Australian Council for Educational Research (ACER)

MSAP Ireland Online Testing Step-by-Step Guide

This document should be read in its entirety well before your test day to ensure that you are prepared, understand what to expect and have completed all necessary steps.

Checklist

Step	Task	Tick once Completed
1	Check your equipment meets the technical requirements needed to sit online	
2	Register and pay for your exam with ACER	
3	Set up your ProctorU account and schedule your test session(s)	
4	Check your admission ticket	
5	Have your equipment and test room and venue ready for your test session(s).	
6	Sit the test(s) at your scheduled time	

Before you register for the test:

Visit https://www.proctoru.com/live-plus-resource-center to understand how remote proctoring works. You must ensure that you can meet the remote proctoring requirements before you register for the test with ACER and submit the test fee.

Step 1 – Test room and technical requirements

Before proceeding to book your MSAP Ireland online test, you MUST ensure that you have:
- a functioning web camera & microphone (connected/inbuilt) to the computer you will use for the test
- a stable, strong internet connection
- a suitable private room to sit the test (at home or at a friend's house), free from noise and distraction. (Public locations such as universities and libraries often have network firewalls in place which may block your connection to the online proctoring service and prevent you from sitting MSAP)
- a personal computer or laptop to use. Public computers found in work places, libraries, universities and schools (including work/school laptops being used at home) may have remote monitoring software installed which is prohibited. They also require administration rights and prevent the disabling of these programs. Phones and tablets are not allowed for the purpose of the test.met the operating system requirements:
  - For PC users, Windows Vista or higher (Windows 10 S is not supported).
  - For Mac users, OS X 10.5 or higher.
    Important notice for MacOS X Catalina users: Apple increased security features with the release of OS X Catalina. To avoid technical issues during your exam session, you must enable screen recordings.
  - Chromebooks are not supported for STAT sittings.
  - Linux/Unix/Android/Windows RT tablets, computers or phones are not compatible with your session.
  - Minimum screen width 1280px.
  - For optimum compatibility we recommend using Google Chrome as your browser when accessing ProctorU.
  - Please ensure the unpermitted resources/software programs are closed before commencing the test.
- equipment specified by the online proctoring service minimum 'Technical Requirements' specification

It is your responsibility to ensure that your computer meets the minimum technical requirements before you book your test with ACER and **schedule your test time with the online proctoring service**. The ProctorU website

has detailed troubleshooting assistance should you need help with your equipment setup. Please refer to their website for assistance.

Step 2 – Register for MSAP Ireland with ACER

When the MSAP Ireland booking system is open, you can book and make payment for the test by creating your ACER user account. Once your account is created, please log in.

<table>
<tr><td>

! IMPORTANT:

You will not be able to sit the test if you schedule your test session with ProctorU without completing your test registration with ACER and submitting your test fee

</td></tr>
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Under the heading "Assessments" choose "I want to....Register for the test" next to MSAP Ireland, and proceed to fill in the required details to complete your booking.

You must first book the test with ACER and pay your test fee(s). If your test registration is not complete, you will not be able to sit MSAP Ireland even if you visit the ProctorU site and schedule your test session(s)

Once you have completed your test booking with ACER, you will receive a confirmation email containing a link requesting that you also create an account and schedule your test session with ProctorU.

Check that your personal details and test registration are correct.

Any changes to personal information will require a copy of your photo ID. When sending personal information please to use the messaging feature in the STAT Registration System so that private information is not transferred via email.

Step 3 – Create a ProctorU account

> **! IMPORTANT:**
>
> When you create your account with ProctorU, you MUST use the same email address that you use to register and pay for the test with ACER. This will ensure that your test booking and identity can be verified when you sit the test by remote proctoring.

Please ensure you are using Google Chrome as your browser when accessing the ProctorU website.
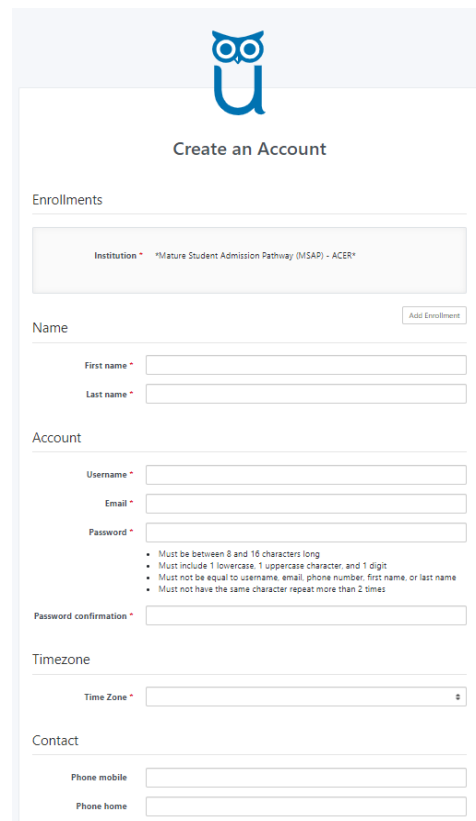Create your account with ProctorU. Please note that this is a separate account from your ACER user account.

When you create your account with ProctorU, you <u>MUST use the same email address</u> that you used to register and pay for the test with ACER (your ACER user account). This will ensure that your test booking and identity can be verified when you sit the test online.

Please ensure that you select the <u>time zone</u> for your location.

If you already have a Proctor U Account but it was not created for sitting MSAP Ireland please do the following:

Log in to your ProctorU account. Click on 'edit account' under personal setting. On the next page, click on 'add enrolment' under enrolment. ***Mature Student Admissions Test (MSAP) – ACER***
Click on the 'update account' tab at the bottom. Once you have done this, go back to the 'home page' for your ProctorU account.

Step 4 – Test your equipment

Run the equipment test via your ProctorU account as pictured on the next page. It is the responsibility of the candidate to ensure the equipment test is completed in a timely manner (before the close of the ACER booking window) as equipment test failures may not qualify for refunds after the close of bookings. For more information on refund policy visit: https://msap-ireland.acer.org/registration1/registration-fees

You must complete the equipment test using the computer and internet connection that you plan to sit the test with, at the location you will be doing the test from. Network firewalls at public locations such as schools, universities, workplaces or libraries may prevent access to ProctorU on your test day and the equipment test may not detect the firewalls. Computers provided by your workplace or institution may also have settings that prevent you from sitting the test. **For these reasons you are advised to sit the test using a personal computer connected to your home network.**
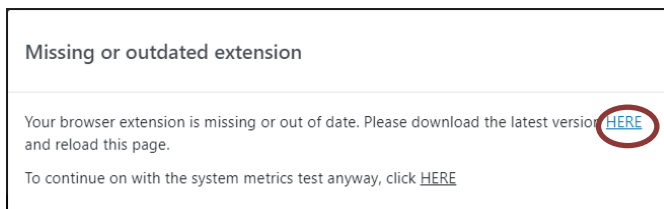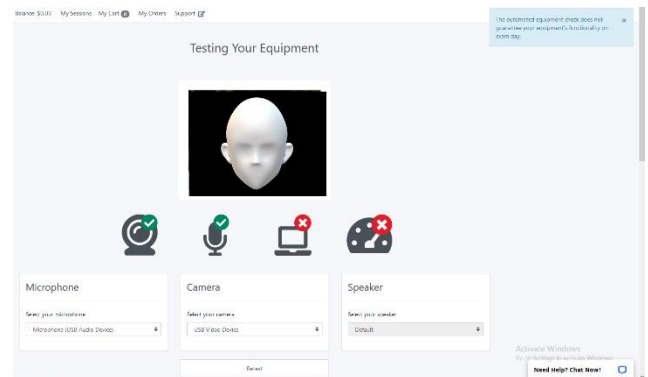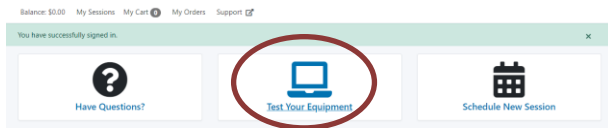
You may be prompted to download a ProctorU Chrome or Firefox extension, please follow the steps to add it to your browser to ensure the software will run on your computer. If you run into technical issues please contact ProctorU via their live chat for technical support.
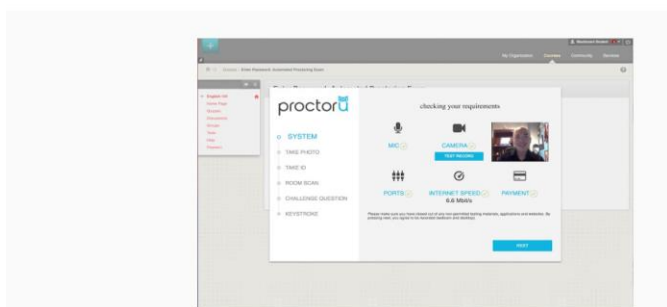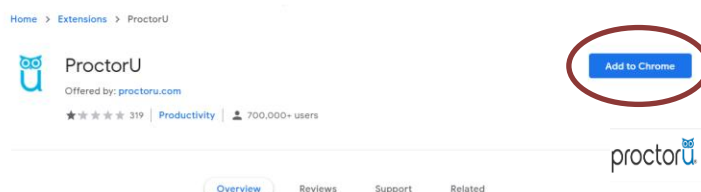
Your equipment meets the technical requirements **if your system passes all checks in the System Details section.**

If any of the checks fail and you are unable to fix them, please click on the blue button near the bottom right of the page and then fill in your details in the popup window and proceed to connect to an online technician. You need to click the *'Allow'* button when a message requesting access to your camera and microphone appears to allow the technician to connect to your computer.

Please note that passing the equipment test means your equipment meets the technical requirements. However, it does not guarantee that you will not have any technical issues during your test session.

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If your equipment **does not pass** all checks and the issues cannot be resolved by ProctorU's online technicians, you can source another test room and venue and/or equipment and complete the equipment check again.
If your equipment passes all checks, you may proceed to register to sit the test by remote proctoring.

Step 5 – Schedule your test session(s) with ProctorU

To schedule your test session(s) with **ProctorU**, click on the 'Schedule New Session' button. Select '***Mature Student Admissions Test (MSAP) – ACER***' as the institution and the relevant choices for 'term' and 'select your correct exam modules

Next, click on the 'Find Session' button. On left hand side of screen, select a date and time for your test session, then click on 'Find Available Times'. A list of possible sessions will be generated for you. Select your preferred session and proceed to book your test session by completing the required steps.

Pre-test procedures can take **around 30 minutes to an hour** (this does not count towards your test time). After you have scheduled your session, you will receive a verification and confirmation email from ProctorU. If you do not receive the email, please contact ProctorU.
You are strongly advised to complete all of the necessary equipment checks before sitting your exam.

! IMPORTANT:

Test sessions can only be scheduled to take place (at least) 72 hours from the point of booking. For example, if you wish to schedule a test session for 11:30am on a Saturday, then you must schedule it prior to 11:30am on the Wednesday before.

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Step 6 – Your Admission Ticket

Log in to your ACER user account to access your Admission Ticket. Once logged in, click the 'View admission ticket' button.

Your registrations				
Assessment	**Cycle**	**ID**	**Status**	**Actions**
MSAP Ireland	2021	1500985R	Completed	Manage View admission ticket

You must have your Admission Ticket at the test sitting (digital or printed), together with your ID document.
Your Admission Ticket contains important details, including your username to access your online MSAP Ireland test. You will be required to show both documents prior to your test session being activated by the proctor. Please note, your Admission Ticket should have your details printed on it. If they do not display in the printed copy, check that Javascript is enabled (See how: http://www.enable-javascript.com).

Step 7 – Test Day

The only things you are allowed to bring to the test session are:
- A valid and current photo-bearing identity document
- Your admission ticket and
- A white board and marker for rough working (optional)

We strongly suggest visiting the toilet and having a meal and drink before you take your test.

Log into your ACER user account from Google Chrome and open your Admission ticket for your proctor to check during your test session.

Your test room must:

• have an appropriate workstation on a stable desk or hard surface. **It is not permitted to take the test sitting on beds, couches or on the floor.**

• be a room that is free from distractions, noise and prohibited materials (no other person including dependent children are permitted in the test room). Proctors may require you to move your sitting position or change to a different room on your test day if they believe your sitting position or test room is not suitable.

• Candidate's backs should be facing the door (if possible)

• Rooms where a clear glass wall would allow someone else to view the computer screen are not permitted

• Have suitable temperature, lighting and ventilation.

You are advised to uninstall any unpermitted remote control software such as TeamViewer before your scheduled test session. Any such program will be detected on your computer and you will not be able to continue with your test session until the issue is resolved.

You are advised to eat a meal before your scheduled test session. You will not be allowed to have any food or drink, other than bottled water or a clear glass of water on your desk.

At your scheduled test time, a button to start the test for your session will appear. The countdown timer for the scheduled test session will reach zero.
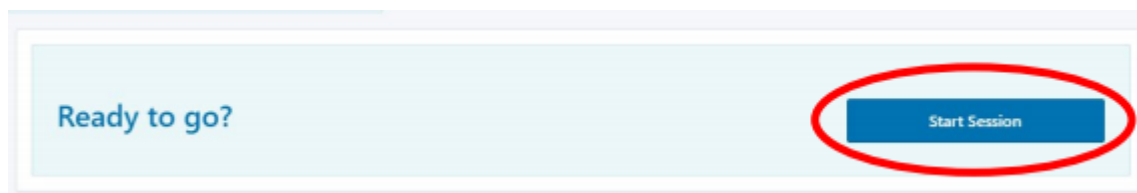
Click the button to '**Start the Test Session**'. You will be connected to ProctorU and a proctor will assist you through the entire test process, including the pre-test administrative and technical checks. **Pre-test administrative procedures can take around 30 minutes to an hour** (this does not count as test time).

Download the chat box
You will also be required to download the LogMeIn application. This application contains the ProctorU chat box and allows you to communicate with your proctor throughout your test session. After you have installed the LogMeIn application, you will then be connected to a proctor.

Connect to your proctor
It may take some time until you are connected to a proctor so please be patient. Please note that there may be times when the proctor is setting up your test session and working 'in the background' while nothing seems to happen on your screen. This is expected; **do not close the chat box** as this will restart the process and increase your wait time

Remote system check
Once you are connected to a proctor, the proctor will check your computer and environment. Please follow the instructions as provided by your proctor.

Identification Check
Your Admission Ticket and <u>appropriate photo ID</u> will be checked. Your photo will also be taken by the proctor.

Camera pan
Your proctor will prompt you to show your test room. You can use your webcam or a mirror to show your proctor a 360 degree pan of your room and your computer monitor. Your proctor may request you to remove items that are not permitted. Your proctor will also ask you to show your mobile phone is placed out of reach.

After the pre-test administrative checks have been completed, your proctor will run the STAT Security App on your computer/laptop to allow you to sit your test

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What to expect during your online test experience

Once the proctor unlocks your test, you will be instructed to start the test. When you are ready, click to begin your test. Unpermitted programs, such as TeamViewer or Apple Remote Desktop, will be detected by the ACER Online Test Application. You will not be able to continue with the test if such programs are detected during your test session. Please ensure that such programs have been disabled or uninstalled on your computer before you sit the test.

TIME ALLOWED
During the test you will see a timer in the top right-hand corner of the screen. This counts down the time remaining for the test.

Module 1: Written English (two short essays):
1 hour (includes 10 min reading time).
Module 2: Reasoning in the Humanities and Social Sciences (multiple-choice)
1 hour (includes 5 minutes reading time).
Module 3: Reasoning in the Sciences, Mathematics and Social Sciences (multiple-choice)
1 hour (includes 5 minutes reading time)

Important:
Your entire test session will be recorded by ProctorU including your chat logs with proctors, the video recordings of your test sitting and your computer desktop, and ACER will have access to the full records.

Bathroom Breaks
You may use the bathroom during the test session however the test timer will not be stopped. **You must advise your proctor and wait for their approval before leaving your seat at any time.** After each bathroom break, the proctor will request to check your test environment again. As you may appreciate, each proctor supervises multiple candidates and hence may not be able to reply your message immediately.

No additional time will be granted for bathroom breaks.

Kindly note that sometimes unexpected technical issues may occur and this may be due to a variety of causes such as unstable internet connection or faulty equipment. During your test session, the following actions may need to be taken by your online proctor to ensure that your test is administered securely and within the test rules:

• Communicate with you via the chat box or audio if there is an issue.
• Ask you to adjust your webcam in order to be able to see your face and what you are doing clearly during the entire test session.
• Ask to borrow your mouse because of issues associated with the video and/or screen recordings.
• Transfer you to another online proctor or technician.

As you may appreciate, internet connectivity and equipment performance may vary at different junctures during the test session and your online proctor may need to perform certain actions in order to ensure smooth operations of the test.

Exam Rules
During your test, you are **not permitted** to:

- Leave the room without authorisation from the proctor.
- Navigate away from the test screen.
- Read test questions allowed or talk to anyone.
- Have anyone else in the test room with you.
- Use a dictionary, calculator or mobile phone to assist you.
- Eat in the test room unless prior consent has been given by ACER.

RESOLVING TECHNICAL ISSUES

A full record of your test session is submitted to ACER. If you experience any issues (for example, technical or connection problems) during your test session, you should communicate these to your proctor immediately to try to resolve them. Sometimes due to unresolved technical problems it is possible that your test session may need to **be rescheduled to the next available MSAP Ireland test date (Please contact MSAP office for more details)**

If the proctor cannot resolve your issues, or for any other queries and concerns you may have regarding your test session, **please contact ACER by email on the test day so the issue can be addressed without delay**.

If you need to report an issue to ACER regarding your online test session, please provide as much information as possible. Your case will be investigated based on the ProctorU test session records, ACER online test logs, and any information provided by you in writing.

IMPORTANT:
It is important that you read and understand all test instructions before you start the test.

WHAT YOU WILL SEE ON YOUR SCREEN

MSAP Module 1 & 2 or Module 1 & 3 or Module 1, 2 & 3 (depending on the modules you need to sit)

Once logged in, you will see a screen with directions similar to the screen shot below:

Directions

1 This test contains   multiple choice questions
2 You will obtain the best possible score if you observe these points:
(a) Work carefully through the questions in the order in which they are given.
(b) Don't waste too much time on any one question; if necessary, go on to the next question and come back to the difficult ones later.
(c) If you think you know an answer, select it – even if you are not certain you are correct. Marks will **not** be deducted for wrong answers.
(d) If you want to change your answer, simply select a different option.
(e) To go back to a previous question, click on the question number you wish to return to at the top of the screen.
3 Each question provides four alternative answers. You must choose **one** answer from these alternatives.

The total number of questions in this test is

- 70.
- 50.
- 35.
- 32.

Choose your answer by clicking the relevant button.

- 35.

4 To move to the next question, click on **Next**.
5 At the end of the test, click the **Finish** button.

The screenshot below gives you an idea of the layout of the MSAP Module 1 (Written English) online test.

| 1 | 2 |

Write an essay in response to the comment below. Allow approximately 30 minutes for your essay. You should then move on to Task B by clicking the green **Next** button.

Task A:

Click here to begin

The screenshot below gives you an idea of the layout of the MSAP Module 2 & 3 online test.

After your test session:

Alert your proctor when you have finished your test. After you have submitted your test, use the chat box to tell your proctor you have completed your test. Your proctor will prompt you to erase any rough workings you may have. Log out of the test and all browsers. Finally, close the chat box to end your connection to ProctorU.

! IMPORTANT:

If candidates experience technical issues during their online test session and the online proctor cannot resolve these issues during the session, candidates must immediately report any concerns and/or complaints to ACER. This must be done in writing (to msap-ireland@acer.org), on the day of the relevant test session.

This is to ensure that any concern may be remedied, if possible, as soon as practicable and during the test window candidates registered for.

Your MSAP Ireland results

Your MSAP Ireland results will be made available in your ACER account. You will receive an email notification once results are available to access.

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For information on results release visit our website:
https://msap-ireland.acer.org/results1

Test day troubleshooting and FAQs

What if I need to wait to connect to a proctor?
You must log into your ProctorU account 5 minutes before your scheduled test time. Any time required to set up your test session does not count towards your test time. Your test time will not start until you click to start your test after all pre-test procedures have been completed.

What do I do if I face technical difficulties?
Your proctor will connect you to ProctorU's technical support.
If you experience technical issues during the pre-test procedures and the issues cannot be resolved after 15 minutes, you can either:
- inform the proctor that you do not wish to continue and would like to reschedule your test session to another time (within the current test window); or
- you can let the proctor continue to try and resolve the issues.

If you need to reschedule your test session due to technical issues, you **must** contact ACER via email **immediately.**

If you experience technical issues during your test that cannot be resolved, you **must** contact ACER via email immediately.

What if I lose test time?
Please inform your proctor using the chat box. Proctors are not able to add time back to a test session. Continue your test and contact contact ACER via email (at msap-ireland@acer.org) **immediately** after finishing your test so we can investigate the issues experienced during your test session.

What if I accidentally close the ACER Online Test Application during my test?
Inform your proctor using the chat box so that they can pause the test. Your proctor will then help you reopen the application. Note, you will need to log in to the application again.

How can I improve my internet speed to sit the test?
Make sure that nobody else is using the same internet connection while you sit the test. If somebody else is streaming video, for example, your internet may not be able to support both activities simultaneously. If you are using wireless, moving closer to your modem may also help, but remember that you must be alone in your test room.

What if my proctor asks me to contact my institution?
If your proctor refers to 'your institution', they mean **ACER**, not your university. Please contact ACER at msap-ireland@acer.org.
Please do not contact your university for help with your test session as they cannot access the system, and this will delay solving any problem