

Instruction manual for TOEFL ITP® test (For Windows)
~On the Test Day~

For College of International Relations, Global Studies Major Students

Updated: March 2024

This manual is about the flow of TOEFL ITP® test (Digital) on the day of the test. Please read this manual before taking the test. **Please print it out before taking the test as you will not be able to view it on your computer during the test.**

On the day of the test

1. Verify the environment to take the test
2. From the start to the end of the test

1. Verify the environment to take the test

Act of Prohibition



- ◆ You cannot take the test at the public place such as a café.
- ◆ Take the test at the quiet and isolated place with sufficient brightness. Be careful not to let the other person come near.
- ◆ No food or drink during the test.
- ◆ You cannot leave in the middle of the test. ※Please go to the bathroom before you start the test.
- ◆ Do not place books, smart watches, tablets, smart phones (only for emergency use allowed), electronic dictionaries, or other electronic devices on or around your desk.

If you do not follow the above instructions, you will be asked to stop the test and will not get the score. If the administration of the test suspects that you to cheat on the test or you do not follow the instructions, they have the right to request ETS to stop scoring.

Note

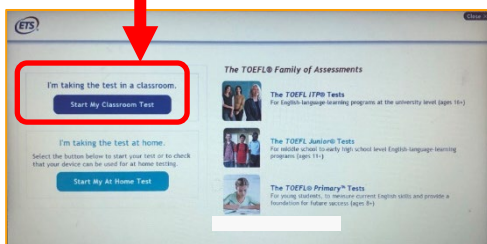
- ◆ You may take notes during the test, but be sure to dispose of or delete them at the end of the test.
*If the contents of the test are leaked as a result of this, you will be subject to punishment.
- ◆ Please take the test using the PC and Internet environment that you have confirmed in the preliminary preparation work.
*If you use the mobile Wi-Fi router, please disconnect the other Electric devices because the transmission speed might be slow. It may cause losing the internet connection in the middle of the test.
- ◆ Close all apps before you start the test.
- ◆ Be sure to connect earphones or headphones to your PC before launching the TOEFL Secure Browser. Verify if the audio is output normally.
- ◆ You can print out the score. Please have the printer ready if you wish to print it.
- ◆ Please take a note of Session Number. * You will need to enter it when you log in.
Session Numbers will be posted on the website at 9:30 a.m. on the day of the test.

2. From the start to the end of the test

-  Please close all apps except the TOEFL Secure Browser.
-  Please connect earphones or the headphones to your PC first.

① Launch the TOEFL Secure Browser

② Click **Start My Classroom Test**

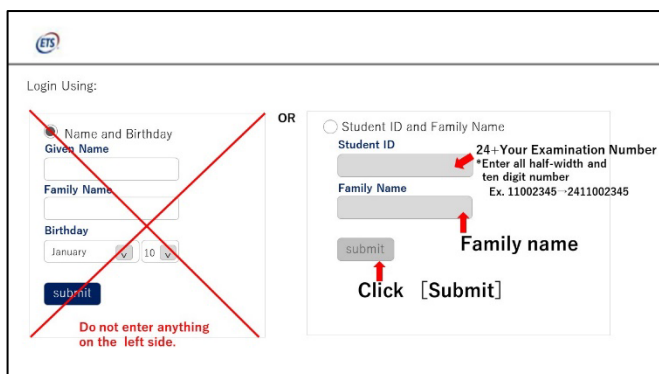


③ Enter Session Number and click **Submit**



*Enter half-width numbers including the hyphen(-).

④ Personal information entry window.



Enter student ID No. (10 digits in half-width number without hyphens) and Family name on the right side of the screen. Then, click **Submit**

- Please do not enter your Middle Name in the Family Name fields.
- Student ID: Enter 24+your examination number
(Your examination number is written on your examination voucher or acceptance letter)

⑤ If Student Confirmation displayed on the screen is correct, click

Yes

*If you receive an error message that the information you entered is incorrect, the spelling of your name or Student ID may be incorrect.
Please check your pre-registered information and re-enter it again on the screen of instruction ④.

⑥ Please wait until you are allowed.

(Waiting screen)

When it is time to start the test, the proctor will allow you to begin the test. It may take 4-5 minutes to be approved, however, please relax and wait for a moment, as the test duration will not be shortened.

★You can apply for the test 15 minutes before the test starts.

You may begin the test as soon as you are allowed.

⑦ Once you are allowed, you will automatically be taken to the test start screen.

*Please follow the instructions below to proceed.

- ① Your Profile screen→ Answered the questionnaire about studying English, then click [Save] .
- ② Explanation for Copyright→ Click [NEXT].
- ③ Confidentiality Agreement Yes/No →Select [Yes].
- ④ General Directions screen→ Click [NEXT].
- ⑤ Headset wearing confirmation screen (The message, "Put on your headset", will appear)
→Click [NEXT]. **You will not hear the audio until you click [Next].**
→Please adjust the volume.

※If you cannot hear the audio, do not start the test. In that case, please contact Language Education Center.

From the beginning of the test to the end, the proctor will be monitoring the progress of the test constantly. The proctor may pause the test without your consent and contact you in the following case.

- In case that unusual progress is observed.
- In case that the proctor suspects the act of dishonest or cheating.

Important instructions during the test

- ◆ This test has a time limit. Please check the timer displayed on the upper right corner of the screen during the test.
- ◆ As for Section 2 and 3, you can add a check mark to review your answer afterwards by clicking [Mark for Review] at the bottom left of the screen.
- ◆ If you complete the test within the time limit, you can review and modify your answers from [Review] at the bottom right of the screen.



- ◆ Even if there is still time left for Section 2, you can move to-Section 3. However, you cannot go back to the previous section.
- ◆ In Section 2 and 3, the timer becomes yellow 5 minutes before the end, and an alert appears. When time is up, the section will be automatically terminated.

How to troubleshoot problems during test testing

※ It is illustrated in a chart on p. 6.

- During the test, if the screen freezes, behaves strangely, or displays any message on the screen, Press **Ctrl** + **Shift** + **Q** to pause the test and close the Secure Browser. (If a message appears on the test screen and you press OK, the Secure Browser will close automatically.)
- If your PC freezes and does not work during the test, Press **Ctrl** + **Alt** + **Delete** to restart the PC.
- In the above cases, or if the Secure Browser unexpectedly closes during the test, you will be returned to the desktop screen, so double-click the "TOEFL Secure Browser" in the download folder again without any security software or other applications or software running. Once the Secure Browser opens, enter your Session Number, personal information, and wait for a moment until the proctor allows you to take the test.

Once approved, the test will restart from where it stopped.
The suspended time will not count toward the test duration,
so please relax and take your time.

At the end of the test

After the test is completed, the score screen will appear.

The [Print] and [Exit] buttons are located in the lower right corner of the score screen.

cf. Please note that you will not be able to go back to the score screen after clicking [Exit].

■ If you want to keep score

To print, click [Print] and print out a copy. You can also take a picture of the screen and save it.

※In case that PC freezes while printing out the score report

If the score report is displayed, the test has been successfully completed.

However, you will not be able to go back to the printing screen even if you log in again.



★You will receive your score in your personal notification on manaba+R in a few days after the exam.

Score reports will also be distributed at a later date.

The date and place of distribution are described in the manaba+R.

Please be sure to destroy or delete any notes taken during the test after the test is completed.
If the contents of the test are leaked as a result of this, you will be subject to punishment.

*****Help desk*****

The content of the inquiry	Contact information
<p>The general inquiries related to the test.</p> <p>※Except for the inquiries below.</p>	<p>Language Education Center</p> <p>---Exclusive Inquiries Desk---</p> <p>【Open period】From Monday, March 11 to Friday, March 29</p> <p>【Open hours】 From Monday to Friday 9:00 a.m. - 5:00 p.m.(JST)</p> <p>*Except March,20 (Japanese National holiday)</p> <p>TEL: +81-72-665-2137</p> <p>Web(The inquiry form)</p> <p>: https://rw.ritsumei.ac.jp/survey/guest/SVA2FD0.html?key=SUR20231127134954970778176</p> 
<p>How to take the test.</p> <p>Regarding pre-configuration work.</p> <p>How to operate.</p> <p>Troubles during the test.</p>	<p>ETS Japan</p> <p>【Open hours】 From Monday to Friday 9:00 a.m. - 5:00 p.m.(JST)</p> <p>*Except March,20 (Japanese National holiday)</p> <p>TEL: +81-75-752-1130</p> <p>Web(The inquiry form)</p> <p>: https://www.toefl-ibt.jp/toefl-ipt/testtaker/inquiry.html</p> <p>In the form, please enter "Institution: Ritsumeikan University" and "Department: College of International Relations".</p> 

Troubleshooting-Solutions (For Windows) ~On Test Day~

If the TOEFL Secure Browser is not working well during the test, try the following solutions first. The suspended time will not count toward the test duration, so please relax and take your time.

Before you start the listening section, you cannot hear the sound in the audio check.

Contact
**Language
Education Center**

TEL 075-465-7878

leclec@st.ritsumeikan.ac.jp

- If the TOEFL Secure Browser doesn't work properly such as:
the question isn't showing.
- The error message appears.
- The screen freezes.

First,

Ctrl + Shift + Q

Pause the test and close the TOEFL Secure Browser.

Suddenly, the TOEFL Secure Browser shut down.

**A computer freezes.
(A computer does not work at all.)**

The test is in a paused state.

Ctrl + Alt + Delete

Reboot the computer.

<Back to the desktop screen>

Make sure that all other software and apps are closed.

⇒ Double-click on the TOEFL Secure Browser in the Download Folder.

Do the same as you logged in before.

Enter the Session Number and your personal information

Wait for a moment until the proctor allow you to take the test.

Resume the test from where you paused.

If you cannot resume the test with the troubleshooting-solutions above, please contact Language Education Center (Kinugasa campus).

In case of the following situation, the proctor may pause the test.

- The proctor suspects the act of cheating.
- The progress status of the test does not change at all.

*When the proctor pauses the test, the message below will appear. In that case, Click OK. Contact the Helpdesk.

