Remote Invigilation User Guide

Version 4 (June 2021)

Contents

Introduction

Thank you for using our remote invigilation service, TestReach, which gives increased flexibility to choose where you take your exam.

Please use this guide to help prepare for your upcoming exam and reassure yourself that your exam will run smoothly on the day.

If you require any further information, please contact us on **+44 20 7645 0777** or email us at **customersupport@cisi.org**

John Preston

Chief Operating Officer

TestReach requirements

Please use the following requirements checklist to prepare your laptop/PC to launch your exam successfully and ensure that your exam environment is suitable for testing.

Exam environment requirements

✓ Exams must be sat indoors in a well-lit room, free from noise.

✓ No other people or animals may be present throughout the exam.

✓ The desk/table must be clear of all items not permitted in the **Exam Regulations**.

✓ No smart watches or electronic devices (except permitted calculators specified in the **Exam Regulations**).

✓ Mirror or phone camera for initial security checks. Phone to be switched off and placed out of arm's reach prior to the exam starting.

✓ No dual screens. Any additional screens must be **disconnected and** covered or removed.

✓ Two tissues and a clear bottle or glass of water with no label are permitted in your exam environment. They must be presented to the invigilator prior to the start of the exam. No other food or drink is permitted in your exam environment.

Technical requirements

✓ A minimum requirement of Windows 7 or Mac OS 10.8

✓ iPads and Tablets are not supported

✓ Microphone, speakers and webcam (no headsets permitted)

✓ Internet speed of at least 0.516 mbps (to minimise the chance of disruption, we recommend 3 mbps or more)

✓ Disconnect from any Virtual Private Networks (VPN)

✓ At least Intel Core i3 (or equivalent) and 4GB RAM

✓ Screen resolution of 1024 x 768

✓ Remote Connections via another device are not permitted

Failure to comply with any of these requirements may result in your exam being terminated and no result being recorded.

If you are unsure that you can meet any of these requirements, please contact us on **+44 20 7645 0777** or email us at **customersupport@cisi.org** immediately.
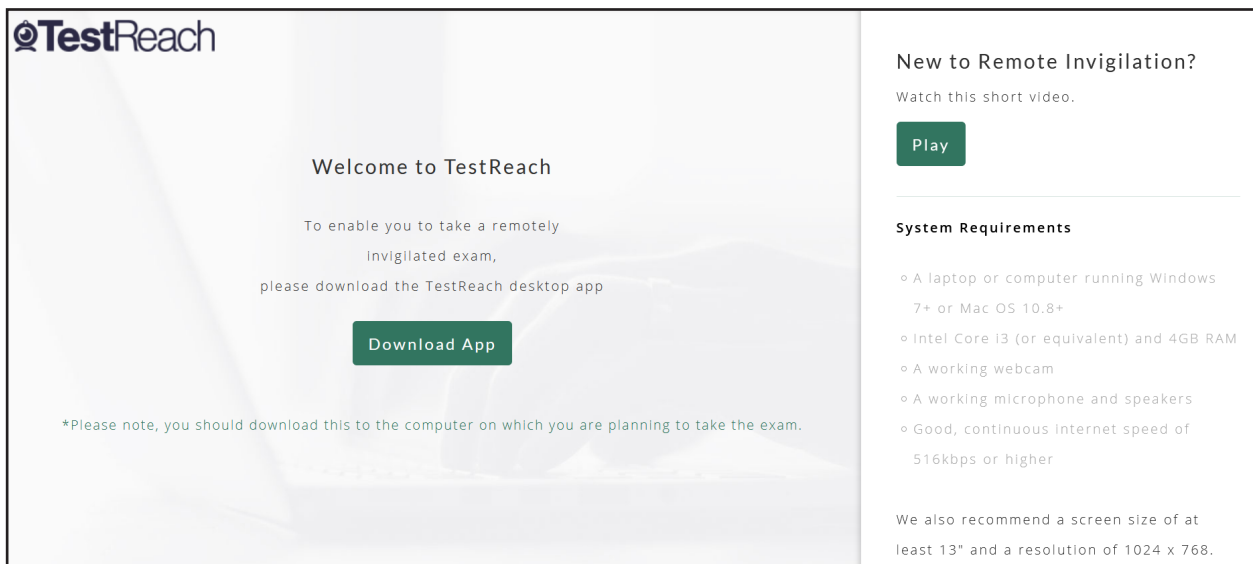
Before your exam

Exam Booking Process

1 You will receive an email confirmation of your exam booking from the CISI. Please follow the instructions carefully to **complete** the booking.

2 **Four to three weeks prior to your exam date** you will receive an email from TestReach. Please check your spam/junk mail if you have not received this. If you are unable to locate the email, please contact **TestReach directly**.

3 The TestReach email will summarise the process to complete your exam booking by selecting your exam time. Follow the steps on the email immediately to complete your exam booking - this must be completed a minimum of four days prior to your exam date.

Please use this User Guide as a supplement to the TestReach email

Download the TestReach Application

1 Copy and paste the below link into your browser:

https://app.testreach.com/system-requirements

2 Click 'Download App' to begin the download

TestReach

New to Remote Invigilation?
Watch this short video.

Play

Welcome to TestReach

To enable you to take a remotely invigilated exam, please download the TestReach desktop app

Download App

*Please note, you should download this to the computer on which you are planning to take the exam.

System Requirements

○ A laptop or computer running Windows 7+ or Mac OS 10.8+
○ Intel Core i3 (or equivalent) and 4GB RAM
○ A working webcam
○ A working microphone and speakers
○ Good, continuous internet speed of 516kbps or higher

We also recommend a screen size of at least 13" and a resolution of 1024 x 768.

3 The application will proceed to download, it may create a shortcut icon on your desktop to launch the exam

4 Launch the TestReach Application by clicking on the icon on your desktop, or by locating the Application in your downloads

Create a new password

(If you have previously sat a CISI Remote Exam with TestReach and your password has not expired, you are not required to reset your password.)

1 Once the Application has launched, log into TestReach using your Username and Temporary Password that can be found in your New Account Email

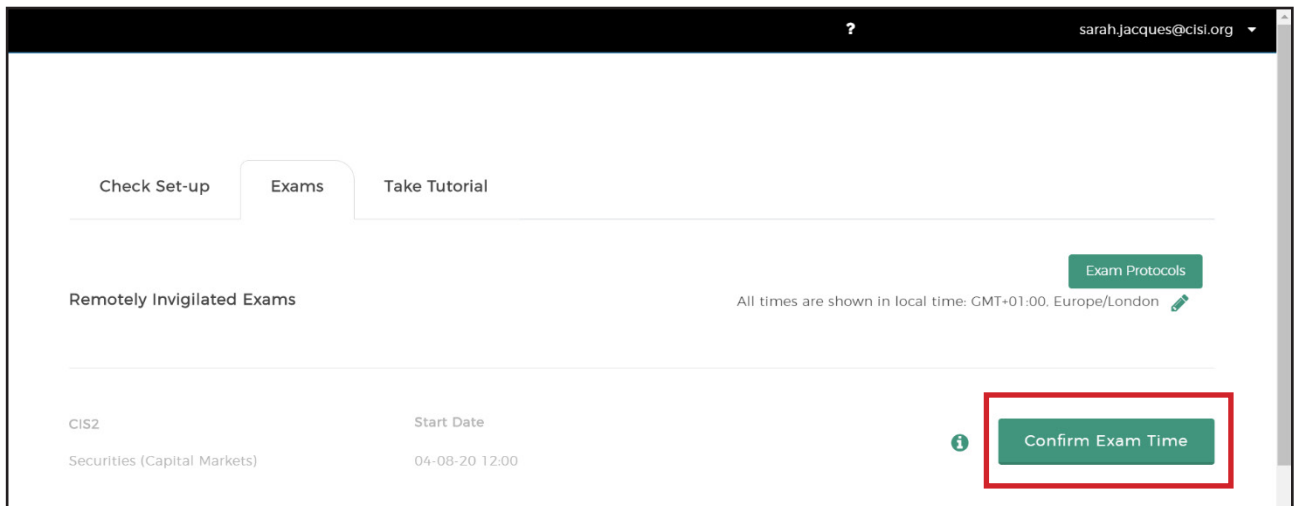**2** You will then be automatically prompted to reset this to a memorable password

Please note that this password will expire after 60 days and you will need to reset it

System check

You must complete a successful System Check before booking your exam time. You need to do this in the location you will be in for your exam and with the equipment you plan to use.
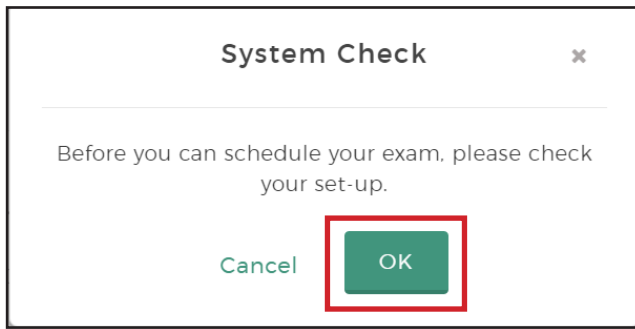
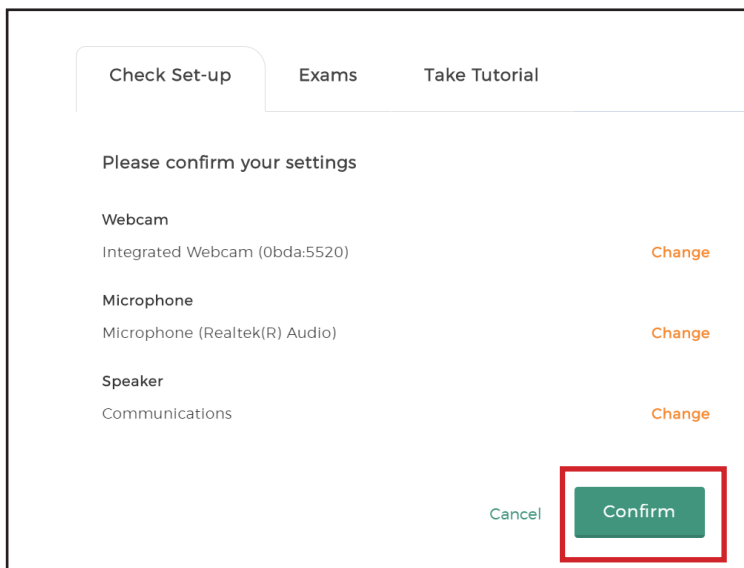**1** On the TestReach Application Dashboard, click Confirm Exam Time

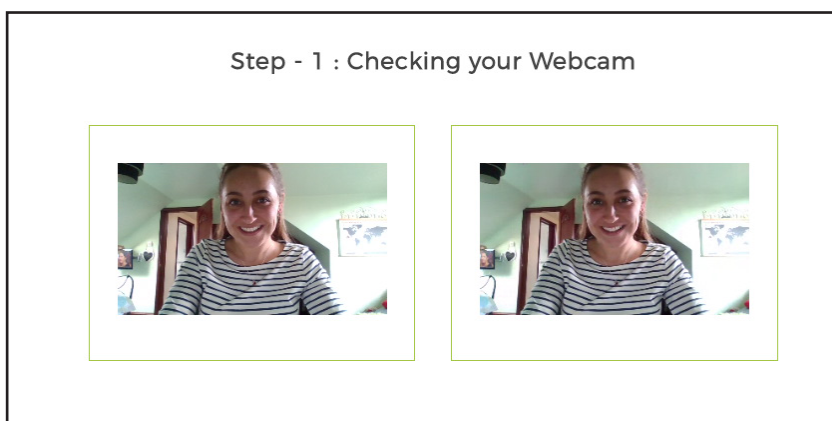**2** Click OK on the pop-up to proceed to the System Check

System Check ✕

Before you can schedule your exam, please check your set-up.

Cancel   **OK**

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3 Once you have selected the relevant Webcam, Microphone and Speaker that you will use for your exam, click Confirm

Check Set-up   Exams   Take Tutorial

Please confirm your settings

Webcam
Integrated Webcam (0bda:5520)   Change

Microphone
Microphone (Realtek(R) Audio)   Change

Speaker
Communications   Change

Cancel   **Confirm**

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4 Ensure that you can see two identical copies of your webcam picture

Step - 1 : Checking your Webcam

5 Ensure that your Microphone is working by speaking out loud
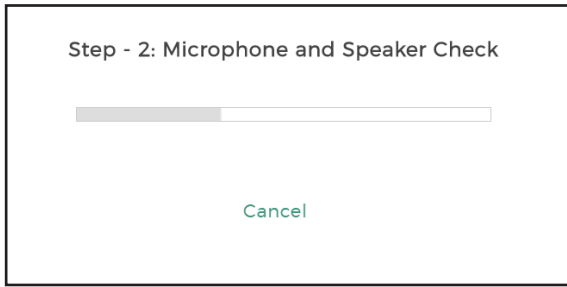
6 Ensure that you can hear the beeps. Please note that you may have missed them the first time. Press Replay to hear them again

7 The screen check will automatically run. Please do not do anything at this stage

8 If the System Check is successful, you will see that is has completed. If you face any technical issues and the System Check is unable to complete successfully, contact **TestReach directly**.

Book exam time

1 Once you have successfully completed the System Check, you will be able to proceed to booking your exam

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2 If you are taking a Multiple-Choice Question exam, you may be offered a choice of times. Please select the most convenient time for your exam and click confirm.

If you are taking a Narrative exam, you will not be offered a selection of times; however you must confirm your exam time.

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3 You will receive an automated email confirmation of your exam time booking.

Exam tutorial

The Exam Tutorial is designed for you to familiarise yourself with the TestReach system and functionality in advance of your exam.

You can access the Exam Tutorial as many times as you require. We strongly recommend you spend sufficient time on the Exam Tutorial to ensure that you feel confident that you are able to use each of the exam functions prior to the exam. This will save you time in your exam.

The Exam Tutorial will not be accessible when you are taking the exam.

1 Click on the Take Tutorial tab and Start Tutorial to begin

2

The Exam Tutorial will go through 18 elements:

✓ **Navigation Buttons**
How to move to the next question and revert to a previous question

✓ **Flagging Questions**
How to flag a question to remind you to come back to this question

✓ **Colour Coding Questions**
Colour system of the navigation bar for answered, non-answered and flagged questions

✓ **Scrolling the Page**
How to navigate the page, up and down

✓ **Exam Timer**
Where to locate the exam timer on the page

✓ **Role of an Invigilator**
How the invigilator will be monitoring you

✓ **Notebook Function** - Available for Multiple Choice Question Exams Only. How to access the on-screen notebook function to take notes

✓ **Calculator** - Available for Multiple Choice Question Exams Only. How to access the on-screen calculator

✓ **Ending the Exam**
How to end the exam when you have finished

The following elements are applicable to Narrative Exams Only:

✓ **Exam Display**
How to adjust the proportions of the Question, Answer and Resource panels on the screen

✓ **Resource Panel**
How to access resources attached to your exam

✓ **Supervisor Panel**
How to minimise the supervisor panel

✓ **Information Pages**
Where to locate the information pages

✓ **Zoom Buttons**
How to increase or decrease the text in the Question, Answer and Resource panels

✓ **Formatting Options**
What formatting options are available within your exam

✓ **Tables**
How to insert and edit tables

✓ **Formula Keypad**
How to enter a formula

✓ **Drawing Tools**
How to access the drawing pad to include a graph, drawing, flow chart or diagram in your answer

Email reminders

You will receive a series of email reminders for your upcoming exam

Email 1   CISI Email Confirmation Upon Exam Booking on the CISI system

Email 2   New Account Email from TestReach four to three weeks prior to your exam date, this will contain instructions to download the software, complete the System Check and book your exam time

Email 3   Enrolment Email from TestReach four to three weeks prior to your exam date, this will contain your Username and a prompt to book your exam time

Email 4   Email reminder from TestReach 10 days prior to the exam if you have not booked your exam time

Email 5   5 Day CISI Email Reminder of your upcoming exam

Email 6   Email reminder from TestReach 4 days prior to exam if you have not booked your exam time

Email 7   1 Day CISI Email Reminder of your upcoming exam. If you have not booked your exam time 4 days in advance, you will be considered a no-show and will not be able to sit the exam on the day. You must contact CISI Customer Support (customersupport@cisi.org) to rebook your exam at full cost.

Exam Day

15 minutes prior to your exam

✓ Have your photo ID next to you, for full details of ID requirements, please see the **CISI Exam Regulations.**

✓ Ensure your exam environment meets the requirements listed in this User Guide.

✓ Adjust your volume to a suitable level and ensure your webcam is facing you.

✓ Ensure that all of the applications on your laptop/PC are closed via Task Manager to stop any notifications throughout your exam. **Ensure that you are disconnected from any VPNs.**

✓ Keep your TestReach username and password to hand.

Launching your exam

1 Launch the TestReach application using the desktop shortcut or from your downloads to start the check in process. If you experience any technical issues, please visit **https://status.testreach.com** to check the status of the TestReach system. This will highlight any widespread outage and its progress. Otherwise, please contact **Test Reach directly**.

2 Launch your exam up to 15 minutes prior to your exam time.

Checking into your exam

1 You will first be required to complete the System Check again.

2 Once you have successfully completed the system check you will be connected to an invigilator, known as a Supervisor, who will ask you to hold your ID up to the screen.

3 You will then be guided through security checks. They will complete the following checks:

Candidate Detail Confirmation

✓ The Supervisor will ask you to confirm your full name and exam details.

Environmental Check

✓ You will be asked to scan your room and work surface using your webcam. We strongly recommend having a medium sized mirror available during your environmental check to show the supervisor the area around your screen.

✓ You are permitted to use a calculator, as specified in the **Exam Regulations**. (For Multiple Choice exams there is a basic on-screen calculator available within the exam, but this may not be sufficient for all calculations.) You will be required to show your calculator to the invigilator. No on-screen calculator is provided for Narrative exams.

✓ You are permitted to use a mobile phone in 'selfie' mode to show your laptop/PC screen. You will then be asked to switch your phone off and place it out of reach.

Person Check

✓ You may be asked to show behind your ears, raise your shirt sleeves above your wrists, and turn out your pockets. If you wear glasses, you may also need to hold these up to the webcam for inspection.

✓ If you need to wear a hearing aid, please apply for a reasonable adjustment using the **Application Form**. The CISI Reasonable Adjustment Policy can be found **here**.

✓ You will then be presented with your exam on screen. You will be monitored throughout your exam. The supervisor may contact you via the web chat or by speaking to you.

During your exam

Assistance throughout your exam

✓ If you require any assistance during your exam, you can contact your Supervisor by speaking to them or by using the web chat feature on the right of your screen.

✓ If you face any technical issues and your exam unexpectedly closes, please contact **TestReach directly**.

✓ Exam font size can be adjusted in the exam by using keyboard shortcuts Ctrl + "+/-" (for Windows) or Command + "+/-" (for Mac).

Breaks during your exam

For candidates taking multiple-choice question exams:

✓ Breaks are **not** permitted throughout your exam, so please ensure that you are ready and comfortable before your exam starts. If you will require a break for a medical reason, please apply for a reasonable adjustment using the **Application Form**. The CISI Reasonable Adjustment Policy can be found **here**. (Please note that unless agreed as part of a reasonable adjustment, you are not permitted to leave the view of the webcam during your exam.)

For candidates taking narrative exams:

✓ One comfort break of up to five minutes is permitted but this time will be considered as part of the exam duration. You are not permitted to take more than one break. If you do so, the incident will be reported to the CISI and your exam may be terminated or disallowed. If you will require additional breaks for a medical reason, please apply for a reasonable adjustment using the **Application Form**. The CISI Reasonable Adjustment Policy can be found **here**.

Technical Issues

✓ If you experience a short disconnection, your exam will pause and continue to attempt to re-establish a connection. If this continues for 5 minutes or more, your exam will be terminated, and you will **not** be able to restart your exam.

✓ If your exam is terminated, please contact Customer Support on **020 7645 0777** or at **customersupport@cisi.org** who will be able to assist with rebooking your exam.

Scratch Paper

For candidates taking multiple-choice question exams:

✓ Scratch paper, pens and pencils are **not** permitted throughout your exam.

✓ You will have access to an on-screen note pad on which you can type notes. These notes will remain for the duration of your exam unless you delete them but will not be submitted for assessment.

For candidates taking narrative exams:

✓ Two plain sheets of A4 scratch paper, pens and pencils are permitted throughout your exam. Responses written on the scratch paper cannot be submitted, and will not be marked.

✓ You will **not** have access to an on-screen note pad on which you can type notes.

Candidate conduct

For candidates taking multiple-choice question exams:

✓ By using remote invigilation, you acknowledge that you have no right to privacy at your current location throughout your exam and that you waive any claims asserting a right to privacy.

✓ Supervisors are authorised to terminate your exam for a violation of any exam regulation.

✓ Leaving the camera's view whilst your exam is running is strictly prohibited and your exam will be terminated.
If this occurs, the CISI will be notified. Any further action necessary will then be taken in accordance with our **Candidate Sanctions Policy**.

For candidates taking narrative exams:

✓ By using remote invigilation, you acknowledge that you have no right to privacy at your current location throughout your exam and that you waive any claims asserting a right to privacy.

✓ Leaving the camera's view whilst your exam is running, except during a permitted comfort break, is strictly prohibited and your exam will be terminated.

✓ Supervisors are authorised to terminate your exam for abusive or inappropriate behaviour.

✓ Any violation of the exam regulations will be reported to the CISI.

Contact Us

If you have any queries, please do not hesitate to contact the CISI Customer Support Team on **020 7645 0777** or **customersupport@cisi.org**

If you would like to leave feedback regarding your experience, please do so **here**