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# PHTA CPO Instructor Proctor Instructions

## **Introduction**

This document covers the responsibilities of CPO Instructor proctors and the procedures to be followed before, during, and after each exam administration. Adherence to these procedures' security and accuracy for PHTA Professional Certification Exams. Test scores are meaningful only if the same instructions and procedures are followed by all proctors and candidates.

The procedures outlined in this manual sets the standard for secure test administration. As a proctor, your primary concern is safeguarding test security, conducting the test efficiently and quietly, protecting the test takers from disturbance, and ensuring protection of the test materials from loss or unauthorized access. *No one is permitted to copy or retain copies of test questions.*

Proctors are expected to report any exam irregularities and security issues to PHTA. If you have any questions regarding a PHTA examination administration, please contact us directly at [education@phta.org](mailto:education@phta.org).

## **Proctor Responsibilities**

- To adhere to all policies and procedures set forth in this document.
- You may not delegate test supervision to any individual who is not a currently authorized PHTA CPO instructor.
- If you, as a PHTA proctor, encounter any suspected or documented exam irregularities, you are required to report these to PHTA.

## **Equal Treatment**

- All PHTA proctors are required to administer PHTA exams in a nondiscriminatory manner and in accordance with all applicable laws, including the Americans with Disabilities Act.
- The procedures described in this guide must be followed uniformly to ensure a fair and equitable testing environment for all candidates.

## **Security of Candidate Information**

- Candidate data, including personal information and exam scores, is considered confidential and may not be shared.
- Any proctor found to be accessing candidate information other than for a test administration they proctored will result in immediate revocation CPO instructor privileges.

## **Security of Test Materials**

- PHTA exams are copyrighted and cannot be resold or redistributed for commercial or other use. It is your responsibility as the proctor to ensure that every possible effort is made to prevent students from copying the contents of the test.
- At the start of the exam administration, you must clearly explain to candidates that they are prohibited from copying the content of the examination, including using a phone to take pictures, taking screenshots, or any other means.
- If a candidate is observed doing so, you must report this activity to PHTA, and the candidate's test results will be disallowed.

## **Candidates with Disabilities or Special Needs**

- If you have candidates who require special testing accommodations, there are ADA versions of each examination which allow extra time for completion. As the test supervisor, you can assign that version of the test to a candidate.
- If a candidate requests an accommodation that is minor and one that you can handle easily, you may, at your discretion, do so, provided that the candidate understands the test is otherwise to be administered under normal procedures.
- If a request is more involved, (e.g., asking that test questions be read aloud), it may be necessary to schedule a separate testing session for that individual so as not to distract other test takers.

## **SPECIAL NOTICE REGARDING ONLINE CLASSES ANDS TESTING DURING COVID-19**

Each state has their own requirements to grant approval to test online during and after COVID 19; please check on the PHTA website and Instructor Updates for more information about where approvals have been received. The following procedures are to be followed if conducting online classes and testing.

## **Candidate Technical Requirements**

- The candidate must have a device with webcam capability. Once you have verified the candidate's identity, that same person must remain visible throughout the examination.
- If necessary, the candidate may use one device for providing webcam capability (phone, tablet) while using another device to take the exam.
- Phones are not allowed for taking the exam because the small screen size may make it difficult to read the test questions.
- Candidates should use either a wired internet connection or a secure WIFI network for taking the test.

## **Candidate Visibility While Testing**

Test takers must be visible on webcam the entire time they are taking the exam. Any candidate not visible on webcam may not take an exam.

If a candidate should become not visible while taking an exam, ask them to stop taking the exam until the webcam is turned on again.

- If the candidate is no longer visible on webcam and the connection cannot be restored, this must be reported to PHTA and the candidate's exam results will be disallowed.
- Limit the number of candidates testing at one time to ensure that you can monitor them all consistently. A maximum of 20 candidates per testing session is recommended.

## **Test Day Preparations**

- Treat all test takers equally. Make certain that none of your procedures makes one candidate feel different from any other.
- Be patient in responding to questions before the test begins.
- Candidates may not leave the room once the test has begun.
- If you suspect someone of cheating or disturbing others, treat the individual reasonably but firmly, without disrupting the testing session or the other test takers.

## **Prior to the Testing Session**

- Register your candidates at <https://reg.testrac.com//phta> following the directions in the next section of this document.
- Each candidate must send you a copy of their photo identification at the beginning of the online class. Once you have received the picture and confirmed their identity, delete the ID from your device after the test administration is concluded.
- Enter each candidate's information into the PHTA Testing Center as described in the proctor instructions.
- Review the information and make any necessary edits.
- Verify that each candidate is assigned the appropriate test.
- Click on *Import* to send test login credentials to candidates.
- Email a test voucher to candidates.
- Remind candidates that they may not copy, remove, record, or photograph any portion of the test materials.

## **During the Testing Session**

- As the proctor, you must watch the candidates the entire time they are testing.
- CPO is an open-book exam, so candidates may have a copy of the Pool & Spa Operator Handbook with them during the test.

- Candidates may also use the eBook during the exam but must be provided a hard copy book.
- You may answer a candidate question during the test provided it is brief, relates only to the mechanics of the test, and is not disruptive to the other test takers.
- Candidates can bring a calculator, but it cannot be on a cell phone or other smart device.
- Candidates may use a pencil and paper for math calculations.
- Candidates must be in an isolated room.

### **Disruptive Situations**

- If a candidate should get disconnected during the testing session, the test will pause at the time the interruption occurs. Have the candidate close the browser, login again to the PHTA Testing Center, and under the bar labeled "In Progress/Incomplete" find the exam they were taking. The candidate can restart the exam right where they left off and time on test will have been held.
- If a candidate's behavior during testing has the potential to prevent others from doing their best work, warn the candidate that he or she will be dismissed if the disruptive behavior continues.
- You have the authority to dismiss a candidate for misconduct. You must notify PHTA if this occurs.
- Use your best judgment in handling the situation.

### **After the Testing Session**

- Candidates receive the results of their test immediately upon completion.
- Once you have completed the test administration, send your course roster (both passing and failed students) to [service@phta.org](mailto:service@phta.org) within 5 business days. The completed course roster should include the candidate's first and last names, candidate's email address, the name of the test they took, score, instructor(s), date(s) of course, and test result (pass/fail). Please make sure to include any co-teaching instructors to your roster for credit.
- PHTA Client Services will extract data from TesTrac to compare with your roster and then will contact you for payment for each passing student (\$45).
- Once payment is received your course will be processed, and your candidates will receive their electronic certificates within 5-7 business days.
- Once processing is complete, candidates who passed will receive an email asking them to complete a short survey, after which they can download their CPO certificate and wallet card.
- A hard copy of the certificate may be ordered from PHTA for \$10 by contacting Client Services at [service@phta.org](mailto:service@phta.org) or 719-540-9119.

**Questions**

- Contact PHTA Client Services at [service@phta.org](mailto:service@phta.org) or 719-540-9119.

# CPO Handbook eBook Access on TesTrac OR within People Cert

Prior to answering the first question, make sure you click on the link Master English CPO Manual or Master Spanish CPO Manual and it will be presented in a separate browse window for your students to access.

The screenshot shows the PeopleCert Online Demonstration Site interface. At the top left is the PeopleCert logo with the tagline "All talents, certified." To the right is the text "PeopleCert Online Demonstration Site" and "Copyright © 2021 Powered by TesTrac.com, Ltd." Below this is a navigation bar with icons for home, search, user profile, and help, along with a dropdown menu for "Exam group" and the text "Logged on as Douglas B Odell". A progress bar shows "1 / 9" and a timer "01:54:17".

Your questions are presented below. If you need help in understanding the question type, you will find the link for help below the answers. There are two types of tests/questions:

- Traditional tests where questions are presented, answers are captured and one clicks on "Next" to view the next question.
- Single pass exams where questions are presented, feedback is then provided by clicking on "Save and Review". Question feedback is provided and then one clicks on "Continue" to proceed to the next question.

When you have answered **ALL** questions, click on: "Complete the exam". You will be asked for confirmation to score the exam. Click on "YES" to proceed. If you have not answered all questions click on "NO".

To access the PHTA code book, please click on [PHTA\\_Supervisor\\_Manual\\_V1](#)

This is an example of a single answer multiple choice question.

Select the word that rhymes with "Orange". Select a single answer.

[PHTA\\_Supervisor\\_Manual\\_V1](#)

- Porridge
- Knowledge
- Morange
- There is no word that rhymes with "Orange"

Mark item for later review

[▶ Help for answering this question type](#)

[Return to exam review](#)

# Candidate Registration Procedures for Proctors

1. Go to the PHTA Candidate Enrollment Site <https://reg.testrac.com/phta>

## PHTA Candidate Enrollment

Welcome to the Pool & Hot Tub Alliance (PHTA) Online Testing Center. This is where you will enroll the candidates for the testing session you will be supervising.

Before proceeding, please make sure that you are familiar with the content of the PHTA Test Supervisor Guide, which details the procedures to be followed when administering a PHTA examination. As a PHTA Proctor/Test Supervisor, you assume the responsibilities outlined in the PHTA Test Supervisor Guide and agree to ensure that procedures are followed as described.

Candidates are to be monitored the entire time that they are testing. You are required to ensure that the administration of the examination is fair for all candidates and the test is secure. No one is permitted to see a test other than when they are taking it and no one is permitted to copy or retain copies of test questions.

If you have any questions about administering an examination, please contact PHTA at [service@phta.org](mailto:service@phta.org).

Best wishes for success on your examination!

[PHTA Test Supervisor Guide](#)

[Click here to start a registration »](#)

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2. Click on “Click here to start a registration.” Login with your proctor credentials.

### Sign in


Please enter your credentials below.

Login ID

\*\*\*\*\*

[Login](#)

3. Read the Proctor Agreement and check the box “I Agree.”



### Agreement

As a Proctor, I agree to handle all PHTA tests and related examinee information as secure as defined in the Supervisors Manual and memorandum of understanding. PHTA tests are the confidential property of PHTA and must not be copied or otherwise transmitted outside of the delivery system authorized by PHTA for test delivery purposes. Information about examinees is confidential, including their names. To ensure confidentiality, I will not copy documents containing individually identifiable information, or use such information for any purpose other than administering the tests.

I have read and agree to comply with all PHTA test administration policies, including those listed in the Supervisor's Manual and memorandum of understanding. I also understand and agree that PHTA has the right to terminate its relationship with any test site or test site personnel without advance notice if PHTA determines, in its sole discretion and for any reason, that such termination is appropriate.

I Agree

[Continue](#)

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- You will see your Proctor registration details and the steps to follow when registering candidates. Check your information for accuracy and click "Continue."

Home Registration Assessments Attempt Data Vouchers Reports Logout

**POOL & HOT TUB ALLIANCE**  
Successful Login

- Please read the following instructions for using this site:
- Step 1 – Candidate Enrollments** – Please complete the following form. Fields that have an asterisk next to them are required. When you have filled all fields click on "Insert" and then proceed to the next enrollment. Once all enrollments have been completed go to Step 2.
- Step 2 – Pending Enrollments** – Use this step to review candidates you have enrolled. You can editing changes and/or delete an enrollment record. Once your review has been completed, click on "Import". You candidates will be enrolled. You can now move to Step 3.
- Step 3 – Foster** – To retrieve candidate log in ID and PIN numbers, enter a date range and click on "Search". Please make sure you add one extra day to the End Date. The example would be if you want enrollment through 12/31/2011 you would enter 01/01/2012. When data is presented, click on Export data which will appear on your desk top. When testing has been completed, proceed to Step 4.
- Step 4 – Test Attempts** – To retrieve candidate attempt data, enter a date range and click on "Search", make sure you add one extra day to the End Date. The example would be if you want enrollment through 12/31/2011 you would enter 01/01/2012. When data is presented, click on Export data which will appear on your desk top.

The following are your Proctor registration details.

Address1  
Address2  
City  
State  
Zip  
Country  
Phone 1  
Phone 2

[Continue](#)

- On the Examinee Registration page, enter the information for your first candidate and click "Save."

**Examinee Registration**

- Please complete at least the required fields using the examinee registration data. Fields marked with an asterisk (\*) are required.
- Click on "Submit" to submit the completed form.
- To add another examinee, click on "Create Another Examinee" at the bottom of the page.
- Once you have entered all examinees, either click on Pending Registrations in the left-hand menu or click on Go to Pending Registrations at the bottom of the page.

Last Name\*

First Name\*

Middle Initial

Personal Email Address

Street 1\*

Street 2

City\*

Country\*

State\*

Zip Code\*

Company Name

Phone 1\*

Phone 2

[Save](#)

6. Scroll down and click on "Create Another Enrollment." Continue this process until all candidates have been entered. Then scroll down and click on "Go to Pending Enrollments."
7. The Pending Examinees screen allows you to review the list of candidates and edit or delete any registrations and assign examinations to candidates.

**Pending Examinees**

The examinees listed below have been registered by you but have not yet been processed. When processing is complete (examinees registered and assessments automatically assigned), the examinees shown will no longer appear on this list but will appear on the Examinee Roster page.

To edit examinee registration details and/or delete an examinee registration record, click on edit/delete to the left of the examinee name.

Once you have verified that examinee accounts are correct, click on "Import Examinee" to complete the examinee registration process.



To print Examinee Registration details, click on Examinee Roster in the left-hand menu.

ParticipantId	LastName	FirstName	MiddleInitial	CompanyName	Street1	Street2	City	State	Zip	Birthdate

8. Once you have verified that all the examinee accounts are correct, click on "Import Participants" to complete the examinee registration process.
9. In the tool bar click on "Registration" and then "Exam Roster." You can now export the list of examinees with their login credentials as a csv file. Send an email to each candidate, copying and pasting their login credentials, voucher number, and the URL for the PHTA Online Testing Site (<https://app.testrac.com/phta/delivery>).

10. As a proctor, you can log into the PHTA Candidate Enrollment site to view candidate test data. Click on "Attempt Data" and then "Test Data." Your candidate scores are presented and can be exported to Excel. You can also click on "Domain Scores" and export that data to Excel as well.

From this page you can access examinee testing information, including assessments completed and the score received. To view examinee test attempt data, enter a date range and click "Search". Please make sure you add one extra day to the End Date. Example: If you want registration through 12/31/2011, you would enter 01/01/2012. When data is presented, you can save it to your computer by clicking on "Export Data" and choosing to save the file.

04/13/2020 12:00 AM  04/27/2020 12:00 AM  [Search](#)

Date Tested	Login ID	First Name	Last Name	Test Name	Score
4/13/2020	PH44561598	Samuel	Lyons	CPO English Imperial	78
4/14/2020	PH33030243	Daniel	Allee	CPO English Imperial	86
4/14/2020	PH15375696	Crystal	Ius	CPO_SC_ English Imperial	90
4/14/2020	PH59425217	Mark	Elbridge	CPO English Imperial	100
4/14/2020	PH65755225	Blake	Sweet	CPO English Imperial	86
4/14/2020	PH48093304	Branson	Mahoney	CPO English Imperial	100
4/14/2020	PH27617275	Ben	Robert	CPO English Imperial	84
4/14/2020	PH39788223	Jason	Thompson	CPO English Imperial	84
4/14/2020	PH61811976	William	Kincheloe	CPO English Imperial	72
4/14/2020	PH18220511	Jason	Gillet	CPO English Imperial	100
4/14/2020	PH69985157	Eiravid	Maclearn	CPO English Imperial	84

[Export](#)

11. As a proctor, you can log into the PHTA Candidate Enrollment site and retrieve a list of vouchers that you have used. Click on Voucher and then click on Used Vouchers and they will appear. You can export them to your desktop in an Excel format.

The vouchers presented below have been used You can export them to Excel for accounting purposes.

DateUsed	UserID	LastName	FirstName	ProctorID	name	VoucherNumber	Value
4/21/2020	PH32012348	Napolitani	Vincent	XX1536980	CPO English Imperial	PH0552X4EXWK97	30.0000
4/21/2020	PH31800819	Cohen	Andrew	XX1536980	CPO English Imperial	PH07EB42YG7UF0	30.0000
4/21/2020	PH22362179	Figgins	Brett	XX1536980	CPO English Imperial	PH05425XZ9P0CK	30.0000
4/21/2020	PH49569927	Langford	Hunter	XX1536980	CPO English Imperial	PH056WU7J83S3L	30.0000
4/21/2020	PH19754145	Green	Christopher	XX1536980	CPO English Imperial	PH055DBX18SSHJ	30.0000
4/21/2020	PH19974116	Sterling	Forrest	XX1536980	CPO English Imperial	PH07E3MZDP69FE	30.0000
4/21/2020	PH43969363	Mackey	Michael	XX1536980	CPO English Imperial	PH0561LM54O7P1	30.0000
4/21/2020	PH55565828	Comas	Pablo	XX1536980	CPO English Imperial	PH055S7V58B3V8	30.0000

[Export Vouchers](#)

## Candidate Procedures for TesTrac's Online Scheduling Site with People Cert

Once the proctor has completed the candidate registration process and provided the candidate with the email below, the candidate will enter the scheduling site ( <https://reg.testrac.com/peoplecert/> )

The following form will be completed by the proctor and sent to the candidate.

### **Welcome to the PHTA Scheduling Site**

Dear XXXXXX YYYYYY:

Thank for registering for your Online Examination with PHTA. Please note that the minimum technology requirements for taking your Online Examination are the following:

1. A well-working computer with 1 GB of RAM or higher.
2. A wired high-speed internet connection (3 Mbps). A wireless internet connection is not recommended if an Ethernet connection is available.
3. A camera, microphone and speakers connected to the computer (consider a webcam with a built-in microphone).
4. Browser compatibility: IE, Firefox, Chrome, Safari.
5. **Note:** Tablets, ChromeBooks, iPads are not allowed to be used. One must have a laptop or workstation.
6. Candidate **MUST** use handheld calculator and cannot use cell phone and/or computer calculators.

Please proceed to the PHTA Scheduling Site, <https://reg.testrac.com/peoplecert/> where you can:

- Schedule your exam
- Prior to the day of testing, you **MUST** re-enter site and click on "Open Portal" to connect to People Cert to setup your security profile and test your computers compatibility.
- On the day of testing, at the time of testing or slightly before re-enter the registration site (<https://reg.testrac.com/peoplecert/>) and click on "Start Assessment" to connect to People Cert to begin your test.

"Open Portal" changes to "Start Assessment".

Please note, if you are already registered, then can proceed directly to scheduling your exam using the information below.

**Your Login ID is** - PH12345678

**Your password is** - 123456

**Test voucher** - abc123

**Select company** - PHTA

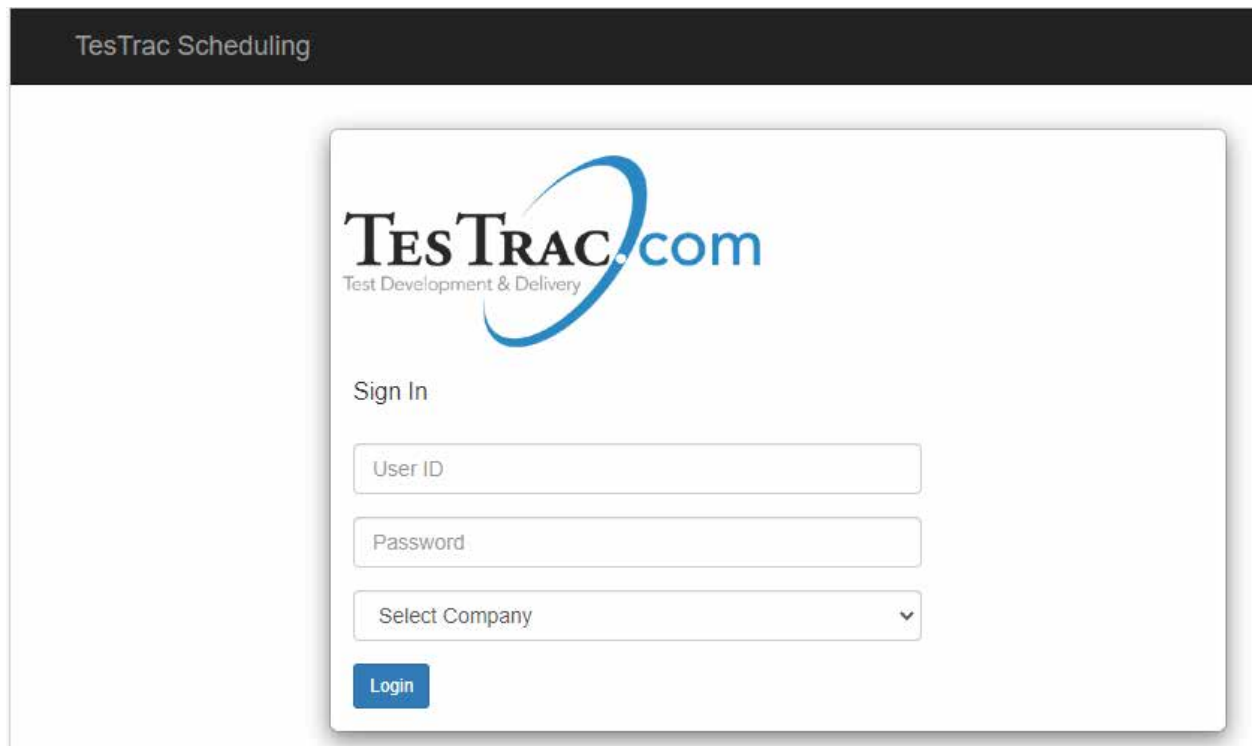
**Test to select** - [name of test student is to take]

The date and time that you can take the examination is subject to availability of the virtual Proctor and appointments must be booked in advance.

Thank you and best wishes for success on your examination.

The following are the screens the candidate will be accessing.

Candidate log in page - the candidate will enter their log in ID and Password and in the drop down select PHTA.



TesTrac Scheduling

**TES TRAC.com**  
Test Development & Delivery

Sign In

User ID

Password

Select Company ▼

Login

The candidate is then presented with candidate profile information. If there are errors, they are to contact TesTrac at 952-953-6292 or email to [ttonline@tetrac.com](mailto:ttonline@tetrac.com) . The candidate then clicks on "Select a Test to Schedule.

TesTrac Scheduling Logout

## Verify

---

Please verify your information below:

**Douglas Odell**  
1409 Summit Oaks Drive  
Burnsville MN, 55337  
Phone: 952-953-6292  
dbodell@tetrac.com

If the information is not correct please contact TesTrac Support.

---

Select a Test to Schedule

The candidate then selects their test to schedule from the drop down and their time zone and clicks on "Build your Appointment".

Candidate then select their test and time zone and clicks on "Select".

TesTrac Scheduling Logout

### Select a Test to Schedule

Select an Exam

-----

Select

The candidate is presented with a list of dates they can select and then clicks on "Select Date".

TesTrac Scheduling Logout

Please select a date between **Thursday, May 20 2021** and **Tuesday, Jun 08 2021**.

« May 2021 »

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Select Date



The candidate then selects a time from the list below

TesTrac Scheduling [Logout](#)

---

Please select a date between **Thursday, May 20 2021** and **Tuesday, Jun 08 2021**.

---

« **May 2021** »

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

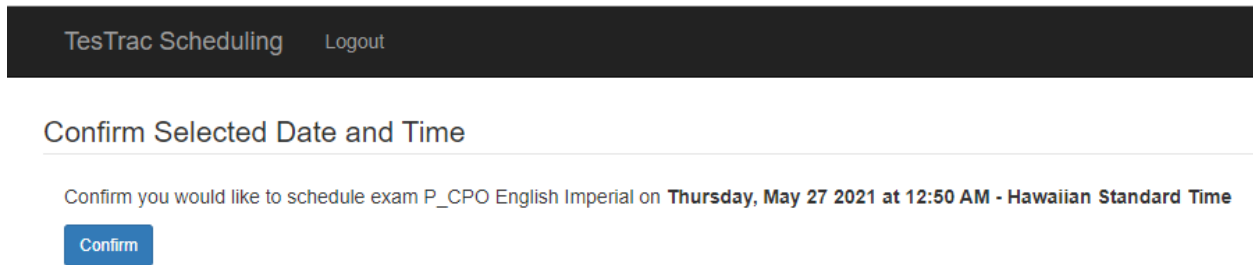
Select Date

---

Select an available time

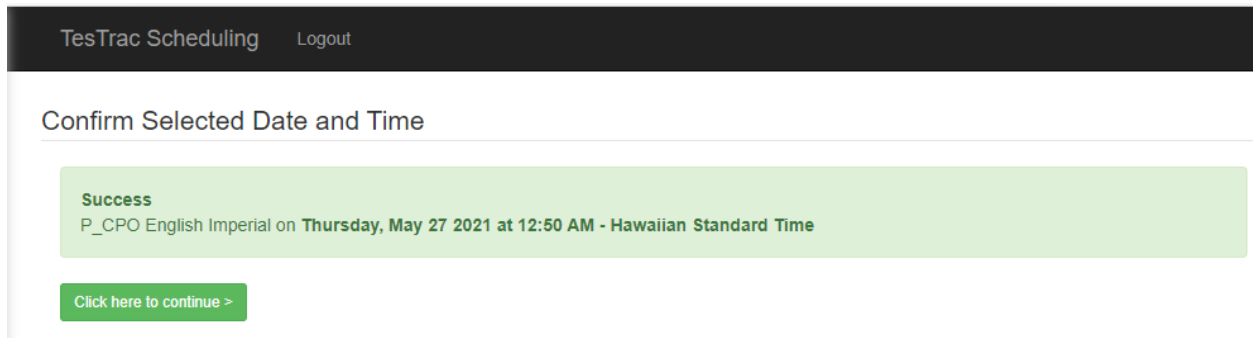
12:10 AM	12:20 AM	12:30 AM
12:40 AM	12:50 AM	01:00 AM
01:10 AM	01:20 AM	01:30 AM
01:40 AM	01:50 AM	02:00 AM
02:10 AM	02:20 AM	02:30 AM
02:40 AM	02:50 AM	03:10 AM
03:20 AM	03:35 AM	03:45 AM
04:10 AM	04:20 AM	04:30 AM
04:40 AM	04:50 AM	05:10 AM
05:20 AM	05:30 AM	05:40 AM
05:50 AM	06:00 AM	06:10 AM

A confirmation page is presented and the click on "Confirm".



The screenshot shows a dark header bar with "TesTrac Scheduling" and "Logout" links. Below the header, the page title "Confirm Selected Date and Time" is displayed. The main content area contains the text "Confirm you would like to schedule exam P\_CPO English Imperial on **Thursday, May 27 2021 at 12:50 AM - Hawaiian Standard Time**". A blue "Confirm" button is positioned below the text.

Reservation has now been confirmed and the candidate will receive a confirmation email from PeopleCert.



The screenshot shows the same dark header bar with "TesTrac Scheduling" and "Logout" links. Below the header, the page title "Confirm Selected Date and Time" is displayed. A green success message box contains the text "Success" followed by "P\_CPO English Imperial on **Thursday, May 27 2021 at 12:50 AM - Hawaiian Standard Time**". Below the success message, a green button with the text "Click here to continue >" is visible.

When the candidate re-enters, the following page will be presented. They have three options:

They can click on "Start Assessment" and they will be connected to PeopleCert

They can click on "Reschedule" to reschedule their reservation

They can click on "Cancel" to cancel their reservation.

TesTrac Scheduling Logout

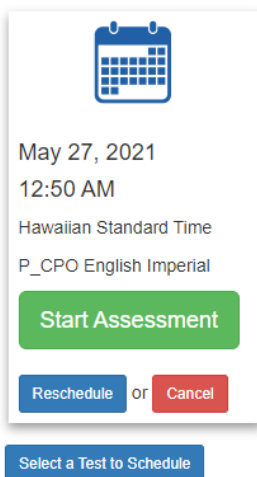
## Verify

Please verify your information below:

**Douglas Odell**  
1409 Summit Oaks Drive  
Burnsville MN, 55337  
Phone: 952-953-6292  
dbodell@tetrac.com

If the information is not correct please contact TesTrac Support.

Please make sure you click the green 'Start Assessment' button below to complete your "My Profile" tasks. Do this now or well before your exam time.



May 27, 2021  
12:50 AM  
Hawaiian Standard Time  
P\_CPO English Imperial

**Start Assessment**

Reschedule or Cancel

Select a Test to Schedule

# Candidate Setup Procedures for PeopleCert

## Candidate's Journey When an exam is booked, download and install Exam Shield

PeopleCert  
All talents, certified.

- Once the candidate will click on the Download option under the Overview tab, a new tab will open with the [PeopleCert software end user license agreement](#) and the option to select the OS of the computer in order to Accept and Install Windows/Mac client

**Download/Install**

**PeopleCert software end user license agreement**


1. By this contract you are granted by PeopleCert International Ltd. (from now on referred as PeopleCert) a user license of the software product contained in the media that you have in your hands provided that you have obtained this from PeopleCert or licensed by an PeopleCert representative, distributor, or retailer of its products (from now on referred as "Software Product"). License grants only the following usage:

a. Installation, usage, access, work, display, and execution of a copy of the Software Product on your desktop computers, handheld PCs, work stations, terminal or other electronic device (from now on referred as "Computer"). After the installation you may keep the present product as a back-up copy intended for this use only.

b. Installation of a copy of the product in an internal network server, in order for the determined (under 1) uses to be performed by another Computer of the internal network, provided that the software product follows the client/server architecture or the internal network.

c. In the case that the Software Product or any other product, or application included in this allows common use in more than one Computer this license grants the use of this feature (common use) with all the other PeopleCert applications. It is reminded that the use with other manufacturers' applications is under the user license of those manufacturers, is performed under your responsibility, while PeopleCert in no way guarantees the function in general or the appropriate function of such application or holds any responsibility related to this.

[Printer-friendly version](#)



Accept and Install Windows client

Filename: ExamShieldLauncher.exe  
Version: 4.0.7235.20705  
Publisher: PeopleCert

The following prerequisites are required and will be installed (if necessary):

- Windows Installer
- Microsoft .NET framework

PeopleCert Confidential

# Candidate's Journey

## When an exam is booked, download and install Exam Shield

- Once ExamShield will be successfully installed the candidate will have two icons on his/her desktop:
  - ExamShield
  - Uninstall ExamShield



# Candidate's Journey

## When an exam is booked, download and install Exam Shield

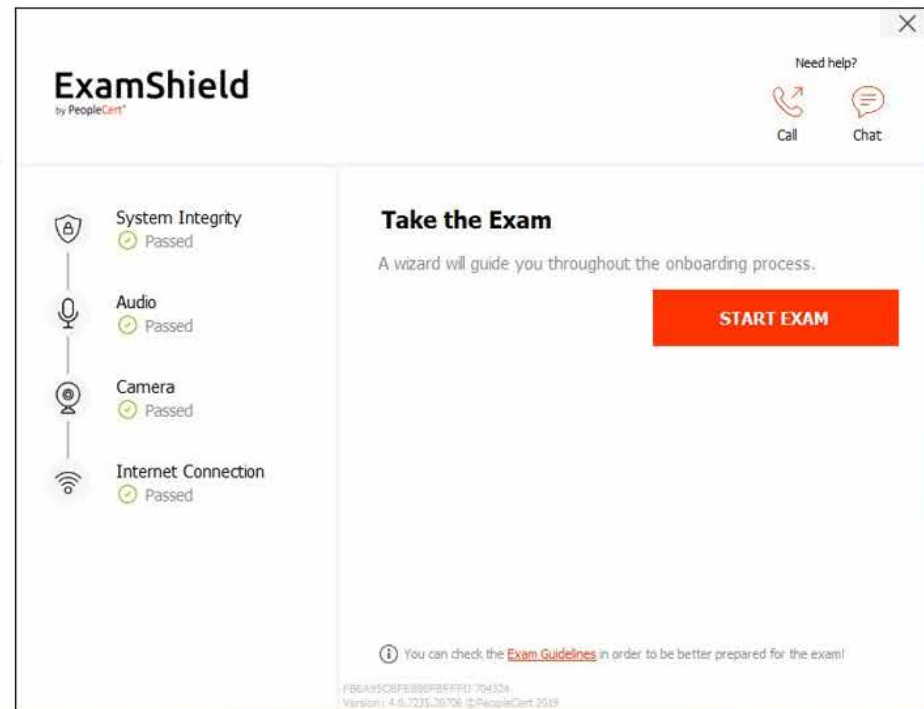
- When the candidate will run the ExamShield the relevant popup will appear with the options:
  - System Compatibility
  - Take Exam

The screenshot shows the ExamShield interface. At the top left, it says 'ExamShield by PeopleCert'. In the top right corner, there is a 'Need help?' section with 'Call' and 'Chat' icons. The main content area is split into two columns. The left column has the heading 'SYSTEM COMPATIBILITY' and the text 'Check your system compatibility at least 1 hour prior to the scheduled exam time.' Below this is a black button labeled 'CHECK SYSTEM'. The right column has a 'Candidate Number' field with the value '9980060323753036', an 'Examination PIN' field with seven dots, and a large orange button labeled 'TAKE EXAM'. At the bottom right, there is small text: 'FB&A95CBFE8&F8FFFD 794124 Version: 4.0.7235.20706 @PeopleCert 2013'.

# Candidate's Journey

## When an exam is booked, Compatibility Check

- After the Internet Connection check the compatibility check will end allowing the candidate to click on START EXAM
- This page will be displayed if the candidate attempts to login after the 10 minutes prior to the exam window



# Candidate's Journey

## When an exam is booked, Compatibility Check

- The timer will appear on the login page as well, if the candidate will attempt to run the ExamShield before the 10 minutes window.

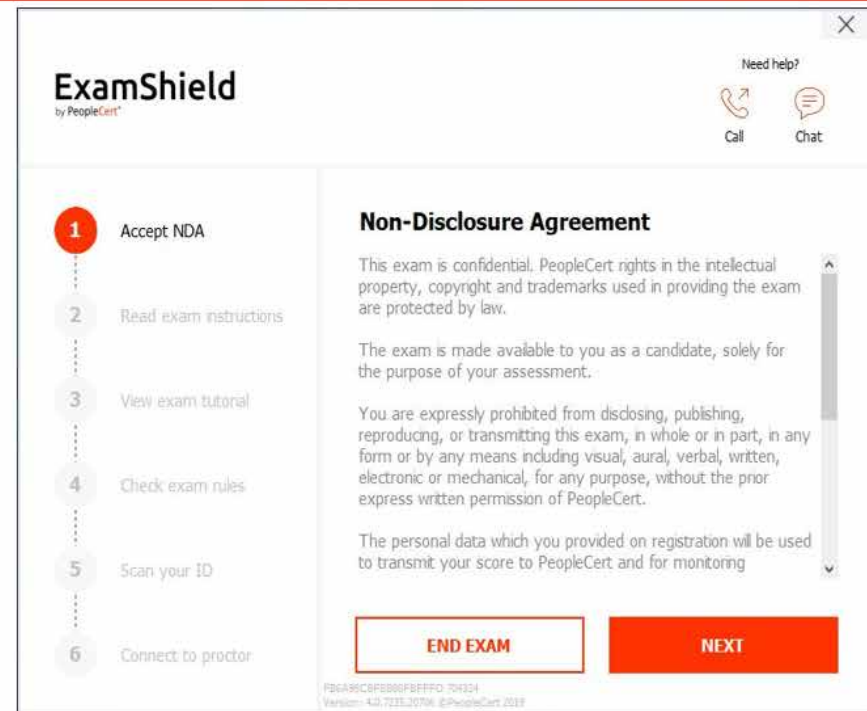
The screenshot shows the ExamShield interface. On the left, there is a section titled "SYSTEM COMPATIBILITY" with the instruction "Check your system compatibility at least 1 hour prior to the scheduled exam time." and a "CHECK SYSTEM" button. On the right, there are input fields for "Candidate Number" (containing 9980060323753036) and "Examination PIN" (represented by dots). Below these fields is a red button that says "OPEN IN 3hrs 0min". In the top right corner, there are "Need help?" links for "Call" and "Chat". At the bottom right, there is a small footer with the text "F86455CEFB880FB7FFD\_705611 Version: 4.0.7135.202X ©PeopleCert 2019".



# Candidate's Journey

## Before starting the exam, Onboarding of the candidate

- After the candidate will click on the Start Exam button, he/she starts the on boarding process
- The first part is to accept the Non-Disclosure Agreement (NDA), by clicking on NEXT  
“Click on the NEXT button to symbolize your signature, ACCEPT these terms and continue with the exam”  
“Click on the End Exam button if you do NOT ACCEPT these terms and want to terminate the exam.”
- If the candidate will click on END EXAM the ExamShield will close



# Candidate's Journey

## Before starting the exam, Onboarding of the candidate

- The third part is the Exam Tutorial
- The candidate may check the five slides with instructions on how to navigate through the exam, by using the two arrows on the left and right
- Or he/she may just click on next and skip it

The screenshot displays the 'ExamShield' interface. On the left, a vertical progress list shows six steps: 1. Accept NDA (Completed), 2. Read exam instructions (Completed), 3. View exam tutorial (Current step, highlighted in red), 4. Check exam rules, 5. Scan your ID, and 6. Connect to proctor. The main content area shows the 'Exam tutorial' slide with the text: 'Check out the exam environment in order to familiarize and explore all functionality.' Below this is a preview of the exam environment with instructions: 'Click ZOOM to increase or decrease the exam font size' and 'In case of a network disconnection click REFRESH and LOGIN to continue with your exam'. At the bottom, there are 'BACK' and 'NEXT' buttons. The footer contains the text: 'FB6A55CFE80F8FFFD 70424 Version: 4.0-2235-2076 ©PeopleCert 2019'.

# Candidate's Journey

## Before starting the exam, Onboarding of the candidate

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- Exam rules is the fourth part
- The candidate will have to scroll down and select ALL 9 RULES, in order for the NEXT button to be highlighted

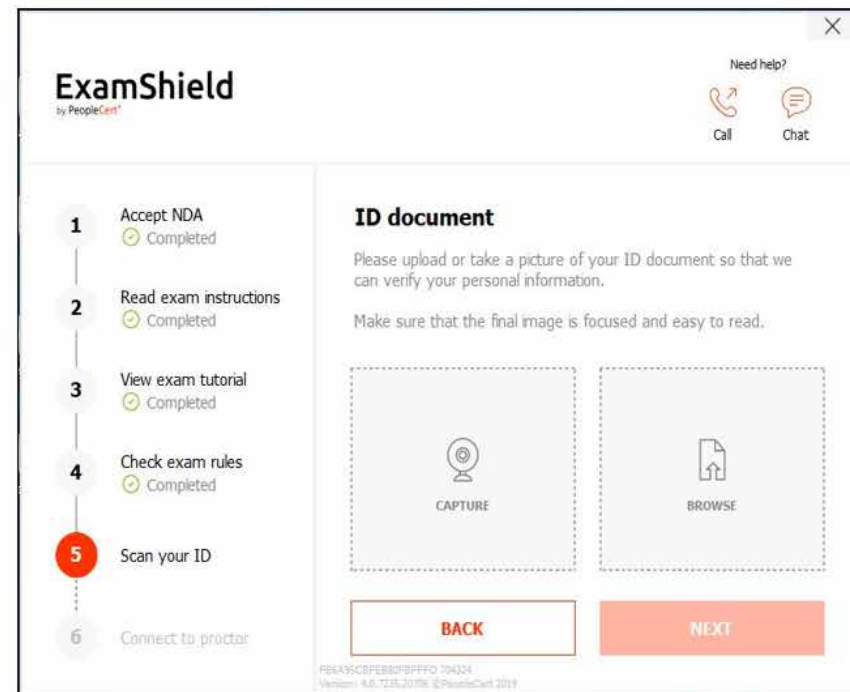
The screenshot shows the ExamShield onboarding interface. On the left, a vertical progress bar lists six steps: 1. Accept NDA (Completed), 2. Read exam instructions (Completed), 3. View exam tutorial (Completed), 4. Check exam rules (Current step, highlighted with a red circle), 5. Scan your ID, and 6. Connect to proctor. On the right, the 'Exam rules' section is displayed, containing a list of nine rules with checkboxes. The rules are: 'I have my ID documents ready', 'I can rotate my webcam to provide a 360 degree view of the exam environment', 'I am alone in the room', 'My desk is clean and in line with the test regulations', 'I will have my speakers on throughout the whole session', 'I am not allowed to read out loud any questions or answers', and 'My mobile phone will be set to silent and not deactivated'. At the bottom of the rules section, there are two buttons: 'BACK' and 'NEXT'. The 'NEXT' button is highlighted in orange, indicating it is the active step. In the top right corner, there are icons for 'Call' and 'Chat', and a 'Need help?' link. At the bottom of the interface, there is a footer with the text: 'FB6A5C8FE88FBFFD 704324 Version: 4.0.7335.20706 ©PeopleCert 2019'.

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# Candidate's Journey

## Before starting the exam, Onboarding of the candidate

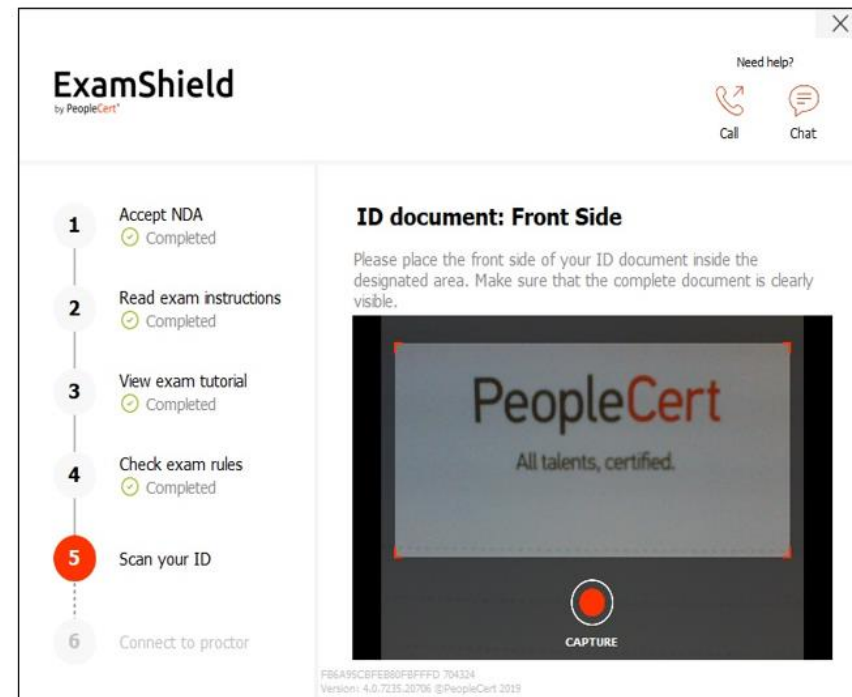
- The candidate is now requested to either take a CAPTURE, or BROWSE and upload an ID document



# Candidate's Journey

## Before starting the exam, Onboarding of the candidate

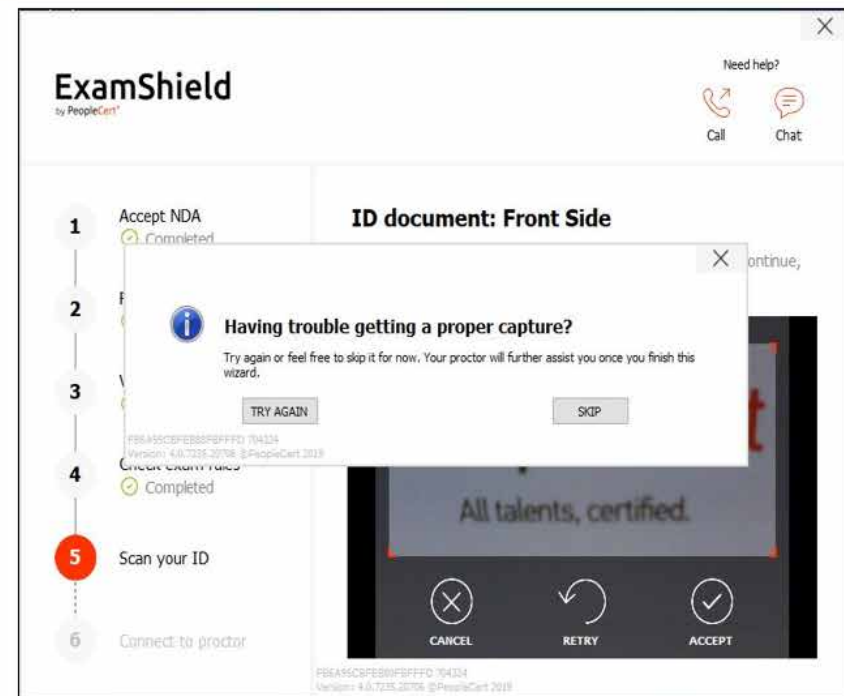
- When the candidate will click on CAPTURE, the camera will load
- He/she will have to hold the ID in front of the camera and click on CAPTURE



# Candidate's Journey

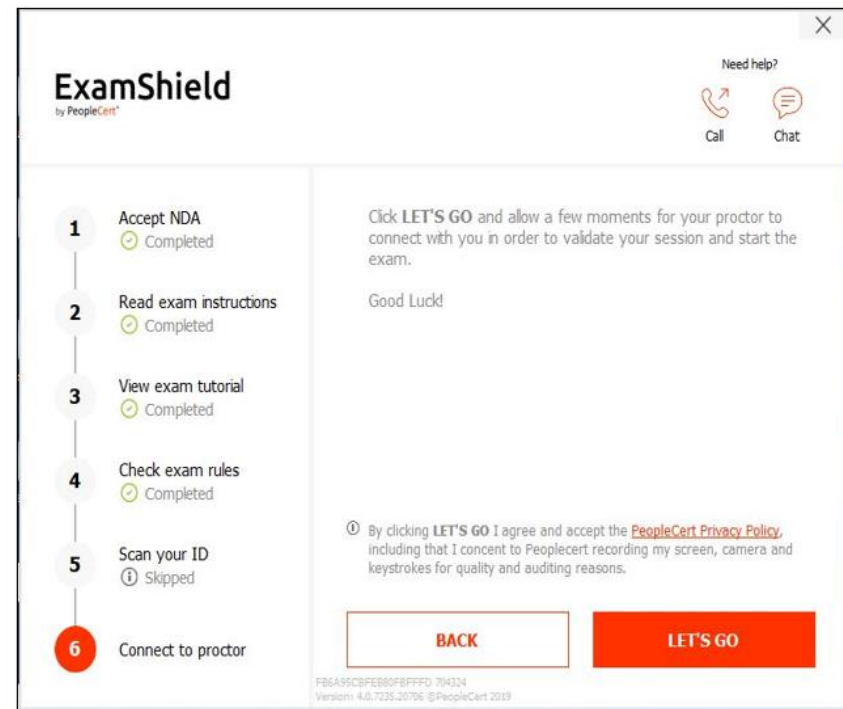
## Before starting the exam, Onboarding of the candidate

- If the candidate will click on CANCEL, he/she will be redirected to select again between CAPTURE and BROWSE
- If the candidate will click on RETRY then the camera will load again allowing him/her to take an other capture
- After the third attempt to take a capture the system will popup a message allowing the candidate to either TRY AGAIN and take an other capture, or SKIP the part



# Candidate's Journey Before starting the exam, Onboarding of the candidate

- The sixth and final part is to Connect with the Proctor
- The candidate will have to click on the LET'S GO option and try to connect



# Candidate's Journey

## After the exam – uninstalling examshield Windows


### Option 1


- At the end of the session, we advise the candidate to uninstall ExamShield as the link will no longer be active
- In order to do so he/she may double click on the icon “Uninstall ExamShield” that has been created on the desktop along with ExamShield





PeopleCert email confirmation.

 PeopleCert <passport@peoplecert.org> | Douglas B. Odell  
**Your P\_CPO English Imperial exam information with PeopleCert Online Proctoring**  
This message was sent with High importance.

 P\_CPO English Imperial.ics  
1 KB

**PeopleCert**  
All talents, certified.

Dear Douglas,

Thank you for choosing PeopleCert for your P\_CPO English Imperial exam.

Your exam is scheduled for **Thursday 27 May 2021 at 00:50 your local time** (UTC-10:00).

Remember that on the day of your exam, you need to have a valid Identification document ready. You can start your exam up to 10 minutes prior to your scheduled start time.

**Get Started!**

**Your exam details below**

**Candidate number:** 9980023516514234  
**Exam ID:** 1147595  
**Exam Code:** 090769661B2B4733  
**Exam Module(s):** P\_CPO English Imperial  
**Exam Language:** ENGLISH  
**Exam Location:** Home  
**Exam Location Address:** postal Address  
**Trainer:**

We wish you the best of luck on your exam.

Regards,  
PeopleCert

Please do not reply to this email

Need Help?  
If you need any help, our [customer service](#) is available 24/7/365 days a year

52.57658543

- Once you have completed the setup process with PeopleCert you will click on “Let’s Go”. You will follow the PeopleCert proctors’ instructions, and your test will immediately begin, and the first question will be presented.
- As the candidate answers each question, they will have the ability to mark a question for later review.
- Once the candidate has completed their test attempt, they will be presented with a page that will allow them to review items they have answered by clicking on the item ID. If they have marked item for later review, there will be check mark in the column “Marked by you”. When the review process has been completed the candidate will click on “Complete the exam”.

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PeopleCert Online Demonstration Site

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⊕
⊗
👤
🔍
🔒
?

Exam group Choose group

Logged on as **Douglas B Odell**

Reviewing items
01:55:09

You have elected to score your exam. Prior to scoring an exam, a list of the items are presented detailing:

- Whether or not you have viewed the items. A check mark next to the item number under the header "Displayed to you" is confirmation you have viewed the item. If the confirmation is not there, click on the item ID and your question will be presented for your review and answer selection.
- Whether or not you have provided an answer(s). If a check mark has not been presented, then click on the Item ID and your question will be presented for your review and answer selection.
- If you have marked a question for review, a check mark will appear under the header "Marked by you". Click on the Item ID and your question will be presented for your review and answer selection.

Once your review process has been completed, click on "Complete the exam" and your test results page will be presented.

Question #	Displayed to you	Marked by you	Answer provided	Question text (initial)
1	✓		✓	This is an example of a single answer multiple choice question. Select the word ...
2	✓		✓	This is an example of a multiple choice/multiple selection question. Here the c...
3	✓		✓	This is an example of an essay question type. These item types would typically ...
4	✓		✓	This is an example of a matching type question. This question type can be used ...
5	✓		✓	This is an example of a multiple choice question using an AUDIO Exhibit. Candid...
6	✓		✓	This is an example of a multiple choice question using a VIDEO Exhibit. Candida...
7	✓		✓	This is an example of a fill-in-the-blank question type using a text based vigne...
8	✓		✓	This is an example of a multiple choice question using images as selectable opti...
9	✓		✓	This is an example hotspot question type. Here the candidate is asked to select...

Complete the exam

The next page that I presented is their test results page which can be printed or sent to their email account of record. They can also re-enter the site to access another copy they can print.

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PeopleCert Online Demonstration Site

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?

Exam group Choose group

Logged on as **Douglas B Odell**

**Results**
✕

On this page candidates will see the results of their completed examination. Results display has several configurable options:

- Display a numerical raw score.
- Display a percentage of items correct.
- Display no result and a simple "Thank you for Participating" dialog with custom candidate instructions for their next steps.
- Display any custom logo or text on the score report.

If you would like to speak with someone about the services we can provide to your organization, please click on the link below:

[http://corporate.psionline.com/contact/request\\_info.php](http://corporate.psionline.com/contact/request_info.php)

---

Your test results page is presented below. One can print the page for immediate reference by clicking on "Print" and/or it can be sent to your email account by clicking on "Send". To return to your dashboard, click on "Close".

**Personal information**

Name	Douglas B Odell
Email address	dbodell@testrac.com
Logon Id	PSI3328999
Company	TesTrac.com, Ltd.
Birthdate	1/7/1974

**Exam results**

Test name	PSIOnline Demonstration Exam_Non-Proctored
Attempt #	1
Taken on	5/21/2021 2:36 AM
Reference #	2010.2.1
Score	77%
	<i>The candidate answered 7 out of 9 questions correctly</i>
Required to pass	70%
Recommended score	70%
Outcome	Passed
Feedback on exam	Need text here

**Section scores**

PSIOnline Demo Exam 78%

*The score achieved on this section indicates a passing knowledge of the subject.*

*The candidate answered 7 out of 9 questions correctly*

Print
Send
Close
Help

## Example Letter to students

Thank you for registering for the Certified Pool Operator course. Below is the information you will need to access the optional practice session, course, and exam.

### **CPO Zoom Class link and info:**

**For Wednesday, June 2, 2021, and Thursday, June 3, 2021, from 8 am to 5 pm.**

**Since this class is rather large, if you can log on at 7:45 am that will assist with the "check in" so **please send in your driver's license prior to class**. Thank you.**

Zoom Link for Course:

<https://zoom.us/j/96414660753?pwd=Z3Z2U3Z0L1V6ejdvUG1rTIMvdURtPJ09>

Meeting ID: **964 5400 0753**

Passcode: **1596682**

Dial Up Connection: +1 929 205 6099 US (New York)

\*\*\*Please do NOT give your students their voucher code before it is time to take the exam. Any student that takes the exam without being proctored will receive an automatic FAIL on their exam and will need to retest with you, the instructor, at a later time. \*\*\*

### **How to access your exam**

You are already registered to take the exam through PHTA.

**Please realize that at no time do you need to enter ANY payment information, so please DO NOT enter any credit card or payment information at all between now and the end of the class.**

To access the exam, you will need to enter this website:

<https://app.testrac.com/phta/delivery>

You will log in to take your exam using this information at the login screen:

<b>Your Login ID is:</b>	<b>Your Password is:</b>	<b>Exam Voucher Code # is:</b>

Select company - PHTA

Test to select = CPO English Imperial

1. Accept the terms and agreement, and click "Sign In."
2. You should see the page titled "Welcome to Your Dashboard." Toward the bottom you will see the line named "Publicly Available." Click on the bar and the exam will appear. Select "CPO English, Imperial" then click "Yes."
3. Once you click on it the "Test description and Instructions" appear. Click "Yes" to proceed.
4. Next is the payment screen. **The default setting is credit card. Change that to "Voucher Only". Copy and paste** the "Exam Voucher Code" above into the Payment Details "Voucher". Once entered, click "Purchase" at the bottom of the page.
5. Choose exam, "Imperial/English."
6. While taking the test, you can mark any item for later review. Simply place a check mark in the field below the answers.
7. When finished, you will be able to review items if "time on test" remains.

8. Once you are finished reviewing, you can click to get your results. If time remaining on test runs out, the test is automatically scored. When the test is scored a "Results" page will appear.

If you have any questions or need assistance, please let me know.

Thank you and I look forward to seeing you soon!

Sincerely,

Instructor Name