

# **CASAS Remote Testing Guidelines**

**1:1 Remote Control  
v2.2**

# Table of Contents

|   |   |
|---|---|
| I. eTests Online – Remote!  | 1 |
| II. Technical Requirements  | 1 |
| III. Environment  | 2 |
| IV. Security and Privacy  | 2 |
| Collection of Personal Information  | 2 |
| Test Security   | 3 |
| Test Administration   | 3 |
| Testing Accommodations  | 3 |
| Confidentiality of Tests and Test Items                                   | 3 |
| Copyright Infringement  | 3 |
| V. Test Administration Directions   | 4 |
| Part A: Preparation for Remote Testing                                    | 4 |
| Step 1: Scheduling and Setting Up Meeting                                 | 4 |
| Step 2: Greeting and Explanation of Next Steps                            | 4 |
| Step 3: Verifying Identity  | 5 |
| Step 4: Technology and Environment Review                                 | 5 |
| Step 5: Trial Run (for first time remote test takers)                     | 5 |
| Practice Screen Sharing   | 5 |
| Practice giving control of your computer                                  | 6 |
| eTests Practice   | 6 |
| End the trial run   | 6 |
| Step 6: Next Steps before Part B  | 6 |
| Part B: Taking the Test   | 7 |
| Step 1: Registering your testing station and starting the testing session | 7 |
| Step 2: Agreements  | 7 |
| Step 3: Test Taker Computer Check – Test Security                         | 7 |
| Step 4: Begin to Test   | 8 |

|  |    |
|--|----|
| Explaining the Testing Purpose .....   | 8  |
| Beginning the Testing Process.....   | 8  |
| Confirming Test Taker Identity in eTests .....                               | 8  |
| Selecting the Test.....  | 8  |
| Beginning to Test.....   | 9  |
| Step 5: During the test.....   | 9  |
| Taking the Test.....   | 9  |
| Testing Rules .....  | 9  |
| Proctor’s Role.....  | 9  |
| Step 6: After the test.....  | 9  |
| Ending the Testing Session .....   | 9  |
| Ending the Meeting.....  | 10 |
| Exiting the Testing Station (Required for Test Security).....                | 10 |
| Exiting the Proctor Station (Required for Test Security) .....               | 10 |
| What to do if there is a problem? .....                                      | 10 |
| Appendix A Proctor Email Template – Preparation for Testing Invitation ..... | 11 |

## I. eTests Online – Remote!

CASAS is excited to support agencies as they prepare for the future, with distance learning becoming a regular and essential part of programs. Remote testing is the wave of the future in order to better support distance learning opportunities for more learners.

This remote testing solution is for **1:1 proctoring** using a web conferencing platform. CASAS tests will be administered on the **proctor's** computer. The web conferencing platform will enable the test taker to take the test through remote sharing of the proctor's computer screen. Please follow the guidelines outlined in this document to ensure a safe testing experience.

Individual agencies already set up to deliver CASAS eTests can begin remote testing after they sign an [Agency Remote Testing Agreement](#). The Agency Remote Testing Agreement can be found on the [CASAS website](#). This signed agreement attests that the agency will adhere to all test security measures and remote testing protocols while testing remotely. Agencies not yet set up with CASAS eTests can follow the steps laid out in the [Going Live! Checklist](#) to get started.

Proctors must already be certified as eTests proctors. They must sign a [Proctor Remote Testing Agreement](#) to attest that the proctor will adhere to all test security measures and remote testing protocols. Local agencies are responsible for ensuring that their remote testing proctors are trained and are following remote testing protocols.

Going Remote! Training and certification is available. It is highly recommended, but not required by CASAS, to prepare proctors for the additional challenges presented by remote proctoring. Some states and programs may require proctors to go through training and certification. Check with your state or local program for more information. Remote testing training resources are available on the remote testing page at [www.casas.org](http://www.casas.org).

## II. Technical Requirements

All proctoring and testing can be done on a variety of devices. Please see the following technical requirements to see if you are currently able to do remote testing.

**Proctors** must use a desktop, laptop, or tablet computer with:

- Windows 10
  - Latest version (currently 1909) and all Windows Updates installed
- Mac computers can work *only* if Apple Boot Camp is used to run Windows 10.
- Webcam or attached video camera
- Microphone and speakers
- Web conferencing application installed\*  
*\*The testing agency must train staff and test takers on the basics of using the web conferencing platform (e.g., Zoom).*

**Test takers** must use one of the following devices for testing:

- Windows laptop, desktop, or tablet computer
- Mac desktop or laptop computer
- iPad
  - 9.7-inch screen or larger with minimum 2048 x 1536 resolution.
  - iOS 11 or higher

**Note:** *Mobile phones cannot currently be used as the test taking device.*

**Test taker's** device must be equipped with the following:

- Webcam or attached video camera
    - **Optional** - *It is recommended that test takers use a smartphone or second device as an external camera so the proctor can monitor the testing area more efficiently.*
  - Microphone and speakers
    - Headphones NOT allowed
  - Web conferencing application installed
- 
- Internet access with bandwidth of at least 2 megabits per second (Mbps) download speed is required both for proctors and for test takers.
  - Running a speed test on the test taker's computer is recommended to ensure the test taker has enough computing power and bandwidth to take the test successfully ([www.speedtest.net](http://www.speedtest.net)).

### **Web conferencing platform**

Proctors can use a variety of web conferencing platforms as long as they have the following functionality:

- Meetings can be password protected
- Webcams can be used to monitor the test taker
- Audio can be limited to the device running the web conferencing platform (having one device for video and another for audio is not allowed)
- Device screens can be shared (proctor and test taker)
- Test takers can remote control the proctor's computer

## **III. Environment**

A proper environment is important to ensure that tests remain secure and to reduce distractions that may invalidate test results. Here are some key characteristics of a proper environment for remote testing:

- Testing spaces should be in a quiet room without background noise or distractions. The room should have a closed door to ensure there are no interruptions by others. If a room with a closed door is unavailable, the test taker must ensure either that no one else is in the room (or nearby rooms) or that they will not be interrupted.
- Lighting should be bright enough for the proctor to clearly see the test taker and the testing space.
- Testing spaces (desks, tables, etc.) must be clear of extra papers, books, pens pencils, phones, etc. Nothing but the testing device/computer may be in the space. For math tests, a pencil and scratch paper can be used. The scratch paper must be blank.
- Additional monitors, computers, and other electronic devices should be turned off or removed.

We recognize that it may be difficult to meet all of these requirements. Unfortunately, test takers will not be able to test remotely if these requirements are not satisfied.

## **IV. Security and Privacy**

The privacy of test taker personal information and the security of the CASAS testing instruments is extremely important. While it is always necessary to follow best practices to keep student information and the tests secure, there are additional security concerns with remote testing.

### **Collection of Personal Information**

The proctor must inform the test taker of the types of personal information that will be collected and how they will be used and secured. This includes any demographic information and test item responses and scores.

The proctor should communicate that the testing session will be on video but not recorded. The proctor must also ensure the test taker that any personal information captured through the web cam will be kept confidential.

After testing has completed, the proctor should destroy any personal information gathered during the testing event. This includes any notes taken or photographs that reside on the proctor's computer. Failure to do so is a violation of the test taker's privacy.

## **Test Security**

It is the responsibility of the agency and proctor to ensure that the CASAS testing instruments and test items are kept secure. Agencies participating in CASAS Remote Testing must sign the *Agency Remote Testing Agreement*, which states that proctors and testing personnel will follow the privacy, test security, technology, and test administration requirements and procedures that have been outlined in this document. An electronic version of the *Agency Remote Testing Agreement* is on the [CASAS website](#). Submit this agreement online as directed before starting remote testing.

It is the immediate legal responsibility of the agency director, principal, or other primary administrator to enforce the security of testing materials, which includes but is not limited to CASAS eTests, CASAS Remote Testing, TOPSpro Enterprise, test administration manuals and materials, and answer keys. Only testing personnel and others qualified as part of the testing process may have access to any testing materials.

CASAS continually examines and researches security concerns to maintain the integrity of the testing instruments, but remote proctors need to be vigilant during testing sessions to ensure that CASAS testing instruments are not compromised. If CASAS determines that any agency, school, or other testing entity, has violated any provision of this test security policy in any manner, purposely or otherwise, CASAS reserves the right to take appropriate action to rectify the violation.

## **Test Administration**

Agencies must ensure that test takers are adequately prepared before testing. The proctor must check that the technology and environment requirements are met, and that the test taker understands the testing process. The proctor must explain all of the steps in the remote testing process. This preparation may be done in a separate session before the day of testing or before testing begins on the same day as the test is given. The test takers will take the assessment with the proctor monitoring the testing session. Proctors must actively monitor the test taker throughout an entire test session to ensure that all testing rules are followed. Testing personnel must follow all test administration directions as directed in the *CASAS Remote Testing Guidelines* document and the appropriate *Test Administration Manual*.

## **Testing Accommodations**

The same testing accommodations allowed by CASAS can be made for remote testing. Please refer to the *Test Administration Manual* for the particular series the test taker is taking for more information on these accommodations. Contact CASAS about providing additional accommodations related to testing in a test taker's home environment or other location.

## **Confidentiality of Tests and Test Items**

No agency, school, or other entity may use any test or test item — published or unpublished — as a tool to prepare examinees for the testing process. CASAS tests may never serve as practice tests in any capacity or for any purpose. Reviewing, discussing, or explaining test items to anyone at any time is not permissible.

## **Copyright Infringement**

Federal copyright law prohibits the unauthorized reproduction and use of copyrighted test materials. Therefore, it is not lawful to duplicate, photograph, record or reproduce test materials in any manner.

## V. Test Administration Directions

Test administration directions are provided in two parts: Part A and Part B. The purpose of Part A is to set up and practice the remote testing process so that you and the test taker are prepared for testing in Part B. Establishing a relationship with test takers will help remove any barriers that may prevent them from doing their best on the test.

Following the steps for remote testing preparation will ensure:

- You are comfortable with delivering a testing session as a remote proctor.
- The test taker is familiar with the remote testing process.
- There are no technical issues that might interfere with testing.

**Practice remote testing with another staff person at your agency prior to administering the actual test! Practicing is key to ensure a smooth testing experience for your test takers.**

### Part A: Preparation for Remote Testing

Part A and Part B may be completed on the same day or in two blocks of time on separate days. One session is to help the test taker get set up, and the second session is for actual testing.

- If Part A and Part B are scheduled on separate days, in Part B the proctor will need to once again verify the test taker's ID and that the technology, Internet bandwidth, and environment requirements have been met.
- If Part A and Part B are completed on the same day, a break in between is recommended.

Note: Communicating with test takers in their native language is acceptable during Part A and before the test begins in Part B.

#### Step 1: Scheduling and Setting Up Meeting

1. Schedule an agreed-upon day and time that is convenient for both you and the test taker to complete Part A and Part B.
2. If Parts A and B are scheduled at different times, set up a recurring web conference meeting with no specific date assigned so you can use the same meeting URL for conducting both parts with the same test taker.
  - a. Password protect the session.  
*For example, in Zoom choose the option "Require meeting password" when setting up the Zoom meeting.*
  - b. Change the Video options for Host and Participants both to "On."
  - c. Change the Audio option to "Computer Audio" because telephones and 3rd party audio equipment should not be used.
3. Send a meeting invitation to the test taker's email address – include the meeting number and URL for access.

#### Step 2: Greeting and Explanation of Next Steps

1. At the designated time, you and the test taker access the web conference meeting URL/link.
2. After the meeting starts, click the "Security" button, and then disable the "Allow participants to rename themselves" option if available.

#### Explanation of Remote Testing

- Once you both are connected with video and audio say, **"Hello, my name is \_\_\_\_\_. I am your proctor and will be with you when you take the test. First, I am going to make sure that your computer or tablet is ready for testing online. I will also check your ID and the**

**room that you will take a test in. This should take about 20 – 30 minutes. I will also be happy to answer any questions that you have. Do you understand?**

- If the test taker answers “Yes”, say **“Later you will take the test. The test will be on my computer. I will show you how you will take it. It is very simple, so don’t worry. Do you understand?”** The test taker must answer “Yes”.

### **Step 3: Verifying Identity**

1. Verify the test taker’s identity at the start of each meeting.
2. Tell the test taker, **“Now I need to check your ID. Can you please take it out?”**
  - a. Acceptable forms of identification: government-issued driver’s license, passport, military ID, or alien registration card (permanent resident, green card). Forms of ID that agencies allow for enrolling into classes are also acceptable. Please refer to local agency guidelines for other types of acceptable identification.
3. The test taker’s name on their ID must match the name entered into eTests Online in Part B.
4. Say, **“Please hold your ID up to the camera so I can see it. Can you please say your name?”**

### **Step 4: Technology and Environment Review**

1. You must ensure that the test taker has met all of the technology and environment requirements listed above.
2. If the agency has not received information from the test taker about the network speed prior to Part A, it is recommended that you help the test taker run a speed test ([www.speedtest.net](http://www.speedtest.net)).
3. If the device passes the test, say, **“Please use the same computer or device that we checked today when you take the test.”**
4. Tell the test taker, **“Please pick up your device or webcam and show me the whole room that you are in. I need to see all of it.”**
  - If the test taker is not showing the entire room, explain to the test taker specifically that you only want to see that there are no other people in the room, no books and papers next to the computer (except for scratch paper for math tests), or other computers.
  - **Optional** - CASAS recommends that a smartphone or second device is used as an external camera throughout the testing event. This second camera will provide a better view of the testing area for the proctor. If the test taker has a second device, the test taker will need to join the web conference with the second device and turn on the camera.
    - i. The test taker should place the second device in a location that provides a good view of the test taker’s testing device, desk, and body.
5. Once all requirements are met, ask, **“Do you have any questions for me about taking a test online in this way?”**
6. Tell the test taker, **“We are now going to practice the testing process.”**

### **Step 5: Trial Run (for first time remote test takers)**

CASAS recommends practicing sharing screens with the test taker and going through some practice questions to ensure a smooth and successful testing event in Part B.

#### **Practice Screen Sharing**

1. Screen sharing varies on different computer platforms; see your web conferencing platform’s help pages for full details.
2. Direct the test taker to share their screen.

*For example, in Zoom the test taker clicks “Share Screen” (or “Share”). The test taker selects “Screen” at top left (or “Desktop”) and then clicks the “Share” button.*

The test taker must share the entire screen; it is possible, but not allowed, to share only one application window at a time. The proctor should verify the entire screen is shared before



continuing. One quick check is to make sure the toolbar on computers running Windows 10 can be seen.

3. Tell the test taker, ***“I am now going to show you how we will take the test. We will practice this. Please click ‘Stop Share’. I am going to share my screen with you.”***
4. Select “Screen” at top left and then click the “Share” button.

### **Practice giving control of your computer**

CASAS recommends proctors practice giving control of their computer to the test taker to take the test through the web conferencing platform. This is to simulate taking the test in Part B.

1. The remote control feature varies on different web conferencing platforms; consult your platform’s help pages for full details.

Tell the test taker, ***“Now you are going to use my computer.”***

You will see a pop up on their screen displaying the request. Click “Approve.”

*For example, in Zoom tell the test taker, “In the Zoom toolbar, click View Options, select Request Remote Control, and click Request in the pop-up window.”*

2. Now instruct the test taker how to use the remote control feature in the web conferencing platform so you and the test taker can both control the proctor’s keyboard and mouse.

*For example, in Zoom tell the test taker, “Click inside the Zoom screen sharing window.”*

### **eTests Practice**

1. Introduce the test taker to the functionality of eTests by accessing the eTests Sampler.
  - a. The test taker can take the practice questions in the sampler.
  - b. This is especially important for those taking a math test, so they have a chance to practice using the calculator that is embedded in eTests online.
2. Go to <https://casasportal.org/eTests> in a different tab.
  - a. Click the appropriate test series and level.
  - b. After the test taker answers some sample questions, ask the test taker, ***“Would you like to continue with answering some practice questions?”***
    - If the test taker answers “No”, you should take back control of their screen.
    - If the test taker answers “Yes”, have them select an appropriate level and modality to practice. When the test taker ends the practice, take back control of the screen.

### **End the trial run**

You should stop sharing your mouse and keyboard following instructions for your web conferencing platform.

*For example, in Zoom the test taker would stop sharing by clicking “Cancel Remote Control” on the Zoom toolbar.*

### **Step 6: Next Steps before Part B**

1. If continuing onto Part B, do not end the web conference meeting. Allow the test taker a short break. Tell the test taker that once the test starts there will be no breaks for any reason. Once the test taker returns, follow the directions in Part B.
2. If completing Part B in a second meeting, follow these steps.
  - a. Stop sharing your screen with the test taker by following instructions for your web conferencing platform.

*For example, in Zoom click “Stop Share” on the Zoom toolbar.*
  - b. Tell the test taker, ***“Thank you very much. We are finished. Do you have any questions before we end our session today?”***
  - c. Confirm the date and time of the next meeting with the test taker.
  - d. After any questions have been answered, end the web conference meeting.

## Part B: Taking the Test

### Step 1: Registering your testing station and starting the testing session

You will need to register your own computer as the testing station because eTests Online will be run on your device.

1. Complete the following immediately before your web conference meeting with the test taker or if planning to continue with Part B in the same meeting.
2. Start the testing session to retrieve the **Station Registration Code**.
3. Choose "Start remote session" from the pop-up.
4. On the Session Activity page in eTests, record the Station Registration Code.
5. Open a new tab, go to the eTest Online URL and click "Register this computer."
6. Enter the "Station Registration Code" and click "Register."
7. The station will then automatically be added to the test session associated with the code.
8. Return to the Session Activity screen on the previous tab and click "Refresh" to verify that your station has been added.
9. Click "Enable Tests" on the eTests Session Activity page, log out and exit.

If you are administering the test in a second meeting: Start the web conference meeting. When connected with the test taker, verify identity, and repeat technology and environment review. (See Part A: Steps 3 & 4 above).

### Step 2: Agreements

You must communicate with the test taker about privacy and security and receive several verbal confirmations.

1. You must say, ***"Before we start, I need to go over a few important things. I will also ask you some questions. You need to answer Yes or No to each question. Do you understand?"*** The test taker must answer, ***"Yes"***.
2. You must say, ***"You will need to keep a camera on during the test. I will be watching you while you take the test. The video will not be recorded. Do you understand?"*** The test taker must answer, ***"Yes"***.
3. The test taker must verbally confirm that no other people are in the room and that the work the test taker submits will be their own. You must ask the following questions:
  - a. ***"Is anybody else in your room?"*** The test taker must answer, ***"No"***.
  - b. ***"Will you take the test by yourself?"*** The test taker must answer, ***"Yes"***.
  - c. ***"You cannot use notes, books, or your computer to find answers. Do you agree?"*** The test taker must answer, ***"Yes"***.
  - d. Test takers must verbally confirm that they will not share test items. You must state ***"You cannot take a picture, copy, or share any test prompts, questions, or answers. Do you agree?"*** The test taker must answer, ***"Yes"***.
4. If the test taker has another phone that will not be used to monitor the session, say ***"Please turn off your phone and show it to me so I can see that it is turned off. Now please put it somewhere you cannot reach or see it."***

If the test taker does not understand or agree to the above agreements, the test taker cannot take the assessment remotely and the session will need to end.

### Step 3: Test Taker Computer Check – Test Security

1. The test taker will now share their screen in order for you to verify that there are no other tabs or applications open except the web conferencing application. This process varies on different computer platforms; see your web conferencing platform's help pages for full details.
  - a. Direct the test taker to share their screen.

*For example, in Zoom the test taker clicks “Share Screen” (or “Share”) in the Zoom window. The test taker selects “Screen” at top left (or “Desktop”) and then clicks the “Share” button.*

The test taker must share the entire screen; it is possible, but not allowed, to share only one application window at a time. The proctor must verify the entire screen is shared before continuing. One quick check is to make sure the toolbar on computers running Windows 10 can be seen.

- b. When you can see the test taker’s screen, verify that the test taker has no other browser tabs or applications open. Only your web conferencing platform should be running.
2. Have the test taker end screen sharing.
3. Share your own screen with the test taker.

#### **Step 4: Begin to Test**

Your screen should be displaying the CASAS eTests Online main screen.

#### **Explaining the Testing Purpose**

1. Tell the test taker, ***“The purpose of taking the test is to determine what you need to learn. It is very important to do your best on the test. You should be able to finish the test in about one hour. If you do not know the answer, please do not guess. Continue to the next question without answering. If you finish early, you may review your answers before ending the test.”***

#### **Beginning the Testing Process**

1. Tell the test taker, ***“I am now going to begin the test.”***
2. Click the “Take a test” button on the eTests Online website. A file named “CasasWebTests.exe” will download – click on that file to run it.
3. The “Enter Your ID” field should display on the computer.

#### **Confirming Test Taker Identity in eTests**

1. Enter the test taker’s ID in eTests.
2. Ask the test taker, ***“Is this your name?”***  
The name should match the name on the test taker’s ID.
  - a. Click “Yes” to confirm that the name is correct.
  - b. If the test taker’s name does not match, you will need to troubleshoot the problem.
  - c. Collect any demographic information required by the agency.
  - d. Review the demographic summary information shown and then click “Save.” If demographics need to be entered, you must enter them for the test taker.
3. You may see a screen that says, “Please wait for the proctor.” If you clicked “Enable Tests” on the Session Activity page in eTests prior to meeting with the test taker, simply press refresh to bring up the test menu.

#### **Selecting the Test**

1. Set up control of your mouse and keyboard with the test taker. The remote control feature varies on different web conferencing platforms; consult your platform’s help pages for full details.

*For example, in Zoom tell the test taker, “In the Zoom toolbar, click View Options, select Request Remote Control, and click Request in the pop-up window.” You will see a pop up on your screen displaying the request. Click “Approve.”*

  - The test taker and you should both now have control of your keyboard and mouse.
2. Tell the test taker, ***“Click inside the screen sharing window.”***
3. The test taker or you can ***click on the appropriate menu button*** to select the test.
4. Tell the test taker, ***“You are ready to begin the test.”***

## Beginning to Test

1. The test taker will now be able to take the test through your computer.
2. Mute your microphone so you do not disturb the test taker. You should unmute only if there is a problem that needs to be resolved.
3. Click "Stop Video" in the toolbar so that the test taker does not see the video screens anymore. Leave video disabled until the test form is completed so as not to disturb the test taker. You should still be able to see the test taker's video.
4. You should not move the mouse or press keyboard keys during the test.

## Step 5: During the test

### Taking the Test

CASAS assessments are designed to be taken independently by the test taker, unless the test taker requires an approved testing accommodation. During the test, you should closely monitor the test taker for any behaviors that would violate the testing rules and help the test taker resolve any technical issues.

### Testing Rules

Violation of any of the rules listed below may result in the immediate termination of the test.

1. The test taker may not go to any other websites, programs, or documents on their computer while testing.
2. The test taker cannot use any outside sources for help during the test, including help from the proctor to explain or answer any part of the test.
3. Test takers cannot take breaks during the test, unless they have been approved for a testing accommodation. If approved, test takers should not leave the room or use other devices.
4. Test takers are not allowed to be interrupted by other people during the test.
5. Cell phones or other electronic devices may not be used.
6. **Math test takers:** Physical calculators **are** allowed. Please refer to the Remote testing FAQs for approved calculators. Ask the test taker to show you the calculator before the test starts. Scratch paper **is** allowed. Ask the test taker to show you a blank piece of paper before the test starts.

### Proctor's Role

1. You must watch the test taker throughout the entire test checking for:
  - a. Actions that may indicate the test taker is cheating (e.g., eyes looking at something off screen, hands doing something out of view, etc.)
  - b. Signs of test taker anxiety leading to the test taker guessing often, choosing the same answer throughout the test, moving too quickly through the test, or not taking the test.
  - c. Technical problems that arise (e.g., frozen computer, slow internet, etc.)
2. You are not allowed to take breaks and step away from the computer while the test taker is taking the test.
3. You should end the test if there are signs of cheating or if any technical issues arise that cannot be quickly resolved.
  - a. A new testing time will need to be discussed with the test taker.

## Step 6: After the test

### Ending the Testing Session

1. When the test ends, a Personal Score Report displays on the screen with an option to print (by default). Your agency may disable the report or print option.
2. If all tests are complete, tell the test taker, "**Click Log Out.**"
3. **Math Test Takers:** "**Show me your scratch paper. Please tear it up right now and throw it away.**"

4. Tell the test taker, **“We are almost finished. I am going to make sure that everything looks OK. Then we will be done.”**
5. Stop sharing your mouse and keyboard with the test taker.  
*For example, in Zoom click “Cancel Remote Control” on the Zoom toolbar.*

### **Ending the Meeting**

1. Stop sharing your screen with the test taker.  
*For example, in Zoom click “Stop Share” on the Zoom toolbar.*
2. Verify that the testing event and all of the test taker’s answers were recorded successfully by checking in eTests Online or the test record in TOPSpro Enterprise.
3. Tell the test taker, **“Thank you very much. We are finished. Do you have any questions before we end our session today?”**
4. After any questions have been answered, end the web conference meeting.  
*For example, in Zoom close the program to end the meeting for all participants.*
5. Do not discuss test results with anyone.

### **Exiting the Testing Station (Required for Test Security)**

1. **EXIT** the testing application on your computer after all testing is finished.

### **Exiting the Proctor Station (Required for Test Security)**

1. **STOP** the active session.
2. **LOG OUT** of the Management Console.
3. **EXIT** the testing application.

### **What to do if there is a problem?**

1. Proctors requiring technical assistance in the function and use of the eTests Online testing platform should contact CASAS Technical Support at [techsupport@casas.org](mailto:techsupport@casas.org) or by phone at 858-292-2900 - choose Option 2.
2. Proctors requiring technical assistance that is specific to the web conferencing platform (e.g., Zoom) should contact the platform’s technical support. CASAS does not provide technical support for third-party platforms.

## Appendix A Proctor Email Template – Preparation for Testing Invitation

Dear *[Insert Student's Name]*,

Thank you for agreeing to take your [pre or post] test from home. The process is not difficult. I will be on the computer with you to show you how you will take the test. We will be meeting together at *[insert time and date]*.

Here is the link for you to join me in a meeting to take your test: *[insert link]*.

Please download the [insert web conferencing platform (e.g., Zoom)] app onto your device before our meeting. Then you will just click on the link above at *[insert time and date]* and it will take you right to the meeting.

Before we meet, please find a place at home that is as private and quiet as possible. A room by yourself with a closed door is perfect. Make sure that family members who will be home know that you need some quiet time to complete your test.

There are a few things to do before you take the test from home. First, you will need to show me your ID on camera. It can be a state issued driver's license, passport, green card, or *[insert what your agency accepts for ID verification]*. Please have it ready to show me!

Second, I will need to see the room that you are testing in. I will ask you to use the camera on your device to show me the whole room.

Third, we will need to run a speed test on your computer. You can go to speedtest.net and have it ready for our meeting.

We will also do a few practice questions together before you start the test to make sure you know how everything works. Everything should take about 1½ - 2 hours.

I look forward to seeing you on *[insert time and date]* for your test. If you have any questions, please contact me.