FLEX TestReach exam information for participants

You have been enrolled in an iSQI FLEX exam. The exam will take place in iSQI’s digital exam environment, TestReach. Please, bring your own device to the exam.

Prior to the exam

- You will receive an account registration mail from customersupport@testreach.com. Please, follow the instructions in the email and install the TestReach application on your exam device.
- You will receive an exam registration email from customersupport@testreach.com, confirming your exam registration.
- After you have received your exam registration confirmation, please log in to your TestReach account to arrange an exam appointment. You have to do this within 3 working days after receipt of your confirmation email. The exam appointment itself needs to be within three months after your exam registration.
- Once you have registered your TestReach account, you will have access to the exam environment-familiarisation exam. Please, take the time to familiarise yourself with the exam system prior to the exam. You can access this exam through your browser at app.testreach.com or through the exam application that you have installed.
- Prior to the day of the exam, your exam will be visible but you will not be able to access it.

During the exam

- First, make sure you have installed the exam application. The exam has to be taken through the application, it is not allowed to start the exam from your browser. Before the start of the exam, a pre-check will be done to ensure the technical environment is set to support the exam.
- You will be required to present a current, government-issued from of ID that includes a photo, such as one of the following: passport, identity card, driving license. Without a positive candidate authentication, the exam cannot take place.
- Make sure that the room that you take the exam from is suitable. The follow requirements have to be met:
  - You should be in a closed room with the doors shut
  - Please, prevent any disturbances during the exam (telephone calls, persons entering the room, etc).
  - Relevant hints or helpful notes are not allowed in the room
  - Any kind of aid including books, notepads, post-its, written papers, writing instruments (such as pens, markers or pencils, hand-held computers or other electronic devices, pagers, watches, wallets, purses, hats, coats or anything else that could aid you with the exam are strictly prohibited in the exam environment.
  - Before the exam starts you will be prompted to make a 360° scan of the room with your webcam, including lifting and rotating your laptop/camera to show the floor and ceiling. During the exam, the invigilator may prompt you to scan parts of the room again.
- During the exam you are:
  - not allowed to take breaks
  - not allowed to talk other than with the examiner
  - not allowed to use a telephone or mobile phone, neither having phone calls or receive text messages
o not receive any assistance to answering the questions
  o not allowed to copy or record exam questions. It is strictly forbidden to share exam details without exception
  
- During the exam you will be constantly connected to the online supervisor through video, audio, remote screen share and instant messaging and everything is recorded and can be reviewed at a later time by iSQI. During the exam you will be constantly monitored, and the online supervisor might interrupt your exam to ask for a new room scan or a clarification of suspicious behavior. By taking the exam, you agree to waive your right of privacy for the duration of the exam.

After the exam
- You will get your provisional results immediately after the exam.
- Any suspicious behaviour during the exam or any issues that have arisen during the exam are reported to iSQI and reviewed. Non-adherence to the exam regulations may lead to an exam failure decision, even if your exam score exceeded the pass rate.
- Your definite exam results will follow within 1-2 working days after iSQI has received the exam report.

TestReach system requirements:
- Laptop or computer with 4GB of ram (no chrome books, tablets or surface pro)
- A Windows v7.0+ or Mac10.8+ operating system
- Intel Core i3 (or equivalent)
- Internet connectivity with continuous internet speed of a minimum of 516kbps

TestReach Desktop App download:
- Exam application available at https://www.testreach.com/candidate-download.html
- Exam participation without the TestReach Desktop App is not allowed
- You must install the app prior to the exam. If your personal device does not yet have the app installed at the exam start time, you will have to reschedule your exam. This may mean you will have to repurchase the exam.

FAQ:
- Why do I have to install the app?
  The app blocks you from opening any other features on your computer during the exam. This is required to adhere to exam regulations.
- Can I delete the app again after I have completed the exam?
  Yes, you can. Your TestReach account remains accessible through the TestReach website. However, if you take another exam in the future, you will be required to reinstall the app.
- How can I install the app if I am not the system administrator of my personal device?
  If you do not have the rights to install applications on your device, please contact your IT-department for support.
- My IT-department does not allow me to install the application. What should I do?
  If you have access to a personal device you can use for the exam, we recommend you to use this. Otherwise, you can ask your IT-department to contact us with any questions they might have. You can find our contact details under support in this info-sheet.
- I am taking the exam on a device provided by my training provider. Do I need to install software?
No, if you are taking the exam on a device provided by your training provider, the training provider is responsible for ensuring the software is installed. If your training provider uses devices from iSQI, the software will be pre-installed.

Does the app gather and share any personal information?
The app stores information relevant to your exam. This includes your personal information including names and contact details, and your exam answers. This information is shared with your exam provider. As part of its functionality to block other use of your device during the exam, RAM and CPU usage statistics, installed drivers, peripherals on your computer and actions taken during the assessment are also captured. For more information, please read the TestReach Privacy Policy at www.testreach.com/testreach-privacy.html.

I have installed the app, but it will not open. What should I do?
Please, check whether your firewall blocks the app and if so, mark the app as safe. If this doesn’t solve the issue, please contact support@testreach.com.

Will I still have access to TestReach after the exam?
Yes, with your login data you can always access your TestReach account through app.testreach.com. You will be able to access your exam history at all times.

If I take another exam in the future, will I need to register again?
No, if you take another exam in the future you can use your existing TestReach account, as long as you are using the same email address.

My training provider has registered me with my professional email address, but I would like to use my personal one. How can I change this?
Please, contact iSQI per email at exam@isqi.org and we’d be happy to adjust your exam registration with TestReach to a different address. Please note, this can only be done prior to the exam!

Support:

- For any questions relating your exam registration or session, please contact: exam@isqi.org
- For any questions regarding your TestReach-account and technical questions regarding the testreach app, please contact: support@testreach.com