

System Requirements

Testing Device	A laptop or desktop computer. Laptops must be undocked and dual-monitor configurations are not permitted (i.e. a desktop with two monitors or a laptop with a separate monitor).
Headphones	Headphones must be wired and connected to the testing device. Wireless and/or Bluetooth headphones are not allowed.
Camera	Laptops must have a built-in or separate, external camera . Desktops must have a separate, external camera that can be easily moved around the testing area.
Power Source	The testing device must be connected directly to a power source and unattached from a docking station.
Screen Resolution	1024 x 768 is the minimum resolution required. 1920 x 1080 is the recommended screen resolution.
Operating System	Windows 7 or higher or MacOS 10.13 or higher.
Web Browser	Current version of Google Chrome. Turn off any pop-up blockers to ensure a smooth administration of the exam.
Internet Connection	Connection speed of 0.5 mbps or greater. We recommend connecting your device directly to your internet source. If that is not possible, position the testing device in an area with the strongest WiFi signal.



IMPORTANT: Be sure to watch our helpful videos about what to expect on test day found at www.erblearn.org/families/isee-at-home/prometric.

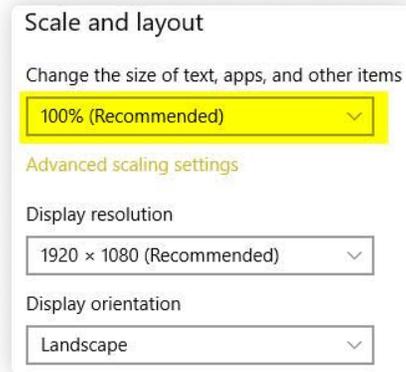
System Requirements CONTINUED

Changing your Screen Resolution

As previously noted, 1024 x 768 is the **minimum** resolution required and 1920 x 1080 is the **recommended** screen resolution. To change your screen resolution:

Windows Computers

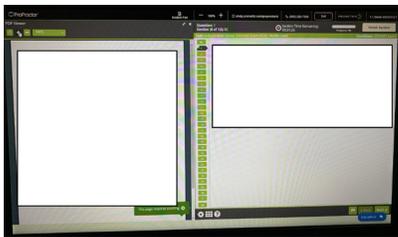
- Click on the Windows Start button in the bottom left corner.
- Click on Settings (the gear icon).
- Click on System, which should populate the Display setting.
- Scroll down, and under Scale and Layout choose 1920 x 1080 for Display resolution.



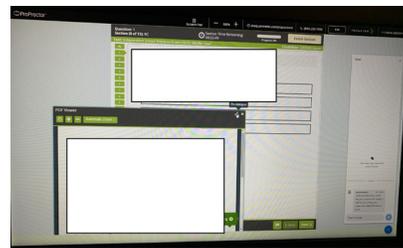
Mac Computers

- Open System Preferences and click on Displays.
- Hold down the Option/Alt key while simultaneously clicking on the radial button next to the 'Scaled' option under Resolution. This will reveal all available screen resolution options for your display. Choose 1920 x 1080.

Correct



Incorrect



Before Test Day

STEP 1: Read Testing Instructions

Please carefully review the complete testing instructions contained in the *ProProctor by Prometric User Guide For K-12* found at www.erblearn.org/families/isee-at-home/prometric. This guide fully explains how to prepare for your student's test day. We believe the more you know about what to expect, the more comfortable your student will feel testing remotely.

IMPORTANT For Mac Users If the student is using a Mac computer to take the ProProctor exam, carefully read the "Appendix for Mac Users" at the end of the ProProctor User Guide to adjust your "System Preferences: Security & Privacy" settings.

STEP 2: Run System Readiness Check

At least 24 hours in advance of test time, run a System Readiness Check found at <https://rpcandidate.prometric.com> on the computer you will use for testing. This check will confirm whether your computer can install and run the testing application so that your student can take the exam.

STEP 3: Download ProProctor

Once you have run the System Readiness Check and your computer has been validated, download and install the ProProctor application that delivers your exam.

STEP 4: Ensure Internet Reliability

To help ensure that you have a stable internet connection for the entire login and testing process, please consider:

- Connecting your device directly to your internet source instead of relying on WiFi.
- If WiFi is the only option, find a place in your home where the signal is strongest and test there.
- Limit other devices in your household from using your internet network on test day. This includes advising other family members not to stream videos (including services like Netflix), make video calls, download files from the internet, upload files to the internet, or play video games that connect to the internet (including games played on consoles such as Xbox, Playstation, Nintendo Wii, etc.—not just games played on a computer).

IMPORTANT: Remember, **turn off any pop-up blockers to ensure smooth administration** of the exam.

Logging In on Test Day

On the day of the exam, if needed, a parent or adult may assist the student with the following steps for logging into the ProProctor site and the pre-testing setup. **Be sure to begin this login process at the check-in time noted in your confirmation email. Your check-in time is approximately 30 minutes prior to your actual test start time.** Your confirmation email will confirm both your check-in time and your test start time.

IMPORTANT: Remember to remind other members of your household to stay off your household's internet network while your student is logging in and testing.

STEP 1: Access ProProctor

When the student is comfortably sitting at their workstation, go to the ProProctor site at <https://rpcandidate.prometric.com> and launch your exam. The easy-to-follow, self-serve check-in process will guide you through the final preparations before the student is greeted by a ProProctor Readiness Agent.

STEP 2: Image Capture

Have the student position their face using the guides on the screen and click the **CAPTURE** button. Make sure you check that the image clearly shows the student's face and is not blurry.

STEP 3: ID Capture

Position the student's ID (see your Confirmation email for the list of approved documents that can be used for the student's ID) using the guides on the screen and click the **CAPTURE** button. Make sure you check that all text is readable, then click **PROCEED**.

STEP 4: Checklist Review

Read the checklist to ensure you have everything required for the student to take their exam. When the student is ready, click **PROCEED** to alert the ProProctor Readiness Agent who will appear on-screen in a few minutes. The Readiness Agent may take up to 15 minutes to appear. Please wait and do not disconnect.

IMPORTANT: the security check-in may take longer than anticipated which could result in a delay with the exam start time. If this happens, the additional time spent during security check-in will not affect your exam time and you will be provided with the full test time.

Meeting Your ProProctor Readiness Agent

The student's ProProctor Readiness Agent will guide the student through three security checks before launching their exam. This person will appear in a window on the computer screen after you click **PROCEED**. All exams are continuously monitored by video and audio recording which will be archived for 30 days in a secure environment then destroyed.

STEP 1: Candidate Detail Confirmation

The readiness agent will confirm the student's name, address, and exam details with the student via video chat.

STEP 2: 360° Environmental Check

The readiness agent will ask you to provide a 360° view of the environment using the webcam. Your agent will also ask you to scan the student's work surface using the webcam. We strongly recommend having a medium-to-large mirror during your environmental check. The mirror will be used to check the keyboard on a laptop.

IMPORTANT: Do not have the laptop connected to a docking station at any time during the setup of the exam. This can cause connectivity issues. Make sure to clear the workspace and put away all personal items.

STEP 3: Candidate Person Check

The readiness agent will ask the student to stand up to do a scan of their person. This scan will include—but is not limited to—conducting a sleeve, pocket, and glasses check. Additionally, the student will be asked to turn all pockets inside-out.

What's **Allowed** in the Testing Room:

- Two pieces of blank scratch paper. Students can use additional pieces of blank scratch paper (two pieces at a time) after they have discarded their used scratch paper.
- Two non-mechanical pencils OR two pens.
- Two tissues (Kleenex) if needed.

What's **Not Allowed** in the Testing Room:

- Calculators (unless a student is pre-approved for use of calculator)
- Cell phones or other electronic devices
- Wearable technology or watches
- Wireless headphones
- Jewelry (earrings, bracelets, etc.)
- Outerwear including hats
- Food or drinks
- Purses, bags, or briefcases
- Notebooks

Taking the Test

At the end of the security checks, the parent or adult who may have assisted the student with logging-in and pre-testing setup will be asked to leave the testing area. The student is now ready to take their online proctored exam.

When the test starts, a Prometric Proctor will monitor the student throughout the exam. The student will not be able to see the Prometric Proctor, but the proctor will be available throughout the testing process to provide assistance at any point.

Breaks

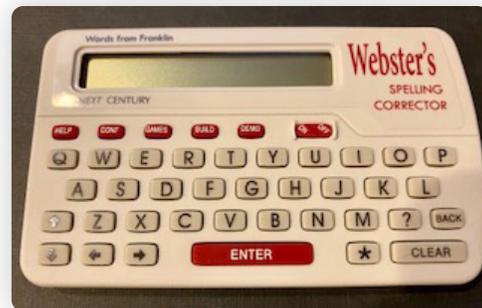
There are two scheduled ten-minute breaks for all students during the exam. The first break is after the Quantitative Reasoning section and the second break is after the Mathematics Achievement section. During these breaks, students may have a snack, drink, and use the restroom. Before and after each scheduled break, the student must notify their proctor by raising their hand or using the chat feature and wait for the proctor to respond before leaving the camera view and when returning to the camera view. Please be sure to return from breaks a few minutes early so you have enough time to repeat the check-in process before your test begins.

Using the **LIVE PROCTOR** (or **CHAT**) feature on the right of their screen, the student can speak with or send a message to their proctor if they need help. With this support function, your student will be able to complete their exam with peace of mind, knowing that their proctor is there with them at all times.

Accommodations

The following testing accommodations are currently available for students taking the ISEE At Home via Prometric:

- Extended time (1.5x)
- Double time (2x)
- A calculator provided by the family (4-function only; may only contain %, √, +/-, M-, M+, and MRC functions).
- A spell check device. Spell check is not a feature of the Prometric text editor. Families may provide an approved spell check device for use on the ISEE essay (see example).
- Access to medical supplies, snacks, and/or drinks at all times during testing.



Example of an approved spell check device.

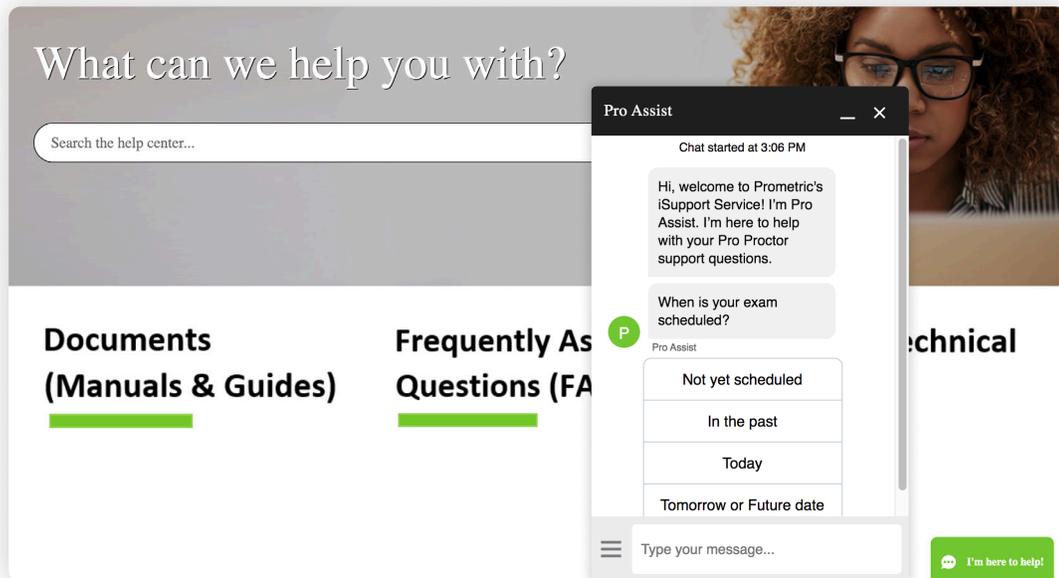
Troubleshooting

For assistance with technical support during the exam only, please call 1 (800) 226-7958.

If the student loses their Internet connection during the test, they should attempt to log back in by clicking on the ProProctor application icon installed on their computer and re-entering the confirmation number and last name.

If you require technical support before, during, or after your student's exam, please go to <https://ehelp.prometric.com/proproctor> or click the **CONTACT SUPPORT** link in the exam. From here, you can review a variety of helpful materials including a chat feature.

If you engage the chat feature on the same day as your test, you will be immediately routed to a live support agent for technical support. You may also call 1 (800) 226-7958 for technical support during the exam.



Rescheduling

To reschedule your ISEE at Home via Prometric exam, please call 1 (800) 813-6779 (available Monday - Friday from 9:00 am - 5:00 pm EST).