



TESTWise™

Examinee Scheduling Guide

Proctored by



Scheduling the Exam

1. Browse to the URL provided by your test sponsor.
2. Enter your email address and click **Continue**.



Pre-Algebra ecommerce - MonitorEDU - for testing

Email Address ⓘ

Continue

Note: Your email address must match exactly what your test sponsor has entered for your eligibility.

3. For your first time signing in, fill in your first name and last name, and click **Validate**.



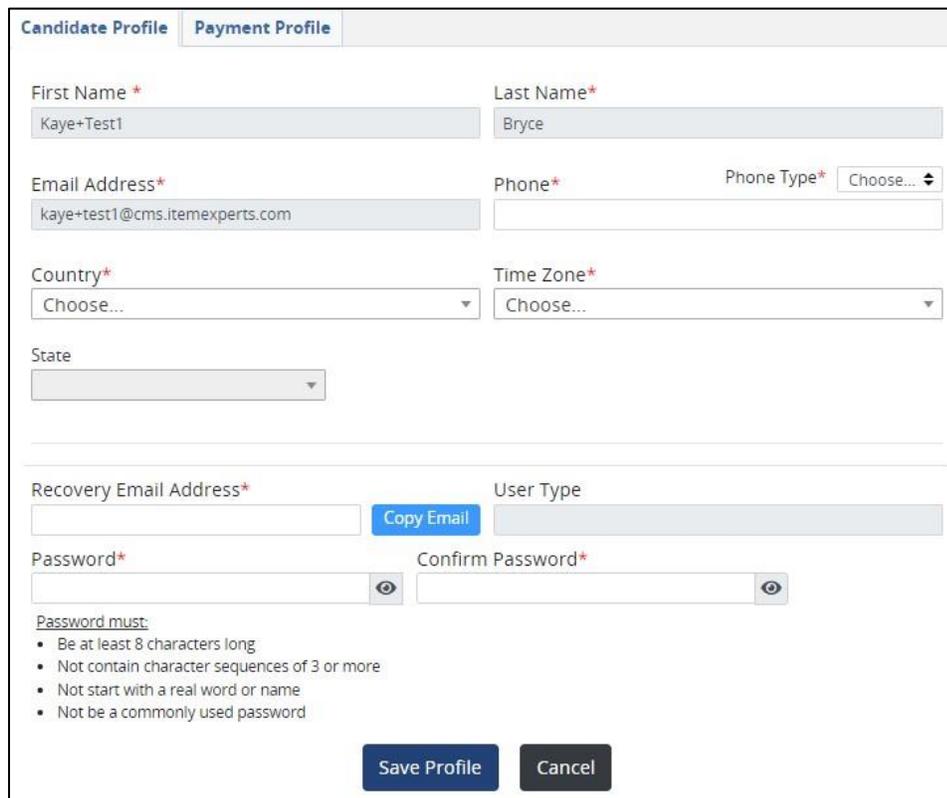
Validate Profile

First Name Last Name

Validate

Note: Your names must match exactly what your test sponsor has entered for your eligibility.

4. Fill out your profile and click **Save Profile**.



Candidate Profile | **Payment Profile**

First Name* Last Name*

Email Address* Phone* Phone Type* Choose... ▾

Country* Choose... ▾ Time Zone* Choose... ▾

State

Recovery Email Address* **Copy Email** User Type

Password* Confirm Password*

Password must:

- Be at least 8 characters long
- Not contain character sequences of 3 or more
- Not start with a real word or name
- Not be a commonly used password

Save Profile **Cancel**

Note: All fields with a red asterisk are required.

5. A new window that lists your eligible registrations will open. Click **Schedule Proctor**.

Eligible Registrations Exam History Register Exam

Pre-Algebra ecommerce - MonitorEDU - for testing Remove Exam

Examination Window: Open
Appointment Date: Not Scheduled (Click the button below to schedule a proctor time)

Scheduling Guide Schedule Proctor

Show all Exams Refresh Exam List

6. A message indicating you will leave the page will appear, click **Okay**.

Navigating to MonitorEDU

You are about to be connected with MonitorEDU to schedule a proctor. When you are done with this task, close the MonitorEDU web browser tab.

Okay Cancel

7. Click on the date you wish to take the exam, the clock tab will automatically open.

Select A Date and Time

Exam Window:
05/04/2024 8:58 AM - 04/15/2024 10:09 PM
Selected Date: Monday, May 6, 2024 8:58 AM

May 2024

Exam Window:
05/04/2024 8:58 AM - 04/15/2024 10:09 PM
Selected Date: Monday, May 6, 2024 2:00 PM

02:00 PM
02:30 PM
03:00 PM
03:30 PM
04:00 PM

Submit

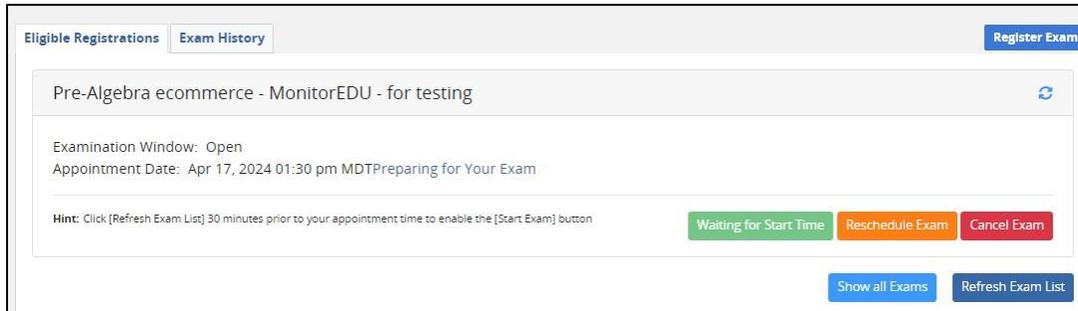
8. Choose the time you wish to take the exam.
*Note: the date and time you have chosen will appear as the **Selected Date**.*

9. Click **Submit**

10. A confirmation message will then appear, and you will receive an email from TESTWise with more instructions. Retain this email until after your appointment date; it is the ONLY communication you will receive regarding your scheduled appointment.



11. Close the MonitorEDU web browser tab. The TESTWise screen should automatically update to show your scheduled appointment date. If this new screen does not appear, refresh your screen.



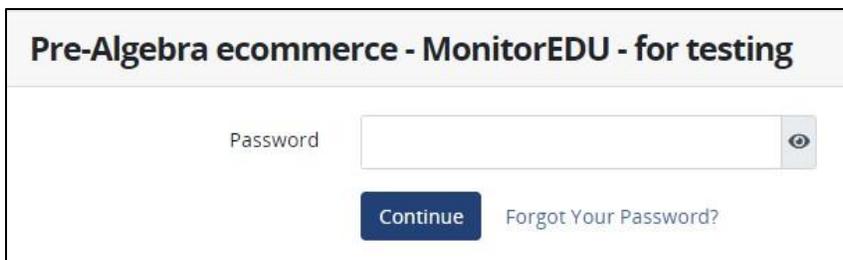
Rescheduling the Exam

1. If you need to reschedule your appointment, go to the URL provided by your test sponsor.
2. Enter your email address and click **Continue**.



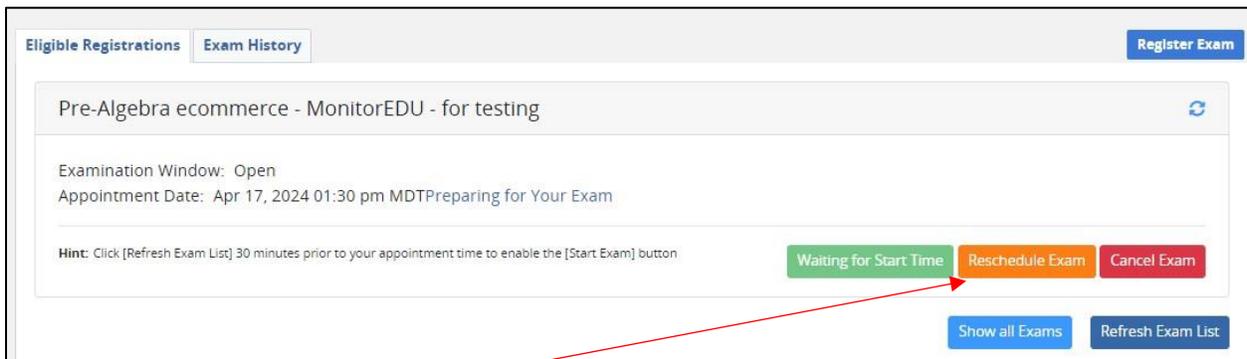
The screenshot shows a web form titled "Pre-Algebra ecommerce - MonitorEDU - for testing". It features a text input field labeled "Email Address" with an information icon to its left. Below the input field is a blue button labeled "Continue".

3. Enter your password and click **Continue**.



The screenshot shows a web form titled "Pre-Algebra ecommerce - MonitorEDU - for testing". It features a text input field labeled "Password" with a toggle icon to its right. Below the input field is a blue button labeled "Continue" and a link labeled "Forgot Your Password?".

4. The following screen will appear.



The screenshot shows a web interface with tabs for "Eligible Registrations" and "Exam History". A "Register Exam" button is in the top right. The main content area displays the exam title "Pre-Algebra ecommerce - MonitorEDU - for testing" with a refresh icon. Below this, it shows "Examination Window: Open" and "Appointment Date: Apr 17, 2024 01:30 pm MDT Preparing for Your Exam". A hint states: "Click [Refresh Exam List] 30 minutes prior to your appointment time to enable the [Start Exam] button". At the bottom, there are four buttons: "Waiting for Start Time" (green), "Reschedule Exam" (orange), "Cancel Exam" (red), "Show all Exams" (blue), and "Refresh Exam List" (blue). A red arrow points from the "Reschedule Exam" button to the next step.

5. Click on the **Reschedule Exam** button. Clicking on the button will take you back to step 6 in [Scheduling the Exam](#).

Canceling the Exam

1. If you need to cancel your appointment, go to the URL provided by your test sponsor.
2. Enter your email address and click **Continue**.

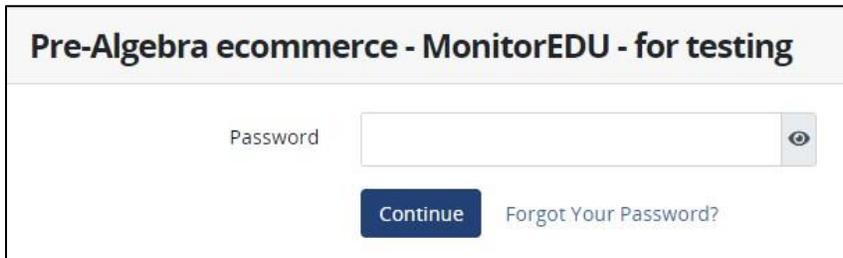


Pre-Algebra ecommerce - MonitorEDU - for testing

Email Address ⓘ

Continue

3. Enter your password and click **Continue**.

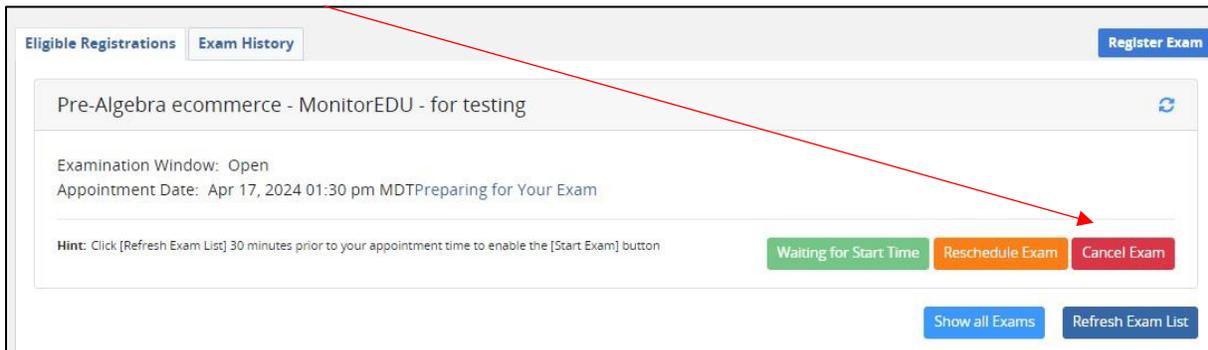


Pre-Algebra ecommerce - MonitorEDU - for testing

Password

Continue [Forgot Your Password?](#)

4. Click on the **Cancel Exam** button.



Eligible Registrations Exam History Register Exam

Pre-Algebra ecommerce - MonitorEDU - for testing

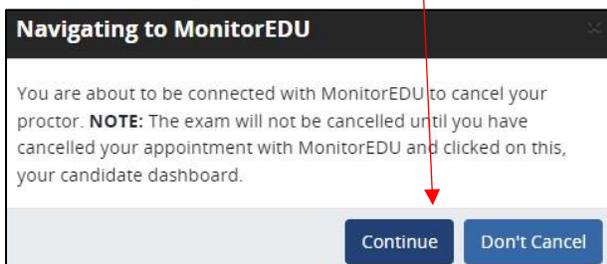
Examination Window: Open
Appointment Date: Apr 17, 2024 01:30 pm MDTPreparing for Your Exam

Hint: Click [Refresh Exam List] 30 minutes prior to your appointment time to enable the [Start Exam] button

Waiting for Start Time Reschedule Exam Cancel Exam

Show all Exams Refresh Exam List

5. A message indicating you will leave the page and connect to MonitorEDU will appear. If you are sure you want to cancel your exam, click **Continue**.

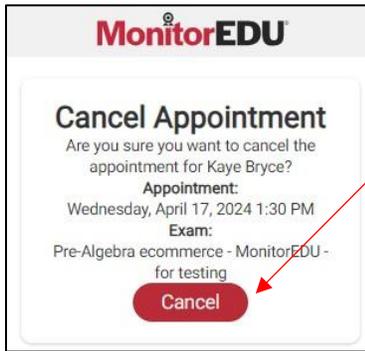


Navigating to MonitorEDU

You are about to be connected with MonitorEDU to cancel your proctor. **NOTE:** The exam will not be cancelled until you have cancelled your appointment with MonitorEDU and clicked on this, your candidate dashboard.

Continue Don't Cancel

6. The following message will appear, click **Cancel**.



7. A confirmation message will appear.



Steps to Complete Prior to Test Day

You will need to verify your computer and testing location both meet the minimum requirements. It is *important* to perform all of these verification steps **from the same location and room** where you will take your exam, **using the same computer** you will use when you take your exam.

Computer Requirements

Your computer must be a Windows or Mac OSX computer. Meet supports the current version and the two previous major releases of Apple macOS and Microsoft Windows. You must also use a supported browser:

- Chrome (<https://www.google.com/chrome>)
- Firefox (<https://www.mozilla.org/firefox/new>)
- Edge (<https://www.microsoft.com/edge>)
- Safari (<https://www.apple.com/safari/>)
- **Do not use Internet Explorer**

IMPORTANT: Make sure your computer has installed all updates BEFORE your exam day. If your computer installs updates while you are taking your exam, it will interrupt your testing event and you will most likely NOT be able to continue.

Test Delivery Verification

Verify you can take this 5-question quiz. You may have issues if you are using a company computer or sitting at work: <https://sei.caveon.com/launchpad/cms-sample-exam-2>

If you have issues, you may need to use a different computer or take your exam from a different location. If you are using a company computer or sitting at work, you can ask your IT department to follow the instructions in this guide (<https://www.certmanserv.com/assets/help/Whitelist-Process-for-Test-Delivery.pdf>), which may resolve the issues. Make sure you can successfully take the above quiz before your appointment date.

Meeting Software Verification

You will NOT be sent a meeting number or appointment. Instead, on the day you take your exam, you will click the “Connect to proctor” link to automatically connect to your proctor and enter a chat room. You will need two cameras for the exam. One that shows your face and one that shows your screen. You may choose to use a mobile device camera to show your screen (the proctor will help you with that process). If you do not have a mobile device with a camera, you may use a laptop or additional computer.

MonitorEDU uses Google Meet to proctor the exam. You will need to download the Google Meet app on a mobile device.

To setup your mobile device:

Step 1 – Add Google Meet App to your phone from the App Store (it is free)

Step 2 – Open the Google Meet App

Step 3 – Click New Meeting

Step 4 – Start an Instant Meeting

Step 5 – Make sure you can see yourself in your camera in the bottom right corner. If you can, you are all good and can close the app.

Verify that your sound, camera, and microphone all function. If you have any trouble, work with your IT department to fix the issue.

Internet Speed Verification

If your internet bandwidth is too slow, the proctor will NOT let you take your exam. The bandwidth MUST be at least 2Mbps down and 2Mbps up. 10Mbps down and 3Mbps up are recommended. A wired connection is almost always faster than a WiFi connection. You can test your bandwidth here: <http://www.speedtest.net>

Note: It is common to have low bandwidth at home if someone is streaming video.

Standard Test Day Rules

These standard rules apply when you take your exam unless your test sponsor has waived any of the rules (in which case the proctor will already be notified in advance of the changes).

1. You must show the proctor a valid (not expired) government issued photo ID. You will be required to hold the ID in front of your webcam. The proctor will need to clearly see your name, photo, and expiration date.
2. You must be alone in the room.
3. Your desk and area around the desk must be clear. The proctor will ask you to do a complete 360 degree room pan and desk sweep with your mobile device to ensure your workspace is clear of any materials unauthorized by your test sponsor. (No papers, post-it's, books, electronic devices, phones, drinks, etc.)
4. Your computer must be connected to a power source.
5. **You must use a laptop or desktop computer running Microsoft Windows or Mac OSX for the exam and a mobile device for the second camera.**
6. The only software that is allowed to run on your computer is the meeting software (Google Meet in a web browser), and the web browser where you are logged in to MonitorEDU's proctoring portal.
7. You can only use one display. If you have a second display, **it must be unplugged.**
8. You cannot leave your seat.
9. You cannot use headphones or a phone during the exam.
10. You cannot talk except when communicating with the proctor.
11. You must have a mobile device, webcam, microphone, and speakers, which must function and remain on the entire time.
12. The proctor must be able to see you and your screen for the duration of the exam.

Your test sponsor may have additional rules, which you must follow. If this is the case, the proctor will already be notified of these rules in advance.

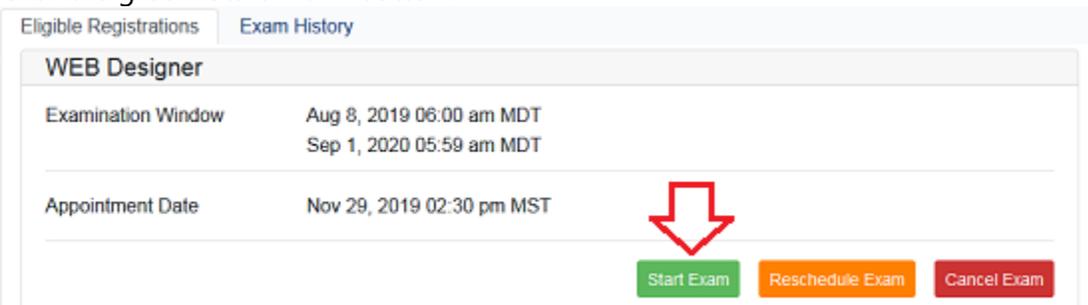
Taking the Exam

IMPORTANT: The time you spend connecting to the proctor and going through the authentication process does NOT count towards your exam time. The exam time starts when you see the first question.

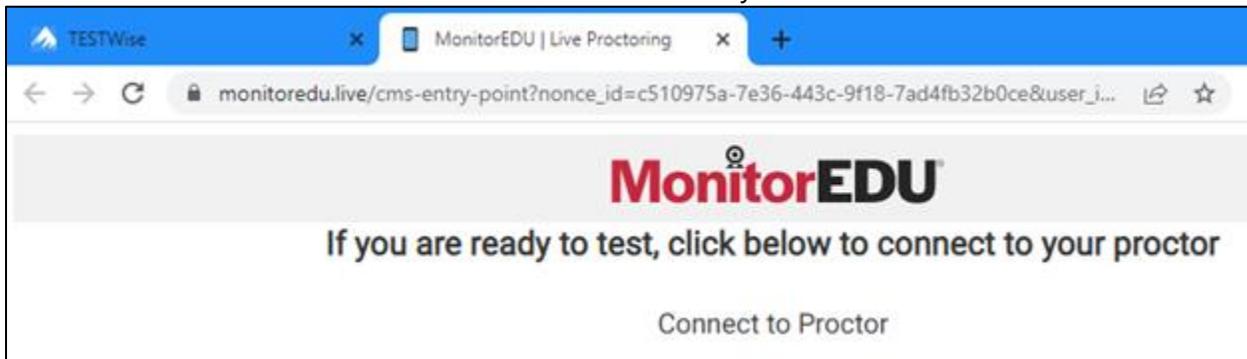
The following instructions will be in the email you receive from TESTWise. Follow them carefully.

Instructions to take your exam:

1. You are required to have a nonexpired government issued identification.
2. Use a Windows or Max OSX desktop or laptop computer (not a phone, tablet, or Chromebook) for your exam. **You will also need a mobile device with a Google Meet app available.** Two cameras are required during this proctored exam.
3. On your computer, use the Chrome, Firefox, Edge, or Safari browsers. Chrome is the most compatible. **Do not use Internet Explorer.**
4. Click on this link to log into CMS TESTWise: [TESTWise Dashboard](#).
5. The Start Exam button will be enabled up to 30 minutes before your scheduled appointment date/time.
6. **If popup blockers are enabled, they must be disabled in order to connect to the proctor.**
7. Click the green 'Start Exam' button.



8. The MonitorEDU proctoring portal will open in a new web browser tab.
9. Click "Connect to Proctor". This notifies MonitorEDU that you have arrived.



10. If you have an issue connecting with a proctor, call 629-235-7026 or click "Live Chat" for proctor support.
11. **Click "New Conversation" and fill in your name and email.**
12. Click [Start Chat]
13. The proctor will instruct you from here.

Important Key Points:

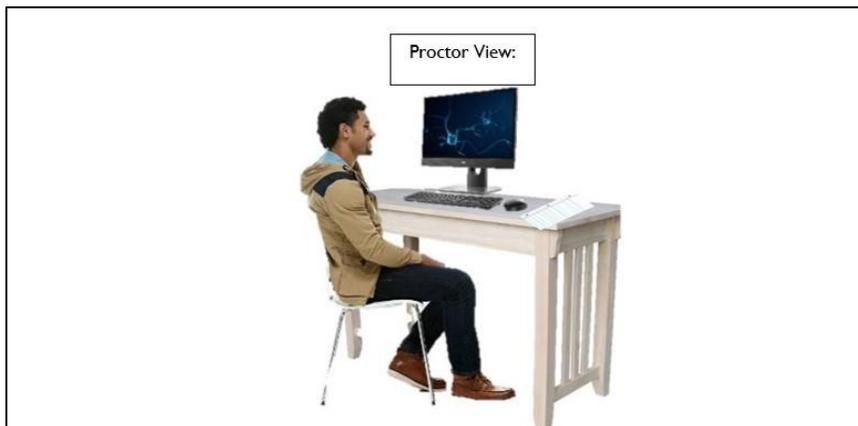
1. The soonest the proctor will arrive is **15 minutes before your appointment**, however, the proctor may not arrive until your appointment time. When the proctor arrives, the graphic at the top will change to the proctor's name. The proctor will chat with you and provide all remaining instructions to begin your exam. A proctor usually proctors multiple appointments simultaneously. If you talk to the proctor during your exam, it may take a few minutes for them to respond if they may be helping other candidates.
2. When choosing your device to test on please make sure it is a personal computer that you have administrator access to. **IMPORTANT!** Work, hospital, or Chromebooks will not be able to load the exam properly.
3. You are required to take your exam in a private space with a door.
4. You are required to have a working computer web camera.
5. You will need a cell phone or tablet with the Google Meet app installed.
6. Your room needs to be neat and organized.
7. You will need to make sure both the computer and cell phone/tablet are plugged in charging during the exam.
8. Audio needs to be working on both devices.

Typical Proctor Instructions

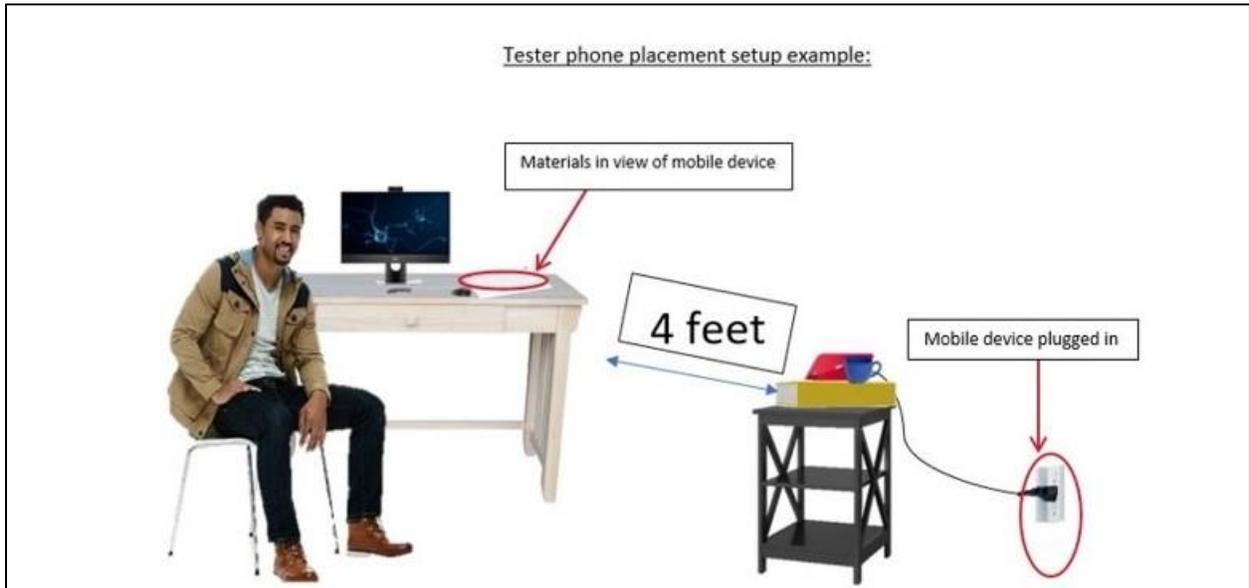
Although a proctor will walk you through each of the details below, the following will provide you with an idea of what will happen and what will be needed. These things will not always necessarily happen in this order.

1. Once the proctor arrives, they will send you a google meet code that you will connect on your mobile device, after that you will be speaking to the proctor, rather than typing chats.
2. The proctor will then send you a URL to connect to MonitorEDU on the computer.
3. The proctor will send you the rules for MonitorEDU and any specific rules about the exam.
4. You will need to show your government-issue ID.
5. You will complete a 360 degree scan of your room. See <http://www.monitoredu.com/faq> for specific details of how to set up your room.

a. Desk surface needs to be clear of any non-exam related materials as in the following images:



- b. Anything behind you needs to be covered and/or taken down.
 - c. You will likely only be able to use one monitor, so the other one will need to be covered or moved.
6. The proctor will ask you to place your mobile device carefully so that you and your screen can be seen easily. This may take some time, so be prepared.

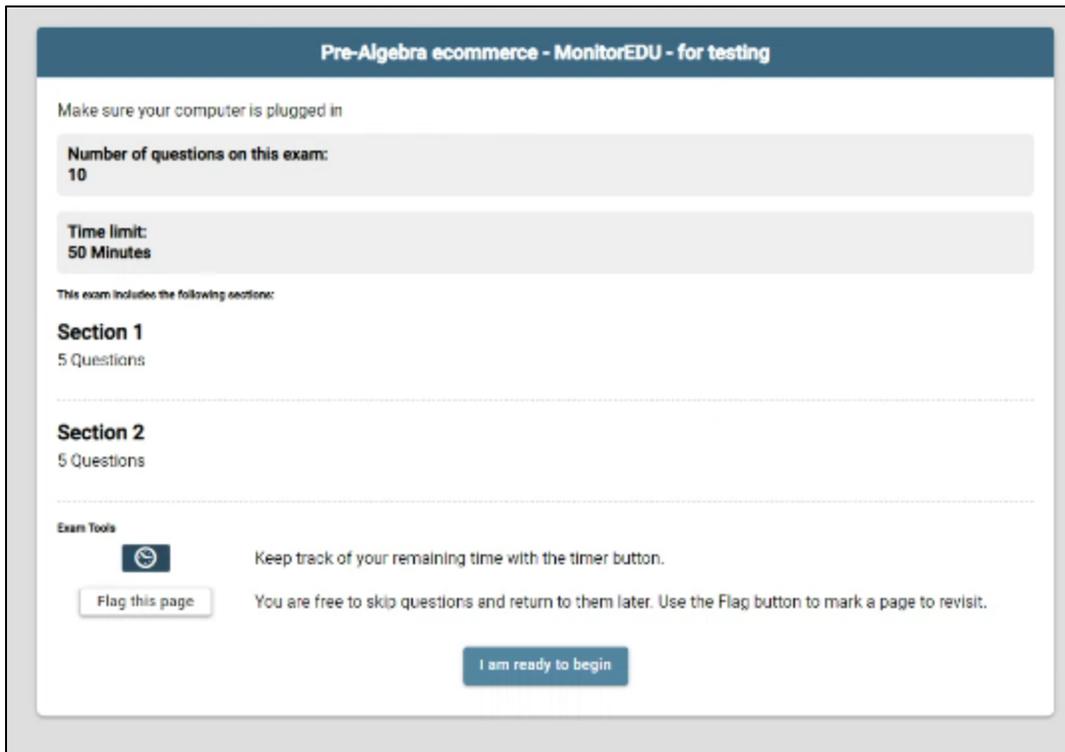


7. The proctor will ask you to open Task Manager (on a Windows machine, ctrl-alt-delete; on Mac, Finder) and check to make sure you are not running any extra programs.
8. The proctor will ask you to make sure that remote access to your machine is turned off and provide instructions for how to accomplish this.
9. For security reasons, you will be asked to remove your watch, remove any listening devices (other than hearing aids), and check your pockets on high stakes exams.
10. If any materials are allowed for the exam, such as calculators, scratch paper, etc. the proctor will ask to see them.
11. Once all the security checks and mobile placements have been completed, the proctor generates the exam links and provides them to you in the chat.
12. Click on the exam
13. A Computer and Connectivity Check will be initiated.

Computer and Connectivity Check	
1. Socket	✓ Passed.
2. Ping	✓ Passed.
3. Download	✓ Passed.
4. Upload	✓ Passed.
5. Cookies	✓ Passed.
6. Browser	✓ Passed.
<input type="button" value="Proceed"/>	

Note: if all your checks are not listed as passed, you will be given the choice to take the exam anyway; however, it will be at your own risk. If something goes wrong during your exam, there may be consequences for you.

14. You can then take the exam by clicking the **I am ready to begin** button.



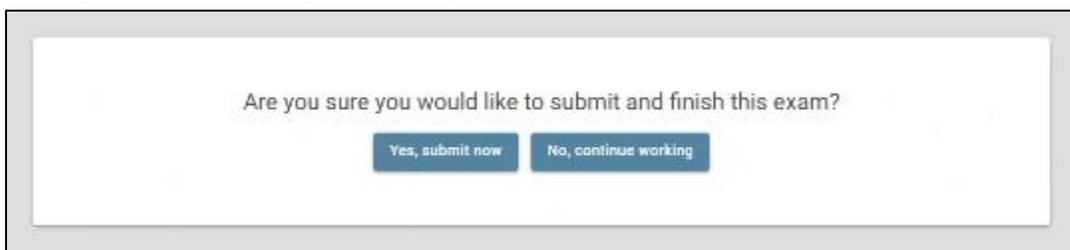
Note: when you click the button, your exam time starts.

Note: If you click off your screen for any reason, the testing software will record it and the screen will display this image:

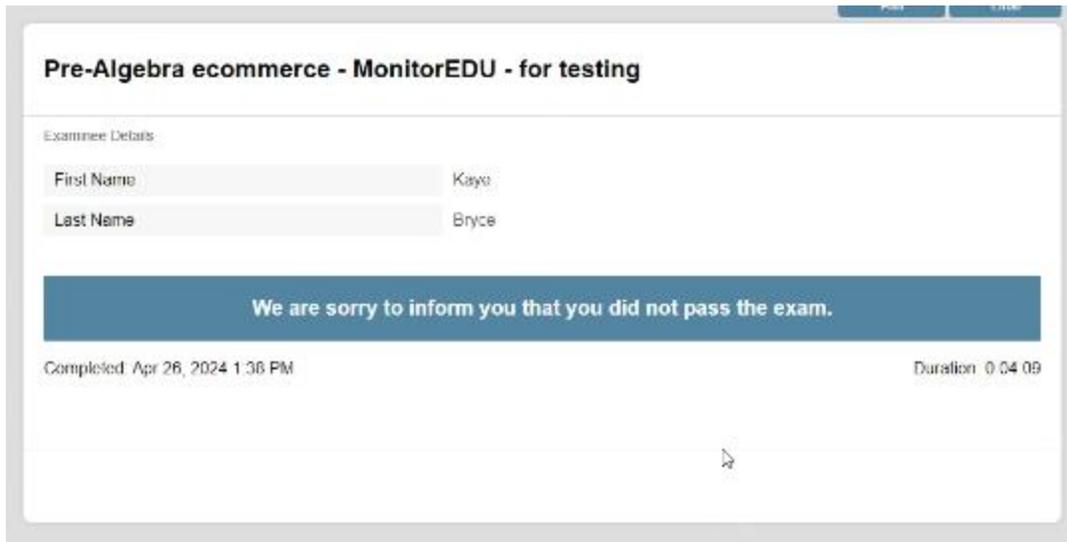


Note: if you have questions during the exam, you can ask the proctor, but otherwise, the proctor will not speak to you unless they see a problem.

15. When you have finished your exam, you will let the proctor know and click the **Yes, submit now** button.



a. For most exams, you will be told immediately whether you passed or failed.



16. The proctor will ask you to tear up any scratch paper you have used and require you to close all tabs, which will end your testing session.