ONLINE TEST

PROCTORING GUIDE

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Preparing for the Proctored Online Test

To help alleviate any apprehension you might have about taking an online test is to prepare ahead of time and make sure you have <u>all</u> required equipment and software. Carefully read all instructions or directions you receive from the department *and* FPSI as they will include important steps.

Given that the test is in an online proctored format, please find below requirements and helpful hints. ***Be sure and read this proctor guide thoroughly and do the 'system check' before the test day.*** Failure to follow the instructions may affect your score or even eliminate you from the testing process.

Frequently Asked Questions (FAQs)

Question: *When do I take the online written test?*

Answer: You may take the test on your scheduled test date(s) between the **hours of 12:00 a.m.–11:59 p.m.** (*Pacific Standard Time*). This information will be provided to you by the department you are testing with.

Do not wait until the last minute to test! In order to set up proctoring and test successfully, be sure and plan ahead. Please take note of support hours to help mitigate any need for assistance when support is not available.

Question: *How will I receive access to take the online test?*

Answer: You will receive one (1) *unique* test link to take the test from the Test Genius platform **two (2) days before the scheduled test day(s).** The test link and instructions will be emailed from this exact email: **onlinetesting@invitations.testgenius.com**. *Whitelisting this email in your account can be helpful! Please carefully check <u>all</u> other folders in your email account especially the junk/spam folder (as well as promotions, unread, etc.)* ***before*** <u>emailing support</u>.

Question: *Do I need a webcam to take the test?*

Answer: **You will need a webcam, microphone and speakers to take the proctored test. A system check will be required at the beginning of the session.** Candidates are expected to take the test without assistance and without the use of a calculator. Integrity is one of the most important characteristics of the public safety profession and you are expected to demonstrate this critical trait during the testing period. Measures have been put into place to confirm that your online test score accurately depicts your skills in the areas measured by the test.

Question: *What system checks can I do before the test day?*

Answer: There are system checks that can be completed *before* the test day in order to confirm you have the correct equipment and software.

- Latest version of Google Chrome. You can check the version and update Chrome by typing this in your Google Browser: **chrome://settings/help**
- Software and hardware system check available. You can check your system here: **https://testlaunch.testgenius.com/proctoringsystemcheck**

- ***Watch this video! Remote Proctoring Video***

System Requirements: <mark>***If one of these system checks fail, please follow the instructions in blue*** ***accordingly to the <u>device</u> you are testing on:***</mark>

Hardware: Windows or Mac devices (laptop or desktop) running on Windows 10 or higher with a ***minimum* RAM of 4 GB**. *(Do NOT use a Chromebook)*
- Windows must be 10 or higher; MAC must be the <u>latest version</u> of Mac iOS.

Browser: The latest version of the browser Chrome is required.
- To check, paste this into a browser tab: chrome://settings/help
  - Update Chrome if it is not the latest version.

Connection: Wired or wireless connection with a minimum of 5 Mbps is <u>required</u>.
- To check, click here: https://fiber.google.com/speedtest/

Webcam: A functioning internal or external Webcam of minimum 640x480 resolution is required.
- Settings for camera must be enabled for both Windows and Mac.
- These settings can be found in 'privacy' for *most* Windows and Mac.

Microphone: A functioning internal or external microphone is required.
- Settings for camera must be enabled for both Windows and Mac.
- These settings can be found in 'privacy' for *most* Windows and Mac.

Screenshare: Entire screen access is required. These instructions are for Mac iOS <u>only</u>.
- To enable screen sharing for Google Chrome on Mac iOS:
  1. Click on the Apple menu
  2. Open System Preferences
  3. Click the Security and Privacy icon
  4. Select Screen Recording in the sidebar
  5. Click the box next to Google Chrome
  6. If prompted, click the Unlock icon in the bottom-left
  7. Click "Quit Now"
  8. Close out of Google Chrome and use your original test link to return to your exam.

Graphics/ Hardware Acceleration: Graphics/ Hardware Acceleration should be enabled in your browser settings.
- To check, paste this into a browser tab: chrome://settings/?search=graphics
- Be sure graphics is 'enabled.'

Additional Checks: Additional system checks will be required.
- As long as all instructions above are followed and resolved, the additional checks should pass.

Question: ***What do I need to be able to take the test online?***

Answer: In order to take the test, candidates need to ensure and understand all of the following:

- <u>Valid</u> identification must be presented during set-up. Your name on your ID <u>must</u> match the name in the testing system.
  - ***If you have any issues with capturing your ID, please tape your ID to a white piece of paper and try capturing it again.***
- <u>Face scan</u> is required during set-up. Helpful audio instructions will be provided.
- Screenshare required with only ***<u>one monitor</u>*** allowed.
- Turn *off* any scheduled updates or scans for laptop or computer on the test day.
- Be sure your connection is active for the entire test with at <u>least</u> **5 Mbps** upload/download speed. Check your speed here: **https://fiber.google.com/speedtest/**
- Do <u>not</u> use a cell phone, iPad, tablet or mobile/cellular hotspot to take the test.
- *(Do **<u>NOT</u>** use a Chromebook)*

Helpful Hints:

- You must allow the testing platform access to your webcam and microphone for the entirety of the test. Do not turn webcam or microphone off for any reason. AI monitoring is used throughout the entire test.

- You must share your screen for the entirety of the test. Select 'Entire Screen' when prompted. Follow all set up instructions and do not exit the screenshare or navigate away from the screen at any time during your test.
    - *If you do not share your screen, you will not be able to proceed with the test.*
    - *Do not navigate away from your screen. You will be flagged for navigating away from the test screen which may exclude you from proceeding in the test process.*

- Your face must be detected <u>and</u> recognized during the entire test. Do not navigate your face away from the screen.
    - *Be sure there is **<u>sufficient light</u>** on your face according to the Lighting Guidelines in the system check.*
    - *Be sure your face is not covered or blocked by any object or hands.*

- Take the test alone in a quiet location with no other visible faces.
    - *Ensure there are no other persons or faces, photos of persons or faces, paintings of persons or faces, or images of persons or faces on your clothing or on the wall behind you while taking the test.*
    - *No speech allowed during the test.*

- Do not have cell phones, devices or practice material present while you take test.

Question: *Can I start the test and take a break and then access the test again?*

Answer: No. Once you start the proctored test, your time will start. You are <u>not</u> allowed to close your browser or leave the test. Your final test time will be calculated and reported to the department. Depending on the test the department chose, you will have 2 ½ <u>**or**</u> 3 hours to take the test. Ensure that you are able to dedicate the time before you click on the link.

Question: *How do I contact support before or during the test?*

Answer: For the fastest response, you may email help@fpsi.com for assistance. On the actual test day(s), IT Support will be available from 7:00 a.m. - 7:00 p.m. (*Pacific Standard Time*). Do not contact support for test scores after the test day!

The Day of the Test

You may NOT refer to any test preparation, notes or other study materials during the test. You may NOT use calculators during the test however you may use scratch paper in specific sections. It is imperative that the scratch paper is discarded after you complete your test per our copyright laws.

DO NOT ALLOW ANYONE TO ASSIST YOU DURING THIS TEST.

Once you begin to take the test, make sure you choose one answer to each corresponding question. You may scroll through questions by clicking on the "Next" or "Previous" buttons. If you skip any questions or when you have reached the end of the test, be sure to check that you have answered ALL of the questions prior to submitting the test. You may review your answers by clicking on the "View Item List" button. You may have recalled something later that may help you to correctly answer earlier questions.

During the test, you will be instructed to choose the "best" or "most correct" alternative from four to five different alternatives. Most applicants find it helpful to read the entire question and all of the alternatives before choosing the best or most correct alternative. It is better to read all of the alternatives as you may find one that is a better answer than the one you first thought was correct.

DO NOT LEAVE ANY ANSWERS BLANK. You are scored on the number of correct answers you give in response to the questions. In other words, you will be penalized for any answers left blank. Even if you are not certain of a correct answer, you **SHOULD GUESS** at what the correct answer might be. Try to eliminate alternatives that you know are wrong and guess from the ones that remain. This will increase your chances of guessing the correct answer. Answers left blank will NOT be counted towards the number of correct responses in your final score.

Other Hints During the Online Test

If any of the *images or content* located within the online test are not loading, please check the following:

1) Be sure you have not lost internet access! This is the most common issue if an image won't load.

2) Be sure you are using a laptop or computer (*Windows or Mac*) with the most current browser version of Google Chrome.

3) Check the browser "zoom" settings. If it is set to 100%, less zoom can help with an image, for example:
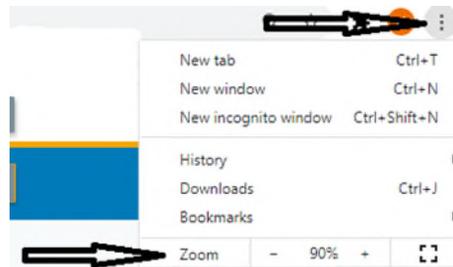
4) Be sure your browser settings are not blocking the images via a spam/pop-up blocker.

The following images offer a preview of the steps required when you begin your proctored online test process!

1) System Check Instructions and Requirements. You will be required to follow each System Requirement through the step-by-step instructions.

2) Terms of Use Confirmation. Be sure and check the box.

3) Lighting Guidelines. It is important to have good lighting.

4) Face Scan Instructions. Listen to the audio instructions while scanning face.
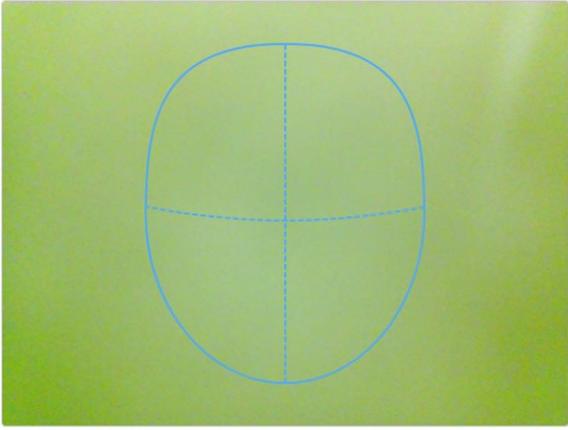
5) Identification Scan Instructions. Your ID name must match your testing name.