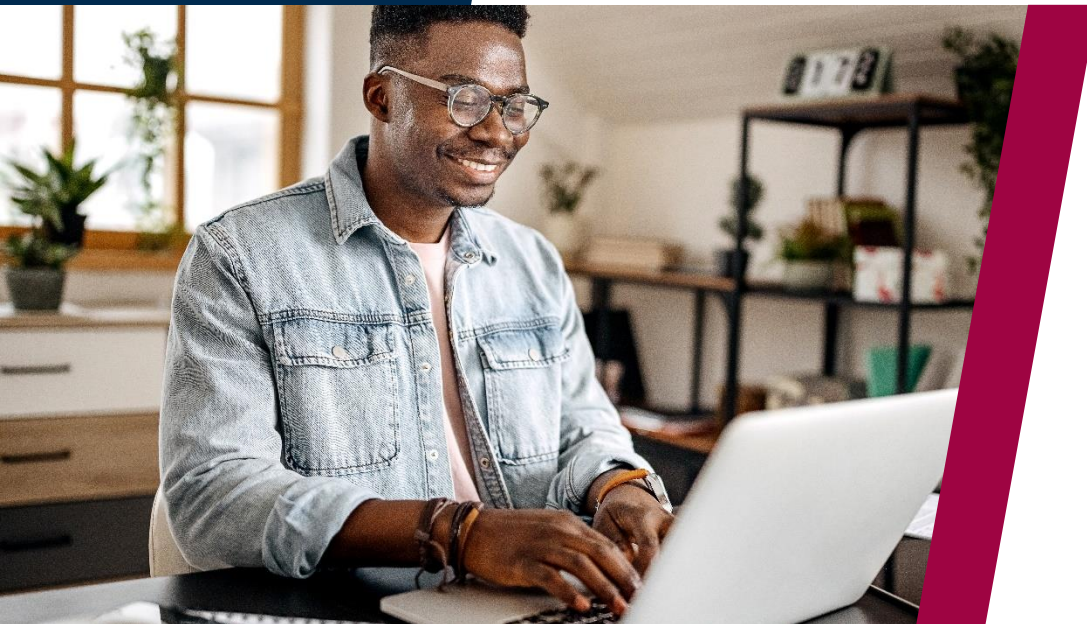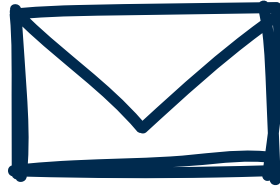# Test Taker Emails



**Where people meet potential**

PSI sends confirmation emails to test takers when scheduling occurs. PSI also sends a reminder for the appointment time. However, as a best practice, we recommend additional test taker communication outside of PSI. We know that test takers respond well to ongoing connections. Below, we list the 6 email templates that you can use to prepare your test takers for a smooth test day experience.

# Welcome

Link to the test taker experience video (PSI website)

**Subject line:** Welcome to Online Testing – Getting Started

Hello {First Name},

Thank you for scheduling your upcoming exam.

**To Get started:**

- Watch this video to find out what to expect from your online test and how to complete your room scan.
- Read these Frequently Asked Questions to get fully up to speed with online proctoring or contact [add in contact details] for further support.

Sincerely,

{Signature}

# System Compatibility Check

Link to System Compatibility Check and list of requirements

**Subject line:** Important – check that your system will support your online test

Hello {First Name},

[Run a System Compatibility Check](#) **now to make sure your system is right for online proctoring.**

**Top tips**

- Run the check before test day on the **device and internet** connection you plan to use.
- You can repeat this check **multiple times** before your test.
- **Do not** take your test using your company internet. Some corporate applications may prevent your test from starting.
- You may need to change your browser settings **just for the duration of your test**.

**System requirements**

Online proctoring works with any modern Windows, Linux OS or Mac OS X computer that has a webcam, microphone, and internet connection. Before your test, please make sure that your device meets the technical requirements below.

| | |
|---|---|
| Operating System | Windows 8.1, 10 (Not 10s or 10 in s mode)<br>macOS X 10.14.1 and higher<br>(New OS supported within 30 days of release) |
| Screen Resolution | 1368 x 769 or higher |
| Bandwidth | Minimum 300kbps |
| Camera & Mic | Must be functional and available for testing |
| Browsers not supported | Candidates can download the secure browser from any browser, though a chrome-based one is recommended. |

**Where can I go if I need advice or additional support?**

Read [Frequently Asked Questions](#) about online proctoring.
*[Add in contact details for further support]*

Sincerely,

{Signature}

# What do I need on test day?

Important information – get ready for your online test.

**Subject line:** Important information – get ready for your online test.

Hello {First Name},

Here are some simple steps to make sure your test goes smoothly:

1. Make sure you have the **right ID** ready to check-in for your test.
   - ✔ A valid government-issued photo ID such as a driver's license or passport.
   - ✔ The name on your ID must match the name in the testing system. For example, if your ID says Alejandro but you have registered with the name Al, then the proctor may turn you away.
2. Ensure you have a **dependable device** available for your test, with a working webcam, microphone, and **stable internet connection**.
   - ✔ Ask other members of your household to avoid using the internet during your test.
3. Check that you have access to a **private, quiet, and well-lit location** to take your test.
   - ✔ Ask people to stay out of the room during your test. Perhaps hang a sign up indicating that testing is in progress.
4. Ensure that your immediate **testing environment is clear**.
   - ✔ This includes additional devices, screens, books, post-it notes or writing instruments such as pens or whiteboards unless allowed.

Read our room scan and lighting guide **for more information about best practices for your environment.**

**Where can I go if I have questions or need additional support?**

Read Frequently Asked Questions about online proctoring.
*[Add in contact details for further support]*

Sincerely,

{Signature}

# Accessing your online test

What to expect for the check-in progress and timing, as well as technical assistance

**Subject line:** Your online test – What to Expect

Hello {First Name},

1. You will need to login using the link provided to start your online test. *[Insert link or specific details for your organization for test takers to access their test here].*
   **Note:** You **will not** be able to login more than 30 minutes before or 30 minutes after your test start time.
2. When you are in the PSI scheduling platform select 'Launch Exam' to start downloading the secure browser.
   **Note:** This does not require remote access to your device and the browser is easy to delete once your test is complete.
3. When the browser download is complete, you will be guided through a three-step check-in process:
   1. Take a photo of your government issued photo ID.
   2. Scan the room using your webcam.
   3. Take a selfie to verify that your name and photo match your ID.
4. The screen will display 'Waiting for Proctor' while the proctor verifies your check-in information.
   **Note:** Check-in can take 10-15 minutes.
5. An online proctor will connect with you and your test will begin. Your proctor will observe you via video and audio. They will not contact you unless there appears to be an issue.
   **Note:** If you experience a problem, during check-in or your test, you will be able to contact your online proctor via chat.

*[Organizations may wish to include any other important information here that is specific to their test, for example restroom breaks / eating /drinking / rescheduling / resources allowed such as open book tests, writing material or calculators.]*

**Where can I find help or additional support?**

Read [Frequently Asked Questions](#) about online proctoring.
*[Add in contact details for further support]*

Sincerely,

{Signature}

# System Compatibility Check (Reminder)

**Subject line:** Last chance – check your system before your online test

Hello {First Name},

If you haven't already done so, run a System Compatibility Check now to ensure your system meets the technical requirements to successfully complete your test.

Run a System Compatibility Check to make sure your device will work with online proctoring.

Online proctoring works with any modern Windows or Mac OS X computer that has a functioning webcam, microphone, and internet connection.

Here's a list of the minimum requirements your device needs to meet for your online test:

| Operating System | Windows 8.1, 10 (Not 10s or 10 in s mode) macOS X 10.14.1 and higher (New OS supported within 30 days of release) |
|---|---|
| Screen Resolution | 1368 x 769 or higher |
| Bandwidth | Minimum 300kbps |
| Camera & Mic | Must be functional and available for testing |
| Browsers not supported | Candidates can download the secure browser from any browser, though a chrome-based one is recommended. |

**Where can I go if I need advice or support?**

Read Frequently Asked Questions about online proctoring.
*[Add in contact details for further support]*

Sincerely,

{Signature}

# Your final checklist

**Subject line:** Final checks before your online test

Hello {First Name},

There's not long to go until your online test. Run through this final checklist to make sure you are ready. Have you:

✔ Run the System Compatibility Check on the device you plan to use?
✔ Ensured you have a dependable device with a working webcam, microphone, and stable internet connection?
✔ Verified that your ID meets the requirements to check in?
✔ Identified a private, quiet, and clutter-free location to take your test.
✔ Watched the test taker experience video?
✔ Read Frequently Asked Questions about online proctoring?
✔ Know where to access further support if you need it? *[insert details]*

*[If appropriate, add a good luck message and include details of when a test taker will receive their result.]*

Sincerely,

{Signature}

**psionline.com**

@PSIServicesLLC

PSI Services LLC