



TCNet Candidate User Guide



Version 1.4

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Introduction

Welcome to TCNet!

TCNet, formerly known as IBT, is Prometric's new Internet Based Testing software.

This manual will help you understand the features of Prometric's TCNet system and the procedure to use them. TCNet allows testing delivery over the Internet with usage of minimal technology at user's end. It allows clients to author and administer tests online, candidates to access tests online, making development quicker, and tests more accessible.

This guide describes all menu areas and options, but a user may or may not have access to all areas.

If you need additional access, click on the Help icon  after logging into TCNet and use the information listed in the Contact Information box to request different access from your administrator.



This guide uses the following conventions:

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

TCNet Web Application Technical Requirements

In order to ensure that TCNet runs smoothly, there are certain minimum requirements an operating system must meet.

TCNet requires all browsers to have:

- ◆ JavaScript enabled.
- ◆ Session (in memory) cookies enabled.
- ◆ Pop-up blockers disabled.
- ◆ Screen resolution of 1024 x 768, with 256 colors minimum; and
- ◆ Recommended high-speed internet connection.

TCNet supports these Operating Systems:

Windows XP, Windows Vista, or Windows 7, Windows 8, Windows 8.1, Windows 10, Macintosh OSX 10.7 or higher.

TCNet supports these browsers:

- ◆ Edge v12 or above
- ◆ Mozilla Firefox v36 or above.
- ◆ Chrome v53.0+.
- ◆ Safari v11 or above.

TCNet Lockdown Browser

TCNet lockdown browser increases exam administration security and facilitates testing larger groups with fewer amounts of proctors than a TCNet examination without a lockdown browser installed.

Lockdown Browser Requirements:

Memory:

2 GB RAM

Hard Disk Space (For installation of the lockdown browser):

Minimum 10 MB of available hard disk space

Monitor

1024x768 or 1280x720 minimum resolution

Installing the Browser:

Prior to accessing the secure exam, the lockdown browser must be installed on your computer.

1. To begin, select the URL customized for your program ({sitename} is determined in conjunction with your client services manager):
<https://tcnet.prometric.com/{sitename}/lockdown/start.aspx>.

- The **Prometric Lockdown Browser** page opens.
- Under **Step 1**, select **Install the Prometric Lockdown Browser**. A list of supported operating systems appears below. Select your operating system. In the download window, select **Run** or **Save**.
 - When the program has finished downloading, select **Open**, and then select **Run** again. The **Prometric Lockdown – InstallShield Wizard** window opens. Select **Next** and follow the instructions for installing the lockdown browser. When installation is complete, select **Finish** to exit the InstallShield Wizard.
 - Once the lockdown browser has been installed, return to the original URL: <https://tcnet.prometric.com/{sitename}/lockdown/start.aspx>. If the browser does not launch immediately, select **Launch TCNet (after browser has been installed)** under **Step 2**. The **Welcome to Prometric** page opens in a new window.
 - After the lockdown browser has launched, you may not right-click on content, take screen shots, or copy/paste text or images. You also may not use any other applications unless they have been specifically added to the application whitelist for your TCNet site. The lockdown browser's navigation bar includes the buttons described in the table below.

Icon Function	Description
Back	Return to the previous page.
Forward	Continue on to the next page.
Stop	Stop the current browser action.
Refresh	Reload the content of the current page.
Information – Settings	Information – Settings options: ◆ Version Information: supplies users with information about the version of lockdown browser being used. Select Check for Newer Version to download the most recent update to the lockdown shell. ◆ Select Font Size: In the drop-down list, select the desired font size and select Apply. ◆ Zoom Level: Select the zoom percentage and then select ○ Apply. Zoom magnifies the entire page, including images. ◆ Proctor Options: Selecting this option brings up a new window with the message, “To exit Prometric TCNet Lockdown, enter the Exit Password and choose OK.”
Insert Symbol	Select a symbol button to insert the symbol. Selecting the Caps button switches the symbols on the buttons from lower case to upper case and vice versa.

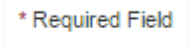
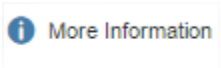
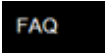
- The tab key does not work to switch between fields in the lockdown browser. You must click into fields to type in the details.
- To close the lockdown browser, click the red x in the upper right corner of the window.



*Some of the tests can only be taken in **Lockdown Browser Only**. Contact your Client Service Manager for more details.*

TCNet Icons

The list of icons used in TCNet, and their functions are listed in the table below.

Icon	Description
	Choose Location – TCNet supports 18 global languages in the candidate's user interface: ◆ Arabic ◆ Italian ◆ French ◆ Lao ◆ English (US) ◆ German ◆ Khmer ◆ Vietnamese ◆ Russian ◆ Somali ◆ Portuguese ◆ Korean ◆ Samoan ◆ Chinese (Simplified) ◆ Tagalog ◆ Ukrainian ◆ Spanish ◆ Japanese Contact your client services manager to have individual language options activated. Once the languages are available, the user can change the user interface language.
	Help – Has basic contact information and Manuals
	TCNet – returns the user to return to the Login Page
	Prometric - returns the user to return to the Login Page
	The mandatory input fields are prefixed by asterisk sign (*) at the end of the field name.
	You can mouse over the information icon to get more details about a page or a field in the page
	You will be taken to the previous pages, on clicking the back button icon beside the Page name
	Displays a list of FAQs (frequently asked questions) about the TCNet system. To view the answer to a question, click on a question and the answer will display directly beneath.

About Prometric	Presents information about Prometric. If you would like more information, click on the Prometric link (located in the top right-hand corner of the same page), or visit www.prometric.com
Contact Us	Lists information about how to reach us with questions or concerns. The page presents our mailing address and our Web address (www.prometric.com)

Accessing the TCNet System

After entering the URL (provided by your Client Services Manager) for the exams you wish to take, the Login page displays. From here you can sign in to TCNet, select a language, obtain answers to FAQ's and view contact information.

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](#)
- [Username/Password Recovery](#)



You should always use the navigation provided within the TCNet system. Using your browser's navigation buttons may cause adverse effects with your testing experience.

Secure Sign-In

1. From the Login page, 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).*
2. Select Sign-In.
3. The Welcome page may include News and Information provided by your Test Sponsor.
4. 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]*
5. In the **Update My Information** screen, update your information if necessary. Select **Continue** once complete.
6. You are now signed in and may begin using the system.

First-Time Registration

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

1. On the Login page, select **Register Now**.
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 taken a test 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 taken a test with Prometric, you may leave the field blank, and a Prometric Testing ID will be assigned to you.
3. 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 asterisk)*. The table below lists some common fields and their description.

Field	Description
Username	The name you will use to login to the system.
Password	The confidential password you need to access the system.
Confirm Password	Re-type the password. The Password and Confirm Password fields must match exactly for the account to be created.
First Name	Your first name.
Middle Name/Initial	Your middle name or middle initial.
Last Name	Your surname.
Questions	A custom security question for retrieving your password. Use the drop-down box to indicate the question you prefer to answer.
Question Answered	The answer to the question indicated above.
Questions	An additional security question for retrieving your password. Use the drop-down box to indicate the question you prefer to answer.
Question Answered	The answer to the question indicated above.
Mailing Address	The address provided by the user for correspondence use.
Address 2	An additional address field in case the first field is not long enough.
Address 3	An additional address field in case the first field is not long enough.
City	The city name of the address.
State/Province	The state or province of the address.
Postal Code	The postal code of the address.
Country	The country in which the address is located.
Email Address	The email address the Sponsor or Prometric can use to contact you.
Home Phone #	The phone number the Sponsor or Prometric can use to contact you at home.
Work Phone #	The phone number the Sponsor or Prometric can use to contact you at work.

Fax #	The phone number the Sponsor or Prometric can use to send faxes to you.
Company	The company with which you are affiliated, usually as an employee
Student #	An identifying number for students. An employee number is acceptable in this field.
Birth Date	The date you were born.
Government ID #	The identification number assigned to you by the government.
Prometric Testing ID	The number Prometric uses to track tests you have taken.

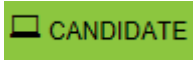
- Once you have finished entering your information, select **Submit**.
- In the Welcome box, select **Continue**. *[Note: This page may include News and Information provided by your Test Sponsor]*
- You are now signed in and may begin using the system.

Username/ Password Recovery

- On the Login page, select **Forgot Password**.
- Choose:
 - Method 1–Reset Password via **E-Mail**: Enter the **email address** you entered 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]*
 - Method 2 –Password **Recovery Using Custom Question**: Enter your **username** in the field and then select **Submit**. The system will ask you the **security questions** you entered while creating your account. **Type in your answers** and select **Submit**. If the answer matches your original answer, the system will redirect to the page where you can **create a new password**.
- Click on the Sign-In link, which will redirect you to the login page.

Main Menu Options

Listed below are all potential **Main Menu** options available after signing in to the TCNet system. They appear, from left to right, along the top of the page, based on what permissions access has been granted.

Option	Icon	Provides Access to
User Info		Update Information, Change Password or Sign Out
Home		News and Information
Candidate		Take Test

Candidate Menu

This section of the help content provides a description of all menu options, along with procedures for using each option. The menu options displayed may vary depending on the permissions assigned to you. All permissions are given by the Client Services Manager. 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 Client Services Manager.

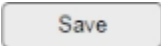
Listed below are all potential Candidate menu options. Click on the hyperlinks below to proceed directly to the procedures for using each option.

- [Take Test](#)
- [Resume Test](#)
- [Review Scores](#)
- [Update My Information](#)
- [Feedback](#)
- [Take Practice Test](#)



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.

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

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

Take Test

TCNet tests fall into one of three categories: [Public Tests](#), [Private Tests](#), and [Eligibility Tests](#).



Any of these tests may have additional requirements/restrictions associated with them, including proctor verification, eligibility, payment (voucher, promotion code, or credit card).

- Public Tests are open to anyone with valid access to the application.
- Private Tests must be accessed with a Keycode.
- Eligibility Tests can be accessed by entering a generic eligibility code.



Key codes 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, you should 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

1. From the Candidate menu, select **Take Test**. Click on the **Take** button, the Select Test page opens.
2. Using the drop-down menu in the Public Tests, Select the **Sponsor** of the Public Test desired. A Sponsor is the organization or test program that creates and presents a test.
3. Select **Submit**. Select Test page opens with the Test Inventory.
 - ◆ You can find the desired test by navigating to the appropriate folder under the **Test Hierarchy**
 - ◆ If the test you desire is not in the list, click on the **Back** button to go to the previous page, and verify you are accessing the proper sponsor and type of test. If you still cannot find your test, you should contact your test provider.
4. Once you have located the test, click on the **Take Test** link under the Action column. Confirm Test Selection page opens. If the test displayed on the Confirm Test Selection page is incorrect, click on the back button or cancel to return to the previous page.

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 or specific media players.



If the test requires eligibility and you do not have 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.

Test Requirement	Conditions
Eligibility	If eligibility is required, and your eligibility is valid, the system allows you to proceed to the Information page. If your eligibility is not valid, you will not be able to proceed past Confirm Test Selection page. Contact the Test Sponsor
Supervisor	A Proctor must be present to monitor the test event. The Proctor Sign in page opens for the Proctor. 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 Information page opens. <i>Note to Proctor: 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.</i> <i>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.</i>
Payment	At the prompt, pay (and/or enter a voucher code or promo code) to begin the test. (See Paying for a Test for more information). If paying by credit card, a series of pages will open: first is the Payment Preview page, prompting you to process payment, second is the Credit Card Approved page where you can print a payment receipt, and last is the Information page.
Cookies	See your browser's documentation for instruction on how to enable cookies.

5. Select **Take This Test!** The Information page opens where you are able to begin the test.
6. A test may require the completion of an Affidavit. If an Affidavit is required, it will be displayed after Take This Test! Button is selected. Select the **appropriate responses** for each affidavit question then click **Accept**. The Affidavit may or may not validate each response.
 - ◆ If no responses are validated, or all input responses are valid, after clicking Accept you move to the next step.
 - ◆ If responses are validated and yours are not accepted, a message is displayed 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. *[Note: You will not be able to proceed to the test until all affidavit responses are accepted]*
 - ◆ Clicking go back returns you to the Confirm Test page, or if a proctor is required, to Proctor Sign
7. 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 providing 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.

8. 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 TCNet system]*
9. Select **Begin Test** to begin your test.

Private Tests

1. From the Candidate menu, select **Take Test**. Click on the Take button, the Select Test page opens.
2. Click on the **Private Tests** option, type the Keycode into the **Private Keycode** field.
3. Select **Submit**. The Confirm Test Selection page opens. If the test displayed on the Confirm Test Selection page is incorrect, click on the back button or cancel to return to the previous page.

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.



If the test requires eligibility and you do not have 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.

Test Requirement	Conditions
Eligibility	If eligibility is required, and your eligibility is valid, the system allows you to proceed to the Information page. If your eligibility is not valid, you will not be able to proceed past Confirm Test Selection page. Contact the Test Sponsor
Supervisor	A Proctor must be present to monitor the test event. The Proctor Sign in page opens for the Proctor. 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 Information page opens. <i>Note to Proctor: 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.</i> <i>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.</i>
Payment	At the prompt, pay (and/or enter a voucher code or promo code) to begin the test. (See Paying for a Test for more information). If paying by credit card, a series of pages will open: first is the Payment Preview

	page, prompting you to process payment, second is the Credit Card Approved page where you can print a payment receipt, and last is the Information page.
Cookies	See your browser's documentation for instruction on how to enable cookies.

4. Select **Take This Test!** The Information page opens where you are able to begin the test.
5. A test may require the completion of an Affidavit. If an Affidavit is required, it will be displayed after Take This Test! Button is selected. Select the appropriate responses for each affidavit question then click **Accept**. The Affidavit may or may not validate each response.
 - ◆ If no responses are validated, or all input responses are valid, after clicking Accept you move to the next step.
 - ◆ If responses are validated and yours are not accepted, a message is displayed 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. *[Note: You will not be able to proceed to the test until all affidavit responses are accepted]*
 - ◆ Clicking go back returns you to the Confirm Test page, or if a proctor is required, to Proctor Sign
6. 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 providing 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.
7. 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 TCNet system]*
8. Select **Begin Test** to begin your test.

Eligibility Tests

1. From the Candidate menu, select **Take Test**. Click on the Take button, the Select Test page opens.
2. Click on the **Eligibility Tests** option, type the Keycode into the **Eligibility Keycode** field.
3. Select **Submit**. The Confirm Test Selection page opens. If the test displayed on the Confirm Test Selection page is incorrect, click on the **Back** button or cancel to return to the previous page.

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.



If the test requires eligibility and you do not have 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.

Test Requirement	Conditions
Eligibility	If eligibility is required, and your eligibility is valid, the system allows you to proceed to the Information page. If your eligibility is not valid, you will not be able to proceed past Confirm Test Selection page. Contact the Test Sponsor
Supervisor	A Proctor must be present to monitor the test event. The Proctor Sign in page opens for the Proctor. 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 Information page opens. <i>Note to Proctor: 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.</i> <i>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.</i>
Payment	At the prompt, pay (and/or enter a voucher code or promo code) to begin the test. (See Paying for a Test for more information). If paying by credit card, a series of pages will open: first is the Payment Preview page, prompting you to process payment, second is the Credit Card Approved page where you can print a payment receipt, and last is the Information page.
Cookies	See your browser's documentation for instruction on how to enable cookies.

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 - ◆ If no responses are validated, or all input responses are valid, after clicking Accept you move to the next step.
 - ◆ If responses are validated and yours are not accepted, a message is displayed 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. *[Note: You will not be able to proceed to the test until all affidavit responses are accepted]*

- ◆ Clicking go back returns you to the Confirm Test page, or if a proctor is required, to Proctor Sign
- 6. 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.
- 7. 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 TCNet system]*
- 8. Select Begin Test to begin your test.

Paying for a Test

Tests offered by TCNet may require payment. Payments can be made by credit card, promotion code, or voucher.

1. After the Confirm Test Selection page, or after the Proctor has entered the proctor code and password, you may be prompted to Enter Promotion Code or Voucher for a discount on the Promotions/Vouchers page for a test. *[Note: Vouchers and Promotion codes are not applicable for practice tests.]*
 - ◆ 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, then **Payment page** opens. *[Note: If the information provided does not match the credit card company's database used for verification, the transaction will be declined].* The following table lists each field and a description

Field	Description
First Name	The cardholder's first name. It should match the name on the card.
Last Name	The cardholder's last name or family name. It should match the name on the card.
Home Phone #	The cardholder's telephone number.
Email	This can be the candidate's email address, or the cardholder's email address.
Billing Address	The cardholder's billing address for this credit card
City	The city of the address above.
State/Province	The state or province of the address above.
Postal Code	The postal code or ZIP code of the address above.
Country	The country of the address above.
Card Type	The credit card brand you are using to purchase the test. Select your credit card. brand from the drop-down list.
Card Number	Type in your 12 to 16-digit card number.
Card Security Number	You may be prompted for your card security number. This is the card security number located on the back of your credit card.

Card expiration	Using the drop-down boxes, select the month and year of the credit card's expiration date.
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2. Once you have entered all the requested information correctly, select **Preview**.
3. The Payment Preview page opens.
 - ◆ If anything is wrong with the information you entered on the Payment 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!

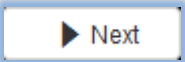
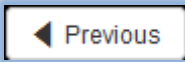
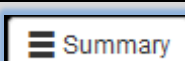
4. If payment is **Approved**, the **Payment Receipt** page opens. You may view and print your receipt using your browser's File, Print command. If you prefer to print, or view the receipt later, see **Review Scores** for more information. Select **Launch Test** to start your test. If payment is **Not Approved**, 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 must be approved to continue with the test.

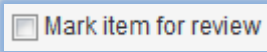
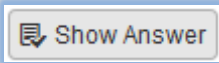
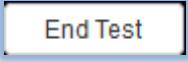
Pre and Post-Test Surveys

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 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 remaining time you have for completing your test.
2. Answer the question as indicated (the question may be presented in several 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".
3. For short answers or essay questions, move the cursor into the answer field using your mouse, and type in your answer. *[Note: When answering an essay question, you can save your answer any time you want using the save button]*
4. Continue answering items and moving through the test by using the navigation buttons. The following table lists each button and a description.

Button	Description
	Select Next to move onto the next item. Next moves you forward through the test, one item at a time.
	If the Author has allowed you to navigate backwards and change answers at any time, the Previous button will appear. Previous opens the previous question and displays the answer you specified.
	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 Summary. From the Summary page, you can move to any item by clicking on the item in the Item # column. Remember, time continues to count down while you are on the Summary page.

	If the Author has allowed backward navigation through the test, you may mark items by clicking in the Mark item for review check box. On the Summary page, an Item marked for review is indicated by  in the Review column.
	If the Author has allowed immediate feedback, you can select Show Answer to view the correct answer.
Beta Comments	Test Authors may provide a feedback box called Beta Comments, which allows you to enter your feedback about the item.
	You may select End Test at any time. This opens the Confirm end of test page. Select Yes to end the test. If you have time remaining, you can select No. If you have not opened each question in the test, the first question you have not seen opens. If you have opened all of the questions, the Summary page opens.

Ending an TCNet Test

You may end the Prometric TCNet 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, it also includes options the Test Sponsor has decided for a test. This section describes the options. The following table describes what to expect when finishing the test.

Methods to End a Test	Description
Answered all items/ Navigation	Once you have answered all of the questions, and if the Sponsor has allowed navigation in the test, the Summary page opens. To return to any item, click on the Take Question link from the Action column. You should use this feature primarily to catch entry errors. The check marks mean an answer has been entered for the item. A  icon indicates you marked the item, possibly for review. Once you have completed your review, select End Test to finish the test.
Answered all items/ No navigation	If the Sponsor has not allowed navigation in the test, the Back button and Summary button will not 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 not permit navigation, the Feedback page will open. You cannot return to the test to answer questions or change your responses.
End Test	If you have clicked on End Test from any of the items, or from the Summary page, and you have time remaining, the Confirm end of test page opens. You will be asked to confirm your decision to end the test now. Choose Yes to end the test, or No to return to the previous page.
Time expires	If time runs out before you have answered all items, the next button you select (e.g., Summary, Next, Previous, or End Test) 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 Next to view your test results.

1. In the **Feedback page**, type any comments you have about the test in the text box and select **Next**. 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 answers or essay questions, the results may not be ready until three weeks after testing, or longer for certain client tests.
 - ◆ You can also retrieve your results from the Review Scores option on the Candidate Dashboard, 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
Item Feedback	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 Item Feedback link.
Certificate of Completion	If you have successfully passed your test, the Author may have given you the option to download a Certificate of Completion. To download, click on the Click here to download a certificate of completion (PDF format) button, 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, 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]*

1. From the Candidate menu, Select **Take Test** and Click on the **Resume** button to **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 TCNet history so that you can view and print your test records and view your payment receipts. All your test records from TC Net, including practice tests, are available for review at any time. Practice test history can be viewed when the **Practice Test** option is selected, while test history can be viewed when **Test** option button is selected.

View Score Report

1. From the Candidate menu, Select **Take Test**. Click on the **History** Button. The Review Scores page opens.

2. From the Action column, click on the **Test Results** 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

1. If payment was required for the test, you may view and print a copy of your receipt.
2. From the Candidate menu, Select Take Test. Click on the History Button. The Review Scores page opens.
3. From the Action column, click on  icon for the desired test record.
4. You may print the receipt using your **Browser's Print Command**.

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 about 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. Click on the **Username** and from the dropdown, 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 asterisks are mandatory. (For more information about these fields, see First-time registration).
 - ◆ To change your password: Click on the Username and from the dropdown, select Change 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.
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 menu, Select **Take Test**. Click on the **Feedback** Button. 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).
4. Type your comments into the **Feedback text box**.
5. Select **Submit**.

Take Practice Test

Take Practice Test allows you to select and take a practice test. In this mode, the test selected can 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 menu, Select Take Test. Click on the **Take Practice Test** Button. The Take Practice Test page opens.
 - ◆ 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]*
3. If the test displayed on the Confirm Test Selection page is incorrect, select **Cancel** to Practice Test Listings.
4. Once you have located the test, click on the **Take Test** link under the Action column. The Confirm Test Selection page opens.

The Requirements area shows any requirements that may need to be fulfilled 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.

Test Requirement	Conditions
Payment	At the prompt, pay to begin the test. (See Paying for a Test for more information). If paying by credit card, a series of pages will open: first is the Payment details page, where you enter billing information, second is the Payment Preview page, prompting you to process payment, third is the Payment page, where you can print a payment receipt, select Start this Practice Test Window, and/or select Return to Practice Test Listings. Note: As soon as you pay for a practice-test window, there will be no refunds. You are paying for the window, not the individual test events taken within the window.
Cookies	See your browser's documentation for instruction on how to enable cookies.

5. 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.
6. The Information page opens where you can begin the test.
7. 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 TCNet system.]*
8. 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 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 finishing the test.

Methods to End a Test	Description
Answered all items/ Navigation	Once you have answered all of the questions, and if the Sponsor has allowed navigation in the test, the Summary page opens. To return to any item, click on the Take Question link from the Action column. You should use this feature primarily to catch entry errors. The check marks mean an answer has been entered for the item. A  icon indicates you marked the item, possibly for review. Once you have completed your review, select End Test to finish the test.
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1. In the **Feedback page**, type any comments you have about the test in the text box and select **Next**. 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 answers or essay questions, the results may not be ready until three weeks after testing, or longer for certain client tests.
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2. The Test Sponsor may include other options on the Test Results page. The options are described in the following table.

Option	Description
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Certificate of Completion	If you have successfully passed your test, the Author may have given you the option to download a Certificate of Completion. To download, click on the Click here to download a certificate of completion (PDF format) button, and print out the PDF document for your records

Glossary

Candidate

A person taking an exam.

CBT

Computer-Based Testing. The process of delivering tests using a personal computer rather than paper and pencil. Sometimes referred to as technology-based assessment.

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.

Grader

A client representative who determines the score for the essay and/or short answer items.

GUI

Graphical User Interface. A software interface designed to standardize and simplify the use of computer programs, as by using a mouse to manipulate text and images on a display screen featuring icons, windows, and menus.

HTML

Hypertext Markup Language.

Human Grade

The process of manually scoring essays and short answer items.

IBT

Internet-Based Testing.

Proctor

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