



# Remote Proctoring Candidate Guide

Version 2.0

# Table of Contents

1. Introduction.....	4
2. Downloading & Installing the TestReach Application.....	4
2.1 Minimum System Specifications .....	4
2.2 Whitelisting.....	5
2.3 Installing the TestReach Application .....	7
Steps to download TestReach onto your computer .....	7
2.4 Disabling Microsoft edge.....	8
2.5 Disabling Chrome.....	9
2.6 Disconnecting External Monitors Before Launching TestReach .....	9
2.7 Disabling Background Applications .....	10
2.7.1 Closing Background Apps on Windows .....	10
2.7.2 Closing Background Apps on Mac.....	10
2.7.3 Preventing Apps from Starting Automatically (Optional) .....	10
3. The Candidate View .....	11
3.1 Candidate Login .....	11
3.2 Candidate System Check.....	12
3.3 Secure browser Check .....	16
3.4 Connecting to your Remote proctor Supervisor .....	17
3.5 Candidate View .....	18
3.5.1 Cover Page: .....	18
3.5.2 In Exam:.....	19
3.5.3 In Exam Navigation: .....	19
3.5.4 Bookmark: .....	21
3.5.5 Exam Information: .....	21
3.5.6 Candidate Accessibility .....	22
3.5.7 Submitting an exam.....	24
3.5.8 Log Out.....	25
3.6 Candidate/Remote Proctor Chat function.....	26
3.6.1 Chat .....	26
3.7 Multi part exams .....	27
4. TR Customer Support Contact details .....	28
4.1 Support during Remote Proctored exams .....	28

4.2 TestReach Support Contact details..... 28

# 1. Introduction

TestReach is a leading provider of Online, Remote Proctoring and Offline assessment solutions and has a Software as a Service (SaaS) application that services a wide variety of customers running exams in all four corners of the globe. Supporting 4M+ assessments per year, TestReach has a very well-proven track record in the delivery of high-stakes exams and has maintained full system availability of 99.97%, 24 x 7 x 365, over the last four years.

## 2. Downloading & Installing the TestReach Application

### 2.1 Minimum System Specifications

The TestReach application should be downloaded in advance to the machines which will be used by the invigilator and candidates on the day of the examination.

Please note that the minimum specifications for machines to run the TestReach application are:

- **Laptop or desktop:** you will need a working webcam (proctored tests), microphone and speakers
- **Internet Connection:** Minimum speeds of 2 Mbps
- **Screen Requirements:** Minimum screen size of 13" and resolution of 1024 x 768.
- **Operating System:** Intel Core i3 (or equivalent) with either Windows v7.0+ or Mac10.10+

## 2.2 Whitelisting

The following URLs need to be whitelisted on firewalls or other security systems to allow TestReach to function. All domains use TCP/443 port (unless stated another port/protocol);

- \*.testreach.com
- \*.learnosity.com
- s3.amazonaws.com
- \*.s3.amazonaws.com
- \*.datadoghq.com
- \*.browser-intake-datadoghq.com
- \*.cloudfront.net
- s3.eu-west-1.amazonaws.com
- raw.githubusercontent.com
- \*.talkjs.com
- capture.trackjs.com
- cdn.iframe.ly
- https://use.typekit.net
- https://fonts.googleapis.com
- https://fonts.gstatic.com

### Remote Invigilation:

- chime.aws
- \*.chime.aws
- \*.amazonaws.com
- \*.chime.in
- 99.77.128.0/18 TCP/443 UDP/3478

### Office questions

- https://\*.sharepoint.com

- [https://\\*.office.com](https://*.office.com)
- [https://\\*.microsoft.com](https://*.microsoft.com)
- [https://\\*.live.com](https://*.live.com)
- [https://\\*.office.net](https://*.office.net)
- [https://\\*.static.microsoft](https://*.static.microsoft)

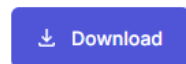
## 2.3 Installing the TestReach Application

### Steps to download TestReach onto your computer

1. Open an internet browser and enter the link <https://download.testreach.com/> into the URL bar.
2. Select **Download** if you are using a Windows device or click **here** if you are using macOS. This page will detect what operating system you are using.

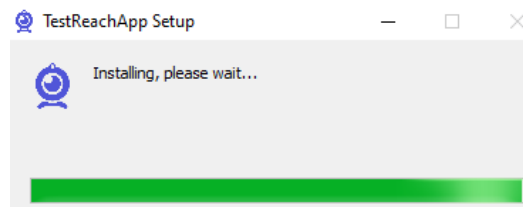
#### Start your journey.

You can download the desktop application here



Download TestReach for macOS [here](#)

3. The following pop-up will appear on your desktop during the download process.

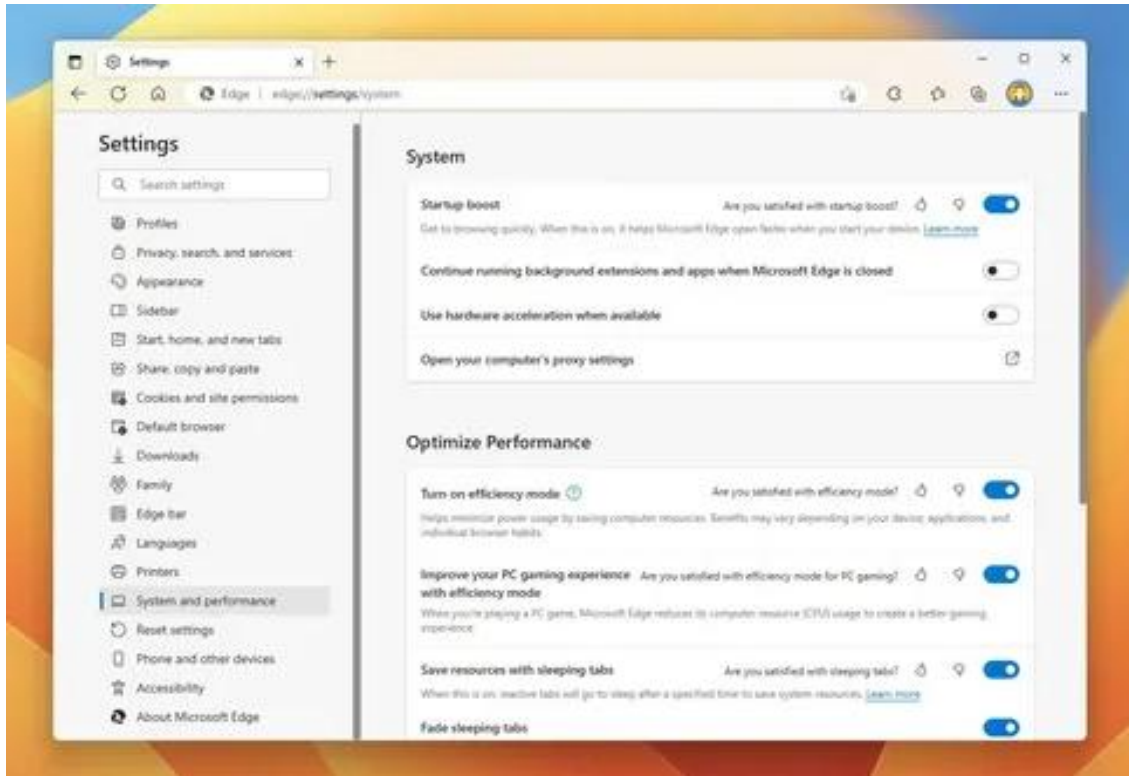


4. Once the download is complete, the following icon will appear on your desktop if you are a Windows user. For Mac users check your applications folder to locate and open the TestReach Application.



## 2.4 Disabling Microsoft edge

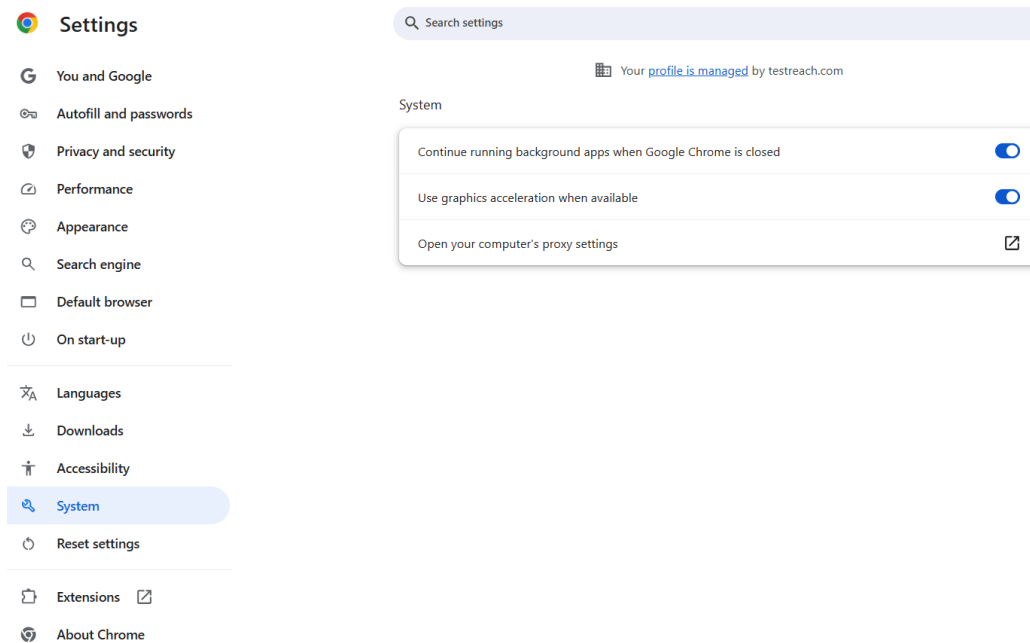
1. Open **Microsoft Edge** and navigate to the ellipses (...) to open **Settings and more**.
2. Select **Settings > Systems and performance**.



3. Scroll to **Continue running background extensions and apps when Microsoft Edge is closed** to toggle it off.
4. Now, when the browser is closed, it won't be running in the background.

## 2.5 Disabling Chrome

1. Open **Chrome** main menu at the top-right corner of the screen and select **“Settings”**.
2. Scroll down to the bottom and click on **“System”**.



3. Disable the option **“Continue running background apps when Google Chrome is closed”** in the **“System”** section.
4. Chrome will now close properly when you hit the cross button without any background processes open.

## 2.6 Disconnecting External Monitors Before Launching TestReach

1. Before opening the TestReach Application, ensure all external monitors are physically disconnected from your laptop. Simply turning off the monitor is not sufficient; you must unplug the cable connecting the monitor to your laptop.

## 2.7 Disabling Background Applications

Closing apps running in the background is required to pass the TestReach Secure Browser check and enter your exam. Below are general instructions for stopping apps from running in the background on different devices. For app-specific help, refer to the app's official documentation. For additional assistance, please contact [support@testreach.com](mailto:support@testreach.com).

### 2.7.1 Closing Background Apps on Windows

**Step 1:** Press Ctrl + Shift + Esc to open Task Manager.

**Step 2:** Navigate to the **Processes** tab.

**Step 3:** Scroll down to find the app you want to close.

**Step 4:** Select the app, then click the **End Task** button in the bottom-right corner.

The app will stop running in the background.

### 2.7.2 Closing Background Apps on Mac

**Step 1:** Open **Activity Monitor** (via Applications > Utilities or Spotlight search).

**Step 2:** In the list of processes, find the app you want to stop.

**Step 3:** Select the app, then click the **X** button in the top-left corner.

**Step 4:** Confirm by selecting **Quit** or **Force Quit**.

The app will no longer run in the background.

### 2.7.3 Preventing Apps from Starting Automatically (Optional)

*For Windows:*

**Step 1:** Open **Settings > Apps > Startup**.

**Step 2:** Toggle off apps you don't want to start automatically.

*For Mac:*

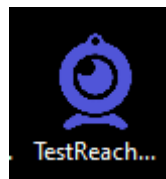
**Step 1:** Go to **System Preferences > Users & Groups > Login Items**.

**Step 2:** Select the app and click the **minus (-)** button to remove it.

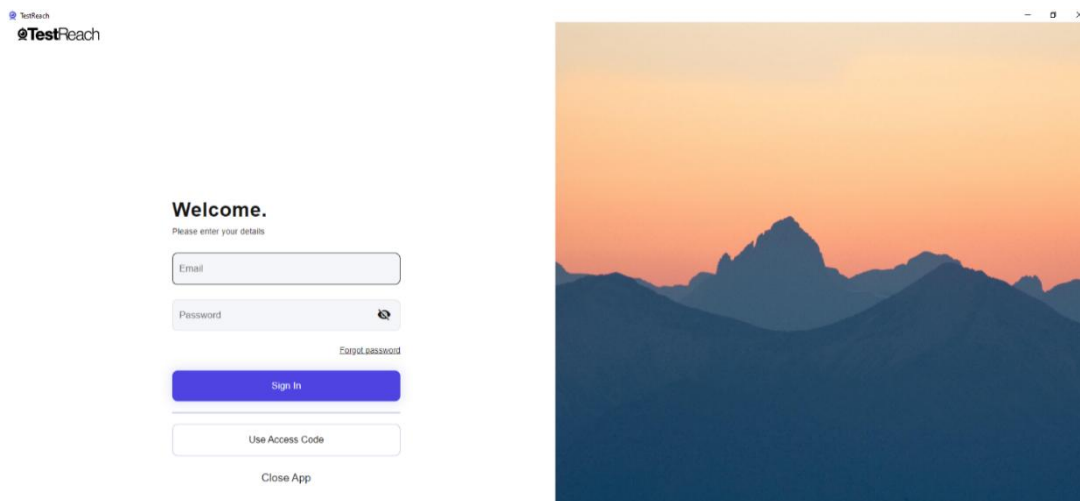
## 3. The Candidate View

### 3.1 Candidate Login

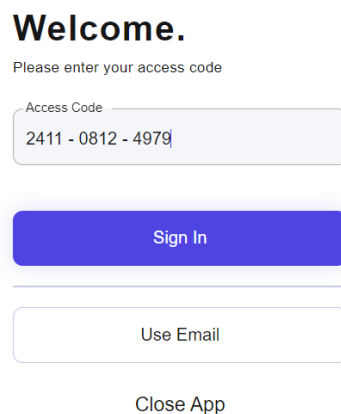
1. On the day of the exam, launch the TestReach application on your laptop or desktop by selecting the TestReach App icon if using Windows, alternatively access your applications folder if using a MAC device.



2. When the TestReach Application is opened it will display the following screen.

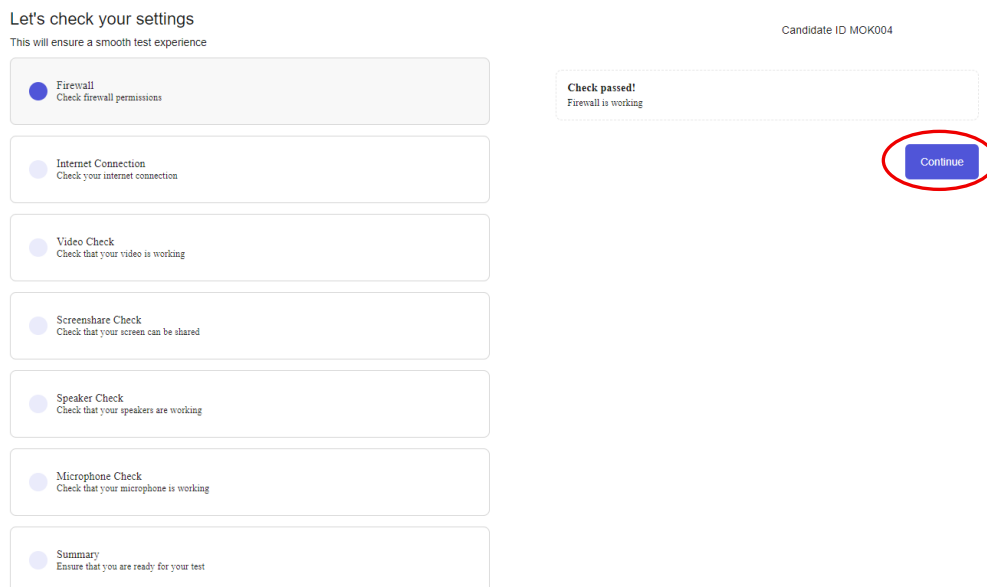


3. When the application is launched on your laptop or desktop, Select **“Use Access Code”**.
4. You will then enter your 12-digit access code for their exam followed by **“Sign In”**.



## 3.2 Candidate System Check

1. When you log in for the first time, you will be directed to the system check. Here, the system will automatically verify the candidate's settings and firstly performs a firewall check and an internet connection check followed by a video, screenshare, speaker and microphone check.
2. If the candidate successfully passes the firewall check, a message will display confirming **"Firewall is working"**.
3. Select **Continue**.



4. If the candidate successfully passes the internet connection check, a message will display confirming **"Connection is stable"**.

## Let's check your settings

This will ensure a smooth test experience

- Firewall  
Check firewall permissions
- Internet Connection  
Check your internet connection
- Video Check  
Check that your video is working
- Screenshare Check  
Check that your screen can be shared
- Speaker Check  
Check that your speakers are working
- Microphone Check  
Check that your microphone is working
- Summary  
Ensure that you are ready for your test

Candidate ID MOK004

Check passed!  
Connection is stable

**Continue**

### 5. Select **Continue**.

6. The system will then perform a candidate video check. The candidates video feed must appear twice on screen to pass this check.




## Let's check your settings

This will ensure a smooth test experience

- Firewall  
Check firewall permissions
- Internet Connection  
Check your internet connection
- Video Check  
Check that your video is working
- Screenshare Check  
Check that your screen can be shared
- Speaker Check  
Check that your speakers are working
- Microphone Check  
Check that your microphone is working
- Summary  
Ensure that you are ready for your test

Candidate ID MOK004

**Checking Video**  
Can you see yourself in both frames?



Integrated Camera (1363-5415)

7. Confirm **"I can see myself in both frames"** and select **Continue**.

8. The system will then perform a screen check as displayed in the image below, select **“I can see my screen mirrored”** and select **Continue**.

Let's check your settings

This will ensure a smooth test experience

- Firewall  
Check firewall permissions
- Internet Connection  
Check your internet connection
- Video Check  
Check that your video is working
- Screenshot Check  
Check that your screen can be shared
- Speaker Check  
Check that your speakers are working
- Microphone Check  
Check that your microphone is working
- Summary  
Ensure that you are ready for your test

Candidate ID MOK004

**Checking screen**  
Can you see your screen share?

9. The system will then perform a speaker check. Select your headset or speaker. The system will play a sound. If you can hear the sound, select **“I can hear the sound”**. If you cannot hear the sound, select an alternative option for speaker from your drop-down list and select **“Play again”**. If you can now hear the sound, select **“I can hear the sound”** followed by **Continue**.

Let's check your settings

This will ensure a smooth test experience

- Firewall  
Check firewall permissions
- Internet Connection  
Check your internet connection
- Video Check  
Check that your video is working
- Screenshot Check  
Check that your screen can be shared
- Speaker Check  
Check that your speakers are working
- Microphone Check  
Check that your microphone is working
- Summary  
Ensure that you are ready for your test

Candidate ID MOK004

**Checking Speakers**  
Can you hear the sound?

Default - Headset Earphone (Plantronics Blackwire 3220 Series) (047E6056)

10. The system will then perform a microphone check. Select your microphone. The system will play a sound. Please say a few words to confirm that you can hear yourself. If you can select **“I can hear myself”**. If you cannot hear yourself, select an alternative option for microphone from your drop-down list and select **“Try Again”**. If you can now hear yourself select **“I can hear myself”**.” followed by **Continue**.

Let's check your settings


This will ensure a smooth test experience

- Firewall  
Check firewall permissions
- Internet Connection  
Check your internet connection
- Video Check  
Check that your video is working
- Screenshare Check  
Check that your screen can be shared
- Speaker Check  
Check that your speakers are working
- Microphone Check  
Check that your microphone is working
- Summary  
Ensure that you are ready for your test

Candidate ID MOK004

**Checking Microphone**  
Please say a few words and wait

Default - Headset Microphone (Plantronics Blackwire 3220 Series) (047fc056)

 Please say a few words and wait...

Let's check your settings

This will ensure a smooth test experience

- Firewall  
Check firewall permissions
- Internet Connection  
Check your internet connection
- Video Check  
Check that your video is working
- Screenshare Check  
Check that your screen can be shared
- Speaker Check  
Check that your speakers are working
- Microphone Check  
Check that your microphone is working
- Summary  
Ensure that you are ready for your test

Candidate ID MOK004

**Checking Microphone**  
Please say a few words and wait

Default - Headset Microphone (Plantronics Blackwire 3220 Series) (047fc056)

11. Once you have successfully passed all system checks your screen should display the following summary that you are ready for your test.

## Let's check your settings

This will ensure a smooth test experience

<input checked="" type="checkbox"/> Firewall Check firewall permissions
<input checked="" type="checkbox"/> Internet Connection Check your internet connection
<input checked="" type="checkbox"/> Video Check Check that your video is working
<input checked="" type="checkbox"/> Screenshare Check Check that your screen can be shared
<input checked="" type="checkbox"/> Speaker Check Check that your speakers are working
<input checked="" type="checkbox"/> Microphone Check Check that your microphone is working
<input type="checkbox"/> Summary Ensure that you are ready for your test

Candidate ID MOK004

<b>Summary</b> You are ready for your test!
Firewall <input checked="" type="checkbox"/>
Internet Connection <input checked="" type="checkbox"/>
Video Check <input checked="" type="checkbox"/>
Screenshare Check <input checked="" type="checkbox"/>
Speaker Check <input checked="" type="checkbox"/>
Microphone Check <input checked="" type="checkbox"/>

Continue

## 12. Select Continue.

### 3.3 Secure browser Check

Once you have completed the system check, the application will verify that all background apps and external monitors are disabled before you can access the exam. Closing background apps and disabling external monitors is essential to pass the TestReach Secure Browser check and enter the exam.

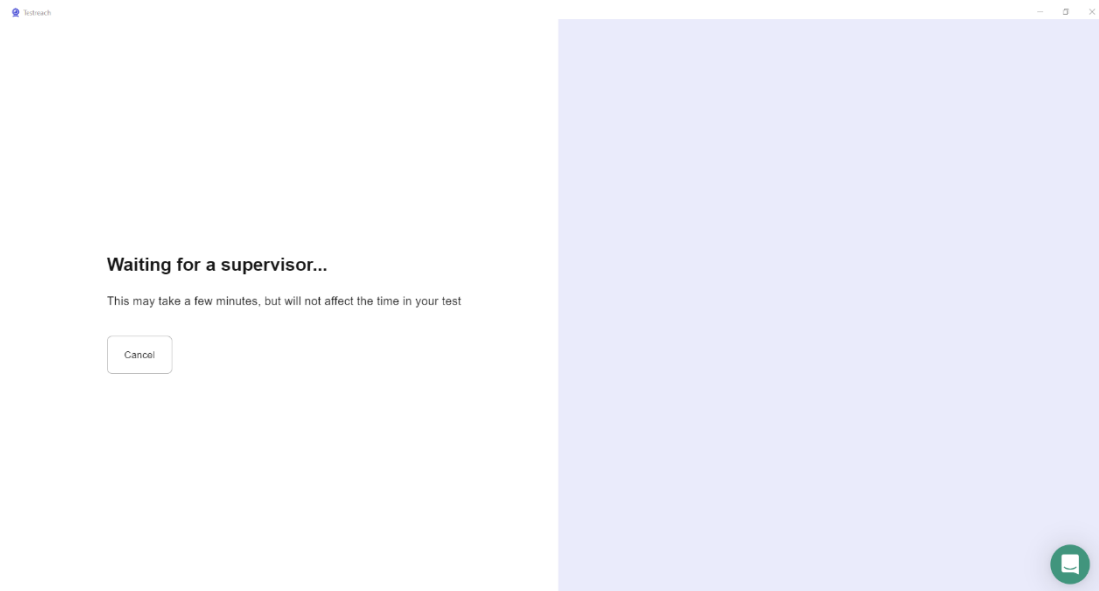
If you have not properly closed the applications on your device, you will be presented with a screenshot like the one below.



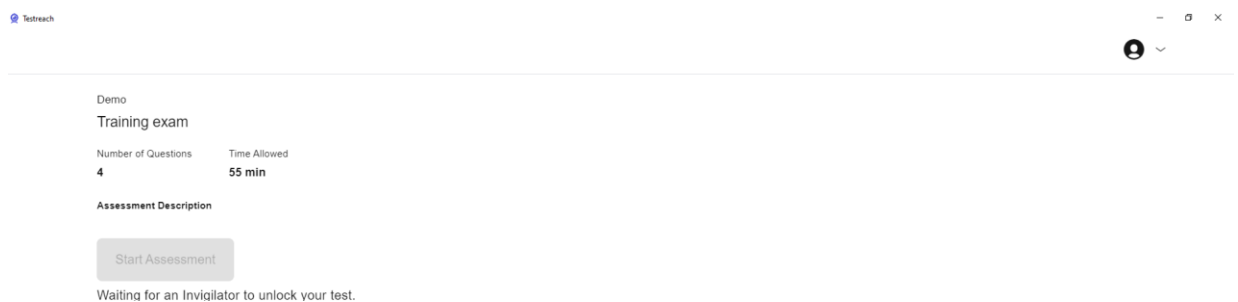
To disable background apps and external monitors please refer to pages 8-10 in this guide.

### 3.4 Connecting to your Remote proctor Supervisor

1. The Candidate can join the queue to connect to their Remote Proctor 15 minutes in advance of their agreed start time. Once they have completed their system check the following notice **“Waiting for a supervisor”** will appear on screen.



2. The candidate will then be connected to their Remote Proctor where they will be brought through their validation checks. Once validation is completed the candidate will be directed to a screen displaying the exam details, including the exam name, number of questions, and the exam duration.



3. At this stage, the Remote Proctor will grant access to the candidate to their exam.

4. Once access is granted, the Start Assessment button will become available for the candidate.

---

Demo

Training exam

Number of Questions	Time Allowed
4	55 min

Assessment Description

[Start Assessment](#)

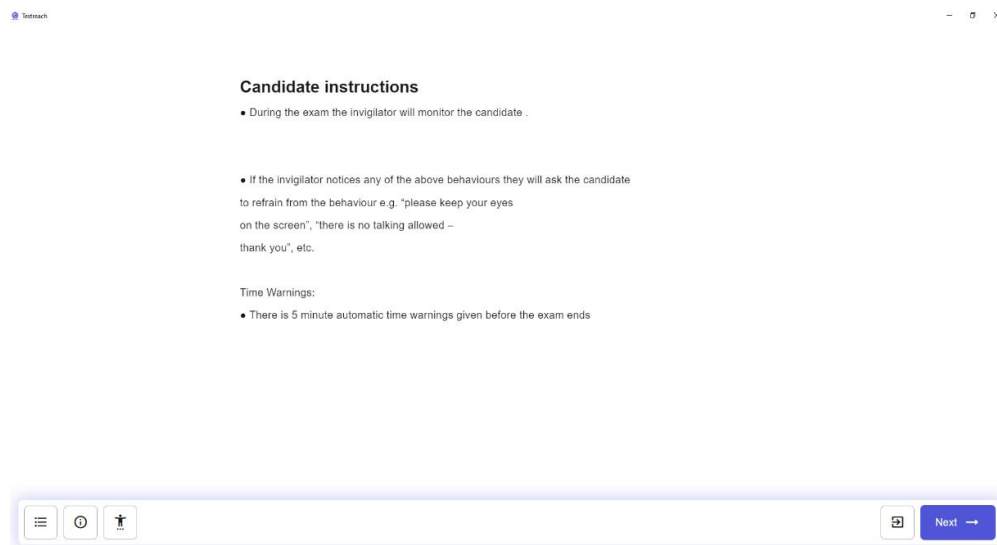
5. Select “**Start Assessment**”.
6. The Candidate can now begin their exam.

## 3.5 Candidate View

### 3.5.1 Cover Page:

1. Upon entering the exam, the candidate will see a cover page containing important exam instructions. These instructions are provided for review and are not timed. Please note that a cover page only displays if this was set up as part of the exam, as it

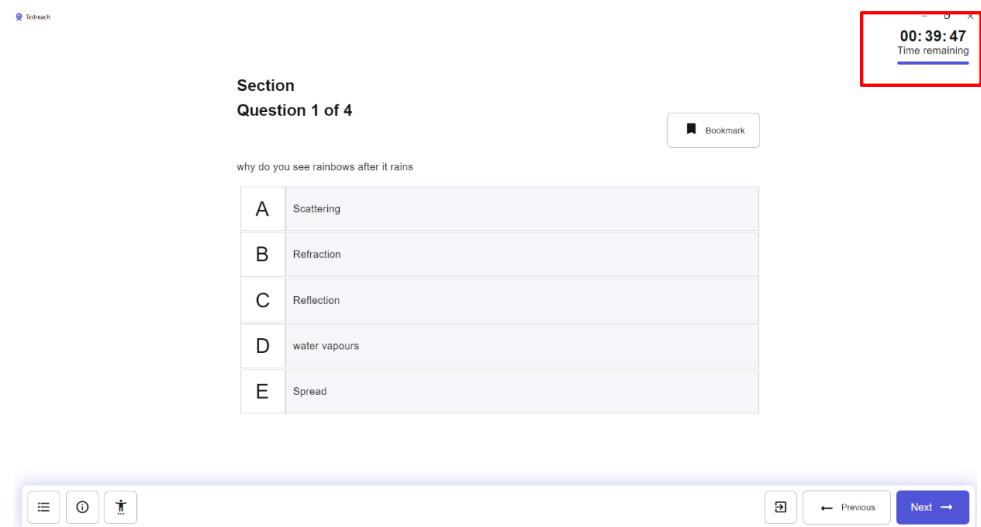
is optional to include one.



2. Once the candidate has finished reading the instructions, they select **Next**.

### 3.5.2 In Exam:

1. The candidate has now entered the exam, presented with the first question, and the exam timer has started.



### 3.5.3 In Exam Navigation:

1. The candidate can navigate through the exam questions by clicking the **Next** or **Previous** buttons.

Section  
Question 1 of 4

Bookmark

why do you see rainbows after it rains

A	Scattering
B	Refraction
C	Reflection
D	water vapours
E	Spread



2. Alternatively, the candidate can use the **Question List** to navigate through the exam. To access the question list, click on the button highlighted in the navigation bar below.

The screenshot shows the 'Question List' overlay on the left side of the question interface. The 'Question List' has a close button (X) and two tabs: 'All' (selected) and 'Bookmarked (0)'. Below the tabs are 'Candidate instructions' and a 'Section' summary showing '4 Questions'. A list of four questions follows, each with a number, status ('Seen' or 'Unseen'), and 'Not Attempted' label. Question 01 is 'Seen' and 'Not Attempted', while questions 02, 03, and 04 are 'Unseen' and 'Not Attempted'. The main question interface is visible in the background, showing the same question and options as in the previous image. The navigation bar at the bottom has a list icon highlighted with a red box.

3. The Question List displays all the questions available in the exam. If a candidate has not selected a response to a question, it will be marked as **“Not Attempted”** in the question list.

- Once the candidate selects a response to a question, it will be marked as **“Attempted”** in the question list.

### 3.5.4 Bookmark:

- Candidates can bookmark a question by selecting the **Bookmark** option located to the right of the question stem. Bookmarking a question allows the candidate to return to it later if they are unsure of their response.
- The Question List will update the question to **“Attempted”** and **“Bookmarked”** if the candidate answers the question and selects the bookmark option.

The screenshot displays the TestReach interface. On the left, a 'Question List' sidebar is open, showing a list of four questions. Question 01 is highlighted with a red box and marked as 'Attempted' with a bookmark icon. Questions 02, 03, and 04 are marked as 'Unseen' and 'Not Attempted'. The main area shows 'Section Question 1 of 4' with a 'Bookmarked' button highlighted by a red box. Below the question stem, a table lists five options: A (Scattering), B (Refraction), C (Reflection), D (water vapours), and E (Spread). A timer in the top right corner shows '00:38:20 Time remaining'. The bottom navigation bar includes icons for home, refresh, and user profile, along with 'Previous' and 'Next' buttons.

A	Scattering
B	Refraction
C	Reflection
D	water vapours
E	Spread

### 3.5.5 Exam Information:

- The candidate can access the test name and description by selecting the **Exam information** icon in their navigation bar.

Information

**TestReach**

Training exam

Description Demo

Section  
Question 4 of 4

Bookmark

A substance which takes the shape of its container and has a definite volume is a \_\_\_\_\_.

A	Solid
B	Heat
C	Gas
D	light
E	Liquid

00:35:55  
Time remaining

Accessibility icon highlighted in red.

### 3.5.6 Candidate Accessibility

1. The candidate can access accessibility controls within their exam canvas by selecting the **Accessibility** icon in their navigation bar.

Accessibility

Dark Mode

Magnification - +

Section  
Question 2 of 4

Bookmark

The blue colour of the sky is due to \_\_\_\_\_ of light

A	Scattering
B	water vapours
C	Refraction
D	Spread
E	Reflection

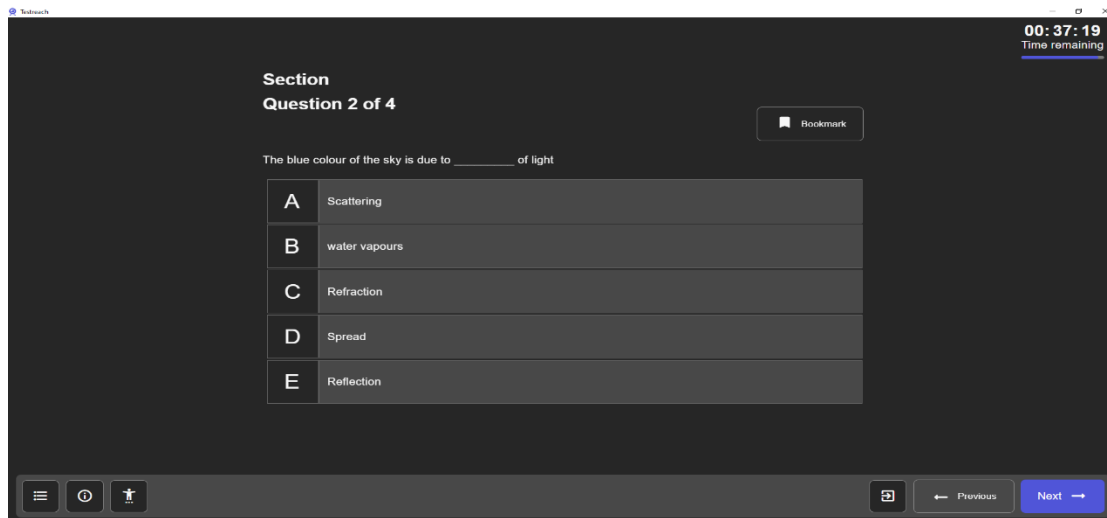
00:37:42  
Time remaining

Accessibility icon highlighted in red.

2. The candidate has the option to apply two accessibility settings, **Dark Mode** and **Magnification**, within the candidate screen.

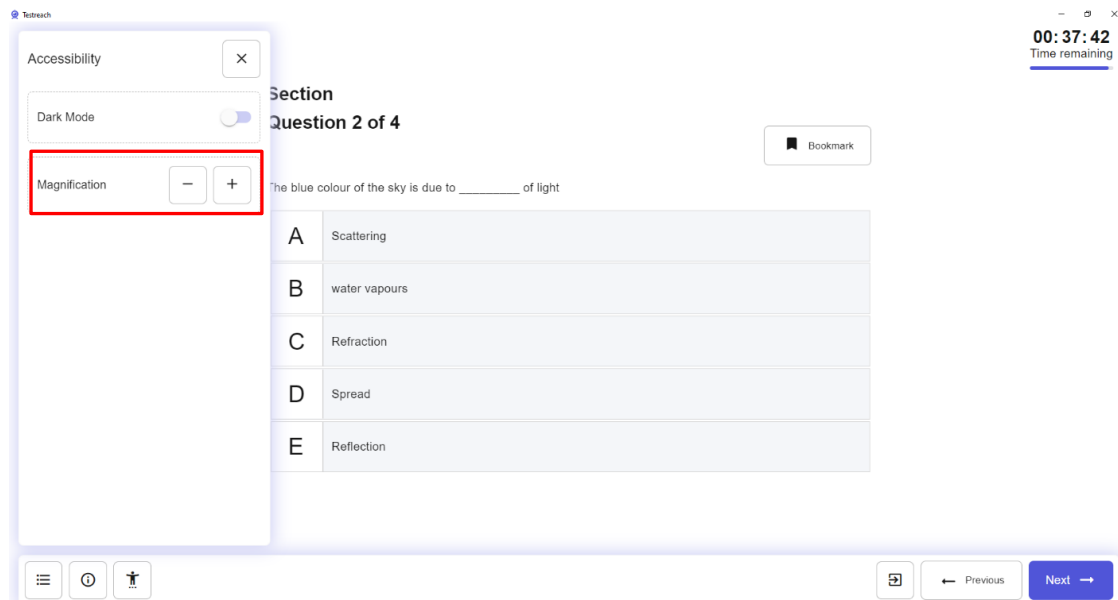
## Dark Mode

- Dark mode can be toggled from the accessibility settings in the canvas and will invert colours for a test taker as to increase contrast for them.



## Magnification

- Magnification toggle enables test takers to increase the size of the text, media and other elements in the canvas by up to 300%.



- Select the plus/minus button to increase or decrease the magnification.

Section  
Question 4 of 4

Bookmark

A substance which takes the shape of its container and has a definite volume is a \_\_\_\_\_.

A	Solid
B	Heat
C	Gas
D	light



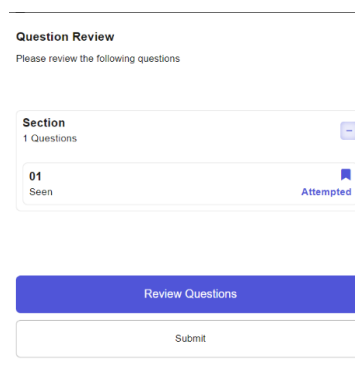
## 3.5.7 Submitting an exam

When a candidate has completed all the questions before the exam timer concludes, they have the option to submit their exam.

1. Select the submit button in the navigation bar below.

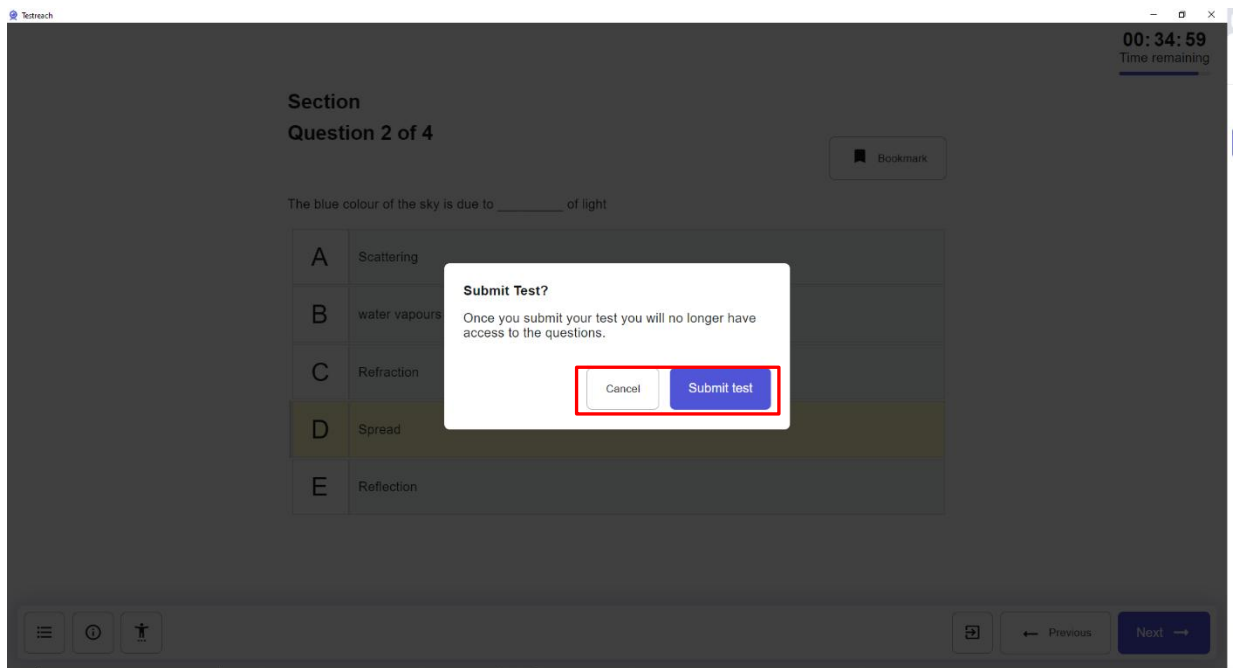


2. If the candidate has bookmarked any questions during the exam they will get the following notification on screen. You will also be prompted if you haven't answered a question.

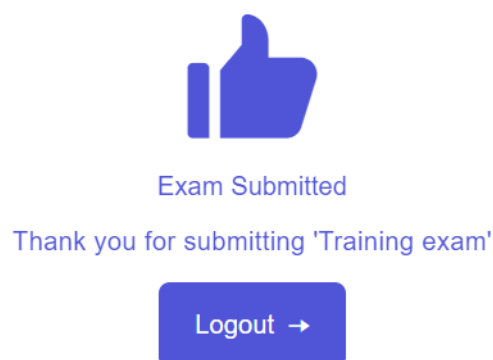


3. Select **Review Questions**. This option allows the candidate to revisit any questions they bookmarked during the exam.

- The candidate can then review these questions one last time before submitting the exam.
- When the candidate has completed their review, they can click on the **Submit** icon in the navigation bar, followed by **“Submit Test”**. If they are not ready to submit their exam, they can select **“Cancel”**.



- When the candidate has submitted their exam, they will get the following notification on screen.



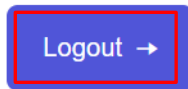
### 3.5.8 Log Out

1. To log out of the application, select Logout. This will exit the candidate's exam and return them to the TestReach App home screen.



Exam Submitted

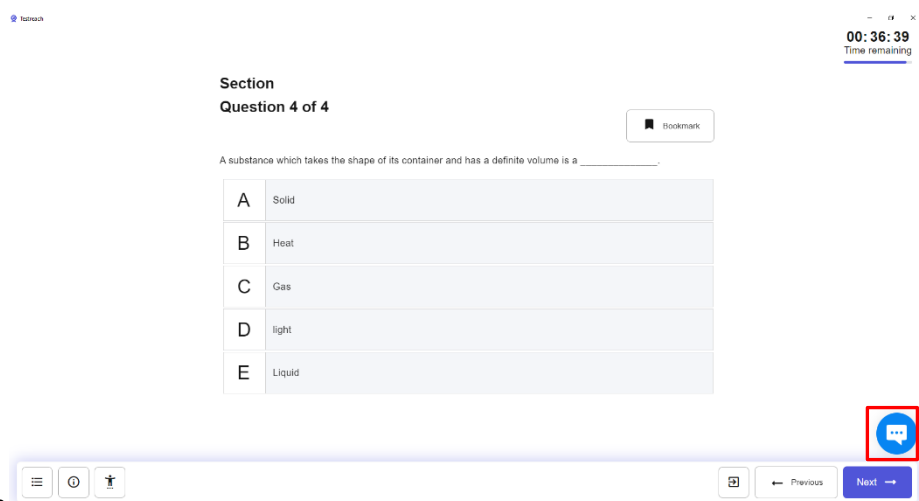
Thank you for submitting 'Training exam'



## 3.6 Candidate/Remote Proctor Chat function

### 3.6.1 Chat

1. At all times the Remote Proctor can hear and see the candidate, therefore if they have any questions or need support, they can speak out loud and the Remote Proctor can assist them. Alternatively, there is a chat function within the exam canvas that allows the candidates to write a message to their Remote Proctor to communicate with them directly.
2. Select the blue chat icon as displayed in the image below to communicate with your Remote Proctor.



3. Once the chat icon is selected the chat box will open and the candidate and the Remote Proctor can communicate back and forth via the chat function.

4. To write a message to your Remote Proctor type a message in the **“Say something”** field and select the arrow to submit the message.
5. The Remote Proctor will be notified that the candidate has submitted a message and will respond back to the candidate via the chat box.

The screenshot shows a TestReach exam interface. At the top right, a timer displays '00:36:18' with 'Time remaining' below it. The main content area is titled 'Section' and 'Question 4 of 4'. A 'Bookmark' button is visible. The question text is 'A substance which takes the shape of its container and has a definite volume is a \_\_\_\_\_'. Below the question is a table with five options:

A	Solid
B	Heat
C	Gas
D	light
E	Liquid

To the right of the question is a chat window titled 'Philip'. It contains two messages: a blue bubble saying 'Hi can you hear and see me?' and a grey bubble saying 'Yes I can , we will start the validation now'. At the bottom of the chat window is a text input field with the placeholder 'Say something...' and a blue arrow button to submit the message. A red box highlights this input field and button.

### 3.7 Multi part exams

If you are taking a multipart exam, your organization will have assigned you two start times: one for Part One and another, later start time for Part Two.

Your access code for multipart exams will remain the same for both Part One and Part Two. Once you complete Part One and disconnect from your remote proctor, you may take your break.

You can log in to TestReach again 15 minutes before your second start time to connect with your remote proctor and begin Part Two of your exam.

## 4. TR Customer Support Contact details

### 4.1 Support during Remote Proctored exams

If candidates are taking an exam via Remote Proctoring TestReach provides direct support to the candidate. It is the candidate's responsibility to contact support if they need assistance with downloading the TestReach application in the lead-up to their exam or if they need support during or post exam day.

All candidates taking a Remote-proctored exam must complete a system check and secure browser to check to ensure that all background apps and external monitors are disabled before accessing their exam on the day of the exam.

If a candidate has forgotten their access code, please check your enrolment email from TestReach that contains your access code details.

If a candidate is not appearing as registered for the exam-on-exam day, the candidate will need to contact their examining body to have the candidate enrolled in the exam.

### 4.2 TestReach Support Contact details

**Phone (UK):** +44 (0)20 34758685

**Phone (IRE):** +353 (0)1 6991385

**Phone (US):** +1 877-764-0548

**Phone (Outside UK, IRE, US):** +44 20 34758685

**Email:** [support@testreach.com](mailto:support@testreach.com)