

Versant English Placement Test

Technical requirements & FAQ
September 2022 | v1.1





Introduction

Online assessments allow you the convenience of taking the test remotely from your own computer.

These assessments are proctored online, in order to ensure the integrity of the test, and also to ensure fairness for candidates who put in a great amount of time and effort.

What is Online Proctoring?

Remote Proctoring allows us to monitor your entire session using your camera, microphone and browser. Your session will be recorded and analyzed, via automated and manual means, to detect any fraudulent or suspicious behavior.

Candidates found engaging in any suspicious activities during the test will be disqualified.

Technical requirements

- **Device:** only use laptop/desktop PCs; DO NOT use mobile devices/tablets.
- **Operating System:** Windows 8, 10 or 11, Mac OS X 10.9 Mavericks or higher.
- **Video and audio:** a webcam and a USB headset with a microphone are mandatory.
- **RAM:** 8 GB or more.
- **Processor:** i3 5th Generation 2.2Ghz or equivalent/higher.
- **Browser:** Google Chrome only, version 88 & above, no beta versions. WARNING: make sure to turn off automatic translation before starting the test.
- **Cookies and pop-ups:** both need to be enabled.
- **Internet connection:** stable 2 Mbps or more, try using broadband. Avoid using unstable 3G/4G networks.

Check if your computer is compatible

Before you start the test, please make sure you check that your system is compatible, using this link:

<https://ams.hirepro.in/testcompatibility/versantcheck.html>

Things to do right before the test

Select the right surroundings

- Make sure you are in a quiet room.
- Make sure that no one else is present in the room.
- Make sure that your phone is on silent mode.

Ensure that your hardware is ready

- Make sure that your laptop/desktop is connected to the power supply and/or UPS.
- Make sure that you have a stable Internet connection of 2 Mbps+. Please try to use a broadband connection. Please avoid unstable 3G/4G networks.
- Make sure that your face is well-lit and clearly visible in the camera.
- Make sure that you are using a USB headset with a microphone for the test.

Ensure that your operating system is ready

- Disable your screensaver, screen auto-lock, and display auto-sleep.
- Disable anti-virus popups, and any other system popups.



Things to do during the test

- Please make sure that you complete the test in a single session.
- You're not allowed to take breaks during the test.
- Please make sure you are always visible in the camera throughout the test.
- Please make sure you are not receiving any external help throughout the test.



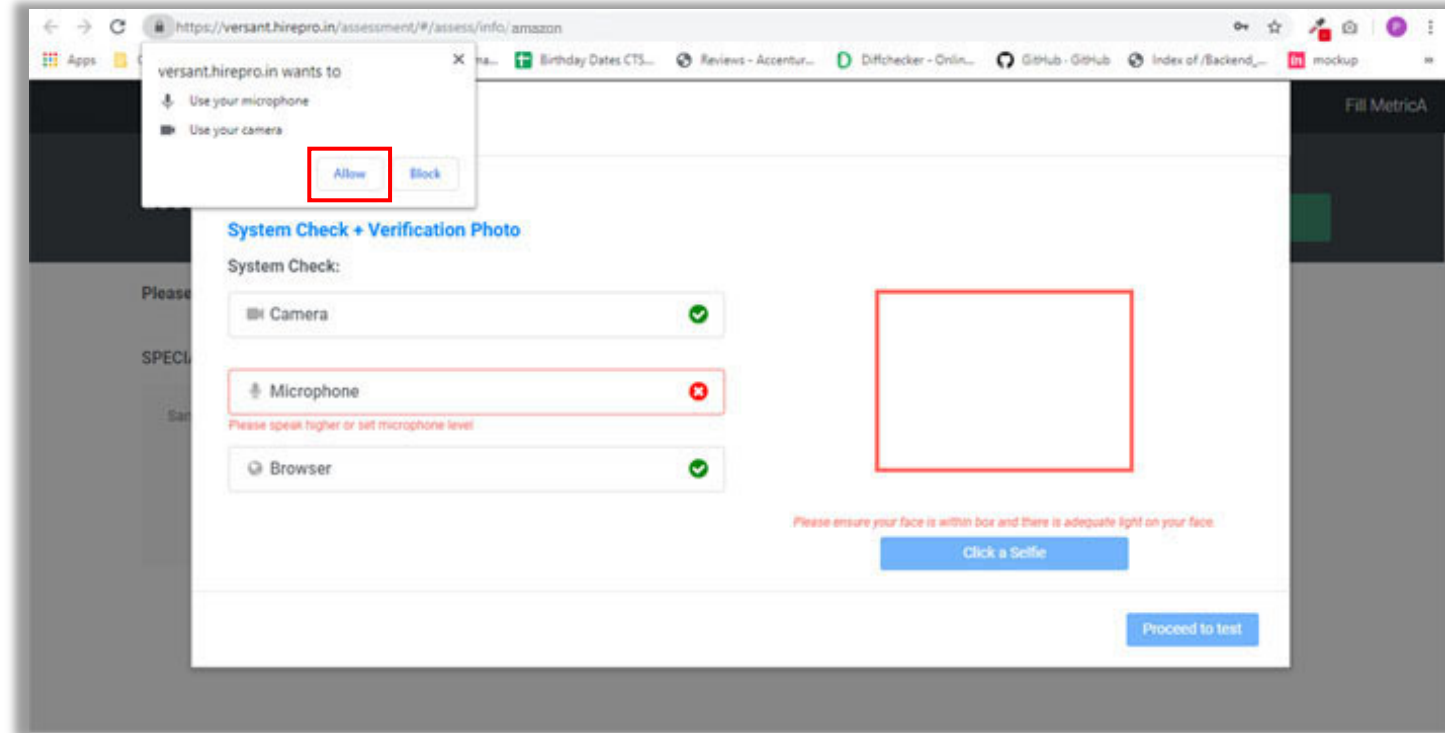
Common issues faced during the test

1. I get an error saying “Device not Compatible”

This error occurs if you are using a mobile or a tablet. Please make sure that you take the test from a laptop or a desktop computer.

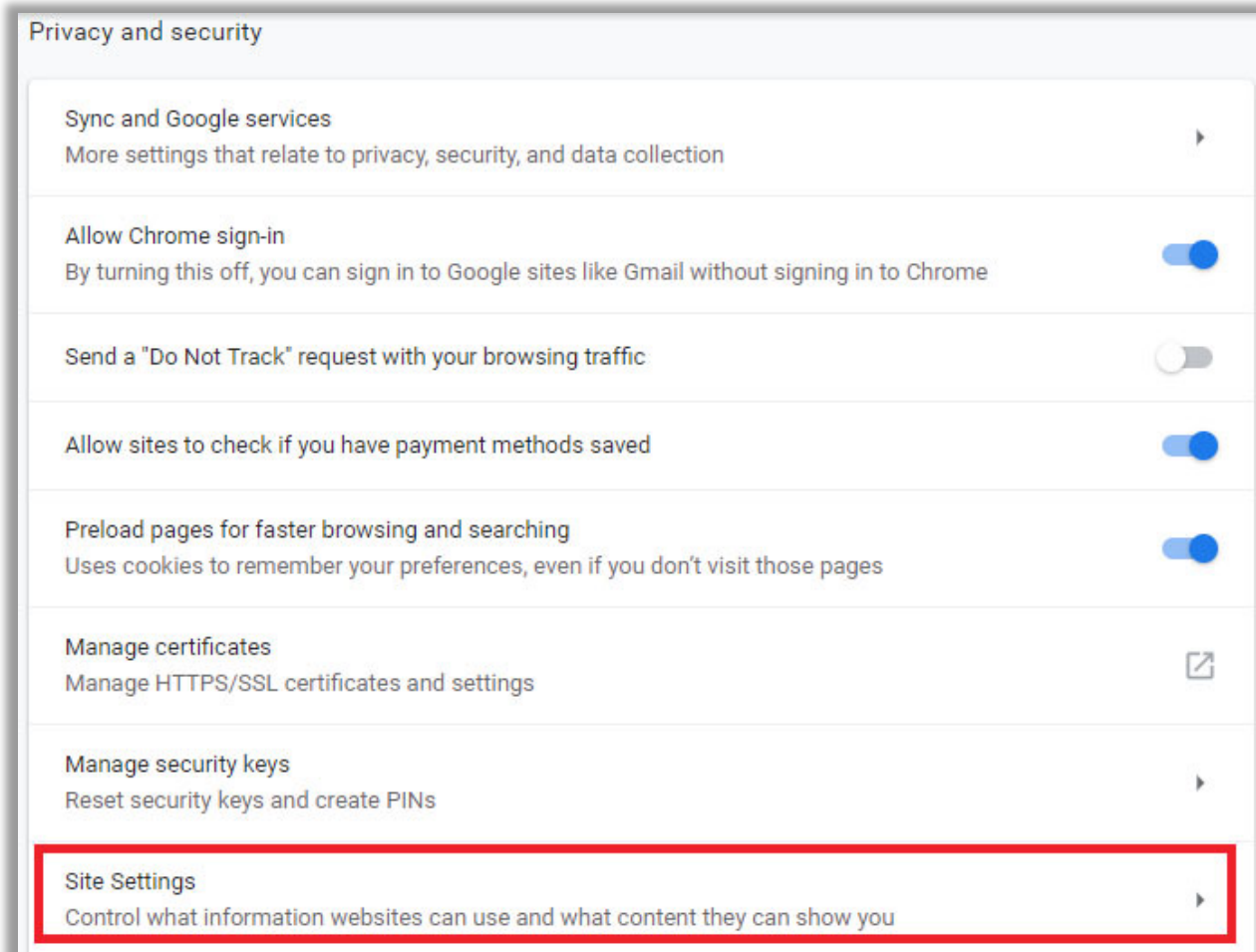
2. I get an error saying “Camera/Microphone not available”

Please make sure that your webcam & microphone are connected properly; also, make sure that you allow access to your camera & mic as shown below.

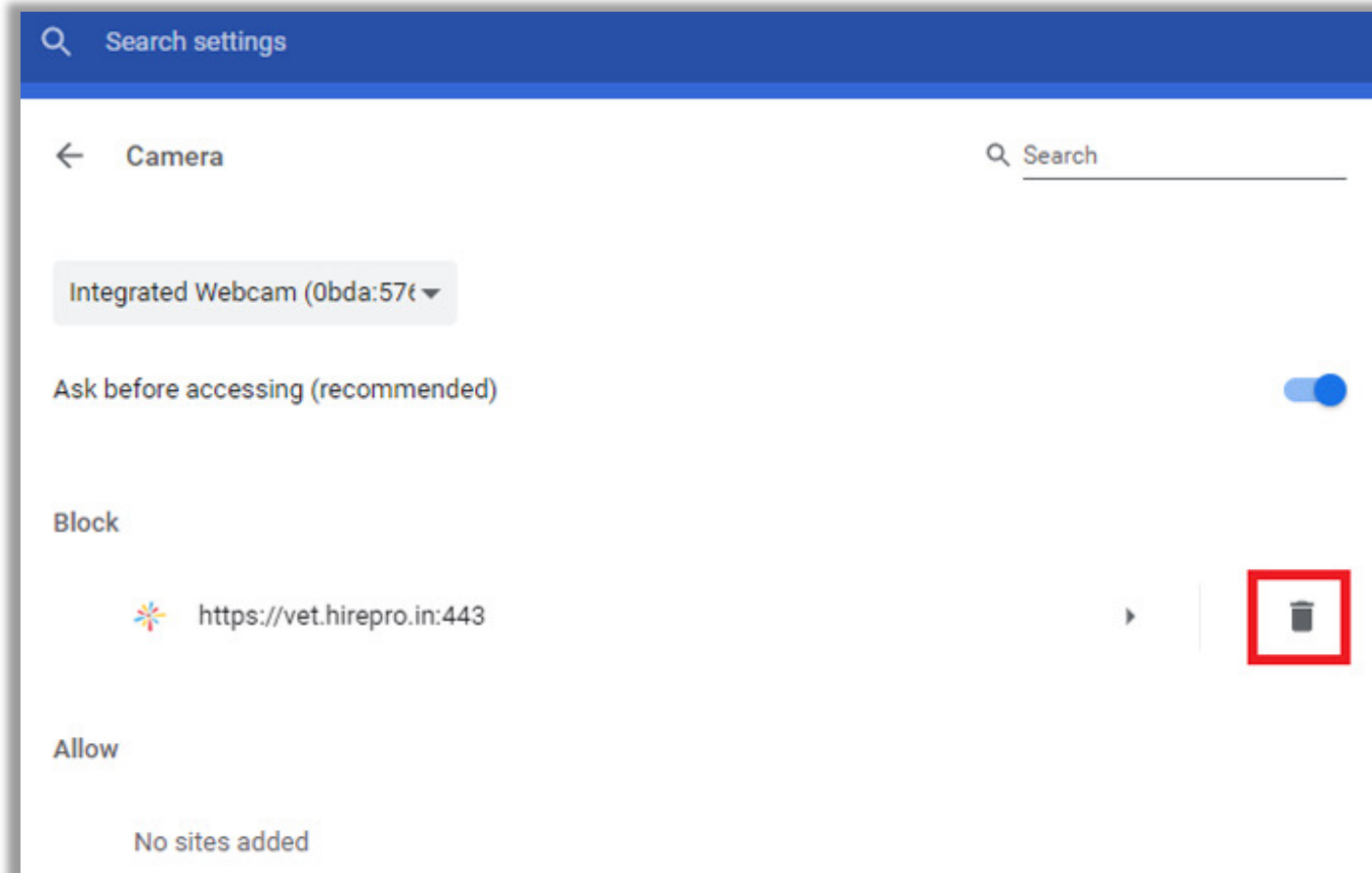


3. I accidentally blocked access to my camera and microphone

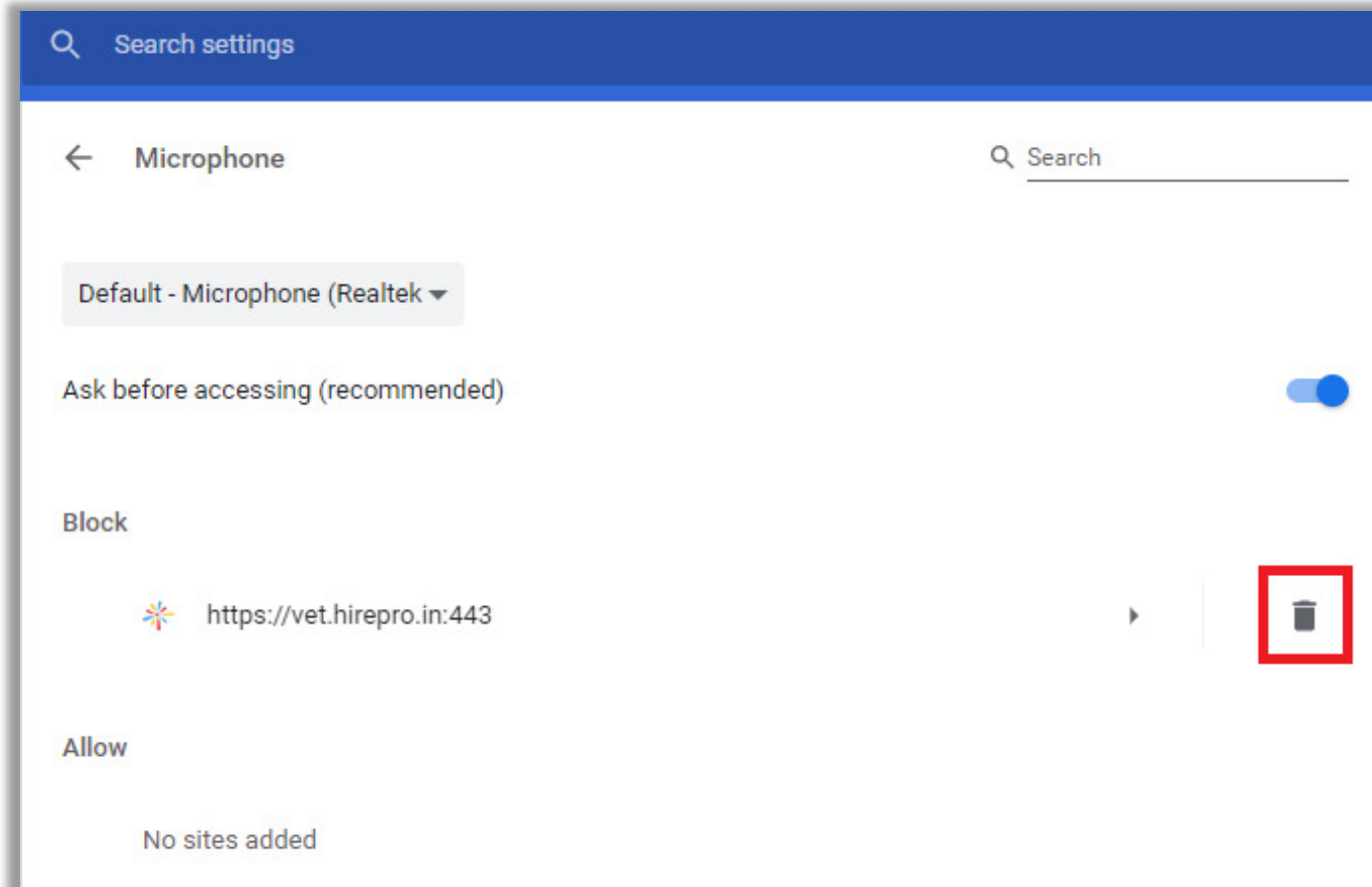
Go to: Chrome → Settings → Advanced Settings → Privacy & Security → Site Settings



To re-allow access to the **camera**, please delete the blocked site as shown below:



To re-allow access to the **microphone**, please delete the blocked site as shown below:



4. I get an error saying “Your system is too slow”

This error occurs if your RAM or processor speed is too slow. Please close all other applications, and restart your system. If you still see the error, then please move to a faster machine.

- **RAM:** 8 GB or more.
- **Processor:** i3 5th Generation 2.2Ghz or equivalent/higher.

5. I get an error saying “Your Internet Connection is too slow”

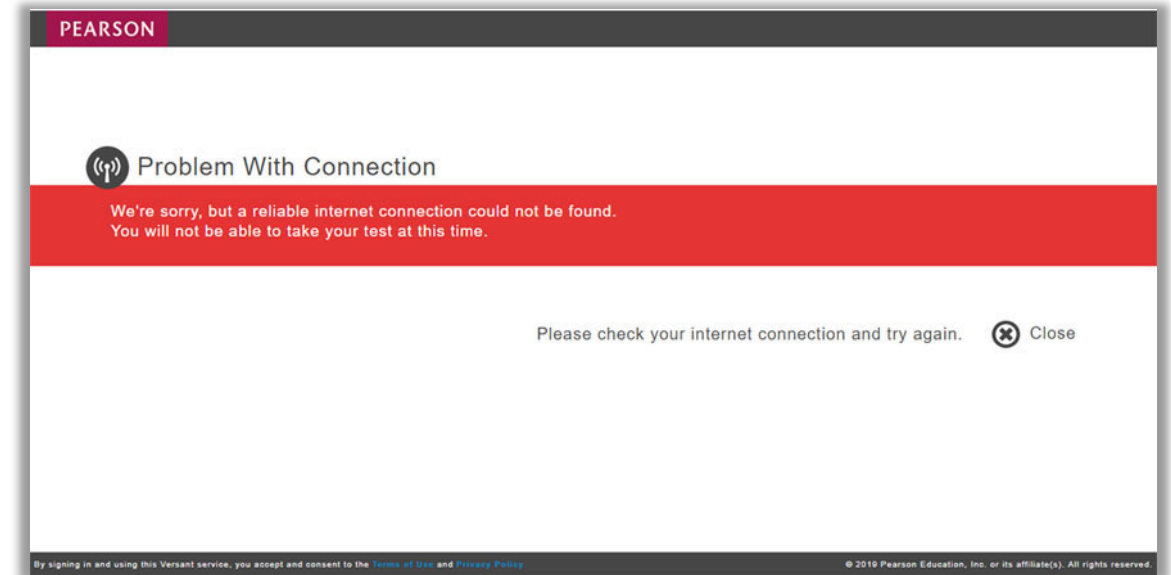
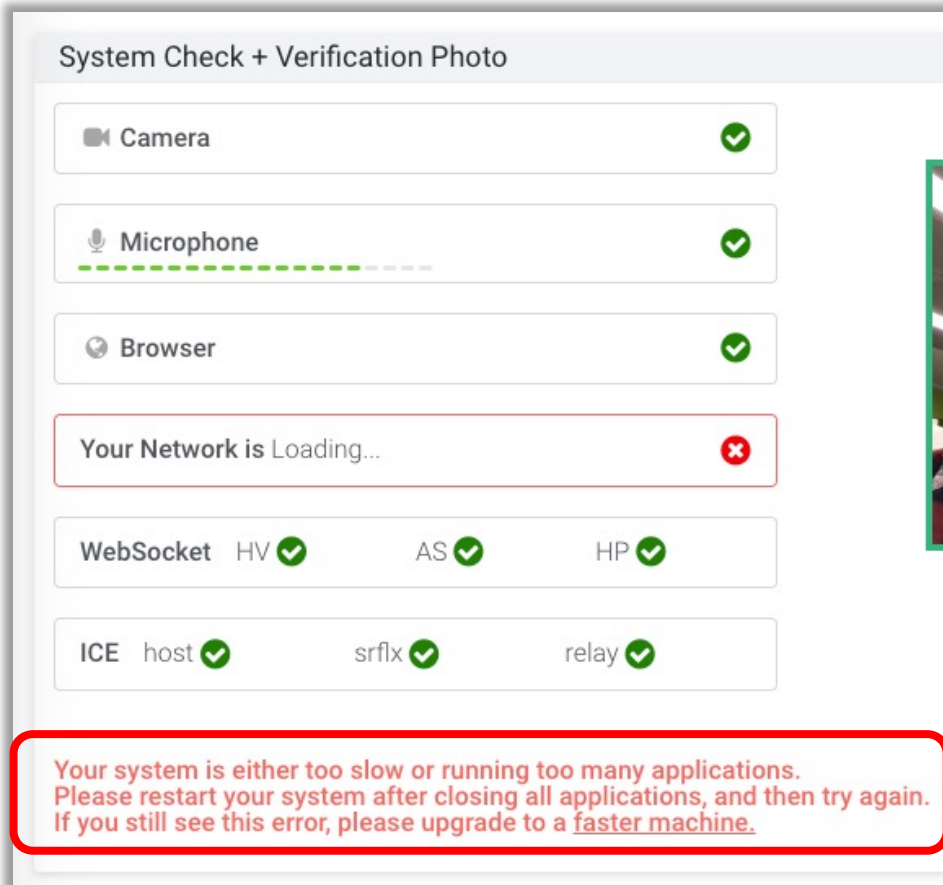
This error occurs if you don’t have a stable 2 Mbps+ connection. Please check your network connection and try again. If you are using 3G/4G connection, check that the signal is strong and stable.

6. I get an error saying “Browser not compatible”

This error occurs if you are not using Google Chrome version 88 & above. Please update Google Chrome to version 88 or above. No beta versions are allowed.

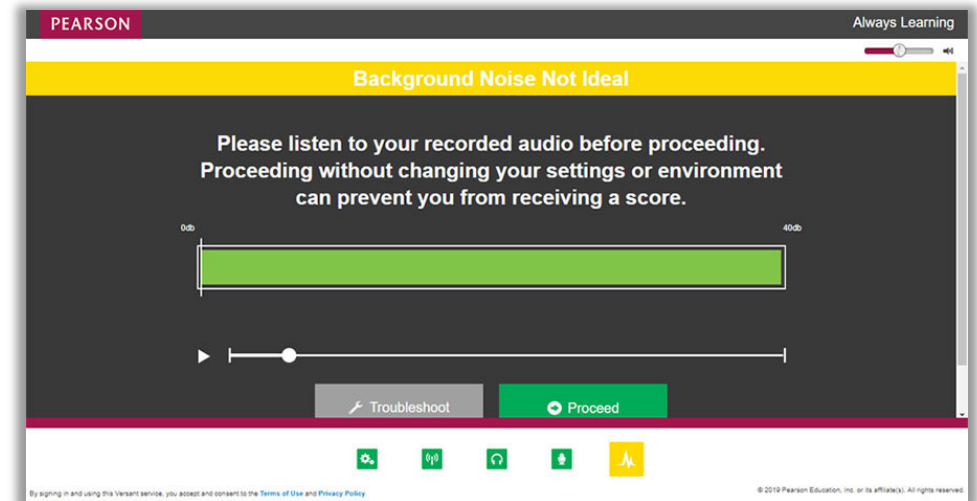
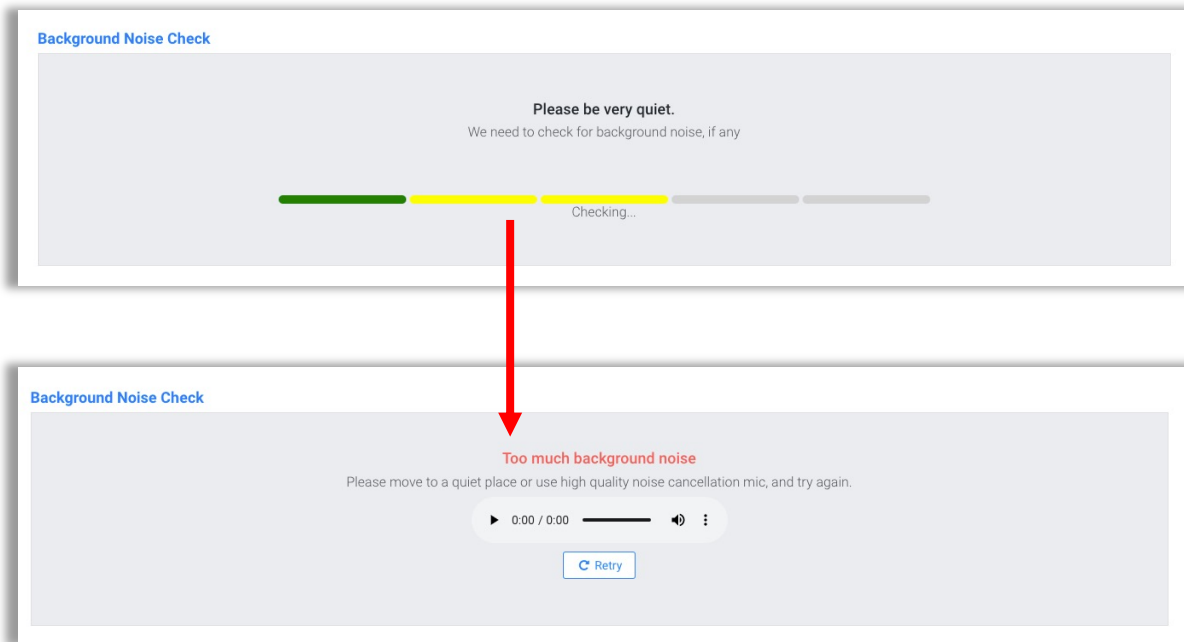
7. I get an error saying "Your network is too slow" or "Problem with Connection"

Check your network connection. This issue occurs when the connection is not appropriate with the bandwidth allocated with the website, or if other apps are using too much bandwidth.



8. I get an error saying "Too much background noise" or "Background noise not ideal"

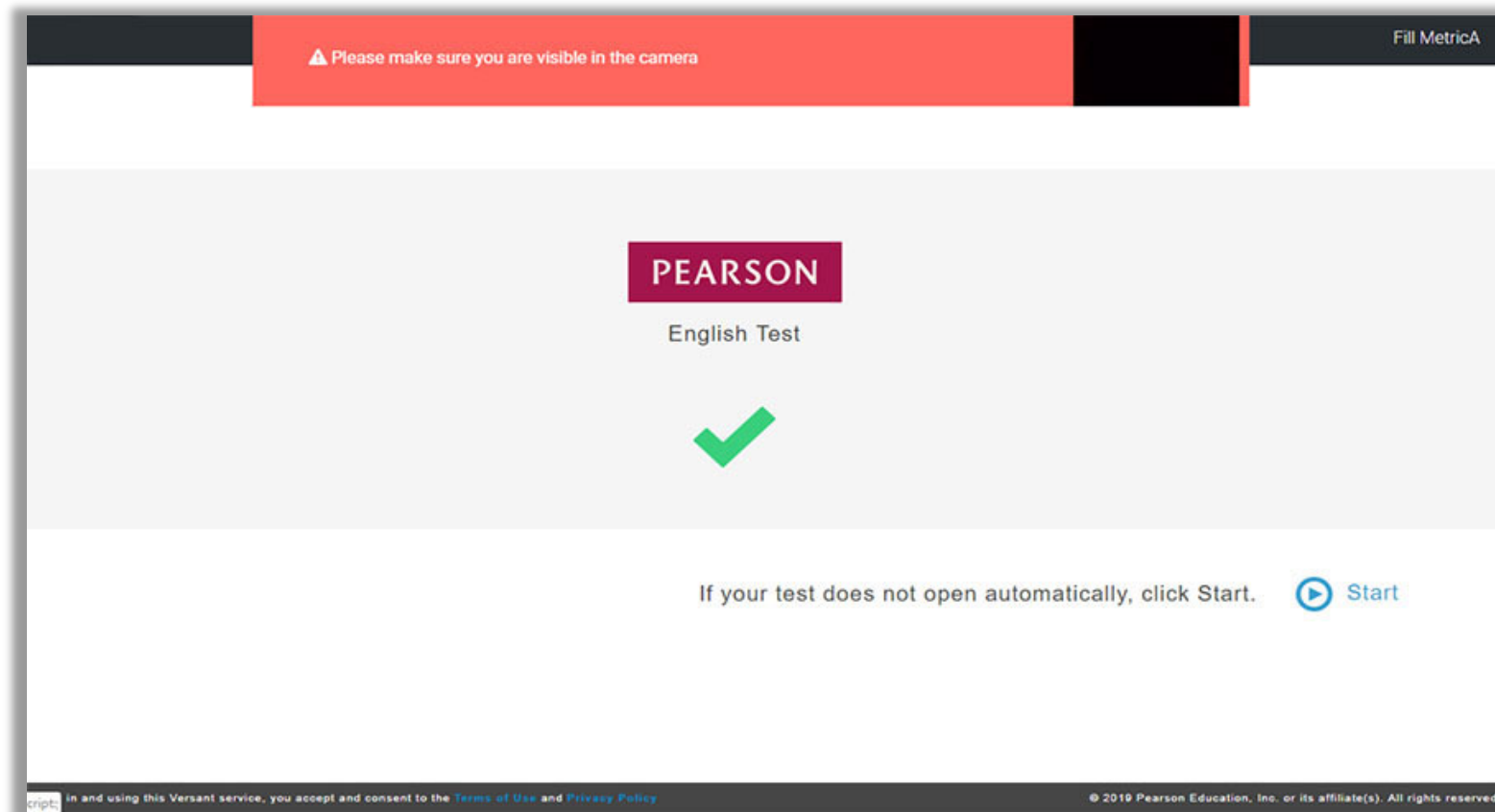
When any noise from your surroundings is audible, the system might prevent you from receiving a score. Please make sure you are in a quiet place while taking the test. A good quality microphone that sits close to your mouth is necessary to properly detect your voice while filtering background noises.



If the detected background noise is in the yellow zone, you won't be able to proceed to the test. Listen to the recording to understand what kind of noise the microphone is capturing.

9. I get an error saying “Please make sure you are visible in the camera”

This error occurs if the camera is not able to recognize your face. Since this is a proctored test, you are required to be visible in front of the camera throughout the whole test.



10. I accidentally closed my browser; my system hanged/shut down

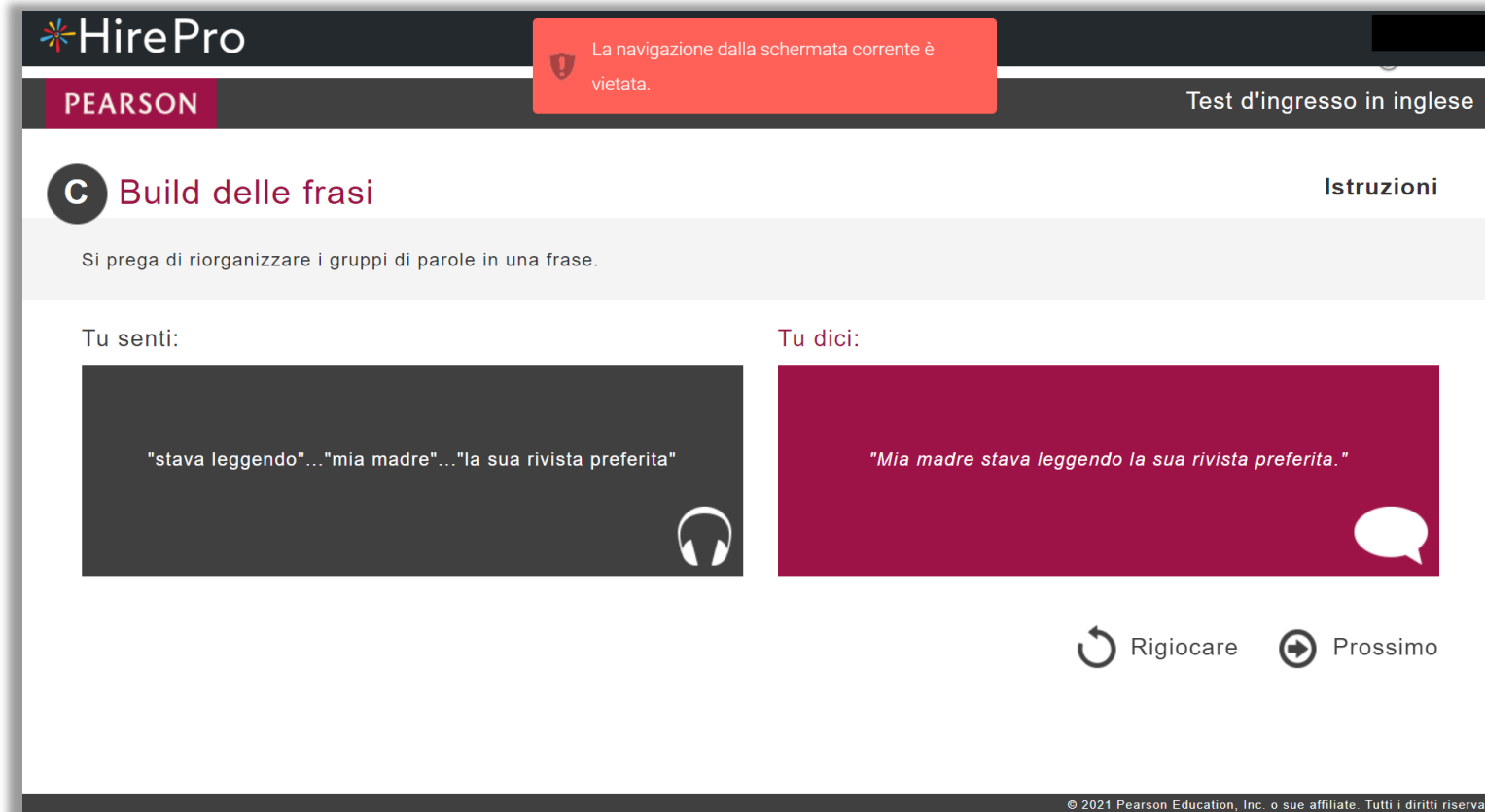
If this issue happens, please access your test again using the original credentials shared with you. The test will resume from the point where it was last closed.

Note: You MUST complete the test within 24 hours since you started it, and always within the timeframe set by the test administrator.

11. Part of the test appears in your native language instead of English

Google Chrome allows sites in other languages to be translated into your native language, so you should turn off the automatic translation from English before starting the test.

Go to: Chrome → Settings → Advanced Settings → Languages → turn off the following option: “offer to translate pages that aren't in a language you read”.





Pearson