

# INTERNET-BASED TESTING

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## CANDIDATE USERS GUIDE



By Prometric

Internet-Based Testing Version 6.9

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# Chapter 1 ~ Welcome

## Welcome to Prometric Internet-Based Testing

The purpose of Prometric's Internet-Based Testing (IBT) is to allow tests to be delivered over the Internet with a minimum of technology on the user's side. The IBT system allows for testing and administration within an HTML browser-based environment, making tests more accessible.

The **Candidate User's Guide** provides the procedures for users to create user accounts, sign into the system, take tests, resume tests, review scores, view receipts, update information, and provide feedback.

If you need additional access, click on the **Help** icon  (located in the upper right-hand corner) after signing into the system, and use the information listed in the **Contact Information** box to request different access.

**Note:** This guide assumes familiarity with the following conventions.

- **Special boldface** type designates all the titles, options, and links appearing on screen.
- To move through fields, use the mouse or the **Tab** key on the keyboard.

### IBT Icons

A series of icons are displayed in the upper right-hand corner of the **Welcome** page. These same icons are available to you (in the same location) after you sign in, with the exception of the following: **Sign In**, **About Us**, and **Contact Us**. Listed below is the name of each icon and a description.

Icon	Description
	<b>Home/Main Menu:</b> returns you to the home page of the menu.
	<b>Sign In:</b> automatically directs you to the <b>Sign-In</b> page of Prometric IBT.
	<b>About Us:</b> presents information about Prometric. If you would like more information, click on the <a href="#">Prometric</a> link (located on the bottom right-hand side of the same page), or visit <a href="http://www.prometric.com">www.prometric.com</a> .
	<b>FAQ:</b> displays a list of FAQ's (frequently asked questions) about the IBT system. To view the answer to a question, click on a question and the answer will display directly beneath.  <b>Note:</b> Additional FAQ's may be available from the Test Sponsor, after you sign into the IBT system.
	<b>Contact Us:</b> lists information about how to reach us with questions or concerns. The page presents our mailing address, a link to contact the Prometric Internet-Based Testing technical department, and our web address ( <a href="http://www.prometric.com">www.prometric.com</a> ).

	<b>Choose Language/Locale:</b> allows you to select your language/locale preference from a list of choices.
	<p><b>Help:</b> offers the following resources:</p> <ul style="list-style-type: none"> <li>• <b>PDF manuals:</b> user guides about the Prometric IBT system.</li> <li>• <b>Speed Test:</b> a test to determine the speed of your connection to Prometric’s Data Center.</li> <li>• <b>Email:</b> email link(s) for support from Prometric. The email link(s) directly open and address a new email message.</li> <li>• <b>Adobe® Acrobat® Reader®:</b> a link to download a free copy of Acrobat Reader so you can open and read the PDF manuals.</li> </ul> <p>The email address listed within the <b>Email</b> field, should be used to address technical problems, while the information listed in the <b>Contact Information</b> box can be used for test content, certification, test extensions, and program type questions.</p> <p><b>Note:</b> <b>Speed Test</b> is available only <b>before</b> a user signs into the system, while <b>Contact Information</b> displays in the Help area only <b>after</b> signing into the system.</p>
	<b>Sign Out/Exit:</b> (displays only after signing in). This icon takes you to the <b>Sign Out</b> page to sign out and exit from the system.

## Chapter 2 ~ Accessing the IBT system

After entering the client’s URL for the exams you wish to take, the **Welcome** page displays. This is your portal to Prometric’s IBT. From here you can sign in to IBT, select a language, obtain answers to FAQ’s, obtain contact information for Prometric, and learn about Prometric.

The menu options displayed on screen may vary depending on Test Sponsor restrictions. Listed below are all potential **Welcome** page menu options. Click on the hyperlinks below to proceed directly to the procedures for using each option.

[Secure Sign-In](#)

[First-Time Registration](#)

[Username/Password Recovery](#)

**Note:** You should always use the navigation provided **within** the IBT system. Using your *browser’s* navigation buttons may cause adverse effects with your testing experience.

### Secure Sign-In:

1. From the **Welcome** page, select **Secure Sign-In (uses SSL encryption)**.
2. In the **Previous Visitors** box, type your username and password into the respective **Username** and **Password** fields. (An asterisk will appear for each character of your password. You may use the **Backspace** key on your keyboard to correct any errors).

3. Select **Sign-In**.
4. In the **Welcome** box, select **Continue**.  
**Note:** This page may include News and Information provided by your Test Sponsor.
5. If your Test Sponsor requires you to update your information, a **Privacy Notice for Users of Prometric Systems** appears. Select **I Agree**.  
**Note:** If you select **I Do Not Agree**, you will **not** be permitted access to the system.
6. In the **Update My Information** screen, update your information if necessary. Select **Continue** once complete.
7. You are now signed in and may begin using the system.

### First-time Registration:

If this is your first time signing in to Prometric IBT, you will need to establish an account, if allowed by your Test Sponsor.

1. On the **Welcome** page, select **First-time registration**.
2. From the **Select a Test Provider or Program** drop-down menu, select a test provider or program and then select **Continue**.

**Note:** Some users may be prompted to enter their Prometric Testing ID at this time.

- If you have already tested with Prometric, please provide your Prometric Testing ID. This ensures your exam history is properly reflected in Prometric’s system, and your exams are recognized toward your certification. You should **not** take exams under more than one Prometric Testing ID.
- If you have **not** tested with Prometric, you may leave the field blank and a Prometric Testing ID will be assigned to you.

3. Afterwards, a **Privacy Notice for Users of Prometric Systems** appears. Select **I Agree**.  
**Note:** If you select **I Do Not Agree**, you will **not** be permitted access to the system.
4. Enter your information into the fields displayed on screen. (**Mandatory** fields are marked with a **red** arrow). The table below lists each field and a description.

Field	Description
<b>Username</b>	The name you will use in the system. As part of system security, you must enter the Username to enter the system.
<b>Password</b>	The confidential password you need to access the system.
<b>Confirm Password</b>	Re-type the password. The <b>Password</b> and <b>Confirm Password</b> fields must match exactly for the account to be created.
<b>First Name</b>	Your first name.
<b>Middle Name/Initial</b>	Your middle name or middle initial.
<b>Last Name</b>	Your surname.

<b>Questions</b>	A custom security question for retrieving your password. Use the drop-down box to indicate the question you prefer to answer.
<b>Question Answered</b>	The answer to the question indicated above.
<b>Mailing Address</b>	The address provided by the user for correspondence use.
<b>Address 2</b>	A supplementary address field in case the first field is not long enough.
<b>City</b>	The city name of the address.
<b>State/Province</b>	The state or province of the address.
<b>Postal Code</b>	The postal code of the address.
<b>Country</b>	The country in which the address is located.
<b>Email Address #</b>	The email address the Sponsor or Prometric can use to contact you.
<b>Home Phone #</b>	The phone number the Sponsor or Prometric can use to contact you at home.
<b>Work Phone #</b>	The phone number the Sponsor or Prometric can use to contact you at work.
<b>Fax #</b>	The phone number the Sponsor or Prometric can use to send faxes to you.
<b>Company</b>	The company with which you are affiliated, usually as an employee or enrollee.
<b>Student #</b>	An identifying number for students. An employee number is acceptable in this field.
<b>Birth Date</b>	The date you were born.
<b>SSN/Government ID #</b>	The identification number assigned to you by the government.
<b>Prometric Testing ID</b>	The number Prometric uses to track tests you have taken.

5. Once you have finished entering your information, select **Submit**.
6. In the **Welcome** box, select **Continue**.  
**Note:** This page may include News and Information provided by your Test Sponsor.
7. You are now signed in and may begin using the system.

### **Recover your Username and/or password:**

Two methods exist for recovering your password: email, and by correctly answering your custom question. The email method prompts you to enter the email address listed in your demographics. If it matches the email address you entered when you registered (or updated), your username and password will automatically be emailed to you. If the email address does not match, the system will prompt you for the correct email address. The custom question method verifies your identity by asking the question you designated during registration. If your answer matches the answer you gave during registration, your password will display.

1. From the **Welcome** page, select **Secure Sign-In (uses SSL encryption)**.
2. In the **Previous Visitors** box, select **Recover your Username and/or password**.
3. Select:

**Method 1: Username/password recovery via email**

**-or-**

**Method 2: Password recovery using your username and answering your custom question.**

- a. If you selected **Method 1**, enter the email address you gave during registration\*, and then select **Submit**. Your username and password will be sent to that email address.  
**\*Note:** If a user has access to more than one site, this must be done from the site that their user account is located.
  - b. If you selected **Method 2**, enter your username in the field and then select **Submit**. The system will ask you the security question you designated when you created your account. Type in your answer and select **Submit**. If the answer matches your original answer, the system will display your password.
4. Select **Return to Sign-In**.

# Chapter 3 ~ Candidate/Delivery

Chapter Three provides a description of all potential **Candidate/Delivery** menu options, along with procedures for using each option. The menu options displayed on screen may vary depending on the permissions assigned to you. All permissions are given by the Administrator and may range in scope. Permissions can include the following: **Take Test**, **Resume Test**, **Review Scores**, **Update My Information**, and **Feedback**. For additional permissions, you will need to contact your Administrator.

## Candidate/Delivery menu options

Listed below are all potential **Candidate/Delivery** menu options. Click on the hyperlinks below to proceed directly to the procedures for using each option.

[Take Test](#)

[Resume Test](#)

[Review Scores](#)

[Update My Information](#)

[Feedback](#)

[Take Practice Test](#)

**Note:** Within each menu option, is an icon bar displaying the icons of other menu options to which you have permissions. The icon bar, located in the upper right hand corner, provides quick navigation between menu options. To display the title of each option, move the mouse pointer over each icon

**Caution:** While using the IBT system, **do not** use the **browser's** navigation buttons.

Navigation within a test is set by the test's Author. While taking a test, you may be allowed full navigation, navigation only within sections, or forward navigation only. Navigation must be performed using the test navigation buttons. Provided your test time has not expired, navigation from one item to the next will save your response.

For essay questions, a save icon  is provided. It's recommended that you click on the save icon approximately every five minutes to safeguard against losing your work.

**Note:** If you have already started a practice test, the **Active Practice Tests** box appears underneath the **Main Menu**. You may select the hyperlink within the box to proceed to directly into the **Take Practice Test** page, where the active practice test(s) will be listed in the **Practice Test Windows Already Started** box.

## Take Test

Prometric IBT tests fall into one of three categories: **Public Tests**, **Private Tests**, and **Eligibility Tests**.

**Note:** Any of these tests may have additional requirements/restrictions associated with them, including proctor verification, eligibility, payment (voucher, promotion code, or credit card), and other system related settings (i.e. cookies, JavaScript, Apple QuickTime, Microsoft Media Player).

**Public Tests** are open to anybody.

**Private Tests** must be accessed with a keycode.

**Eligibility Tests** can be accessed by entering a generic eligibility code.

**Note:** Keycodes and eligibility codes **must** be obtained from the Sponsor before you can attempt the test. If you are supposed to take a **Private Test**, or an **Eligibility Test**, but **do not** have the keycode or proper eligibility, contact the Sponsor directly.

A Test Sponsor can use two kinds of eligibility: specific and generic. If a test uses specific eligibility, the test may be accessed either through **Public Tests** or **Private Tests**. If a test uses generic eligibility, the test is accessed by entering an eligibility code provided by the Test Sponsor through **Eligibility Tests**.

## Public Tests

- From the **Candidate/Delivery** menu, select **Take Test**. The **Step 1: Select a Test Sponsor (or submit keycode)** page opens.
- Using the drop-down menu in the **Public Tests** box, **Select the Sponsor of the Public Test desired**. A Sponsor is the organization or test program that creates and presents a test.
- Select **Submit**. The **Step 2: Select a Test** page opens.

You can find the desired test by navigating to the appropriate folder in the **Outline View**, or from the **Other Tests** list. You can also select the **table format** link to view all available tests listed in a table.

If the test you desire is **not** in either list, select **Return to Step 1: Select a Test Sponsor** from the **Other Options** menu, and verify you are accessing the proper area. If you still cannot find your test, you should contact your test provider.

- Once you have located the test, click on the test's name. The **Step 3: Confirm Test Selection** page opens.

If the test displayed on the **Confirm Test Selection** page is incorrect, return to **Step 1** from the **Other Options** menu.

The **Requirements** area shows any requirements that may need to be fulfilled in order to start the test. Requirements may include: proctor sign-in, payment, or system capabilities such as cookies being enabled for the browser, JavaScript, or specific media players.

**Note:** If the test requires eligibility and you **do not** have an eligibility associated with your account, this message will be displayed: This test requires candidates to be pre-authorized (eligible) in order to take the test. You are not currently eligible to take this test (or the approved test is not currently available). Please contact the test sponsor.

If any test requirements exist, they will be listed in the **Requirements** area of the **Confirm Test Selection** page. The following table explains what to do in each event.

<b>If the test requires...</b>	<b>Do this</b>
<b>Eligibility</b>	<p>If eligibility is required, and your eligibility is valid, the system allows you to proceed to the <b>Information</b> page.</p> <p>If your eligibility is <b>not</b> valid, you will <b>not</b> be able to proceed past <b>Step 3: Confirm Test Selection</b>. Contact the Test Sponsor.</p>
<b>A Proctor or Test Supervisor</b>	<p>A Proctor must be present to monitor the test event. The <b>Step 4 - Proctor Sign in</b> page opens for the Proctor.</p> <p>Allow the Proctor access to the computer and keyboard. The Proctor is required to enter their username and password, and possibly select their proctoring location from a drop-down list. After the Proctor has signed in, the <b>Information</b> page opens.</p> <p><b>Note to Proctor:</b> If after submitting your username, password, and/or location, you receive a message that “This proctor could not be verified. Please check your information and try again,” this means that the proctor is not within an available schedule or location to proctor this test. If you continue to have problems, you must contact your administrator.</p> <p>If after submitting your username, password, and/or location, you receive a message that “proctor sign-in information is not valid,” verify you are entering the correct username and password. If so, you must contact your administrator.</p>
<b>Payment</b>	<p>At the prompt, pay (and/or enter a voucher code or promo code) to begin the test. (See <a href="#">Paying for a Test</a> for more information).</p> <p>If paying by credit card, a series of pages will open: first is the <b>Payment Preview</b> page, prompting you to process payment, second is the <b>Credit Card Approved</b> page where you can print a payment receipt, and last is the <b>Information</b> page.</p>
<b>Cookies</b>	<p>See your browser's documentation for instruction on how to enable cookies.</p>
<b>JavaScript</b>	<p>See your browser's documentation for instructions on how to enable JavaScript.</p>

<b>Macromedia Flash, Apple QuickTime or Windows Media Player</b>	If the test contains media requiring browser plug-ins, it will be listed in the <b>Requirements</b> area. Test functionality will be missing if requirements are <b>not</b> met. Download the indicated media player from the player's development site (such as <a href="http://Macromedia.com">Macromedia.com</a> , <a href="http://Apple.com">Apple.com</a> or <a href="http://Microsoft.com">Microsoft.com</a> ).
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Select **Take This Test!** The **Information** page opens where you are able to begin the test.

9. A test may require the completion of an **Affidavit**. If an Affidavit is required it will display after **Take This Test!** is selected. Select the appropriate responses for each affidavit question then click **Accept**.
  - a. The Affidavit may or may not validate each response.
    - i. If no responses are validated, or all input responses are valid, after clicking **Accept** you proceed to the next step.
    - ii. If responses are validated and yours are not accepted, a message displays at the bottom of the affidavit: **The information you submitted could not be updated because some of the information you provided is invalid. Make changes or [go back](#).** **\*\*You will not be able to proceed to the test until all affidavit responses are accepted.**
      1. Clicking [go back](#) returns you to the Confirm Test page, or if a proctor is required, to Proctor Sign.
10. Your test may also require **Gated Test Delivery**. If so, you will not be able to begin your test until the proctor opens the gate. On the **Begin Test** page you will be required to enter the **Gate Code** (provided by the proctor/instructor). A Gated Test may or may not require Proctor Sign-in. After inputting the Gate Code, you must wait for the proctor to open the gate to allow all candidates to begin at the same time. Gated Test Delivery can be configured to automatically begin the test when the proctor opens the gate, which takes you to the first test question when the gate opens. Otherwise, when the gate is opened, the **Begin Test** button is enabled. Click **Begin Test** to go to the first test question.
11. If you are not familiar with the test system, select **View a Tutorial/Practice Test**. The tutorial/practice test contains all item types appearing in your test, but does **not** contain test related material. Once you have completed the tutorial, you will be returned to the **Information** page.
 

**Note:** The tutorial is optional and can be skipped if you have had experience with the Prometric IBT system.
12. Select **Begin Test** to begin your test.

## Private Tests

1. From the **Candidate/Delivery** menu, select **Take Test**. The **Step 1: Select a Test Sponsor (or submit keycode)** page opens.
2. In the **Private Tests** box, type the keycode into the **Enter the Keycode for the Private Test Desired** field.
3. Select **Submit**. The **Step 3: Confirm Test Selection** page opens.

If the test displayed on the **Confirm Test Selection** page is incorrect, return to **Step 1** from **Other Options**.

The **Requirements** area shows any requirements that may need to be fulfilled in order to start the test. Requirements may include: proctor sign-in, payment, or system capabilities such as cookies being enabled for the browser, JavaScript, or specific media players.

**Note:** If the test requires eligibility and you **do not** have an eligibility associated with your account, or your eligibility has been used or is expired, you will be unable to proceed past **Step 3: Confirm Test Selection**. You **must** contact the Test Sponsor.

If any test requirements exist, they will be listed in the **Requirements** area of the **Confirm Test Selection** page. The following table explains what to do in each event.

<b>If the test requires...</b>	<b>Do this</b>
<b>Eligibility</b>	<p>If eligibility is required, and your eligibility is valid, the system allows you to proceed to the <b>Information</b> page.</p> <p>If your eligibility is <b>not</b> valid, you will <b>not</b> be able to proceed past <b>Step 3: Confirm Test Selection</b>. Contact the Test Sponsor.</p>
<b>A Proctor or Test Supervisor</b>	<p>A Proctor must be present to monitor the test event. The <b>Step 4 - Proctor Sign in</b> page opens for the Proctor.</p> <p>Allow the Proctor access to the computer and keyboard. The Proctor is required to enter their username and password, and possibly select their proctoring location from a drop-down list. After the Proctor has signed in, the <b>Information</b> page opens.</p> <p><b>Note to Proctor:</b> If after submitting your username, password, and/or location, you receive a message that “This proctor could not be verified. Please check your information and try again,” this means that the proctor is not within an available schedule or location to proctor this test. If you continue to have problems, you must contact your administrator.</p> <p>If after submitting your username, password, and/or location, you receive a message that “proctor sign-in information is not valid,” verify you are entering the correct username and password. If so, you must contact your administrator.</p>
<b>Payment</b>	<p>At the prompt, pay (and/or enter a voucher code or promo code) to begin the test. (See <a href="#">Paying for a Test</a> for more information).</p> <p>If paying by credit card, a series of pages will open: first is the <b>Payment Preview</b> page, prompting you to process payment, second is the <b>Credit Card Approved</b> page where you can print a payment receipt, and last is the <b>Information</b> page.</p>

<b>Cookies</b>	See your browser's documentation for instruction on how to enable cookies.
<b>JavaScript</b>	See your browser's documentation for instructions on how to enable JavaScript.
<b>Macromedia Flash, Apple QuickTime or Windows Media Player</b>	If the test contains media requiring browser plug-ins, it will be listed in the <b>Requirements</b> area. Test functionality will be missing if requirements are <b>not</b> met. Download the indicated media player from the player's development site (such as <a href="http://Macromedia.com">Macromedia.com</a> , <a href="http://Apple.com">Apple.com</a> or <a href="http://Microsoft.com">Microsoft.com</a> ).

Select **Take This Test!** The **Information** page opens where you are able to begin the test.

4. A test may require the completion of an **Affidavit**. If an Affidavit is required it will display after **Take This Test!** is selected. Select the appropriate responses for each affidavit question then click **Accept**.
  - a. The Affidavit may or may not validate each response.
    - i. If no responses are validated, or all input responses are valid, after clicking **Accept** you proceed to the next step.
    - ii. If responses are validated and yours are not accepted, a message displays at the bottom of the affidavit: **The information you submitted could not be updated because some of the information you provided is invalid. Make changes or [go back](#). **\*\*You will not be able to proceed to the test until all affidavit responses are accepted.****
    1. Clicking [go back](#) returns you to the Confirm Test page, or if a proctor is required, to Proctor Sign.
5. Your test may also require **Gated Test Delivery**. If so, you will not be able to begin your test until the proctor opens the gate. On the **Begin Test** page you will be required to enter the **Gate Code** (provided by the proctor/instructor). A Gated Test may or may not require Proctor Sign-in. After inputting the Gate Code, you must wait for the proctor to open the gate to allow all candidates to begin at the same time. Gated Test Delivery can be configured to automatically begin the test when the proctor opens the gate, which takes you to the first test question when the gate opens. Otherwise, when the gate is opened, the **Begin Test** button is enabled. Click **Begin Test** to go to the first test question.
6. If you are not familiar with the test system, select **View a Tutorial/Practice Test**. The tutorial/practice test contains all item types appearing in your test, but does **not** contain test related material. Once you have completed the tutorial, you will be returned to the **Information** page.
 

**Note:** The tutorial is optional and can be skipped if you have had experience with the Prometric IBT system.
7. Select **Begin Test** to begin your test.

## Eligibility Tests

1. From the **Candidate/Delivery** menu, select **Take Test**. The **Step 1: Select a Test Sponsor (or submit keycode)** page opens.
2. In the **EligibilityTests** box, type the eligibility code into the **Enter the Eligibility Code for the Test Desired** field.
3. Select **Submit**. The **Step 3: Confirm Test Selection** page opens.

If the test displayed on the **Confirm Test Selection** page is incorrect, return to **Step 1** from **Other Options**.

The **Requirements** area shows any requirements that may need to be fulfilled in order to start the test. Requirements may include: proctor sign-in, payment, or system capabilities such as cookies being enabled for the browser, JavaScript, or specific media players.

**Note:** If the test requires eligibility and you **do not** have an eligibility associated with your account, or your eligibility has been used or is expired, you will be unable to proceed past **Step 3: Confirm Test Selection**. You **must** contact the Test Sponsor.

If any test requirements exist, they will be listed in the **Requirements** area of the **Confirm Test Selection** page. The following table explains what to do in each event.

<b>If the test requires...</b>	<b>Do this</b>
<b>Eligibility</b>	<p>If eligibility is required and your eligibility is valid, the system allows you to proceed to the <b>Information</b> page.</p> <p>If your eligibility is <b>not</b> valid, you will <b>not</b> be able to proceed past <b>Step 3: Confirm Test Selection</b>. Contact the Test Sponsor.</p>
<b>A Proctor or Test Supervisor</b>	<p>A Proctor must be present to monitor the test event. The <b>Step 4 - Proctor Sign in</b> page opens for the Proctor.</p> <p>Allow the Proctor access to the computer and keyboard. The Proctor is required to enter their username and password, and possibly select their proctoring location from a drop-down list. After the Proctor has signed in, the <b>Information</b> page opens.</p> <p><b>Note to Proctor:</b> If after submitting your username, password, and/or location, you receive a message that “This proctor could not be verified. Please check your information and try again,” this means that the proctor is not within an available schedule or location to proctor this test. If you continue to have problems, you must contact your administrator.</p> <p>If after submitting your username, password, and/or location, you receive a message that “proctor sign-in information is not valid,” verify you are entering the correct username and password. If so, you must contact your administrator.</p>

<b>Payment</b>	At the prompt, pay (and/or enter a voucher code or promo code) to begin the test. (See <a href="#">Paying for a Test</a> for more information).  If paying by credit card, a series of pages will open: first is the <b>Payment Preview</b> page, prompting you to process payment, second is the <b>Credit Card Approved</b> page where you can print a payment receipt, and last is the <b>Information</b> page.
<b>Cookies</b>	See your browser's documentation for instruction on how to enable cookies.
<b>JavaScript</b>	See your browser's documentation for instructions on how to enable JavaScript.
<b>Macromedia Flash, Apple QuickTime or Windows Media Player</b>	If the test contains media requiring browser plug-ins, it will be listed in the <b>Requirements</b> area. Test functionality will be missing if requirements are <b>not</b> met. Download the indicated media player from the player's development site (such as <a href="#">Macromedia.com</a> , <a href="#">Apple.com</a> or <a href="#">Microsoft.com</a> ).

Select **Take This Test!** The **Information** page opens where you are able to begin the test.

4. A test may require the completion of an **Affidavit**. If an Affidavit is required it will display after **Take This Test!** is selected. Select the appropriate responses for each affidavit question then click **Accept**.
  - a. The Affidavit may or may not validate each response.
    - i. If no responses are validated, or all input responses are valid, after clicking **Accept** you proceed to the next step.
    - ii. If responses are validated and yours are not accepted, a message displays at the bottom of the affidavit: **The information you submitted could not be updated because some of the information you provided is invalid. Make changes or [go back](#). **\*\*You will not be able to proceed to the test until all affidavit responses are accepted.****
      1. Clicking [go back](#) returns you to the Confirm Test page, or if a proctor is required, to Proctor Sign.
  
5. Your test may also require **Gated Test Delivery**. If so, you will not be able to begin your test until the proctor opens the gate. On the **Begin Test** page you will be required to enter the **Gate Code** (provided by the proctor/instructor). A Gated Test may or may not require Proctor Sign-in. After inputting the Gate Code, you must wait for the proctor to open the gate to allow all candidates to begin at the same time. Gated Test Delivery can be configured to automatically begin the test when the proctor opens the gate, which takes you to the first test question when the gate opens. Otherwise, when the gate is opened, the **Begin Test** button is enabled. Click **Begin Test** to go to the first test question.
  
6. If you are not familiar with the test system, select the **View a Tutorial/Practice Test**. The tutorial/practice test contains all item types appearing in your test, but does **not** contain test related material. Once you have completed the tutorial, you will be returned to the **Information** page.

**Note:** The tutorial is optional and can be skipped if you have had experience with the Prometric IBT system.

7. Select **Begin Test** to begin your test.

### Paying for a Test:

Many tests offered by Prometric IBT require payment. Payments can be made by credit card, promotion code, or voucher. Prometric uses Secure Sockets Layer (SSL) with 128-bit encryption to ensure protection of your account information.

1. From **Step 3: Confirm Test Selection**, or after the Proctor has entered the proctor code and password, you may be prompted to **Enter Promotion Code or Voucher** for a test discount on the **Step 5: Promotions/Vouchers** page.

If you have received a promotion code or voucher for this test, type it into the **Enter Promotion Code or Voucher** field, and select **Continue**.

If the promotion code or voucher is for the full test price, the **Information** page opens. If the promotion code or voucher is **not** for the full test price, the **Step 5: Pay for the Test** page opens.

**Note:** Vouchers and Promotion codes are not applicable for practice tests.

-or-

Select **Continue**.

The **Step 5: Pay for the Test** page opens. All fields are required.

**Note:** If the information provided does **not** match the credit card company's database used for verification (usually exactly as it appears on your credit card statement), the transaction will be declined, but will result in an authorization on your card and reduce your credit limit by the full test amount for each unsuccessful transaction. Prometric will only accept the charge if the transaction is successful, but the authorization will remain on your card for a period determined by your credit card company. If you have any questions about these authorizations, you should contact your credit card company.

The following table lists each field and a description.

<b>Field</b>	<b>Description</b>
<b>First Name</b>	The cardholder's first name. It should match the name on the card.
<b>Last Name</b>	The cardholder's last name or family name. It should match the name on the card.
<b>Home Phone #</b>	The cardholder's telephone number.
<b>Email</b>	This can be the candidate's email address, or the cardholder's email address.
<b>Billing Address</b>	The cardholder's billing address for this credit card.

<b>City</b>	The city of the address above.
<b>State/Province</b>	The state or province of the address above.
<b>Postal Code</b>	The postal code or ZIP code of the address above.
<b>Country</b>	The country of the address above.
<b>Card Type</b>	The credit card brand you are using to purchase the test. Select your credit card brand from the drop-down list.
<b>Card Number</b>	Type in your 12 to 16-digit card number.
<b>Card Security Number</b>	You may be prompted for your card security number. This is the card security number located on the back of your credit card.
<b>Card expires</b>	Using the drop-down boxes, select the month and year of the credit card's expiration date.

- Once you have entered all requested information correctly, select **Preview**.

**Note:** The **credit card information entry** page allows a limited amount of time to enter information. If the page times out, you must go back to the beginning by entering the website address into your browser, and proceeding through the Sign-In and test selection processes.

- The **Step 5: Payment Preview** page opens.
  - If anything is wrong with the information you entered on the **Step 5: Pay for the Test** page, you will be notified on screen and asked to make the appropriate changes.
  - If all information is correct, select **Process Payment**.  
**Warning:** Do not select **Stop** or **Back** from your browser, or processing will be interrupted!
- The **Step 5: Pay for the Test** page opens. Credit card processing could take several minutes. Occasionally, you may have to wait longer.

<b>If payment is ...</b>	<b>Then ...</b>
<b>Approved</b>	The <b>Credit Card Approved!</b> page opens. You may view and print your receipt using your browser's <b>File, Print</b> command. If you prefer to print, or view the receipt later, see <a href="#">Review Scores</a> for more information). Select <b>Launch Test</b> (from the middle of the page) to start your test.
<b>Not Approved</b>	You may check and re-enter your credit card information, and then attempt to process payment again. You may also attempt to use another credit card. Payment <b>must</b> be approved to continue with the test.

### Pre and Post-Test Surveys

Before the test begins, you may be prompted to take a pre-test survey. You may also be prompted to take a post-test survey after completing your test, either before, or after getting your score report.

## Navigating through an Online Test

1. From the **Step 5: Begin Test** page, select **Begin Test**. The test's timer begins counting down (in the upper left-hand corner), and the first item (i.e. question) appears.

The timer appears on every item, and keeps track of the amount of time you have to complete the test.

2. Answer the question as indicated (the question may be presented in a number of formats, such as multiple choice, essay, or matching), and then select **Next**. Your answer is saved and recorded in the system each time you select **Next**.

For short answer or essay questions, move the cursor into the answer field using your mouse, and type in your answer.

**Note:** When answering an essay question, we recommend that you save your answer at least once every five minutes.

3. Continue answering items and moving through the test by using the navigation buttons. The following table lists each button and a description.

<b>Button</b>	<b>Description</b>
<b>Next</b>	Select <b>Next</b> to move onto the next item. <b>Next</b> moves you forward through the test, one item at a time.
<b>Previous</b>	If the Author has allowed you to navigate backwards and change answers at any time, the <b>Previous</b> button will appear. <b>Previous</b> opens the previous question and displays the answer you specified.
<b>Summary</b>	If the Author has allowed backward navigation through the test, you may view a summary, at any point, of which items are answered and/or marked, by selecting <b>Summary</b> . From the <b>Summary</b> page, you can move to any item by clicking on the item in the <b>Item #</b> column.  <b>Remember</b> , time continues to count down while you are on the <b>Summary</b> page.
<b>Mark item for review</b>	If the Author has allowed backward navigation through the test, you may mark items by clicking in the <b>Mark item for review</b> box, located in the upper right hand corner. On the <b>Summary</b> page, an <b>Item marked for review</b> is indicated by a red arrow in the <b>Review</b> column.
<b>Show Answer</b>	If the Author has allowed immediate feedback, you can select <b>Show Answer</b> to view the correct answer.
<b>Beta Comments</b>	Test Authors may provide a feedback box called <b>Beta Comments</b> , which allows you to enter your feedback about the item.

<b>End Test</b>	<p>You may select <b>End Test</b> at any time. This opens the <b>Confirm end of test</b> page. Select <b>Yes</b> to end the test.</p> <p>If you have time remaining, you can select <b>No</b>. If you have <b>not</b> opened each question in the test, the first question you have <b>not</b> seen opens. If you have opened all of the questions, the <b>Summary</b> page opens.</p>
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### Ending an IBT Test

You may end the Prometric IBT test in a few ways, such as answering all of the items, or choosing to the end the test. The options presented to you depend not only on how you end the test, but also the options the Test Sponsor has decided to include for the test. This section describes the options.

The following table describes what to expect when ending the test.

<b>Method of ending the test</b>	<b>Description</b>
<b>Answered all items/ Navigation</b>	<p>Once you have answered all of the questions, and if the Sponsor has allowed navigation in the test, the <b>Summary</b> page opens. To return to any item, click on the item from the <b>Item #</b> column. You should use this feature primarily to catch entry errors. The check marks mean an answer has been entered for the item. A red arrow indicates you marked the item, possibly for review.</p> <p>Once you have completed your review, select <b>End Test</b> to finish the test.</p>
<b>Answered all items/ No navigation</b>	<p>If the Sponsor has <b>not</b> allowed navigation in the test, the <b>Back</b> button and <b>Summary</b> button will <b>not</b> display, and you're not allowed to mark a question.</p> <p>Once you have answered all of the test questions in a test which the Sponsor does <b>not</b> permit navigation, the <b>Feedback</b> page will open. You <b>cannot</b> return to the test to answer questions or change your responses.</p>
<b>End Test</b>	<p>If you have clicked on <b>End Test</b> from any of the items, or from the <b>Summary</b> page, and you have time remaining, the <b>Confirm end of test</b> page opens. You will be asked to confirm your decision to end the test now. Choose <b>Yes</b> to end the test, or <b>No</b> to return to the previous page.</p>
<b>Time expires</b>	<p>If time runs out before you have answered all items, the next button you select (e.g. <b>Summary</b>, <b>Next</b>, <b>Previous</b>, or <b>End Test</b>) will display a message stating your time has expired, and your test has ended. If the last answered item is not received within the test time limit, the answer, even if correct, is counted as incorrect and incomplete. Select <b>Next</b> to view your test results.</p>

1. From the **Feedback** page, type any comments you have about the test in the text box and select **Next**. The comments are stored in the IBT system so the Test Sponsor can review them.

The **Test Results** page provides you with your test score. Tests with human-graded questions will **not** generate a score report until the client has assigned a score to each human-graded item.

You may print the **Test Results** page for your records. For tests with short answer or essay questions, the results may not be ready until up to three weeks after testing, or longer for certain client tests.

You can also retrieve your results from the **Review Scores** option on the **Candidate/Delivery** menu, and you may view or print any test scores.

2. The Test Sponsor may include other options on the **Test Results** page. The options are described in the following table.

Option	Description
<b>Item Feedback</b>	The Author may also provide you with item level feedback, which you can print out for future reference. If this feedback is available, click on the <b>Item Feedback</b> link.
<b>Certificate of Completion</b>	If you have successfully passed your test, the Author may have given you the option to download a <b>Certificate of Completion</b> . To download, click on the <b>Click here to download a certificate of completion (PDF format) link</b> , and print out the PDF document for your records.

## Resume Test



Use **Resume Test** if you have paid for, but not started a test, or, if you had to exit from a test without ending it. Sometimes you may need to resume a regular test or practice test that you already began, or for which you have paid but were not able to complete, due to general computer issues (i.e. power outages, system glitches, program failures, etc.).

**Note:** Regardless of the situation, your test timer will continue to count down until time expires.

If the test has **not** started timing, or if the time allotted for the test has **not** passed, you may use the **Resume Test** option from the **Candidate/Delivery** menu to continue. If more than one hour has passed since you paid, or time has run out on the test, you will have to go through the **Take Test** procedure again.

**Note:** If you paid for an exam and you do not click on **Begin Test** on the **Information** page within one hour of the time of payment, your payment will be refunded

For tests interrupted after being started, contact your Test Sponsor. The client contact information is listed in the **Contact Information** box, located in **Help** area after you sign into the system.

1. From the **Candidate/Delivery** menu, select **Resume Test**. The **Resume Test** page opens.

Notice the **Expiration Date/Time**. The test will end at this time regardless of the time since you left the test.

**Note:** Upon resuming a test, all completed answers will be saved, and the system will start on the item you had opened when you exited the test.

2. From the list of **Tests in Progress**, click on the title of your test (usually only one test is listed).

If you have paid for the test, but did not start the test, the **Begin Test** page will open; otherwise, you will be taken to the first question you have not seen. If all items have been seen, the **Summary** page opens.

3. Click on the item you wish to complete, and continue navigating through the test as normal. Note the remaining time (see [Navigating Through Online Test](#) for more information about the timer).

## Review Scores



**Review Scores** allows you to quickly reference your Prometric IBT history so that you can view and print your test records and view your payment receipts. All of your test records from Prometric IBT, including practice tests, are available for review at any time. Practice test history is listed in the first section under **History / Practice Test Events**, while test history is listed in the next section under **History / Tests**.

### View Score Report

1. From the **Candidate/Delivery** menu, select **Review Scores**. The **Review my Scores** page opens.
2. From the **Date** column, click on the date and time of the test record you would like to view in more detail.
3. You may print this record using your browser's **Print** command.

### View Receipt

If payment was required for the test, you may view and print a copy of your receipt.

1. From the **Candidate/Delivery** menu, select **Review Scores**. The **Review my Scores** page opens.
2. From the **Action** column, click on **View Receipt** for the desired test record.
3. You may print the receipt using your browser's **Print** command.

**Note:** If you paid for an exam, and you do **not** click on **Begin Test** on the **Information** page within one hour of the time of payment, your payment will be refunded. The receipt will reflect both the payment and the refund.

## Update My Information



Your account information includes your name, username, password, email address, and other vital information that completes your record. Test Sponsors use this information to inform you of test scores, test changes, updates, and other information. Use the **Update My Information** option to keep your information current. If your information changes, especially your email address, update it as soon as possible.

1. From the **Candidate/Delivery** menu, select **Update My Information**. The **Update My Information** page opens.
2. Use the mouse or the **Tab** key on the keyboard to navigate to the field you want to change.  
**Note:** For security reasons, asterisks (\*) appear in place of the characters of your password in the **Password** and **Confirm Password** fields.
3. Retype the personal information that needs to be changed and then select **Submit**. Fields marked with **red** arrows are mandatory. (For more information about these fields, see [First-time registration](#)).

**To change your password:** Type the new password into the **Password** field, and then retype the password in the **Confirm Password** field. The next time you sign in use the new password in the **Password** field of the **Previous Visitors** box.

4. If you do not want to change any of your personal information on the form, select **Cancel**. Any changes you typed will **not** be saved.

## Feedback



**Feedback** allows you to make comments about the system.

1. From the **Candidate/Delivery** menu, select **Feedback**. The **Feedback** page opens.
2. Enter your **Name**, **Daytime Phone #**, and **Email Address**. Use the mouse or the **Tab** key on the keyboard to move through the fields.
3. If you would like a support representative to contact you, select **Yes** from the drop-down menu. (**No** is the default option. If you leave this field as **No**, we **will** address your comment, but we will **not** contact you).
4. Type your comments into the **Feedback** text box.

If you experienced difficulties with specific system functions, or specific test functions, include

the specifics in your comments.

**For example**, “I went to Review Scores in the Candidate/Delivery menu, and clicked on View Receipt in the Action column for the Cooking 101 test, and nothing happened.”

**Note:** Users providing feedback regarding anything besides a technical function of the IBT system will be referred to the client. To expedite the process, you may contact the client directly. Client contact information is listed in the **Contact Information** box, located in **Help** area after you sign into the system.

5. Select **Submit**.

## Take Practice Test



**Take Practice Test** allows you to select and take a practice test. In this mode, the test selected is able to be taken as many times as the client allows during a time period specified by the client. You will be allowed to **Start the Test**, which delivers the test normally, or **Start the Test in Study Mode**, which provides immediate feedback for each item, including the correct answer.

1. From the **Candidate/Delivery** menu, select **Take Practice Test**. The **Take Practice Test** page opens.

**Note:**

If you have already started a practice test, the practice test will appear atop the page within **Practice Test Windows Already Started**. The **Delivery** column under this area displays the number of attempts you have remaining and the time remaining to take the practice test. Skip to step three below to continue.

If you have **not** already started a practice test, proceed with step two below.

2. In the list of **Available Practice Test Windows**, select a test from the **Name** column.

**Note:** The **Delivery** column under this area displays the number of attempts and the time limit to take the practice tests.

If the test displayed on the **Confirm Test Selection** page is incorrect, select **Return to Practice Test Listings** from the **Other Options** menu to return to the previous menu.

3. Once you have located the test, click on the test’s name. The **Step 3: Confirm Test Selection** page opens.

The **Requirements** area shows any requirements that may need to be fulfilled in order to start the test. Requirements may include: payment or system capabilities such as cookies being enabled for the browser, JavaScript, or specific media players.

If any test requirements exist, they will be listed in the **Requirements** area of the **Confirm**

**Test Selection** page. The following table explains what to do in each event.

<b>If the test requires...</b>	<b>Do this</b>
<b>Payment</b>	<p>At the prompt, pay to begin the test. (See <a href="#">Paying for a Test</a> for more information).</p> <p>If paying by credit card, a series of pages will open: first is the <b>Payment details</b> page, where you enter billing information, second is the <b>Payment Preview</b> page, prompting you to process payment, third is the <b>Credit card approved</b> page, where you can print a payment receipt, select <b>Start this Practice Test Window</b>, and/or select <b>Return to Practice Test Listings</b>.</p> <p><b>Note:</b> As soon as you pay for a practice-test window, there will be no refunds. You are paying for the window, <b>not</b> the individual test events taken within the window.</p>
<b>Cookies</b>	See your browser's documentation for instruction on how to enable cookies.
<b>JavaScript</b>	See your browser's documentation for instructions on how to enable JavaScript.
<b>Macromedia Flash, Apple QuickTime or Windows Media Player</b>	If the test contains media requiring browser plug-ins, it will be listed in the <b>Requirements</b> area. Test functionality will be missing if requirements are <b>not</b> met. Download the indicated media player from the player's development site (such as <a href="#">Macromedia.com</a> , <a href="#">Apple.com</a> or <a href="#">Microsoft.com</a> ).

Select **Start this Practice Test Window** for free practice windows, or **Purchase this Window** if payment is required for the practice window (see [Paying for a Test](#) for more information).

Select **Start the Test** or **Start Test in Study Mode**.

**Start the Test** delivers the test normally, while **Start Test in Study Mode** provides the correct answer for each item that has this feature available, and immediate feedback (if provided by the author), after selecting the **Next** button for an item.

The **Information** page opens where you are able to begin the test.

- If you are not familiar with the test system, select **View a Tutorial/Practice Test**. The tutorial/practice test contains all item types appearing in your test, but does **not** contain test related material. Once you have completed the tutorial, you will be returned to the **Information** page.

**Note:** The tutorial is optional and can be skipped if you have had experience with the Prometric IBT system.

- Select **Begin Test** to begin your test.

## Ending a Practice Test

You may end the Practice Test in a few ways, such as answering all of the items, or choosing to end the test. The options presented to you depend not only on how you end the test, but also the options the Test Sponsor has decided to include for the test. This section describes the options.

The following table describes what to expect when ending the test.

Method of ending the test	Description
<b>Answered all items/ Navigation</b>	Once you have answered all of the questions, and if the Sponsor has allowed navigation in the test, the <b>Summary</b> page opens. To return to any item, click on the item from the <b>Item #</b> column. You should use this feature primarily to catch entry errors. The check marks mean an answer has been entered for the item. A red arrow indicates you marked the item, possibly for review. Once you have completed your review, select <b>End Test</b> to finish the test.
<b>Answered all items/ No navigation</b>	If the Sponsor has <b>not</b> allowed navigation in the test, the <b>Back</b> button and <b>Summary</b> button will <b>not</b> display, and you're not allowed to mark a question.  Once you have answered all of the test questions in a test which the Sponsor does <b>not</b> permit navigation, the <b>Feedback</b> page will open. You <b>cannot</b> return to the test to answer questions or change your responses.
<b>End Test</b>	If you have clicked on <b>End Test</b> from any of the items, or from the <b>Summary</b> page, and you have time remaining, the <b>Confirm end of test</b> page opens. You will be asked to confirm your decision to end the test now. Choose <b>Yes</b> to end the test, or <b>No</b> to return to the previous page.
<b>Time expires</b>	If time runs out before you have answered all items, the next button you select (e.g. <b>Summary</b> , <b>Next</b> , <b>Previous</b> , or <b>End Test</b> ) will display a message stating your time has expired, and your test has ended. If the last answered item is not received within the test time limit, the answer, even if correct, is counted as incorrect and incomplete. Select <b>Next</b> to view your test results.

1. From the **Feedback** page, type any comments you have about the test in the text box and select **Next**. The comments are stored in the IBT system so the Test Sponsor can review them.

The **Test Results** page provides you with your test score. Tests with human-graded questions will **not** generate a score report until the client has assigned a score to each human-graded item.

You may print the **Test Results** page for your records. For tests with short answer or essay questions, the results may not be ready until up to three weeks after testing, or longer for certain client tests.

You can also retrieve your results from the **Review Scores** option on the **Candidate/Delivery** menu, and you may view or print any test scores.

2. The Test Sponsor may include other options on the **Test Results** page. The options are described in the following table.

<b>Option</b>	<b>Description</b>
<b>Item Feedback</b>	The Author may also provide you with item level feedback, which you can print out for future reference. If this feedback is available, click on the <b>Item Feedback</b> link.

## Glossary

### **Client**

An organization sponsoring a test or testing program. Sometimes referred to as a Sponsor, or Testing Partner.

### **Eligibility**

Official permission to take a specific test. When a candidate is eligible for a test, the Test Sponsor provides the candidate with an eligibility code to use to access the test, or assigns the candidate as an eligible candidate for the test.

### **HTML**

Hypertext Markup Language.

### **Human Grade**

The process of manually scoring essay and short answer items.

### **IBT**

Internet-Based Testing.

### **Practice Tests**

Practice tests allow the user to take a test in either Test Mode, which starts the test normally, or in Study Mode which provides immediate feedback for each item, including the correct answer.

### **Practice Test Window**

The time period (i.e. window) and number of attempts a practice test is available for use.

### **Proctor**

A client representative, or testing administrator, who monitors test delivery and maintains secure testing conditions.

**Program**

A classification or group of tests sponsored by a client. A program may contain one or more tests.

**SSL**

Secured Sockets Layer.

**Prometric Internet-Based Testing**

Testing, and a test authoring system for the Internet.

**URL**

Uniform Resource Locator.

**WWW**

World Wide Web.