

# Frequently Asked Questions

**Question:** Do test-takers create accounts by themselves or do they receive login details from their institution?

**Answer:** Test-takers will create an account when they received their emailed or printed test invite.

**Question:** How many test-takers can be invited by an institution to take their very first test in one step?

**Answer:** The recommended maximum is currently 300.

**Question:** Can instructors and test-takers use Pearson English Portal / MyEnglishLab credentials if they have an account there?

**Answer:** Test-takers and instructors can sign into Test Hub using their Pearson English Portal / MyEnglishLab credentials. They do not need to create a new account as their credentials will be recognised.

**Question:** Are the sample test and the real test displayed at the same time?

**Answer:** A sample test can be accessed right after the test has been assigned. The real test will only be accessible from its start date.

**Question:** Where do we find the equipment check?

**Answer:** The equipment check will be displayed at the beginning of the sample test and the real test. It is advisable to check system requirements in advance of taking the test by going to the [Test Hub help site](#).

**Question:** Do test-takers see their scores?

**Answer:** Test scores are hidden from test-takers by default.

**Question:** If the student didn't take the test and it's expired will the test go back to the test pool or not?

**Answer:** If test passes due date before test-taker has launched the test, or if test-taker had launched the test but not yet answered any questions (i.e. they are in equipment check), the test is credited back to the license. However, if the license expired with tests unused, tests cannot be recovered.

**Question:** Can a test be resumed if it's accidentally closed or if the internet connection drops?

**Answer:** Each section of Level and Benchmark tests is timed, therefore it is recommended to complete the test within one test session. After the test is started the timer is activated and cannot be stopped. Therefore, if the internet connection is down or the test was closed by accident, it should be resumed as soon as possible to allow student to complete the rest of the test.