

# English Language Testing

password



**Password Plus**  
**Student Handbook**

## Purpose

This document is to inform you of what you must know and what to expect when you take your Password Plus test. This handbook applies to all Password Plus tests comprising one or more Reading, Writing, Listening, Speaking, Knowledge, or Maths parts.

You must read the whole document carefully and follow all the instructions in it. If there is anything that you don't fully understand or if you have questions, then please contact English Language Testing Ltd (ELT, the exam board responsible for the test) at [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) well in advance of the date when you want to take your test.

The test, one of ELT's suite of tests, is taken online and is invigilated by ProctorU (also sometimes called Meazure Learning). You can take your test whenever you want at any time on any day of the year.

## The Password Plus tests' formats

All parts of a Password Plus test are taken in one sitting. The total time for the test allows for a short pause between test parts.

The Password Skills Plus test consists of four parts, one for each of the four language skills:

- Reading.
- Writing.
- Speaking.
- Listening.

The total time for the Password Skills Plus test is up to three hours and fifteen minutes.

Password Plus tests (comprising one or more Reading, Writing, Listening, Speaking, Knowledge, or Maths parts) have tasks in, and maximum time allowed for, each of the test parts as below.

Reading: you are presented with five tasks of increasing difficulty. The maximum time allowed for this part is one hour and fifteen minutes.

Writing: you have a choice of two essay titles. Choose one of these on which to write an essay of at least 200 words. The maximum time allowed for this part is thirty minutes.

Listening: you are presented with five sections of increasing difficulty. Each section has one or more tasks. Most of the listening recordings are short lectures or extracts of lectures. The maximum time allowed for this part is one hour.

Speaking: you are presented with five sections, each section has one or more tasks, each task giving you a subject which you will speak about. The responses increase in length as the sections progress. The maximum time allowed for this part is twenty minutes.

Knowledge: you are presented with four or five sections testing different aspects of the English language such as grammar, vocabulary, synonyms and collocations. The number of questions in each section varies, and are answered by either multiple choice selection or selection from a “drop down” menu of answer choices. The maximum time allowed for this part is 45 minutes or one hour.

Maths: you are presented with several sections, usually four, of increasing difficulty. Each section has about fifteen questions on various branches of mathematics. The questions are answered by either multiple choice selection or “fill in the box”. The maximum time allowed for this part is usually one hour.

Please refer to [this page](#) for more information on the various test parts.

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

If you have a disability, medical condition, or a learning difference that requires you to use or wear special equipment (for example hearing aids) to take the test, or to need extra time to take the test, you must contact ELT before purchasing a test.

ELT will ask you to provide information (including medical certificates and/ or reports) about your disability, condition or learning difference that shows recommended or prescribed special equipment and/ or extra time allowances so that accommodation(s) can be considered for you to access a Password Plus test.

Please note that accommodations are not always possible and that there may be a charge for making them.

Once the accommodation(s) have been approved by ELT, and you have purchased your test and paid any fee if this is required, ELT will make the necessary adjustments to include the accommodation(s) in your test.

You must allow a minimum of one month for ELT to make these adjustments before you can take your test.

English language skills, or other knowledge, will be assessed objectively regardless of any disability or learning difference.

To contact ELT about test accommodations, please email [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) before purchasing a test.

## Before purchasing the test

Before purchasing a Password Plus test, please be aware of a few things.

To ensure test security and your proper conduct during the test, you will be observed and recorded throughout the test by ProctorU, and the entire test will be audited. For test security reasons, ELT (like many other test providers) does not allow face or ear coverings, including those worn for religious reasons, to be worn while taking the test. If you normally cover your face and/ or ears and wish to be assigned a male or female proctor for your test, you must contact [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) at least five days in advance of your test date to arrange this. If you are not comfortable with these requirements, please do not purchase a Password Plus test.

You will need to be able to communicate in English with your proctor to understand basic instructions, provide appropriate responses and be able to make basic computer checks. If you have any doubts about your English level, prior to purchasing a test you should check with your English teacher (or by taking an online quiz) that you are at least CEFR level A1. In the test, communication with your proctor will be via a chat box and speaking.

When purchasing and taking a test, you must be honest about your location. From time to time, ELT may specify cities, regions, other areas or countries etc. where Password Skills Plus and/ or other Password Plus tests may not be purchased and/ or taken, or require additional charges. These locations will be listed on ELT's website, and you must check prior to purchase of a Password Plus test that your location is not included. There are also a number of countries where ProctorU will not proctor tests (as directed by the US State Department); please check that your country is not included and if in any doubt check with ProctorU before purchase. No results will be issued for tests purchased/ taken in locations where this is not allowed, or the incorrect fee is paid, and no refunds will be made.

By buying the test, you agree to be bound by the test regulations, agree to the terms and conditions and give the declarations contained in the student handbook. When fraud and/ or academic misconduct is suspected, Password staff may need, before results can be issued, to:

- Be supplied with further passport and additional identity document information and photographs for verification and analysis.
- Conduct an online interview with you to confirm your English language, or other knowledge tested, level. An additional charge may be made for the interview.

Results will not be issued, and no refunds made, if academic misconduct and/ or fraud is discovered, or if passport and/ or documents cannot be verified when requested, or if an interview is not conducted when requested.

If you buy your test directly from ELT, to allow us to email your access code to you so that you can take your test or course as soon as possible, you will be asked to acknowledge and agree that you

are requesting ELT to allow you access before the 14 day cancellation period allowed for online purchases under the Consumer Contracts Regulations 2013 and so waive your right to cancel and/ or receive a “change of mind” refund. ELT only makes refunds for purchases if ELT is required to do this by law, or the test or course purchased cannot be completed because of a fault which is under ELT's control.

If you buy your test directly from ELT, you must take your test within six months of purchase. After six months you will not be able to access the test and no refund will be made. If you buy your test from an institution such as a university, college or school, or were provided with a coupon by one, they will advise you how long you have to take your test.

## Purchasing the test

To purchase a Password Plus test, go to [this page](#) on ELT's website. Some institutions may also be able to sell you a test (possibly from a different website), or provide you with a coupon to buy one, or in some cases give you a coupon.

After purchasing your test you will receive several emails:

- One from ELT confirming your purchase, a login code to access your Password Plus test and information and links to documents you must read. These include how to prepare for the test, how to set your computer's language for the test, this document (The Password Plus Test Student Handbook), the full Password Plus test rules that ProctorU and ELT will apply, and a summary of the main test rules.
- If you purchased the test in some locations you will be asked to supply ELT with some additional identity check information before your ProctorU account can be created.
- One from ProctorU with information on how to create your online ProctorU account and schedule your test.

## Preparing for the test

Before you take a Password Skills Plus test, you should consider taking a preparation course and a full practice test. It will help you familiarise yourself with the test format, tasks and navigation, and you will receive scores for each part of the test. To purchase a preparation course, which includes a full practice test, visit [this page](#) on ELT's website. To purchase a practice test, visit [this page](#) on ELT's website.

Before you take your Password Plus test, you need to prepare a few things:

- Read this document completely, it is all important information, and make a careful note of the “Password Plus test regulations” below and the test rules that ProctorU and ELT will apply during your test. Check shortly before you take your test that there isn’t a newer version of this document on ELT’s website as it is revised from time to time. If there is one, you must read it and be aware of the new requirements.
- Your passport, used by ProctorU to check your identity. It must be current, that is not have expired. If you cannot provide a valid passport on the day of your test, you cannot take the test.
- For test security reasons you cannot take the test wearing a face covering, or with your ears covered. If you normally cover your face and/ or ears and wish to be assigned a male or female proctor for your test, you must contact [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) at least five days in advance of your test date to arrange this.
- A PC (or laptop) to take the test. It is strongly recommended that it has a screen size of at least fifteen inches, and speakers and a microphone. Headphones, headsets and earbuds are not allowed. It must have a built in forward facing webcam, or you must have an external webcam. All external equipment (not built in to the PC) required for the test that is a keyboard, mouse, speakers, microphone and webcam must be connected by cables (wires) to the PC, not wirelessly using Bluetooth or similar.
- Dual monitors, dual screen laptops, and laptops with a touch bar are not allowed. “Gaming” keyboards that can be configured with shortcuts and commands are not allowed.
- Disconnect all devices attached, or connected, to the test PC (such as USB memory sticks or other USB devices, printers, additional monitors, cables etc.) except those required to take the test. Second mice, keyboards and monitors must be disconnected.
- It must be running Windows 10 or 11 (Windows 10 is no longer supported so 11 is recommended), or macOS 11.0 Big Sur (or above).
- Windows software must have been “activated”, there must be no “Activate Windows” message displayed.
- The PC must have a suitable web browser installed. With Windows, Chrome (version 53 or above), Firefox (version 42 or above) or Edge( version 79 or above). With macOS, Chrome (version 74 or above).
- The PC must have a way of reading PDFs for information about the test, for a PDF viewer such as Adobe Acrobat or a suitable web browser.
- The screen view must be set to 100% (not zoomed in or out).

- The PC must have a stable and reliable wired or WiFi Internet connection of at least 2Mbps; phone mobile hotspots are not allowed. Whilst allowed, you are strongly advised not to use a virtual private network (VPN) for your connection, these often cause delays in the Internet traffic (increased latency) and affect your test experience.
- Create your online ProctorU account (the login will usually be your email address and the password is set by you). It is essential that you correctly enter your first and last names exactly as in your passport.
- Download and install the ProctorU Guardian web browser which will be used to take your test.
- Open the 'Password Plus Test Rules' document, found on the banner at the top of the page after logging in to your ProctorU account, and read it carefully. These rules apply to all Password Plus tests.
- If you have any predictive text, spelling and grammar checking, or translation function(s) on your PC, these must be disabled.
- Uninstall any software that allows remote access (for example TeamViewer, AnyDesk etc.) or screen capture and restart your computer.
- Set the language of your keyboard and display to English (refer to the instructions sent to you).
- Complete the technical checks from your ProctorU account; this must be done before the start of your test to make sure your equipment meets the requirements for taking the test. Please refer to the email sent to you by ProctorU for information on this.
- A quiet room with only one door that can be shut. All glass walls, glass doors, windows and other openings must be completely covered (for example by curtains or blinds) on the inside so that they cannot be seen through. The room must have adequate lighting so that you and the entire room can be monitored and you can be recorded during your test.
- A desk or table for the test PC and a chair for you. It must be a proper "office style" desk or table and chair; a bed (for example) cannot be used.
- You will need a phone with a camera or external webcam to use in the ProctorU pre-test check-in process even if your laptop has a built-in webcam.

## Scheduling your test

When you are ready to take your Password Plus test, you will need to schedule a test time with ProctorU using the online ProctorU account you have created. If you do this at least 72 hours in advance of the time you want to start your test there is no charge. If you schedule your test to start with less than 72 hours' notice a small charge will be made by ProctorU for this.

If you want to change the date or time of your test, this can be done free of charge if there are more than 72 hours before the test is scheduled to start. If there are less than 72 hours, a small charge will be made by ProctorU.

If you feel unwell, you should consider rescheduling your test, as test performance can sometimes be affected by illness. You should also consider rescheduling your test if there are other things (for example, stress or tiredness) that might affect your performance.

## On the day of your test

It is essential that you are ready and logged in to your ProctorU account ten minutes before the test start time you scheduled with ProctorU.

You must:

- Allow enough time, at least four hours. This is the length of the test, plus time for the checks ProctorU will carry out, and possibly a short wait for a proctor to become available. If you expect to take a short break between test parts, you should allow an additional ten minutes to rescan the room.
- Dress in a simple top such as a basic plain T-shirt or sweatshirt. You must not wear a scarf, tie/ necktie, watch or visible jewellery. You must not wear a smart watch. No hats, caps or head coverings are allowed (except those worn for religious reasons such as head scarves, turbans etc. These must not cover any part of your face or ears and must have been worn in your passport photograph. No face coverings are allowed. If you need to wear glasses (not sunglasses) for medical reasons, the proctor will check these.
- Position your desk so that when you are taking the test both you and the room's door will be in the webcam's view; during your test you and the door must be in view of the webcam at all times. Turn on the room's lights so you can be monitored and recorded. Make sure all windows are covered.
- Clear the desk and room, removing all books, papers, phones, other electronic equipment (except that needed to take your test), cable, printers, USB devices, second display monitors etc. You are allowed one sheet of plain paper, a pen or pencil, and a clear unlabelled bottle or glass of water. You are also allowed, and will need, a device for taking pictures of the room and your equipment during the room check such as a phone with a camera or external web camera.
- Make sure that you have prepared your PC as described in "Preparing for the test" above, for example uninstalling or disabling prohibited software. If your PC is not set up correctly, you will be required to resolve the problem and then rejoin the test session. This may result in you needing to purchase a technical rebook.

- Set up your PC and other equipment, and check that everything is working properly including the webcam(s). Also check that you can hear the speakers, the microphone can record, and the PC is stably connected to the Internet with sufficient bandwidth. Make sure that Bluetooth is turned off, and the PC's language is set to English. Close all programs, restart your PC, then log in to the ProctorU site and launch the ProctorU Guardian web browser you downloaded.
- Have your external webcam, or phone with a camera, ready to use in the ProctorU check-in process.
- Have your passport with you. Photocopies are not allowed.
- 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 with the door closed and windows covered, unless this is an authorised group Password Plus testing session in which case other test takers (only) may be in the room.
- Not stand up or move around the room.
- Not leave the room for a break without informing the proctor in the chat box. If you take a break it must be taken when you are between parts of the test e.g. after completing the writing part and before starting the listening part. The break must be for at most five minutes, and when you return make sure that the room's door is closed. You must then use your webcam to show the entire room including your desk area, and where you have placed your phone. Before resuming your test make sure that you and the room's door can be seen by the web cam.
- Be personally in sole control of your computer at all times and the only person accessing your screen. The use of (for example) virtual machines and remote access software is prohibited.

Remember that you personally (and no one else) are responsible for adhering to the test regulations and rules. If you are taking the test in a location that is not under your control, you must ensure that the controllers of the location understand the test regulations and rules and will enable you to adhere to them.

Ten minutes before the time you scheduled to start your test, log in to your ProctorU account.

If you log in more than thirty minutes late for your scheduled Password Plus test start time, you may be unable to take the test and no refund will be made. If you still wish to take a Password Plus test, please refer to "What if I don't log in to ProctorU as scheduled?" below.

Before your test begins, you will be asked to check your equipment, and show and take pictures of the room and your passport.

## Logging into your Password Plus test

After the ProctorU checks are completed, your proctor will launch the Password testing platform and you will see the test login page.

To start your test, you will need to enter the test login sent to you by ELT or your institution. The test login starts with EXS if you bought your Password Plus test directly from ELT, otherwise another three letter code. The proctor will enter the test password.

You enter your personal details into the first page of the test. It is essential that you enter your full name, spelt exactly as in your passport, and date of birth correctly; this is how these will appear in your test results.

## When will I receive my results?

If you bought your test directly from ELT, your results will be sent to the email address you supplied when you bought your test and will include a printable PDF results certificate. This will normally be within five working days of completion of the test.

If you bought your test from an institution, or one provided you with a coupon, they will advise you of your test results and may, or may not, send you a printable PDF results certificate. They will advise you when to expect your results.

The results certificate will have your name as entered into your Password test by you, a result for each of the parts in the test you took, and if appropriate an overall test score.

If your test requires additional security checks or an interview, or for any reason requires investigation, your results will take longer.

If you bought your test directly from ELT, when you are asked to provide evidence of your English language level, for example when applying for admission to a university, you can send your results to them. Note that the institution will verify your test results through ELT's secure test results validation service, not with your results certificate.

If you bought your test from an institution, or one provided you with a coupon, they will verify your test results through ELT's secure test results validation service.

## How long are my results valid for?

Your test results prove that when you took the test you demonstrated language skills at certain levels. Obviously, language skills frequently change over time, often diminishing if they are not used, or improving with continued study and practice.

Because of this, individual institutions can choose the period for which they will accept test results, though in common with other language tests, two years is the usual period. Please speak to the institution that you wish to apply to if you have any doubts.

Your test results will stay in ELT's test results validation service for at least two years.

## Can I retake one part of the test?

If you bought your test from ELT, you may retake one part of a Password Skills Plus test. If you bought your test, or used a coupon, from an institution, you must check that they allow this and will recognise the result of your retake.

Only one part of any test can be retaken, and this can be booked and taken immediately after the results for your first test have been sent to you.

Please email [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) from the email address that you used when you bought your test giving your full name, your date of birth, the test login sent to you, the date and time that you took your test, and which part of the test you wish to retake. ELT will send you an email with instructions on how to proceed and the fee to be paid.

You must pay the fee and retake the test part within two weeks of being sent your test results.

You must not book another full retake test if you intend to retake one part of a test.

## Can I retake the entire test?

You may take the Password Skills Plus test up to three times (a first test and two retakes). If you bought your test, or used a coupon, from an institution, you must check that they allow this and will recognise the result of your retake.

To cater for circumstances such as test performance possibly being affected by ill health in a first test, a second (retake) test can be booked and taken immediately after the results for your first test have been sent to you. To take a third, you must wait until one month after the second test was taken.

You may:

- Not take more than two Password Skills Plus tests in any one month period (practice tests are not included) and three in total.
- Not book another test if you intend to retake one part of a previous test or have contacted (or will contact) ELT because of technical problems (see "What if I have technical problems while taking the test?" below) during a test until you have received a reply from ELT about that test.
- Only have one test or one part retake booked at a time.

- Book your next test or one part retake as soon as you have received your test results or one part retake result. You must not book your next test or one part retake until you have received your results.

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

If you logged in to ProctorU too late to take your Password Plus test, or did not log in at all, no refund will be made. If you still wish to take a Password Plus test, you will have to schedule your test again, and there is a fee charged for this.

Please email [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) from the email address that you used when you bought your test giving your full name, your date of birth, the test login sent to you and the date and time of your scheduled appointment.

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

If you have technical problems with your equipment and network (PC, speakers, microphone, webcam, local Internet connection etc.) that mean you are unable to take the test, or have technical problems during the test which mean it cannot be completed, no refund will be made. The Internet is not guaranteed to be perfectly reliable and ELT cannot be responsible for Internet problems outside of ELT's and ProctorU's servers and local networks.

If you wish to take or complete your Password Plus test, you will have to pay an additional fee, usually discounted from the normal price of the test. You should only have to take the parts of the test that you did not complete. You are eligible for (at most) one discounted fee even if there are reasons that might otherwise give rise to multiple discounts or discounted tests.

Please email [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) from the email address that you used when you bought your test giving your full name, your date of birth, the test login sent to you, the date and time that you took (or tried to take) your test and full details of the technical problems you had.

ELT will send you an email with instructions on how to proceed and how to pay the additional fee. You must pay the fee and complete the test within two weeks of the original test being started. If ELT makes recommendations (such as a better Internet connection) that make it more likely that you will be able to complete your test, you are strongly recommended to implement these before attempting the test again. If ELT offers you a (free) remote support session to check your PC, you are strongly recommended to accept this before attempting the test again.

Tests that are not taken or completed because of technical problems (whether subsequently taken and completed or not) are counted as part of the three times (a first test and two retakes) that you may take a Password Skills test.

If there are problems with ELT's or ProctorU's servers or systems that mean you are unable to take the test, or they have problems during the test which mean it cannot be completed, please email

[support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) from the email address that you used when you bought your test giving your full name, your date of birth, the test login sent to you, the date and time you took (or tried to take) your test and full details of the problems you had and why you believe that ELT and/ or ProctorU are at fault. ELT will investigate and if satisfied that they and/ or ProctorU are at fault will offer you another opportunity to take the test free of charge or make a full refund.

## What if I'm ill?

You should consider rescheduling your test, please refer to "Scheduling your test" above.

If you take your test whilst ill, please refer to "Can I retake the test?" above. You may take the Password Skills Plus test up to three times (a first test and two retakes). To cater for circumstances such as test performance possibly being affected by ill health in a first test, a second (retake) test can be booked and taken immediately after the results for your first test have been sent to you. To take a third, you must wait until one month after the second test was taken.

## Complaints and appeals

If you have any comments and/ or complaints about your Password Plus test, ProctorU or ELT, please email [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) from the email address that you used when you bought your test giving your full name, your date of birth, the test login sent to you, the date you took your test and your comments and/ or complaints.

If you wish to appeal the result of your test and have a re-mark of the writing and/ or speaking parts of the test (other parts cannot be re-marked), please email [compliance@englishlanguagetesting.co.uk](mailto:compliance@englishlanguagetesting.co.uk) from the email address that you used when you bought your test giving your full name, your date of birth, the test login sent to you, the date you took your test and the test part(s) you wish to have re-marked. ELT will send you an email with instructions on how to pay the re-mark fee, which is £20.00 for writing and £25.00 for speaking.

If you have been disqualified (or were not allowed to start your test) for any reason and wish to appeal this decision, please email [compliance@englishlanguagetesting.co.uk](mailto:compliance@englishlanguagetesting.co.uk) from the email address that you used when you bought your test giving your full name, your date of birth, the test login sent to you, the date you took your test and the reason that you are appealing. ELT will send you an email with instructions on how to pay the appeal and review fee, which is £50.00.

You must pay the fee within two weeks of being notified of your disqualification.

Your test and video recordings etc. will be checked by another test reviewer; and Password academic staff may need to conduct an online interview with you. If your appeal is successful, the fee will be refunded and your results made available. If your appeal is unsuccessful, you will be informed; ELT will not discuss the matter further with you nor respond to any emails sent.

## Who accepts Password Skills Plus test results?

For an up to date list of the universities and other institutions that accept the Password Skills Plus test, please refer to [this page](#) on ELT's website.

## Please note

ELT:

- Has instructed ProctorU that if you fail the pre-test checks, they must not allow your test to start. You will need to rebook your test with ProctorU, and ProctorU will charge a fee for this. These checks include your identity document(s), PC and equipment set up and test room environment etc. as given in the Password Plus test rules and "Preparing for the test" above.
- May disqualify you and cancel your test results if at any time any irregularity in the test or test administration is identified (which may include failing pre-test checks that are only discovered after the test has been taken), or any failure to abide by the Password Plus test regulations and terms and conditions. If you are disqualified and your test results are cancelled, you will not receive a refund.
- Will not refund you if you decide that you do not want to, or cannot, take your test, or choose not take part in any additional security or identity checks required or an interview, and/ or any investigation of any suspected irregularity in the test or test administration. A refund will only be made if ELT and/ or ProctorU are at fault. Before purchasing a test, please make certain that you want to take the test and have everything necessary to do so.
- Issues test results certificates as a printable PDF, not a hard copy on paper. The certificate is for your information only, institutions verify test results through ELT's secure test results validation service.

## Password Plus test regulations

You must abide by the test regulations below. If you fail to do this, you may be disqualified in which case you will not receive your test results.

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

- Read and listen to all the test rules provided to you by your proctor, and displayed for you to review, and abide by them (the rules are available on ELT's website).
- Obey all additional instructions and directives given by your proctor.
- Be alone in the test room. No other adults, children or pets are allowed unless this is an authorised group Password Plus testing session in which case other test takers (only) may be in the room.

- Ensure that no persons can see into the test room at any time.
- Ensure that you, nor any other person, have not placed electronic devices in the test room.
- Only speak when allowed, that is to complete tasks in the speaking part of the test and to the proctor. Reading out loud is not permitted.
- Stay seated and focus on the test screen during the test (not looking away from the screen and down or around the room).
- Complete the test yourself, unaided with your own original work, and not receive any help or assistance in any way from any other person(s), assistive software (such as predictive text, spelling and grammar checkers, translation software or ChatGPT) or information source such as books, notes, phones, the Internet etc., not use essay templates, nor use or plagiarise the work of others.
- Not leave the room for a break without informing the proctor in the chat box. If you take a break it must be taken when you are between parts of the test e.g. after completing the writing part and before starting the listening part. The break must be for at most five minutes, and when you return make sure that the room's door is closed. You must then use your webcam to show the entire room including your desk area, and where you have placed your phone. Before resuming your test make sure that you and the room's door can be seen by the web cam.
- Log back into ProctorU and click 'reconnect' if you are disconnected from the ProctorU session for any reason. You must NOT continue with the Password test whilst you are disconnected from ProctorU; do not enter any information or click 'next'.
- If you are unable to reconnect, contact ProctorU support at [support@proctoru.com](mailto:support@proctoru.com) and they will assist you with the next steps. If you are unable to continue your test session and need to reschedule, email Password Support at [support@englishlanguagetesting.co.uk](mailto:support@englishlanguagetesting.co.uk) from the email you used when you bought your test giving your full name, your date of birth, the test login sent to you, the date and time of your scheduled appointment and full details about the issue you encountered.

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

- Bring into, or access anything in, the test room that might assist in performing the test tasks.
- Use books, notes, phones, dictionaries (paper or electronic), the Internet, or any other information source(s) or other aid, any sort of assistive software (such as predictive text, spelling and grammar checkers, translation software, ChatGPT or similar), use essay templates, plagiarise the work of others, nor receive any person's assistance in performing the test tasks.

- Use any sort of virtual machine, remote access, “deep fake”, image or video manipulation, camera background replacement, or any other software to deceive the ELT and/ or the proctor.
- Connect, or have connected, any devices to the test PC (such as USB sticks, printers, additional monitors, cables) except those required to take the test.
- Use, or allow any other person to use, any unauthorised electronic or data capture equipment or software; this includes but is not limited to pens, paper, computers, tablets, phones, memory sticks, cameras, video recorders, headphones, earbuds, headsets, screen capture technologies etc.
- Note, copy, photograph or reproduce in any way any part of the Password test in any way in/ on any medium.
- Ask a proctor or any other person (by using the chat box or in any other way) for any explanation of the test questions and/ or how to answer them.
- Stand up or move around the room.
- Leave the room without informing the proctor in the chat box.
- Accept help from, or give help to, any other person or test taker, or use or copy the work of any other person or test taker.
- Interfere with the webcam and microphone recording your test.
- Eat or smoke in the test room.
- Behave in a threatening or intimidating way towards a proctor.

## Grounds for disqualification

Grounds for disqualification from completing a Password Plus test and/ or being awarded test results include but are not limited to:

- Failure to abide by the Password Plus test regulations above, and the terms and conditions for taking a Password test below and on ELT’s website.
- Failure to present suitable identity documents, presenting fraudulent identification documents, or entering fraudulent or incomplete or incorrect information into a Password Plus test.
- Using any sort of virtual machine, remote access, “deep fake”, image or video manipulation, camera background replacement, or any other software to deceive the ELT and/ or the proctor.
- Using unauthorised equipment, devices or software.

- Using any sort of screen capture device or software, or any form of recorder or camera to record the test screen.
- Offering bribes in money or any other form to ELT or ProctorU staff or others.
- Threatening or intimidating in any way ELT or ProctorU staff or others.
- Taking or attempting to take repeated tests outside of the permitted retake arrangements.
- Fraudulently altering and/ or misrepresenting documents and emails etc. sent to you by ELT, including but not limited to your test results and results certificate.
- Purchasing, or attempting to purchase, or taking, or attempting to take, a test in a location listed by ELT where Password Plus test may not be purchased and/ or taken.
- Purchasing and/ or taking, or attempting to purchase and/ or take, a Password test when you have been informed that you may not take a Password test.
- Claiming, or attempting to claim, a refund for a Password Plus test or another of ELT's tests, services or products when this is not due.
- Being connected in some way to other tests or test takers that have been disqualified, or to batches or locations of tests taken that have been connected to systemic cheating.
- Having been disqualified or refused results by another test provider.

## Terms and Conditions for taking a Password Plus test

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

- 1) All intellectual property in any and all Password Plus tests including all test content and your task responses is owned by ELT.
- 2) The personal data entered as a part of your Password Plus test, your tests results, and pictures taken and video recorded as a part of your test, will be managed in accordance with ELT's privacy policy which can be viewed on [this page](#) and in the test.
- 3) There may be other terms and conditions required by ELT and/ or ProctorU, and you must comply with these.
- 4) If ELT and/ or ProctorU decide that it is necessary to carry out additional passport or other identity document or other security checks, or conduct an interview, or investigate anything related to your test or the administration of your test, you are required to assist ELT and/ or ProctorU in any way requested which may require supplying additional passport and/ or other identity document information and photographs for verification and analysis, and/ or taking part in an online interview (using Teams, Zoom or similar) with ELT which may be recorded, and/ or retaking one or more test modules.

- 5) If you are suspected of engaging, or proven to have engaged, in any form of academic misconduct, cheating, fraud, claiming or attempting to claim a refund when this is not due, or anything that might damage the reputation and/ or integrity of the Password Plus test or ELT, you may be disqualified, may not receive your test results and may be prohibited from taking any Password test in the future either for a limited period of time or forever. Evidence and details of any suspected or proven misconduct etc. may be shared in accordance with our privacy policy.
- 6) If there are technical difficulties or test administration issues whilst taking your Password Plus test, you may have to retake one or more test modules.
- 7) The work submitted in your Password Plus test becomes the property of ELT and that you have no rights over it.
- 8) You personally (and no one else) are responsible for adhering to the test regulations and rules.
- 9) You understand that if you are connected in some way to other tests or test takers that have been disqualified, or to batches or locations of tests that have been subject to systemic cheating, you also may be disqualified because of the connection.

## Declarations

By purchasing, scheduling and/ or taking your Password Plus test you declare that:

- 1) I have read the terms and conditions above (1-9) and will abide by these and ELT's Password Plus test regulations and agree with the other terms and conditions.
- 2) I have read the terms and conditions for taking a Password test on ELT's website and will abide by these.
- 3) The personal information supplied to ProctorU and entered as a part of my Password Plus test will be complete, true and accurate.
- 4) I understand that ELT has a responsibility to ensure the highest confidence in the integrity of Password tests and results thus ELT reserves the right to withhold test results temporarily or permanently, or to cancel test results which have been issued, if they consider those results to be unreliable for reasons of proven or suspected academic misconduct, cheating, fraud or any other irregularity in the test process.
- 5) I understand and agree that my personal data will be managed in accordance with ELT's privacy policy.