



IFSE Institute

IFSEeTest Computer-based Online Proctor Exam Guide

Contents

1	Introduction.....	3
2	Support Contact Information	3
3	Requirements for test-taking	4
4	Important notice	5
5	Important information about navigation in the exam	6
6	Exam Taking Process.....	7
6.1	Starting the Exam/Equipment Validation.....	7
6.2	Checking equipment & student validation.....	8
6.3	Attempting the Exam.....	12
6.4	Completing the exam	14
6.5	Some Frequently Asked Questions.....	15

1 Introduction

This document represents a guide to the test-taking process on the IFSE Exam platform

Please follow these instructions carefully to avoid your test attempt being nullified.

2 Support Contact Information

IFSE's Customer Service Representatives are available to help you register for courses and examinations, as well as to answer any questions you may have. Please don't hesitate to contact us at ifse@ifse.ca or call our Toll Free # at 1-888-865-2437 during regular business hours.

If you are having any issue with accessing your exam during Exam Session Time, please contact the Exam Support Team at **(888) 551-3571**

3 Requirements for test-taking

To start a successful testing session with proctoring, you must have the following:

1. A working camera
2. A working microphone (or headphones with a microphone)
3. A stable and fast Internet connection
4. Chrome or Firefox browser
Note: Google Chrome is recommended.
5. Laptop or Desktop computer (Please do not use tablets or mobile phones)

Outside interruptions may compromise your test-taking session. Keep in mind the following:

1. The noise in the room where the test is to be taken should be reduced to the minimum. In the case of noise, Proctor will be notified of it and take appropriate actions.
2. You should be the only person present in the room and in front of your camera.
3. You may not use other tabs during the exam.

4 Important notice

Before taking the exam, you MUST take the [Equipment Validation Test](#) to:

- Test your equipment
- Get familiar with the application and the test-taking process

The Equipment Validation Test is available to access at any time

If you don't take the Equipment Validation Test, you may not be able to take the official Exam (due to non-functioning or non-compatible equipment).

5 Important information about navigation in the exam

ATTENTION – During the exam on our Exam platform:

- Do not click the “Back” button on your browser
- Do not click the “X” button on your browser; to finish the test, use the “Finish test” button
- Do not click the “Finish test” button unless you are sure you have completed everything
- Do not log out from the proctoring system during the test-taking

If your exam is disconnected due to any of the above action, you may not be able to regain access to your exam.

6 Exam Taking Process

6.1 Starting the Exam/Equipment Validation

1. The Equipment Validation Test is also a sample exam that you can take to get familiarized with the Exam process. You can simply click on the hyperlink of [Equipment Validation Test](#), or copy and paste the following link to your browser:
https://onlineexams.ifse.ca/ytm12/guest/takeQuiz?sessionId=10005
2. You can start your booked Exam from your default home screen on the Exam platform (“My tests and survey” page below) by clicking the Start exam (triangle) icon at the time of the exam

The screenshot shows the 'My tests and surveys' page in the IFSE Institute exam platform. The user's username is 1404590. The page displays a table of assigned tests and surveys. A red box highlights a yellow play button icon in the 'Actions' column for the 'A & S Common Test #3' row. Below the table is a calendar view for March 2022 with a 'Delivery preference' dropdown set to 'Online live-proctored'.

Actions	Name	Available from	Available to	Accommodation	Session name	Status
	A & S Common Test #3	Mar-21-2022 04:00 PM EDT	Mar-21-2022 08:00 PM EDT	-	Mar 21 exam session JN	Available no

Available for booking
Book your tests from session in calendar.

Delivery preference: Online live-proctored

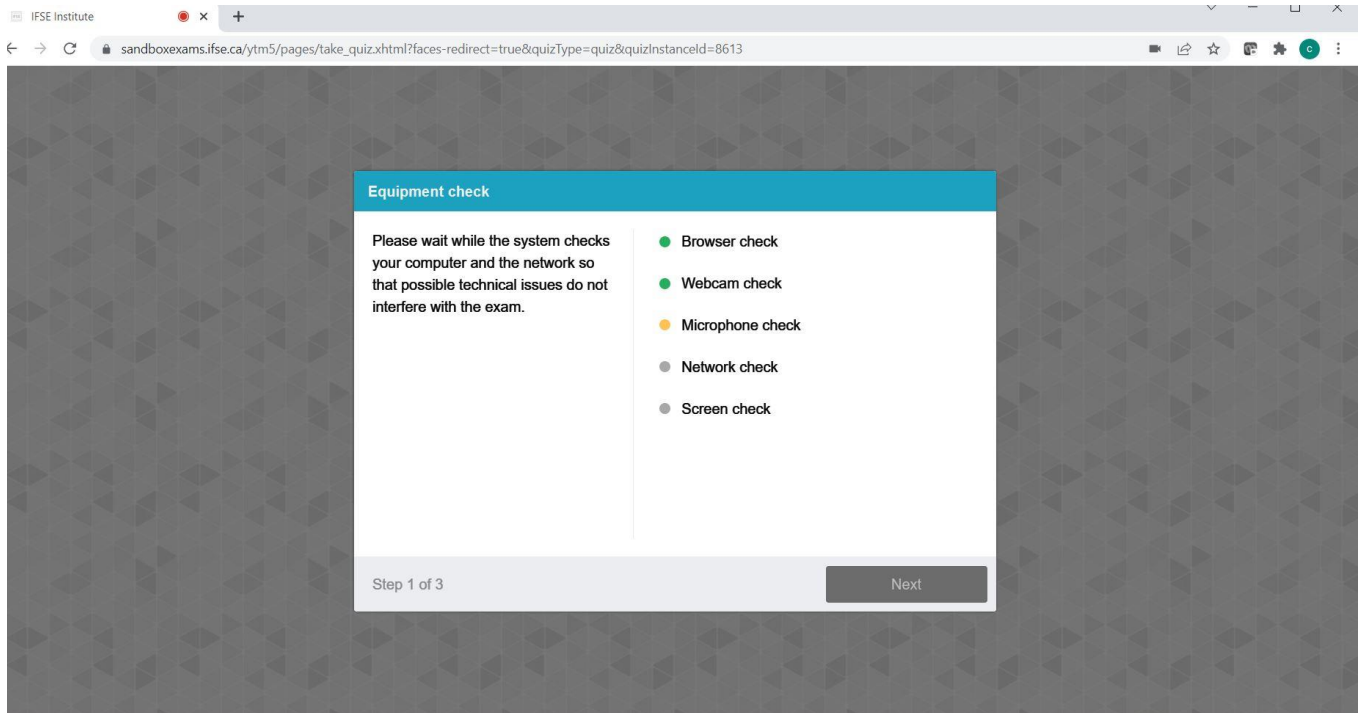
March 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	1	2	3	4	5

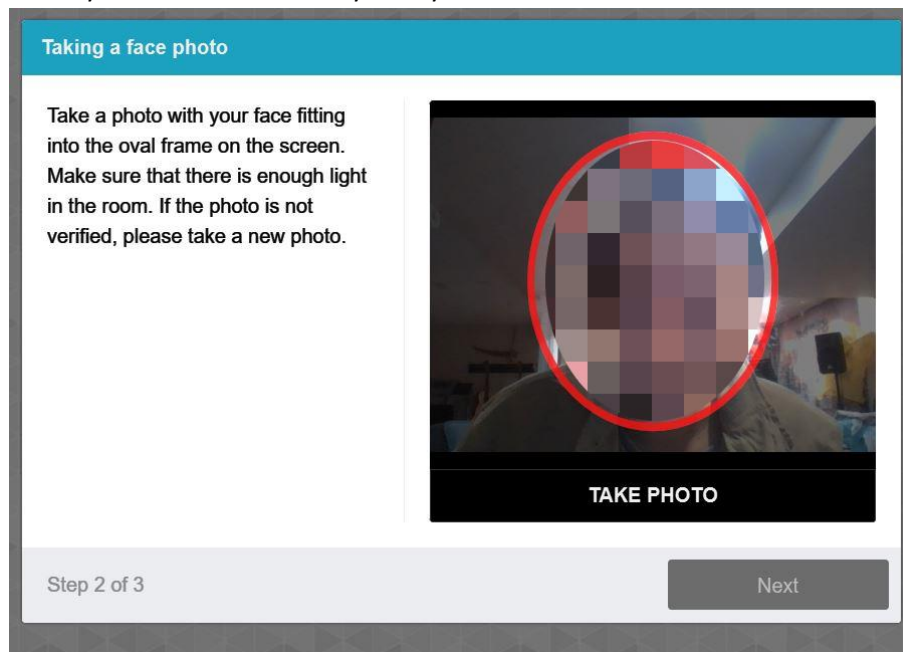
3. You must accept the NDA & General Terms of Use to continue to your exam
4. Next step is checking your equipment for compatibility with the IFSEeTest exam platform.

6.2 Checking equipment & student validation

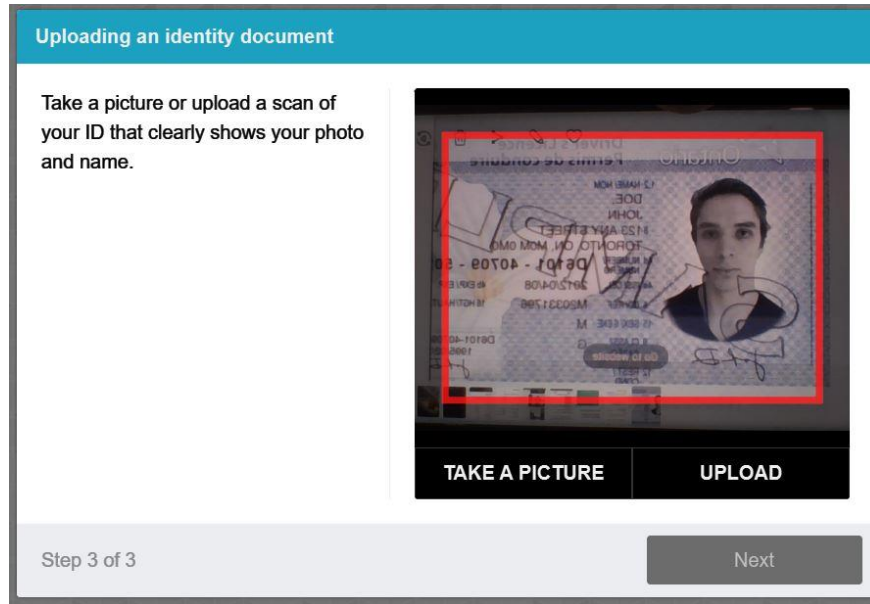
1. Allow the camera, microphone, and Screen sharing (Entire screen) usage when prompted. Wait until everything has been set up.



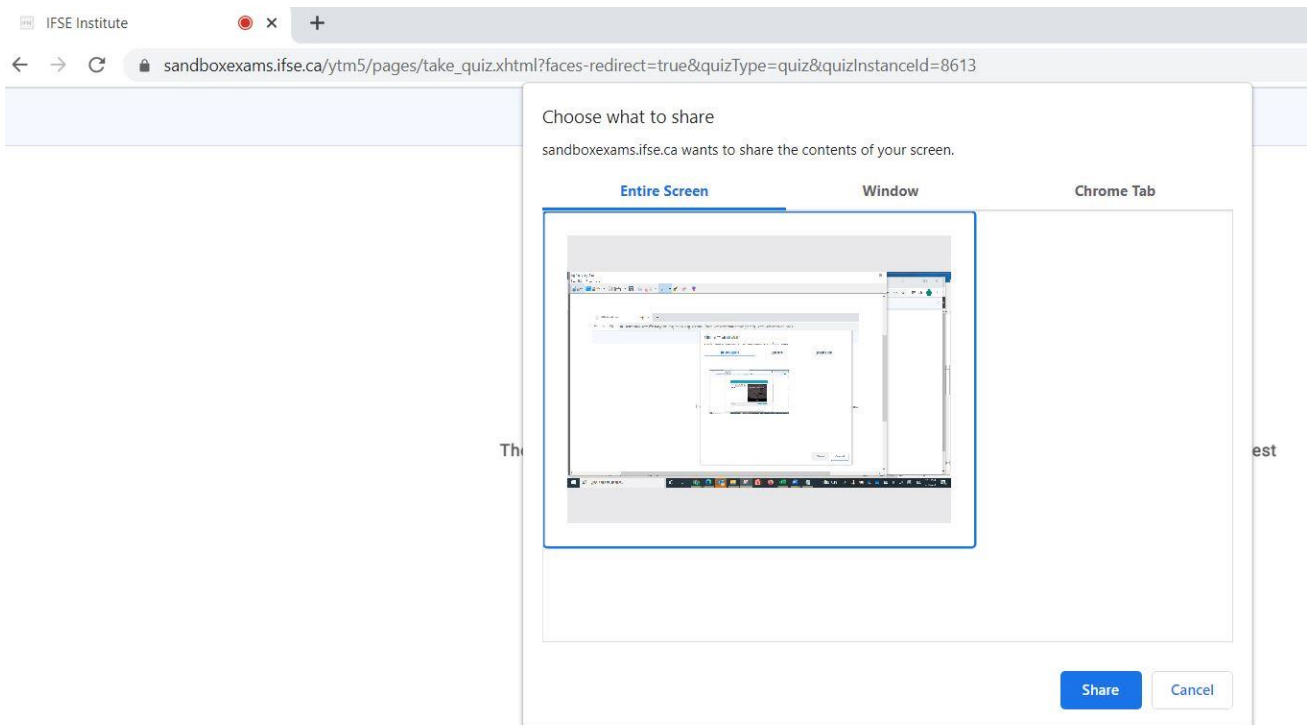
2. Take a photo of yourself when asked by the system



3. Provide a photo ID to be captured when asked by the system



4. You will need to confirm the entire screen sharing once again. When prompted with permission to share your entire screen, press the button **“Share.”** If you cancel sharing, you will not be proctored, which will mean your Exam will not be valid. Proctoring is required for all Exam takers.



5. QR Code for environment scan. When a QR code is presented, open the Camera app on your smart phone to point to the QR code on screen, as soon as the camera can capture the code, a URL will be popped up on your phone to click to access the environment scan application, follow the instructions to scan your complete working area and submit when done.
6. After all required checks have been completed, the Proctor will start the exam.
7. You may need to confirm Sharing your screen again with the Proctor, do NOT click “**Stop sharing**” as it will result in your Exam being terminated.

8. You can move your picture by clicking and dragging. Place the mouse cursor over it, press and hold down the left mouse button, then move the mouse while still holding down the left mouse button. By clicking on your picture, the chat that you can use to contact the proctor will open.

The screenshot displays an online exam interface. At the top left, the text "Main Demo Test" is visible. Below it, the question details show "Question: 2 of 3" and "Type: Essay". The main content area contains the instruction "Write an essay about the Sahara desert." and a text input field with a rich text editor toolbar. The toolbar includes buttons for Bold (B), Italic (I), Underline (U), Text Color (G), Background Color (A), Text Color (X), Text Size (H), Font Family (H), Bulleted List (P), Numbered List (P), Indent (E), Outdent (E), Undo (Z), and Redo (Y). At the bottom right of the text area is an "Upload file" button. On the right side of the interface, there is a "Remaining time for entire test" section with a digital timer showing "04 59 33" and a "Finish test" button. Below the timer is a "Progress bar" showing "0/3". The "Questions" section shows "Main Demo Test" and "All questions (3)", with buttons for "Review list (0)", "1", "2", and "3". There are also checkboxes for "Not answered" and "Answered". The "Notes" section contains a rich text editor toolbar and a list of instructions: "Outside interruptions may compromise your test-taking session. Keep in mind the following: 1. The noise in the room where the test is to be taken should be reduced to the minimum. In the case of noise, Proctor will be notified of it. 2. You should be the only person in front of your camera. 3. You may not use other tabs. The only things allowed to be used next to the test-taking window are Reference Documents. Links to these documents will be provided in the Notes section of the test-taking window, and you can access them from there." Below the notes are links for "Reference Document 1" and "Reference Document 2". At the bottom of the interface, there is a status bar showing "is sharing your screen." and buttons for "Stop sharing" and "Hide". A small circular camera icon is visible in the bottom left corner, with a red box around it and a red arrow pointing to it from the text above. Another red arrow points to the "Next question" button.

6.3 Attempting the Exam

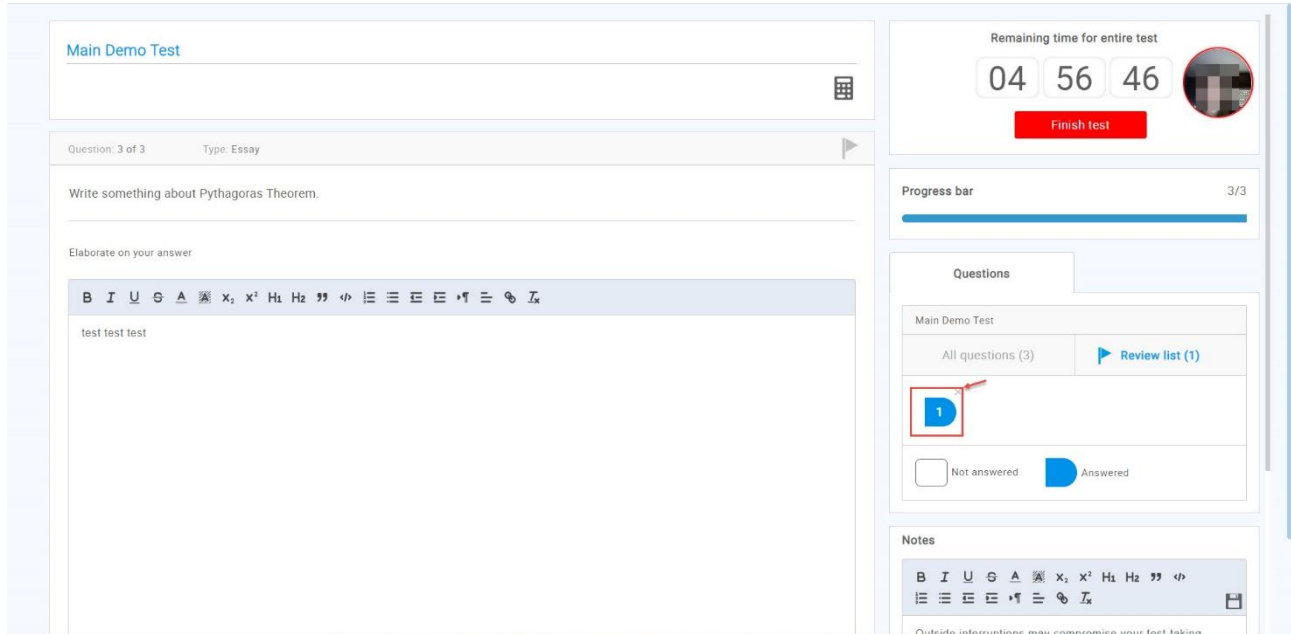
Do not click the **Back and X** button in the web browser.

The **only buttons** you are allowed to click in the platform during the test-taking are:

- 1) **Next question** – to go to the next question
- 2) **Previous question** – to go back and re-do a question
- 3) **Use the scroll bar** – you can also use the scroll bar to see the Notes.
- 4) **Mark for review** – if you want to mark a question for a review and later go back to it, use this button (it is optional). The question will appear in the Review list (marked with number 5 in the screenshot below)
- 5) **Review list** – use it to go back to the questions you have marked for a review previously
- 6) **Calculator**
- 7) **Notes** – Here, you can see a set of instructions or rules and links that you can use to access the Reference Documents. Besides reading the instructions, you can add your notes.
- 8) **Upload File** if needed.
- 9) **Write your answer**
- 10) **Finish test** – when you make sure you are done with the test, click this button.

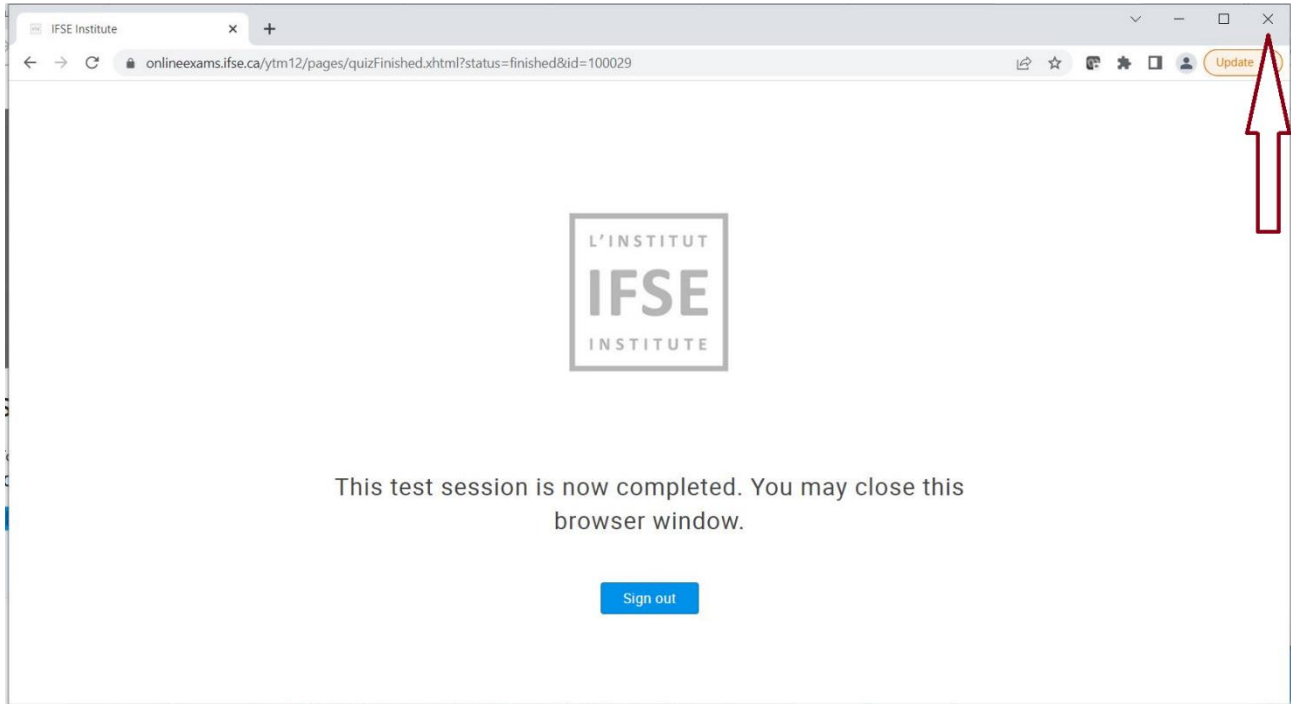
The screenshot displays the IFSE exam interface. At the top left, it says "Main Demo Test" with a user profile icon. A red circle with the number 6 is next to a calculator icon. The main area shows "Question: 2 of 3" and "Type: Essay". Below this, it says "Write an essay about the Sahara desert." and "Elaborate on your answer." There is a rich text editor with a red circle with the number 9 next to it. At the bottom left, there is a "Previous question" button with a red circle with the number 2. At the bottom right, there is a "Next question" button with a red circle with the number 1 and an "Upload file" button with a red circle with the number 8. On the right side, there is a sidebar with a "Remaining time for entire test" section showing "04 59 30" and a "Finish test" button with a red circle with the number 10. Below this is a "Progress bar" showing "0/3". The "Questions" section shows "All questions (3)" and "Review list (0)" with a red circle with the number 5 next to the review list button. There are three question cards numbered 1, 2, and 3. Below the questions, there are checkboxes for "Not answered" and "Answered". The "Notes" section contains instructions and links to "Reference Document 1" and "Reference Document 2". A red circle with the number 7 is next to the notes section.

If you marked a question for a review, once you are done reviewing it, make sure to go to the Review list (number 5 in the screenshot above) and uncheck it by clicking on the “x” button, or you won’t be able to finish the test. This is shown in the screenshot below:



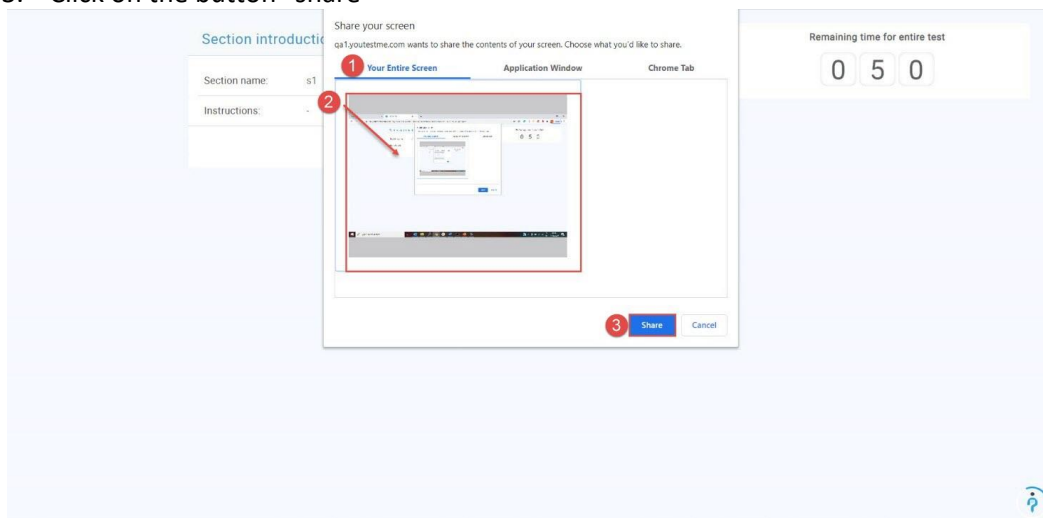
6.4 Completing the exam

Once you have finished answering all questions on your exam and Confirmed that you want to finish the test, you can simply click close the browser window by clicking the X at the top right corner of the browser. Exam grades will be posted onto your account within 2-3 business days.



6.5 Some Frequently Asked Questions

- I'm having issue with taking a picture
Please make sure that your face fits into the frame on the screen and that there is sufficient amount of light in the room. The glasses' reflection may also be a problem, you may try to take a photo without glasses if you are wearing them
- I cannot scan the QR code
You can use any QR code scan app on your smart phone, or simply open up the Camera app and try to focus on the QR code but do not take a picture, once the app recognize the QR code it will display the URL on your phone screen to click to access the app for scanning your environment.
- I cannot share my screen
Once you are on the screen sharing screen, you will have to:
 1. Choose the entire screen.
 2. Click on the screen box
 3. Click on the button "share"



Once the equipment check is done, you will be prompted with the screen sharing option once again, and you will have to follow the same steps as above.

Please note that you are not allowed to use multiple monitors during the exam. If you have more than 1 monitor, you must plug in only 1 monitor during the exam to be able to choose the entire screen option.

- During the exam, sometimes I see a notification showing "Two faces in front of a camera"
Sometimes, due to light or shadows, the system may incorrectly determine that there are 2 faces. You do not need to be concerned with this message, the proctors are watching all candidates and will contact the candidates if they suspect of any suspicious behaviors