

# Test Taking Procedure for Remote Proctored HiSET

1. Equipment and Environment Requirements
2. Start Your Registration with ETS
3. Complete Your Registration with ProctorU®
4. The Testing Experience
5. After the Test

## 1. Equipment and Environment Requirements

Make sure your computer and testing room meet these requirements **before** you register for the HiSET® exam at home. If they don't, you won't be able to test.

### Computer Equipment

- You must use a desktop or laptop computer, not a tablet, Chromebook™ or mobile device.
  - PC: you must use the Windows® operating system, versions 10, 8 or 7.
  - Mac®: you must use Mac OS X 10.5 or higher (10.13 High Sierra is recommended).
- You must use Chrome™ or Firefox® browser.
- Multiple monitors or dual screens are not permitted.
- Download and install the ETS Test Browser on the computer you'll use for the test. To fully install the browser, run the file after downloading it.
  - [Download the Windows version](#). Having issues? Follow these [troubleshooting steps \(PDF\)](#).
  - [Download the Mac version](#).

### Speaker

- You must use an internal or external speaker to hear the proctor
- Headsets or earphones are not allowed

### Microphone

- You must use an internal or external microphone that isn't part of a headset to talk to the proctor

### Camera

- You can use the computer's built-in camera or a separate webcam
- The camera must be able to show the proctor a 360-degree view of the room, including your tabletop surface, before the test

### Environment and Testing Space Privacy

- You must be alone in a private room with no one else entering during the test.
- You can't take the test in a public space such as a park, internet cafe or restaurant.

### Tabletop and seating

- Your computer and keyboard must be on a desk or other tabletop surface.
- The tabletop and surrounding area must be clear of all items not approved for use during the test.



- You must sit in a standard chair; you can't sit or lie on a bed, couch or overstuffed chair.
- Food and drink are not allowed during the test.

#### **Clothing and appearance**

- Your ears must remain visible throughout the test, not covered by hair, a hat or other items.
- You must dress appropriately for your test. You will be monitored via camera by the proctor.
- Don't wear items such as jewelry, combs, barrettes, headbands and other accessories.

#### **Note-taking Materials**

- You may not take notes on regular paper, for security purposes.
- You may take notes with a dry erase marker on a whiteboard or a paper in a transparent sheet protector.
- You'll be asked to erase all notes in view of the proctor at the end of the test.  
If your computer and testing area meet ALL of these criteria, you can [register for your at home appointment](#).

## **2. Start Your Registration with ETS**

If you want to change a test center appointment to an at home appointment, you must contact [HiSET® Customer Service](#). The instructions below are for new at home appointments only.

#### **Before You Start**

1. Review the [Equipment and Environment Requirements](#). If you haven't, and your computer and testing room don't meet these requirements, you won't be able to test.
2. Check your [state requirements](#) and HiSET state residency policies.
3. Have your identification (ID) documents ready. Visit [ID Requirements](#) to see what forms of ID are considered acceptable.
4. If you don't have an ETS account for the HiSET exam, [create an account](#). Make sure the name in your account matches the name on your primary ID.
5. Determine which subtest you would like to register for. You can register for one or more.

**Begin Your Registration;** Follow these steps to start your registration in your ETS account:

1. Log in to your account.
2. On your ETS account home page, select Register for a HiSET Exam.
3. On the Schedule Tests page, select the Test at Home option. (You'll select your test date and time later with ProctorU®.)
4. Choose which subtest you would like to register for.
5. Follow the directions to continue your registration and pay for your subtest.
6. When you finish, you'll receive an email from ETS confirming your payment.
7. You'll also receive an email from ProctorU with a link and temporary password to access your ProctorU account and select a test date and time. You can use this immediately to reserve your test date and time. If you don't, keep the link and temporary password safe for future use. **Note:** If this isn't your first HiSET exam at



home registration, your confirmation email will have a link to log in to your existing ProctorU account.

Begin your registration: [complete your registration with ProctorU](#).

### 3. Complete Your Registration with ProctorU®

You'll need a new ProctorU account for the HiSET® exam at home. Once you've registered with ETS, you can complete your registration with ProctorU and pick the date and time for your appointment. At home appointments are available 15 hours a day, seven days a week. Make sure to check your test time before submitting your registration; both a.m. and p.m. sessions are available. If you purchased multiple subtests, you can schedule them immediately, or individually as you're ready to take them.

**Registering Through Your ProctorU Account;** For a demonstration, watch the [Schedule a ProctorU Session video](#).

**To select your test date and time:**

1. **New users:** Use the link and temporary password from the ProctorU email to access your new ProctorU account.  
**Previous HiSET exam at home users:** Log in to your ProctorU account.
2. Select Schedule next to your purchased subtest.
3. Choose the date and time you'd like to take the test and click Select, then Schedule.
4. When complete, you'll receive a confirmation message on screen and via email.

#### **Rescheduling an At Home Appointment**

You must reschedule no later than 30 minutes before your start time to make sure your appointment is rescheduled. There are four ways you can reschedule your appointment:

1. Log in to your ProctorU account and select the Reschedule button.
2. Use the ProctorU Live Chat option within your account. Support is available 24/7.
3. Call ProctorU at 1-855-772-8678. Support is available 24/7.
4. Email ProctorU at [support@proctoru.com](mailto:support@proctoru.com).

**Canceling an At Home Appointment:** If you need to cancel your at home appointment:

- Contact ProctorU by live chat within your ProctorU account, or by phone at 1-855-772-8678.
- You must cancel by 11:59 p.m. local time the day before your scheduled appointment to receive a full refund for the cost of the test. State and test center fees are not refundable.

Learn about the [Testing Experience](#).



## 4. The Testing Experience

Make sure you understand the *HiSET*<sup>®</sup> exam at home testing procedures, have the materials you need and prepare the room where you'll test.

Watch the [At Home Testing with ProctorU<sup>®</sup> video](#).

### Video and Online Monitoring

- During the test, a human proctor will monitor you (via video camera) and your computer screen to make sure you follow all testing procedures.
- Your entire test session will be recorded, and your photo will be taken.

### Test Environment Reminders

- Make sure you're alone in a well-lit room that is quiet enough for you to hear the proctor.
- Make sure your table and the surrounding area is clear.
- Don't wear headphones or earphones.
- Make sure your ears are always visible and not covered by hair, a hat or other items.
- Recording devices of any kind are strictly prohibited.
- Make sure your face is visible and not covered by sunglasses or other accessories.
- Don't wear jewelry, tie clips, cuff links, ornate clips, combs, barrettes, headbands and other hair accessories.
- Make sure you have acceptable note-taking materials, such as a dry erase marker and a whiteboard or plastic transparency sheet that can be erased in view of the proctor.

### Checking In

- Log in to your ProctorU account at your appointment time. You must begin check in within 15 minutes after your scheduled time. If you are taking more than one subtest in a day, you will need to complete a separate check in for each subtest. If you haven't checked in by that time, your test will be canceled, and your fee won't be refunded.
- Select "Start Session."
- Complete the authentication steps, which include showing your ID to the proctor. The name on your ID must match the name on your ETS account.



- The proctor will review the exam rules and request access to your computer screen for monitoring purposes.
- The proctor will ask you to use either a hand-held mirror or cell phone to show your computer screen.
- The proctor will ask you to use the camera on your computer to show a 360-degree view of the room, including your tabletop surface.
- When directed by the proctor, you'll launch the ETS Test Browser. The proctor will give you the password to access the test.

### During the Test

- Make sure you can be seen on camera by the proctor.
- Suspicious movements could invalidate your test, which would result in your score being canceled.
- Don't use any unauthorized materials, including mobile devices, prewritten notes or textbooks.
- Don't communicate with anyone except the proctor.
- There may be references to using a headset during your test. Ignore these; headsets are NOT allowed in the HiSET exam at home.
- There are no scheduled breaks. If you leave your seat, your score will be canceled.
- At the end of any multiple-choice subtests, you'll get an unofficial score. You won't get an unofficial score for the Language Arts – Writing subtest.

What's next? Learn about [score reporting and more](#)

## 5. After the Test

Most procedures after your at home appointment are the same as for tests taken at a physical test center.

### Scores and HSE Credentials

To see your official *HiSET*® scores, log into your [ETS account](#). On average, official scores are posted within:

- three business days for multiple-choice subtests
- five business days for the Language Arts – Writing Subtest



Your scores are automatically sent to the state where you tested — at a physical location or an at home exam. The state that issues your high school equivalency credential will be the state where you completed and passed your last HiSET subtest.

### **Taking Another Subtest**

When you're ready to schedule your next subtest, you can:

- [register for another at home appointment](#), following the directions listed on this website
- register for an appointment at a physical test center, if dates are available, through your [ETS account](#) or by contacting your preferred test center

### **Retesting**

You can take each HiSET subtest up to three times in a calendar year. However, each state or jurisdiction may also have its own policies for retaking a test. For example, some have a waiting period before you can retest or additional test center fees that may apply. Make sure you check your [state requirements](#).

Once you've determined if you're eligible to retest, you can schedule your appointment in either of the ways listed above.