



2023-24 AP[®] Chinese and AP Japanese Exams

UPDATED March 22, 2024: See Section 4: Installing the Exam Application—Chromebook



**Exam Instructions
Proctor Script**



**Technical
Requirements**



**How to Install the
Exam Application**



**Troubleshooting
and Help**

**SETUP AND
ADMINISTRATION
GUIDE**

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Section 1: Introduction

The AP Chinese Language and Culture and AP Japanese Language and Culture Exams are administered in schools on school-owned and -controlled computers. These exams can be administered on managed Chromebooks, Mac computers, or Windows PCs. Internet connectivity is required throughout setup and the exam administration; headsets are required for each student testing.

This setup and administration guide provides all the information the AP coordinator, IT staff, and proctor need to prepare for and administer these exams, including:

- Installation, readiness checks, and exam launch instructions
- The exam instructions (proctor script) for the AP Chinese and AP Japanese Exams
- Information to support students testing with accommodations
- How to use the Administrator Console
- Procedures for administration incidents specific to AP Chinese and AP Japanese Exams

Exams must be administered on the scheduled exam date and time, per the official published AP Exam schedule. View the AP Exam schedule: collegeboard.org/apexamdates.

Contact Information

- **Technical support** is available before the exam administration and on exam day:
 - ◆ **Before exam day**, to support schools with installing the exam application, technical support hours are 8 a.m. to 8 p.m. ET, Monday through Friday.
609-406-5640
Email: APiBTTech@ets.org
 - ◆ **On exam day**, technical support will be available from 6 a.m. to 6 p.m. local time. For exam day support, call 609-406-5640.
- For questions about general AP topics, such as exam ordering or exam schedule, contact **AP Services for Educators** at cb.org/apeducatorinquiry.
- Contact the **Office of Testing Integrity (OTI)** if you discover or suspect any issues related to the security of your school's exams.
833-435-7684 (toll free in U.S., U.S. territories, and Canada) or 609-406-5430
Email: tsreturns@ets.org
- Contact **College Board Services for Students with Disabilities** for questions about students' approved accommodations.
844-255-7728 (toll free in the United States and Canada) or 212-713-8333
Email: ssd@info.collegeboard.org
Note: For questions related to enabling accommodations in the exam application, contact technical support.

Section 2: System Requirements

Each computer must meet minimum hardware and software requirements to administer the exams. Review the table below to ensure your computers meet all requirements. If you have any questions, email APIBTTech@ets.org.

Requirements	Details
Devices	<ul style="list-style-type: none"> ▪ Desktops: macOS, Windows ▪ Laptops: managed Chromebooks, macOS, Windows
Device Ownership	<ul style="list-style-type: none"> ▪ School-owned and -controlled computers must be used to administer the AP Chinese and AP Japanese Exams. Student-owned computers may not be used under any circumstances.
Operating Systems	<ul style="list-style-type: none"> ▪ Chrome OS 67+ ▪ macOS 10.7+ ▪ Windows 10 and 11 (32-bit and 64-bit) <p>Note: Virtual desktops or computers are not supported; the OS must boot from the local hard drive.</p>
Processors	<ul style="list-style-type: none"> ▪ Chrome OS: Any ▪ macOS: Intel-based models (Preferred) ▪ Windows: Intel x86 (32-bit and 64-bit) (Preferred)
Memory (RAM)	<ul style="list-style-type: none"> ▪ Chrome OS: 2 GB minimum (4 GB recommended) ▪ macOS: 2 GB minimum (4 GB recommended) ▪ Windows 10: 2 GB minimum (4 GB recommended) ▪ Windows 11: 4 GB minimum (8 GB recommended) <p>Note: If a computer doesn't have enough memory for the exam, a warning message will appear during the setup process.</p>
Minimum Screen Size	9.5 inches for all devices
Minimum Screen Resolution	1024 x 768 for all devices
Internet Connectivity	<ul style="list-style-type: none"> ▪ Internet connectivity is required to set up the testing computer and throughout the exam administration. ▪ The exam location should have minimum internet and network bandwidth 600 Kbps per student (1 Mbps per student is highly recommended). <p>Note: A bandwidth check tool is included in the Administrator Console.</p>

Network and Testing Computer Security	<ul style="list-style-type: none"> ▪ TCP ports 443 and 80 (outbound) must be open in firewalls for ETS software application network communications. ▪ White-list “ETS.ORG” domain in firewalls allowing free network communication between ETS software application on the testing computers and ETS servers without any restrictions. ▪ Configure testing computer security policies and user accounts such that it allows downloading and running of ETS software applications (.EXE). ▪ Screen sharing or remote access applications such as Apple Remote Desktop, Microsoft Remote Desktop, Zoom, Skype, and Microsoft Teams etc., must be disabled prior to and during the exam administration. Failure to do so may result in test interruption. <p>Note: Consult with your school’s IT staff for implementing the above configurations.</p>
Internet Browsers	<ul style="list-style-type: none"> ▪ Google Chrome—Version 60 or above ▪ Mozilla Firefox—Version 50 or above ▪ Safari—Version 10.1 or above
Headset Requirements	<ul style="list-style-type: none"> ▪ Headset must have microphone and earphone connectors that are compatible with the testing computer sound card ▪ Headset earphones must completely cover the ears ▪ At least 6½ feet (approximately 2 meters) of wire is recommended ▪ No external volume controls on headset itself ▪ No mute switch on headset itself ▪ Wireless or Bluetooth headsets are not permitted
Recommended Headsets	<p>The following headsets (one set per each student testing) are recommended, but you may use any headsets that meet the above headset requirements:</p> <ul style="list-style-type: none"> ▪ Koss SB45/SB45 USB headsets koss.com ▪ Califone 3066AV/3066-USB headsets schoolspecialty.com/califone
Keyboard Requirements	<ul style="list-style-type: none"> ▪ Only English language keyboards are permitted ▪ Keyboard maps, covers, or Chinese or Japanese keyboards are not permitted
Sound Card	<ul style="list-style-type: none"> ▪ 44.1KHz (or better) sample rate
External USB Storage Devices	<p>All external USB storage devices, such as backup hard drives, must be disconnected before the exam begins</p>

Technical Configuration Requirements

Review the following requirements to prepare computers for the exams. The implementation of some computer configurations may require assistance from technical staff at your school.

Requirements	Details
Chromebook:	<ul style="list-style-type: none"> ■ Management Control: Chromebooks must be under the management control of Google Workspace for Education (formerly Google G-Suite). ■ Hibernation or Sleep Mode: All computers must be configured so they don't go in sleep mode during the exam. ■ Device Screensavers: Device screensavers should be configured so they do not become active during the exam delivery and cause an interruption. ■ Chrome OS Updates: Configure the device so updates are not downloaded and applied during the exam delivery. ■ Language: Before the exam administration, ensure English (United States) is set as language on all devices.
Mac:	<ul style="list-style-type: none"> ■ Administrator Rights: A user account with local administrator rights is required to install the exam application on each computer. ■ Energy Saver Options: All computer energy saver options when on battery or on power adapter must be configured so that the hard disk and monitor stays ON and the systems do not go into hibernation or standby mode during the exam delivery. ■ Desktop Screensavers: Desktop screensavers should be configured so they do not become active during the exam delivery and cause an interruption. ■ Dual Monitors: Because the normal desktop and taskbar cannot be suppressed on both monitors, dual monitors are not supported. ■ Mac Software Updates: Configure computers so updates are not downloaded and applied during the exam. ■ Preferred Language: Prior to the exam administration, ensure English (United States) is set as primary preferred language on all computers. ■ Keyboard Dictation Configuration: Prior to each exam administration, ensure that you turn off "Dictation" under Keyboard-Dictation settings. In addition, ensure "Dictation" and "Screenshot" processes are not started or running during the exam delivery.
Windows:	<ul style="list-style-type: none"> ■ Administrator Rights: A Windows user account with local administrator rights is required to install the exam application on each computer. Set User Account Control to NEVER NOTIFY during installation. ■ Power Options: All computer Power Schemes must be configured such that the computer display does not turn off, or the computer does not go into sleep mode during the exam. This will ensure the computer display does not become locked during the exam, due to inactivity. ■ Desktop Screensavers: Desktop screensavers should be disabled to ensure they do not become active during the exam delivery and cause an interruption. ■ Dual Monitors: Because the normal desktop and taskbar cannot be suppressed on both monitors, dual monitors are not supported. ■ Microsoft Windows Updates (Automatic Updates): Configure computers so updates are not downloaded and applied during the exam delivery. ■ System Locale: Before the exam administration, ensure that the Windows system locale (language for non-Unicode programs) is set to English (United States) on all computers.

Section 3: Process Overview

When preparing for and administering the AP Chinese and AP Japanese Exams, there are key steps for the AP coordinator and proctors to be aware of:

- Installing the exam application on testing computers
- Running readiness checks on each testing computer
- Using the Administrator Console (before and on exam day)
- Enabling testing accommodations within the exam application
- Running a practice exam
- Generating the Activation Key and launching the exam on exam day

Review the checklists for AP coordinators and proctors and use them to ensure each task is completed.

AP Coordinator Checklist

By March 15:

- Review [Testing Accommodations](#) and ensure you've completed all the required steps within that section for students who are approved by the College Board SSD office to test with accommodations on these exams.

In March:

- Review the installation email sent to AP coordinators in March, which includes the installation link for the exam application.
- Work with your school's IT staff to install the exam application and run readiness checks on any computers that don't already have it installed. Review [Installing the Exam Application](#).
- Log in to the Administrator Console and review the "School Readiness Status" tab to ensure all testing computers completed the readiness check. Review [Using the Administrator Console Before Exam Day](#).

In April:

- Work with teachers to arrange a practice exam session for students. Review [Launching the Practice Exam](#).
- Choose and prepare proctor(s). Proctoring the AP Chinese and AP Japanese Exams requires special preparation. A best practice is for the AP coordinator to proctor these exams. If the AP coordinator isn't able to proctor, proctors must be trained and prepared.
 - Share a copy of this guide with proctors and ensure they review it thoroughly.
 - Work with the proctor to ensure each step is completed in the [Proctor Checklist](#).

Within 5 days before the exam:

- Run a final readiness check on each testing computer. Review [Readiness Checks](#).
- Log in to the Administrator Console again and review the "School Readiness Status" tab to ensure all testing computers are ready to launch the exam on exam day.

(AP Coordinator Checklist continued on next page.)

Before exam day:

- **Set up the exam room following** the seating requirements in the [AP Coordinator's Manual, Part 2](#) and on [page 23](#) of this guide.
- **Share the following information with the proctor** (you can use the [Information Needed on Exam Day](#) chart).
 - **Administrator Console link:** ibt2-admin-ap.ets.org
 - **Your school's AP Registration and Ordering access code:** The access code is needed to log in to the Administrator Console.
 - **Information about the Activation Key:** The Activation Key needs to be generated on exam day.
 - **Your school code:** If you're testing students from other schools, they must enter your school code, not the code for the school they normally attend.
 - **Your school address:** Students confirm the address is correct before launching the exam.
 - **Exam room number (optional):** Determine if you'd like to filter and monitor exams by exam room in the Administrator Console on exam day. If so, students will need to enter their exam room when they complete identifying information at the start of the exam.
 - **Administrator Override (CTRL+SHIFT+?) and password:** The password is included in the installation email sent by the AP Program in March. The proctor will need to use the Administrator Override to initiate an unscheduled break or interrupt the exam. Review [Breaks and Emergency Stops](#).
- **Ensure the proctor has access to a computer that isn't being used as a testing computer during the exam.** They'll need a designated device in case they need to generate a new Activation Key during the exam or if they'll be using the Administrator Console to monitor testing computers.

Note: The Administrator Console requires a non-testing computer with Google Chrome, Mozilla Firefox, or Safari.

On exam day:

- **Generate the Activation Key from the Administrator Console:** You'll need to determine who will generate the key (you or the proctor). The key needs to be generated shortly before the exam is scheduled to begin (it expires after 4 hours, at which time a new key can be generated if needed). Review [Generating the Activation Key](#).
- **Monitor testing computers through the Administrator Console during the exam.** The proctor can also take this step. Review [Using the Administrator Console on Exam Day](#).

Proctor Checklist

Before exam day:

- Work with the AP coordinator to become familiar with the exam application. Proctoring the AP Chinese and AP Japanese Exams requires special preparation. Review the following sections in this guide thoroughly:
 - Exam Day Activities
 - Testing Accommodations (if you have students testing with approved accommodations)
 - Using the Administrator Console on Exam Day
 - Exam Instructions (Proctor Script)
 - Administration Incidents
 - Troubleshooting

On exam day:

- **Proctors need to have the following for the exam:**
 - **A copy of this setup and administration guide.** Proctors need the [Exam Instructions \(Proctor Script\)](#), and they may need to refer to other sections in this guide.
 - **Administrator Console link:** ibt2-admin-ap.ets.org
 - **AP Registration and Ordering access code:** Provided by the AP coordinator. The access code is needed to log in to the Administrator Console.
 - **Activation Key:** This is generated from the Administrator Console. It can be generated by the AP coordinator or proctor. Review [Generating the Activation Key](#).
 - **Your school's six-digit school code.** If you're testing students from other schools, they must enter your school code, not the code for the school they normally attend.
 - **Your school's address**
 - **Administrator Override (CTRL+SHIFT+?) and password:** Have the Administrator Override and password handy in case of an unscheduled break or interruption. The password will be provided by the AP coordinator. Review [Breaks and Emergency Stops](#).
 - **The personalized AP ID label sheet for each student taking the exam**
 - **Scratch paper** (three sheets for each student)
 - The [Administration Incidents](#) section from this guide.
- **Display the following information in the exam room where students can see it:**
 - School code
 - School address
 - Activation Key
 - Exam room number (optional)
- **Administer the exam following the [Exam Instructions \(Proctor Script\)](#).** The proctor script is included in this guide only. It's not included in the *AP Exam Instructions* book.

Information Needed on Exam Day (Fill in the chart below and refer to it on exam day.)

Activation Key (generated from the Administrator Console on exam day):	_____
AP Registration and Ordering Access Code: (Do not share with students.)	_____
School Code (the code for the school where the exam's being administered):	_____
School Address:	_____ _____
Administrator Override (CTRL+SHIFT+?) Password: (Do not share with students.)	_____

Section 4: Before Exam Day

Installing the Exam Application

For testing computers that already have the exam application installed from 2023, you don't need to reinstall. The exam application will automatically update when you first launch it and run readiness checks in 2024. You can skip this section and go to [Logging in to the Exam Application](#).

Note: If any testing computers used for the 2023 AP Exams have since been upgraded from Windows 10 to 11, you'll need to uninstall and reinstall the exam application. Follow the instructions in this section.

AP coordinators or the school's IT staff are responsible for installing the exam application on testing computers before exam day.

Follow the appropriate instructions below to complete installation on **each** computer that will be used to administer AP Chinese or AP Japanese Exams. It's also recommended that you prepare a few extra computers in case a student has a problem with their computer on exam day.

Watch Installation Video

Watch a quick installation video at collegeboard.org/apcj-examadmin. Videos are available for each computer type (Chromebook, Mac, Windows).

Installation Link Will Be Sent Via Email

In March, AP coordinators who ordered AP Chinese or AP Japanese Exams for 2024 receive an email from the AP Program with the subject line "AP Chinese and AP Japanese Exams: Install the exam application." That email contains the link to install the exam application on each testing computer. If you can't locate the email, contact AP Services for Educators at 877-274-6474 (toll free in the United States and Canada) or 212-632-1781.

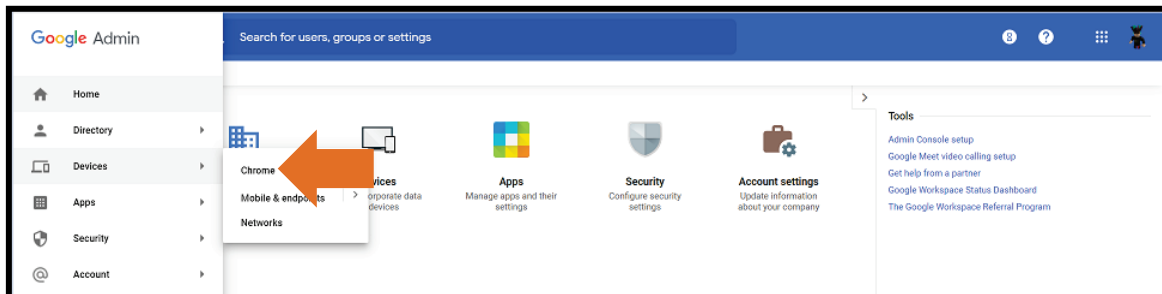
If you need help with installation, contact technical support at APIBTech@ets.org or 609-406-5640.

Installing the Exam Application—Chromebook

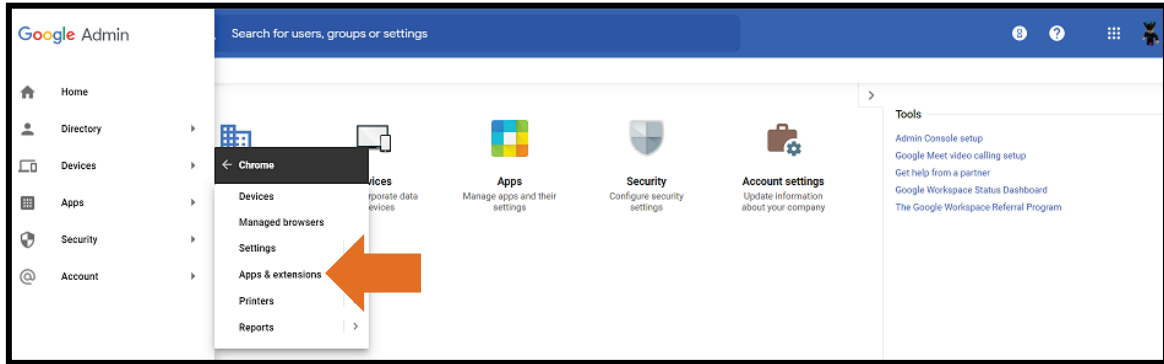
UPDATE: Steps 6 & 7 have been revised. To locate the application from the Chrome Web Store, you'll need to enter the 32-character, case sensitive, extension ID.

Chromebook installation should be completed by your school's technology team, ideally your school's Google administrator. Chromebooks must be under management control of Google Workspace for Education. Your technology team may need to reuse or create a new organizational unit for students taking the AP Chinese or AP Japanese Exams.

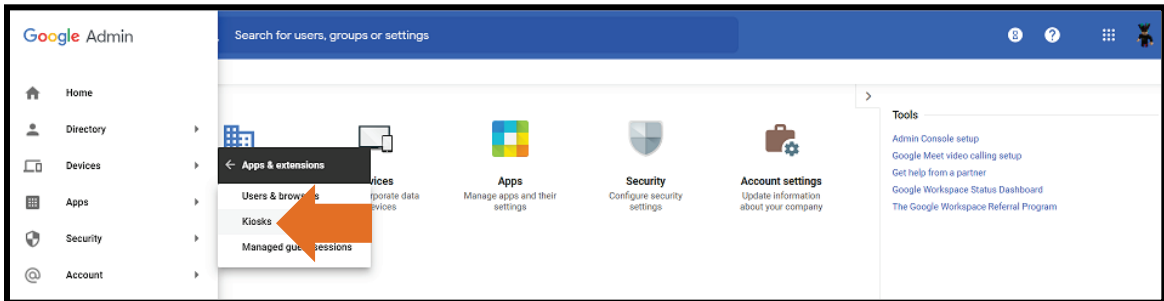
1. To install the exam application, open your internet browser, enter the link, and log in to the Google Admin Console.
2. From the navigation menu on the left, select **Devices**, then select **Chrome**.



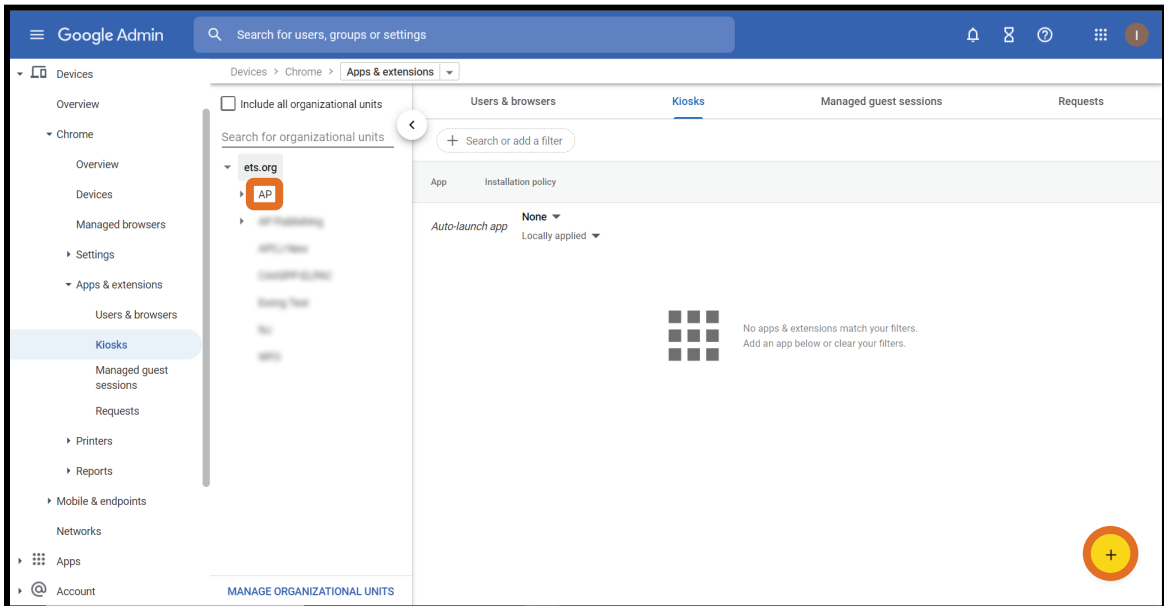
3. On the Chrome menu, select **Apps & extensions**.



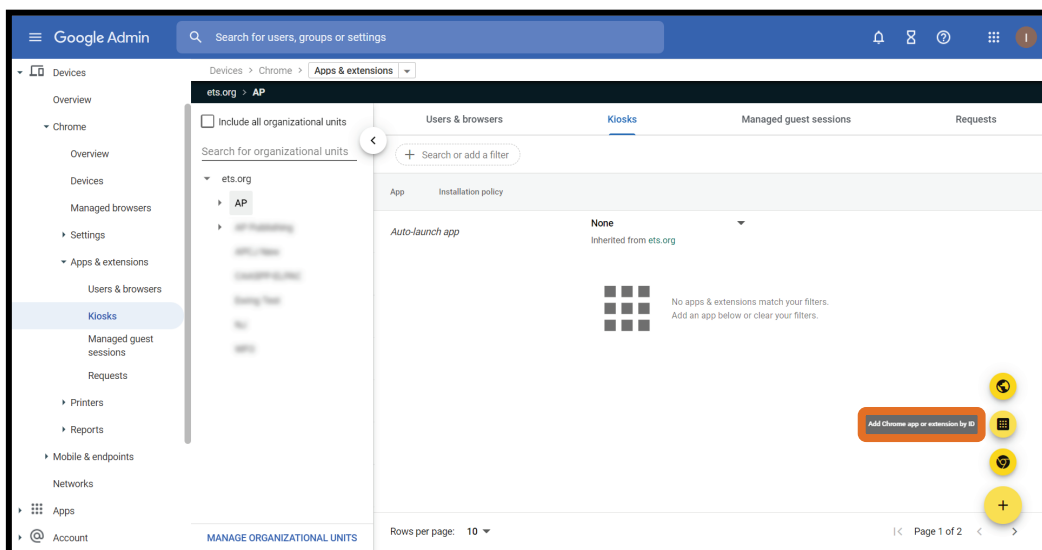
4. Select the **Kiosks** menu item.



5. When you see this screen, select the organizational unit you will use for the exam, then select the + icon at the lower right of the screen.

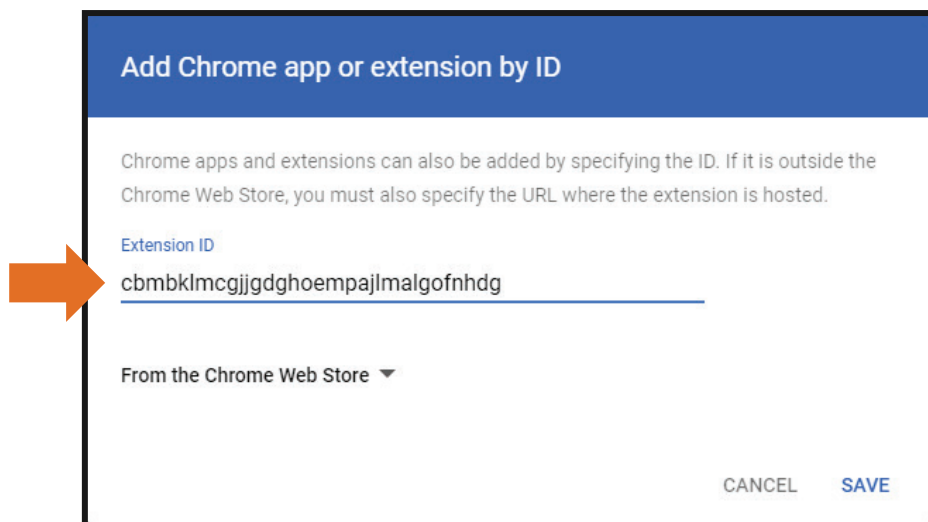


6. **UPDATED:** Then, select **Add Chrome app or extension by ID** from the available options.

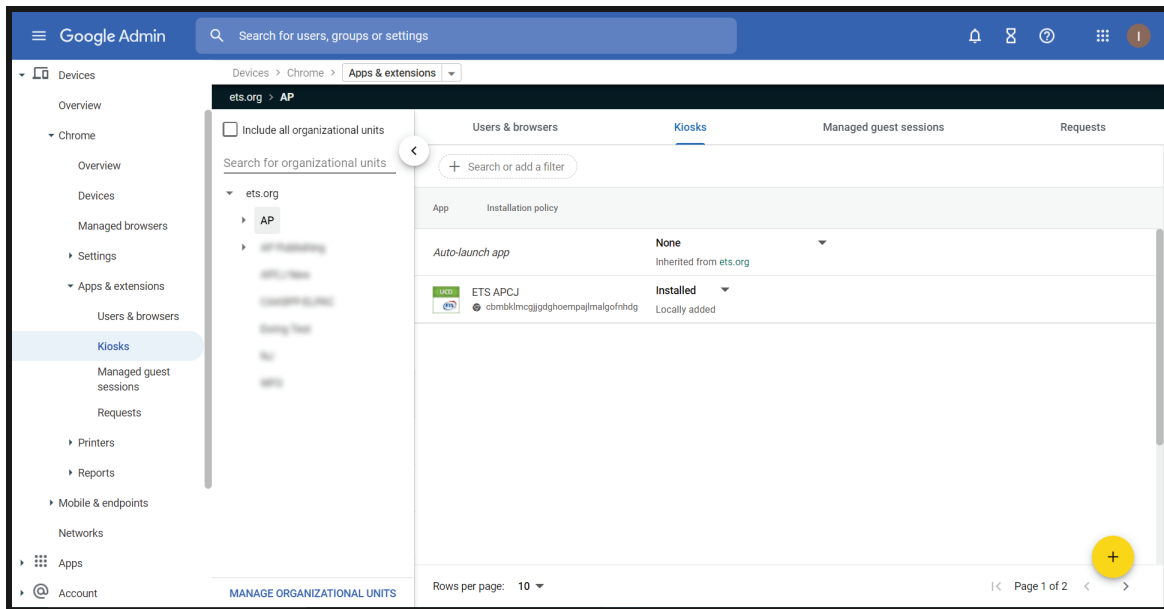


7. Copy and paste the following 32-character, case sensitive, extension ID into the Extension ID field, and select **Save**:

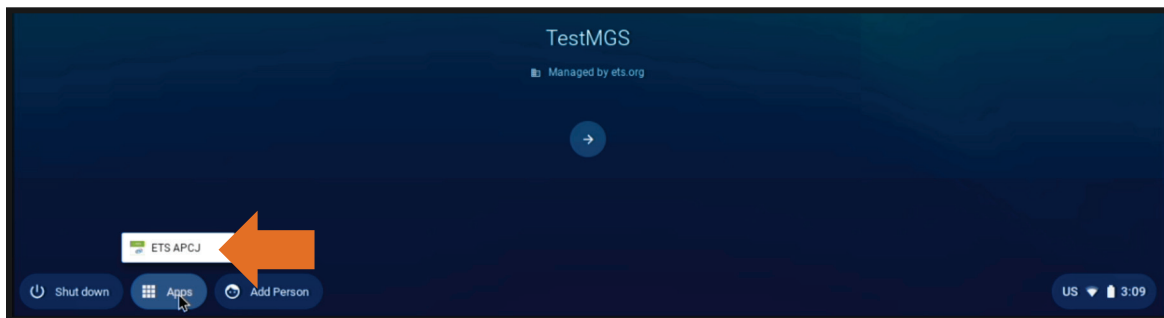
- cbmbklmcgjjgdghoempajlmalgofnhdg




The exam application will now be installed on all managed Chromebooks within the organizational unit you selected, as shown below. Note that the exam application will display under the “**Kiosks**” tab because it’s downloaded as a kiosk application.

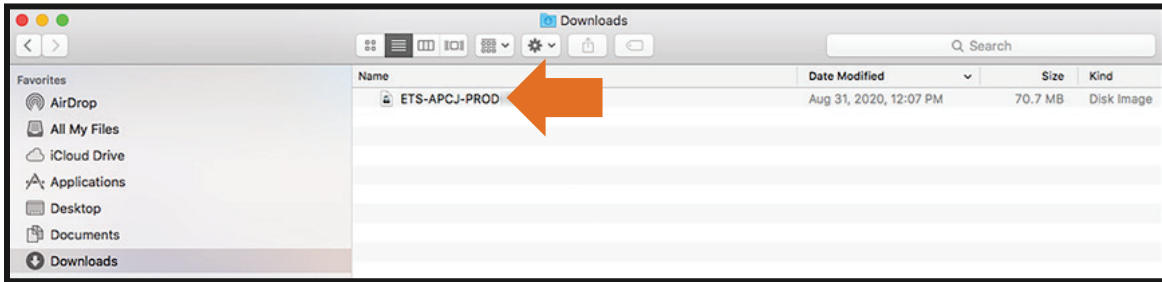


To launch the exam application on a managed Chromebook, select the **Apps** link in the menu at the bottom left of the screen, then select **ETS APCJ**.



Installing the Exam Application—Mac

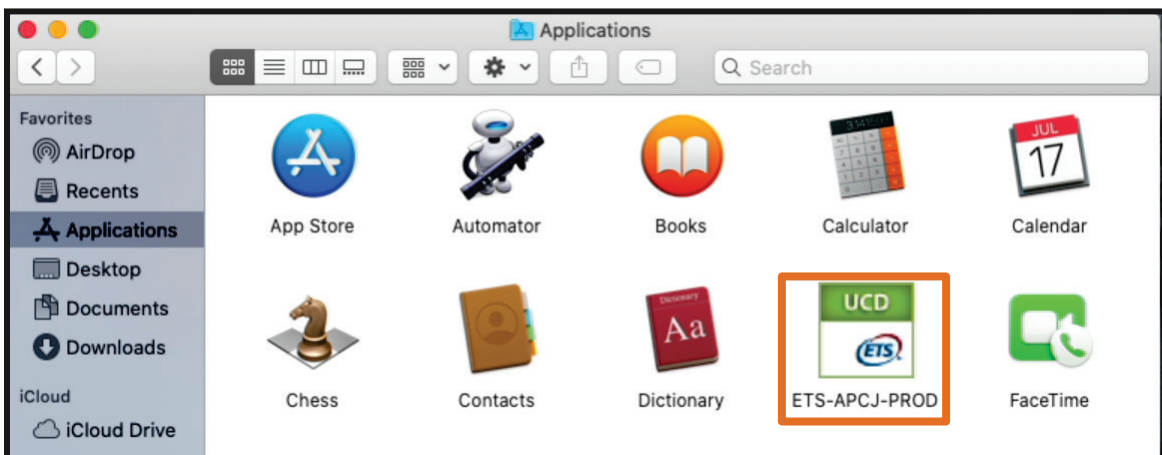
1. Enter the exam application link into your internet browser (Safari).
2. When the URL opens, select **APCJ Workstation for Mac** and select **Download for Mac**.
3. Next, go to the **Finder** , then to **Downloads**. Double-click **ETS-APCJ-PROD**.



4. Drag the **ETS-APCJ-PROD** icon to the **Applications** folder. This completes installation on this computer.

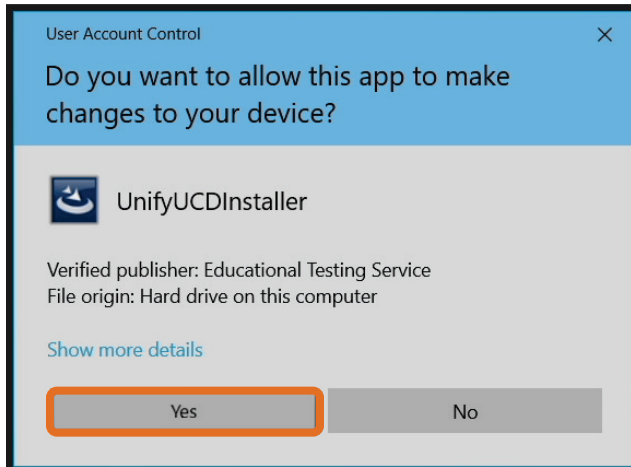


5. Launch **ETS-APCJ-PROD** from the **Applications** folder, then select **Open** on the next screen.



Installing the Exam Application—Windows

1. Enter the exam application link into your internet browser (Google Chrome or Mozilla Firefox).
2. When the URL opens:
 - Select **APCJ Workstation for Windows**.
 - Then select **Download for Windows**.
 - The installer is named **UnifyUCDInstaller_PROD.exe**. Navigate to the Downloads folder.
 - Locate the installer, right click on the file, and select **Run as Administrator**.
3. Select **Yes** when you see this screen:




4. The InstallShield Wizard will begin. You'll progress through the screens to begin installation. After selecting **Finish**, you must restart the computer to complete the exam application installation. Once you've restarted, double-click the **ETS Workstation icon** to launch the exam application.



Logging in to the Exam Application

After the exam application is installed, you'll need to open it and log in with your **six-digit school code**. This step needs to be taken each time the exam application is opened, whether to run readiness checks, launch a practice exam, or launch the exam on exam day.

1. Follow the appropriate steps to open the exam application:
 - **Chromebook:** Select the **Apps** link in the menu at the bottom left of the screen. Then select **ETS APCJ** from the list of Apps.
 - **Mac:** Go to the **Finder** , then to **Applications**. Launch the **ETS-APCJ-PROD** application. If prompted to open an application downloaded from the internet, select **Open**.
 - **Windows:** Double-click the **ETS Workstation** icon on the computer desktop.
2. Enter your six-digit school code and confirm the information for your school is correct. Select **Continue**.

Readiness Checks

When the AP coordinator or IT staff first opens the exam application, they'll need to run a readiness check on each testing computer to ensure the computer is able to run the exam.

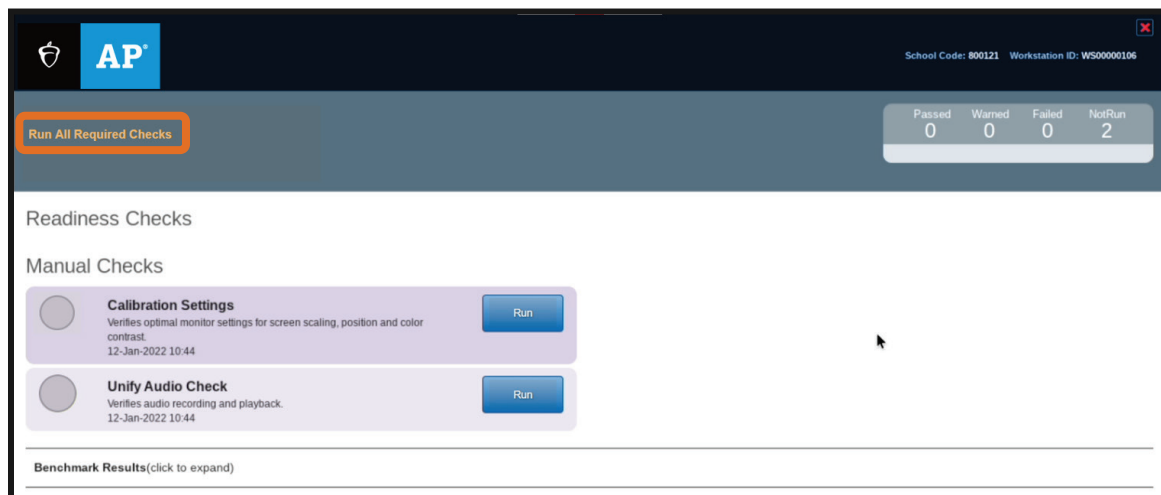
Follow the instructions in this section to run readiness checks at **two points before the exam**:

1. **Initial Readiness Check (at least 4 weeks before the exam):** This initial readiness check should be completed at least 4 weeks before exam day, so your school can resolve any technical issues ahead of time, including network security-related changes that need to be resolved. Use the headsets that students will use on exam day to ensure they work properly.
2. **Final Readiness Check (within 5 days before the exam):** A final readiness check must be run on each testing computer within 5 days before the exam date. This final check is to ensure the settings haven't changed on the computer between the initial check and exam day. It's recommended that the AP coordinator or IT staff run this final readiness check. If the final check isn't run, then students will need to do it when they open the exam application on exam day.

Note: The readiness check must be run within 5 days before the exam date within **each** administration window (regular and late). If you administer a regularly scheduled exam and an alternate exam for late testing, you'll need to rerun the readiness check within 5 days before the alternate exam for late testing.

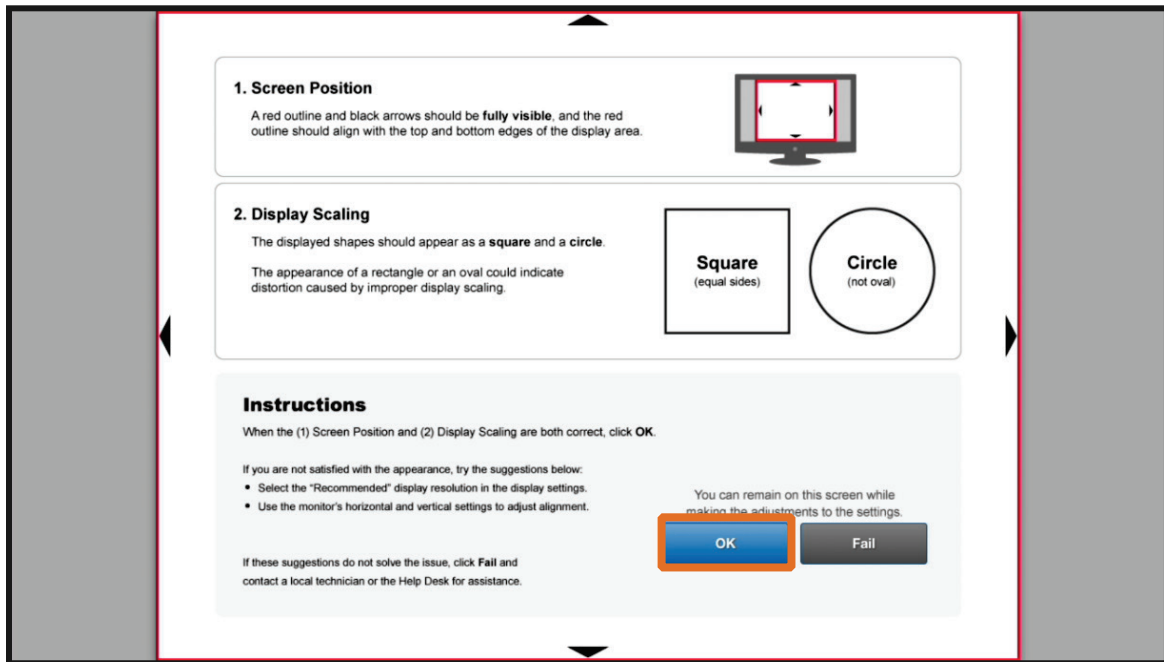
To run the readiness check, you'll complete these steps (these steps are the same for all computer types):

1. Select **Run All Required Checks**.

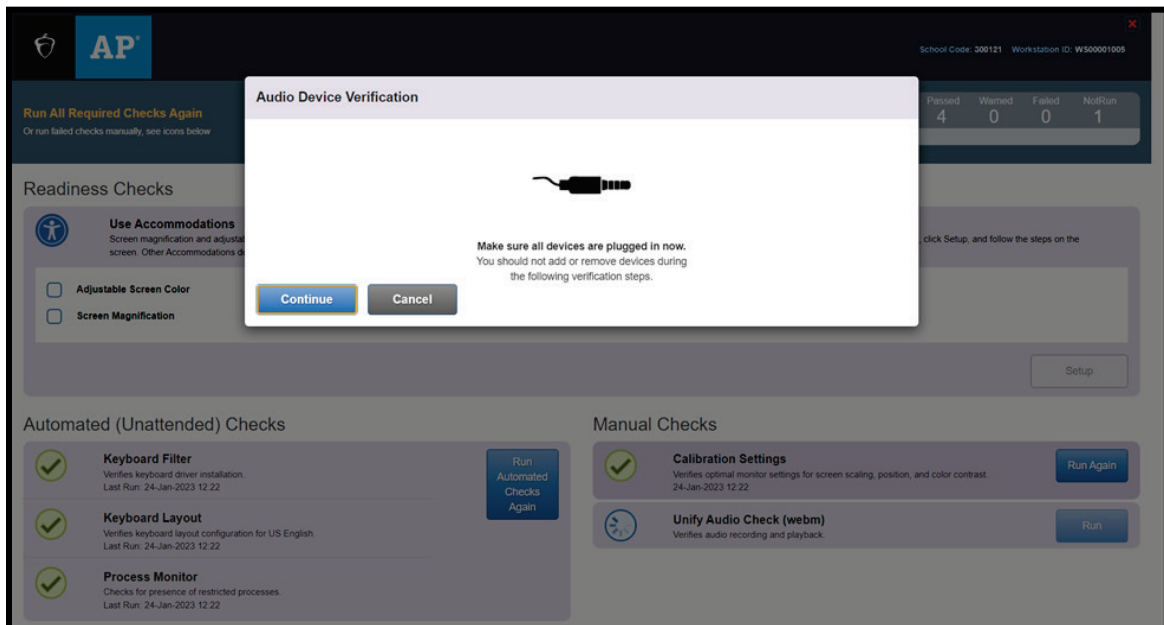


- Next, read the instructions to check the computer's screen position and display scaling. Select **OK** if the screen position and display scaling are correct.

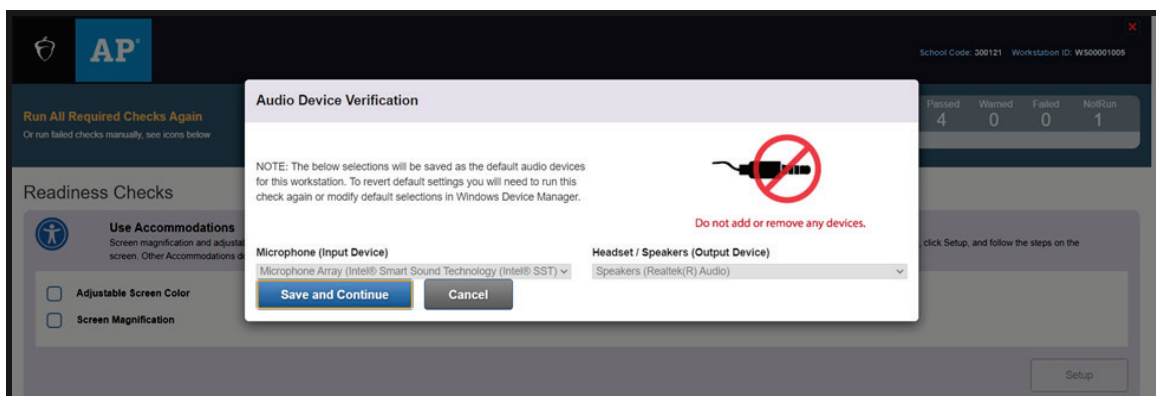
If screen position or display scaling don't look correct, follow the instructions given on the screen to change the computer's display settings. If those suggestions don't work, select **Fail** and contact your IT staff or technical support for assistance.



- Be sure any audio device that will be used on exam day is plugged in, then on the **Audio Device Verification** screen, select **Continue**.

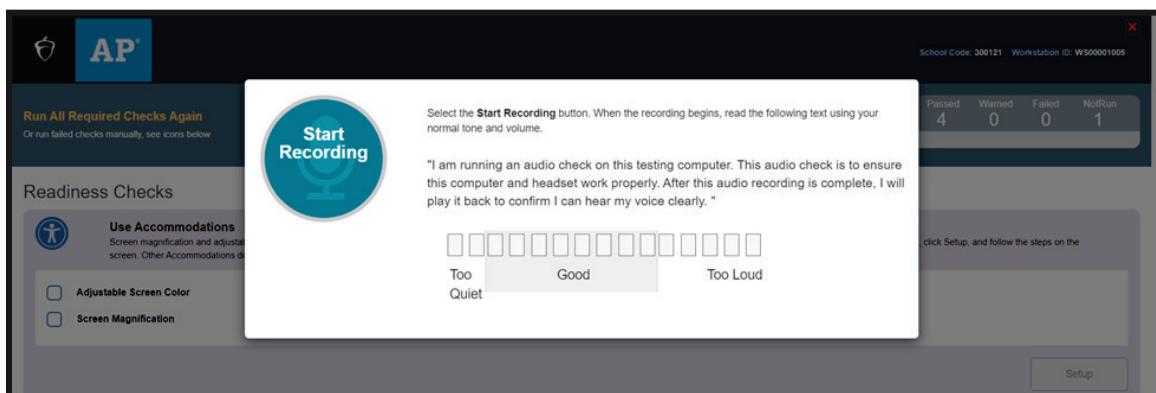


- Use the drop-down menu to select the microphone and headset that will be used for testing (there may be more than one input and output device listed), and do not remove or add other devices during the check. Then select **Save and Continue**.



- Next, test that the audio recording feature records properly and that your test recording is audible and clear.

Select **Start Recording**. A timer will count down for 3 seconds. Record your responses at a normal speaking level. Keep speaking until you see the **Audio Recording Complete** message.



- Select **Play Back** to check that your voice recorded properly.
- After listening to your test recording, select **Yes** or **No** to confirm if you heard the recording clearly. If **No** is selected, you'll need to repeat the audio recording process.

Once the audio check passes, the readiness check for this computer is complete. You'll see **Continue** in the upper left of your screen. Select **Continue** if you'd like to run a practice exam. Otherwise, select the red **X** in the upper right of the screen to close the application.

You'll need to complete this readiness check on each testing computer that will be used on exam day. You'll also need to complete a final readiness check within 5 days before the exam. If any of your checks fail and you're not able to resolve them, contact technical support.

Using the Administrator Console Before Exam Day

The Administrator Console is used by the AP coordinator and proctor before and on exam day to:

- check computer readiness,
- generate an Activation Key that students need to access the exam, and
- monitor students' progress on the exam.

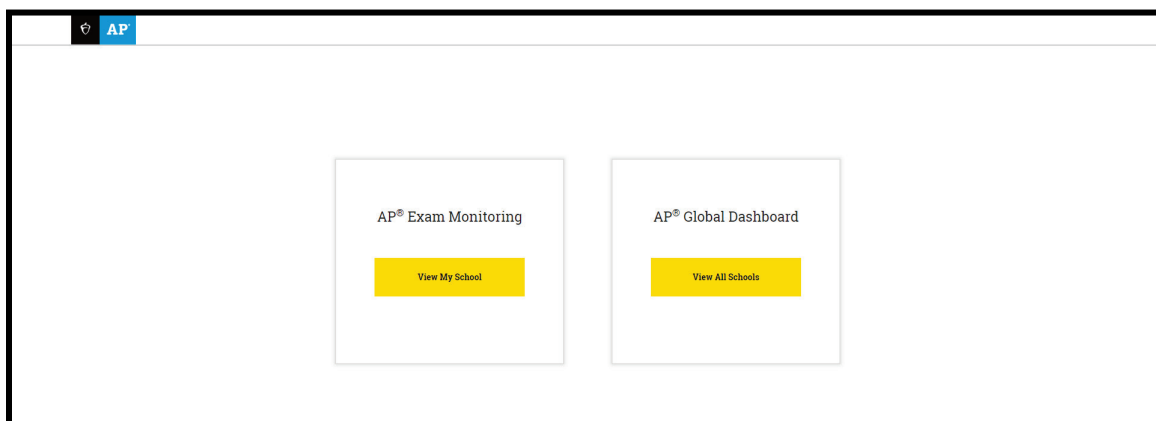
The information in this section details how to use the Administrator Console to check computer readiness before exam day. For information about exam day activities, see [Using the Administrator Console on Exam Day](#).

You don't need to designate one computer to log in to the Administrator Console. You can use a different computer to log back in later. However, you should use a computer that won't be used as a testing computer on exam day.

1. To open the Administrator Console, select or enter this link into your browser: ibt2-admin-ap.ets.org

Note: The Administrator Console requires a non-testing computer with Google Chrome, Mozilla Firefox, or Safari.

2. Under **AP® Exam Monitoring**, select **View My School** and enter your school's information. (The AP® Global Dashboard isn't accessible to schools.)



3. On the **Enter School and Access Codes** screen, enter your six-digit school code and your AP Registration and Ordering access code, then select **Submit**.

There are four tabs in the Administrator Console:

- **Order Summary:** provides a view of your school's AP Chinese and AP Japanese Exam orders for regularly scheduled exams and alternate exams for late testing.
- **School Readiness Status:** displays a detailed report about your testing computers. More information is on the next page.
- **School Practice Testing Status:** shows computer progress on practice exams.
- **School Testing Status:** shows computer progress on exam day. More information is in [Using the Administrator Console on Exam Day](#).

School Readiness Status

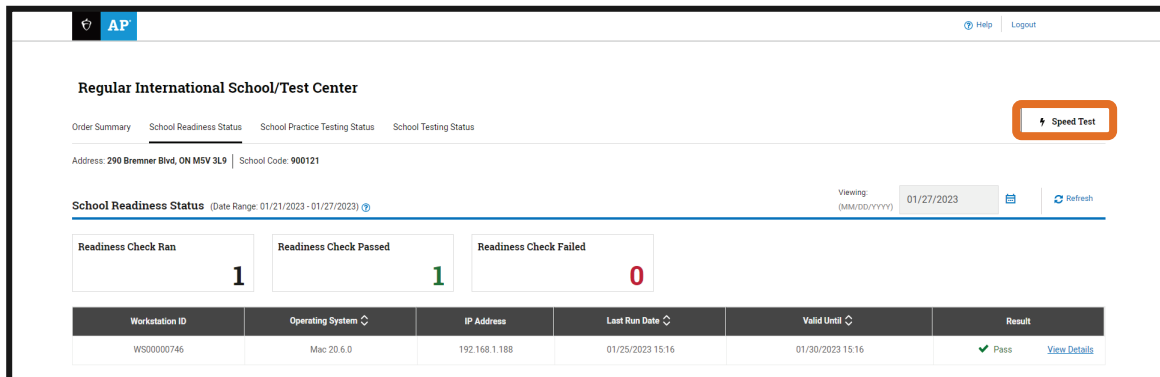
- The report provides results for the last 6 days from the date shown for which computers have passed or failed readiness checks.

Note: Even if a computer passed the initial readiness check, the check must be rerun within 5 days before the exam.

- The **Results** column shows the **Pass/Fail** status. If any of the computers failed the readiness check, select **View Details** to identify which checks passed, which checks failed, and which checks haven't been run.

Keyboard Filter	Not Run
Keyboard Layout	Not Run
Process Monitor	Not Run
✓ Calibration Settings	02/10/2021 12:38
✗ Unify Audio Check	02/10/2021 12:38
✓ ZoomText Screen Magnification	02/10/2021 12:39

- To run a bandwidth (network communication) check, select **Speed Test** near the top right of the screen. The location where the exam will be administered should have a minimum internet and network bandwidth of 600 Kbps per student; however, 1 Mbps per student is highly recommended.



Regular International School/Test Center

Order Summary School Readiness Status School Practice Testing Status School Testing Status [Speed Test](#)

Address: 290 Bremner Blvd, ON M5V 3L9 | School Code: 900121

School Readiness Status (Date Range: 01/21/2023 - 01/27/2023) Viewing: 01/27/2023 Refresh

Readiness Check Ran: 1 Readiness Check Passed: 1 Readiness Check Failed: 0

Workstation ID	Operating System	IP Address	Last Run Date	Valid Until	Result
WS00000746	Mac OS 10.15.7	192.168.1.188	01/25/2023 15:16	01/30/2023 15:16	✓ Pass View Details

Launching the Practice Exam

Once the exam application has been installed, students and staff can run practice exams.

The practice exam takes about 30 minutes to complete.

This is optional, but it's strongly recommended that students take a practice exam so they're familiar with the exam features before exam day.

Note: Practice exam responses aren't saved and can't be viewed.



For students testing with approved accommodations, additional steps may be needed to enable practice exam accommodations. See [Launching a Practice Exam with Accommodations](#).

1. To run a practice exam, open the exam application on the testing computer.
2. Enter your school's six-digit school code and confirm your school's information is correct.
3. On the **Readiness Checks** screen, select **Continue**. (If you see **Run All Required Checks**, you'll need to run readiness again. See [Readiness Checks](#).)
4. On the **Select an exam option** screen, select **Launch Practice Exam**. You won't be able to launch the actual exam until exam day.

Screenshot of the "Select an exam option" screen. The screen displays the AP logo, a school code of 200121, and three buttons: "Launch Exam" (greyed out), "Launch Practice Exam" (yellow), and "Exit Application" (white).

5. Next, select the practice exam you'd like to launch.

Screenshot of the "Select a Practice Exam" screen. The screen displays the AP logo, a school code of 300121, and two radio button options: "AP Chinese Language and Culture Practice Exam" (selected) and "AP Japanese Language and Culture Practice Exam". Below these is an "Accommodations" section with a checkbox for "Use Accommodations" and a "Launch Practice Exam" button.

6. When the practice exam launches, the **Copyright** screen will open. Select **Continue** to begin.

Exiting the Practice Exam

The practice exam takes about 30 minutes to complete, or it can be exited without finishing. To exit the practice exam, power down the computer or repeatedly select the **Exit Part** button until you reach the end of the practice exam. If you exit and relaunch the exam, it'll start from the beginning.

Note: The **Exit Part** button appears after the hardware check screen, and it's only active in the practice exam; it won't appear on the regular exam. Once it's selected, you can't return to that part of the exam. The **Exit Part** feature isn't available when audio is playing.

Preparing Exam Rooms

AP coordinators must review and follow all AP Program policies as detailed in the [AP Coordinator's Manual, Part 2](#). This includes information about selecting and training proctors, preparing exam rooms, seating policies, and security of exam content.

- The standard 5 foot (1.5 meter) minimum distance between students must be maintained, but it's recommended to seat students at least 8 feet (2.43 m) apart if possible because these exams have a speaking part.
- **NEW** Elevated seating is permitted for these exams. In rooms with elevated seating, students must be seated no less than 5 feet behind one another.
- If students are bringing their school-owned computer with them on exam day, ensure power outlets are available for students to plug in their computers when they arrive for testing. Remind students to bring their computer power cord on exam day.
- Prepare extra computers and headsets in case a technical issue prevents a student from testing with that device.
- At each desk when applicable, position the computer monitor, keyboard, and mouse for ease of use without strain. Testing computers should be positioned to prevent students from easily viewing the screens of nearby computers.
- Desks must have a minimum writing surface of 12" x 15" (approximately 30.4 cm x 38.1 cm).
- Lighting must enable all students to comfortably read the computer screen. It should not produce shadows or glare on computer screens or writing surfaces.

Section 5: Exam Day Activities

On exam day, there are steps the AP coordinator or proctor must take before and during the exam administration. Review the information in this section before exam day to make sure you're prepared.



If you have students testing with approved accommodations, review [Launching an Exam with Accommodations](#).

Using the Administrator Console on Exam Day

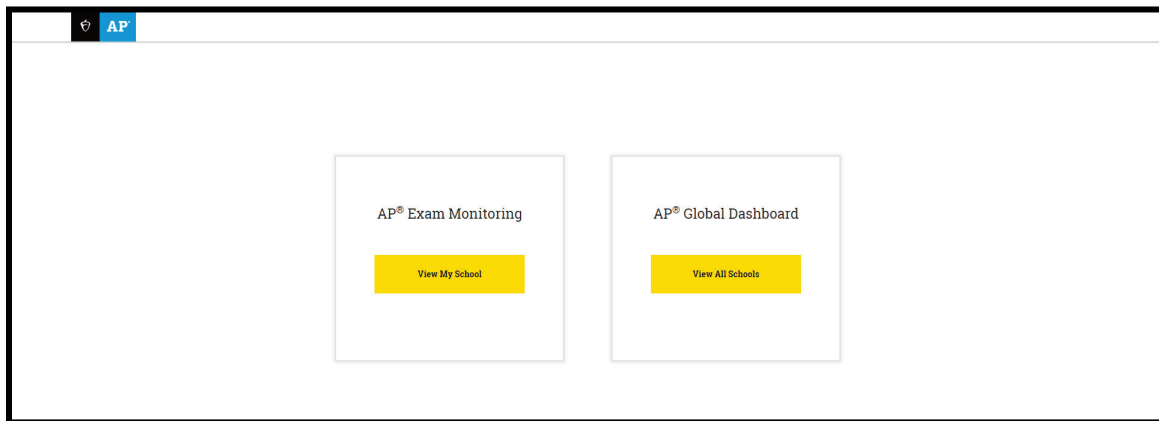
On exam day, the AP coordinator or proctor needs to log in to the Administrator Console to generate an Activation Key that students will need to launch the exam application. The AP coordinator or proctor can also monitor testing computers from the Administrator Console on exam day.

Generating the Activation Key

An Activation Key must be generated through the Administrator Console on exam day shortly before the exam is scheduled to begin. The key expires after 4 hours, at which time a new key can be generated if needed. Once the key is generated, the AP coordinator or proctor should write it on the board or somewhere visible for students to reference.

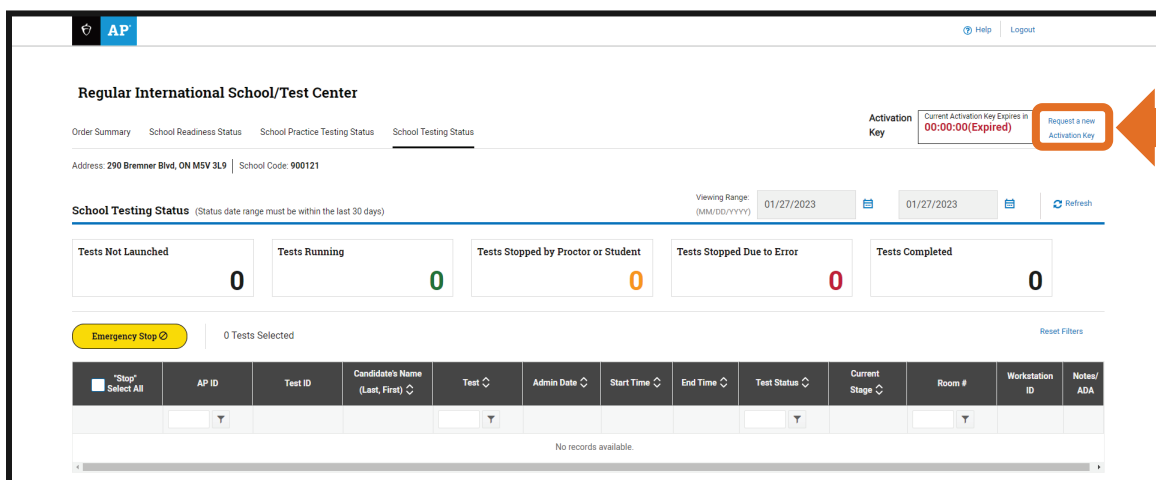
Note: The Administrator Console requires a non-testing computer with Google Chrome, Mozilla Firefox, or Safari.

1. To open the Administrator Console, select or enter this link into your browser: ibt2-admin-ap.ets.org
2. You'll see the screen below. Under **AP® Exam Monitoring**, select **View My School**. (The AP® Global Dashboard isn't accessible to schools.)

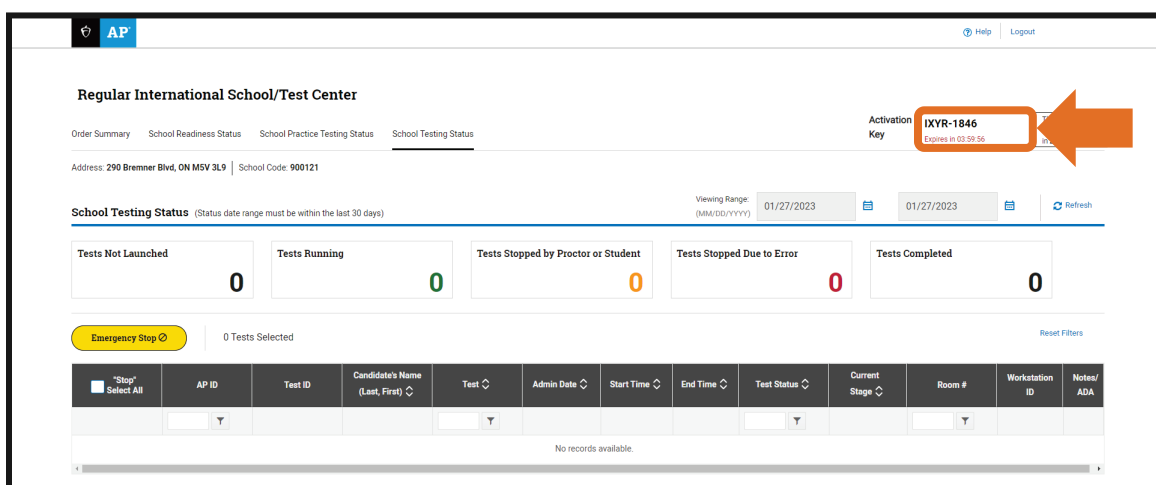


3. On the **Enter School and Access Codes** screen, enter your six-digit school code and your AP Registration and Ordering access code, then select **Submit**.

- Open the **School Testing Status** tab and select **Request a new Activation Key** near the top right of the screen.



- Next, select **Reveal Key**. An eight-character (alphanumeric) Activation Key will be displayed for 30 seconds. Once the key is hidden, you can select **Reveal Key** to display it again. Write the Activation Key on the board or somewhere visible for students to reference.



Note: If the Activation Key expires, a new one can be generated. Select **Request a new Activation Key**, then select **Reveal Key**.

Monitoring Exam Progress

On exam day, the AP coordinator or proctor can log in to the Administrator Console to monitor testing computers and student progress from the **School Testing Status** tab. From this screen, you can view students' testing status and any students who enabled a testing accommodation when they launched the exam.

If there's an emergency, the AP coordinator or proctor can stop the exam from the **School Testing Status** tab by selecting the check box in the left column for some or all of the exams and selecting **Emergency Stop**. More information is in the [Breaks and Emergency Stops](#) section.

If an accommodation has been enabled on a student's testing computer when they launch the exam, the **Notes/ADA** column displays **View** for that student. Selecting **View** opens a pop-up that lists the student's enabled accommodations.

The **Test Status** column will list the status of each student testing. If you see an error message displayed, it means there's an issue that impacts the student testing. See [page 57](#) for troubleshooting instructions for Administrator Console error messages.

<input type="checkbox"/> Stop Select All	AP ID	Test ID	Candidate's Name (Last, First)	Test	Admin Date	Start Time	End Time	Test Status	Error Details	Current Stage	Room #	Notes/ADA
<input type="checkbox"/>	3YU1U354	0000000000003567	Test, Test	Chinese Language and Culture	01/27/2023	08:04		Stopped due to Error	Network workstation power, server or related error	Section 1 of 4		WS
<input type="checkbox"/>	0WSV9L43	0000000000003569	Test, Test	Japanese Language and Culture	01/27/2023	08:30		Stopped due to Error	Microphone error detected	Initial Direction Screens		WS
<input type="checkbox"/>	03VV7XV9	0000000000003568	Test, Test	Chinese Language and Culture	01/27/2023	08:16		Stopped due to Error	Speaking response error	Section 3 of 4		WS

Launching the Exam on Exam Day

On exam day, students will be instructed by the proctor to open the exam application on their testing computers, enter the school code for the school where they're testing, and complete personal identification information. Students will then be prompted to enter the Activation Key to launch the exam.



Additional steps may be needed for students approved to test with accommodations. See [On Exam Day: Launching an Exam with Accommodations](#).

Detailed instructions for launching the exam are in the [Exam Instructions \(Proctor Script\)](#). Before proctors read aloud the exam instructions, ensure the Activation Key has been generated and written on the board for students to reference. See [Generating the Activation Key](#).

The screenshot shows the AP exam application interface. At the top left is the AP logo. In the top right corner, there is an 'Adjust Display' button with a red 'X' icon. Below the logo, the text 'School Code: 200121' is displayed. The main content area is titled 'Select an exam option:' and contains three buttons: a yellow 'Launch Exam' button, a yellow 'Launch Practice Exam' button, and a white 'Exit Application' button.

The screenshot shows the AP exam application interface. At the top left is the AP logo. In the top right corner, there is an 'Adjust Display' button with a red 'X' icon. Below the logo, the text 'School Code: 200121' is displayed. The main content area is titled 'Enter your school's Activation Key:' and includes a warning icon (exclamation mark in a red circle) and the text: 'When instructed to do so, enter the Activation Key. Don't select Begin Exam until the proctor tells you to.' Below this is a text input field labeled 'Activation Key' and a grey 'Begin Exam' button.

Breaks and Emergency Stops

This section provides details about the following:

- the scheduled break (between Sections I and II)
- unscheduled breaks
- stopping the exam due to an emergency or incident
- relaunching an exam that's been stopped

Scheduled Break

There's a 10-minute break between Sections I and II that's built into the exam application. The break comes before the Writing section and cannot be skipped or shortened. Students must wait for the 10-minute timer to expire before continuing with the exam.

Note: If local health and safety guidelines require that a limited number of students may access the restroom or hallways at the same time, you may elect to **double the time of the scheduled breaks** (including accommodated breaks) to ensure that students can access the restrooms or hallway in an orderly fashion. As per standard AP policy, the break must be monitored.

If you decide to lengthen the scheduled break, testing computers can remain on the **End of Break** screen for the duration of the additional break time. No action needs to be taken and the timing won't be affected for the remainder of the exam. At the end of the break, follow the instructions in the proctor script to resume the exam.

Unscheduled Break

Students may leave the room briefly during the exam for an unscheduled break (e.g., restroom break). Remind students that they are not allowed extra testing time; the computer clock continues to run during unscheduled breaks.

Important: If using a laptop, do not fold the screen down during the break. This may create difficulties in restarting the exam.

Don't permit students to take unscheduled breaks during the listening or speaking parts of the exam. The exam application won't allow a break to be initiated during the audio portions of the exam.



For students with approved accommodations with breaks, there are different steps that need to be taken to initiate a break. See [On Exam Day: Administering Additional Break Accommodations](#).

To **start** an unscheduled break:

1. Press **CTRL+SHIFT+?** on the keyboard.
2. Enter the Administrator Override password provided by the AP coordinator (this password was included in the installation email sent to AP coordinators in March).
3. From the drop-down, select **Initiate an Unscheduled Break**, then **OK**.
You'll then see the **Unscheduled Break** screen.

To **end** an unscheduled break:

1. Press **CTRL+SHIFT+?** on the keyboard.
2. Enter the Administrator Override password.
3. From the drop-down, select **Stop the Unscheduled Break**, then **OK**.
4. At the **End of Break** screen, confirm that the student's name is correct in the **Name** field, then instruct the student to select **Information is Correct** at the top right of the screen. If the information is not correct, direct the student to their correct testing computer.

Stopping the Exam

In an emergency, the primary concern should be the safety of everyone present. If necessary, evacuate everyone immediately. If there's sufficient time, use one of the following processes to stop the exam:

Stopping Exam Using the Administrator Override

Complete the following steps on each testing computer that needs to be stopped:

1. Press **CTRL+SHIFT+?** on the keyboard.
2. Enter the Administrator Override password provided by the AP coordinator, and select **OK**.
3. From the drop-down, select **Stop the Current Testing Session**, then **OK**.

You'll see the **Test Exit Confirmation** screen. Select **OK** again.

Stopping Exams from the Administrator Console (Emergency Stop)

The Administrator Console **Emergency Stop** should be used **only in an emergency**.

Go to the **School Testing Status** tab in the Administrator Console, then:

1. To stop all exams at once, select “**Stop**” **Select All**. To stop a selection of exams, check the box next to each exam.
After making your selection(s), the number of exams selected will be displayed next to the **Emergency Stop** button.
2. Select **Emergency Stop**.
3. In the pop-up, enter your **School Code** and **AP Registration and Ordering Access Code**, and select **Stop Testing**.

Relaunching the Exam

An exam can be relaunched either on the same computer the student was originally using or on a different computer. For example, if there was a technical issue that caused you to stop an exam, you may relaunch the exam for the student on a different computer.

To relaunch an exam, open the exam application and instruct the student to complete the same steps as when they initially launched it.

On the **Enter your School's Activation Key** screen, the student will need to reenter the Activation Key. If the key is expired, you'll need to generate a new one from the Administrator Console. See [Generating the Activation Key](#).

After the key is entered, instruct the student to select **Begin Exam**. The exam will resume on the last screen the student was on when the exam was stopped.

Section 6: Exam Instructions (Proctor Script)

AP Chinese and AP Japanese Language and Culture Exams

	Chinese	Japanese
Regularly Scheduled Exam Date:	Thursday morning, May 9, 2024	Thursday afternoon, May 16, 2024
Late-Testing Exam Date:	Thursday morning, May 23, 2024	Wednesday afternoon, May 22, 2024
Section I	Total Time: 1 hour and 20 minutes Number of Questions: 70 Percent of Total Score: 50%	Part A: Listening Time: 20 minutes
		Part B: Reading Time: 1 hour
Section II	Total Time: 40 minutes Number of Questions: 4 tasks Percent of Total Score: 50%	Part A: Writing Time: 30 minutes
		Part B: Speaking Time: 10 minutes

IMPORTANT: These instructions combine relevant General Instructions with the exam-specific instructions for **AP Chinese Language and Culture** and **AP Japanese Language and Culture**. Before students begin the exam, you'll instruct them to open the exam application on their computers and enter identifying information. Students must start the exam at the same time.

Uniform procedures are essential to a standardized testing program. The only way to ensure comparable scores is if exam proctors follow the same procedures and give instructions exactly as they appear in these exam instructions. By strictly following these procedures, you give students the best chance of fair testing.

What Proctors Need to Bring to This Exam

- The personalized AP ID label sheet for each student taking the exam
- This publication—*2023-24 AP Chinese and AP Japanese Exams: Setup and Administration Guide*
- Exam codes and passwords (see [page 32](#) in this guide)
- AP Exam Seating Chart template (in the [AP Coordinator's Manual, Part 2](#) or at collegeboard.org/apdownloads)
- Pencil sharpener
- Container for students' electronic devices (if needed)
- Extra No. 2 pencils with erasers
- Watch
- Colored scratch paper (at least three sheets per student; see [page 63](#) in this guide)
- Signs for the door to the testing room
 - “Exam in Progress”
 - “No Devices”

Use this script to administer either the AP Chinese Language and Culture Exam or the AP Japanese Language and Culture Exam.

Important Information for Proctors

Proctors administering AP Chinese or AP Japanese Language and Culture Exams must be thoroughly familiar with the exam application, technical requirements, and exam day procedures. These exams are administered on Chromebooks, Macs, or Windows that have the exam application installed before exam day.

Review the following sections for complete details:

- Hardware/software and technical configuration requirements—see the [System Requirements](#) (page 4) and [Technical Configuration Requirements](#) (page 6) sections of this setup and administration guide.
- Codes and passwords needed to launch and administer the exam application—see [page 32](#).
- Instructions for stopping the exam for unscheduled breaks—see [page 28](#).
- Instructions if there are internet interruptions or other technical issues during the exam—see the [Troubleshooting Instructions](#) on page 55.
- After-Exam Tasks—see [page 45](#).

Technical Support

On exam day, technical support will be available from 6 a.m. to 6 p.m. **local time**. Call technical support at 609-406-5640.

Getting Started

- **Readiness checks:** Readiness checks need to be run on each computer within 5 days before the exam. If a readiness check hasn't been run on a computer within 5 days before the exam, the student using that computer will be prompted to run a readiness check at the start of the exam administration. See [Readiness Checks](#) on page 17 in this guide for more information.
- **Administrator Console:** The Administrator Console is used on exam day to:
 - ◆ generate the **Activation Key**, which must be provided to students to launch the exam.
 - ◆ monitor testing computers and student progress during the exam.
- **Designated computer for the proctor:** To log in to the Administrator Console, you'll need access to a designated computer that isn't being used as a testing computer. See [Using the Administrator Console on Exam Day](#) on page 24 in this guide for details.

Note: The Administrator Console requires a non-testing computer with Google Chrome, Mozilla Firefox, or Safari.
- **Power outlets:** Ensure the testing room has enough power outlets for students to plug in their computer power cords if they bring their school-owned device with them on exam day.
- **Students testing with accommodations:** If you're testing students who have approved accommodations, additional instructions are in the [Testing Accommodations](#) section on page 46 in this guide.

Codes and Passwords Needed to Launch the Exam

- **Your School Code:** The AP coordinator will provide the unique six-digit school code, which students need to launch the exam. If you have homeschooled, independent study, virtual school, or other students who are testing at your school, they must use your school code, **not** the code for the school they usually attend.
- **Your School's AP Registration and Ordering access code:** The AP coordinator will provide the AP Registration and Ordering access code, which will be needed to:
 - ◆ log in to the Administrator Console.
 - ◆ approve accommodations on the computers used by students testing with accommodations. See the [Testing Accommodations](#) section on page 46 in this guide.
- **Activation Key (from the Administrator Console):** A unique eight-character (alphanumeric) Activation Key is generated through the Administrator Console by the AP coordinator or proctor. You need to provide the Activation Key to students on exam day. The Activation Key will expire within 4 hours after it's generated, after which a new key can be generated if needed. See [Using the Administrator Console on Exam Day](#) on page 24 in this guide for more information.
- **AP ID:** Students will need to enter their unique AP ID, which is printed on their personalized AP ID label sheet.
- **Administrator Override and Password:** The Administrator Override is used to interrupt an exam, either to initiate an unscheduled break or stop an exam because of an incident.
 - ◆ To initiate an Administrator Override, press CTRL+SHIFT+? on the testing computer's keyboard and enter the Administrator Override password provided by the AP coordinator. More information is on [page 33](#).
 - ◆ **Note:** The Administrator Override cannot be used during the listening part of the exam, or other timed portions of the exam, such as in the speaking part when students are recording their responses.
- **Exam Room Number:** (Optional) You can instruct students to enter the exam room number when they're completing identification screens. The AP coordinator should confirm before the exam whether the school wants students to include this information.

Information to Post in the Exam Room

Write the following information on the board or other visible place in the room before students begin testing:

- School Code
- School Address
- Activation Key
- Exam Room Number (Optional)

Breaks

- **Scheduled break**—For all students, there’s a 10-minute break—between Sections I and II—built into the exam application.
- **Unscheduled break**—If a student needs to leave the room briefly during testing to go to the restroom:
 - ◆ To initiate an unscheduled break, use the Administrator Override function (**CTRL+SHIFT+?**), enter the password provided by the AP coordinator, and select **Initiate an Unscheduled Break**.
 - ◆ Remind students they won’t be allowed extra testing time. **During unscheduled breaks the time on the computer clock continues to run.**
 - ◆ **Do not permit students to take unscheduled breaks during the listening or speaking parts of the exam.**
 - ◆ To end the unscheduled break, again use the Administrator Override function (**CTRL+SHIFT+?**) followed by the Administrator Override password.
- **Additional Breaks for Students with Approved Accommodations:** Reference the [On Exam Day: Administering Additional Break Accommodations](#) section on page 52 in this guide for information about students approved for break accommodations.

IMPORTANT: If using a laptop or Chromebook for testing, do not fold the screen down during any break including the scheduled break between Sections I and II. This may create difficulties in restarting the exam.

Note: In this proctor script, you’ll see information about the standard 10-minute break between Sections I and II of the exam. If logistical constraints in your building require that a limited number of students may access the restroom or hallways at the same time, you may elect to **double the time of the scheduled breaks** (including accommodated breaks) to ensure that students can access the restrooms or hallway in an orderly fashion. As per standard AP Program policy, the break must be monitored.

The decision to lengthen the break is optional, doesn’t need to be applied to every testing room uniformly, and is not required to administer AP Exams. If your school chooses to provide a longer break, you’re not required to use all the additional time and you don’t need to report to the AP Program that a longer break was provided (unless any kind of exam administration incident occurs related to the break).

If you decide to lengthen the scheduled break, testing computers can remain on the **End of Break** screen for the duration of the additional break time. No action needs to be taken and the timing won’t be affected for the remainder of the exam. At the end of the break, follow the instructions in this proctor script to resume the exam.

Stopping the Exam

In an emergency, the primary concern should be the safety of everyone present. If necessary, evacuate everyone immediately. If there is sufficient time, use the Administrator Override function (**CTRL+SHIFT+?**) on each testing computer followed by the Administrator Override password. Select **Stop the Current Testing Session**, then select **OK** to stop the exam.

The exam can also be stopped through the Administrator Console. This should be used only in case of emergency. To initiate an **Emergency Stop in the Administrator Console**:

1. Select the boxes next to the students’ exams you need to stop or choose **“Stop” Select All**.
2. Select **Emergency Stop**.
3. Enter your **School Code** and **AP Registration and Ordering Access Code**, and select **Stop Testing**.

Internet Connectivity

A continuous internet connection is required during the exam administration. School IT staff should be available on exam day to assist with any internet connectivity questions (refer to the [System Requirements](#) section on page 4 in this guide).

Exam Materials

You must collect any prohibited electronic devices and read the “Introduction and Exam Security” section below and on the next page to students before any exam materials are distributed.

You should receive the following materials for the exam and a list of students testing from the AP coordinator.

- **AP ID Label Sheets:** You should have one AP ID label sheet for each student taking the exam. The label sheets are personalized, so make sure you give each student their own. Students receive one label sheet to use for the entire 2024 AP Exam administration; if a student is taking any exams during the late-testing administration, they’ll use the **same** label sheet.
- **Scratch Paper:** You’ll also need to give each student **three** sheets of photocopied colored scratch paper (use the template on [page 63](#) in this guide) and a pencil to any students who don’t already have one.

Exam Day Proctor Script

Reading Instructions

Beginning below on this page, read aloud all the instructions in bold. When ellipses (. . .) appear in the text, pause to allow time for students to follow the instructions. All other instructions are for you and should not be read aloud. Instruct students how to enter the information properly on the computer screens as necessary. Read the instructions verbatim at a moderate pace. This allows students to hear the complete instructions, preventing errors that could delay score reporting. Answer all questions about procedure, but don’t answer any questions about exam content.

Introduction and Exam Security

Make sure you administer the exam on the scheduled date and begin the exam at the designated time.

You should assign students to desks. (For computers set up for students approved for an accommodation, see the [Testing Accommodations](#) section on page 46 in this guide.)

Complete a seating chart for this exam. A seating chart template and instructions are in the [AP Coordinator’s Manual, Part 2](#) or can be downloaded at collegeboard.org/apdownloads.

When you’re ready to begin, say:

Good [morning/afternoon]. Please listen very carefully to all of my instructions. You’ll all begin testing at the same time, and you’ll all be dismissed at the same time for the break as well as at the end of the exam. Please do not touch your keyboard until I tell you to do so. Testing will begin after you complete the identification information screens.

College Board is obligated to report scores that accurately reflect your performance. Therefore, exam administration and security procedures are in place to ensure that all of you have an equal opportunity to demonstrate your abilities and that no one has an unfair advantage. Please listen carefully to the following instructions.

If you have any bags, close them now and place them on the floor under your chair. Don't open them until you are dismissed. You're not permitted to access the bags or any unauthorized aids or prohibited computers at any time, including during the break, until you are dismissed at the end of the exam.

The following electronic equipment is prohibited:

- phones
- smartwatches or wearable technology of any kind
- Bluetooth devices
- portable listening or recording devices
- cameras or other photographic equipment
- devices that can access the internet
- separate timers of any type
- keyboard maps, covers, or Chinese or Japanese keyboards
- any other electronic or communication devices

If you're observed with any of these devices at any time during testing or breaks, the device will be confiscated, you will be dismissed, and your score may be canceled. If College Board determines that you tried to gain an unfair advantage, you may be banned from future College Board assessments.

If you have any of these devices, bring them to me now. Disable alarms and power off each device. You may pick them up when you are dismissed. Are there any questions? . . .

You should be prepared to hold students' electronic devices until the end of testing. You may provide containers or bags that can be marked with the student's name, to facilitate return of their devices.

When you have collected all electronic devices, say:

Don't eat or drink in this room. Raise your hand if you must go to the restroom during the exam or need to leave the room for any emergency. You may not leave the room at the end of testing until you have been dismissed.

Don't share or exchange materials with anyone. You should not—nor attempt to—change, add, or utilize any options, settings, and/or programs on your testing computer that are not authorized as part of the exam application.

If you access or use an unauthorized aid, such as a dictionary or notes, or any prohibited electronic device, fail to follow exam procedures, or create a disturbance, you may be dismissed and your score may be canceled.

College Board reserves the right to question any exam score that may be the result of cheating. If you become aware of any possible cheating on this exam, contact the Office of Testing Integrity. Are there any questions? . . .

Distributing AP ID Label Sheets and Scratch Paper

Each of you was assigned a unique AP ID when you provided registration information through “My AP.” Your AP ID is printed on your label sheet, which I’ll distribute in a moment. You’ll need to reference your AP ID at the start of this exam, and you’ll use your labels for any AP Exams you take in 2024. You will not receive a new label sheet. You must not share labels.

I’ll now distribute your AP ID label sheets, scratch paper, and pencils.

When you have distributed materials, say:

Please look at the name printed at the top of your AP ID label sheet to make sure it’s yours. If you have received a label sheet that isn’t yours, please raise your hand. . . .

IMPORTANT: If any student says information, such as their name or date of birth, is printed incorrectly on their AP ID label sheet:

- Tell the student not to worry. They can use their AP ID labels even if there’s a typo on their AP ID label sheet.
 - ◆ If the students' name is printed incorrectly, they should enter their legal name in the exam application.
 - ◆ If the student's birth date is printed incorrectly, they should enter their correct birth date in the exam application.
- Advise the student to contact AP Services for Students after the exam to correct their information in their College Board account. (AP Services for Students: cb.org/apstudentinquiry)

Each student's AP ID label sheet has their exam schedule printed at the top.

- The schedule lists only the student's known exam schedule as of the time the label sheet was printed.
- Recent changes might not be reflected on the label sheet.
- Up to 8 exams are printed on the schedule.
 - ◆ If the student is taking more than 8 exams, the label sheet will have the note "+Additional Exams."
- Students should direct questions about the exam schedule printed on their labels to their AP coordinator after the exam.

IMPORTANT: If any student is missing an AP ID label sheet, contact the AP coordinator immediately. Students need their AP ID to launch the exam application.

When you've confirmed all students have their AP ID label sheets and you're ready to move on, say:

Your AP ID label sheet shows your AP Exam schedule, although recent changes might not be reflected. Your AP coordinator has a record of the AP Exams you're taking. If you have any questions about your exam schedule, contact your AP coordinator later.

Before we start the exam, you need to write your name and AP ID at the top of your three sheets of scratch paper. Copy your AP ID from the top right of your label sheet. Don't put a label on your scratch paper.

Write your name and AP ID on the three sheets of scratch paper now. Look up when you've finished. . . .

During the exam, if you need additional scratch paper, raise your hand. I'll collect your used scratch paper before I give you more. I'll collect all scratch paper at the end of the exam.

When all students have written their name and AP ID at the top of their scratch paper, move on to begin the exam.

Begin the Exam

When you're ready to begin the exam, read the appropriate information from the correct box.

Chinese Language and Culture

If you're giving the regularly scheduled exam, say:

It's Thursday morning, May 9, and you'll be taking the AP Chinese Language and Culture Exam.

If you're giving the alternate exam for late testing, say:

It's Thursday morning, May 23, and you'll be taking the AP Chinese Language and Culture Exam.

Japanese Language and Culture

If you're giving the regularly scheduled exam, say:

It's Thursday afternoon, May 16, and you'll be taking the AP Japanese Language and Culture Exam.


If you're giving the alternate exam for late testing, say:

It's Wednesday afternoon, May 22, and you'll be taking the AP Japanese Language and Culture Exam.

If students are using Chromebooks, say:

Select the Apps link in the menu at the bottom left of the screen. Select ETS APCJ from the list of Apps to launch the exam application.

If students are using Macs, say:

Go to the Finder , then to Applications. Select the icon named ETS-APCJ-PROD to launch the exam application. If a pop-up appears asking if you want to open the application, select "Open."

If students are using Windows, say:

Look on your desktop for the icon named ETS Workstation. Double-click the icon to launch the exam application.

Continue for all operating systems.

Say:

You should see a screen prompting you to enter your six-digit school code.

If students are unable to open the exam, the testing computers may not have an internet connection. If you're able to access the internet, have students try to re-open the exam application. If internet access still doesn't work, contact your school's IT staff for assistance.

Confirm that all students see the school code screen, then say:

Now enter the six-digit school code. The code is _____ .

Clearly say your school code, then repeat it. You may also refer students to the place in the room where you posted the school code. Remember: Homeschooled, independent study, virtual school, or other students who are testing at your school must use **your school's** code, **not** the code for the school they typically attend.

Then say:

Select "Submit."

If anyone sees an error message, raise your hand now.

If a student gets an error message, have them reenter the school code while you watch over to be sure it's entered correctly.

After students have entered the school code and are at the confirmation screen, say:

You should now see a confirmation screen showing the school code you entered and the name and address of that school code. Check that the information on this screen is correct. If anything is incorrect, raise your hand.

Refer students to the place in the room where you posted the school address.

If any students don't see the correct school information on the confirmation screen, instruct them to select "Edit School Code," then enter the correct code, and select "Submit."

When all students have confirmed the information is correct, say:

Now select "Continue."

You should now see the Readiness Checks screen, with a blue Continue button in the upper left corner. If you don't see a Continue button, raise your hand.

If any students don't see the Continue button, and instead see "Run All Required Checks," it means the readiness check was not run within 5 days before the exam, and it will need to be run now. See the [Readiness Checks](#) section on page 17 in this guide for instructions.

Assist any student who does not see a Continue button by running a readiness check now.

When you've confirmed readiness checks have been run on all computers and all students see "Continue," say:

Now select "Continue" near the top left of the screen.

Students will see the "Select an exam option" screen.

Say:

You should see a screen prompting you to select an exam option.

When I instruct you to do so, you'll select "Launch Exam" at the top of the screen. Be careful not to select "Launch Practice Exam."

Are there any questions? . . .

Answer any questions then say:

Now select "Launch Exam." . . .

If any student mistakenly selected "Launch Practice Exam," assist them in exiting the practice exam (by selecting the red **X** at the top right of the screen). The student will then need to relaunch the exam application and repeat the steps to get back to the "Select an exam option" screen, and then select "Launch Exam."

Then say:

Does everyone see a screen prompting you to enter your AP ID? Raise your hand if you don't.

Confirm all students have reached the “Enter your AP ID” screen.

Then say:

Enter your eight-character AP ID into the “AP ID” field. Your personalized AP ID is printed at the top right of your label sheet next to the words “AP ID.”...

If you are giving the AP Chinese Language and Culture Exam, say:

Now select “AP Chinese Language and Culture.”

If you are giving the AP Japanese Language and Culture Exam, say:

Now select “AP Japanese Language and Culture.”



If there are students testing with accommodations: Check the “Use Accommodations” box on each of their screens. You'll then need to enter your school's AP Registration and Ordering access code on the next screen. See [On Exam Day: Launching an Exam with Accommodations](#) on page 50 in this guide for details.

Then say:

Now select “Submit.”

Raise your hand if you received an error message.

If a student gets an error message, have them clear the field and reenter their AP ID while you watch over to be sure it's entered correctly.

**Do you all see the screen prompting you to enter your student information?
If you don't see this screen, raise your hand.**

When you're ready to move on, say:

Enter your last and first name, and month and day of birth. Entering your middle initial is optional.

If your school would like students to fill in an Exam Room Number, tell them to do so now. Otherwise tell students to leave the Exam Room Number field blank.

**Carefully read the Certification Statement at the bottom of the screen.
When you've read it, check the box. Look up when you're done. . . .**

Students are required to check the Certification Statement box to proceed with the exam.

**When you've completed all required fields, designated by an asterisk,
select “Continue.”. . .**

You should see the confirmation screen. If you don't see this screen, raise your hand. Check that your information is correct. Your AP ID must match what's printed on your AP ID label sheet. If anything is incorrect, raise your hand.

Are there any questions? . . .

If any student needs to edit their information, have them select “Edit” and fill in the correct information, then select “Continue.”



For students testing with accommodations, if the information under “Accommodations” isn’t correct, the student will need to close out of the exam application and relaunch it. Instruct the student to select the red **X** at the top right of the screen, and then re-open the exam application. After selecting “Use Accommodations,” ensure you select the correct accommodations. If a student tests with an accommodation they are not approved for by the College Board SSD office, their score will be canceled.

When you’re ready to move on, say:

You may now select “Submit.”

The identification information for your exam is now complete. Don’t touch your computer again until I tell you to do so. Place your AP ID label sheet under your chair. . . .

Please listen carefully. All directions and timing for this exam will be displayed on your computer screen.

This exam consists of a multiple-choice section and a free-response section. When you reach the General Directions screen, read it completely. Once you begin the exam, the timer in the upper right corner of the screen will let you know how much time you have for each question or part.

The directions throughout the exam regarding time for specific questions reflect the standard timing. If you’ve been approved for extended time, the timer has been adjusted for the applicable parts of the exam to reflect your extended time. The exam will not stop until it’s time for the break.

You may make notes on the [STATE THE COLOR] scratch paper provided to you. You may not use your own scratch paper, and you may not remove any portion of the scratch paper from the testing room at any time. I will collect scratch paper at the end of the exam.

After the two parts in the multiple-choice section, Listening and Reading, you’ll have a 10-minute break. You will not all reach the break screen at the same time. When you reach the break screen, read the message carefully.

[If students are testing on laptops or Chromebooks, say]: Do not fold down your screen when you reach the break screen.

Do not leave your desk when you reach the break screen. I will dismiss you all for your break at the same time, so sit quietly at your desk until I give instructions about the break. You’ll see a timer counting down on the break screen. Don’t worry, the timer won’t affect your break—you’ll all get a 10-minute break when I dismiss you.

From now until you reach the break screen, follow the directions on your computer. Throughout the exam, some screens require you to select “Continue” at the top right of the screen. Other screens appear for enough time for you to read the directions completely, then the exam will move to the next screen automatically. For your reference, important directions will be repeated on subsequent screens or you’ll be able to access them by selecting “Help.”

Are there any questions? . . .

Next, you’re going to tell students the eight-digit alphanumeric Activation Key that you or the AP coordinator previously generated from the Administrator Console, and point to the place in the room where you’ve posted the Activation Key.

Say:

You should now see a screen to enter an Activation Key. When I tell you the Activation Key, enter it, but do not select “Begin Exam.”

The Activation Key is _____ .

Enter it now and then look up. . . .

After entering the first four characters of the Activation Key, a hyphen automatically displays, then the student should proceed with entering the last four characters.

After all students have entered the Activation Key, say:

You may now select “Begin Exam.”

You should see the Copyright Information screen. Raise your hand if you don’t see the copyright screen.

If a student gets an error message, have them clear the field and reenter the Activation Key while you watch over to be sure it’s entered correctly. If the Activation Key is not valid, or if it’s expired, a new one needs to be generated by you or the AP coordinator through the Administrator Console. See the [Using the Administrator Console on Exam Day](#) section on page 24 in this guide for details.

Now select “Continue” to begin the exam.

You should circulate around the testing room to ensure students have launched their exam and are following the directions on the screens.

IMPORTANT: If you have any technical issues, review the [Troubleshooting Instructions](#) on page 55 in this guide. If at any point during the exam you encounter an issue that requires a call to technical support, **stop testing** prior to calling.

Students may reach the break screen at different times. As students reach the break screen, make sure they are sitting quietly at their desk, not touching their keyboards, and not disturbing other students still testing. If using laptops or Chromebooks, students should **not** fold the screen down when they reach the break screen. All students will begin the break at the same time.

After 1 hour and 20 minutes, students should be done with Section I. (Students testing with extended time will have a longer testing time.) When all students have reached the break screen, say:

Has everyone reached the break screen? . . .

Please listen carefully to these instructions before we take a 10-minute break. Get your AP ID label sheet from under your chair and put it on your desk. You must leave your AP ID label sheet and scratch paper on your desk during the break. All items you placed under your chair at the beginning of this exam must stay there. You are not permitted to open or access them in any way. You are not allowed to consult teachers, other students, notes, textbooks, or any other resources during the break. You may not make phone calls, send text messages, check email, use a social networking site, or access any electronic or communication device. You may not leave the designated break area. Remember, you may never discuss the multiple-choice exam content with anyone, and if you disclose the content through any means, your AP Exam score will be canceled. When you return from the break, you must return to your assigned desk.

If using a laptop or Chromebook for testing, remind students to not fold the screen down during the break. This may create difficulties in restarting the exam.



Are there any questions? . . .

You may begin your break. Testing will resume at _____.

Make sure students understand where the designated break area is.

IMPORTANT: Both the exam room and students in the designated break area must be monitored.

At the start of the break, walk around the room to ensure all scratch paper is accounted for. Immediately contact the Office of Testing Integrity (OTI) if any scratch paper is missing. Testing must not resume until it's located or OTI is contacted. (See contact information for OTI on [page 3](#) in this guide.)

After the break, say:

May I have everyone's attention? . . .

You should see the "End of Break" screen on your computer. Please confirm that your name appears on the screen, then select "Information is Correct."

You should see the "Resuming Exam" screen. Do not touch your computer until I tell you to do so. I have some instructions before you begin the free-response section of the exam.

Please look at your AP ID label sheet and double-check that your name is printed at the top and then place your AP ID label sheet back under your chair. You'll need it only if you need to relaunch your exam at any point.

In a moment, you'll begin working on the free-response section of the exam, which includes Writing and Speaking. At various points, you'll be asked to check your headsets and microphone volume levels and to perform various tasks. Follow the instructions carefully.

When speaking, it's important to speak at a normal volume to ensure your recording is audible.

At the end of Section II, you'll see a screen that says "End of Part - Time has Ended." Stop at this screen and sit quietly until I give instructions to end the exam. We'll all end the exam together.

[If students are testing on laptops or Chromebooks, say]: Do not fold down your screen.

You may not leave the testing room until I dismiss you. Are there any questions? . . .

You may now select "Continue" and resume testing. . . .

Once all students have resumed testing, you should continue to circulate around the room to ensure exam security. Near the end of the exam, make sure any students who may have finished early are sitting quietly and not using their computer.

After 40 minutes, students should be done with Section II. (Students testing with extended time will have a longer testing time.) After finishing the last question in Section II, students will see a series of screens starting with the "End of Part - Time has Ended" screen.

When all students have reached the end of Section II, say:

You should now see the "End of Part – Time has Ended" screen.

If you've already moved past the "End of Part – Time has Ended" screen and the exam application closed on your computer, please sit quietly and don't touch your computer.

If you see the "End of Part – Time has Ended" screen, select "Continue." Then select "Continue" again on the "End of Exam" screen.

Next, an "End of Session" screen will appear for a few seconds, and the exam application will close.

Does anyone still have the exam application open? If so, raise your hand.

If the exam application is still open on any student's screen, instruct them to select "Continue" to complete the exam.

When all students have completed testing, say:

Now please put your AP ID label sheet on your desk with your scratch paper so I can collect these items. Remain in your seat while the materials are collected. Sit quietly and don't touch your computer.

Ensure you have three sheets of scratch paper and the AP ID label sheet from each student.

Then say:

I have a few final reminders.

You can have one AP score report sent for free. If you haven't already done so, June 20 is the deadline to indicate or change the college, university, or scholarship program that you'd like to receive your free score report.

If you are giving the regularly scheduled exam, say:

Never discuss or share the free-response exam content with anyone unless it's released on the College Board website in about two days. Your AP Exam scores will be available online in July.

If you are giving the alternate exam for late testing, say:

Never discuss or share the content in this exam with anyone at any time. Your AP Exam scores will be available online in July.

Return to students any electronic devices you may have collected before the start of the exam.

Then say:

You are now dismissed.

After-Exam Tasks

After the exam is over, you may turn off the computers. No further action is needed on the computers.

Return the following to the AP coordinator:

- **AP ID Label Sheets**
- **Completed Seating Chart**, to be kept on file at the school for six months
- **Nonstandard Administration Reports (NARs)**, if applicable, to be kept on file at the school for six months
- **Scratch Paper**
- **Information Needed to Complete Incident Reports**, if applicable

See the [AP Coordinator's Manual, Part 2](#) for further information about these tasks.

[This is the end of the proctor script.]

Section 7: Testing Accommodations



This section provides information about enabling accommodations through the exam application and administering exams for students approved to test with these accommodations.

Accommodations Enabled Through the Exam Application

The following accommodations can be enabled through the exam application. Review the table starting on the next page for details about how to enable these accommodations on testing computers.

- Extended time
- Additional breaks
- Adjustable screen color (Windows only)
- Screen magnification and/or large-print exams
- Screen reader (Mac only, scribe required)
- Audio transcript
- Repetition of aural stimuli
- Multiple-day testing

Important Reminders:

- Students must be approved for the accommodation by College Board to use it on exam day. If a student uses an accommodation they aren't approved for, their score will be canceled.
- AP coordinators and SSD coordinators are responsible for ensuring proctors have all the information they need to administer AP Exams to students with approved accommodations. In addition to information in this section, review "Exams for Students with Disabilities" in the [AP Coordinator's Manual, Part 2](#) and the [AP SSD Guidelines](#).
- Students taking exams with extra breaks, extended breaks, or extended time must be tested in a separate room from standard test takers. It's also recommended that students approved for the breaks as needed accommodation be tested in a one-to-one setting because the breaks could create a disturbance to other students.

Other Accommodations (Including Temporary Support)

- If students taking AP Chinese or AP Japanese Exams are approved for accommodations such as braille, a human reader, writer, sign language interpreter, or any other accommodation not noted here, you must contact the College Board SSD office as soon as possible.
- A student who has a temporary medical or physical condition may request temporary assistance to complete the exam; see "Assistance for Temporary Physical or Medical Conditions" in the [AP Coordinator's Manual, Part 2](#).

College Board Services for Students with Disabilities (SSD)

- Phone: 844-255-7728 (toll free in the U.S. and Canada) or 212-713-8333
- Email: ssd@info.collegeboard.org

Accommodations Enabled through the Exam Application

Important: Students must be approved for the accommodation by the College Board SSD office to use it on exam day. If a student uses an accommodation they aren't approved for, their score will be canceled.

Accommodations	How to enable it on testing computers
<p>Extended Time</p> <ul style="list-style-type: none"> ▪ Time and one-half (+50%) ▪ Double time (+100%) ▪ More than double time (+150%) ▪ More than double time (+200%) 	<p>These accommodations are enabled through the exam application.</p> <p>At the start of the exam administration, the proctor must select the accommodation on each testing computer for the student(s) approved to test with the accommodation.</p>
<p>Additional Breaks</p>	
<p>Repetition of aural stimuli</p>	
<p>Adjustable screen color (Windows only)</p>	<p>Adjustable screen color is available on Windows only and requires software to be installed in addition to the exam application. If the accommodation request for color overlay or color contrast was submitted in SSD Online by the January 18, 2024, accommodations deadline, ETS technical support will contact you in the spring with instructions to install software on the testing computer.</p>
<p>Screen magnification up to 400% Large-print exams up to 20-point font</p>	<p>Screen magnification is automatically enabled through the exam application up to 400%. This also applies for large-print exams up to 20-point font. Students can increase the text size on their computer screens by selecting an icon on the top right of the screen and zooming manually. See page 48 for details.</p>
<p>Screen magnification over 400% Large-print exams over 20-point font</p>	<p>Screen magnification over 400% or large-print exams over 20-point font are available on Windows only and require software to be installed in addition to the exam application. If the accommodations request was submitted in SSD Online by the January 18, 2024, accommodations deadline, ETS technical support will contact you in the spring with instructions to install software on the testing computer.</p>
<p>Screen reader (Mac only; scribe required)</p>	<p>The screen reader accommodation is available on Mac only. A scribe is required for all students using a screen reader.</p> <p>To enable this accommodation, action must be taken in AP Registration and Ordering by March 15 to ensure the appropriate exam form is available.</p> <p>In AP Registration and Ordering, take the following steps:</p> <ol style="list-style-type: none"> 1. From the Students page, select the Chinese or Japanese Exam. 2. Select Special Exam Materials. 3. Under “Other” enter “Screen Reader Form.” <p>ETS technical support will then contact you in the spring with instructions.</p>

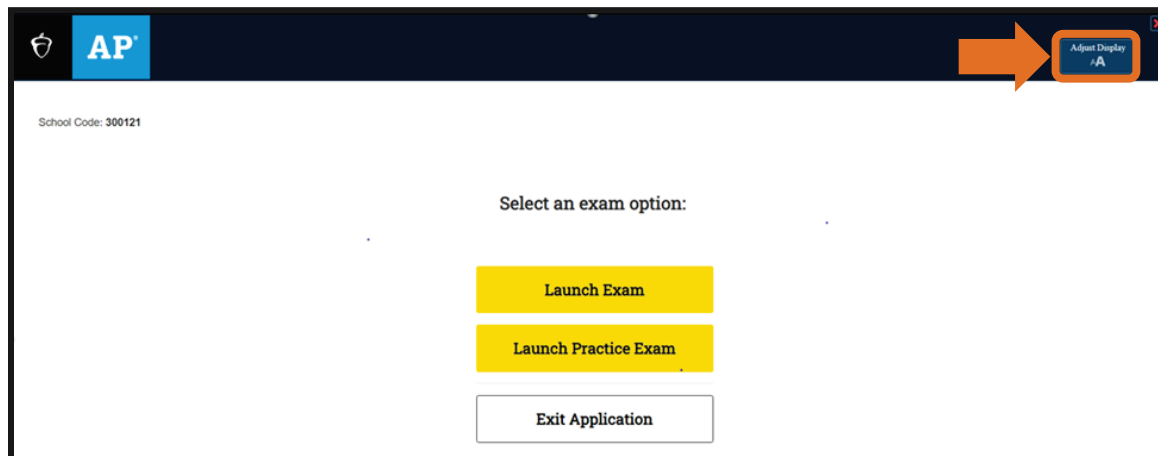
Accommodations	How to enable it on testing computers
<p>Audio transcript</p>	<p>To enable audio transcript, action must be taken in AP Registration and Ordering by March 15 to ensure the appropriate exam form is available.</p> <p>In AP Registration and Ordering, take the following steps:</p> <ol style="list-style-type: none"> 1. From the Students page, select the Chinese or Japanese Exam. 2. Select Special Exam Materials. 3. Under “Other” enter “Audio Transcript Form.” <p>ETS technical support will then contact you in the spring with instructions.</p>
<p>Multiple-day testing</p>	<p>To enable multiple-day testing, action must be taken in AP Registration and Ordering by March 15 to ensure the appropriate exam form is available.</p> <p>In AP Registration and Ordering, take the following steps:</p> <ol style="list-style-type: none"> 1. From the Students page, select the Chinese or Japanese Exam. 2. Select Special Exam Materials. 3. Select both “Multiple-Day Materials” and “Multiple-Day Testing.”

Screen Magnification and Large-Print Exam Accommodations

For students approved to test with an accommodation for screen magnification up to 400% or large-print exams (14- or 20-point), they can enable these accommodations on their own before the exam or practice exam launches.

From the **Select an exam option screen** and throughout the exam or practice exam, students can select Adjust Display at the top right of their screen, and they’ll see two options:

1. Zoom: Increases the zoom level up to 400% (20-point).
2. Text Spacing: Enables different spacing options such as line, letter, word, and paragraph spacing.



For students approved to test with screen magnification over 400% or large-print exams larger than 20-point, see the table on the previous page for instructions.

Launching a Practice Exam with Accommodations

Unlike on exam day, a password isn't required to enable accommodations through the exam application for a practice exam.

To launch a practice exam with accommodations:

1. Open the exam application, enter your school code, and on the **Readiness Checks** screen, select **Continue**. If you don't see a **Continue** button, you'll need to run a readiness check.
2. On the **Select an exam option** screen, select **Launch Practice Exam**, and then select Chinese or Japanese.
3. Next, select **Use Accommodations**. The accommodations options will appear.
 - Select **Additional Break** for breaks as needed, extra breaks, or extra and extended breaks.
Note: For students testing with **only** extended breaks, no action needs to be taken to enable this accommodation. See [page 52](#) for details about all accommodations with breaks.
 - If **Extended Time** is selected, you'll see a drop-down:
 - ◆ 1.5x = **time and one-half** (+50% extended time)
 - ◆ 2.0x = **double time** (+100% extended time)
 - ◆ 2.5x or 3.0x = **more than double time** (+150% or +200% extended time)
 - For the **Audio Transcript**, **Repetition of Aural Stimuli**, and **Screen Reader** accommodations, only one can be selected per exam.
4. Select **Launch Practice Exam**. The practice exam with accommodations will launch.

The practice exam takes approximately 30 minutes to complete. The practice exam is approximately 45 minutes with time and one-half and 60 minutes with double time.

For information about exiting the practice exam, see [Exiting the Practice Exam](#).

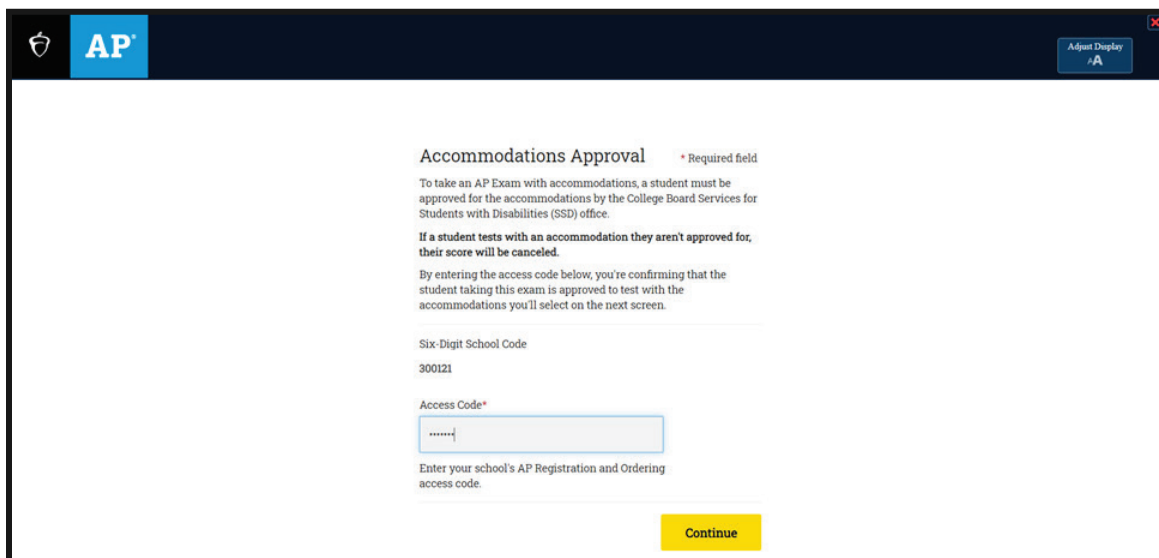
On Exam Day: Launching an Exam with Accommodations

For students approved to test with an accommodation that's enabled through the exam application, the proctor will need to enable the accommodation on the student's computer before launching the exam.

Important: Students must be approved for the accommodation by the College Board SSD office to use it on exam day. If a student uses an accommodation they aren't approved for, their score will be canceled.

To enable accommodations for the exam administration:

1. The proctor follows the proctor script to instruct students to open the exam application and complete identification information screens.
2. When students reach the **Enter your AP ID** screen, instruct them to enter their **AP ID**, select **Use Accommodations**, and then **Submit**.
3. On the **Accommodations Approval** screen, the proctor must enter the AP Registration and Ordering access code. (The AP coordinator should have provided the access code to the proctor before the exam. It's the same code used to log in to the Administrator Console.) Select **Continue**.



The screenshot shows the 'Accommodations Approval' screen. At the top left is the AP logo. At the top right is an 'Adjust Display' button. The main content area contains the following text:

Accommodations Approval * Required field

To take an AP Exam with accommodations, a student must be approved for the accommodations by the College Board Services for Students with Disabilities (SSD) office.

If a student tests with an accommodation they aren't approved for, their score will be canceled.

By entering the access code below, you're confirming that the student taking this exam is approved to test with the accommodations you'll select on the next screen.

Six-Digit School Code
300121

Access Code*
.....|

Enter your school's AP Registration and Ordering access code.

Continue

4. On the **AP Information** screen, the proctor must select the student's approved accommodations.
 - Select **Additional Break** if the student is approved for **breaks as needed**, **extra breaks**, or **extra and extended breaks**.

Note: For students testing with **only** extended breaks, no action needs to be taken to enable this accommodation. See [page 52](#) for details about all accommodations with breaks.
 - If **Extended Time** is selected, you'll see a drop-down:
 - ◆ Select **1.5x** if the student is approved for **time and one-half** (+50% extended time).
 - ◆ Select **2.0x** if the student is approved for **double time** (+100% extended time).
 - ◆ Select **2.5x** or **3.0x** if a student is approved for **more than double time** (+150% or +200% extended time)
 - For the **Audio Transcript**, **Repetition of Aural Stimuli**, **Multiple-Day Testing**, and **Screen Reader** accommodations, only one can be selected per exam.

The screenshot shows the AP Information section with an 'Edit' button. Below this, the AP ID is U1Z268Y8, School Code is 300121, and Exam is AP Chinese Language and Culture. The 'Accommodations - Administrator' section is marked as a required field. It contains instructions: 'Select the approved accommodations for the student testing on this computer. If no accommodations are approved, select Edit, and uncheck the Use Accommodations box.' and a warning: 'If a student tests with an accommodation they aren't approved for, their score will be canceled.' It also notes that for audio transcript, multiple-day testing, and repetition of aural stimuli accommodations, only one can be selected per exam. The accommodations list includes: Additional Break (checked), Adjustable Screen Color (checked), Audio Transcript (unchecked), Extended Time (checked) with a multiplier of 1.5x, Multiple-Day Testing (unchecked), Repetition of Aural Stimuli (unchecked), and Screen Magnification (checked). A yellow 'Submit' button is at the bottom right.

AP Information Edit

AP ID: U1Z268Y8 School Code: 300121 Exam: AP Chinese Language and Culture

Accommodations - Administrator * Required Field

Select the approved accommodations for the student testing on this computer. If no accommodations are approved, select Edit, and uncheck the Use Accommodations box.

If a student tests with an accommodation they aren't approved for, their score will be canceled.

For the audio transcript, multiple-day testing, and repetition of aural stimuli accommodations, only one can be selected per exam.

- Additional Break
- Adjustable Screen Color
- Audio Transcript
- Extended Time Multiplier: 1.5 x
- Multiple-Day Testing
- Repetition of Aural Stimuli
- Screen Magnification

Submit

5. After selecting **Submit**, follow the proctor script to launch the exam.

On Exam Day: Administering Additional Break Accommodations

There are four types of accommodations with breaks that students could be approved for:

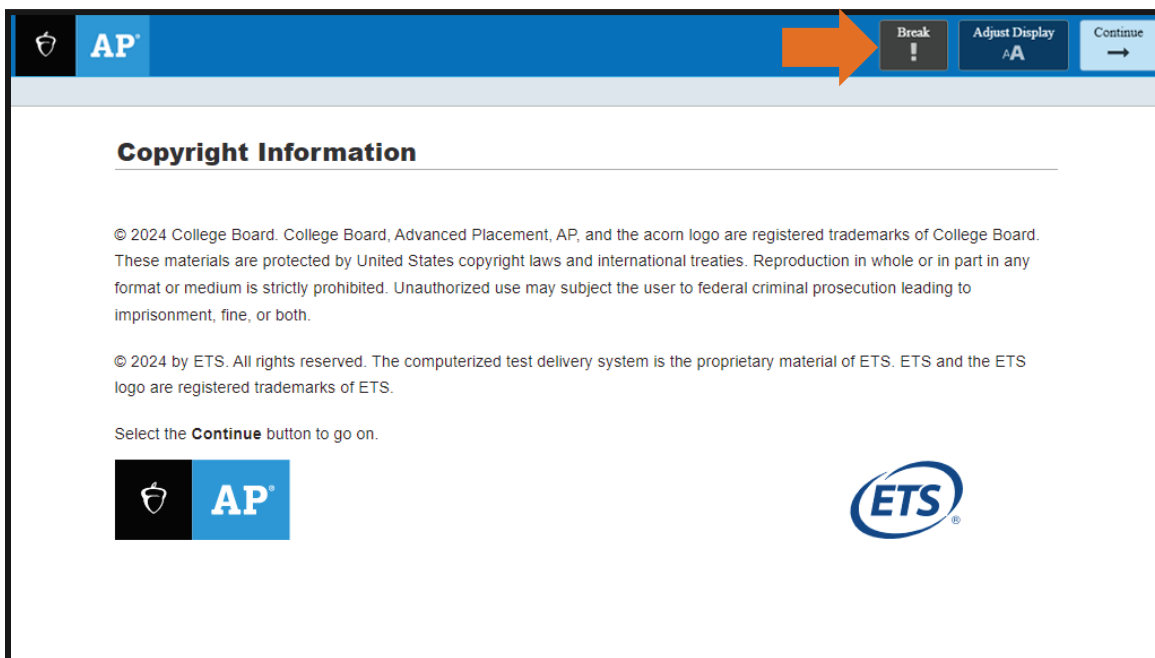
- Breaks as needed
- Extra breaks
- Extended breaks
- Extra and extended breaks

To enable an accommodation with breaks on a student's testing computer, the proctor will select **Additional Break** from the **AP Information** screen.

Note: For students testing with **only** extended breaks, no action needs to be taken to enable this accommodation. See the next page for details.

When a break accommodation is applied during the exam, testing time pauses (the clock stops). The proctor should provide the student with instructions about when they can take their break. For breaks as needed, the student should notify the proctor when they need to take a break. A student must be monitored during any kind of break.

If **Additional Break** is selected, students have access to a **Break** button at the top of their exam screen. This button will be used to take **breaks as needed** or **extra breaks**. The **Break** button is not active when audio plays during the listening and speaking parts of the exam.



This table provides an overview of the specific actions that need to be taken by the proctor or student to apply accommodations with breaks.

Break Accommodation	AP Program Policy	How to Administer the Break During the Exam
<p>Breaks as needed</p>	<p>Students approved for breaks as needed may break during any section of the exam. Most students' needs are met with a 10-minute break. However, if a student requests additional time, grant the request, within reason.</p>	<ul style="list-style-type: none"> ■ When the Break Can Be Taken: At any point during the exam at the student's request. However, it's not possible to take breaks during the parts of the exam when audio plays (listening and speaking parts). ■ Action to Start the Break: The student should notify the proctor when they need to take a break. The student selects the Break icon on their screen to pause the exam and start the break. The student needs to select Remain in the Room or Leave the Room (see the next page for details). ■ Length of break: As needed (most students' needs are met with a 10-minute break). ■ Action to End Break/Resume Exam: If Remain in the Room was selected, the student selects End of Break on their screen to continue testing. If Leave the Room was selected, the proctor must resume the exam using the Administrator Override (see the next page for details).
<p>Extra breaks</p>	<p>Students approved for extra breaks are to be given 5 minutes between portions of the exam that do not already have scheduled breaks.</p>	<ul style="list-style-type: none"> ■ When to apply the break: Between Parts A and B in Sections I and II; the proctor should advise the student when they can take their break. ■ Action to Start the Break: When they reach the end of Part A, the student selects the Break icon on their screen to pause the exam and start the break. The student needs to select Remain in the Room or Leave the Room (see the next page for details). ■ Length of break: 5 minutes. ■ Action to End Break/Resume Exam: If Remain in the Room was selected, the student selects End of Break on their screen to continue testing. If Leave the Room was selected, the proctor must resume the exam using the Administrator Override (see the next page for details).
<p>Extended breaks</p>	<p>Students approved for extended breaks should be given twice the time of the regularly scheduled break (a 20-minute break between Sections I and II rather than the standard 10-minute break).</p>	<ul style="list-style-type: none"> ■ When the Break Can be Taken: At the time of the standard break between Sections I and II. ■ Action to Start the Break: No unique action is needed to start the extended break. The student reaches the standard break screen at the end of Section I and takes their extended break. After the standard 10 minutes, the End of Break screen will appear. Don't select anything on this screen until the student's extended break is over and the student is ready to resume testing. There is no timer on the End of Break screen. The student can continue to take their break for the additional 10 minutes (the proctor should keep track of time). The proctor should ensure the computer doesn't power down or lose internet connectivity during the extended break. ■ Length of Break: 20 minutes. ■ Action to End Break/Resume the Exam: On the End of Break screen, the student needs to confirm their name appears on the screen, then select Information is Correct and Continue; the proctor continues reading exam instructions on page 43.

<p>Extra and extended breaks</p>	<p>Students approved for extra and extended breaks should be given twice the time of regularly scheduled and extra breaks.</p>	<p>For the Extra Break:</p> <ul style="list-style-type: none"> ■ When the Break Can be Taken: Between Parts A and B in Sections I and II; the proctor should advise the student when they can take their break. ■ Action to Start the Break: When they reach the end of Part A, the student selects the Break icon on their screen to pause the exam and start the break. The student needs to select Remain in the Room or Leave the Room (see below for details). ■ Length of break: 10 minutes (twice the time of a standard extra break). ■ Action to End Break/Resume Exam: If Remain in the Room was selected, the student selects End of Break on their screen to continue testing. If Leave the Room was selected, the proctor must resume the exam using the Administrator Override (see below for details). <p>For the Extended Break:</p> <ul style="list-style-type: none"> ■ When the Break Can be Taken: At the time of the standard break between Sections I and II. ■ Action to Start the Break: No unique action is needed to start the extended break. The student reaches the standard break screen at the end of Section I and takes their extended break. After the standard 10 minutes, the End of Break screen will appear. Don't select anything on this screen until the student's extended break is over and the student is ready to resume testing. There is no timer on the End of Break screen. The student can continue to take their break for the additional 10 minutes (the proctor should keep track of time). The proctor should ensure the computer doesn't power down or lose internet connectivity during the extended break. ■ Length of Break: 20 minutes. ■ Action to End Break/Resume Exam: On the End of Break screen, the student needs to confirm their name appears on the screen. The student then selects Information is Correct and Continue; the proctor continues reading exam instructions on page 43.
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Selecting Options for the Break

After a student selects the **Break** icon to take extra breaks or breaks as needed, a pop-up will appear. From the pop-up, the student can select:

- **Cancel the Break:** If the student accidentally selected the **Break** icon and doesn't need to take a break.
- **Remain in the Room:** If this is selected, the clock stops and the exam is suspended. **The screen will be locked**, and the student may stay in the room. There will be no exam content on the screen.
 - ◆ To end the break, the student selects **End of Break**.
- **Leave the Room:** If this is selected, the clock stops and the exam is suspended. **The screen will be locked**, and the student may leave the room. There will be no exam content on the screen.
 - ◆ To end the break and resume the exam, the proctor will need to use the **Administrator Override** function (**CTRL+SHIFT+?**) and enter the password, then select **Stop the Break**.

Section 8: Troubleshooting Instructions

Issues Before the Exam

Exam Application Doesn't Launch

If the exam application doesn't launch after double-clicking the exam application icon, the user account may not have the necessary permissions.

When the exam application is launched, it checks for the latest updates via the internet. Consult with your school's IT staff to confirm:

- The testing computer user account has necessary permissions to download and run the updates.
- ETS.ORG is white-listed in the system/network firewalls.

See the [System Requirements](#) section in this guide for details. If further assistance is needed, your school's IT staff should contact ETS Technical Support at APiBTech@ets.org or 609-406-5640.

Invalid School Code Message

Check that the correct 6-digit school code was entered into the exam application. If you determine the correct school code was entered, consult with your AP coordinator for confirmation.

“Run all Required Checks” is displayed on the Readiness Checks screen

If “Run all Required Checks” appears on the **Readiness Checks** screen, it means the readiness check needs to be run in order to launch the exam. See the [Readiness Checks](#) section in this guide.

Keyboard Layout Check Fails (During Readiness Check)

Make sure System Locale, Preferred Language, and Language are set correctly for the testing computer's operating system (Chromebook, Mac, or Windows). Refer to [Technical Configuration Requirements](#) in this guide.

Process Monitor Check Fails (During Readiness Check)

Make sure screen sharing or remote access applications such as Apple Remote Desktop, Microsoft Remote Desktop, Zoom, Skype, Snagit, and Microsoft Teams are disabled prior to, and during, the exam administration. No applications other than the exam application should be running.

Audio Check Fails (During Readiness Check)

Make sure the headset microphone and earphones are selected as input and output devices in the **Audio Device Verification** screen. Also ensure the microphone is not muted and volume levels are adequately set. Try unplugging and re-plugging in the headset, or using a different headset, then run the check again. If you have multiple audio enabled devices such as a web cam or computer built-in microphones configured on the testing computer, disable all but the headset devices. Then, set the headset devices as the default devices so the software automatically selects the correct devices.

Benchmark Results—“Warning: check(s) may require attention” displays on the Readiness Checks screen

Select the message to expand and view the failed checks. Make sure the testing computer meets the listed system requirements needed to pass the check.

If the list shows the “Free Memory” failure, consult with your school's IT staff for assistance to free up RAM on the testing computer, or contact ETS Technical Support at APiBTech@ets.org or 609-406-5640.

Error message when accessing the Administrator Console: “You have entered one or more invalid credentials. Please check and try again.”

Ensure you’re entering the **School Code** and **AP Registration and Ordering Access Code** combination correctly. AP coordinators can view their AP Registration and Ordering access code from the homepage after signing in to AP Central or myap.collegeboard.org.

Issues During the Exam on Testing Computer(s)

Testing Computer Error Messages:

Practice Exam Displayed Instead of Exam

Exit the practice exam by selecting the red **X** if it’s visible in the upper right of the screen. If the red **X** isn’t visible, exit by either selecting **Exit Part** repeatedly until the **End of session** screen appears, or by powering down the testing computer. Then relaunch the exam application and select **Launch Exam**.

Microphone Check Fails Repeatedly

Follow the steps:

1. Advise the student to be close enough to the microphone and to speak loudly enough to record their response.
2. If the error continues, try replacing the headset.
3. If the problem still isn’t resolved, exit the exam application. Check the system audio settings to be sure the headset microphone is configured as the default audio input device, and that it’s not muted.
4. Relaunch the exam application and try the microphone check again.

If the error persists, contact ETS Technical Support at 609-406-5640.

Audio Prompts Inaudible

If a student is unable to hear audio, take the following steps:

1. Stop the exam by holding down the power button to shut off the computer so the student doesn’t lose testing time.
2. Restart the testing computer and open the computer **Sound Settings**.
3. Check that **headset microphone** and **headset earphone** are selected as the input/output devices, headset microphone isn’t muted, and headset earphone volume levels are adequately set.
4. If you have multiple audio recording and playback devices configured, disable all devices except the headset input/output devices.
5. Relaunch the exam application and rerun the readiness checks to check the audio settings. If the problem isn’t resolved, try replacing the headset.

If the problem persists, contact ETS Technical Support at 609-406-5640.

If the problem is resolved, relaunch the exam. The student should be able to resume where they left off. However, if the student missed a question because it timed out before the testing computer shut down, it may be necessary to reschedule the exam for the student.

Error Message: “Test session will now be terminated due to unexpected network error” displays, and the exam closes.

This is due to loss of connection to the server. If you don't have internet access, it may be a temporary interruption. Try relaunching the exam application. If the exam restarts, students will be able to continue from where the interruption occurred. If you're unable to relaunch the exam, contact your school's IT staff to restore internet access.

Error message: “A problem has been detected while recording your response. Raise your hand and ask the test administrator to restart the exam. You will be able to re-record your response after the restart.”

This message is displayed when the exam application detects an issue with the audio quality of the spoken response, likely due to the testing computer hardware. The proctor should restart the computer then relaunch the exam application. If the relaunch isn't successful, try using a different testing computer. If that doesn't resolve the issue, it may be necessary to reschedule the exam for the student.

Error message: “The exam will be terminated due to security reason” displays. After selecting “OK,” another error message is displayed and the exam application closes.

Make sure screen sharing or remote access applications such as Apple Remote Desktop, Microsoft Remote Desktop, Zoom, Skype, Snagit, and Microsoft Teams are disabled prior to, and won't open automatically during, the exam administration. No applications other than the exam application should be running.

For Mac, turn off **Dictation** under the **Dictation** settings. Also, before opening the exam application, navigate to the Activity Monitor and ensure **Dictation** and **Screencapture** processes are not running.

Writing Section: Text Entered Appears in a Different Input Method.

Use the **Input Method** drop-down from the toolbar above the response field in the exam application to select the desired method.

Writing Section: Text Entered Appears in English.

Check that the Caps Lock isn't enabled.

- For the AP Chinese Exam, the student can switch between English and Chinese by pressing Shift on the keyboard to toggle between Chinese and English text. Pressing the Shift or Caps Lock key will switch the input language to English. To switch the input language back to Chinese, press the Shift or Caps Lock key again.
- For the AP Japanese Exam, pressing and holding Shift or enabling the Caps Lock will make the text appear in English.

Issues During the Exam: Administrator Console Error Messages

In addition to error messages that may appear on individual testing computers, you may see error messages within the Administrator Console. Error messages displayed on the Administrator Console indicate that the issue may impact one or all of the testing computers during the exam.

- **“Client station's date/time is set incorrectly” is displayed after entering the school code and selecting Submit.**

The testing computer's date, time, time zone, and daylight saving status must be set correctly for your test site's geographical location. Consult with your school's IT staff to set the clock accordingly.

- **“Error Loading Test Package”**

Try relaunching the exam application. If the error persists, contact ETS Technical Support at 609-406-5640.

■ **“Network, workstation power, server or related error”**

◆ If this error impacts **an individual testing computer**, follow these steps:

1. Check the power sources to be sure it's connected and working.
2. Restart the testing computer and relaunch the exam application.
3. If the error persists, move the student to a different testing computer.
4. If the issue is not resolved at the new testing computer, consult with your school's IT staff to determine if the problem is related to your school's network.
5. If you're unable to resolve the issue, contact ETS Technical Support at 609-406-5640.

◆ If this error impacts **more than one testing computer**, consult with your school's IT staff to determine if the problem is related to your school's network. If you're unable to resolve the issue, contact ETS Technical Support at 609-406-5640.

■ **“Microphone error detected”**

Follow the steps:

1. Advise the student to be close enough to the microphone and to speak loudly enough to record their response.
2. If the error continues, try replacing the headset.
3. If the problem still isn't resolved, exit the exam application. Check the system audio settings to be sure the headset microphone is configured as the default audio input device, and that it's not muted.
4. Relaunch the exam application and try the microphone check again.

If the error persists, contact ETS Technical Support at 609-406-5640.

■ **“Incorrect time set on workstation”**

Confirm that the testing computer date, time, time zone, and daylight-saving time settings are set for your school's geographical location. If you don't have administrator privileges for the testing computer, ask your school's IT staff to take this step.

■ **“User closed test prior to launch”**

Instruct the student to relaunch the exam application.

■ **“Speaking response error”**

1. Restart the testing computer and relaunch the exam application, the student will be able to re-record their response after restarting.
2. If the error persists, move the student to a different testing computer. If the issue is not resolved at the new testing computer, contact ETS Technical Support at 609-406-5640.

■ **“Prohibited program detected on workstation”**

Make sure screen sharing or remote access applications such as Apple Remote Desktop, Microsoft Remote Desktop, Zoom, Skype, Snagit, and Microsoft Teams are disabled prior to, and won't open automatically during, the exam administration. No applications other than the exam application should be running.

For Mac, turn off Dictation under the Dictation settings. Also, before opening the exam application, navigate to the Activity Monitor and ensure Dictation and Screen capture processes are not running.

Section 9: Administration Incidents

Incident Report (IR): Schools must use the online IR on AP Registration and Ordering. To access the form, go to the **Students** page and select **Incident Report Submission**, which is above the student roster. The form can be accessed from the link starting on May 6 (the first day of the AP Exam administration).

Important: Schools must follow all instructions for how to complete and submit an IR form as detailed in the “Administration Incidents” section of the [AP Coordinator’s Manual, Part 2](#).

YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	How to Fill Out the IR/Other Action
<p>Software or hardware problems:</p> <p>Exam won’t launch; student has difficulty moving from question to question; warning messages appear on the screen; keyboard is locked; monitor goes dark; equipment failure; etc.</p>	<p>If there is a delay in starting an exam or an interruption during a student’s exam and the exam cannot be completed, remove the student from the room to a secure, monitored area. Have them sit quietly without accessing any unauthorized aids and wait for further instructions.</p> <p>Call technical support immediately at 609-406-5640.</p>	<p>On the IR, select Equipment Problems. Note the student’s name and AP ID. Explain the nature of the problem and whether technical support was able to help on the IR. If the exam cannot be restarted, and no other computer is available, contact AP Services for Educators (877-274-6474 or 212-632-1781) to reschedule for a later administration.</p> <p>If you called AP Services for Educators, note the AP Services Case Number on the IR.</p>
<p>Exam stops and restart is necessary</p>	<p>Relaunch the exam (see Relaunching the Exam); it will resume from the last question the student was working on.</p>	<p>On the IR, select Equipment Problems. Note the student’s name and AP ID. Explain the nature of the problem on the IR.</p>
<p>Power or internet outage</p> <p>Power or internet goes out in the testing site or on a single testing computer—power or internet is immediately restored.</p>	<p>Keep students monitored and quiet until power or internet is restored, and resume testing.</p> <p>If power or internet is immediately restored, relaunch the exam (see Relaunching the Exam).</p> <p>The exam will resume from where it stopped.</p>	<p>On the IR, select Equipment Problems. Note the student name(s) and AP ID(s). Explain the nature of the problem on the IR.</p>
<p>Power or internet goes out in the testing site or on a single testing computer—power or internet isn’t immediately restored.</p>	<p>If the power or internet isn’t immediately restored, power off each testing computer until the power or internet is available.</p>	<p>On the IR, select Equipment Problems. Note the student name(s) and AP ID(s). Explain the nature of the problem on the IR. If testing cannot be resumed, contact AP Services for Educators (877-274-6474 or 212-632-1781) to reschedule for a later administration.</p> <p>If you called AP Services for Educators, note the AP Services Case Number on the IR.</p>

Important: Incidents requiring an IR will need to be submitted online through AP Registration and Ordering.

YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	How to Fill Out the IR/Other Action
<p>Student unexpectedly leaves the testing site due to illness or other reason</p>	<p>Collect the student’s scratch paper. Terminate the exam by using the Administrator Override with the password; choose the option to end the exam.</p> <p>Advise the student that unless a score cancellation is requested, their score will be reported based on what was completed. A full or partial alternate exam will not be offered.</p>	<p>On the IR, select Other. Note the student’s name and AP ID.</p> <p>Explain that the student left the testing site and why, if known, on the IR.</p>
<p>Emergencies</p> <p>Storms, floods, fires, fire drills, bomb scares, or other unusual activities that disrupt exam administration and are beyond the control of testing site staff</p>	<p>In an emergency, the primary concern should be the safety of everyone present. If necessary, evacuate everyone immediately.</p> <ul style="list-style-type: none"> • If there is sufficient time, stop all exams through the Administrator Console by selecting the “Stop” Select All checkbox and then Emergency Stop. • Lock the testing room door after everyone has exited. <p>If the exams were stopped, and it’s possible to return to the exam room in a reasonable amount of time (as in the case of a fire drill), and you are certain all students were monitored properly during the entire time testing was stopped, follow procedures to relaunch the exam (see Relaunching the Exam) and allow students to continue testing.</p> <p>Please be aware that proper monitoring during the time testing was stopped requires that students were never left unattended and were closely monitored at all times to prevent discussion of test questions, access to unauthorized aids, and usage of mobile phones and other prohibited electronic devices. Failure to adhere to this policy may result in cancellation of scores.</p> <p>If the exam cannot be relaunched, or if there was not sufficient time to stop all exams through the Administrator Console, do so now and call AP Services for Educators immediately (877-274-6474 or 212-632-1781).</p>	<p>On the IR, select Interruption. Note the affected section(s); report the source, length, and impact of the interruption, and the corrective action taken (including time adjustments).</p> <p>If you called AP Services for Educators, note the AP Services Case Number on the IR.</p>

DO NOT COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Action
Illness day of exam, student unable to begin testing	No testing room procedure necessary.	No IR needed. Order an exam for a later administration through AP Registration and Ordering.
Student doesn't have AP ID label sheet but knows their AP ID	Contact the AP coordinator immediately so they can look up the student's AP ID in AP Registration and Ordering in case the student doesn't remember their AP ID correctly and is unable to log in to the exam application.	No IR needed.
Student without AP ID label sheet doesn't know their AP ID	Contact the AP coordinator immediately so they can look up the student's AP ID in AP Registration and Ordering so that the student can log in to the exam application.	No IR needed.
Exam cancellation—Group	If a storm, flood, power failure, or other event necessitates the cancellation of the exam, call AP Services for Educators (877-274-6474 or 212-632-1781).	Complete an IR only if instructed by AP Services for Educators.
Score cancellation—Individual	No testing room procedure necessary.	The student should fill out the Score Cancellation Form and return it to AP Services.
Morning testing runs late, resulting in student(s) unable to take scheduled afternoon exam(s) Note: AP Exam administrations must not start late, but may run late	If any students from a morning exam that runs late are unable to arrive in time for the start of their afternoon exam, contact AP Services for Educators (877-274-6474 or 212-632-1781) to order alternate exam(s) for a later administration for the missed afternoon exam(s).	No IR needed.
Latecomers	If a latecomer arrives to the exam room before the other exam takers have finished logging in to the exam application, and the school considers the cause of the student's late arrival to be beyond the student's control, the latecomer may be admitted and tested.	No IR needed.

DO NOT COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Action
<p>Exam question ambiguities and errors</p>	<p>Instruct the student to answer the question to the best of their ability.</p> <p>If the student feels that a question has an error or is unclear, advise them to fill out the AP Exam Question Ambiguity and Error Form, which can be downloaded from the AP Students website, and to follow the directions there for sending it to AP Assessment Development.</p>	<p>No IR needed.</p>
<p>Unsure if student is approved for accommodations</p>	<p>Pause testing and have the SSD coordinator check SSD Online for the student's approved accommodations.</p> <p>If the question regarding the approved accommodations is resolved, resume testing.</p> <p>If you are unable to verify a student's accommodations or you are testing a homeschooled student or a student from another school who does not have a College Board SSD accommodations letter, contact the College Board SSD office immediately (844-255-7728 or 212-713-8333).</p>	<p>No IR needed.</p>



School Code: _____

AP[®] Chinese and AP Japanese Scratch Paper

**AP Coordinator: Please photocopy this form on colored paper
for AP Chinese and AP Japanese Exams.**

Name: _____

AP ID: _____

About College Board

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