

# English Language Testing

password



**School Handbook**  
for Password Plus tests

## Purpose

This document explains what you need to know and what will happen when you take your Password Plus test. It is for all Password Plus for Schools tests, which may include Knowledge, Writing or Maths.

Read the whole document carefully and follow all the instructions. If there is anything that you don't understand or you have questions, contact English Language Testing Ltd (ELT), the exam board responsible for the test, at [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk).

The test is taken online and is invigilated by ProctorU (also called Meazure Learning).

## The Password Plus for Schools test formats

Each Password Plus test is taken in one sitting. The tests may have one or more of the following parts.

**Knowledge:** You will see four or five sections that test different parts of English, such as grammar, vocabulary, synonyms, and collocations. The number of questions in each section is different. You will answer the questions by choosing from multiple-choice answers or from a drop-down menu. You have up to 1 hour for this part of the test.

**Writing:** You can choose one of two essay topics. Write an essay of at least 200 words on the topic you choose. You have 30 minutes for this part of the test.

**Maths:** You will see several sections, usually four, and each one becomes more difficult. Each section has about 15 questions on different areas of mathematics. You answer the questions by choosing a multiple-choice answer or by typing your answer in a box. You have up to 1 hour for this part of the test.

## Arrangements if you have a disability, medical condition or learning difference

If you have a disability, a medical condition, or a learning difference and you need special equipment or extra time for the test, you must contact ELT before you use your coupon code.

ELT will ask you to send more information. This may include medical certificates or reports that explain what special equipment or extra time you need. ELT will use this information to decide if they can give you special exam arrangements for the Password Plus test.

Please remember that these are not always possible.

To contact ELT about special exam arrangements, please email [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk).

## Before using your coupon code

You need to understand and agree to the following:

During the test, ProctorU will watch and record the session for test security. Make sure you have permission from a parent or guardian to take the test.

You cannot cover your face or ears, even for religious reasons. If you normally cover your face or ears and want a male or female proctor, you must email [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) at least 5 days before your test. If you are not comfortable with these rules, do not take a Password Plus test.

You must be able to communicate in basic English with the proctor. You will need to understand simple instructions, answer questions, and check your computer. You will communicate with the proctor by typing in the chat box and speaking.

You must be honest about where you are taking the test. Sometimes ELT does not allow tests to be bought or taken in certain places. Also, ProctorU cannot invigilate tests in countries on the US list of embargoed countries. If you are not sure, check with [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk).

By buying the test, you agree to follow all test rules, terms and conditions, and information in the student handbook.

If ELT cannot confirm your identity from the video recording, they may ask you to:

- Send photos or videos to confirm your identity.

Results will not be released if academic misconduct and/ or fraud is found, or if passport and/ or identity documents cannot be verified.

## Using your coupon code

To use your coupon code for a Password Plus test, click the link provided to you by your institution to purchase the test. Enter your coupon code. The price will change to 0.

## Emails you will receive

After using your coupon code, you will receive several emails:

1. Purchase confirmation email from ELT
  - this email has your test login code. You need this code to enter your test. The email also has useful links to help you prepare for your test.
2. Creating ProctorU account email from ProctorU
  - Use this link to create your ProctorU profile. Then you will be able to schedule your test.
  - Check your spam or junk folder if you don't see this email. The sender address is: [noreply@proctoru.com](mailto:noreply@proctoru.com).
3. Test reminder email from ELT
  - This email provides a reminder of your test login and other useful information for your test day.

## Preparing for the test

Before the test, you need to prepare these things:

- Read this whole document. Pay attention to the “Password Plus test regulations” and the rules from ProctorU and ELT.
- Passport or national ID. It must be valid (not expired). If you do not have a valid ID on test day, you cannot take the test.
- You cannot cover your face or ears during the test. If you normally do and want a male or female proctor, email [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) at least 5 days before your test.
- A PC or laptop with:
  - A 15-inch screen or bigger
  - Speakers and a microphone (no headphones)
  - A webcam (built-in or wired external)
  - All external equipment must be wired, not Bluetooth.
- No dual monitors, no dual-screen laptops, no laptops with a touch bar. No gaming keyboards with special shortcut keys.
- Disconnect all extra devices from the PC: USB sticks, printers, extra monitors, extra keyboards or mice. Only keep the equipment needed for the test.

- The PC must use Windows 10 or 11, or macOS 11.0 Big Sur or higher.
- Windows must be activated (no “Activate Windows” message).
- Your PC must be able to open PDF files (e.g., Adobe Acrobat or a web browser).
- You need a stable wired or WiFi internet connection of at least 2 Mbps. No mobile hotspots. VPNs are allowed but not recommended.
- Create your ProctorU account. Use your first and last names exactly as shown in your passport or ID.
- Download and install the ProctorU Guardian web browser.
- Turn off any predictive text, spelling/grammar checks, or translation tools on your PC.
- Uninstall any remote access software (e.g., TeamViewer, AnyDesk) or screen capture tools, then restart your computer.
- Change your keyboard and display language to English (follow given instructions).
- Complete the technical checks in your ProctorU account before the test to make sure your equipment works.
- Prepare a quiet room with one door that can be closed. This door must be visible behind you. All glass walls, windows, or glass doors must be covered so no one can see in. There needs to be enough light so the proctor can see you clearly.
- Use a proper desk or table and a chair. You cannot sit on a bed.

## Scheduling your test

You must book a test time through your ProctorU account.

- Booking 72 hours or more before your test is free.
- Booking less than 72 hours before your test will have a small fee from ProctorU

If you want to change your test date or time, it is free if there are more than 72 hours before the test.

If you feel ill, it is a good idea to change your test time, because illness can affect your test performance. You should also think about changing your test if you feel very stressed or tired.

## On the day of your test

Be ready and logged in to your ProctorU account ten minutes before your test time.

You must:

- Allow enough time for your test and onboarding. The proctor will guide you through the onboarding process. This usually takes about 10-15 minutes.
  - Wear simple clothing.
  - No scarves, ties, watches, or visible jewellery.
  - No smart watches.
  - No hats or head coverings (except religious items like headscarves or turbans). These must not cover your face or ears.
  - No face coverings.
  - If you wear glasses for medical reasons, the proctor will check them.
- Set up your desk so your face and the room's door are always visible in the webcam. Cover any windows or glass walls.
- Clear the desk and area around you.
- You may have:
  - One sheet of plain paper
  - One pen or pencil
  - A clear, unlabelled bottle or glass of water
  - A phone with a camera or an external webcam for room checks or ID verification.
- Prepare your PC as described in "Preparing for the test." Disable or uninstall any banned software. If your PC is not ready, you must fix the problem before continuing. Contact our support team if you need any help: [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk).
- Check your equipment.
  - Webcam working
  - Speakers and microphone working
  - Internet stable
  - Bluetooth off
  - PC language set to English

Close all programs, restart your PC, then log in to ProctorU and open the ProctorU Guardian browser.

- Have your passport or national ID card. No photocopies allowed.

- Have your ProctorU login, password, and your Password Plus test login (sent to you after purchase).
- Make sure you have your online ProctorU account login and password, and the Password Plus test login, which was sent to you after you purchased the test.
- Be alone in the room during the test, with the door closed and windows covered.
- Not stand up or move around the room.

You are fully responsible for following all test rules and regulations.

Before the test begins, the proctor will ask you to check your equipment and show the room and your passport or ID card.

## Logging into your Password Plus test

After the ProctorU onboarding checks are finished, your proctor will open the Password testing system. You will then see the test login page.

To start your test:

- You enter the test login sent to you by ELT. The test login starts with HMC.
- The proctor will enter the test password.

On the first page of the test, you must enter basic personal details.

It is very important that you write your full name exactly as it appears in your passport or on your ID card, and enter your date of birth correctly. These will appear on your test certificate.

## When will I receive my results?

Your results will be available to your institution within five working days after you finish the test, unless further checks are needed.

Your institution will tell you about your test results. They may also provide you with a PDF results certificate.

The results certificate will have your name and date of birth, a result for each of the parts in the test you took, and if appropriate an overall test score.

## What if I don't log in to ProctorU as scheduled?

If you logged in to ProctorU too late for your test, or did not log in at all, you will need to contact your institution.

## What if I have technical problems while taking the test?

If you have technical problems with your computer, speakers, microphone, webcam, or Internet connection that stop you from taking or finishing the test, you will need to have a technical rebook. You will only need to take the parts of the test that you did not finish.

Please email [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) from the same email you used to redeem your coupon code. Include:

- Your full name
- Your date of birth
- Your test login
- The date and time you tried to take the test
- Details of your technical problems

ELT will email you with instructions on how to continue your test.

- If ELT gives you advice (for example, to use a better internet connection), you should follow it.
- If ELT offers you a free remote support session, it is a very good idea to accept it before you take the test again.

## What if I'm ill?

You should consider rescheduling your test, you can do this up to 24h before your test time. Log in to your ProctorU account, cancel your current test and schedule your test for a new date and time.

## What if I'm ill on the day of my test?

Contact your institution for advice.

## Complaints and appeals

If you have comments or complaints about your Password Plus test, ProctorU, or ELT, please contact your institution for advice.

## Password Plus test regulations

You must follow all the rules below.

If you do not follow them, you may be disqualified and will not receive your results.

### **Whilst connected to ProctorU and during the Password Plus test, you must:**

- Read and listen to all rules from your proctor and on the screen, and follow them. The rules are also on ELT's website.
- Follow any extra instructions your proctor gives you.
- Be alone in the test room during the test.
- Make sure nobody can see into your test room.
- Make sure there are no unauthorised electronic devices in the room.
- Speak only when allowed: talking to the proctor. Do not read aloud.
- Stay seated and look at the test screen. Do not look away, down, or around the room.
- Do the test yourself with your own work. Do not get help from people, books, notes, phones, the Internet, or any software (such as spelling and grammar checkers, predictive text, translation tools, essay templates, or ChatGPT). Do not copy anyone else's work.
- Log back into ProctorU and click "reconnect" if you are disconnected. Do NOT continue the test while disconnected. Do not enter answers or click "next."
- If you cannot reconnect, contact Password Support with your full name, date of birth, test login, appointment time, and full details of the problem.

### **Whilst connected to ProctorU and during the Password Plus test, you must not:**

- Bring or use anything in the room that could help you with the test.
- Use books, notes, phones, dictionaries, the Internet, or any assistive software (predictive text, grammar or spell checkers, translators, ChatGPT, etc.). Do not use essay templates or copy other people's work.
- Use any virtual machine, remote access tool, deepfake tool, image or video editing software, or anything that could deceive ELT or the proctor.

- Connect any devices to the test computer except what is required for the test.
- Use or allow anyone to use cameras, phones, memory sticks, headphones, tablets, screen capture tools, or any device that can record or store information.
- Copy, photograph, write down, or record any part of the Password test in any way.
- Ask the proctor (or anyone else) to explain questions or how to answer them.
- Stand up or move around the room.
- Give help to anyone or receive help from anyone. Do not copy another anyone else's work.
- Block or interfere with the webcam and microphone during the recording of your test.
- Eat or smoke in the test room.
- Threaten or intimidate the proctor.

## Grounds for disqualification

You may be disqualified, and your test results may be cancelled, if you do any of the following:

- Do not follow the Password Plus test rules or the terms and conditions (in this document or on ELT's website).
- Do not show proper ID, use fake ID, or enter false or incomplete information in the test.
- Use virtual machines, remote access tools, deepfake tools, image/video editing, or anything to deceive ELT or the proctor.
- Use any equipment, devices, or software that are not allowed.
- Use screen capture tools, cameras, or recorders to record the test.
- Offer bribes in money or gifts to ELT, ProctorU staff or others.
- Threaten or intimidate ELT or ProctorU staff.
- Try to take the test again outside the allowed retake rules.
- Change or fake documents or emails from ELT, including test results or certificates.
- Buy, try to buy, take, or try to take a test in a location where Password Plus is not allowed.
- Buy or take a test when ELT has told you that you are not allowed to take one.
- Ask for a refund or using a new coupon code when you are not entitled to one.
- Be connected to disqualified test takers or test locations connected to systemic cheating.

## Terms and Conditions for taking a Password Plus test

By taking a Password Plus test, you understand and agree that:

- 1) You have permission from a parent or guardian to take the test and be invigilated and reviewed online.
- 2.) All parts of the Password Plus test, including the questions and your answers, belong to ELT.
- 3) Your personal data, test results, and any photos or videos taken during your test will be managed according to ELT's privacy policy.
- 4) There may be other rules from ELT or ProctorU, and you must follow them.
- 5) If ELT or ProctorU need to do extra checks (for example, checking your passport or other ID, asking for more photos, doing an online interview, or asking you to retake a test module), you must cooperate.
- 6) If you are suspected or found to have cheated, used fraud, asked for a refund when you should not, or done anything that harms the test or ELT's reputation, you may be disqualified, may not receive your results, and may be banned from taking Password tests in the future. Information about this may be shared as allowed in the privacy policy.
- 7) If there are technical problems during your test, you may need to retake one or more parts.
- 8) The work you submit in your Password Plus test becomes ELT's property, and you do not have rights over it.
- 9) You alone are responsible for following all the test rules.
- 10) If you are linked to other disqualified tests or test takers, or to groups or places where cheating has happened, you may also be disqualified.

## Declarations

By buying, booking, or taking your Password Plus test, you state that:

- 1) I have read the terms and conditions above (1–10). I will follow these rules and ELT's Password Plus test rules.
- 2) You have parental or guardian permission to take the Password Plus test.
- 3) I have read the terms and conditions on ELT's website for taking a Password test, and I will follow them.
- 4) The personal information I give to ProctorU and enter during my Password Plus test is complete, true, and correct.
- 5) I understand that ELT must protect the quality and honesty of the Password tests and results. Because of this, ELT can delay, withhold, or cancel my test results if they believe there is cheating, fraud, or any other problem with how the test was taken.
- 6) I understand and agree that my personal data will be used according to ELT's privacy policy.