A GUIDE FOR TESTING ORGANIZATIONS & PROCTORS ORDERING PAPER EXAMS

How to Use the myNATE website

INTRODUCTION

Thank you for your support of the NATE certification program and efforts to support HVACR workforce development. This guide will address:

1. **Creating paper exam orders**
2. **Proctoring paper exam sessions**

LOGIN

Login on www.myNATE.org.

Sign in to Castle Connect

First Time User? Returning User?

Enter your username and password.

Username

sample

Password

••••••••••••••

Sign In   Lost/Forgotten Password?

ORDERING PAPER EXAMS

- Once logged into myNATE, go to the "Order Paper Exams" tab.

- To create a new order, click the "+Create Order" link.
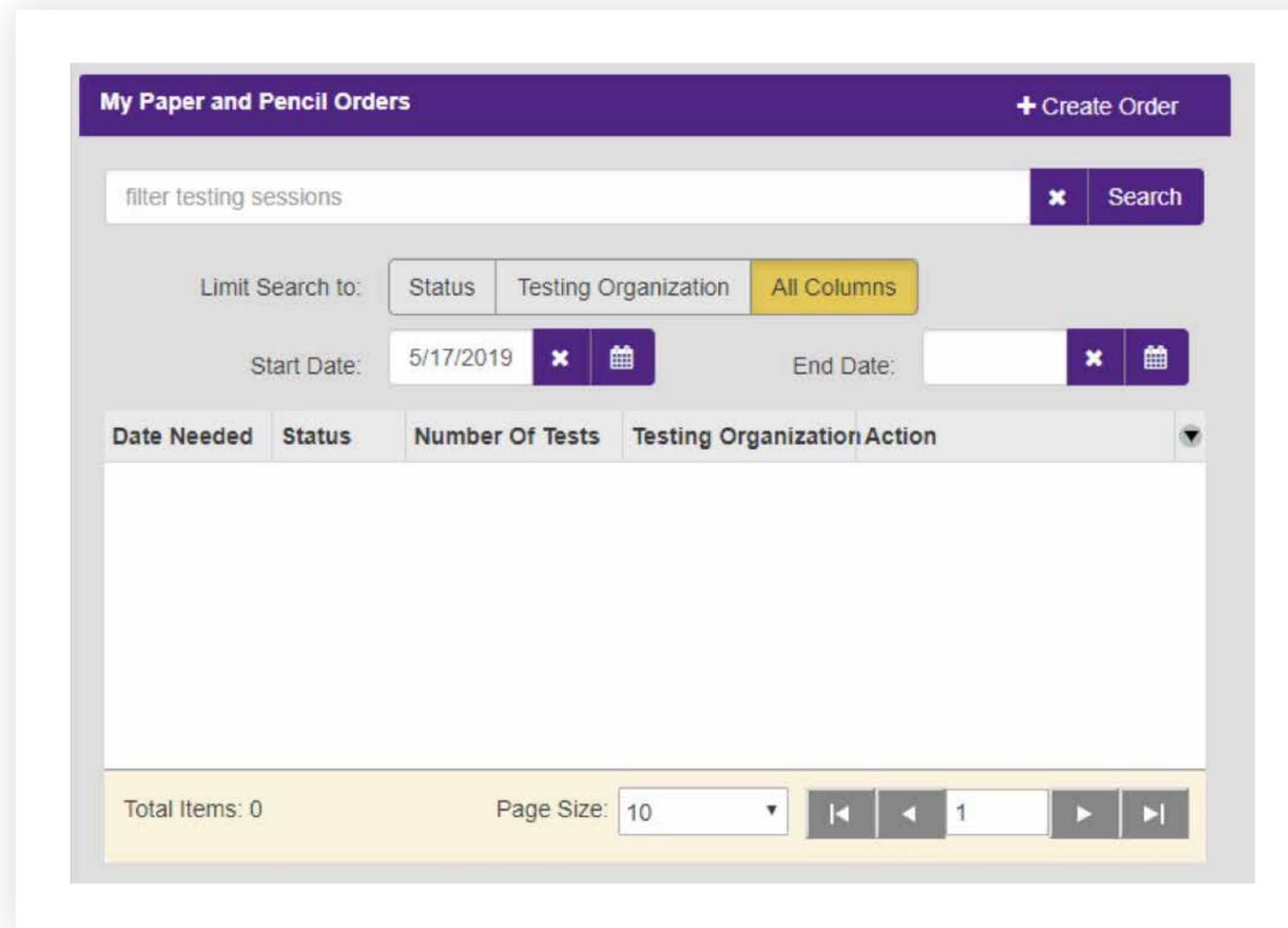
ORDERING PAPER EXAMS

- Select the testing organization for which you are ordering exams.

EXAM QUANTITY

- After you select your testing organization, you will see the paper and pencil exam order screen.

- The first section lists the NATE exams available to your organization.

- Enter the number of exams you need for each type.

DATES

- The next section of the paper exam ordering process will ask you for dates associated with your order.

- The tentative test date is the date on which you plan to give the exams.

- The "I need the exams delivered by" date is the date by which NATE will aim to have your exam shipment delivered.

DATES

- Select the date using the interactive calendar.

SELECT A PROCTOR AND LOCATION

- The next section of the order form requires you to select the proctor and location of the session.

- Your name should be displayed as the proctor for the session.

- If your organization has multiple locations registered with NATE, select one of those locations. If not, select "Main."

Proctor

Tony Spagnoli (aspagnoli)

Location

Main (Arlington)

SELECT A SHIPPING ADDRESS

- The shipping address must be provided in order to complete a paper exam order.

- Use the "Use Location Address" to auto-fill the testing organization's shipping address.

SUBMITTING THE ORDER

- After you have completed the order form, click the "Save" button in the lower right hand corner.

- You will now see this exam order on your list of orders in the "My Paper and Pencil Exam Orders" window.

- There are three options under the "Action" column:
  - View/Edit Order (Eye/Pencil)
  - Delete (Trashcan)
  - Submit (Airplane)

NATE
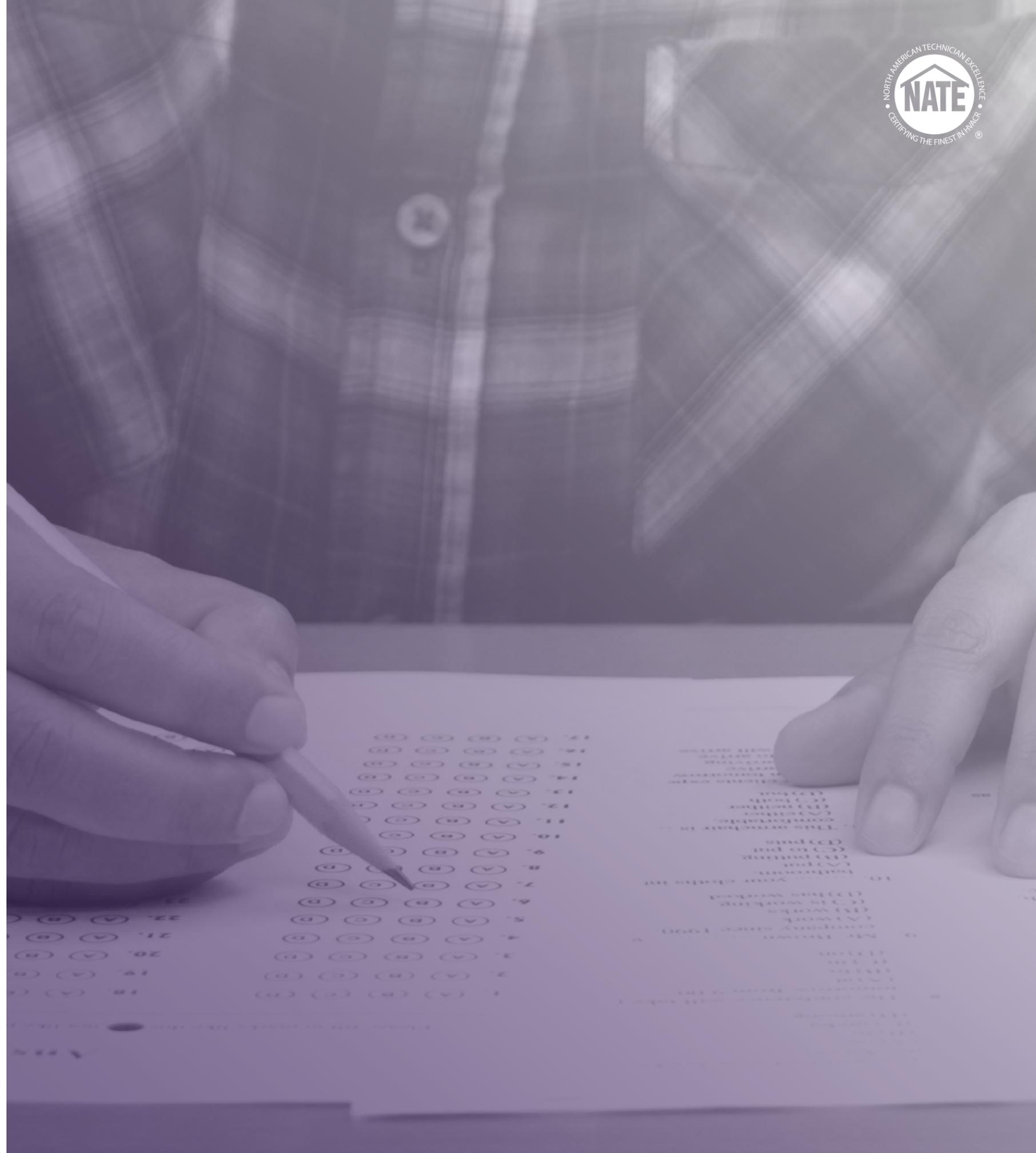
SUBMITTING THE ORDER

My Paper and Pencil Orders

+ Create Order

filter testing sessions   ✖   Search

Limit Search to: Status   Testing Organization   **All Columns**

Start Date: 5/17/2019 ✖ 📅   End Date: ✖ 📅

Date Needed	Status	Number Of Tests	Testing Organization	Action
06/29/2019	New	15	North American Technician Excellence (1587)	👁 ✎ 🗑 ▶

View Order

(Available after submission)

Edit Order

(Available before submission)

Delete Order

Submit Order

SUBMITTING THE ORDER

- After you click the submit button, a checklist will appear.

- This checklist will verify that the exam time, date needed, location, and exam quantities are all properly configured.

- You will then be able to select your payment option by clicking the "Make Payment" button.

There are two options when selecting a payment method:

PAY BY PURCHASE ORDER   **PAY BY CREDIT CARD**

1   **2**

- NATE will send your organization an invoice after the test session has been taken, returned, and graded. ***Please do not request an invoice before exams have been processed.**

- If your organization wants to receive an invoice for the session, but does not use PO numbers, please enter "None."

PAYMENT SCREEN - PAY BY PO OR CC

Payment

| 1 Invoice | 2 Payment | 3 Verification | 4 Confirmation |

Payment for the following items is required in order to proceed:

Item	Quantity	Unit Price	Price
Air to Air Heat Pump Service	1	$120.00	$120.00
Core	2	$120.00	$240.00
AC Installation	1	$120.00	$120.00
AC Service	1	$120.00	$120.00
		Total:	$600.00

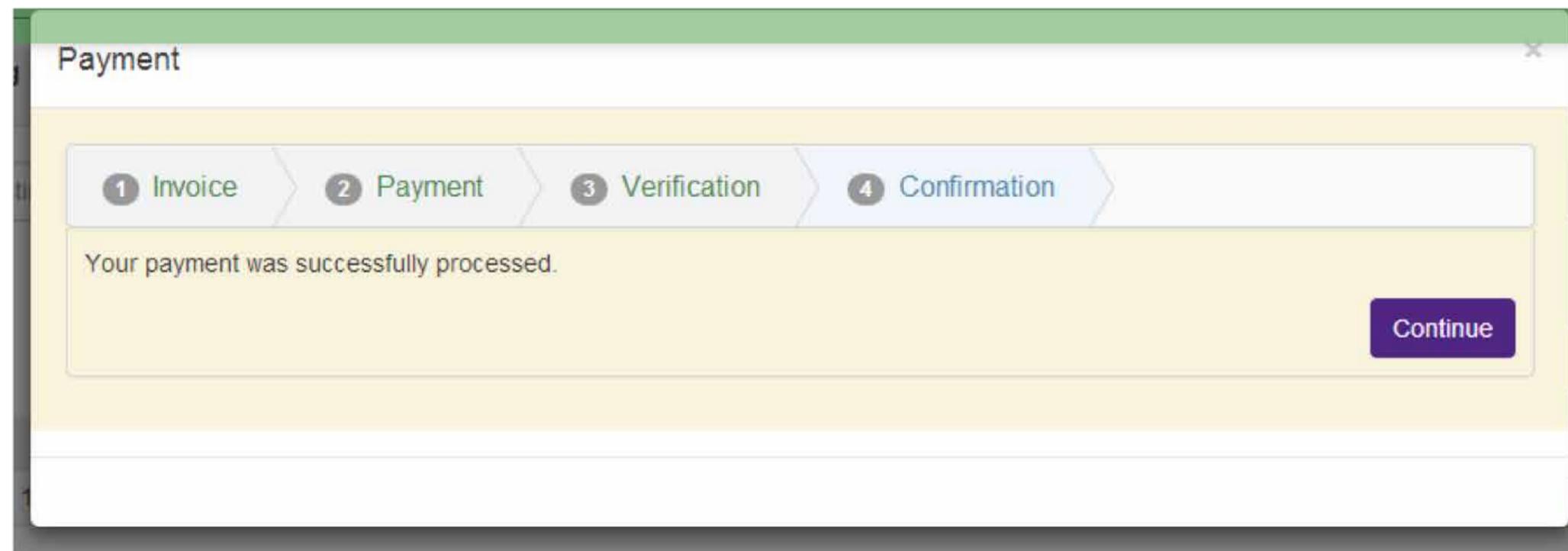Please choose a payment method below to proceed.

If you are not paying with a credit card, click the Purchase Order button and enter the PO number.

Pay by purchase order   Pay by credit card
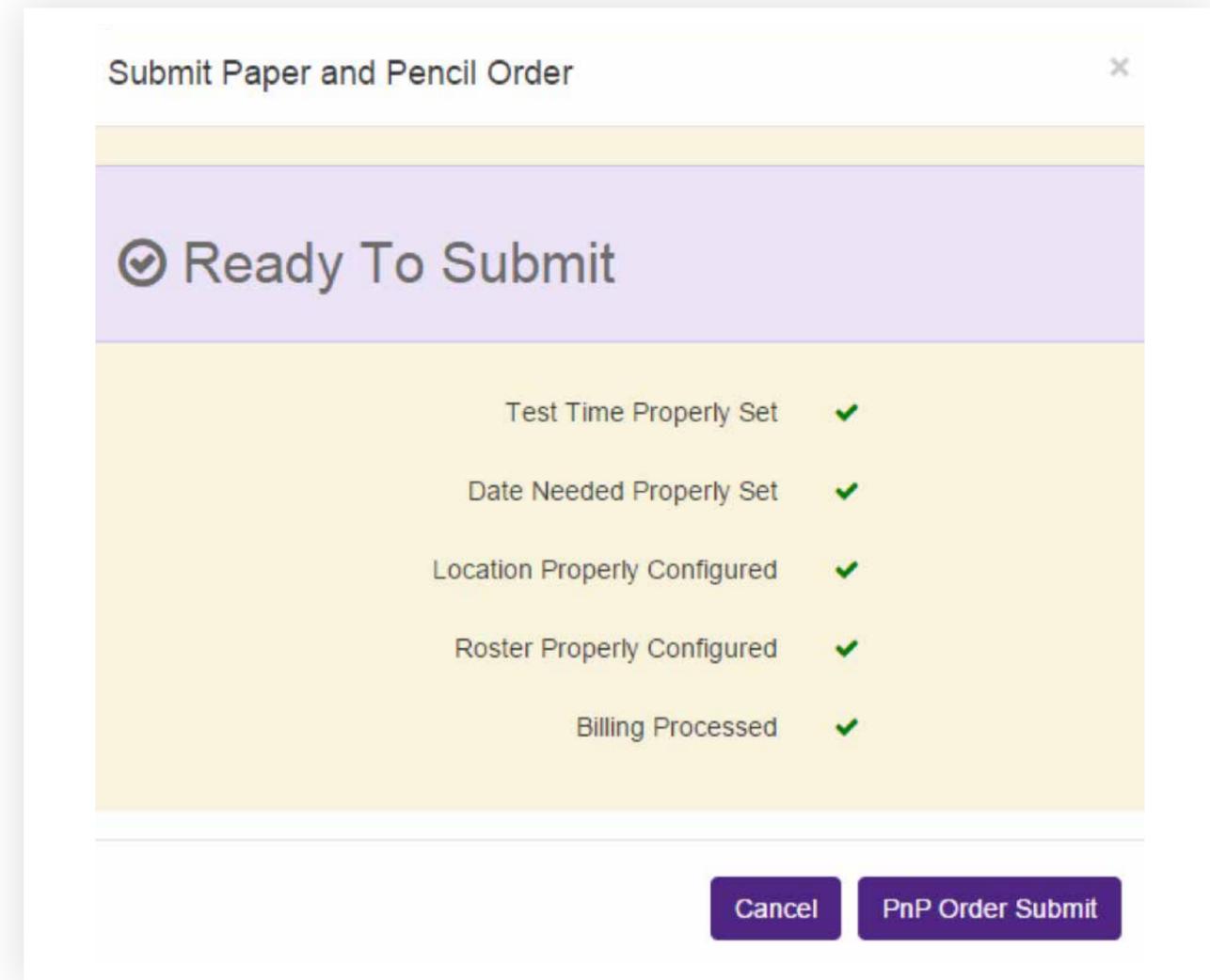
SUBMITTING THE SESSION

- Once the payment has been confirmed, return to the checklist and submit your session.

SUBMITTING THE ORDER

- Click the "PnP Order Submit" button.

- At that point, the session has been sent to NATE for review and approval.

- You will receive an email from NATE that your order has been accepted within 24 hours, or be contacted if additional information is needed to approve your order.

- NATE will then email you a second notice when your order has been shipped, with your tracking number and a copy of the proctor script.

Submit Paper and Pencil Order ✕

⊘ Ready To Submit

Test Time Properly Set ✔

Date Needed Properly Set ✔

Location Properly Configured ✔

Roster Properly Configured ✔

Billing Processed ✔

Cancel   PnP Order Submit

PAPER EXAMS - PROCTORING THE SESSION

- You should receive your exams on or before your "Need by" date.

- Candidates will receive a sealed exam booklet for each exam they are taking, with a demographic form.

- Candidates must complete their demographic form prior to taking the exam.

- Only one demographic form is needed per session, regardless of the number of exams a candidate takes.

PAPER EXAMS - PROCTORING THE SESSION

- Please ensure the candidate marks all their answers on the answer card, and not in the exam booklet.

- The answer card, test survey, T/P chart, and other exam items should be torn out of the back of each booklet.

- Be sure to complete the Test Session Audit Form, which supplies NATE with important information about your test session.

PROCTORING THE SESSION

- After the candidates have completed their exams, you are required to seal their materials in the return envelopes.

- Be sure to include your completed test session audit form.

- Repackage and return all exam materials to:

NATE
2311 Wilson Blvd. Suite 410
Arlington, VA, 22201
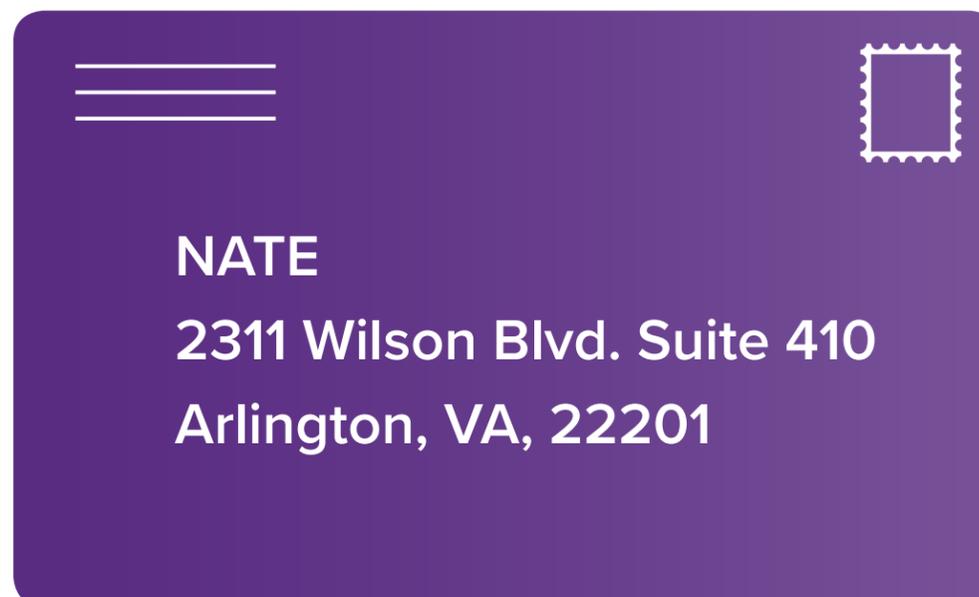
NEED HELP?

Please contact the NATE customer service line at 877-420-6283 or askNATE@natex.org.