

Instructions For Taking Password Solo Tests

The purpose of these instructions is to enable you to successfully take a Password Solo test quickly and easily. A Password Solo test is a Password test that the test taker can take unsupervised in a location of their choosing.

These instructions are applicable to several Password tests; Password Knowledge, Password Knowledge and Writing and Password Maths. Please disregard parts specific to the Writing module if this is not included in your test.

Password Knowledge has specialised variants called Password Workforce, Intro and Pupil. These instructions apply to all varieties of the Knowledge test.

You may find it helpful to look at the additional information (how to set up PCs and take Password tests, additional information on taking a test, FAQs etc.) in the Password website "For Test Takers" "Useful Documents and Videos" area www.englishlanguagetesting.co.uk/for-test-takers/useful-documents-and-videos.

Please contact the Password Team by email at support@englishlanguagetesting.co.uk or call +44 (0) 20 8326 5608 if you require any technical (PC) assistance running Password tests.

For all non technical queries you must contact the supplier of your Password tests login(s). The Password Team cannot help with:

- Supplying additional test logins
- Supplying test results or certificates, or access to them
- Any matters relating to the use of test results

1 Before Running A Password Test

1.1 PCs And Internet Requirements

Most reasonably modern PCs meet the requirements to run Password tests. The minimum requirements are:

- For PCs running 32 bit Windows minimum 2.4 GHz Pentium 4 (hyper-threading or dual core recommended) processor, for 64 bit Windows minimum 2.4 GHz dual core/ hyper-threading processor
- Minimum 512 MB (0.5 GB) free memory when about to start a Password test (probably meaning for PCs running 32 bit Windows at least 2 GB of memory is installed and for 64 bit Windows at least 4 GB)
- Minimum 1 GB of free disk space
- Minimum 13 inch display with a resolution of at least 1024*768, 15 inch/ 1920*1080 is recommended to minimise scrolling
- Keyboard and mouse
- Microsoft Windows 7, 8 or 10 operating system, kept up to date with the latest Microsoft updates applied
- Internet Explorer 9 or above with "cookies enabled"
- Running up to date anti-virus software

To run a Password test, a PC must have reliable stable (i.e. that is not intermittent) access to the Internet at 100kbps (download and upload). For better reliability, a wired cable connection is preferable to WiFi.

For a single PC this bandwidth requirement is easily met by a basic domestic broadband service, a computer laboratory of 100 PCs requires 10Mbps, equivalent to a mid range domestic broadband service. If in doubt, this should be checked by you or your IT Department (if you have one).

1.2 Difficulties When Running Password Tests

The commonest difficulties are caused by:

- Using an unsupported browser; Internet Explorer 9 or above is needed
- Using an unsupported operating system; Microsoft Windows 7, 8 or 10 is needed
- Using a PC that has some form of "virus" infection, in particular those causing the browser to redirect

If you cannot resolve your problem, please contact your IT Department (if you have one) or the Password Team (in English) at support@englishlanguagetesting.co.uk or +44 (0) 20 8326 5608 for assistance.

2 Running Password Tests

(1)	Shutdown and restart the PC and make sure all programmes (including Skype, email, MSN Messenger etc.) and especially those that generate "pop up" messages are turned off.
(2)	Start Internet Explorer and navigate to the Password website "http://www.englishlanguagetesting.co.uk". Press the "F11" function key so Internet Explorer fills the entire screen.
(3)	Click on "For Test Takers", then on "Password Solo Tests, then on "Run a Password Solo Test". A login page will be displayed.
(4)	To take the Password test, enter a Password test login and password combination that has unused test attempts remaining, then click on "login".
(5)	If instead of "login" you click on "check attempts remaining", this will display a window informing you how many times you can take the test on the login/ password combination, it will not start the test. If you click on "login" or press the Enter/ OK key, this will start the test. If an "Invalid login and/or password. Please try again.", "This code is not valid anymore!" (or similar) message is displayed, either the login/ password combination is invalid or all tests that can be run from it have been used. Check the login/ password combination entered and if necessary see the beginning of this document for advice on whom to contact to resolve any problems.
(6)	The "Attempts Remaining" will show how many more tests can be taken on this login combination. Click on "start", then click on "continue" on the Password test welcome page.
(7)	Make sure that the test taker's details are entered accurately into the "candidate details" page.
(8)	When ready click on "continue" to start the test.
(9)	When the Password test has been completed and the Password Platform login page is displayed again, press the "Alt" + "F4" buttons together on the keyboard to exit.

3 Password Test Results

You need to contact the supplier of your Password test login(s) for results and certificates. The Password Team cannot give them to you.

4 Internet Connection Loss

If Internet connection is lost for a short period of time during the test, this will usually be noticed when moving onto another section and nothing happens, followed by a message from Internet Explorer that the page cannot be displayed and advising to check the Internet connection.

The test can usually be continued once the connection is restored; sometimes the page is restored automatically, sometimes the "F5" function key must be pressed to do this.

If this does not work press the "Alt" and "F4" keys together to exit Internet Explorer, then restart Internet Explorer. Navigate to the test login page as before. The test may simply restart or you may have to re-enter the original test login and password, and then "click through" the test until the question or section being worked on is reached.

Note that this procedure may not work more than once for any one test, some test time may be lost, and that answers (including essays) to questions in the section being worked on at the time Internet connection was lost may need to be re-entered.