless technical problems prevent him or her from completing the test at the original workstation.
Alerts at the Admin Station

Alerts regarding changes in status and any system errors will be sent to the admin station.

To view the alerts, click Alerts from the menu on the left-hand side of the admin station screen. A drop-down list at the top of the screen allows you to filter the alerts by status.

To accept an alert, click the row to highlight it, and click the Accept Alerts button. Then click Home from the menu on the left-hand side to return to the roster.

Stopping a Test Session (Administrative Override)

If there is an emergency reason for stopping an examination (e.g., fire drill), the testing staff can stop the exam by using a combination of keys:

Press the CTRL+SHIFT+? keys simultaneously on your keyboard. Enter the AO password at the prompt. You will be presented with three options:

- Display Examinee Information
- Initiate an Unscheduled Break
- Stop the Current Testing Session – Select this option and click OK. A message will ask Are you sure you want to stop the test? Select Yes.

To restart a test, follow the procedures in “Restarting an Interrupted Test Session” in the next section.

Restarting an Interrupted Test Session

If a test-taker’s test session is interrupted, for example, by a power failure, it is possible to restart the test from where the test taker left off. The test will resume from the point at which it was interrupted. If the cache proxy and the admin station have shut down (as in the case of a general power failure), you will need to restart them before restarting the testing workstations.

Important: If you encounter a problem with the cache proxy computer while testing is in progress, DO NOT switch the cache proxy application from one computer to another because test results reside on the cache proxy where the test started. Contact HiSET Technical Support for assistance.

1. From the Roster tab of the Home screen at the admin station, click the row with the correct candidate whose status indicates that a restart is available.
2. Select a workstation, either the current workstation (if it is functional) or another available workstation.
3. Enter an explanation of why you need to restart the test.
4. At the testing workstation, restart the test by following the procedures in “Starting a Test Session” on page 26.

Test Completion

Use the following steps to end the test session and dismiss the test taker:

1. Ensure that the workstation displays a test completed message. There will also be an alert at the admin station when a test is completed.
2. Collect the scratch paper and confirm that all sheets were returned.
3. Ask the test taker to sign out.
4. Remind test takers to retrieve any personal belongings.

Post-Administration Activities

After all test takers have completed testing:

- Confirm that the Results Upload Status is Complete on the cache proxy and that all test results have been uploaded to ETS. This will ensure that all test results have been uploaded to ETS for scoring and reporting and prevent instances of missing test results. The tests cannot be scored until the results are uploaded to the ETS servers. For procedures, see “Before Running Cleanup” on page 28.
- Perform the Cleanup function at the admin station. During Cleanup, you will be asked to set a completion status for any test takers who did not complete testing, such as those who did not show up, were turned away, abandoned their tests, or were unable to start or finish because of a technical issue or a test center environment problem. For procedures, see “Run Cleanup at the Admin Station” on page 28.
Before Running Cleanup

1. If the cache proxy screen is locked, click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.

   **Note:** If you have forgotten the AO password, click the *Forgot AO Password* button and enter your Username and Password. The AO password will be displayed. The particular user who created the AO password must perform this step.

2. Check the Results Upload Status indicator located in the bottom left corner of the cache proxy screen as shown in the example below.

   **Note:** If your center is using multiple cache proxy computers, check the results upload status on all of them.

   - If the **Results Upload Status** is **Complete**, all test results have been uploaded to ETS. You are ready to perform the Cleanup function.
   - If the Results Upload Status is Pending, test results stored on the cache proxy computer are still waiting to be uploaded to ETS. You must take one of the following actions:
     - Leave the cache proxy running until the **Results Upload Status** becomes Complete. (This is the preferred option.)
     - Shut down the cache proxy, ensure that the results data on the cache proxy are not deleted, and remember to start the cache proxy again as soon as possible to enable the results to be uploaded.

   **Note:** DO NOT disassemble or reconfigure the cache proxy computers prior to the **Results Upload Status** becoming **Complete**.

   **Important:** Automatic uploading of test results cannot occur if the **Connection Status** is **Offline**, which will happen if Internet connectivity has stopped working at your site. In that case, try to restart the cache proxy.

Run Cleanup at the Admin Station

1. At the admin station, after all candidates have finished testing, click **Cleanup** from the menu on the left-hand side of the screen.

2. On the **Cleanup Instructions** screen, click **Next**.

3. A Candidate List screen will display any candidates who did not complete testing. You will be asked to set a completion status for each of them after you click **Next**. Click **Next**.

4. A Candidate Verification screen will be displayed for each candidate whose completion status needs to be set.

   - Select the appropriate status from the New Status drop-down list.
   - Select a Code from the drop-down list and enter a Problem Description.

   **Note:** If a candidate arrived but was turned away (for example, because of unacceptable ID), select **No Show**. If a candidate arrived but was unable to start the test because of a technical problem or other test center issue, select **Bypassed Appointment**.

5. On the **Cache Proxy Results Upload Complete** screen, click **Next**.

6. Click **Finish**.

7. The message **Cleanup is completed for this administration** will be displayed. Click **OK**.

8. **Shut down the cache proxy application. This step is important to prevent unauthorized use of the testing system.**

Document Handling

**Sign-In/Sign-Out sheets:** Retain used Sign-In/Sign-Out sheets for 18 months or according to the record retention requirements specified by your HiSET State Administrator. Then destroy them by shredding. DO NOT send them to ETS. For additional information, see Appendix C.

**Scratch paper:** All scratch paper must be collected before a test taker leaves the test center. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces. For additional information, see “Scratch Paper Policy” on page 21.
Chapter 7

Reporting Irregularities

Basic Information About CPRs

- ETS relies on the Chief Examiner or Supervisor to be responsible for all aspects of test administration and to handle any emergency or exceptional situations at the test center.
- The Chief Examiner or Supervisor should report incidents as soon as practical after they occur. If necessary, a Proctor should be asked to monitor the testing room while the Chief Examiner or Supervisor handles test center situations and completes a Center Problem Report (CPR).
- CPRs should be clear, objective, and professional. They should focus on facts and details and avoid opinions and speculation.
- ETS will support a Chief Examiner’s or Supervisor’s actions if they are consistent with established ETS policies and procedures. The actions must be reasonable, sound and designed to assure test validity, a satisfactory testing environment, and test security.
- Some irregularities may not involve test takers, but should still be reported in a CPR.

Importance of Center Problem Reports (CPRs)

- CPRs are a critical source of information. They provide a written record of security incidents, technical problems, misconduct, and other out-of-the-ordinary situations.
- Irregularity reports are admissible evidence in a court of law.
- Facts that seem of little consequence at the time may later assume considerable significance when ETS must decide if further action is required.

Filing a CPR

- At your Administrative workstation during an iBT administration, click File CPR from the menu on the left side of the screen. The CPR screen will open.
- Select the most appropriate CPR Category and Code for the issue you are reporting.
- Complete the Description and Action fields. Avoid entering minimal descriptions (such as “Improper ID” or “Problem”) because that will require additional research and delay the resolution process at ETS.
- In certain situations, the system will automatically initiate a CPR and you will need to enter the details. For example, if you need to Reset Check-in for a candidate, enter a brief explanation of why the reset was necessary.

General Rules for High-Quality CPRs

- Be complete–CPRs should describe who, what, where, when, why and how. They do not have to be long, but you should provide the details as specifically as possible while the incident is fresh in your mind.
- Be professional–CPRs should focus on facts and details and avoid opinions and speculation.
- Resolve relevant questions–If a CPR includes the necessary details, ETS will not need to follow up with the test center for more information or clarification. It is important to state the outcome of the incident in the CPR (e.g., whether the candidate completed the test, whether the candidate was turned away, whether a prohibited item was confiscated). For incidents involving prohibited items or misconduct, details provided in CPRs can help ETS evaluate whether a particular incident was a relatively minor infraction or a serious breach of test security (e.g., whether a piece of paper was “only a candy wrapper” or contained test-related notes).

What to Include in a CPR

- Complete the Description and Action fields. Avoid entering minimal descriptions (such as “Improper ID” or “Problem”) because that will require additional research and delay the resolution process at ETS.
- State the length of any delay or interruption that the test taker encountered.
- Describe what happened in detail. Remember that each CPR should tell a complete story of the incident.
- Document all actions taken so that others reading the report can determine exactly what occurred:
  - What took place: Describe the situation and problem as completely as possible.
  - Note: Do not state or describe the content of any test item when completing a CPR. This will result in a compromise of security of the test question.
When it happened: If possible, give exact time of day and time showing on computer screen if it is relevant to the irregularity.
Where it happened: Check-in area, hallway, testing room, etc.
Relevant personnel: Include the names and telephone numbers of all personnel who might provide relevant information regarding who witnessed the incident. (This would apply to misconduct cases, injury to a test taker, or other any unusual incident at the test center.)
Test takers that were affected. If several test takers are affected by the same incident, the system enables you to include all their names on one CPR.

• Describe the resolution:
  - The amount of time it took to resolve the problem.
  - Details of all actions taken and by whom (e.g., the Supervisor).
  - Did the test taker complete the test?

• Include answers to the following questions for the issues listed below:
  - Technical Issues:
    • Did the problem occur before the test taker started the test or during a particular section of the test?
    • What was the length of time of any delay or interruption?
    • What actions were taken to try to resolve the problem? Was the problem resolved?
    • Did the affected test takers successfully complete their tests?
    • After 30 minutes, if the problem was not resolved, did the Supervisor offer the test taker the opportunity to be scheduled for a make-up test? Did the test taker accept the offer?
  - System-initiated CPRs:
    • If you encounter a situation that causes several system-initiated CPRs of the same type (for example, Reset Check-in), and you do not have time to type a complete explanation in each CPR, please file one CPR at the end of the administration to summarize the situation and the outcome for the affected test takers.
  - Unacceptable ID:
    • What type of ID document(s) did the test taker present (for example, passport, driver’s license, etc.)?
    • Why (specifically) was the ID unacceptable?
    • Was the test taker turned away?
  - Test Taker Misconduct:
    • If a test taker was observed using any prohibited material or device, describe the item in detail. How and where was the test taker using the item? Did the test center staff confiscate the item?
    • Did any test site staff witness the misconduct incident? If so, who?
    • What action was taken by the test center staff? Was a warning given to the test taker?
    • Was the test taker dismissed from the test session, or did he or she complete the test?
• All CPRs: Did you contact HiSET Technical Support or HiSET Test Administration Services for assistance?

How to Act on Irregularities

Dismiss the test taker from the test center and file a detailed CPR if a test taker attempts to:

• Remove test questions from the room.
• Use prohibited aids.
• Impersonate a scheduled test taker.
• Tamper with the testing equipment.
• Give or receive assistance from another test taker.
• Cheat in any way.
• Create a disturbance after a warning.

Important: If a test taker threatens test center staff with bodily harm, call the local police and/or building security.

Note: The Chief Examiner or Supervisor does not need to call HiSET Test Administration Services before dismissing the test taker.

Other situations that require a CPR:

• Test taker arrives at the test center but is not admitted for any reason.
• Test taker is turned away because of unacceptable ID.
• Any event that prevents a test taker from completing a test that has been started.
• Any event that significantly disturbs the testing environment (e.g., loud noise, failure of heating/cooling system, disruptive test taker).
• Any event that interrupts testing even if testing is successfully resumed (e.g., power outage, environmental problems).
• Test taker takes repeated unscheduled breaks.
• Test taker leaves the testing room without permission or because of illness.
• Test taker creates a disturbance of any kind.
• Test taker complains about any aspect of the testing process.
• Emergency closing of the test center.
• Equipment or test material theft or vandalism.

Facility, Environment and Computer Problems

<table>
<thead>
<tr>
<th>Situation</th>
<th>Procedure in the Testing Room</th>
<th>CPR/Other Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noise Problems</td>
<td>If a disruption occurs inside the testing room, or noise from outside the test center affects test takers, try to end the noise or disruption if possible.</td>
<td>File a CPR. Describe the situation and the length of the disruption.</td>
</tr>
<tr>
<td>Power Outages</td>
<td>When an electrical power outage occurs at the test center and power is immediately restored, the Chief Examiner or Supervisor will have to use the Restart function at the admin station to restart each test taker’s test.</td>
<td>File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.</td>
</tr>
<tr>
<td></td>
<td>If the power is not immediately restored, power off each testing station and other equipment until the power is again available.</td>
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<tr>
<td></td>
<td>Ask test takers to wait at least 30 minutes for the power to be restored. After that time, give them the choice to either:</td>
<td></td>
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<tr>
<td></td>
<td>• Wait in the center to resume the test.</td>
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<tr>
<td></td>
<td>• Choose to be rescheduled to a makeup test.</td>
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<td></td>
<td>While waiting, test takers must remain in the testing room and must have no access to cell phones or other prohibited devices.</td>
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</tr>
<tr>
<td>Weather Problems</td>
<td>If your test center is open for business, test takers are expected to keep their scheduled appointments. If they cannot get to your open test center for any reason (this includes inclement weather, natural disaster, illness, personal emergency, etc.), advise them to contact HiSET Customer Service.</td>
<td>Contact HiSET Test Administration Services. If possible, file a CPR.</td>
</tr>
<tr>
<td>and Personal Emergencies</td>
<td>• To avoid unrealistic expectations, do not speculate to test takers about what outcome to anticipate.</td>
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<tr>
<td></td>
<td>• If your center is able to remain open despite severe weather or other unusual conditions, file a CPR describing the situation.</td>
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</tr>
<tr>
<td></td>
<td>• If your center will be closed because of inclement weather, natural disaster or other reason, notify HiSET Test Administration Services as soon as possible about the closure.</td>
<td></td>
</tr>
<tr>
<td>Situation</td>
<td>Procedure in the Testing Room</td>
<td>CPR/Other Action</td>
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<tr>
<td><strong>Emergencies</strong></td>
<td><strong>Emergency evacuation</strong></td>
<td><strong>File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.</strong></td>
</tr>
</tbody>
</table>
| **Test Center Emergencies** | Emergencies include storms, floods, fires, fire drills, or other unusual activities that disrupt test administration and are beyond the control of test center staff. In an emergency the primary concern should be the safety of everyone present.  
- If necessary, evacuate everyone immediately.  
- If there is sufficient time, power off the test takers’ testing stations.  
- Lock the testing room door after everyone has exited.  
If the computers were powered off, and it is possible to return to the testing room in a reasonable amount of time (as in the case of a fire drill), follow procedures to restart each computer and allow test takers to continue testing.  
If the computers were NOT powered off, and it is not possible to return to the testing room in a reasonable amount of time, the testing session must be terminated because the computer will have continued to count down during the time test takers were away. | |
<table>
<thead>
<tr>
<th>Situation</th>
<th>Procedure in the Testing Room</th>
<th>CPR/Other Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hardware or Software Problems</strong></td>
<td>If software or hardware problems cause a delay in starting or an interruption during a test, contact HiSET Technical Support within 10 minutes of the scheduled start time or the time the interruption occurred. Even if it appears to be a local problem and local personnel are working on it, you still must contact HiSET Technical Support promptly. Ensure that the affected test takers remain sequestered inside the building while they wait for the problem to be resolved. Sequestering the test takers is required for test security purposes, and it means that you must take all the following actions: • Inform the test takers that they are not allowed to leave the test center or to use cell phones or other communication devices during the waiting period. • Supervise the test takers to ensure that they remain in the test center building and have no access to phones, electronic devices, or outside communication while waiting for the problem to be resolved. • When you file your CPR about the situation, include a description of where the candidates were located during the waiting period and how they were supervised. Offer the test takers the opportunity to reschedule after having waited 30 minutes past the scheduled start time for the problem to be resolved. At 30 minutes past the scheduled start time, if the problem is still being worked on and the test takers wish to continue waiting, and the test center’s schedule will still allow time for them to complete the test, they may continue to wait for the problem to be resolved. The test center should already be in contact with HiSET Technical Support. Inform affected test takers that you have reported the problem. They will be contacted about rescheduling, if necessary.</td>
<td>Contact HiSET Technical Support. File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.</td>
</tr>
<tr>
<td><strong>Cache Proxy Computer Failure During the Test</strong></td>
<td>If you encounter a problem with the cache proxy computer while testing is in progress, DO NOT switch the cache proxy application from one computer to another. Contact HiSET Technical Support for assistance.</td>
<td>Contact HiSET Technical Support. File a CPR.</td>
</tr>
</tbody>
</table>
# Check-in Issues

<table>
<thead>
<tr>
<th>Situation</th>
<th>Procedure in the Testing Room</th>
<th>CPR/Other Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unacceptable ID</strong></td>
<td>Do not admit the test taker. In your CPR, state what type of ID the test taker presented and why it was unacceptable. State whether the test taker was turned away.</td>
<td>File a CPR.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> If, to avoid a serious disturbance, you must admit a test taker without acceptable ID, file a CPR and inform the test taker that his/her scores will not be reported and will be canceled.</td>
<td></td>
</tr>
<tr>
<td><strong>Test Taker is Checked in Under the Wrong Registration</strong></td>
<td>Test takers may have similar names. Be careful to select the correct record when selecting a test taker from the check-in roster.</td>
<td>File a CPR.</td>
</tr>
<tr>
<td></td>
<td>If you accidentally check in a test taker under another test taker’s registration, you can reset the check in and start over, as long as you detect the mismatch BEFORE the test taker starts the test.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• At the admin station, use the Reset Check-in function to reset the test taker’s registration that was used in error.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Then select the correct test taker record from the roster and proceed to check in the test taker.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If the test taker has already started the test when the mismatch is detected, DO NOT allow the test taker to complete the test. Both test takers (the one who started the test under the wrong registration record and the test taker whose record was used in error) will need to be rescheduled to another test administration.</td>
<td></td>
</tr>
</tbody>
</table>

# Possible Test Question Ambiguities or Errors

<table>
<thead>
<tr>
<th>Situation</th>
<th>Procedure in the Testing Room</th>
<th>CPR/Other Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Test Takers Report Possible Typographical Errors, Ambiguities in Test Questions, Multiple Correct Responses, etc.</strong></td>
<td>Inform test takers that you will file a report about their concerns.</td>
<td>File a CPR.</td>
</tr>
<tr>
<td></td>
<td>File a CPR. State only the test section number and name and the item number. Do not copy the exact text of any test question. This is important in maintaining test security.</td>
<td></td>
</tr>
</tbody>
</table>
## Test Taker Behavior and Misconduct

<table>
<thead>
<tr>
<th>Situation</th>
<th>Procedure in the Testing Room</th>
<th>CPR/Other Action</th>
</tr>
</thead>
</table>
| **Disruptive Behavior and Misconduct** | Because Chief Examiners and Supervisors must maintain order as well as security at the test center, they have authority to dismiss a test taker for disruptive behavior or other misconduct. If a test taker’s behavior during testing disturbs others, and the Chief Examiner or Supervisor believes the disruption may prevent others from doing their best work, the Chief Examiner or Supervisor will do the following:  
  - Warn the test taker that he or she will be dismissed if the disruptive behavior persists. Do not engage in a confrontation.  
  - If the test taker continues to be disruptive, you may dismiss the individual from the testing room.  
  - Dismissal is also warranted if, after receiving a warning from test administration staff, a test taker continues to engage in any other type of misconduct.  
  - In certain cases you may be reluctant to dismiss a test taker for fear of embarrassment, disturbance to other test takers, or physical reprisal. You should dismiss test takers when warranted, but use your best judgment in handling each situation.  
  - When dismissing a test taker, advise the person that failure to adhere to testing regulations after receiving a warning made the dismissal action necessary and that a report will be filed.  
  - If, in the judgment of the Chief Examiner or Supervisor, attempting to remove a test taker would create a disturbance to other test takers or result in a potentially threatening situation, the test taker should be permitted to complete testing.  
  - If the individual causes a serious disturbance and will not leave the test center, you should call the police or other local authorities. Retain any materials related to the events because ETS may request them. | File a CPR. |
| **Misconduct**                   | Use of the following items is strictly prohibited:  
  - telephones or cell phones  
  - smartphones (e.g., BlackBerry® or iPhone® devices), PDAs and other electronic, listening, recording, scanning or photographic devices  
  - books  
  - pamphlets  
  - highlighter pens  
  - stereos or radios with headphones  
  - watch alarms (including those with flashing lights or alarm sounds)  
  - personal digital/electronic recording or photographic devices  
  - calculators other than those distributed by test center staff  
  - dictionaries, including electronic translators  
Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test.  
**Exception:** If you observe that an examinee inside the testing room is using a telephone, personal digital assistant, or other prohibited electronic device, do not give a warning. See "Using a Prohibited Item in the Testing Room" on page 36. | Provide detailed information regarding the incident and the action taken by you or your staff on the CPR, including the test-taker’s name and appointment confirmation number. |
Using a Prohibited Item in the Testing Room

- If possible, have another staff member observe the event.
- Obtain the item and ask the test taker to step into the Supervisor area (if s/he is in the testing room). Inform the test taker that he or she has violated test center rules and you will be filing a report.
- Check the item to see if it contains exam information.
- If the item contains exam information, or if the item is a telephone or other electronic or photographic device, terminate the exam with an administrative override by pressing the administrative override key sequence (CTRL+Shift+?), entering the AO password, and selecting **End the Current Testing Session**.
  - File a detailed CPR including the make/model of any electronic equipment used (if applicable).

**Note:** Take the above actions when the violation is first observed; do not give a warning or wait for a second violation to occur. You can turn off the testing station so that exam time stops while you handle the situation.

For additional details about prohibited items, see “Prohibited Items” on page 20.

Using a Prohibited Item Outside of the Testing Room During a Break

1. Warn the test taker that the activity is not allowed and that they will be dismissed if it continues.
2. If the test taker violates the regulation again after the warning:
   a. Dismiss the test taker. Inform him or her that repeated violation of test center regulations after receiving a warning has made dismissal necessary and that a report will be filed.
   b. Terminate the test with an administrative override by pressing the administrative override key sequence (CTRL+Shift+?), entering the AO password, and selecting **End the Current Testing Session**.

File a CPR.

**Misconduct**

Giving or receiving information of any kind

Warn the test taker that he or she will be dismissed if the disruptive behavior persists. Have another staff member witness any suspected misconduct.

If the situation persists after a warning from you or a staff member, dismissal is warranted. See “Disruptive Behavior and Misconduct” on page 35.

On the CPR, provide names and appointment confirmation numbers for all test takers suspected of giving or receiving information (identify givers and receivers of information).

**Restroom Use**

Test takers are not permitted to take breaks during the test session. Only in the case of an emergency may a test taker leave the testing room to go to the restroom, and only after receiving permission from a member of the testing staff. Remind test takers that they will not be allowed extra testing time for such an absence.

Use of telephones or cell phones is not permitted during such an absence and is grounds for dismissal.

There is no need to report approved breaks; however, unapproved, excessive or extended breaks must be reported on the CPR.

**Test Taker Takes Numerous or Excessively Long Unscheduled Breaks**

Attempt to determine the reason for the numerous or excessively long breaks. Allow the test taker to continue testing.

File a CPR.
<table>
<thead>
<tr>
<th>Situation</th>
<th>Procedure in the Testing Room</th>
<th>CPR/Other Action</th>
</tr>
</thead>
</table>
| Unscheduled Departure from the Test Site | If a test taker leaves the test center before completing the test, the Supervisor should terminate the test:  
1. Press the administrative override key sequence (CTRL+Shift+?).  
2. When the **Enter Administrator Password** window appears, type your administrator password. (This is the administrative password that you created during the test setup process.)  
3. A drop-down list of options will appear. Select the option to end the test.  
**Note:** The administrative override key sequence will not work when a listening item is being played or when a direction screen is displayed. You will need to wait for the recording to end or navigate past the direction screen before terminating the test. | File a CPR.                                                                           |
| Medical Emergency or Illness     | If a test taker becomes ill and must leave the room temporarily, handle the situation the same as for an unscheduled break. Note the time the test taker left and returned on the CPR.  
If a test taker must withdraw permanently from testing because of illness, follow instructions described in "Unscheduled Departure from the Test Site." File a CPR.  
In case of serious illness or medical emergency:  
• Call a local emergency medical number.  
• Render whatever aid possible and make the person comfortable until help arrives. | If other test takers are disturbed by the test taker’s illness and have lost testing time, file a CPR indicating all test takers affected. |
Chapter 8

Administrations with Testing Accommodations

Installing and Configuring Software for Screen Magnification and Selectable Background and Foreground Colors

Requirements

To deliver screen magnification and/or selectable background and foreground colors, the following four software components must be installed and configured on the testing workstation:

- Java Runtime Environment (JRE)
- Keyboard Driver
- Java Access Bridge
- Screen Magnification

The installation should be performed before test day. You must have administrative privileges to perform the installations. Allow yourself enough time to reboot the computer.

Note: Screen magnification and selectable background and foreground colors are the only software-based accommodations that require advanced installation. Other accommodations, such as extended time and additional rest breaks, do not require advanced installation.

To install the above-mentioned components, use the steps on the next page:
At the designated testing station, open Internet Explorer and go to https://ibt1.ets.org/ibt/info.html.

You need to install the JRE, Keyboard Driver, Access Bridge, and screen magnification (otherwise known as Screen Magnification) from this website, which will provide the specific versions required by the testing system. Each of the four components can be installed individually, or you can install them in two stages, as follows:

1a. Click the iBT Bundle Installer link, which is located in the first bulleted item on the iBT – Testing Workstation Preparation screen. This will begin the installation of the JRE, Keyboard Driver, and Access Bridge.

1b. Install screen magnification (otherwise known as Screen Magnification) by clicking its Download button after the iBT Bundle has been installed successfully.

2. Reboot the testing station after all components have been installed.


4. Click the Verification Tool link, which is located in the last bulleted item on the iBT – Testing Workstation Preparation screen.

5. Run the software tests available in the Verification Tool to ensure that the required components are installed.

6. After passing the verification tests, the testing station is ready to deliver the accommodations. Close the verification tool window.
**Test Day Start-up and Check in for Tests with Accommodations**

**Important:** On test day, you must start the designated accommodations testing station(s) before you check in the test taker(s).

<table>
<thead>
<tr>
<th>Step</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Cache proxy and administrative station:</strong> Follow standard start-up procedure.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Testing stations:</strong></td>
</tr>
<tr>
<td>2a</td>
<td>On a test day when one or more candidates are registered to test with accommodations, each workstation that you start will display a list of those candidates and will require you to choose whether to set up this testing station for accommodations delivery:</td>
</tr>
<tr>
<td></td>
<td>• To set up this testing workstation for accommodations delivery, select a test taker from the list, and click the <strong>Assign Accommodations</strong> button. After a test taker has been selected and assigned, that test taker will not appear on the list when you start the next testing workstation.</td>
</tr>
<tr>
<td></td>
<td>• To set up for nonaccommodations delivery, click the <strong>General Purpose</strong> button.</td>
</tr>
<tr>
<td>2b</td>
<td>A verification tool will run automatically to verify that the required iBT files are present on the testing station.</td>
</tr>
<tr>
<td></td>
<td>• If the files are present, the system will proceed to the iBT Client Verification Tool screen.</td>
</tr>
<tr>
<td></td>
<td>• If the proper versions of the software are not present, you will need to download and install them from the links on the following ETS website: <a href="http://ibt1.ets.org/ibt/info.html">http://ibt1.ets.org/ibt/info.html</a>. When the installation has been completed, you will have to reboot the testing station and repeat these procedures from the beginning of Step 2.</td>
</tr>
</tbody>
</table>
Screen Magnification Operating Procedures

<table>
<thead>
<tr>
<th>Step</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>To begin using magnification, the test taker clicks the Adjust Display button and a menu box appears. <strong>Important:</strong> It may be necessary to help the test taker locate the Adjust Display button for the first time if he/she is unable to locate it before the display has been adjusted.</td>
</tr>
</tbody>
</table>
| 2    | The Magnification menu presents two drop-down lists from which the test taker selects the type and power of magnification.  
• Three types of magnification are available:  
  o **Full** – The full screen is magnified, allowing the test taker to view the maximum possible magnified area; the image scrolls automatically when the cursor approaches the edge.  
  o **Overlay** – Displays a magnified view in a box docked in the lower right-hand quarter of the screen; moving the mouse moves the screen image within the overlay.  
  o **Lens** – The cursor is inside a square magnified area can be moved in front of the screen like a magnifying glass; only the material directly beneath the lens is magnified.  
• The magnification level can be adjusted up to 36x. Levels include:  
  o 1x to 8x in steps of 1  
  o 10x to 16x in steps of 2  
  o 20x to 36x in steps of 4  
  o Fractional powers of 1.2, 1.5, 1.7, and 2.5 |
| 3    | After selecting the desired type and level of magnification, the test taker can close the Magnification menu by clicking the Adjust Display button again. The test taker may use the Adjust Display button to toggle the menu off and on as needed during the test. |

**Note:** Because of the magnification, not all the screen content will be visible at one time in Full and Overlay modes. The test taker will need to use the mouse to move the screen image to locate the testing tools buttons.
Selecting Background and Foreground Colors

Operating Procedures

<table>
<thead>
<tr>
<th>Step</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>If a test taker has been authorized for selectable background and foreground colors and/or screen magnification, there will be an Adjust Display button at the top of the testing station screen beginning with the first screen of the test package.</td>
<td></td>
</tr>
</tbody>
</table>

1. To begin adjusting background and foreground colors, the test taker clicks the Adjust Display button and a menu box appears. |

2. The Color Scheme menu presents a drop-down list with the following 12 options:
   - Black letters on white paper (default)
   - Black letters on light blue paper
   - Yellow letters on black paper
   - Dark blue letters on white paper
   - White letters on black paper
   - Dark blue letters on yellow paper
   - Black letters on pink paper
   - Light blue letters on black paper
   - Pink letters on black paper
   - White letters on dark blue paper
   - Black letters on yellow paper
   - Yellow letters on dark blue paper |

3. After selecting the desired color scheme, the test taker can close the menu by clicking the Adjust Display button again. The test taker may use the Adjust Display button to toggle the menu off and on as needed during the test. |

Additional Breaks Procedures

<table>
<thead>
<tr>
<th>Step</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>If a test taker has been authorized to take breaks, there will be a Break button at the top of the testing station screen beginning with the first screen of the test package.</td>
<td></td>
</tr>
</tbody>
</table>

1. To begin a break, the test taker clicks the Break button located at the top of the screen. A break instructions screen instructs the test taker to select from the following option buttons: |

   1a. Remain in the Room – Initiates a break and presents an instruction screen that will remain on the screen throughout the break. The test time stops counting down. An End the Break button for the test taker’s use appears at the top of the screen. |

   1b. Leave the Room – Initiates a break and presents an instruction screen that will remain on the screen throughout the break. The test time stops counting down. |

   1c. Cancel the Break – Returns to the test without initiating a break. |

2. To end a break: |

   2a. If the test taker started the break by selecting Remain in the Room, he/she can end the break at any time by clicking the End the Break button. |
2b. If the test taker started the break by selecting **Leave the Room**, you must end the break as follows:

1. Press the administrator’s key sequence: `CTRL-SHIFT`-? The **Enter Administrator Password** box pops up.
2. Enter the administrative password that you created during Test Setup, and click **OK**.
3. Select the **Stop the Break** option, and click **OK**. The test-taker confirmation screen appears.
4. Wait at the testing station to ensure that the test taker confirms the information and clicks the **Information is Correct** button to continue the test.

**Note:** An alert will be sent to the administrative station each time a break is initiated or ended.

---

### Irregularities and Exceptional Situations

<table>
<thead>
<tr>
<th>Problem</th>
<th>What to Do</th>
</tr>
</thead>
</table>
| A problem occurs that makes it necessary to restart an accommodations test on a different testing station. | Standard procedures for restarting a test on a different testing station will not work for exams with testing accommodations. Use the following procedures:  
1. Contact HiSET Technical Support.  
2. Describe the nature of the problem and the fact that the test is being delivered with testing accommodations. |
Appendix A

Demo Tests – Round Trip and Quick Launch

General Information about Round Trip Demo Tests
See Chapter 4 for additional information about the role of Round Trips and Quick Launch demo test in preparing a test center to administer the computer-based tests.

The Round Trip is a trial run of the whole process from the time a test registration order has been placed through test delivery.

When to run a Round Trip:

- **To prepare a new test center:** When a test center is being prepared to administer iBT tests for the first time, successful completion of a Round Trip is required before the center can be opted-in to any iBT test administrations.
- **To verify functionality after upgrades or other changes:** A Round Trip may be needed to confirm functionality after computers have been replaced or other technical changes have occurred.
- **To confirm that problems have been fixed:** A Round Trip may be needed as a follow-up when technical problems have occurred and have been resolved.
- **To train staff:** A Round Trip can be used to help train new test center personnel.

A Round Trip accomplishes the following goals:

- Validates communication across all systems within the test center and with ETS.
- Validates that the iBT software is installed and operational on the cache proxy, administration station and testing workstation.
- Enables test center personnel to become familiar with the software and practice the test administration activities.

During a Round Trip, you will:

- Start the cache proxy, the administrative station, and at least one testing workstation.
- Check in a Round Trip appointment.
- Launch the demo exam, which is a short demonstration exam that simulates a candidate’s testing experience.

A Round Trip appointment must be scheduled in the system in order for a Round Trip test to be run. If a center needs to run a Round Trip, the user should contact HiSET Technical Support in advance. Technical Support will schedule the necessary Round Trip appointment.

A Round Trip can be launched at any time on its scheduled date.

General Information about Quick Launch Demo Tests
The term “Quick Launch demo exam” refers to running a demo exam on a testing workstation without the need to check in a Round Trip registration. A Quick Launch is quicker than a Round Trip because no check in is required.

The purpose of a Quick Launch demo test is to verify a testing workstation’s capability to deliver an iBT test. A Quick Launch is started by clicking the **Launch Demo Test** button that is displayed on the screen when a workstation is at the “ready to deliver a test” status.

If you have only one Round Trip appointment scheduled, but you need to verify that all your workstations are capable of delivering a test, you should launch the Round Trip appointment on one workstation and run a Quick Launch demo test on all the other workstations.

This is accomplished by starting all your workstations (during the setup process for the Round Trip) and bringing them to the **ready to deliver a test** status. On the workstations that will not be used to launch the Round Trip, click the **Launch Demo Test** button on the screen to start the Quick Launch demo test.

You can also run Quick Launch demo tests on your workstations during the Readiness Check process that becomes available one to four days prior to a scheduled test administration.
Before You Begin Using IAS

The following requirements and tips will help you get started and avoid common problems and errors:

- **Only authorized users will be able to start the cache proxy.**

- **Windows Administrator privileges are required:** To install and operate the software on each computer, the user must log in to Windows with a user account that has Administrator privileges.

- **User Account Control must be set as follows:**
  - Users running Windows Vista must turn off the User Account Control (accessible at Control Panel □ User Accounts □ Turn User Account Control ON or OFF).
  - Users running Windows 7 must set User Account Control to NEVER NOTIFY.

- **Time and date settings must be correct and identical on all computers:** Ensure that all the following settings are correct for your location and are identical on all test center computers (cache proxy, admin station, and testing stations):
  - Date
  - Time, including AM/PM setting
  - Time zone
  - Daylight Saving Time – If your time zone observes daylight saving time, make sure the Automatically adjust clock for Daylight Saving Time check box is selected on the Time Zone Settings dialog box.

- **Start the cache proxy computer first:** The cache proxy must be started first because it serves as the communication center. Then start the administrative station and testing stations. The detailed steps are reviewed on the next page.

- **Use the IAS URLs for initial startup:** To launch the IAS cache proxy, admin station, and testing workstations for the first time, you will need to enter a URL in the address bar, and IAS will create a shortcut on the desktop and the start menu.

- **Once the desktop shortcuts have been created, use them:** Use the desktop shortcuts instead of the URLs to launch the cache proxy, admin station, and testing workstations.

- **IAS desktop shortcuts are related to the user account:** The IAS desktop shortcuts are created only for the Windows user who was logged in at the time the iBT software was set up. Therefore, it is critical to log in with the same Windows user account on test admin day that was used during setup. If a different Windows account is used, the iBT shortcuts will not appear on the desktop.

- If your center is unable to access the Internet on test day, you will be prompted to enter your Disconnected Password when starting the IAS cache proxy. In that situation, you will need to contact HiSET technical support to obtain a disconnected mode password for that day.

  **Note:** Disconnected mode is available at test centers that have been enabled in advance by ETS to administer tests in disconnected mode as a recovery method.

- If your Internet service is working on test day but ETS is inaccessible and ETS has enabled your test center in advance to use disconnected mode, your Disconnected Password will be provided automatically and authenticated silently on the cache proxy. In that situation, you will not need to contact technical support to obtain the password.

- A test center will be able to switch to disconnected mode only if the user preloaded the test packages onto the cache proxy computer(s) prior to test day (see the eLearning section on Advance Preparation).

- **Multiple cache proxies:** If your center has more than 25 candidates, a message will indicate that you have the option to start an additional cache proxy. The number of candidates that a cache proxy computer can handle depends on the computer’s technical specifications.
Running Round Trip and Quick Launch Demo Tests

The following steps are needed to carry out a Round Trip and Quick Launch demo tests:

- Start the Cache Proxy.
- Start the Admin Station.
- Start the Testing Workstations.
- Finish the Round Trip at the Admin Station.
- Check In the Round Trip Registration at the Admin Station.
- Start the Round Trip Demo Exam at a Workstation.
- Run Quick Launch Demo Exams on All Other Workstations.

Details of the above steps are described below.

### Start the Cache Proxy

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Internet Explorer | If the IAS - Local IAS Server desktop shortcut is already installed on this computer, start the cache proxy application by clicking the IAS - Local IAS Server shortcut on the computer desktop.  
If the IAS - Local IAS Server desktop shortcut is NOT installed on this computer, start the cache proxy by typing the following URL in the Internet Explorer address bar:  
https://ibt1.ets.org/admin/stnlogin.jsp  
Note: Type the URL in lower case (as shown).  
Then click Enter. The following login screen will appear: |

![STN Login for Cache Proxy Launch](image)

Note: The term STN pertains to other ETS testing programs but is not applicable to the HiSET program.

Enter your personal **username** and **password** that were provided to you for the test administration system, and enter your site code (test center number).

Then click **Login**.

Note: The site code is not case-sensitive.

Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the cache proxy application by double-clicking the desktop shortcut.
## Start the Cache Proxy

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
</table>
| 2 | Cache Proxy Login | Enter your personal **Username** and **Password**.  
Then click **OK**.  
**Note:** Only an authorized user can start the cache proxy. If you are not authorized, or if you enter your user name/password combination incorrectly, the error message **STN username is not authorized** will be displayed. 
The system will check that the computer meets the memory and speed requirements. If the computer fails to meet the system requirements, or if iBT was unable to determine the computer’s hardware/software specifications, an error message will be displayed and you will be unable to continue. Contact HiSET Technical Support. |
| 3 | Create Admin Override (AO) Password | Create a password of your own choosing for today’s administration.  
IAS AO password rules:  
• Must be between 3 and 16 characters long  
• Must begin with a letter  
• May contain letters, numbers or any of the following characters:  
  . ! @ ( ) { } [ ] - _ # $  
Retype the password for verification. Then click **OK**.  
**Note:** The password created in this step is called the Admin Override (AO) password. It will be used to start the admin station and testing workstations and to unlock the cache proxy screen. If the AO password is forgotten, the particular user who created it will be able to retrieve it at the cache proxy and will be required to enter his/her credentials to do so. |
| 4 | Cache Proxy Screen | Wait while the test packages are downloaded to the cache proxy.  
**Note:** The Cache Status tab contains a table with the download status of each individual test package. There is a progress bar at the bottom of the table. **The overall status of the cache proxy is displayed above the table.**  
**Cache Status: Ready** will be displayed above the table when all downloading has been completed.  
Next, go to the admin station computer and follow the procedures described.  
To unlock the cache proxy screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.  
**If you have forgotten the AO password,** click the **Forgot AO Password** button and enter your Username and Password. The AO password will be displayed. The particular TCA who created the AO password must perform this step.  
**To prepare an additional cache proxy computer,** perform the same steps (shown above) on the additional cache proxy computer.  
**Important:** When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy. |
| 5 | | You are now ready to start the admin station. Follow the applicable procedures. |
### Start the Admin Station

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1 | Internet Explorer | If the IAS Admin Station desktop shortcut is already installed on this computer, start the admin station application by clicking the shortcut labeled IAS Admin Station on the computer desktop.  
If the IAS Admin Station desktop shortcut is NOT installed on this computer, start the admin station by typing the following URL in the Internet Explorer address bar:  
https://ibt1.ets.org/admin/adm.jsp  
Then click **Enter**.  
Click the **Launch** button.  
**Note:** Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the admin station application by double-clicking the desktop shortcut. |
| 2 | Searching for a local server | Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the admin station to it automatically.  
**If no primary cache proxy is found**, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.  
**If more than one primary cache proxy is found**, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button. |
| 3 | Enter administrative override (A/O) Password | Enter the AO password that you created when starting the cache proxy. |
| 4 | Select a Program Administration | Under Today’s Certification Administrations, locate the appropriate administration and click to highlight it. Then click **OK**.  
**Troubleshooting Tip:** If you receive an error message that states: “There are no program administrations for site code …,” or if the Today’s Certification Administrations section is empty:  
- Verify that the date, time (including AM/PM), time zone, and daylight saving check box are set correctly and are identical on all computers (cache proxy, admin station, and testing stations).  
- If the date and time are set correctly but the administration is still not available for selection, check with HiSET Technical Support to find out if a Round Trip appointment was actually scheduled for today. |
| 5 | Start Readiness Check | Click the **Start Test Setup** button. |
| 6 | Instructions | To continue, click **Next**. |
| 7 | Info (summary of checks) | To continue, click **Next**. |
| 8 | Resource Availability | On the resource screen, confirm whether the item is available and click **Next** to continue. |
| 9 | Seating | Select **Yes**, and click **Next**. |
| 10 | Nonstandard Testing Accommodations | Under Confirm, select **Yes**.  
Then click **Next**.  
A message will state that no candidates are registered with accommodations, and both information panels will be blank. |
### Start the Admin Station

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Personnel</td>
<td>During a Round Trip, select only your own name from the <strong>Available</strong> list, and click the <strong>Add</strong> button to move it to the <strong>Participating</strong> list. Select <strong>Yes</strong> to confirm. Then click <strong>Next</strong>.</td>
</tr>
<tr>
<td>12</td>
<td>Workstation Check</td>
<td>Initially, the workstation list will be empty because you have not yet started any workstations.</td>
</tr>
<tr>
<td>13</td>
<td></td>
<td>Leave the admin station running. Go to each testing workstation, and follow the procedures in the next table to start the workstations.</td>
</tr>
</tbody>
</table>

### Start the Testing Workstations

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Internet Explorer                          | If the **IAS Workstation** desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut. If the **IAS Workstation** desktop shortcut is **NOT** installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar:  
  **https://ibt1.ets.org/admin/wks.jsp**  
  **Note:** Type the URL in lower case (as shown). Then click **Enter**.  
  Click the **Launch** button.  
  **Note:** Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the testing workstation application by double-clicking the desktop shortcut. |
| 2    | Searching for a local server                | Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation to it automatically.  
  **If no primary cache proxy is found,** the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.  
  **If more than one primary cache proxy is found,** the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button. |
| 3    | Enter administrative password              | Enter the AO password that you created when starting the cache proxy. |
| 4    | Select a Program Administration            | • Select the same administration that you selected at the admin station, and click to highlight it.  
  • Then click **OK**. |
# Start the Testing Workstations

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>IAS Workstation screen</td>
<td>Click the <strong>Execute All</strong> button. Follow the on-screen instructions to run each of the verification tests. After all tests have been passed, click the <strong>Finish</strong> button.</td>
</tr>
<tr>
<td></td>
<td>(Displays the Verification Tool Test Results)</td>
<td>The following message will appear on the screen: <strong>This workstation is ready to deliver a test.</strong></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Perform Steps 1–5 at the other testing workstations. Then return to the admin station, and continue with the next steps to finish the Test Setup.</td>
</tr>
</tbody>
</table>

# Return to the Admin Station to Finish the Readiness Check

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Workstation Check</td>
<td>Each testing workstation that has been started will appear in the list of available workstations. The list shows only the testing workstations; it does not include the cache proxy. Select <strong>Yes</strong> to confirm, and click <strong>Next</strong>. <strong>Note:</strong> If there are fewer connected workstations than candidates, a message will appear.</td>
</tr>
<tr>
<td>2</td>
<td>Finish</td>
<td>Click the <strong>Finish</strong> button.</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Your test center is now ready to check in the Round Trip appointment and launch the test. Follow the steps in the next section: <strong>Check in the Round Trip Appointment.</strong></td>
</tr>
</tbody>
</table>

# Check in the Round Trip Registration at the Admin Station

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Roster</td>
<td>Locate the listing for the appointment to be checked-in, and click to highlight the row. Then click the <strong>Check-in</strong> button in the bottom left of the screen.</td>
</tr>
<tr>
<td>2</td>
<td>Verify ID</td>
<td>Respond to the questions on the screen. Then click <strong>Next</strong>.</td>
</tr>
<tr>
<td>3</td>
<td>Workstation Assigned</td>
<td>Note the assigned workstation. Then click the <strong>Finish</strong> button.</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Go to the assigned workstation and follow the procedures in the next table to launch the demo exam.</td>
</tr>
</tbody>
</table>
### Start the Round Trip Demo Exam at a Workstation

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The assigned workstation will display the information for the Round Trip appointment</td>
<td>Click Confirm.</td>
</tr>
<tr>
<td>2</td>
<td>Enter Administrative Override Password</td>
<td>Enter the AO password that was created when starting the cache proxy.</td>
</tr>
<tr>
<td>3</td>
<td>Candidate Information</td>
<td>Click Continue, and the Round Trip demo test will begin.</td>
</tr>
<tr>
<td>4</td>
<td>Complete or quit the demo test as needed.</td>
<td>Note: There is no Cleanup process for a Round Trip.</td>
</tr>
</tbody>
</table>

### Run Quick Launch Demo Exams on All Other Workstations

If a Round Trip test appointment was launched on only one workstation, and you also need to test the preparation and functionality of all the remaining workstations, this can be accomplished by running a Quick Launch demo test on each of the workstations.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Prepare the workstation for a Quick Launch demo exam by bringing it to the ready to deliver a test screen. Refer to Round Trip: Start the Testing Workstations for the procedures.</td>
</tr>
<tr>
<td>2</td>
<td>Click the Launch Demo Test button on the screen.</td>
</tr>
<tr>
<td>3</td>
<td>Complete the demo exam.</td>
</tr>
</tbody>
</table>
Appendix B

Performing a Readiness Check and Preloading a Cache Proxy

See Chapter 5 for information about the role of Readiness Checks in preparing for a scheduled test administration.

The following steps are needed to carry out a Readiness Check:

- Start the Cache Proxy.
- Start the Admin Station.
- Start the Testing Workstations.
- Finish the Readiness Check at the Admin Station.

Details of the above steps are described below.

### Start the Cache Proxy

**Note:** The procedures for starting the cache proxy are the same whether you are starting it for a Test Setup, a Readiness Check or a Round Trip.

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Internet Explorer | If the IAS - Local IAS Server desktop shortcut is already installed on this computer, start the cache proxy application by clicking the shortcut.  
If the IAS - Local IAS Server desktop shortcut is NOT installed on this computer, start the cache proxy by typing the following URL in the Internet Explorer address bar:  
https://ibt1.ets.org/admin/stnlogin.jsp  
**Note:** Type the URL in lower case (as shown).  
Then click Enter.  
Enter your personal **username** and **password** that were provided to you for the test administration system, and enter your site code (test center number).  
Then click Login.  
**Note:** The site code is not case-sensitive. The term **STN** pertains to other ETS testing programs but is not applicable to the HiSET program.  
Using the URL the first time creates a desktop shortcut.  
On subsequent uses, you should start the cache proxy application by double-clicking the desktop shortcut. |
| 2    | Cache Proxy Login | Enter your personal **Username** and **Password**.  
Then click OK.  
**Note:** Only an authorized user can start the cache proxy. If you are not authorized, or if you enter your user name/password combination incorrectly, the error message **STN username is not authorized** will be displayed.  
The system will check that the computer meets the memory and speed requirements.  
If the computer fails to meet the system requirements, or if the system was unable to determine the computer’s hardware/software specifications, an error message will be displayed, and you will be unable to continue. Contact HiSET Technical Support. |
Start the Cache Proxy

Note: The procedures for starting the cache proxy are the same whether you are starting it for a Test Setup, a Readiness Check or a Round Trip.

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Create Admin Override (AO) Password</td>
<td>Create a password of your own choosing for today’s administration. IAS AO password rules: • Must be between 3 and 16 characters long • Must begin with a letter • May contain letters, numbers or any of the following characters: . ! ( ) { } [ ] - _ # $ Retype the password for verification. Then click OK. Note: The password created in this step is called the Admin Override (AO) password. It will be used to start the admin station and testing workstations. If the AO password is forgotten, the particular user who created it will be able to retrieve it at the cache proxy and will be required to enter his/her credentials to do so.</td>
</tr>
<tr>
<td>4</td>
<td>Cache Proxy Screen</td>
<td>Wait while the test packages are downloaded to the cache proxy. Note: The Cache Status tab contains a table with the download status of each individual test package. There is a progress bar at the bottom of the table. The overall status of the cache proxy is displayed above the table. Cache Status: Ready will be displayed above the table when all downloading has been completed. Next, go to the admin station computer and follow the procedures described.</td>
</tr>
</tbody>
</table>

To unlock the cache proxy screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.

If you have forgotten the AO password, click the Forgot AO Password button and enter your Username and Password. The AO password will be displayed. The particular TCA who created the AO password must perform this step.

To prepare an additional cache proxy computer, perform the same steps (shown above) on the additional cache proxy computer.

Important: When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.

5 | You are now ready to start the admin station. Follow the applicable procedures. |
## Start the Admin Station

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Internet Explorer                          | If the **IAS Admin Station** desktop shortcut is already installed on this computer, start the admin station application by clicking the shortcut labeled **IAS Admin Station** on the computer desktop.  
If the **IAS Admin Station** desktop shortcut is NOT installed on this computer, start the admin station by typing the following URL in the Internet Explorer address bar:  
https://ibt1.ets.org/admin/adm.jsp  
Then click **Enter**.  
Click the **Launch** button.  
Using the URL the first time creates a desktop shortcut.  
On subsequent uses, you should start the admin station application by double-clicking the desktop shortcut. |
| 2    | Searching for a local server                | Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the admin station to it automatically.  
If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.  
If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button. |
| 3    | Enter administrative override (A/O) Password| Enter the AO password that you created when starting the cache proxy.                                                                                                                                 |
| 4    | Select a Program Administration             | Under **Future Administrations**, locate the upcoming administration for which you want to run the Readiness Check, and click to highlight it.  
If you see several administrations listed under **Future Administrations**, you can select any one of them to run the readiness check.  
Then click **OK**.  
**Note:** Selecting a future administration that is from one to four days away will initiate the Readiness Check for that administration. On the day of the test, the administration will be listed under **Today's Administrations**. |
| 5    | Start Readiness Check                       | Click the **Start Readiness Check** button.                                                                                                                                                          |
| 6    | Instructions                                | To continue, click **Next**.                                                                                                                                                                          |
| 7    | Info (summary of checks)                    | To continue, click **Next**.                                                                                                                                                                          |
| 8    | Resource Availability                       | On the resource screen, confirm whether the item is available and click **Next** to continue.                                                                                                           |
| 9    | Seating                                     | Select **Yes**, and click **Next**.                                                                                                                                                                    |
## Start the Admin Station

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Nonstandard Testing Accommodations</td>
<td>Under Confirm, select Yes. Then click Next. <strong>Note:</strong> If any candidates are registered to test with accommodations for a disability, the top panel on this screen will display a list of the candidates. The bottom panel will display a list of the accommodations required by these candidates and the number of candidates who require each accommodation. If no candidates are registered with accommodations, a message will state that fact, and both information panels will be blank.</td>
</tr>
<tr>
<td>11</td>
<td>Personnel</td>
<td>During a Readiness Check, select only your own name from the Available list, and click the Add button to move it to the Participating list. Select Yes to confirm. Then click Next. <strong>Note:</strong> On the day of the test, you will need to ensure that ALL users and proctors who are present at the administration are added to the Participating panel.</td>
</tr>
<tr>
<td>12</td>
<td>Workstation Check</td>
<td>Initially, the workstation list will be empty because you have not yet started any workstations. This screen will display a list of the workstations that are ready to deliver a test.</td>
</tr>
<tr>
<td>13</td>
<td>Leave the admin station running. Go to each testing workstation, and follow the procedures in the next table to start the workstations.</td>
<td></td>
</tr>
</tbody>
</table>
## Start the Testing Workstations

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Internet Explorer</td>
<td>If the IAS Workstation desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut.&lt;br&gt;&lt;br&gt;If the IAS Workstation desktop shortcut is NOT installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar:&lt;br&gt;&lt;br&gt;<a href="https://ibt1.ets.org/admin/wks.jsp">https://ibt1.ets.org/admin/wks.jsp</a>&lt;br&gt;&lt;br&gt;Note: Type the URL in lower case (as shown).&lt;br&gt;&lt;br&gt;Then click Enter.&lt;br&gt;&lt;br&gt;Click the Launch button.&lt;br&gt;&lt;br&gt;Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the testing workstation application by double-clicking the desktop shortcut.</td>
</tr>
<tr>
<td>2</td>
<td>Searching for a local server</td>
<td>Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation to it automatically.&lt;br&gt;&lt;br&gt;<strong>If no primary cache proxy is found,</strong> the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.&lt;br&gt;&lt;br&gt;<strong>If more than one primary cache proxy is found,</strong> the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the Connect Using Selected Server button.</td>
</tr>
<tr>
<td>3</td>
<td>Enter administrative password</td>
<td>Enter the AO password that you created when starting the cache proxy.</td>
</tr>
<tr>
<td>4</td>
<td>Select a Program Administration</td>
<td>Select the same administration that you selected at the admin station, and click to highlight it.&lt;br&gt;&lt;br&gt;Then click OK.</td>
</tr>
</tbody>
</table>
| 5    | IAS Workstation screen<br>(Displays the Verification Tool Test Results) | Click the Execute All button.<br><br>Follow the on-screen instructions to run each of the verification tests.<br><br>After all tests have been passed, click the Finish button.  

The following message will appear on the screen: **This workstation is ready to deliver a test.** |
| 6    | Perform Steps 1–5 at the other testing workstations.<br>Then return to the admin station, and continue with the next steps to finish the Readiness Check. |
| 7    | If you have been requested by HiSET Technical Support to run Quick Launch demo tests on your workstations, or if you wish to verify a workstation's functionality, click the Launch Demo Test button on the workstation screen to start the demo test. |
## Return to the Admin Station to Finish the Readiness Check

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | **Workstation Check** | Each testing workstation that has been started will appear in the list of available workstations.  
The list shows only the testing workstations; it does not include the cache proxy.  
Select Yes to confirm, and click *Next*. |
| 2    | **Finish**      | Click the **Finish** button. You have completed the Readiness Check.                                                                      |

If you plan to use a second admin station on test day (for example, to enable candidate check in to be performed at two stations simultaneously), you should verify the second admin station’s functionality prior to the test date as follows:

1. Finish the Readiness Check on the first admin station.
2. Go to the second admin station, start the Readiness Check, and continue only until you have completed the Info step.
3. Exit the Readiness Check. It is not necessary to finish the Readiness Check on the second admin station.
HiSET Sign-In/Sign-Out Sheet

The Sign-In/Sign-Out sheet on the following page should be used by test takers to sign in as they arrive for their appointments. Make photocopies of the blank form as needed. Be sure to compare the signatures on the test takers’ IDs to the signatures they provide on the sheet.

When a test taker completes the examination, have him or her sign out on the Sign-In/Sign-Out sheet. Check the identification again and compare the signature on the ID to the signature on the Sign-In/Sign-Out sheet.

For security purposes, it is important to keep a signature or handwriting sample on file for each person who has taken a HiSET examination at your test center. Retain used Sign-In/Sign-Out sheets for 18 months or according to the record retention requirements specified by your HiSET State Administrator. Then destroy them by shredding. DO NOT send them to ETS.
Note: Refer to the HiSET Supervisor’s Manual for ID requirements.

<table>
<thead>
<tr>
<th>Workstation #</th>
<th>Printed Name</th>
<th>Type of Primary ID</th>
<th>SIGN IN</th>
<th>SIGN OUT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>□ Driver’s License</td>
<td>Signature Time</td>
<td>Signature Time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Military ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Certificate of Citizenship</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Naturalization Card</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ State/National/Province ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Passport</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Tribal ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Printed Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Driver’s License</td>
<td>Signature Time</td>
<td>Signature Time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Military ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Certificate of Citizenship</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Naturalization Card</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ State/National/Province ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Passport</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Tribal ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Printed Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Driver’s License</td>
<td>Signature Time</td>
<td>Signature Time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ Military ID</td>
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