

Remote Live Online Proctoring Exam Guide

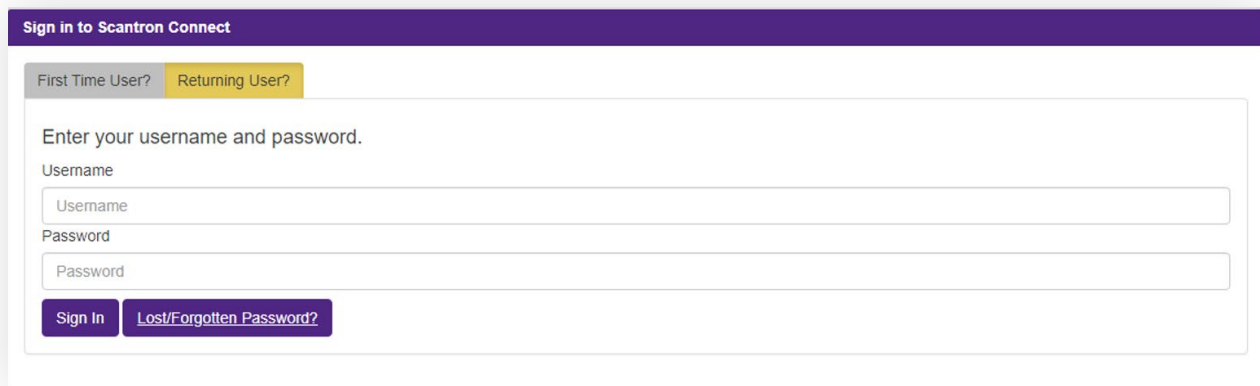


NORTH AMERICAN
TECHNICIAN EXCELLENCE

WHAT IS REMOTE LIVE ONLINE PROCTORING?

- Live Online Proctored Exams allow you the convenience of taking a NATE exam from your home or office using a computer, webcam, and stable internet connection.
- A trained remote proctor will monitor you remotely in real time using your webcam in order to ensure the integrity of the exam.
- Additionally, after the session is complete, a recording of the session is then reviewed.
- Trained professional remote proctors ensure that our remote testing is secure and trustworthy, while giving you the flexibility to take the exam in a location of your choice.

- The first step to using Live Online Proctoring (LOP) is to log on to the myNATE website, www.myNATE.org.
- If you already have an account, login using your existing username and password. If you do not have a myNATE account, please click on the “First Time User?” tab.



The screenshot shows the login interface for Scantron Connect. At the top, there is a purple header with the text "Sign in to Scantron Connect". Below this, there are two tabs: "First Time User?" and "Returning User?". The "Returning User?" tab is currently selected and highlighted in yellow. The main content area contains the instruction "Enter your username and password." followed by two input fields: "Username" and "Password". Below the input fields, there are two buttons: a purple "Sign In" button and a purple button with the text "Lost/Forgotten Password?".

MyNATE ACCOUNT - FIRST TIME USERS



- After clicking on the First Time User tab, select your activation type as “Technician”.
- Then select “No Exam” as your exam type.
- Then select “No” to the question of having an existing account.
- Complete the fields below, including selecting a username and password, to create your account
- You will receive an email to verify your email address. Click on the link in that email to finalize your account creation.
- Reminder: If you have tested with NATE before and have an account, you can skip this step.

Sign in to Scantron Connect

First Time User? Returning User?

Depending on what kind of account you are creating, different pieces of information are required.
What kind of account would you like to create?

Account Type

What type of exam have you taken with Scantron / Scantron (if any)?

Exam Type

Do you have an existing natex.org account?

Existing Account

Since you are creating a new account, please complete the form below. The fields outlined in purple are required.

Create Username*

Email Address*

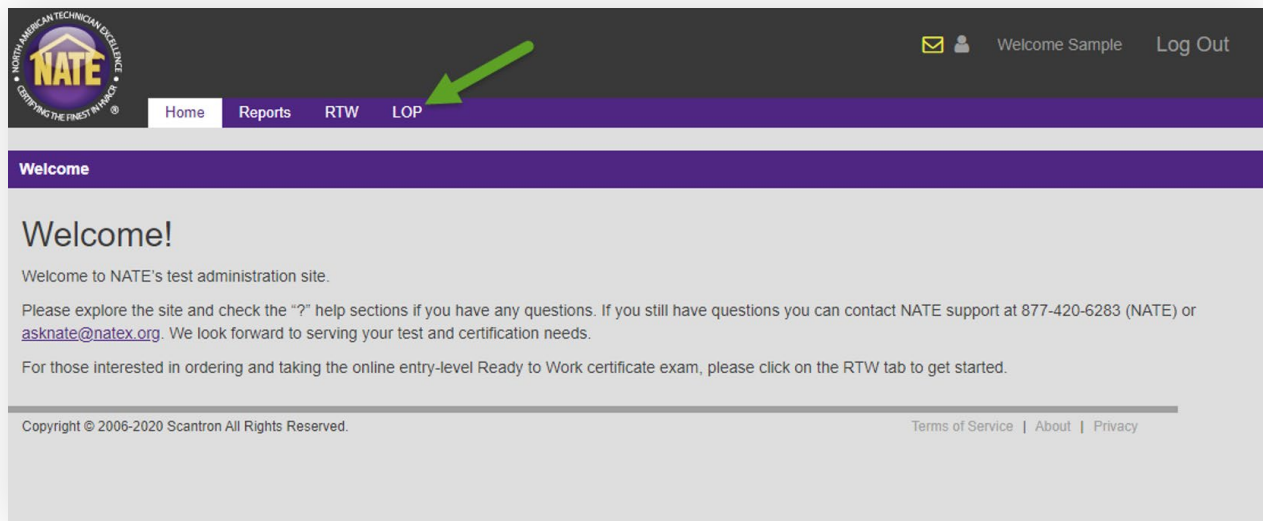
Confirm Email*

Password*

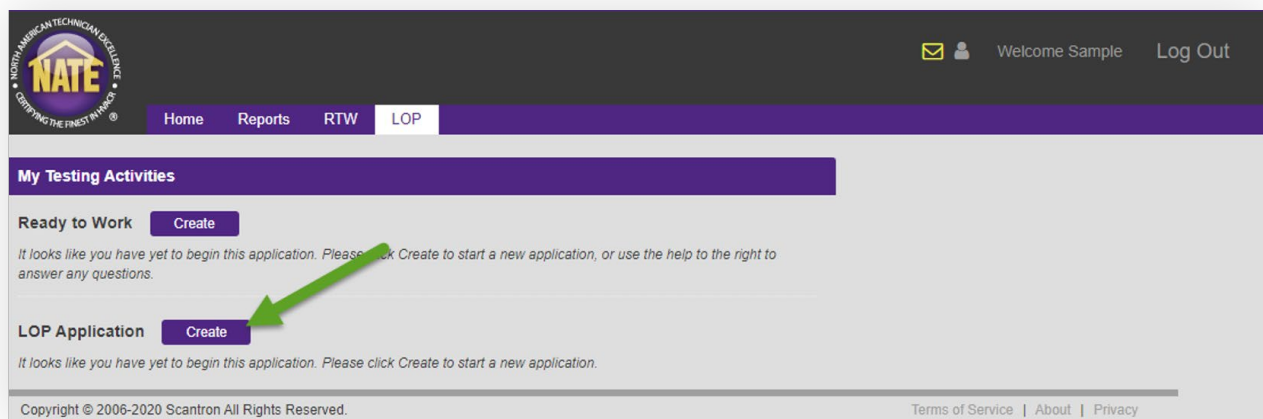
Confirm Password*

Prefix

- Once you are logged on your myNATE account, you can access the LOP registration section by clicking on the LOP tab.



- Once you are on the LOP tab, click the "Create" button to the right of LOP Application under your "My Testing Activities" window.



LOP - SELECTING EXAMS



- Enter your contact information. Fields highlighted in red are required.

LOP Application

To apply for this certification, please complete all **required information** (indicated by red borders) found within each tab of the application. If a tab is displayed with a red background, you have navigated to that tab but left some fields invalid or needing to be filled out. After you have completed the entire application and there are no validation errors, click **To Payment** to advance to the payment screen. Click **Save and Close** to exit the application before making payment.

Demographics Exams Attestation Verify

Please verify that your information displayed below is correct.

Name	Sample Technician		
Former Name		Date of Birth	
Home phone	(877) 420-6283	Work phone	(877) 420-6283
Address 1	2311 Wilson Blvd	Address 2	Suite 400
Country	United States	State	Virginia
City	Arlington	Zip code	22201
Email:	aspagnoli@natex.org		

Next

Save and Close To Payment

- Select which exams you would like to take.
- You can choose exams one at a time if you do not want to register them all at once and complete this process multiple times.

Demographics Exams Attestation Verify

Please select at least one exam:

- AC Installation
- AC Service
- AC Service - Spanish
- Air Distribution Installation
- Air Distribution Service
- Air to Air Heat Pump Installation
- Air to Air Heat Pump Service
- Air to Air Heat Pump Service
- Air to Air Heat Pump Service - Spanish
- Commercial Refrigeration Service
- CORE
- CORE - Spanish
- Gas Heating (Air) Installation
- Gas Heating (Air) Service
- Gas Heating (Air) Service - Spanish
- HVAC Performance Verifier
- HVAC Support Technician
- HVAC Support Technician (HCST) - Spanish
- Hydronics Gas Service
- Hydronics Oil Service
- Light Commercial Refrigeration Service
- NATE EPA 608 Type I
- NATE EPA 608 Type II
- NATE EPA 608 Type III
- NATE EPA 608 Universal
- Oil Heating (Air) Service
- Senior Level Efficiency Analyst

LOP - SELECTING EXAMS



- Click the checkbox to agree to the attestation.

LOP Application

To apply for this certification, please complete all **required information** (indicated by red borders) found within each tab of the application. If a tab is displayed with a red background, you have navigated to that tab but left some fields invalid or needing to be filled out. After you have completed the entire application and there are no validation errors, click **To Payment** to advance to the payment screen. Click **Save and Close** to exit the application before making payment.

Demographics Exams **Attestation** Verify

I verify that all information provided is accurate. I authorize the evaluation and validation of my credentials by NATE. In furtherance of my application, I provide such information to NATE. I hereby waive any claim for damages, or otherwise, that I may have against NATE and any individual or organizations that supplies such information by reason of any act or omission by any of them taken in good faith in connection with this application. I understand that the decision as to whether or not I qualify for certification rests solely and exclusively in NATE and that its decision is final. I agree to be bound by all policies and procedures of NATE.

I agree with the above statement.

◀ Previous Next ▶

Save and Close To Payment

- Verify all your information is complete and correct. Then click the “To Payment” button.

LOP Application

To apply for this certification, please complete all **required information** (indicated by red borders) found within each tab of the application. If a tab is displayed with a red background, you have navigated to that tab but left some fields invalid or needing to be filled out. After you have completed the entire application and there are no validation errors, click **To Payment** to advance to the payment screen. Click **Save and Close** to exit the application before making payment.

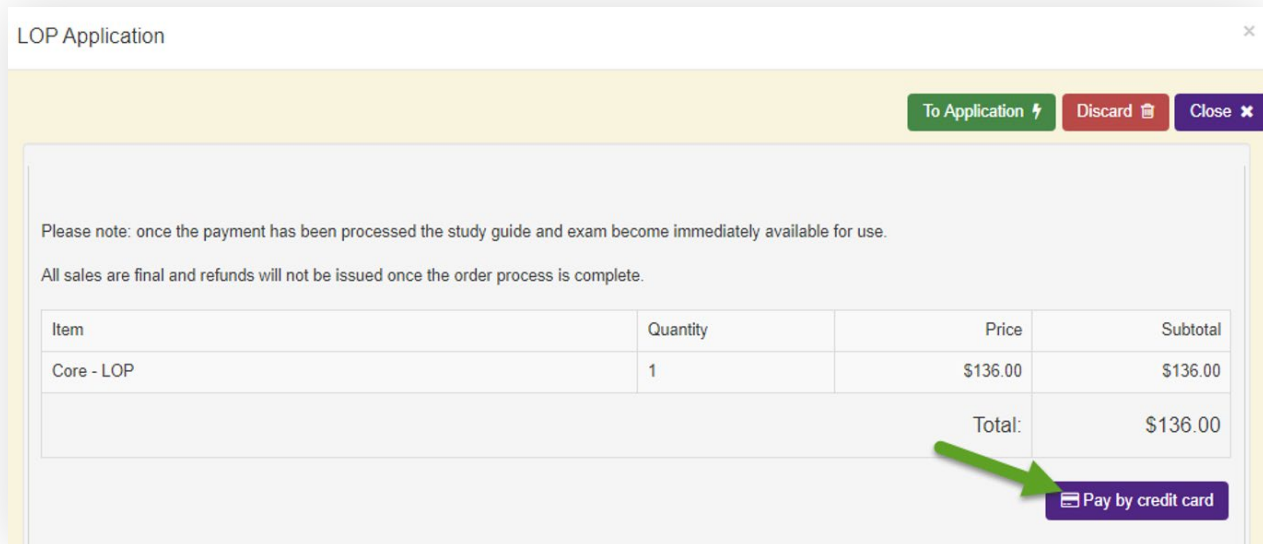
Demographics Exams Attestation **Verify**

Please verify that you have entered your information correctly and select **To Payment** to continue. If the **To Payment** button is not enabled, please review any red tabs in your application for incomplete information.

◀ Previous

Save and Close To Payment

- The next screen will show you the exams you have ordered, the price per exam, and the total. Click the Pay by Credit button.



LOP Application

To Application ⚡ Discard 🗑️ Close ✕

Please note: once the payment has been processed the study guide and exam become immediately available for use.
All sales are final and refunds will not be issued once the order process is complete.

Item	Quantity	Price	Subtotal
Core - LOP	1	\$136.00	\$136.00
Total:			\$136.00

Pay by credit card

- Enter your credit card information and then click next.
- The next screen will ask you to review and verify your payment information.
- The final screen will give you a payment confirmation with the option to email a receipt to yourself or someone else, such as your employer.

LOP - SCHEDULING EXAMS



- Once your payment has been submitted you will immediately receive a “Notice To Schedule” email.
- This email contains important information about LOP, as well as the link to the site to schedule your exam, and a login for that site.
 - **Please Note:** the username and password provided in this email are used for logging on to the scheduling and LOP testing site. Your myNATE username and password did not change.
- The next step to schedule your exam is to click the link, and log in with the provided username and password.
- **Please Note:** This email is sent immediately after you have submitted your payment. If you do not see this email, check your junk, clutter, or spam folders.
- The email is also copied in your myNATE inbox. Click the yellow envelope next to your name on your myNATE account to view your inbox.

LOP – NOTICE TO SCHEDULE EMAIL

My NATE Eligibility Notice
Scanticon Connect (No Reply) <Connectportal-noreply@scanticon.com>
To: Spagnoli, Anthony
Tue 4/21/2020 10:43 PM

To: Tony Spagnoli

You are now ready to schedule your exam(s). The scheduling website is listed below. Be sure to complete all the information required when scheduling. You will receive confirmation of your examination date and time by email.

If you have any questions regarding your registration, please contact NATE at 877-420-6283.

SCHEDULING WEBSITE
Please Note: This exam will be taken at your home or office on your own personal computer via Live Online Proctoring (LOP). Please review the technical requirements listed below.

Link: <https://www.scanticonassessment.com/registration>
Username: [REDACTED]
Password: [REDACTED]
(Note: The password above is for scheduling only and is not the password needed to access your test(s))

IMPORTANT ADDITIONAL INFORMATION

Test Site System
In order to minimize any disruptions you may experience during your exam, it is recommended that you test your system prior to taking your exam. To configure your system for the LOP environment before the exam, please visit: <https://prod.examity.com/systemcheck/ComputerReadinessCheck.aspx>
To check your system for Scanticon's delivery system, please visit: <https://www.scanticonassessment.com/assess/Passion/SystemRequirements.aspx>

Test Site via Live Online Proctoring (LOP)
You are required to have a webcam installed on your exam workstation and reliable access to the Internet. An internet connection disruption will suspend the test session.

The following are minimum technical requirements:

- A well-working computer with 1 GB of RAM or higher
- A high-speed internet connection of 2 mbps upload and 2 mbps download. Wireless is acceptable; however a wired-connection is preferred.
- A webcam with 640x480 video pixel resolution (a laptop camera is acceptable)
- Working speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Browser compatibility: IE, Firefox, Chrome, Safari (with the most updated version)

Please Note:
Please note: this exam is delivered via Live Online Proctoring (LOP). By taking this exam, you are attesting that you understand that your examination session, including video, is recorded and may be saved for up to one year. The recordings will be deleted no later than one year after the exam date. By agreeing to take this exam, you agree to have your examination session recorded and reviewed by the testing agency and testing program owners.

Please note: A room scan will be required before the exam can begin so please be sure that your webcam can be rotated to view the entire room and workspace.

Please note: The use of two blank sheets of scratch paper is permitted. Scratch paper is subject to inspection by the proctor and must be destroyed after the exam is completed. The use of the calculator built in to the exam system is permitted, however, the use of a handheld calculator is not permitted. No breaks are permitted during the exam.

Rescheduling
You may reschedule your LOP appointment when necessary via Scanticon's LOP partner's scheduling system.

If you wish to change your exam to in-person testing and you have not scheduled your exam, please reach out to NATE directly at 877-420-6283. If you wish to change your exam to in-person testing and you have scheduled your exam, please log in to the scheduling page and cancel your appointment and then contact NATE directly at 877-420-6283.

Confirmation
Be sure to complete all the information required on the scheduling pages. You will receive the general test administration rules and instructions via your confirmation email. If you do not receive this confirmation within two (2) business days of submitting your request, please contact Scanticon at (919) 572-6880.

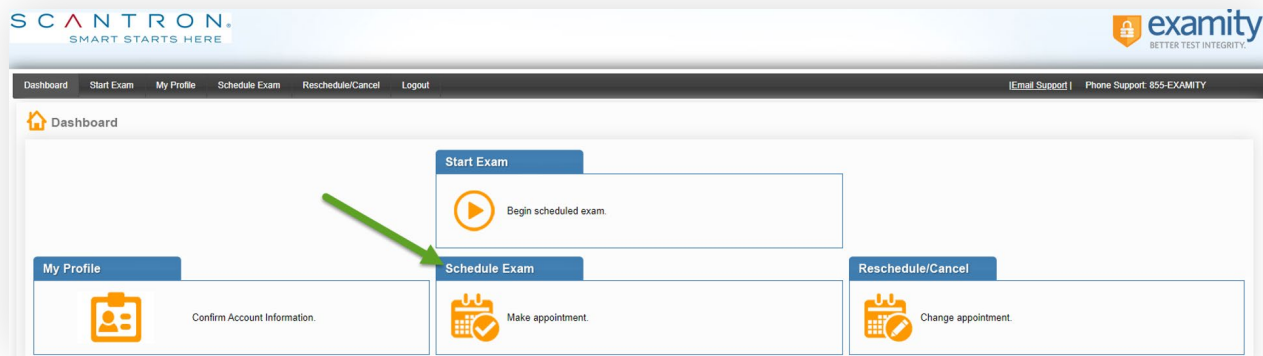
Scanticon | P.O. Box 570, Morrisville, NC 27560 | candidate Support@scanticon.com

- When you click the link and log in, it will ask you to confirm your demographic information.
- Please be sure to verify all your information is correct.
- **Please Note:** verify the name you provided matches your photo ID you plan to use during the session. If there is a problem with your name, please contact NATE before scheduling your exam.
- Your first and last name must match the first and last name on your identification exactly, nicknames will not be accepted.
- If you have more than one last name listed on your ID, the same last names must match on your registration.
- If you have a hyphenated last name on your ID, it must be hyphenated on your registration.
- The next page will show you any of the exams you have registered but have not scheduled yet.
- Click the schedule link to schedule a date and time for that exam.
- The next page will provide you with links to test your device for compatibility with both the online testing platform and live online proctoring.
- Be sure to run both tests before scheduling your exam.

Your Unscheduled Exams

Exam Name
Core - LOP Schedule

- Select “Schedule Exam” on the next page to select a date and time for your exam.
- The site may ask you to complete anything missing in your profile, most important of which is your time zone prior to scheduling.



- The next page will have you select your date and time for the exam.
- First, select NATE from the drop-down menu under exam program.
- Then select the exam you want to schedule from the drop-menu under Exam Name.
- A calendar and a grid of time options will appear. First select a date, and then the available times on that date are displayed. Select your desired time from the grid.
- Grayed out times are no longer available and cannot be selected.
- Turn “On-Demand” scheduling off in the upper right-hand corner to select an option more than 24 hours out.

LOP - SCHEDULING EXAMS



SCANTRON
SMART STARTS HERE

examity
BETTER TEST INTEGRITY

Dashboard | Start Exam | My Profile | Schedule Exam | Reschedule/Cancel | Logout | Email Support | Phone Support: 855-EXAMITY

Schedule/Reschedule Exam

Available Unavailable Scheduled

To SCHEDULE an Exam:

- Select Exam Program and Exam Name.
- Select Date and Time.
- Click "Schedule."

To RESCHEDULE an Exam:

- Click "Reschedule Exam."
- Select new Date and Time.
- Click "Reschedule."

To CANCEL an Exam:

- Click "Cancel Appointment."
- Yes in pop-up message.

Exam Program	Exam Name	Exam Duration	Exam can be scheduled between	Schedule On or Before
NATE	Core	90 Minutes	04/15/2020 12:00 AM - 06/30/2020 11:59 PM	4/21/2021 11:59:59 PM

Calendar: April 2020

Select Time

Schedule

Copyright © 2013 - 2020 Examity® All Rights Reserved. | Email Support | Phone Support: 855-EXAMITY

- If you need to reschedule or cancel your exam appointment, use the Reschedule/Cancel option on the dashboard.
- Exams can be rescheduled 24 hours prior to your original scheduled appointment.
- Exams can be canceled at least 24 hours prior to your original appointment.
- If you decide not to take the exam through LOP and require a refund:
 - If you have not yet scheduled the exam, please contact NATE to process your refund
 - If you have scheduled your exam, please cancel your appointment first, then contact NATE to process your refund
 - Cancellations less than 24 hours prior to your appointment cannot be refunded


LOP - TAKING THE EXAM



- Once you have scheduled your exam you will receive two emails with instructions on what to do on your test day.
- The first will have instructions on how to login and a link to the testing site.
- You will also receive a password for the activation of that exam.
- The second will have more detailed information about your appointment and additional important information about LOP.

FIRST EMAIL - EXAM LOGIN INFORMATION

NATE Scheduling Confirmation Notice

 candidatesupport@scantron.com
To: Spagnoli, Anthony

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

IMPORTANT: You must read this entire document as it contains vital information regarding your examination.

Please note: This notice is more than one page. You must print all pages and bring them with you to the testing appointment.

This notice is to confirm that you have chosen to test via Live Online Proctoring (LOP). You will need the exam password contained below on your examination date; therefore, please keep a copy of this confirmation notice.

You will also receive a confirmation notice from Examy, Scantron's LOP partner. If you have not received the email within two business days, please contact 919-572-6880.

Your examination is: Core - LOP
Your exam password is: KQ5EBKR
Your examination date is: Please reference your Examy scheduling confirmation email for the exact date and time of your examination.

To minimize any disruption during your exam, it is recommended that you perform two system checks prior to taking your exam.

1. To configure your system for the LOP environment before the exam, **click here:** <https://test.examy.com/systemcheck/ComputerReadinessCheck.aspx>
2. To check your system for Scantron's delivery system, **click here:** <https://www.scantronassessment.com/pass/PassLogin/SystemRequirements.aspx>

ACCESSING THE EXAM ON EXAM DAY

In order to access the Examy portal on your scheduled exam day, please navigate to <https://www.scantronassessment.com/registration> and log in using the username and password provided below.

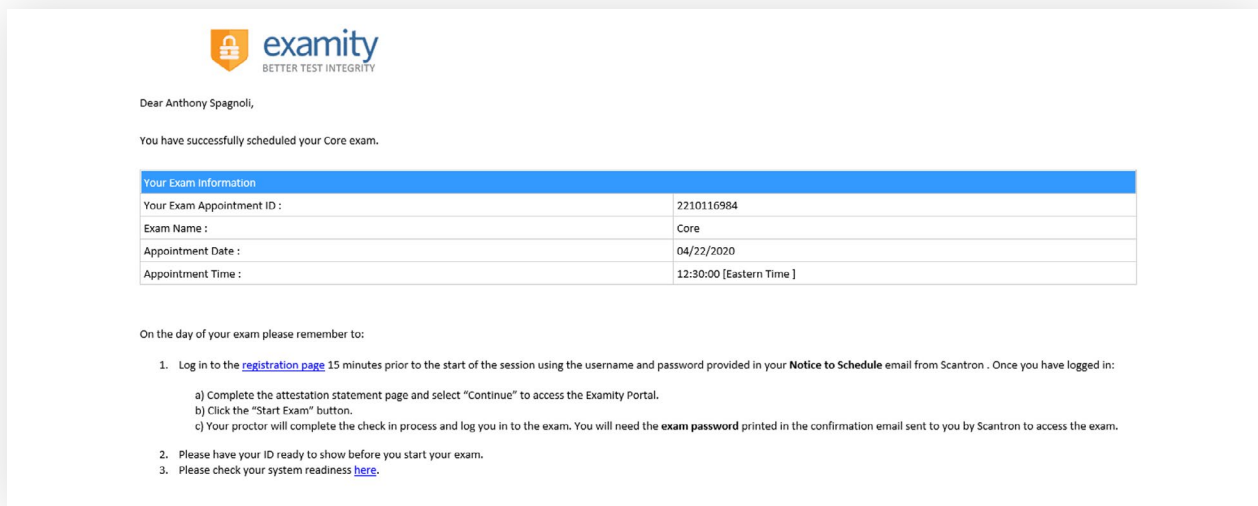
Username: aspagnoli

Password: [REDACTED]

Once you have logged in:

- Complete the attestation statement page and select "Continue" to access the Examy Portal.
- Click the "Start Exam" button to begin connecting with your proctor.
- Your proctor will complete the check in process and log you in to the exam. You will need the following **exam password** to access the exam:
 - **Your exam password is:** KQ5EBKR

SECOND EMAIL – APPOINTMENT AND LOP INFORMATION



The screenshot shows an email from Examinity. At the top left is the Examinity logo with the tagline "BETTER TEST INTEGRITY". The email is addressed to "Dear Anthony Spagnoli," and states "You have successfully scheduled your Core exam." Below this is a table titled "Your Exam Information" with the following details:

Your Exam Information	
Your Exam Appointment ID :	2210116984
Exam Name :	Core
Appointment Date :	04/22/2020
Appointment Time :	12:30:00 [Eastern Time]

Below the table, the email instructs the recipient to log in 15 minutes prior to the exam and provides a list of steps to follow on the day of the exam.

- 15 minutes prior to your scheduled test time, please click the link provided in your confirmation email and log in with the username and password provided.
- Once you have logged in:
 - Complete the attestation statement page and select “Continue” to access the Examinity Portal.
 - Click the Start Exam button to begin connecting with your proctor.
 - Your proctor will complete the check in process and log you in to the exam.
 - Reminder: You will need your exam password from the confirmation email.

LOP - GUIDELINES

- Below are a list of rules during your LOP session. These are included in your confirmation email:
 - You must be alone in the room
 - Your desk or workspace must be clear of everything except two sheets of scratch paper
 - If using a laptop, it needs to be connected to a power source
 - No phones or headphones
 - No dual monitors or a second device
 - Once the exam begins, you cannot leave your seat until the exam is completed
 - Your webcam, speakers, microphone must remain on throughout the exam
 - The proctor must be able to see you for the duration of the exam
 - No physical calculator. An online calculator can be accessed through the exam platform
 - Any used scratch paper must be destroyed after the sessions is submitted.

LOP - RESULTS

- Once you finish your exam, your results will be provided to you immediately.
- Your results will also available on your myNATE account.