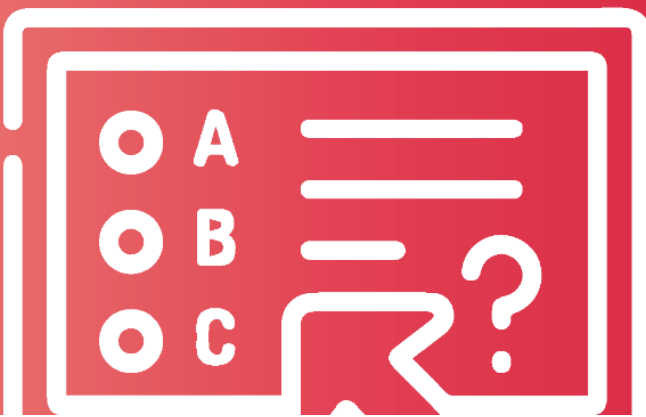RULES & REQUIREMENTS FOR
CEM ONLINE ASSESSMENTS
(FOR LAPTOP & DESKTOP USERS)

Center for
Educational
Measurement, Inc.

THE TEST OF EXCELLENCE

CANDIDATE
**ONLINE
ASSESSMENT**
GUIDE

Table of Contents

Requirements-at-a-Glance

As a registered candidate, you must carefully read all information in this guide for a smooth online testing experience. 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 to end 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 directions. If your scores are canceled, they will not be reported and your registration and test fees will not be refunded.

MUST HAVE		**IMPORTANT NOTE**

Devices and Gadgets (in good working condition)	The following are recommended:
	• Fully-charged laptop or desktop
	***Windows 8.1 or above**
	Installed Memory (RAM) of at least 8 GB for Windows 10 or above.
	***MacOS 10.14 or above**
	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.
	• Webcam (built-in or external)
	• Non-Bluetooth earphones / headphones (wired and with mic)***
	• Computer mouse (wired or optical)
	MacOS users are recommended to use an external computer mouse to avoid being flagged by the system. Multi-touch gestures on Mac are prohibited.
	• Charger (for laptop users)
	
	Note: Other external devices (e.g., USB) are not allowed, and will automatically exit you from the test platform once inserted to or detected from your computer.
		• The test website will NOT WORK with the following devices:
		  o Mobile phones
		  o Tablet / Digital pads
		  o E-readers
		  o AirPods
		• Software must be allowed to be downloaded to your computer.
		• *In case your computer's built-in microphone is not working during the actual test, a wired earphone / headphone may be plugged in the device as microphone, but this should not be worn during the test.
		• ALWAYS ALLOW microphone and camera permissions upon entering the test.
		• Turn off all alarms or any notification sounds on your computer.
		• Make sure that there is enough memory or storage space on your computer.

App or Software	ALL of the following:
	• Web browser (updated and latest three versions)
	  o Chrome
	  o Firefox
	  o Safari
	• **Mettl Secure Browser (MSB)**
		Do not make any changes or install other apps after installing the MSB app on 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.
		
		Note: MSB is required to check if your computer is compatible with the testing website.

Internet Connection	Wired or wireless internet connection with speed of **at least 5 Mbps**.	Using USB-tethered connection (i.e., pocket WIFI or mobile data) is NOT recommended. These connections, when loosened, may automatically end your test session.

Scratch Pad	Any of the following: • A4-size or mini whiteboard slate with whiteboard marker and eraser • plain A4-size or mini chalkboard with chalk and eraser	• Permanent pen or marker, pencil, paper, acetate or clear plastic sheet, and digital or battery-operated slates are NOT allowed and warrants termination from the test session. • 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	School ID (from previous or current school year) or valid, government ID with your complete name and photo. *Note: See page 33 for the list of acceptable ID cards.*	On the actual test day: • take a snapshot of your **physical ID card with your complete name and photo** during authorization • move your ID card close enough to the camera during ID capture
Testing Area or Room	ALL of the following: • Quiet • With good lighting and ventilation • Without companion*** *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 dismissal from your test session.

MUST DO

Download the MSB and check if your gadget or device is compatible with the test website	Click on the **Check System Compatibility** tab in the e-mail sent to you (see page *10* 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 only on the actual test date. • Check your **SPAM/JUNK** and other folders of your email in case you haven't seen a test invite.
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 test session will be automatically terminated.**
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 *25*).
Candidate Location / Position in the Testing Area or Room	If possible, sit with your table close to the wall, with your testing room/space visible or seen behind you. Do NOT sit with the wall behind you.
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 getting 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. **CEM maintains a 'no camera, no test policy'**.
Microphone	Keep your microphone on at all times during the test. **CEM maintains a 'no audio, no test policy'**.
Recommended Set-up	Place your computer on top of a table or desk, and clear it from prohibited items (see pages *17* and *22* for references). Improvised desks may be used by laptop users as long as they are stable and have a flat surface.
Rest	Get enough sleep before the testing day. Sleeping or taking a nap at any time during the test is NOT allowed. Test time will not be extended for doing so.
Test Break	Depending on the online test that you will take, you will be provided with an official test break or quick breaks, i.e., restroom 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.
Snacks	You may keep a bottled water near you during the test. Take your snacks during the official test break or quick break.
Mobile Phone	Make sure that your registered contact number is accessible on the test day. In case you cannot communicate with or chat your proctor for technical concerns, immediately contact the *CEM Help Desk* using your registered number. **IMPORTANT:** Do NOT place your phone near you or within test space such as your table (and even table drawers) during the test. You may place it outside your room or inside a cabinet far from reach during the test. You may only use it when you need to contact the CEM Helpdesk; put away your mobile phone after the call. You will be given a warning and/or possible termination of the test for having the phone near you.

What you need to take the Online Test

All CEM Online Test (actual test) is timed and supervised. 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 (specifications). *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.*

   Reminders:
   a. 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.
   b. In the event that your computer doesn't work, 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. **NO webcam, NO test**. **The use of mobile phones as webcams is NOT ALLOWED**.

3. Working microphone (either built-in or external/detachable) or earphone/headphones plugged in to your computer, but NOT worn. **NO audio, NO test**. **Adjust the volume of your microphone to a maximum before entering the test**.

4. Functional **computer mouse and keyboard (wired or wireless)**. These are recommended for navigating the test website, and communicating with your Proctor through chat.

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 are able to login using your e-mail account, and take the demo test without difficulty or significant lag. Unstable, intermittent, shared internet connectivity, and/or use of hotspots may affect the loading of your online test page. **CEM will not be responsible, in any manner/form, if your exam/answers are compromised due to poor connectivity.**

6. **Mettl Secure Browser or MSB**. To take the test, you will need to download and install this application 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.
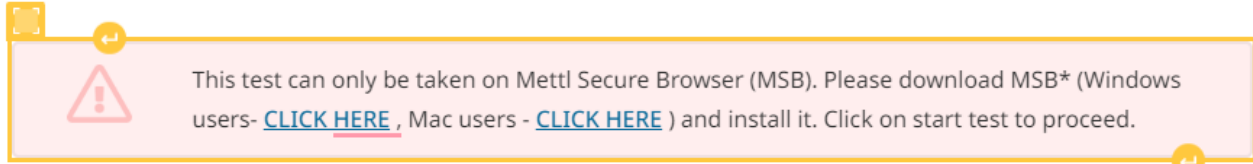
7. A chalkboard with chalk or a whiteboard with a whiteboard marker (or other easily-erasable writing materials) for your scratch work **ONLY** if the subtest/item requires the use of scratch materials. **The use of paper (of any kind) and permanent pen/pencil is NOT allowed.**

    Note: If you are using writing materials, you will be required to show them to your proctor at various times during the test for inspection.

8. Physical ID card with complete name and clear photo. You will need to present your school ID (from the current or previous school year) or any valid-government ID when you log in to take the actual online test. See page *33* for the list of acceptable proof of identification.

9. Well-lit, well-ventilated, and quiet room where you can take the test alone, free from distractions.

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

Download and install the Mettl Secure Browser, or 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.

> ⚠ This test can only be taken on Mettl Secure Browser (MSB). Please download MSB* (Windows users- CLICK HERE , Mac users - CLICK HERE) and install it. Click on start test to proceed.

Follow the steps shown in your screen to download the Mettl Secure Browser or MSB. For test takers in the lower grade level, you may ask assistance from your parent/guardian/family member in doing this step. **In case you have MSB previously installed to your computer, make sure that the software is updated; a message prompt will indicate if the software is updated or not. To update, follow the steps as guided by the system.** Once the MSB 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).
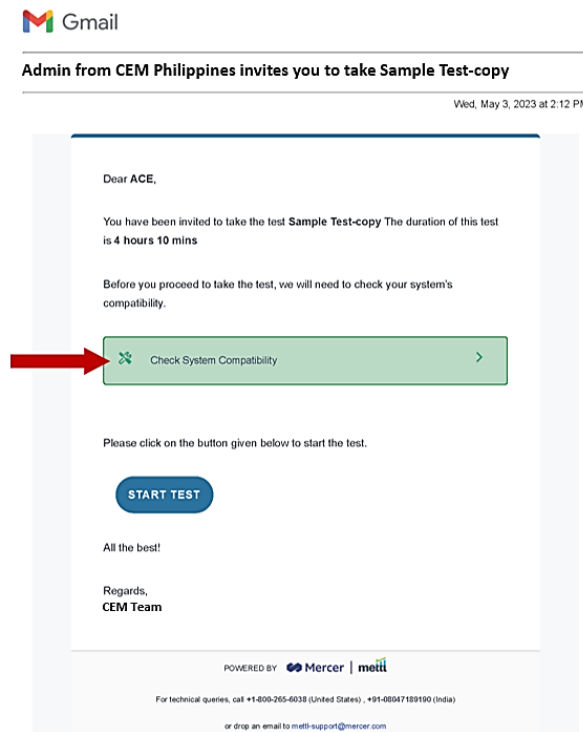
If all goes well, it will show a message **"Everything Looks Great. The test will run great on this system."** Once you see this page, you may click the power icon ⏻ on the lower right corner (for Windows users) or the close button ❌ on the upper right corner (for Mac users) of your computer screen to 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 MSB then reinstall the application. Contact the *CEM Help Desk* for troubleshooting of unresolved technical issues. Please see Page *30* to *32* for contact details.

> **Note: In some cases, an error may still occur during the actual test even if the demo test is successful. If this happens, contact the CEM Help Desk immediately.**

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 to another. The Demo Test is shorter than the Actual Test, only includes sample items, and will not be scored.

To be able to take the Demo Test, you must have already installed the MSB in your computer. If MSB is not yet installed, you must download and install the application. Make sure to turn off system updates and antivirus before you do so. Close other browser and application that are open or runs in the background as you download and launch the MSB.

The Demo Test will have most of the features of the Actual Test, except you will not go through an identity verification stage and there is no chat to proctor button. You can also take the Demo Test as many times as you deem necessary.

Reminders:

1. For candidates who will take **Regular and Scholarship Tests**, wait for announcements from your school or CEM regarding the sending of the instructional materials, such as written guidelines, a video tutorial, and the link to the demo test.
2. For candidates who will take **National Medical Admission Test (NMAT)**, all instructional materials will be available on NMAT Website: Bulletin of Information and in your NMAT account.

Actual Test Screen View

The screen for the Actual Test will look like the sample image below. You have to tick or click the circle beside your chosen answer. The questions or items are on the left pane. The options or choices are on the right pane of the test window. Refer to the images below for the test window features and buttons, and on the next page for the descriptions of each tab, icon, or button.
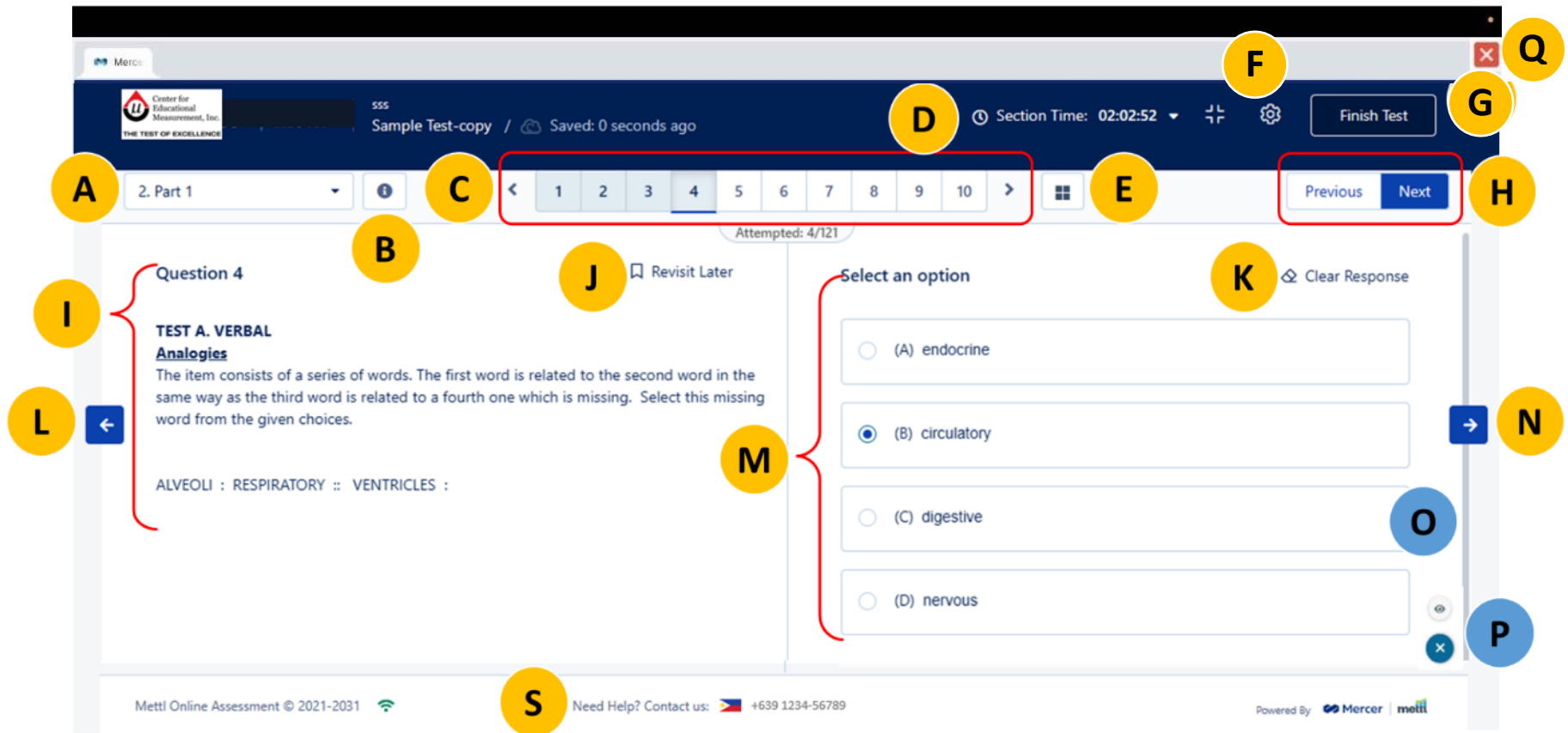
For WINDOWS OS Users

For MacOS Users

FOR LAPTOP USERS: There is no battery icon for Mac so keep your laptop chargers with you, and make sure that your device is fully charged before you access the test.

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 or answered, revisited or for review, and unattempted or unanswered items.

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

G **Finish Test.** Click this to submit your test to the website; click this only when you are finished answering ALL items. 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.

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.

Additional Testing Reminders
The sample images below show additional testing reminders during the actual test.

a. **End of Part Page(s).** 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. This page does not require a response.
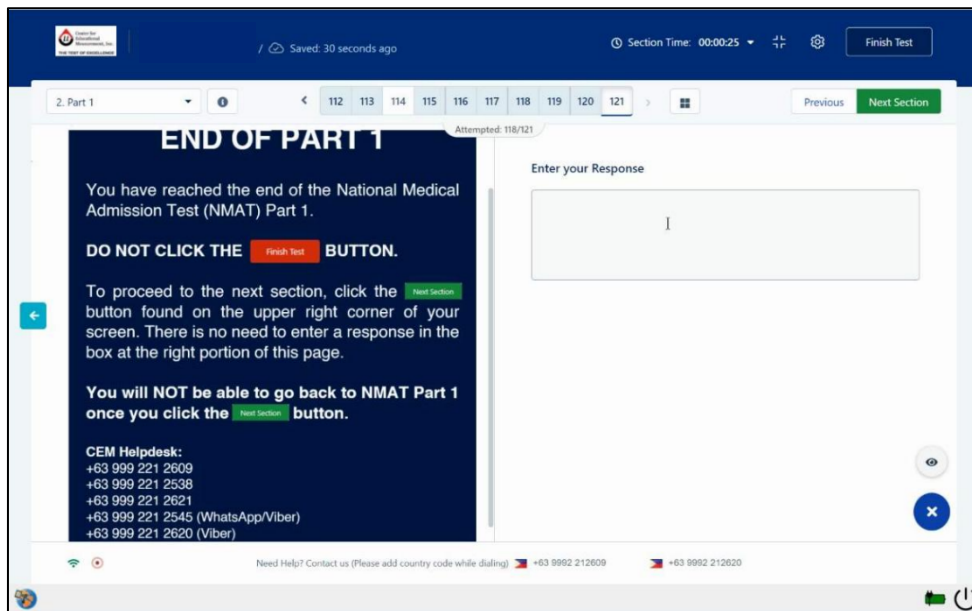
b. **Test Break Page.** This page appears on assessments that include an official test break aside from the quick break during Section 1. This page does not require a response.
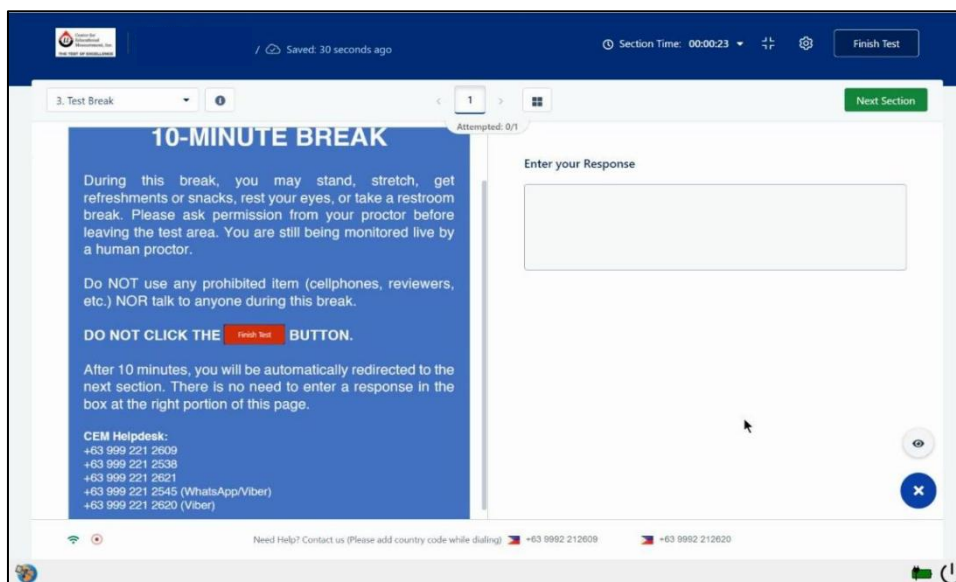
c. **End of Test Page.** This page appears on all assessments after you attempted all questions or items. This page does not require a response.
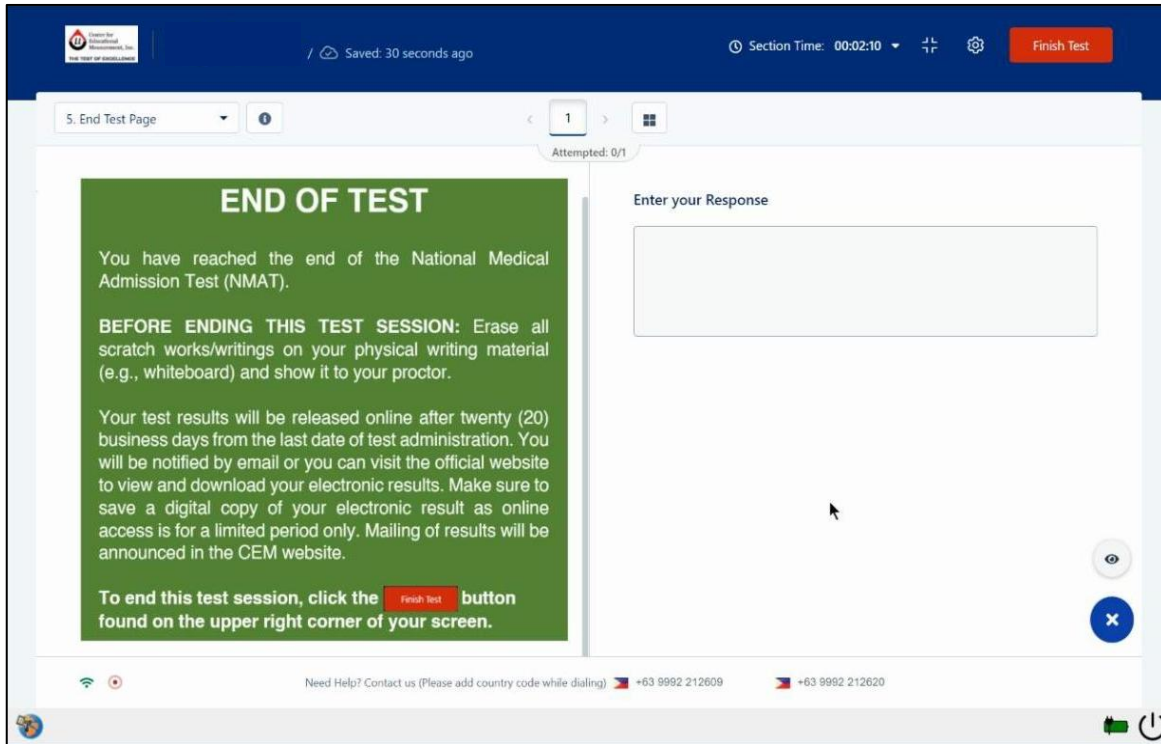
d. **Summary Page.** The summary page shows the status of your responses, such as attempted, marked for revisit, and unattempted items.
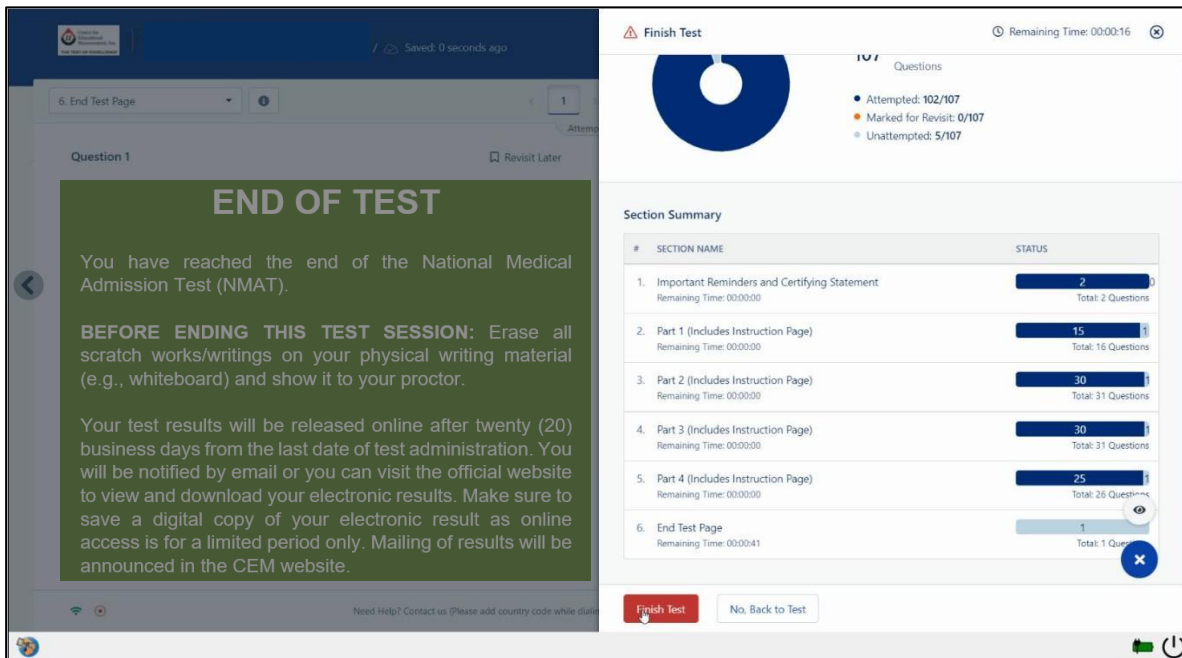
How to Prepare for the Test

Guidelines & Tips

☐ Make sure you have the requirements for the test. Please see section on *Requirements-at-a-Glance*, Page *4* of this guide.

☐ Read, understand, and follow this guide.

☐ *For candidates of Regular and Special Tests:* Attend the candidate orientation.

☐ *For candidates of National Medical Admission Test (NMAT):* Watch and understand the video walk-through/tutorial on how to attempt a CEM Online Test to have a preview of the screens that you will see when you download the secure exam browser and when you log-in for the actual test.

☐ Practice with the Demo Test.

☐ In case of technical issues while accessing the demo test, you may contact our technical team (see Page *30* to *32* for contact details).

☐ 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 for a smooth testing experience. 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 (the Actual Test link). Try to clear your schedule for that day.

☐ Bookmark the email with the Actual Test link upon receiving it.

☐ 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 termination from the test. Advise them not to leave any prohibited items (e.g., phone) near the test table or within the room; otherwise, your test session will be terminated 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.

☐ 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 any of the following writing materials for scratch work. Only one (1) set of scratch materials (i.e., 1 whiteboard, 1 marker, 1 eraser) on the testing table/space is allowed. The candidates shall Inform the proctor if they need to get another marker/chalk.

ALLOWED		**NOT ALLOWED**

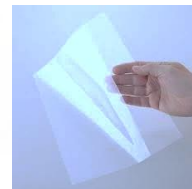| A4-size or mini whiteboard with erasable marker and eraser | Plain A4-size or mini chalkboard with chalk and eraser | Paper or plastic magic slate | LCD writing tablet or digital, battery-operated slate | Clear acetate or plastic sheet | Paper, pencil, any permanent pen/marker |

Note: Other materials (e.g., non-battery/plastic or cardboard-type magic slate, erasable highlighters, quick-erase color pens, etc.) are allowed as long as the candidate can show that it is easily-erasable.

☐ Prepare your exam room and table. Make sure your room, walls, and desk are clear of prohibited materials (e.g., ruler, permanent pen/pencils, paper, textbooks, books, reviewers, etc.). For laptop users, place your device on top of a table/desk while taking the test. Refer to the recommended table top set-up, sitting positions, and authorized items.

Table Setup and Camera Placement

The recommended table setup includes authorized materials and camera location, as shown in the sample image below. The testing table should be 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 have suspicious behaviors and/or those who have their camera placed other than the recommended position, such as at the bottom or side of their screen/monitor.

Authorized Materials on the Table

✔ Valid ID/School ID
✔ Computer
✔ Computer mouse
✔ 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
✔ Exam Permit (if required)

Seat Arrangement

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.

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
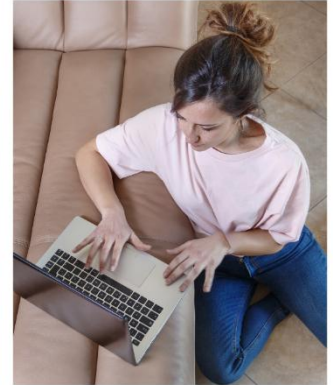
Computer on top of an alternative but stable desk / table

Reminders:

1. Hands/arms should always be on top of the table or desk.
2. Face should not be too close to the monitor.
3. The background (area behind the candidate) should at least be visible.
4. You are allowed to place your hands under your chin but mouth should be uncovered as shown in the sample image below.

On Test Day

☐ Eat before taking the exam.

☐ For laptop users, ensure that your computer is fully charged or connected to a power source during the test. You may also have your chargers ready near you. **In case your laptop battery got drained in the middle of the test, inform your proctor before plugging in your chargers.**

    a. **If using type C chargers.** <u>Do NOT plug this without informing your proctor. You need to EXIT the test website before inserting the charger.</u> 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.
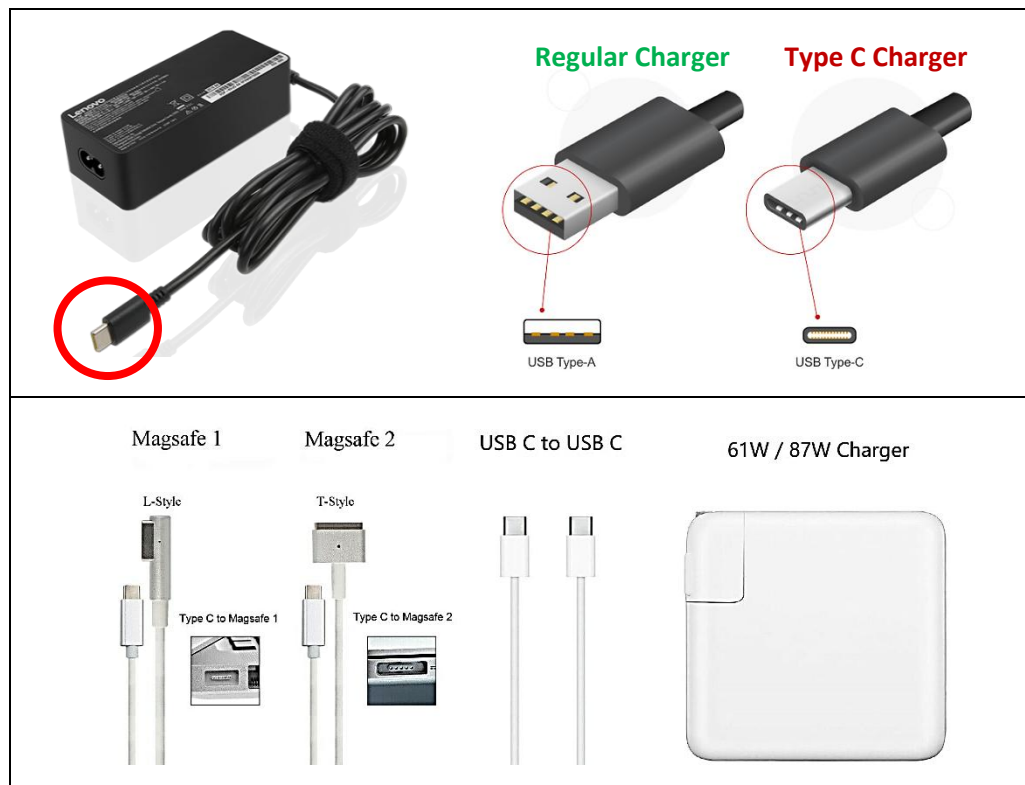
☐ You must have a clear desk or workspace (see the Recommended Testing Area or Room on Page *16*). Remove all prohibited or unauthorized materials.

☐ Close all programs on your computer except from the online test window.

☐ 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.

- ☐ It is highly recommended to take a bathroom break before you start the test. Notify your proctor via the chat window if you need to take bathroom break during the test.
- ☐ Enter the testing website at the earliest access time indicated in the email with the test link. If you try to access the test after the access time, you will NOT be allowed to take the test.
- ☐ Have with you your physical IDs (e.g., school ID or government-issued ID).
- ☐ Go through the registration process before taking the actual test. The process will involve taking a snapshot of your face and valid ID through your webcam. When you are asked to submit your face snapshot, remove any object that would partially or fully obscure your face and ears, i.e., face mask, face shield, face veil, and scarf.
- ☐ Read thoroughly all test instructions and candidate rules sent by your proctor through the chat window, or the information in the preliminary pages such as the Important Reminders page 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.
- ☐ Chat with or message your proctor if you have questions on the mode of answering the test or technical difficulties. If you are unable to send a chat to your proctor due to technical issues, you may contact our technical team (see Page *30* to *32* for contact details).
- ☐ Your webcam must remain on throughout the test. Accidentally covering or blocking your webcam may result in the automatic termination of your test session and is NOT a valid reason for retaking the exam. 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.
- ☐ For laptop users, place your computer on top of a table/desk. You must be seated properly. (Refer to the illustrations on Page *17* of this guide.)
- ☐ When instructed, show your authorized or allowed materials for scratch work to your proctor 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* (see Page *30* to *32* for contact details) 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 terminated.**

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 online 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 of the test window, with or without test items.
7. Not following instructions during the inspection of the testing room or area.
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 or not it is aimed at the proctors.
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. Keep your hands/arms on top of the table or desk at all times.
20. Screen sharing or casting.
21. Using 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 being monitored live by both AI and human proctor at all times 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)	✖ all watches
✖ tablets and e-readers	✖ any other electronic, recording, listening, scanning, printing or photographic devices
✖ pencils (of any kind)	
✖ pen/pencil erasers	
✖ permanent markers and pens	✖ digital storage and USB-tethering devices
✖ paper	✖ external monitor
✖ physical calculators	✖ transmitting cables (e.g., HDMI)
✖ books/textbooks, pamphlets, notes, dictionaries, translators	✖ compasses
	✖ rulers/protractors
✖ scan pens or scanning devices	✖ mirrors (of any kind)
✖ electronic or battery-operated magic slate	✖ unauthorized materials for scratch work
✖ all wearable technology	✖ acetate/transparent sheets for scratch work

Note: The proctor can terminate your test 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.

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 2. Provide your snapshot

You will be redirected to a snapshot page where you will be asked to provide a snapshot of your face and of your school ID 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 details are clear, otherwise, recapture the snapshot.

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 3. 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.
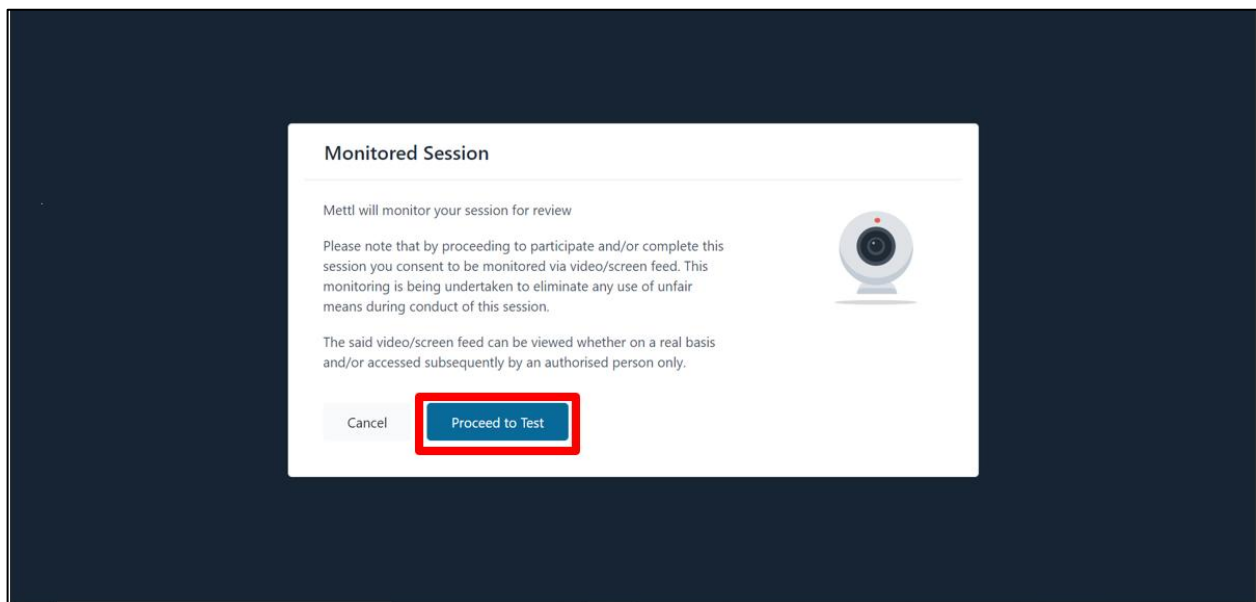
Step 4. Reading of Important Reminders

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 an assigned time for reading and/or answering as shown in the sample 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.

Please take note that this page is not yet the start of the actual test. It will start once you are on the first question after the Important Reminders page, and other preliminary pages (if any).
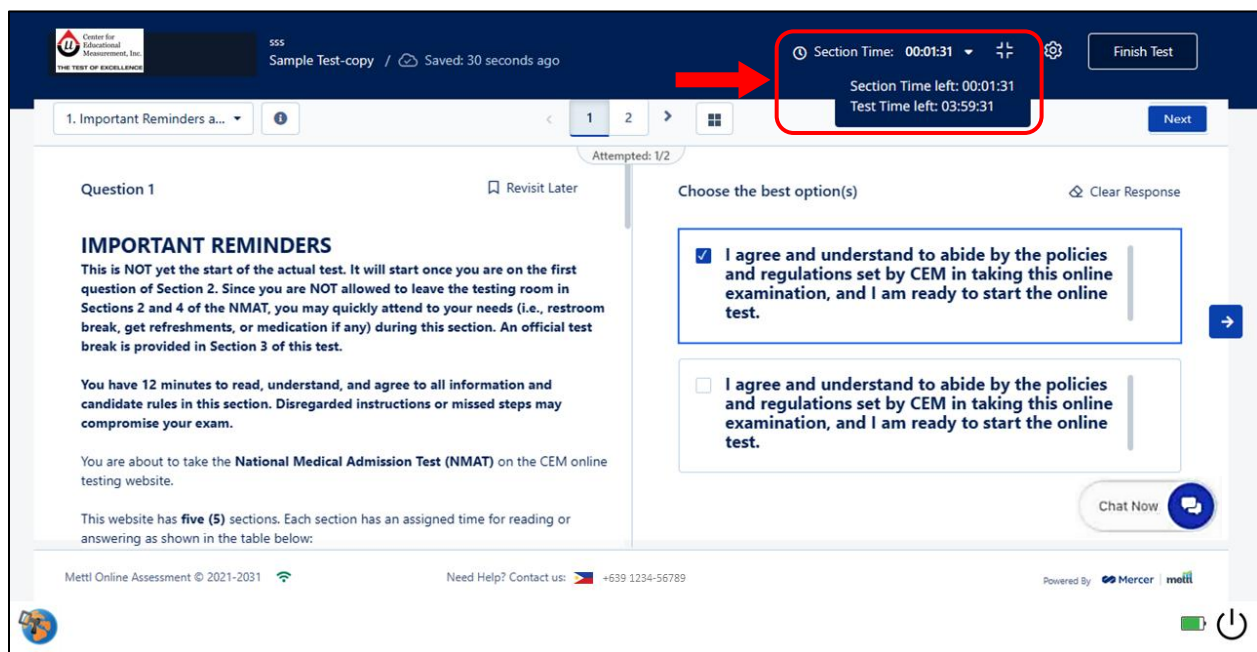
On the upper right portion of the computer screen (see the red arrow in the sample image shown above), a countdown timer will be seen. Click the drop-down arrow to see the **"Section Time left"** that shows you how much time you have left for each section. The **"Test Time left"** shows you the combined time of all the different sections in 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 see section on *Rules to follow during the Online Test*, Page *21* 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. 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, table drawers (if any), 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.

Do NOT move the camera too fast, 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 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.

Contact Numbers

DO NOT CALL/MESSAGE NUMBERS THAT ARE NOT INTENDED FOR THE TYPE OF TEST FOR WHICH YOU HAVE REGISTERED.

For candidates who were **registered for a regular test (i.e., K to 12 Achievement Test, School Admission 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:

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
(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

For candidates who **individually registered or applied for a special test, i.e., National Medical Admission Test or 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:** **+639 171 509 322**

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/**

For candidates who were **registered for a scholarship test**, please refer to the contact details below:

<u>Before</u> and <u>After</u> 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

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	11
Gender *	Male ▼

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.

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	13
Gender *	Male ▼
School Name *	ABCD SCHOOL
School Address *	ABCD MANILA
School Type *	Private Sectarian ▼
Grade Level: *	Grade 7 ▼
Course Choice 1 (Code only) *	1234567
Course Choice 2 (Code only) *	2345678
Course Choice 3 (Code only) *	9999999

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

Registration Field

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	20
Gender *	Male ▼
School Name *	ABCD SCHOOL
School Address *	ABCD MANILA
School Type. *	State University/College ▼
Year Level- *	2nd Year College ▼
Course *	BS Accountancy

Test Name: Law School Qualifying Test
(LSQT)

Registration Field

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	25
Gender *	Male ▼
Educational Status *	College Graduate ▼

Preliminary Page

Question # 2	⟳ Revisit	Choose the best option
CONSENT TO PARTICIPATE IN THE RESEARCH STUDY		⦿ **YES.** I agree to participate in the research study.
By clicking YES, you are giving your consent to CEM to use your data (personal data, test scores, and academic grades in law school) in the research study of the Law School Qualifying Test (LSQT). We assure you that your personal information and identity will not be shared to any other institutions or organizations. Your grades will be used solely for research and statistical purposes.		○ **NO.** I will not participate in the research study. Clear Response

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

Question # 1   ✏ Revisit

PREFERRED CAREER TRACK/STRAND

Before you start with the test, kindly RANK the twelve career track/strand in order of your interest to enroll in that particular track/strand, 1 being the track/strand that you are most interested in, and 12 being the least. Rank them by typing the numbers 1 to 12 in the blank space before each track/strand.

--	ABM
--	HUMSS
--	STEM
--	General Academic
--	Pre-Baccalaureate Maritime
--	Agri-Fishery Arts
--	Home Economics
--	Information and Communications Technology
--	Industrial Arts
--	Sports
--	Arts and Design
--	TVL Maritime

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.

Field	Value
Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	17
Gender *	Male
Year Level *	I graduated from senior high school.
If graduate of senior high, please specify year of graduation	2021
Track/Strand (Code only) *	123
Course Choice 1 (Code only) *	1234567
Course Choice 2 (Code only) *	2345678
Course Choice 3 (Code only) *	9999999

Test Name: Elementary Level Competency Measure (ELCOM)

Registration Field

Field	Value
Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	12
Gender *	Male
School Name *	ABCD SCHOOL
School Address *	ABCD MANILA
Grade Level. *	I am in Grade 6 now.
If graduate of elementary, please specify year of graduation	

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.

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	18
Gender *	Male
School Name *	ABCD SCHOOL
School Address *	ABCD MANILA
Year Level: *	I graduated from senior high school.
If graduate of senior high, please specify year of graduation	2020
Course Choice 1 (Code only) *	1234567
Course Choice 2 (Code only) *	2345678
Course Choice 3 (Code only) *	0000000

Test Name: Graduate Level Test (GLT)

Registration Field

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	23
Gender *	Male
School Name *	ABCD SCHOOL
School Address *	ABCD MANILA
Educational Attainment *	College Graduate

Test Name: Nursing Aptitude Test (NAT)

Registration Field

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	20
Gender *	Male
School Name *	ABCD SCHOOL
School Address *	ABCD MANILA
Year Level. *	Second Year College
If other, please specify	

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

Registration Field

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	19
Sex *	Male
Civil Status *	Single
School *	ABCD SCHOOL
Classification of Current School *	Private Sectarian
Current Educational Status. *	First Year College
If other, please specify.	
Course (for college students)	BS Accountancy

Test Name: Philippine Aptitude Test for Teachers (PATT)

Registration Field

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	21
Gender *	Male
School Name *	ABCD SCHOOL
School Address *	ABCD MANILA
Current Educational Status *	Second Year College
If college graduate, please specify degree obtained	

Test Name: Reading Test Level 1

Registration Field

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	9
Gender *	Male
Grade Level' *	Grade 3

Test Name: Reading Test Level 2

Registration Field

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	11
Gender *	Male
Current Grade Level *	Grade 5

Test Name: Reading Test Level 3

Registration Field

Email Address *	abc@abc.com
First Name *	ACE
Middle Initial	D
Last Name *	DE ABAD
Age *	16
Gender *	Male
Current Year Level *	Grade 10
If other, please specify:	

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. 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 *CEM 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
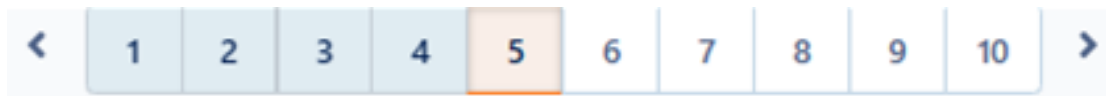
Sample Question Filter and Navigation
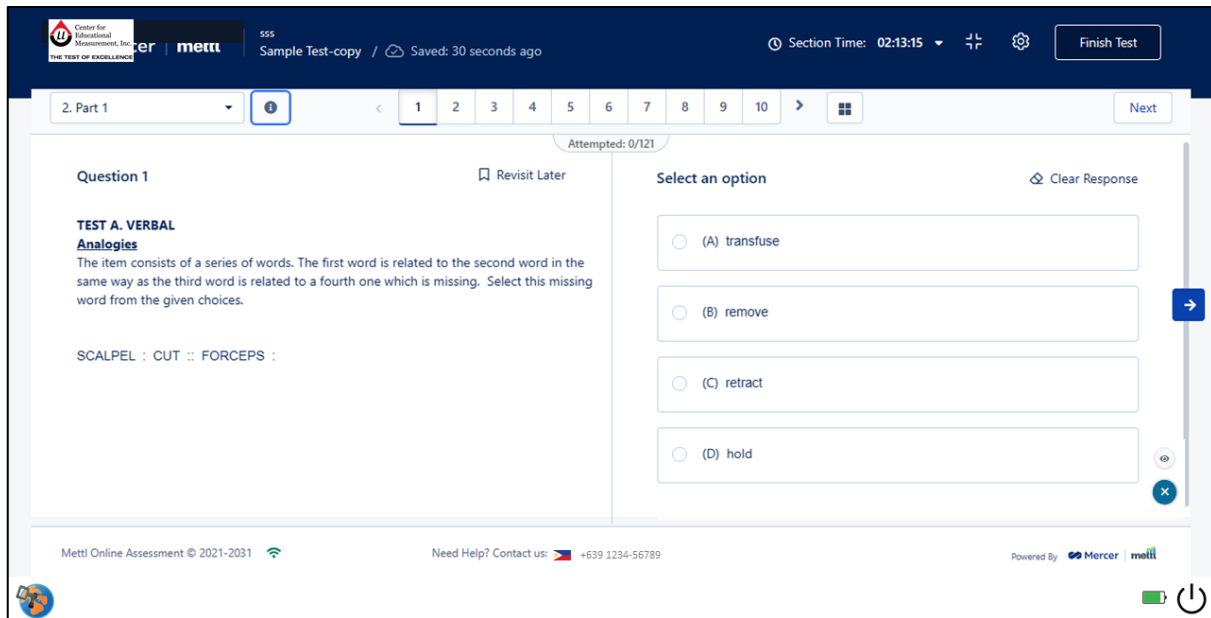
Q2. How will I know if my answers are saved?

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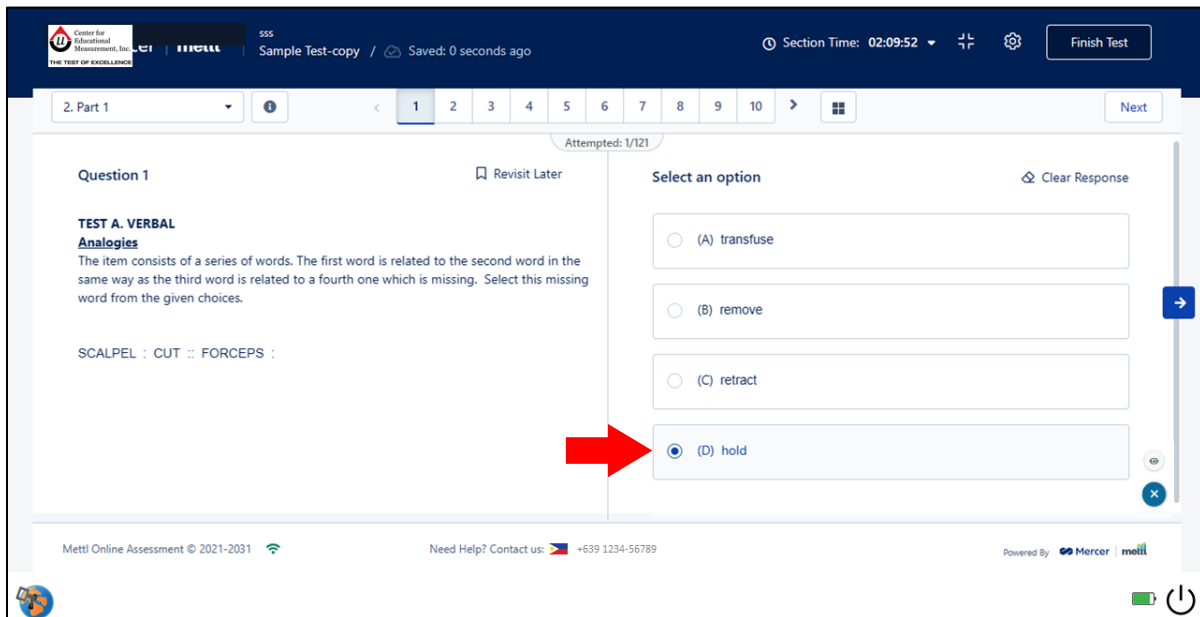
For questions on what do the colors of page numbers indicate, please see Q1.

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.
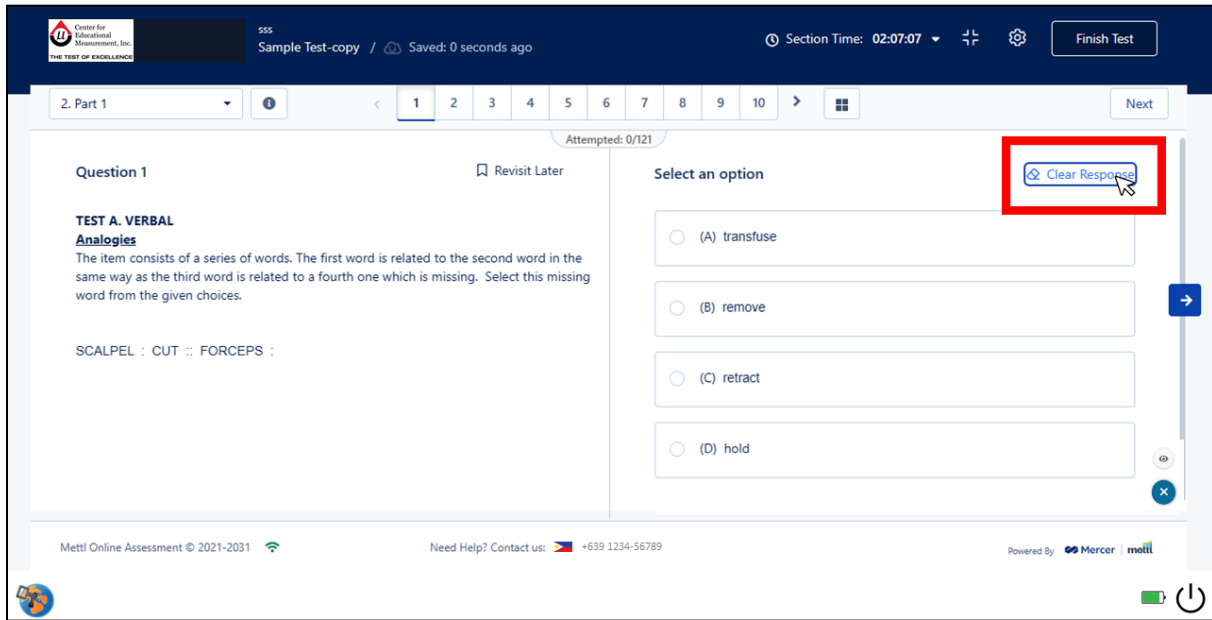
Q4. I have accidentally clicked the Question Filter, and I can't see the other page numbers on the upper middle portion of the test window. What should I do?

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
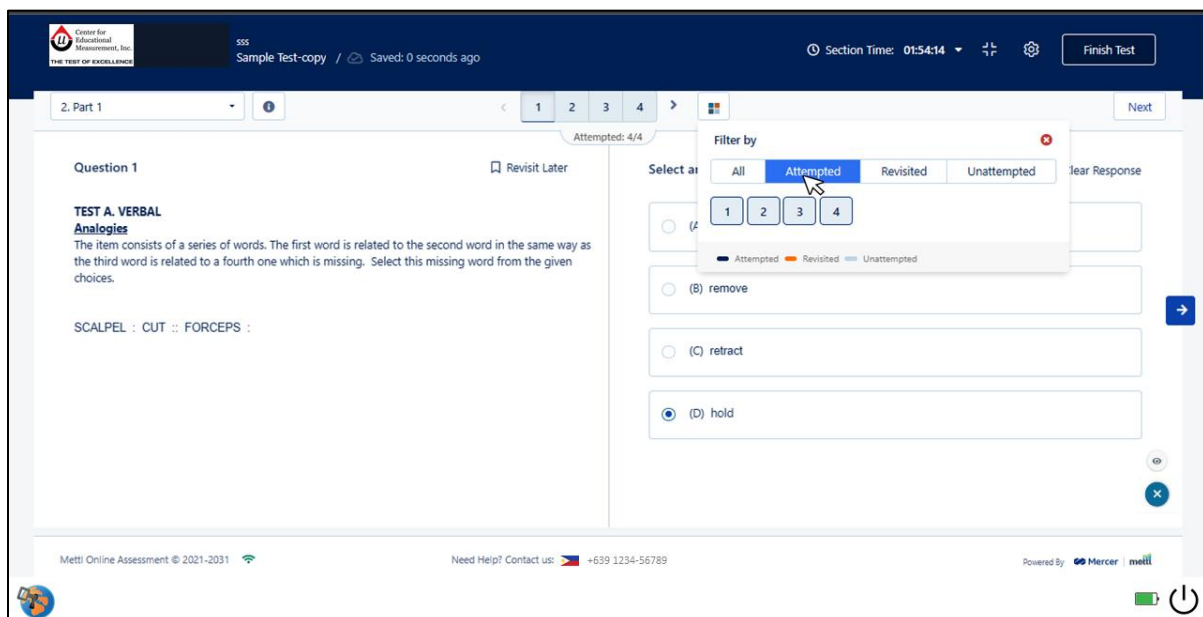
Sample window when 'Revisited' button was clicked

Sample window when 'Unattempted' button was clicked

What your Question Filter and Navigation window SHOULD look like
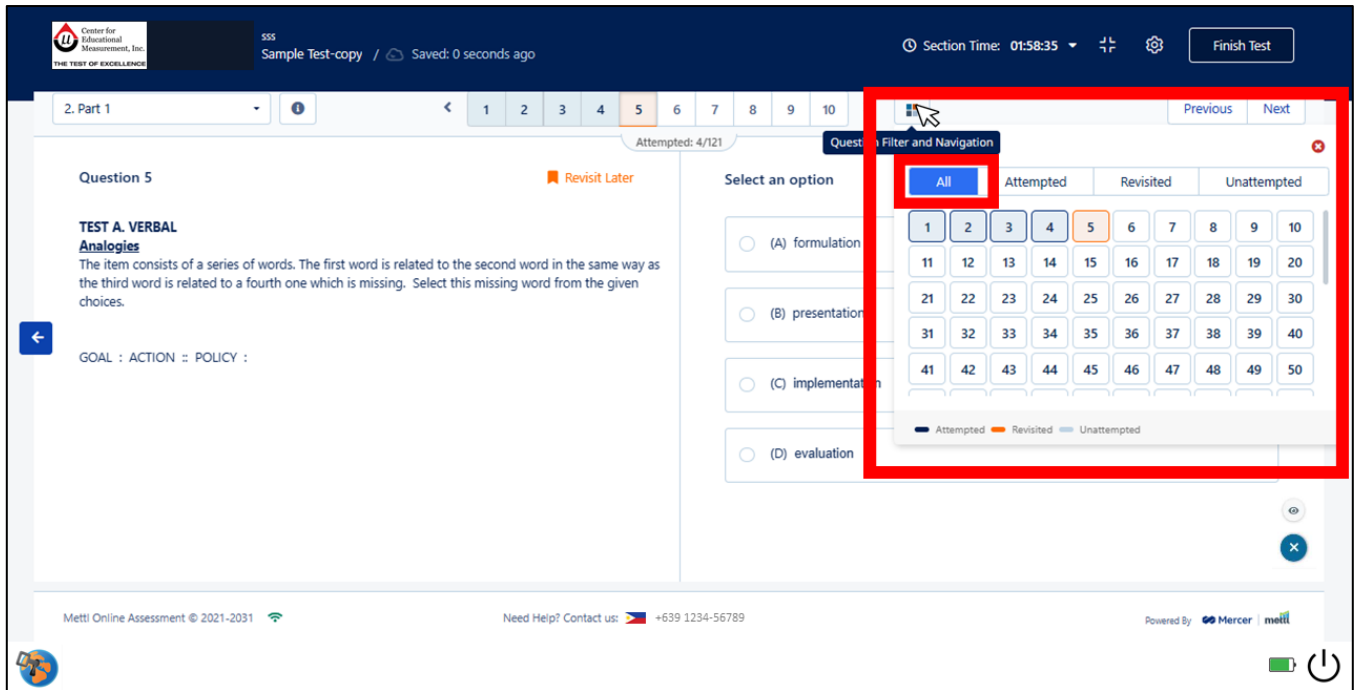
Q5. What is the difference between the 'Section Time left' and 'Test Time left'?
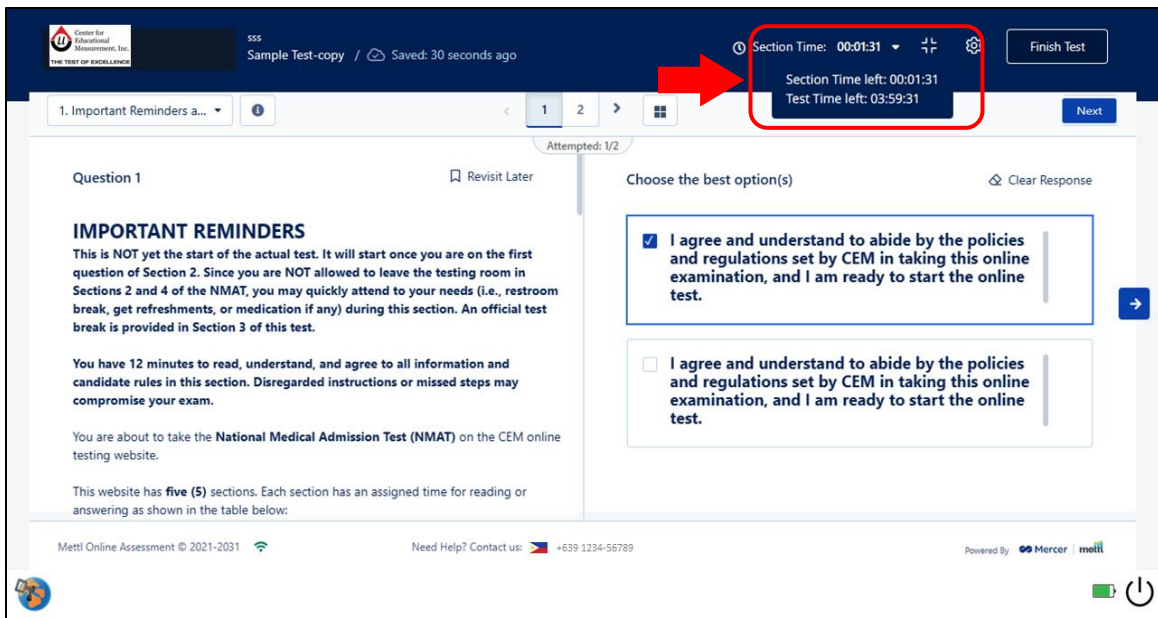

The 'Section Time left' shows how much time you have left for each section or the section that you are currently working on. The 'Test Time left' shows the combined time of all the different sections in the website. Please note that time saved from finishing a section early is NOT added to the time for 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.
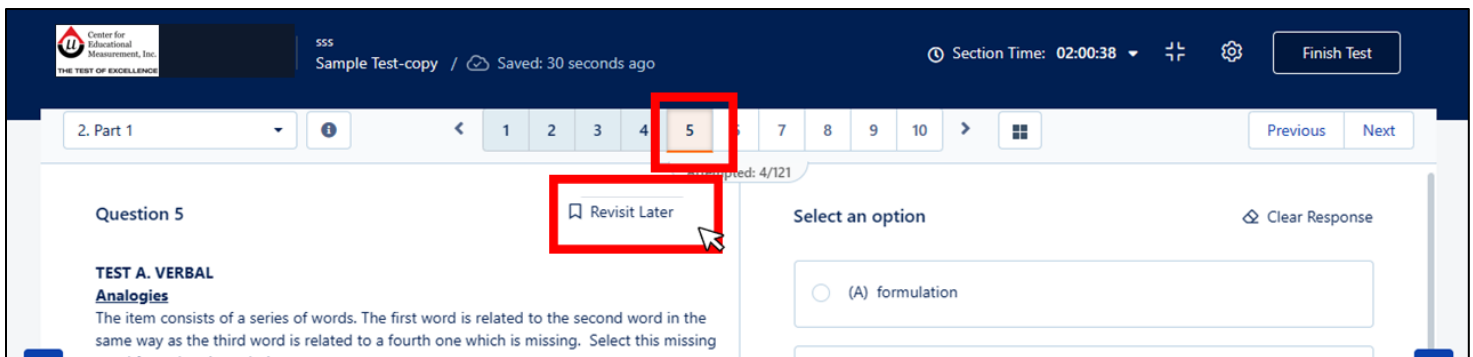
Q8. Can I go back to the previous questions once I clicked the Next Section button?

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 of 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 get 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 button of your computer screen. If you are a Mac user, click the exit or close button of your computer screen.

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 so 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 button of your computer screen. If you are a Mac user, click the exit or close button of your computer screen.

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 so to resume your test.

Q15. Can I use external keyboard and computer mouse?

Before inserting or plugging in an external device during the test session, inform and ask permission from your proctor. Wait for further instructions.

Q16. Can I plug in my laptop charger?

Before plugging in your laptop charger, inform your proctor first and show the connector of your charger in front of the web camera. Do NOT plug in anything without being instructed by your proctor.

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

If you have answered all test questions in the test but the summary page indicates a less than 100% completion, it means that the in-test or additional reminders pages were left unanswered. These pages do not require a response.

Q18. I want to discontinue taking the test.

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

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