



TestReach tutorial

System checks

Welcome to this A.T.T. tutorial on TestReach system checks.

Tutorial coverage – TestReach system checks

- Explains what system checks are for
- What you will need before you start
- When you need to do the system checks
- Troubleshooting

 **TestReach**



This video covers:

- What the system checks are for
- What you will need before you start
- When you need to do the system checks, and
- Troubleshooting

What is the system check for?

- TestReach exams are remote invigilated
 - The TestReach application uses a secure browser, locking down users' devices to ensure compliance with Exam Regulations
 - Your screen and workspace is recorded, using your webcam and a second device
- System check ensures everything is working as it should for exam day

First, we look at what the system check is for.

A.T.T. exams conducted on TestReach are remotely invigilated, which requires ensuring your system is set up correctly.

The TestReach application uses a secure browser. This means that your device is locked down to ensure compliance with the A.T.T. exam regulations, so that you only access resources that you are allowed.

Your screen and your workspace will be recorded throughout the exam. This uses both a computer webcam and a second device, such as a mobile phone or tablet that has a camera within it.

Ultimately, the system check ensures that everything is working as it should be for exam day.

What do I need for the system check?

- The device you intend to sit the exam on
- A smartphone/tablet to use as a second camera
- Internet connection – try to use the location where you will sit the exam

Before you get started with the system check, you need 3 things:

- the device you intend to sit the exam on.
- a smartphone or tablet to use as a second camera, as the system check pairs this second device with your computer, and
- thirdly you need an Internet connection.

We advise that you to do the system check using the devices that you plan to use for the exam and in the location where you will sit the exam. This will make sure that you are checking everything exactly as it will be on exam day.

When do you do the system check?

1. On receiving your ATT TestReach exam enrolment email
 - 2 to 3 weeks before the exam
 - This gives you your TestReach Access Code
 - Complete the system check
 - book your exam start time**
2. On exam day
 - log in to TestReach 15 minutes before your booked exam start time
 - Complete system check
 - Wait for your proctor

Note: if you are sitting more than one exam, you will need to log in for each separately using different Access Codes.

When do you do the system check? You do the system check on 2 occasions: The first is when you receive your A.T.T. TestReach exam enrolment e-mail. This will be approximately 2 to 3 weeks before the exam.

This e-mail provides your TestReach access code, allowing you to log into the system and complete the system check.

Once you have completed the system check, you need to book your exact exam start time. This is extremely important, because if you do not do this at least 72 hours before the start of the exam, you will **not** be allowed to sit your exam unless TestReach can agree to accommodate you.

You then carry out the system check again on the exam day.

You log in to the TestReach application **15 minutes** before your booked exam start time.

You complete the system check again and you wait for your Proctor (that's your invigilator) to join you online.

Your Proctor will then onboard you into the exam. Please note that your exam time will not start until the Proctor has let you into the exam.

If you are sitting more than one exam, you will need to log in for each one separately, using different access codes.

What do I do if I have problems with the system check?

- Check with your employer's IT support
 - Share with them the TestReach download guide
 - Visit att.org.uk > Students > Examinations > Preparing for the May 2026 Examinations

Downloading the TestReach application

For ATT examinations, you will need to have downloaded the TestReach application onto the device you intend to use when sitting the examination. You can download the application from the [TestReach website](#).

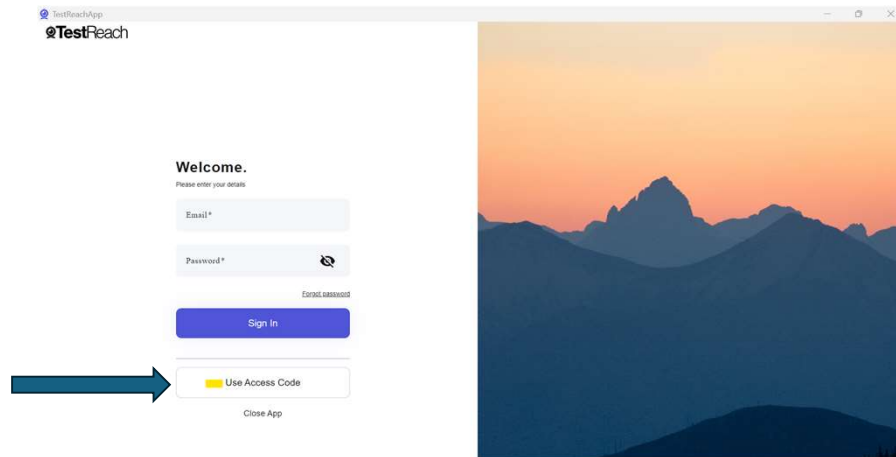
Full technical specifications are included in the [TestReach download guide](#)

- Contact TestReach customer services for technical support
 - **Phone (UK):** +44 (0)20 34758685
 - **Email:** support@testreach.com

If you have problems carrying out the system check or downloading the TestReach application, you should check with your employer's I.T. support if you are using a work device. You may need to share with them the TestReach download guide which is on the A.T.T. website. Go to A.T.T..org.uk, under Students, Examinations and then to our Preparing for the May 26 examinations page. You will find a section on downloading the TestReach application which has a link to the TestReach download guide.

If you still need further Technical Support, you can contact TestReach customer services directly and this is either by telephone on 0203 475 8685 or email: support@testreach.com

Open TestReach application and select Use Access Code

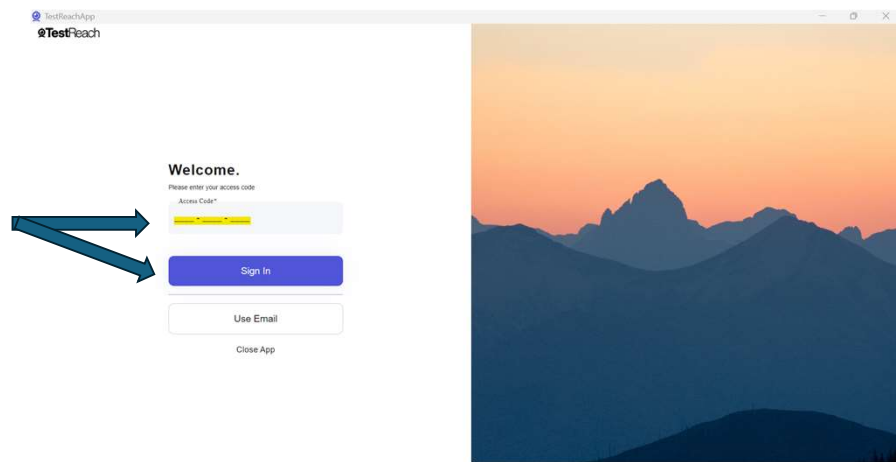


So let's now go through the system checks.

When you receive your TestReach access code on the enrolment e-mail two to three weeks before the exam, you can open the TestReach application and log in to carry out the system checks.

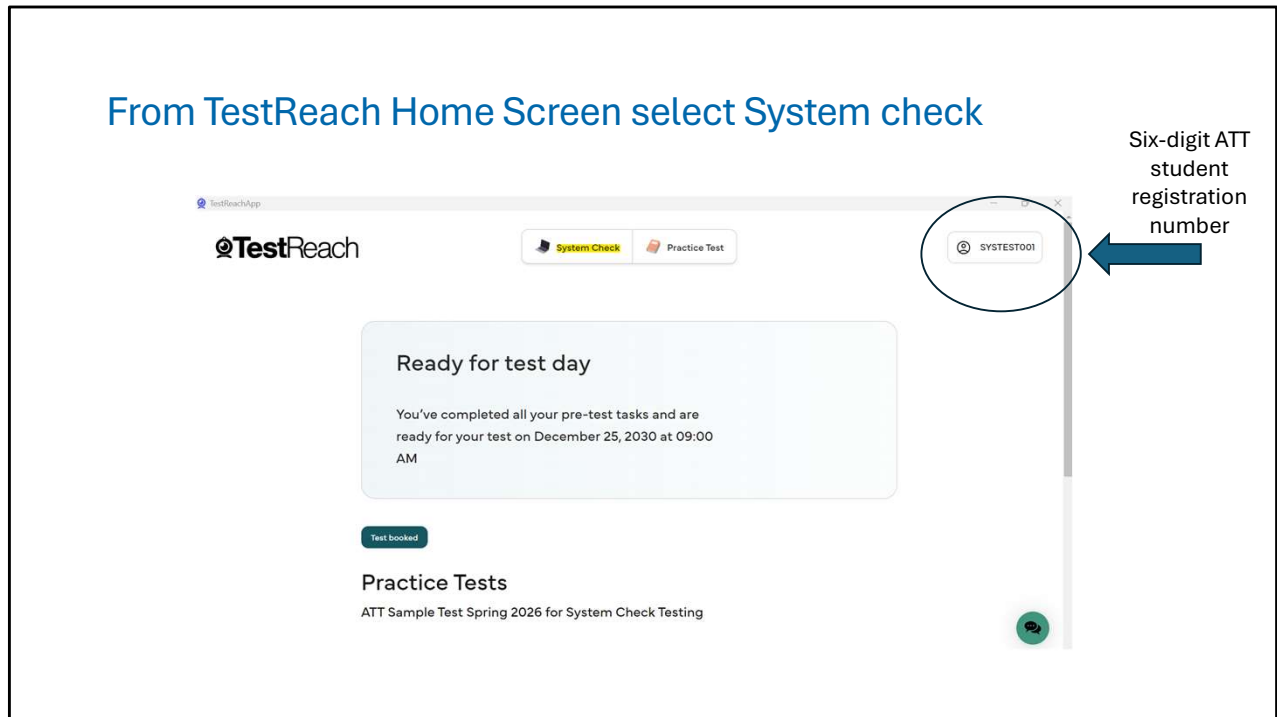
When you launch the TestReach application, you need to click on the use access code button which appears beneath the e-mail login box.

Enter Access Code and select Sign in



You will be directed to another landing page to enter your access code. The easiest way is to copy-and-paste it into the box. Then select sign in

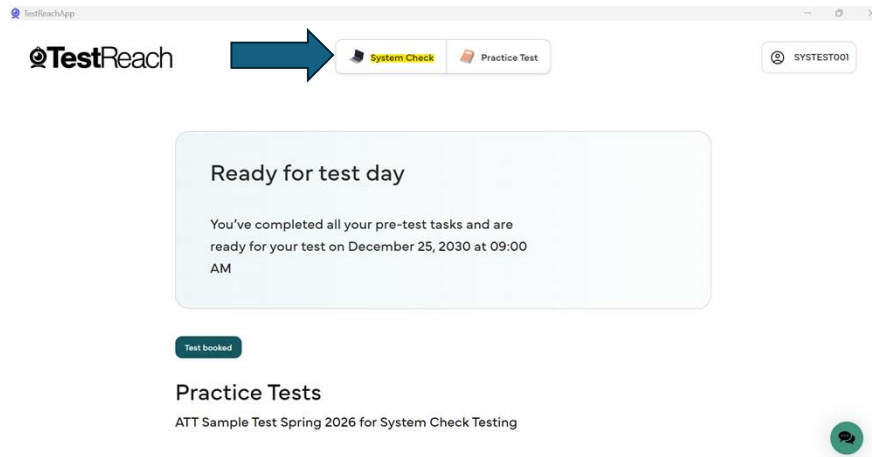
From TestReach Home Screen select System check



You may be asked to confirm your time zone, after which you will reach the TestReach home page.

This will tell you which exam you are enrolled for and if you check in the top right-hand corner of the screen you should see your six-digit A.T.T. student registration number. If this number is not correct, please log out and log back in again, checking carefully that you enter the access code correctly.

From TestReach Home Screen select System check



From the TestReach home screen, select 'system check' at the top of the screen.

Select Start system check

System Check

A quick check to ensure your system meets the test requirements and everything runs smoothly.

I'll do this later

Start system check ▶



You will see a start system check button. Select this to start the process.

TestReach will check if you have any other screens connected and check for open software

- Disconnect any additional screens
- Close programs

Your exam has been paused because **you are using software that is not allowed during the exam.**

Your time will not be affected. Please **close the following software** to be allowed to continue:

- Snipping Tool

Close these programs for me

I have fixed the problem

The first thing that TestReach will do is to check that you don't have any other screens connected to your device. It will also check for other software running on the device.

Remember that you can only use **one** screen during the exam.

If you are using a laptop screen, you will need to ensure that all other screens are disconnected from the laptop; or, if you are using a larger screen plugged into a laptop, you will need to ensure that the laptop lid is shut. If you are using a desktop computer, again, you can only use one screen.

Please note that, if you are using a standalone screen, you will need to have a separate webcam positioned on top of the screen to use as your front-facing camera. You cannot use an inbuilt laptop webcam while the lid is closed.

If you have other applications running on your device at the time of completing the system checks, TestReach will ask you to close those applications or give you the option to close them for you.

Please check that you have saved any other work before selecting 'Close these programs for me'.

Firewall check – select Continue

Let's check your settings

This will ensure a smooth test experience

The screenshot shows a settings check interface. On the left, there is a vertical list of five checks, each with a circular progress indicator and a title: 'Firewall' (checked), 'Internet Connection', 'Video Check', 'Phone Camera Check', and 'Screenshare Check'. On the right, a dashed box contains the text 'Check passed! Firewall is working'. Below this box is a blue 'Continue' button.

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

Check passed!
Firewall is working

Continue

TestReach will then carry out a firewall check. If this is passed, select continue.

Internet Connection check

- Aim to sit the exam in a place with stable internet
- Select Continue

Let's check your settings

This will ensure a smooth test experience

The screenshot displays a settings check interface. On the left, there is a vertical list of five check items, each with a circular progress indicator:

- Firewall**: Check firewall permissions. The indicator is a green circle with a checkmark, indicating it has passed.
- Internet Connection**: Check your internet connection. The indicator is a blue circle, indicating it is the current step.
- Video Check**: Check that your video is working. The indicator is a light blue circle.
- Phone Camera Check**: Check that your phone camera is working. The indicator is a light blue circle.
- Screenshare Check**: Check that your screen can be shared. The indicator is a light blue circle.

To the right of this list, there is a dashed-line box containing the text "Check passed! Connection is stable" and a blue checkmark icon. Below this box is a blue button labeled "Continue".

The next system check is to verify that your Internet connection is adequate and stable. Aim to sit the exam in a location with stable internet. Select continue when this is complete.

Video check – Select if you can see yourself in both frames and 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

Checking Video
Can you see yourself in both frames?



Integrated Webcam (0c45:874c) ▾

I can't see myself in both frames

I can see myself in both frames

Continue

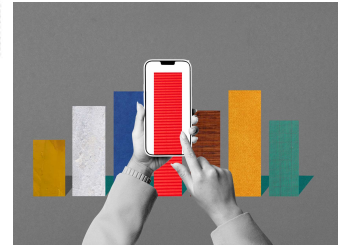
The next stage is for your video feed to be checked. You will be asked to select that you can see yourself in both frames and then press continue.

Scan the QR code to set up your second camera

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



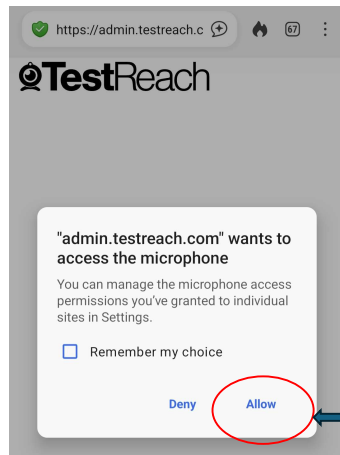
Continue

Your second camera is then set up.

You will need to have your mobile phone or tablet that you plan on using for the exams as a second camera. The device needs a working rear camera. Due to the three-and-a-half-hour duration of the A.T.T. exams, you should connect the device to a charger throughout the session.

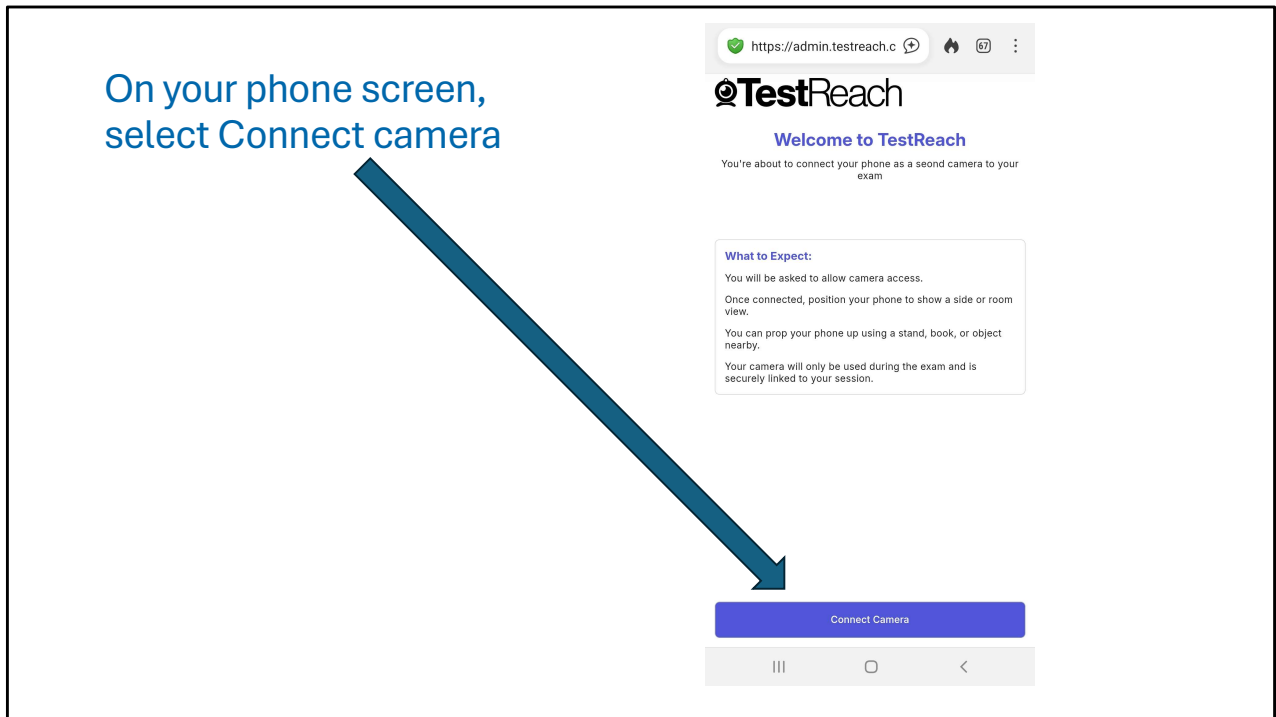
Scan the QR code on screen to set up your second camera.

On your phone screen, allow TestReach to access your microphone and camera if asked



Note – your own phone or tablet screen may be different, but you will need to allow TestReach access to your device

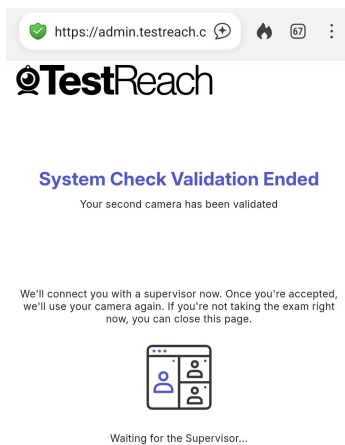
On your phone screen, you may be asked to allow TestReach to access your microphone and camera. If you are asked this, please select allow. Please note that your own phone screen may be different to the one pictured here.



Still on your phone screen, you will then need to select connect camera in order for the device to connect to the TestReach system.

Phone screen should confirm validation complete

→ Return to your computer screen




When this connection is complete you will see on your phone screen confirmation that the system check validation has ended and that you are waiting for a supervisor. This applies only to exam day. The pre-exam system checks will not connect you to a supervisor at that point.

Your computer screen shows that your camera is connected → Press Continue

Let's check your settings

This will ensure a smooth test experience

<input checked="" type="checkbox"/> Firewall Check firewall permissions	<p>Phone Camera Check Scan the QR code using your phone camera to setup your second camera</p>  <p>Continue</p>
<input checked="" type="checkbox"/> Internet Connection Check your internet connection	
<input checked="" type="checkbox"/> Video Check Check that your video is working	
<input type="checkbox"/> Phone Camera Check Check that your phone camera is working	
<input type="checkbox"/> Screenshare Check Check that your screen can be shared	

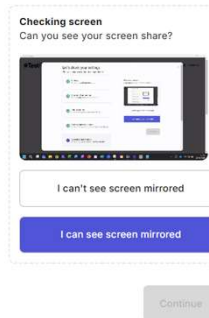
Returning to your computer screen, you will see that it shows your camera is connected. Press continue.

Screen recording is checked, select I can see screen mirrored and Continue

Let's check your settings

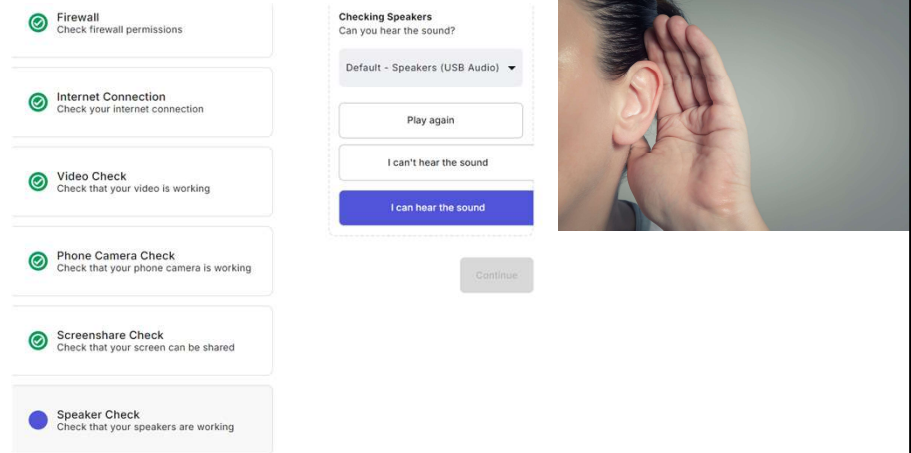
This will ensure a smooth test experience

- 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



As your screen will be recorded for the duration of the exam, you need to confirm that you can see the contents of your screen within the screen share window. Select 'I can see my screen mirrored' and press continue.

Sound check – verify you can hear the sound, select Continue



The next stage is a sound check to verify that you can hear the invigilator. You will be played a short sound. You can then select 'I can hear the sound' and press continue.

Microphone check – say a few words and check you can hear yourself played back, 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

Checking Microphone
Please say a few words and wait

Default - Microphone (USB Aud... ▾

Try again

I can't hear myself

I can hear myself

Continue




Your microphone also needs to be checked so that the invigilator can hear you. You will need to say a few words which will be played back to you. Select 'I can hear myself' and press continue

System check complete!

Summary

You are ready for your test!

Firewall 

Internet Connection 

Video Check 

Phone Camera Check 

Screenshare Check 

Speaker Check 

Microphone Check 

Continue

All of your system checks are now complete. You will see a summary on the screen that shows everything has been passed successfully.

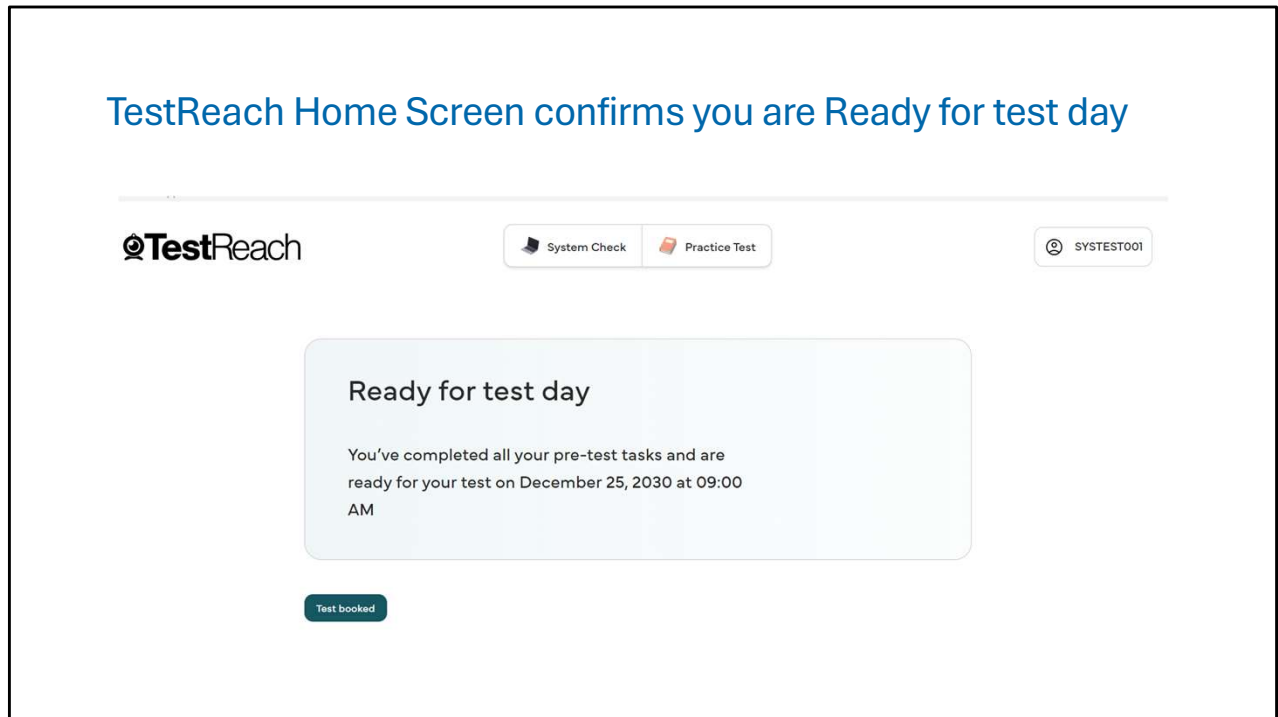
Book your time slot

- After attempting the System Check, you **must book your exact exam start time**
- You must do this at least 72 hours before the exam
- If you miss the deadline, you will need to contact TestReach customer support to see if you can be accommodated → this is not guaranteed



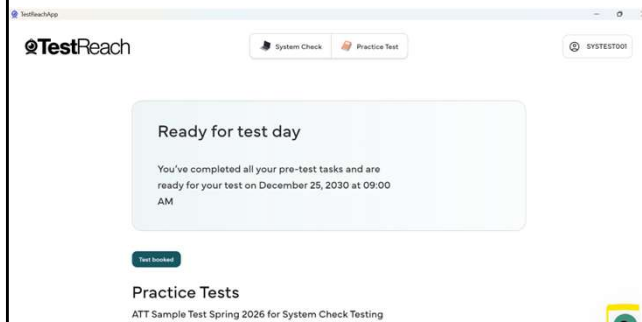
After attempting the system checks, you must **book your exact exam start time.** You must do this at least 72 hours before the exam. If you miss the deadline, you will need to contact TestReach customer support to see if you can still be accommodated, but please note that this is not guaranteed.

TestReach Home Screen confirms you are Ready for test day

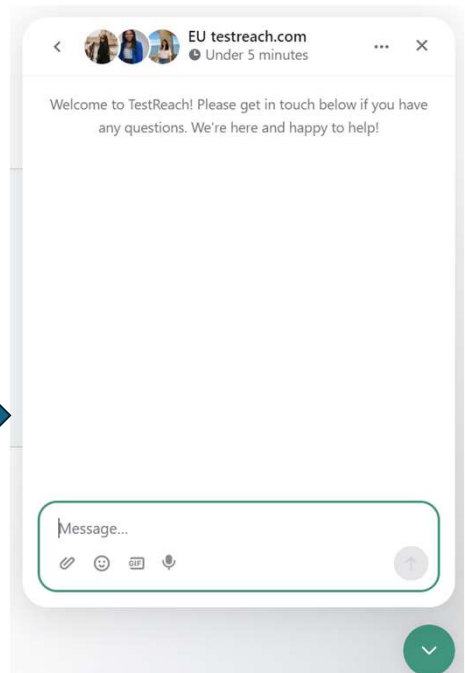


When you return to your TestReach home screen, it will confirm that you are ready for test day.

Problems with system checks? → Contact TestReach Technical Support



- **Chat:** from TestReach Home Screen
- **Phone (UK):** +44 (0)20 34758685
- **Email:** support@testreach.com



If you have problems with the system checks, TestReach customer support is there to help.

You can chat to them online through the TestReach application. This might initially be via an automated chat facility, but if that cannot help, you will be connected to an agent.

Support is also available by telephone or email, by calling 0203 475 8685 or via email using the address support@testreach.com

Note: You will need to go through the System Check again when you login for your exam

→ Arrive 15 minutes before your booked timeslot to do the System check

→ Wait for your proctor.

Good luck!



As mentioned earlier, you will need to do the system check again when you login for your exam.

Please login to TestReach 15 minutes before your booked timeslot.

Once you have finished the system check, wait to be connected to your proctor.

Do not logout at this point, as you will lose your place in the queue.

Thanks for listening and good luck in your exam.