Successfully Delivering Password Tests

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1   Introduction

The purpose of this document is to enable you to successfully deliver Password tests quickly and easily. Please read it carefully before attempting to run a test and long enough in advance to carry out the set up required.

Please note that Password tests run from a shortcut icon which must be set up on your PC's desktop (see "Initial PC Set Up" in section 1). Password tests must NOT be run from the English Language Testing website.

These instructions are applicable to several tests which include Reading, Writing, (language) Knowledge and Maths modules. Please disregard parts specific to any test module(s) not included in your test.

Some Password tests have specialised versions called Password Workforce, Intro and Pupil. These instructions apply to all versions of the tests.

All staff setting up PCs that will be used to deliver Password tests, and those administering and invigilating the tests, must read this document. Those administering Password tests must also be familiar with the procedures given in "Procedures for the Delivery of Password Tests – Users".

You may find it helpful to look at the additional information (how to set up PCs and deliver Password tests etc.) on the Password website (www.englishlanguagetesting.co.uk) in the "Partners" (top right hand side of the home page) "Useful Documents and Videos" area.

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

Repeated taking of Password tests is not allowed. A test taker may normally take only one Password test in any twenty eight day period. In some circumstances, such as illness during the first Password test, a second may be taken. No test taker is allowed to take more than two Password tests within any twenty eight day period unless there are exceptional circumstances. If you think that there are exceptional circumstances, please contact the Password Team.

2   Before Running A Password Test

2.1   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

Because of the minimum screen size most tablets are not suitable for running Password tests. Connecting a tablet to an external display often affects the Password test appearance.

Unless a keyboard is connected, tablets are not suitable for taking the Password Writing test.

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

For a single PC this bandwidth requirement is easily met in most locations by a basic domestic broadband service.

For a computer laboratory of 100 PCs this bandwidth requirement (for each PC) is easily met in most locations by the equivalent of a mid range domestic broadband service of 10 Mbps.

If in doubt this should be checked by you or your IT Department if you have one before running your test.

2.2   Initial PC Set Up

It is very important to set up and check each PC as described. Contact your IT Department (if you have one) or the Password Team if you need help with this.

You must set up a shortcut as explained below on the PC's Window's desktop to access the Password Platform website to run Password tests. There is a short video showing how to do this on the Password website (www.englishlanguagetesting.co.uk) in the "Partners" (top right hand side of the home page) "Useful Documents and Videos" area.

(1)	Check the location of Internet Explorer on the PC. It is assumed here that it is in "C:\Program Files\Internet Explorer" which is usually, but not always, the case.
(2)	Right click on your desktop then: • Select "New", then "Shortcut" • In "Type the location of the item" enter the following text including the " speech marks and -k: "C:\Program Files\Internet Explorer\iexplore.exe" -k -nohome passwordplatform.englishlanguagetesting.co.uk • Click on "Next" • In "Type a name for this shortcut" enter "Password Platform" • Click on "finish"
(3)	Pop up messages must not appear during a Password test. If these appear during a test, as soon as they are clicked on the test will be interrupted (see the section on "Test Interruption"). Therefore Internet Explorer "AutoComplete" and any "add-ons" producing message boxes must be turned off, and "pop ups" blocked.
(4)	Check that Internet Explorer is not in "compatibility view mode" when accessing "passwordplatform.englishlanguagetesting.co.uk", if it is the Password test may not display correctly. Start Internet Explorer, navigate to "passwordplatform.englishlanguagetesting.co.uk", click "Tools" in the menu bar, then click "Compatibility View settings" and check that "passwordplatform.englishlanguagetesting.co.uk" is not in the list of websites that have been added. If it is in the list, click on it to highlight it then click on "Remove". Click on "Close".

Before running Password tests with actual test takers at least one complete test must be successfully completed on a representative PC. It is strongly recommended that one is run through on every PC to be used.

2.3 Difficulties When Running Password Tests

The commonest difficulties are caused by:

• Failure to follow the instructions in this document
• Leaving insufficient time to set up and test PCs in advance of (trying to) run Password test(s)
• Using an unsupported browser; Internet Explorer 9 or above is needed
• Using an unsupported operating system; Microsoft Windows 7, 8 or 10 is needed
• Not running tests using Internet Explorer started from a desktop icon in full screen "kiosk" mode (as explained in these instructions)
• Failing to move keyboards out of the way when not required (see the section on "Test Interruption")
• Having other programs running that generate "pop ups" or messages while the test is being taken
• Use of operating system software that is not up to date, usually because "automatic updates" are not working
• Using a PC that has some form of "virus" infection, in particular those causing the browser to redirect
• Failure to check the headphones and microphones before testing if these are needed

Problems generally only arise when setting up a PC for the first time, or after changes have been made to it.

If you cannot resolve your problem, please contact your IT Department if you have one, or the Password Team by email at support@englishlanguagetesting.co.uk or call them on +44 (0) 20 8326 5608.

3   Running Password Tests

To check how many more tests can be run on a Password test login and password combination, enter the login and password and click on "check tests remaining". The Password test name and the number of tests remaining that can be run will be displayed. Do not click on "login" or press the Enter/ OK key, this will start a test using one of the tests.

Before running a Password testing session with a number of test takers, complete a Password test on a representative PC. PCs' set ups sometimes change and it is recommended to check nothing has been altered since the last time Password tests were run.

If a PC is set up and logged in in advance of the test session the test must be started within ninety minutes otherwise the test will "time out". If this happens, when attempting to take the test it will simply return to the login page.

If running a Password testing session with a number of test takers, it is advisable to avoid both logging in and starting the actual tests at precisely the same time. Staggering the times by just a few seconds greatly reduces the demand for Internet bandwidth.

Where these instructions say "The keyboard should then be placed out of the way" invigilators should ensure this has been done by every test taker when they check the test taker's candidate details have been entered correctly.

If a problem is found that needs the PC's settings to be changed to resolve it after a test is started, press the "Alt" + "F4" keys together on the keyboard to exit Internet Explorer and the test. Resolve the problem then restart the test by (as usual) double clicking on the Password Platform desktop shortcut icon. If this is done within 90 minutes the test will restart, no login is needed.

(1)	Shutdown and restart the PC and make sure all programmes (including Skype, email, Messenger etc.) and especially those that generate "pop up" messages are turned off.
(2)	Clear Internet Explorer's "cache". Click on the "Tools" tab in Internet Explorer, then on "Delete Browsing History", then on "Delete".
(3)	Double click on the Password Platform desktop shortcut icon. The Password Platform login page will be displayed "full screen" which minimises the chances of accidentally interrupting the test (see the section on "Test Interruption"). If it is not full screen, the shortcut has not been installed correctly and this must be resolved before running a test.
(4)	To take the Password test, enter a Password test login and password combination that has unused tests left on it, then click on "login".
(5)	If a pop up appears asking if you would like to store the password (that you just entered) do not do this (click on "Not for this site" or "No").
(6)	If you click on "check tests remaining", this will display a window with the test name and the number of tests remaining that can be run. It will not start a 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.
(7)	The test name will be displayed and the number of tests remaining that can be run.
(8)	Click on "start", then click on "continue" on the Password test welcome page.
(9)	Make sure that the details entered into the "candidate details" page are complete and accurate.

|	
(10)	The keyboard should then be placed out of the way unless needed for a Writing or Maths module (only the mouse is needed for the other test modules). This minimises the chances of accidentally interrupting the test (see the section on "Test Interruption").
(11)	When ready click on "continue" to start the test.
(12)	When the Password test has been completed and the Password Platform login page is displayed again, press the "Alt" + "F4" keys together on the keyboard to exit Internet Explorer.

4   Password Test Results

It is recommended that Internet Explorer 9 or above is used to access the test results. A minimum Internet bandwidth of 100 kbps is recommended.

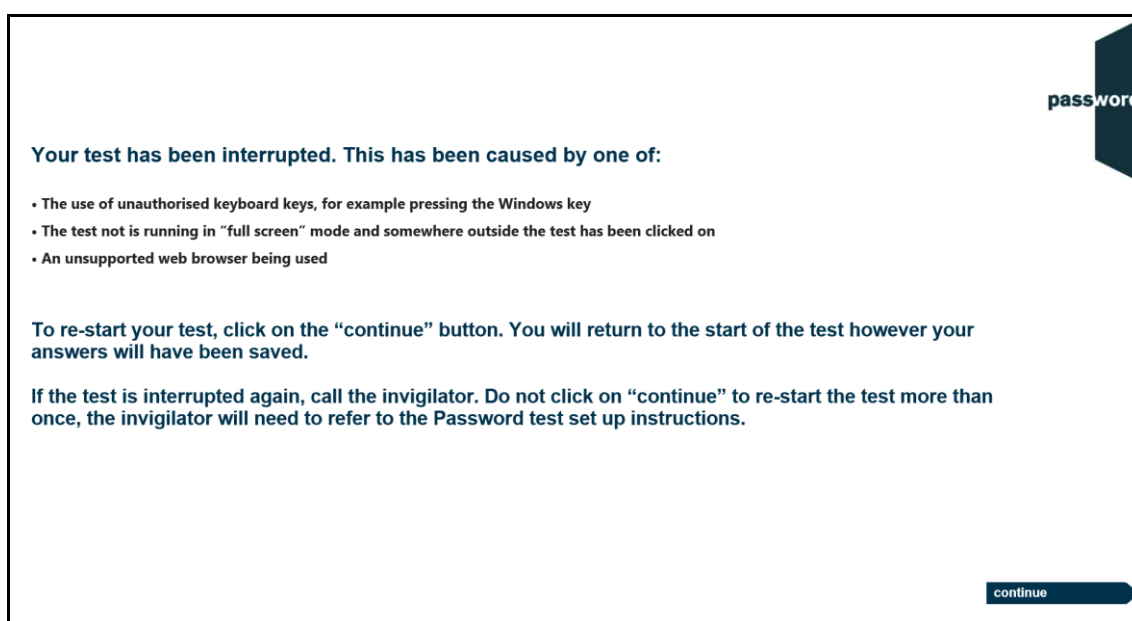|	
(1)	Start Internet Explorer and navigate to the Password website "www.englishlanguagetesting.co.uk". Click on "Partners" on the top right hand side of the home page, then on "Results Area". Enter your results login and password (this is different from the login and password used to run a test), then click "login". If you make a mistake or click on the "check tests remaining" you will get a message "Invalid login and/or password. Please try again.".
(2)	Search for the results you want by using the date range, test login, student name, date of birth, test location, student ID etc. fields. Leaving all fields blank will return all your Password test results. Click on "SEARCH". Your Password test results will appear on the screen. You can also download the results into a spreadsheet by clicking "DOWNLOAD TO EXCEL", and Password Writing module essays by clicking "DOWNLOAD ESSAYS TO EXCEL". Click on the icon under "View Record" to see detailed test module results.
(3)	To see the scripts submitted from Password Writing test modules click on "VIEW", then "VIEW" again. If you are marking these modules or entering an overall score you will have an icon under "Enter Score", click on it, enter the score and any notes you wish to make and click on "Save". If the Password Team are marking the modules, scores will be entered within a few days.
(4)	There are three ways to print certificates: - Click on "GET ALL CERTIFICATES" to print all that the search returned - Click on "DOWNLOAD" against a single result - Click on "GET CERTIFICATE" in the module detail view
(5)	If you have test results that you no longer wish to see click on "Archive" to hide them from view.
(6)	Click on "LOGOUT" when you have finished.

5   Test Interruption

Password tests run on the Password Platform which is designed to prevent cheating by test takers, in particular by accessing other applications whilst taking the test, for example opening an online dictionary or email program. The Password Platform detects access to anything outside of the Password test, judges this as an attempt to cheat and the test will be interrupted (stop until restarted). No other programs should be running and "pop up" messages must not appear when a Password test is being taken; clicking on these will result in the test being interrupted.

Password test PCs must be set up according to these instructions running "full screen" kiosk mode to minimise the chances of accidental actions by the test taker resulting in the test being interrupted. It is impossible to easily open other applications however Windows has a number of "shortcuts" available from the keyboard to access other programmes which cannot be blocked. These shortcuts are accessed by key combinations including the use of a special key such as "Win" ([image] or [image]), "Ctrl" ([image]) "Alt" ([image]) or a function key). This is not acceptable behaviour when taking a Password test and if one of these combinations is pressed by the test taker, it will be detected by the Password Platform and the test will be interrupted.

When taking a Password test, the keyboard is only needed to enter test taker's candidate details at the beginning of the test, and during a Writing or Maths module if the test has one. Otherwise the test taker should ONLY use the mouse, and the keyboard should be placed out of the way to minimise the chances of accidental interruption. They must be instructed to only use the keyboard to enter text, numbers and symbols.

Should a Password test be interrupted, a screen with the following message will be displayed.

If this happens the test taker can click on the continue button and restart the test, though some test time may be lost. Most answers will have been saved but those to questions in the section being worked on at the time the test was interrupted may need to be re-entered, and also the most recent parts of an essay.

The test will restart at the beginning and the test taker should "click through" completed Password test sections to the test section which was interrupted to complete the test.

If the test is interrupted and you believe that the test taker should not be allowed to complete the test, simply press the "Alt" and "F4" keys together to exit Internet Explorer.

If the test interrupted because it is not running in "full screen" mode (the desktop icon has not been set up as explained in these instructions), the problem must be resolved before restarting the test. Press the "Alt" and "F4" keys together to exit Internet Explorer. Resolve the problem then restart Internet Explorer from the desktop icon to re-enter the test.

If the test interrupted because an unsupported web browser is being used, the problem must be resolved before restarting the test. Press the "Alt" and "F4" keys together to exit the browser. Resolve the problem then start Internet Explorer from the desktop icon; a new test must be started using a new login code.

If clicking on "continue" does not restart the test as expected press the "Alt" and "F4" keys together to exit Internet Explorer and contact the Password team to restart the test. Alternatively, restart Internet Explorer from the desktop icon as usual and start a new test using a new login code and "click through" not answering questions to the Password test section which was interrupted. The test taker should then complete the test, and you should contact the Password team who will merge the two tests so there is a proper result.

6   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, two other options are available. Press the "Alt" and "F4" keys together to exit Internet Explorer, then restart Internet Explorer from the desktop icon as usual when taking a Password test.

Then either:
- Re-enter the original test login and password and then "click through" the test until the question or section being worked on is reached

Or:
- Contact the Password Team for a restart login
- Restart Internet explorer as usual when taking a Password test from the desktop icon
- Enter the restart login (which is case sensitive) into the "Login" field, no password is required, and click on "login"
- 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 and that some test time may be lost. Most answers will have been saved but those to questions in the section being worked on at the time Internet connection was lost may need to be re-entered, and also the most recent parts of an essay.