



NATE Testing Portal

Guide to using the myNATE website

Login



- Go to www.myNATE.org. Your original myNATE login still works on the new site. If you do not recall your password, you can use the Lost/Forgotten password feature to reset it.

Sign in to Castle Connect

First Time User? **Returning User?**

Enter your username and password.

Username
sample

Password

Sign In **[Lost/Forgotten Password?](#)**

Online Testing - Creating a Testing Session



- Once you have logged in go to the testing sessions tab. To create a new session, click the plus sign in the upper right hand corner of your “My Testing Sessions” window.

My Testing Sessions ⓘ

filter testing sessions x Go!

Limit Search to: Type Location Testing Organization All Columns

Start Date: 07/08/2014 x 📅 End Date: x 📅

Test Time	Type	Roste...	Location	Testing Organization	Action
-----------	------	----------	----------	----------------------	--------

Total Items: 0 Page Size: 10

Online Testing - Creating a Testing Session



- The next window will ask you to select your testing organization. If you are a proctor for multiple testing organizations, they will all be listed here. Click the select button.

Select Provider ×

filter testing organizations × Go!

Limit Search to: Organization Name Organization Type Primary Contact All Columns

Organization Name	Organization Type	Primary Contact	Actions
North American Technician Ex..	Trade Association	Tony Spagnoli	Select

Total Items: 1 Page Size: 10 ⏪ ⏩ 1 ⏪ ⏩

Cancel

Online Testing - Creating a Test Session



- The next window will ask you for general information about your test session. Certain choices will change what information is requested.
- Session Type – Online
- Session Time – Select a date and time for the session. This is the date/time you plan on starting the session. Online exams will be available 24 hours prior and after this scheduled time.

Online Testing - Creating a Test Session



- Select Proctor – If you are creating the session through your proctor login, you should see your name here. If you are a testing organization contact, you can select any proctor from your testing organization.
- Select Location – You can select where the test session is being held if your testing organization has registered multiple locations. This field does not affect the online testing process. If no other options exist, you can select “Main.”

Online Testing - Creating a Testing Session



Editor ✕

Session Type
Internet

Session Time
02/26/2015 1:10 PM 📅

Proctor

Select a Proctor

filter proctors ✕

- Tony Spagnoli (aspagnoli)
- Alex Rodriguez (arodriguez)
- Valerie Briggs (vbriggs)



Location
Main (Arlington)



Cancel Save

Online Testing - Creating a Roster











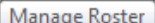
- The next step to submit your test session is to create the roster. First, click the “Manage Roster” button.





My Testing Sessions  

filter testing sessions  

Limit Search to: Type Location Testing Organization All Columns

Start Date: 07/08/2014   End Date:  

Test Time	Type	Roste...	Location	Testing Organization	Action
07/31/2014 11:00 am	IBT	0	Main	North American Technician Excellence (1587)	    

Total Items: 1 Page Size: 10   1  

Online Testing - Creating a Roster



- Once the “Roster Management” window opens, click “Add Technician” to add a new technician to your roster.

Roster Management ✕

Location: Main Add Technician

Test Time: 07/31/2014 11:00 am

Proctored by: Tony Spagnoli

Technician	NATE ID	Examination	Action
------------	---------	-------------	--------

Total Items: 0

Page Size: 10 ⏪ ⏩ 1

Close

Online Testing - Creating a Roster



- You can then enter either the NATE ID number or email address for the technician. If the technician has tested before, the NATE ID number is the best choice for making sure a duplicate record is not created.

A screenshot of a web form titled "Add Technician to Roster" with a close button (x) in the top right corner. The form has a light yellow background. At the top, a light purple box contains the instruction: "Please enter the technician's NATE ID or email address below and the system will try to locate their account." Below this, there are two input fields. The first is labeled "NATE ID:" and contains the text "2286234". The second is labeled "Email Address:" and contains the placeholder text "Technician's email address". At the bottom right of the form, there are two buttons: a white "Cancel" button and a purple "Find Technician" button with a magnifying glass icon.

Online Testing - Creating a Roster



- In this first example, searching the NATE ID located a record. You can then review the email address for accuracy and select which exams that technician needs.

Add Technician to Roster ×

The following account was found matching the information provided. If the information is correct, please proceed to make your selection(s) from the list of available exams. If the information is incorrect, please go back and enter new search criteria.

Technician Name: Tony Spagnoli

Technician Username: aspagnoli

Technician Email: aspagnoli@natex.org

NATE ID: 2286234

<input checked="" type="checkbox"/> Core	<input type="checkbox"/> AC Installation	<input type="checkbox"/> AC Service
<input type="checkbox"/> Air Distribution Installation	<input type="checkbox"/> Air Distribution Service	<input type="checkbox"/> Air to Air Heat Pump Installation
<input checked="" type="checkbox"/> Air to Air Heat Pump Service	<input type="checkbox"/> Commercial Refrigeration Service	<input type="checkbox"/> Gas Heating (Air) Installation

Online Testing - Creating a Roster



- If this is the technician's first exam, enter their email address and click find technician.

Add Technician to Roster ✕

Please enter the technician's NATE ID or email address below and the system will try to locate their account.

NATE ID:

Email Address:

Online Testing - Creating a Roster



- If it doesn't find anyone in the system with that email address, it will have you create a new record by entering the technician's first and last name. **Please note:** you will not be able to edit the name once created. Please double check the spelling.

Technician ×

Unable to find a technician matching the information that was entered. Please enter the information below to add this technician to the system.

First	<input type="text" value="New"/>
Last	<input type="text" value="Technician"/>
Email	<input type="text" value="newtech@natex.org"/>

Online Testing - Creating a Roster



- After you have created the new technician's record, select the needed exams.
- Repeat this process until all candidates have been added.
- You can review every technician and every exam in the roster management window.
- Once all technicians have been added to your roster, you can close the roster management window.

Online Testing - Creating a Roster



Roster Management ✕

Location: Main **Add Technician**

Test Time: 07/31/2014 11:00 am

Proctored by: Tony Spagnoli

Technician	NATE ID	Examination	Action
New Technician		Core	
New Technician		AC Installation	
New Technician		AC Service	
Tony Spagnoli	2286234	Air to Air Heat Pump Service	
Tony Spagnoli	2286234	Core	

Total Items: 5 Page Size: 10 ⏪ ⏩ 1 ⏪ ⏩





Close

Online Testing - Submitting the Session



- The final step to creating the test session is to submit the session. To do this, click the “Submit Testing Session” button in the “My Testing Sessions” window.

The screenshot shows the 'My Testing Sessions' interface. At the top, there is a search bar with the text 'filter testing sessions' and a 'Go!' button. Below the search bar, there are filters for 'Limit Search to:' (Type, Location, Testing Organization, All Columns) and 'Start Date:' (07/08/2014) and 'End Date:'. The main content is a table with the following data:

Test Time	Type	Roste...	Location	Testing Organization	Action
07/31/2014 11:00 am	IBT	5	Main	North American Technician Excellence (1587)	   

At the bottom of the table, there is a 'Submit Testing Session' button. The footer of the interface shows 'Total Items: 1' and 'Page Size: 10' with navigation controls.

Online Testing - Submitting the Session



- The site then checks to make sure the date, time, location, and roster have been configured correctly. You will then need to select a payment option.

A screenshot of a web application dialog box titled "Submit" with a close button (x) in the top right corner. The dialog has a light yellow background. At the top, there is a purple box with the text "\$ Payment Required". Below this, there is a list of four items, each with a status indicator: "Test Time Properly Set" with a green checkmark, "Location Properly Configured" with a green checkmark, "Proctor Properly Configured" with a green checkmark, and "Roster Properly Configured" with a green checkmark. The fifth item, "Billing Processed", has a red X mark. To the right of the "Billing Processed" item is a purple button labeled "Make Payment". At the bottom right of the dialog is another purple button labeled "Cancel".

Online Testing Submitting the Session



- You can then choose to select to pay by Invoice/Purchase Order or pay up front with a credit card.
- If your organization wants to be invoiced but does not use purchase order numbers, please enter “None” or “N/A.”
- As before, NATE will only bill you for used exams. If a candidate is a no-show for an online exam, you will not be charged.

Online Testing - Submitting the Session



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

Online Testing - Submitting the Session



Payment

1 Invoice

2 Payment

3 Verification

4 Confirmation

Please enter the credit card and billing information below and click Next.

Credit Card Information



Exp. Month

Exp. Year

Billing Information

< Back

Next >

Online Testing - Submitting the Session



Payment ✕

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

Please enter the purchase order information below and click Next.
If you do not have a PO number and need to be invoiced, enter "NONE" in the PO box.

Purchase Order Information

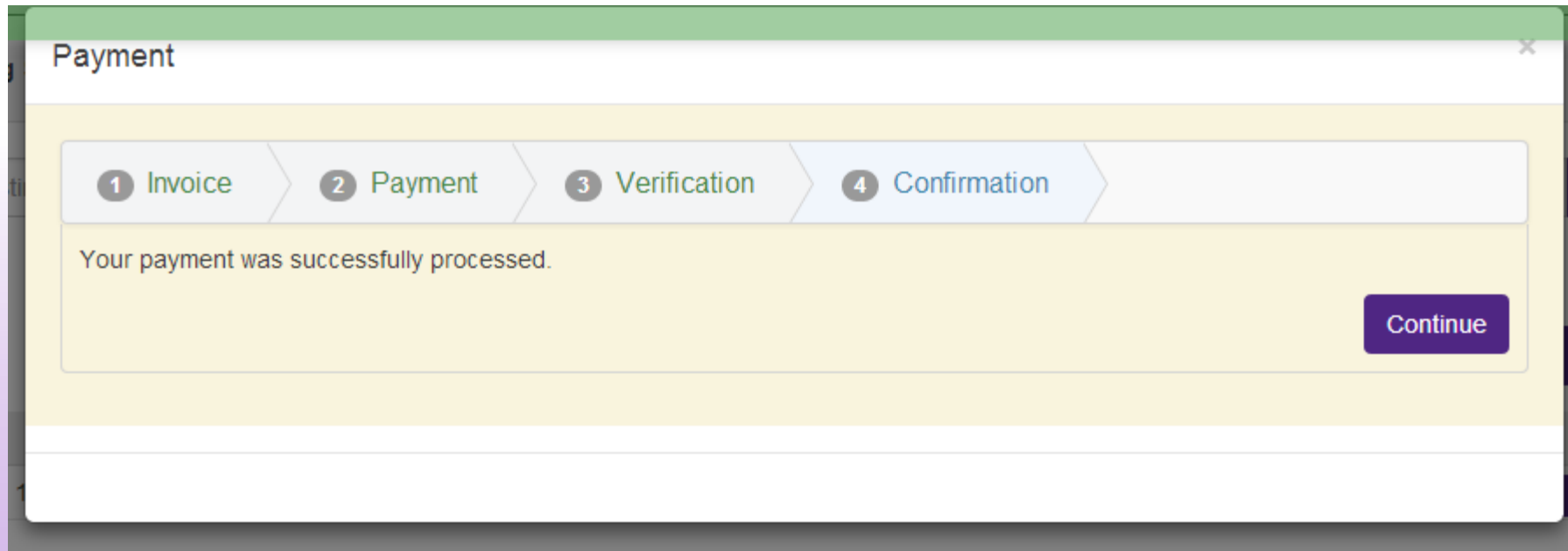
Webinar Example

[← Back](#) [Next →](#)

Online Testing - Submitting the Session



- Once the payment has been confirmed, you will be able to go back to the checklist and submit your session.



Online Testing - Submitting the Test Session



- Click the Submit Testing Session.
- At this point the session has been created.
- If you are within 24 hours of the start time of the session, it is now available on the PASS site.

Online Testing - Submitting the Test Session



Submit ✕

Ready To Submit

Test Time Properly Set	✓
Location Properly Configured	✓
Proctor Properly Configured	✓
Roster Properly Configured	✓
Billing Processed	✓

Online Testing - Review Test Sessions



- Once a test session has been submitted, you can review the roster by click the manage roster button again.
- NATE ID numbers have been assigned to new candidates.

Roster Management

Submitted

Location: Main [Add Walk-In](#)

Test Time: 07/31/2014 11:00 am

Proctored by: Tony Spagnoli

Technician	NATE ID	Examination	Status
New Technician	8402640	Core	Success
New Technician	8402640	AC Installation	Success
New Technician	8402640	AC Service	Success
Tony Spagnoli	2286234	Air to Air Heat Pump Service	Success
Tony Spagnoli	2286234	Core	Success

Total Items: 5 Page Size: 10

[Close](#)

Online Testing - Adding a Walk-In



- You can add walk-ins for online testing. You can do that by clicking on the “Add Walk-In” button and following the same steps as adding a technician to a roster.
- You will also need to go through the payment portion for each walk-in added. You will follow the same steps as the payment portion for submitting the exams.
- If you do not complete the walk-in process, the technician will still be added to the roster as pending.
- You can complete the process by clicking the submit button or the trash can to delete.

Online Testing - Adding a Walk-In Cont.





Roster Management ✕

Submitted

Location: Main **Add Walk-In**

Test Time: 07/31/2014 11:00 am

Proctored by: Tony Spagnoli

Technician	NATE ID	Examination	Status	
New Technician	8402640	Core	Success	
New Technician	8402640	AC Installation	Success	
New Technician	8402640	AC Service	Success	
Tony Spagnoli	2286234	Air Distribution Service	Pending	 
Tony Spagnoli	2286234	Air to Air Heat Pump Service	Success	
Tony Spagnoli	2286234	Core	Success	

Total Items: 6 Page Size: 10 ⏪ ⏩ 1 ⏪ ⏩

Close

Online Testing - Technician Email



- Technicians in your session receive an email immediately after the session has been submitted.
- This email contains their exam codes. These codes can be used for two purposes:
 - For online exams, this code is required to start that particular exam
 - This code is used for first time technicians to create their myNATE logins.

Technician Email Cont.



Tue 7/8/2014 11:30 AM

Castle Connect <connect@castleworldwide.com>

My NATE Test Session Notification

To Spagnoli, Anthony

i If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Date: 7/8/2014

To: Tony Spagnoli

From: This is the My NATE website

Bring this paper to the exam.

We have confirmed the following examination request:

Your examination date is: 7/31/2014

Your reporting time is: 10:45 AM

Examination	Password
Air to Air Heat Pump Service	a34c405d673c
Core	88f6d8c078ed

Paper and Pencil Test Sessions

Activation Code Recovery



- If a technician does not bring the activation code with them to the session, you as the proctor can retrieve it.
- To retrieve the activation code, click your “Reports” tab on your myNATE page, and select the “Proctor PASS Candidate Credentials” from the drop down menu. This report will list all activation codes for all candidates in active test sessions.
- Candidates with existing myNATE logins can also retrieve their activation codes by checking their “myNATE Inbox.” This is done by clicking the golden envelope next to their profile button on the myNATE site.

Activation Code Recovery Cont.



My NATE



Tony



Log Out

Home

Reports

Library

TO

Testing Sessions

RTP

Training

Application

C3

Users

Test Organization

PASS

Order Paper Exams

Reports

Report: Proctor PASS Candidate Credentials

1 of 1 Find | Next

PASS Candidate Credentials

First	Last	NATE ID	Exam Name	Date	Status	Password
Tony	Spagnoli	2286234	Air to Air Heat Pump Service (HPSV)	4/29/2015	Scheduled	53f1b11c3b10
Tony	Spagnoli	2286234	CORE	4/29/2015	Scheduled	4ea350fb1aa5

Executed: 4/29/2015 10:31:42 AM

Executed By: aspagnoli

Proctoring the Session – Online Testing



- First, you will want to go to your PASS tab on your myNATE page.
- If this is your first time at this tab, it will have you agree to the terms of use for the PASS site.
- Once you agree to the terms, you will be able to see your login for the PASS site. Please note: this log in is different than your login for the myNATE site.
- There will be a direct link to the PASS site they will open in a new tab. This makes it easy to copy and paste your login to the new window.

Proctoring the Session - Online Cont.

A screenshot of the My NATE web interface. The top navigation bar is purple with the NATE logo on the left and user information on the right. The main navigation menu is also purple with the "PASS" option highlighted in white. A white box on the left contains the "PASS Proctor Information" section, which displays the user ID "nate_2367943550" and a masked password, along with a link to go to PASS and a "Hide Info" button.

My NATE

Home Reports Library Test Organization Testing Sessions RTP **PASS** Application C3 TO Training Users

PASS Proctor Information

These are your PASS Proctor credentials.

User ID: nate_2367943550

Password: [masked]

[Click this link to go to PASS](#)

Hide Info


Proctoring the Session - Online Cont.



- Once at the PASS site, you will want to run the requirements test to make sure your computer and browser are configured properly to use the site.
- Things like an updated browser, cookies enabled, JavaScript enable, and so on are necessary for the site to run.
- All of these items are free downloads which you likely already have installed on your computer.

Proctoring the Session – Online Cont.





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PASS
Proctored Assessment System

Proctor

[Login](#)
[Requirements](#)
[Participant Handbook](#)

Candidate

[Comments Form](#)

System Requirements

You have not tested your computer yet.
[Click here to test now.](#)

English ▼

Cookies

Your browser must accept cookies from Castle's site.
Passed

Popup windows

Your browser must allow popup windows from Castle's site.
Passed

For immediate support call the numbers listed in your proctor manual


Changing Your Username/Password



- You are able to change your username and password on the PASS site once you have logged on.
- Click the “Security Maintenance” link on the left hand side of the screen.
- You can then change your password, set a security question, and change your username.

Change Username/Password Cont.





PASS
Proctored Assessment System

English ▼

Security Maintenance

From this page, you can create or modify your existing security question and response or update your password or update your username.

If you were redirected here upon login, it means that your password has expired and should be updated.

Current Password

New Password

Confirm Password

Security Question
Please select a security question... ▼
Please select a security question.

Security Response *Can not be blank.*

Current Username **aspagnoli**

New Username

For support call (877) 420-6283

Proctoring the Session – Online Cont.



- After you login you will see a page asking you if you want to enable Castle Lockdown (only available on Internet Explorer). This locks your computer to only this browser window.
- NATE does not require Castle Lockdown. You do not need to select to have it enabled.
- If you have an active session, you will be able to click the continue button to begin the session.

Proctoring the Session – Online Cont.



If no session is scheduled

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English ▾

[Forgotten Candidate Password](#)
[Request Demo Password](#)

Proctor
[Home](#)
[Requirements](#)
[Surveys](#)
[Irregularity Report](#)
[Security](#)
[Maintenance](#)
[Logout](#)
(Tony Spagnoli)

Proctor Home

Welcome Tony Spagnoli. You are logged into Castle's PASS.

You must use Internet Explorer to use Castle Lockdown.

You are not scheduled to proctor any exams at this time.

If a session is scheduled

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Proctored Assessment System

English ▾

[Forgotten Candidate Password](#)
[Request Demo Password](#)

Proctor
[Home](#)
[Requirements](#)
[Surveys](#)
[Irregularity Report](#)
[Security](#)
[Maintenance](#)
[Logout](#)
(Tony Spagnoli)

Proctor Home

Welcome Tony Spagnoli. You are logged into Castle's PASS.

You must use Internet Explorer to use Castle Lockdown.

To administer an exam, press the continue button.

For support call (877) 420-6283

Proctoring the Session Cont.



- You will need to select the candidate's name from the drop down menu.
- Only candidates registered for your session or other sessions at your testing organization will be visible here.
- Please verify the candidate's photo ID.
- You will then need to agree to the different attestations on the screen before continuing.

Proctoring the Session – Online Cont.



Proctor Instructions

Before the examination begins:

- Verify the candidate's valid photo identification with signature.

Candidate Name:

USER, DEMO - CITY NAME, NC ▼

Registered For:

Demo

ID Type:

Drivers License ▼

State or Province on ID:

VA

- I have placed the candidate's personal belongings in a secure location outside the examination room.
- Verify that the candidate does not have a cell phone or any other unauthorized aid with him/her.
- I will supervise the candidate at all times by being in the room, watching through a window, and/or by watching the video monitor.
- At the conclusion of the exam, I will print the candidate's results page AND VERIFY that the candidate receives the correct results.

As proctor, by clicking the checkbox, I attest that I have performed, and will perform, the duties listed on this page and/or the duties in the Proctor Manual as I assist this candidate with his/her examination today.

Click to check the box if you agree:

Continue


Proctoring the Session – Online Cont.



- The candidate would then use their activation code to login.
- Please have them verify their information or correct it if anything is wrong. **Please note:** If there is something wrong with their name, please contact NATE.
- Please note that the passwords are case-sensitive.


Proctoring the Session – Online Cont.





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Proctor
[Home](#)
[Manual](#) 
[Logout](#)
(Tony Spagnoli)

Candidate Login

Please verify your information and type your password.

First Name: DEMO
Last Name: USER
Date of Birth:
Legal name changes require a written request.

Is this information correct? Yes No

Password:

English ▼

For support call (877) 420-6283


Proctoring the Session – Online Cont.



- The candidate will then agree to several attestations as well.
- At the bottom of the page the candidate will need to type “I attest” in order to continue.
- Once the candidate has checked off all of the boxes and typed in “I attest.”

Proctoring the Session – Online Cont.



Proctor
[Home](#)
[Manual](#) 
[Logout](#)
(Tony Spagnoli)

Candidate Attestation

English ▼

On my honor, I attest:

- I will not give any unauthorized assistance on this exam.
- I will not receive any unauthorized assistance on this exam.
- I will not remove any items from the testing center.
- I have turned over the following items to the proctor:
 - cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy or otherwise copy test materials
 - notes, books, dictionaries or language dictionaries
 - book bags, purses, handbags or luggage
 - ipods, mp3 players, headphones, or pagers
 - calculators (except as expressly permitted by the test sponsor), computers, pdas, or other electronic devices with one or more memories
 - personal writing utensils (i.e., pencils, pens, and highlighters)
 - watches
 - food and beverage
 - hats, hoods, or other headgear
- I will alert the proctor immediately if I have any concerns about the test administration, including if the testing environment becomes unacceptable to me, or if I have any concerns about the testing computer.

Please type "I attest" to confirm that you have attested to the above items:

Proctoring the Session – Online Cont.



- The next screen will ask if the candidate wants to start the exam or see the demo. The demo just shows the technician how to use the online testing platform, these are not NATE practice exam questions. The demo is not required.

Candidate Instructions

Please take a few minutes to review this demo before proceeding to your regular examination.

I want to see the demo.

The time you spend on this demo does not count against the total amount of time you have available to take your regular test.

If you choose to view the demo after you have begun the test, the exam timer will continue to run.

Begin test immediately.

Proctoring the Session – Online Cont.



- The next screen allows the candidate to launch the exam. A message may pop up letting you know the browser window you are currently in will be closing. Please click “Yes” and allow the window to close. The exam opens in a new window.
- Having the exam open in multiple windows will cause an error to occur and will not allow the technician to continue.

Proctoring the Session – Online Cont.



Launch Exam



Note: The following test will be administered in a separate window without toolbars.

As the current window is closed, some browsers may ask you to confirm this closing.

If your browser asks you to confirm closing a window, please click " Yes " to proceed.

Take the test

Proctoring the Session – Online Cont.



- The candidate is now taking the exam. There are many different tools they can use:
 - First Question, Previous Questions, Next Question, Last Question, Go To: These are the navigational tools. The technician will not have a back button or forward button to use on the browser.
 - <-Flag, Flag, Flag ->: These buttons allow the candidate to mark questions for later review. The middle flag button allows the technician to flag and unflag the question. The other two will take the technician to the previous or next flagged question
 - Timer: Shows the remaining time left for the exam. Can be hidden.
 - Unanswered, Answered, Flagged: Counters that the technician use to keep track of their progress on the exam.
 - Help: Guidance on how to use the site. Please note: the time will NOT stop while help is opened.

Proctoring the Session – Online Cont.



Castle Worldwide, Inc. [US] <https://www.castleworldwide.com/pass/passnet/default.aspx?key=2DEE29860131B1C3864062A679E0350F0207C3CD>

Candidate: DEMO USER - Demo Examination

Navigation and Control Panel:

- Buttons: <<, ←, →, >>, Go To, ←Flag, Flag, Flag→, Calculator, Help, Show/Hide Timer, Submit Exam
- Question Progress: First Question, Previous Question, Next Question, Last Question, 1/8
- Timer: 00:22:10

An american football field is 100 yards long and 160 feet wide. The middle of the field is the 50 yard line. The lines are labeled every 10 yards descending in both directions from the 50 yard line. The areas to either side of that 100 yards are called the *end zones* . How far does each end zone extend?

- 10 yards
- 20 yards
- 30 yards
- 40 yards

Unanswered: 8 Answered: 0 Flagged: 0

Proctoring the Session – Online Cont.



- Some questions will have attachments that need to be viewed. Clicking the “Attachment 1” link will open the attachment in a separate window. When finished with the attachment, the technician can close that window.

Proctoring the Online Session – Cont.



Navigation and Control Panel:

- Buttons: →, >>, Go To, ←Flag, Flag, Flag→, Calculator, Help, Show/Hide Timer, Submit Exam
- Next Question: []
- Last Question: [] 3/8
- Timer: 00:19:56

Question Text:

Following conditions is presented in the attached figure?
fraction
s
t

Attachment 1

Attachments

[Attachment 1](#)

Answered: 2 Flagged: 0

Proctoring the Session – Online Cont.



- The candidate can click the “Submit Exam” button when they are finished. Please note: The exam will submit automatically if time expires.
- It will then bring them to a screen with the summary of the exam. It will tell them how many unanswered questions they have left (if any) and how many flagged questions they have left (if any).
- If the candidate still has time left on the exam, there is a button to bring them back to the exam, or individual question buttons for any flagged or unanswered questions, that will bring the candidate back to that question.
- Once they are truly done, the candidate needs to write “I understand” in the box at the bottom and click “Yes, End the Exam Now”

Proctoring the Session – Online Cont.



English ▾

Do you want to end your exam now?



- You left the following questions unanswered. If you end your exam now, **you lose the chance to answer these questions.**

8

- You marked the following questions for later review. If you end your exam now, **you lose the chance to review these marked questions.**

8

- You still have time remaining.

No, Return to the Exam

- If you end your exam now, **you cannot return to the exam.**

If you are ready to end the multiple-choice exam now, type the words 'I understand' in the box below.

I understand

Yes, End the Exam Now

Proctoring the Session – Online Cont.



- The final screen the candidates will see is their results screen.
- This screen will let them know if they passed or failed the exam.
- NATE does not give out scores; all exams are pass/fail
- Candidates that fail the exam will have a more detailed score report available on myNATE.

Technician Activation



- After the technician receives their email, they can create their myNATE login at any time. Technicians with existing myNATE logins do not need to create a new account; all of their information was imported.
- The technician will want to go to www.myNATE.org, then select the “First Time User?” tab.
- The technician will then want to select either the “Paper Based Exam” or “Computer Based Exam” activation type.
- It will then ask for their activation code (contained in the email) and last name.
- The activation code contains all lower case letters and numbers. All “0” like characters are zeroes not O’s.

Technician Activation



If you have taken a test through Castle Worldwide and this is your first visit to the Connect site, please use your activation code to associate your new user account with your testing information.

Use your previously provided **activation code** to request an account.

Activation Type

Computer based exam

If you took a **computer-based exam**, your activation code is the password that you used to login to your proctored exam.

Activation Code

6e3dda9560ff

Last Name

Technician

Activate

Username

Username

Email Address

Email address

Password

Password

Technician Activation Cont.



If you took a **computer-based exam**, your activation code is the password that you used to login to your proctored exam.

Activation Code

6e3dda9560ff

Last Name

Technician

Activate

De-activate

Username

Username

Email Address

newtech@natex.org

Password

Password

Confirm Password

Confirm password

Prefix

Prefix

First Name

New

Middle Initial

MiddleInitial

Last Name

Technician

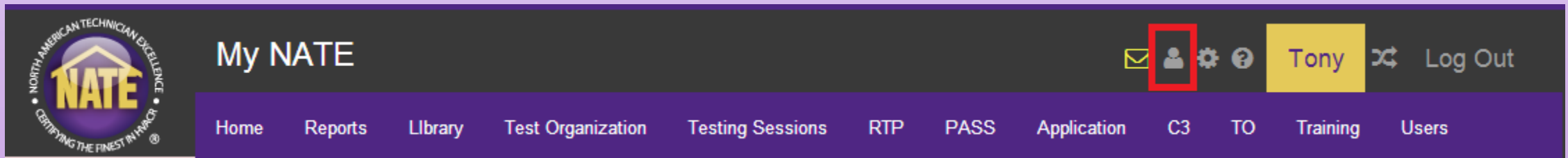
Suffix

Suffix

Technician Profile



- In order for technicians to receive their e-certificates, NATE needs a unique email address.
- In order to send out patch packets to the technicians, NATE needs their mailing address.
- To add or update any of their contact information, a technician can log into myNATE and select the profile button.
- If it is their first time logging in, then the profile will automatically open and will need to be completed before they can view any other part of their record.



Technician Profile Cont.



- Please reinforce during your sessions that technicians can view results, manage their certifications, and track their CEHs on myNATE. They need to provide an email address to receive their e-certificate. They need to provide their mailing address to receive their patches.
- If technicians have any difficulty creating their myNATE logins, they can contact NATE customer support (askNATE@natex.org or 877-420-6283)

Additional Information



- If you have any questions about the testing process, you can access a help feature on the myNATE site directly.
- You can click on the “?” icon on your Testing Session or Paper and Pencil Orders window to open up the help menu.

My Testing Sessions ?

filter testing sessions [x] Go!

Limit Search to: Type Location Testing Organization All Columns

Start Date: 04/29/2015 [x] [calendar] End Date: [x] [calendar]


Test Time	Type	Roster...	Location	Testing Organization	Action
04/29/2015 10:35 am	IBT	2	Main	North American Technician Excellence (1587)	[help] [edit] [delete] [share]

Additional Information Cont.



- The following will open on your page after clicking that question mark icon:

The screenshot displays the MyNate Support interface. On the left is a 'Menu' sidebar with a scrollable list of topics. The 'Online Testing - Creating a Testing Session Cont.' item is highlighted in blue. The main content area on the right is titled 'MyNate Support' and contains the following text:

Online Testing - Creating a Testing Session Cont. 

- The next window asks for general information about your test session. Certain choices will change what information is requested.
- Session Type – Online
- Session Time – Select a date and time for the session. This is the date/time you plan on starting the session. Online exams will be available 24 hours prior to and after this scheduled time.

At the bottom right of the main content area are two buttons: '< PREV' and 'NEXT >'.

Additional Information Cont.



- As always, if you have difficulty with proctoring a session or have questions, please contact the NATE customer service line at 877-420-6283 or askNATE@natex.org.