



**FIREFIGHTER &  
LAW ENFORCEMENT / CORRECTIONS  
ONLINE IN-HOME TESTING  
SET-UP GUIDE AND MANUAL**



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# SOFTWARE INSTALLATION

## IMPORTANT

To participate in this testing process, you will need two devices:

1. **A Windows desktop or laptop PC (No Mac/Apple/Chromebook devices)** - You will take the exam on this device.
2. **Mobile device or tablet** - This device will be used to video record your activity and communicate with you.

### Step 1: Ensure that your devices meet the following requirements

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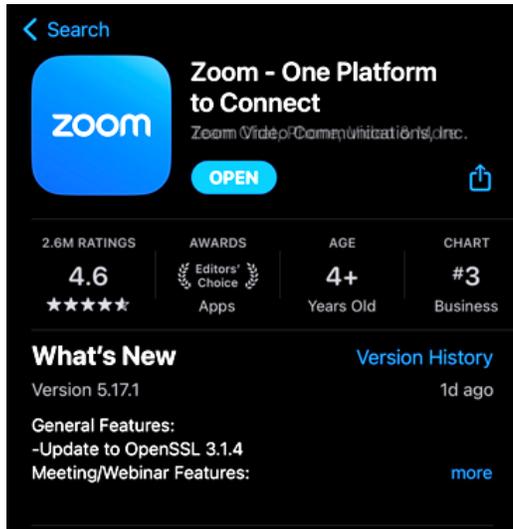
- **A mobile smartphone or tablet.** Your mobile device will be used to connect to videoconferencing software so that PST can monitor you while you take the examination. Your device must meet the following requirements:
  - iPhone 5 or later running iOS11+
  - iPad 3<sup>rd</sup> gen or later running iOS11+
  - Android device running Android OS 5+
  - Camera and Microphone enabled for the videoconferencing software
- **A desktop or laptop PC running Windows 7 or later.** You will take the examination on your PC via a secure Testing Application that you will download prior to the test event.
  - Touchscreen/stylus is encouraged for using the notetaking feature.
  - [The testing software is not compatible with Macs/Apple or Chromebook devices.](#)
- **A reliable internet connection on each device.** Your mobile device and PC must be connected to the internet at all times. Data rates may apply.
  - Your mobile device should have a 3G+ or Wi-Fi connection. At minimum, one (1) Mbps or better (broadband recommended) is required, but we recommend twenty (20) Mbps to ensure a stable internet connection while testing.
  - If using Wi-Fi, we highly recommend you consider asking others to limit their use to ensure you have enough bandwidth to maintain connection on both devices.
  - If you lose your internet connection at any time, you may not be able to continue your exam and will be required to wait 90 days to test again.
  - It is recommended that you check your connection speed before testing at [www.speedtest.net](http://www.speedtest.net).

## Step 2: Install and set up the Zoom app on your smartphone or tablet

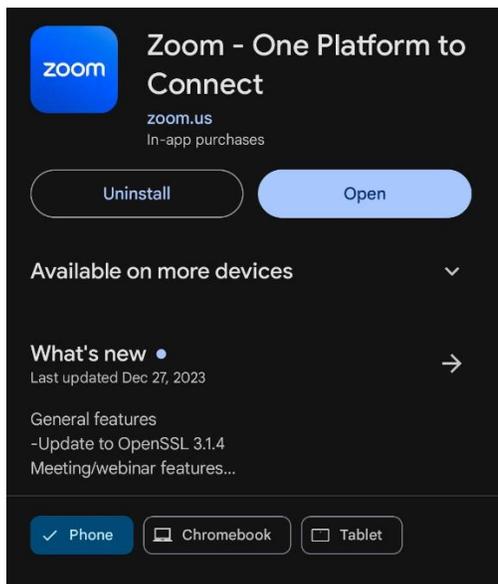
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1. Download the app from your device's App Store (you will receive an email with meeting login information 24 hours before your test):

- Apple - <https://apps.apple.com/us/app/zoom-one-platform-to-connect/id546505307>



- Android - <https://play.google.com/store/apps/details?id=us.zoom.videomeetings&pli=1>



If you encounter issues installing this app, visit Zoom's support website:  
[https://support.zoom.com/hc/en/getting-started?id=getting\\_started](https://support.zoom.com/hc/en/getting-started?id=getting_started)

Step 3: Install the Secure Testing Application on your Desktop or Laptop computer.  
(This is the device you will take the test on.)

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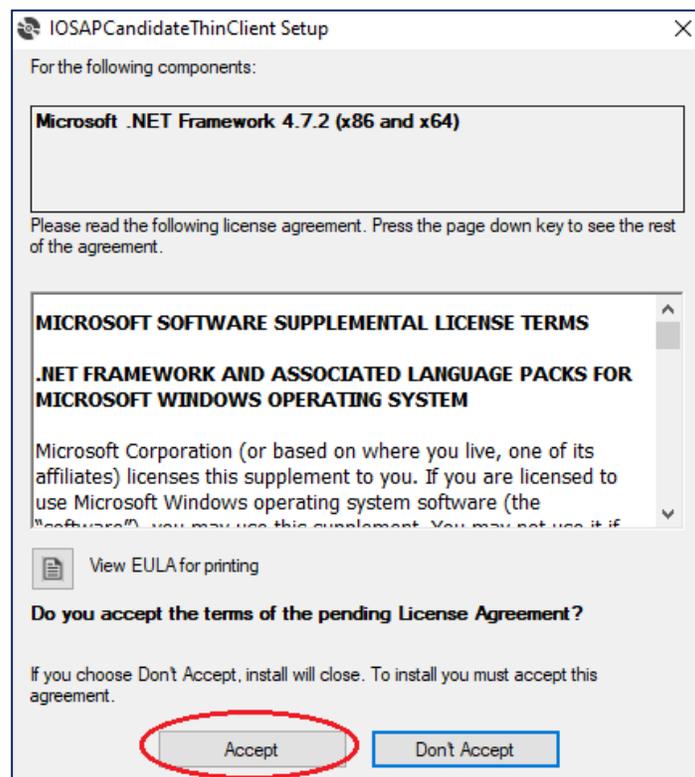
1. Download the program by visiting the following URL and clicking the “Install” button: <http://setup.iosolutions.com/>



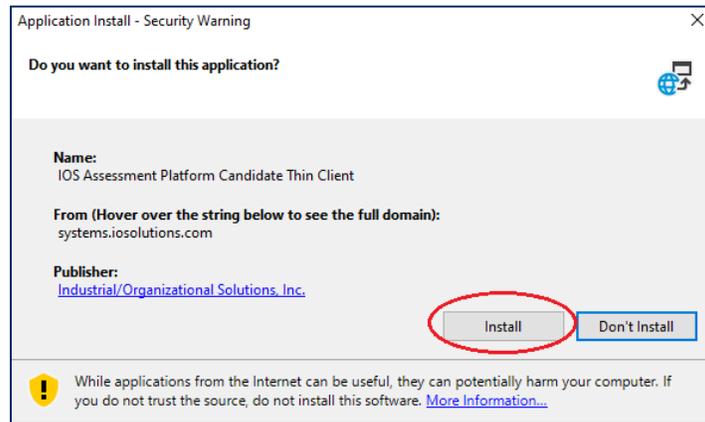
2. Click on the downloaded setup.exe file to install the program.



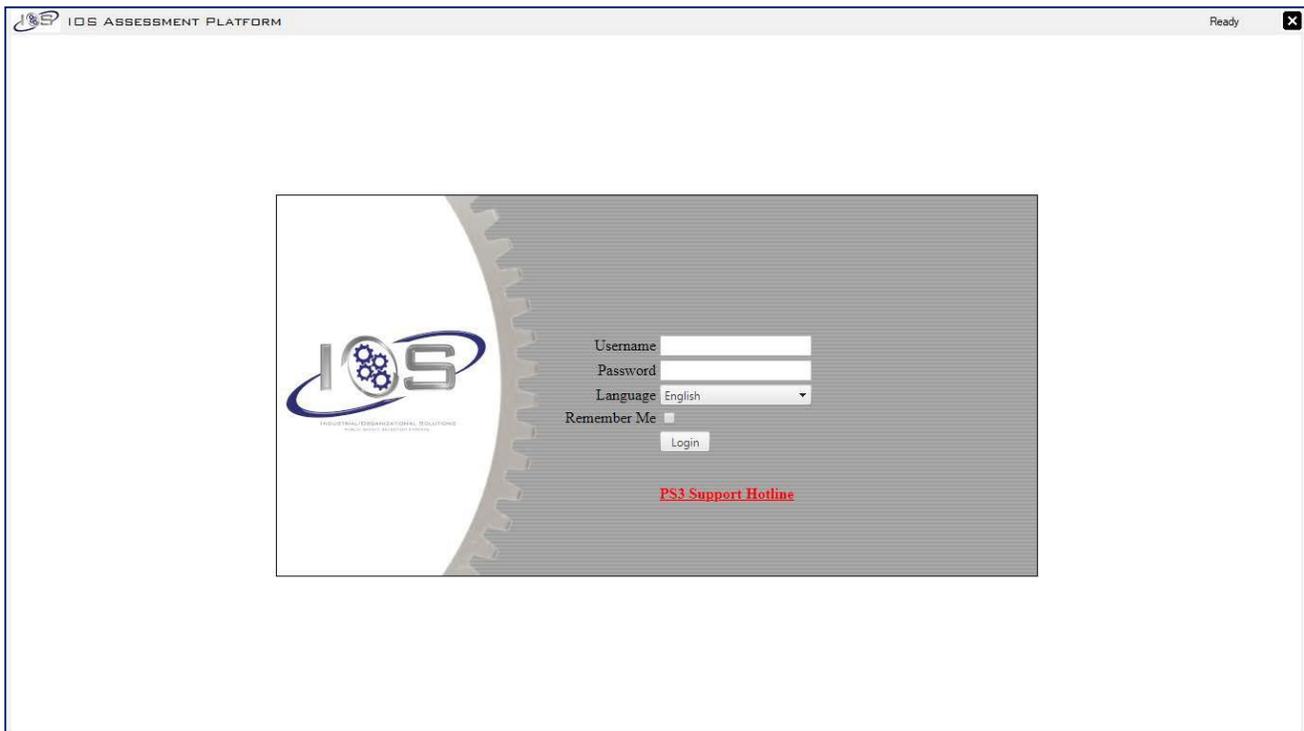
3. Read and accept the license agreement.



4. If you receive a security warning, you will have to click “Install” on the screen that appears.



5. The installer will run. The program will launch and display the following screen when it has been successfully installed, indicating that the installation of the IOS Testing Application is complete. You may close the program by clicking the “x” in the upper right-hand corner.



6. You will need to relaunch this program on the day of your test administration. The program will be installed on your PC as “IOS Testing Application.” During the administration, you will receive the login credentials and instructions on how to proceed from this page.



If you encounter issues installing this program, contact PST at [contact@publicsafetytesting.com](mailto:contact@publicsafetytesting.com).

# BEFORE CHECK-IN

## Step 1: Prepare for the examination.

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The test-taking process can be long and stressful, so it is important to have a comfortable environment in which to take the test. There are several important aspects that are REQUIRED:

- 1. You must pick a testing location that is quiet and free from distractions.** Take your test in a closed, private room, away from any roommates or family members. Advise any roommates or family members to minimize noise while you are testing. A quiet, distraction-free, and private room is ideal. Please note that public locations (coffee shops, restaurants, etc.) are not authorized locations to take the exam.
- 2. Please keep in mind that you will be in a video-conferencing meeting with the proctor and multiple other test-takers.** You and the room that you are in will be visible to both the proctor and the other test-takers for the duration of the examination. Your audio will be muted to avoid any distracting background noises.
- 3. Lighting and screen brightness should be bright enough to read comfortably without straining your eyes.** You will be unable to change your computer's display settings during the examination, so it is important that you set this up in advance. Computer screen resolution should be set in the range of 800 x 600 – 1024 x 768 for optimal viewing of the testing material.
- 4. Ensure your bandwidth is sufficient to support both the Testing Application and the Videoconferencing Application.** This may require you to request family members and/or roommates to restrict their use of Wi-Fi during your exam. View the Zoom bandwidth requirements on their website to ensure you can comply:
  - [Zoom Support Website](#)
  - It is recommended that you check your connection speed before testing at [www.speedtest.net](http://www.speedtest.net).
- 5. Ensure that your room is at a comfortable temperature.** You will not be allowed to leave your workspace for any reason while you are testing, so it is important that your room is at a comfortable temperature prior to the start of the exam.
- 6. Your workspace should be clear of any materials except your mobile device and your PC.** You may not take notes or use any materials other than your PC during the examination. The exam proctor will ask you to show a 360° view of your workspace using your mobile device during check-in, prior to the start of the exam. Writing instruments or paper on or within reach of your workspace is prohibited. You may have water/coffee in an unmarked bottle or cup/mug.
- 7. Use the restroom before logging in.** The maximum total time for this exam is 3 hours and 15 minutes with an additional 30-45 minutes for instructions and check-in. Once the examination begins, you will not be allowed to leave your workspace for any reason. You will be permitted to take a short bathroom break (if needed), but you must be between sections in the test. If you have medical issues that prohibit you from sitting for the entire duration of the exam with no breaks, please [contact PST](#) PRIOR TO your scheduled exam.
- 8. Plan to log in early.** The exam administration will begin promptly at its scheduled time. Make every effort to log in to Zoom 10-15 minutes early so you have ample time to settle in at your workspace prior to beginning the test. If you are not present when the examination begins, you will be locked out of the Zoom meeting and forfeit your exam seat.

## Step 2: Upload your Documents to PST Website

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1. **You will be required to upload and/or sign multiple documents in your [PST Account](#) prior to testing.** Failure to upload/sign the documents will result in your being unable to take the exam through our Online In-Home Testing process. Documents must be received at least ONE HOUR before your scheduled exam, or you may forfeit your exam seat and be required to reschedule.
  - a. **A copy of your government-issued photo ID.** Your ID must show your full name, photo, and signature. Examples of acceptable ID include your driver's license, passport, or state-issued ID. Please note that military IDs are NOT an acceptable ID Form for this purpose.
  - b. **A signed Applicant Liability and Waiver Form.** (Available in "PST Exam Documentation" in your PST account after scheduling an exam)
  - c. **A signed Test Security Agreement & Non-Disclosure Agreement.** (Available in "PST Exam Documentation" in your PST account after scheduling an exam)

## Step 3: Set up your PC.

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1. **Ensure that your PC is plugged into a power source.** If your PC shuts down during the examination due to battery loss, you will not be allowed to resume the examination.
2. **Unplug any secondary monitors from your PC.** The testing application will not allow you to log into the examination if you have more than one monitor connected to your PC. For laptops, you must use your laptop screen, or if you dock your laptop, you may use a single monitor. For desktop computers, you may only have one monitor plugged in. Again, all other monitors must be completely disconnected (not just turned off). If you connect a secondary monitor to your PC at any time during the exam administration, you will be kicked out of the examination and not allowed to continue.
3. **Ensure your computer monitor resolution is in the range of 800 x 600 – 1024 x 768 for optimal testing conditions.** The maximum resolution is 1920 x 1080. Any resolutions set outside the recommended range may result in a degraded view of the testing materials.
4. **Launch the IOS Testing Application.** This will be installed on your PC as "IOS Testing Application." To launch the application, double-click the desktop shortcut that was created during installation. If you encounter issues with this program, please contact PST at [contact@publicsafetytesting.com](mailto:contact@publicsafetytesting.com) for troubleshooting.

## Step 4: Set up your mobile device.

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- 1. Ensure that your mobile device is plugged into a power source.** PST must maintain video surveillance at all times during the exam. The Zoom app will drain a significant amount of your device's battery. If your video stream is interrupted for any reason, your examination will be terminated, and you will be removed from the exam session and may be required to wait 90 days to test again.
  - **The number one reason why candidates fail to complete their exam is loss of video on their mobile device either due to poor internet or loss of power.**
  - View Zoom's bandwidth requirements on their website to ensure you can comply:
    - [https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0060748#h\\_d278c327-e03d-4896-b19a-96a8f3c0c69c](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060748#h_d278c327-e03d-4896-b19a-96a8f3c0c69c)
- 2. Place your mobile device in a position where the camera can clearly capture your face and workspace.** Prior to testing, you will join a videoconference on the Zoom app on your device. A PST proctor will monitor you throughout the duration of the examination via this app. You may need to utilize a stand or other solution to ensure that your device remains upright and correctly positioned throughout the entire examination.
  - Follow this YouTube link on ideas on how to create a phone tripod:  
<https://www.youtube.com/watch?v=TTtJovKtujo>
  - Below is an example of a good set-up for your camera:



- 3. Prepare to join the In-Home Testing Zoom Meeting.** You will receive an email approximately 24 hours prior to the exam containing the Meeting Link and Meeting Login Information. When it is time to check-in for the exam, you will click on the meeting link from the email. Alternatively, open the Zoom app, click on 'Join' and enter the Meeting ID and Passcode in the "Enter meeting ID" field at the top of the app to join the meeting. We recommend joining the meeting 10-15 minutes before the exam's start time.
  - If you do not see the email with the Login Information, log into your PST Account and go to "Messages." A copy of the email will be there as well.
  - When joining the meeting BEFORE the scheduled start time you will see the following message: "Waiting for the organizer to unlock meeting." At the scheduled exam start time, the proctor will unlock, and you will be automatically entered into the meeting.
  - If joining the meeting AFTER the scheduled start time, you may also see the message: "Waiting for the organizer to unlock meeting." If you are late to the exam, you may not be allowed to enter as the exam will have already begun. In this case, you will have 7 days to reschedule your test event.

# RULES AND PROCEDURES

## Check-In

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Check-in will begin promptly at the scheduled exam administration time. We recommend you join the Zoom meeting approximately 10-15 minutes early via your mobile device using the credentials emailed to you by PST 24 hours prior to the examination. If you do not see the email with the meeting credentials, log into your PST Account and go to “Messages.” A copy of the email will be there as well.

After you join the meeting, the proctor will check you in. The proctor will compare your face (observed via video) to your ID on file with PST. The proctor will ask you to slowly and steadily show a 360° view of your workspace using your mobile device to ensure that it is free from other people and prohibited items. If your workspace is not deemed satisfactory by the proctor, you will be asked to make modifications. If modifications cannot be made promptly, you will be removed from the test session.

## Testing Experience

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After check-in, the proctor will review the rules and procedures associated with the testing process. You will then be provided with the log-in credentials you will enter in the IOS Testing Application on your PC to begin your exam. When you launch the testing application, you will first be asked to provide your personal information and then you will be provided with a tutorial regarding how to proceed through the exam. The examination will then begin and will be presented entirely via the testing application. You will take the examination at your own pace and will have the entire duration of the time limit to complete it.

During the exam administration, all candidates in the test session will be muted to avoid any distracting background noises. The proctor can unmute you at any time to monitor background noise occurring during your test session. If the proctor hears suspicious background noise at any time during monitoring, you may be removed from the examination.

Please keep in mind that you will be in a video-conferencing meeting. You and the room that you are in will be visible to both the proctor and the other test-takers for the duration of the examination.

## Notetaking

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There is a limited note-taking feature (similar to MS Paint) built into the testing application and this is the only notetaking you are permitted. You can view a comparable feature here: <https://canvaspaint.org/>. Any attempt to take notes outside of the provided note-taking feature will be seen as an attempt to copy exam information and will result in your immediate dismissal from the testing process. You are recommended to use a touchscreen computer and stylus (if available) for using the note-taking feature.

## Limited Breaks

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The maximum total time for this exam is 3 hours and 15 minutes with an additional 30-45 minutes for instructions and check-in. Once the examination begins, you will not be allowed to leave your workspace for any reason. You will be permitted to take a short bathroom break (if needed), but you must be between sections in the test. Ensure that you have used the restroom prior to the scheduled exam administration time. If you have medical issues that prohibit you from sitting for the entire duration of the exam with no breaks, please [contact PST](#) PRIOR TO your scheduled exam.

## Communicating with the Proctor

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If you need to communicate with the proctor for any reason during the exam administration, you will do so via your mobile device using Zoom’s chat feature. During the examination, the proctor may also send you messages to warn you about suspicious behaviors you may be engaging in or to communicate with you for other reasons. You may be randomly asked to use your mobile device to show your workspace, computer screen and/or a 360-degree view. You should periodically glance at your mobile device throughout the examination to check if you have chat notifications.

On both Apple and Android devices, the chat feature is located in the bottom middle of the screen. The chat feature looks like this:



## Check-Out

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All candidates will complete the examination at their own pace (within the given time limit). When you have completed your examination, you will need to instant message the proctor using Zoom’s built-in chat feature. The proctor will reply to your message and then you may exit the session.

## Prohibited Behaviors

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Please review the *Test Security Agreement and Non-Disclosure Agreement* you must have signed and agreed to during the registration process. This document lists prohibited behaviors and their associated penalties/actions. These behaviors include, but are not limited to:

- Attempts to copy or record any test materials through any medium, either for yourself or to provide test content to any other party, amounts to civil and/or criminal activity. IOS and PST will fully investigate and bring charges against anyone who attempts to steal IOS’ test content.
- Attempts to cheat will result in immediate expulsion from the test. Violators of cheating will be disqualified from the application process. IOS and PST records all cheating behaviors to candidates’ permanent records and shares this information with other hiring agencies.
  - You may not use the spelling aids, calculators, or any other aids during the test.
  - You may not communicate with anyone during the test administration.
- Video surveillance must be maintained at all times. Should you disable video monitoring, lose connection, or walk away from your device, PST will disable your examination and you may not be able to continue with the testing process.
- There is a limited note-taking feature built into the testing application and this is the only notetaking you are permitted. Any attempt to take notes outside of the provided note-taking feature will be seen as an attempt to copy exam information and will result in your immediate dismissal from the testing process.

The Secure Testing Application will not allow you to access the internet or any other computer features while it is running. We have embedded numerous technologies to ensure that the content of our examinations is safeguarded. PST and IOS will fully investigate any occurrences of violations and/or criminal conduct during the examination process. Violators will be prosecuted to the fullest extent of the law.



**Public Safety  
Testing**

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