College of Management
Mahidol University

Preparing for the TOEFL ITP Online Test

As it is an online exam, applicants must read and prepare for the exam according to the online exam requirements. Applicants need to install the online exam system including the ZOOM system on the computer before the exam date with the tool and equipment specifications as follows;

Hardware	Windows User	Apple User	Web Browser	Headsets
PC, Notebook, MAC or IPAD	Windows 8.1 or later (Windows 10 recommended)	macOS Big Mojave 10.14.6 or later (macOS Big Sur 11.0.1 recommended)	IE, Chrome, Firefox latest version	Must use a wired headset. Bluetooth Headsets is not recommend.

Remark: Please check the signal strength of WIFI / Internet in the testing location to make sure it is stable during the exam.

Exam preparation

1. Prepare a computer or notebook with windows 8.1 or later or the latest macOS. Update your browser (Chrome, Firefox or Internet Explorer) to the latest version.
2. Download the ZOOM app
3. Download the program for the exam
4. On the test day
5. Join the ZOOM Meeting
6. Start the test

If you have any questions, please contact the academic support staff at Tel. 02 206 2000 Mon-Fri from 9.00 – 16.00 hrs, or email cmservice@mahidol.ac.th, or Line @ "@CMMU".

Remark: After the college has announced the list of eligible applicants, in case you are unable to take the exam on the date and time, you would waive your right to take the exam.
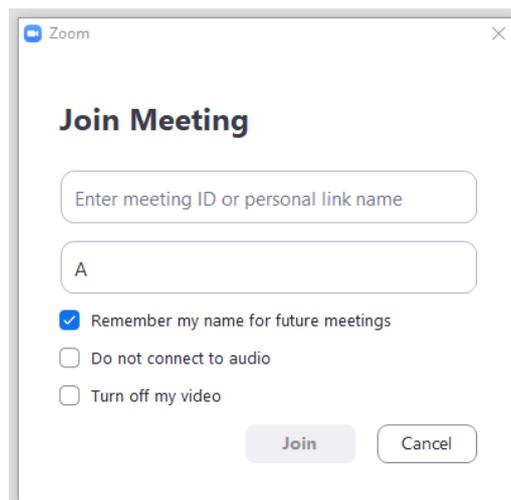
Download the ZOOM app

1. Go to https://zoom.us/download and download Application
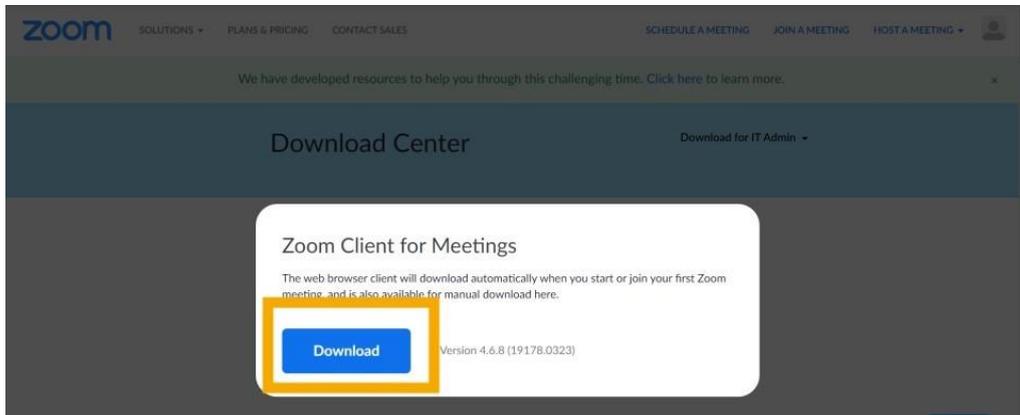
2. Install the program

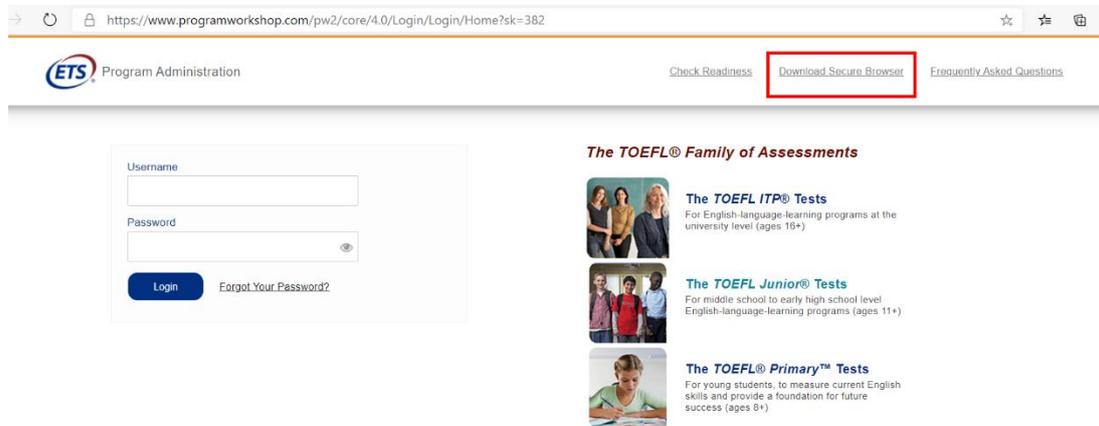3. After the installation is completed, a screen will appear as below picture.

4. Join a Meeting by entering Meeting ID and your name then press Join


Remark: during the exam applicants must turn on the camera and be in the camera all the time. If the proctor cannot see the applicant on the camera, the proctor may suspend the exam or you may immediately lose the right to take the exam.

Download the program for the exam

1. Go to http://www.ets-ellonline.org and download Application

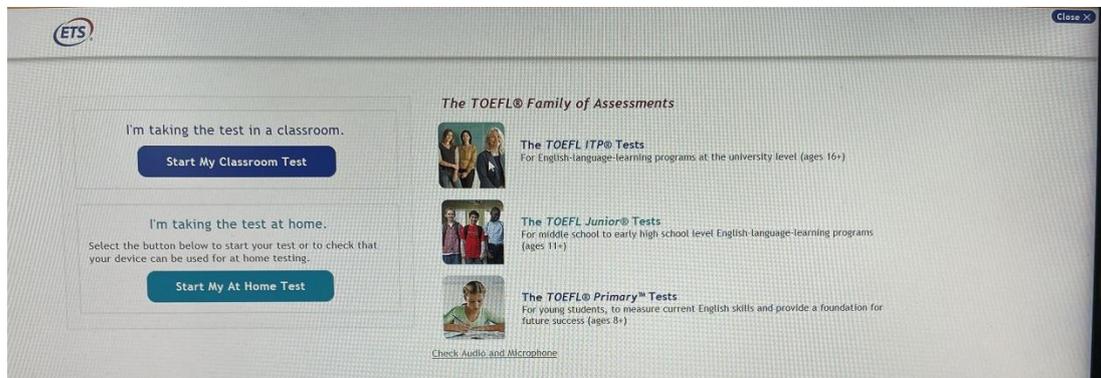2. Download Secure Browser

3. Click Download **"TOEFL Secure Browser (Classroom)"**
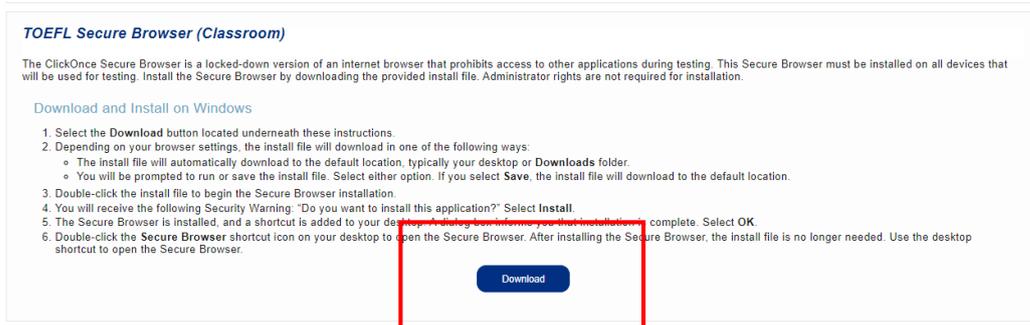
4. After the installation is completed, icon "TOEFL Secure Browser (Classroom)" will be on Desktop

5. Click on icon to enter the exam screen as below picture

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On test day

Approximately 10–15 minutes before your appointment time, review the policies in the meeting invitation email and prepare your testing environment.

Step 1- Prepare your Testing Location

1. Before you enter the Zoom meeting, restart your computer. This will prevent unauthorized software from running in the background when you launch the test.
2. You must use the computer and internet connection on which you performed the system checks. You can have only one computer monitor.
3. You must test in a quiet, well–lit, private location. Light source should not be behind you.
4. Public locations such as coffee shops and computer labs are not permitted. Use of a private internet connection such as corporate networks, hotel networks or government connections will likely prohibit the use of the required technology due to the network's firewalls.
5. Clear the area of notes, books, smart watches, tablets and any other items. Cell phones and other electronic devices must be removed from the area. Food and drinks are not permitted during testing.
6. You may not leave your seat during the test administration

If you fail to comply with these regulations, you may be asked to leave the testing room and your test may not be scored. The test administrator has the right to request that ETS not score a test taker's exam if the test taker did not follow instructions or if the test administrator suspects that the test taker cheated. No scores will be reported for that test taker.

Step 2- Enter the Zoom Meeting

The day of the test administration, you will receive a second Zoom email invitation. This email will contain the Session ID for your test.

1. Close all applications on your computer

2. Sign into your desktop version of Zoom

3. Open the meeting invitation

4. Click the link to join the meeting

5. After you sign into Zoom, close the calendar or email application.

Important Instructions

☐ You will be put into a waiting room and will be admitted to the testing room by the Proctor.

☐ You must enable video and open the Chat window

☐ Make sure you are in Gallery view so small tiles display on the screen.

☐ Background disguise is not permitted

☐ Do not open the TOEFL Audio Browser before signing into the meeting.

☐ Please be sure to join the meeting on time. If you arrive 15 minutes after the starting time, you will not be able to take the test during this session.

Step 3- Start the Test

1. When the Proctor tells you to open the secure browser, click the Windows key and the letter D to get to your desktop

2. Double-click on the TOEFL Audio Browser icon on your desktop to launch the secure browser.

3. Enter the Session ID and click Submit

4. Enter the Given Name, Family Name and Birthday (month and day); then click Submit.

5. Confirm that the information is correct and click Yes.

6. At this time, the Proctor will approve you for testing.

Once approval has been provided, the test will launch.

Important Instructions

- Once you launch the secure browser, you will not be able to see the Chat window. Applications will be hidden, including Zoom. Only the test will be displayed.

- If an error occurs that results in the secure browser closing or locking unexpectedly, restart your computer and perform the steps to re-enter the Zoom meeting. The Proctor will assist you with restarting the test

- This is a timed test. If you do not complete the test within the designated time, a message box will display saying time has ended. Make sure you monitor the time remaining by checking the timer in the upper right corner of the screen

- When you have completed the test, click Exit and the Proctor will remove you from the Zoom meeting.

Good luck on your test!