

FenestrationAssociate® and FenestrationMaster® FGIA ONLINE PROCTORED EXAM GUIDE

Welcome!

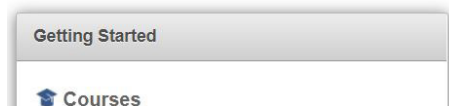
This guide provides step-by-step instructions for scheduling and taking your online proctored FGIA FenestrationAssociate or FenestrationMaster certification exam.

To have access to schedule your final exam, all lessons must be viewed in their entirety and a minimum score of 80% must be achieved on the corresponding post-assessments.

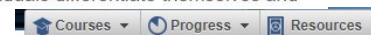
A complimentary practice exam is made available when the coursework is completed. Please note that **the practice exam may only be LAUNCHED one time**. Additional access to the practice exam may be purchased by contacting education@fgiaonline.org.



Welcome John Smith!



Welcome to the FGIA Learning Center. As of January 1, 2020, the American Architectural Manufacturers Association (AAMA) and Insulating Glass Manufacturers Alliance (IGMA) combined to form the Fenestration and Glazing Industry Alliance (FGIA). Our goal is to help companies and individuals differentiate themselves and



SCHEDULING YOUR EXAM

- Log in to the [FGIA Learning Center](#) using your assigned username and password
- Click on **Courses**, then **Online Courses**
- Click on your course (**FenestrationAssociate** or **FenestrationMaster**)
- Under **Proctored Certification Exams**, click your class exam
- Select your time zone to ensure accuracy prior to scheduling your exam
- Follow these steps in the **Prepare** section
 - Click [here](#) to test your computer's capabilities before scheduling and taking your exam
 - This test must be performed on the computer that will be used during your exam
 - It is strongly recommended that you complete a full assessment by clicking the **Connect with a live person** button
- Click the link under **Schedule** to be directed to the proctor website (operated by ProctorU)
 - It is required that exams are scheduled at least 72 hours in advance; otherwise, additional fees will be assessed at the time of scheduling. Exams are not permitted to be scheduled within 24 hours.

Online Courses

FenestrationMaster

Previous selections: [Curriculum](#)

Proctored Certification Exams

FenestrationMaster Exam

Modules



Online Courses

Previous selections: [Curriculum](#) :: [FenestrationMaster](#)

FenestrationMaster Exam

Prepare

It is important to make sure your computer is ready and capable of

Please use the link below to test your computer's capabilities before performed on the computer that will be used during your exam. It is performed by clicking the "connect with a live person" button.

[Click here to test your browser and connect with a live person.](#)

Verify

To ensure scheduling accuracy, it is required that you select your t

Time Zone: Central Standard Time [\[Update\]](#)

Note

Your first exam attempt must be completed within the same timeframe extension (one allowed) is purchased. Otherwise, you will be required to contact education@aamanet.org for more information.

Schedule

Based on your successful completion of all required courses, you

Please click the link below to schedule your exam via the online p

[Click here to schedule this exam.](#)

FenestrationAssociate® and FenestrationMaster®

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- On the ProctorU website, **accept the terms of use**
- Complete your **account information**
 - This is required in order to verify identification at the time of the exam
 - Home or business address can be used
 - ProctorU needs to access your webcam so a snap-shot can be taken when setting up account
- On the scheduling page, choose your preferred date/time; the system will show closest available times
 - Schedule exam at least 72 hours in advance to avoid additional fees. Exams cannot be scheduled within 24 hours.
- Click **select** to choose your preferred time
- Click **schedule** to confirm your selected time
- Carefully review the date and time of your scheduled exam on the **order confirmation page**
- On the **Online Courses** page under **Scheduled**, it will now show when your session will occur, as well as link to reschedule or cancel, if needed
 - As with initially scheduling exams, it is required that exams are **rescheduled/cancelled** at least 72 hours in advance; otherwise, additional fees will be assessed. Exams are not permitted to be re-scheduled within 24 hours.

ONLINE EXAM TECHNICAL REQUIREMENTS

- Google Chrome is the preferred browser
- Make sure to refer to the [ProctorU Readiness Guide](#) to verify your testing environment is set up according to the published exam rules
 - Varied time is needed for completing the verification process once the exam session is started; please reserve more time in your schedule than is allowed for the exam (for reference, up to 3 hours are allowed to complete the FenestrationMaster exam, up to 2 hours are allowed to complete the FenestrationAssociate exam)
 - Web cam used during the exam must be able to complete a 360° pan of the entire room including all edges of all monitors, the surface of the desk and beneath the desk. An external web cam is recommended, if available.
 - If you do not have an external web cam, please have a reflective surface available (i.e. small mirror, compact disc (CD) or a smart phone with front camera capability)
- **Important:** As part of the set-up, the proctoring utility will be downloaded to your computer to allow ProctorU to view your computer screen
 - If you are not able to download applets to your computer, you may need to use another computer for taking the exam. The applet that is added to your computer will be removed by the proctor following the conclusion of the test.
 - It is strongly recommended that you [test](#) the computer that will be used for the exam to make sure it meets all of the system requirements and use the **Connect with a Live Person** button for a complete assessment.


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- Hard line internet connections are recommended, but wireless networks are acceptable with minimum speed requirements of .768Mbps for download speed and .384Mbps for upload speed

TAKING THE EXAM

- Sign in no more than ten minutes before the scheduled time
 - Log in to the [FGIA Learning Center](#) using your assigned username and password
 - Click on **Courses**, then **Online Courses**
 - Click on your curriculum (**FenestrationAssociate** or **FenestrationMaster**)
 - Under **Proctored Certification Exams**, click your class exam
- Under **Ready**, select **Click here to start your exam**

*****If your exam is scheduled to begin and you are redirected to the 'Assessment Pin' page without being connected to ProctorU, right-click on the "click here to start exam" link and copy and paste the URL into a new browser window in order to connect to ProctorU.**

- Wait for the timer to count down and, once it appears, click the **Start Session** button
 - If you experience any issues with starting your session, click the button to **Chat with a Live Person** in the lower right-hand corner of your screen or download the proctoring utility to connect via chat with your proctor
 - Candidates must:
 - Agree to be recorded
 - Confirm name and exam
 - Confirm permitted resources
- 
- View the pre-flight video for important tips on exam environment requirements
 - Take snapshots of your government-issued ID and face
 - Download and run the proctoring utility
 - A live chat help box will appear if there are any connection issues
 - Chat box will appear and will indicate when a proctor is connected
 - The proctor browser window must remain open throughout the exam or candidates may be required to re-schedule or re-take the exam. **If you are unable to establish or maintain your connection with the proctor, any exam responses that are submitted will be invalid.**
 - Prior to launching the exam, the proctor will perform pre-exam candidate verification and secure the digital and physical environments
 - Click **allow** to give full mouse control to proctor.

TROUBLESHOOTING

- **Once your session has started, it is critical to connect with a proctor within 10 minutes.** Otherwise, you may need to reschedule your exam. Additionally, if the exam is unavailable once you are connected to a proctor, your session must be rescheduled.
 - If you are having trouble starting the live session, click the button to **Chat with a Live Person** in the lower right-hand corner of your screen or contact FGIA at (847) 303-5859 ext. 139

