



**IOS @HOME TESTING
SET-UP GUIDE AND MANUAL**

TABLE OF CONTENTS

Software Installation	1
Step 1: Ensure that your devices meet the following requirements.	1
Step 2: Install and set up the GoToMeeting app on your smartphone or tablet.....	1
Step 3: Install the Safe Exam Browser on your PC	3
Step 4: Install the configuration.	4
Using the safe exam browser sketchpad	6
Before Check-In	7
Step 1: Prepare for the examination.	7
Step 2: Set up your PC.	7
Step 3: Set up your mobile device.....	8
Troubleshooting	9
Rules and Procedures	10
Check-In	10
Testing Experience.....	10
No Breaks.....	10
Communicating with the Proctor	10
Check-Out	11
Prohibited Behaviors	11

SOFTWARE INSTALLATION

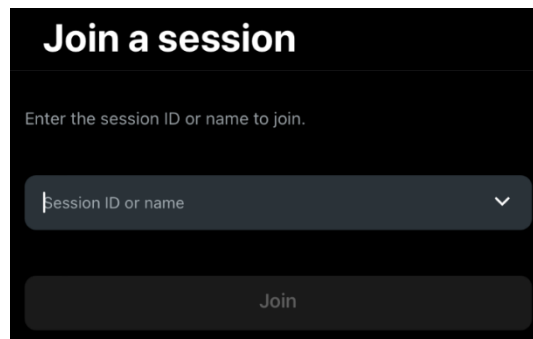
Step 1: Ensure that your devices meet the following requirements.

- **A mobile smartphone or tablet.** Your mobile device will be used to connect to videoconferencing software so that IOS can monitor you while you take the examination. Your device must meet the following requirements:
 - iPhone 5 or later running iOS11 – iOS 13
 - iPad 3rd gen or later running iOS11 – iOS 13
 - Android device running Android OS 5 (Lollipop) – Android 10
- **A desktop or laptop PC running Windows 8.1 (or later) OR macOS 10.13 (or later).** You will take the examination on your PC via Safe Exam Browser.
- **A reliable internet connection on each device.** Your mobile device and PC must be connected to the internet at all times. Your mobile device should have a 3G or WiFi connection. If you lose your internet connection at any time, you will be locked out of the examination.

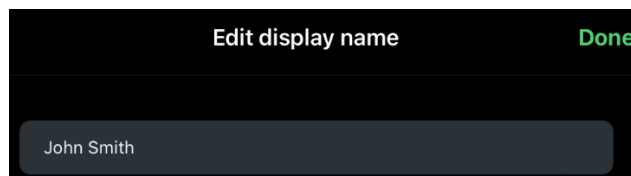
Step 2: Install and set up the GoToMeeting app on your smartphone or tablet

Apple:

1. Download the “GoTo” from the App Store: <https://apps.apple.com/us/app/goto/id1465614785>
2. A few minutes before the time of your exam, click “Join Meeting”. You do not need to make an account.
 - Enter the access code provided by IOS in the “session ID or name” textbox and then click “Join” button.



- The app will prompt you to enter a display name. Enter your full first and last name here and then tap “Done” to save.

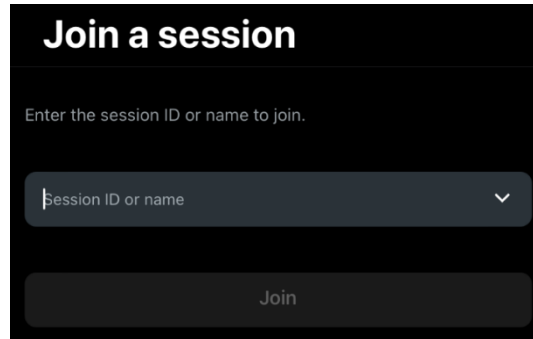


If you encounter issues installing this app, visit GoToMeeting’s support website:

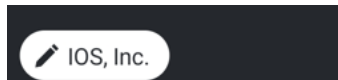
<https://support.goto.com/meeting/new-attendee-guide>

Android:

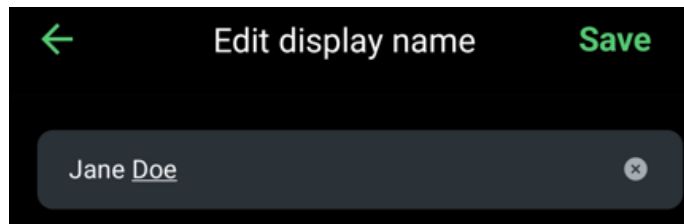
1. Download the “GoTo” app from the Google Play store:
<https://play.google.com/store/search?q=gotomeeting+app&c=apps>
2. A few minutes before the time of your exam, click “Join Meeting”. You do not need to make an account.
 - o Enter the access code provided by IOS in the “session ID or name” textbox and then click “Join” button.




- o Click on the pencil icon to edit the profile name.

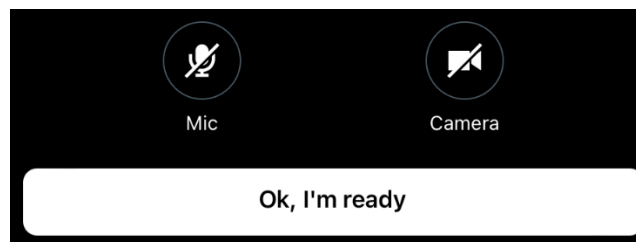


- o Type in your first and last name. Click ‘Save’



 *If you encounter issues installing this app, visit GoToMeeting’s support website:*
<https://support.goto.com/meeting/new-attendee-guide>

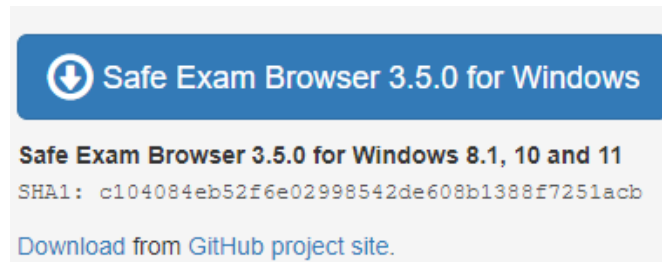
FOR ALL SYSTEMS: Activate your camera by clicking the “Camera” button. The app may prompt you for permission to access your camera and microphone. Allow access so the proctors can see and hear you. Then, click the button that says “Ok, I’m ready” to join the test session.



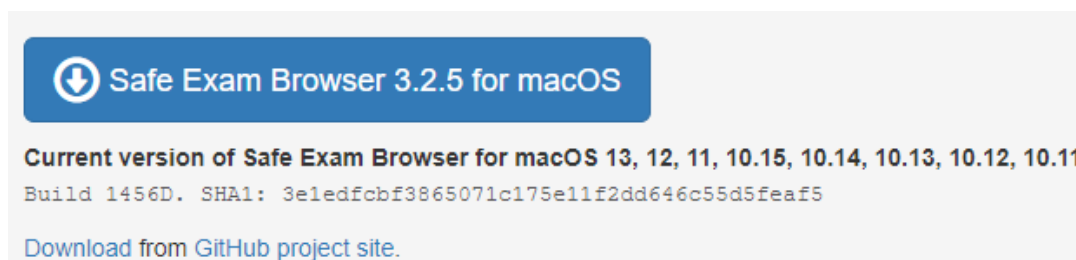
Step 3: Install the Safe Exam Browser on your PC

****DO NOT WAIT TO INSTALL THIS APP. Install the application at least a few days prior to your test session, Contact IOS (support@iosolutions.com) if you need assistance****

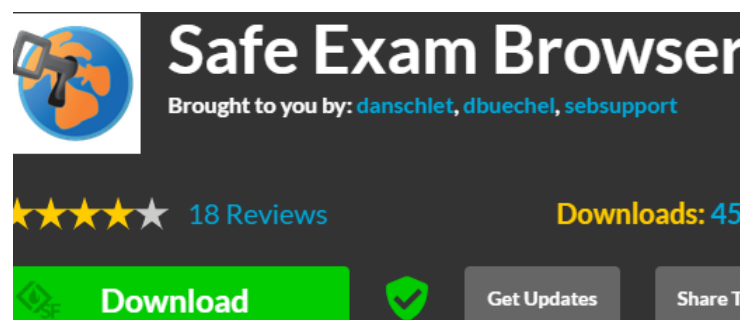
1. Open a browser window and navigate to the following link:
https://safeexambrowser.org/download_en.html
2. Choose the download option that matches your operating system (Windows or MacOS) and click on the blue banner.



OR



3. When the next window opens, the file should automatically begin downloading. If it doesn't, click 'Download'.

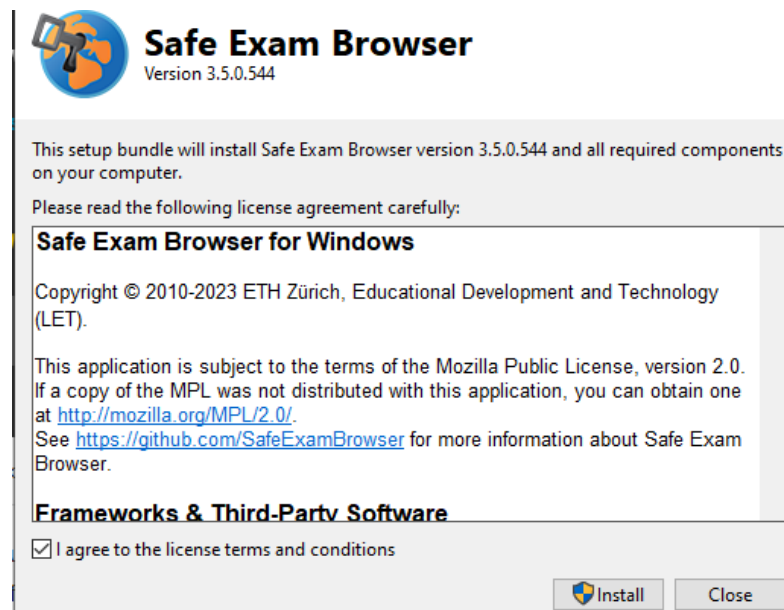


4. Click on your download to open and install.

Recent Downloads

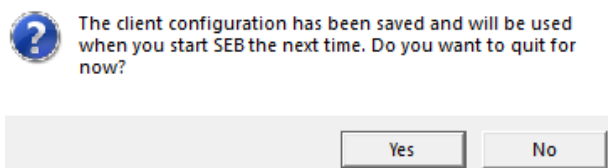


5. Check the box to agree to the license terms and conditions, then click 'Install'.




Step 4: Install the configuration.

1. Open a web browser and navigate to the following link:
<https://systems.iosolutions.com/SafeExamBrowser/SebClientSettings.seb>
 - This will download the SEB Client Settings application which will appear in your downloads folder. **This link configures the Safe Exam Browser. If you attempt to open the Safe Exam Browser without following this step you will get a configuration error.**
2. Open the file that just downloaded. On windows, this will prompt the following popup. Click 'No' if you are ready to log into IOS testing platform. Click 'Yes' if you will be logging into IOS testing platform later (i.e., your scheduled test date).



ON THE DAY OF YOUR EXAM: Find the SebClientSettings file on your device and open it. Be sure to close all open applications and unplug secondary monitors before launching the Safe Exam Browser.

The Username & Password will be provided to you by your proctor during the exam session.



Username

Password

Language English ▾

Remember Me

Login

[PS3 Support Hotline](#)

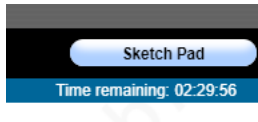


If you encounter issues installing this program, please contact IOS at support@iosolutions.com.

USING THE SAFE EXAM BROWSER SKETCHPAD

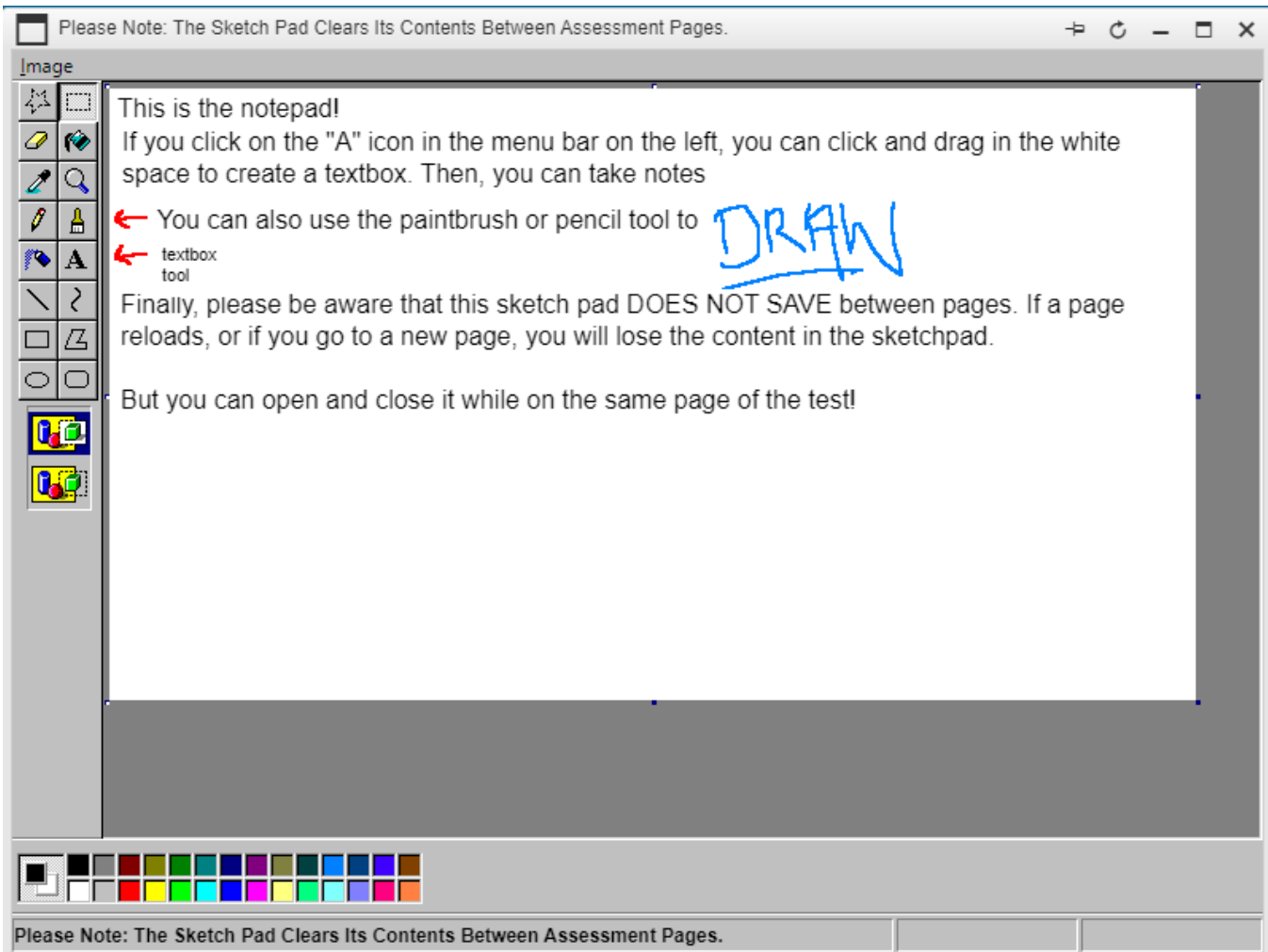
For some exams, you may wish to have a notepad available. There is a “sketchpad” available during the exam, below is a breakdown of how to use it:

The Sketchpad is in the top right-hand corner of the exam browser, just above your “time remaining”. The button looks like this:



When you open the sketchpad, you can write and draw as needed. **Please be aware that if the page refreshes or you load a new page of the test, the content of the sketchpad will be erased.**

This is what the sketchpad looks like in the testing application:



If you have questions about the sketch pad, please contact support@iosolutions.com before the exam. If you have questions during the exam, you can ask your proctor.

BEFORE CHECK-IN

Step 1: Prepare for the examination.

The test-taking process can be long and stressful for candidates, so it is important to have a comfortable environment in which to take the test. There are several important aspects to consider:

- 1. You must pick a testing location that is quiet and free from distractions.** Take your test in a closed room, away from any roommates or family members. Advise any roommates or family members to minimize noise while you are testing. If testing in a library, you **MUST** have a secure room away from the public.
- 2. Lighting and screen brightness should be bright enough to read comfortably without straining your eyes.** You will be unable to change your computer's display settings during the examination, so it is important that you set this up in advance.
- 3. Ensure that your room is at a comfortable temperature.** You will not be allowed to leave your workspace for any reason while you are testing, so it is important that your room is at a comfortable temperature prior to the start of the exam.
- 4. Your workspace should be clear of any materials except your mobile device and your PC.** You may not take notes on paper (you will have a space to type notes in the Safe Exam Browser) or use any materials other than your PC during the examination. The exam proctor will ask you to show a 360° view of your workspace using your mobile device during check-in, prior to the start of the exam.
- 5. Use the restroom before logging in.** Once the examination begins, you will not be allowed to leave your workspace for any reason. There will be no breaks allowed. If you have medical issues that prohibit you from sitting for the entire duration of the examination with no breaks, please contact IOS at support@iosolutions.com.
- 6. Plan to log in early.** The exam administration will begin promptly at its scheduled time. Make every effort to log in to GoToMeeting early so you have ample time to settle in at your workspace prior to beginning the test. If you are not present when the examination begins, you will be locked out of the GoToMeeting and forfeit your exam seat.

Step 2: Set up your PC.

- 1. Ensure that your PC is plugged into a power source.** If your PC shuts down during the examination due to battery loss, you will not be allowed to resume the examination.
- 2. Unplug any secondary monitors from your PC.** The SEB application will not allow you to log into the examination if you have more than one monitor connected to your PC. For laptops, you must use your laptop screen, or if you dock your laptop, you may use a single monitor. For desktop computers, you may only have one monitor plugged in. Again, all other monitors must be completely disconnected (not just turned off). If you connect a secondary monitor to your PC at any time during the exam administration, you will be kicked out of the examination and not allowed to continue.
- 3. Launch the Safe Exam Browser (SEB).** This will be installed on your PC as "Safe Exam Browser." To launch the application, search for it in your downloads. Ensure that this program is running on your PC prior to arriving for check-in. If you encounter issues with this program, please contact support@iosolutions.com or call 708-410-0200 for troubleshooting.

Step 3: Set up your mobile device.

- 1. Ensure that your mobile device is plugged into a power source.** IOS must always maintain video surveillance during the exam. The GoToMeeting app will drain a significant amount of your device's battery. If your video stream is interrupted for any reason, your examination will be terminated, and you will be removed from the exam session.
- 2. Place your mobile device in a position where the camera can capture your face and workspace.** Prior to testing, you will join a videoconference on the GoToMeeting app on your device. An IOS proctor will monitor you throughout the duration of the examination via this app. You may need to utilize a stand or other solution to ensure that your device remains upright and aimed at your face throughout the entire examination.

Prepare to join the @Home Testing GoToMeeting. You will receive an email 24 hours prior to the examination containing the meeting Access Code. When it is time to check-in to the exam, you will open the GoToMeeting app and enter the Access Code in the "Enter meeting ID or name" field at the top of the app to join the meeting.

TROUBLESHOOTING

Switching out of S mode in Windows 10

Windows 10 in S mode is designed for security and performance, exclusively running apps from the Microsoft Store. If you want to install an app that isn't available in the Microsoft Store, **you'll need to switch out of S mode**. Switching out of S mode is one-way. If you make the switch, you won't be able to go back to Windows 10 in S mode. There's no charge to switch out of S mode.

On your PC running Windows 10 in S mode, open Settings > Update & Security > Activation.

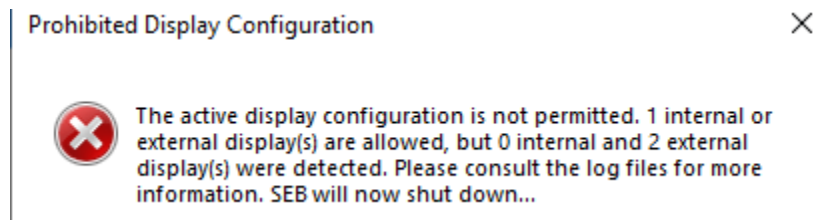
In the Switch to Windows 10 Home or Switch to Windows 10 Pro section, select Go to the Store.

*(If you also see an "Upgrade your edition of Windows" section, be careful **not to click** the "Go to the Store" link that appears there.)* On the Switch out of S mode (or similar) page that appears in the Microsoft Store, select the Get button.

After you see a confirmation message on the page, you'll be able to install apps from outside of the Microsoft Store.

Prohibited Display Configuration Error

If after attempting to run the Safe Exam Browser application and you receive this message:



Please unplug all secondary monitors, restart your computer, and relaunch the Safe Exam Browser. If it still occurs, try uninstalling and reinstalling the SEB only using a single monitor.

You have installed Safe Exam Browser (SEB), but it isn't configured yet.

The link in step 6 downloads the SEB configuration file, with the file extension **.seb** and this icon:



- Quit SEB using the quit button in the lower right of this screen (or keys ctrl-Q/cmd-Q).
- Open (double click) the **SEB configuration file**.
- If you click a link to configure SEB/start an exam, your browser or e-mail client may ask you to confirm opening the link with Safe Exam Browser, you must allow/confirm this.
- SEB will start and open the configuration file (or the configuration link).
- SEB will be configured; you can then choose to continue using SEB or quit for now.

RULES AND PROCEDURES

Check-In

Check-in will begin promptly at the scheduled exam administration time. At this time, you should join the GoToMeeting via your mobile device using the credentials emailed to you by IOS 24 hours prior to the examination. After you join the meeting, the proctor will check you in. The proctor will compare your face (observed via video) to your ID on file with IOS. The proctor will ask you to slowly and steadily show a 360° view of your workspace using your mobile device to ensure that it is free from other people and prohibited items*. If your workspace is not deemed satisfactory by the proctor, you will be asked to make modifications. If modifications cannot be made, you will be removed from the test session.

This request is to ensure the security and fairness of the testing environment for each candidate, and to maintain the integrity of the testing process. This is not a search of an individual's personal space, nor should it be considered as such. It is a review of the testing environment to ensure IOS' testing policies are being followed. **You have the option to opt out of the IOS @Home Testing process. You have read and understood these terms in the Test Security and Non-Disclosure Agreement and understand it is your responsibility to contact the agency for next steps.*

Testing Experience

After check-in, the proctor will review the rules and procedures associated with the testing process. You will then be provided with the log-in credentials you will enter in the Safe Exam Browser to begin your exam. When you enter the testing platform, you will first be asked to provide your personal information and then you will be provided with a tutorial regarding how to proceed through the exam. The examination will then begin and will be presented entirely via the Safe Exam Browser. You will take the examination at your own pace and will have the entire duration of the time limit to complete it.

During the exam administration, all candidates in the test session will be muted to avoid any distracting background noises. The proctor can unmute you at any time to monitor background noise occurring during your test session. If the proctor hears suspicious background noise at any time during monitoring, you may be removed from the examination.

No Breaks

Once the examination begins, you will not be allowed to leave your workspace for any reason. There will be no scheduled bathroom breaks or breaks for any other reason. Ensure that you have used the restroom prior to the scheduled exam administration time. If you have medical issues that prohibit you from sitting for the entire duration of the examination with no breaks, please contact IOS at support@iosolutions.com.

Communicating with the Proctor

If you need to communicate with the proctor for any reason during the exam administration, you will do so via your mobile device using GoToMeeting's chat feature. During the duration of the examination, the proctor may also send you messages to warn you about suspicious behaviors you may be engaging in or to communicate with

you for other reasons. On both Apple and Android devices, the chat feature is located in the upper right-hand corner of the screen. The chat feature looks like this:



Check-Out

All candidates will complete the examination at their own pace (within the given time limit). When you have submitted the final page and completed your examination, you will need to instant message the proctor using GoToMeeting's built-in chat feature. The proctor will reply to your message and then you may exit the session.

Prohibited Behaviors

Please review the *Test Security Agreement and Non-Disclosure Agreement* you reviewed and agreed to during the registration process. This document lists prohibited behaviors and their associated penalties/actions. These behaviors include, but are not limited to:

- Attempts to copy or record any test materials through any medium, either for yourself or to provide test content to any other party, amounts to criminal activity. IOS and the client agency will fully investigate and bring charges against anyone who attempts to steal IOS' test content.
- Attempts to cheat will result in immediate expulsion from the test. Violators of cheating will be disqualified from the application process. IOS records all cheating behaviors to candidates' permanent records and shares this information with other hiring agencies.
 - You may not use the spelling aids, calculators, or any other aids during the test.
 - You may not communicate with anyone during the test administration.
- Video surveillance must be maintained at all times. Should you disable video monitoring, lose connection, or walk away from your device, IOS will disable your examination and you may not be able to continue with the testing process.
- Note-taking on paper or writing down any information is not allowed during the examination. Any note-taking on paper will be seen as an attempt to copy exam information and will result in your immediate dismissal from the testing process. You will have access to a note-taking feature in the Safe Exam Browser where you will be allowed to type notes during the examination.

The Safe Exam Browser will not allow you to access the internet or any other computer features while it is running. We have embedded numerous technologies to ensure that the content of our examinations is safeguarded. IOS and its partnering agencies will fully investigate any occurrences of violations and/or criminal conduct during the examination process. Violators will be prosecuted to the fullest extent of the law.



Need help? For general inquiries, technical issues or troubleshooting, contact support@iosolutions.com. IOS can also be reached via telephone at 708-410-0200.



Industrial/Organizational Solutions, Inc.
Public Safety Selection Experts
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