

Frequently Asked Questions

Table of Contents

“How do I reach Customer Support?”	2
Registration.....	3
Proctor / Teacher.....	3
“I haven’t ever registered as a proctor, how do I do this?	3
“I’m trying to register but it is unable to verify my employee id.”	3
“I have a new e-mail, phone number, or last name.”	3
“I changed schools.”	4
Student	4
“Where are my students? How do I load them into the system?”	4
“How do I instruct my students to login to the exam?”	5
“My student can’t log into the exam. The message says, “Invalid login information....”	5
“My students are logged in but aren’t showing up on the proctor screen?”	6
“My student registered under the wrong name.”	6
Login.....	6
Proctor / Teacher.....	6
“I can’t login, I don’t remember my password.”	6
“I’m trying to login and I get a message that I have been disabled.”	7
Student	7
“My student was absent when the rest of the class took the exam, can they still login?”	7
“My students took the Pre-Assessment several months ago, and can’t remember their ID’s”	7
“My student didn’t take the Pre-Assessment with the rest of the class; can they take the Post-Assessment?”	8
“My students logged into the wrong test code.”	8
Creating a Test Code.....	8
“I forgot how to create a test code?	8
“I’m creating a test code, which assessment type should I choose?”	8
“What is the value in Pre/Post Testing?”	9
“Can I (proctor / teacher) take the exam?”	9
“Can I see what the exam system / testing platform looks like?”	9
“I created my test code under the wrong school.”	9
“I selected the wrong period/term/class name for my exam. How do I change it?”	10
May 2018	1

Proctoring an Exam..... 10

 “How do I proctor an exam?” 10

 “I can’t see my tests, where did they go?” 11

 “One of my students submitted their exam after answering the first question.” 11

 “I have IEP/504 students that I need to make accommodations for. How do I do that?” 11

 “Is there an audio version or other language versions of the exam for an ESL student?” 11

 “Can my students use calculators or scratch paper?” 12

 “What are the System and Firewall Requirements?” 12

 “Troubleshooting during the exam - The screen is frozen, image not showing, power went out, internet is down, etc...” 12

 “My student is getting the error that Test Code Does Not Exist?” 12

 “I have a few of students who I am unable to authorize to begin the exam?” 12

 “The Adobe Flash is not working/how does the Adobe Flash work with the exams?” 13

Reports/Certificates..... 13

 “How do I print certificates and the student score reports?” 13

 “I’m trying to print reports and/or certificates but it’s not working.” 13

 “What does this certification mean for my students?” 13

Additional Questions 14

 “What is the Action “Mark Invalid” option in my students test list used for?” 14

 “Are students able to retake the exam?” 14

 “Does my state have specific regulations?” 14

 “Do these align with my state standards?” 14

 “Are your certification industry recognized?” 14

 “Where are your exams delivered?” 14

 “Where do your exams come from, or how are they developed?” 15

 “Can I use my Perkins funds to pay for the exams?” 15

 “How are your exam cut scores determined?” 15

 “How do I reach Customer Support?” 15

“How do I reach Customer Support?”

- For customer support, please contact: support@precisionexams.com
- For immediate assistance, please call: (801)653-9356 or toll free 800-470-1215

Registration

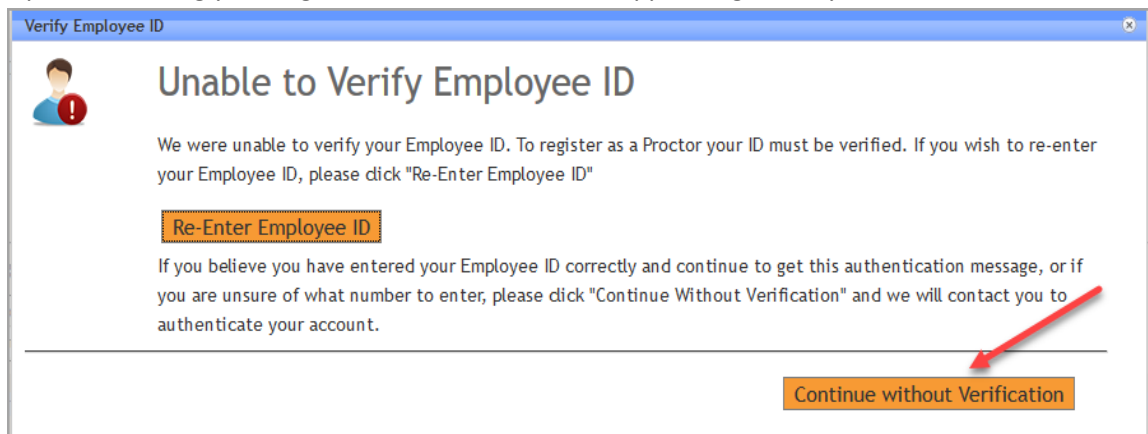
Proctor / Teacher

“I haven’t ever registered as a proctor, how do I do this?”

- You will only have to register as a proctor once with Precision Exams.
- For quick and easy step-by-step instructions go to www.precisionexams.com/resources and click on the [Proctor Registration - Instructions](#) link.

“I’m trying to register but it is unable to verify my employee id.”

- If you are registering for the first time and receiving the message "Unable to Verify Employee ID", click on the "Continue without Verification" button and enter your supervisor’s information. Upon submitting your registration, verification and approval generally takes 24-48 hours.



“I have a new e-mail, phone number, or last name.”

- Login as a proctor and select the “My Profile” tab then “Edit Profile”
- You may edit the following profile fields:

My Tests	1 My Profile	Reports
Change Password	2 Edit Profile	
First Name *	Edit	Middle Name
Last Name *	Edit	Gender *
Email / Member ID *	Non-Editable Field	
Work Phone *	Edit	Ext
Mobile Phone	Edit	
Primary Email *	Edit	Secondary Email
State	Non-Editable Field	
District	Non-Editable Field	School
		Roles
Supervisor Name	Non-Editable Field	Supervisor Phone
Supervisor Email	Non-Editable Field	District or School Website
Submit		

- Please note: We are unable to change or update your Member ID.

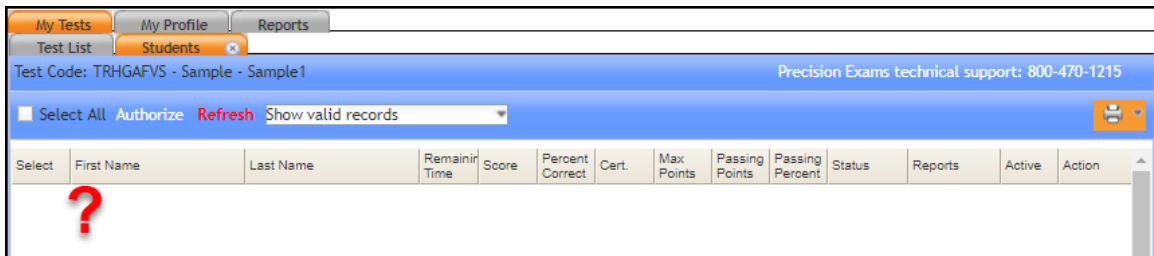
“I changed schools.”

- Please contact customer support to assist with this change.
- We are also able to assist with adding a school if you are proctoring at multiple locations.

Student

“Where are my students? How do I load them into the system?”

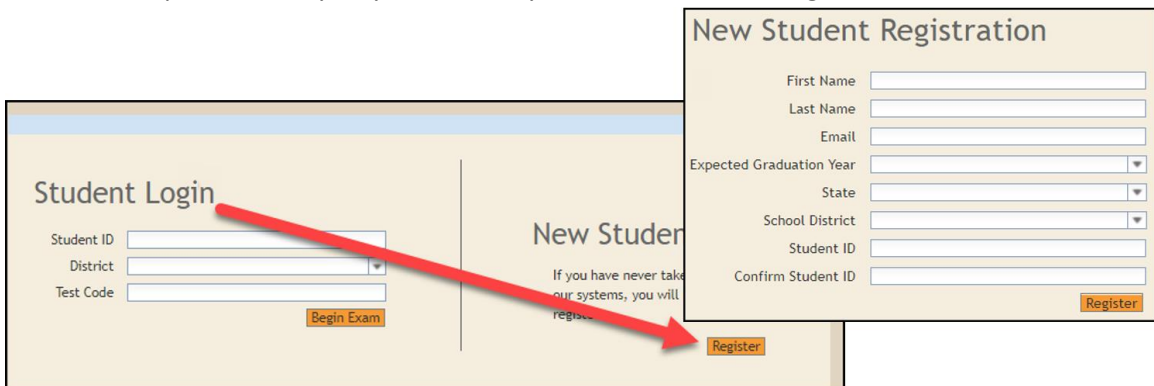
- There are two simple ways for your students to show up in our system, either through Individual Student Registration or a Student Data Import.
- Please note: *Students only need to register or be imported ONCE throughout their entire high school career.*



- Your student info will appear once they have signed in using your unique test code.

1. Individual Student Registration -

- This is a quick and easy way for each of your students to self-register in 30 seconds or less.



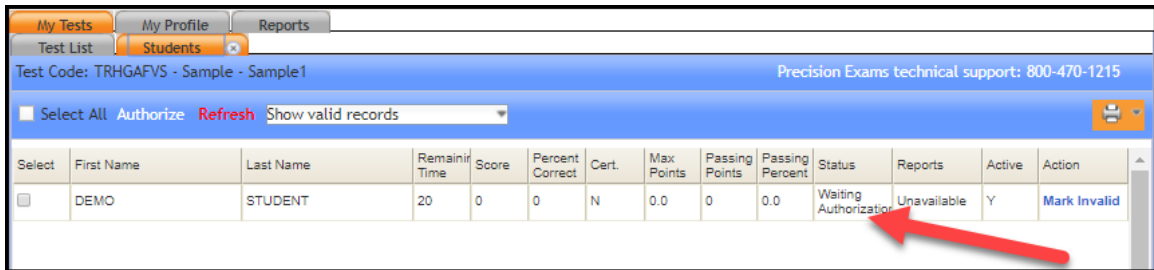
- Under **Student Login** click on **Register**
- Complete the required fields and click **Register**
 - *It is important that they enter their legal name (this is what will be printed on their certificate), select the correct school district, and enter their school issued student ID.*
- Now they can log in using their student ID, selecting the district, and entering your unique test code.

2. Student Data Import -

- You can export a file (.csv, .xlsx) with your District, Student ID#, First Name, and Last Name.

Required Fields				
STATE ABBREVIATION	DISTRICT NAME	STUDENT ID #	FIRST NAME	LAST NAME
2_DIGIT (ie. GA)				

- Send the file to support@precisionexams.com
 - This method may require 24-48 hours for us to import the data.
- Your students are now registered into our system.
- Once they login and click “Go To Test” they will appear in your proctor screen waiting to be authorized by you.



- Click **Refresh** to update your student list.

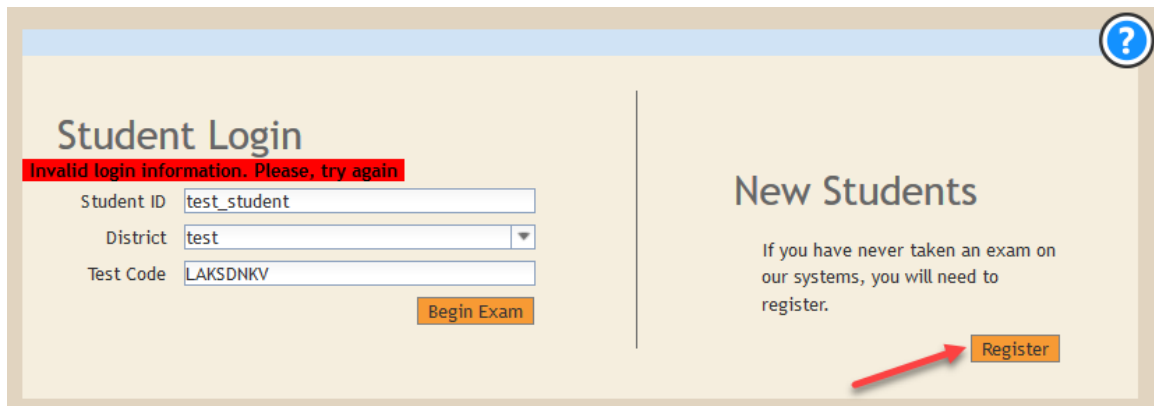
Select All, then **Authorize** to allow students to begin testing.

“How do I instruct my students to login to the exam?”

- For quick and easy step-by-step instructions go to www.precisionexams.com/resources and click on the [Student Guide](#) link.

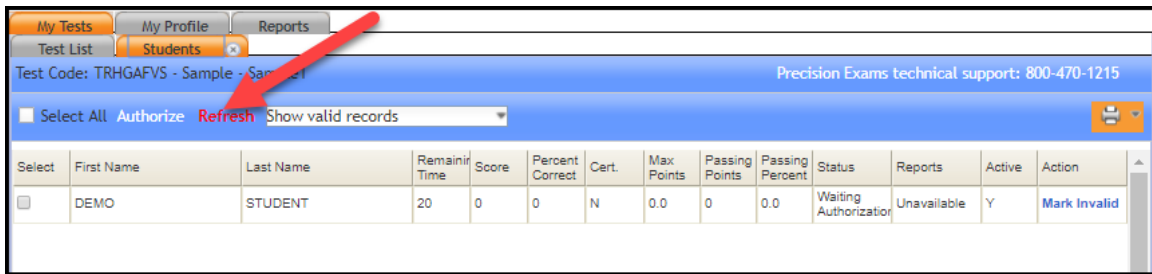
“My student can’t log into the exam. The message says, “Invalid login information...”

- The student may not be registered yet or they may be trying to login under the wrong Student ID, or District. Have the student register first, and then log into the exam.



“My students are logged in but aren’t showing up on the proctor screen?”

- Most likely that you just need to click on the red refresh button for the students to show up.



- If they still aren’t showing up, then look at your other test codes to see if the students logged into the wrong test code.

“My student registered under the wrong name.”

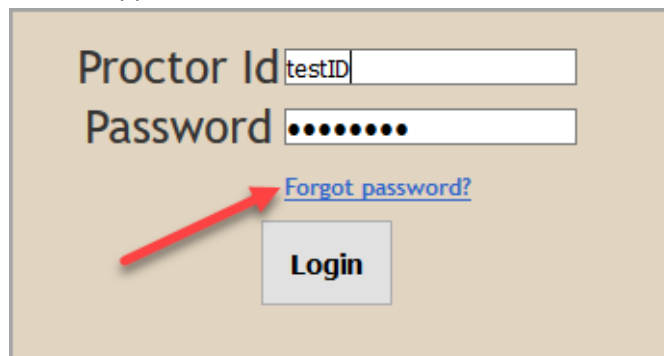
- If your student enters in the wrong name or was imported incorrectly, please contact customer support. We can only edit their name prior to them taking the exam. If the student has already tested, we can no longer edit their name in your proctor page or reports.
- If the name printed on a certificate needs to be edited, please contact customer support.

Login

Proctor / Teacher

“I can’t login, I don’t remember my password.”

- Use the “Forgot Password?” link found on the proctor login screen. For this option to work you must be able to access the email that is associated with your profile. For additional assistance, please contact customer support.



- Password Requirements:
 - Must be at least 8 characters’ long
 - Cannot be the same password used within the last 6 months

Must contain 3 of the following

 - At least 1 capital letter
 - At least 1 lowercase letter
 - At least 1 number
 - At least 1 special character

“I’m trying to login and I get a message that I have been disabled.”

- If you attempt to login with the wrong ID or password more than 5 times, your account will be disabled for **5 minutes**. The time-stamp on the message informing you when you can login again is in reference to the Mountain time zone.
- Assure that you are attempting to login to the correct location. You should choose “Proctor Login” unless you are a school, district or state administrator.



For additional assistance, please contact customer support.

Student

“My student was absent when the rest of the class took the exam, can they still login?”

- Yes, they can login using the same test code as the rest of the class. As the proctor, you will need to go to the proctor screen of that test code and authorize that student.

“My students took the Pre-Assessment several months ago, and can’t remember their ID’s”

- As a proctor you can look this up by going to your "**Reports**" tab and run a “**Details Report**”. Select '**View**' on the right report for the Pre-Assessment

▲ Report Name	Description	Select
NM Assessment Standards Report	NM Assessment Standards Report	View
NM Capstone Program Report	NM Capstone Program Report	View
NM Details Report	NM Details Report	View
NM Proctor Standard Report	NM Proctor Standard Report	View
NM Summary Suite Report	NM Summary Suite Report	View
Org NM Assessment Standards Report	Organization Assessment Standards Report	View
Org NM Proctor Standard Report	Organization Proctor Standard Report	View
Org NM Summary Suite Report	Organization Summary Suite Report	View

- From here you will select the class from the drop-down list, determine your report output and click "**Run Report**".

“My student didn’t take the Pre-Assessment with the rest of the class; can they take the Post-Assessment?”

- Yes, they can log into the Post-Assessment using the test code, they just won’t have a growth measurement like the rest of the class.

“My students logged into the wrong test code.”

- If you have a student that has logged into the wrong test code, please contact customer support. We will be able to deactivate the students and remove them from your proctor screen.
- If the student was already authorized, they need to submit the exam immediately so that we can complete the deactivation process.

Creating a Test Code

“I forgot how to create a test code?”

- For quick and easy step-by-step instructions go to www.precisionexams.com/resources and click on the [Create a Test Code](#) link.

“I’m creating a test code, which assessment type should I choose?”

- When creating a test code, once you have clicked on “Add Test”, you will be prompted to enter a Class Name (this is your own unique identifier for this individual class), the Period, and Term.
- Now you will need to select the type of assessment that you plan to deliver. This may be determined by the type of reports that you will want to generate and how the certificates will be issued.
 - **Single Assessment** – Certificate available. Used as a stand-alone, mid-term, or retake.
 - **Pre-Assessment** – No certificate available. To be used in conjunction with the Post-Assessment to generate the student growth report.
 - **Post-Assessment** – Certificate available. You will only be able to create a Post-Assessment after a Pre-Assessment has been created.

The screenshot shows the 'Add Test' window for the 2016-2017 School Year. It contains the following elements:

- Class Name:** A text input field with a red box labeled 'Fill in' pointing to it.
- District Name:** A dropdown menu showing 'ZZZ_WA_DISTRICT'.
- Period:** A dropdown menu showing 'Period 1' with a red box labeled 'Select Period' pointing to it.
- Term:** A dropdown menu showing '1st Quarter' with a red box labeled 'Select Term' pointing to it.
- School Name:** A dropdown menu showing 'ZZZ_WA_SCHOOL'.
- Assessment Type Selection:** A section titled 'Select the type of assessment you are giving' with three options:
 - Single Assessment:** Select this option for end-of-course or end-of-program assessment not associated with a Pre-Assessment test code. Used anytime as a stand-alone assessment (ie. Exam retake). Will NOT provide student growth measurement.
 - Pre-Assessment:** Select this option for BEGINNING of a course to provide a starting point for student growth measurement when given with a POST assessment at the end of the course.
 - Post-Assessment:** Select this option for END of a course to connect with a Pre-Assessment already given to connect the appropriate group to provide student growth data.
- Select one:** A red box labeled 'Select one' with arrows pointing to the three assessment type options.

“What is the value in Pre/Post Testing?”

- Pre/Post testing allows you to collect valuable data that measures student growth over time. You will be able to gather a baseline of understanding then use our student growth report to demonstrate the skills and knowledge gained throughout your course.

“Can I (proctor / teacher) take the exam?”

- These exams are high stakes exams being used nationally, and to protect integrity of the assessments, we do not allow proctors or teachers to get in and see the exam items.
- We publish the [standards on our website](#). The standards are well defined and there’s nothing on the exam that isn’t covered in the standards.

“Can I see what the exam system / testing platform looks like?”

- Yes, we do have sample exams and we would be more than happy to schedule a demo with you if you’d like.

“I created my test code under the wrong school.”

- If you are a proctor / teacher that is assigned to administer exams at multiple schools, make sure to confirm the school name when creating a new test code.
- On the “**Add Test**” screen assure that you have the correct School Name selected, if not, click on the “**Change Location**” button.

Add Test 2016-2017 School Year

Class Name: District Name: test

Period: School Name: test school in test district

Term: **Change Location**

Select the type of assessment you are giving

Single Assessment

Select this option for end-of-course or end-of-program assessment not associated with a Pre-Assessment test code. Used anytime as a stand-alone assessment (ie. Exam retake). Will NOT provide student growth measurement.

Pre-Assessment

Select this option for BEGINNING of a course to provide a starting point for student growth measurement when given with a POST assessment at the end of the course.

Post-Assessment

Select this option for END of a course to connect with a Pre-Assessment already given to connect the appropriate group to provide student growth data.

- o If an exam is created under the wrong school and you have tested students, you will need to contact your CTE Director and let them know about the error for reporting purposes. We cannot change school information once a test code has been created and administered.

“I selected the wrong period/term/class name for my exam. How do I change it?”

- o Once a test code has been created, you can only change the Period, Term, or Class Name. We cannot change the year or school information.
- o Go to test tab and select the class name in blue. A popup window will appear to edit the information then click **Save**.

Select	Test Code	Test Name	Class	Year	Period	Status	Action
<input type="checkbox"/>	ZX24BGDU	3D Animation (819) - 819Single	Test	2016-2017	Period 1	Active	PROCTOR
<input type="checkbox"/>	TVQWSJXC	3D Graphics (818) - 818Single	Test	2016-2017	Period 1	Active	PROCTOR
<input type="checkbox"/>	XFBZKHBC	Agricultural Science I (180) - 180Single	Ag Science	2016-2017	Period 1	Active	PROCTOR
<input type="checkbox"/>	JLPD3F6P	Food And Nutrition I (340EPost) - 340EPost	Sample Pre Nutrition	2016-2017	Period 1	Active	PROCTOR
<input type="checkbox"/>	5ZR2P8ZV	Food And Nutrition II (340EPost) - 340EPost	Sample Pre Nutrition	2016-2017	Period 1	Active	PROCTOR
<input type="checkbox"/>	XTZ2FJQX	Landscape Mgmt (818) - 818Single	Test	2016-2017	Period 1	Active	PROCTOR
<input type="checkbox"/>	BA9WVDME	Sample - Sample	Test	2016-2017	Period 1	Active	PROCTOR

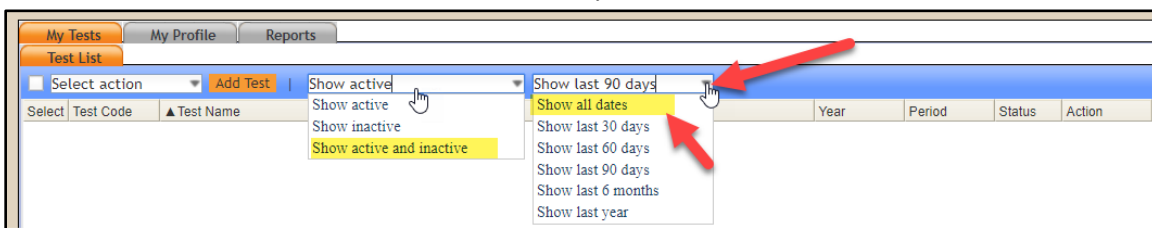
Proctoring an Exam

“How do I proctor an exam?”

- o For quick and easy step-by-step instructions go to www.precisionexams.com/resources and click on the [Proctor an Exam - Exam Proctor](#) link.

“I can’t see my tests, where did they go?”

- On your proctor page, go to the “**My Tests**” > “**Test List**” tabs. The default filters next to **Add Test** are set to ‘Show Active’ and ‘Show last 90 days’.



- Click the drop-down arrow in each section and select; ‘Show active and inactive’ and ‘Show all dates’. This will allow you to see all your previously created test codes.

“One of my students submitted their exam after answering the first question.”

- If a student submits the exam early, please contact customer support and be prepared to provide them with the state in which you are calling from and test code.
- Please note: *Students are not allowed to be authorized back into an exam they have already started if they have left the class room. **They must finish the exam in one sitting.** Exceptions made for IEP/504 students.*

“I have IEP/504 students that I need to make accommodations for. How do I do that?”

- Please contact customer support and be prepared to provide them with the state in which you are calling from and test code.
- For IEP/504 students we can make the following accommodations-
 - Turn off randomization to read to a group of students
 - Add more time
 - Pause or re-authorize the exam to take over multiple days
- Please note: *For us to be able to make these accommodations, the student must be logged into the exam and **NOT** authorized! They need to be in “Waiting Authorization” status.*

“Is there an audio version or other language versions of the exam for an ESL student?”

- Our exams do not work with audio programs and currently we do not offer our exams in any languages other than English.
- Students may have the test read to them by a teacher or aide.
- Student can use Google translate if the proctor sits with the student during the full duration of the exam to ensure no other tabs are open.
- Students may not use their phone or look up definitions of words, only the translation.
- Please note: *Precision Exams’ testing system uses browser technologies to deliver our exams, so exams are delivered much like a webpage. In that way, we take advantage of text to speech technologies that schools would use for other browser related activities. Additionally, our exams are the basis for earning industry recognized certifications. As such, exams are built to meet industry needs in the workforce, beyond the classroom. Often, this means performance items are presented that require complex graphics which aren’t suitable for text to speech software and are better understood using a human reader.*

“Can my students use calculators or scratch paper?”

- Yes, students can use calculators. They must be simple calculators that you, provide for them.
- Yes, students can use scratch paper. It must also be provided by you and must be collected once the exam is finished. Students are not allowed to leave the room with the scratch paper.

“What are the System and Firewall Requirements?”

- Supported browsers
 - Latest version of Mozilla Firefox (Preferred)
 - Google Chrome
 - Internet Explorer version 8 or higher
 - Safari 5 or higher
- Enable JavaScript in your browser
- Screen resolution 1024x768 or higher

“Troubleshooting during the exam - The screen is frozen, image not showing, power went out, internet is down, etc...”

- Your students can “refresh” their browser without fear of them losing any information that they have already completed on the exam. A shortcut for this is **CTRL+R**
- If they are still experiencing issues with the browser, you may want to try these other troubleshooting techniques:
 - Is the browser either zoomed in or out? Try the shortcut **CTRL+0** (zero) or adjust the zoom to 100% in the browser.
 - Clear their “Cache and Cookies” in the internet history of the current browser. The shortcut for this is **CTRL+SHIFT+DELETE**. Be sure you are clearing “From the beginning of time” or “Everything” and not just the last hour, if given the option.
 - Try switching to a different browser (Chrome, Firefox, Internet Explorer version 8 or higher, Safari 5 or higher)
 - If there is still an issue, have the student try using a different computer to complete the exam.
- Please contact customer support for additional assistance.

“My student is getting the error that Test Code Does Not Exist?”

- Verify that they are entering the correct Test Code. The only time this error is received is when the incorrect test code is entered.

“I have a few of students who I am unable to authorize to begin the exam?”

- If you have already authorized your entire class using the ‘Select All’ check box, you will need to individually select those students who are still waiting authorization and click “Authorize” again.

"The Adobe Flash is not working/how does the Adobe Flash work with the exams?"

- We are sorry to hear that you are having trouble with an exam delivered by Precision Exams. We would love to get some more information from you on exactly what problems you are facing so that we can better assist you in solving those problems. Although it is true that Adobe has announced the end of life for the Flash browser plugin, they are still supporting the platform until 2020. Currently, all major browsers, including Google Chrome, Mozilla Firefox and others, still fully support the Adobe Flash plugin. Recently, browser manufacturers have changed the way the user interacts with that Flash content. Chrome and others have gone to a model where flash content is **not** displayed by default, but rather the user is asked if they want to allow the site to display this content.

There are ways to add precisionexams.com as a site where Flash content is always displayed, but before going down this path, we would like to better understand the issue you are facing to see if it is even related to Flash content. Very few of our tests use Flash content, and within the tests that do, only a handful of questions use Flash.

Reports/Certificates

"How do I print certificates and the student score reports?"

- For quick and easy step-by-step instructions go to www.precisionexams.com/resources and click on the [Proctor Guide](#) link.

"I'm trying to print reports and/or certificates but it's not working."

- After a student submits their exam it may take about 15 minutes for it to process a report. When the reports are "Available" will be indicated on the "Reports" column of the proctor screen.
- Please note: *Pre-Assessments, pilot exams and students who did not reach the cut score do not receive certificates.*

"What does this certification mean for my students?"

- The value in any certification is it helps students really articulate on a resume the knowledge and skills they have gained in your class room.
- Certifications also help teachers validate the skills and knowledge they are providing their students. Check out these additional resources:
 - <http://www.precisionexams.com/videos/cte-advantage/>
 - <http://www.precisionexams.com/article/resume-tips-and-templates-for-cte-students/>

Additional Questions

“What is the Action “Mark Invalid” option in my students test list used for?”

- This field is for internal and administrative use only. Proctors / teachers shouldn’t ever have a reason to click the “Mark Invalid” button for any students.

Select	First Name	Last Name	Remaini Time	Score	Percent Correct	Cert.	Max Points	Passing Points	Passing Percent	Status	Reports	Active	Action
<input type="checkbox"/>	DEMO	STUDENT	26	26	96	Y	27.0	24.3	90.0	Scored	Available	Y	Mark Invalid

- Please contact customer support if you have additional questions about marking a student as invalid.

“Are students able to retake the exam?”

- Retakes are based on state exam delivery policy. Most states default to Precision Exams standard retake policy unless otherwise noted.
- Do not mark any of the student’s previous exams as invalid.
- Precision Exams Standard Retake Policy:
 - 1st is a 24-hour waiting period
 - 2nd is a 3-day waiting period
 - 3rd is a one week waiting period

“Does my state have specific regulations?”

- Please contact you district or state administrator to assist you with this inquiry. You may also contact our customer support team and ask to speak with a regional director.

“Do these align with my state standards?”

- Yes, they are highly aligned.
- When your state developed their standards, they based them on national industry-recognized standards, and our exams are based on the same standards so there is a high-level of alignment.

“Are your certification industry recognized?”

- Yes! We are updating our list everyday. Visit PrecisionExams.com and check out our Industry & Partners tabs for more information. Our logo page provides you with a small handful of companies that have reviewed our standards and endorse the certifications. Contact your Regional Director to learn more about local recognition.

“Where are your exams delivered?”

- Our exams are delivered nationally at both secondary and post-secondary levels.

“Where do your exams come from, or how are they developed?”

- Subject matter experts from industry and education.
- If you’re interested in additional information I can send you a link to an article.
 - <http://www.precisionexams.com/article/career-skills-standards-exam-creation-process/>

“Can I use my Perkins funds to pay for the exams?”

- Yes, most of our clients of use Perkins funds to pay for the exams because it meets Perkins 2S1 Technical Skill Attainment requirements and program improvement. The exams also check the box as a technology license.

“How are your exam cut scores determined?”

- Our Psychometricians use the Modified-Angoff Method in determining cut scores, and our exams are reviewed on a 1-3 year basis.

“How do I reach Customer Support?”

- For customer support, please contact: support@precisionexams.com
- For immediate assistance, please call: (801)653-9356 or toll free 800-470-1215