EPP Remote Proctoring Emails to Students

Invitation email (student must schedule 3 days in advance):

You have been authorized to take the %PackageName%. **Please CAREFULLY REVIEW the following steps to schedule your test appointment and prepare for test day.**

Your assessment will be proctored by %RemoteProviderName%, a remote proctoring service that allows you to test in a location that is convenient to you. To test remotely, you must have a computer equipped with a webcam, microphone, and high-speed Internet access, as well as a private location such as a dorm room or home office. Prior to scheduling your testing appointment, you'll need to confirm that the computer and internet connection you'll use on test day meet the system requirements. Please follow the steps below to get started.

1. Perform a ProctorU system check to ensure your computer and internet connection will allow you to test successfully on test day. The system check **must** be performed on the same computer and same internet connection that you plan to use for the test. Use of private internet connections such as corporate networks, hotel networks or government connections will likely prohibit the use of the required technology due to the network's firewalls. Please take your exam from a personal computer and network.

- Go to the ProctorU website to perform a system check and connect with a ProctorU technician to complete the confirmation process. For additional questions or concerns related to ProctorU and how it works, please visit the Test Taker Resource page and the ProctorU Help Center.

2. Schedule your test appointment. Go to EPP Remote Scheduling to schedule a test appointment with ProctorU. If you already have a ProctorU profile through your school, please note that you *cannot* schedule this testing appointment via your existing ProctorU account. You must follow the link provided above and the use the registration information below to create a new ETS profile and schedule your test appointment. Once your appointment has been scheduled, you will receive an appointment confirmation email from EPPsupport@testsys.com outlining next steps. Please watch for the email to make sure it is not in your junk folder.

> **Registration Information:**
> **Name:** %FirstName% %LastName%
> **E-mail:** %Email%
> **Authorization Code:** %AuthorizationCode%

Your institution requires that your test be completed by %EndDate%. **Test appointments must be scheduled at least 72 hours in advance.** To be sure that your test can be completed prior to this deadline, we recommend that you schedule your appointment as soon as possible. If you have any questions, please contact %UserFirstName% %UserLastName% at your institution.

Remote_Proctored_St
udent_Checklist.pdf

Please be aware that the link included in this email contains information unique to you as a tester. Do not forward this email.

The ETS Proficiency Profile Support Team

EPP Remote Proctoring Emails to Students

Reminder email (if the student hasn't made an appointment):

This is a reminder to schedule your remote assessment appointment. Your %PackageTitle% must be completed by %TestingEndDate% and our records indicate that you haven't yet scheduled an appointment.
Please CAREFULLY REVIEW the following steps to schedule your test appointment and prepare for test day.

Your assessment will be proctored by %RemoteProviderName%, a remote proctoring service that allows you to test in a location that is convenient to you. To test remotely, you must have a computer equipped with a webcam, microphone, and high-speed Internet access, as well as a private location such as a dorm room or home office. Prior to scheduling your testing appointment, you'll need to confirm that the computer and internet connection you'll use on test day meet the system requirements. Please follow the steps below to get started.

1. Perform a ProctorU system check to ensure your computer and internet connection will allow you to test successfully on test day. The system check **must** be performed on the same computer and same internet connection that you plan to use for the test. Use of private internet connections such as corporate networks, hotel networks or government connections will likely prohibit the use of the required technology due to the network's firewalls. Please take your exam from a personal computer and network.

- Go to the ProctorU website to perform a system check and connect with a ProctorU technician to complete the confirmation process. For additional questions or concerns related to ProctorU and how it works, please visit the Test Taker Resource page and the ProctorU Help Center.

2. Schedule your test appointment. Go to EPP Remote Scheduling to schedule a test appointment with ProctorU. If you already have a ProctorU profile through your school, please note that you *cannot* schedule this testing appointment via your existing ProctorU account. You must follow the link provided above and the use the registration information below to create a new ETS profile and schedule your test appointment. Once your appointment has been scheduled, you will receive an appointment confirmation email from EPPsupport@testsys.com outlining next steps.

> **Registration Information:**
> **Name:** %FirstName% %LastName%
> **E-mail:** %Email%
> **Authorization Code:** %AuthorizationCode%

Your institution requires that your test be completed by %EndDate%. **Test appointments must be scheduled at least 72 hours in advance.** To be sure that your test can be completed prior to this deadline, we recommend that you schedule your appointment as soon as possible. If you have any questions, please contact %UserFirstName% %UserLastName% at your institution.

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The ETS Proficiency Profile Support Team

EPP Remote Proctoring Emails to Students

Remote Appointment Confirmation email (appointment information & instructions for student to start test):

Your appointment for %prod_description% has been scheduled. Please note, you must start your exam no later than 30 minutes after your appointment time or you will lose your appointment and any associated fees. If you have any difficulties, please use the "Chat with Support" feature on the ProctorU site. **Please CAREFULLY REVIEW THE STEPS BELOW to ensure you're ready for test day.**

1. Confirm that your appointment details are correct:
> Name: %firstname% %lastname%
> E-mail: %CandidateEmail%
> Authorization Code: %AuthorizationCode%
> Date: %appt_date%
> Time: %appt_starttime% - %appt_endtime%
> Timezone: %appt_timezone%
> Exam: %prod_description%
> Provider: %remote_providername%

2. Perform system readiness check. If you have not already done so, perform a system readiness check on the computer you plan to use on test day, at the location you plan to use on test day to ensure that you will be able to successfully complete your assessment. Use of private internet connections such as corporate networks, hotel networks or government connections will likely prohibit the use of the required technology due to the network's firewalls. Please take your exam from a personal computer and network.

- Go to the ProctorU website to perform a system check and connect with a ProctorU technician to complete the confirmation process. For additional questions or concerns related to ProctorU and how it works, please visit the Test Taker Resource page and the ProctorU Help Center.

3. Review the information regarding test day policies below:

- IDENTIFICATION REQUIREMENTS: You must present valid photo identification with signature to the proctor during the testing session. Identification requirements are strictly enforced. If you cannot produce the required ID that matches the name you registered under, you will not be allowed to test and all associated fees will be forfeited.
- TESTING ENVIRONMENT: Be sure you are in a well-lit, quiet and private room. The lighting of your room must be daylight quality, and overhead lighting is preferred. If overhead lighting is not possible, please make sure that your light source is not directly behind you because it will make it difficult for your proctor to see you. Initially, you can have your cell phone with a front facing camera or a mirror. The cell phone can be used as a reflective surface and will enable you to show the edges of your monitor to your proctor to confirm that your testing area is secure.
- PROHIBITED DEVICES DURING TESTING: All cell phones, smartphones, smart watches, CDs, DVDs and other electronic, recording, listening, scanning or photographic devices are prohibited during testing.
- PERMITTED ITEMS DURING TESTING: A four-function, non-graphing calculator and scratch paper. The scratch paper must be in the form of a single sheet of blank white paper inserted into a transparent plastic sleeve and a dry-erase marker. Please note that your scratch paper must be shown to your proctor at the end of the test, prior to disconnecting. You are not permitted to test with anything else.

- RESCHEDULE / CANCEL POLICY: You must reschedule or cancel your test **no later than 24 hours prior to your appointment** or all associated fees will be forfeited. You can reschedule or cancel your appointment online at remote.proficiencyprofile.ets.org. When prompted, enter the authorization code provided above. Please do not attempt to reschedule directly through ProctorU as this will jeopardize your fees.

4. START YOUR TEST!

You will not be able to begin your test until your exact appointment time. To begin your test, go to EPP Remote Testing. From the home page, enter your **authorization code** and click "Start Test" to begin your test session. **If you attempt to start your test more than 30 minutes later than your scheduled appointment time, you will lose your appointment and any associated fees.** If you have any difficulty accessing the test prior to connecting with ProctorU, contact Technical Support immediately. You can contact Technical Support at **1-800-514-8491.**

To learn more about the ETS Proficiency Profile, the policies outlined above, and what to expect on test day, visit Off-Campus Testing Policies or contact your institution with questions.

Please be aware that the link included in this email contains information unique to you as a tester. Do not forward this email.

Remote_Proctored_Test_Taker_Tips.pdf

We wish you the best on test day!

The ETS Proficiency Profile Support Team

EPP Remote Proctoring Emails to Students

Remote Appointment Reminder email (will be sent 3 days and 1 day prior to student appointment):

This is a reminder that you have an upcoming appointment scheduled for your ETS® Proficiency Profile %prod_description% exam.

Please review your confirmation details below:

Name: %firstname% %lastname%

Date: %appt_date%

Time: %appt_starttime% - %appt_endtime%

Timezone: %appt_timezone%

Exam: %prod_description%

Provider: %remote_providername%

Authorization Code: %AuthorizationCode%

Please prepare for your exam in advance of your appointment.

1. Perform system readiness check. If you have not already done so, perform a system readiness check on the computer you plan to use on test day, at the location you plan to use on test day to ensure that you will be able to successfully complete your assessment. Use of private internet connection such as corporate networks, hotel networks or government connections will likely prohibit the use of the required technology due to the network's firewalls. Please take your exam from a personal computer and network.

- Go to the ProctorU website to perform a system check and connect with a ProctorU technician to complete the confirmation process. For additional questions or concerns related to ProctorU and how it works, please visit the Test Taker Resource page and the ProctorU Help Center.

2. Review the information regarding test day policies below:

- IDENTIFICATION REQUIREMENTS: You must present valid photo identification with signature to the proctor during the testing session. Identification requirements are strictly enforced. If you cannot produce the required ID that matches the name you registered under, you will not be allowed to test and all associated fees will be forfeited.
- TESTING ENVIRONMENT: Be sure you are in a well-lit, quiet and private room. The lighting of your room must be daylight quality, and overhead lighting is preferred. If overhead lighting is not possible, please make sure that your light source is not directly behind you because it will make it difficult for your proctor to see you. Initially, you can have your cell phone with a front facing camera or a mirror. The cell phone can be used as a reflective surface and will enable you to show the edges of your monitor to your proctor to confirm that your testing area is secure.

- PROHIBITED DEVICES DURING TESTING: All cell phones, smartphones, smart watches, CDs, DVDs, and other electronic, recording, listening, scanning, or photographic devices are prohibited during testing.
- PERMITTED ITEMS DURING TESTING: A four-function, non-graphing calculator and scratch paper. The scratch paper must be in the form of a single sheet of blank white paper inserted into a transparent plastic sleeve and a dry-erase marker. Please note that your scratch paper must be shown to your proctor at the end of the test, prior to disconnecting. You are not permitted to test with anything else.
- RESCHEDULE / CANCEL POLICY: You must reschedule or cancel your test **no later than 24 hours prior to your appointment** or all associated fees will be forfeited. You can reschedule or cancel your appointment online at [EPP Remote Scheduling](link). When prompted, enter the authorization code provided above. Please do not attempt to reschedule directly through ProctorU as this will jeopardize your fees.

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To learn more about the ETS EPP, the policies outlined above, and what to expect on test day, visit [Off-Campus Testing Policies](link) or contact your institution with questions.

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Remote_Proctored_Test_Taker_Tips.pdf

We wish you the best on test day!

The ETS Proficiency Profile Support Team