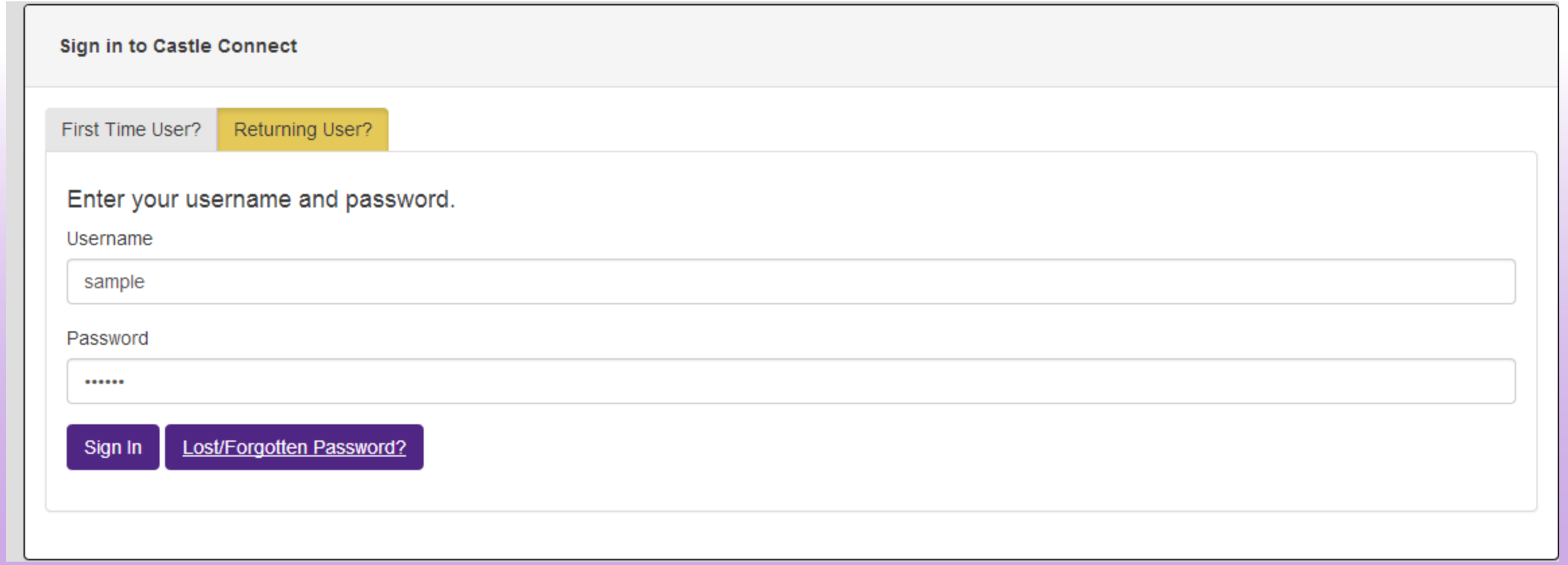
NATE Testing Portal

Guide to using the myNATE website

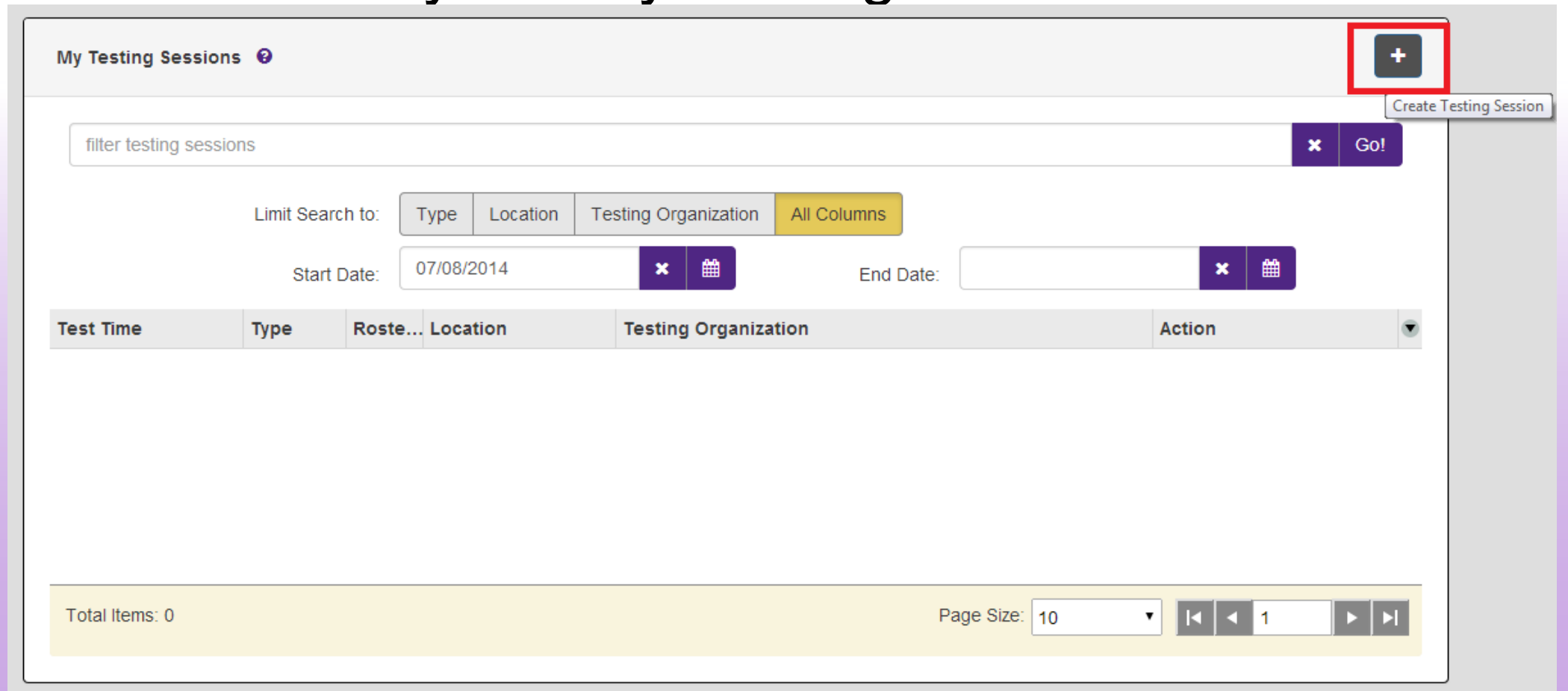
Login

- 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.



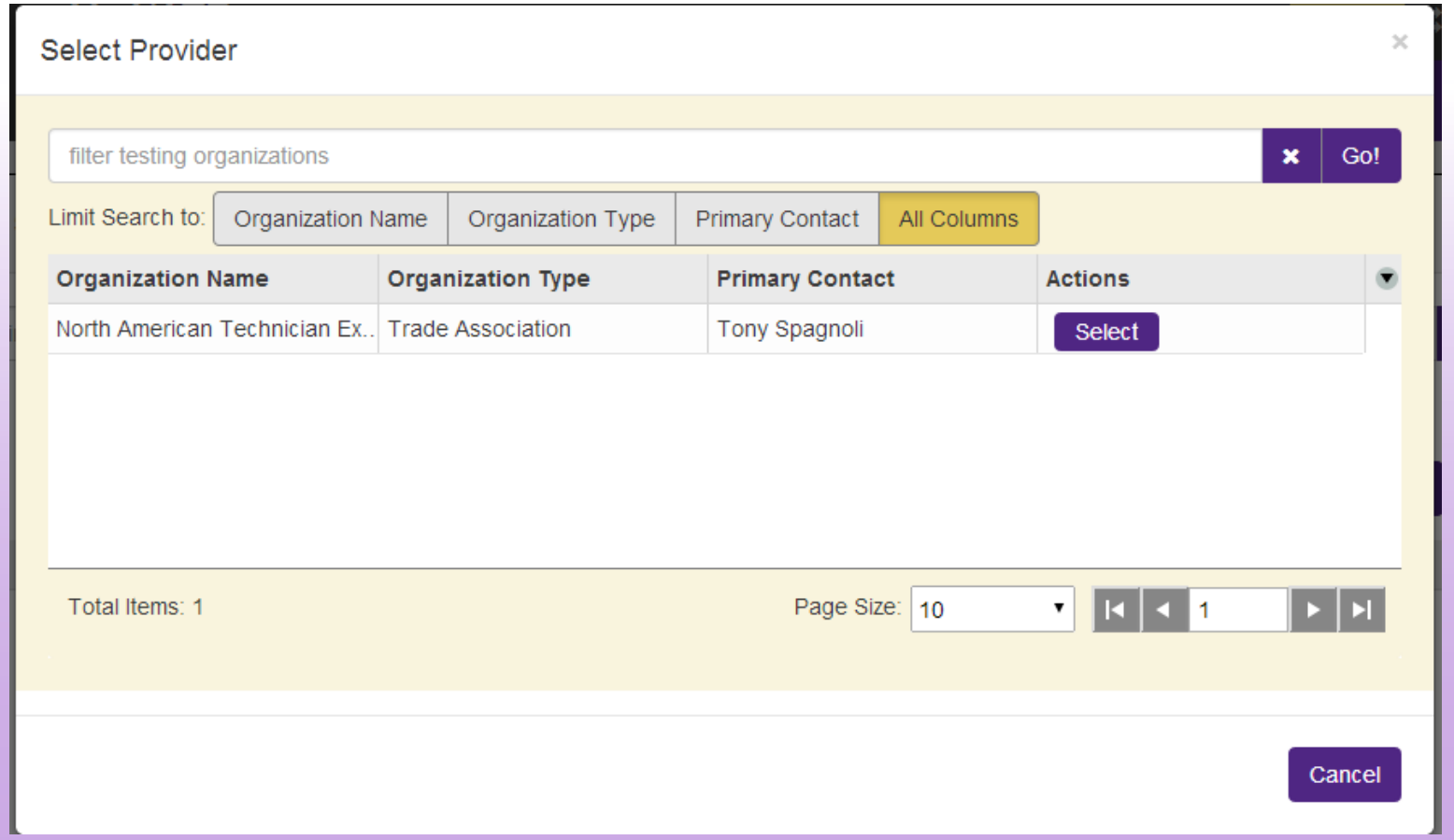
Online Testing - Creating a Testing Session

- 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.



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.



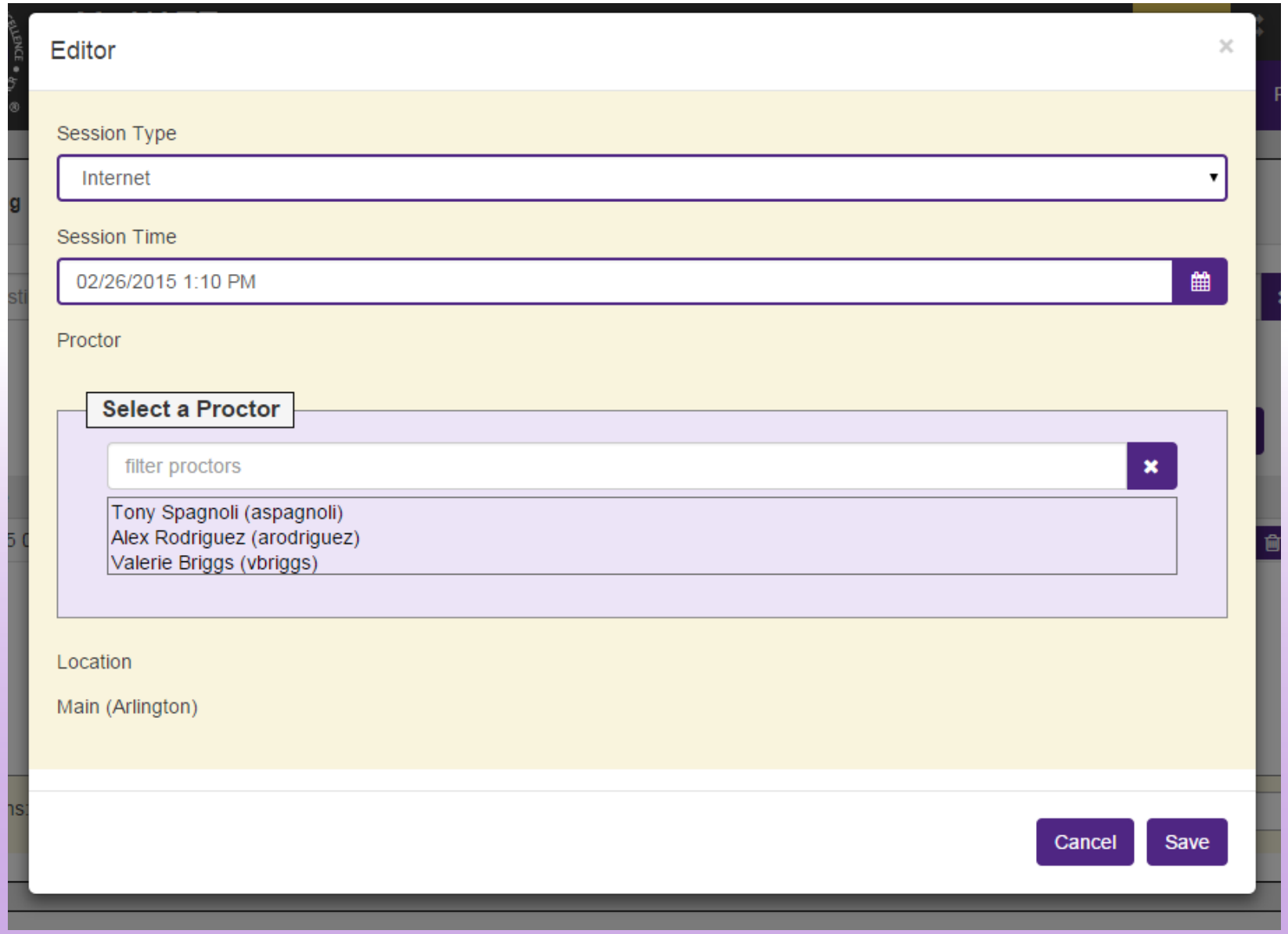
Online Testing - Creating a Test Session

- 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

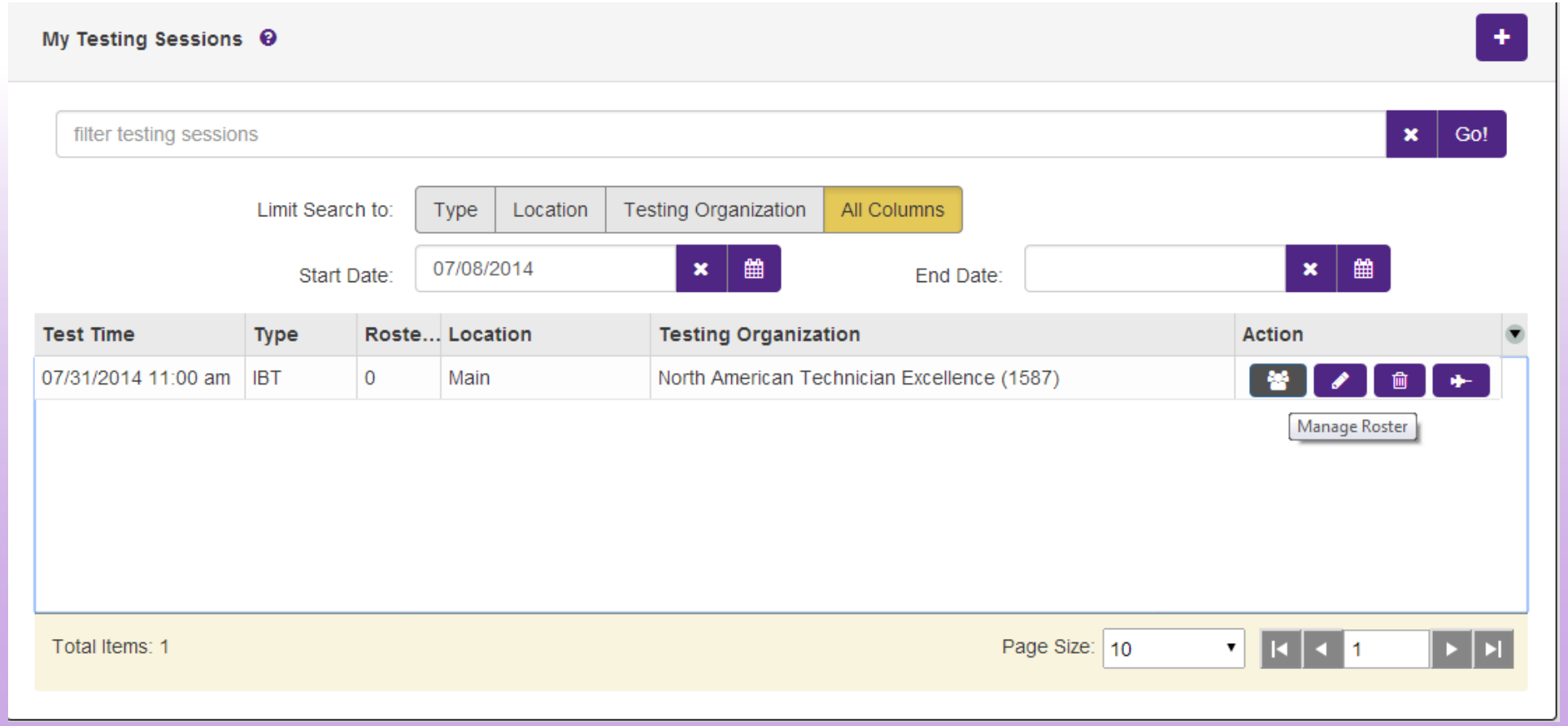
- Select Proctor – If you are creating the session through your proctor login, you should see your name here. If you are a testing organization contact, you can select any proctor from your testing organization.
- Select Location – You can select where the test session is being held if you testing organization 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



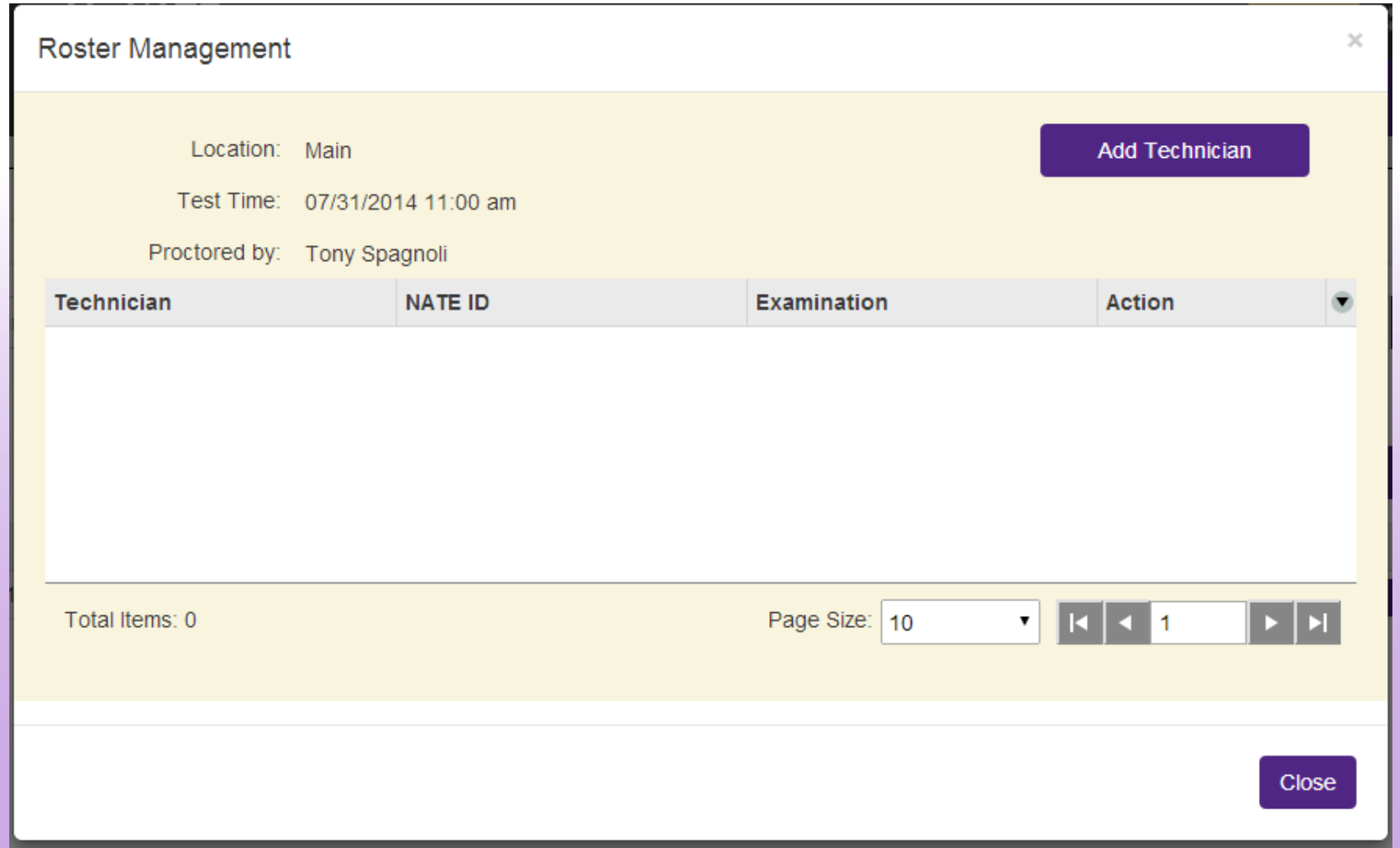
Online Testing - Creating a Roster

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



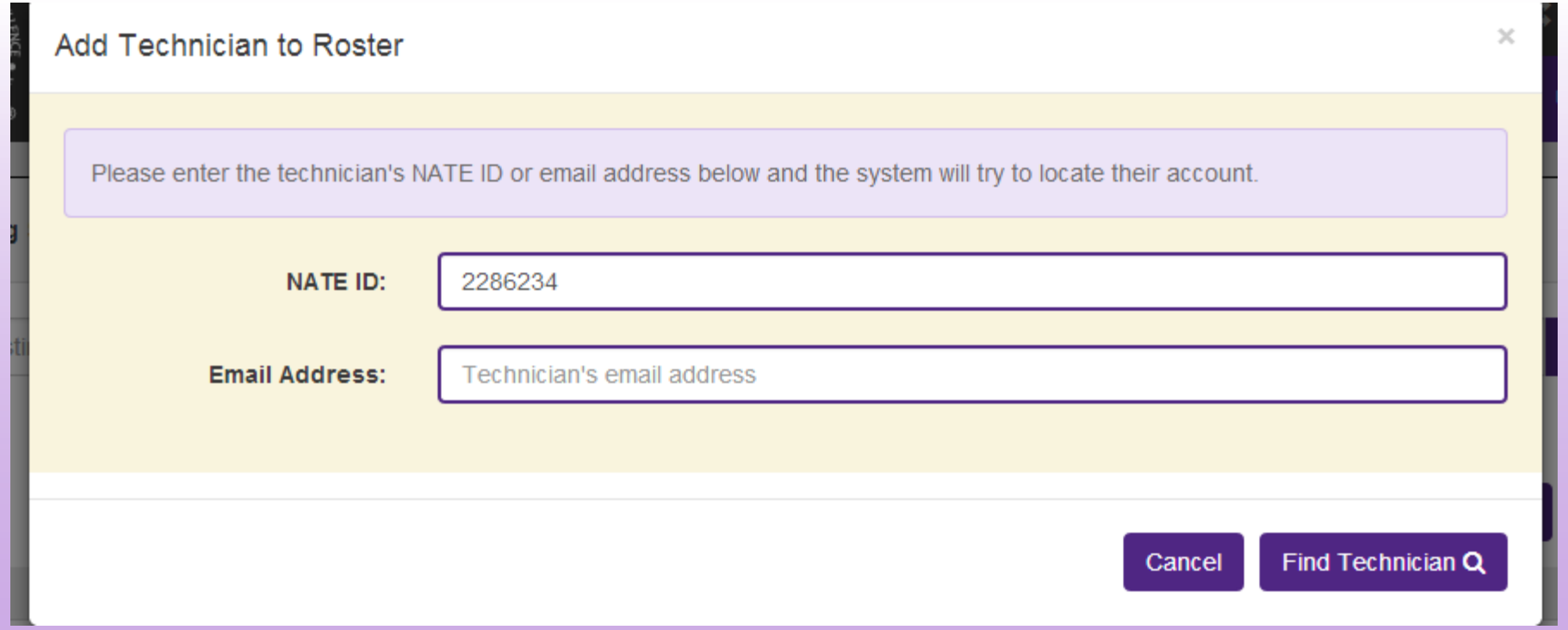
Online Testing - Creating a Roster

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



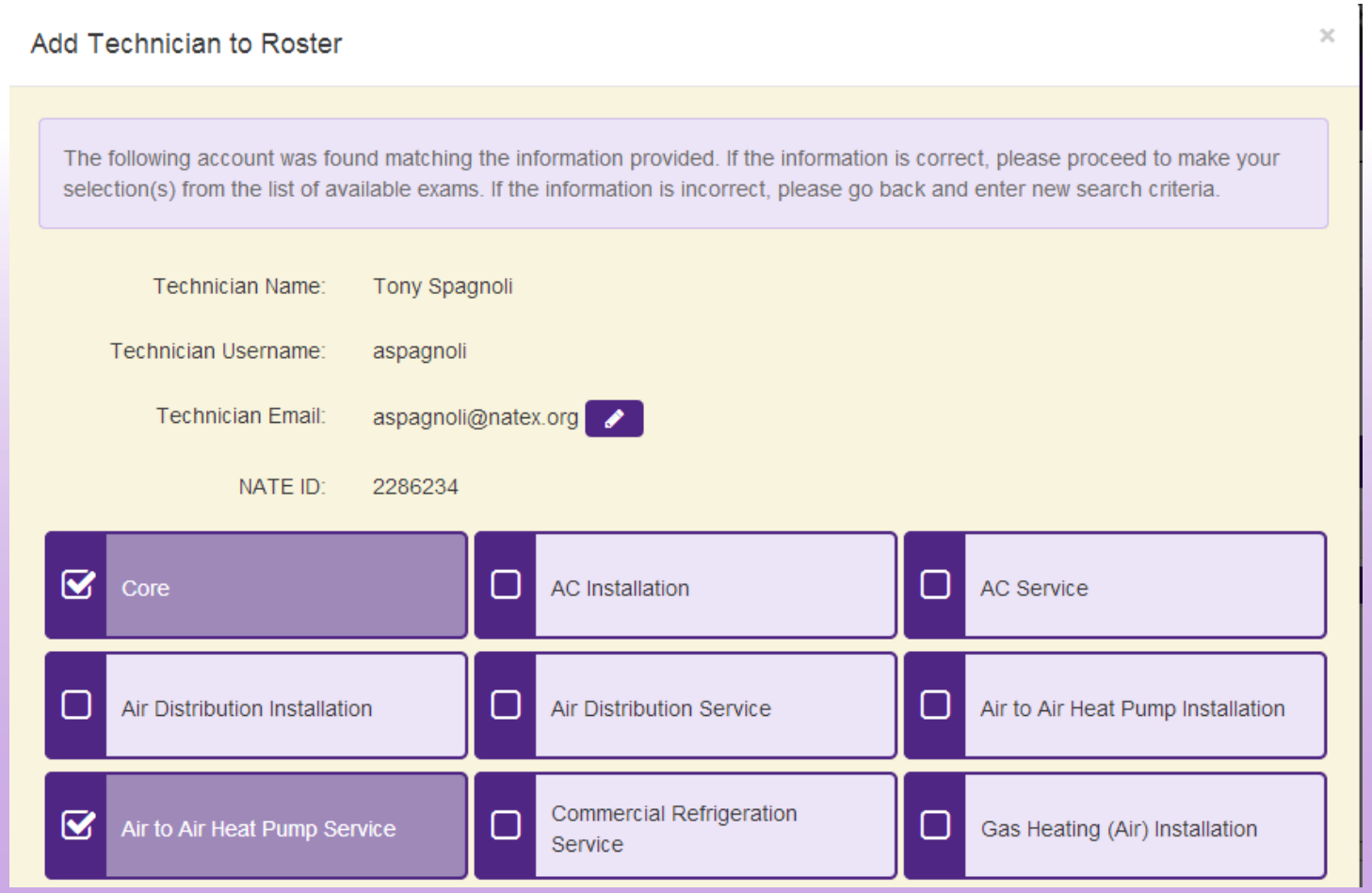
Online Testing - Creating a Roster

- 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.



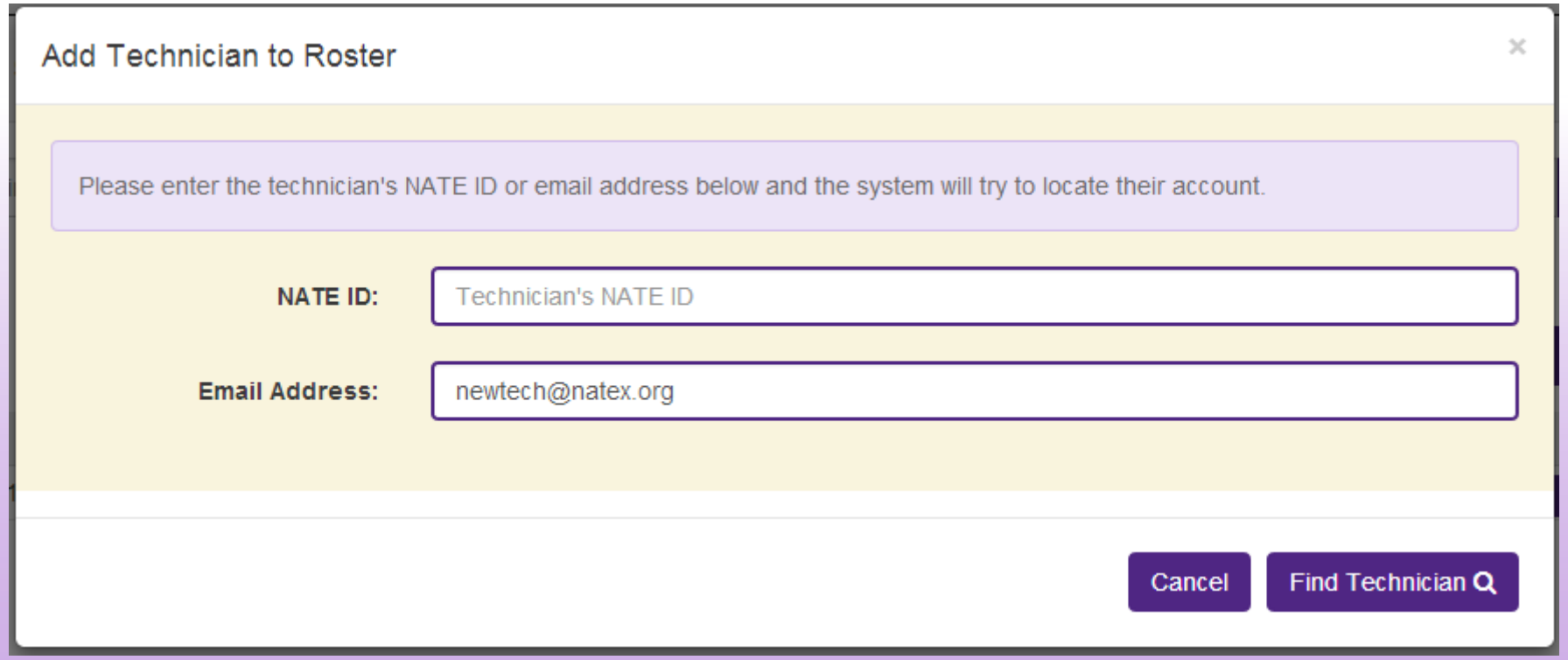
Online Testing - Creating a Roster

- 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.



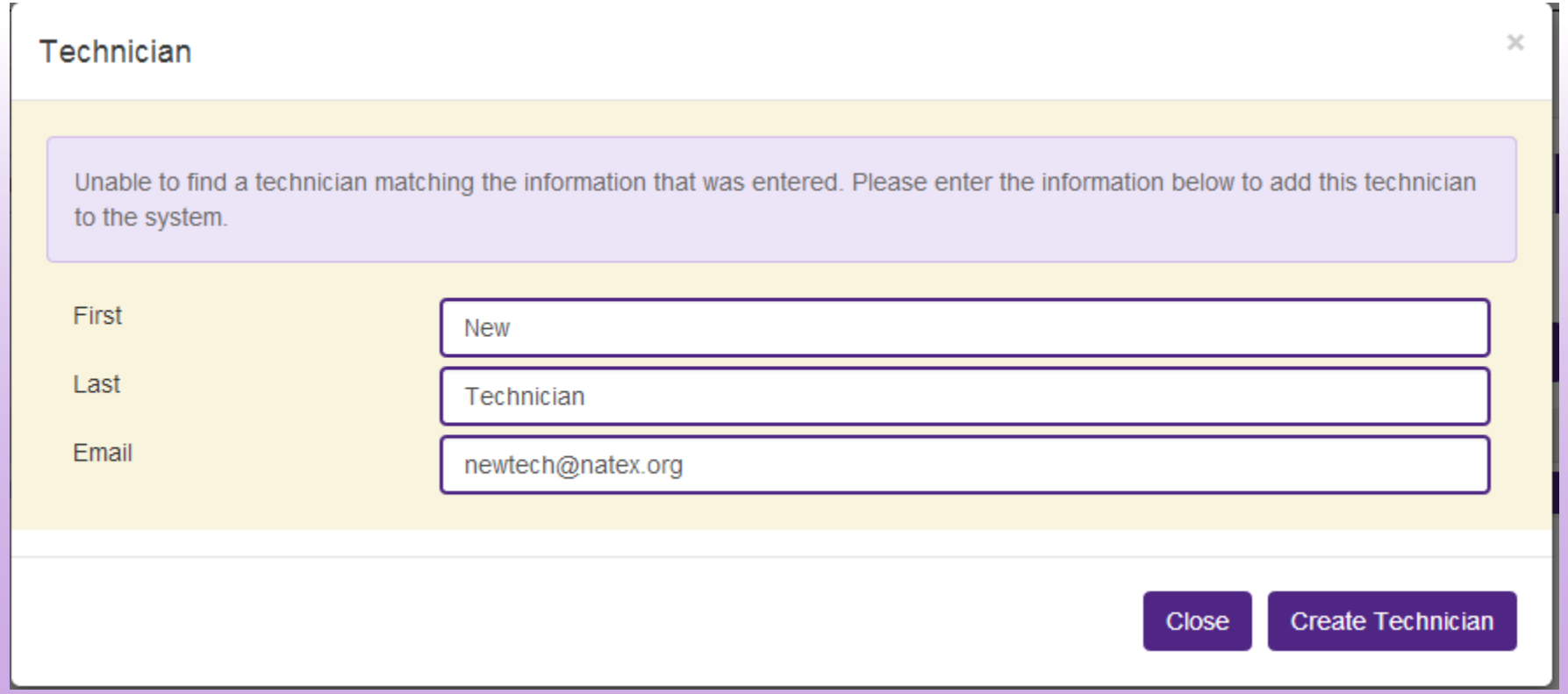
Online Testing - Creating a Roster

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



Online Testing - Creating a Roster

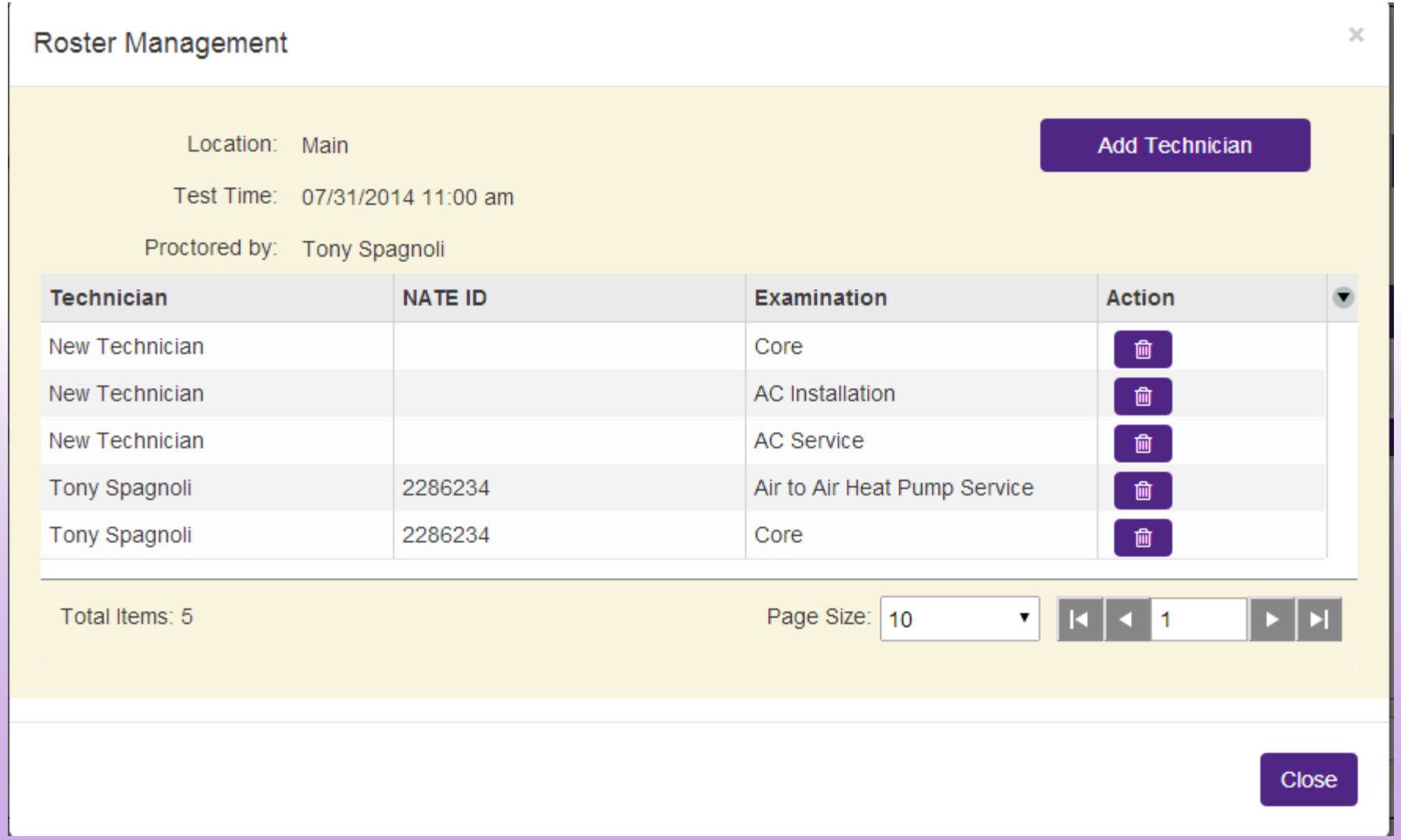
- If it doesn't find anyone in the system with that email address, it will have you create a new record by entering the technician's first and last name. **Please note**: you will not be able to edit the name once created. Please double check the spelling.



Online Testing - Creating a Roster

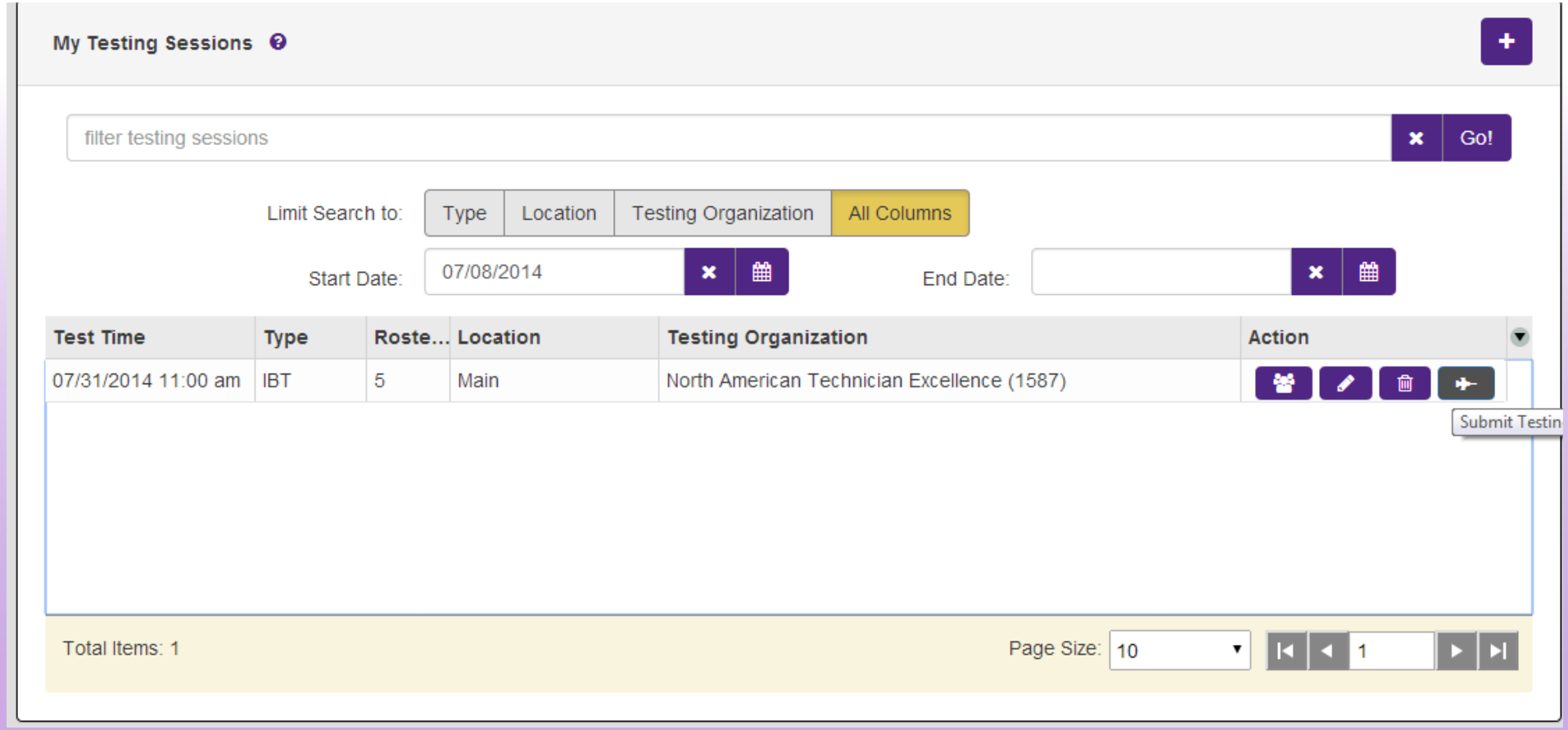
- After you have created the new technician's record, select the needed exams.
- Repeat this process until all candidates have been added.
- You can review every technician and every exam in the roster management window.
- Once all technicians have been added to your roster, you can close the roster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

Online Testing - Creating a Roster



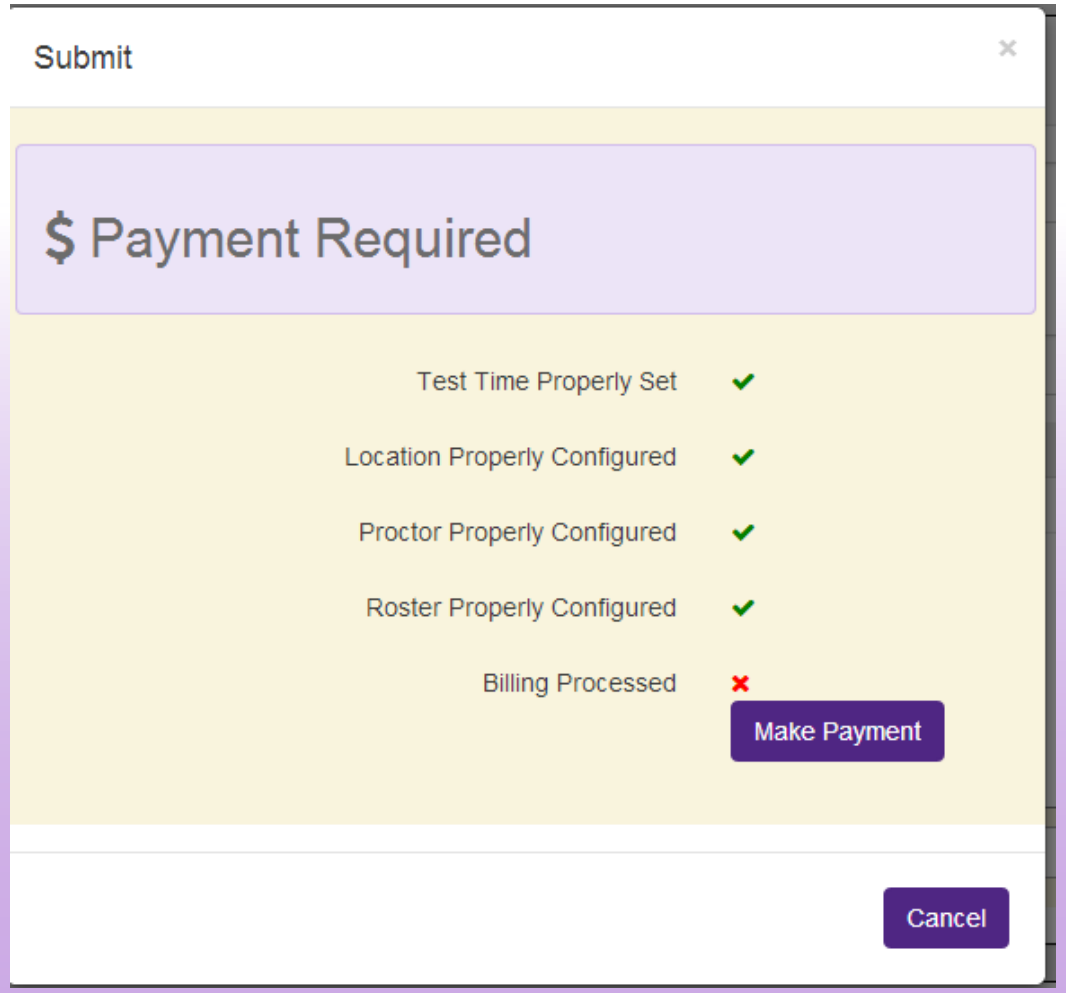
Online Testing - Submitting the Session

- 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.



Online Testing - Submitting the Session

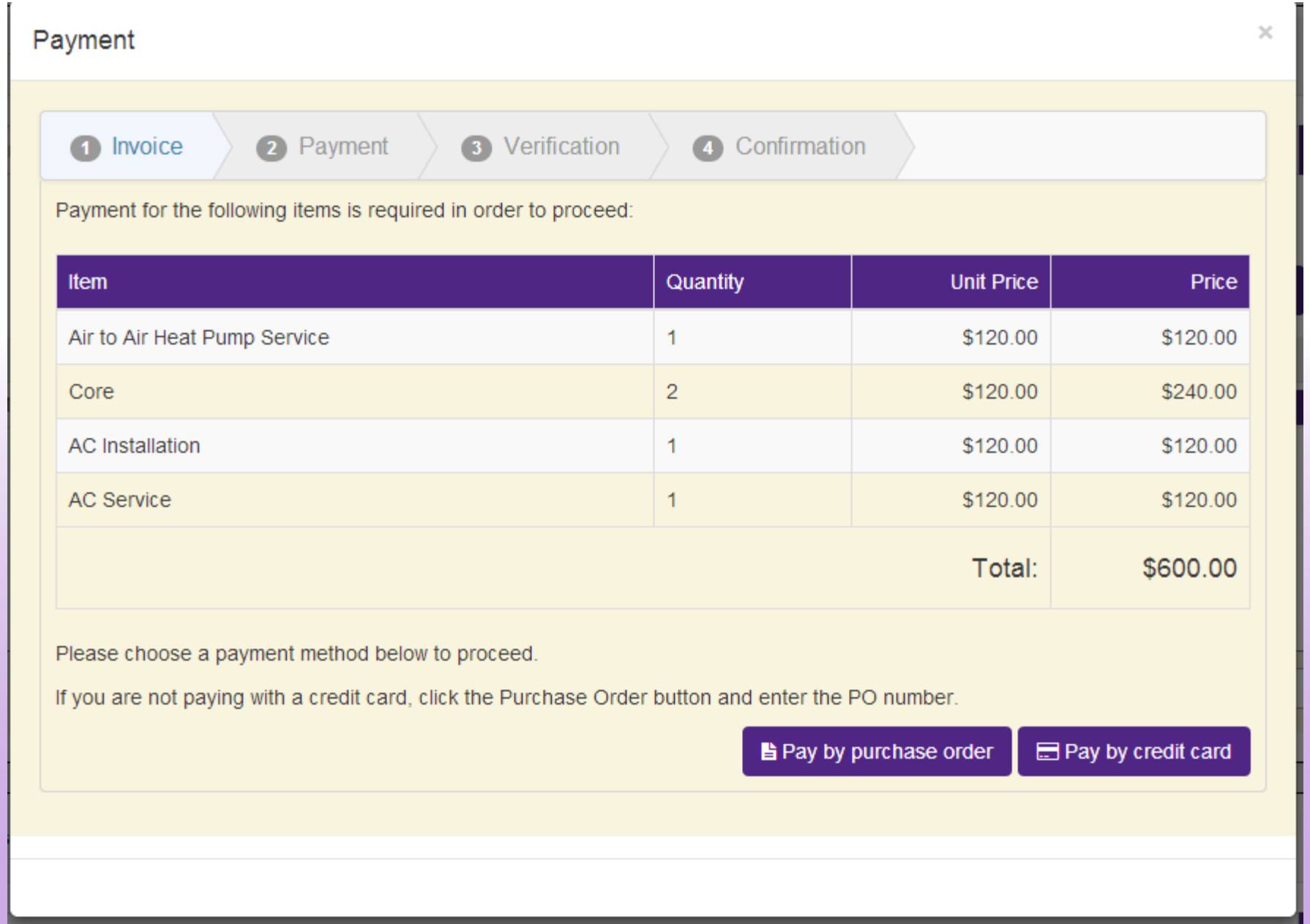
- The site then checks to make sure the date, time, location, and roster have been configured correctly. You will then need to select a payment option.



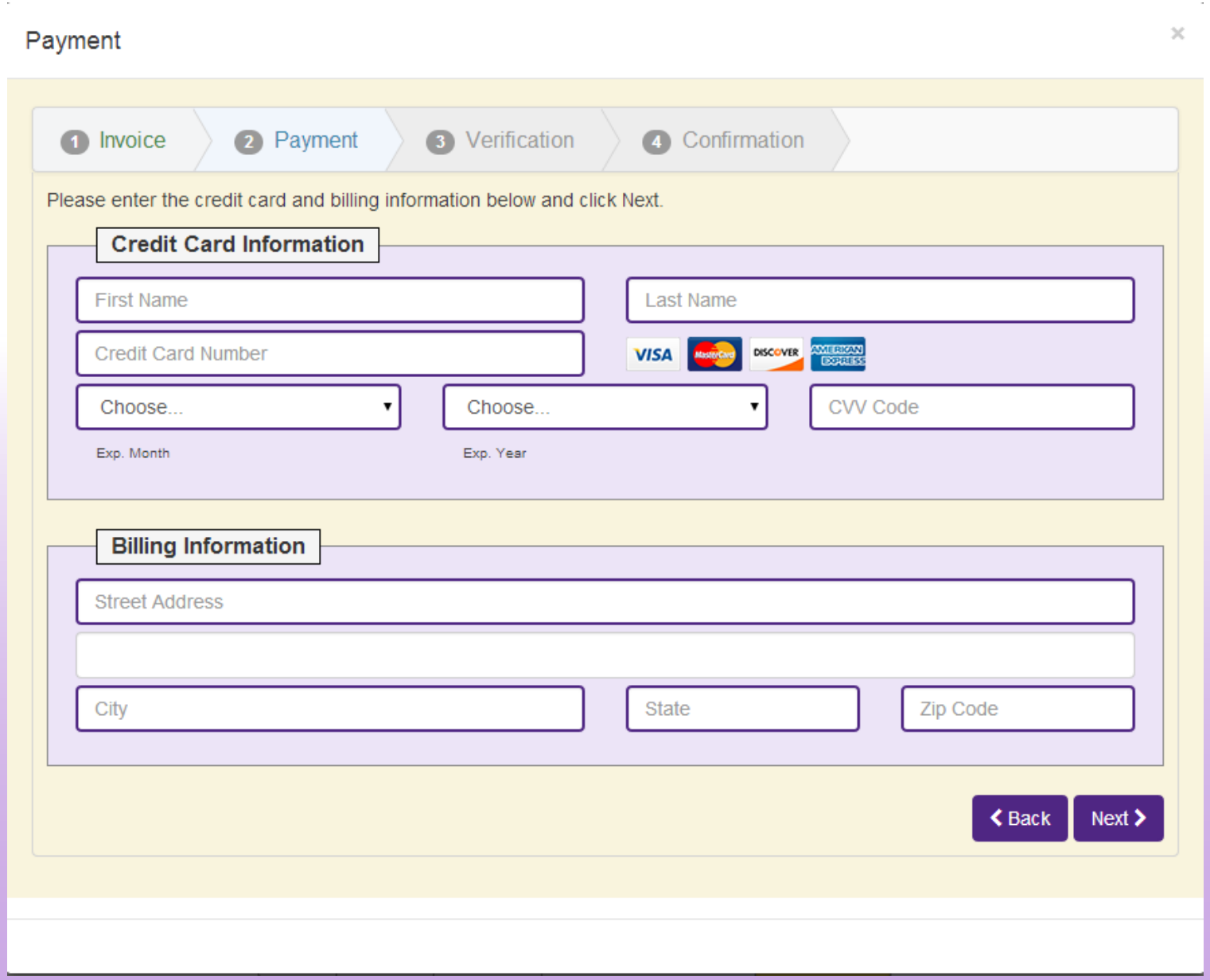
Online Testing Submitting the Session

- 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.

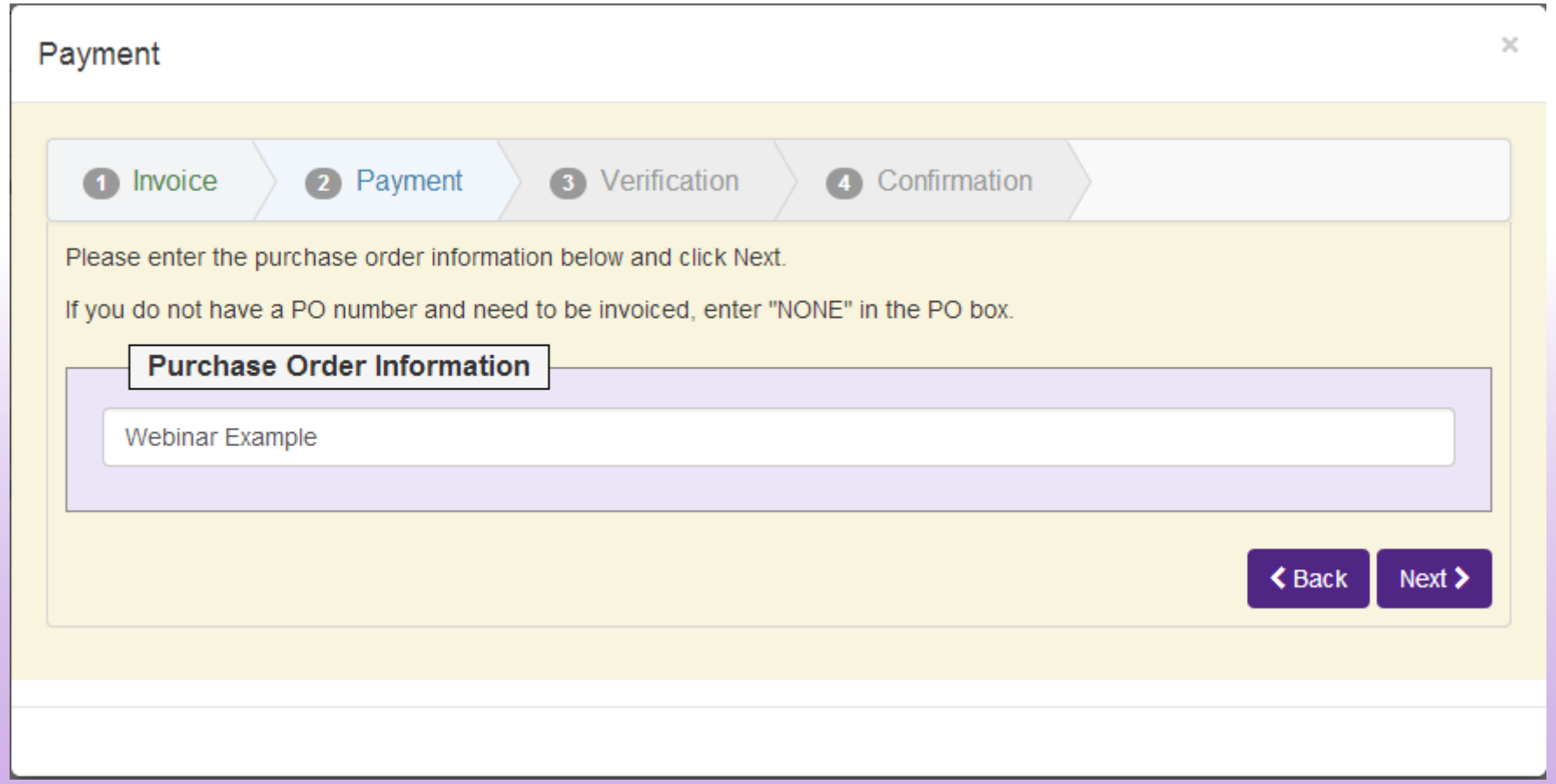
Online Testing - Submitting the Session



Online Testing - Submitting the Session

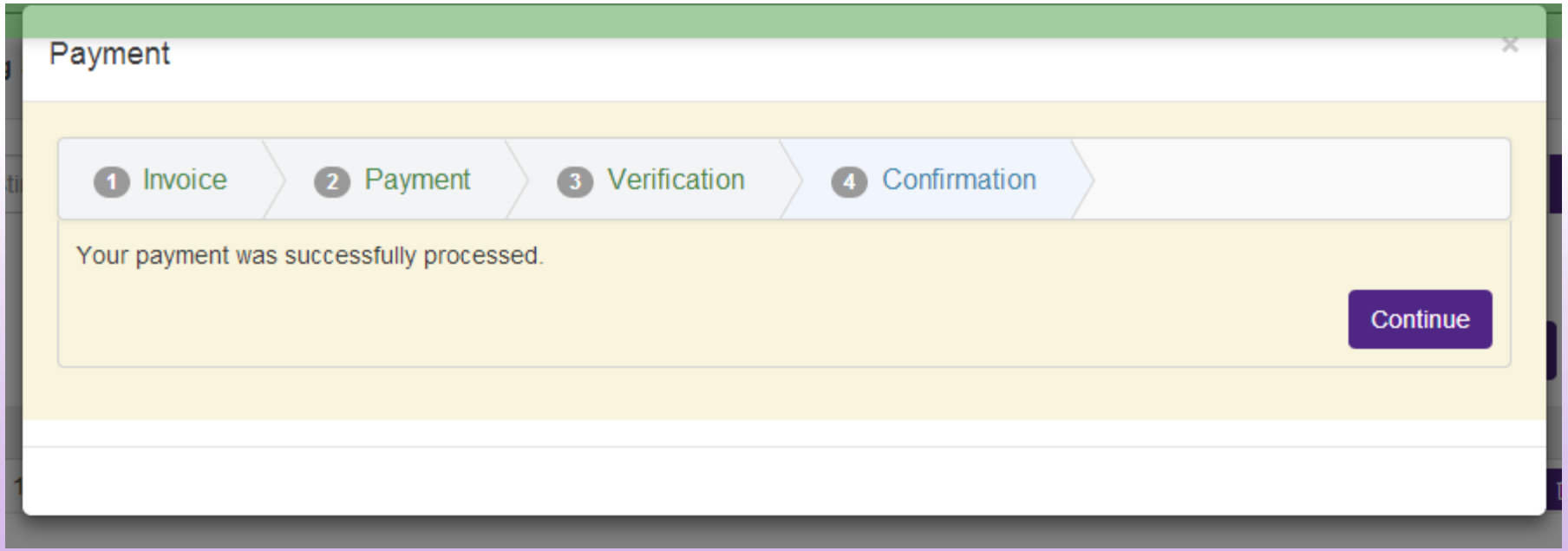


Online Testing - Submitting the Session



Online Testing - Submitting the Session

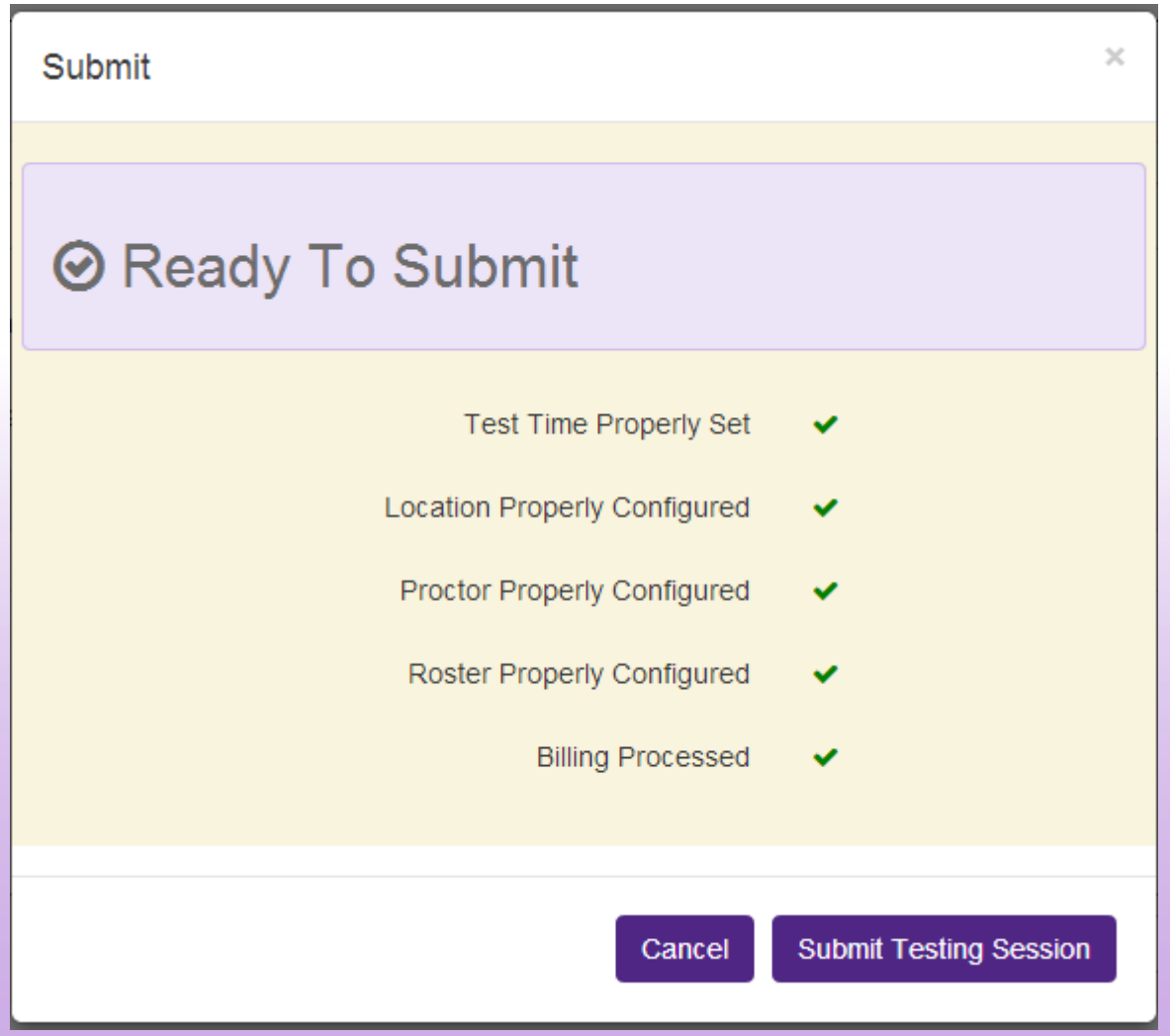
- Once the payment has been confirmed, you will be able to go back to the checklist and submit your session.



Online Testing - Submitting the Test Session

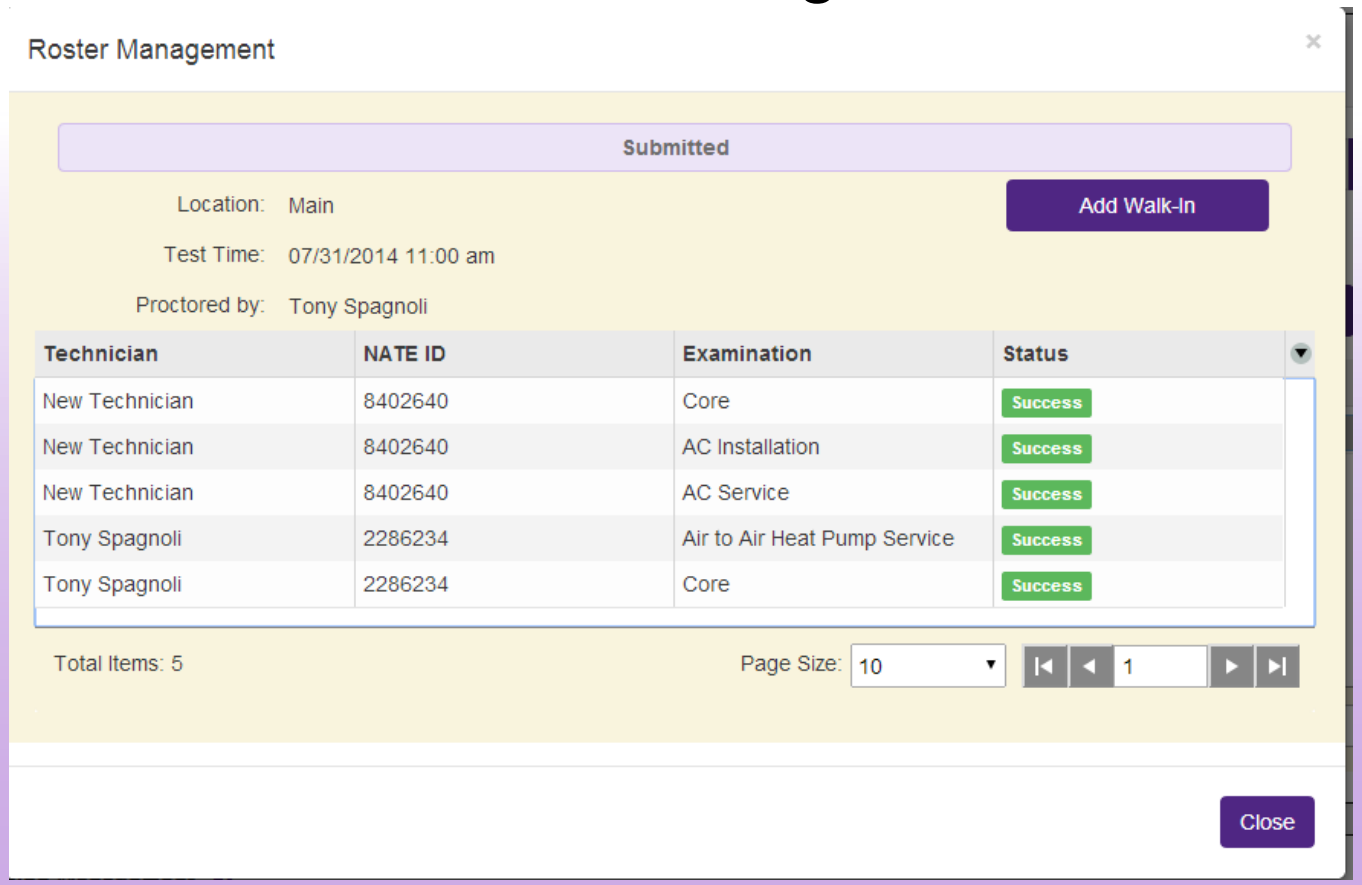
- Click the Submit Testing Session.
- At this point the session has been created.
- If you are within 24 hours of the start time of the session, it is now available on the PASS site.

Online Testing - Submitting the Test Session



Online Testing - Review Test Sessions

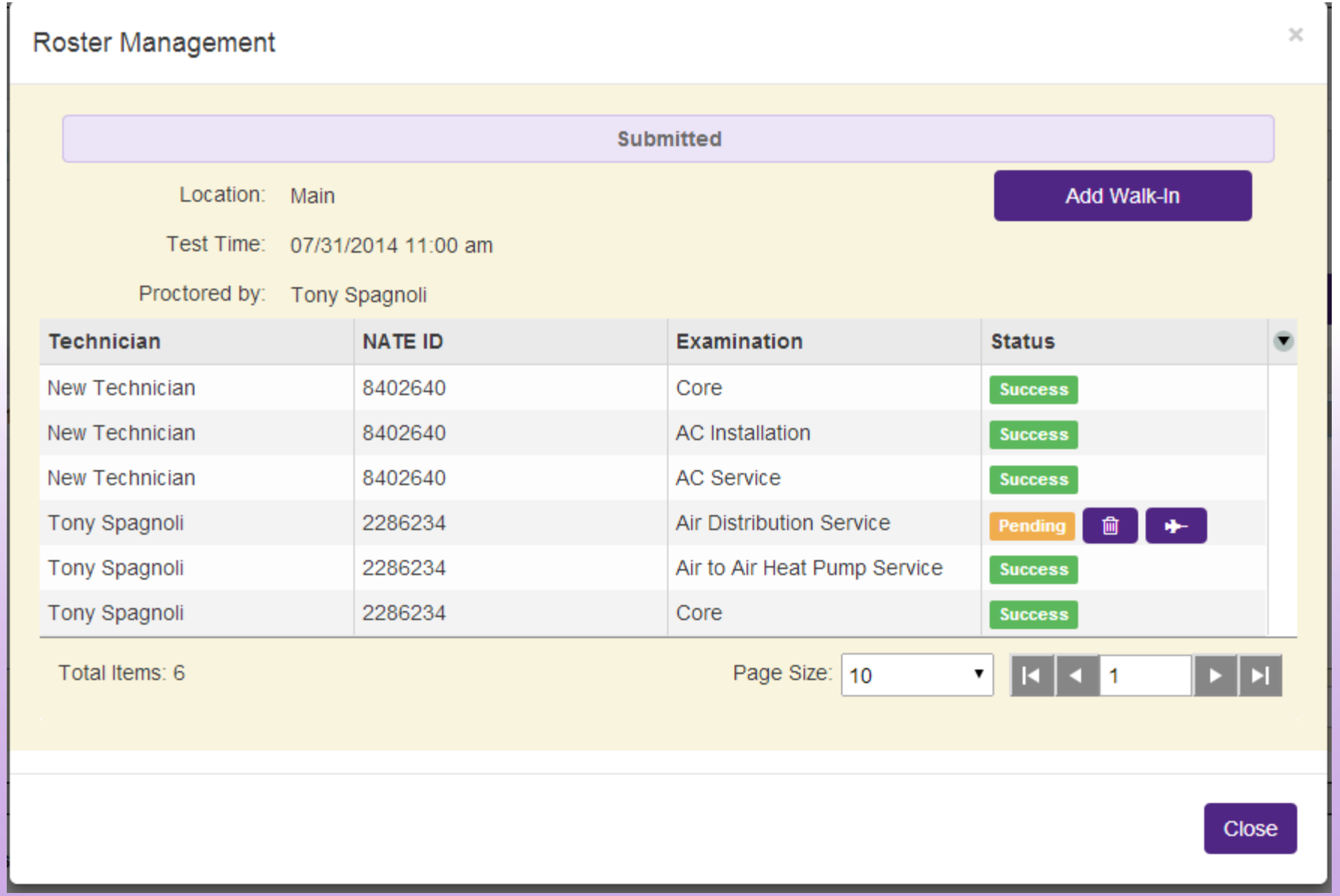
- Once a test session has been submitted, you can review the roster by click the manage roster button again.
- NATE ID numbers have been assigned to new candidates.



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.



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

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

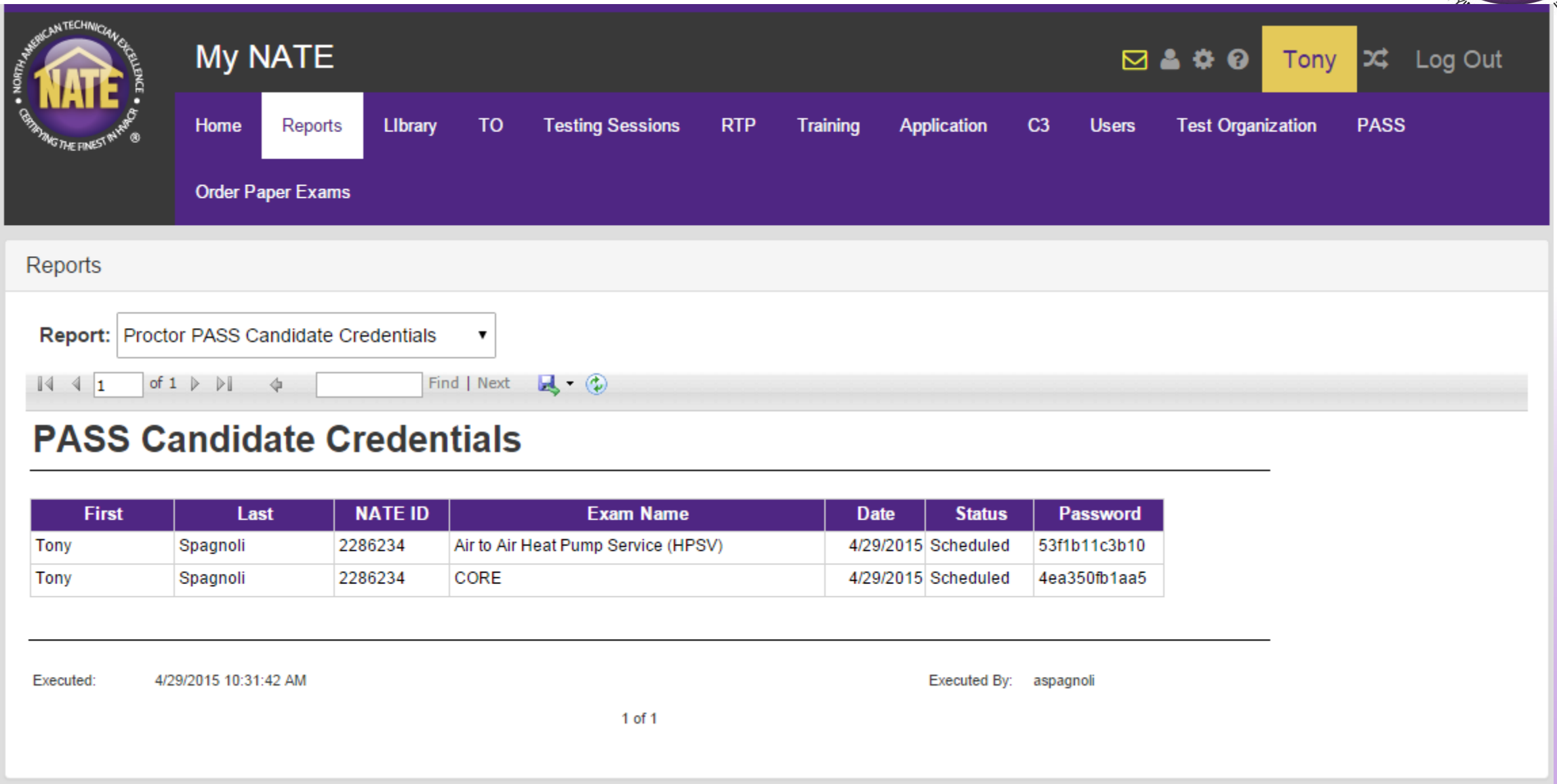
Examination	Password
Air to Air Heat Pump Service	a34c405d673c
Core	88f6d8c078ed

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.

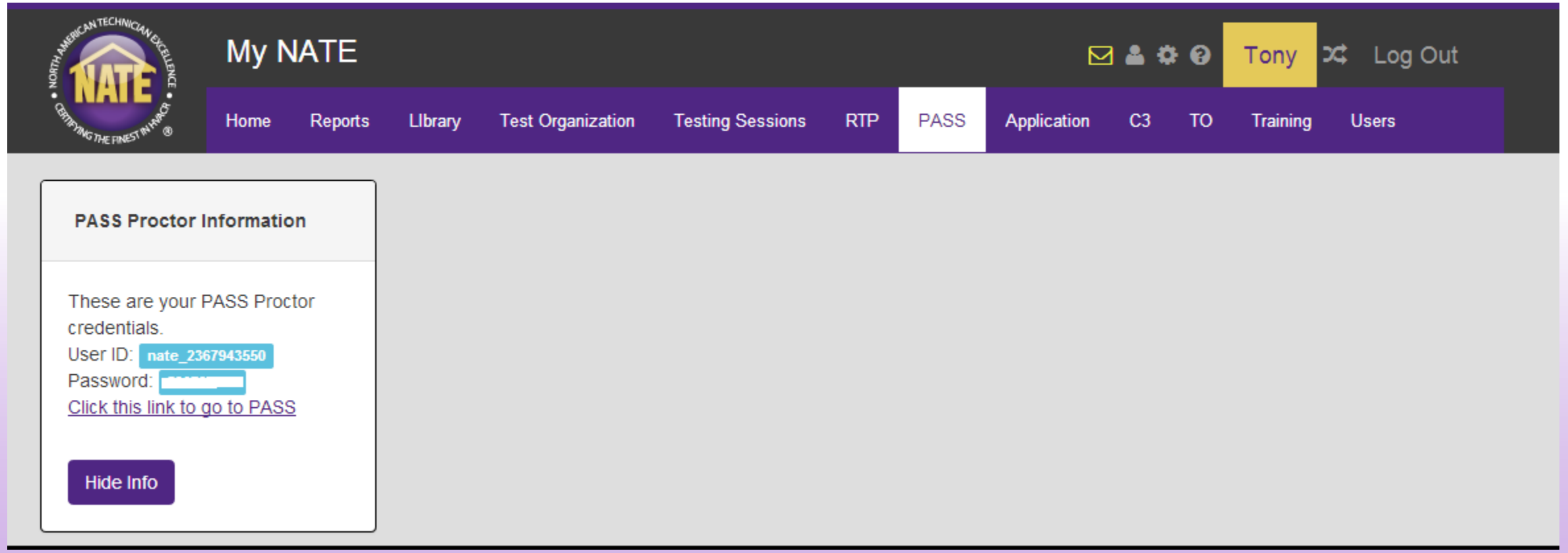
Activation Code Recovery Cont.



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.

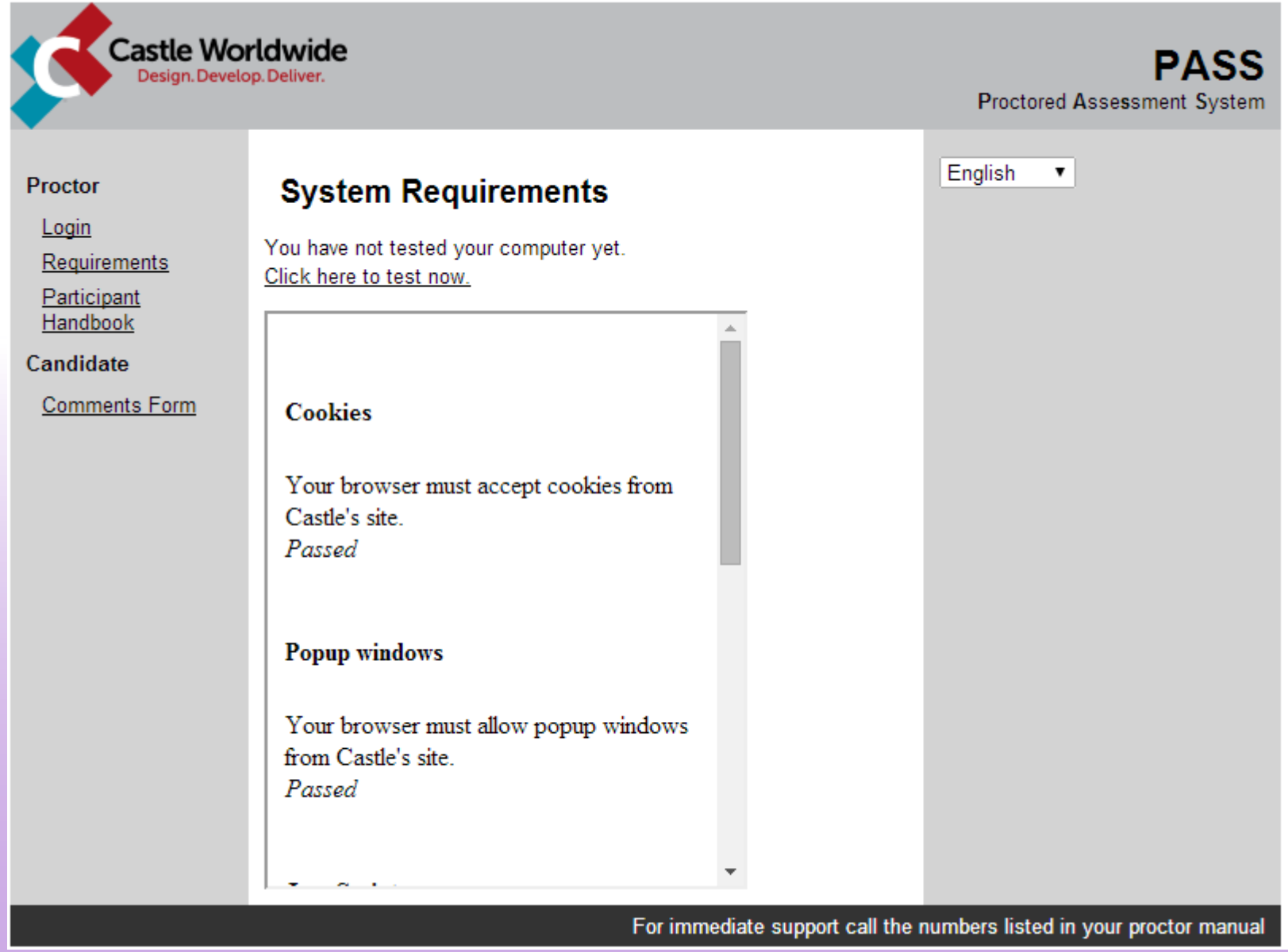
Proctoring the Session - Online Cont.



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.

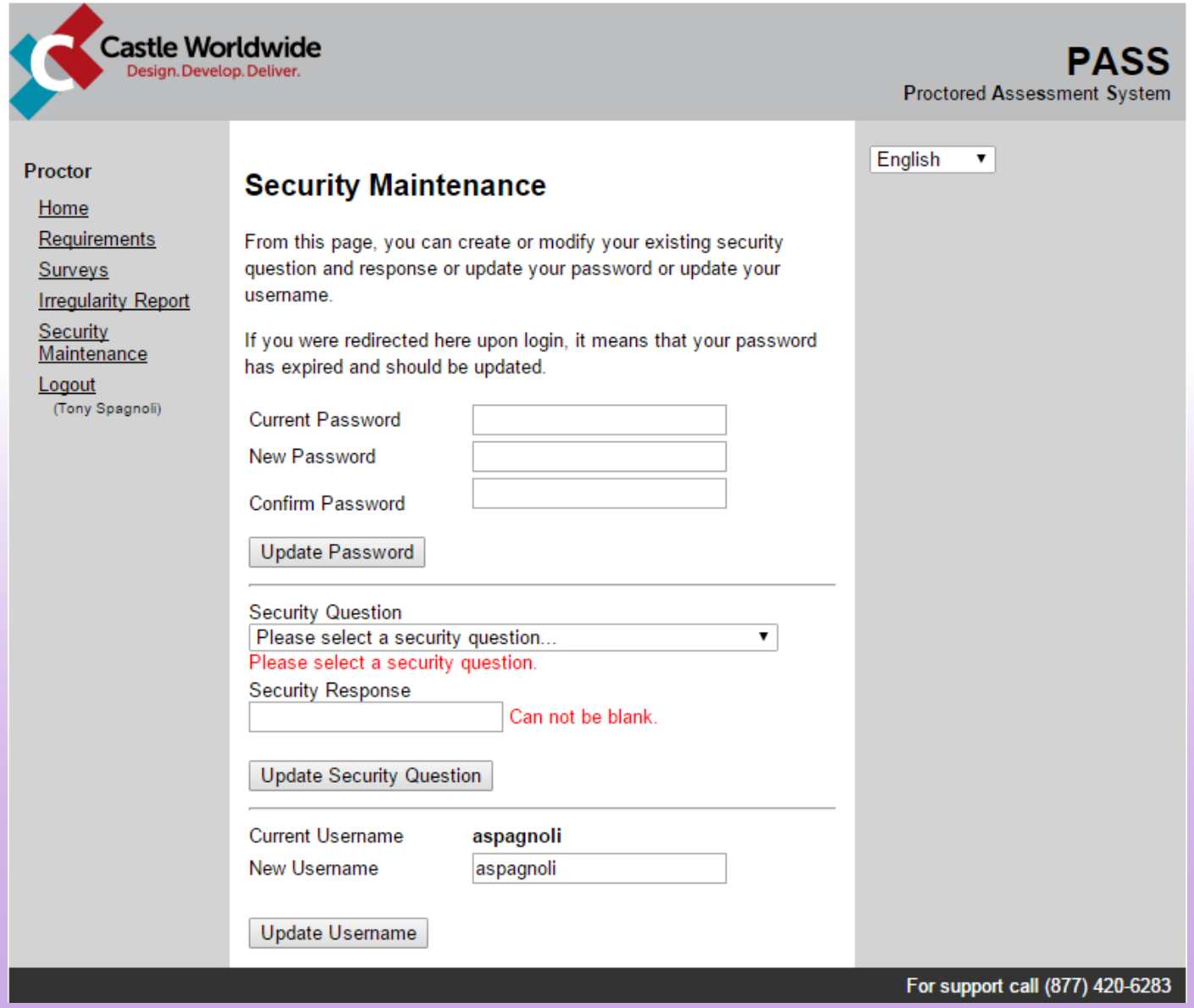
Proctoring the Session – Online Cont.



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.

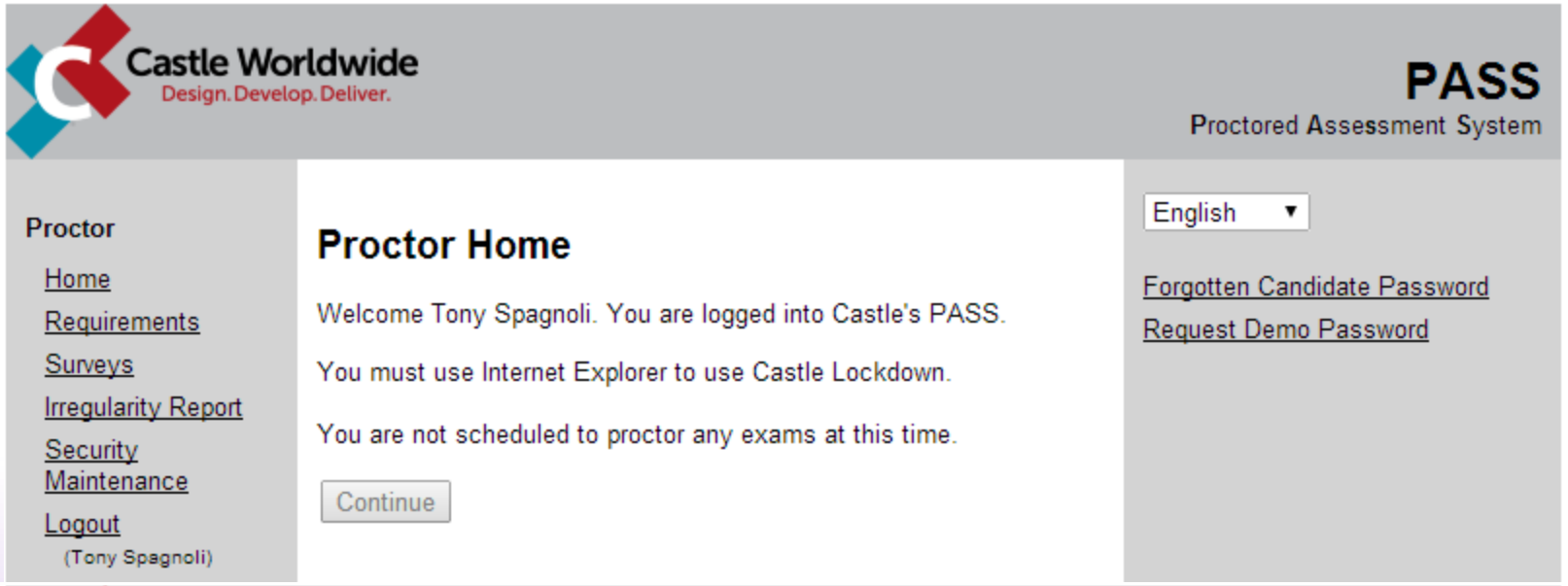


Proctoring the Session – Online Cont.

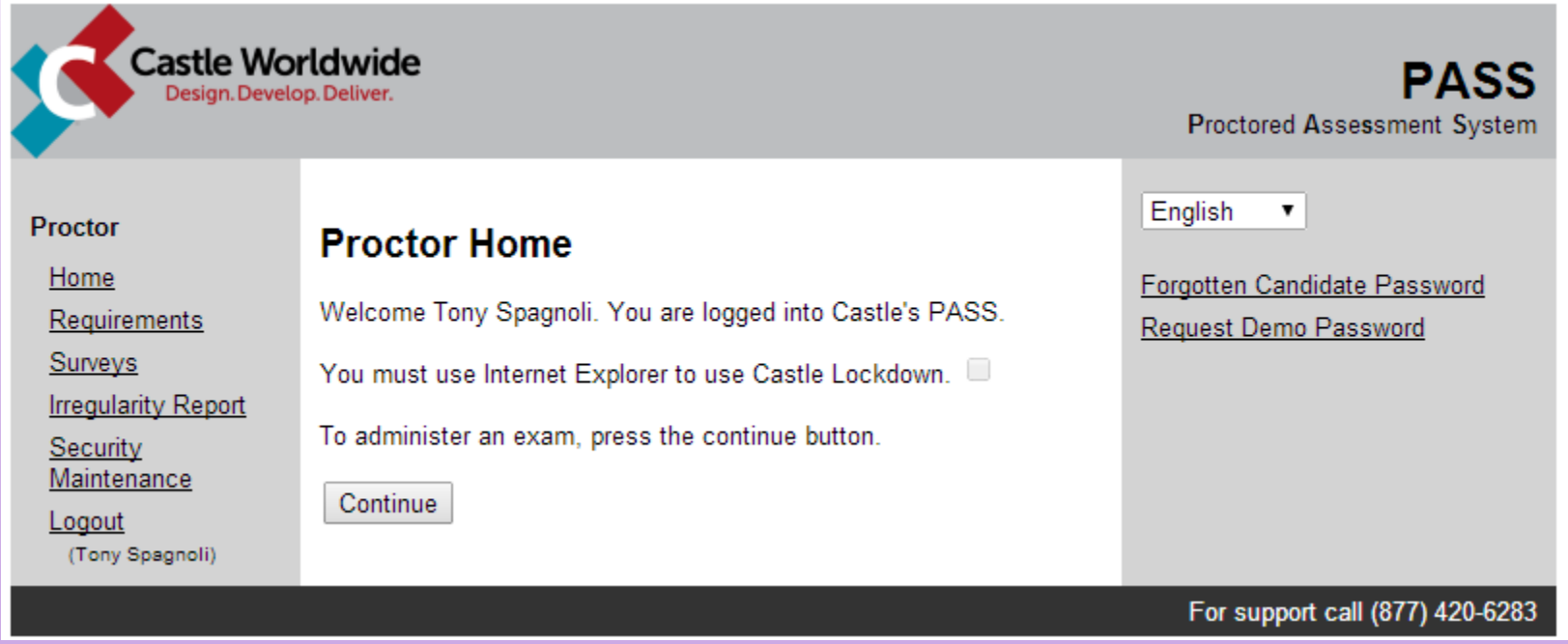
- After you login you will see a page asking you if you want to enable Castle Lockdown (only available on Internet Explorer). This locks your computer to only this browser window.
- NATE does not require Castle Lockdown. You do not need to select to have it enabled.
- If you have an active session, you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

Proctoring the Session – Online Cont.

If no session is scheduled



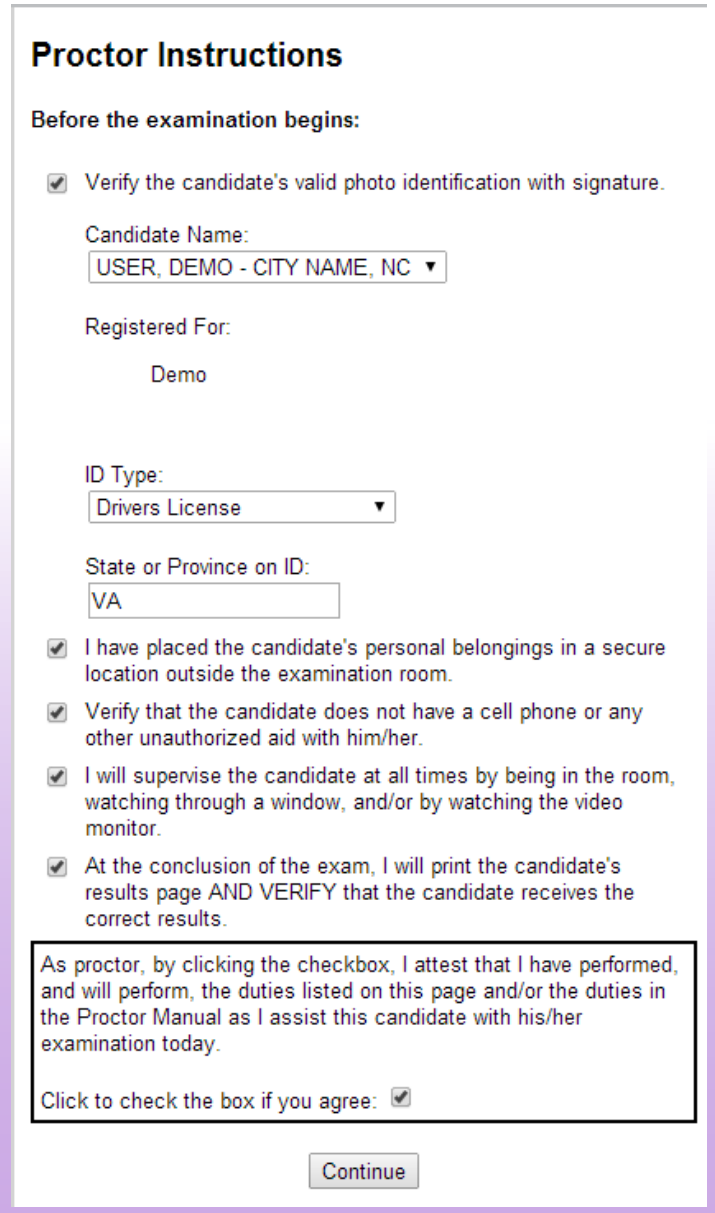
If a session is scheduled



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:

- [x] 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

- [x] I have placed the candidate's personal belongings in a secure location outside the examination room.
- [x] Verify that the candidate does not have a cell phone or any other unauthorized aid with him/her.
- [x] I will supervise the candidate at all times by being in the room, watching through a window, and/or by watching the video monitor.
- [x] 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.

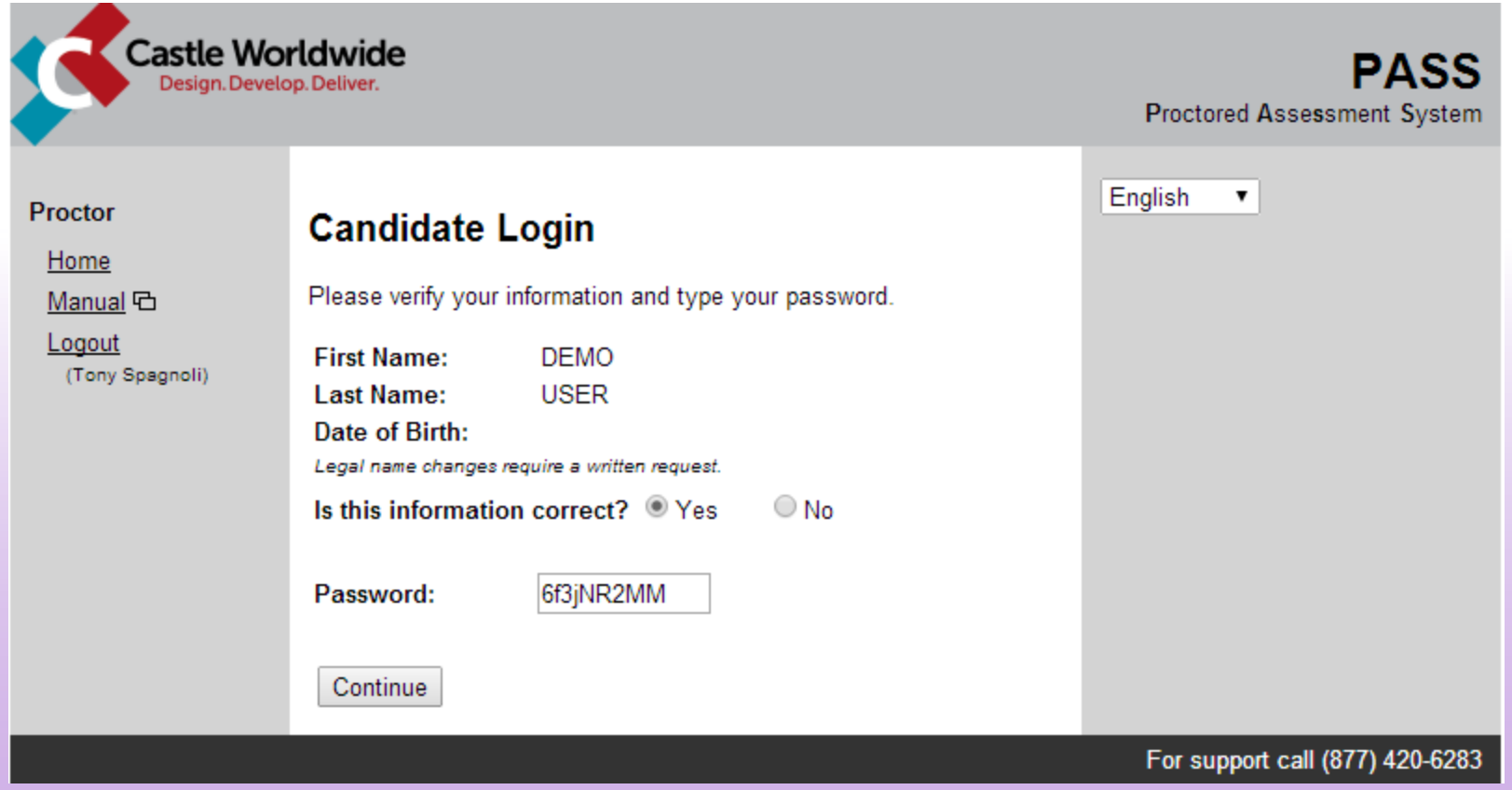
Click to check the box if you agree: [x]

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.

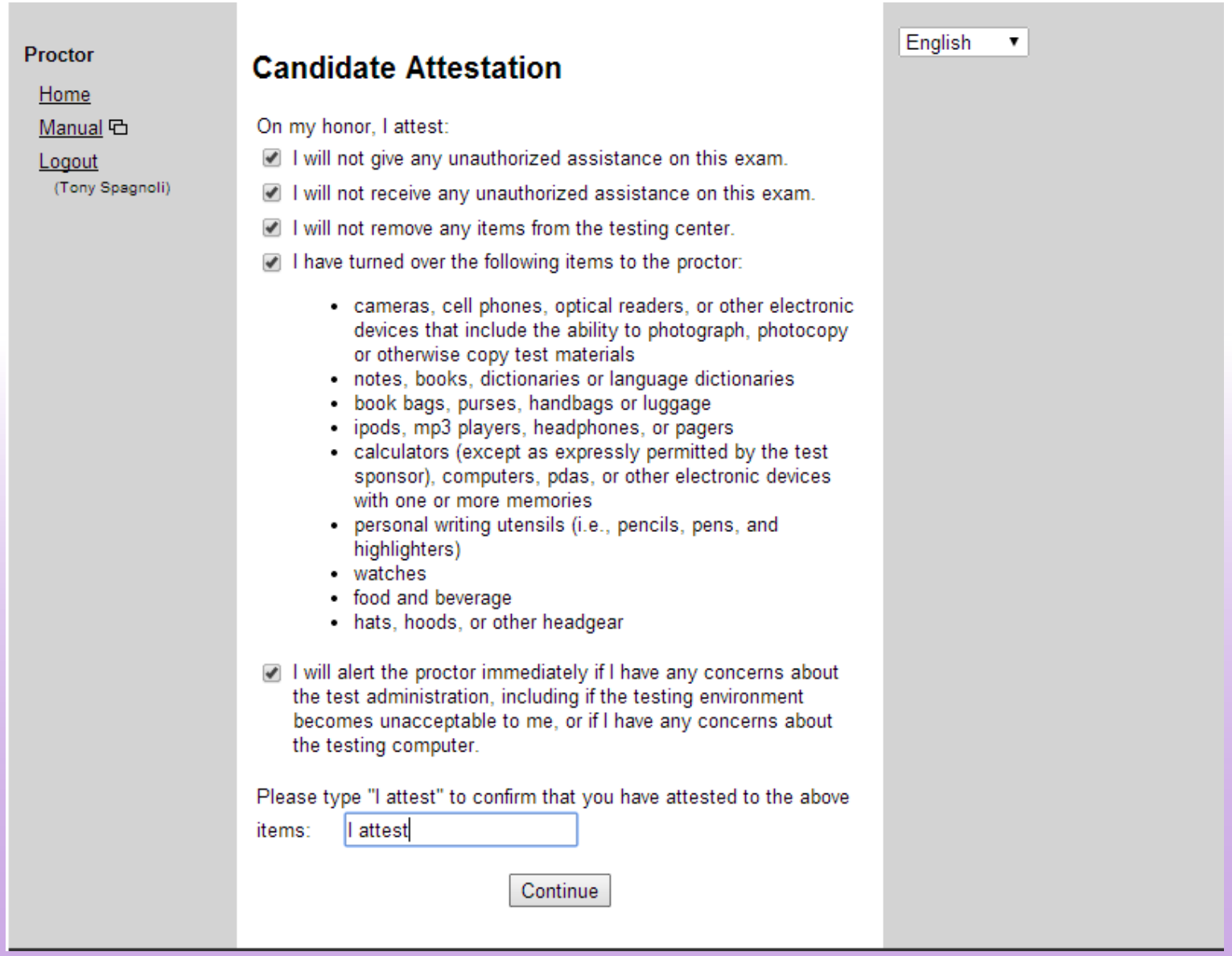
Proctoring the Session – Online Cont.



Proctoring the Session – Online Cont.

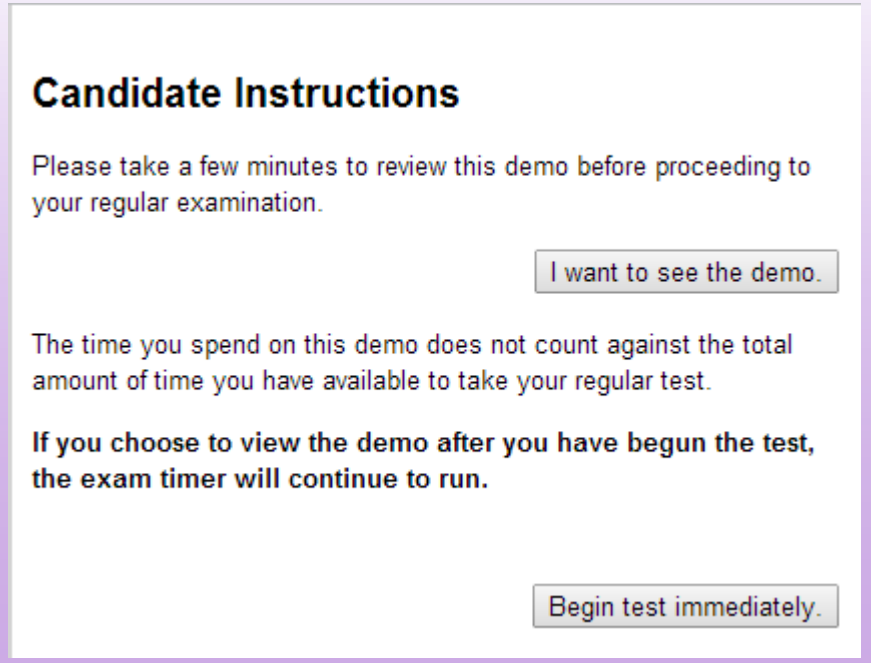
- The candidate will then agree to several attestations as well.
- At the bottom of the page the candidate will need to type “I attest” in order to continue.
- Once the candidate has checked off all of the boxes and typed in “I attest.”

Proctoring the Session – Online Cont.



Proctoring the Session – Online Cont.

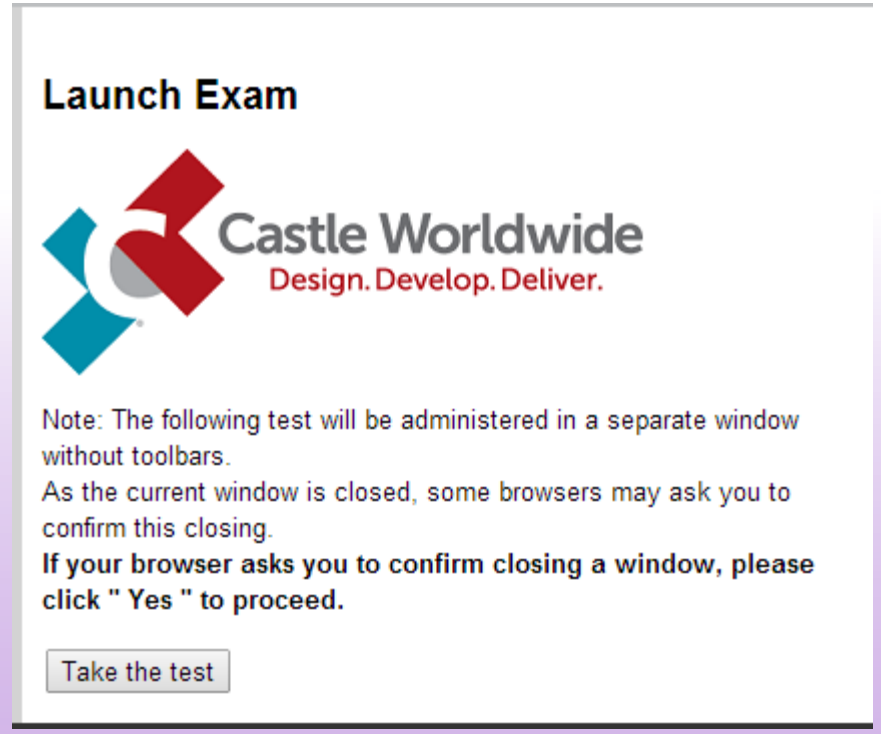
- The next screen will ask if the candidate wants to start the exam or see the demo. The demo just shows the technician how to use the online testing platform, these are not NATE practice exam questions. The demo is not required.



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.

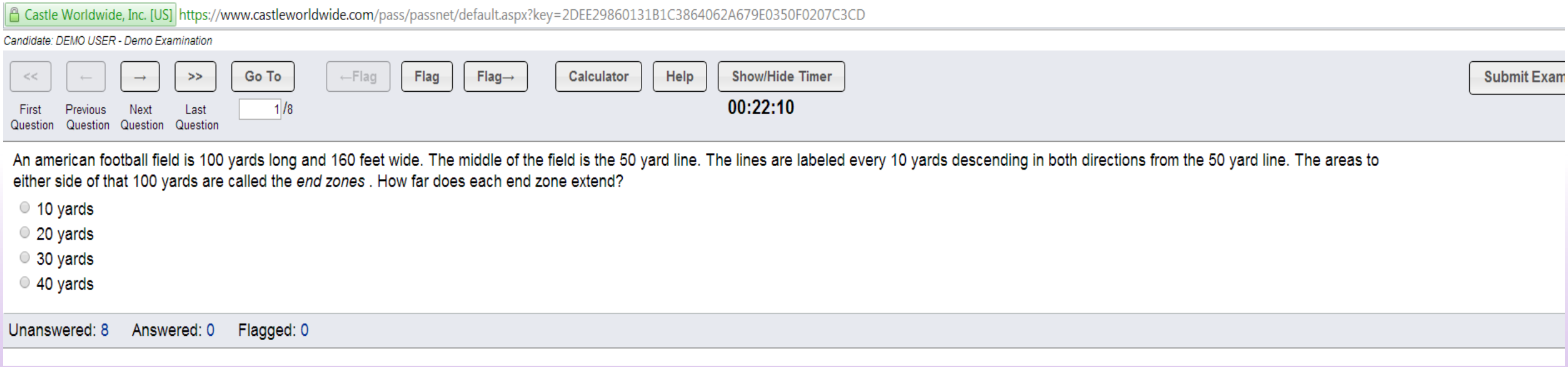
Proctoring the Session – Online Cont.



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.

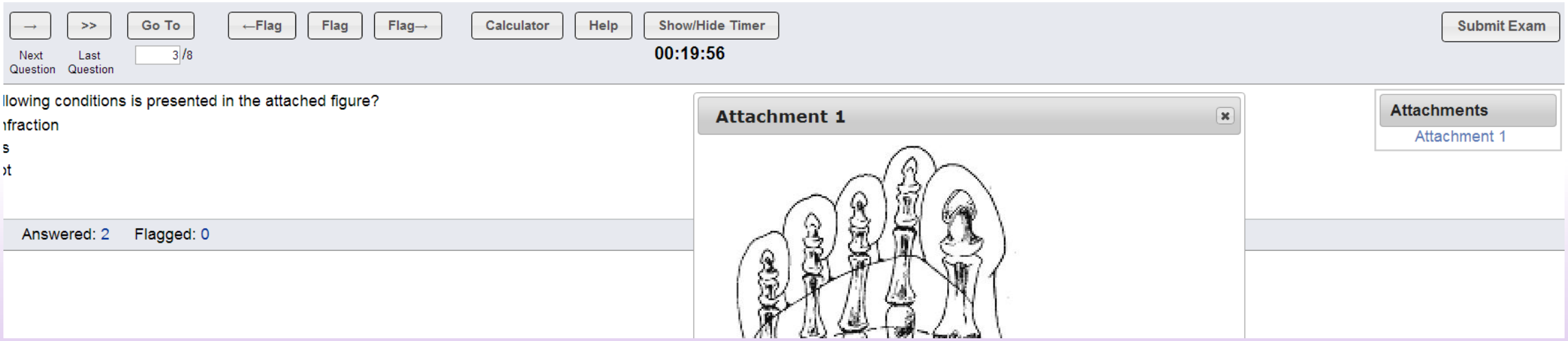
Proctoring the Session – Online Cont.



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.



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.

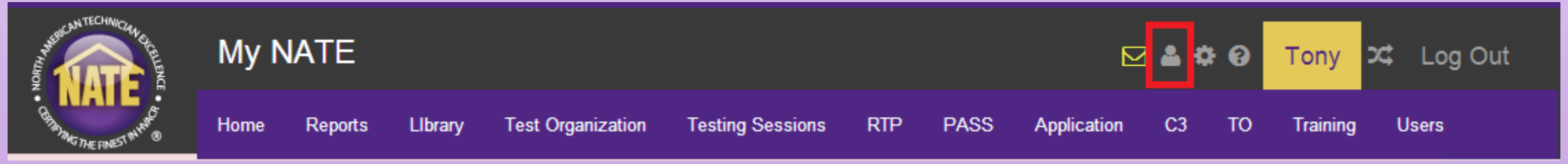
Activation Code	6e3dda9560ff
Last Name	Technician

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.

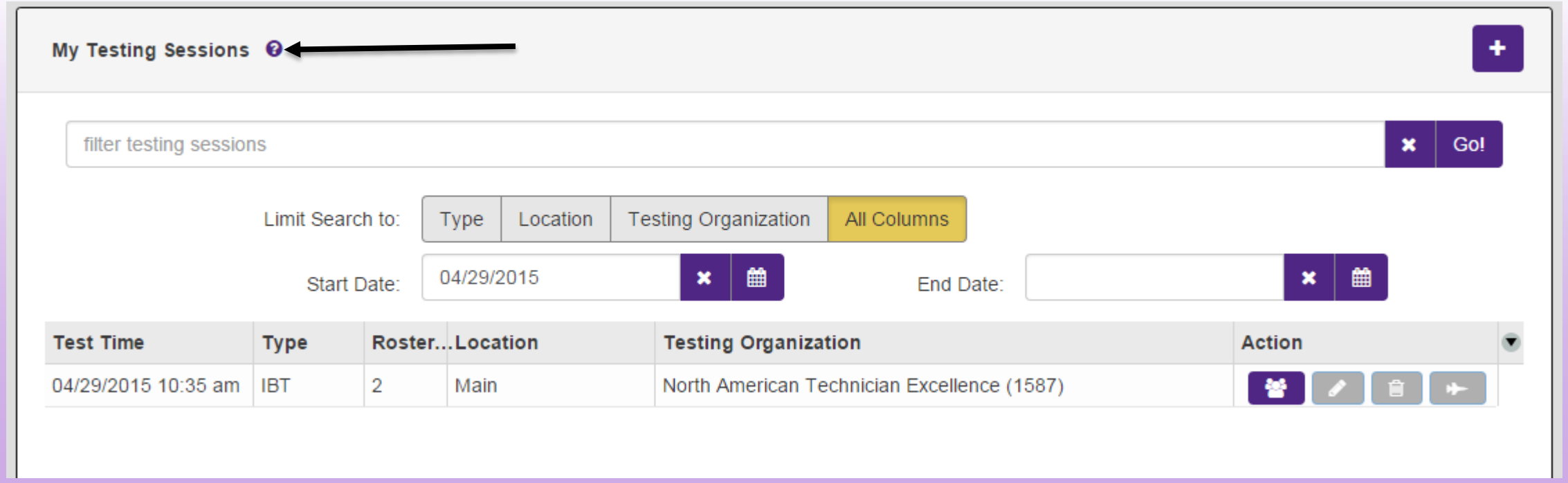


Technician Profile Cont.

- 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. The 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)

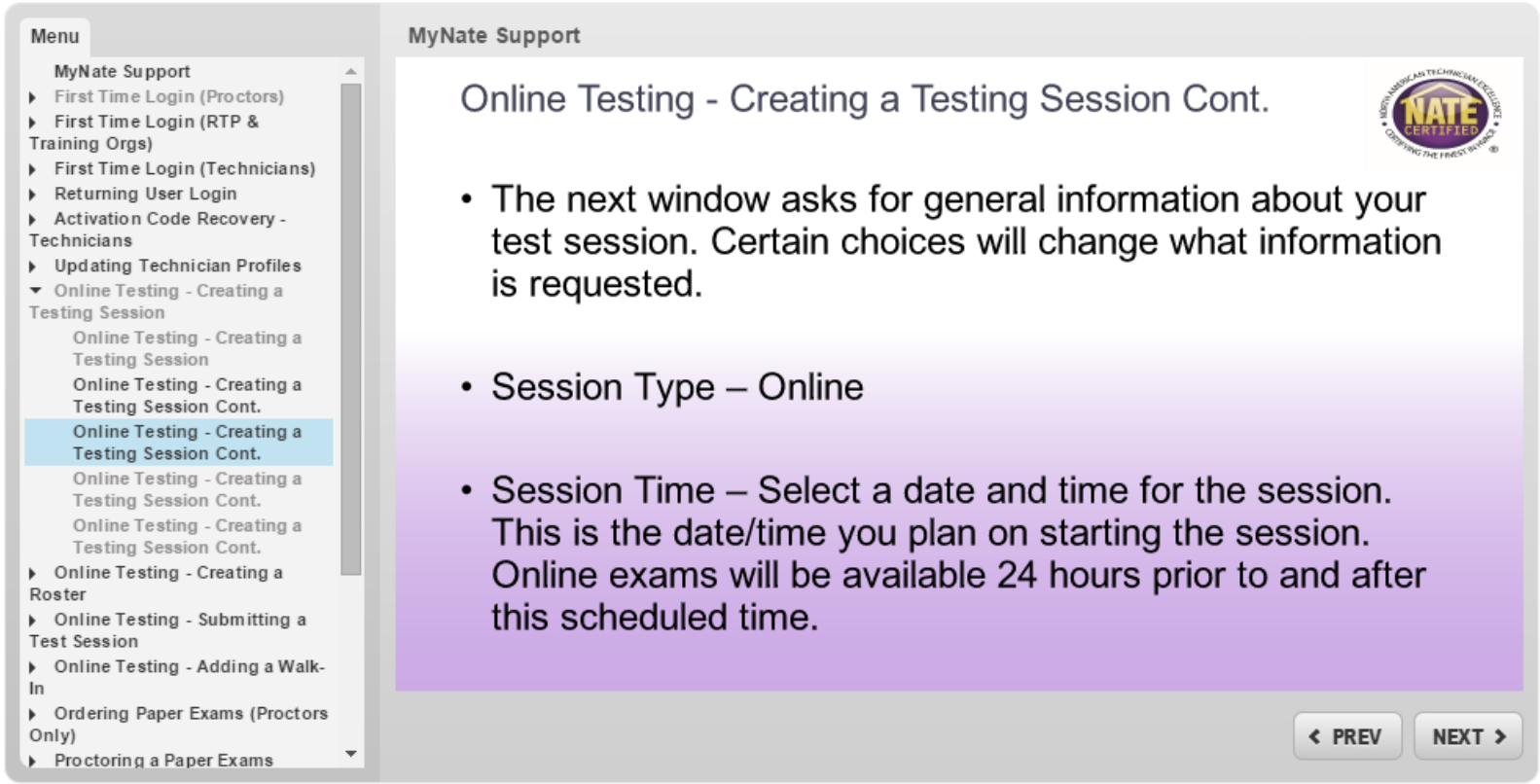
Additional Information

- 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.



Additional Information Cont.

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



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.