G-TELP IBT at Home User Guide

General Tests of English Language Proficiency

Guidelines for Resolving Issues

Pre-Registration Guidelines

Important Notice for G-TELP IBT at Home Test-Takers

- ❖ As this test is conducted online, please ensure that you are taking the test in a location with a stable network connection.
 - 1. Prepare Your Passport: Have your passport ready for registration.
 - 2. Use Your Cell Phone & Webcam: Needed for passport registration and facial recognition.
 - 3. Complete Pre-Registration Early: Must be done at least 10 minutes before the test starts.
 - 4. Register with Your Own ID: You must use your own passport and facial details. Registering with someone else's information is strictly forbidden.
 - **5. Maintain Your Appearance: Do not alter your appearance** (e.g., adding/removing glasses) between pre-registration and the test. This is considered **misconduct.**
 - **6. Choose Your Photo Wisely:** The **photo you select for the score report** will appear on your final score report.

Test Violations & Consequences

- ❖ G-TELP IBT at Home records the examination process of the test takers. Please note that the following actions may be considered as misconduct.
- Failure to follow test rules may result in test dismissal, score cancellation, loss of test fees, and potential legal action.

Violations include but are not limited to:

- Impersonation & Identity Fraud: Having someone else take the test for you, taking the test for someone else, or refusing ID verification.
- Unauthorized Access to Test Content: Receiving, sharing, copying, or removing test questions before, during, or after the test in any form.
- **Prohibited Devices & Materials:** Using or possessing phones (except for test monitoring), tablets, smartwatches, earbuds, calculators, notes, books, dictionaries, scan pens, recording devices, or any unauthorized materials. Writing test-related content on clothing, ID, or body parts is also prohibited.
- Unauthorized Communication: Talking, texting, or communicating with others. The test must be taken alone in a private space.
- **Prohibited Computer Actions:** Opening programs, accessing system commands, using special keys, capturing or recording test content, navigating away from the browser, disrupting screen sharing, running unauthorized software, or tampering with test equipment.
- Use of Multiple Monitors: Dual/multiple screens are strictly prohibited.
- Tampering with Test Monitoring: Covering the camera, rotating the screen, or disrupting the proctor's view.
- Non-Compliance with Proctor Instructions: Ignoring or refusing any proctor requests will result in a violation.

All reports of cheating or fraud will be thoroughly investigated, and offenders may be prosecuted to the full extent of the law.

Environment Requirements Checklist

Before the Test – Preparation

test, and no refund or rescheduled **Devices & Power:** date will be provided. Ensure your laptop & side camera (phone) are plugged in or fully charged. Computer and keyboard must be on a desk or tabletop surface and remain connected to power. **Testing Environment:** ☐ You must be alone in a room with doors closed and nobody entering. Testing in a public space is NOT allowed. □ Cover all transparent walls, doors, or large open windows. Clear the walls of any material related to the test. Seated on a standard chair—NOT a couch, bed, or overstuffed chair. Position your table and chair so the door to the room is visible to the proctor. **Desk & Allowed Items:** Tabletop and surrounding area must be completely clear. Only authorized test items (computer, keyboard, mouse, and phone for side camera). Food and drink are NOT allowed during the test. **Headsets** are only allowed for the G-TELP Speaking Test and the Listening section of the G-TELP Level Test. **Dress Code & Appearance:** Dressed appropriately, monitored via camera by the proctor. Avoid wearing overly graphic shirts or clothing with test-related content, such as formulas, notes, or any writing that could be considered an unfair advantage. A photo will be taken for score reports shared with recipient institutions. Remove all accessories, jewelry, hairbands, and hats. Religious head covers are allowed, but ears must always be visible. **Note-Taking:** You may NOT take notes on regular paper for security purposes; a digital note-taking section is available within the test. Internet Connection Requirement: Use a wired connection. Wi-Fi is NOT recommended due to the high risk of delays or disconnections.

Refunds or retests will NOT be provided for internet issues. The test taker is fully responsible for a stable connection.

❖ If you don't meet the requirements

on test day, you cannot take the

G-TELP Proctoring & Test Process

Check-In & Test Process

- Log in 10 minutes early to complete the check-in process.
- Click 'NEXT' exactly at the scheduled start time to begin your test.
- You must use Google Chrome to take the exam.
- If you experience issues logging in, clear your cache, history, and cookies for all time before retrying.

Proctor Monitoring

- The proctor will monitor you throughout the test via webcam, side camera (phone), and screen sharing.
- You must remain visible on camera at all times.
- If you need assistance, click the floating bar and select the chat icon. Proctor responses may take 30–60 seconds.

Test Rules – Violations May Result in Score Cancellation

- **No communication with others** (only the proctor).
- X No unauthorized materials (phones, smartwatches, notes, textbooks, pens, or pencils).
- X No suspicious behavior: No talking, looking away, moving out of view, or taking unapproved breaks.
- X Disable screen-sharing software (Zoom, Skype, TeamViewer, Grammarly, Screen recording, etc.).
- X No headsets allowed, except for the G-TELP Level Test Listening section and the G-TELP Speaking Test.
- Repeated use of shared devices/locations may delay or cancel scores.

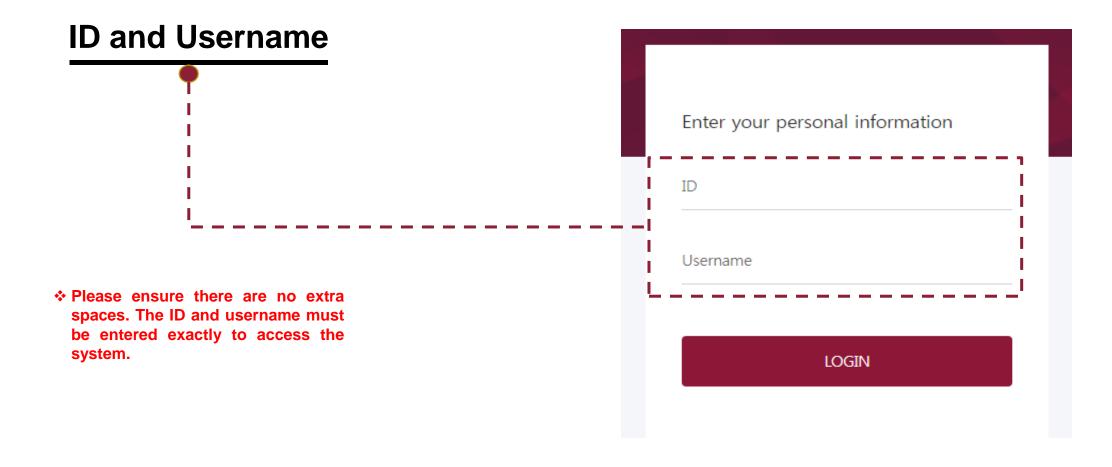
End of Test & Submission

- You can review and change answers within a section, but once you move to the next section, you cannot go back. At the end of the test, you can check if all responses are marked, but no changes can be made. This is a standard security measure in the IBT At-home test format.
- For example, after completing the Listening section and moving to Reading, you cannot return to the Listening section, but you can review and change answers within the Reading section before proceeding.
- After completing the test, upload your responses. Your G-TELP Level Test will be **scored instantly**, giving you an <u>initial performance assessment</u>. Finally, close the exam tab.

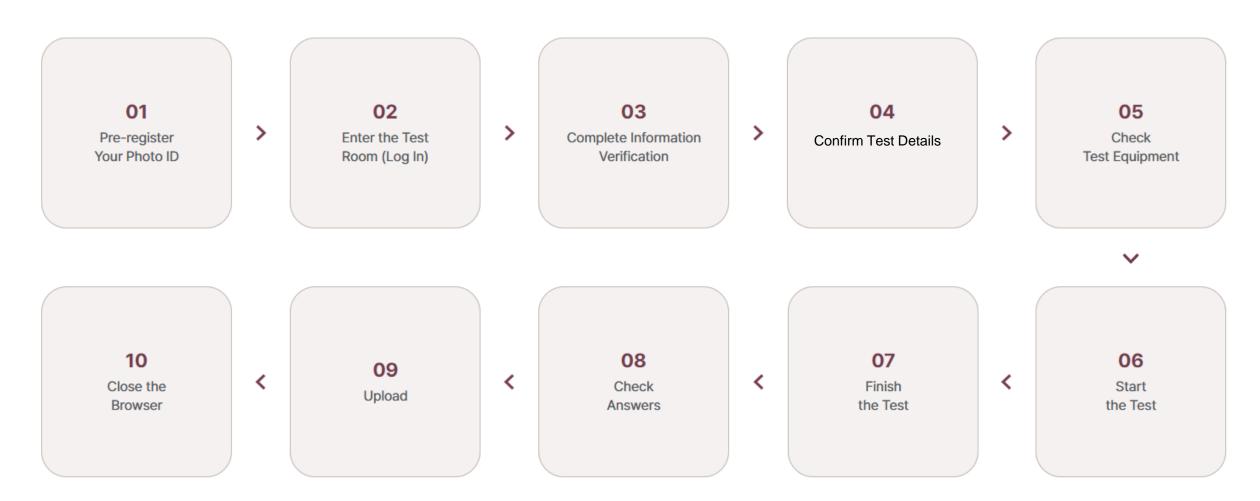
If you don't meet the requirements on test day, you cannot take the test, and no refund or rescheduled date will be provided.

How to Access the Test Site (Google Chrome Only)

URL: https://ibt.g-telp.com/login/applicant



Test Procedure



Devices Specification

If you don't meet the requirements on test day, you cannot take the test, and no refund or reschedule will be provided.

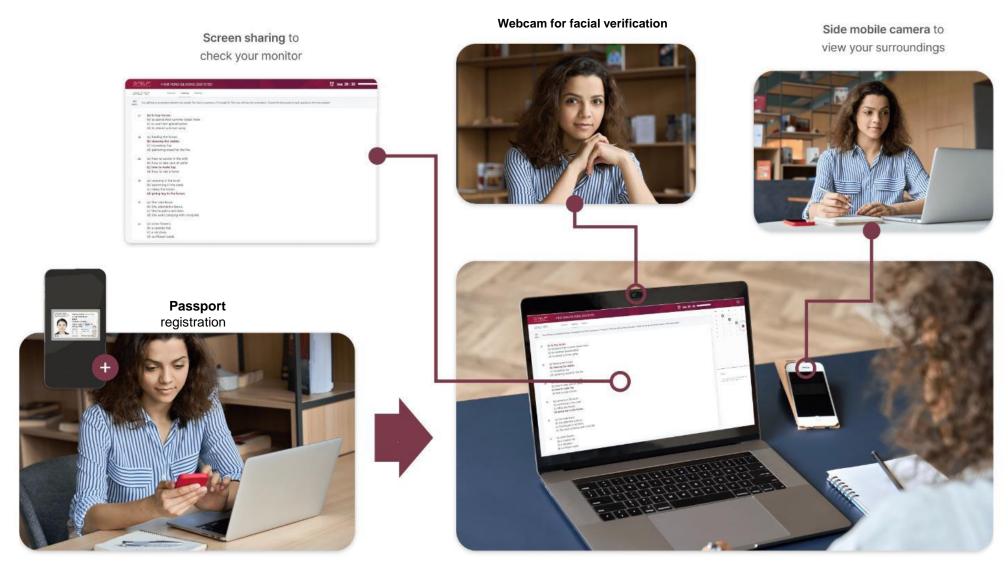
PC or Laptop			
Operating system	Windows 10 or higher	Mac OS 10 or higher	
СРИ	Quad Core	Quad Core	
Ram	8GB	8GB	
Browser	Google Chrome Only		
Headset and microphone	Connecting to a PC or laptop, Microphone (only GST)		
Mobile phone (For side monitoring)	Android 5.0 or higher / iOS 10.0 or higher Google Chrome: 10.0 or higher / Samsung browser: 12.0 or higher Mozilla Firefox 10.0 or higher / Safari 12.0 or higher		
Network	5Mbps or higher		

^{*}Please do not use a tablet to take the test.

^{*}Use a wired connection. Wi-Fi is NOT recommended due to the high risk of delays or disconnections.

^{*}Google Chrome Only

Test Overview



Pre-registration Real test

Configuration for Mobile Devices for Side Monitoring

The mobile device used for side monitoring must be configured as follows:



Ensure you have a stable network connection

*Estimated data usage: approximately 2GB for a 2-hour exam



Enable 'Do Not Disturb' mode on your device

*Android: Go to Settings > Notifications > Do Not Disturb Mode > Hide Notifications > Turn "Hide Notifications" ON.

*iOS: Go to Settings >
Focus > Do Not Disturb >
Enable Do Not Disturb



Mount your device horizontally

*Ensure screen orientation lock is turned off



Connect to a charger

*It is recommended to have at least 50% battery before starting the test

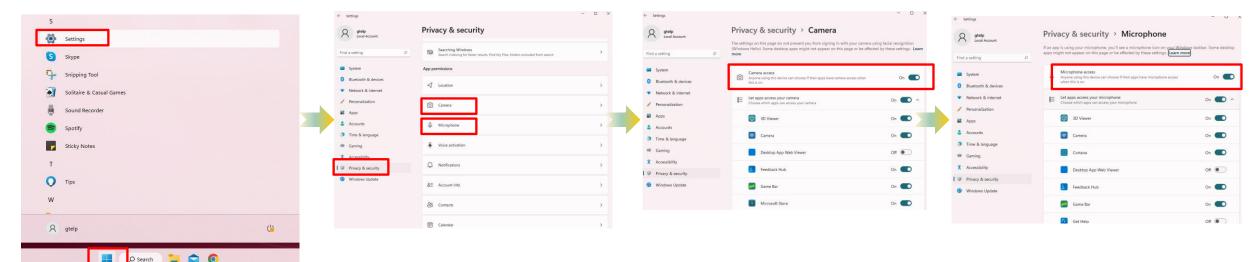


Ensure a clear view of the test environment

*The monitor, keyboard, mouse, desk, and the test taker's face (including hands, shoulders, etc.) must be clearly visible

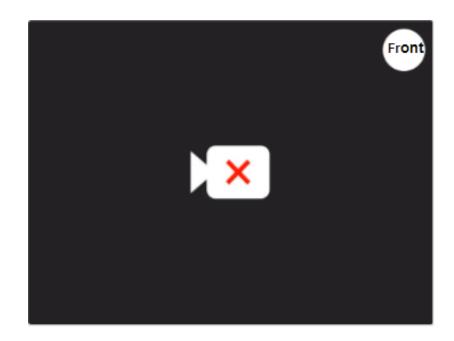
Checklist for Camera and Microphone Issues on Windows (PC/Laptop)

If you encounter problems with your camera and/or microphone during the test, please review the following Windows settings:



Checklist for Front-Facing Camera Issues on Windows

If your camera screen displays an error symbol (as shown below), check the following Windows settings to resolve the issue:



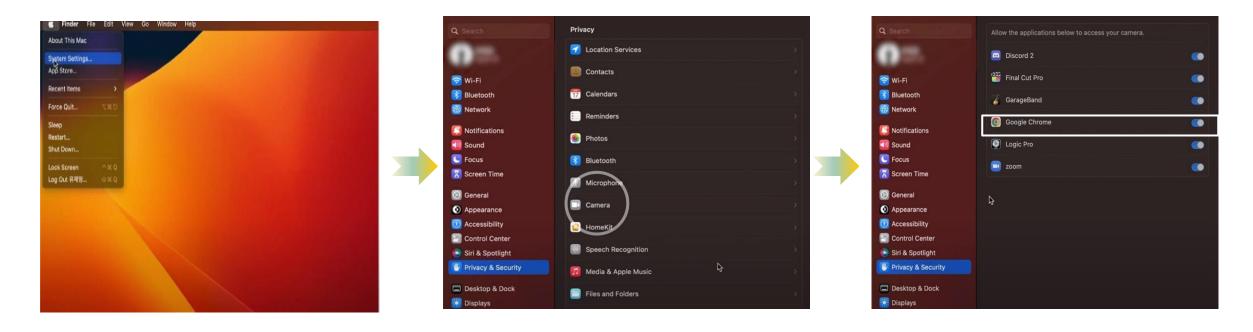
*If you have a virtual camera, please ensure it is turned off by following these steps:





Checklist for Camera and Microphone Issues on Mac

If you experience issues with your camera or microphone during the test, review the following Mac settings:

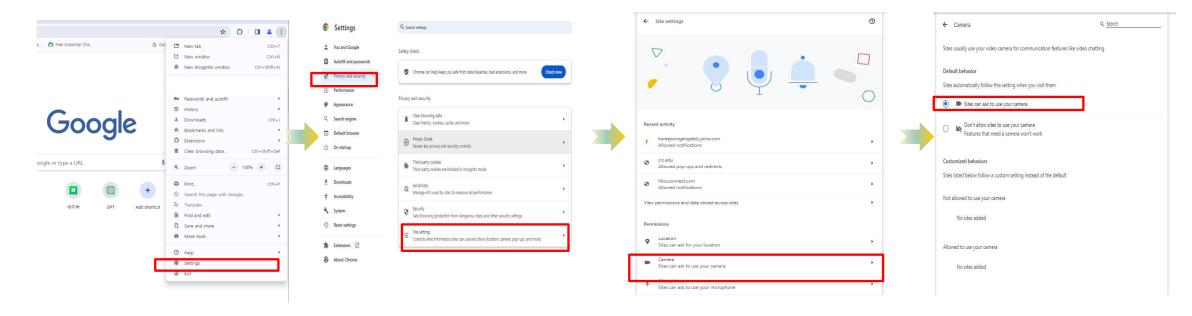


- System Preference > Security & Privacy > Privacy > Camera > Select allow [Google Chrome]
- •System Preference > Security & Privacy > Privacy > Microphone > Select allow [Google Chrome]
- •System Preference > Security & Privacy > Privacy > Screen Recording > Select allow [Google Chrome]

Chrome Web Browser Environment Check Methods (1/4)

Resolving Camera Issues (Initial approach)

If you experience issues with your camera during the test, check the following Chrome browser settings. (If the issue persists, refer to the approach outlined in 3/4).

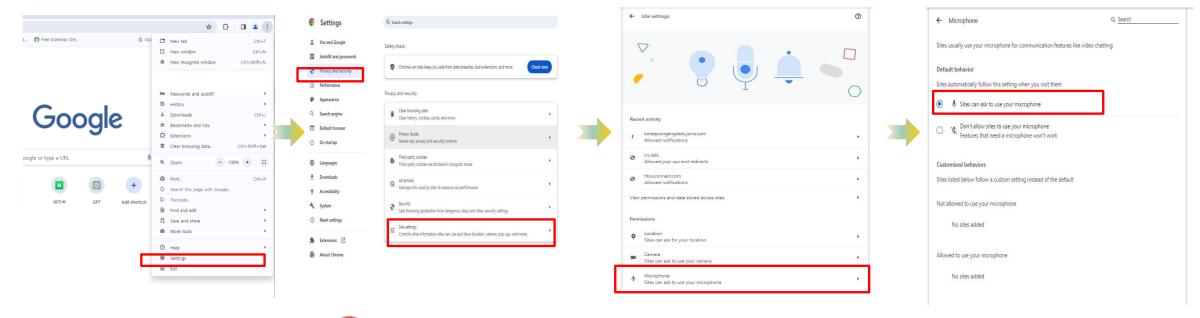


Open Chrome > More (Three vertical dots) in the upper right corner > Settings > Privacy and Security > Site Settings > Camera > Select [Sites can ask to use your camera]

Chrome Web Browser Environment Check Methods (2/4)

Resolving Microphone Issue (Initial Approach)

If you experience issues with your microphone during the test, check the following Chrome browser settings. (If the issue persists, refer to the approach outlined in 4/4).

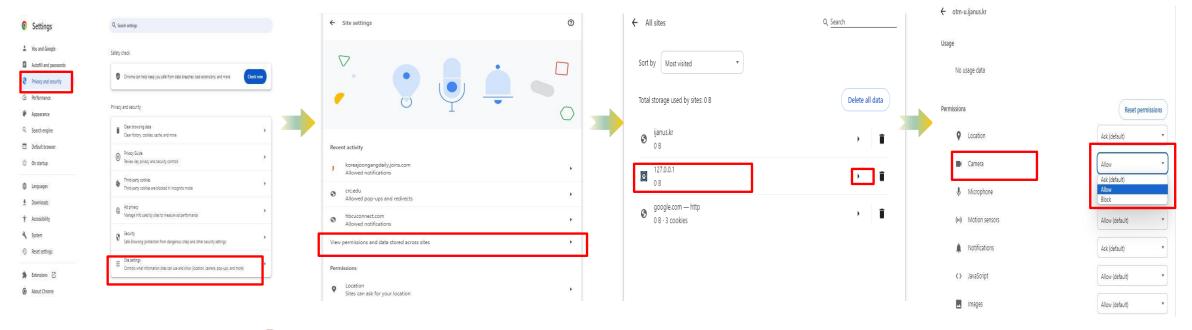


Open Chrome > More (three vertical dots) in the upper right corner > Settings > Privacy and Security > Site Settings > Microphone > Select [Sites can ask to use your microphone]

Chrome Web Browser Environment Check (3/4)

Resolving Camera Issues (Alternative Approach)

Alternative steps if the initial camera settings do not resolve the issue.



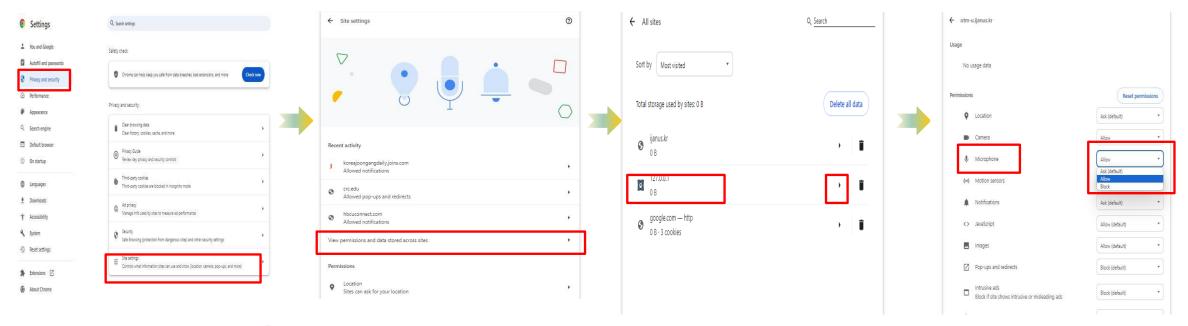
Open Chrome > More (three vertical dots) in the right upper corner > Settings > Privacy and Security > Site Settings > View permissions and data stored across sites >

otm-u.ijanus.kr, otm.select-test.co.kr, https://ibt.g-telp.com/login/applicant > Camera > Select [Allow]

Chrome Web Browser Environment Check (4/4)

Resolving Microphone Issues (Alternative Approach)

Alternative steps if the initial microphone settings do not resolve the issue.



Open Chrome Open C Settings > View permissions and data stored across sites >

otm-u.ijanus.kr, otm.select-test.co.kr, https://ibt.g-telp.com/login/applicant

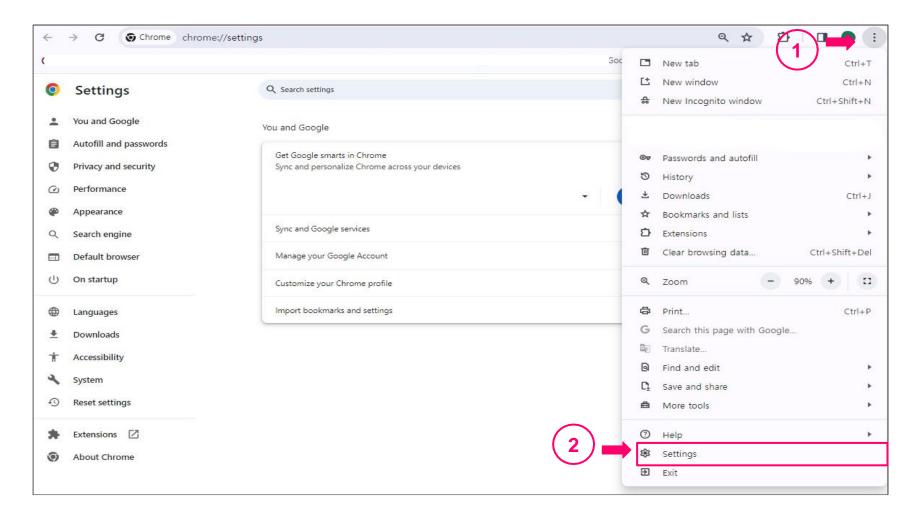




> Microphone **J** > Select [Allow]

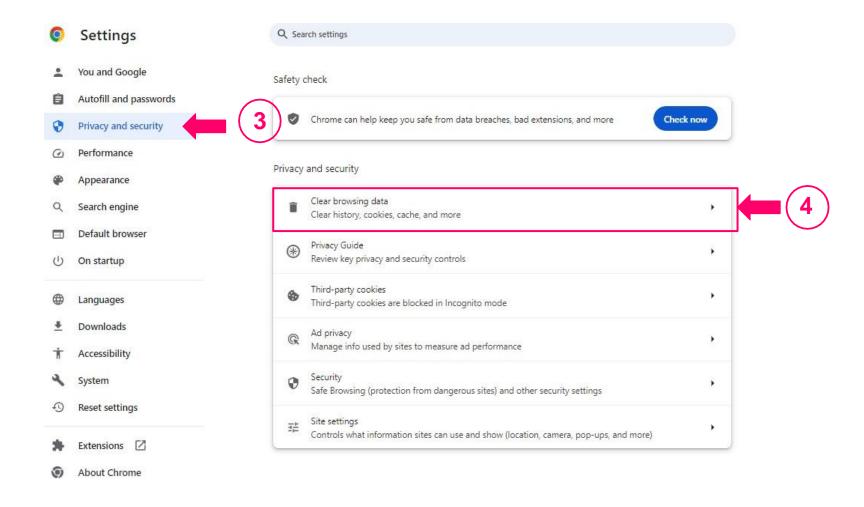
Please Clear the Chrome Browser Cache Before the Test (1/3)

To ensure a smooth testing process, please clear your Chrome browser cache before the test by following these steps.



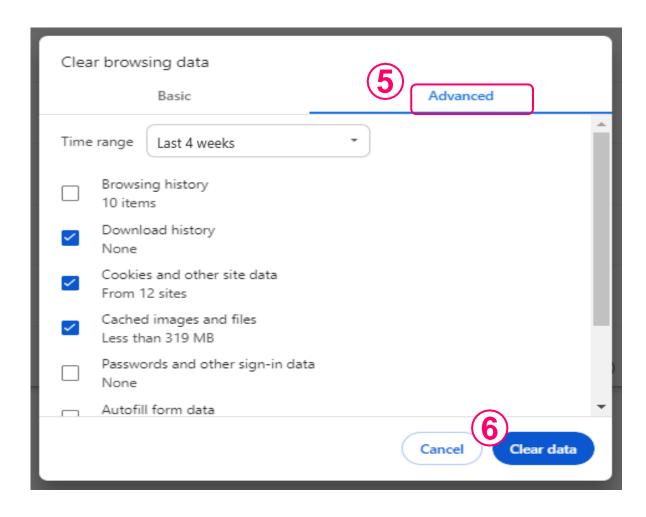
Please Clear the Chrome Browser Cache Before the Test (2/3)

Ensure the cache is cleared by following these detailed instructions.



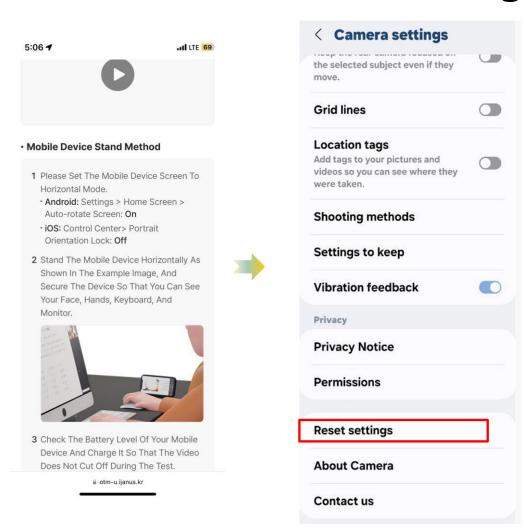
Please Clear the Chrome Browser Cache Before the Test (3/3)

Complete the process of clearing your Chrome browser cache to ensure a smooth testing experience.

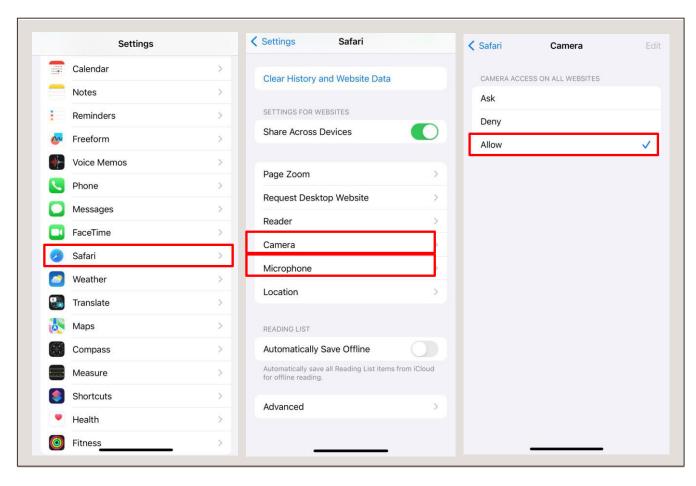


Select 'Download History' Select 'Cookies and Other Site Data' Select 'Cached Images and Files' Click 'Clear Browsing Data'

When the Side-Monitoring Mobile Device Is Not Connected:



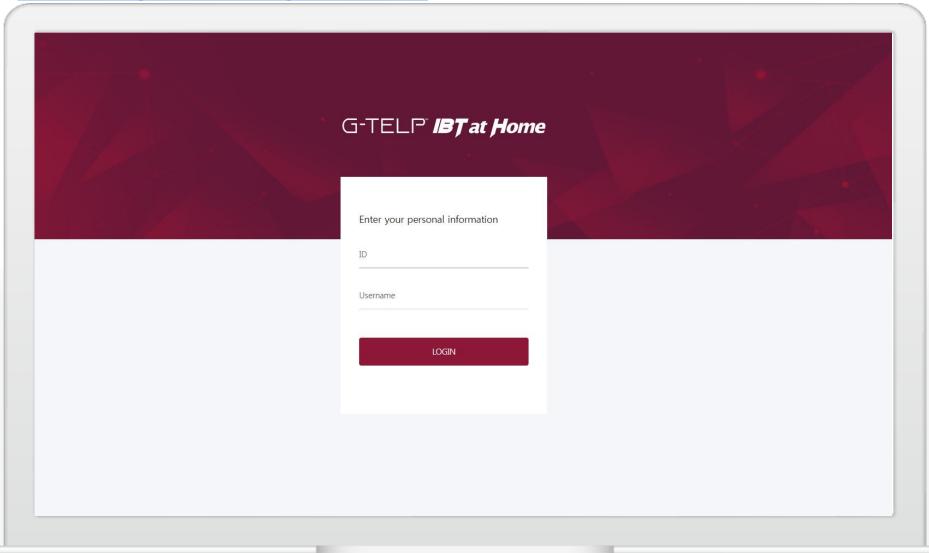
For Android users, Go to Settings > Reset



For iPhone users, Ensure that the Safari app has permission to access the camera and microphone. Settings > Safari > Camera and Microphone > Select [Allow] for both camera and microphone access

Pre-Registration & Equipment Check

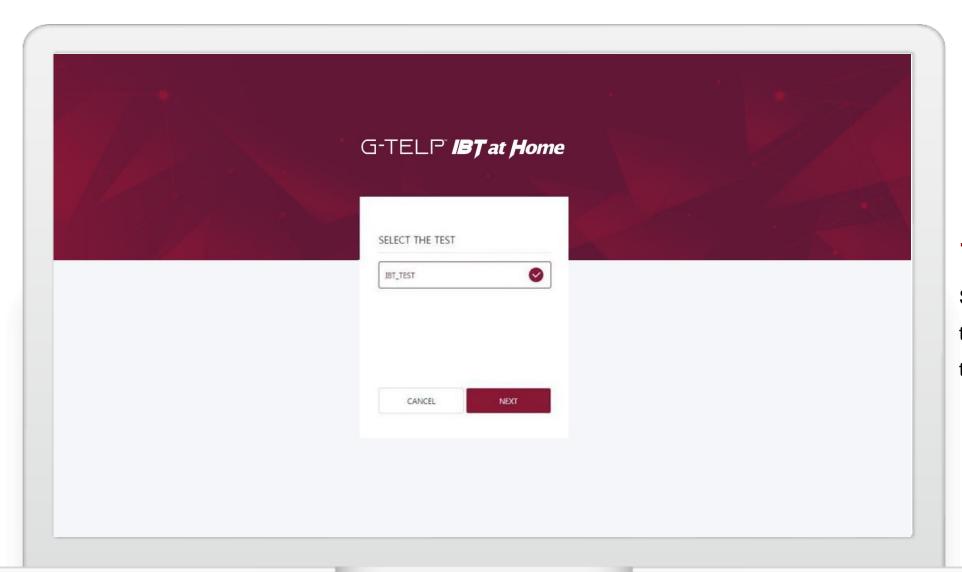
https://ibt.g-telp.com/login/applicant



Login

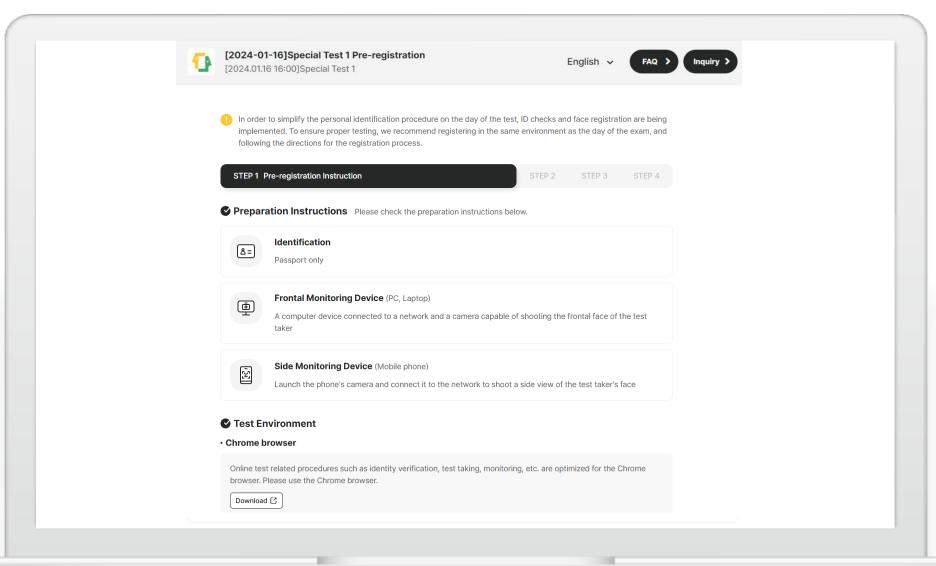
On the login screen, enter your assigned ID and username to log in.

❖ Please ensure there are no extra spaces. The ID and username must be entered exactly to access the system.



Login - Select the Test

Select the test you wish to take and click 'NEXT' to continue.



Guidelines for Pre-Registration and Notice Confirmation

- 1. To ensure a stable test process, please review and agree to the guidelines and notice.
- 2. Carefully read the Pre-**Registration Instructions,** check the provided box, and proceed.
- 3. Click 'NEXT' to continue.



Agree to all

Personal information collection and use agreement (Required)

Metstkuur inc. collects and uses the following personal information for admission to the test site and fair monitoring of the test.

Please check the contents below and check whether you agree or not.

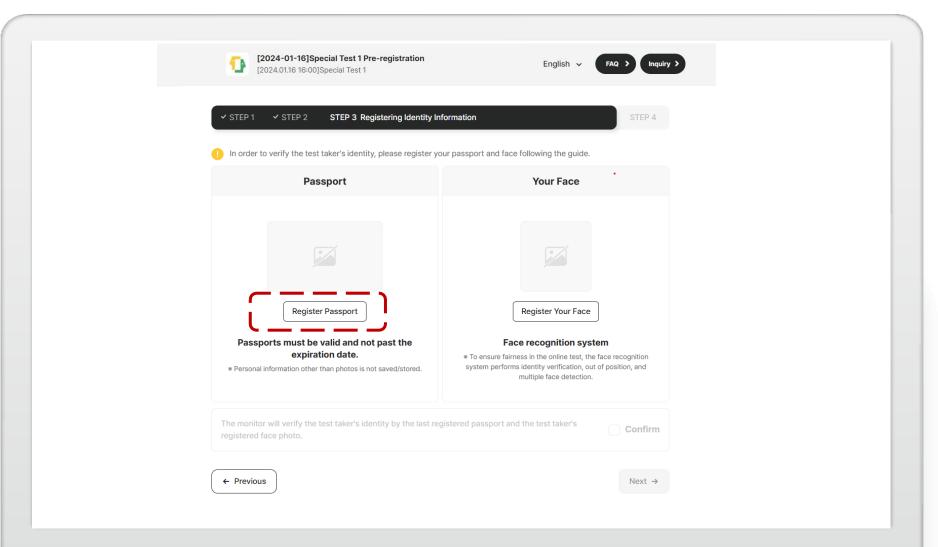
Test takers have the right to refuse the collection and use of personal information, but may have restricted access to the

Purpose of collection	Items to be collected	Deadline of retention and use
Identity verification to enter the test site	Name, test taker number Information on the computer and mobile device used to take the face A photograph of the test taker shooted with a webcam or mobile phone camera Copy of passport	90 days after the test
Test taker monitoring for fair test progress		

^{*} The personal information you provide is non-personally identifiable during the deadline of retention and use, and can be used to improve service quality.

Agreement to **Terms of Service**

- 1. Review the 'Agreement to the Collection and Use of Personal Information', then check the box.
- 2. Review the 'Agreement to the Provision of Personal Information to Third Parties', then check the box.
- 3. After checking both boxes, click 'NEXT' to continue.



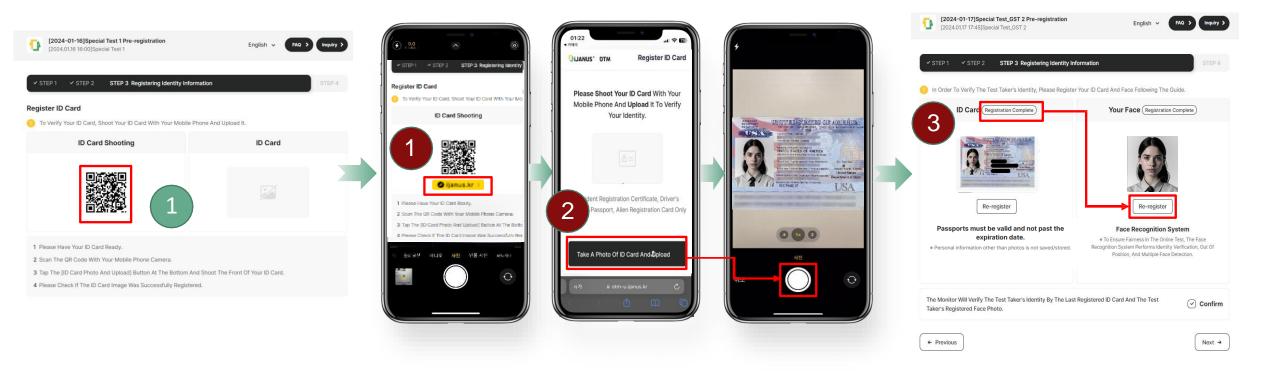
ID Registration

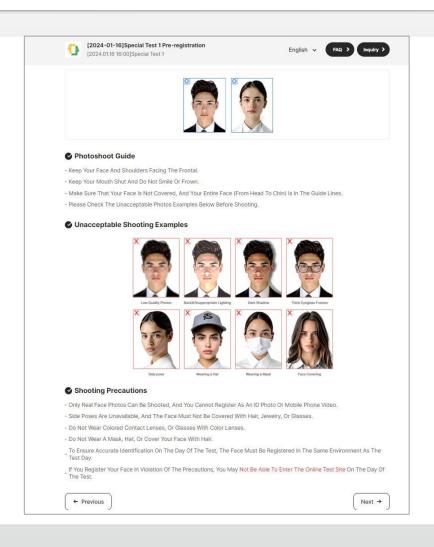
Register your passport and face by following the guide during the verification process.

1. Begin by clicking 'Register Passport' in the 'Passport' section.

ID Registration

- 1. Scan the QR code under 'ID Card Shooting' using your mobile phone's camera app, then open the link in your web browser (For Android: Chrome browser; for iPhone: Safari browser).
- 2. Select 'Upload ID Card File' to capture and upload your passport (we only accept passports as valid form of ID).
- 3. After uploading, click 'Registration Complete' for the ID card in the browser, then proceed by selecting 'Register Face.'





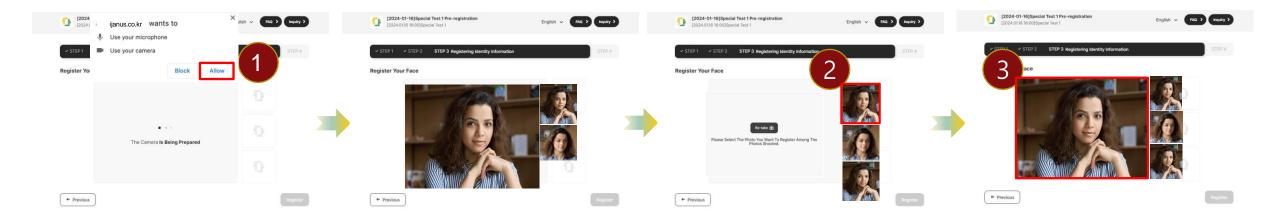
Instructions for the **Face Registration**

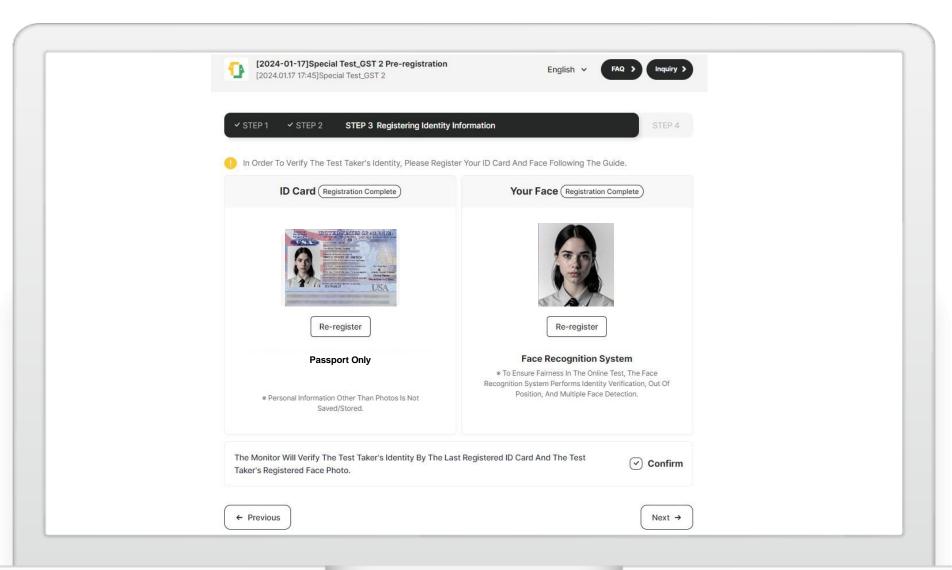
- 1. Review the sample photo carefully before beginning facial registration.
- 2. Click 'NEXT' to continue.

Take a picture and complete facial registration

Select and register the photo that most clearly displays your full face among the three photos taken. The selected photo will be used in the score report, so please choose carefully.

- 1. If a pop-up requesting Camera and Microphone access appears, click 'Allow' to enable site permissions.
- 2. A total of three photographs must be taken. Choose the one that most clearly displays your full face.
- 3. Use the 'Retake' option to ensure the selected photo closely matches your face.
- 4. Please review your selection carefully, as the chosen photo will appear on your score report.





Confirm ID and Facial Registration

- 1. Verify the registered

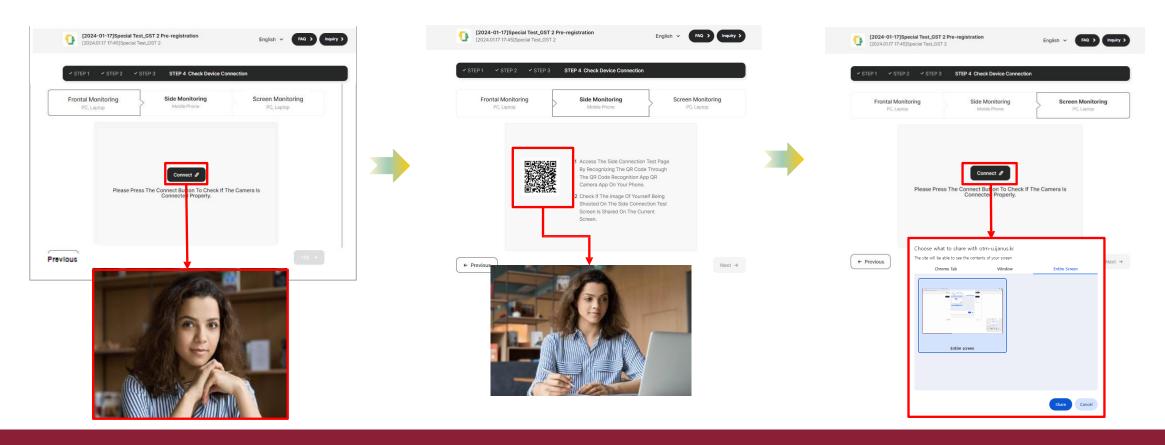
 Passport and Facial

 Recognition (If reregistration is required,
 please repeat the process
 following the same steps).
- 2. Click 'NEXT' to continue.

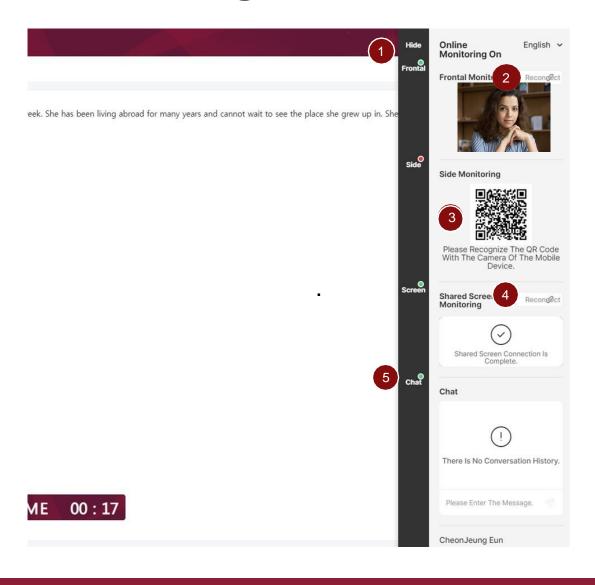
Check Device Connection

Test your webcam, cell phone, and screen-sharing capabilities before your test.

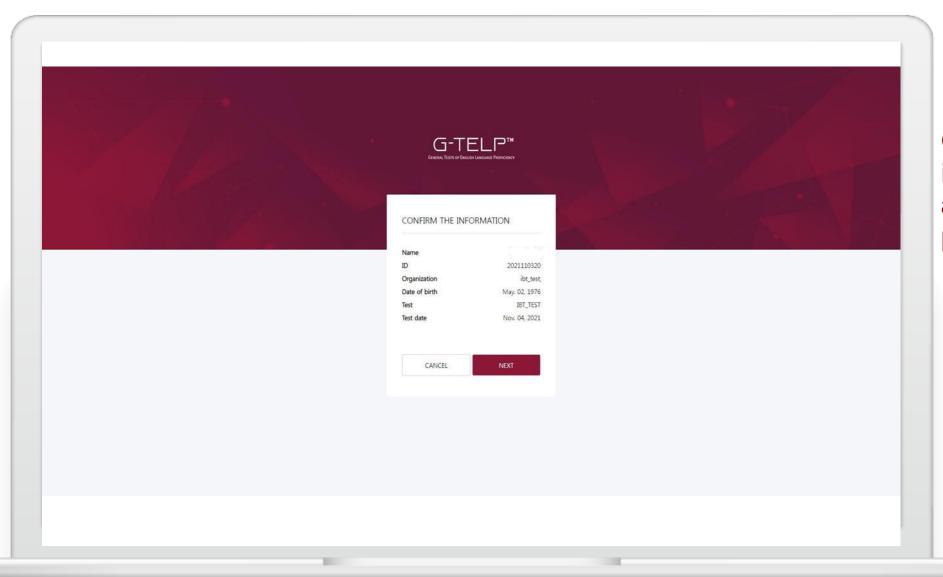
- 1. Activate your webcam, cell phone, and screen sharing by clicking the '**Connect'** button on the screen or scanning the QR code.
- 2. Once you select 'Next', the window will close, completing the pre-registration process.



Monitoring Sidebar



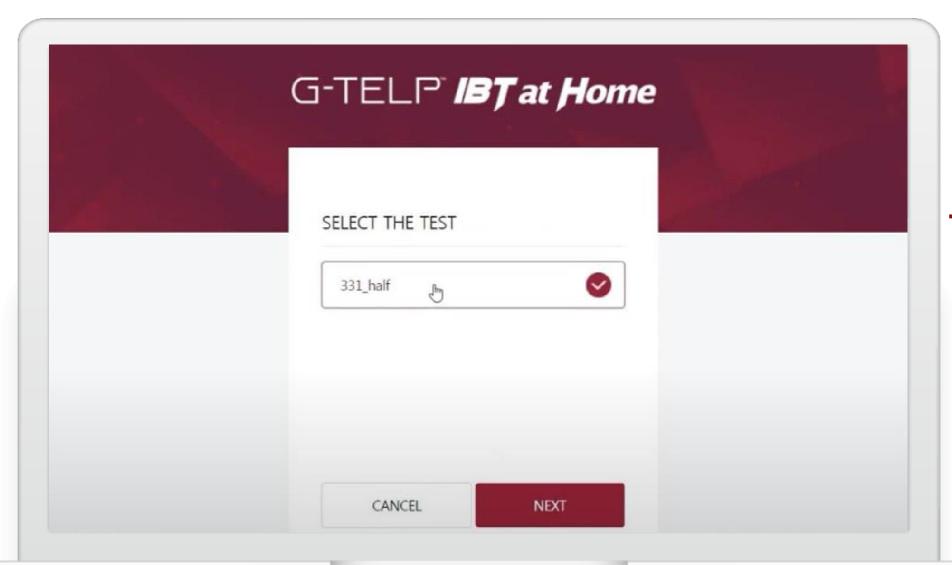
- 1. Minimizing the Sidebar: During the test, you have the option to minimize the sidebar for convenience.
- 2. Frontal Monitoring Reconnection: If the Frontal Monitoring screen becomes unavailable or requires a new connection, the icon will change from green to red. Click the Reconnect icon to reconnect the front webcam.
- 3. Side Monitoring Reconnection (Mobile): If the Side Monitoring screen becomes unavailable or requires a new connection, the icon will change from green to red. Scan the QR code with your mobile device's camera app to access the reconnection URL.
- Reconnecting Screen Sharing Monitor: If the Screen Sharing Monitoring screen becomes unavailable or requires a new connection, the icon will change from green to red. Click the Reconnect icon to reconnect.
- **5. Chat:** You can communicate with the assigned proctor via chat for any questions or assistance during the test.



On the test day, log into your account and verify your personal information

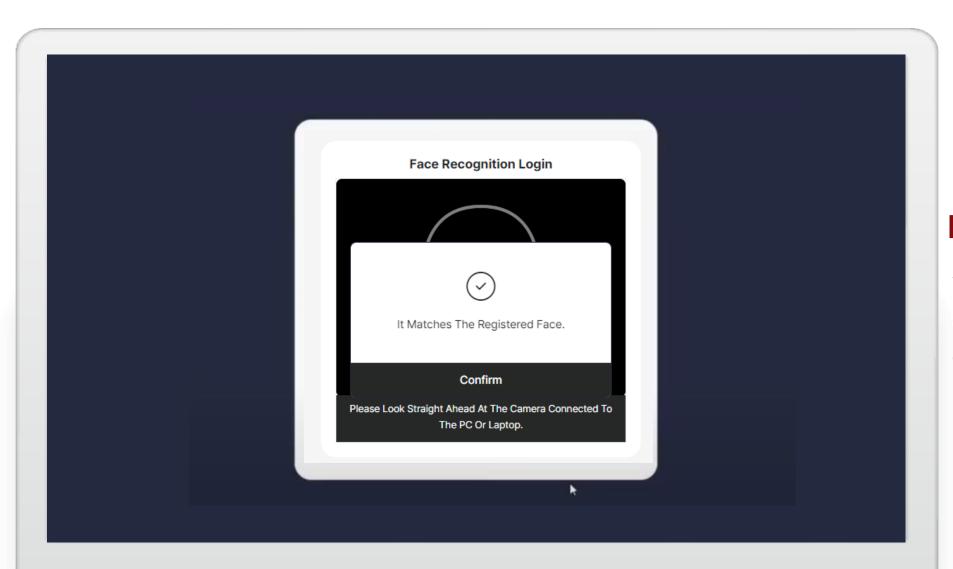
Once logged in, your personal details will be displayed.

After confirming the information, click 'NEXT' to continue.



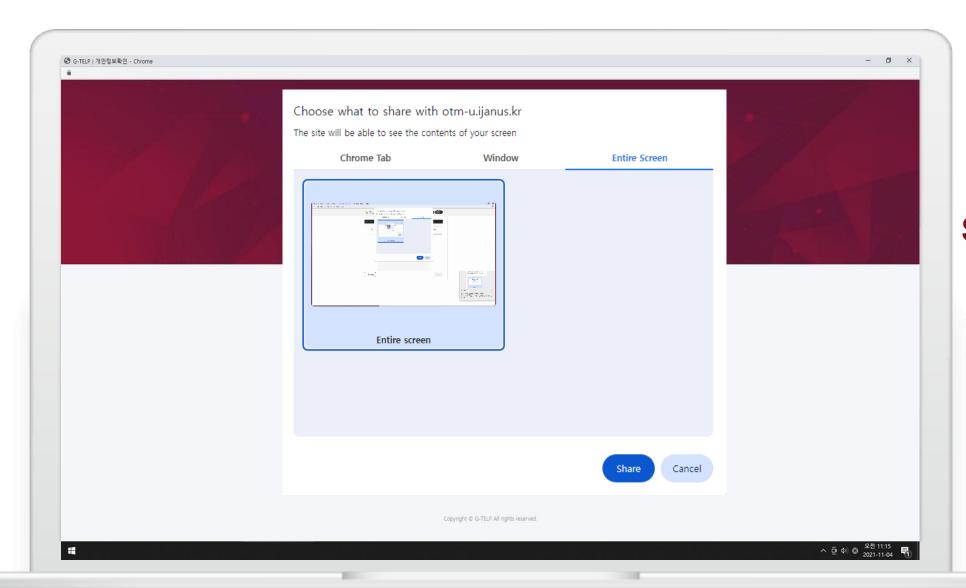
Test Selection

Select the test you plan to take, then click 'NEXT' to continue.



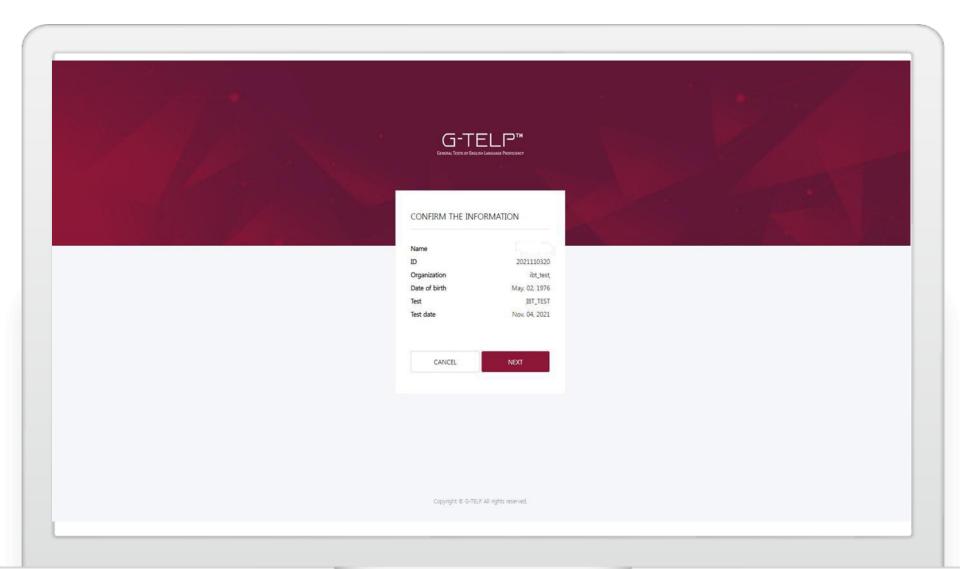
Facial Recognition

Verify your identity by matching your face with the one registered during preregistration.

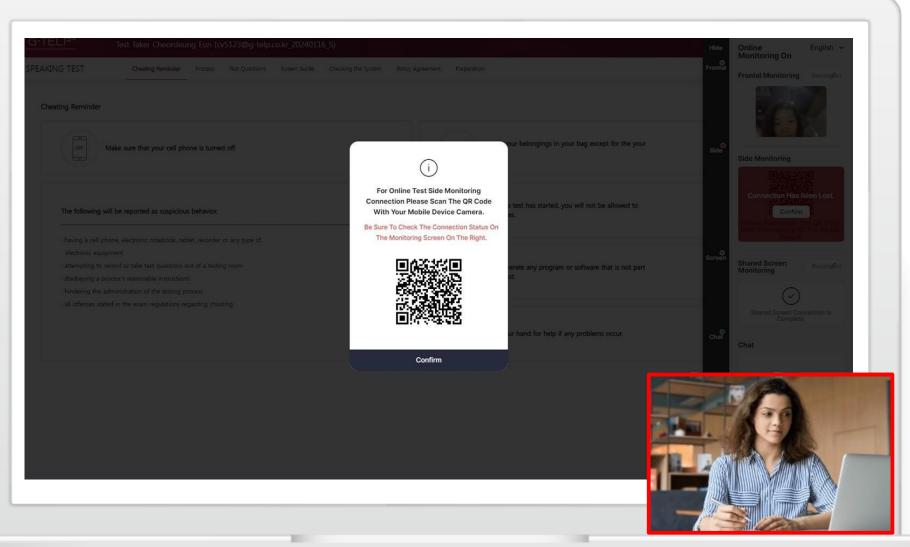


Screen Sharing

Choose 'Entire Screen' and click 'Share' to continue.

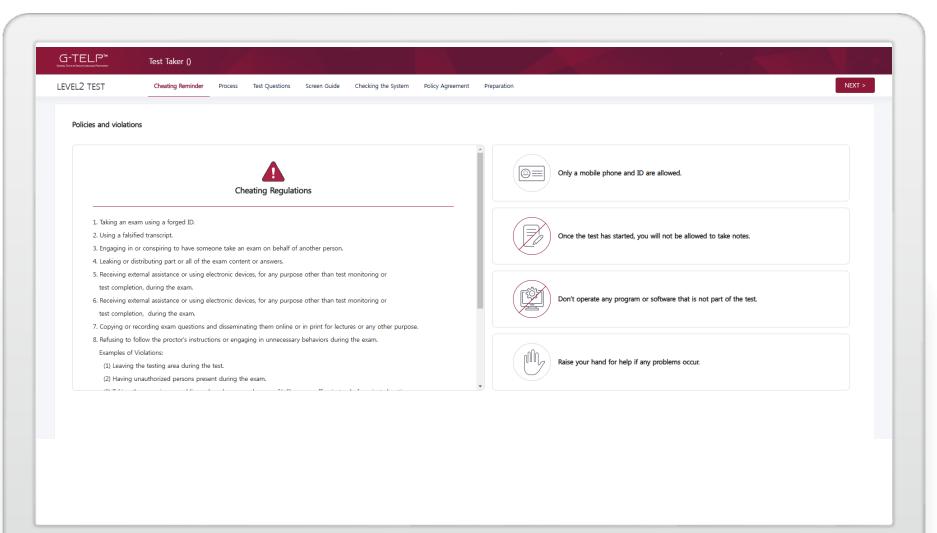


Click 'NEXT' to proceed to the orientation.



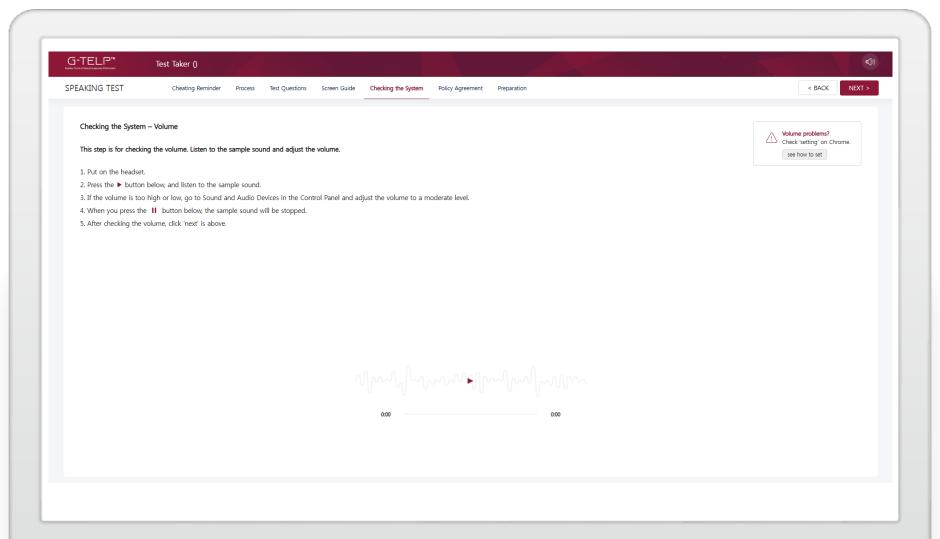
Connect the Side **Monitoring Device** (Cell Phone)

- 1. Use the camera app on your mobile device to scan the QR code. Click the URL that appears to establish the side monitoring connection.
- 2. Place the mobile phone horizontally on a stable stand.
- 3. Adjust the phone's position to ensure it captures the bottom of the laptop and the surrounding testing area, verifying that no prohibited items are present.
- 4. Confirm the camera angle provides a clear and unobstructed view to monitor for prohibited items throughout the exam.



Orientation

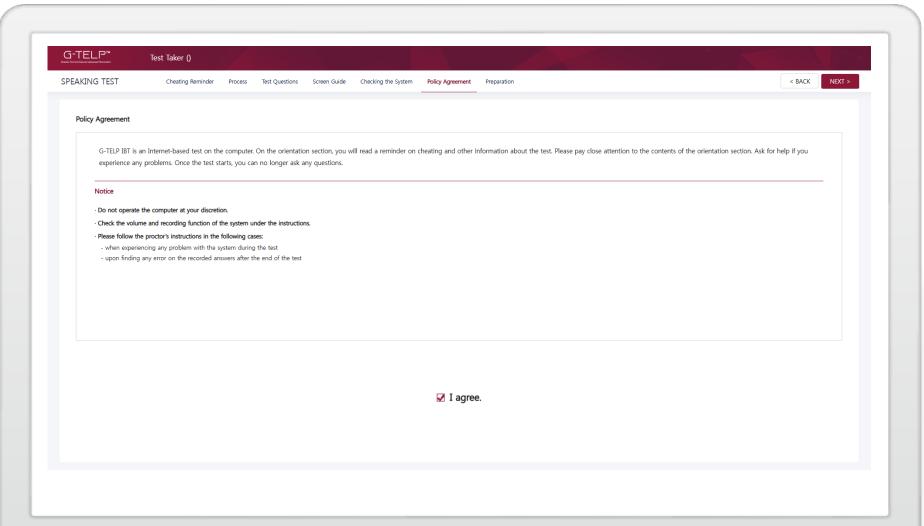
Review the test taker guidelines, then click 'NEXT' in the top-right corner to continue.



Equipment Check

Before taking the test, ensure your audio equipment is functioning correctly by listening to the sample on the screen and adjusting the volume to an appropriate level.

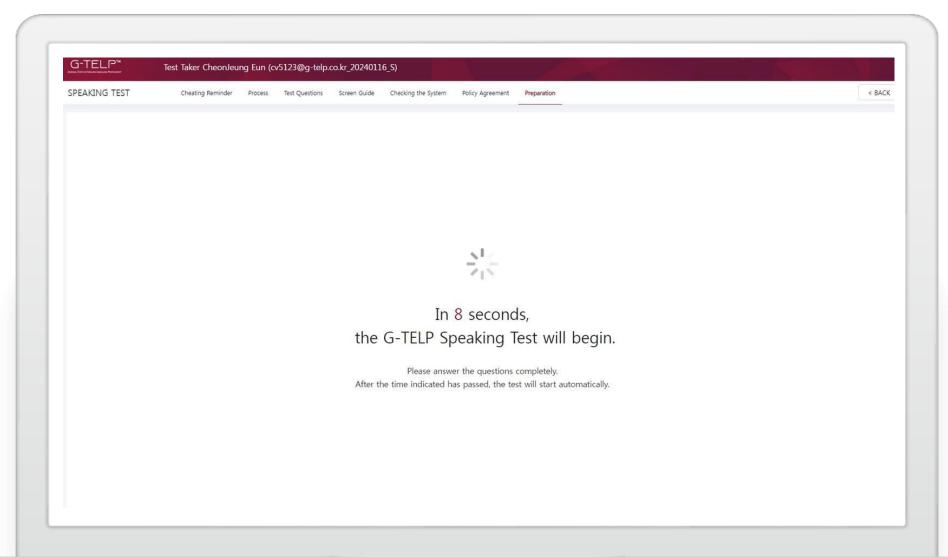
Once the audio check is complete, click 'NEXT' in the top-right corner to continue.



Agreement to **Test Regulations**

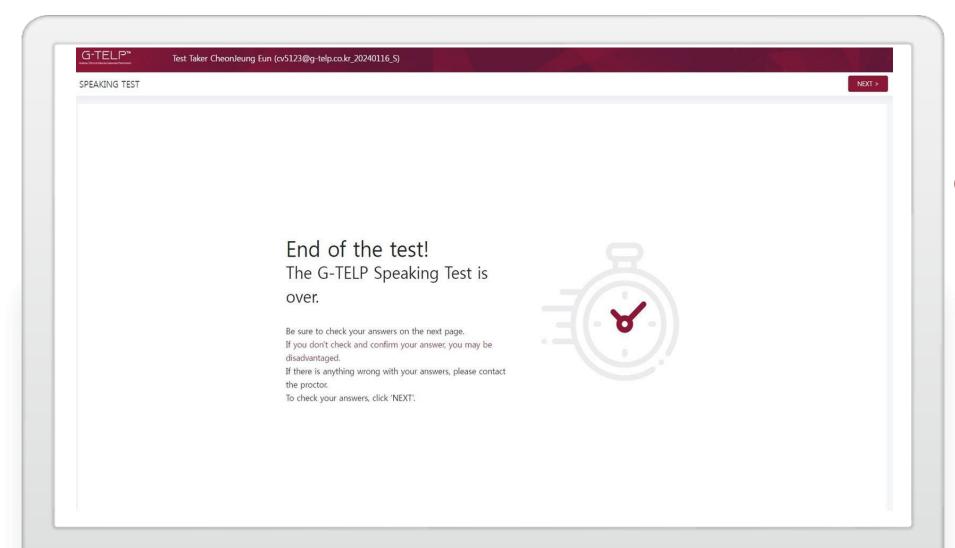
This is the last page of the orientation.

Please review the test regulations carefully, then check 'I agree'. Click 'NEXT' in the topright corner to continue.



Start Test

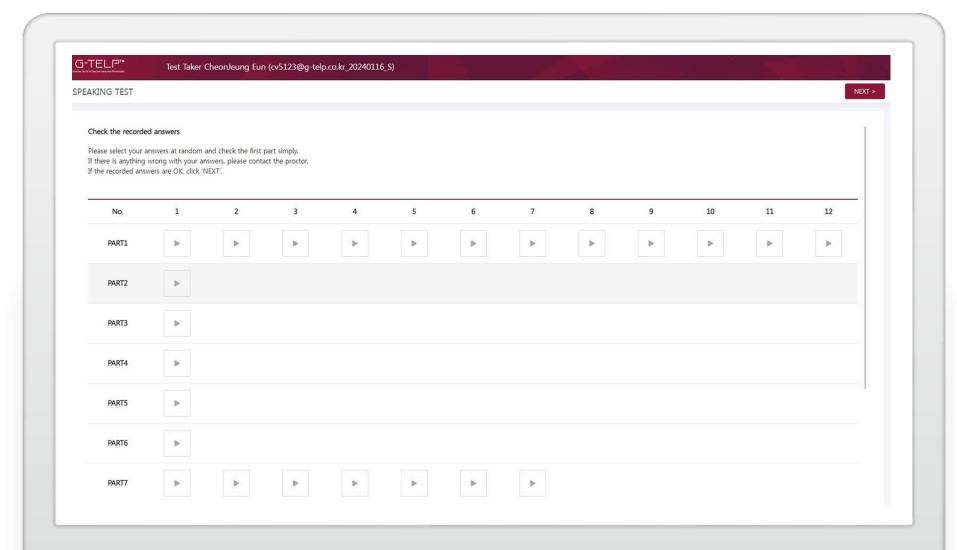
This is the preparation page before the test begins. The test will automatically start in 20 seconds.



Complete the Test

The test will automatically conclude when the allotted time runs out.

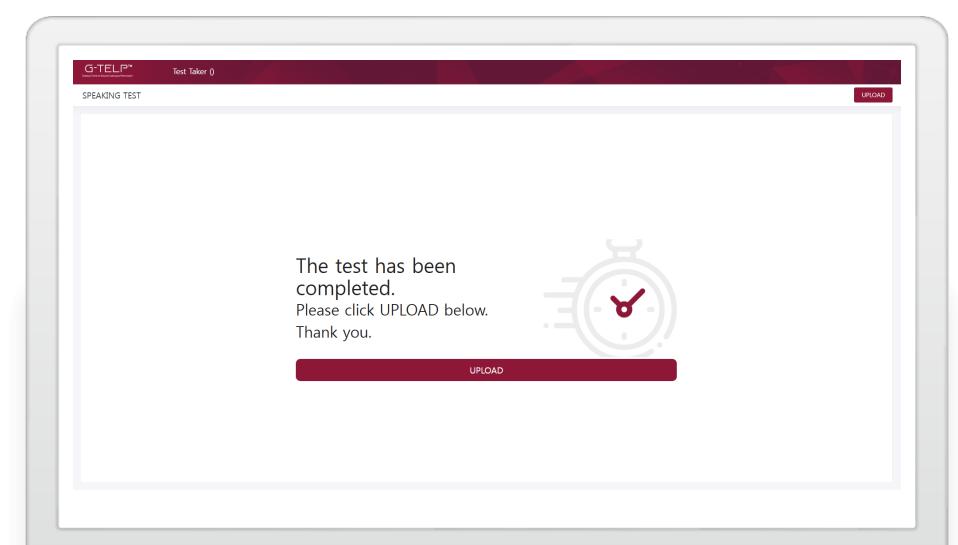
Click '**NEXT'** in the upper-right corner to continue.



Review Your Responses

Ensure your selected responses have been accurately recorded.

Once you've reviewed your responses, click 'NEXT' in the top-right corner to continue.



Upload Test

When the exam completion screen appears, click 'UPLOAD' to submit your test.

After the upload is complete, you may safely close your browser.

40 Years of Trust – The Benchmark in Global English Proficiency

