



Remote Proctoring Candidate Guide

Version 4.0

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1. Introduction

TestReach is a leading provider of Online, Remote Proctoring and Offline assessment solutions and has a Software as a Service (SaaS) application that services a wide variety of customers running exams in all four corners of the globe. Supporting 4M+ assessments per year, TestReach has a very well-proven track record in the delivery of high-stakes exams and has maintained full system availability of 99.97%, 24 x 7 x 365, over the last four years.

2. Downloading & Installing the TestReach Application

2.1 Minimum System Specifications

The TestReach application should be downloaded in advance to the machines which will be used by the invigilator and candidates on the day of the examination.

Please note that the minimum specifications for machines to run the TestReach application are:

- **Laptop or desktop:** you will need a working webcam (proctored tests), microphone and speakers
- **Internet Connection:** Minimum speeds of 2 Mbps
- **Screen Requirements:** Minimum screen size of 13" and resolution of 1024 x 768.
- **Operating System:** Intel Core i3 (or equivalent) with either Windows v7.0+ or Mac10.10+

2.2 Whitelisting

The following URLs need to be whitelisted on firewalls or other security systems to allow TestReach to function. All domains use TCP/443 port (unless stated another port/protocol);

- *.testreach.com
- *.learnosity.com
- s3.amazonaws.com
- *.s3.amazonaws.com
- *.datadoghq.com
- *.browser-intake-datadoghq.com
- *.cloudfront.net
- s3.eu-west-1.amazonaws.com
- raw.githubusercontent.com
- *.talkjs.com
- capture.trackjs.com
- cdn.iframe.ly
- https://use.typekit.net
- https://fonts.googleapis.com
- https://fonts.gstatic.com

Remote Invigilation:

- chime.aws
- *.chime.aws
- *.amazonaws.com
- *.chime.in
- 99.77.128.0/18 TCP/443 UDP/3478

Office questions

- https://*.sharepoint.com

- https://*.office.com
- https://*.microsoft.com
- https://*.live.com
- https://*.office.net
- https://*.static.microsoft

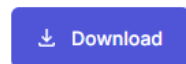
2.3 Installing the TestReach Application

Steps to download TestReach onto your computer

1. Open an internet browser and enter the link <https://download.testreach.com/> into the URL bar.
2. Select **Download** if you are using a Windows device or click **here** if you are using macOS. This page will detect what operating system you are using.

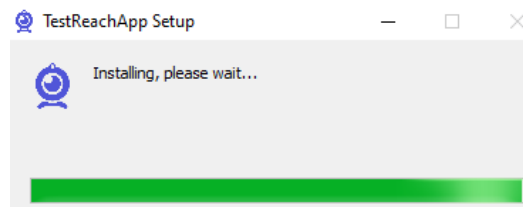
Start your journey.

You can download the desktop application here



Download TestReach for macOS [here](#)

3. The following pop-up will appear on your desktop during the download process.

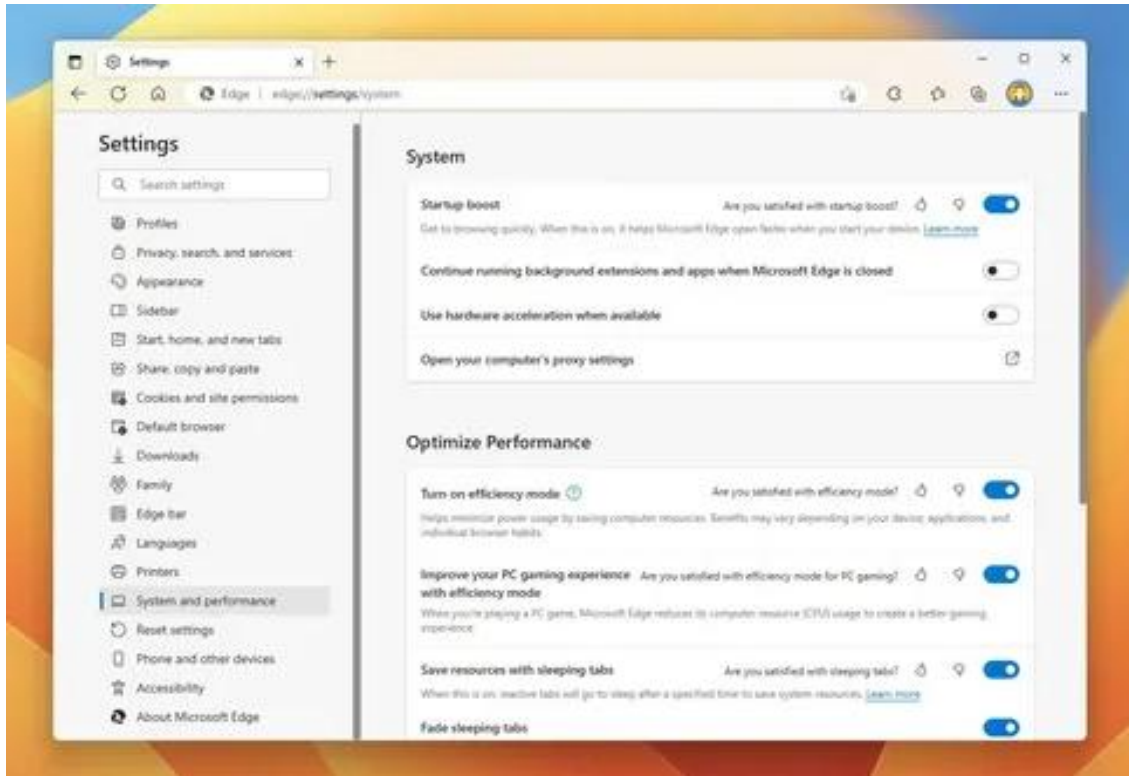


4. Once the download is complete, the following icon will appear on your desktop if you are a Windows user. For Mac users check your applications folder to locate and open the TestReach Application.



2.4 Disabling Microsoft edge

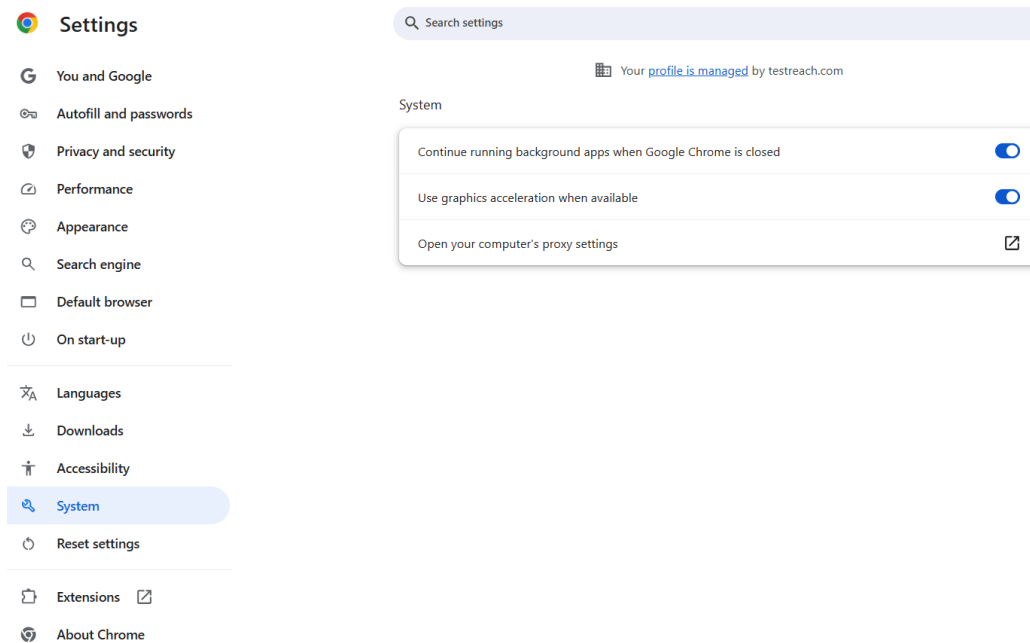
1. Open **Microsoft Edge** and navigate to the ellipses (...) to open **Settings and more**.
2. Select **Settings > Systems and performance**.



3. Scroll to **Continue running background extensions and apps when Microsoft Edge is closed** to toggle it off.
4. Now, when the browser is closed, it won't be running in the background.

2.5 Disabling Chrome

1. Open **Chrome** main menu at the top-right corner of the screen and select **'Settings'**.
2. Scroll down to the bottom and click on **'System'**.



3. Disable the option **'Continue running background apps when Google Chrome is closed'** in the **'System'** section.
4. Chrome will now close properly when you hit the cross button without any background processes open.

2.6 External monitors

You cannot use an external monitor together with your laptop screen while taking an exam on TestReach. You must use **one screen** only.

- If you do not wish to use an external monitor, please disconnect or unplug from your laptop before opening the TestReach Application.
- If you prefer to use an external monitor in place of your laptop screen, please ensure it has a built-in camera or that you have an external camera to attach and position at the

top of the monitor. You must close your laptop screen and set your device to display on the external monitor only by following the steps below.

Using an External Monitor on Windows

- Connect your external monitor.
- Right-click on your desktop and select Display settings.
- Under Multiple displays, select Show only on 2 (or the number corresponding to your external monitor).
- Click Keep changes to confirm.
- Close your laptop lid (your external monitor should remain active).
- If closing the lid turns off the external monitor:
 - Go to Control Panel → Power Options.
 - Select Choose what closing the lid does.
 - Set When I close the lid to Do nothing (for Plugged in).
 - Click Save changes.

Using an External Monitor on Mac

- Connect your external monitor.
- Click the Apple menu → System Settings (or System Preferences).
- Select Displays.
- Ensure the external monitor is detected and set as the main display if needed (you can drag the menu bar to the external screen in the display arrangement settings).
- Close your MacBook lid.
- If the external monitor turns off when you close the lid:
 - Ensure your MacBook is connected to power.
 - Make sure an external keyboard and mouse/trackpad are connected (wired or Bluetooth).
- Close the lid again — the external monitor should remain active (this is known as “clamshell mode”).

You must complete these steps before accessing the TestReach application.

2.7 Disabling Background Applications

Closing apps running in the background is required to pass the TestReach Secure Browser check and enter your exam. Below are general instructions for stopping apps from running in the background on different devices. For app-specific help, refer to the app's official documentation. For additional assistance, please contact support@testreach.com.

2.7.1 Closing Background Apps on Windows

Step 1: Press Ctrl + Shift + Esc to open Task Manager.

Step 2: Navigate to the **Processes** tab.

Step 3: Scroll down to find the app you want to close.

Step 4: Select the app, then click the **End Task** button in the bottom-right corner.

The app will stop running in the background.

2.7.2 Closing Background Apps on Mac

Step 1: Open **Activity Monitor** (via Applications > Utilities or Spotlight search).

Step 2: In the list of processes, find the app you want to stop.

Step 3: Select the app, then click the **X** button in the top-left corner.

Step 4: Confirm by selecting **Quit** or **Force Quit**.

The app will no longer run in the background.

2.7.3 Preventing Apps from Starting Automatically (Optional)

For Windows:

Step 1: Open **Settings > Apps > Startup**.

Step 2: Toggle off apps you don't want to start automatically.

For Mac:

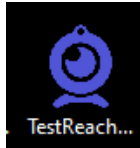
Step 1: Go to **System Preferences > Users & Groups > Login Items**.

Step 2: Select the app and click the **minus (-)** button to remove it.

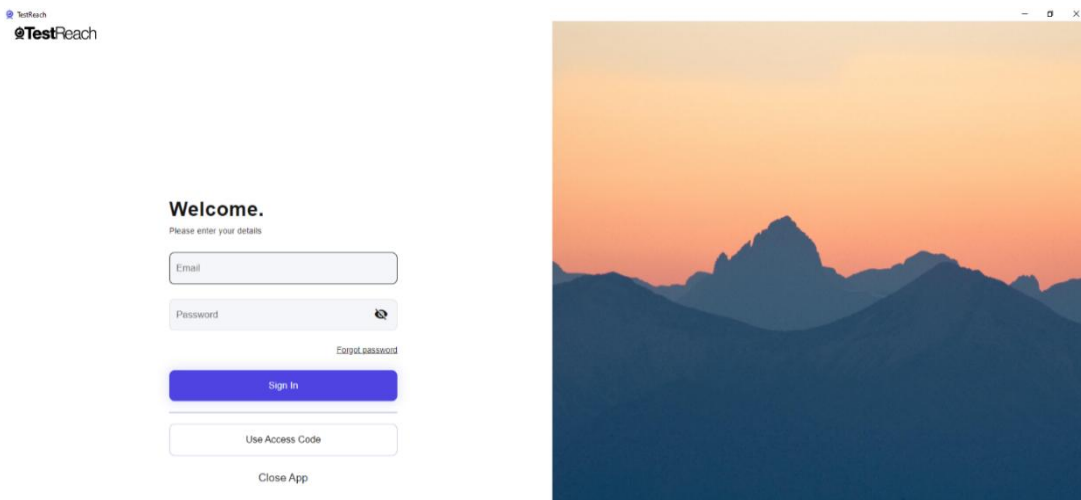
3. The Candidate View

3.1 Candidate Login

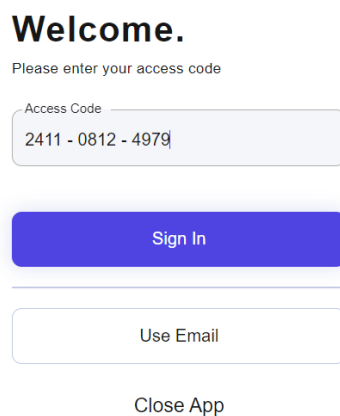
1. Launch the TestReach application on your laptop or desktop by selecting the TestReach App icon if using Windows, alternatively access your applications folder if using a MAC device.



2. When the TestReach Application is opened it will display the following screen.



3. When the application is launched on your laptop or desktop, select 'Use Access Code'.
4. You will then enter your 12-digit access code for their exam followed by 'Sign In'.

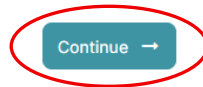


3.2 Candidate Landing Page

1. When you log in for the first time, you will be directed to the welcome page.
2. Select **'Continue'**.

Welcome to TestReach

You have been enrolled to take an exam with TestReach. We are here to guide you through the setup, booking, and practice steps so you can focus entirely on your exam performance.



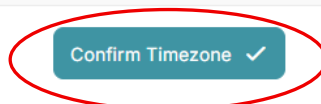
3. Select your timezone from the dropdown menu, then click **'Confirm Timezone'** to continue.

Let's sync your time

To ensure you don't miss your exam slot, we need to confirm the timezone you will be sitting your exam in.

Confirm timezone

Europe/London (GMT+00:00) ▼



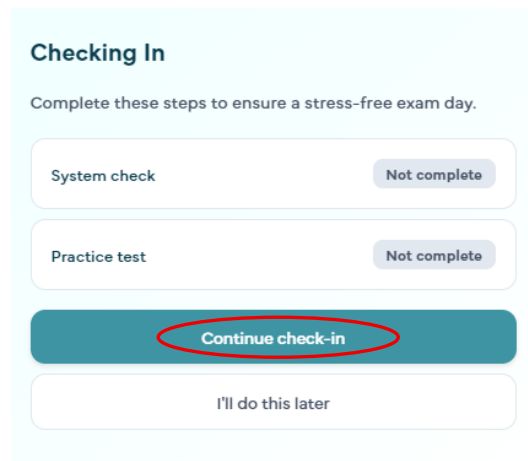
4. You will then be taken to your landing page, where you can view the names of the exams you are enrolled in.
5. Select **'Start check-in'**.

Welcome, let's get you checked in for your test

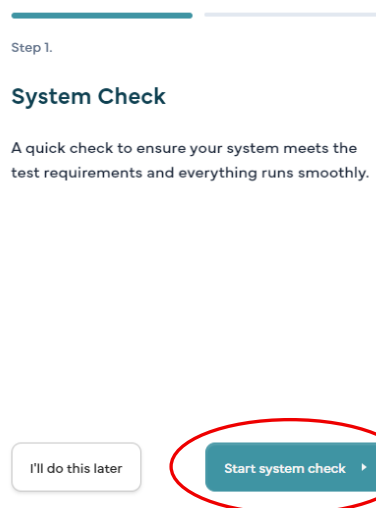
We'll guide you through a short check-in process. Please complete this process to unlock your test entry

Start check-in

6. Select 'Continue check-in'.

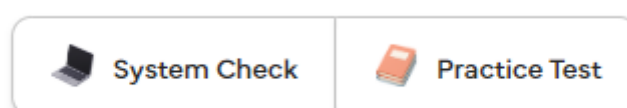


7. Complete your system check by selecting 'Start system check'. Steps on how to complete your system check can be found on pages 15-21 of this guide.



8. You can also complete a system check at any time by selecting the 'System Check' button at the top of the landing page.

9. If your organisation has assigned you a practice test, you can complete it during the check-in process or at any time by selecting the 'Practice Test' button at the top of the candidate landing page.

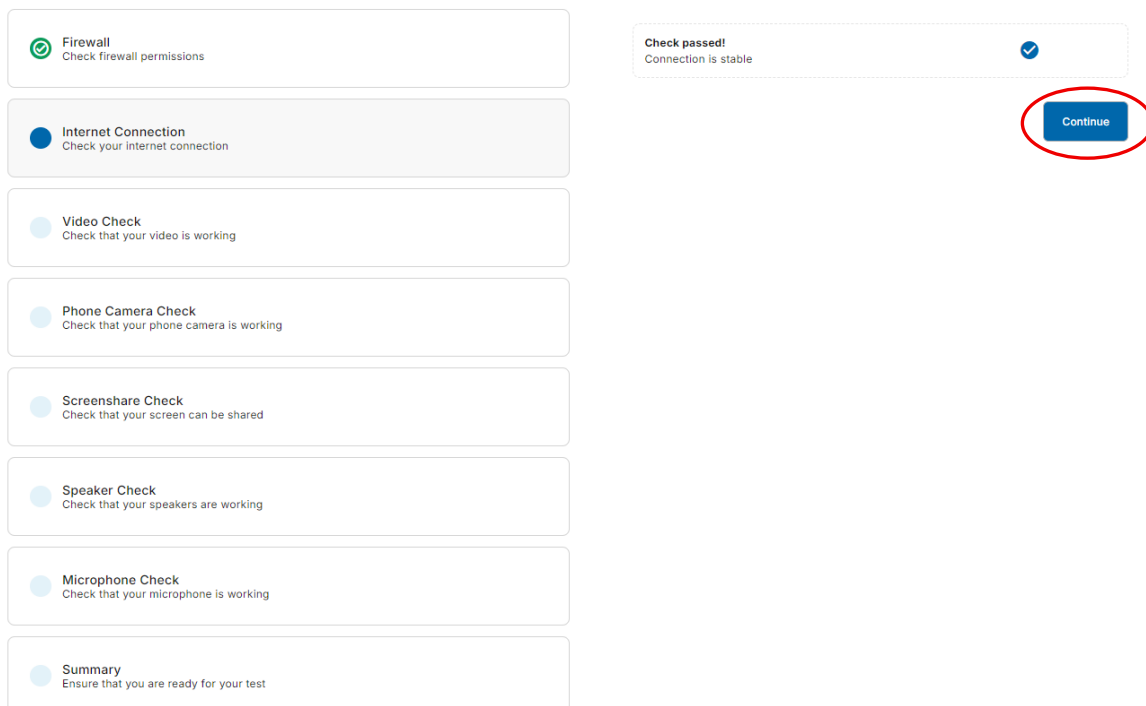


3.3 Second Camera Check

1. The second camera check forms part of your system check. This means you must ensure your phone is fully charged in advance of the exam or plugged into your laptop while taking the exam, and that the back camera is functioning correctly. The second camera will invigilate you from a side angle during the exam.

3.4 Candidate System Check

1. When you log in for the first time, you will be directed to complete a system check as part of the candidate check in process. Here, the system will automatically verify the candidate's settings and firstly performs a firewall check and an internet connection check followed by phone camera check, video, screenshare, speaker and microphone check.
2. If the candidate successfully passes the firewall check, a message will display confirming **'Firewall is working'**.
3. Select **'Continue'**.



4. If the candidate successfully passes the internet connection check, a message will display confirming **'Connection is stable'**.

The screenshot shows a vertical list of system checks. The 'Internet Connection' check is highlighted in grey, indicating it is the current step. To the right, a confirmation message states 'Check passed! Connection is stable' with a blue checkmark. Below this message, a blue 'Continue' button is circled in red.

- Firewall: Check firewall permissions (Completed)
- Internet Connection: Check your internet connection (Current Step)
- Video Check: Check that your video is working
- Phone Camera Check: Check that your phone camera is working
- Screenshare Check: Check that your screen can be shared
- Speaker Check: Check that your speakers are working
- Microphone Check: Check that your microphone is working
- Summary: Ensure that you are ready for your test

5. Select **'Continue'**.

6. The system will then perform a candidate video check. The candidates video feed must appear twice on screen to pass this check.

The screenshot shows the 'Checking Video' interface. It displays two side-by-side video frames of the candidate. Below the frames, there are two buttons: 'I can't see myself in both frames' and 'I can see myself in both frames'. The 'I can see myself in both frames' button is circled in red. A 'Continue' button is visible at the bottom right.

Checking Video
Can you see yourself in both frames?

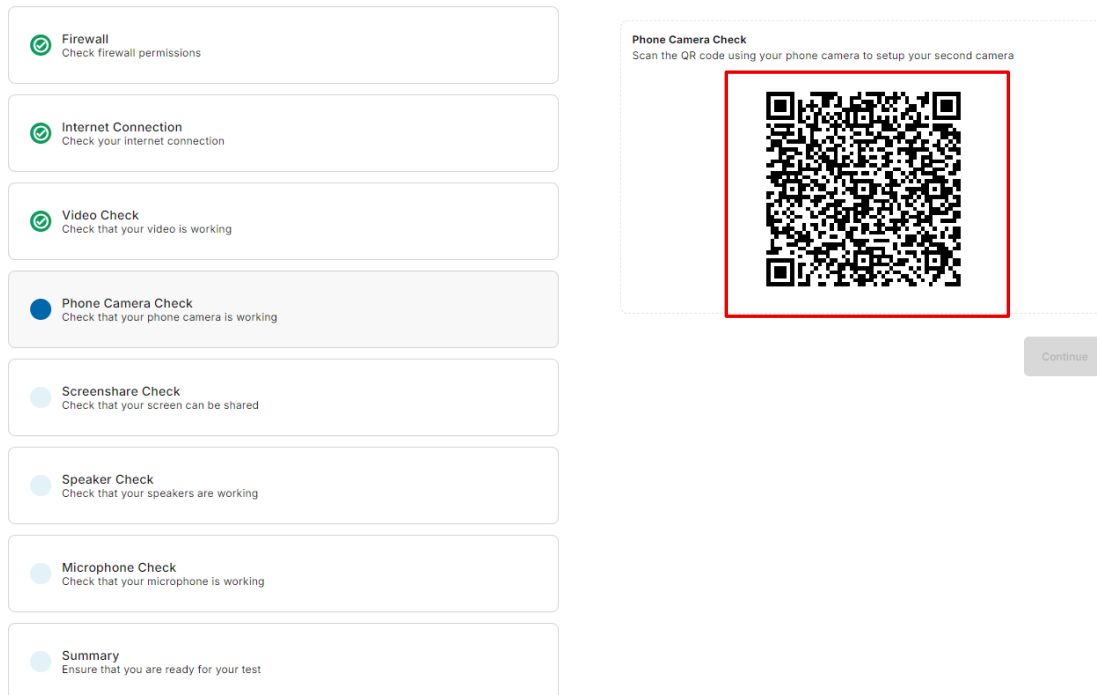
Integrated Camera (13d3:5415)

I can't see myself in both frames | I can see myself in both frames

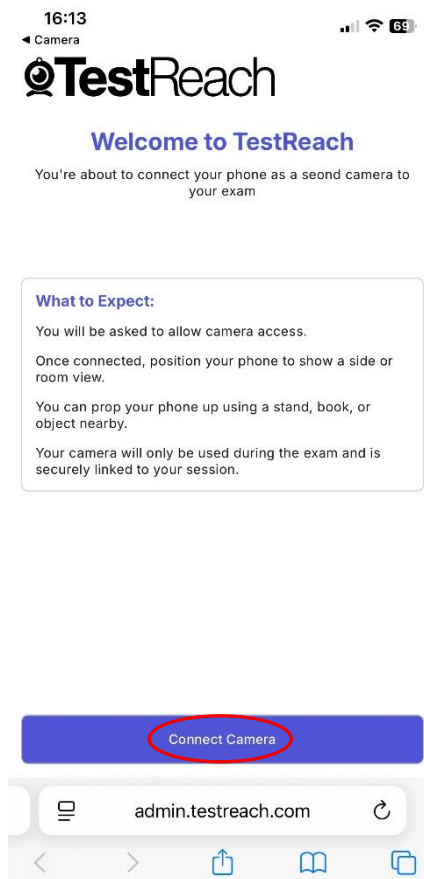
Continue

7. Confirm **'I can see myself in both frames'** and select **'Continue'**.

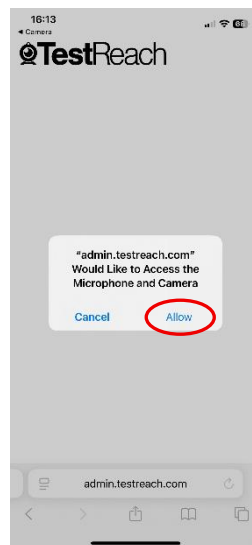
8. The system will then perform a phone camera check. Take out your mobile and open your camera and scan the QR code on screen.



9. Select 'Connect Camera'.



10. Select 'Allow'.



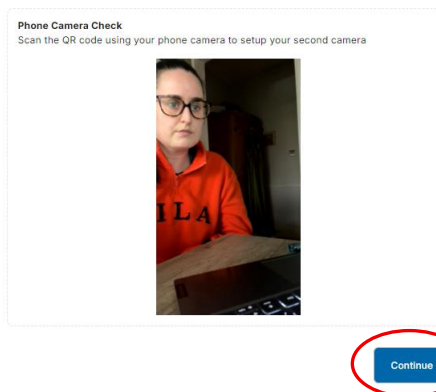
11. Prop your camera at a side angle and select 'Continue'.

Let's check your settings

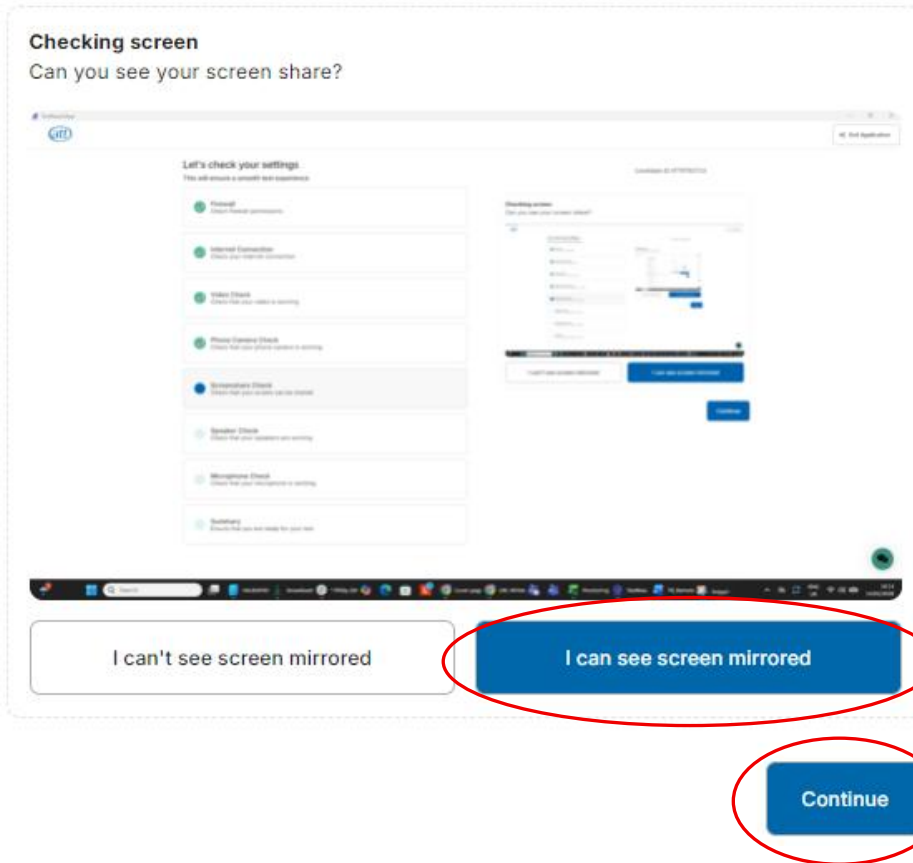
This will ensure a smooth test experience

- Firewall
Check firewall permissions
- Internet Connection
Check your internet connection
- Video Check
Check that your video is working
- Phone Camera Check
Check that your phone camera is working
- Screenshare Check
Check that your screen can be shared
- Speaker Check
Check that your speakers are working
- Microphone Check
Check that your microphone is working
- Summary
Ensure that you are ready for your test

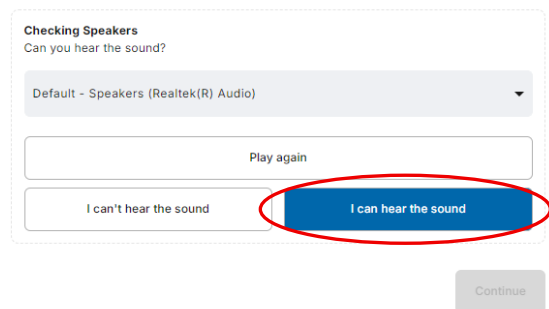
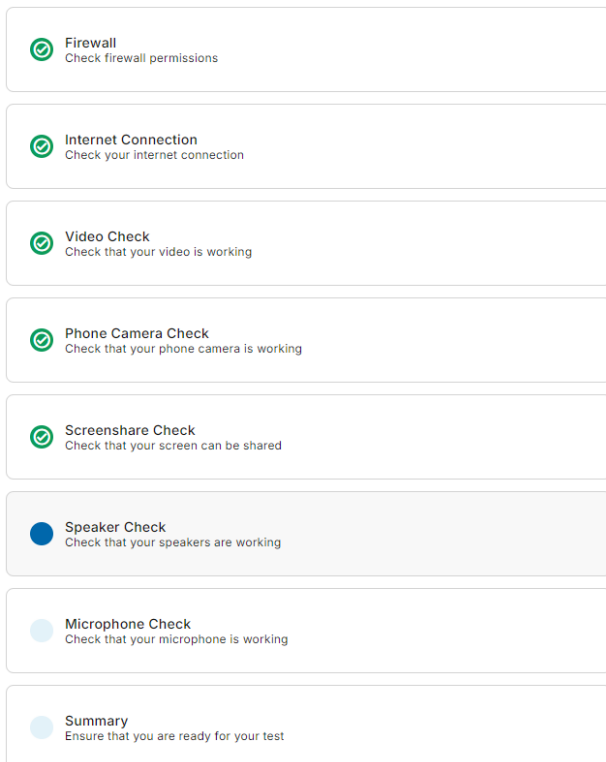
Candidate ID ATTRTEST33



12. The system will then perform a screenshare check as displayed in the image below, select 'I can see my screen mirrored' and select 'Continue'.



13. The system will then perform a speaker check. Select your headset or speaker. The system will play a sound. If you can hear the sound, select **'I can hear the sound'**. If you cannot hear the sound, select an alternative option for speaker from your drop-down list and select **'Play again'**. If you can now hear the sound, select **'I can hear the sound'** followed by **'Continue'**.



14. The system will then perform a microphone check. Select your microphone. The system will play a sound. Please say a few words to confirm that you can hear yourself. If you can select **'I can hear myself'**. If you cannot hear yourself, select an alternative option for microphone from your drop-down list and select **'Try Again'**. If you can now hear yourself select **'I can hear myself'** followed by **'Continue'**.

- Firewall
Check firewall permissions
- Internet Connection
Check your internet connection
- Video Check
Check that your video is working
- Phone Camera Check
Check that your phone camera is working
- Screenshot Check
Check that your screen can be shared
- Speaker Check
Check that your speakers are working
- Microphone Check
Check that your microphone is working
- Summary
Ensure that you are ready for your test

Checking Microphone
Please say a few words and wait

Default - Microphone Array (Realtek(R) Audio)

Try again

I can't hear myself **I can hear myself**

Continue

- Firewall
Check firewall permissions
- Internet Connection
Check your internet connection
- Video Check
Check that your video is working
- Phone Camera Check
Check that your phone camera is working
- Screenshot Check
Check that your screen can be shared
- Speaker Check
Check that your speakers are working
- Microphone Check
Check that your microphone is working
- Summary
Ensure that you are ready for your test

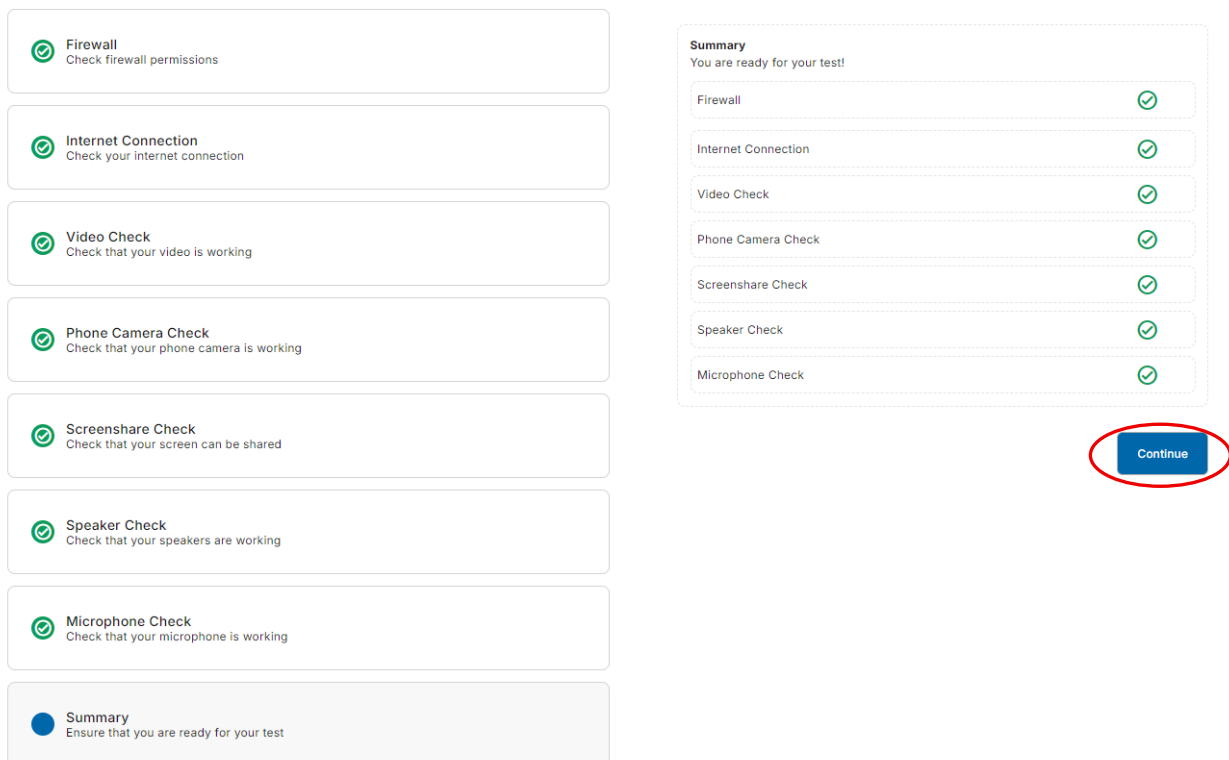
Check passed!
Microphone is working

Default - Microphone Array (Realtek(R) Audio)

Try again

Continue

15. Once you have successfully passed all system checks your screen should display the following summary that you are ready for your test.

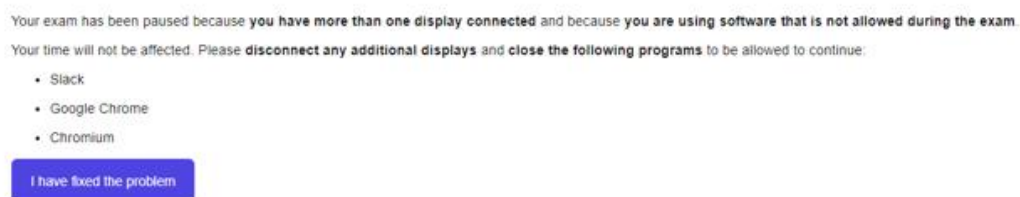


16. Select 'Continue'.

3.4 Secure browser Check

Once you have completed the system check, the application will verify that all background apps and external monitors are disabled before you can access the exam. Closing background apps and disabling external monitors is essential to pass the TestReach Secure Browser check and enter the exam.

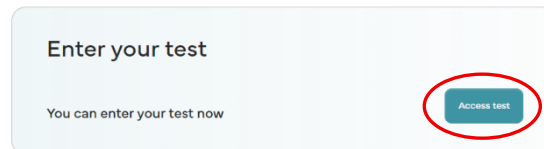
If you have not properly closed the applications on your device, you will be presented with a screenshot like the one below.



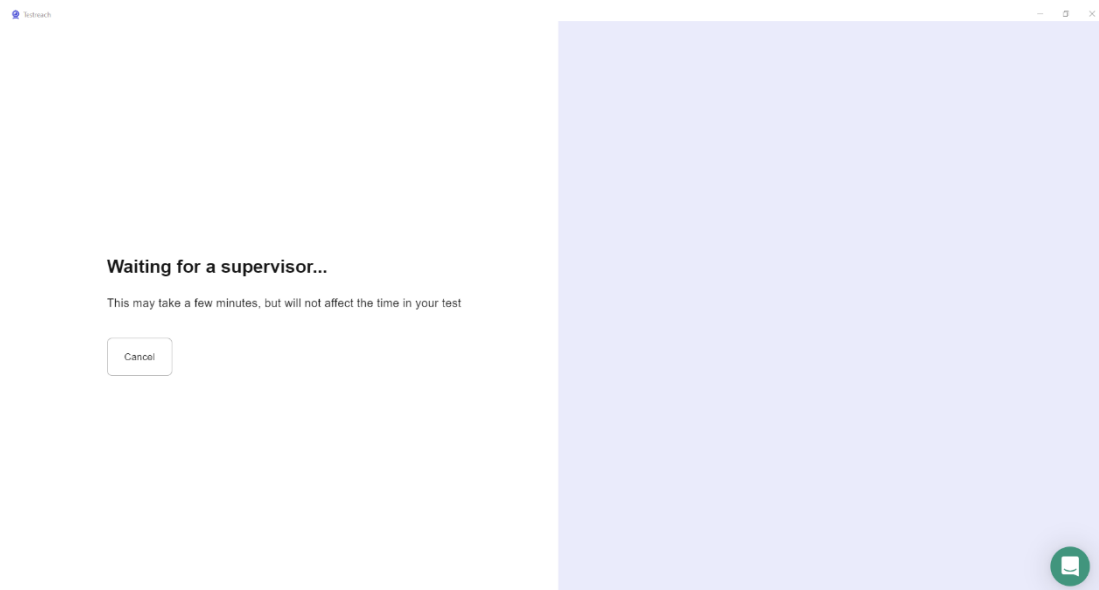
To disable background apps and for more information on external monitors please refer to pages 8-11 in this guide.

3.5 Day of your exam - Connecting to your Remote Proctor

1. Select **'Access Test'**.



2. Complete your System check.
3. The Candidate can join the queue to connect to their Remote Proctor 15 minutes in advance of their agreed start time. Once they have completed their system check the following notice **'Waiting for a supervisor'** will appear on screen.

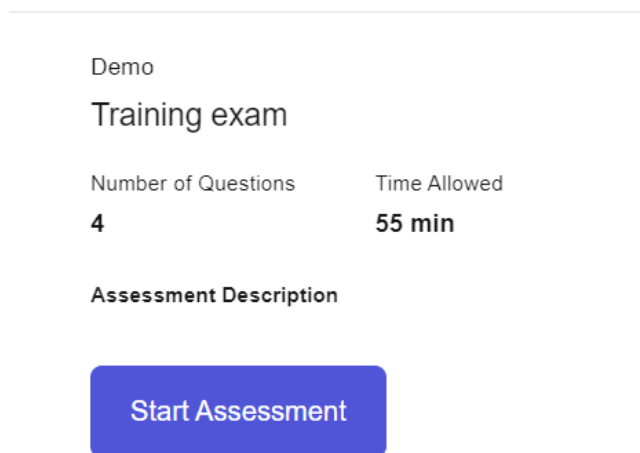


4. The candidate will then be connected to their Remote Proctor where they will be brought through their validation checks. The validation checks will consist of showing your candidate identification, reviewing approved candidate equipment and resources, environment checks and person checks.

5. Once validation is completed the candidate will be directed to a screen displaying the exam details, including the exam name, number of questions, and the exam duration.



6. At this stage, the Remote Proctor will grant access to the candidate to their exam.
7. Once access is granted, the Start Assessment button will become available for the candidate.

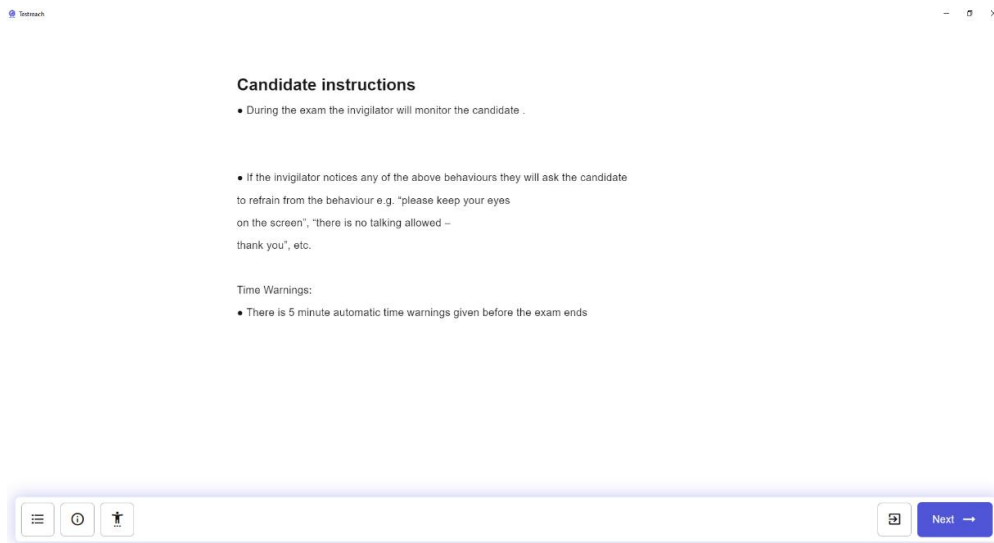


8. Select '**Start Assessment**'.
9. The Candidate can now begin their exam.

3.6 Candidate View

3.6.1 Cover Page:

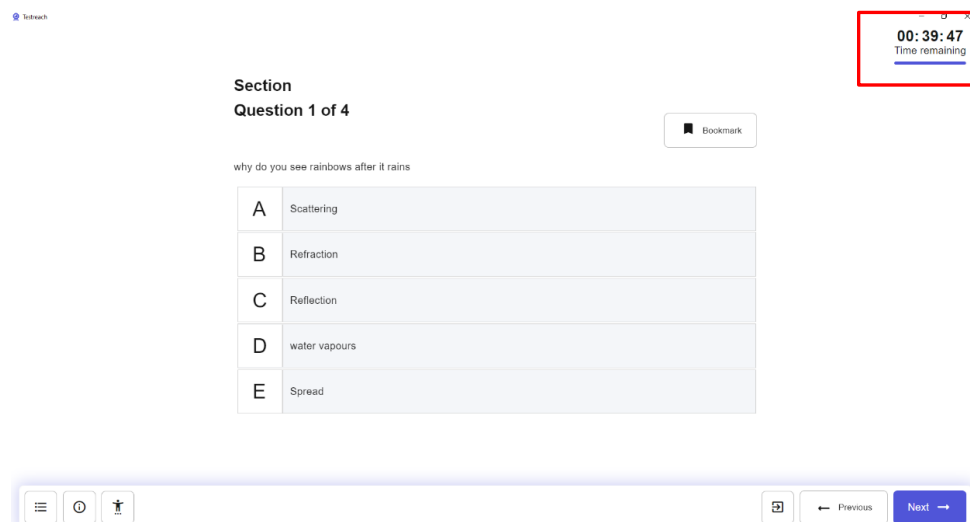
1. Upon entering the exam, the candidate will see a cover page containing important exam instructions. These instructions are provided for review and are not timed. Please note that a cover page only displays if this was set up as part of the exam, as it is optional to include one.



2. Once the candidate has finished reading the instructions, they select **Next**.

3.6.2 In Exam:

1. The candidate has now entered the exam, presented with the first question, and the exam timer has started.



3.6.3 In Exam Navigation:

1. The candidate can navigate through the exam questions by clicking the **Next** or **Previous** buttons.

The screenshot shows the TestReach exam interface. In the top right corner, the time remaining is 00:39:47. The section is titled "Section Question 1 of 4". A "Bookmark" button is visible. The question text is "why do you see rainbows after it rains". Below the question is a table with five options:

A	Scattering
B	Refraction
C	Reflection
D	water vapours
E	Spread

At the bottom of the interface is a navigation bar. The "Next" button is highlighted with a red box.

2. Alternatively, the candidate can use the **Question List** to navigate through the exam. To access the question list, click on the button highlighted in the navigation bar below.

The screenshot shows the TestReach exam interface with the "Question List" panel open on the left. The panel displays the section title "Section Question 1 of 4" and a list of four questions. Question 01 is highlighted as "Seen" and "Not Attempted". Questions 02, 03, and 04 are listed as "Unseen" and "Not Attempted". The "Question List" panel is highlighted with a red box. The navigation bar at the bottom shows the "Question List" button highlighted with a red box.

3. The Question List displays all the questions available in the exam. If a candidate has not selected a response to a question, it will be marked as **“Not Attempted”** in the question list.
4. Once the candidate selects a response to a question, it will be marked as **“Attempted”** in the question list.

3.6.4 Bookmark:

1. Candidates can bookmark a question by selecting the **Bookmark** option located to the right of the question stem. Bookmarking a question allows the candidate to return to it later if they are unsure of their response.
2. The Question List will update the question to **“Attempted”** and **“Bookmarked”** if the candidate answers the question and selects the bookmark option.

The screenshot displays the TestReach exam interface. On the left, a 'Question List' sidebar is open, showing a list of questions. Question 01 is highlighted with a red box and marked as 'Attempted' with a bookmark icon. Questions 02, 03, and 04 are marked as 'Unseen' and 'Not Attempted'. The main area shows 'Section Question 1 of 4' with a 'Bookmarked' button highlighted by a red box. Below the question stem, there is a table of options A through E. A timer in the top right corner shows '00:38:20 Time remaining'. At the bottom, there are navigation buttons for 'Previous' and 'Next'.

Option	Text
A	Scattering
B	Refraction
C	Reflection
D	water vapours
E	Spread

3.6.5 Exam Information:

1. The candidate can access the test name and description by selecting the **Exam information** icon in their navigation bar.

Information

TestReach

Training exam

Description Demo

Section
Question 4 of 4

Bookmark

A substance which takes the shape of its container and has a definite volume is a _____.

A	Solid
B	Heat
C	Gas
D	light
E	Liquid

Previous Next

3.6.6 Candidate Accessibility

1. The candidate can access accessibility controls within their exam canvas by selecting the **Accessibility** icon in their navigation bar.

Accessibility

Dark Mode

Magnification

Section
Question 2 of 4

Bookmark

The blue colour of the sky is due to _____ of light

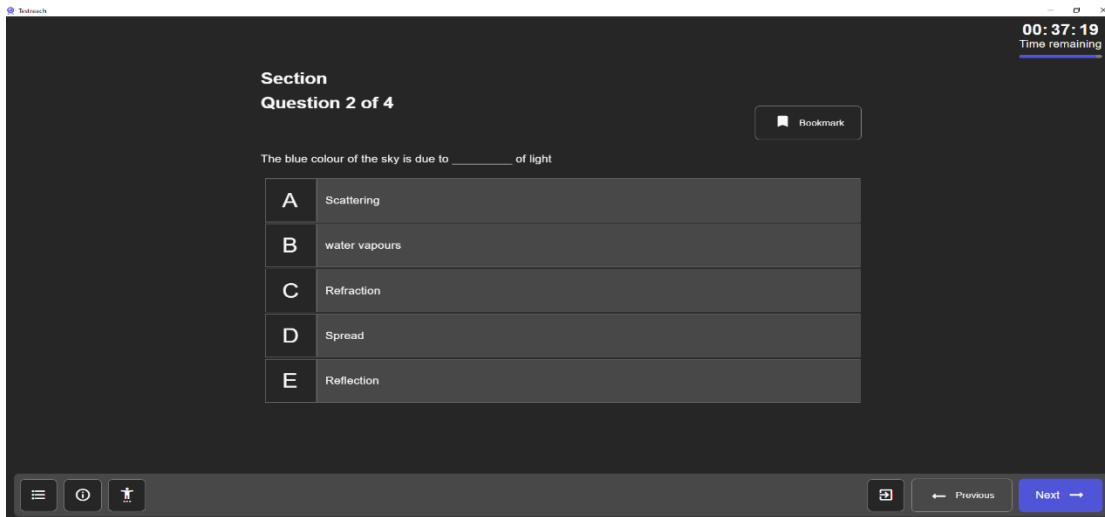
A	Scattering
B	water vapours
C	Refraction
D	Spread
E	Reflection

Previous Next

- The candidate has the option to apply two accessibility settings, **Dark Mode** and **Magnification**, within the candidate screen.

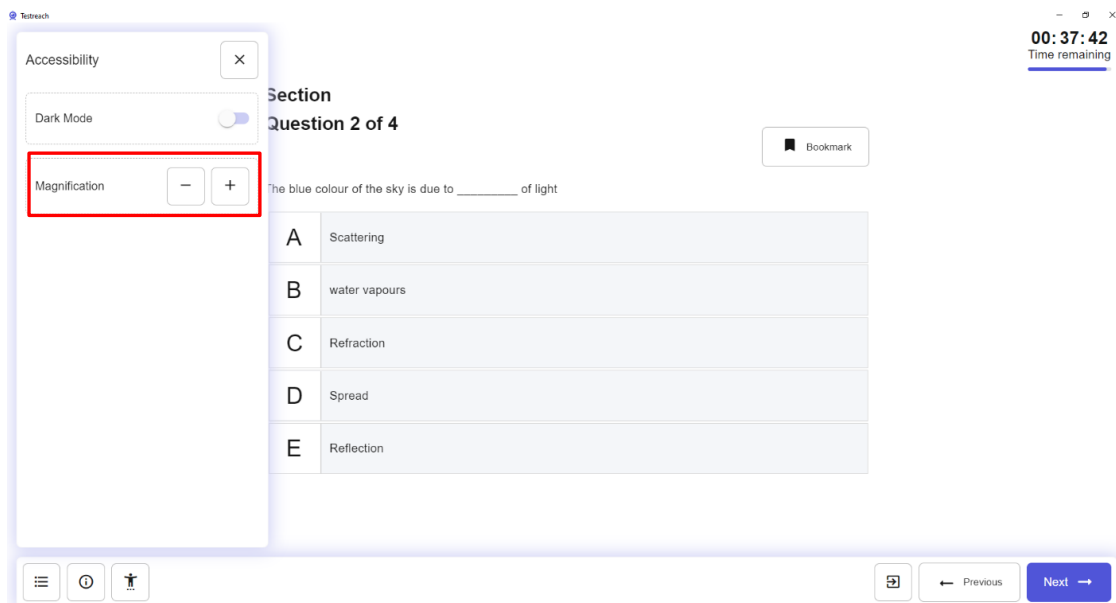
Dark Mode

- Dark mode can be toggled from the accessibility settings in the canvas and will invert colours for a test taker as to increase contrast for them.



Magnification

- Magnification toggle enables test takers to increase the size of the text, media and other elements in the canvas by up to 300%.



- Select the plus/minus button to increase or decrease the magnification.

The screenshot shows a TestReach exam interface. At the top right, a timer displays "00:37:07" with "Time remaining" below it. The main content area shows "Section Question 4 of 4" and a "Bookmark" button. Below this is a question: "A substance which takes the shape of its container and has a definite volume is a _____." There are four multiple-choice options in a table:

A	Solid
B	Heat
C	Gas
D	light

At the bottom is a navigation bar with icons for a menu, help, and a person, followed by a "Previous" button and a "Next" button.

3.6.7 Submitting an exam

When a candidate has completed all the questions before the exam timer concludes, they have the option to submit their exam.

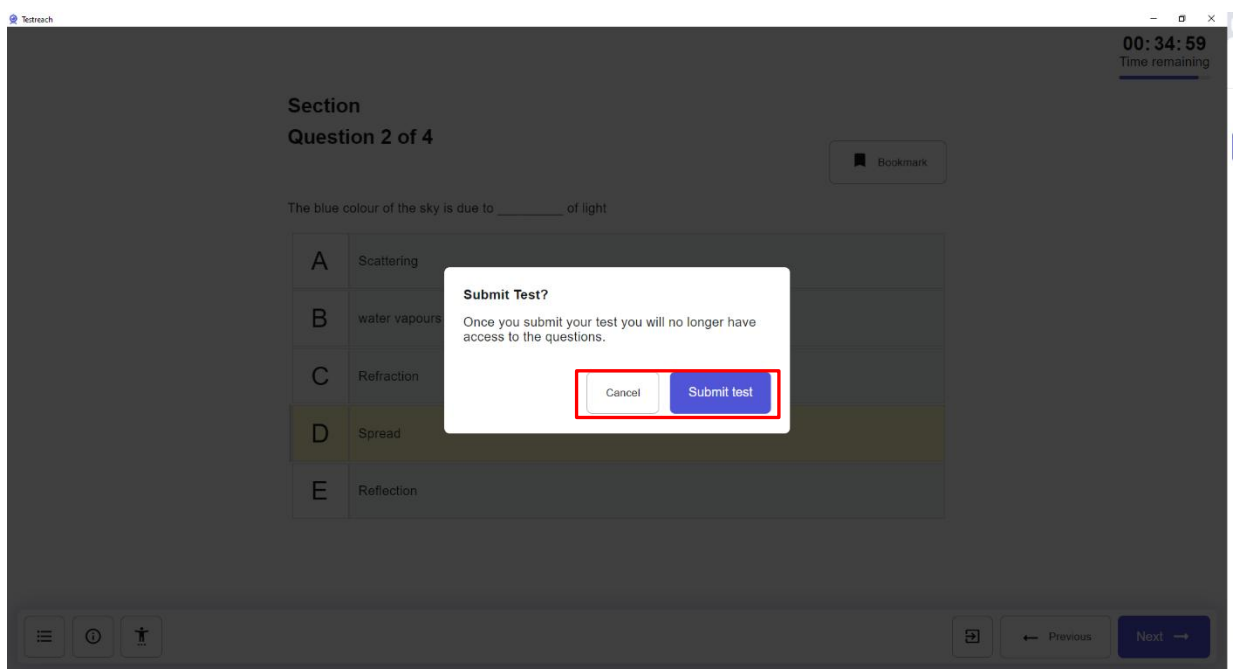
1. Select the submit button in the navigation bar below.

This is a close-up of the navigation bar from the previous screenshot. The "Submit" button, represented by a document icon, is highlighted with a red square. To its left are the "Previous" and "Next" buttons.

2. If the candidate has bookmarked any questions during the exam they will get the following notification on screen. You will also be prompted if you haven't answered a question.

The screenshot shows a "Question Review" notification. It says "Please review the following questions". Below this is a section summary: "Section 1 Questions" with a minus sign icon. Underneath, it shows "01 Seen" and "Attempted" with a bookmark icon. At the bottom of the notification are two buttons: "Review Questions" (in blue) and "Submit" (in white).

3. Select **Review Questions**. This option allows the candidate to revisit any questions they bookmarked during the exam.
4. The candidate can then review these questions one last time before submitting the exam.
5. When the candidate has completed their review, they can click on the **Submit** icon in the navigation bar, followed by **“Submit Test”**. If they are not ready to submit their exam, they can select **“Cancel”**.



6. When the candidate has submitted their exam, they will get the following notification on screen.




Exam Submitted


Thank you for submitting 'Training exam'

Logout →

3.6.8 Resources

1. If there are resources in your exam they will display at either question, section or form level.
2. Resources can be accessed by selecting the following button. 
3. Once selected the screen will split and your resource will open in the right-hand panel.
4. Please note that there may be one or more resources linked to each question, section or form so you will need to navigate between each resource separately.

Section
Question 1 of 1

 Social_Media_Essay_Resource

Discuss the impact of social media on modern communication and society

B **I** **U** **S**

Type your answer here

Words 0 / 500

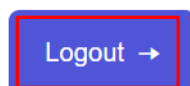
3.6.9 Log Out

1. To log out of the application, select Logout. This will exit the candidate's exam and return them to the TestReach App home screen.



Exam Submitted

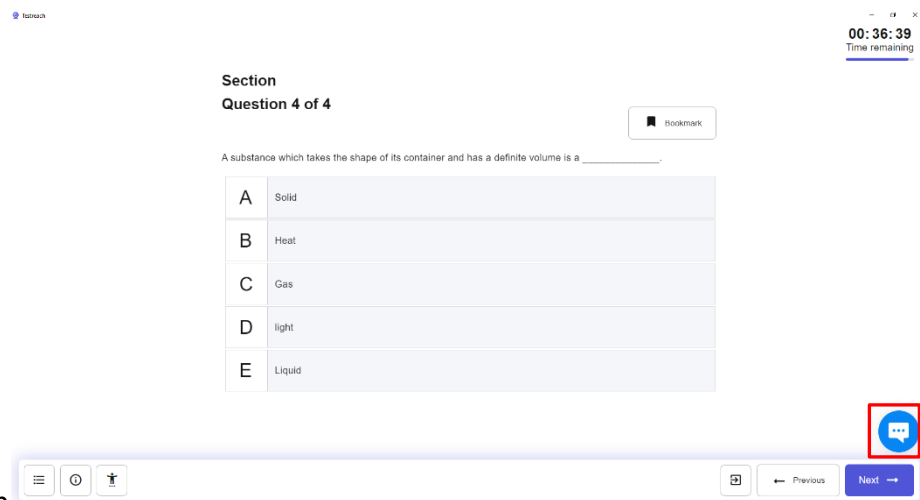
Thank you for submitting 'Training exam'



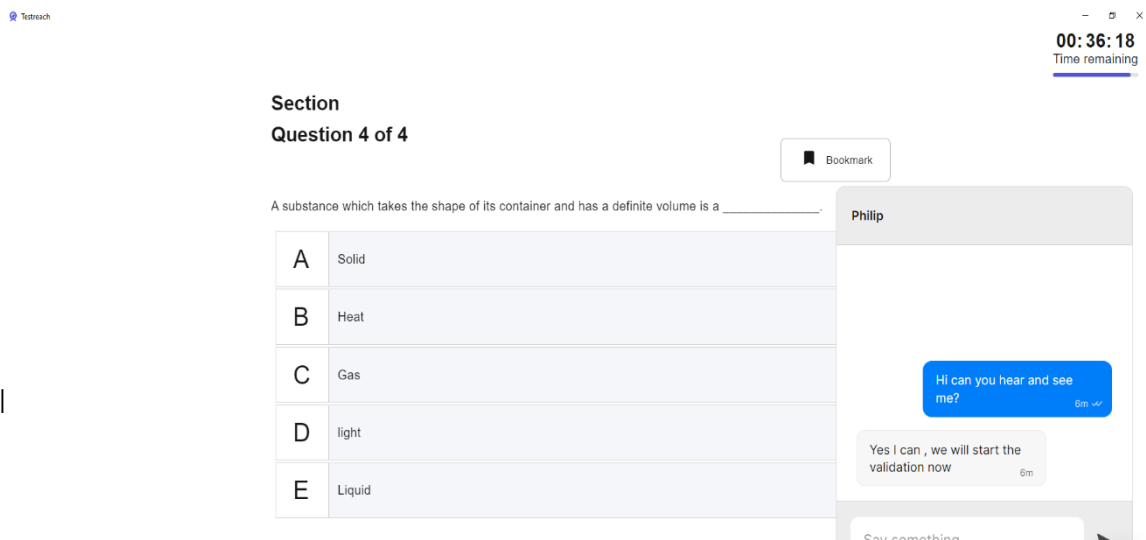
3.7 Candidate/Remote Proctor Chat function

3.7.1 Chat

1. At all times the Remote Proctor can hear and see the candidate, therefore if they have any questions or need support, they can speak out loud and the Remote Proctor can assist them. Alternatively, there is a chat function within the exam canvas that allows the candidates to write a message to their Remote Proctor to communicate with them directly.
2. Select the blue chat icon as displayed in the image below to communicate with your Remote Proctor.



3. Once the chat icon is selected the chat box will open and the candidate and the Remote Proctor can communicate back and forth via the chat function.
4. To write a message to your Remote Proctor type a message in the “Say something” field and select the arrow to submit the message.
5. The Remote Proctor will be notified that the candidate has submitted a message and will respond back to the candidate via the chat box.





3.8 Multi part exams

If you are taking a multipart exam, your organization will have assigned you two start times: one for Part One and another, later start time for Part Two.

Your access code for multipart exams will remain the same for both Part One and Part Two. Once you complete Part One and disconnect from your remote proctor, you may take your break.

You can log in to TestReach again 15 minutes before your second start time to connect with your remote proctor and begin Part Two of your exam.

4. TR Customer Support Contact details

4.1 Support during Remote Proctored exams

If candidates are taking an exam via Remote Proctoring TestReach provides direct support to the candidate. It is the candidate's responsibility to contact support if they need assistance with downloading the TestReach application in the lead-up to their exam or if they need support during or post exam day.

All candidates taking a Remote-proctored exam must complete a system check and secure browser to check to ensure that all background apps and external monitors are disabled before accessing their exam on the day of the exam.

If a candidate has forgotten their access code, please check your enrolment email from TestReach that contains your access code details.

If a candidate is not appearing as registered for the exam-on-exam day, the candidate will need to contact their examining body to have the candidate enrolled in the exam.

4.2 TestReach Support Contact details

Phone (UK): +44 (0)20 34758685

Phone (IRE): +353 (0)1 6991385

Phone (US): +1 877-764-0548

Phone (Outside UK, IRE, US): +44 20 34758685

Email: support@testreach.com