RULES & REQUIREMENTS FOR

CEM ONLINE ASSESSMENTS

Center for Educational Measurement, Inc.

THE TEST OF EXCELLENCE



CANDIDATE ONLINE ASSESSMENT GUIDE



OCBT COAG_0826

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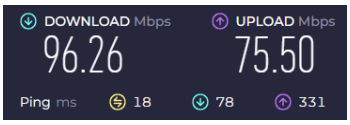
Click on the Table of Contents or the blue (boldfaced) texts and page numbers on the next pages to follow the link.

Requirements-at-a-Glance

As a registered candidate, read and understand this entire guide to ensure a smooth online testing experience. You must carefully review this guide, as your proctor will not entertain any questions already answered in this document. This will help you make the most of your testing time. The success of your exam experience will depend on how carefully you follow the rules. If any of the requirements listed below are not met or unacceptable, your Proctor may recommend ending your test session.

Further, CEM reserves the right to take all actions—including, but not limited to, banning you from future testing and/or withholding or canceling your scores—for failure to comply with test administration regulations or misconduct. If your scores are canceled, they will not be reported, and your registration and test fees will not be refunded.

MUST HAVE		**IMPORTANT NOTE**
Computer Unit	• Fully charged laptop or desktop ***Windows 8.1 or above** ***MacOS 10.14 or above** ***Installed Memory (RAM) of at least 8 GB for Windows 10 or above. MacOS with versions below 10.14 and Windows OS with versions below 8.1 will NOT support NOR run the secure browser/testing website.*** ***Ensure your computer has enough storage and memory. Low memory can slow test loading, even with a fast internet connection.***	• The following are NOT ALLOWED: ○ Mobile phones ○ Handheld gaming PC ○ Tablet / Digital pads ○ E-readers ○ AirPods • Turn off all alarms or any notification sounds on your computer. • Make sure to unlink or unsync your mobile phone from the testing computer. Failure to comply may result in disqualification.
Camera	• Laptop users may use built-in or external camera. • For built-in cameras, make sure the camera is positioned at eye level. Cameras located on the keyboard are NOT recommended, as they make inspection difficult and prevent the proctor from seeing you clearly. • Camera resolution of at least 720p. • Wide angle camera is preferred. • Disable auto-zoom or focus feature.	• External web camera is recommended for desktop users. Candidates are required to fully rotate their camera during environment check. • Ensure that your camera wire/cable is fixed or stable to avoid losing camera connection. • Always keep your camera on during the test. CEM maintains a 'no camera, no test policy'. Be careful not to cover your camera, as doing so may result in automatic exiting from the test website.
Microphone	• Use an internal built-in or external mic (working/functional). • Be ready with wired earphones/ headphone (with mic feature).*	• *You may use a wired earphone/headphone in case your computer's built-in microphone does not work during the actual test. Wait for your Proctor's instruction to plug it in, but do NOT wear it to your ears. • Always keep your microphone on during the test. CEM maintains a 'no audio, no test policy'.

Internet Speed and Ping Time	• Wired or wireless internet connection with a speed of **at least 5 Mbps**. • A ping time of less than 20 milliseconds (ms) both for download and upload speed. *Note: You may use any speed test website that provides ping time, such as* ***https://www.speedtest.net/***	• Using USB-tethered connection (i.e., pocket WIFI or mobile data) is NOT recommended. These connections, when loosened, may automatically end your test session. • Sample Ping Test: 
External Accessories / Devices	• Computer mouse (wired or optical) • Charger (for laptop users). This can be plugged in before entering the test website. • External keyboard is allowed.	• MacOS users are advised to use an external computer mouse to avoid being flagged by the system. Multi-touch gestures on Mac are prohibited. • Other external devices (e.g., USB and multiple monitors) are not allowed, and will automatically exit you from the test platform once inserted to or detected from your computer.
App or Software	ALL of the following: • **Mettl Secure Browser (MSB)*** • Web browser (updated and latest three versions) ○ Chrome ○ Firefox ○ Safari *Note: The secure browser is required to check if your computer is compatible with the testing website.*	• *Software must be allowed to be downloaded to your computer. • Temporarily turn off automatic system updates and antivirus before your scheduled actual test date. Manually close and/or disable all the open applications or programs running in the background. • Do not make any changes or install other apps after installing the MSB app on your computer. • ALWAYS ALLOW microphone and camera permissions upon entering the test.
Scratch Pad	Any of the following: • A4-size or mini whiteboard slate with whiteboard marker and eraser / cloth wiper • plain A4-size or mini chalkboard with chalk and eraser / cloth wiper *Note: Boards or slates of various sizes are permitted, except for large boards such as those typically used in classrooms.*	• Permanent pen or marker, pencil, paper, acetate, or clear plastic sheet, and digital or battery-operated slates are NOT allowed and may lead to disqualification from the test session. • Tissue as eraser is NOT allowed. • Only one (1) set of scratch materials (i.e., 1 whiteboard, 1 marker, 1 eraser) on the testing table/space is allowed. Inform your proctor if you need to replace the marker or get another chalk.
Personal Identification	Any of the following: • School ID or any valid, government ID • Exam Permit (if required) *Note: See page **38** for the list of acceptable ID cards.*	On the test day: • Take a snapshot of your actual, physical ID card with your complete name and photo during authorization. • Move your ID card close enough to the camera during ID capture. Photo should be clear and name should be readable. Remove plastic case for clarity. • Presenting 'portrait IDs' in landscape orientation is NOT necessary for easy reading of your name.

Testing Area or Room	• Quiet • With good lighting and ventilation • **No companions allowed:** Unless authorized by the NMAT Proctor, examinees are not permitted to take the test in the same area as another examinee taking the same examination. *Note: Inform your housemates or roommates to allow you to take the test alone in the room and avoid any form of communication during the entire test session.*	• Take the exam in an area that is reasonably quiet and with enough lighting, otherwise, your proctor will ask you to move to another area or room during the test. • In instances where there is a person present in the testing area, communicating with them in any way (verbally, signals, or in writing) even during the test break warrants a warning or disqualification from your test session.

MUST DO

Download the secure browser (MSB) and conduct system compatibility check	Click on the **Check System Compatibility** tab in the e-mail sent to you (see page ***11*** for the detailed instruction). If you encounter errors or technical issues, contact the ***CEM Help Desk***.
Learn how to take the online test	Depending on the online test that you will take, the written guides, video tutorial, and demo test link will either be e-mailed to you or shared to your registration account. ○ *For candidates of Regular and Special Tests:* CEM will e-mail you a test invite with details. ○ *For candidates of National Medical Admission Test (NMAT):* Check the **'How to Check Computer Compatibility'** page of the NMAT website or through your NMAT account. The demo test is not timed and will NOT be scored. You may practice several times before the actual test date. Familiarize yourself with the features (e.g., pages, buttons, or tabs) of the test website. Some features, such as the chat box is not available during the demo test since this test is not proctored nor supervised.
Check E-mail for your Actual Test invite	• CEM will email you the **Test Link** with important test details. • Expect the Actual Test invite: ○ *For candidates of Regular and Special Tests* – at least 3 days to 1 week before your actual test schedule. ○ *For candidates of National Medical Admission Test (NMAT)* – 2 to 3 days before the first test date of the current cycle. • Look for the email with Subject Heading **CEM Helpdesk from CEM Ph invites you to take the [CEM Online Test]_Test Date.** You can access the test by clicking on the **Start Test** button at the bottom of the email message. You cannot open or access the actual test link on dates that are not your actual schedule. • Check your email's **SPAM/JUNK** folders, or contact the ***CEM Help Desk*** if you have not received your test invite on the expected date.
Take the Actual Test	Click on the actual test link from CEM on your exam day schedule. Enter the testing website at the earliest access time indicated in your test invite. **IMPORTANT REMINDER:** DO NOT take screenshots and/or photos of the testing window at any point of the test. Your will be disqualified from the test session if you do this.

Data Protection Notice	Read and understand the data privacy notice found at the end of registration fields (see the copy of this statement on page ***30***).
Candidate Location / Position in the Testing Area or Room	If possible, position your table near the wall so that your testing room or space is visible behind you. Do NOT sit with the wall at your back. Furthermore, taking the test in a public space is not allowed. No other person should be visible or positioned behind you, near you, or within your test window. The testing platform is highly sensitive and can detect human presence, including voices, whispers, and unusual noises, which may result in flag violations or disqualification.
Camera Position	During the test, position the camera at eye level, with your face centered in the frame and a clear view of your head, shoulders, and testing room or space. Avoid leaning too close to the camera; disable or do not use the auto-focus feature. Do not cover or block your camera at any point during the test.
Recommended Set-up	Place your computer on top of a table or desk and clear it from prohibited items (see Page ***21*** for references). Having prohibited items on your table (including your table's drawer or shelf) or within arm's length may result in disqualification. Improvised desks may be used by laptop users if they are stable and have a flat surface.
Rest	Get enough sleep before the testing day to avoid eye strain that may occur during the online test. Sleeping or taking a nap at any time during the test is NOT allowed, and test time will not be extended for doing so.
Emergency Cases	If you have an emergency, such as needing medical help, immediately send a chat message to your proctor. Your test will be paused, and you will be asked to exit the test window. As soon as you are able: ○ *For candidates of Regular and Special Tests* – inform your testing coordinator and wait for their instructions. (Grade school examinees can ask their parents or guardian to help them do this.) ○ *For candidates of National Medical Admission Test (NMAT)* – fill out the NMAT Waiver/Appeals Form found on the NMAT website.
Test Break	Chat with your proctor before attending to your needs. Make sure to ask your proctor's permission before leaving the test area and out of your camera's view. Do NOT cover your camera even during break.
Snacks / Medication	You may keep a bottled water near you during the test. Snacks should only be taken during the official test break or quick break. If you have a medical condition that requires you to take medication or a snack during the exam, you must inform your proctor.
Mobile Phone	Make sure that your registered contact number is accessible on the test day. In case you cannot chat with your proctor due to technical concerns (e.g., a blank or frozen screen), step out of the camera frame and immediately contact the ***CEM Help Desk*** using your registered number. **IMPORTANT REMINDER:** Even if unused, NEVER place your phone near you, within arm's reach, such as on your table or inside table drawers, during the test. You may place unauthorized gadgets outside your room or inside a bag or cabinet far from reach during the test. If you are found with unauthorized gadgets in your testing room, even if they are out of arm's reach, your device will be subject to inspection and may result in disqualification. You may only use it when you need to contact the CEM Help Desk; put away your mobile phone after the call.

What you need to take the Online Test

All CEM Online Test (actual test) is timed and supervised. Both human proctors and Artificial Intelligence (AI)-powered systems will monitor the conduct of the examinations. To take the test, you will need the following:

1. **Laptop or desktop computer with a Windows Operating System version 8.1 and above or MacOS version 10.14 and above.** Check your system preferences and properties or specifications.

   Reminders:
   a. MacOS with versions below 10.14 and Windows OS with versions below 8.1 will NOT support the MSB application NOR run the testing website.
   b. There are factors that may affect the smooth installation of MSB even when the system requirements are met. Make sure that you have enough storage or disk space/memory, close other applications that are open or run in the background, and that your antivirus and firewall are temporarily disabled.
   c. If your computer malfunctions, you may use another computer or a backup device. The backup device, however, needs to be closed and put far away from the testing table when not in used. Inform your proctor if you need to replace your gadget so that you can be instructed on what to do.

2. **Working webcam** (either built-in or external/detachable). This is a STRICT requirement. CEM follows a NO webcam, NO test policy. The use of mobile phones, GoPro, digital cameras or DSLR as web camera is NOT allowed. Make sure that both you and your room are clearly visible within the camera's frame, with the angle positioned neither too high nor too low.

3. **Working microphone** (either built-in or external/detachable). Have an earphone or headphone ready in case of audio issues. If instructed, you may be asked to plug it into your computer, but you must not wear it during the test. CEM follows a NO audio, NO test policy.

   Adjust the volume of your computer system microphone and speaker to a maximum before entering the test. To prevent distractions during the test, turn off notification sounds from all computer applications except for the CEM online testing website/secure browser (MSB). Be aware that alarms or notification sound from other apps on your computer may prompt the proctors to issue a warning or even disqualify you. If an audio issue is detected by the Proctor, you will be instructed to exit the test website and check your sound or microphone settings. Rest assured, you will be able to re-enter the test smoothly using the same link that was sent to you.

4. **Functional computer mouse and keyboard** (wired or wireless). These are recommended for navigating the test website and communicating with your Proctor through chat. **Optional:** Numeric keypad / Number pad / Numpad

5. **Stable internet connection with speed of at least 5 Mbps.** Check if you have a stable internet connection with recommended speed. Observe if you can login using your e-mail account and take the demo test without difficulty or significant lag. Unstable or intermittent internet connectivity, and/or use of hotspots may affect the loading of your online test page. Contact the ***CEM Help Desk*** if you encounter issues re-entering due to a lost connection. CEM will not be responsible, in any manner/form, if your exam/answers are compromised due to poor connectivity.

6. **Secure Browser**. To take the test, you will need to download and install the secure browser application (MSB) on your computer. Without this program, you will be unable to access the test. This application will be available for download when you run the computer compatibility check. Contact the ***CEM Help Desk*** for any technical issues encountered while running the program.

7. **Authorized writing materials.** Prepare a chalkboard with chalk, a whiteboard with a whiteboard marker / easy-to-wipe pen (e.g., highlighter or colored pen), or an easily erasable slate (non-battery operated). Use these materials only if the subtest/item requires scratch work. Each test question includes an instruction that indicates whether scratch materials may be used. The use of paper of any kind, as well as permanent pens or pencils, is prohibited and may lead to disqualification. Your proctor will inspect your materials to ensure they comply with the testing requirements.

8. **Valid physical identification (ID) card.** You must present your actual physical ID card and exam permit (if required for the test) when you log in to take the test. Refer to Page ***38*** for the list of acceptable proof of identification. Photocopies or digital copies of ID is NOT allowed.

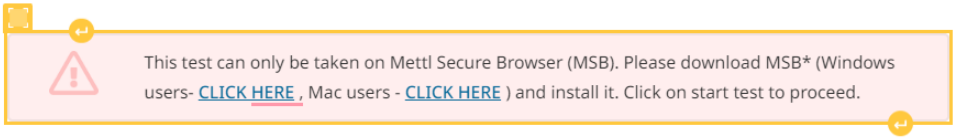
   Put away, far from reach, your printed exam permit (if any) after being authorized to enter the test website.

9. **Well-lit, well-ventilated, and quiet room.** Take the test alone and free from distractions.

10. **Table set-up.** Your computer should be placed on top of a table or desk.

How to check if your computer is compatible with the Online Testing Website

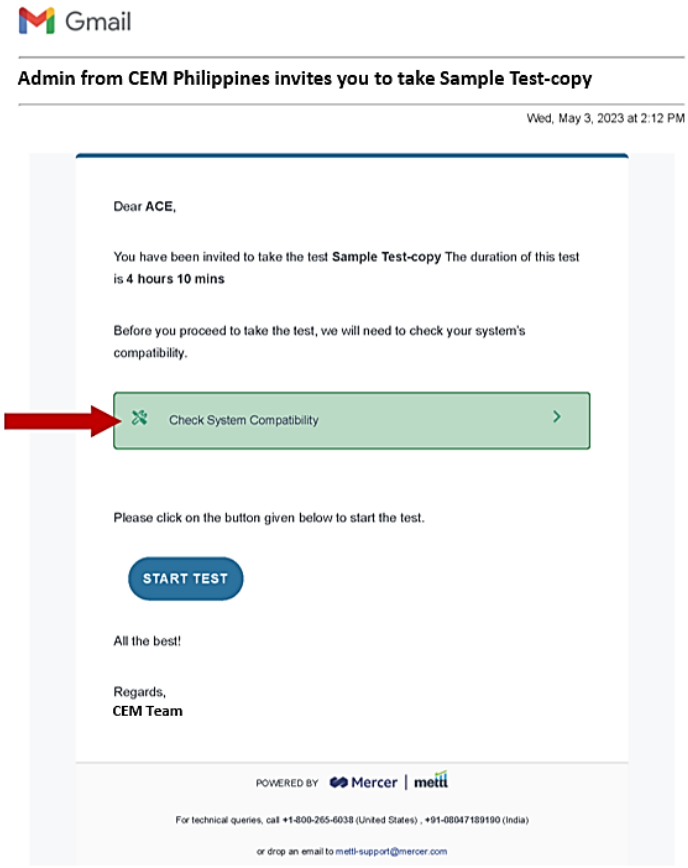
Download and install the Secure Browser (MSB) on your desktop or laptop. Before you do this, temporarily turn off your computer's system updates and antivirus, then select the link (see: CLICK HERE) on the test invite that corresponds to your computer's operating system.



Follow the steps displayed on your screen to download the Secure Browser (MSB). If you have an old version of the software on your computer, uninstall it and reinstall the updated version. To install, follow the steps as guided by the system. Once the software has been successfully installed, follow the onscreen instructions (i.e., closing other running applications), and perform the system compatibility check. It will check if your computer specifications, internet browser, webcam, and microphone are compatible with the online testing website.

For National Medical Admission Test (NMAT): Check the **'How to Check Computer Compatibility'** page of the NMAT website or through your NMAT account.

For Regular and Scholarship Tests: Click on the **Check System Compatibility** tab in the e-mail sent to you (see sample image below).



If all goes well, it will show a message **"Everything Looks Great. The test will run great on this system."** Once you see this page, you may click the power icon ⏻ on the lower right corner (for Windows users) or the close button ❌ on the upper right corner (for Mac users) of your computer screen to exit. If the compatibility check gives an error message, please proceed as shown in the error message on the screen or consider uninstalling the old software then reinstall the application. Contact the ***CEM Help Desk*** for troubleshooting of unresolved technical issues. Please see Page ***35*** for contact details.

Note: In some cases, an error may still occur during the actual test even if the demo test is smooth and successful. If this happens, contact the CEM Help Desk immediately. Do NOT contact e-mail addresses or numbers that are not specified in this guide.

How to navigate the Online Testing Website

Practice with the Demo Test

The demo test is provided to help you get used to some of the features of the online testing website, such as clicking/ticking your chosen answer and moving from one test question/section to another. The demo test is shorter than the actual test, only includes sample items, and will not be scored. It is not timed, and no answer key is provided.

To take the demo test, first install the secure browser on your computer. This is the same software that you will use on the actual test. Take note that the access links for the demo and actual tests are different. When you download and launch the secure browser, make sure to close any other internet browsers or applications that are running/active in your computer system.

The demo test will have most of the same features as the actual test, with the exception that there will be no identity verification stage and it will not be proctored. You can take the demo exam multiple times to practice navigating the platform.

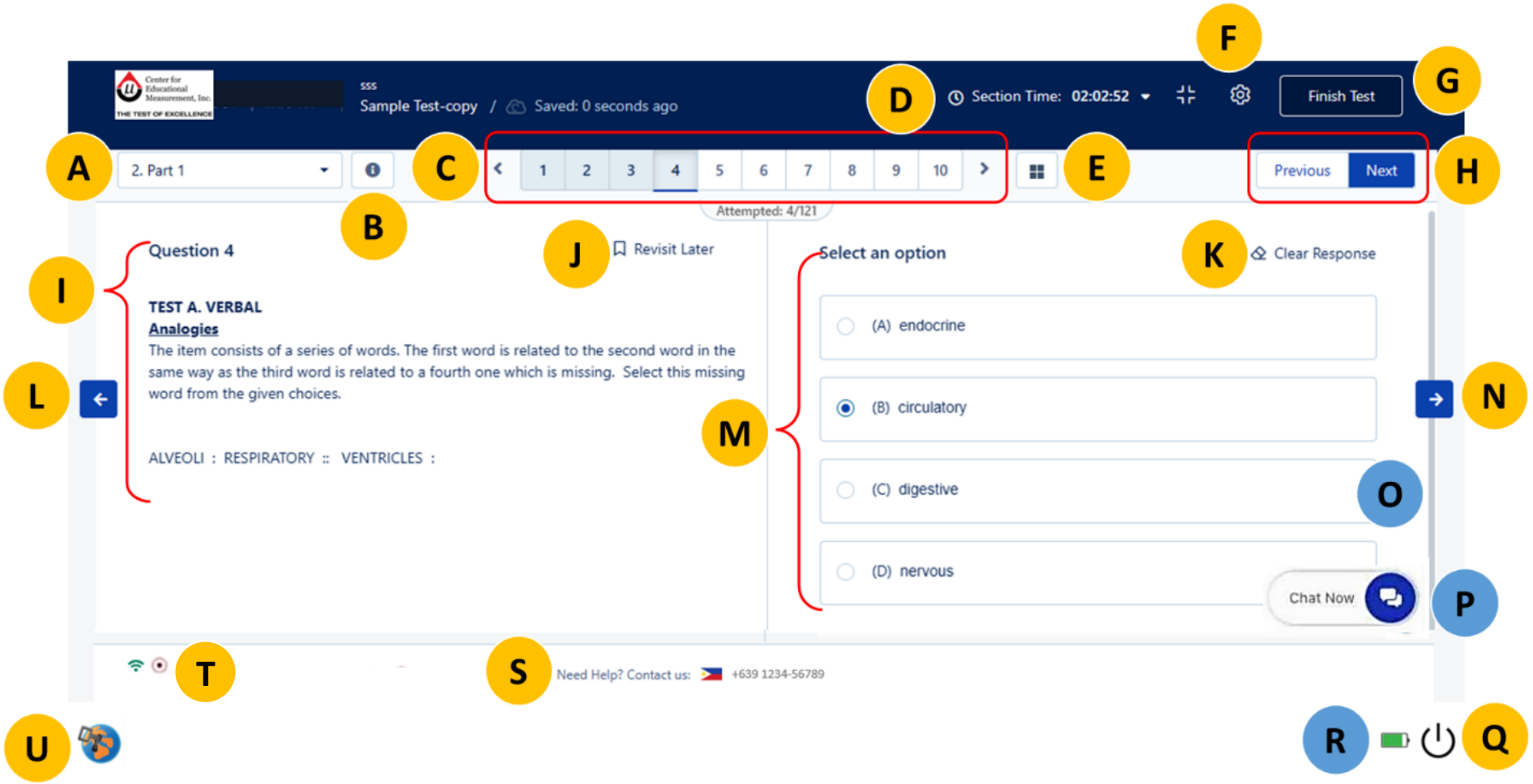
Reminders:

1. Wait for announcements from CEM regarding the sending of the instructional materials, such as written guidelines, a video tutorial, and the link to the demo test.
2. FOR NMAT CANDIDATES: You may utilize the 'Practice Set' included in your NMAT account to assess your test taking skills and knowledge.

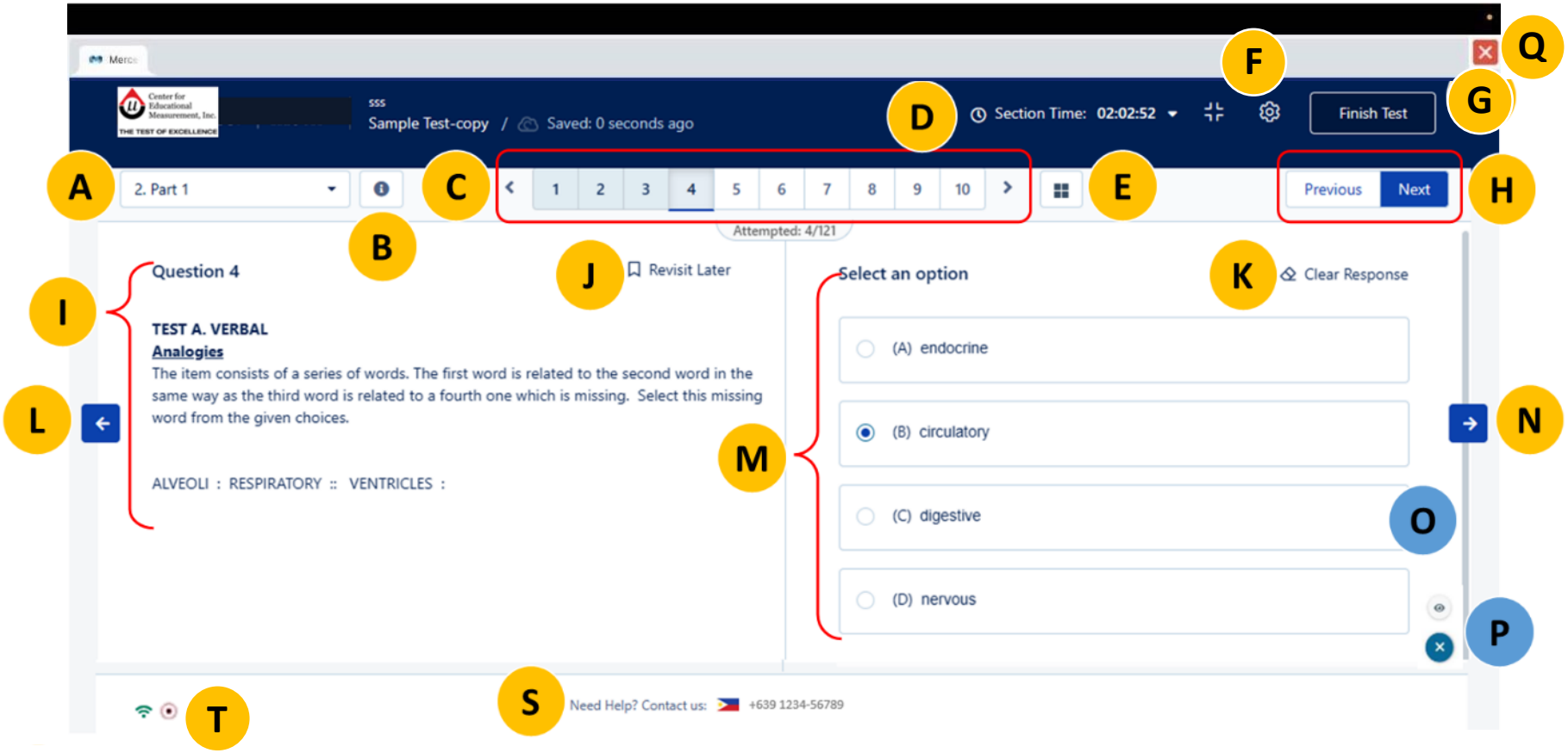
Actual Test Screen View

Below is a sample view of the actual test website. To answer, tick or click the circle beside your chosen response. Clicked answers, including those that were marked as 'Revisit Later,' are automatically saved. The questions or items are on the left pane. The options or choices are on the right pane of the test window. If your test window appears different from the sample image below (i.e., missing buttons), ask for assistance from your proctor. The descriptions/features of each tab, icon, or button are found after the sample images.

For WINDOWS OS Users



For MacOS Users



A **Section Details.** Click the drop-down icon to see the all the sections, and your progress details.

B **Section & Test Instructions.** Click the icon ⓘ to read section or test instructions, if any. You may read again the testing reminders on this window.

C **Page Numbers.** Click these numbers to move from one item to the next.

D **Test Timer**. Refer to this to check for the remaining time for the test. Click the drop-down icon to see **Test Time left** and **Section Time**.

E **Question Filter and Navigation.** Click this to view your test progress such as **Attempted** (answered), **Revisited** (for review), and **Unattempted** (no response) items. Always keep the ALL tab clicked.

F **Test Window Style.** Click the icon ⚙ to adjust the font size and test window theme to suit your preferences or needs.

G **Finish Test.** Click this only when you are finished answering ALL items (from all sections or all parts of the test). Premature or accidental clicking of this button is not a valid reason to retake or re-enter the test.

H **Previous and Next Buttons.** Click these to return to the previous item or move to the next. You may also use the left and right arrows (refer to **L** and **N**) found on the sides of the question and options.

I **Question Pane.** This contains the test item or question. Read the item-specific instructions.

J **Revisit Later.** Click this to bookmark the item that you wish to revisit or review. This button will turn orange once clicked. You will also see the page number that you marked as revisit appears orange in color. Items that were marked with this are still saved.

K **Clear Response.** Click this to remove your selected answer.

L **Left arrow.** Same function with **Previous button**.

M **Options.** This contains the list of options or choices for the item given.

N **Right arrow.** Same function with **Next button**.

O **Scroll Bar.** Slide this up or down to view the complete item. Not all items have this feature.

P **Chat window.** Use this to send a message to your Proctor. Click this again to minimize the chat box.

Q **Power Icon.** This exits you from the test window. When clicked, it will show a pop-up message stating that the test will be 'Terminated.' Confirming this action temporarily ends the test session, allowing the CEM Helpdesk-IT team to assist you with technical issues. You can return to the test once the problem is resolved.
Note: For Mac users, the exit or close icon is ✖ and can be found on the upper right corner of your computer screen.

R **Battery Icon.** This shows the remaining battery life of your device. This icon appears only with WindowsOS laptop users. The image below shows a prompt message when laptop battery is low.



S **Support Number.** Refer to this for the contact details of CEM Help Desk in case of technical concerns during the test.

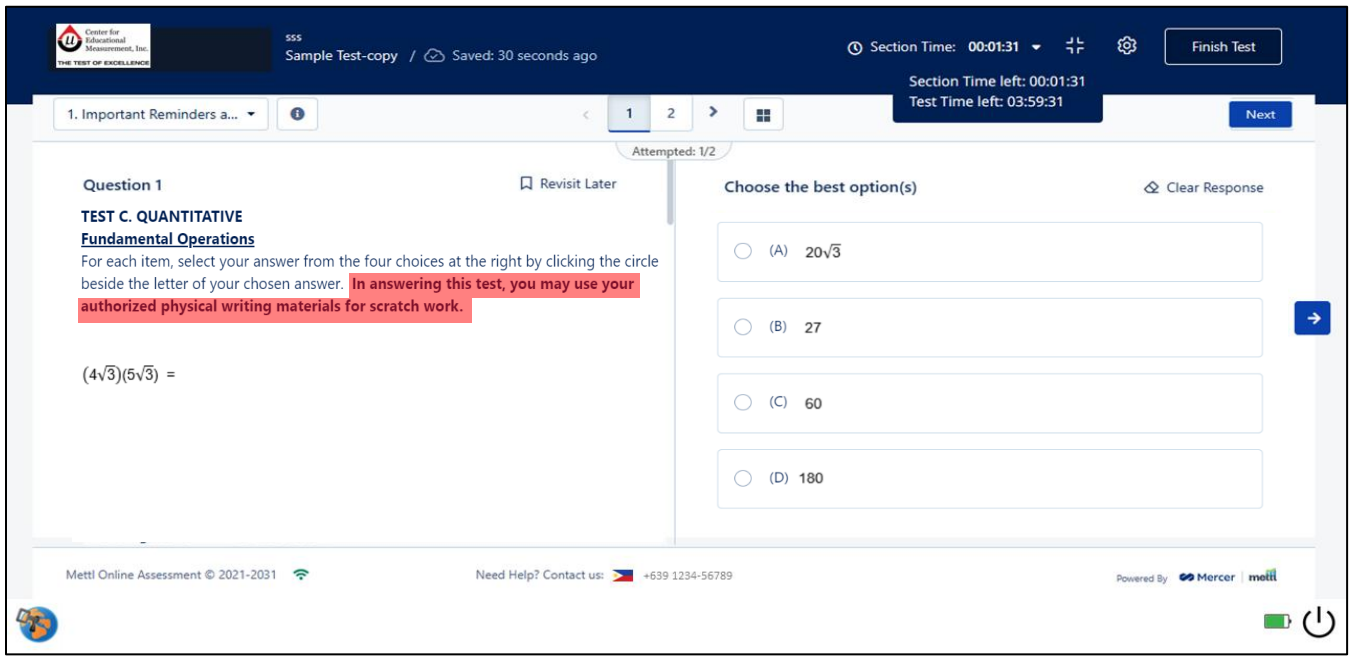
T **(1) Internet and (2) Monitoring Icon.** These icons show the (1) quality of your internet signal connectivity, and (2) indicates that the testing session is being monitored–your real-time video feed and test window.

U **Safe Browser Logo.** Do NOT click this icon. This icon appears only with Windows OS laptop users.

Test Parts/Sections with Allowed Materials for Scratch Work

You are only allowed to use your scratch materials to test items that require computation or solution. Each item has a specific instruction informing you if you are allowed to use your materials for scratch work.

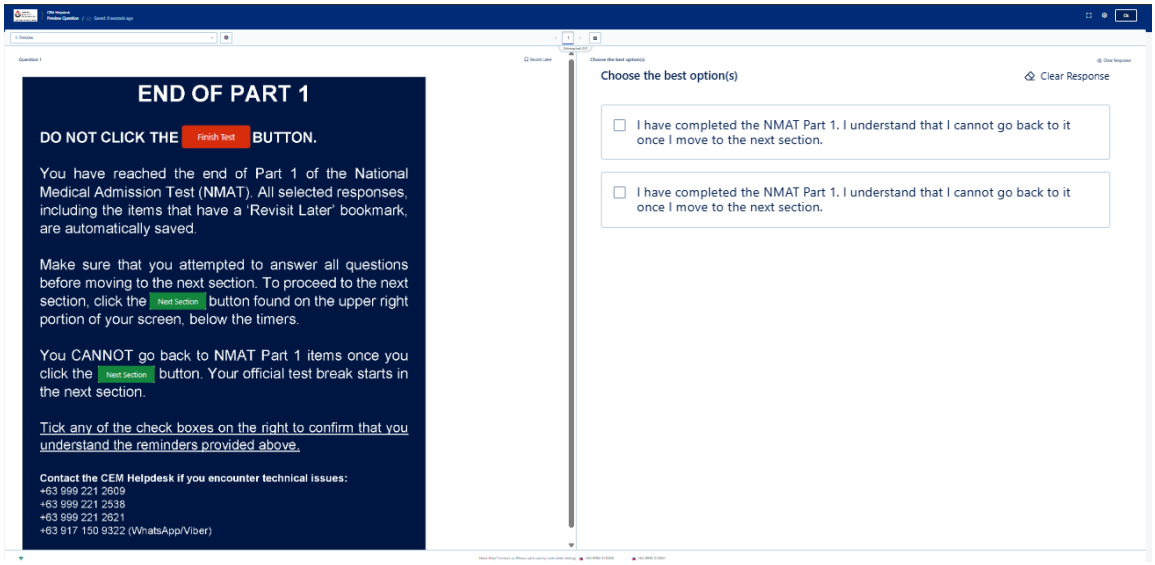
Below is a sample test window with item instruction on the use of physical writing materials (see red highlight).



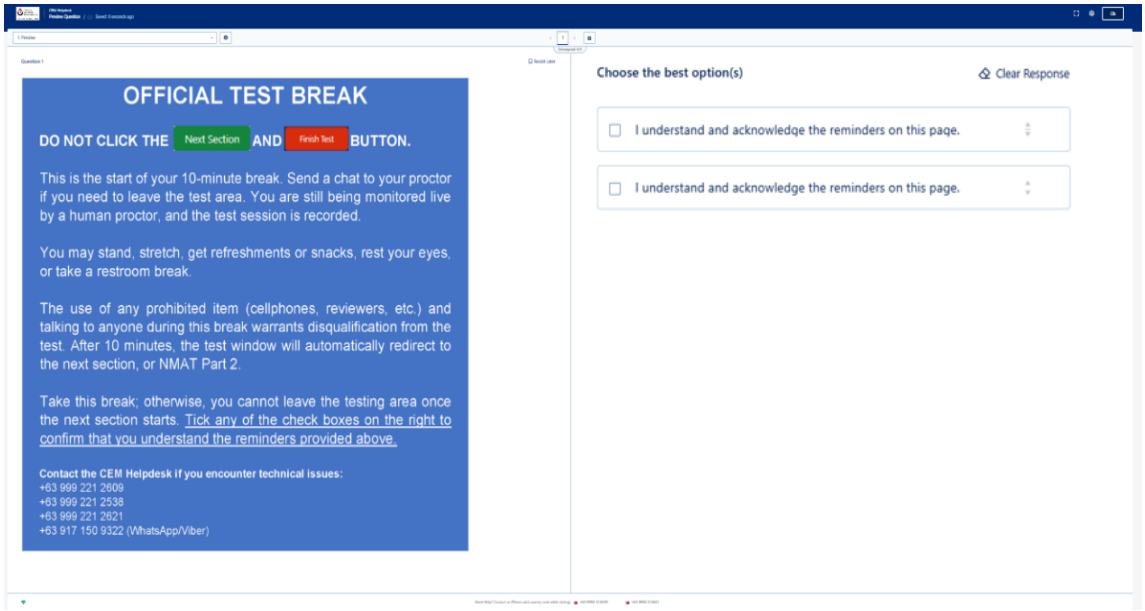
Additional Reminder Page

The images below show additional testing reminders during the actual test. The content of these pages varies depending on the CEM online assessment that you are taking. These pages are tagged as questions but are not scored, and will not affect your test results. Be sure to select a response; in each page, the options are the same, and you may tick any of the statements.

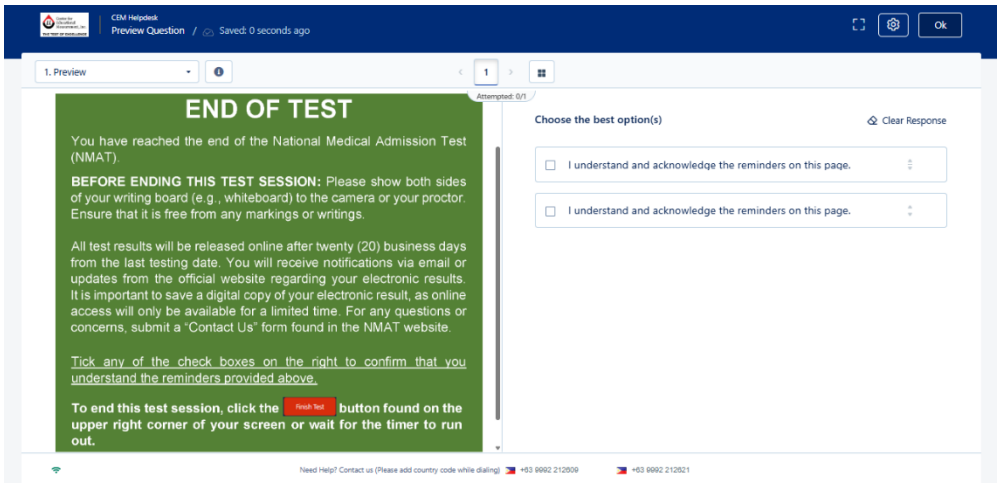
a. End of Part Page. This page appears on assessments that contain multiple test parts or section. It informs you that you cannot go back to the items in a section once you proceed to the next section. Tick one response.



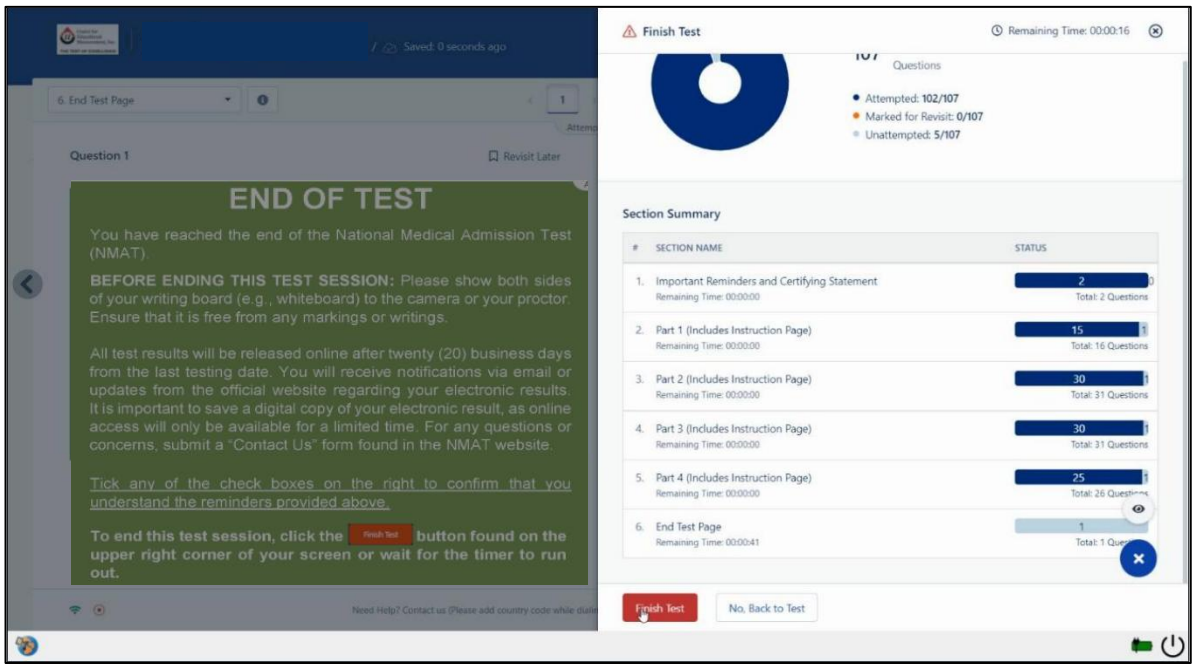
b. Test Break Page. This page appears on assessments that include an official test break aside from the quick break during Section 1. Tick one response.



c. **End of Test Page.** This page appears on all assessments after you attempted all questions or items. Tick one response.



d. **Summary Page.** The summary page shows the status of your responses, such as attempted, marked for revisit, and unattempted items. If you have clicked an answer in all questions but there are unattempted items indicated, these items may refer to the additional testing reminder pages (see **a**, **b**, and **c**), which you probably skipped tagging/ticking a response.



How to Prepare for the Test

Guidelines & Tips

- ☐ Prepare the requirements for the test.
- ☐ For candidates of Regular and Special Tests: Attend the candidate orientation. Read and understand this guide and other reminders from your school or the institution that you are applying to. Then, practice navigating the test website using the Demo Test link.
- ☐ For candidates of National Medical Admission Test (NMAT): Read and understand this guide, the Bulletin of Information (BOI), and the announcements on NMAT website. Then, practice navigating the test website using the Demo Test link, and assess your knowledge using the Practice Test (PDF) found on your account.
- ☐ In case of technical issues while accessing the demo test, contact our technical team (see Page ***35*** for contact details).
- ☐ Write down the CEM help desk numbers you can contact on the day of your test in case there are any technical problems. Mobile phones/gadgets CANNOT be kept within easy reach; however, please ensure that your contact numbers are active and at a location with good signal so that our team can call you on your test date if you require assistance with your computer.
- ☐ Temporarily turn off antivirus and all automatic system or software updates of your computer (e.g., laptop or desktop) until you finish your actual test to avoid system and hardware issues. For grade school test takers, you may ask your parents, guardians, or any family member for assistance on how to do this.
- ☐ Take note of the date and time you are set to take the test after receiving the email with your exam schedule and actual test link. Bookmark the e-mail for easy reference. Try to clear your schedule for that day.
- ☐ Inform your housemates or roommates of your exam schedule and request not to be disturbed during that time. Communicating with another person in any form or manner warrants disqualification from the test. Advise them not to leave any prohibited items (e.g., phone) near the test table or within the room; otherwise, your proctor will disqualify you even if the prohibited item is not being used.
- ☐ Select a well-lit and well-ventilated room in your house where you can take the test alone, free from noise and distractions. Do not take the test in a public space, i.e., computer shop rental, coffee shop.
- ☐ Sleep well the night before the exam. You may close your eyes at times to rest, but you must not sleep or take naps during the test.
- ☐ Prepare your exam room and table. Ensure that your table or desk contains only the authorized items. The table drawers, floor, walls, and ceiling may get inspected, so be sure there are no prohibited items. Remove any educational posters or review materials on the wall, if any. For laptop users, place your device on top of a table/desk while taking the test. Refer to the recommended table setup, sitting positions, and authorized items.
- ☐ Prepare your physical writing materials for scratch work. Refer to the allowed materials listed on the next page.

Authorized Writing Materials for Scratch Work

Below is the list of authorized and prohibited materials for scratch work.

ALLOWED

A4-size or mini whiteboard with erasable marker and eraser



Plain A4-size or mini chalkboard with chalk and eraser



Illustration board with fixed or taped plastic cover



Magic slate

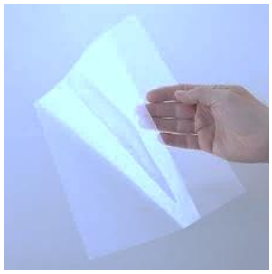


NOT ALLOWED

LCD writing tablet or digital, battery-operated slate



Clear acetate or plastic sheet



Paper, pencil, any permanent pen/marker



Plastic envelope (with or without inserted paper)



Reminders:

1. Other materials such as non-battery/plastic or cardboard-type magic slate, erasable highlighters, quick-erase color pens, etc. are allowed if the candidate can show that it is easily-erasable.
2. Only one (1) set of scratch materials (i.e., 1 whiteboard, 1 marker, 1 eraser) on the testing table/space is allowed.
3. Inform your proctor if you need to get another marker/chalk. All scratch materials shall be placed on top of the testing table/desk when in use.

Recommended Testing Setup

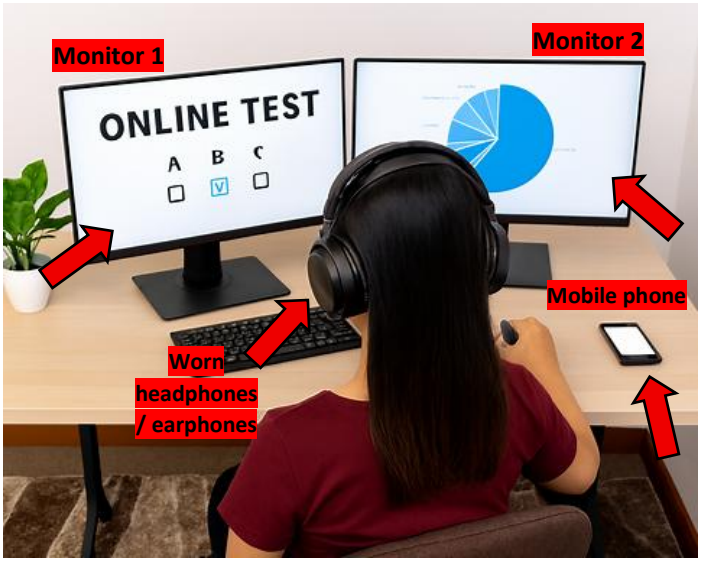
Table Setup and Camera Placement

The recommended table setup includes authorized materials and camera location, as shown in the sample image below (see ALLOWED). An image of an unauthorized table setup is included (see NOT ALLOWED), and arranging your table in this way may lead to disqualification. The testing table must remain free of any prohibited materials. Place your camera at the top center of your monitor, upright, to clearly capture you and the space behind you. Expect multiple room inspections, particularly for candidates who display suspicious behaviors, are caught with prohibited items, or with camera positioned other than the recommended location (e.g., at the bottom or side of the screen/monitor).

ALLOWED



NOT ALLOWED
(may lead to disqualification)



Authorized Materials on the Table

- ✓ Valid ID/School ID
- ✓ Computer with working web camera
- ✓ Computer mouse (recommended but not required for laptop users)
- ✓ External keyboard (optional)
- ✓ Wired earphones/headphones *

  ** Keep this on standby to troubleshoot any audio issues, but it should not be worn.*
- ✓ Charger (for laptop users)
- ✓ Allowed easily erasable writing materials for scratch work

Prepare your testing space. It is necessary to have a table or a stable alternative desk. The testing area behind you should be visible to the proctor. Sit properly for better monitoring and be mindful if you are too close to the camera, or if the camera angle is too high. Read with your eyes only; reading aloud, mouthing, or whispering is NOT allowed.

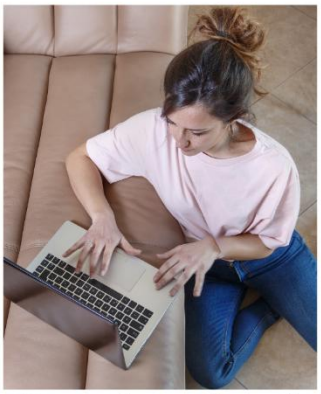
During the test, only the following seat arrangements are allowed:



Computer on top of the table while sitting on a chair

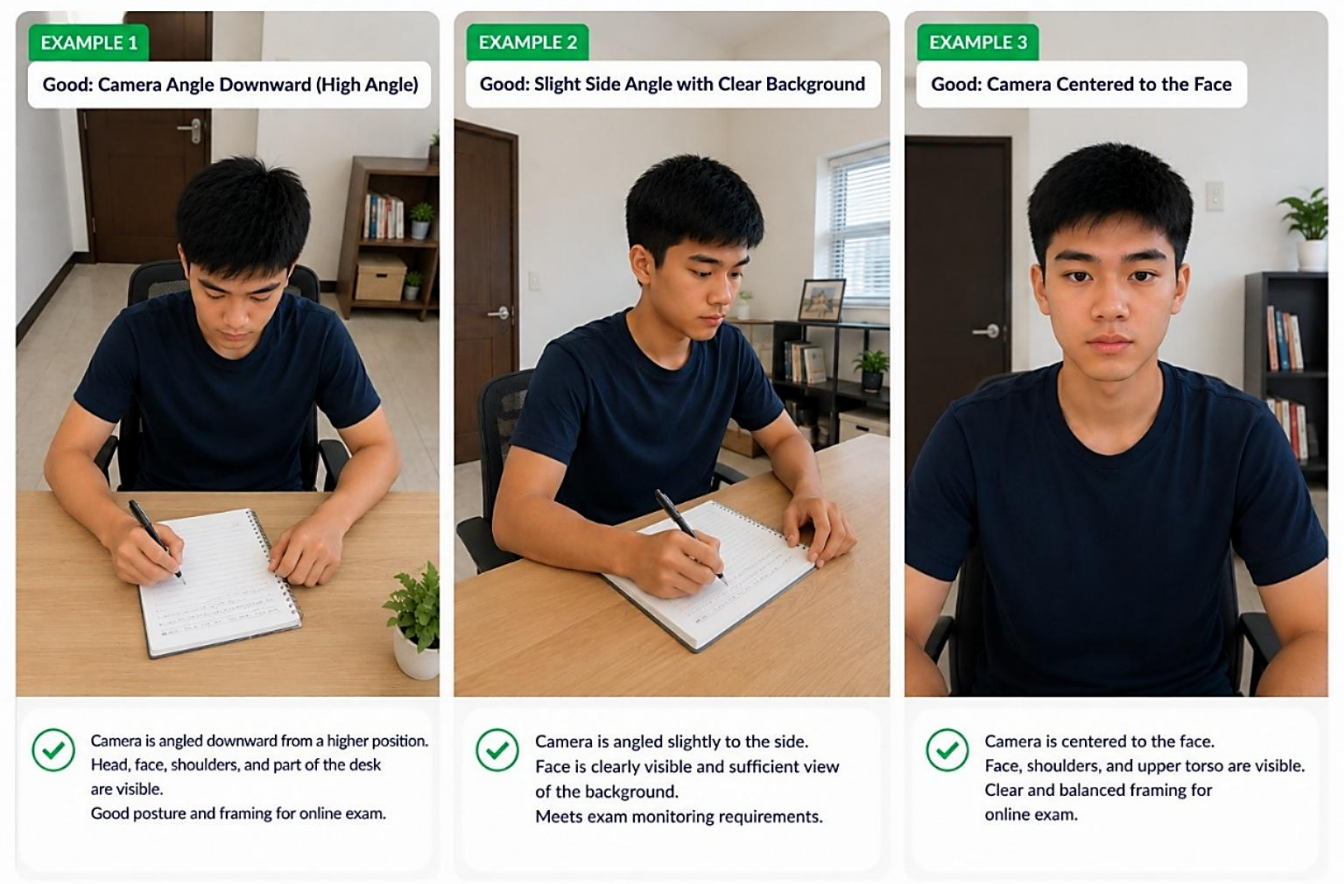


Computer on top of the table while sitting on the floor

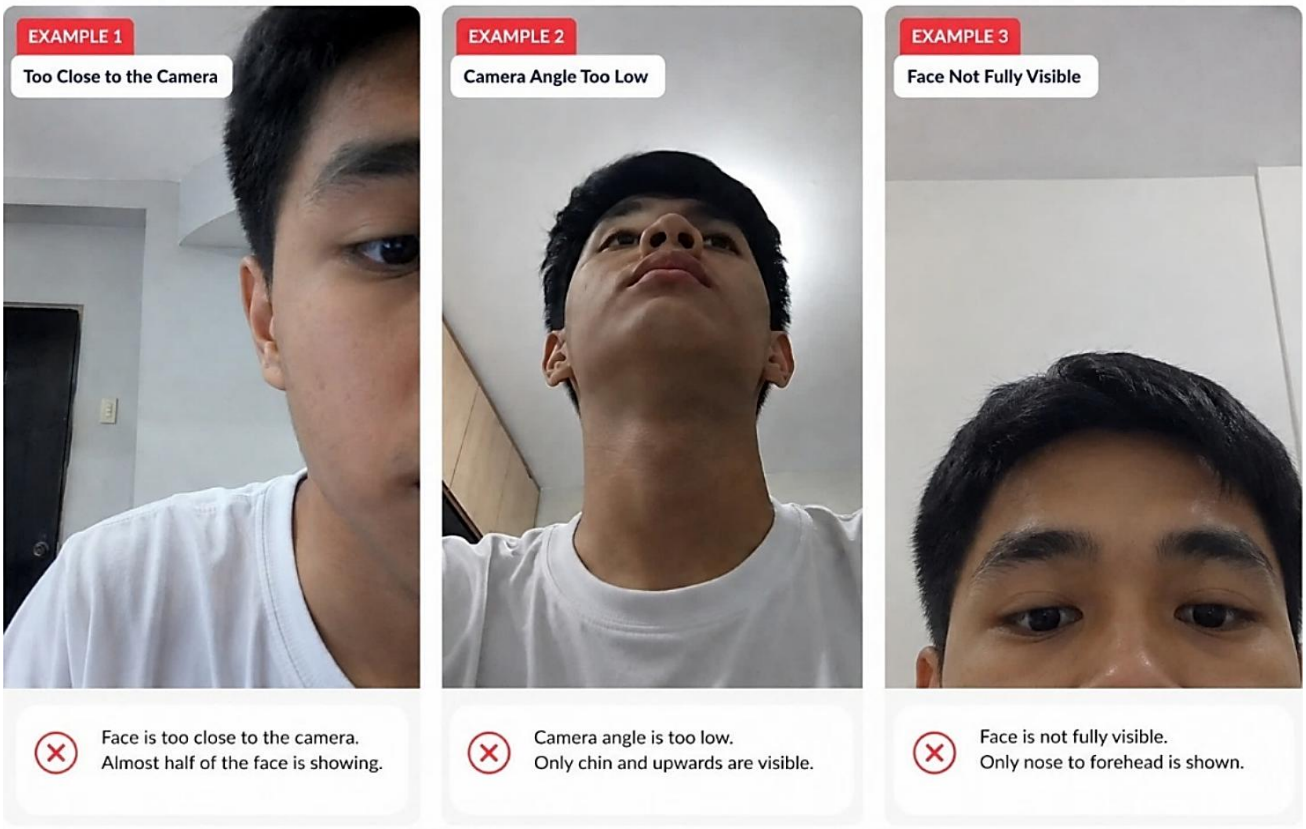


Computer on top of an alternative but stable desk / table

For better monitoring, below are the **allowed camera angles and placements**.

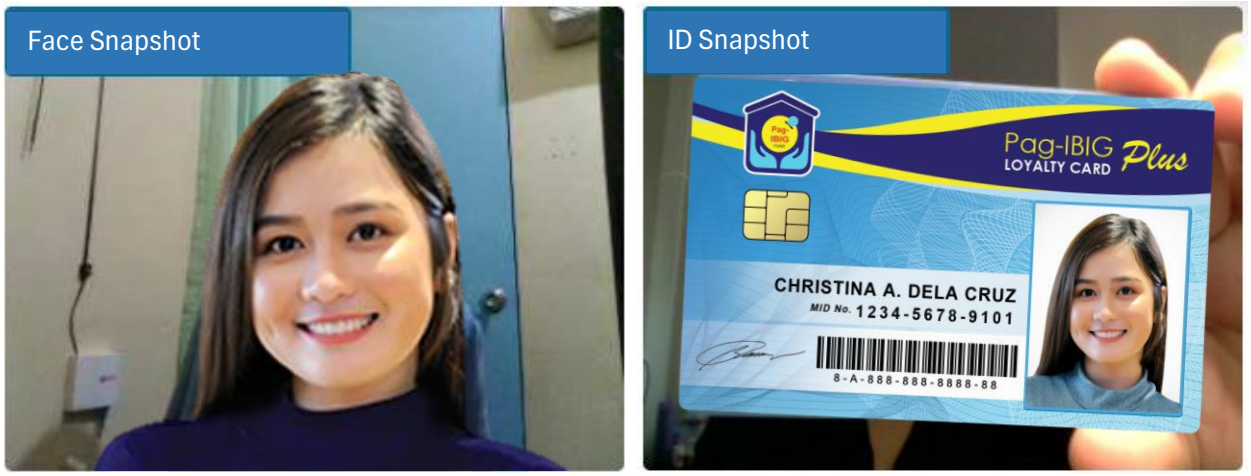


Below are examples of camera angles that may **warrant a warning or disqualification if not corrected**.



On Test Day

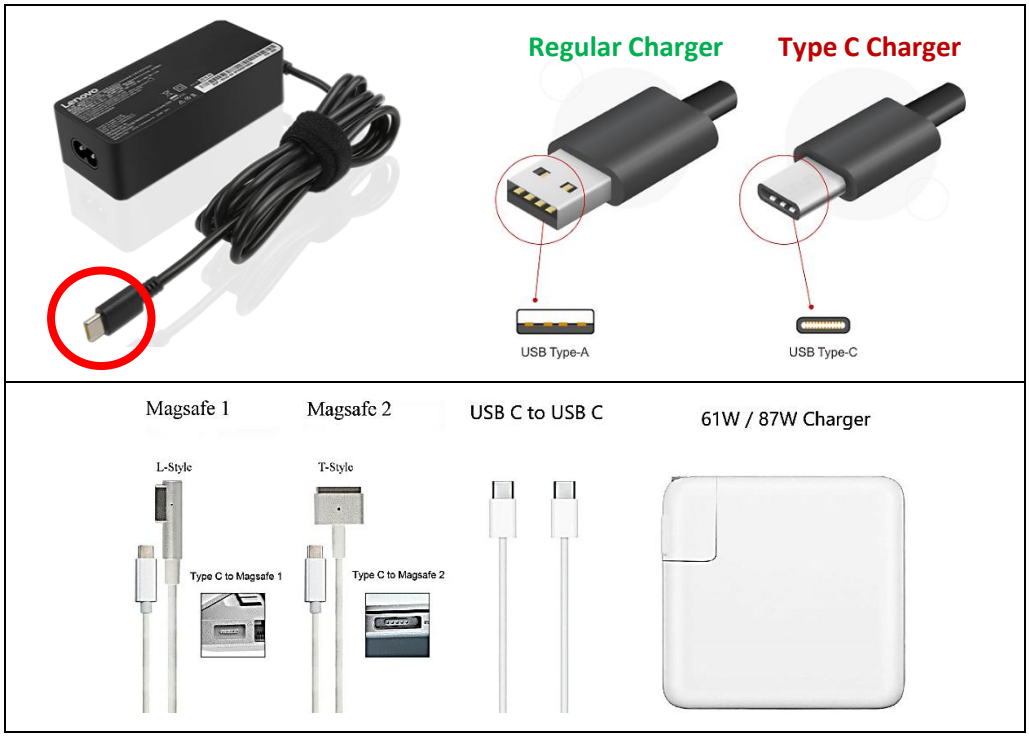
- ☐ Eat before taking the exam.
- ☐ Before entering the test website, make sure you have your physical ID card (school ID or government-issued valid ID), scratch writing materials, exam permit (if necessary), and laptop charger (for laptop users). If you request these materials while you are already taking the test, your test time will not be extended.
- ☐ Clear your table/desk or workspace (see the Recommended Testing Area or Room on Page ***21***). Remove all prohibited or unauthorized materials within reach including space under your table, wall, and desk drawer/shelf (if any).
- ☐ Power off your cell phone, and keep it away, far from your reach; make sure that it is NOT within your test table/table drawers/testing area.
- ☐ Enter the testing website at the earliest access time specified in the email with the testing link. If you enter the test after the access time has passed, the system will automatically deny you access. The access time is not the same as the exam time allotted or the time during which you can complete the test.
- ☐ Close all unnecessary programs on your computer except from the online test window.
- ☐ It is highly recommended to take a restroom break before you start the test. You can only take a break on official test breaks provided in the test.
- ☐ Take a restroom break before starting the test. You may only take breaks during the official test breaks (if any).
- ☐ You must first go through an identity verification. You will be asked to take a photo of your face and then your physical ID card using your camera. When submitting your face snapshot, remove any anything that would partially or completely cover your face and ears, such as a face mask, face shield, face veil, scarf, or dark-colored glasses.



Model & ID Image source: ***Virtual Pag-IBIG v1.17.9***

- ☐ Read thoroughly the important reminders, test instructions and candidate rules on Section 1.
  Note: You are given enough time to read and understand the Important Reminders page. The time for reading this will NOT take the time needed to answer the actual test items.
- ☐ Start the test once you are allowed to do so.
- ☐ Read each test item or question carefully, but be mindful of your test time. Each item will inform you if you can use your writing materials for scratch work.

- ☐ If you encounter any technological difficulties in the middle of the test, immediately chat with your proctor. If you are unable to send a chat due to a technical issue, speak through your computer's microphone (built-in or external) to notify your proctor that you will contact our ***CEM Help Desk*** team and then proceed with the call. Put away the mobile phone you used to contact our team after the call.
- ☐ Your webcam (built-in or external) must remain on throughout the test. Accidentally covering or blocking your webcam may result in the automatic termination of your test session. Temporarily remove any plaster, tape, or webcam covers during the test.
- ☐ Volume up and keep your microphone (built-in or external) on throughout the test. Have your earphones or headphones with you in case of audio issues. Expect that you will need to exit the test website for further technical assistance if the first troubleshooting did not work.
- ☐ Your computer should be on top of a table/desk, and you must be seated properly. (Refer to the illustrations on Page ***21*** of this guide.)
- ☐ For laptop users, ensure that your computer is fully charged or connected to a power source during the test. You may also have your laptop connected to a power source before entering the test. In case your laptop battery got drained in the middle of the test, do the following:
    a. **If using type C or MagSafe chargers.** You need to EXIT the test website before plugging in the charger. Message your proctor to request pausing of your test time as you exit. To exit from the test window, click the power icon found on the lower right corner (for Windows OS users) or the exit/close icon found on the upper right corner (Mac users) of your computer screen. After exiting, plug in your charger, then go back to the test by clicking the same test link e-mailed to you. Wait for around 7 to 8 minutes before you can continue with the test. Inform/chat with your proctor when you get back.
    b. **If using regular or non-type C chargers.** You may charge your laptop without exiting from the test, but make sure not to plug anything other than the charger. Otherwise, your test window will automatically close.



☐ From time to time your proctor will ask you to show your writing materials for scratch work as shown in the sample image below.



In case of Test Expiry / Power Interruption

In case the test window closes in the middle of the test or at the time of submission for any reason, the system waits for 20 minutes before expiring the test. This allows you to go back to the test from exactly where it stopped within those 20 minutes. Contact the ***CEM Help Desk*** if you experience disconnection beyond 20 minutes, such as in cases of power outage or problems on your computer that would take long to resolve.

Reminders:

1. Inform your proctor if you need to ask for another person's help when experiencing a technical issue.
2. Contact the CEM Help Desk immediately if you cannot communicate/chat with your proctor such as in cases of blank or frozen screen. Put away your mobile phone after the call.

Rules to follow during the Online Test

Your actual test session will be monitored live by a human proctor through your webcam. You will get real-time messages and/or announcements from the proctor that you should read and follow. If you are found to be violating any guidelines or test rules, your test may be disqualified. Your scores may be withheld and ultimately canceled for any actions that violate the policies and procedures presented in this guide or as communicated by the proctor. The online testing website is powered by artificial intelligence (AI). Avoid navigating away from the test window, i.e., checking other online tabs and windows or browsers, and clicking keyboard controls. These activities will be flagged by the system as a violation.

Note: You will receive a notification of your flagged violation from your Proctor.

Prohibited Activities

1. Attempting to take the test for someone else or having someone else take the test for you at any stage of the examination.
2. Coaching of answers or attempting to receive assistance from another person or assistive devices—communication in any form is not permitted during the entire online test session.
3. Reading aloud, mouthing, or whispering the test items or your computations.
4. Having prohibited items within the test table or testing area.
5. Using unauthorized items (e.g., textbooks, study aids or tools, gadgets, mobile phone) even during test break.
6. Taking a photo, video, or screenshot/screen recording of the test window, with or without test items.

7. Not following proctor instructions and reminders. This includes being disrespectful of the testing personnel.
8. Editing, copying, or attempting to edit/copy/duplicate any test content from the testing website.
9. Reproducing or disclosing the test content or any part of the test content by any means (e.g., hard copy, verbally, electronically) to any person or entity.
10. Causing change or damage to the online testing website (i.e., tamper or hack).
11. Navigating away from the test website at any time during the test (i.e., opening another browser or application, using multi-touch features of touchpad or trackpad in laptop devices).
12. Leaving the testing area or room during the test without the permission of your Proctor.
13. Making gestures (e.g., doing hand signals, pointing to your computer screen or monitor).
14. Engaging in any disruptive behavior, harassment, threats, or insults, whether it is aimed at the proctors or not.
15. Covering/blocking your webcam and/or turning off your microphone at any time during the test.
16. Inserting unauthorized external devices (e.g., USB).
17. Having or using paper, pen/pencil or any permanent markers, and unauthorized materials for scratch work.
18. Frequently glancing or looking away from the computer screen.
19. Frequently moving hands/arms. Keeping your hands/arms on top of the table or desk is always expected.
20. Screen sharing, mirroring, or casting.
21. Using or connecting to an external monitor.

Reminders:

1. The listed prohibited activities (and other activities that will compromise the security of the test and testing personnel) warrant termination from the test. Your test environment (e.g., room or area), and your computer screen are always monitored live by both AI and human proctor during the test session.
2. Always ask permission from your proctor before attending to your personal needs (e.g., restroom break).

Prohibited Materials

Using or having any of the following materials in the testing room (i.e., on/under/beside your table, chair, or in any area within arm's reach) is prohibited at any time during the actual test. Keep your table or test space free from any prohibited materials before you start and during the test session.

- ✖ phones (all kinds)
- ✖ tablets and e-readers
- ✖ pencils (of any kind)
- ✖ pen/pencil erasers
- ✖ permanent markers and pens
- ✖ paper and tissue
- ✖ physical calculators
- ✖ books/textbooks, pamphlets, notes, dictionaries, translators, all review materials
- ✖ scan pens or scanning devices
- ✖ electronic or battery-operated magic slate
- ✖ all wearable technology
- ✖ all watches
- ✖ any other electronic, recording, listening, scanning, printing, or photographic devices
- ✖ digital storage and USB-tethering devices
- ✖ external monitor
- ✖ transmitting cables (e.g., HDMI)
- ✖ compasses
- ✖ rulers/protractors
- ✖ mirrors (of any kind)
- ✖ unauthorized materials for scratch work
- ✖ acetate/transparent sheets for scratch work
- ✖ folder with detachable plastic jacket/cover

Note: You may be disqualified from the test session when found with a prohibited item even if not in use.

Proper Attire During the Test Session

Keep in mind that your test session is being monitored live by a human proctor. Please wear a decent attire during the test. Preferably, wear your school uniform; t-shirt and pants or decent-length shorts are acceptable. See sample image below for reference.



If you need to wear long-sleeved tops i.e., sweatshirt or hoodie, roll your sleeves up to your elbow or enough to see your wrist/arms as shown in the sample image below.



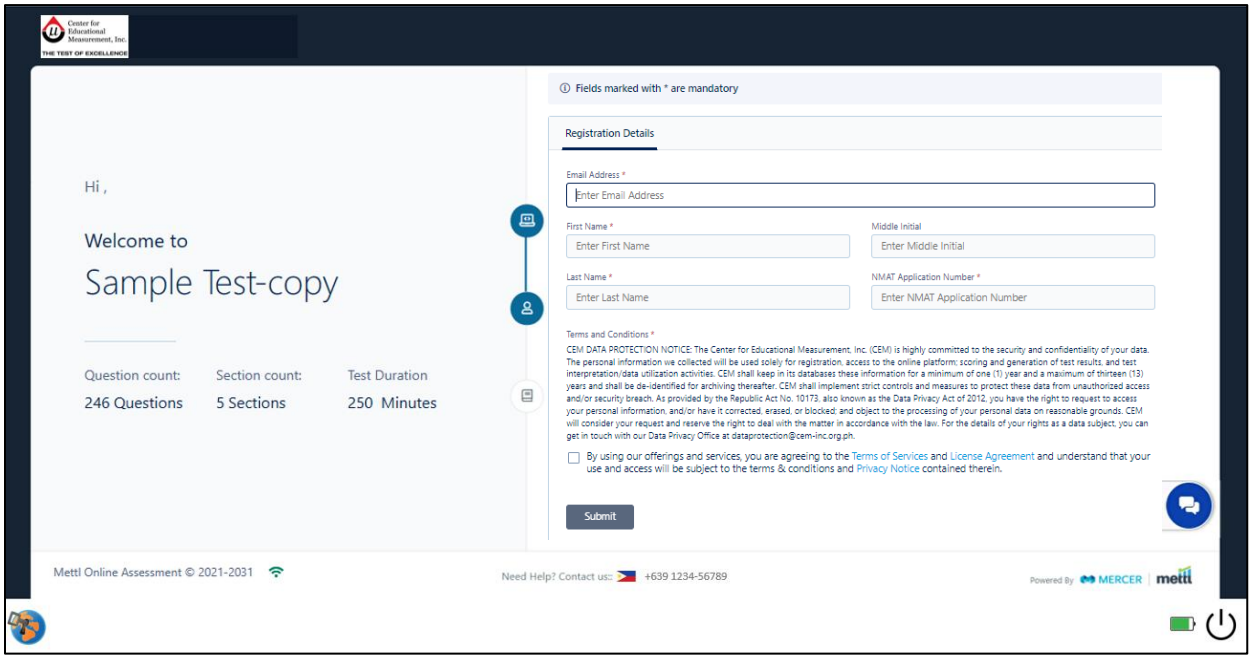
What to expect on the Actual Test Day

On the day of your test, open the test invite that was emailed to you, then click the **Start Test** button. This will prompt your computer to launch/run the secure exam browser (MSB). After launching, you will enter the **Authorization Stage** to verify your identity.

Authorization Stage

Step 1. Fill registration details

You will be asked to log in to the exam by providing your personal information for identification purposes. Fields with red asterisk (*) are required. Below is a sample image for the candidate registration; the required fields vary depending on the online assessment.



Reminder: Make sure to input your complete name, and that it matches with the information on your ID card. **For special tests (i.e., national examinations), where candidates individually applied for the online assessment, make sure to enter the same information that you provided during your application.**

a. **First Name or Given Name** – with suffix if any,
b. **Middle Initial** – leave it blank if not applicable or you do not have a middle name, and
c. **Last Name or Surname**.

Note: Read the Terms and Conditions before ticking the box to show your agreement found at the end of the registration fields. This will allow you to proceed to the next section.

IMPORTANT: If your test requires an application number upon entry, make sure you provide the correct information. You can write this on your whiteboard/chalkboard before starting the test to avoid checking it on your phone/gadgets. If you are caught using or having a mobile phone or other unauthorized gadgets during the test, you will be disqualified, even if your intention is to check your application number.

The **Terms and Conditions** details the data protection notice of the Center for Educational Measurement, Inc. in accordance with the Republic Act No. 10173 or the Data Privacy Act of 2012. Read on the next page the copy of this statement.

Step 2. Data Protection Notice

The Center for Educational Measurement, Inc. (CEM), in compliance with the Data Privacy Act of 2012, hereby declares that all school and student data provided to and collected by CEM from the schools during test administration, including data collected through student information questionnaires, shall be used solely for identification, grouping/classification, statistical processing, and conducting research for the improvement of student learning.

The personal data obtained through the online testing website is entered and stored within the authorized information and communications system of the online platform (third-party), and will be accessed only by CEM authorized personnel. Reasonable physical and technical safeguards are used to secure your personal data from unauthorized access, use, or disclosure.

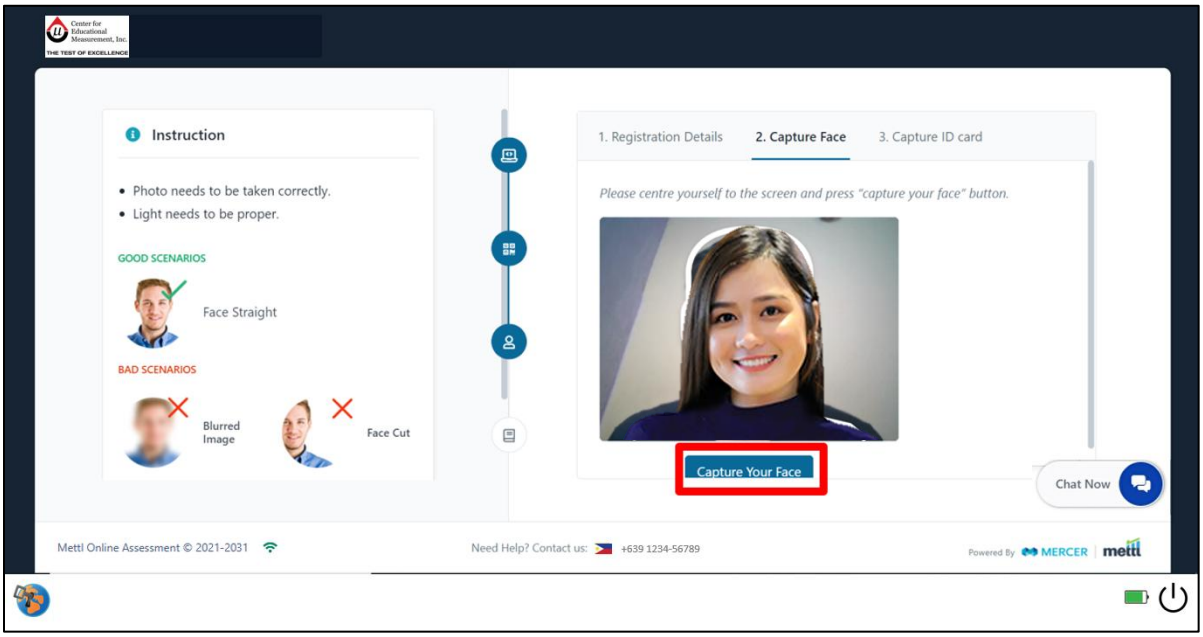
The statement below is the actual data protection notice that you will read during the registration process as you enter the online testing website.

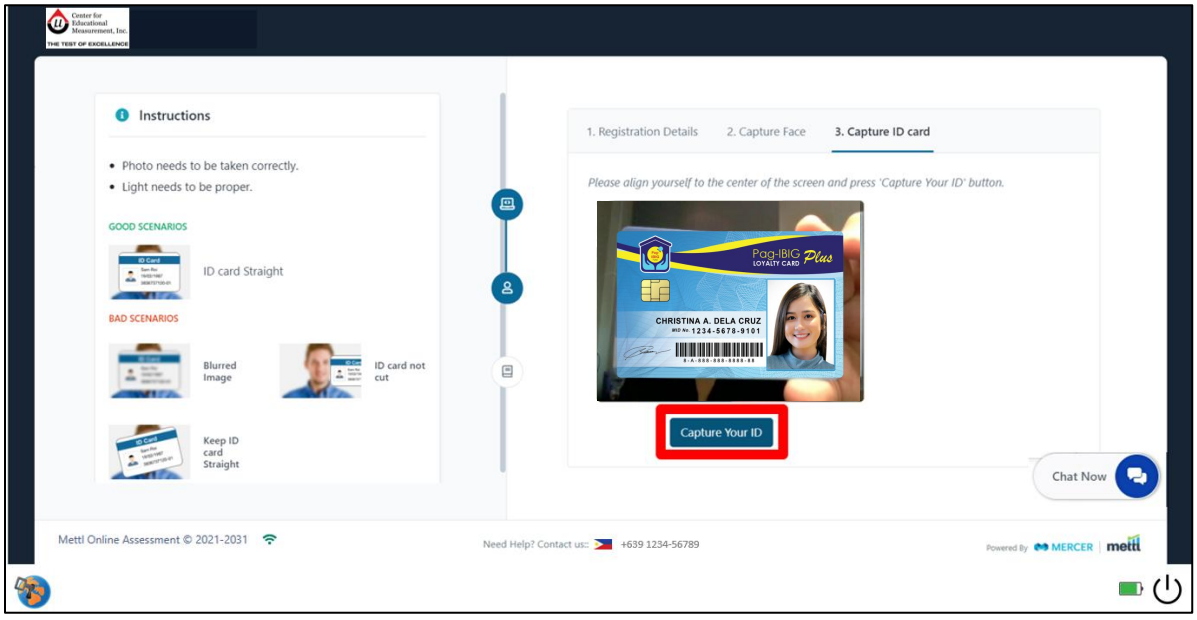
> CEM DATA PROTECTION NOTICE: The Center for Educational Measurement, Inc. (CEM) is highly committed to the security and confidentiality of your data. The personal information we collected will be used solely for registration, access to the online platform; scoring and generation of test results, and test interpretation/data utilization activities. CEM shall keep in its databases these information for a minimum one (1) year and a maximum of thirteen (13) years; and shall be de-identified for archiving thereafter. CEM shall implement strict controls and measures to protect these data from unauthorized access and/or security breach. As provided by the Republic Act No. 10173, also known as the Data Privacy Act of 2012, you have the right to request to access your personal information, and/or have it corrected, erased, or blocked; and object to the processing of your personal data on reasonable grounds. CEM will consider your request and reserve the right to deal with the matter in accordance with the law. For the details of your rights as a data subject, you can get in touch with our Data Privacy Office at dataprotection@cem-inc.org.ph.

Step 3. Provide your snapshot

You will be redirected to a snapshot page where you will be asked to provide a snapshot of your face with exam permit, and of your physical ID card with photo. A physical ID card is required to take the test. CEM maintains a no ID, no exam policy. Identification suspected of being forged will not be accepted. You will be asked to resubmit your proof of identification in cases of unclear ID photo and/or information.

Note: Take your face and ID snapshots in a well-lit room. Make sure that nothing covers your face, and your ID card details are clear, otherwise, recapture the snapshot.





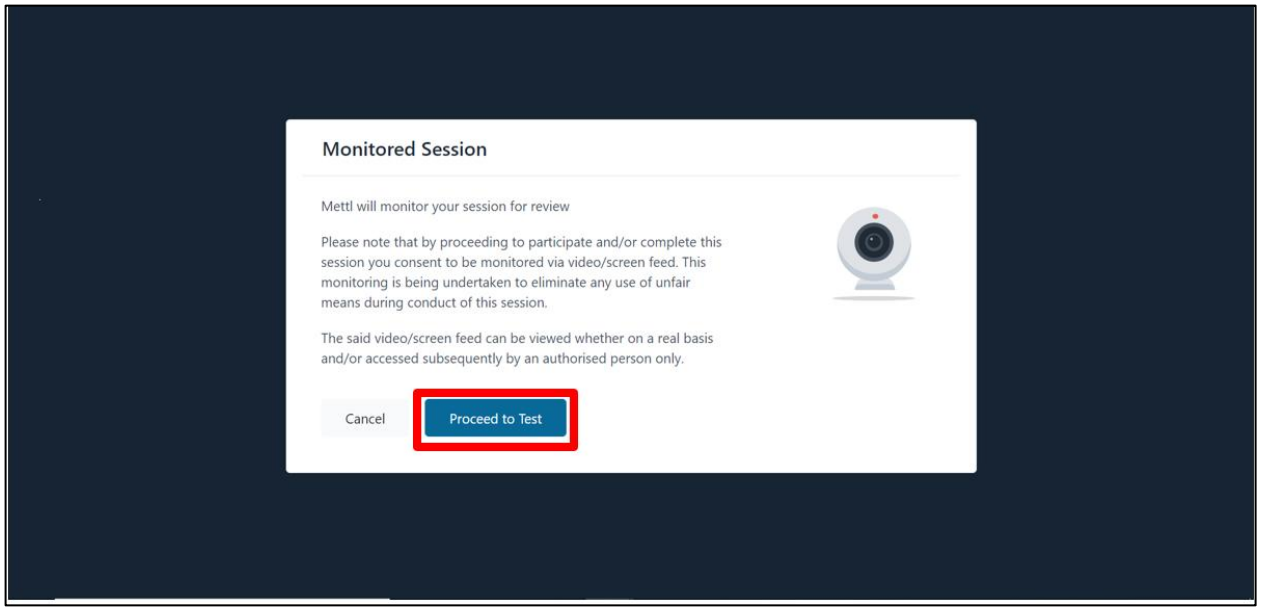
Model & ID Image source: Virtual Pag-IBIG v1.17.9

In case your physical ID card cannot be verified during the authorization stage due to poor lighting or your camera is not focusing, you will be required to show it again once you enter the actual test. For this procedure, wait for your proctor's instructions.



Step 4. Proceed to test

You will be informed that the test session is monitored. Carefully read the consent message, then click **Proceed to Test** as shown in the image below. Do NOT exit or switch to any other window applications.



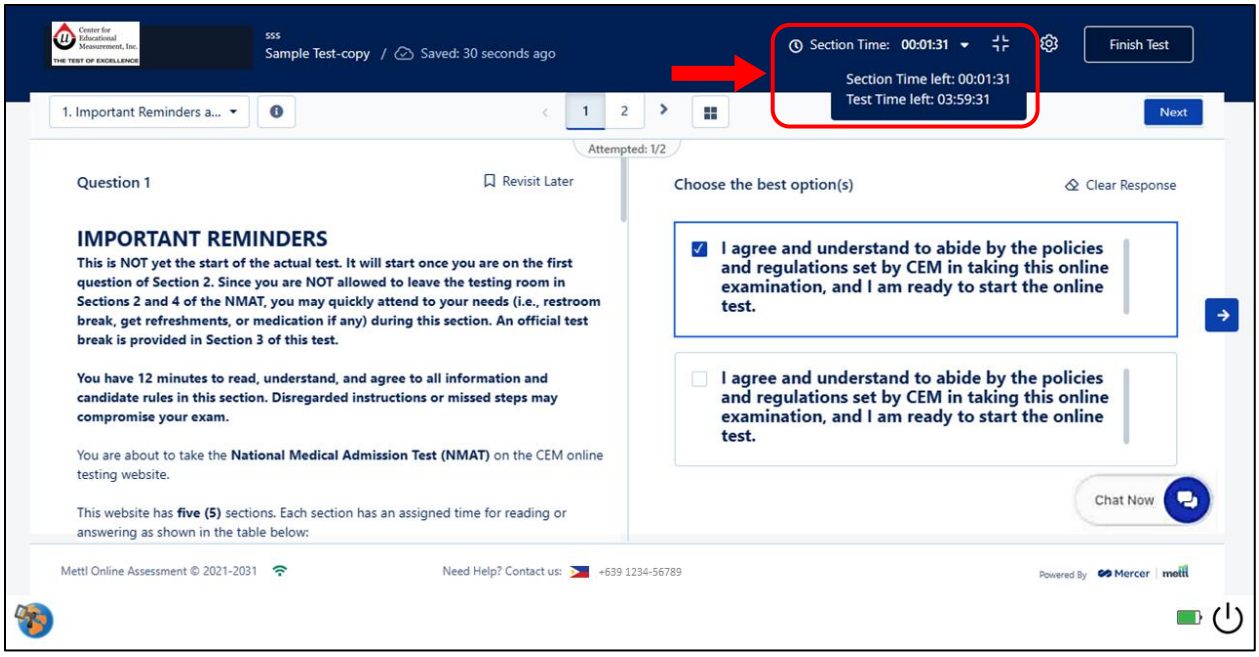
Step 5. Reading of Important Reminders

When you have completed the identity verification process, you will move to the screen showing **Important Reminders**. This section will tell you that the online testing website you have just entered is divided into sections. Each section has a dedicated or assigned time for reading and/or answering as shown in the table below:

Sections*	Assigned Time*
(1) Important Reminders	10 minutes
(2) Actual Test (No. of Items)	* hour and * minutes
(3) End Test Page	1 minute

****The content of the table (e.g., section and assigned time) varies depending on the CEM Test that you will take.***

The actual test questions will start on Section 2 after the Important Reminders page, and other preliminary pages (if any).



On the upper right portion of the computer screen (see the red arrow in the sample image shown above), a countdown timer will be seen. Click the drop-down arrow to see the **Section Time left** that shows you how much time you have left for each section. The **Test Time left** shows you the combined time of all the different sections on the website. Time saved from finishing a section early does NOT add to the time intended for the next section/s.

This section will also remind you to follow the rules in taking the test, and to avoid the prohibited materials and/or behaviors. For reference, please refer to Page ***26*** of this guide.

Environment Checking

At any moment during the actual test, you will be required to show your room and test table. You will receive the notification through chat, so it is important to read carefully and silently the instructions. Do NOT move unless instructed to do so. Your testing environment should be as quiet and distraction-free as possible. To get a 360-degree view of your test environment, lift your webcam or laptop and slowly turn it around. It is important that you show your table or desktop area as well as your room. In some cases, you may be required to show the space behind your laptop/desktop, walls, sides and beneath your table, and/or the ceiling. If you are using a desktop computer with a built-in webcam, it might be difficult to lift and rotate the entire computer. Inform the checker and wait for additional instructions. Slowly move or rotate the camera and wait for the instructions of the checker before going back to your seat. Once you are finished, return your webcam or laptop as close to its original position.

Note: When you are completing a test environment check, your test time will be paused. Time consumed during the check will NOT be deducted from your test-taking time.



CEM respects the candidates' privacy and has implemented procedures to ensure that the CEM online test process is completed in a safe, secure manner. CEM reserves the right to ensure the security of test content by enabling us to observe you and your computer screen while taking the test. It is highly recommended that you take the test in a room free of distractions and anything that might affect your test performance.

Test-related information written on clothing, shoes, tables and chairs, room walls, ID documents or on any part of the body or room, and cheat sheets or review materials found within the test space, inside the pockets or on any unauthorized gadget is prohibited and warrants termination–you should be prepared to undergo security measures (i.e., showing of prohibited items to the camera) to ensure a fair testing environment. Mobile phones and other gadgets found in the testing area are subject to inspection, including their contents, if necessary. Only the authorized testing personnel, e.g., coordinators, will have access to the inspection recordings and snapshots, which will not be disclosed to any organization other than CEM. Failure to comply may result in termination from the test and forfeiture of your test fees.

Food, beverages, tobacco, and vaping devices are not allowed while you are taking the exam. In case you need to grab a drink, or take a snack or medication for health reasons, please inform your proctor.

CEM Help Desk

For general inquiries and technical difficulties experienced before or during the test, contact the CEM Help Desk on the following contact information. Please be guided on the numbers to contact and support schedule for certain types of transactions depending on the test that you will take. Your call or message will be screened and will be forwarded to the department concerned. Do not e-mail or contact the numbers that are not intended for the type of test for which you have registered.

Technical Error Guidelines

a. DURING THE DEMO OR SYSTEM COMPATIBILITY TEST: Provide a snapshot or photo of the technical error; you may email this to CEM Help Desk.
b. ON THE ACTUAL TEST DAY: Immediately chat with your proctor or, in cases of computer freeze where chatting is not possible, leave the test area for a while, then call the CEM Help Desk. Avoid using your phone in front of the webcam's view.

Contact Details

REGULAR TEST (I.E., K TO 12 ACHIEVEMENT TEST, SCHOOL ADMISSION TEST). For candidates who registered for this test, please refer to the contact details below:

Before Test Day
(Weekdays or Weekends, 8AM to 5PM)

For general inquiries, technical concerns relating to the browser, demo test, and computer compatibility	Mobile: +63 999 221 2610 E-mail: REGtestsupport@cem-inc.org.ph	For e-mail inquiries, indicate in the subject line: [Test Name]_[scheduled test date]. For the message, please follow this format: a. Your Name (Last Name, First Name, Middle Initial) b. Name of Test c. Date of Test/Time d. School Name e. Issue/Concern or Inquiry* **Attach proof of concern, e.g., secure browser error.* If you fail to provide the required information in your e-mail, it might take a while before our support team can assist you.

On Test Day
(Weekdays or Weekends, 8AM to 5PM)

For general inquiries, technical concerns relating to the browser and actual test	Mobile: +63 999 221 2610
For inquiries related to your test scheduling and pre-test requirements	Contact your CEM Area Coordinator

NATIONAL MEDICAL ADMISSION TEST OR NMAT. For candidates who registered for NMAT, please refer to the contact details below:

Before Test Day
(Monday to Friday, 8AM to 5PM)

For general inquiries, registration, test scheduling, and payment concerns	Mobile: +63 999 221 2609 +63 999 221 2621	Fill out the Contact Us Here form under the Bulletin of Information section of the NMAT website: https://www.cem-inc.org.ph/nmat/
For technical concerns relating to the browser, demo test and compatibility	E-mail: support@cem-inc.org.ph	For e-mail inquiries, indicate in the subject line: [Test Name]_[scheduled test date]. For the message, please follow this format: 1. Your Name (Last Name, First Name, Middle Initial) 2. Name of Test 3. Date of Test/Time 4. School Name* **Application number for NMAT takers* 5. Issue/Concern or Inquiry* **Attach proof of concern, e.g., secure browser error.* If you fail to provide the required information in your e-mail, it might take a while before our support team can assist you.

On Test Day
(Weekday/Weekend, 6AM to 5PM)

Technical concerns only	Mobile: +63 999 221 2609 +63 999 221 2621 +63 999 221 2538 WhatsApp or Viber: +63 917 150 9322	To ensure you get support quickly on testing days, please call our helpdesk for immediate assistance. Emails sent to CEM on days with scheduled testing may have delayed responses, so calling the helpdesk is the best option.

After Test Day
(Monday to Friday, 8AM to 5PM)

Termination, disconnection, and test re-scheduling concerns	Fill out the NMAT Waiver/Appeals Form under the Bulletin of Information section of the NMAT website: https://www.cem-inc.org.ph/nmat/

SCHOLARSHIP TEST. For candidates who registered for a scholarship test, please refer to the contact details below:

Before and After Test Day
(Monday to Friday, 8AM to 5PM)

For general inquiries, registration, test scheduling, payment concerns, and technical concerns relating to the browser, demo test, and computer compatibility	Mobile: +63 999 221 2610 E-mail: regtestsupport@cem-inc.org.ph	For e-mail inquiries, indicate in the subject line: [Test Name]_[scheduled test date]. For the message, please follow this format: 1. Your Name (Last Name, First Name, Middle Initial) 2. Name of Test 3. Date of Test/Time 4. School Name 5. Issue/Concern or Inquiry* **Attach proof of concern, e.g., secure browser error.* If you fail to provide the required information in your e-mail, it might take a while before our support team can assist you.

On Test Day
(same as access time until end time of the actual test)

Technical concerns only	Mobile: +63 999 221 2610

Appendix A. List of Acceptable IDs

Below is the list of acceptable IDs.

Alien Certificate of Registration Identity Card (ACR I-CARD)
Barangay ID
BIR ID (ATM type/ TIN card type with picture)
Company/ Office ID
Driver's License
GSIS ID (UMID)
HDMF Transaction Card/ Pag-IBIG Loyalty Card
NBI Clearance
OWWA/ iDOLE card
Passport
PhilHealth ID
Philippine National ID (PhilID) or ePhilID
PNP License/ Airman License
Police Clearance
Postal ID
PRC License
PWD ID
School ID *(from previous or current school year)*
Seaman's Book (SIRB)
Senior Citizen's ID
Solo Parent ID
SSS ID
Voter's ID

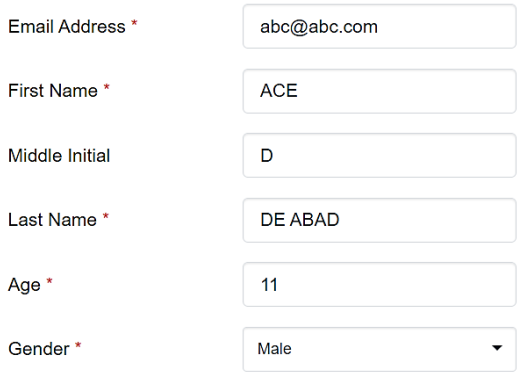
Appendix B. Test Specific Information for Registration Fields

The details in the registration fields for the selected CEM Online Assessments shown below are for sample purposes only. Fill out the fields with your personal identifying information during the actual test.

Registration Fields and Additional Preliminary Pages

Test Name: K12 Achievement Test *(i.e., English, Mathematics, Science, Filipino, Araling Panlipunan, and Combo Test)*

Registration Field

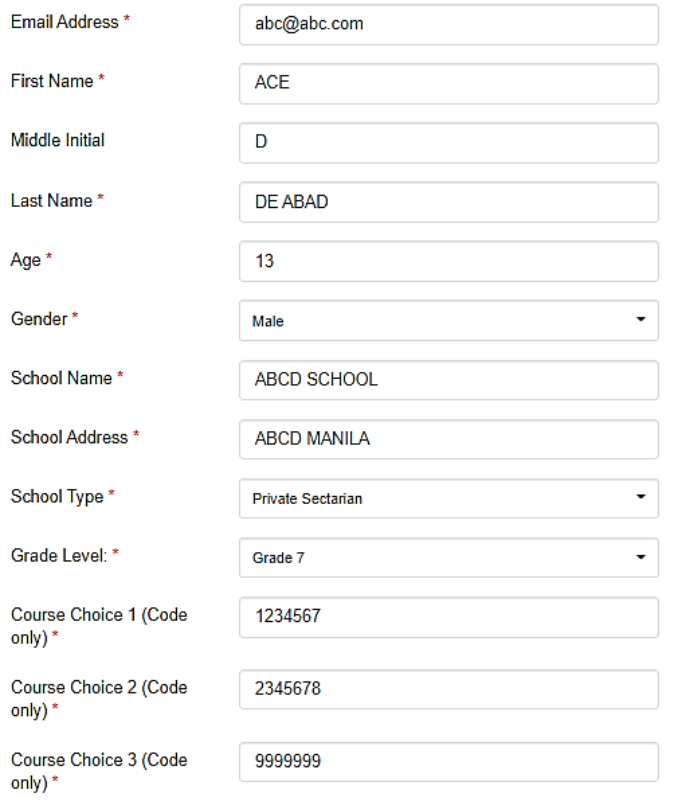


Test Name: (a) Philippine Aptitude Classification Test – High School (PACT) and (b) CEM Profiler

Registration Field

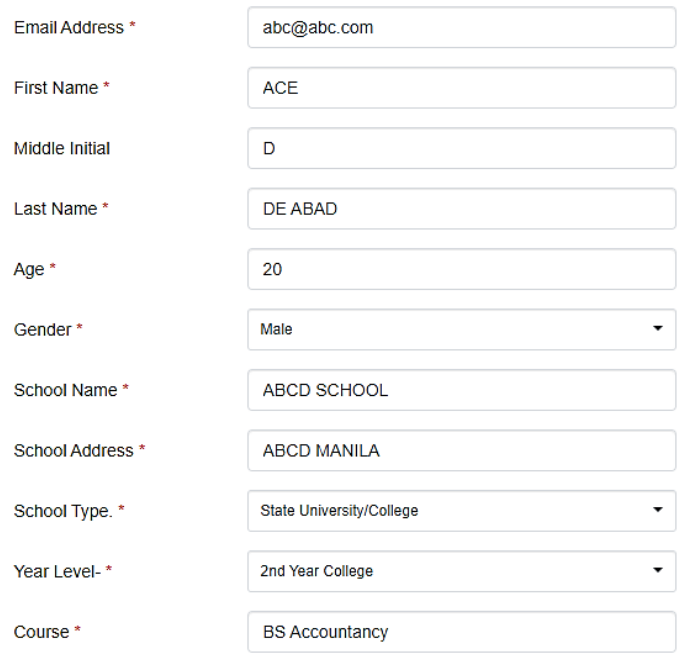
*(a) For PACT, refer to the List of Course Choice or LCC provided to you for the Course Choice code.

(b) For CEM Profiler, refer to the List of Courses and Occupations or LCO provided to you for the Course Choice code.



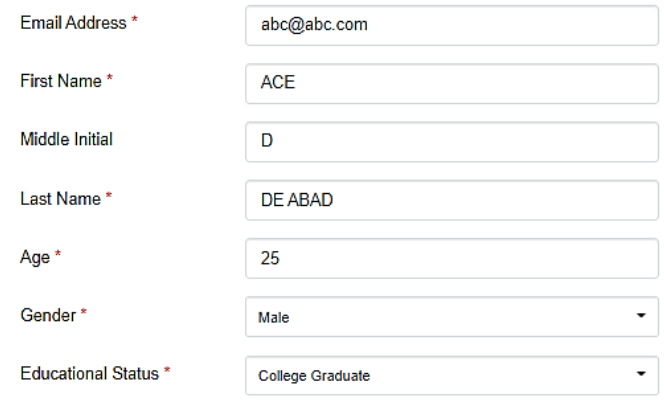
Test Name: Philippine Aptitude Classification Test – College (PACT)

Registration Field

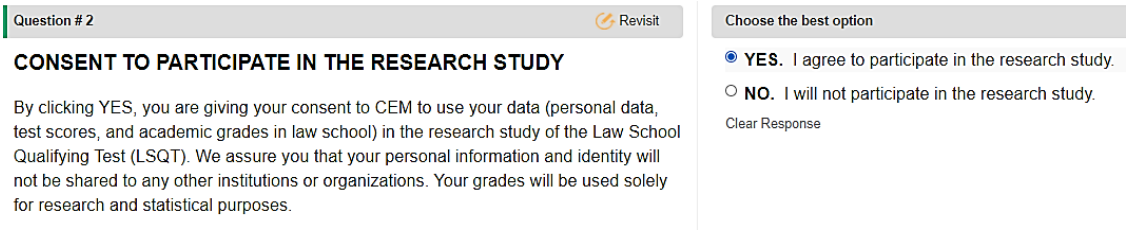


Test Name: Law School Qualifying Test (LSQT)

Registration Field



Preliminary Page



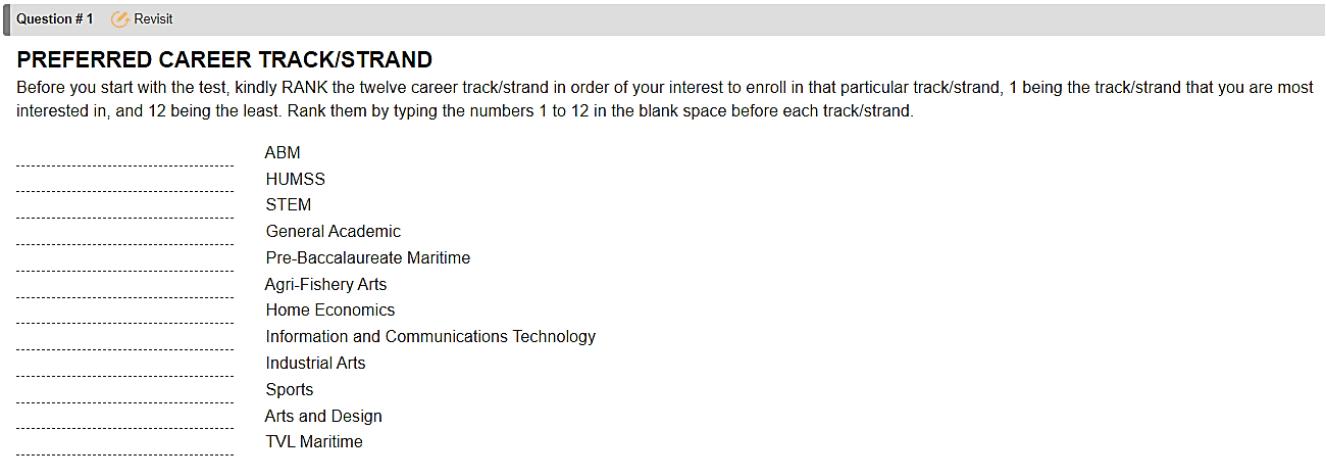
Test Name: Readiness Test for Senior High (RTSH)

Registration Field

*Refer to the List of Courses and Occupations or LCO provided to you for the Course Choice code.

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	10
Gender *	Male
Course Choice 1 (Code only) *	1234567
Course Choice 2 (Code only) *	2345678
Course Choice 3 (Code only) *	0000000

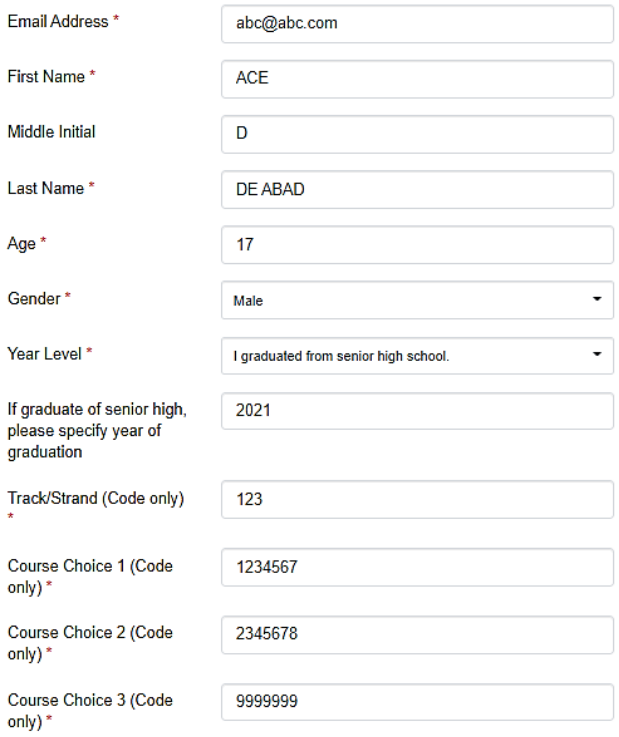
Preliminary Page



Test Name: Readiness Test for Colleges and Universities (RTCU)

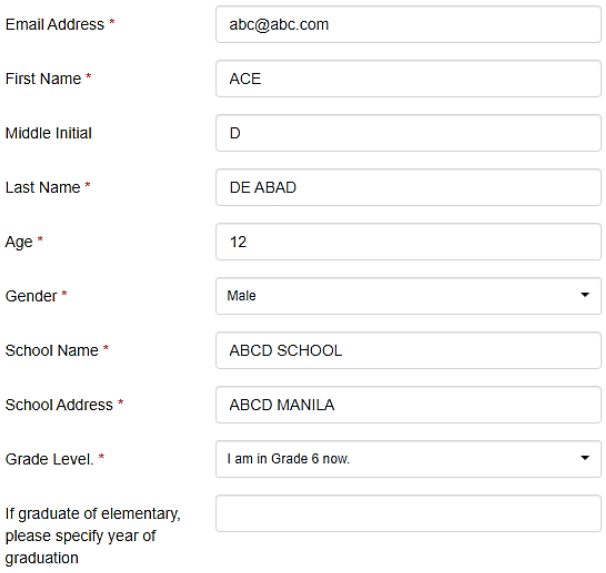
Registration Field

*Refer to the List of Courses and Occupations or LCO for the Course Choice code and the copy of the List of Tracks and Strands for the Track/Strand code.



Test Name: Elementary Level Competency Measure (ELCOM)

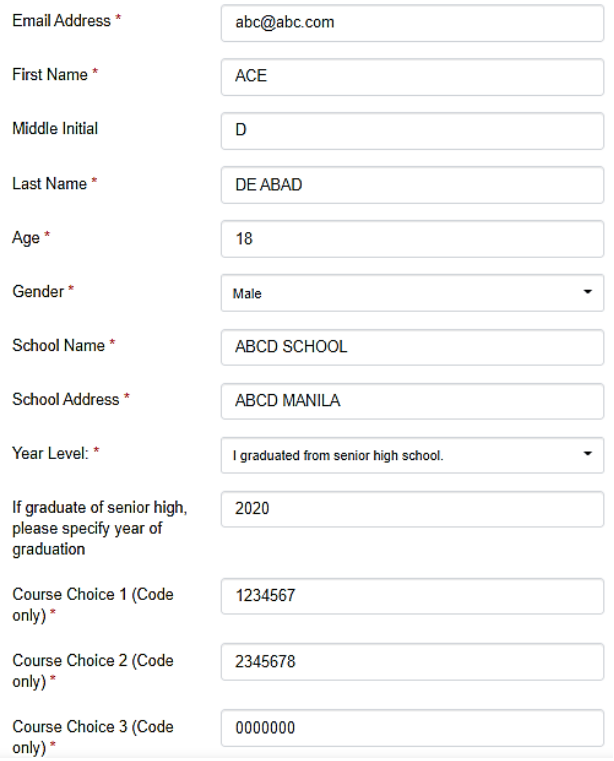
Registration Field



Test Name: College Scholarship Qualifying Test (CSQT)

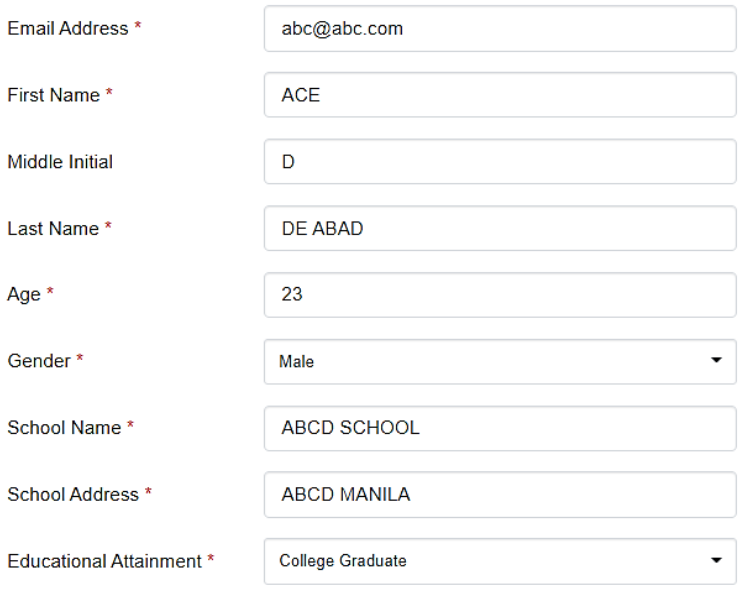
Registration Field

*Refer to the List of Courses and Occupations or LCO provided to you for the Course Choice code.



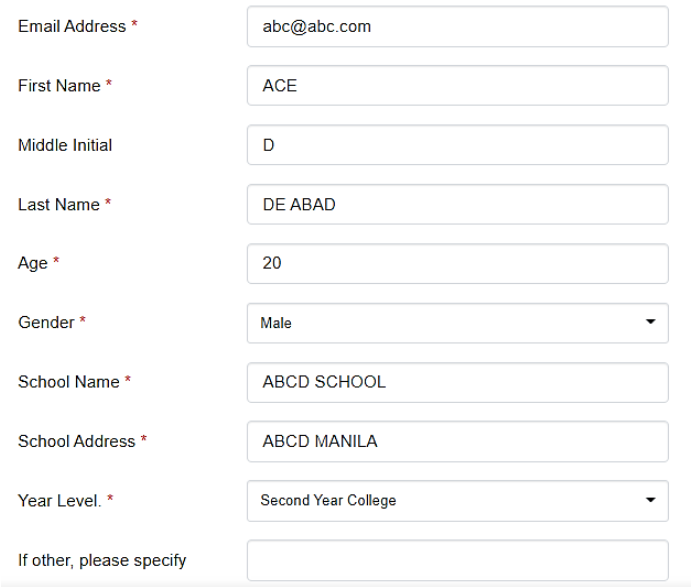
Test Name: Graduate Level Test (GLT)

Registration Field



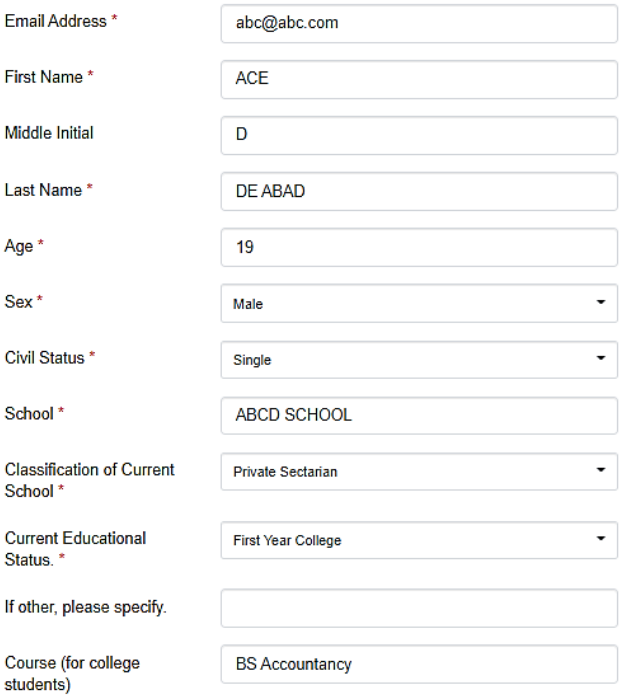
Test Name: Nursing Aptitude Test (NAT)

Registration Field



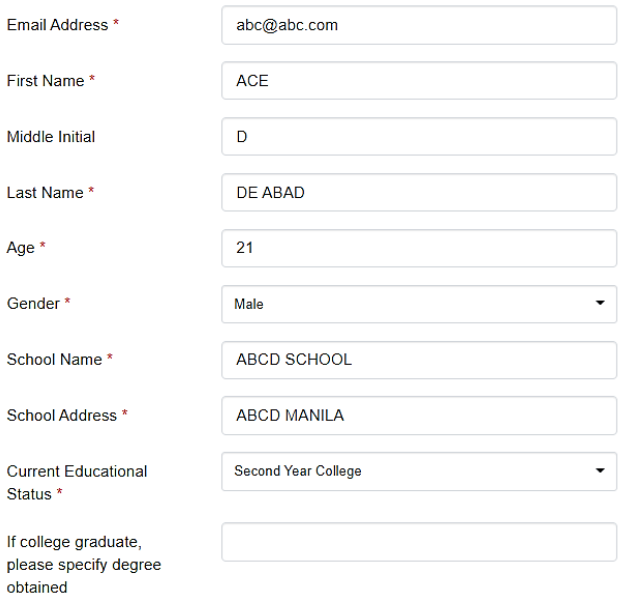
Test Name: Panukat ng Pagkataong Pilipino (PPP) by Dr. Annadaisy J. Carlota

Registration Field



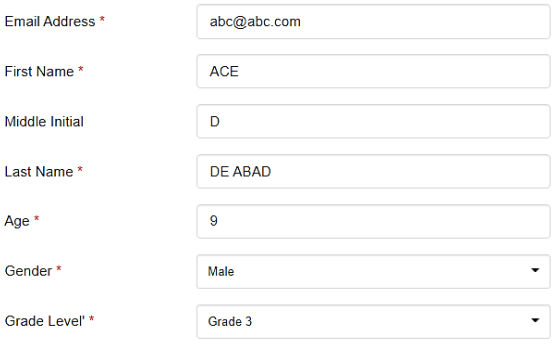
Test Name: Philippine Aptitude Test for Teachers (PATT)

Registration Field



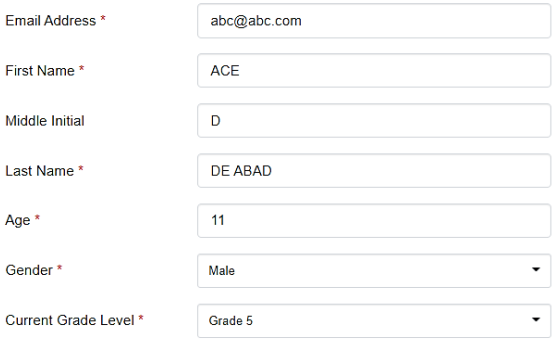
Test Name: Reading Test Level 1

Registration Field



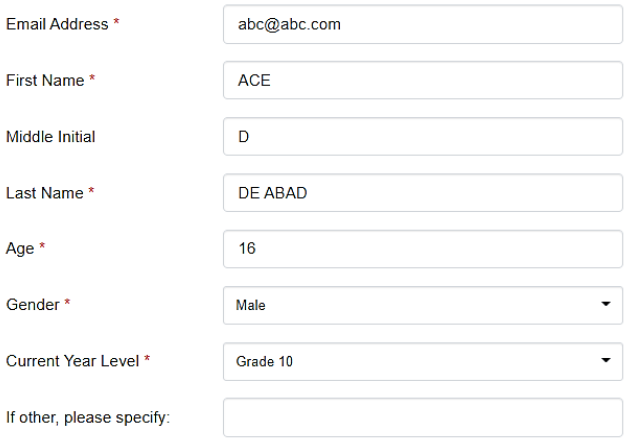
Test Name: Reading Test Level 2

Registration Field



Test Name: Reading Test Level 3

Registration Field



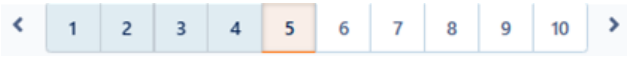
Appendix C. Common Testing Issues and Troubleshooting

During the test session, you may encounter issues and technical difficulties. The following are sample scenarios that you can resolve firsthand. Be sure to familiarize yourself with the following resolutions, as your proctor will not respond to questions that you can resolve by reading this guide. In cases of technical issue(s) that cannot be addressed by the basic troubleshooting during the actual test, inform your proctor through chat or call the help desk.

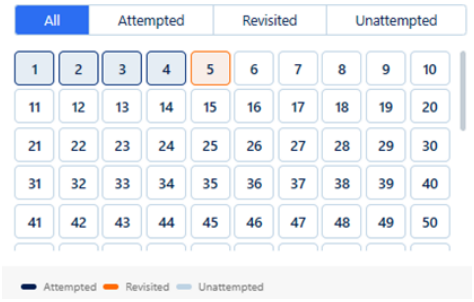
Q1. The Page Numbers, and Question Filter and Navigation feature changes in color. What do the colors indicate?

The color codes indicate the overall status of the items or questions: (1) Blue is for answered or attempted questions; (2) Orange is for bookmarked questions; and (3) No highlight means that the questions are unanswered or unattempted.

Sample Page Number



Sample Question Filter and Navigation

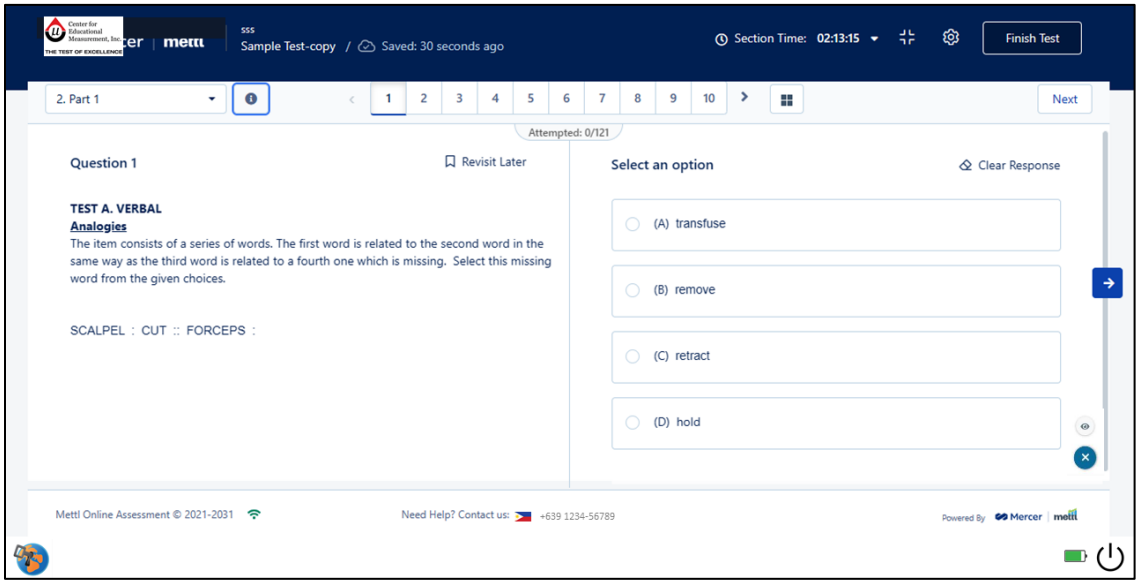


Q2. How will I know if my answers are saved?

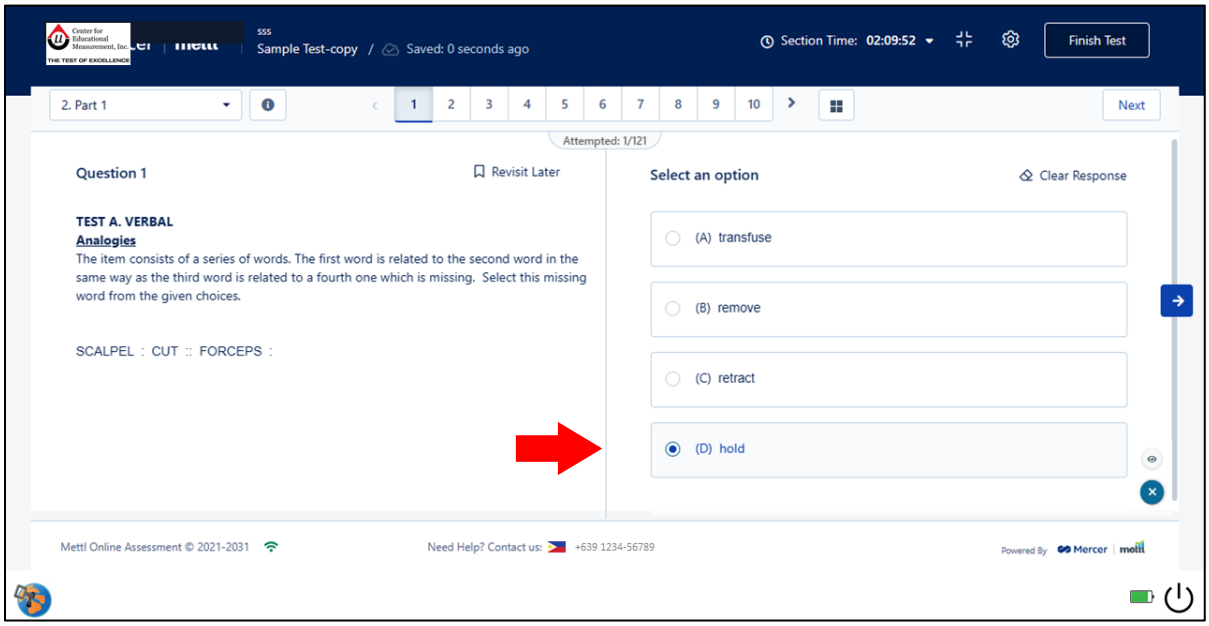
When you clicked a radio button that corresponds to your selected option, the answer is automatically saved. You will see a small dot or marker appears inside the circle to indicate your answer. You will also see the page number that corresponds to the item or question that you are working on change in color.

For questions on what do the colors of page numbers indicate, please see* **Q1.

Sample item with no selected answer

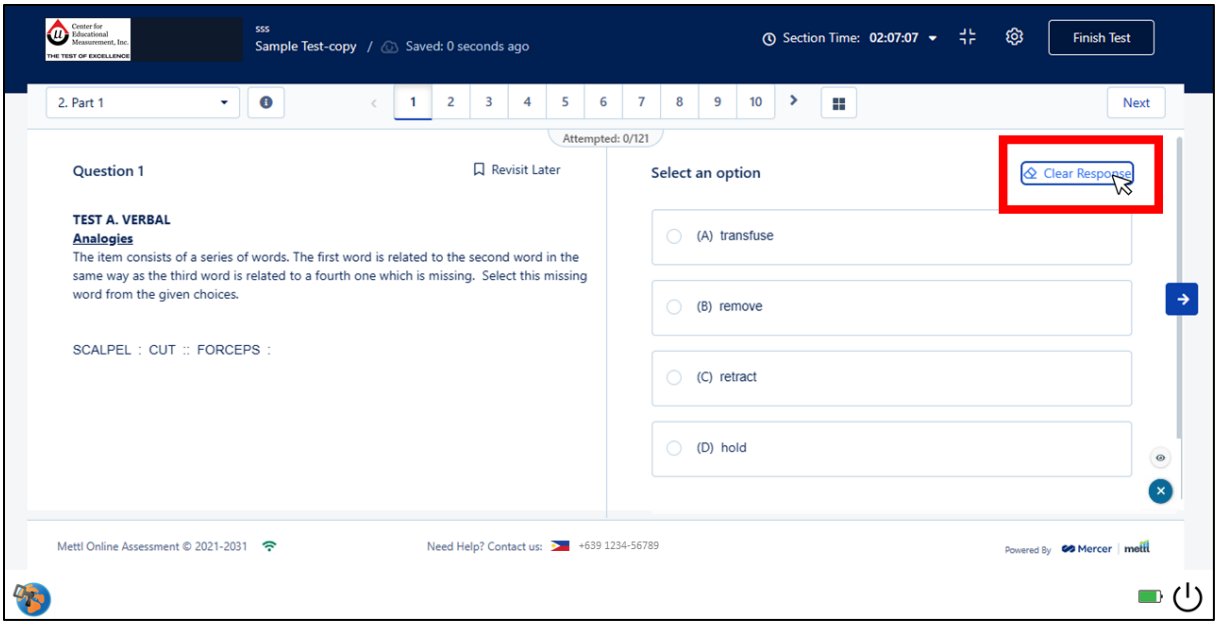


Sample item with selected answer



Q3. How can I change my selected answer?

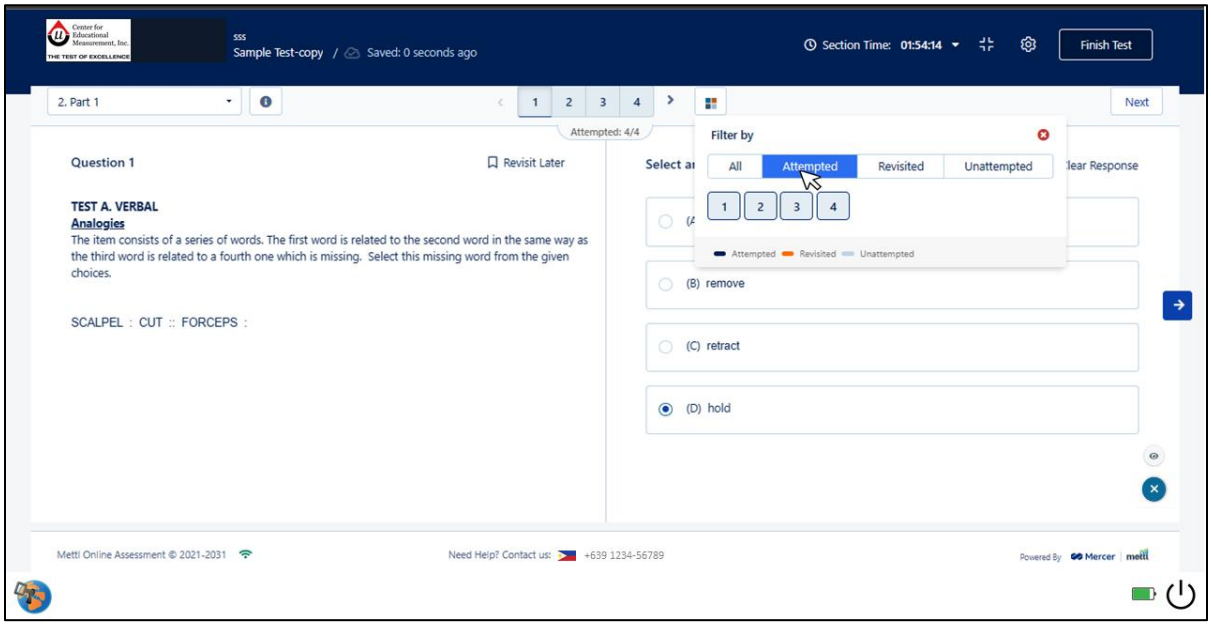
On the same item, you may change your answer by simply clicking another option. If you want to completely remove your answer, click the 'Clear Response' button.



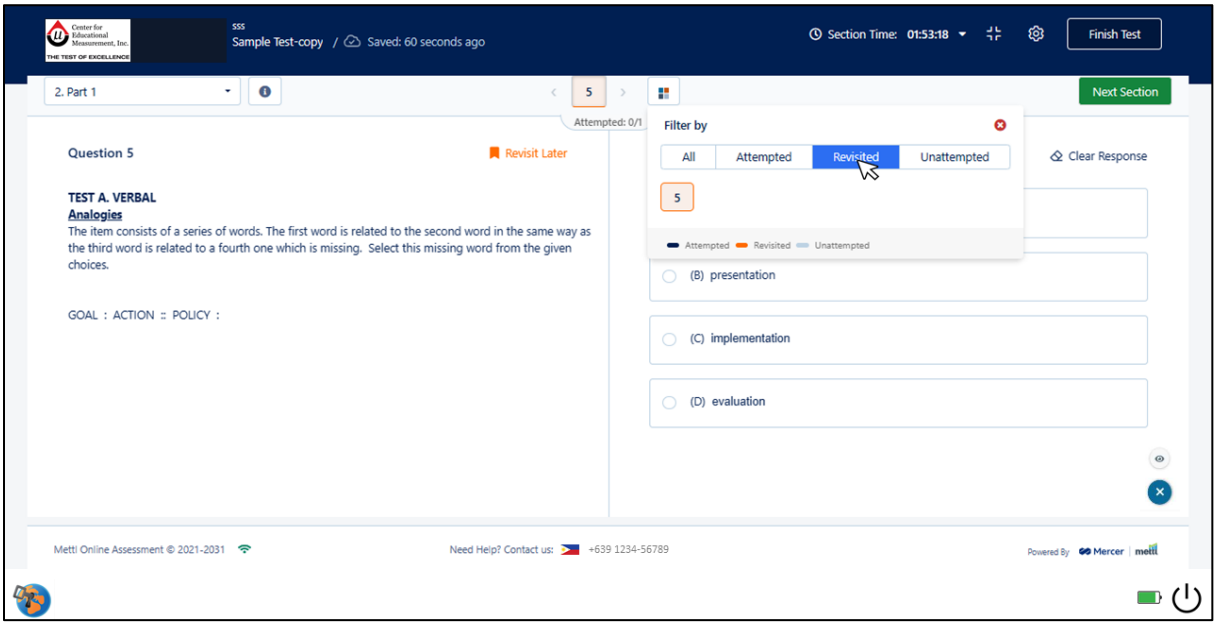
Q4. I have accidentally clicked the Question Filter, and the other page numbers gone missing. What should I do?

Click the 'All' tab on the Question Filter and Navigation box to see the complete set of test items. Do NOT proceed to the next section unless you have attempted to answer all items in the test.

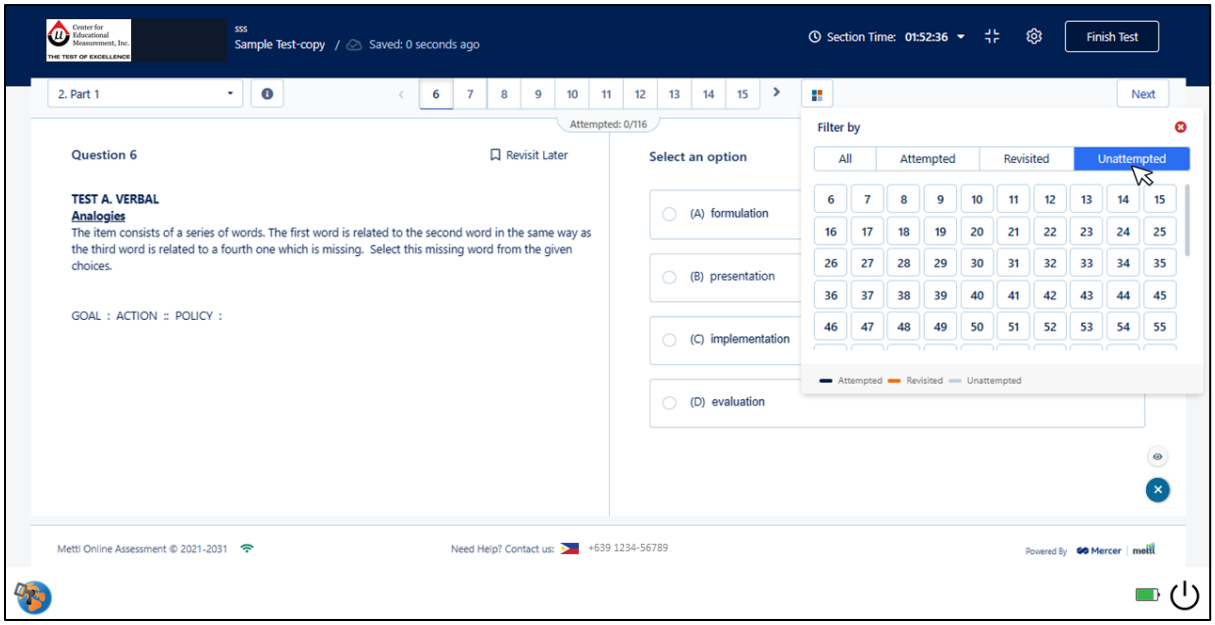
Sample window when 'Attempted' button was clicked



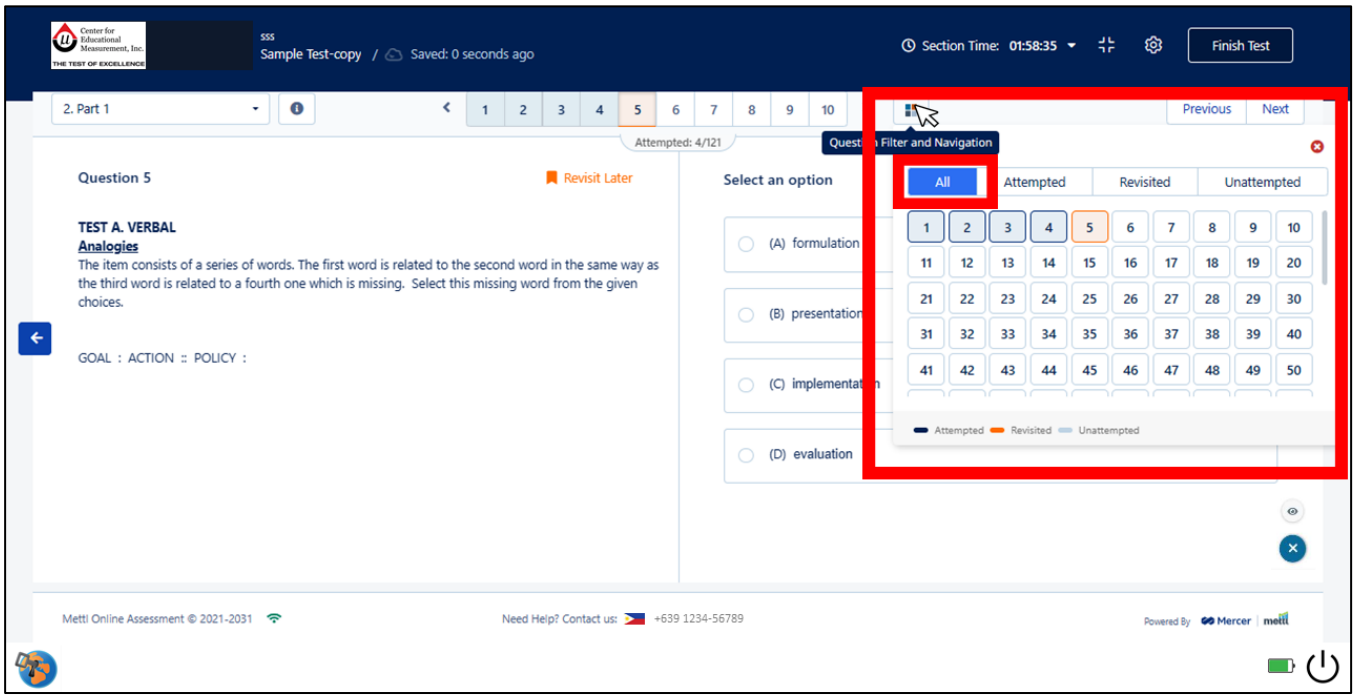
Sample window when 'Revisited' button was clicked



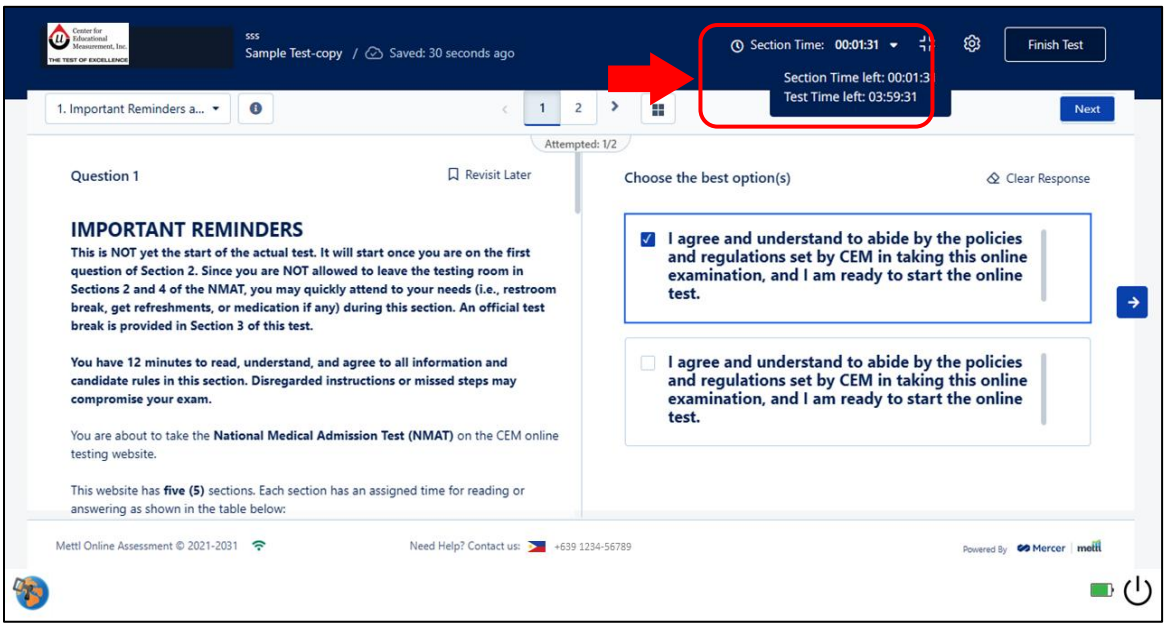
Sample window when ‘Unattempted’ button was clicked



What your Question Filter and Navigation window SHOULD look like



Q5. What is the difference between the ‘Section Time left’ and ‘Test Time left’?



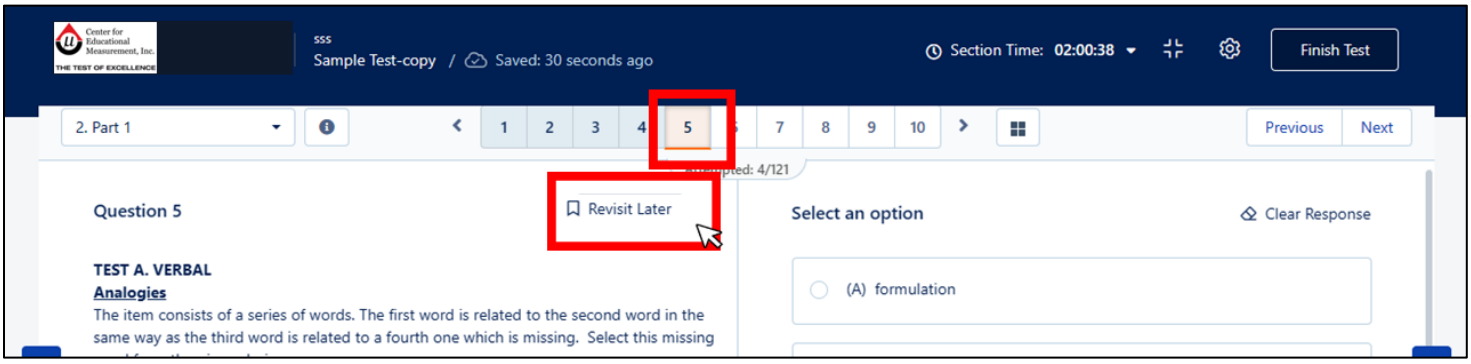
The ‘Section Time left’ shows how much time you have left for each section or the section that you are currently working on. The ‘Test Time left’ shows the combined time of all the different sections on the website. Please note that time saved from finishing a section early is NOT added to the time for the next section/s.

Q6. I forgot some of the important reminders and wanted to read it again. Can I revisit it?

The important reminders are shown only in the first part of the test. If you have any questions or concerns, you may send a message to your proctor for assistance.

Q7. What is the use of ‘Revisit Later’ button?

This button bookmarks the item that you wish to revisit or review. It will turn orange once clicked. You will also see the page number that you marked as revisit appears orange in color. The answer to bookmarked item is automatically saved even if this button is unclicked.



Q8. Can I go back to the previous questions once I clicked the Next Section button?

No. You CANNOT go back to sections you have left. Do NOT click the Next Section button if you still want to go back to previous pages or questions.

Q9. Can I skip an item?

You may skip an item, but only within a section. Do not click the 'Next Section' button unless you have attempted or answered all the items in a section.

Q10. It seems that the item is incomplete or the item did not load properly. What can I do?

First, check if your item has a scrollbar. If there is, scroll it down to view the complete item. If there is no scrollbar and it seems that the item did not load properly, click Previous or left arrow buttons, then go back to the item that you have a problem in loading. Check if the item successfully loaded. Inform your proctor if it does not work for troubleshooting.

Q11. It seems that the item or question I'm working on is similar to another item. What should I do?

Try to click Previous or left arrow buttons, then go back to the item that you have a problem in loading. Check if the items are still the same. Inform your proctor if it does not work for troubleshooting.

Q12. Can I click the 'Finish Test' button on the upper right corner of the screen?

Click the 'Finish Test' button only when you are done answering ALL test items and completed all sections of the test. You are advised to click only the 'Next Question' or 'Next Section' buttons, particularly if there is an item or section left to read and/or answer.

Q13. My computer freezes or gets a blank page in the middle of the test, what can I do?

Please follow the steps below:

1. Exit the test. If you are a Windows user, click the power icon in the test window. If you are a Mac user, click the exit or "x" icon in your test window.
2. Go back to the test using the same access link sent to your e-mail.
3. Send your proctor a chat once you are back to resume your test.

Q14. My computer freezes or keeps malfunctioning; can I take the test in another computer?

Yes, but before attempting the test again at another computer, ensure that you do the following steps on the computer that malfunctioned:

1. Exit the test. If you are a Windows user, click the power icon in the test window. If you are a Mac user, click the exit or "x" icon in your test window.
2. Using another computer, go back to the test using the same access link sent to your e-mail.
3. Send your proctor a chat once you are back to resume your test.

Q15. Can I use external keyboard and computer mouse?

Before entering the test website, plug in your external keyboard or computer mouse. It is recommended that you use these accessories when taking the demo test to ensure that they are compatible with the test website's secure browser.

Q16. Can I plug in my laptop charger?

Before you plug in your laptop charger, consider the type of connector it has. For regular chargers (non-Type C), connect it directly to your computer.

For type-C and MagSafe chargers, (1) position your charger's connector in front of the camera, (2) request a pause test, (3) wait for the proctor to acknowledge and provide you the instructions, and then (4) exit the test website.

Do NOT plug in anything other than the charger.

Q17. Why does the summary page indicate that there are unanswered items?

If you have answered all the test questions but the summary page shows less than 100% completion, it indicates that you left the additional reminder pages unanswered. These pages do not affect your scores and the test results.

Q18. I want to discontinue taking the test / Q19. You are experiencing health or medical emergency.

Inform your proctor about your decision to leave the test session and the reason for doing so. Please wait for further instructions.

Ensure that you have fully read and understood the information found in this document.

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