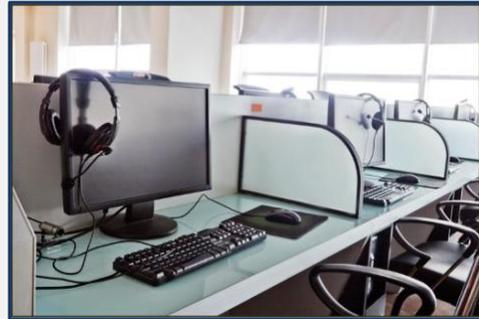# Introduction

As a lab technician, you are responsible for:

- Identifying testing computers
- Testing headphones/microphones
- Enabling/testing language support
- Certifying each testing computer
- Providing on-premises support on the day of the exam

About the Exam

NEWL Sections and Times
• Reading Comprehension: 60 minutes • Listening Comprehension: 45 minutes • Integrated Writing: 45 minutes • Integrated Speaking: 45 minutes Total Duration: Approximately 3 1/2 hours

Technical Requirements

NETWORK REQUIREMENTS

To ensure a smooth test administration, please make sure that your local network is capable of sustaining throughput of at least 1 MBPS, concurrently, on as many computers as you will need to test all the students registered to take the test in your lab. To check your bandwidth, go here:

http://www.fast.com

If your connection speed is less than the requirement, please contact the American Councils support staff at newl@americancouncils.org (Subject: 'Low Bandwidth Issue').

COMPUTER REQUIREMENTS

The following requirements must be met for each testing computer used to administer the exam:

HARDWARE

- Supported devices:
    - Mac (desktop/laptop)
    - Windows (desktop/laptop)
    - Chromebook
- Memory: 2GB+ RAM
- A set of working headphones with a good-quality microphone attached.
- Optional: a physical keyboard with the target-language characters on the keys.

SOFTWARE

- Supported operating systems:
    - Windows 10+
    - Mac OS 10.12+
    - Chrome OS 90+
- Supported Web Browsers:
    - Chrome [recommended]
    - Firefox
    - Microsoft Edge
    - Sorry, not Safari.
- OS-level language/keyboard support for the language(s) being tested (see: Step-by-Step Instructions, point 8, below)

Step-by-Step Instructions

1. Before you get started, you should confirm the following with the stakeholders in this exam at your school:
   a. Expected number of examinees
   b. Examinee keyboard preferences (see: point 8, below)
2. Ensure there are enough computers and working headphones/microphones for all examinees in the lab. We strongly recommend that you identify and setup one or two extra computers and headsets to serve as backups in case any technical/mechanical issues arise when the exam is live and the clock is running[1].
3. If you are a new user to our system or have forgotten your password, you should start by setting your password here: https://actesting.org/#/password-link
4. Once you are able to login, go to each testing computer in your lab and go to: https://exams.actesting.org/setup
5. Select the exam for which you want to certify the computer at which you are sitting.
6. Give the computer a unique id or nickname (anything alpha-numeric). If the computer you are sitting at has already been registered, select it using Option B. Otherwise, register it as a new computer in our system, using Option A (see Figure 1).

FIGURE 1. ID WORKSTATION
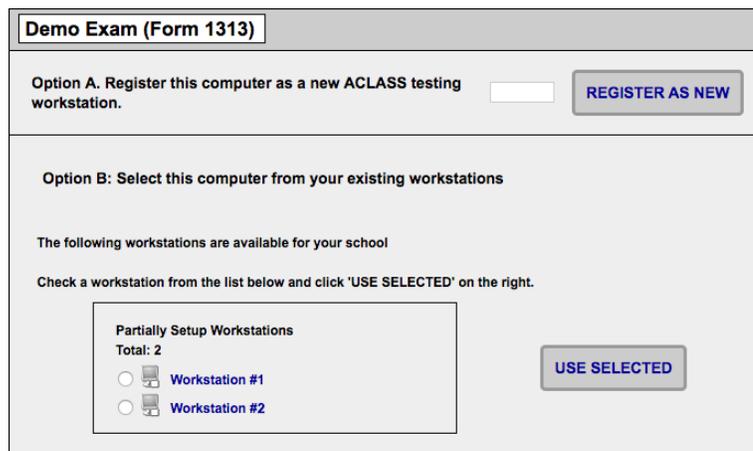
Demo Exam (Form 1313)

Option A. Register this computer as a new ACLASS testing workstation.   REGISTER AS NEW

Option B: Select this computer from your existing workstations

The following workstations are available for your school

Check a workstation from the list below and click 'USE SELECTED' on the right.

Partially Setup Workstations
Total: 2
○ 🖥 Workstation #1   USE SELECTED
○ 🖥 Workstation #2

7. Proceed to the automatic system diagnostic to ensure that all the required components are present and properly configured (see Figure 2). The Diagnostic Tool tests to see if your browser is configured to:
   a. Read & write cookies

[1] It is always better to have and not want than to want and not have.

b. Store encrypted audio files in cache

FIGURE 2.   SYSTEM DIAGNOSTIC (SUCCESSFUL)

NEWL 2019 Demo: Workstation # 1

About this machine:

Machine ID Number	1
IP Address	10.253.98.126
Operating System	WIN/64
Browser Version	Safari/537.36

Required Components:

Cookies	Enabled
Browser Audio	Enabled

Summary of Results:

This computer has passed all tests successfully!
Press continue to move on.

CONTINUE

8. Once you have passed in the System Diagnostic, you will continue to the Audio Playback Test (see Figure 3). The Audio Playback Test allows you to demonstrate the computer's ability to download and playback audio files in the exact manner that will be used for the listening portion of the exam. You will need to connect the headphones that will be used in the exam and then click the 'Play' button to listen to the recording of a random, 4-digit number. Once you hear the number, simply type the number your heard into the field provided and click 'Finish'.

FIGURE 3. LISTENING TEST

Demo Exam (Form 1313): Workstation # 23

Instructions: Play the audio, type in the number you hear and click 'Finish'.

Step 1. Click Play to test audio playback	Pause Reset 00:03 00:04
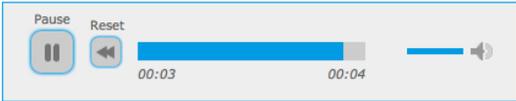
Step 2. Type the number you heard: 1234

FINISH

9. The next step is to verify that language/keyboard support is enabled on the computer, so that the examinee using this machine will be able to type in the target language in the written portion of the exam.

- o [Instructions for Mac](#)
- o [Instructions for Windows](#)
- o [Instructions for Chromebooks](#)

The keyboard check allows you to demonstrate that you have one or more of the known keyboards installed and enabled with a single keystroke (see Figure 4).

FIGURE 4. KEYBOARD CHECK (SUCCESS)

Note: The keyboard check does it's best to automatically detect the most common input method editors for each language across all platforms as they evolve. If you cannot get a success message with a single keystroke on any of the displayed keyboard options, just select 'Other' and manually verify that your first name is rendering properly in the target language (the test will be considered passed).

10. The final step is to test your ability to record and upload speaking files. The speaking test allows you to test your computers' ability to record your voice and upload files to the exam server.

FIGURE 5. SPEAKING TEST
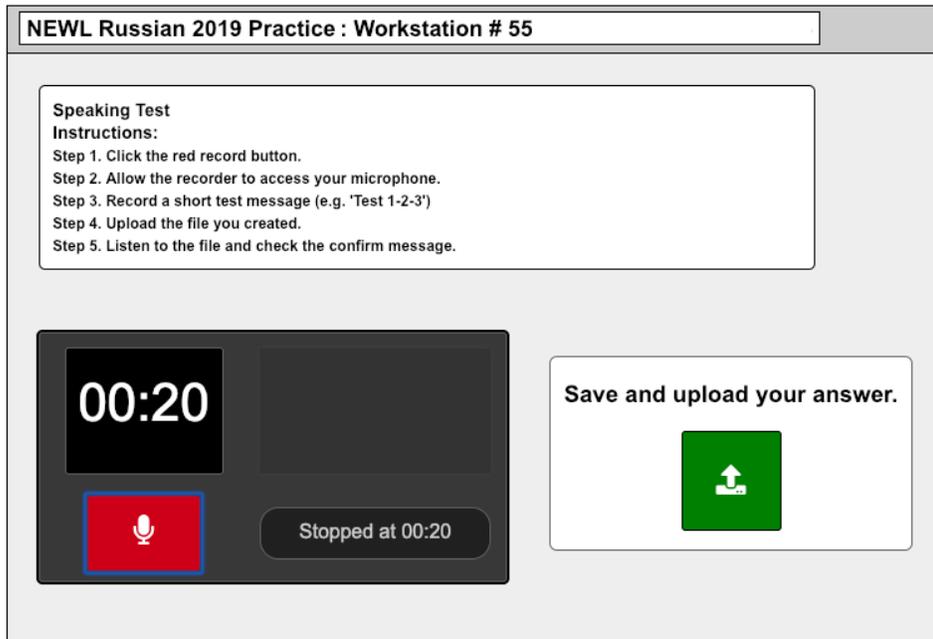
You will first need to make sure that you have a headset with a microphone plugged into the headphone jack on your computer. When you click record, your browser will ask you for permission to access the microphone. You should click 'Allow' and be sure to check the box that says, "Always allow from this site" (that way, the examinees will not be required to allow access during the exam).

Once the recorder starts recording, you will see the counter begin to climb and the colored indicator bars to the right come to life. For the purposes of lab setup, you should simply record your voice for a few second, saying something like "Test 1-2-3, test 1-2-3". When you hit the stop button, a box will appear to the right (see Figure 5), asking you to save and upload the file. Click the green button and your file will be uploaded.

When the upload is complete, you will be presented with a small player to listen to the file you recorded. Once you hear your voice, check the box to confirm playback and click finish.

Confirming That Setup is Complete

Once you have completed the tests, you will see a confirmation message indicating that setup is complete for that particular workstation (see Figure 6). By clicking the "View All Machines for This Center" button, you can view the number of examines and number of setup workstations at the testing center (see Figure 7). Until you have as many (ideally more) computers setup than you have students testing, continue setting up each machine this way.

FIGURE 6. WORKSTATION SETUP COMPLETE
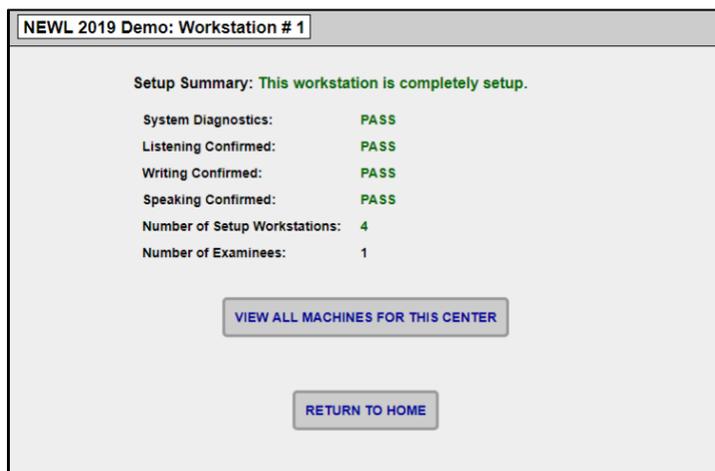
Once you complete these steps on each computer that will be used in the exam (as well as on backup computers), your lab setup will be complete.

FIGURE 7. SETUP STATUS FOR CENTER
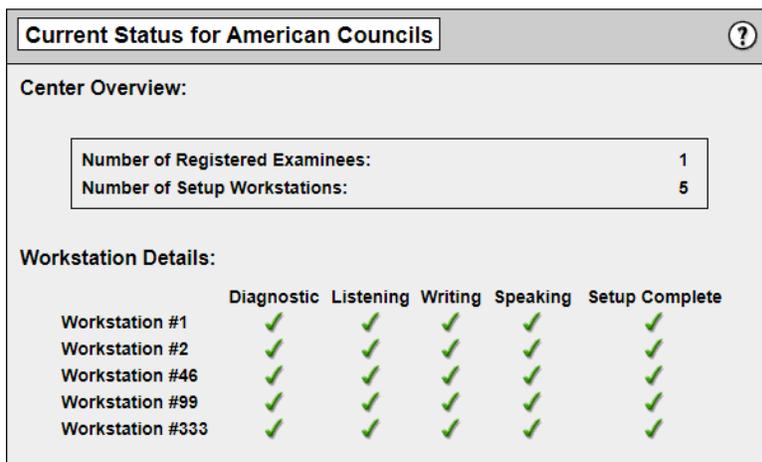
Troubleshooting

If any of the required components fail, the system will indicate which components have failed. At the bottom of the diagnostic you will see which tests have failed as well as information on how to resolve any problems detected. Once you have resolved any problems, click "Try Again".

Cookies

Cookies are used for the following purposes:

1. Identifying workstations
2. Backing up examinee data during testing

If a workstation fails the cookie test, go into your browser settings and allow cookies from **exams.actesting.org**.

Browser Audio

If you are using one of the recommended Web browsers this test will always pass. If it fails, please make sure you are using one of the recommended browsers.

Audio Playback

If you are having trouble hearing the audio, please ensure the following:

1. The system volume is turned up and not muted.
2. The headphones are connected and working.
3. Ensure that your web browser is allowing access to the microphone you are using. (see Appendix 1)
4. Make sure that there are not issues with browser storage quotas. (this is rare, but see Appendix 2)

Appendix 1: Allowing Microphone Access

Google Chrome:

1. Open Chrome and click on the three dots in the top right corner.
2. Select "Settings" and then click on "Privacy and security" in the left-hand menu.
3. Click on "Site settings" and scroll down to "Microphone".
4. Find the website you want to allow microphone access to and toggle the switch to the right to allow microphone access.

Firefox:

1. Open Firefox and click on the three lines in the top right corner.
2. Select "Options" and then click on "Privacy and Security" in the left-hand menu.
3. Scroll down to the "Permissions" section and click on "Settings" next to "Microphone".
4. Find the website you want to allow microphone access to and select "Allow" from the drop-down menu.

Microsoft Edge:

1. Open Edge and click on the three dots in the top right corner.
2. Select "Settings" and then click on "Cookies and site permissions" in the left-hand menu.
3. Click on "Microphone" and find the website you want to allow microphone access to.
4. Toggle the switch to the right to allow microphone access.

Note that the steps may vary slightly depending on the version of the browser you're using. Once microphone access has been granted, the website should be able to access the microphone and use it for any necessary functionality.

Appendix 2: Local Starage Quotas

In the unlikely event that you receive an error while trying to play the audio, that says: "NS_ERROR_DOM_QUOTA_REACHED" (or a similar error, depending on your browser), it means that the built-in browser storage (IndexDB) that is used to store the encrypted audio has surpassed its limit. This can usually be resolved belogging back in in incognito mode.

If this does not solve problem, you will need to clear out the InexDB data in your browser:

Google Chrome:

1. Open Chrome and click on the three-dot icon on the top right corner of the browser.

2. Click on "Settings."

3. Scroll down and click on "Advanced."

4. Under "Privacy and security," click on "Clear browsing data."

5. Select "All time" for the time range and ensure that "Cookies and other site data" is checked.

6. Click on "Clear data."

Mozilla Firefox:

1. Open Firefox and click on the three-line menu icon on the top right corner of the browser.

2. Click on "Options."

3. Click on "Privacy & Security" on the left sidebar.

4. Scroll down to the "Cookies and Site Data" section and click on "Manage Data."

5. In the "Manage Cookies and Site Data" dialog box, search for the website you want to remove data for.

6. Click on "Remove Selected" to clear the data for that website or click on "Remove All" to clear all stored data.

Microsoft Edge:

1. Open Edge and click on the three-dot menu icon on the top right corner.

2. Click on "Settings."

3. Click on "Privacy, search, and services" on the left sidebar.

4. Click on "Choose what to clear" under the "Clear browsing data" section.

5. Select "Cookies and other site data" and ensure that the time range is set to "All time."

6. Click on "Clear now.