



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



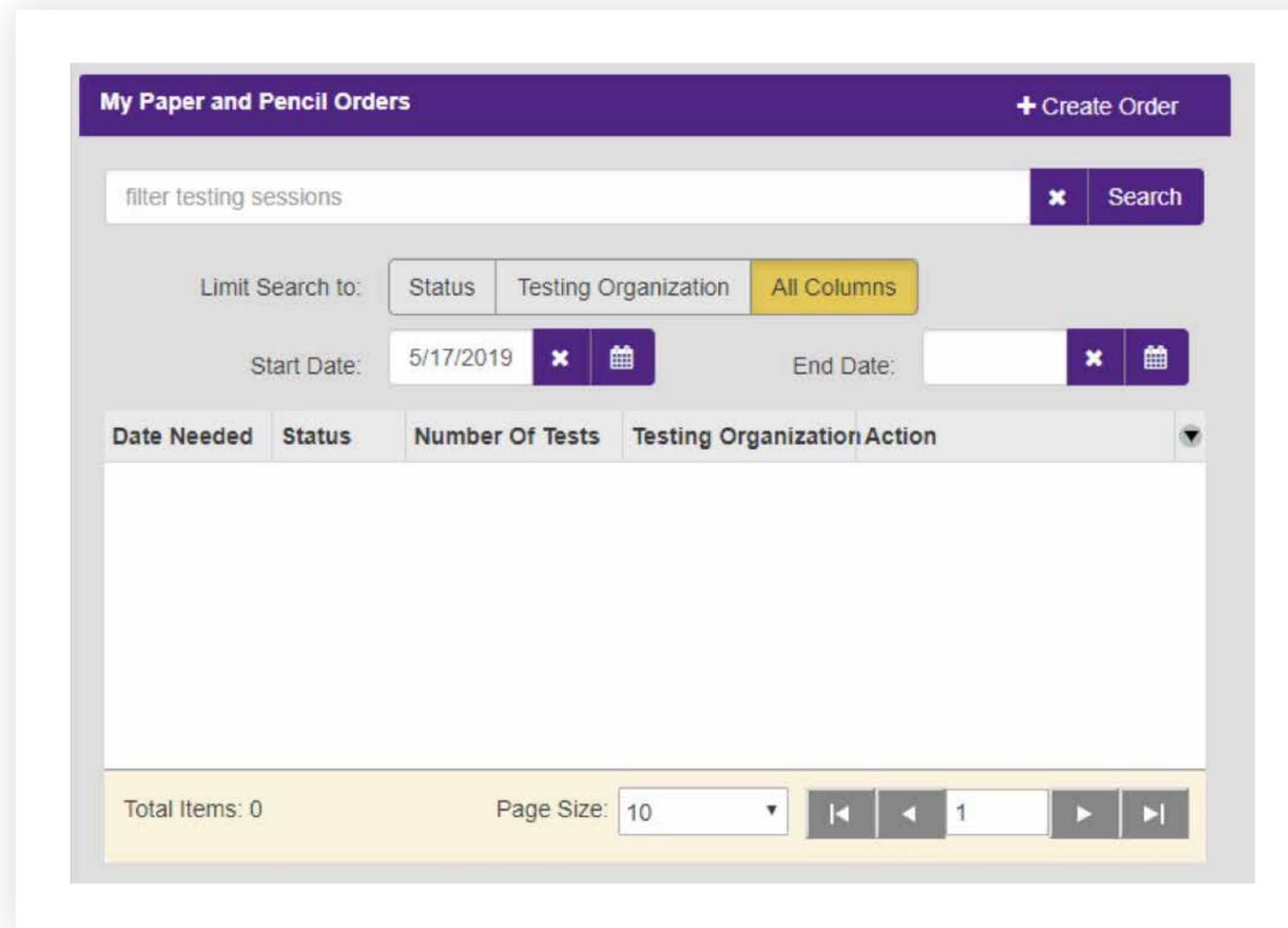
Login on www.myNATE.org.

A screenshot of a web login form titled "Sign in to Castle Connect". The form has a purple header bar with the title. Below the header, there are two tabs: "First Time User?" and "Returning User?". The "Returning User?" tab is selected and highlighted in yellow. The main content area contains the instruction "Enter your username and password." followed by two input fields: "Username" with the text "sample" and "Password" with a masked password of ten dots. At the bottom of the form, there are two buttons: a purple "Sign In" button and a purple button with the text "[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.

Select Provider For Paper and Pencil Order

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

Organization Name	Organization Type	Primary Contact	Actions
NATE	Other	Jane Doe	Select
North American Technician Exc..	Trade Association	Tony Spagnoli	Select

Total Items: 2 Page Size: 10 1

Cancel

EXAM QUANTITY



Session Type Paper and Pencil

Available Exams

There are 23 available exam(s)

Amount	Name
<input type="text"/>	CORE - Spanish
<input type="text"/>	Core
5	AC Installation
<input type="text"/>	AC Service
<input type="text"/>	AC Service - Spanish
<input type="text"/>	Air Distribution Installation
<input type="text"/>	Air Distribution Service
<input type="text"/>	Air to Air Heat Pump Installation
5	Air to Air Heat Pump Service
<input type="text"/>	Air to Air Heat Pump Service - Spanish
<input type="text"/>	Commercial Refrigeration Service
<input type="text"/>	Gas Heating (Air) Installation
<input type="text"/>	Gas Heating (Air) Service
<input type="text"/>	Gas Heating (Air) Service - Spanish
<input type="text"/>	Hydronics Gas Service
<input type="text"/>	Hydronics Oil Service
<input type="text"/>	Light Commercial Refrigeration Service
<input type="text"/>	Oil Heating (Air) Service
<input type="text"/>	Senior Level Efficiency Analyst
<input type="text"/>	Industry Competency Exam (ICE) - Commercial Refrigeration
<input type="text"/>	Industry Competency Exam (ICE) - Light Commercial Air Conditioning and Heating
<input type="text"/>	Industry Competency Exam (ICE) - Residential
5	Heating and Cooling Support Technician Certificate - Paper and Pencil (HCST)
15	Total Exam(s)

- 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.

Tentative Test Date

Please allow up to 8 business days for delivery

I need the exams delivered by

Tentative Test Date

Please allow up to 8 business days for delivery

I need the exams delivered by

Proctor

Tony Spagnoli (aspagnoli)

Location

Main (Arlington)

February 2015						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
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
1	2	3	4	5	6	7

02 : 01 PM

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

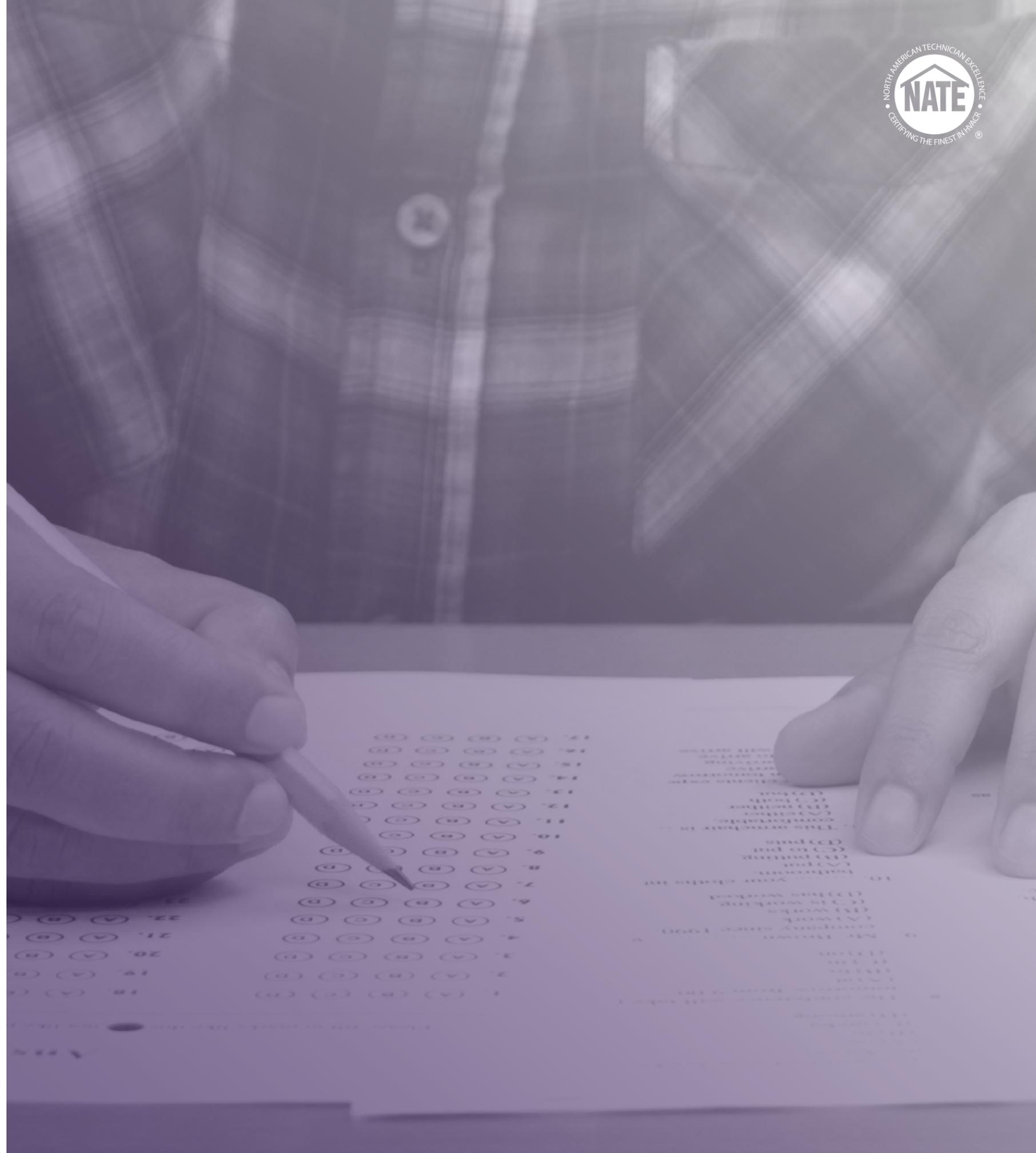
- The shipping address must be provided in order to complete a paper exam order.
- Use the “Use Location Address” to auto-fill the testing organization’s shipping address.

Shipping Address
 Use Location Address (Proctors can not send packages to P.O. boxes)
Street Address
Address
Street Address 2
Address line 2
Country
select a country
State
select a state
City
city
Zip Code
zip code



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)



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.

A screenshot of a web application window titled "Submit Paper and Pencil Order". The window has a close button (X) in the top right corner. Below the title bar, there is a light purple header box with the text "\$ Payment Required". Underneath this header is a checklist with five items, each followed by a status indicator (green checkmark or red X). The items are: "Test Time Properly Set" (green checkmark), "Date Needed Properly Set" (green checkmark), "Location Properly Configured" (green checkmark), "Exam Quantity Properly Configured" (green checkmark), and "Billing Processed" (red X). To the right of the "Billing Processed" item is a purple button labeled "Make Payment". At the bottom right of the window is another purple button labeled "Cancel".

PAPER EXAMS - SUBMITTING THE ORDER



There are two options when selecting a payment method:

PAY BY PURCHASE ORDER

1

- 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.”

PAY BY CREDIT CARD

2



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.

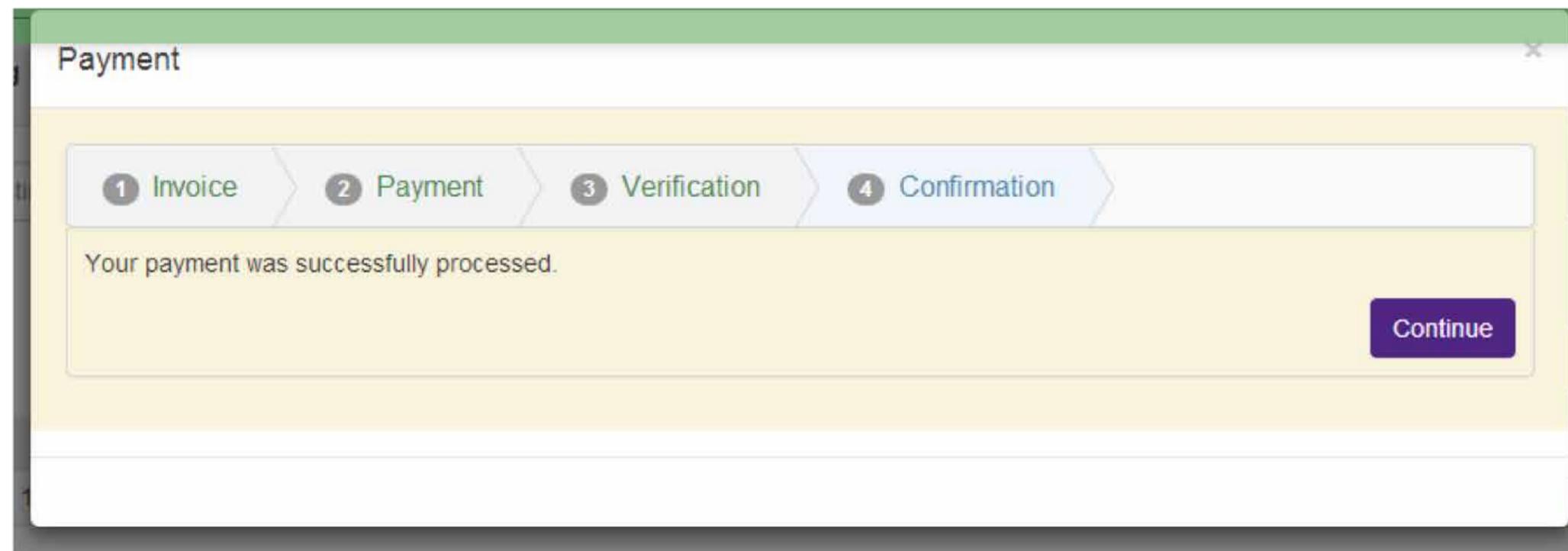
If you are not paying with a credit card, click the Purchase Order button and enter the PO number.

 Pay by purchase order

 Pay by credit card

SUBMITTING THE SESSION

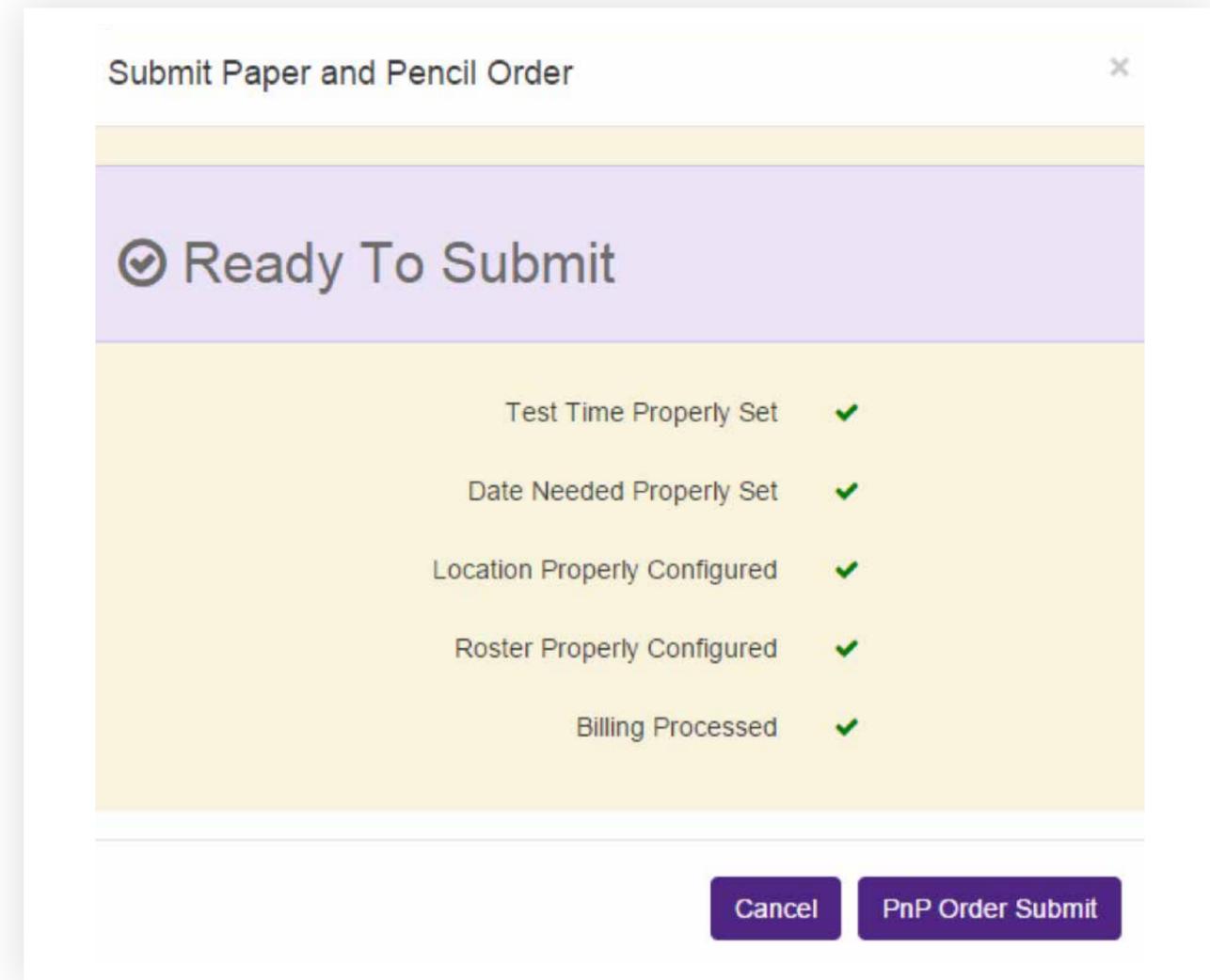
- Once the payment has been confirmed, return to the checklist and submit your session.



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.



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.

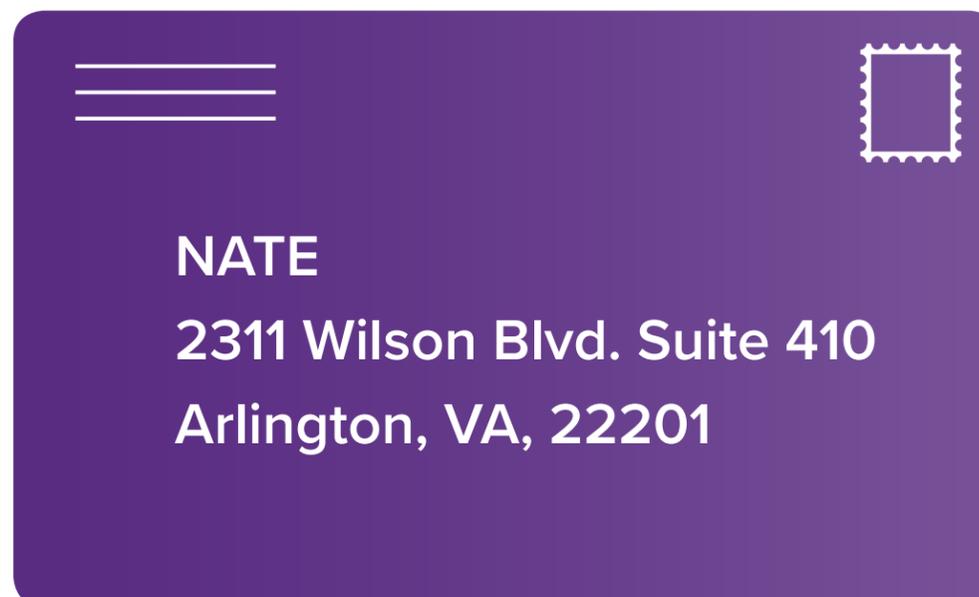


- Be sure to complete the Test Session Audit Form, which supplies NATE with important information about your test session.

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:





NEED HELP?

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

