

iTEP International

Canada 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 to the provided **Test ID(s) & Password(s)**

TECHNICAL REQUIREMENTS

Internet

- Broadband Internet connection:
 - Download speed – 750 kbps minimum
 - Upload speed – 250 kbps minimum

Hardware

- Desktop or Laptop only
- Operating System: Windows 7 or newer or Mac OS X
- CPU: 700 MHz Pentium II-class processor or newer
- Memory: 512 MB
- Video – Monitor and standard VGA card, capable of 800 x 600 resolution or greater, and able to display a minimum of 256 colors (16 bit color or better is recommended).
- Sound Card – 16-bit sound card
- Headset and microphone, keyboard, mouse, and webcam

Browsers

- Follow the appropriate link on https://test.itepcanada.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://test.itepcanada.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. 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

- 1) **I am in the middle of taking my exam and the power goes out. What do I do?** If you experience any power outages, or your computer shuts down, you can restart your computer, go to the start page link (above), and launch the test again. The test will resume in the section you were just taking.
- 2) **My system becomes unresponsive and the application freezes. What can I do?** Restart the computer, go to the start page link (above), and try again.
- 3) **I can’t hear anything. What is the problem?** Make sure your headphones are plugged in and the volume is turned up.
- 4) **If these actions do not fix your problems, please contact us at info@iTEPonline.com.**

Share your thoughts with us!

Please contact us at +1-818-887-3888 or email info@iTEPonline.com
and tell us about your experience.