Written Communication
Remote Proctoring Guide

9 & 10 March 2024

Please Note: This document has been designed to work in combination with the GAMSAT Information Booklet. Test takers should review the contents of both booklets as they prepare to sit GAMSAT in 2024.

Contents

Before the Test:

Getting Started: Steps to Take Before the Test Day

1. **Invitation:** You will be sent an invitation by the GAMSAT Office inviting you to book your test with ProctorU. This invitation is unique to each test taker and should not be shared. It will allow you to create a ProctorU account (if you don't already have one) so that you can schedule your Written Communication session. If you do already have a ProctorU account, you will be asked to login to your existing account.

2. **Schedule your test:** Once you have received your ProctorU invitation containing your unique session link you will be able to log in or create your account and schedule your exam

3. **Institution:** Please make sure you select '**GAMSAT-ACER**' as your institution under 'Enrolments' when you begin booking your test.

4. **Download Guardian Browser:** All test takers need to download the Guardian browser. This browser is required for your assigned proctor to communicate with you during your test. It will also allow them to monitor your session and complete all the required room and computer checks during the exam.

5. **Check your Equipment:** Test your equipment to make sure your system is compatible with ProctorU. Click here to see a full list of requirements.

6. **Find an acceptable place to take your exam:** The environment needs to be quiet, well-lit, and away from other people. Your desk area needs to be free of any materials not allowed during the exam. Make sure you use a desk or table you are not able to complete the test from a bed or lounge chair.

Creating a ProctorU account

Click on the link in your ProctorU invitation to create your ProctorU account.

Important: When you create your account with ProctorU, you **MUST** use the same email address that you have used in your registration for the GAMSAT. This will ensure that your test booking, and identity can be verified when you sit the test by remote proctoring.

NOTE: If you have an existing ProctorU account and previously selected an institution other than GAMSAT-ACER you can log into your account and add 'GAMSAT-ACER' to the enrolment in your account settings.

Select your time zone:

Set your time zone based on where you will be when you take the test, your selected time zone should reflect this for example:

Scheduling your Test session – Step by step

1. Once you have received your invitation from ProctorU you will be able to log in to your ProctorU account and select 'Schedule New Session'.

2. Select 'GAMSAT-ACER' for the institution and the relevant choices for the following selection boxes.

3. Choose the date and time you'd like to take the exam and click **Submit**.

When scheduling your exam, pay attention to the time you are choosing if you select 12AM you are scheduling for Midnight (AM = Morning, PM = Afternoon).

Please account for anywhere from 10 to 30 minutes to complete the start-up procedures in addition to the time you'll spend in your exam. This is the time it takes to verify your identity, secure your environment, and get you started sitting the GAMSAT. The start-up process does not take any time away from the time you're allowed in your exam.

Your test timer does not start until you click 'start test' when you are sitting GAMSAT.

No Shows

When within the test window ProctorU reservations remain active in your account for 30 minutes after your scheduled time. If, however you pass the 30 minute window, and do not log into your ProctorU account to complete your test, you will be considered absent or a 'No show'.

All test takers are permitted 1 'No show', to reschedule you will need to contact the GAMSAT Office by email, all rescheduled 'No show' sittings are required to pay a fee to finalise the new booking.

No show fees are payable prior to a rescheduled session booking being made. Your booking must be rescheduled and completed within the advertised test window.

No show fees		
150 AUD	90 EUR	76 GBP

Rescheduling

If you log into your session at your scheduled time but encounter technical difficulties and are unable to complete your test, you are **not** considered a 'No show' and are able to reschedule your test free of charge as many times as is necessary.

Please contact the GAMSAT office for assistance in rescheduling within the test window.

Up to 3 days before the start of the test window all test takers may reschedule their sessions with no additional charges.

Please follow the steps below:

      a.   Log into your ProctorU account.
      b.   Select your Term and the Exam you're taking.
      c.   Choose the date and time you'd like to take the exam and click Submit.

Technical Specifications

To sit the GAMSAT via remote proctoring in 2024, you will need to use a desktop computer or laptop. iPads, tablets, or mobile phones are not suitable. Please review the list of requirements below for your camera, operating system, upload/download speeds, RAM, ports, microphones, and browsers.

Generally, a desktop device with a webcam will be a superior option to a laptop, however there is nothing wrong with sitting the test using a laptop. We would recommend you use an external mouse as track pads will be difficult when in test conditions. If you use a laptop, for best results it is recommended it be a 15" screen or larger. However, a 13" screen will be acceptable, it will simply mean that you will have to scroll more to see the information in the question stimulus. Please ensure that your screen resolution is set to a minimum of 1280 x 1024.

You will also need:

- A functioning microphone (some web cameras have them built-in)
- ACER Test App
- [Guardian Browser](#)

For more information check out the ProctorU website: [Equipment Requirements and Help](#)

Requirement type	Minimum	Recommended
Internet connection	Wi-Fi connection	Wired connection
PC users	Windows 10 (Windows 10 s mod is not supported) Guardian browser requires 64-bit windows 10	Windows 10 (Windows 10 s mod is not supported)
Mac Users	MacOS 10.13 (Oldest Still Maintained Version)	MacOS 10.15
CPU	More than 2 core CPU (less than 85% CPU Usage)	More than 4 core CPU (less than 50% CPU Usage)
Webcam	640x480 resolution	1280x720 resolution
Internet Download Speed	1Mbps	12Mbps
Internet Upload Speed	1Mbps	3Mbps
RAM	4 GB (less than 95% Ram Usage)	16 GB (less than 90% Usage)
Connectivity Ports	1935, 843, 80, 443, 61613, UDP/TCP **(See below**)**	
Screen Resolution	1366 x 768	1920 x 1080 and above
Web browser	Guardian browser [download]	
Microphone	Functioning microphone (webcam or desktop) (Microphone should not be part of the headphones)	

**Connectivity ports
To successfully allow ProctorU to connect to your computer and you to ProctorU your internet connection must allow communication on the ports listed. The easiest way to check if your connection will work is to use the automatic checker provided in your ProctorU account.
Log into your ProctorU account and click the button that says, "Test Your Equipment."
Please note: The automated equipment check does not guarantee your equipment's functionality on exam day.

What technology is NOT Supported:

Here is a list of technology not currently supported by ProctorU.

- Google Chromebooks
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Smartphones
- Linux operating systems
- Windows 10 and 11 in S mode or Surface RT
- Microsoft Edge browser
- No running inside a virtual machine. You will be asked to reconnect using your host operating system to take your test.

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If your equipment does not pass the technical readiness checks and the issues cannot be resolved by ProctorU's live technicians, you should source another test location and/or computer/equipment and complete the technical checks again.

Technical Troubleshooting

Internet Connection/Bandwidth

Testing with ProctorU requires a strong and stable internet connection to support screen sharing and remote proctoring software. Issues with stability or speed may prevent you from testing or may cause issues during your exam. Try some of the tips below if you're experiencing issues with your internet.

Recommended Minimum Speeds
- Download: 1 Mbps
- Upload: 1 Mbps Test Internet speeds

Note: Hotspots and tethering are not supported due to stability issues

- **Tips for Improving Your Internet Connection Speed**
  Make sure no one else is using the internet while you're testing. Things like watching Netflix/YouTube or playing online video games, will slow down the connection and may disconnect you from your exam.

  Unplug your router and modem for at least 30 seconds. Plug the modem back in and wait 60 seconds, then plug the router back in and wait 2 minutes. Restart your computer. Test your internet connection again.

  If on Wi Fi, connect via ethernet cable or move as close to the router as possible. *(Keep in mind that no one else can be in your room!)*

- **Troubleshooting your microphone:**
  A Microphone is required for your exam so the proctor can hear you. If your microphone is not working, try some of the troubleshooting steps found on the ProctorU website.

- **Troubleshooting your webcam/camera:**
  A camera is required for your GAMSAT so that the proctor can monitor your testing environment. If your camera is not working, try some of the troubleshooting steps found on the ProctorU website.

Test your Equipment.

You must pre-check your equipment by performing a Test Your Equipment check through ProctorU. Test using the computer and internet connection that you plan to sit the test with at the location you will be doing the test from. Network firewalls at public locations such as schools, universities, workplaces, or libraries may prevent access to ProctorU on your test day and the equipment test may not detect the firewalls. Computers provided by a workplace, school or institution may also have settings that prevent you from sitting the test. For these reasons you are advised to sit the test using a personal computer connected to your home network.

To complete this step, log in to ProctorU, on the ProctorU homepage, click on the Test Your Equipment button.
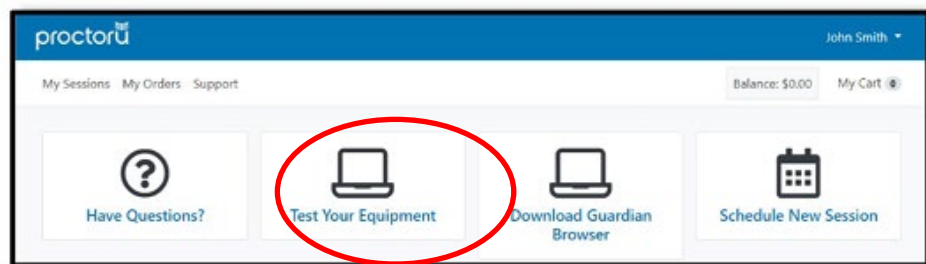
Guardian Browser

All Test takers must download the only supported Guardian browser, prior to their GAMSAT sitting. This browser is required for ProctorU to complete all the checks and view the Test taker during the test.

To complete this step, log in to ProctorU, on the ProctorU homepage, click on Download Guardian Browser run the downloaded file to install Guardian Browser.
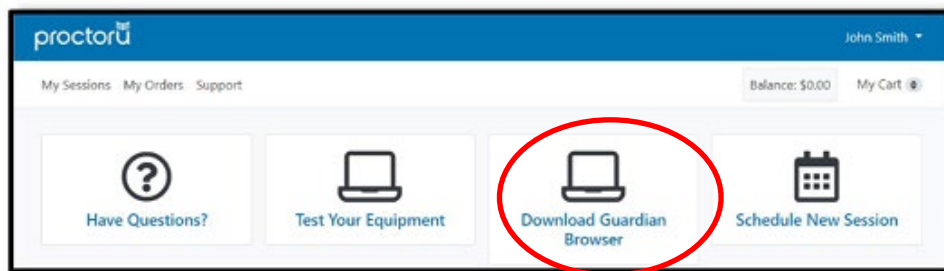
ACER Test App

To complete the GAMSAT you are required to download the ACER Test App. This is a secure platform that houses the test itself. **All test takers will use their ACER account username and password to access their test on the test day**.

To sit the test by remote proctoring, you must install the ACER Test App on the device that you intend to sit the test with. Please use the appropriate link below to download and install the ACER test app.

If you have a previous version of the ACER Test App installed on your computer, **you must uninstall it first**.

To install the Test App, click on the relevant link below:

- for **Windows 7 or higher**
  https://registration.acer.edu.au/redirections/tavas-app/os/windows
  1. Double click on the exec file to install this version.
  2. If you see the message *"Windows protected your PC"* > click *More Info.* When a new message open > click *Run Anyway*

- for **Mac OS X 10.10 or higher (most common)**
  https://registration.acer.edu.au/redirections/tavas-app/os/osx
  To install MAC version - right click in the DMG file and click OPEN

- for **Apple Mac** with the **Apple M1 chip & newer**
  https://registration.acer.edu.au/redirections/tavas-app/os/osx-arm64 If Mac Gatekeeper blocks the ACER Test app, please follow these instructions.

Please note you are neither required nor able to log in to the ACER Test App until your scheduled test session. If you are unable to install the ACER Test App on your computer the cause could be, but not limited to, firewall or antivirus. Please note these restrictions are beyond ACER's control.

IMPORTANT: Ensure any remote controlling software such as TeamViewer, VNC and Apple Remote Desktop have been disabled or uninstalled before you sit the test. The use of any such programs will be deemed a serious act of misconduct, resulting in the cancellation of results and a possible disqualification.

GAMSAT online platform DEMO

For you to familiarise yourself with the online delivery platform, the GAMSAT Office has made available some questions from existing preparation material for you to navigate and explore.

The purpose of the DEMO is not to provide you with additional practice questions. It is to provide you with the opportunity to familiarise yourself with the online test delivery platform, so you know what to expect when you undertake the GAMSAT test.

Please note none of the questions that appear in the DEMO will be marked. This is for

familiarisation of the delivery platform only, so please do not contact the GAMSAT office seeking feedback or results.

If you exit at any point without completing a section, you will be redirected back to the same question once you revisit the link. There is no limit on how many times you can access the online platform DEMO.

GAMSAT Checklist

Step 1 Register to sit GAMSAT.

Step 2 Receive invitation link from the GAMSAT Office for Written Communication.

Step 3 Using the invitation link, create or login to your ProctorU account.

Step 4 Schedule your Written Communication test session.

Step 5 Complete all the technical checks with ProctorU.

Step 6 Complete Written Communication on the 9 or 10 March with ProctorU.

Step 7 Receive your admission ticket for the Humanities and Biological Sciences sections.

Step 8 Attend your registered test centre on the weekend of 22 – 24 March. In either the morning or afternoon, to complete the Humanities and Biological Sciences sections.

Step 9 Wait for your results – released in May 2024.

On the Day of the Test
Pre-test set up.

Before taking your test ensure your workspace is ready. Your space must be private and quiet, with a suitable desk and chair. You must have a clean and clear area that does not have notes or books or clutter on, or around it. Dual monitors are not permitted, if you have one you will need to disconnect it and cover it with a sheet or similar.

Please watch this **short video** of what to expect in a proctored test session with ProctorU.

Taking Your Test

Once your space is ready and it is time to take your GAMSAT, you will need to log into your **ProctorU** profile.

You must have the following permitted items with you:

- Your Admission ticket which will need to be open and visible on your desktop for checking by your proctor.

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- Acceptable current and photo-bearing identification document e.g. current passport or driver's licence
- A clear water bottle (no labels attached)
- Mirror or another reflective device
- 2 sheets of blank A4 sized paper or an erasable whiteboard
- Whiteboard marker or pen/pencils
- Pencil sharpener/Eraser

Test Takers with Reasonable Adjustments

If you have been approved for Reasonable Adjustments, you will receive a notification from the GAMSAT office. Have this with you for your session and show it to your proctor if asked. The GAMSAT Office will update your ProctorU account with your allowances, and will add any additional time to your test via the ACER Test App.

Please note: Proctors cannot adjust the timer on your test, if you think there has been an error, please complete your test with the time provided and email the GAMSAT office after the session. Following an investigation, if an error is found, your test can be re-opened and time returned.

Beginning Your Test – Step by step

This process will likely take between 10 to 30 minutes unless you experience technical difficulties which means it could take an hour or more in severe cases. Be sure to test your equipment before the test day to minimize the chance you'll have technical issues. If you do have technical issues, ProctorU support will do what they can to assist you with fixing your equipment. This time is not subtracted from the time you're allowed in your test – try not to panic and stay calm.

1. Log in to your ProctorU account 2-3 minutes before your scheduled appointment and click Start Session when the countdown timer reaches 0:00:00.

2. **Pre-checks:** If you don't already have the ProctorU extension, you'll be prompted to download it. You'll be required to accept exam guidelines and terms of service. The browser will prompt you to share your screen, a required part of being proctored online. You'll be automatically guided through a series of equipment checks to make sure your system meets minimum requirements.

3. **Photos & Authentication:** You'll be prompted to take a photo of yourself as well as your ID for identity verification purposes.

4. **Chatbox download:** You will be prompted to download and run a LogMeIn Rescue applet file that will bring up a chat box allowing you to text with your proctor. If prompted, be sure to click "open" or "allow" to give the file permission to run. When the chat box says "waiting," it means that you are in the queue waiting for your proctor. **TIP:** If your status shows "waiting", do not re-download the applet file as that will put you back at the end of the queue.

5. **Proctor Connection & Confirmations:** Your proctor will greet you and confirm that you passed your identity verification steps. You'll review the exam rules with your proctor, and they'll ask to see any permitted resources that your instructor has allowed you to use during your exam.

6. **Remote System Check:** Your proctor will ask to take remote control of your mouse and keyboard via the Guardian browser to make sure no unpermitted programs are running. You will be able to see everything that your proctor is doing during this step, and it is impossible for them to access any files without your knowledge.

7. **Camera Pan:** Your proctor will ask you to show the 4 walls of your room as well as your desk space via your webcam. You may or may not also be asked to show your computer monitor. Your proctor will make sure your cell phone is out of reach. Navigating to the Exam & Password Entry: Your proctor will then direct you into your LMS or exam delivery system so that he or she can unlock your exam with the password we've been provided by your instructor.

8. **Take Your Exam:** Your proctor will release control of your computer and you'll begin your exam when you're ready.
   NOTE: Your webcam view and your screen will be recorded for the duration of your exam.

Finishing your Test Session

9. **Alert the proctor when finished after submitting:** After you have submitted your exam, let your proctor know through the chat box that you're finished. You will be required to tear up your scratch paper or show your blank erased whiteboard before exiting the test session.

10. **Log out of your exam site and browser:** Your proctor will observe you logging out of the test website and close out of all browser tabs.

11. **Close the Guardian browser and ProctorU chat box**: This will end your session with ProctorU. Once these close, you'll be invited to complete a customer satisfaction survey.

You're all finished!

After your Test

GAMSAT results will be released to applicants in May 2024. You will be notified by email when your results are ready.

A Statement of Results (SOR) PDF will be available in your ACER account under your March 2024 registration. ACER does not provide hard copies of results; you are advised to save and print a copy of the Statement of Results for your records.

ACER will contact you if there is any action required to make results available to universities for the purpose of selecting applicants into their programmes.

What do I do if I experience technical or connection problems during my test session?

Test takers who have technical issues that cannot be resolved by the proctor, may be directed to ProctorU technical support. They will do what they can to assist you to get your computer working and re-enter your test session. **Please stay online with them, follow their instructions, and do not disconnect from your ProctorU session.**

If, however they cannot resolve your issues please let the GAMSAT Office know immediately, so that we can review and investigate 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. The GAMSAT Office will take appropriate actions to rectify the issue within the test window. Depending on the outcome of the investigation this could include, your session being rescheduled, your test being re-opened, or your session being reallocated to a test centre.

Proctors are not able to add time to your test. If you lose time, take a note of how much, notify your proctor via the chat function and keep working. Finish and Submit your test. Then email the GAMSAT Office immediately.
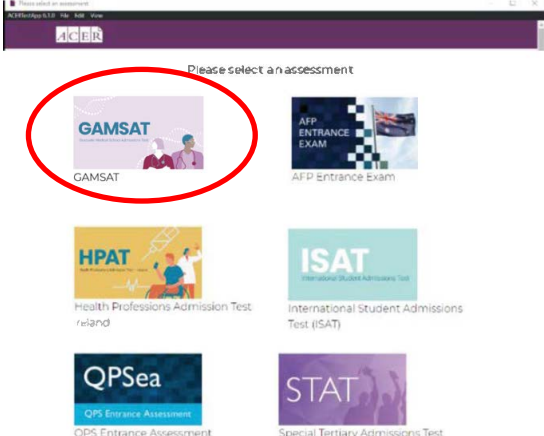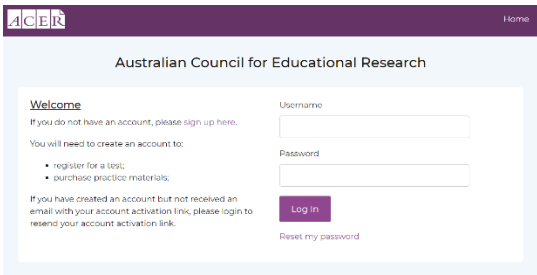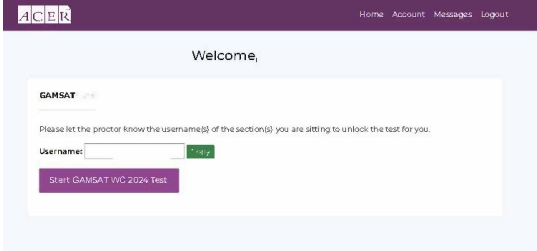
IMPORTANT: The test timer is located within the ACER test app. It is up to the test taker to manage their time; proctors will not prompt you with warnings for test timings.

ProctorU Support

If you need immediate assistance, please access your [ProctorU Account](#) and use the Live Chat feature.

If it is not an urgent request, please enter the details through the [support website](#) and a member of ProctorU support staff will respond as soon as possible. (Response times will fall within 24-48 hours)

Appendix: Starting the test, on the test day.

Step 1: Login to you ProctorU account at your scheduled time. Follow the steps to launch your test session. Start the ACER Test App when the proctor instructs you.	Please watch this **short video** of what to expect in a proctored test session with ProctorU.
Step 2: When the ACER Test App starts, you will see the following homepage. Click on the GAMSAT tile.	
Step 3: Log in using your ACER account username and password.	
Step 4: Once logged in, your username (i.e. email) will appear in the text box. Copy and paste this into the chat box for your proctor to use to unlock your allocated test.	
Step 5: After you have logged in, you will see the following page. Wait for your Proctor to unlock the test for you.	
Step 5: You will know when your test is unlocked as the button will go green.	

Step 6:	
Once your proctor confirms that test has been unlocked, if the button remains red you may need to refresh the ACER test app by using **Ctrl+R** or **Click on View --> Reload on the menu bar**. Once the button is green and your proctor says you may start, you should click on the test to begin. Make sure you read the test instructions and be advised that the test timer will start as soon as you click 'Start test'.	GAMSAT 2024 **Written Communication** 2024 Last updated: 2nd February 2024, 04:12pm