iTEP INTERNATIONAL

Global Quick Setup Guide

A manual for the successful administration of iTEP tests
for international and domestic users.

iTEP Quick Set Up – Instructions

Welcome! Thank you for your interest in taking one of our iTEP Tests! This information page will

help you prepare and will provide you with answers to Frequently Asked Questions (FAQs).

There are only three steps to ensure your test is successful:

1. Make sure your computer meets the **Technical Requirements**
2. Set up and prepare your computer
3. Access the provided **Test ID(s) & Password(s)**

BROADBAND INTERNET CONNECTION

- Download speeds – 750 kbps minimum
- Upload speeds – 250 kbps minimum

HARDWARE

- Desktop or Laptop only
- Operating System: Windows 10/11 or macOS 10.13 to 14.0+. Chromebooks, iPads, and smartphones are not supported at the moment.
- Memory: At least 2GB.
- Screen: Resolution of 800 x 600 or greater.
- Peripherals: Working mouse, keyboard, and webcam.

BROWSERS

- Follow the appropriate link on https://www.iteptest.com/test_new_look_lockdown to install the lockdown browser. Please select Windows if you have a PC computer OR Mac OS if you have an Apple computer.

SET UP AND PREPARATION

- Shut down all running applications on your computer
- Turn up the volume on your computer system or headphones

LOGIN & REGISTER FOR EXAM

- Access your iTEP test by navigating to: https://www.iteptest.com/test_new_look_lockdown
- Click on "Begin Exam" and go through the Technical Checklist. Click "Yes" when the screen asks if the test has a speaking section. Click "Yes" when the screen asks if the test requires a camera.
  - ° If the Technical Checklist indicates any missing components, please install those components (RED text indicates software is missing, GREEN indicates software is installed correctly) by following the directions indicated in the pop-up window that will appear.
  - ° If all of the sections: Web Browser, Internet Connection Speed, Audio Player, Voice Recorder, and Camera are all followed by GREEN check marks, please click the "Next" button and continue to the next step.
- You will now come to the Login screen. Please enter your Test ID and password provided in the Virtual Proctoring Exam email. Click the "Next" button to proceed.
- You will now come to the Registration screen. Please enter your registration information and click the "Next" button to proceed.
- A few screens will let you adjust your volume and tell you about the test.
- From the "Prepare to Start" screen, click the "Next" button to start the test!
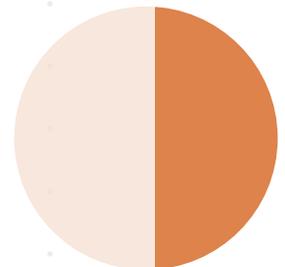
🔧 TROUBLESHOOTING

Lockdown Browser Troubleshooting

What browser should I use to click the "begin lockdown" button?
Preferably Chrome, but Edge or Firefox are worth a try if Chrome doesn't work.

I am getting an error about Screencastify

You are not allowed to use extensions that have screen-recording capabilities. As such, you'd need to remove Screencastify or other screen-recording software. For this particular software, follow the official guide on how to remove it.

Lockdown browser wants to make changes to my computer. Would I have to allow it?

Yes. In order for the Lockdown browser to ensure that you, as the test-taker, are not cheating, it would need to make temporary changes to your computer, such as:

- Disallowing the use of external monitors
- Detecting virtual machines
- Use of screen-recording software

Can I use multiple monitors?
Yes, but only 1 will be usable.

I'm done with the test, but I can't exit with multiple monitors
Disconnect extra or external monitors so that you'd only have 1 left. You should then be able to see the X.

Device
Can I use my phone as a camera with a 3rd party app?

No. It has to be either an external webcam or one that is integrated into your laptop.

Can I take the test on an iPhone, iPad, Chromebook, Android, Linux, etc?
No. The test can only be taken on a device with Windows 10/11 or macOS 10.13 to 14.0+. These may change in the future.

Share your thoughts with us! 💬

Please contact us at +1-818-887-3888 or email info@iTEPonline.com

and tell us about your experience.