



MHRD

Ministry of Human
Resource Development
Government of India



NATIONAL TESTING AGENCY

Excellence In Assessment



CANDIDATE GUIDE FOR ONLINE ASSESSMENTS

The system requirements to attempt a test on the online platform

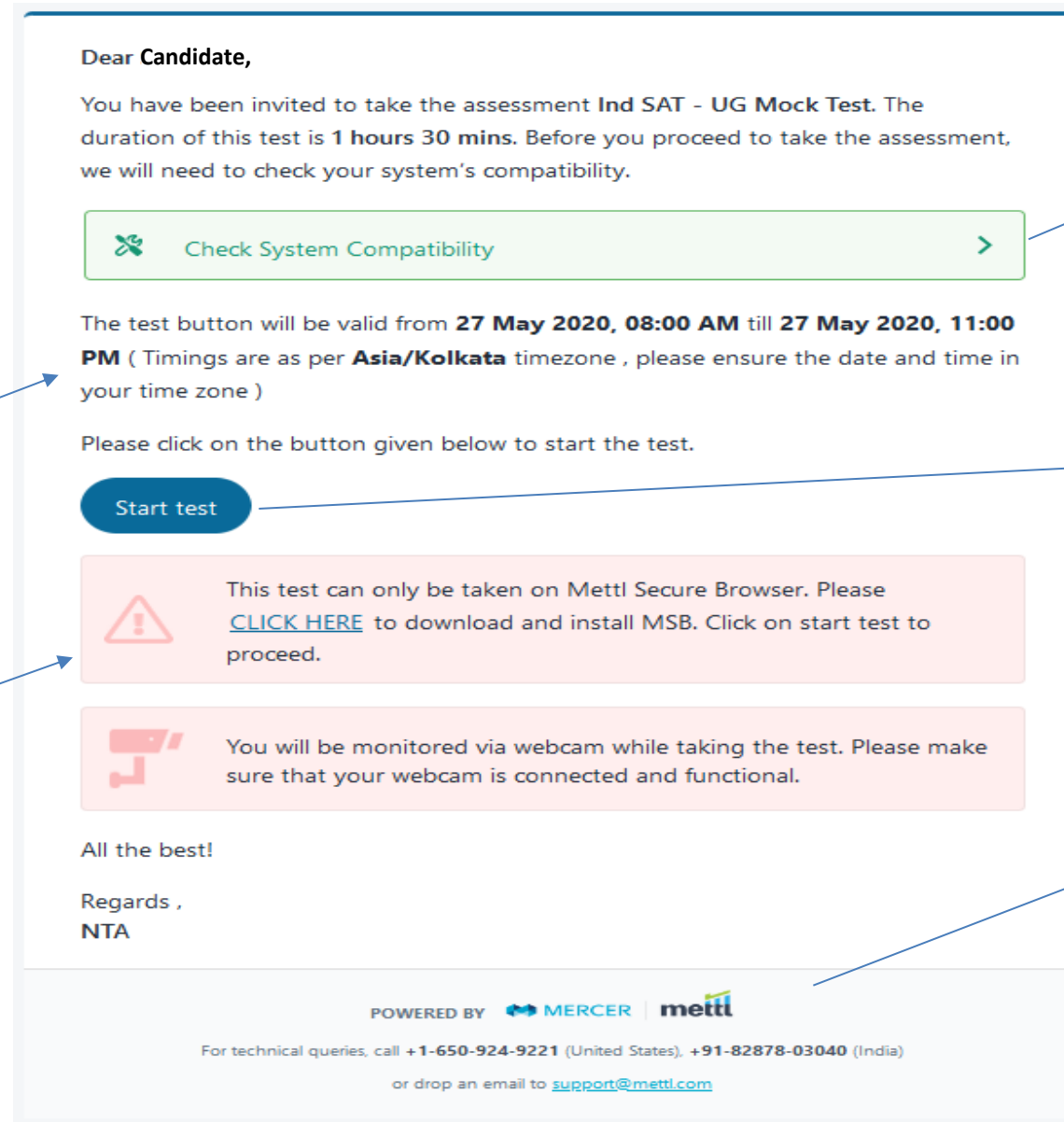
S.No.	Requirement	Description	
1	System	A laptop or desktop is required with a proper functional camera and microphone	
2	Operating System	Window 7 and above	
3	Network	Candidates must have a stable internet connection at their end with concurrent bandwidth of 512 kbps.	
4	Supported Browsers	We support the following browsers:	
		Google Chrome	Needs to be updated to the latest version
		Mozilla Firefox	
5	Antivirus Or Firewall	Antivirus or Firewall (If any) apart from the Windows default one needs to be disabled	

Invitation Email

The eligible candidates will be receiving a test invitation email. The email will have all the details of the assessment. The details are elaborated further on this slide.

The email received will have the date and time as per the schedule.

The MSB (Mettl Secure Browser) can be downloaded using the link available in the email received.



On receiving the invitation email the candidates are supposed to check the system with the link provided

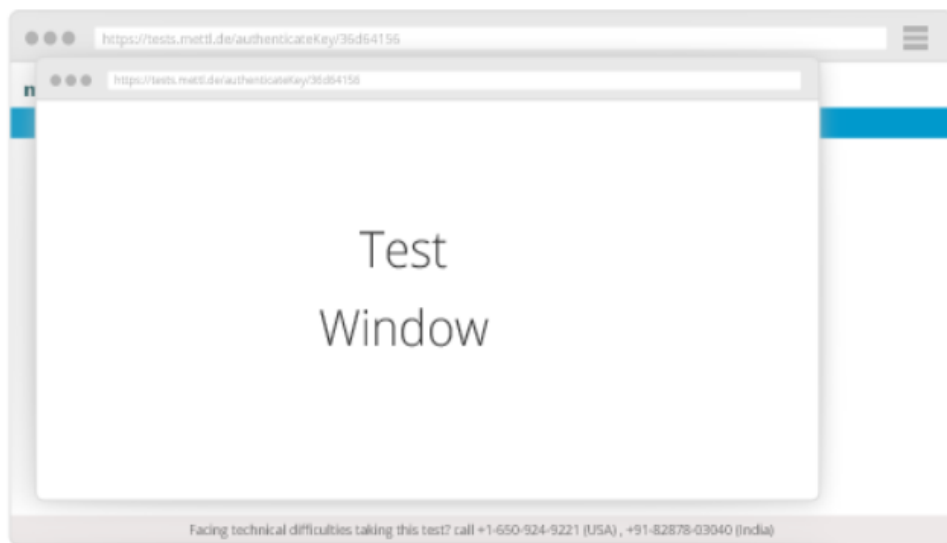
The test can be initiated using the **Start Test** button at the scheduled date and time

In case of any technical issue faced by them. They may reach us to support helpline at **82878030040** or support@mettl.com so that they can get the expected support from the technical experts.

Launching the Test in Chrome and Firefox browser

Google Chrome Browser

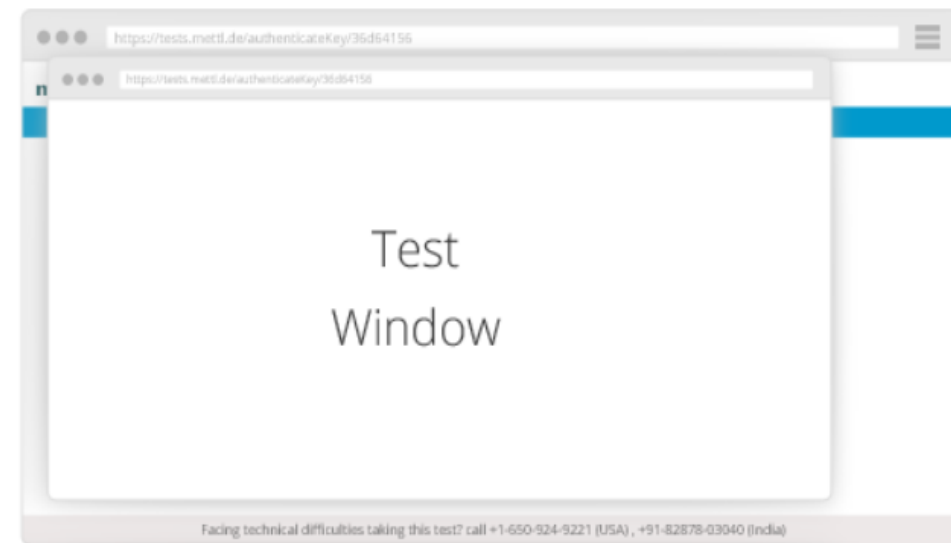
Your test will start in a separate window, click on **launch test** to launch the test



Launch Test

Mozilla Firefox Browser

Your test will start in a separate window, click on **launch test** to launch the test



Launch Test

MSB Installation

Once the candidate clicks on the **system compatibility check / Start Test** they will be redirected to a page where the candidates can download **Mettl Secure Browser**.

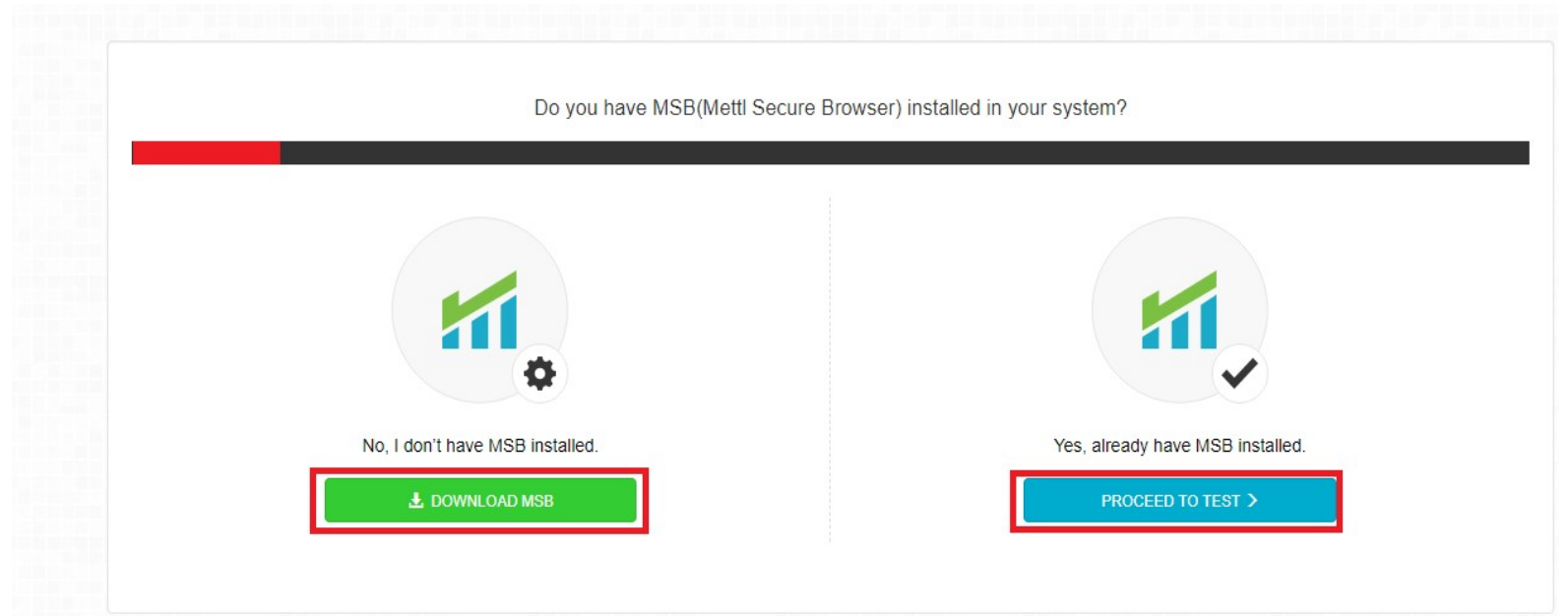
If the browser is not installed, need to click on “**DOWNLOAD MSB**” tab.

If already have MSB installed, click on “**PROCEED TO TEST**”

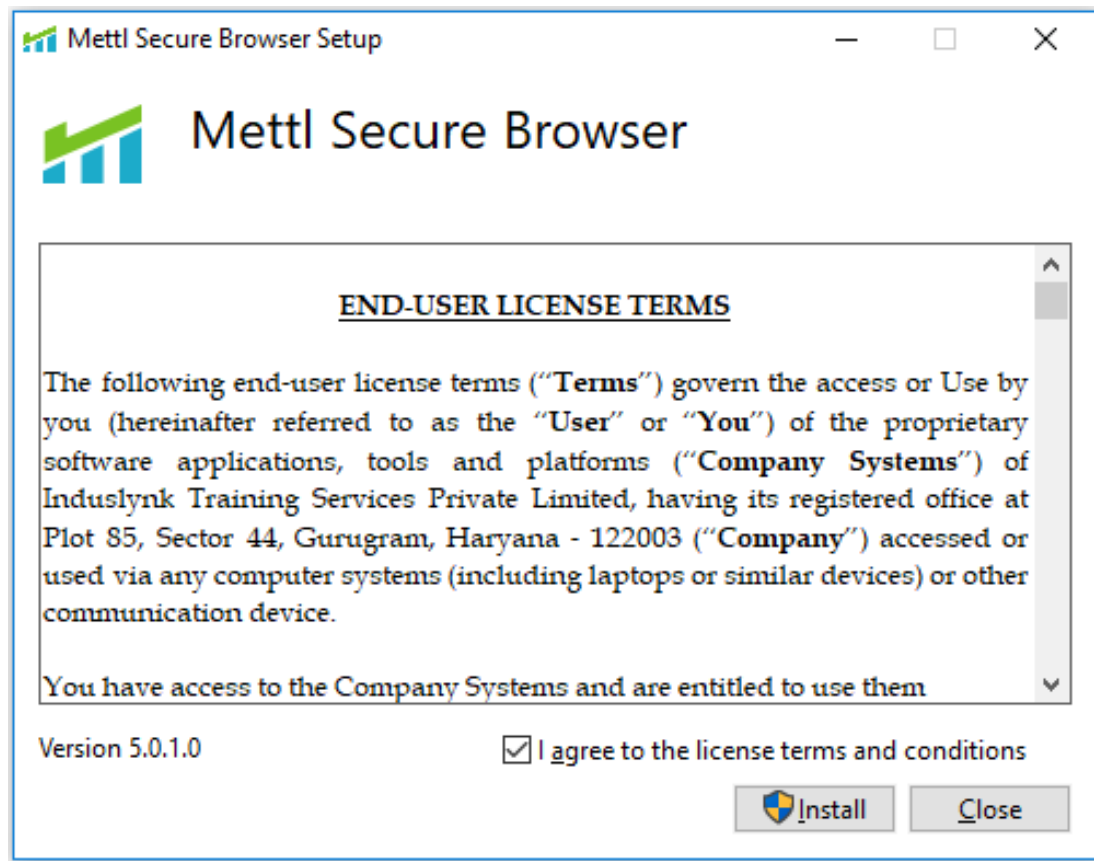
Or

Candidates can use the below link to download the **Mettl Secure Browser**.

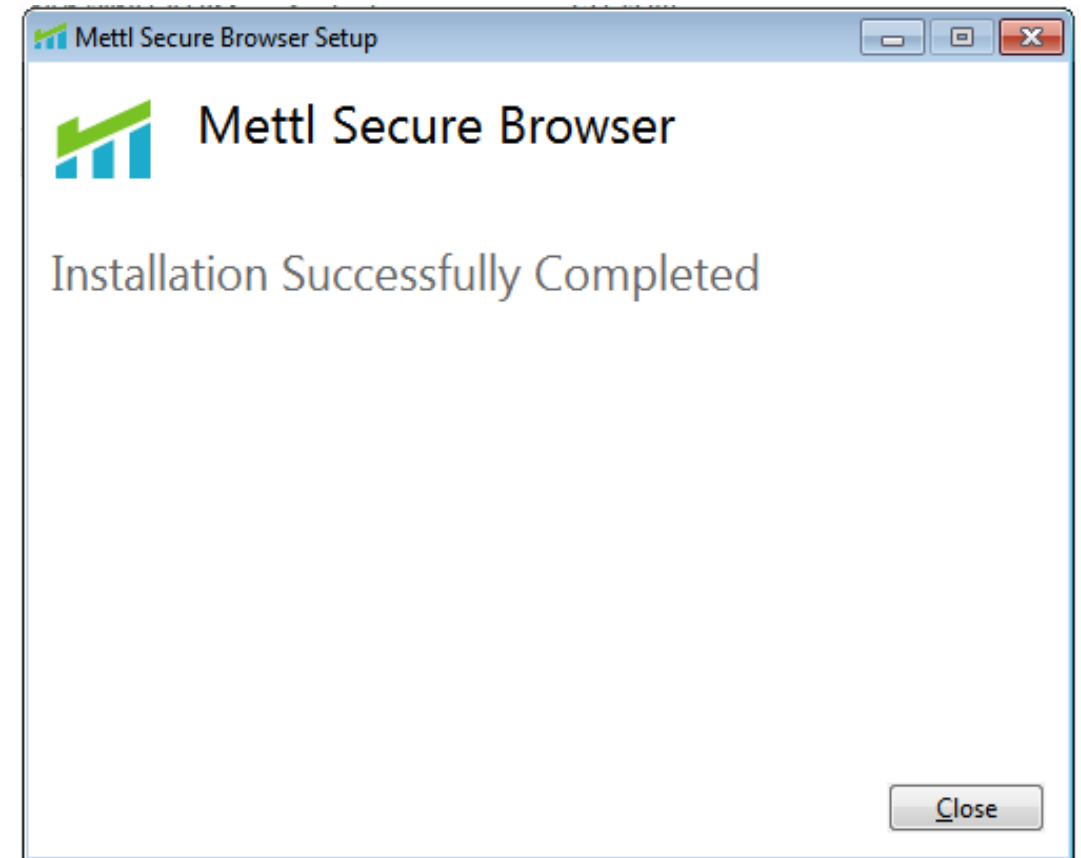
[Click Here ToDownload MSB](#)



MSB Installation



- Once the Setup file for **MSB** is **downloaded**, open the file to **install** the MSB browser and select **I agree** to the license terms and conditions and click on **Install**.



Once the installation is complete, the **icon** for **MSB** will be available on the system as mentioned here.

Starting Test on MSB

Do you have MSB(Mettl Secure Browser) installed in your system?



No, I don't have MSB installed.

 DOWNLOAD MSB




Yes, already have MSB installed.

PROCEED TO TEST >

THINGS TO REMEMBER

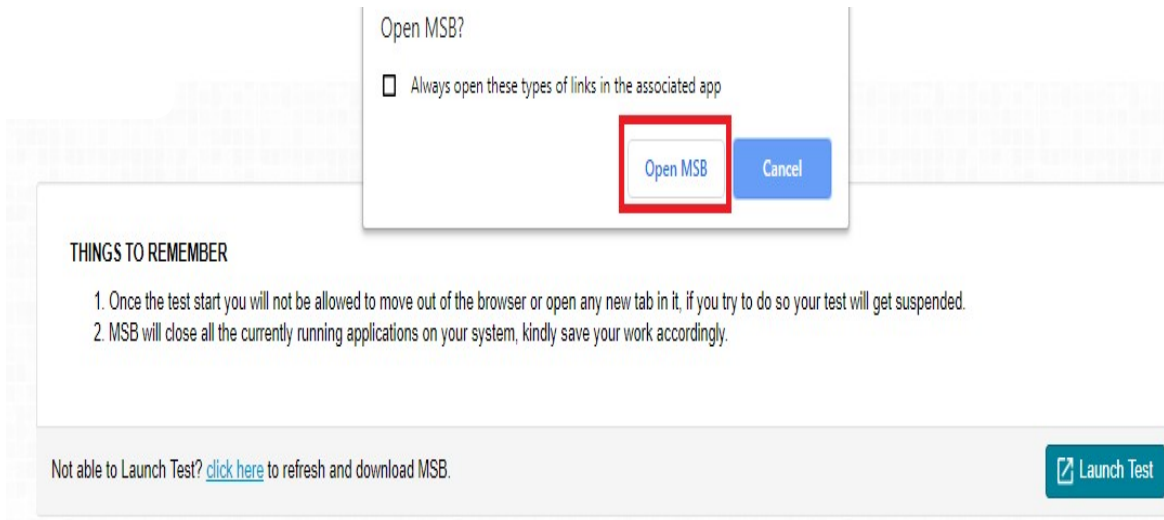
1. Once the test start you will not be allowed to move out of the browser or open any new tab in it, if you try to do so your test will get suspended.
2. MSB will close all the currently running applications on your system, kindly save your work accordingly.

Not able to Launch Test? [click here](#) to refresh and download MSB.

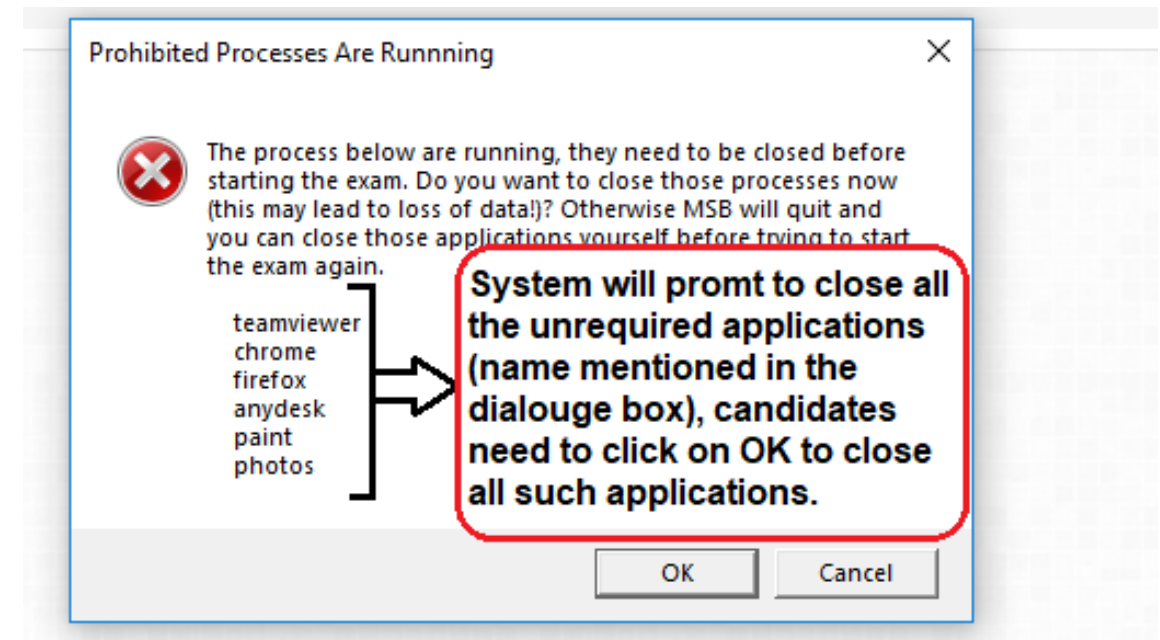
 Launch Test

- Once the test is launched, the candidates will get the screen, they need to click on **“PROCEED TO TEST”** tab and on the next page click on **Launch Test** Tab to start the test in MSB browser.

Starting Test on MSB

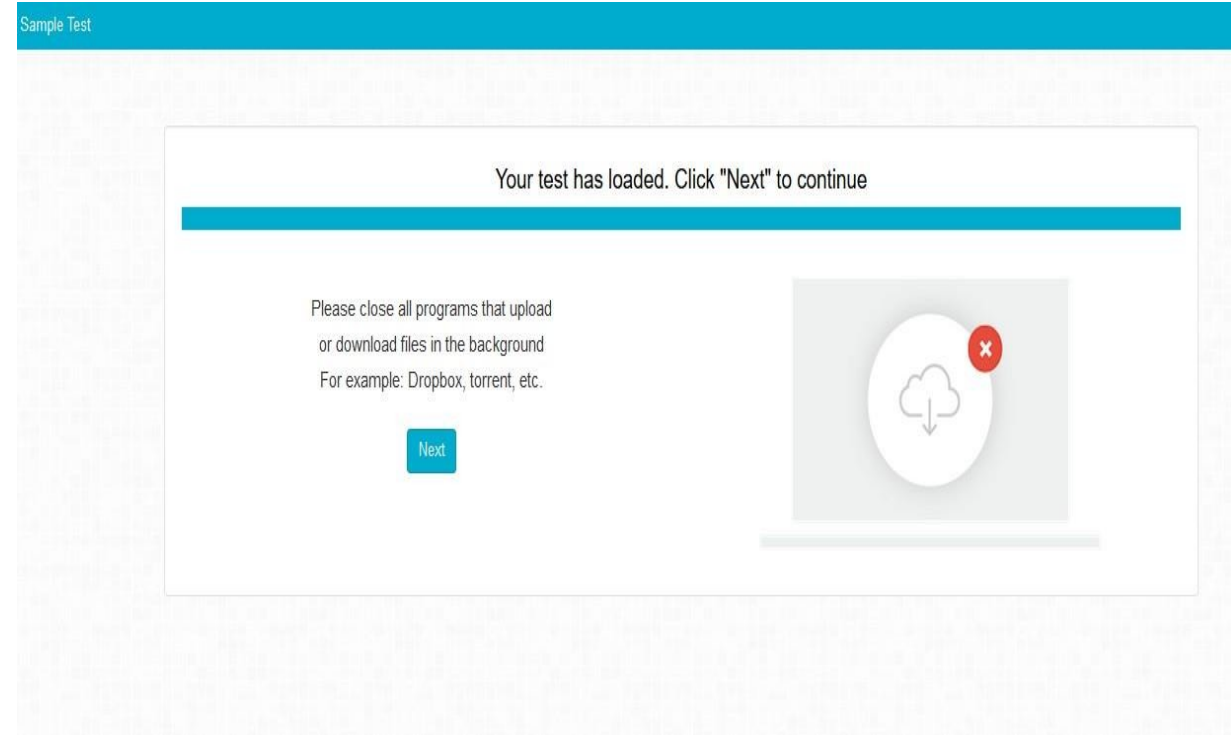
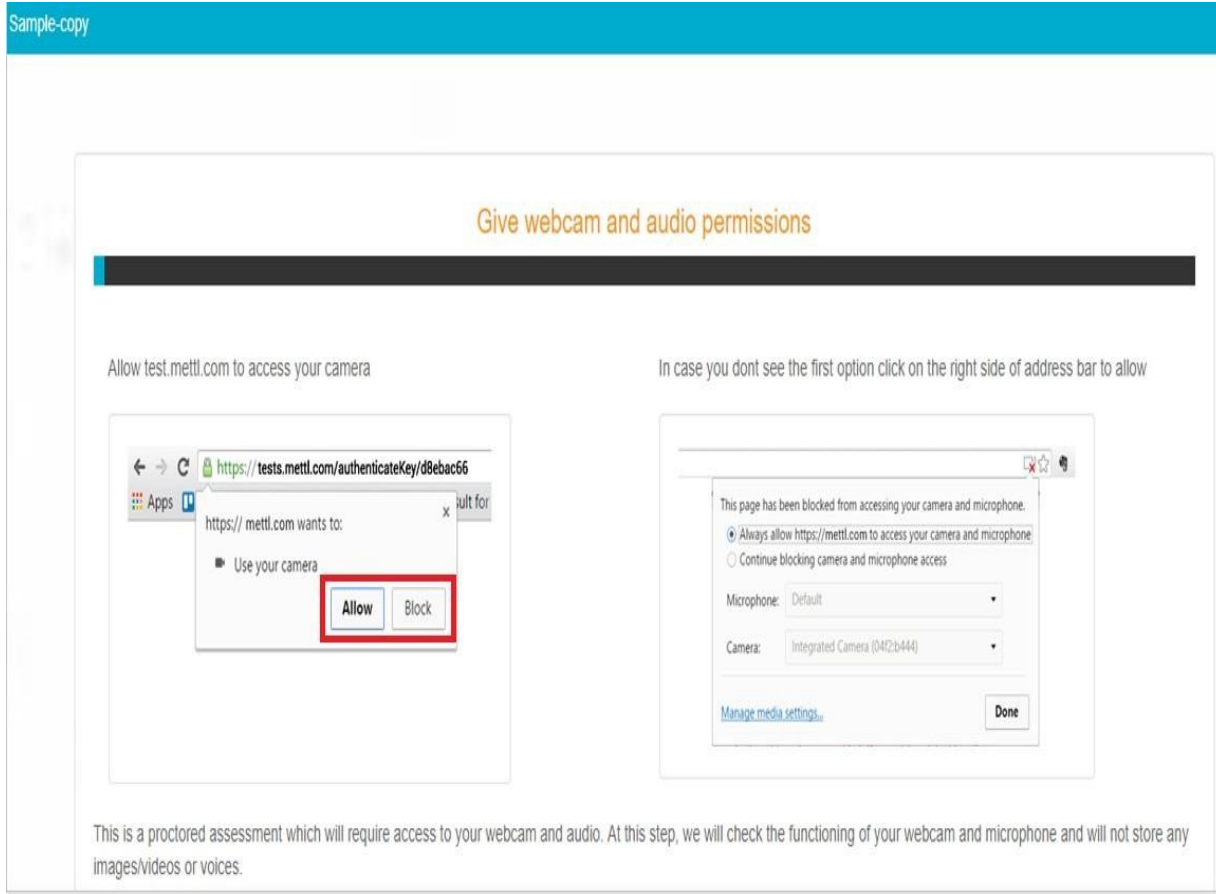


After clicking on the Launch Test tab a Pop-up will appear asking to launch the test on MSB. click on "Open MSB" to launch the test on MSB.



On launching the **MSB** a dialogue box will appear prompting to close any unrequired applications. Candidates must close all such applications mentioned on The dialogue box before starting the test. This can be done either by closing those applications or by clicking on **OK** button to proceed.

Starting Test on MSB



After checking the camera and microphone permission , Test can be started thereafter by clicking on 'Next'.

The Mettl Secure Browser(MSB) opens up once **OK** is clicked. The following screen appears where the permissions to share the **camera and microphone** is asked for, once the permission is granted it will take the candidates to the next step.

Register for the Test

Once the Test is launched the candidate needs to fill in the registration fields for the further process of authorization.

MERCERmettl

Just few more steps to begin your test...

Email Address *

First Name *

Terms and Conditions * :

☐

By using our offerings and services, you are agreeing to the [Terms of services](#) and [License Agreement](#) and understand that your use and access will be subject to the terms and conditions and [Privacy Notice](#) contained therein.

* indicates required field

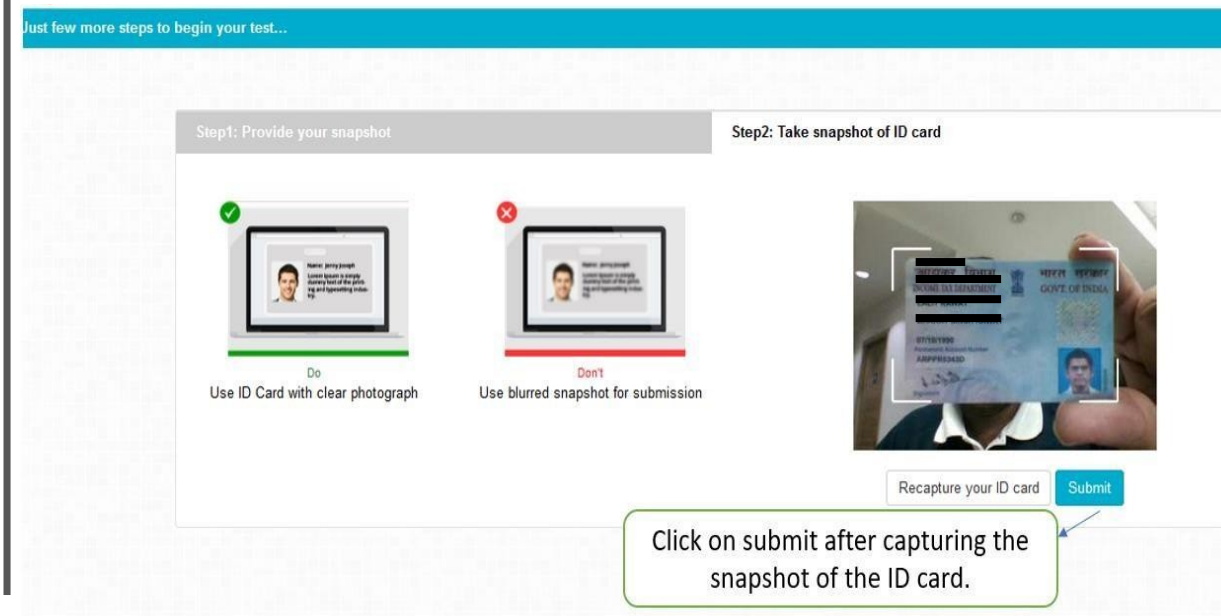
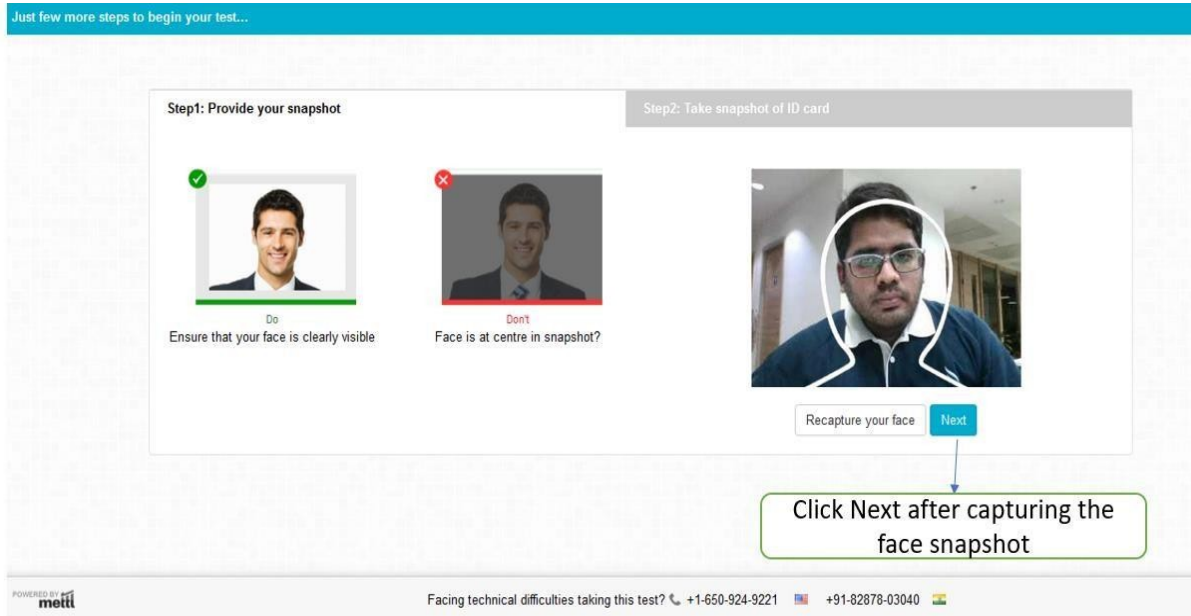
Next

POWERED BY mettl

Facing technical difficulties taking this test?  +1 650-924-9221  +91 82878 03040 

Privacy Policy

Authorization Process



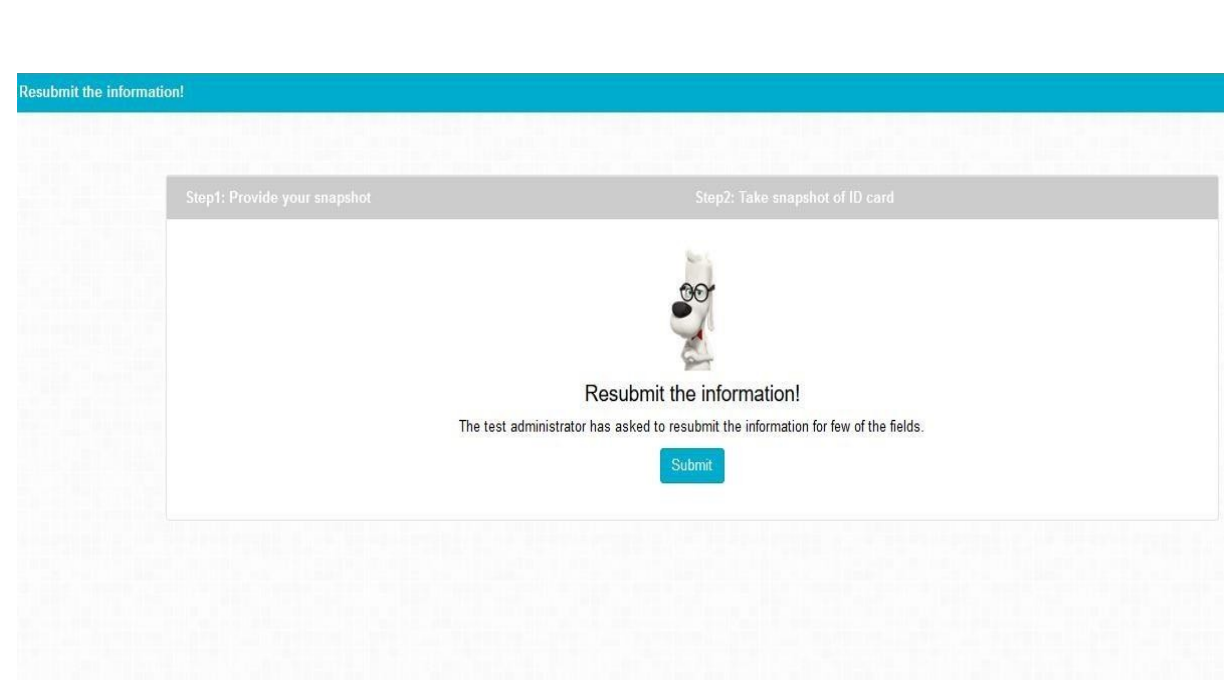
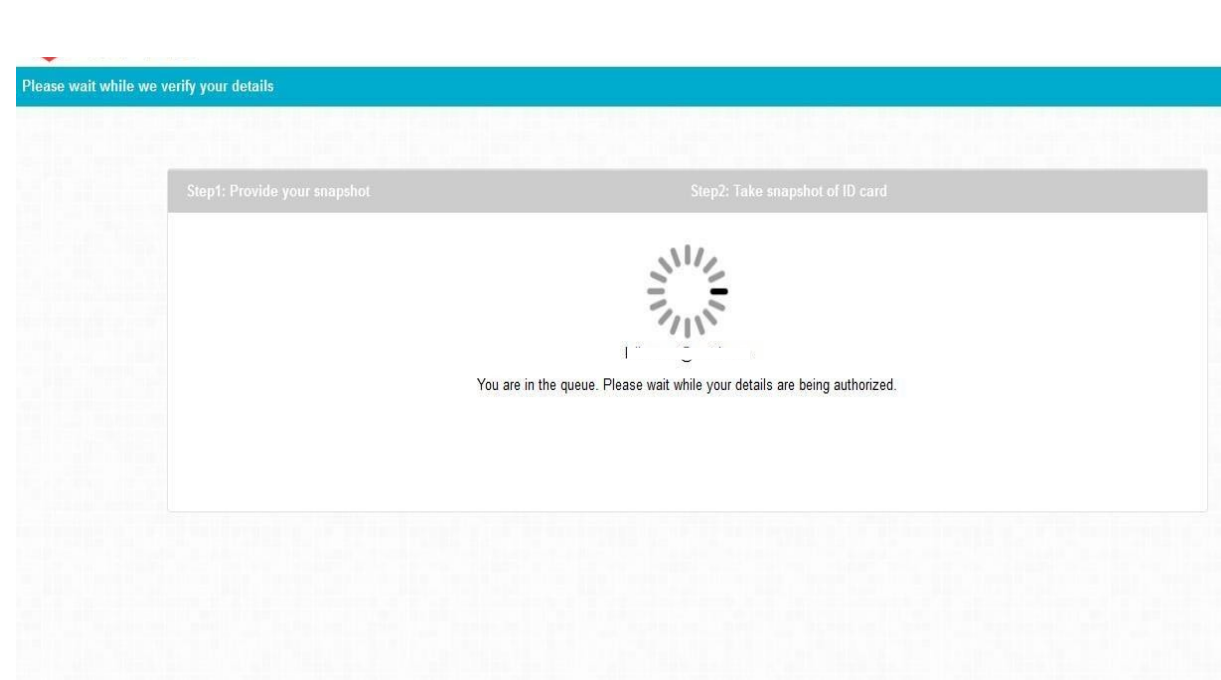
After clicking on next, Candidates will be redirected to the page, where the candidates need to provide a snapshot of their face and ID card one by one.

In step 1 the candidates must capture their face snapshot and click on Next.

In step 2 candidates must capture the snapshot of their ID card.

Please make sure while clicking the picture that there is enough lighting in the room so that the id card is captured properly. Kindly click the picture in the outline provided. Please review the picture, once clicked. Once the ID card has been captured, click on the Submit button.

Authorization Process




Once the Candidates submit their face snapshot and ID card snapshot, they will be prompted with a on screen message, “You are in the queue. Please wait while your details are being authorized”

It takes around 2-3 minutes for the authorizer to authorize one request, the candidates may have to wait for some time to get themselves authorized and proceed with the test.

In case the details (Face/ ID Card snapshot)submitted by the candidate are not clear, the candidates will be asked to resubmit the details. The candidates will get the resubmission request on the screen, where they need to click on the “Submit” button and resubmit the required details.

Approval to Monitor the session


Your test is loaded



Monitored Session

Mettl will monitor your session for review.

Please note that by proceeding to participate and/or complete this session you consent to be monitored via video/screen feed. This monitoring is being undertaken to eliminate any use of unfair means during conduct of this session. The said video/screen feed can be viewed whether on a real time basis and/or accessed subsequently by an authorised personnel only.

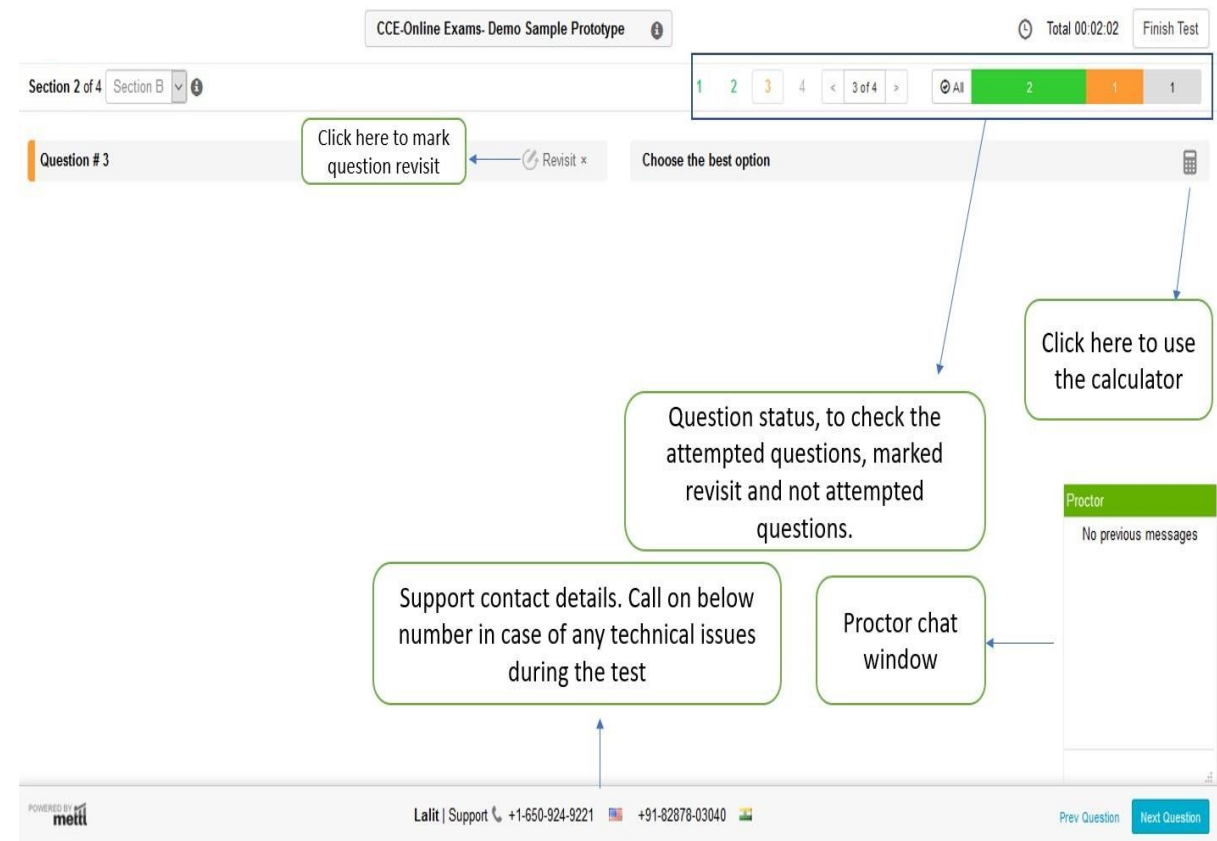
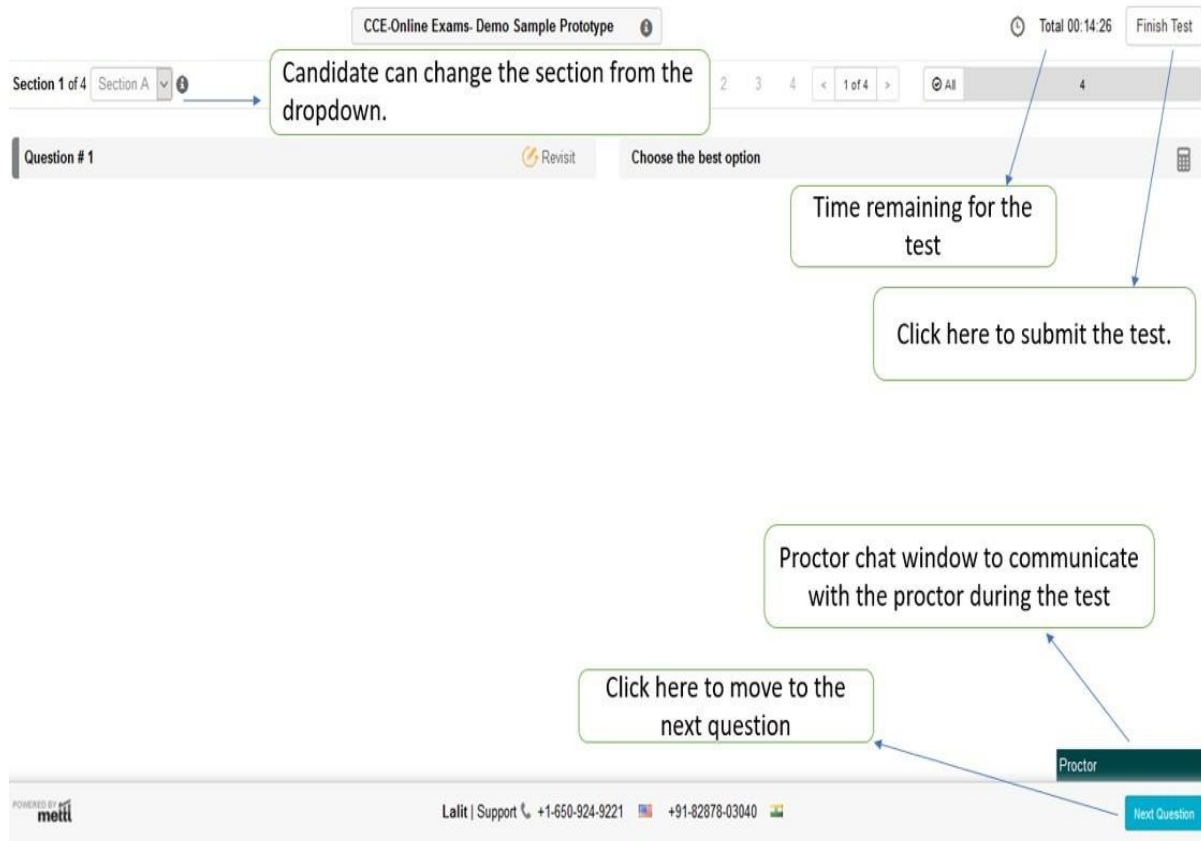


Cancel

Proceed to Test

Once the candidate details gets authorized then on the next page the candidates will be shown a pop-up stating that their test session will be monitored. The candidate will have to give their approval to start the test, else the test will not get started. To start the test click on **Proceed to Test**.

Test Experience



- Post successful Authorization candidates can start the respective test, the above image will help candidates understand the different tabs and their usage available on the assessment dashboard.

Test Experience



Finish Test

Are you sure you want to finish this test?

Summary of your attempts in this test is as shown below



Section Summary (4)

Select section names to go back to that section.

Section A	4
Section B	4
Section C	2
Section D	1

Cancel

Yes, Finish test



Finish Test

Finishing your test here. Please do not close this window.

- Once a candidate completes the test and decides to submit, he/she can do so by clicking on the **'Finish Test'** tab at the top right corner of the screen.
After clicking on 'Finish Test', candidates are guided to a **'Test Summary'** page. Candidates are supposed to **review** all the details and either go back by clicking on **'Cancel'** or proceed to submit by clicking on **'Yes, Finish Test'**.
- After the candidate clicks on **'Yes, Finish Test'**, the following screen is displayed. We are making sure that all your responses are being saved securely on our servers for processing. This process completes in **15 seconds**; hence candidates are requested to wait for stipulated time for proper submission.

For further query, or in case of any technical difficulty while attempting the test, candidates are requested to reach Support Desk on the mentioned coordinates:

Call - +91 828 780 3040

Email - support@mettl.com

FAQ – Frequently asked questions around MSB

➤ **Operating System Not supported - :**

- This error appear only when Mac or Linux systems are being used to initiate the test on MSB

➤ **MSB not getting Installed - :**

- The Operating system must be up to date
- The Antivirus and firewall must be disabled

➤ **MSB not getting launched - :**

- **Prohibited Processes are running -:** The applications needs to be closed using the Task Manager.
- **SEB Windows service not installed or got corrupted - :** The Antivirus and Windows firewall needs to be disabled before launching the test

➤ **Allow Camera and Microphone permissions**

- Need to check whether the camera and microphone of the system is functional.
- The permission to access the camera and the microphone is enabled from the Privacy settings of the system.