



**Aptis**

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

**March 2022**



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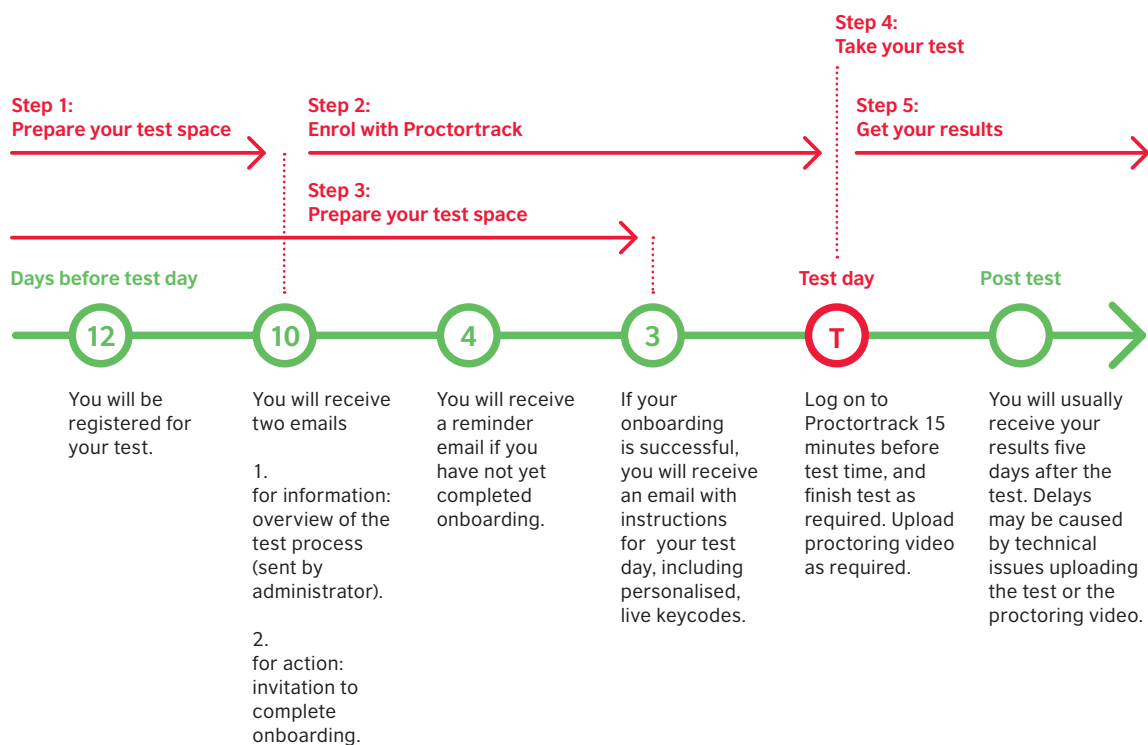
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# Introduction to Aptis Remote

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

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

## Overview of the Aptis Remote test process



## Step 1: Pre-test set up

- **Ensure your equipment meets the minimum requirements -**  
See the **System requirements** annex to make sure your computer will work for the test.
- **Ensure your testing environment meets the requirements -**  
See the **Test environment requirements** annex to make sure your room and workspace are suitable.
- **Familiarise yourself with the behavioural requirements -**  
See the **Test security and candidate actions** annex to best understand what you need to do, and what to avoid, during onboarding and on the test day.

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

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

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

When you receive the onboarding email entitled '**Important: Prepare for your upcoming Aptis Remote test**', follow the steps below to download the software and complete the onboarding process. Take note of your familiarisation test code to use later in this process.

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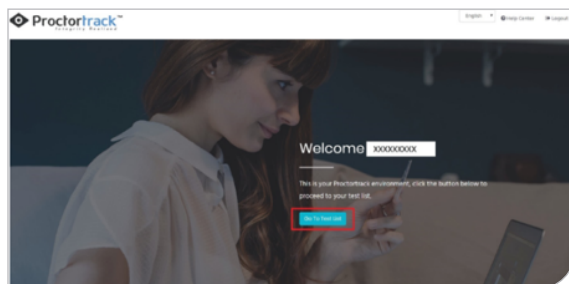
### 1. Check your device is ready

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

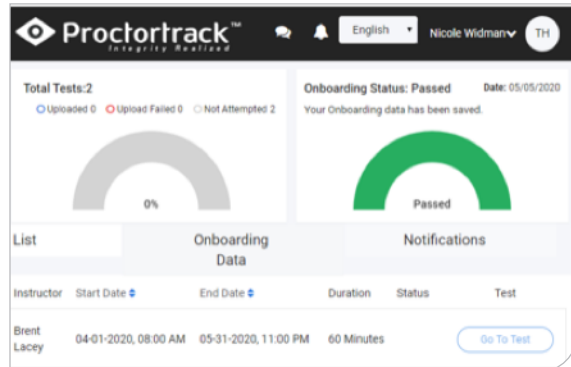
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### 2. Log in to Proctortrack, download the application and verify your identity

1. Open <https://eu-testing.verificient.com> using Google Chrome and login using the username and password provided in your onboarding email. Once you login, a page will load requesting you to set up your own password. Please follow the instructions and remember your password as you will be required to use it for all your future logins to Proctortrack.

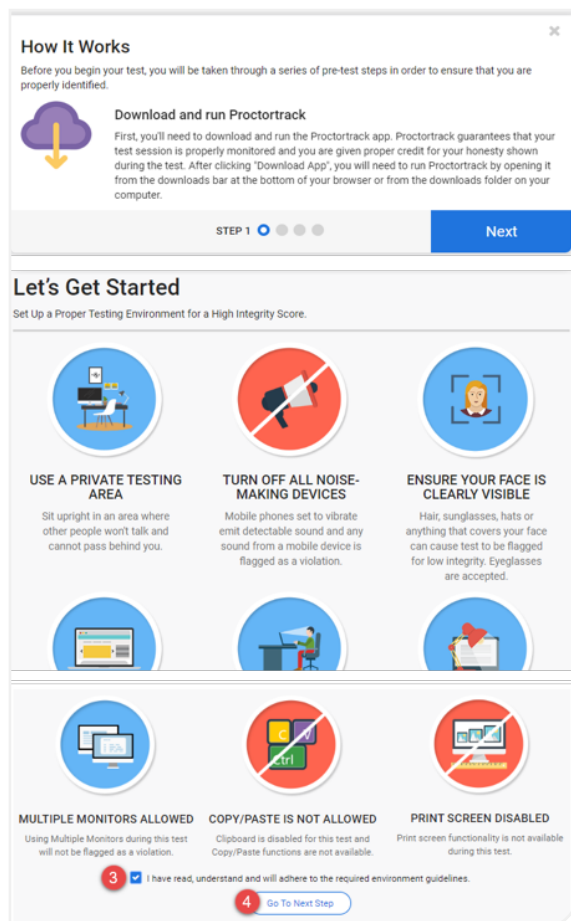


2. Click **'Go to the test list'** and click **'Go to Test'** to start your onboarding process.



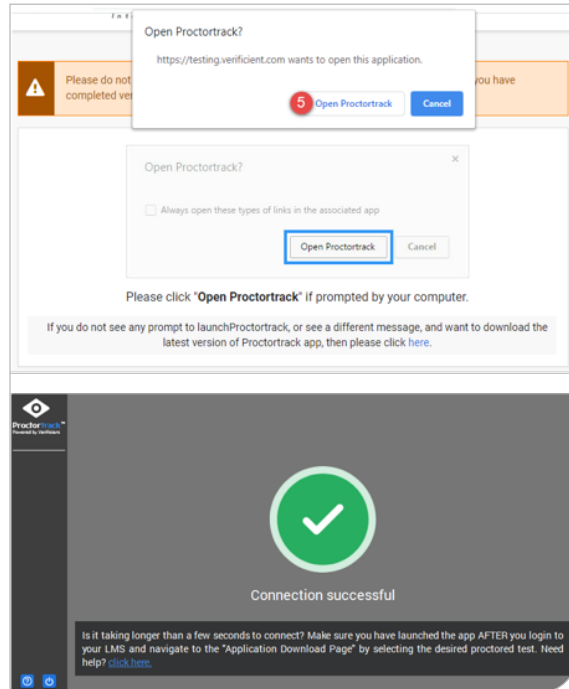
3. Read the instructions on **'How it works'** and **'Let's Get Started'** page, scroll to the bottom and check the checkbox to acknowledge you have read, understood and accepted the guidelines.

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



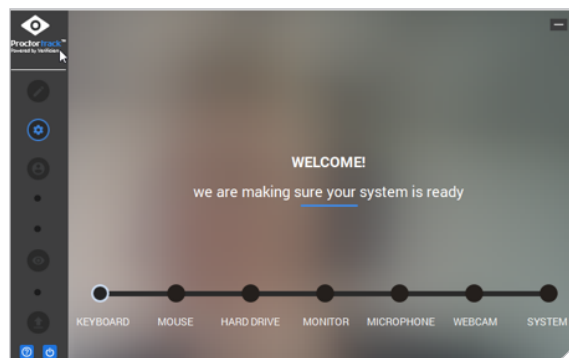
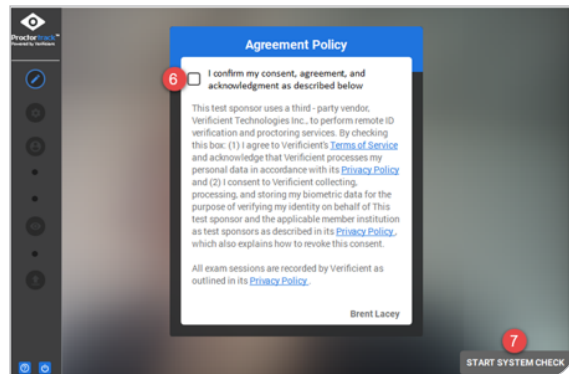
## 5. Download and open the installer and follow the steps.

Please note: macOS devices require Proctortrack be granted additional permissions. Please read **Step 3 – If using a Mac, complete these additional steps.**



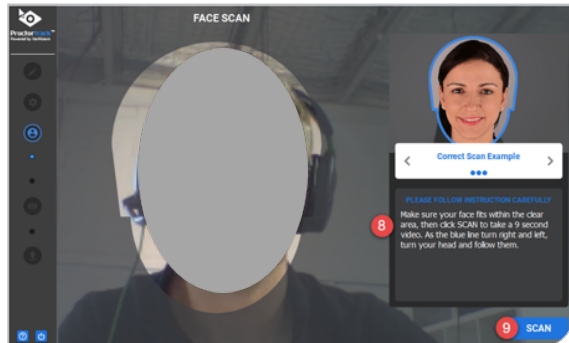
## 6. Confirm your consent, agreement, and acknowledgment.

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

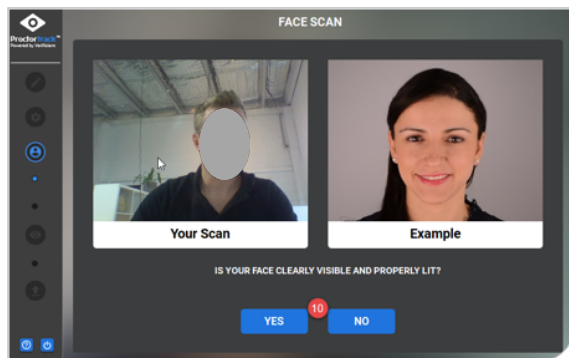


8. Read the instructions and click **'Scan'**.

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



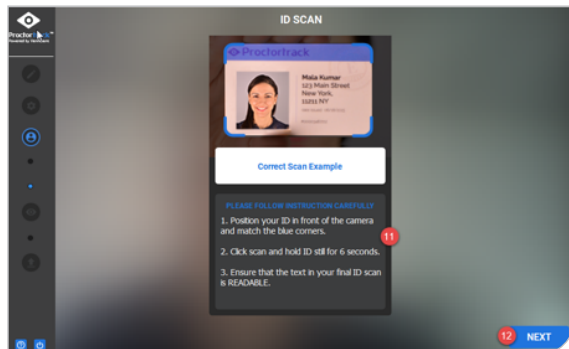
10. Click **'Yes'** to confirm your scan or **'No'** to do the scan again.



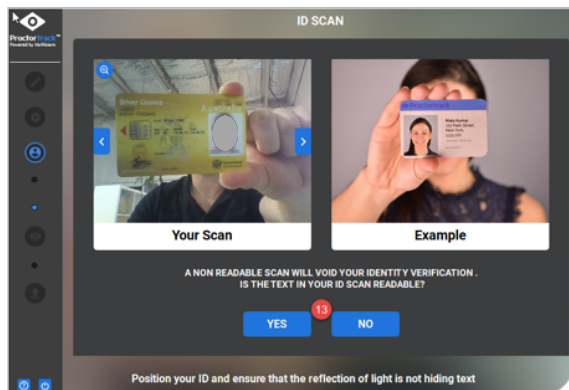
11. Read through the ID scan instructions.

12. Click **'Next'**.

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



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

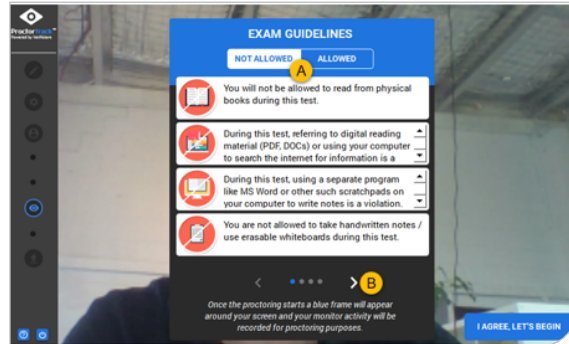


### 3. Read through the exam guidelines

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

Click **'I agree, let's begin'**.

The system will take you to the test page.



### 4. Complete the familiarisation test

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

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

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

#### Aptis Remote - Familiarisation Test Student Code

Your one-time Student code:  
XVFGAHKG

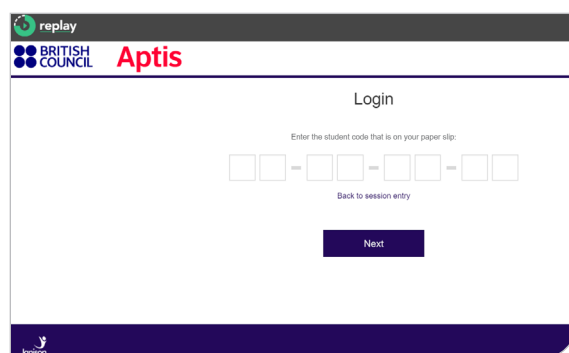
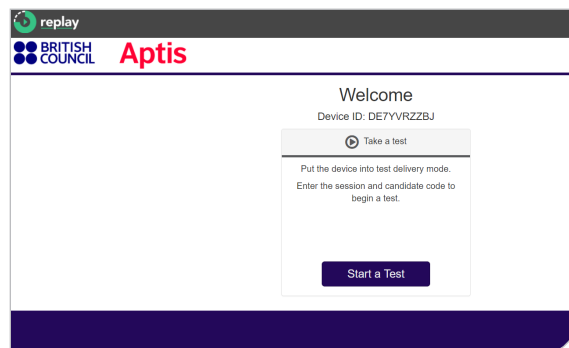
#### Important information

**Do not share this code.** It is used to identify you and the test you are sitting.

Write this code on a piece of paper. You will not have access to your emails during the test.



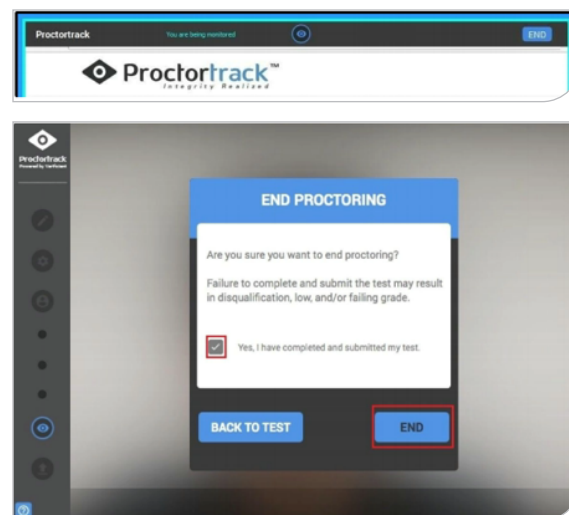
3. Finish the familiarisation test following the instructions and click **'Finish'**.



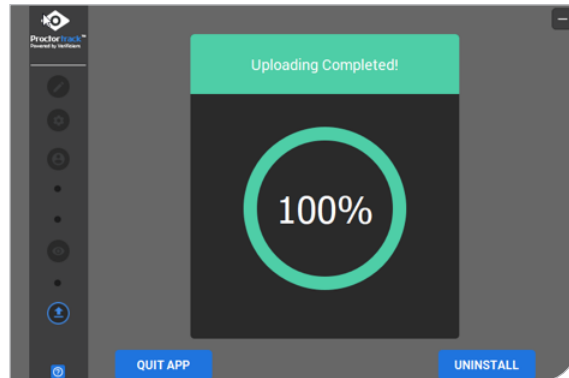
### 5. Exit and upload the Proctortrack video

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

1. After you have submitted your test, you can end proctoring by clicking **'End'** in the top-right corner of your screen.
2. Click **'Yes I have completed and submitted my test'** and then click the **'End'** button.



3. The session data will be automatically uploaded to Proctortrack's database. Click **'Quit App'** to save Proctortrack for future use on your test day.

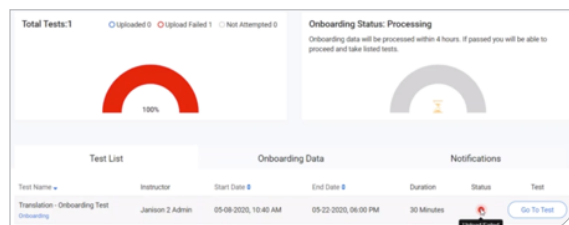
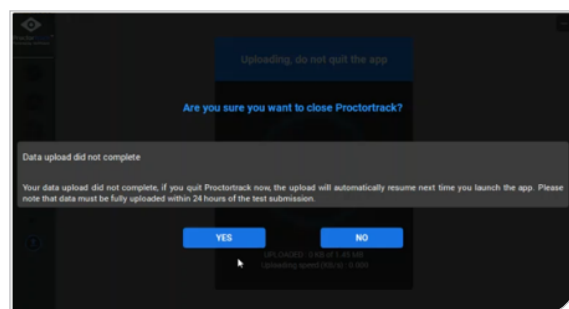


**6. If your system goes offline before upload, please remain at the 'file upload' screen at the end of the test.**

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

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

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



## Failed or rejected onboarding process

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

### Possible reasons for rejection:

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

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

**Note:** If you don't onboard successfully, you will receive emails before the test date reminding you to complete the onboarding process. If you do not complete the onboarding by the set deadline, you will not be able to take the test.

### Step 3: Preparing for your test day

Approximately two days before your test day you will receive an email entitled **'Important: Confirmation of your upcoming Aptis Remote test'**. Within the email, you will receive the live keycodes that you will need for the test.

Ensure you regularly check your email **inbox** as well as your **junk** or **spam** folders. Please get in touch with us if you do not receive emails by the specified deadlines.

Please do not attempt to access the test before the required test date and time. You should:

1. **Write down your live keycodes provided in the email and have it nearby during the actual test, as you cannot access your email during the test.**
2. **Familiarise yourself with the guide and test day procedure, and watch the videos below before your test:**
  - **'Prepare'** your test environment.
  - Complete a **'360-degree room'** scan. Once the page opens, refer to Step 7.

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

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

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

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

1. Access <https://eu-testing.verificient.com/> using Google Chrome and login using the username in the email entitled **'Important: Prepare for your upcoming Aptis Remote test'**. The password you need to use is the password you set up when you first logged in to do the onboarding. If you forgot your password, simply click the **'Forgot Password'** link, and follow the instructions.

Login at least 15 minutes before the test start time.

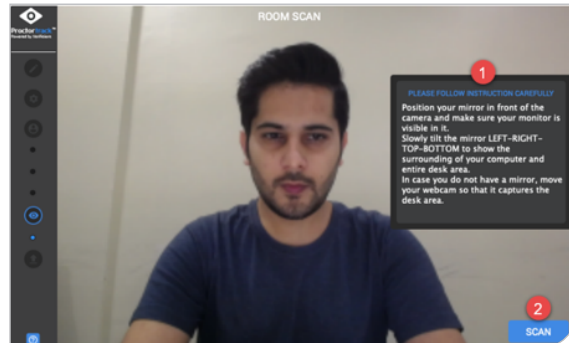
2. Complete the same steps as you did when onboarding: accept the guidelines, do a face and ID scan. Before starting your Aptis test you are also required to do a room scan as well as scan the piece of paper you wrote your student codes on, which can be used to take notes during your speaking test. Make sure to scan the front and back of the paper.

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

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

1. Read the instructions.
2. Click 'Scan'.
3. Move the webcam or computer slowly to clearly capture your whole desk area covering the area above and under your desk or table, and the entire room area. See an example of how to do a room scan [here](#).
4. Make sure you clearly show the piece of paper you wrote your student codes. You have to hold up that paper and scan it front and back. This paper can also be used to take notes when allowed to do so during the speaking test.



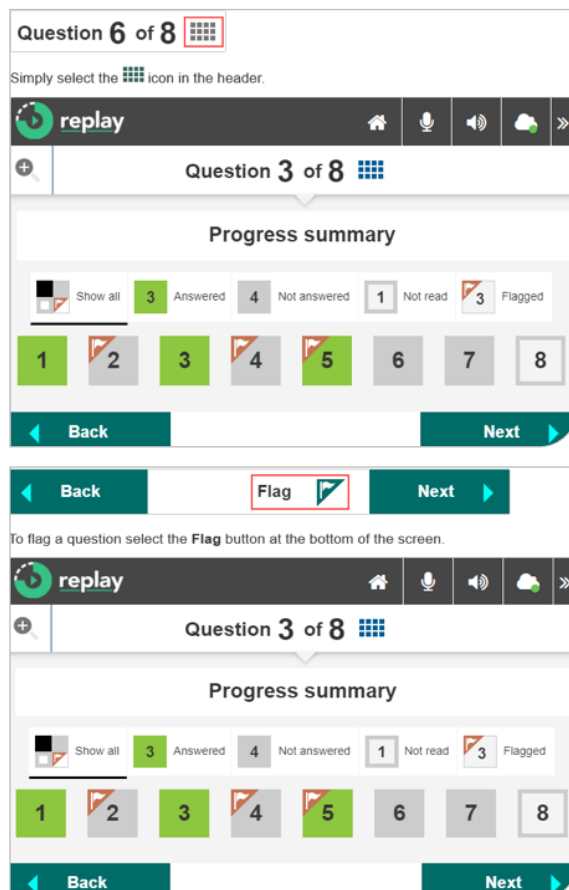
### 4. Launch Proctortrack and start the test

#### Important to note:

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

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

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



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## 5. Exit Proctortrack once all components are finished

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

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## Step 5: Your results

Your results will be shared with your organisation/institute and they will share them with you. No results will be issued if you:

1. failed your test due to infractions flagged by Proctortrack
2. failed to upload the invigilation video up to 72 hours after test completion.

# Annex

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## 1. System requirements

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

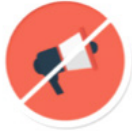
- **Operating System:** Windows 10, MAC OSX 10.12 or higher with a minimum of 1 - 2 GB free space
- **Processor/RAM:** Dual-core 2.4 Ghz CPU, 4 GB RAM or better (Windows), Intel Processor, 2 GB RAM or better (MAC)
- **Browser:** Google Chrome 70 or higher
- **Plug-ins:** HTML5 and Javascript-enabled & third-party cookies enabled
- **Web-Cam:** Resolution 800x600 or better
- **Keyboard and mouse**
- **Microphone or headset**
- **Internet Connection:** Cable Modem, DSL or better (300 kbps download, 250 kbps upload)
- **Only one keyboard, mouse & monitor:** multiple hardware devices connected to your computer can result in a policy violation. Take time to set up your workstation accordingly

## 2. Test environment requirements



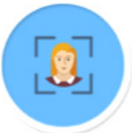
### **Use a private testing area -**

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



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

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



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

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



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

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



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

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



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

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

### 3. Test security and candidate actions

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

Therefore, you should:

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

### 4. Data protection

For the purpose of the test, we collect and use personal data to ensure the delivery of the test is conducted smoothly. We also need to protect the integrity of the test and prevent any malpractice to happen. The video recording footage will be reviewed by human invigilators if the system identifies any malpractices and not permitted behaviours occurred during the duration of the test.

We apply the UK Data Protection Act (incorporating the EU General Data Protection Regulation (GDPR)) to all our global operations unless the local equivalent law is stronger. This policy will apply in all locations where we operate, to all forms of information and to all systems used to collect, store, process or transfer information.

The UK Data Protection Act (and GDPR) works in two main ways. It gives individuals rights over how their personal information is used and sets out rules for organisations that process personal information.

Find out more information [here](#).

## 5. Safeguarding

We aim to create a safe environment in which no child or adult will experience harm or exploitation during their contact with us. We recognise our responsibility to protect them from abuse, exploitation and negligence, applying zero tolerance and aiming to create a safe environment for them. Therefore, we have measures in place when we deliver the Aptis test remotely to children and vulnerable adults.

We are committed to:

- complying with relevant UK and international laws and standards and ensuring local legal compliance
- valuing, respecting and listening to children and adults
- minimising and managing situations where abuse could occur, through maintaining strong protection systems and procedures including planning, risk assessment and safeguarding systems
- sharing safeguarding best practice and information regarding safeguarding concerns with relevant parties, maintaining confidentiality so far as possible and involving children and adults where appropriate
- taking action and investigating suspected abuse proportionately and appropriately.

## 6. Aptis for all

We believe that the Aptis tests should be accessible to anyone who wants to take them. We also believe that each person should have the opportunity to perform to the best of his or her ability on the Aptis tests.

If you have a disability and believe that Aptis is not accessible to you or believe that the form of the test will not allow you to show your true level of English, please contact your local British Council centre to talk about the ways in which the test can be modified for your needs.

We can make adjustments such as providing pen and paper tests, face-to-face tests, Braille and large font tests, adjusting timing, and a range of other modifications. Please discuss it with us to ensure that we can support you with a test which is both fair to you and maintains the high standards and reliability of Aptis.





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