iTEP Hospitality Test: Administration Instructions

Welcome! Thank you for your interest in taking the iTEP Hospitality Test! This document helps you configure your computers and prepare for taking the test. It also gives you answers to Frequently Asked Questions (FAQs) in case of uncertainty or error.

TECHNICAL REQUIREMENTS

In order to take the Internet-based test successfully, your computer will need to meet the requirements below. The computer's Internet connectivity, hardware, and software must meet the following minimum specifications:

Internet
- Broadband Internet connection:

  Download speed – 750 kbps minimum
  Upload speed – 250 kbps minimum

Hardware
- Operating System: Windows XP or newer or Mac OS X

- CPU: 700 MHz Pentium II-class processor or newer

- Memory: 512 MB

- Video – Monitor and standard VGA card, capable of 800 x 600 resolution or greater, and able to display a minimum of 256 colors (16 bit color or better is recommended).

- Sound Card – 16-bit sound card

- **Headset and microphone**, keyboard, mouse

Software
- Adobe Flash Player version 10.0 or higher
  Verify your Flash installation here: http://www.adobe.com/products/flash/about/
  Download Flash Player here: http://www.adobe.com/go/getflash/

Any of the following browsers:

- Microsoft Internet Explorer browser version 7 or higher (PC ONLY)
  Download IE here: http://www.microsoft.com/windows/products/winfamily/ie/

- Google Chrome browser (no specific version needed) (PC ONLY)
  Download Chrome here: https://www.google.com/intl/en/chrome/browser/

- Mozilla Firefox browser (no specific version needed) (PC or Mac Compatible)
  Download Firefox here: http://www.mozilla.org/en-US/firefox/new/

- Safari browser version 5.1.9 (Mac ONLY)

  Run the App Store, select Updates, double check your version with the updated version

I. COMPUTER SET UP & PREPARATION

1. To ensure that your computers meet the Technical Requirements above, please visit this link: http://www.besitep.com/hospitality. Click on "CLICK TO BEGIN" and the next page will automatically scan your computer and proceed through the Technical Checklist.
2. If the Technical Checklist indicates any missing components, please install those components (RED color text indicates software is missing, GREEN color text indicates software is installed correctly) by following the directions indicated in the pop up window that will appear.
3. There will be an audio file that begins to play automatically once you begin the Technical Checklist. If you can hear the file properly, click on "Yes". If you cannot hear the file, click on "No" and follow the directions that appear on your screen.
4. There will be an Adobe Flash Player Settings dialog box that appears to request access to your microphone. Make sure the "Allow" option is selected and the "Remember" box is checked before clicking "Close" or "OK". The recording test will begin immediately after you click "OK". Say the words "This is a test" and listen to the playback to make sure the recording is working properly. If the recording is too loud or too soft, a warning box will appear. Try to adjust the recording volume and retry the test. If the volume cannot be adjusted, proceed to the next step.
5. If all of the sections: Web Browser, Internet Connection Speed, Audio Player, and Voice Recorder are all followed by GREEN color text, please click the "Next" button and continue to the next step.

II. TEST LOGIN & REGISTRATION

1. You will now be on the login screen where you will enter the Test ID and Password that you received from your test administrator.
2. Enter the Test ID and Password, and click "Next" to continue.
3. You will then be taken to the Registration Page where all the required fields must be filled in. Then, click "Next" to continue.
4. You will then be taken to the Audio Check Page where you will be able to adjust the audio volume for the test. When you are satisfied with the volume level, please click "Next" to continue.
5. You will then be taken to the Recording Check Page where you will be able to test your recording device. Press "Record" and speak into your microphone "This is an English test." Then press Play to listen to the recording. If you hear your voice clearly, press "Yes". If you cannot hear your voice clearly, press "No," and repeat the procedure in this step. When complete, please click "Next" to continue.
6. You will then be taken to the Timing Tools Page which explains features of the test. Click "Next" to continue.
7. You will then be taken to the Prepare To Start Page where test data will be loaded. Click "Next" to continue.
8. The test will now begin, starting with the Listening section, followed by the Speaking section.

III. TEST COMPLETION & NEXT STEPS

1. Once you have completed the test, the End of Test screen will appear. You can now exit the test by closing the browser or tab.
2. The test results will be emailed to you within 5 business days in the form of an Official iTEP Score Report attached to the email.

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APPENDIX: TECHNICAL FAQ's

1. **I am in the middle of taking my test and the power goes out. What do I do?**
   Our tests are designed in a way that every time you finish a section, the section will be saved automatically. So, if you experience any power outages, or your computer shuts down, you can restart your computer, go to the start page link (above) again, and launch the test again using the same Test ID and Password. The test will automatically resume from the end of the last finished section.

2. **My system becomes unresponsive and the application freezes. What can I do?**
   Should your system lock up, freeze or shut down, just restart the computer, go to the start page link (above) again, make sure to complete the entire Technical Checklist again, and re-use your Test ID and Password to recover your test.

3. **I can't hear anything. What is the problem?**
   The key to having a great testing experience is in successfully completing the Technical Checklist. If you are not able to hear anything, please make sure your soundcard is properly installed, turned on, and the volume is turned up. Our web application will only use the general settings on your system.

4. **The test just crashed. What happened?**
   Our test relies on Adobe Flash Player in order to run. Please make sure this program is installed and active on your system. Should you not have this application installed on your system, the Technical Checklist will already have shown that error (GREEN text indicates software is installed properly, RED text if they were missing or not installed correctly). Also, you could uninstall and reinstall Flash again before going back to the test website to be sure they are properly installed. Make sure to restart your computer after every final installation in order to refresh the configuration files of your Operating System. Please also check firewall systems and ensure the needed components are functioning. If these actions do not fix the problem, please contact us at korosz@bostoneducational.com.