



IFSE Institute

IFSE eTest Computer-based Online Proctored Exam Guide

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1 Introduction

This document will guide you through the **computer-based online proctored** exam process on the IFSE eTest Exam platform.

What is a computer-based online proctored exam?

When you take a computer-based online proctored exam, you write the exam using your own computer in your own environment while being proctored (monitored) through your webcam. The exam is delivered through the computer, and you will answer each exam question by inputting the information into your computer.

You are required to meet specific systems requirements to take the exam using this format.

Important: Please read and follow these instructions carefully to ensure that you are familiar with the testing platform and the test taking rules.

2 How to contact IFSE for help

For help with registration and general exam questions:

IFSE's Customer Service Representatives are available to help you register for courses and exams, as well as to answer any questions you may have. Please don't hesitate to contact us at ifse@ifse.ca or call us toll free at **1-888-865-2437** Monday to Friday, between 8:30 a.m. and 5:30 p.m. (Eastern Time), excluding holidays.

For help during your exam session:

If you are having issues accessing your exam, please call the Exam Support Team:

English Support **1-888-551-3571** *AVAILABLE 24 hours a day, 7 days a week

French Support **1-888-550-9318** *AVAILABLE 7PM to 1AM EST, 7 days a week

3 Technical requirements to write the exam.

To start a successful exam session with online proctoring, you must have the following:

1. A working camera
2. A working microphone
3. A stable and fast Internet connection
4. Chrome or Firefox browser
Note: Google Chrome is recommended, Safari is currently not supported.
5. Laptop or Desktop computer (Please do not use tablets or mobile phones to take the exam.)
6. A mobile (smartphone) can be used as part of the student check-in process before the exam.

Please ensure you take your exam in a private and quiet area where you will not be interrupted.

Please note the following important information:

1. Please minimize background noise in the room where you are taking your exam as much as possible.
2. You should be the only person present in the room and stay in front of your camera at all times.
3. You may not open or use other tabs on your computer during the exam.

4 Important notice: what to do before you write the exam.

Before taking the exam, you must take the [Equipment Validation Test](#) to:

- Test your equipment.
- Get familiar with the application and the exam process.

You can access the Equipment Validation Test at any time.

Important: You must take the Equipment Validation Test before you write the exam; otherwise, you may not be able to take the official exam (due to non-functioning or non-compatible equipment).

5 Important information about navigation in the exam

Urgent: – To avoid being disconnected during the exam on IFSE's exam platform:

- Do not click the "Back" button on your browser.
- Do not click the "X" button on your browser; to finish the test, use the "Finish test" button.
- Do not click the "Finish test" button unless you are sure you have completed everything.
- Do not log out from the proctoring system during the exam.

Important: If your exam is disconnected, you may not be able to regain access to your exam and may not be able to complete it.

When you enter the exam, the browser will go into full-screen mode and will stay in it until you submit the test.

During the test attempt the following options are disabled:

- The right-click (pressing down the right mouse button)
- Cutting with shortcut
- Copying with shortcut
- Pasting with shortcut
-

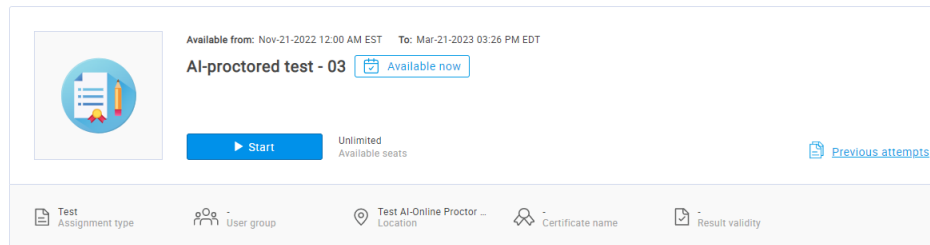
During the test attempt, the following options are forbidden and may lead to exam termination:

- Using the print screen key
- Closing the full-screen mode
- Using the function keys at the top of the keyboard
- Using the Esc key
- Using the Windows key
- Changing the focus to another screen

6 Exam taking process.

6.1 Starting the exam/equipment validation

1. The Equipment Validation Test explained in section 4 is also a sample exam that you can take to get familiar with the exam process. You can take the test by clicking on the blue hyperlink of [Equipment Validation Test](https://onlineexams.ifse.ca/ytm12/guest/takeQuiz?sessionId=10005), or copy and paste the following link to your browser: <https://onlineexams.ifse.ca/ytm12/guest/takeQuiz?sessionId=10005>. Reminder: please ensure you perform this equipment test before you start your exam.
2. You can start your exam from your default home screen on the ONLINE Proctored Exam Platform (“My tests and survey” page) by clicking the blue “Start” button.



3. You must accept the **EXAM RULES** to continue to your exam.
4. Then, check your equipment for compatibility with the IFSE eTest exam platform and perform the required validations, as outlined in the next section (6.2).

6.2 Checking equipment & student validation

1. On the computer screen, you will be prompted to allow the camera, microphone, and screen sharing (entire screen). Wait until you are notified on the screen that everything has been set up.

Equipment check

Please wait while the system checks your computer and the network so that possible technical issues do not interfere with the exam.

- Browser check
- Webcam check
- Microphone check
- Network check
- Screen check
- WebRTC check

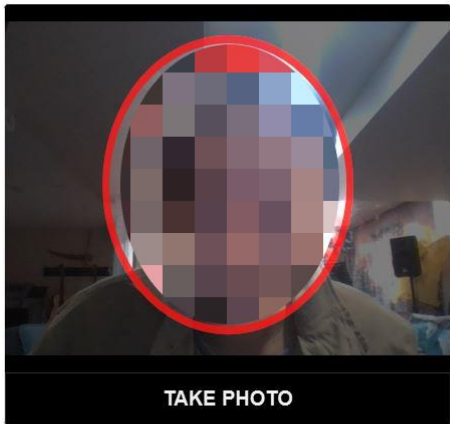
Step 1 of 4

Next

2. Take a photo of yourself when asked by the system.

Taking a face photo

Take a photo with your face fitting into the oval frame on the screen. Make sure that there is enough light in the room. If the photo is not verified, please take a new photo.



Step 2 of 3

Next

3. Provide a photo ID to be captured when asked by the system.

Uploading an identity document

Take a picture or upload a scan of your ID that clearly shows your photo and name.

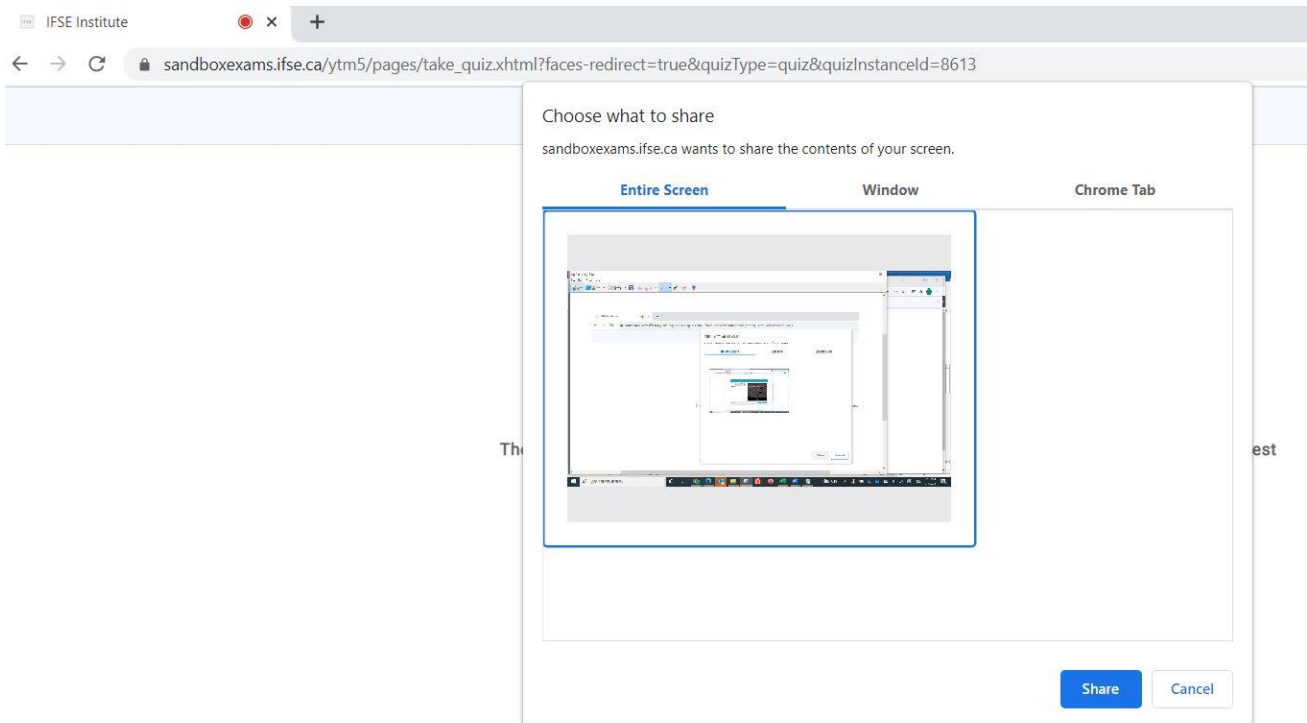
TAKE A PICTURE

UPLOAD

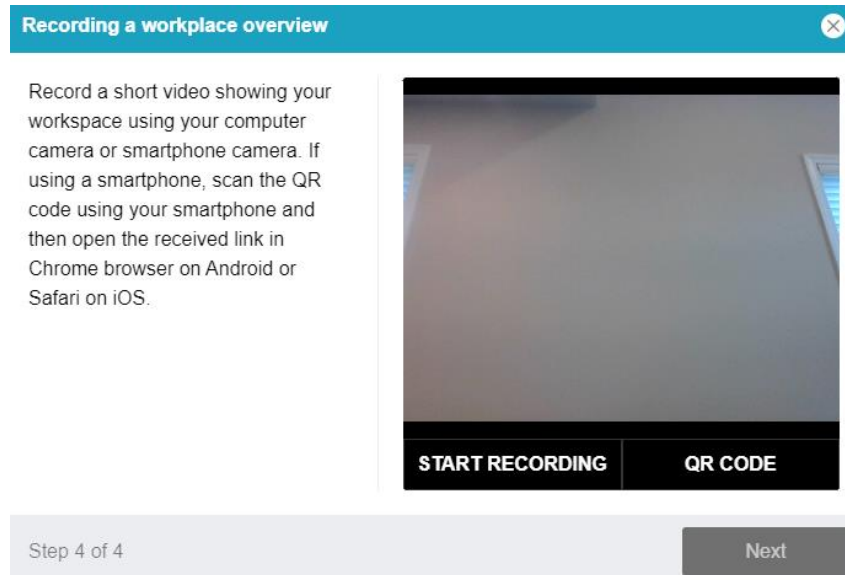
Step 3 of 3

Next

4. You will need to confirm the entire screen sharing once again. The system will ask you for permission to share your entire screen; when prompted, press the “Share” button. **Important:** You must share your screen in order for your exam to be monitored. If you cancel sharing, you will not be monitored, which means your exam will not be valid. Monitoring is required for all students taking the exam.



5. Recording a workplace overview: For this step you will need to take a 360-degree video (scan) of your working area, **including desk/worksurface**, using the webcam built into your device, or by using your mobile smartphone:



If taking a video (scan) using the webcam built into your device, click **Start Recording**:

- Follow the instructions to take the 360-degree scan (video) of your **entire** working area and click “Save” when done.
- Once saved, the Next button will be enabled.

If taking a video (scan) using your mobile (smartphone) click **QR Code**:

- Open the Camera app on your mobile (smart) phone to point to the QR code on the computer screen. As soon as the phone camera captures the QR code, a URL (website address) will pop up on your phone.
- Click on the URL to access the app that will allow your phone to scan (video) your working area.
- Follow the instructions to scan (video) your **entire** working area and click “Save” when done.
- Once saved, the Next button will be enabled.
- Once the scan is complete, set your phone to “**Do Not Disturb**” and **put your phone away**.

After all required checks have been completed, you will be granted access to the exam.

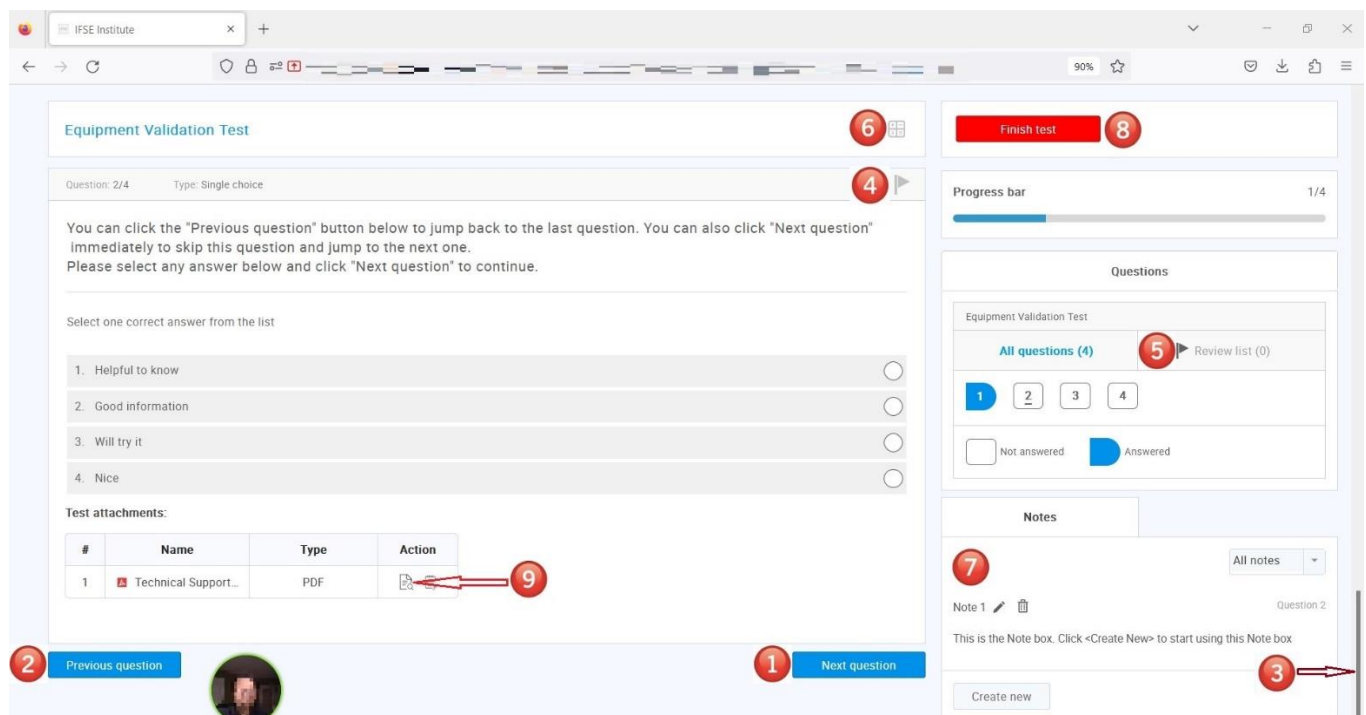
Urgent: Once the exam starts, you may need to reconfirm that you are sharing your computer screen. **Do not click “Stop sharing”** as it will end (terminate) your exam.

6.3 Writing the Exam

Do not click the **Back and X** button in the web browser.

These are the **only buttons** you are allowed to click in the platform during the exam:

- 1) **Next question** – to go to the next question.
- 2) **Previous question** – to go back and re-do a question.
- 3) **Use the scroll bar** – you can also use the scroll bar to see the Notes (refer to number 7 in this list).
- 4) **Mark for review** – if you want to answer a question and go back to it to review before finishing the test, use this optional button. Each question you mark for review will appear in the Review list (marked with number 5 in the screenshot below)
- 5) **Review list** – select this to go back to the questions you have marked for review before submitting your final answers (number 5 in the screenshot below). You will need to review all questions before you can click “Finish test” (please see the screenshot on the next page)
- 6) **Calculator** – an online calculator is provided for your use during the exam.
- 7) **Notes** – This is a notepad for students to use as virtual scrap paper.
- 8) **Finish test** – click this button when you are finished answering the exam questions. **Important:** you will not be able to go back or re-do any of the exam questions once you have clicked “Finish test”
- 9) **Test attachments** – click to view attachments (CISRO PDF Manuals).



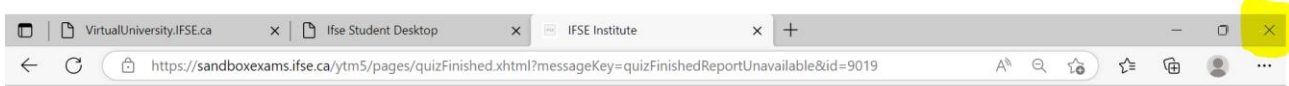
If you marked a question for a review, once you are done reviewing it, make sure to go to the Review list (number 5 in the screenshot above) and uncheck it by clicking on the “x” button, or you won’t be able to finish the test. This is shown in the screenshot below:

The screenshot displays the IFSE exam interface. At the top left, the 'Main Demo Test' title is visible. The main content area shows 'Question: 3 of 3' and 'Type: Essay'. The question prompt is 'Write something about Pythagoras Theorem.' Below this is a text input field with the placeholder 'Elaborate on your answer' and a rich text editor toolbar. The text 'test test test' is entered in the editor. On the right side, a timer shows 'Remaining time for entire test' as '04 56 46' with a 'Finish test' button. Below the timer is a 'Progress bar' indicating '3/3'. The 'Questions' section on the right shows a list of questions, with the first question (numbered 1) highlighted by a red box. Below the question list, there are checkboxes for 'Not answered' and 'Answered'. At the bottom right, a 'Notes' section is visible with a rich text editor toolbar and a small icon.

6.4 Completing the exam

Once you have finished answering all questions on your exam and confirmed that you want to finish the exam by clicking “Finish test”, you can close the browser window by clicking the X at the top right corner of the browser.

Exam grades will be posted onto your account within 1-2 business days.



6.5 Frequently Asked Questions

- **Why can't I take a picture?**

Please make sure that your face fits into the frame on the screen and that there is enough light in the room. If you are wearing glasses, please remove them and try taking a photo again.

- **Why can't I scan the QR code?**

To scan the QR code, you can use any QR code scan app on your mobile (smart) phone.

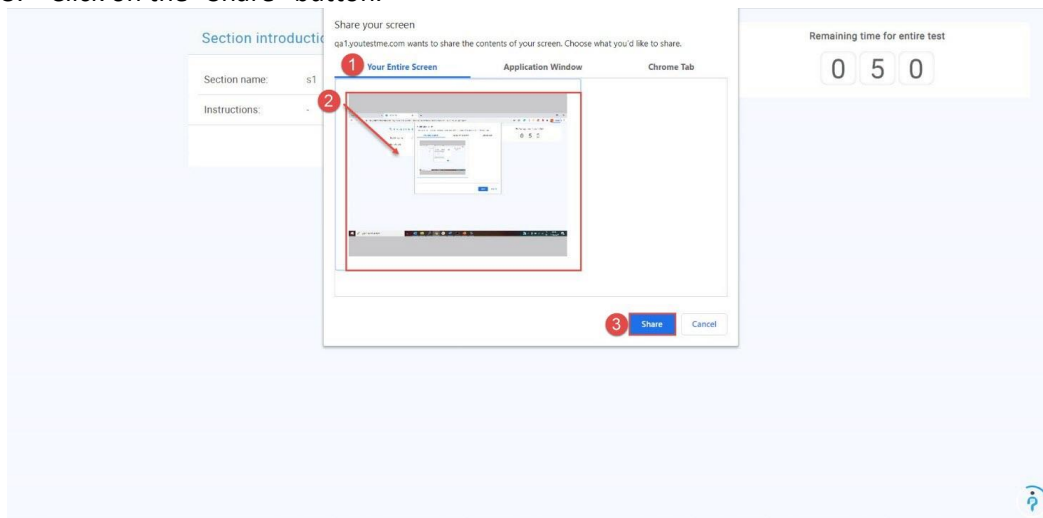
If you don't have a QR code scan app on your phone, you can:

- Open the Camera app and try to focus on the QR code without taking a picture;
- When the app recognizes the QR code it will display the URL on your phone screen
- Click the URL to access the app for scanning your environment.

- **Why can't I share my screen?**

Once you are on the screen sharing screen, you will have to:

1. Choose the entire screen.
2. Click on the screen box.
3. Click on the "Share" button.



Once the equipment check is done, you will be prompted with the screen sharing option again, and you will have to follow the same 3 steps as above.

Please note that you are not allowed to use multiple monitors during the exam. If you have more than 1 monitor, you must plug in only 1 monitor during the exam to choose the entire screen option.

- **During the exam, why does the notification "Two faces in front of a camera" pop up?**

Sometimes, due to light or shadows, the system may incorrectly determine that there are 2 faces. You do not need to be concerned with this message. IFSE will contact you after your exam if any suspicious behaviour is detected.