

**\*toeic®**

*Candidate  
User  
Guide*



**Take your TOEIC® test**  
*with remote proctoring*

# Table of Contents

<b>1. Steps to take your TOEIC test with remote proctoring</b>	1
<b>2. STEP 1: Register for a test date</b>	2
<b>3. STEP 2: Technical configuration</b>	11
3.1. Checking your equipment	15
3.2. Connection link receipt	24
3.3. A piece of advice: organise your test environment	25
3.4. Summary of emails sent by ETS Global	25
<b>4. STEP 3: Taking the test</b>	26
4.1. Test introduction	26
4.2. Checking your equipment	27
4.3. Verifying your identity and environment	32
4.4. Test start: administrative questions and instructions	36
4.5. How to navigate the test	37
<b>5. STEP 4: Getting your scores</b>	39

---

For more information, visit us on the web at [www.etsglobal.org](http://www.etsglobal.org) or contact your local ETS Preferred Network office. A list of local ETS Preferred Network offices can be found on the web at [www.etsglobal.org](http://www.etsglobal.org). If there is no ETS Preferred Network office in your country, please contact us at:

**ETS Global** - 24 rue Chauchat, 75009 Paris, France

Tel.: +33 (0)1 40 75 95 20

E-mail: [contact-emea@etsglobal.org](mailto:contact-emea@etsglobal.org)

[www.etsglobal.org](http://www.etsglobal.org)

# 1. Steps to take your TOEIC test with remote proctoring



You are taking this test as part of a course at a training organisation or academic institution



You will start at **Step 1**

You are a student, working or looking for a job



Depending on the choice made by your training organisation or academic institution, you will start either at:

**Step 1**

If you have the option of choosing your test date.

**OR**

**Step 2**

If your test date has been set already.

## 2. STEP 1: Register for a test date

As part of your registration through your professional training organisation or academic institution, you will take the TOEIC test with remote proctoring.

If your institution has set a window to take the test, you may choose your own test date.



You will receive an initial email from ETS Global with the following subject: **A TOEIC test voucher has been created for you.**

Click the **“Register for a test with my voucher”** button.

The screenshot shows an email from ETS Global. At the top is the ETS Global logo, with 'GLOBAL' and 'A subsidiary of ETS' below it. The email is addressed to 'Dear [redacted]'. The main text states: 'A voucher has been created for you by your language school or academic institution. This voucher allows test takers to register for the TOEIC® Listening, Speaking, Reading, Writing tests in Institutional Program, on a computer with remote proctoring.' Below this is a bullet point: 'Candidate information: [redacted]'. The email continues: 'Your voucher is valid for a registration to a test session before 24 October 2025. For France only: TOEIC as part of the CPF (Compte Personnel de Formation) - in a test center or remotely: **Please register for a test date close to the end of your CPF training, without taking into account the expiry date indicated above.** TOEIC excluding CPF - in test center: To ensure availability, **please register no later than 30 calendar days before the expiration date indicated above.**' A blue button with the text 'REGISTER FOR A TEST WITH MY VOUCHER' is highlighted with a yellow oval. Below the button, it says: 'Please open the above link with Google Chrome or Mozilla Firefox. Following your registration, you will receive a confirmation email. Best regards, The ETS Global Team'.

You will then be directed to the ETS Global site to select your test date.



**Note:** Please be aware that you will need **to log in 45 minutes before the test time**. If you choose to take a test at 2:00 pm, you will need to be logged in by 1:15 pm on the day of the test.

Find the nearest test session.

# TEST REGISTRATION

## CHOOSE YOUR TEST

### TOEIC® 4-Skills Tests

The TOEIC® Listening, Speaking, Reading and Writing Tests measure listening, speaking, reading and writing skills in English, in the workplace, from beginner to advanced levels.

**Institutional Programme**  
The TOEIC® Listening, Speaking, Reading and Writing Tests measure listening, speaking, reading and writing skills in English, in the workplace, from beginner to advanced levels.

[See a Score Report](#)

**Test format**  
On computer Remote proctoring

## THE NEXT SESSIONS

From... 24/10/2024

04 Nov 9:00 AM	TOEIC® 4-Skills Tests Online	€0.00 <a href="#">REGISTER</a> Only 247 seats left available ! There are 18 hours left to book
04 Nov 9:30 AM	TOEIC® 4-Skills Tests Online	€0.00 <a href="#">REGISTER</a> Only 249 seats left available ! There are 19 hours left to book
04 Nov 10:00 AM	TOEIC® 4-Skills Tests Online	€0.00 <a href="#">REGISTER</a> Only 247 seats left available ! There are 19 hours left to book
04 Nov 10:30 AM	TOEIC® 4-Skills Tests Online	€0.00 <a href="#">REGISTER</a> Only 246 seats left available ! There are 20 hours left to book

Your test time is indicated on the summary page. On the day of the test, **log in to take the test at the time indicated on the registration confirmation email.**

Once you have filled in all the information, click “**VALIDATE**”.

Find the nearest test session.

# TEST REGISTRATION

← back

## SUMMARY

All information about the chosen session

### TOEIC® 4-Skills Tests

Institutional Programme On computer

Date and times of the session:  
**Monday, November 4th, 2024**  
Convocation Time: 9:45 AM  
Session Start Time: 10:30 AM  
Estimated Exit Time: 1:17 PM  
Test Duration: 2h20

Testing site address:  
**Online**

TOEIC® 4-Skills Tests	0	€0.00
-----------------------	---	-------

**Total** €0.00

## CANDIDATE'S INFORMATION

Your personal information and choice of options.

**CANDIDATE 1**  
Fill required information

\*Required fields

First name\*

Test

Email\*

test@gmail.com

Country

+33 Phone number

Birth name\*

Test

17/10/1966

### Additional options

Digital Score Report 1 €0.00

### Discounts

☒ None

### Shipping Information

Your scores and digital results certificate will be available in your online account within 10 working days of your test date. You will also be notified by email.

**VALIDATE**

**VALIDATE**

Then click “NEXT STEP”.

Find the nearest test session.


TEST REGISTRATION

← back

SUMMARY

All information about the chosen session

TOEIC® 4-Skills Tests

Institutional Programme  On computer

Date and times of the session:

Monday, November 4th, 2024

Convocation Time: 9:45 AM

Session Start Time: 10:30 AM

Estimated Exit Time: 1:17 PM

Test Duration: 2h20

Testing site address:

Online

TOEIC® 4-Skills Tests	1	€0.00
Digital Score Report	1	€0.00
Voucher 12 months CPF -	1	€0.00
TOEIC® 4-Skills Tests -		
Intitutional Program - On a		
computer with remote		
proctoring		

Total

€0.00

CANDIDATE'S INFORMATION

Your personal information and choice of options.

Test Test

test@gmail.com

17/10/1996

- 1 Digital Score Report

NEXT STEP

CANDIDATE USER GUIDE — TOEIC® TEST WITH REMOTE PROCTORING

5

The following summary page will appear:

Click **“ADD AN ADDRESS”** to continue the validation steps.

Note: You don’t have to pay anything for this test. However, you do need to indicate your postal address. You will not receive any correspondence by post.

BASKET

Description	Price excl. VAT	Quantity	Total excl. VAT
<div><div>TOEIC® 4-Skills Tests</div><div><div>Date of the session</div>Monday, November 4th, 2024<div>Requested arrival time</div>9:45 AM<div>Test location</div>Online</div></div>	€0.00	1	€0.00
Digital Score Report	€0.00	1	€0.00
03817-1198153-145926 - Voucher 12 months CPF - TOEIC® 4-Skills Tests - Initiutlional Program - On a computer with remote proctoring			€0.00
Total price excl. VAT			€0.00
VAT Amount 20.0%			€0.00
Total			€0.00

ADDRESSES

Billing address

ADD AN ADDRESS

☐ I have read, understood and accepted the Terms & Conditions and the Privacy Policy. Please note that this test session will be proctored remotely.\*

CANCEL

VALIDATE MY ORDER

### ADD AN ADDRESS

Name for the address	Civility* <span>▼</span>
First name*	Last name*
Email*	Street line 1*
Street line 2	Post code*
City*	State
Country* <span>▼</span>	Code* <span>▼</span> Phone*

CANCEL
ADD ADDRESS

After ticking the box stating “**I have read, understood and accepted the Terms & Conditions and the Privacy Policy**” click “**Validate my order**”.

### ADDRESSES

Billing address

**24, RUE CHAUCHAT**

Mrs Test Test  
 24 rue Chauchat  
 75009 Paris  
 France  
 test@gmail.com  
 +33666666666

☒ I have read, understood and accepted the **Terms & Conditions** and the **Privacy Policy**. Please note that this test session will be proctored remotely.\*

CANCEL
VALIDATE MY ORDER

The page below will then be displayed on the screen. You then have 3 options:

1. Log in to your account if you have one
2. Create your account
3. Validate your order without creating an account

**1**  
**SIGN IN**  
Fill in the fields below.

Email \*

Password \*

☐ Remember me

**LOG IN**

[Forgotten password?](#)

**2**  
**FIRST VISIT? CREATE AN ACCOUNT**  
Creating an account will allow you to:

- Have personal access to all products and services provided
- Order faster by saving your personal information
- Access all the practical information before taking your test and your score
- Consult the complete orders and invoices history

**3**  
**CREATE MY ACCOUNT**

→ [Validate my order without logging in or creating an account](#)



**Note:** If you create an account, you will receive an email from ETS Global confirming the account creation. We recommend that you create an account to access your score directly from your ETS Global online account.

Once you validate your test registration date, the last confirmation page will be displayed:

Find the nearest test session.

**TEST REGISTRATION**

**CONGRATULATIONS**

Thank you for your order [redacted]  
You can find your order history on your online account. As soon as your payment is validated within a maximum of 24h, you will receive a confirmation email.  
For registrations with vouchers, you will soon receive a confirmation email.


**SEE MY ORDER**

After validating your registration for a TOEIC Listening and Reading test session with remote proctoring, you will receive 2 confirmation emails:

- Order confirmation email
- Registration confirmation email



Email 2 - Subject: **Confirmation of your order**

 **GLOBAL**  
A subsidiary of ETS

Dear Test Test,

We thank you for your purchase. Your order number is [REDACTED]. You can also find this order on your online account in the "Orders and invoices" section.

### Purchase summary [REDACTED]

Label	UP Excl. VAT	QTY	TOT. Excl. VAT
<b>TOEIC® 4-Skills Tests - Institutional Program Online (for voucher)</b>	€0.00	1	€0.00
Digital Score Report	€0.00	1	€0.00
<b>Voucher 12 months - TOEIC® 4-Skills Tests - Institutional Program - On a computer with remote proctoring</b>	€0.00	1	€0.00

**03817-1198153-145926 - Voucher 12 months - TOEIC® 4-Skills Tests - Institutional Program - On a computer with remote proctoring** €0.00

Price Excl. VAT	€0.00
VAT amount (20%)	€0.00
<b>Total Price</b>	<b>€0.00</b>

If you did not log in or created an account during your purchase, we suggest you to click on the link below to access all our features and services. **Only by clicking on this button, your purchase and score will be linked to your account.**

[MY ACCOUNT](#)

Best regards,  
The ETS Global Team



Email 3 - Subject: **Confirmation of registration for the TOEIC Listening and Reading Test [test version] – Institutional Program**



Dear [REDACTED]

We are pleased to confirm your registration to the **TOEIC® 4-Skills Tests - Institutional Program Online (for voucher) session on 4 November 2024 at 10:30 AM**. You will be participating in test session number [REDACTED]. The test will finish around **1:17 PM**.

A few days before the test, will receive an email containing:

- **The system-check to complete in advance of the test** in order set up your computer.
- **Instructions on how to prepare your testing environment with the rules to follow** to avoid score cancellation.

The link to your test will be emailed to you once you have successfully completed all the steps of the system-check.

If you do not receive our emails, please check your spam or junk folder.

Please refer to the [FAQ section on our website](#) if you have any questions.

Best regards,  
The ETS Global Team

### 3. STEP 2: Technical configuration

You will receive an email asking you to proceed:

- With the technical configuration of your computer
- Preparing your test environment



Email 4 - Subject: **TOEIC® test: ACTION REQUIRED before the test**

Click the “**CHECK YOUR MATERIALS AND ACCESS THE EXAMINEE HANDBOOK**” link

The screenshot shows an email from ETS Global, a subsidiary of ETS. The email is addressed to a recipient whose name is partially visible. The main body of the email reminds the recipient that their TOEIC® 4-Skills Tests - Institutional Program Online session is scheduled for 4 November 2024 at 9:45 AM / Europe/Berlin. It lists three essential steps to follow to be ready for the test. Step 1 involves following a link to complete a system check at least 48 hours before the session. Step 2 involves reading the [Examinee Handbook](#). A blue button with the text "CHECK YOUR MATERIALS AND ACCESS THE EXAMINEE HANDBOOK" is highlighted with a yellow oval. Below the button, it says "Please open the above link with Google Chrome." Step 3 involves preparing the testing environment, with a list of conditions: being alone in a well-lit room, removing items from the table, having ID ready, turning off devices, and plugging the computer. At the bottom, there is a link to learn more about the TOEIC test with remote proctoring, and a sign-off from The ETS Global Team.

**ETS** | **GLOBAL**  
A subsidiary of ETS

Dear [REDACTED]

We remind you that your TOEIC® 4-Skills Tests - Institutional Program Online, session [REDACTED] is scheduled for 4 November 2024 at 9:45 AM / Europe/Berlin

There are 3 essential steps to follow to be ready for your test:

**Step 1**

To receive your link to connect to the test, **follow the link below and complete all the steps of the system check**, at least 48 hours before the session. Please do not wait until the last minute!

**Step 2**

Please be aware of the testing conditions and rules which apply to the remote test by **reading the [Examinee Handbook](#)**.

Although you will have access to technical support during the test, you will not be in contact with an invigilator. **Your test session will be recorded and reviewed later.**

**CHECK YOUR MATERIALS AND ACCESS THE EXAMINEE HANDBOOK**

*Please open the above link with Google Chrome.*

**Step 3**

**Prepare your testing environment** to ensure a smooth experience, with the following test conditions in mind:

- Be alone in a well-lit, closed room.
- Remove all items from your table except for your computer with a single screen.
- Have your proof of identification ready.
- Turn off and put away all devices, including your smartphone and watch (standard or smart), headphones and earphones.
- Plug in your computer to avoid it cutting off during the test.

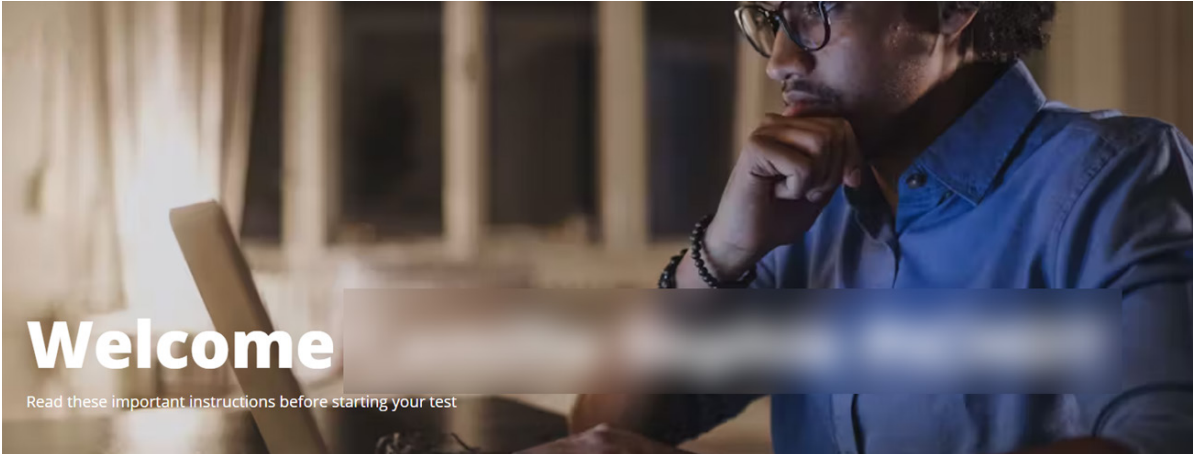
[Click here to learn more about the TOEIC test with remote proctoring.](#)

Best regards,  
The ETS Global Team

The following page will be displayed.

Read all the information provided on this page carefully to understand how your test session will proceed and the instructions regarding the safety procedures that need to be followed.

The page features the following information, among other things:




# Welcome

Read these important instructions before starting your test


## Essential steps to get ready for your test

You will need to complete the system check on your computer and read the instructions on this page in order to receive the link to connect to your test!

**1** 


**System Check**  
Complete the ProctorExam requirements on your desktop at least 48 hours before your test and check your inbox/spam for your test connection link.

[CONFIGURE MY DEVICE](#)

**2** 

**Examinee Handbook**  
Read this important document so there will be no surprises on test day as you'll be fully prepared!

[READ ME](#)

**3** 

**ProctorExam Support**  
ProctorExam has all the information you need to configure your computer correctly and a live chat to help you troubleshoot.

[GET HELP](#)

## *Don't get caught out on test day!*

The items below are a big no-no on your test day. Prepare in advance to remove as many as possible.



Our tips for a relaxed test experience



## Our tips for a trouble-free test



Configure your device as soon as possible



Take your test in a quiet room where you won't be disturbed



Plug in your computer during the test



Have a good, stable internet connection



Prepare an accepted ID as described in the Examinee Handbook



Close all applications except Google Chrome

FAQs to answer candidates' questions



## Frequently Asked Questions

- + How to cancel/modify a TOEIC test date?
- + I've received a TOEIC voucher. How do I choose my date/register for the test?
- + I haven't received the TOEIC voucher that was ordered for me. What should I do?
- + My TOEIC voucher isn't working. What should I do?
- + When will I receive the email to complete the system check?
- + When will I receive my TOEIC test with remote proctoring login link?
- + What are the technical requirements?
- + I'm having problems with the setup. Who should I contact?
- + Which identification documents shall I bring on the test day?
- + I couldn't connect to the test, what should I do?
- + What happens if I disconnect from the testing platform?
- + What are the consequences of a technical problem during my test session?
- + When and how will I obtain my TOEIC score?

Technical specifications for the equipment required on the day of the test



## Do you have the right device?

Check now that your computer meets our requirements, so you don't have to worry about it on the day!

Operating system	Microsoft Windows 8.1 or higher, or Mac OS X 10.11 or higher.
Browser	The latest version of Google Chrome with the <a href="#">ProctorExam extension</a> installed.
Internet Connection	We highly recommend an Ethernet connection for better stability or a upload speed of at least 2 Mbps on Wi-Fi.
Camera	External or built into the computer.
Sound system	You must use your computer audio. Headphones, earphones and headsets are not authorised and will lead to score cancellation.
Applications	On both Mac and Windows, deactivate live captions and make sure that all apps on your computer are completely closed before the beginning of the test. Restart your computer if necessary.

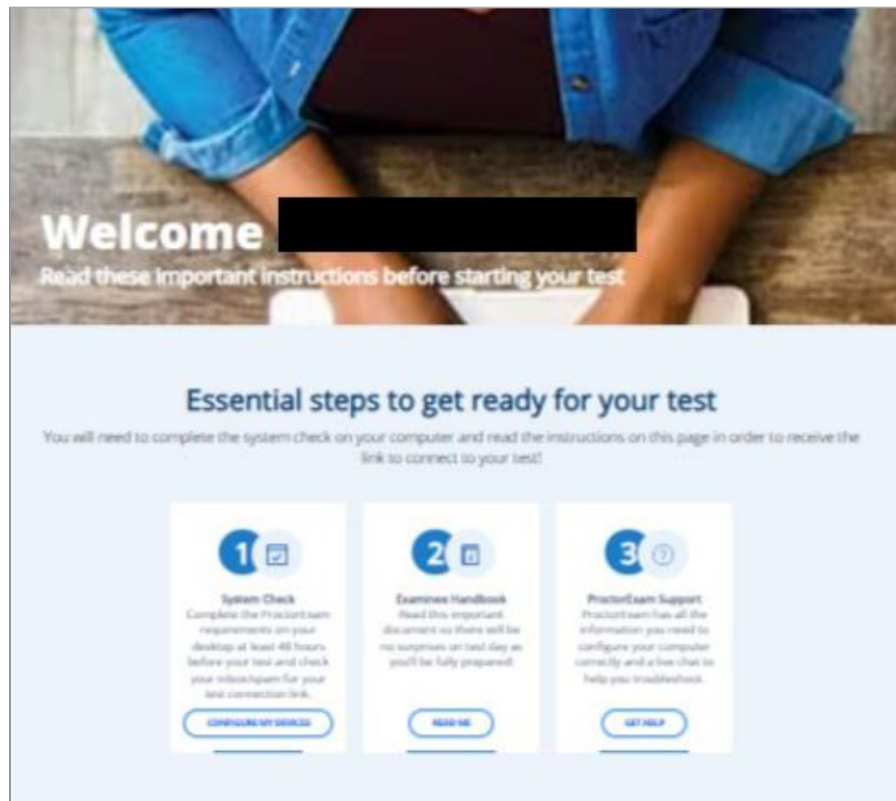
It is essential to follow all the instructions, as non-compliance with instructions may lead to your test score being cancelled.



**Important:** computer technical configuration must be performed on the computer used for the test **at least 48 hours before sitting the test.**

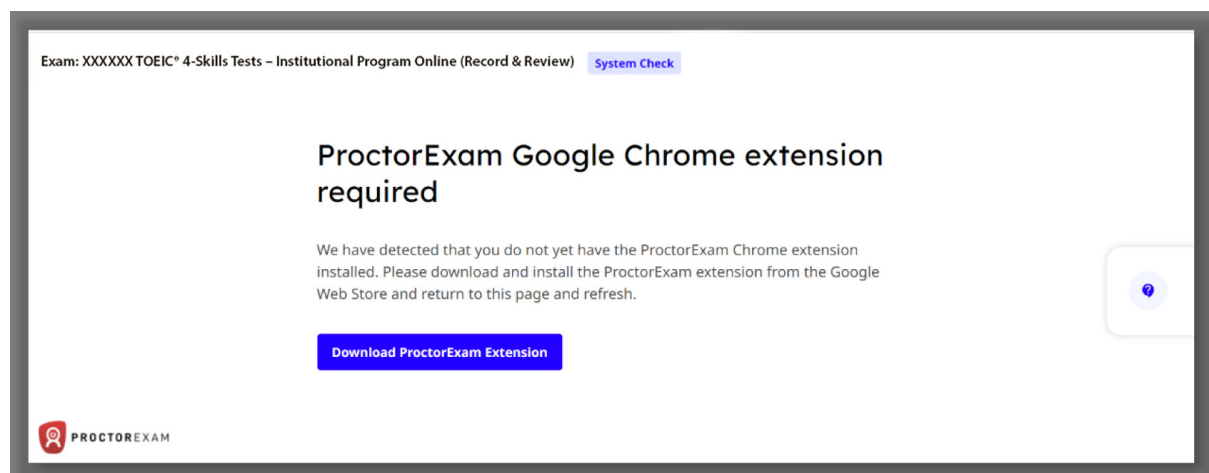
### 3.1. Checking your equipment

After reading all the information on the page, click “**Check my equipment**”

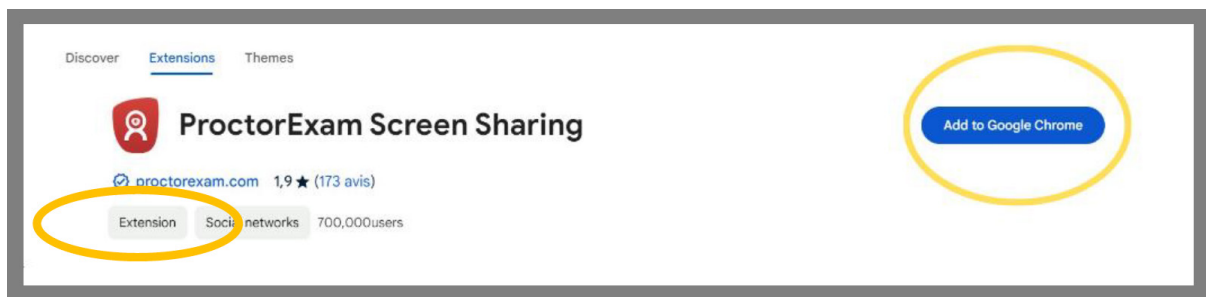


You will be redirected to the Proctor Exam platform to perform the technical verifications of your computer.

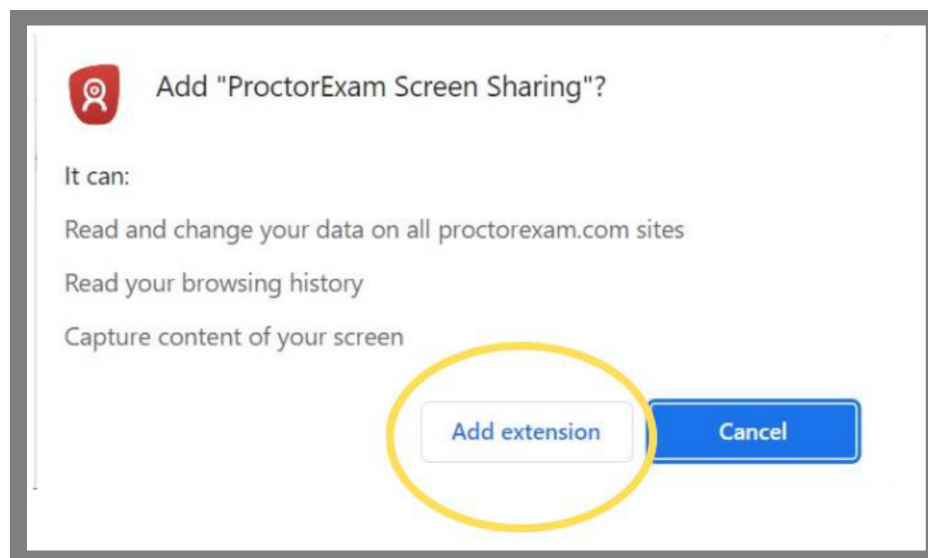
You must download the Proctor Exam extension first. Click “**Download ProctorExam Extension**”.



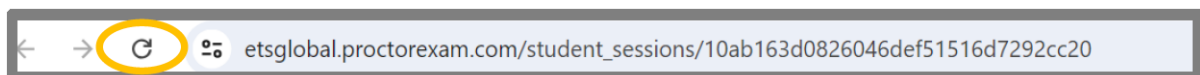
Then click **"Add to Chrome"**.



The window below will open. Click **"Add extension"**.

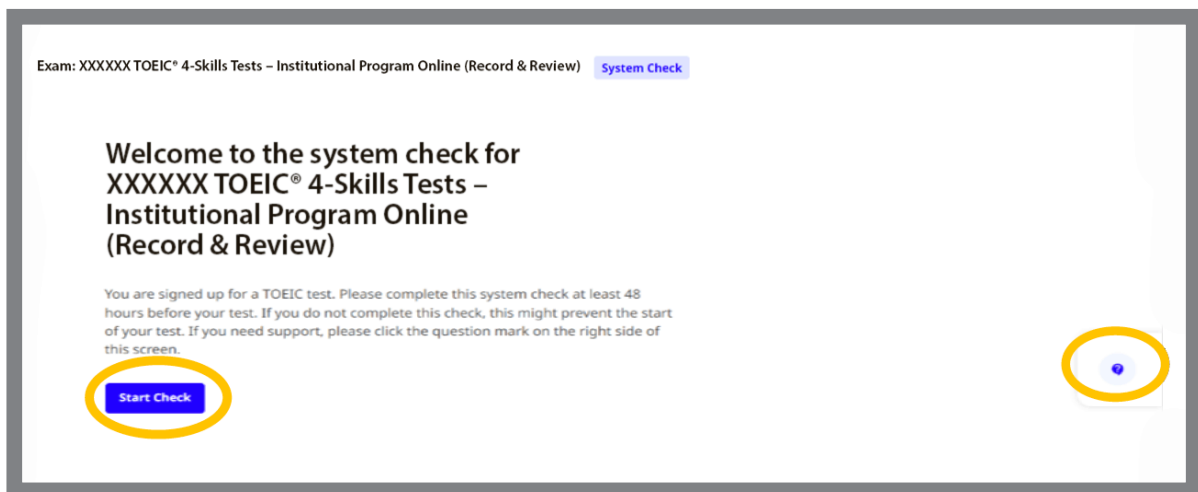


The extension will be added. Refresh the page below to start the technical verifications by clicking the icon circled in yellow.

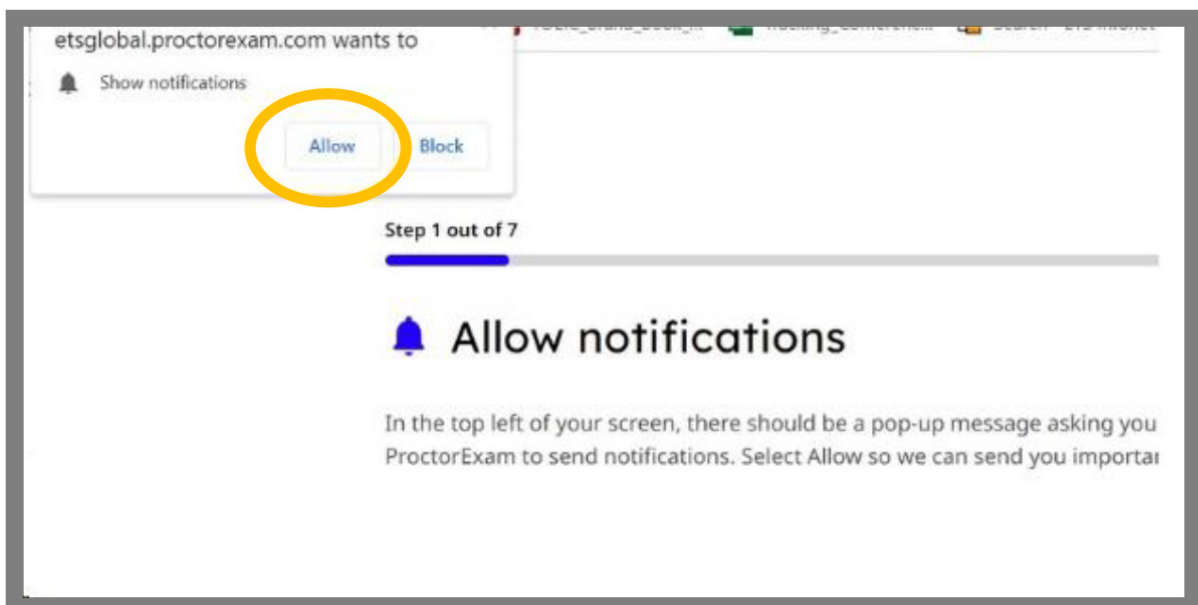


Throughout these steps, if necessary, you can contact Proctor Exam support by clicking **the question mark on the right side of your screen.**

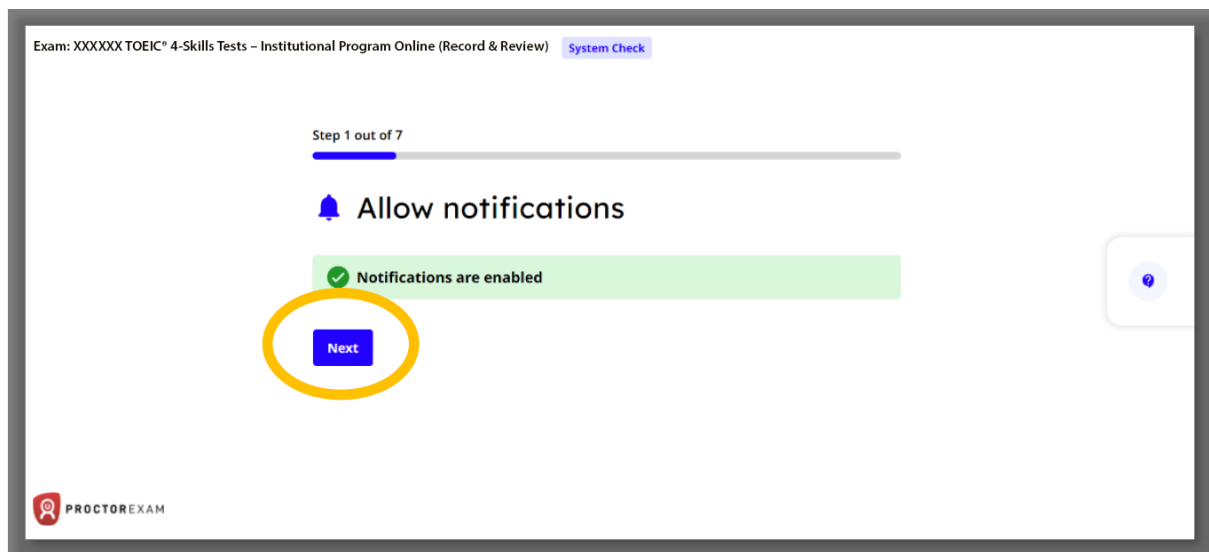
Click **“Start Check”**



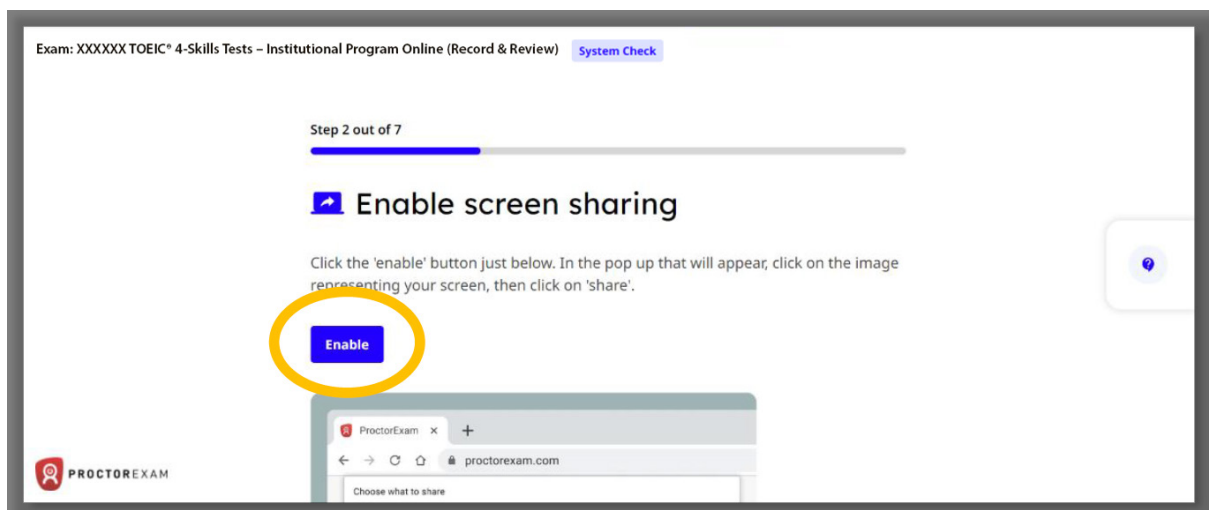
Click **“Allow”** to receive notifications.



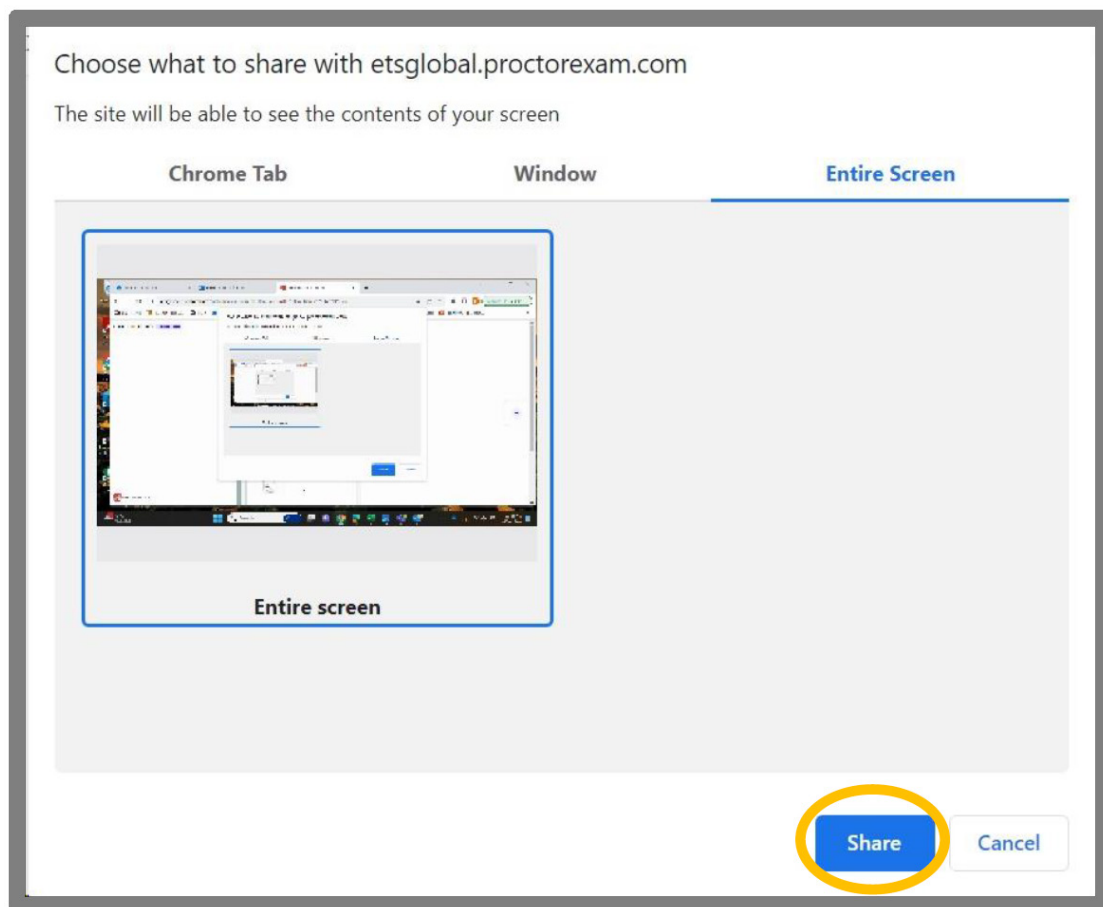
Click **"Next"**



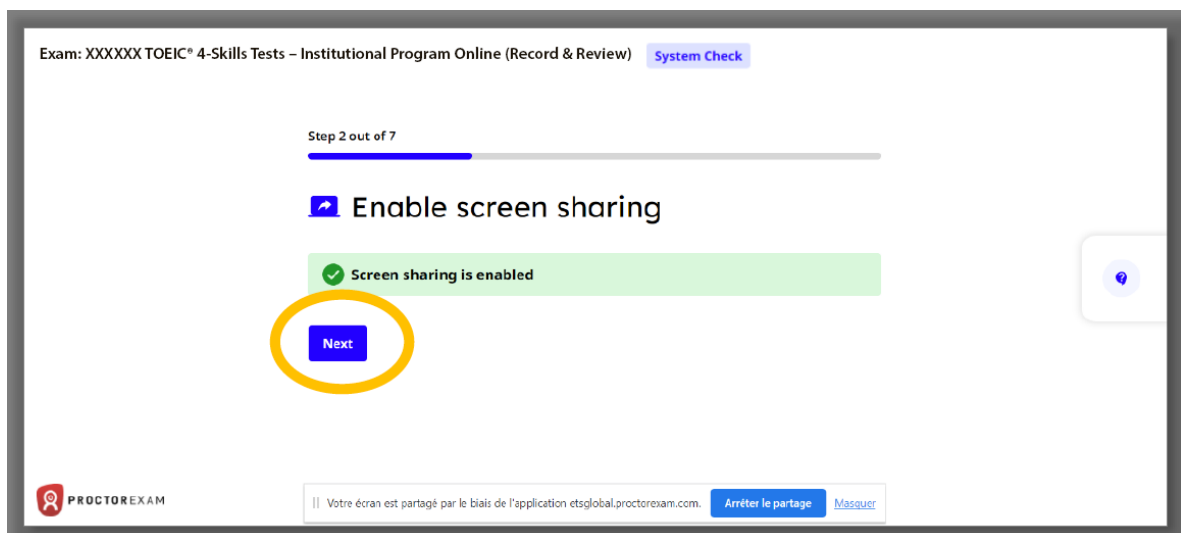
Click **"Enable"** to allow screen sharing.



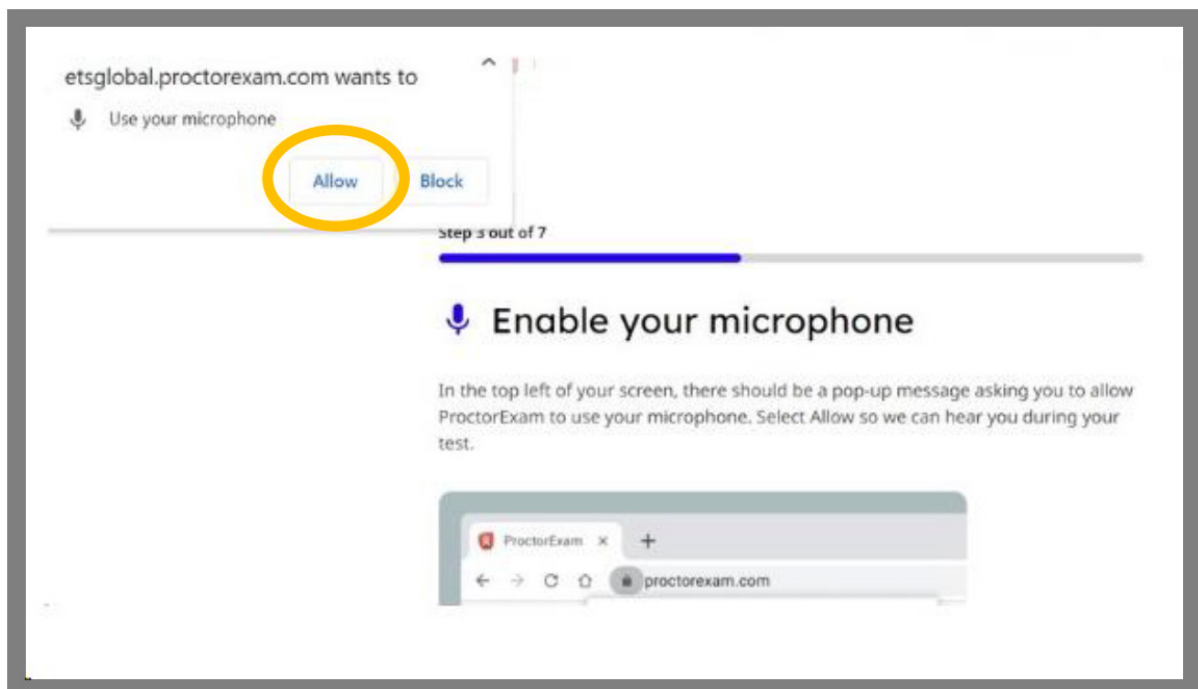
Select the window, then click **“Share”**



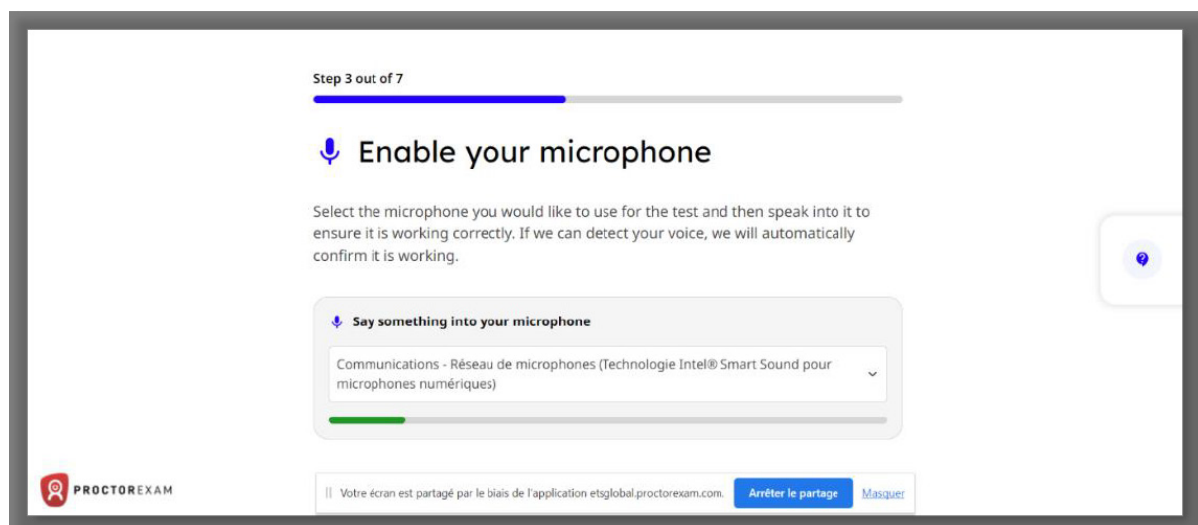
Then click **“Next”**



You need to click “**Allow**” to use your microphone.




Check that your microphone is working by saying “**Hello**”





Then click **“Next”**


Exam: XXXXXX TOEIC® 4-Skills Tests – Institutional Program Online (Record & Review) [System Check](#)

Step 3 out of 7

 **Enable your microphone**

 Your microphone is working




 **PROCTOREXAM**

|| Votre écran est partagé par le biais de l'application etsglobal.proctorexam.com. [Arrêter le partage](#) [Masquer](#)


Now click **“Yes”** if you can hear music through your headphones.

Step 4 out of 7


 **Test your speaker**


The test includes a Listening section, and it is important that your speakers are working properly. Note that headsets are not allowed for the test.

Select the speaker you would like to use for the test and then listen to the audio sample.

 **Can you hear the audio sample playing?**

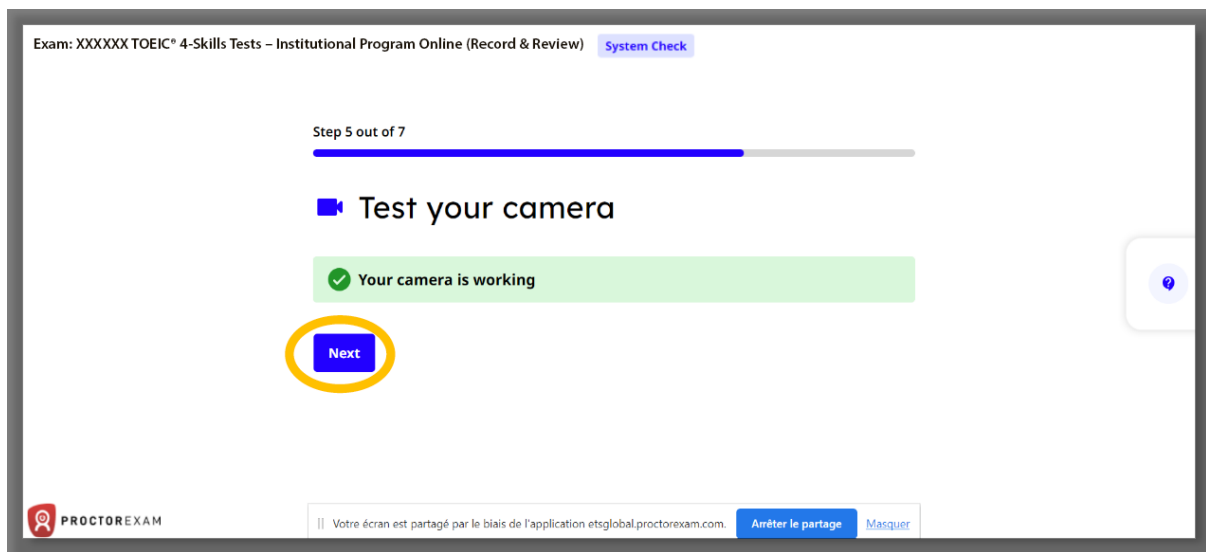
Communications - Enceintes (Realtek(R) Audio) ▼

 [Need Help?](#)

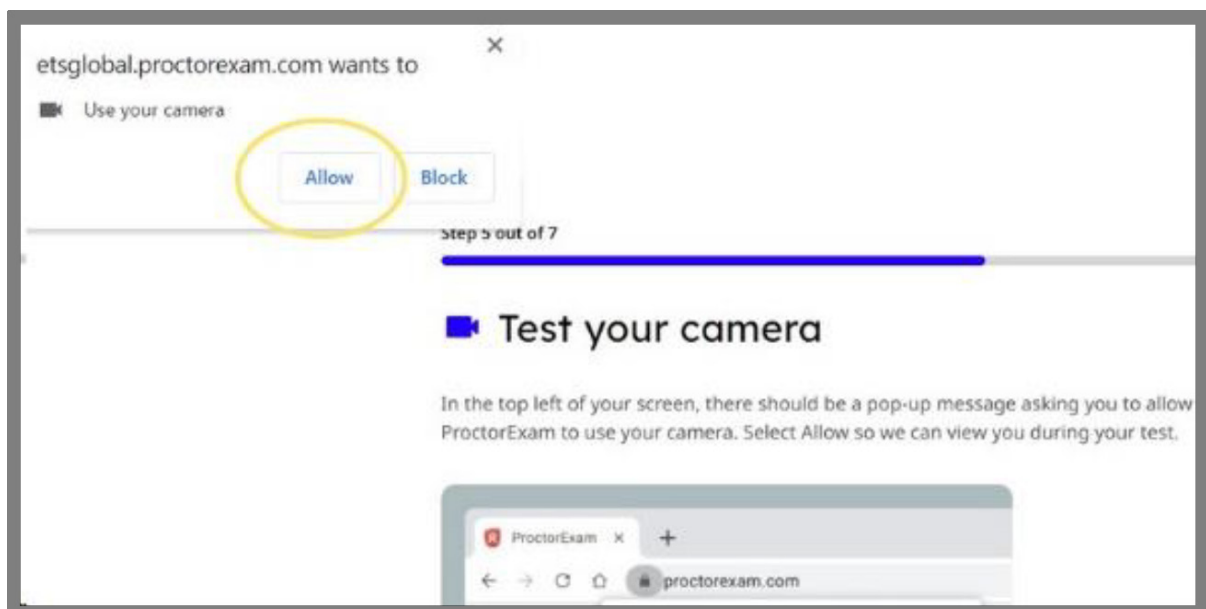
 **CTOREXAM**

|| Votre écran est partagé par le biais de l'application etsglobal.proctorexam.com. [Arrêter le partage](#) [Masquer](#)

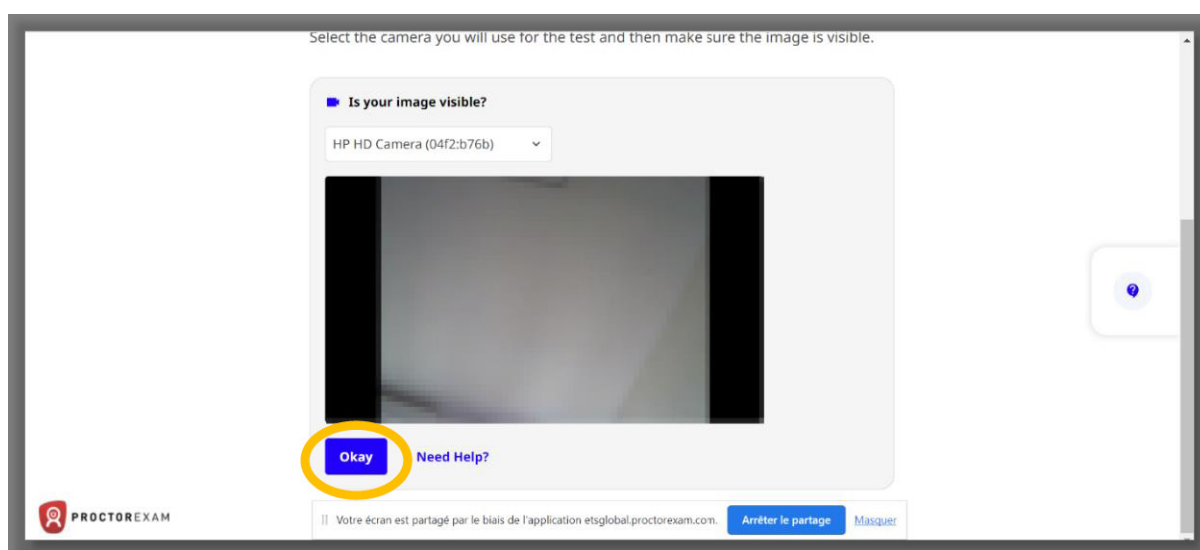
Click **"Next"**



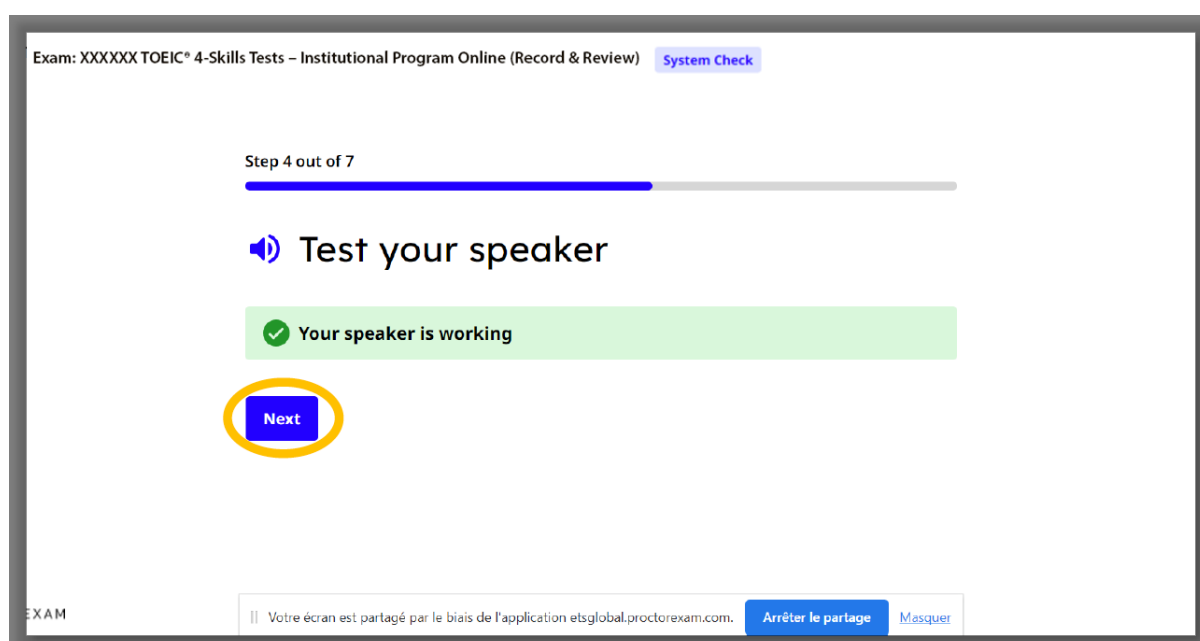
Click **"Allow"** to use your camera



If the image is clearly visible, click **“Okay”**



Then click **“Next”**





Configuration is now complete, you may close the Proctor Exam page.

## 3.2. Connection link receipt

Once technical configurations are successfully completed, you will immediately receive the email below, allowing you **to connect to the test platform on the day of the test.**



Email 5 - Subject: **Your Login link for the TOEIC® 4-Skills tests - Institutional Program Online on [test date]**

   
A subsidiary of ETS

Dear [redacted],

Below are the final instructions for taking the **TOEIC® 4-Skills Tests - Institutional program Online** (session number: [redacted]) on 4 November 2024 at 10:30 AM Europe/Berlin. The test will finish around 1:17 PM.


Caution: if you connect after the designated time, you will be denied access to the test.

**IMPORTANT:** all programs except for Google Chrome must be fully closed throughout the duration of your test. Using other programs during the test may result in the cancellation of your score.

Make sure to EXIT all applications, especially any that send notifications. **Caution for Mac users: CLOSING an app with the red cross button is not sufficient, make sure to right click on the app icon and click "Force to quit" to ensure the app is properly closed.**

If you encounter any technical issues before or during the test, please contact ProctorExam via the chat button available on the test platform.

Click the link below to **access the test at the designated time.**



*Please open this link with Google Chrome.*

After you have taken the test, results will be sent by email within ten days, or your institution will contact you to disclose your results.

Best regards,  
The ETS Global Team

### 3.3. A piece of advice: organise your test environment

To prepare your environment for the day of the test, meaning the room where you plan to take the test, it is important to be aware of the mandatory security requirements in order to plan for them.

On the day of the test, the room where you plan to take your test must be arranged to meet the following conditions:

- The room must be just for your own use, with no other screens, and there must be no one else but you in the room.
- Your desk must be empty.



*If in doubt, or if you have any questions, feel free to consult this page which contains all the information you need to know before taking your test: [The TOEIC® test with remote proctoring | ETS Global](#)*

### 3.4. Summary of emails sent by ETS Global

Email Subject		Purpose
1	A TOEIC test voucher has been created for you	Allows you to register for a test session
2	Confirmation of your order	
3	Confirmation of your registration for the TOEIC Test [test version] – Institutional Program	Confirms your registration
4	TOEIC® test: ACTION REQUIRED before the test	Invites you to carry out the mandatory technical verifications to obtain the connection link for your test
5	Your connection link to take the TOEIC [test version] – Institutional Program	Provides your test connection link for the day of the test



*A reminder email will be sent to you every Monday before the test date if you have not yet registered.*

## 4. STEP 3: Taking the test

### 4.1. Test introduction

Before you start, make sure to check the following:

- Are you alone in the room?
- Is the door to the room closed?
- Is your desktop tidy?
- Is your ID on your desk?
- Make sure no connected devices are placed on the desk
- Ensure you are not wearing any watches, headphones or earphones
- Is your computer plugged in?

A 45-minute introduction precedes the test, in order to check the following:

- your equipment
- your environment
- your identity

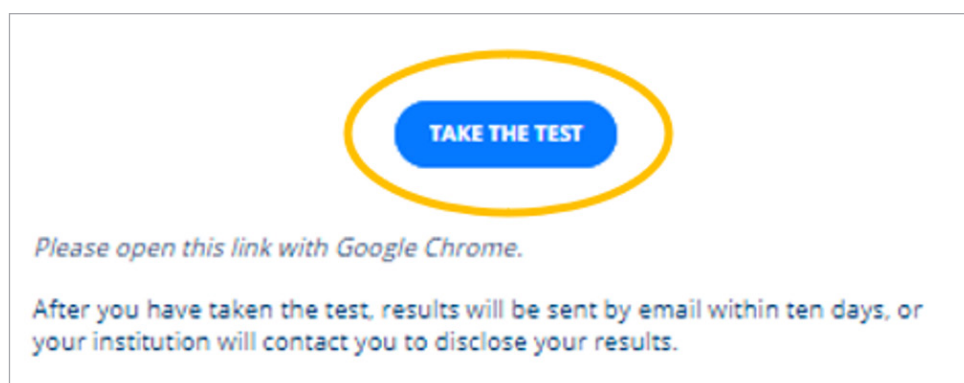
Following this, the test will begin.



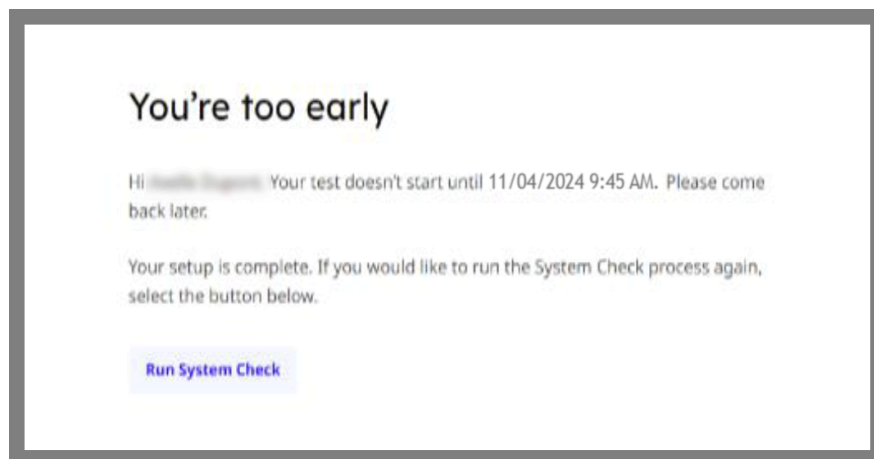
**Be careful, do not exceed these 45 minutes or you will be refused access to the test.**

It is now time to connect to the test platform by clicking on the connection link that you received by email.

Click on **"TAKE THE TEST"**



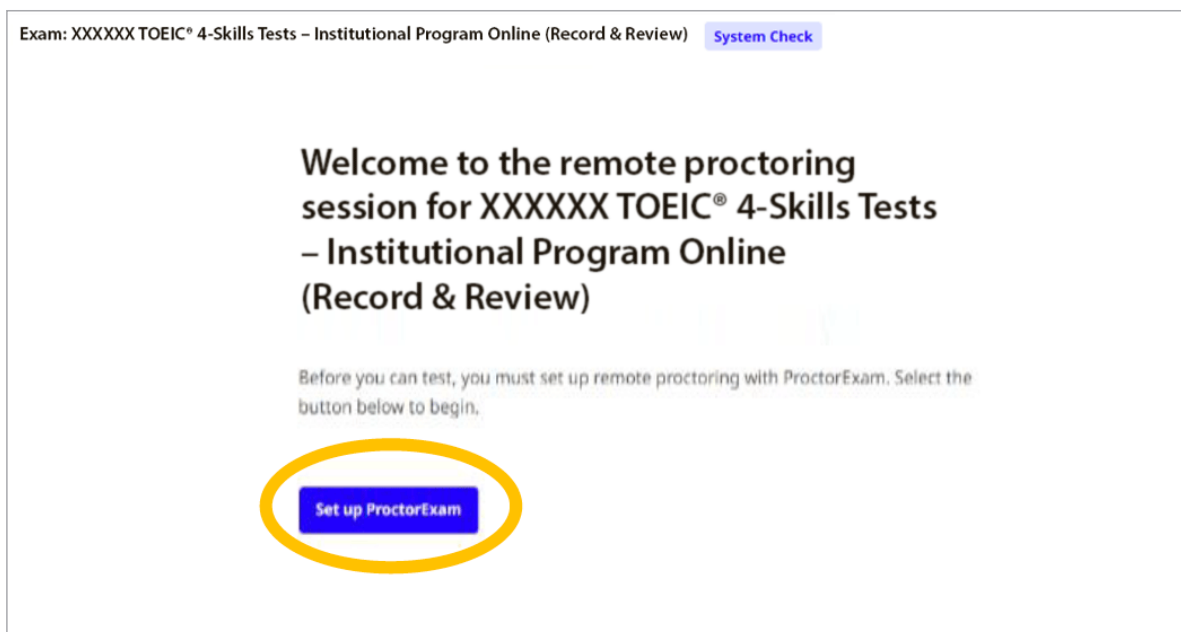
The following page appears:



The technical verification process will start at the exact time of the test, the page will automatically refresh.

## 4.2. Checking your equipment

The following page appears, click on “**Set up ProctorExam**”:



You are prompted to exit any running applications or software with the exception of your Chrome browser. Also quit all your tabs on Chrome, except the Proctor Exam page, and unplug any headphones or other displays and store them in a closet.

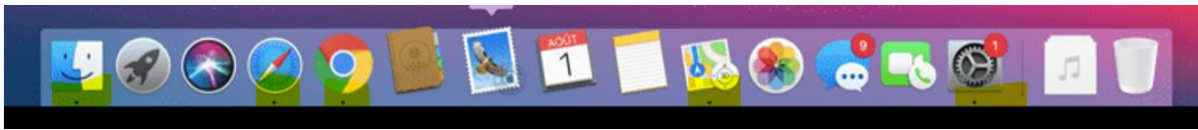


**It is strictly forbidden to have subtitles on the screen.** To disable them in Google Chrome, you need to go to your settings and to the "Accessibility" section.

Note for MAC users:

Not being able to close the Finder application on a MAC computer when taking the TOEIC test with a remote proctoring is well known and accepted.


Quit all Chrome tabs that are open in the Dock:



Take advantage of this instructions' reminder to take a break if necessary, and check again that you are alone, that your desk is tidy and that the room is sufficiently lit.


When you are ready, click the “**Next**” button

### Important! For your test to be valid:




**Do not use any additional app**

You need to close all apps that might be running on your computer and refrain from opening any during the test. Your web browser and the testing platform are the only applications allowed to run.




**You must be alone and stay in front of the camera**

You must remain alone in the room, seated and within your camera frame, for the entire duration of the test.



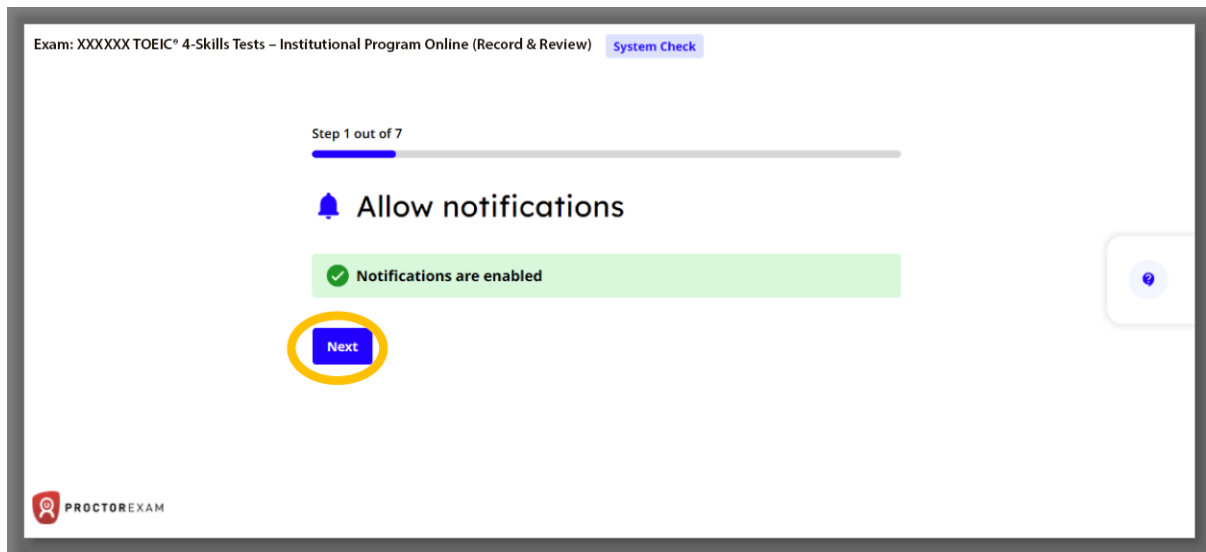
**You must be clearly visible at all times, and your environment must be clear of any unnecessary item**

Make sure that your room is well lit and your face is clearly visible. Only the computer used to take the test and the phone used for proctoring are allowed in your workspace. Additional devices or items such as watches or note paper are not allowed and shouldn't be worn or kept within reach.

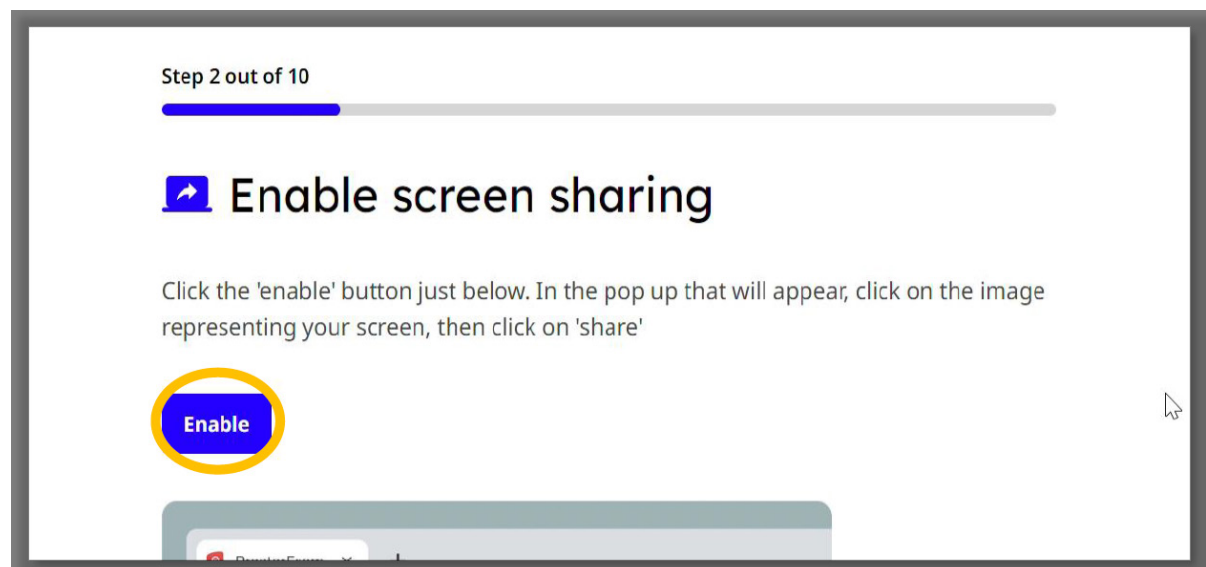


At this stage, allow notifications if a pop-up appears on your screen.

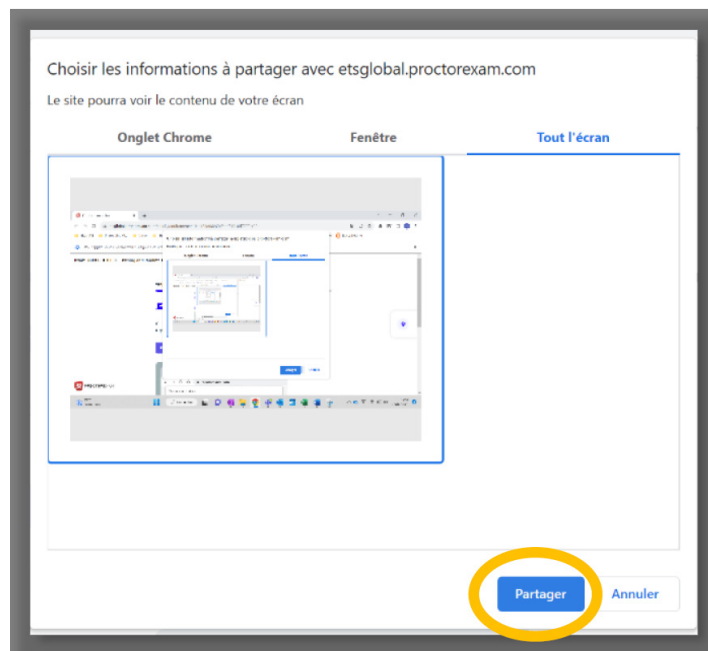
Once this operation is complete, click “**Next**”



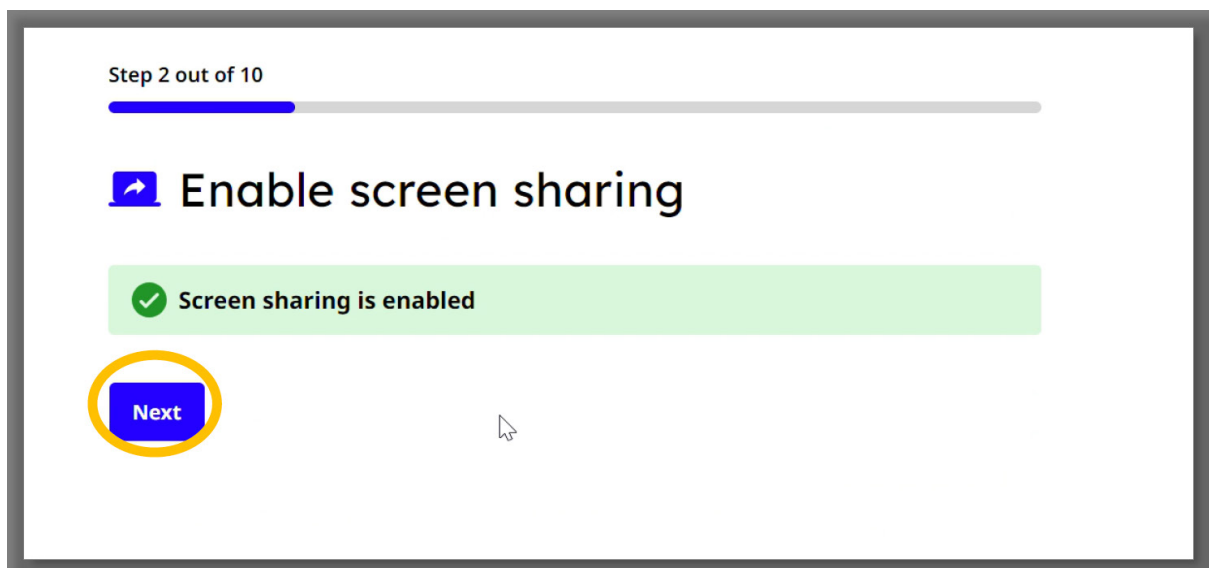
Click “**Enable**”



To share your entire screen, select the window by clicking it, then click **“Share”**

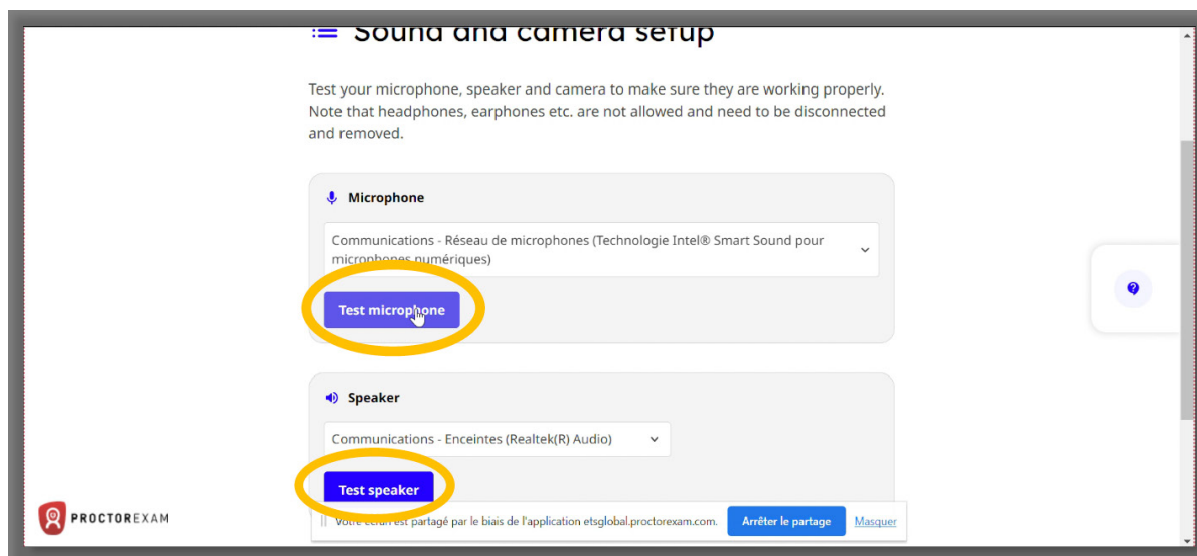


Click **“Next”**

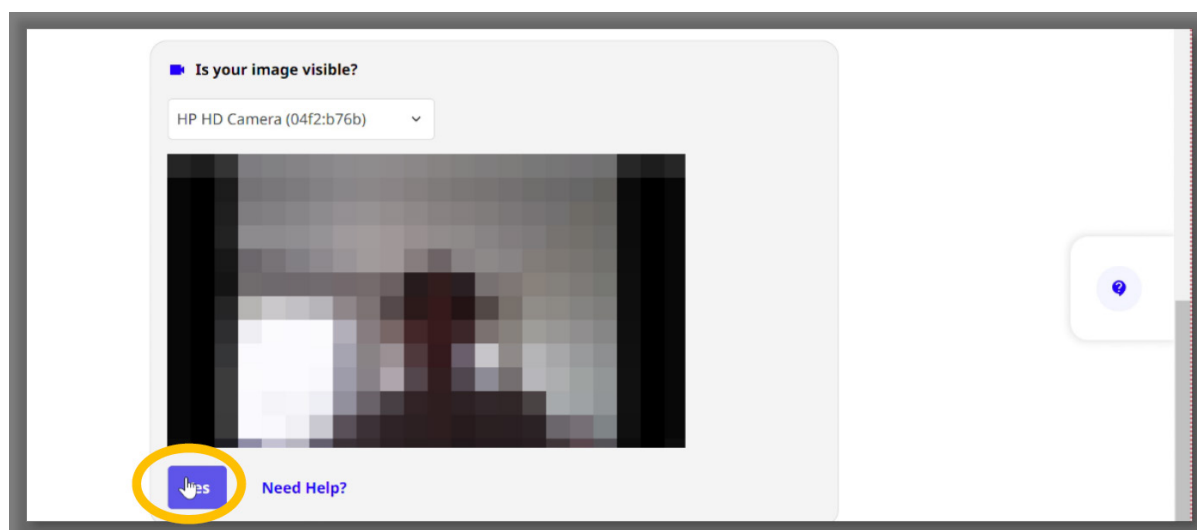
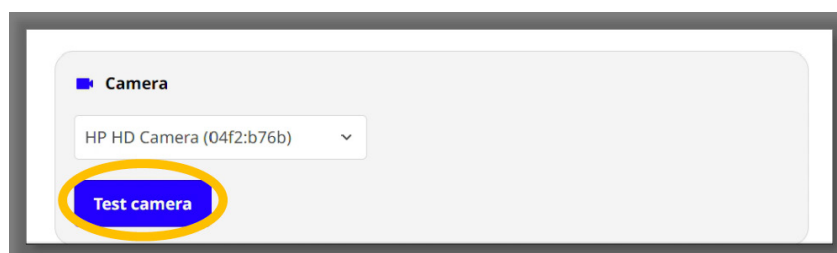


We will now test your computer microphone and speakers.

Say **"Hello"** to check your microphone after clicking **"Test microphone."** You will then be asked to click **"Test speaker,"** and will need to answer **"No"** or **"Yes"** as to whether you can hear any music coming from your computer speakers.

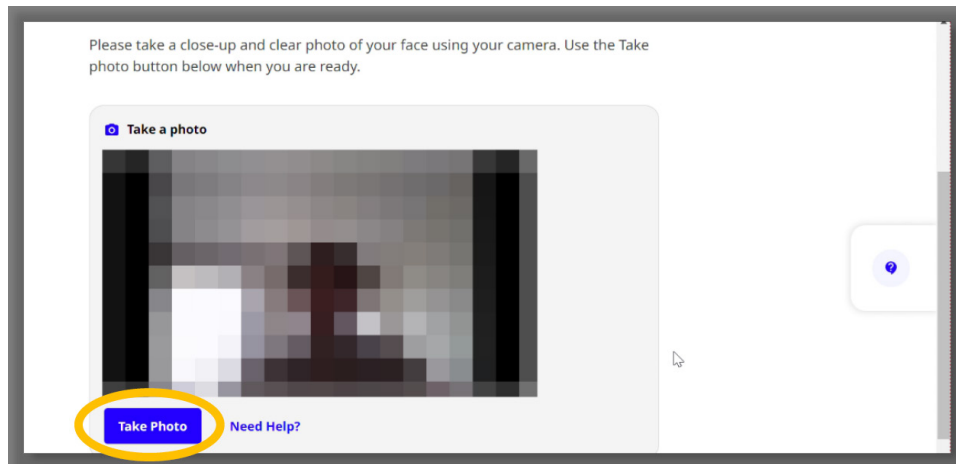


You will then be asked to check your camera. Click **"Test camera,"** then **"Yes"** if your image is clearly visible.

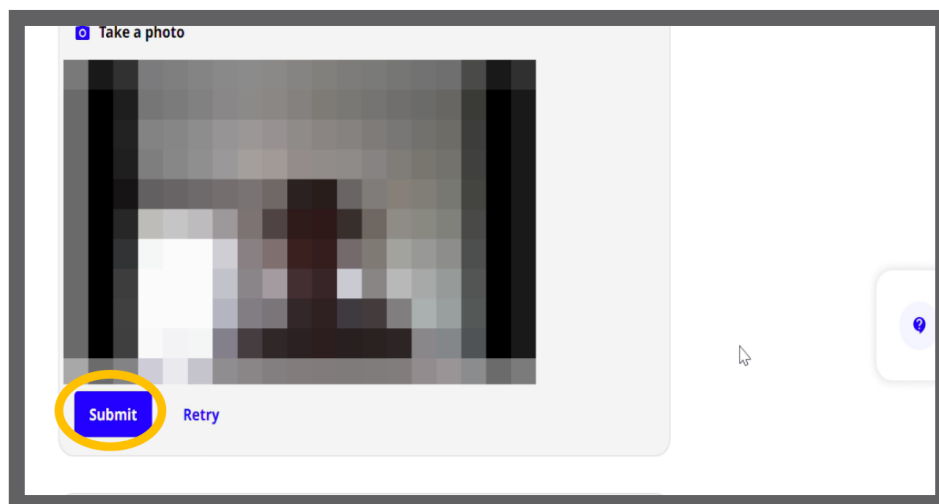


### 4.3. Verifying your identity and environment

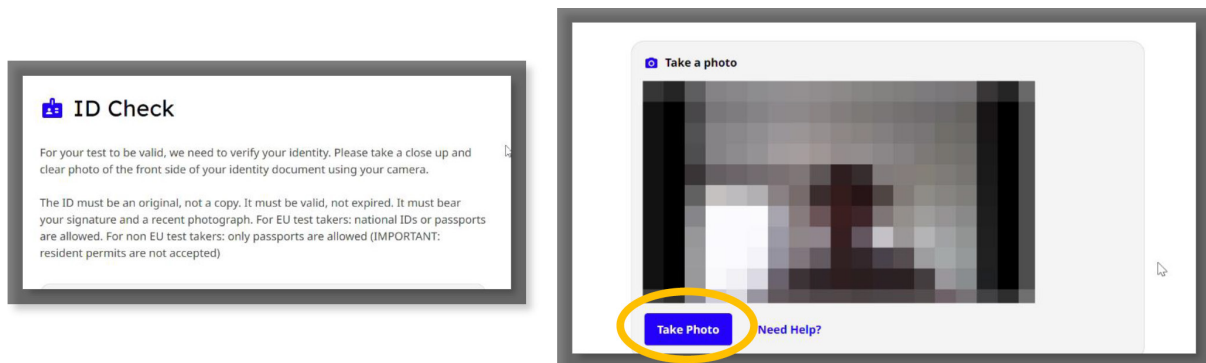
Take a close-up photo of your face by placing it in the center of the screen. When you are ready, click **“Take photo”**



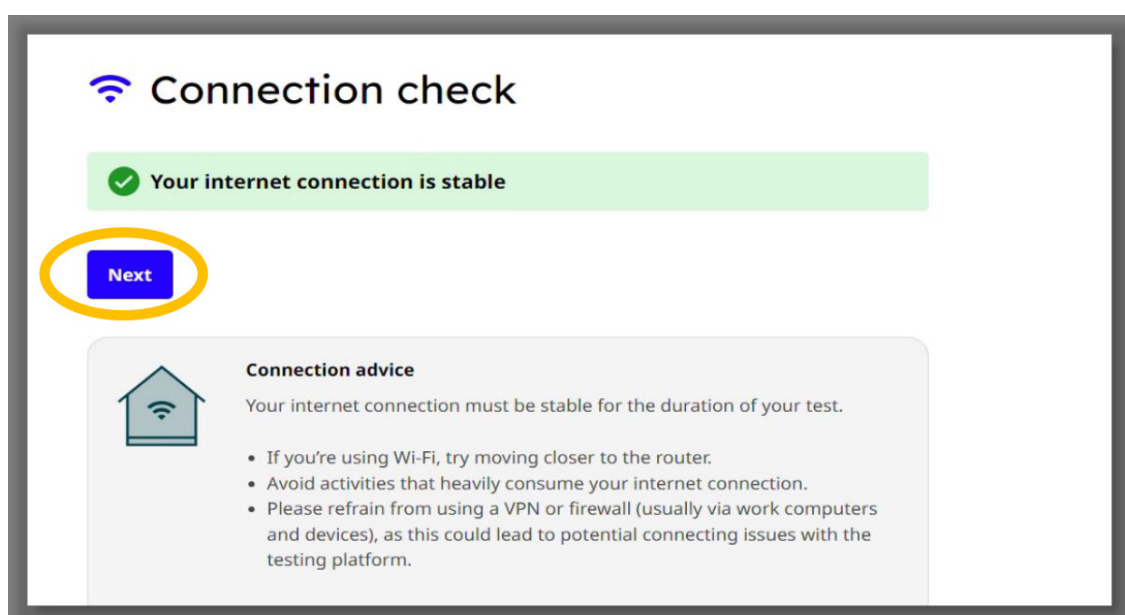
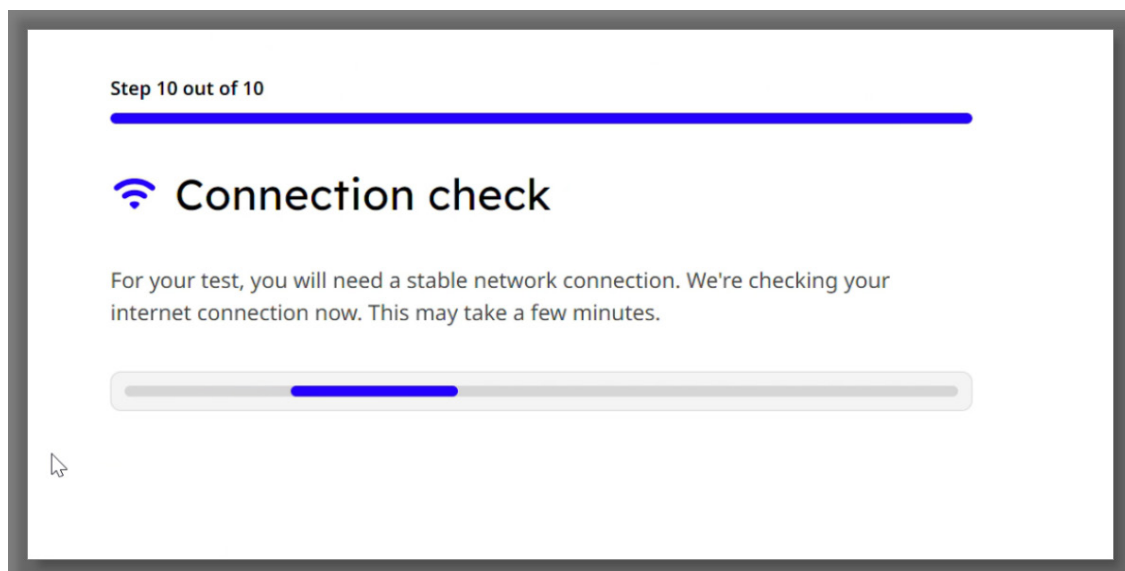
If the photo is acceptable to you, you can submit it by clicking **“Submit,”** or take another photo by clicking **“Retry”**



Do the same with your ID (ID card or passport). Check that the image is clear before validating it by clicking **“Take Photo.”** If the photo is acceptable to you, you may submit it by clicking **“Submit,”** or take another photo by clicking **“Retry.”**

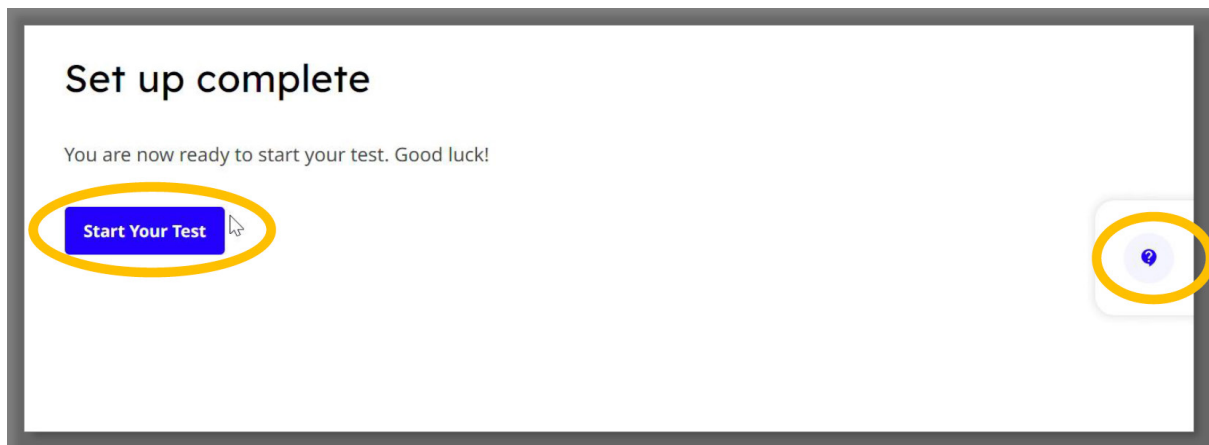


We are checking whether your internet connection is stable. Once this has been checked, click **“Next”**

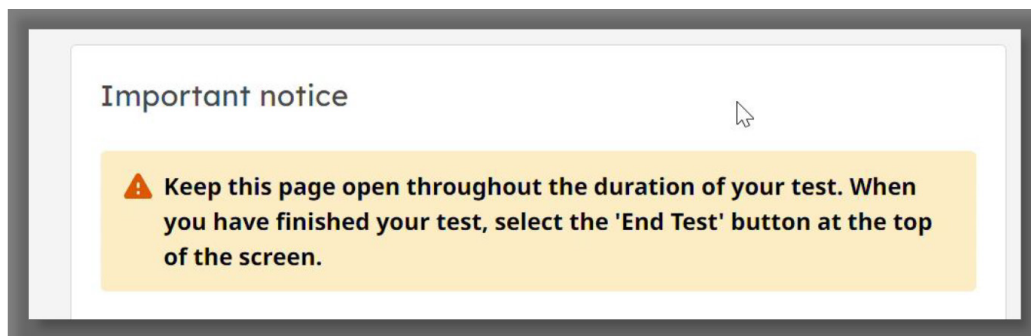


Have you validated each step? Check your camera and room lighting level one last time, before clicking **“Start Your Test.”**

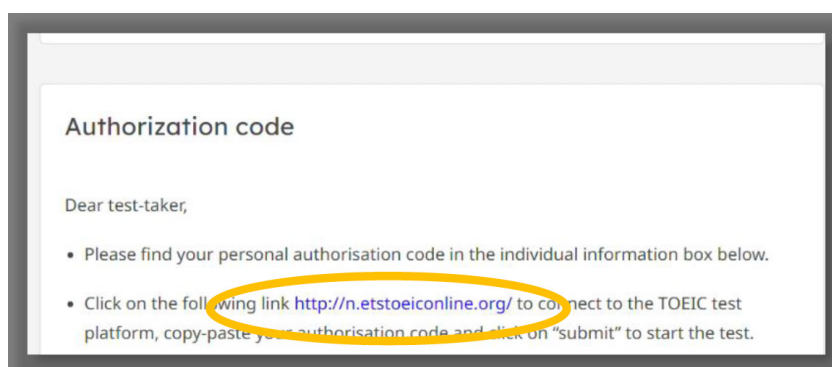
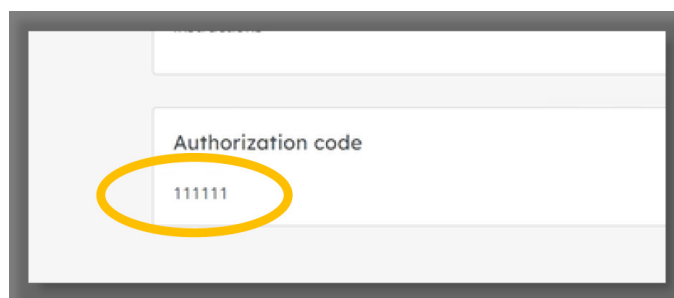
If necessary, feel free to contact us via the **chat** function.



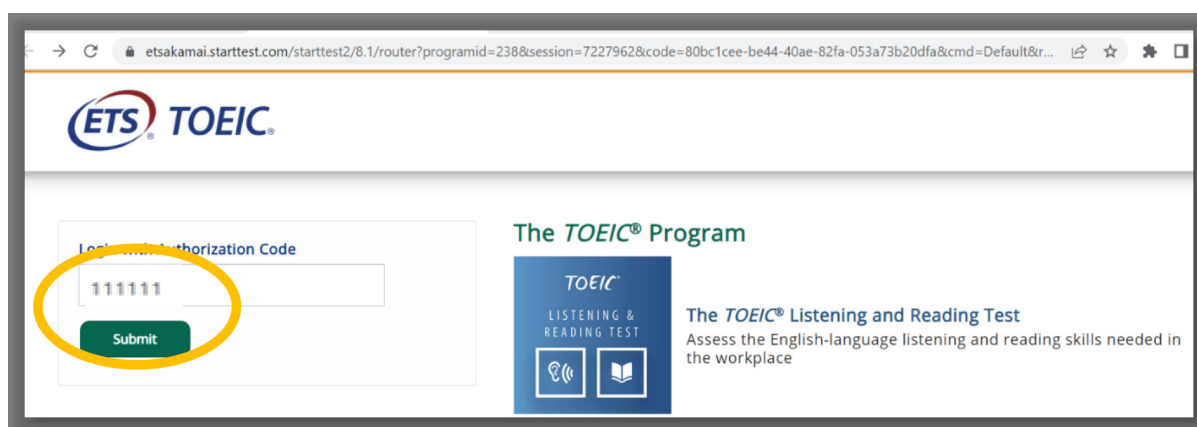
Please note: the Proctor Exam page must remain open for the duration of the test. The test will begin once you click **“OK”**



You will find your authorisation code in the box below. To connect, copy your “**Authorisation code**” and open the link circled below.



Then paste your code as shown:

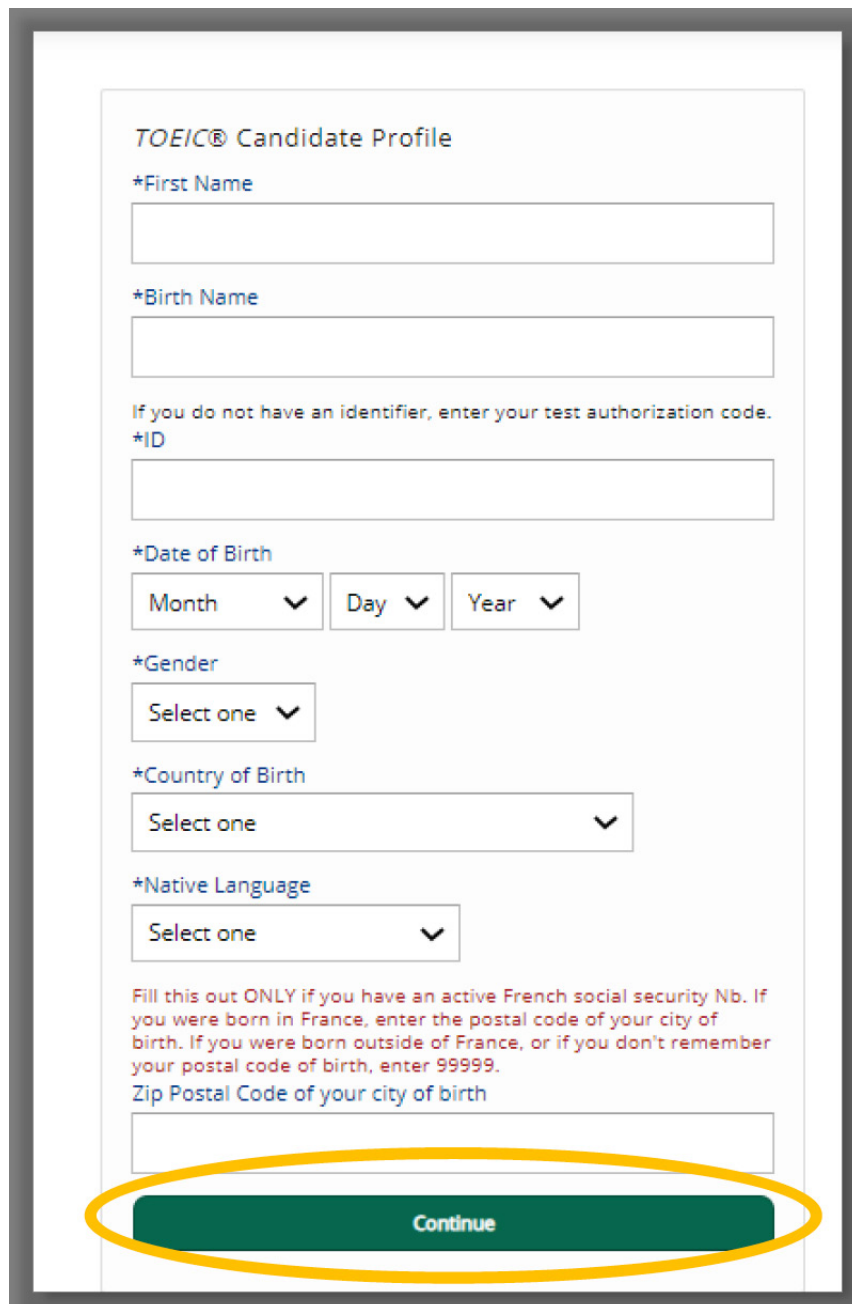


Click “**Submit**.” Once you have verified your identity, enter all your personal information and run the test!

The introductory step has been completed; as expected, it was completed in under 45 minutes. The test starts now.

## 4.4. Test start: administrative questions and instructions

Your session starts with some questions about you. Answer the questions and click “**Continue**” to access the next page.



The screenshot shows a web form titled "TOEIC® Candidate Profile". It contains several input fields and dropdown menus for personal information. At the bottom, a green "Continue" button is highlighted with a yellow oval.

**TOEIC® Candidate Profile**

\*First Name

\*Birth Name

If you do not have an identifier, enter your test authorization code.  
\*ID

\*Date of Birth  
Month  Day  Year

\*Gender  
Select one

\*Country of Birth  
Select one

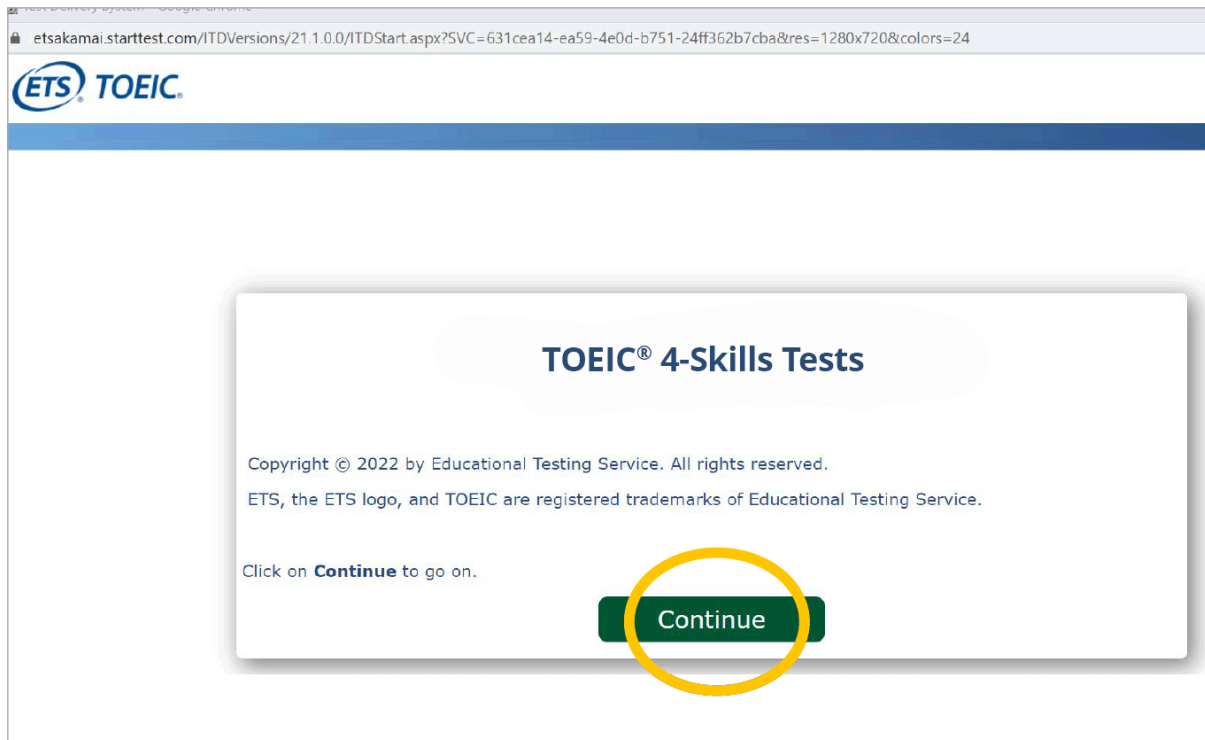
\*Native Language  
Select one

Fill this out ONLY if you have an active French social security Nb. If you were born in France, enter the postal code of your city of birth. If you were born outside of France, or if you don't remember your postal code of birth, enter 99999.  
Zip Postal Code of your city of birth

**Continue**

Once you have answered all the administrative questions, you will see page below.

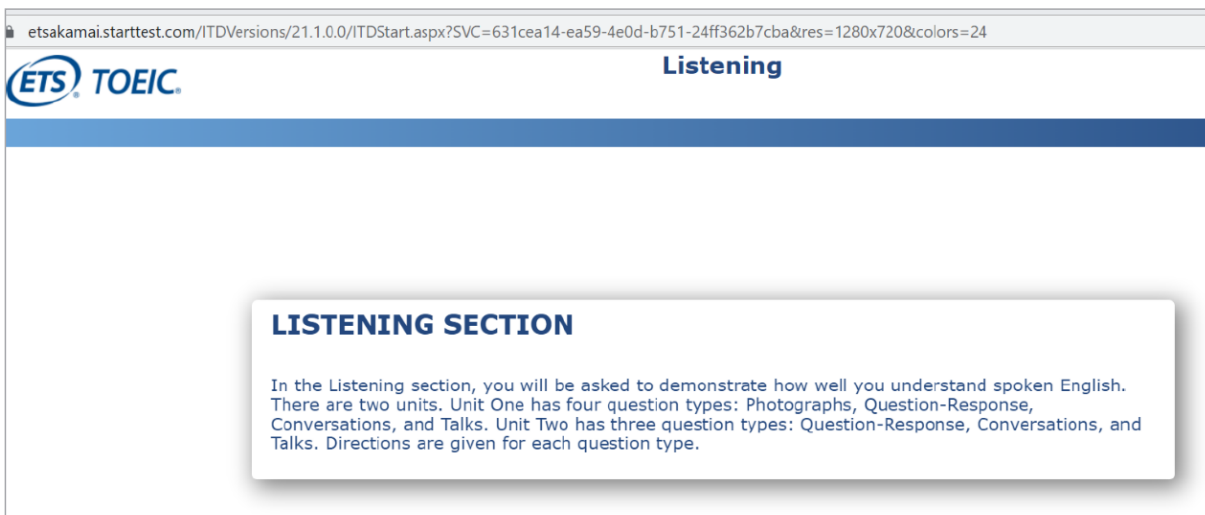
Click “**Continue**” to access the test instructions.



## 4.5. How to navigate the test

For each test question, you need to select the only correct answer among the answers suggested. If you change your mind, click on a new answer.

The Listening section tests your oral comprehension. You cannot listen a second time, nor can you go back.



In the Reading section, you may answer questions in any order, and you may go back.

To validate an answer, press the “**Next**” button at the bottom right of the screen.

Checking the “**Review**” box allows you to set the question aside and answer it later.

At any time, you may access a summary of your answers, as well as the status of each one. To return to the questions that still need to be answered, simply click on them.

**Unit One - Incomplete Sentences**

**Directions:** A word or phrase is missing in each of the sentences. Four answer choices are given below each sentence. Select the best answer by clicking on the letter (A), (B), (C), or (D).

**Reading**  
Question 1 of 25

Choose the correct answer.

1. This week's baseball game is expected to be extremely .....

- ☐ excite
- ☐ excited
- ☐ exciting
- ☐ excitable

**Review** **Back** **Next**




**Note:** your browser resolution needs to be adjusted to 100% to see the entire screen.

## 5. STEP 4: Getting your scores

Subject to compliance with test session security instructions, you will be notified by email when your score becomes available, **between 7 and 10 working days after taking your test.**



Score Notification Email – Subject: **Digital certificate of your results for the TOEIC® 4-Skills Tests – Institutional Program Online**



Dear [REDACTED],

We are pleased to inform you that the score of [REDACTED] for the TOEIC® 4-Skills Tests - Institutional Program Online (for voucher) taken on the 4 November 2024 is now available.

To access it, please log into your ETS Global online account in the "Past tests" section. If you ordered a paper score report or a certificate, it will be mailed tomorrow at the latest to the address you provided during the ordering process. You should receive them within a few days.

NEW: your Digital score report is included in your order, you can access to it on your ETS Global online account in the "Past tests" section.

[MY ACCOUNT](#)

Best regards,  
The ETS Global Team

**Question?** Contact our customer service.

[CONTACT US](#)

You may also check your score on your ETS Global online account, if you created one upon registering.

If you did not create an account during registration, you can create one online and link your score using the following option from your score notification email:

### How do I link my purchase order to my online account?

If you did not log in or create an account during your purchase, we invite you to click on the button below to link your order/registration to your online account using the same email address.

**Only after this step will your purchase order be linked to your account and you will be able to access all available features. From your online account, you will be able to:**

- see and change your picture
- access the Examinee Handbook
- see your online score in the "Past tests" section.

[CREATE/ACCESS TO MY ACCOUNT](#)

For any questions, please refer to our help center.

For more than 45 years as an industry leader, the TOEIC® program has set the global standard for assessing English-language communication skills needed in the workplace and everyday life. The TOEIC assessments are the most widely used around the world with 14,000+ organizations across more than 160 countries trusting TOEIC scores to inform the decisions that matter. ETS Global is a subsidiary of ETS, a non-profit organization whose mission is to help advance quality and equity in education by providing fair and valid assessments, research and related services. Our solutions and services measure knowledge and skills, promote learning and performance, and support education and professional development for all people worldwide.

To learn more about the TOEIC® Program:

visit: **[www.etsglobal.org](http://www.etsglobal.org)**

email: **[contact-emea@etsglobal.org](mailto:contact-emea@etsglobal.org)**



TOEIC Tests



ETS Global