FAQ'S FOR REMOTE PROCTORED INTERNET BASED TEST (IBT)

GENERIC INFORMATION ON REMOTE PROCTORED IBT

1. What does remote proctored IBT mean?

Ans. IBT stands for Internet Based Test, which means that candidate must have working internet connection to take this test. This IBT would be remote proctored; i.e., the candidate will be remotely invigilated through live video and audio feed, and the Computer screen of the candidate would also be monitored.

2. How is remote proctored IBT different from other modes of tests and what are the benefits for me as a candidate?

Ans. A remote proctored IBT is a secure online test that can be taken from any convenient location, like home, at a preferred slot from the given options. There is no need for you to travel to a specific test center to give the test.

However, to ensure fair delivery of the test, every candidate is monitored live through the computer system webcam and mic; and the same is recorded in the form of snapshots and videos which form part of the candidate's record, to be reviewed after the test.

3. Is it mandatory for me to have an internet connection?

Ans. Yes, it is mandatory for you to have stable internet connection with your computer system. The minimum bandwidth required is 512 kbps.

4. Is it mandatory to have a computer system? Can I take the test through a mobile phone or tablet, etc.?

Ans. Yes, it is mandatory to have a computer system, either a laptop or desktop, with working webcam and mic to take the remote proctored IBT. It would not be possible for you to take this test through gadgets such as mobile phone, tablet, etc.

Preparing/ Setting up for the Remote Proctored IBT

5. What are the specifications for the device I need to have to take remote proctored IBT?

Ans. You must have a computer system (laptop or desktop) with working webcam and mic to take this test. Since secure browser will be used, the OS must be Windows (Version 7 or above).

6. How should I prepare for remote proctored IBT?

Ans. You should do some advance checks to be better prepared for the test:
- Read the Candidate IBT Experience Guide thoroughly, available at https://apps.aima.in/ugat2020
- View the demo video as many times as you want, to understand the process better
- Download and Install MSB (a secure browser)
- Take the **Mock IBT**, the schedule and other details for which are available on the website. This would be the best way to experience the whole process before the actual test
- Ensure to have specified internet connectivity and enough power supply/backup to have an uninterrupted experience.

7. How should I set up my test seat/ workplace?

Ans. You must ensure to sit in a quiet place in a well-lit room, with proper lighting on your face.

8. Will there be a dress code for the test?

Ans. Even though it's an online test that you are giving from home or a place of your choice, you must be dressed up properly for an official setting and must maintain the decorum of the test at all times. It is enough to wear simple formal/semi-formal clothes. There is no need to dress up in suit-tie, etc.

9. Is it mandatory for me to keep an original valid photo ID proof to give the remote proctored IBT?

Ans. Yes, it is mandatory for you to keep a Govt. approved valid original photo ID proof document ready with you beforehand when you take your seat for the test. You will need to submit a live image of the document to get authorised to start the test.

Do's and Don'ts during the Remote Proctored IBT

10. At my location, there might be people talking to me or around me, what would I be expected to do in such case?

Ans. The remote proctored IBT must be treated with utmost seriousness and decorum as any high-stake test. You must consider your location the same as a test hall and maintain the decorum of a test throughout the duration. There should be no one talking to the candidate and the surrounding should not be noisy. The web camera must be adjusted in such a way that your face is visible to the proctor throughout the test. Any suspicious behaviour will lead to termination of test.

11. Will I be allowed to use my mobile phone during the test?

Ans. No. The remote proctored IBT is to be taken as seriously as any other high-stake test, where you are expected to only concentrate on the test and not use any mobile device/ headphone/earphone/ ear pod/ smart watch/ blue tooth device, etc.

12. Will I be allowed to use a calculator during the test?

Ans. No, you will not be allowed to use any calculator or similar devices during the test.

13. Will I be allowed to use rough sheets for calculations?

Ans. Yes, you will be allowed to use rough sheets for calculation purpose only. During the test the remote proctor could ask you to display these sheets in front of the webcam for checking/verification.

14. Will I be allowed a bio-break (toilet break) during the test?

Ans. Yes, a bio-break would be allowed for a short duration of say, 2-3 minutes only. It will be mandatory for you to inform the proctor through the **Chat Window** at the right bottom of the test page screen, and obtain permission before leaving the seat. Otherwise, the same shall be reported as a violation. Moreover, you are advised not to seek bio-breaks more than once or twice during the entire test.

Issues/ Queries while attempting the Remote Proctored IBT

15. How do I start the test, if I am getting the following error - "Video Streaming Error"?

Ans. It seems that some restrictions are enabled on the network or on system level which is being used. Kindly follow the steps given below to resolve the issue:

- Disable the firewall/antivirus (if any) on your computer.
- Make sure that you are using a network where website restrictions may not be enabled.

 If the issue persists, kindly connect your system to a different internet connection.

16. I have been waiting for getting authorized for the test, but not getting through and getting message "We are currently processing your authorization submission" or "You are in the queue. Please wait while your details are being authorized". How long will it take?

Ans. The said messages are displayed when your details are being viewed and validated by the authorizer, hence kindly wait in the queue.

Note: Your test timing is not impacted because of this as the timer starts only when you see the first question of the test.

17. What should I do if I get disconnected while attempting the test due to power failure or internet disconnect?

Ans. The test runs on auto save mode. You can resume the test following the same steps as did initially and from the same question number where you got disconnected. However, please note such disconnects would be monitored and any suspicious activity shall be reported for further action.

18. I am unable to start the test, getting the message "This Test has been deactivated". What should I do?

Ans. This message is displayed when the time window for participation in the test has been closed. That is, you are late for the test. Hence, to avoid this you must ensure to login on time to take the test as per booked slot.

19. I am unable to start the test, getting the message "Connection with Chat Server Failed". What should I do?

Ans. This message is displayed when there is restriction enabled on the Network / System being used.

If you are not using an office system.

- Kindly disable the antivirus & firewall (If any).
- You can also try to switch to different internet connection.
- Try changing the system if the issue persists.

If you are using an Office system / Office Network.

- Kindly connect with the IT team at your organization

MSB – The Secure Browser

MSB is a security feature to prevent unfair practices during the test and it will be mandatory for all candidates to download and install it on the system that shall be used for the test. Please note to have Windows OS only (Version 7 or above).

20. How to download MSB – the secure browser?

Ans. When you click the "Start Test" button on the test invitation email, a new window will open with two options "DOWNLOAD MSB" and "PROCEED to TEST".
On clicking the first option it will ask you to save the MSB file and on clicking the save button, the MSB will start downloading.

21. I have installed the MSB, how to proceed from there?

Ans. Once the MSB is downloaded and installed it will open a new window with two options "DOWNLOAD MSB" and "PROCEED to TEST".
Click on "Proceed to Test" and on proceeding further, the MSB will ask to terminate the prohibited process.
Kindly read the complete message as it will mention the application names as well
Without clicking on OK or Cancel, press <Ctrl + Shift + Esc> to open Task Manager. Once the Task Manager is open, terminate all the mentioned applications.
Once done close the Task Manager and click on OK, MSB will open. Then follow the Onscreen instructions.

22. I am unable to start the test as I am getting the message "We have detected multiple screen". How to proceed from here?

Ans. The said message is displayed when multiple screens are connected with the system or when the screen is duplicated or extended to the external screen in which you are attempting the test.

Resolution Steps

- If any external screen or any video cables like VGA/DVI/HDMI etc. are connected to the system, then remove the same.
- Press and Hold Windows Key and Press "P" and select the 'PC Screen Only' option.
- Any application like Skype, TeamViewer etc. which uses screen sharing feature must be terminated.

23. I have Webcam and Microphone and allowed it, but it is not allowing me to proceed. What should I do?
Ans. Kindly follow the below mentioned step to resolve the issue.
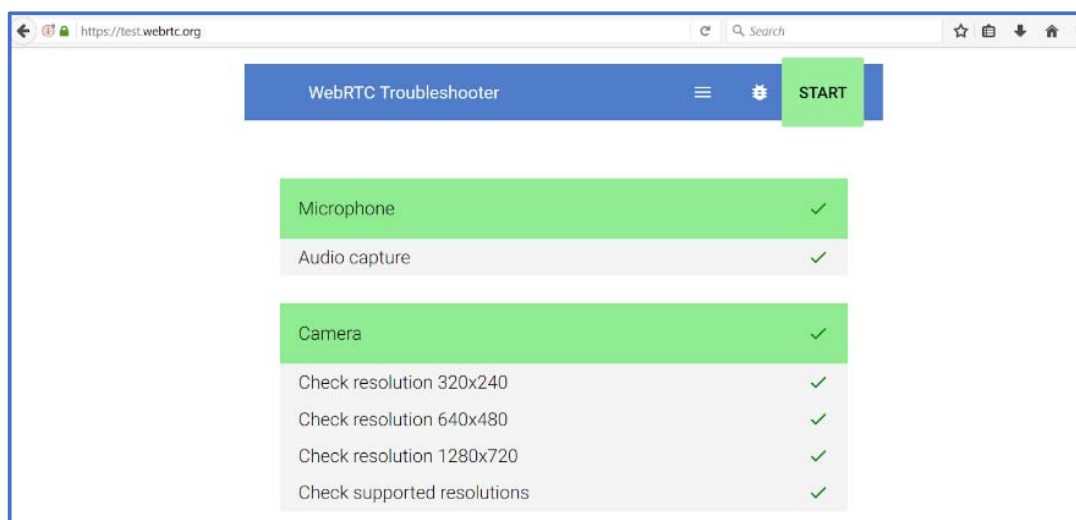
Note: There is no way to give permission for Web Camera and Microphone within MSB
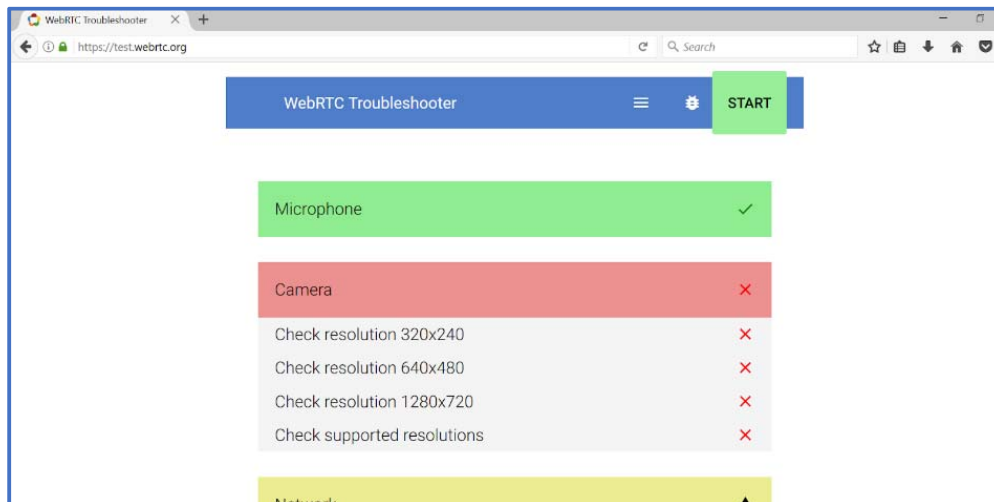The Issue might come because of
a. Web Camera or Microphone is not in working condition.
b. Appropriate resolution from the Web Camera is not available.
c. Hardware issue.
d. Any Third-party app is using Web Camera or Microphone.
In order to check the Web Camera and Microphone functionality for MSB the below mentioned steps are to be followed only.
1. Close all applications which might be using Web Camera and Microphone.
2. Open the OS C: drive of the Windows.
3. Open Program Files(X86) folder, if not available then open Program Files.
4. Open the … Folder
5. Open MSB Folder in the … Folder.
6. In MSB Folder, Open the SebWindowsBrowser folder.
7. Open the xulrunner folder in the SebWindowsBrowser folder.
8. Open Firefox from the xulrunner folder.
9. Once the Firefox is Open, in the address bar type test.webrtc.org
10. It will ask to give permission for Web Camera and Microphone.
11. If the Web Camera and Microphone are in working condition, then there will be a green tick mark against Microphone and Webcam as shown in the Image below

12. If not working, then a red cross mark will display as shown in the Image below

24. What are the basic criteria for installing the MSB?

Ans. In order to get MSB installed, there are certain criteria to be ensured.

a. Only Windows Platform is supported and that too Windows 7 and above.
b. No restrictions should be implied over the used network and the system which is to be used to participate in the test.
c. Anti-Virus/firewall (if any) is to be disabled before installing the MSB and should be kept disabled during the test.
d. You should have administrative rights on the system.
e. You should not be logged in as a Guest User.
f. Windows should be up to date with no pending updates to be installed.
g. Will support minimum 4.5.1. .Net framework (which comes inbuilt in the MSB.exe file)
h. 65 MB permanent free space on the default hard drive

25. Once I am finished with answering the test questions, how do I 'Submit' the test?

Ans. You need to click on "**Finish Test**" button located at the top right corner of the test window. This will show the summary of test including the section-wise details of Answered (under Green ribbon), Not Answered (under Grey ribbon) and questions marked as Revisit (under Orange ribbon). On the next window, you need to click on "**Yes, Finish test**" to complete the test. This button can only be clicked once during the entire course of the test. Once, the test is completed you will not be able to attempt any more questions or proceed further.