

## EXAM REQUIREMENTS

### Equipment Requirements

- You need to use a desktop or laptop **computer**, not a tablet or mobile phone.
- Your computer must meet the necessary system requirements stated below:
  - At least i3 Processor with 4GB RAM
  - An appropriate operating system (Windows 10, Mac OS Sierra (minimum))
  - A reliable and robust **internet access** (at least 4 mbps)
  - A fully-functioning internal or external **web camera, speaker, and microphone**
  - You **cannot** use Chromebook for the exam.
- Before the exam, you need to take precautions against power cuts or internet connection problems. For this, we recommend that you have a fully charged laptop and 4G internet connection ready.

### Environment Requirements

- You must take the exam alone in a silent and private room. (Not in an open area, internet café, cafeteria, etc.)
- You must place your computer on a desk and sit on a chair in an appropriate position during the exam. (Not sitting or lying on a bed)
- The surface of the table you will be using during the exam must be clear.
- You must ensure that there is enough lighting in the room and you don't sit with your back against a window/any light source.

### Other Requirements

- You must avoid wearing a cap, hat, etc. which may prevent displaying your face appropriately.
- You must have your ID (student identity card, TC identity card, or passport) ready with you.
- You cannot eat or drink anything except water during the exam.
- You will be taking notes on a blank paper in the listening part of the exam. Prepare your blank paper and pencil before the listening part begins.

Before taking the exam, you must make sure that you meet the equipment, environment, and other requirements stated above. **Otherwise, you cannot take the exam OR your exam will be invalid.**

## EXAM TAKING GUIDELINES

### Before the Exam

- Make sure that you meet all the exam requirements (equipment, environment, and other)
- Log into the [LMS Exam](#) at the specified time (on the website)
- Select the course
- Select the quiz
- Start the LockDown Browser
  - If your computer does not have LockDown Browser installed, select “install LockDown Browser”. This link will enable you to install Lockdown Browser to your computer.
  - If your computer already has Lockdown Browser installed, simply click the “Launch LockDown Browser” button.
- Follow and complete the authentication steps (show our ID, etc.)
- After the authentication, be ready to start the exam.

### During the Exam

- Follow all the exam rules you will be presented before each part of the exam.
- Do not leave the table and move your face away from the computer screen during the exam.
- If you face any technical problems, contact **IT support** by using the chat box.
- In the Introduction, Reading, and Writing Parts you will not use any materials (papers, pencils, etc.) However, only in the Listening Part you will use a blank piece of paper and a pencil to take notes.

### After the Exam

- After each part of the exam, “submit” your responses and leave the relevant part of the exam.

### About Respondus LockDown Browser

- Online TRACE will be administered through Respondus LockDown Browser.
- **LockDown Browser** is a locked browser for taking quizzes in Moodle. It prevents you from printing, copying, going to another URL, or accessing other applications during a quiz.
- LockDown Browser must be installed to your computer before taking the exam.
- Follow the onscreen instructions to complete the installation.
- You will also be required to use a webcam to record yourself during the exam. Your computer must have a fully functioning webcam, speaker, and microphone. A broadband connection is also required.

- You will be guided when completing the procedures before the exam through the Startup Sequence. The Startup Sequence includes these steps:
  1. Terms of use,
  2. Webcam check,
  3. Guidelines and tips,
  4. Student photo,
  5. Show ID,
  6. Environment check,
  7. Facial detection check
    - You will first need to review and agree to the Terms of Use.
    - The **Webcam Check** will confirm that your webcam and microphone are working properly. The first time the Webcam Check is performed on a computer, Adobe Flash Player will require you to select **Allow** and **Remember**.
    - For the remaining steps of the Startup Sequence follow the instructions.
    - If you encounter a problem, contact **solution center** for troubleshooting.
    - The quiz will begin after the Startup Sequence is complete.
- Once the exam has been started with LockDown Browser, you cannot exit the exam until the “**Submit Quiz**” button is clicked.
- If you have problems downloading, installing, or taking an exam with Respondus LockDown Browser, contact **solution center**.



## Respondus & LockDown Browser Most Common Problems

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### I clicked the "Begin Exam" button but I am unable to start the exam

Launch LMS LB on a regular internet browser (i.e. Chrome, Firefox) and log in the **exam again**. Make sure you click the "**Launch Exam**" button to start the exam. If you click the "Check Exam" button instead of "Launch Exam", you will go through all the steps in the same way but you will not be able to start the exam.



### "LockdownBrowser shouldn't be started manually."

Launch LMS LB on a regular internet browser (i.e. Chrome, Firefox) and **re-start the exam via LMS LB**. Make sure you click the "Launch Exam" button to start the exam. **Do not launch LockDownBrowser directly.**



### My camera does not turn on.

This may be caused by **antivirus** software or **Adblockers**. Make sure these applications are turned off on your computer. If the problem continues, please ask support from the Solution Center.



### "A required parameter is missing" and/or Computer Locked

Please contact your course instructor and ask for support. Your course instructor will direct you to re-start the exam. This problem is usually momentary, and is generally caused by loss of internet connection. **Try to connect to internet with cable, stay close to the modem, keep your mobile internet ready in any case, and complete your pre-exam checks.**



### LockDownBrowser does not launch via LMS LB

Uninstall all LockDownBrowser applications, and **re-download and reinstall via the LMS LB examination screen**. This problem usually occurs when LockDownBrowser is used for **Pearson Quizzes**. **The LockDownBrowser used for Pearson cannot be used on the LMS LB.**



### LockDownBrowser does not launch via Pearson

**Uninstall the LockDownBrowser** application, and download and **reinstall** the application via the Pearson examination screen. The reason of this problem is that the LockDownBrowser used for Pearson Quizzes is different from the LockDownBrowser used on the LMS LB. Students who have taken or will take exams in these two different systems must first uninstall and re-install the application on each platform before they take their next examination.



### Facial Detection Error

You should be facing the light. The light should come from behind the camera and the computer. You can change your position or turn on the lights in the room. Make sure the camera is far away enough to capture all of **your face**.