Dear Candidate,

Please read this email carefully as it contains important reminders and information for GAMSAT Online May 2020.

Please ensure you have completed the following steps before your scheduled test bookings:

1. Booked your GAMSAT tests with ProctorU.
2. Completed the technical readiness check with ProctorU. (You are solely responsible for making sure that your computer meets the technical requirements and you are responsible for checking that your computer set-up and internet connection is compatible with the remote monitoring by ProctorU).
3. Saved a PDF copy of your Admissions Ticket to the desktop on your device.
4. Have an accepted form of identification.
5. Downloaded the ACER test application.
6. Ensure your workspace is uncluttered and free of prohibited items.
7. Ensure you have a mirror or other reflective device.

BEFORE THE TEST:

Please log into your ProctorU account at least 15 mins prior to your scheduled testing time to ensure you can log in successfully.

Once you are connected to a Proctor, you will be asked to read the following text, then type “Agree” into the chat box provided. Please read and familiarise yourself with this text so you’re aware of what you’re agreeing to before undertaking GAMSAT Online:

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- Candidates are not permitted to access any other software or materials during the test.
- Candidates are permitted to have two sheets of A4 sized scratch paper per test session.
- Your testing time will be 60 minutes for section 1, 65 minutes for section 2 and 120 minutes for section 3. Your test time per section will include reading time plus any extra time that you have been granted by ACER. Your testing time will be displayed on the countdown timer once you have started the test.
- A process check will be completed at the start of your test to ensure you do not have any unpermitted programs running on your computer.
- You are not able to leave the test room during the test without permission from your online proctor.
- You will be able to use the bathroom during the test but you will need to seek permission from your proctor first. Your identity will be verified and your test room scanned again after each toilet break. No additional test time is given for bathroom breaks.
- You will need to keep the webcam clearly directed at your face during testing time, unless otherwise instructed by your proctor.
- Please ensure you read the instructions at the beginning of the test before you start.
- You must be in a private room and no pets or persons in the room. All acts of suspected misconduct by candidates will be reported to ACER. Consequences for misconduct include cancelling your registration and/or disqualification to sit the test in future, and the withholding of your test results.
DURING THE TEST:

If you experience any issues (for example, technical or connection problems) during your test session, you should communicate these to your proctor immediately so that they may be resolved. It is possible that your test session may need to be rescheduled within the test window.

While ProctorU will notify us of any such cases, we also ask that candidates who do have technical issues and lose time to please also contact the GAMSAT Office by email immediately after your test so that we can review your sitting. Please provide as much information as possible. Your case will be investigated based on the ProctorU test session records, ACER online test logs, and any information provided by you in writing. ACER will take appropriate actions to rectify the issue within the test window.

**Please note if you do not inform the Proctor AND the GAMSAT office to alert us that you encountered technical difficulties within the test window, we will not be able to rectify the issue. The GAMSAT office will not contact you directly.**

Your entire test session will be recorded by ProctorU including your chat logs with proctors, the video recordings of your webcam and your computer desktop, and ACER will have access to the full records.

The Proctors work for ProctorU and not for ACER therefore ProctorU staff are unable to advise on refund or deferral queries.

AFTER THE TEST:

Only contact the GAMSAT office if you have experienced technical difficulties during your test (gamsat@acer.org).

Please be patient while we process results once the testing window has ceased. You will receive an email from the GAMSAT office when your results are available for download through your online ACER account. ACER will not enter into appeals against test results for test sessions sat by remote proctoring where there has been no incident report or issue raised by ProctorU and yourself during the relevant test window.

Thank you for your patience and understanding during this unprecedented time while we put the GAMSAT test online, we wish you all the best for the test!

Regards,

The GAMSAT Team
ACER
gamsat.acer.org