Remote Testing Process for Students

Prior to Test Day
Students will receive a remote assessment invitation via email from mftsupport@testsys.com notifying them that they have been approved to test. The email also instructs the students to follow the steps outlined below to prepare for test day and schedule their test appointment:

1. Go to the ETS site readiness website at [etsreadiness.ets.org](http://etsreadiness.ets.org) to perform an MFT system check, then download the ETS Secure Browser.

2. Go to [http://www.proctoru.com/testitout](http://www.proctoru.com/testitout) to perform a ProctorU system check. Once the system check completes, students must fill out the form on the page and connect to a ProctorU representative to complete the confirmation process.
We encourage examinees to perform system checks ahead of time—on the computer and internet connection they’ll be using on test day—in order to allow sufficient time to resolve any issues that may arise while downloading the browser or connecting to a test session. Firewalls on school or work networks occasionally prevent test takers from connecting or downloading the secure browser.

Students may test on PCs running Windows® XP or later or Macs running Mac OS X 10.4.11 or later.

3. **Click the link in email** ([http://remote.mft.ets.org/](http://remote.mft.ets.org/)) **to schedule a testing appointment.** Students will enter the authorization code included in the email and follow the prompts to create an account and schedule an appointment. Be sure that contact information and time zone are correct, then click Search for Available Times. Test appointments are available 24/7, and must be scheduled 72 hours in advance.

4. Once the appointment has been scheduled, students will receive an appointment confirmation email from mftsupport@testsys.com. The email will include important information, including identification requirements, cancelation policies, and test day information, as well as a link to their test on test day. Students should carefully review the email to ensure that their appointment details are correct and that they understand the policies outlined.
On Test Day

5. Approximately 10-15 minutes prior to their appointment time, students should review the policies in the appointment confirmation email and prepare their testing environment to test.
   a. Students should be using the computer and internet connection they performed the system checks on
   b. The testing area should be private, well-lit, and clear of prohibited items such as food and drink, books, notes, and cell phones or other electronic devices
   c. ID, scratch paper (in transparency sleeve, with dry-erase marker) and mirror should be accessible

6. At the time of the appointment, students should click the link (http://remote.mft.ets.org) in their appointment confirmation email and enter their authorization code to connect to the test.
   a. After entering the last name and email address, a Start Test link will become available on this page at the exact appointment time, but not before. If students attempt to access this link more than 30 minutes after their scheduled appointment, they will forfeit their appointment and any test fees. Once the student clicks Start Test, a ProctorU representative will connect with the examinee via chat, video, and audio and will guide them through the testing process from start to finish. The student should follow the steps on their screen exactly as they are presented, even if they have used ProctorU before.
   b. Occasionally, technical issues arise during testing. Most issues experienced on test day can be resolved by the proctor via chat or the audio/video connection. However, if students are unable to connect to their test, they should contact Technical Support at 1-800-514-8491, Monday – Friday, 8 am to 6 pm Eastern Time for assistance (press 1 for after-hours support).