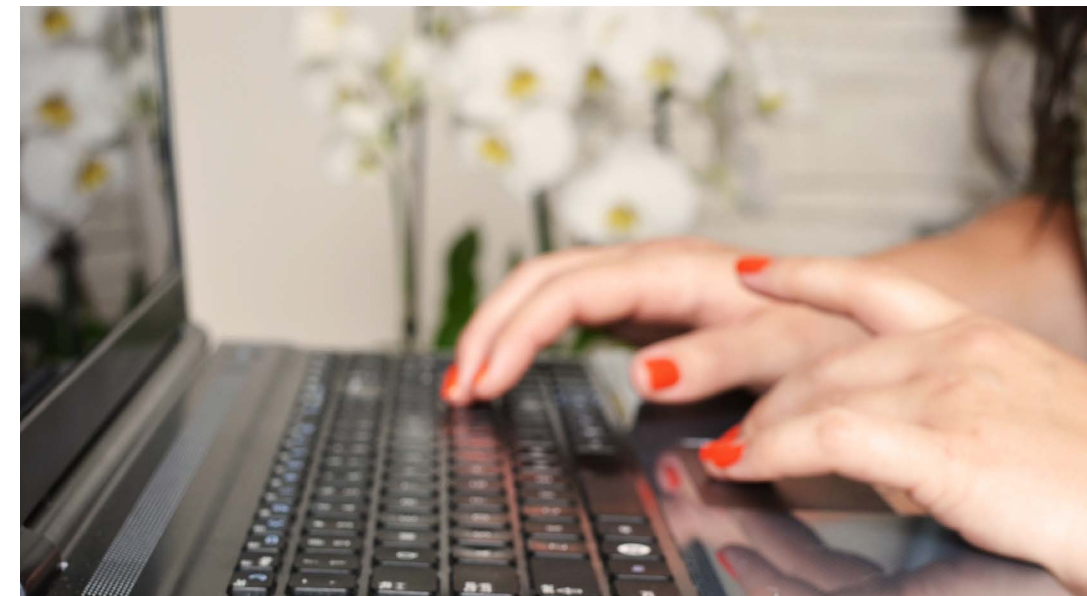




ONLINE ICE EXAM GUIDE

NORTH AMERICAN TECHNICIAN EXCELLENCE

Guide to using the NATE's Online ICE Exams



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SCHEDULING THE EXAM



- 1** To schedule an ICE exam go to www.natex.org and select the “TO & Proctor Resources” tab.
- 2** Under the “TO & Proctor Resources” tab, select the “Industry Competency Exams” link.
- 3** Then select the “Schedule an ICE Exam” option.
- 4** Please complete the registration form. Please note you need to provide the same email address that your ICE Proctor record is registered under.
- 5** Please indicate which ICE exams you plan on administering.

SCHEDULING THE EXAM - WWW.NATEX.ORG



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TO & Proctor Resources

Recertification

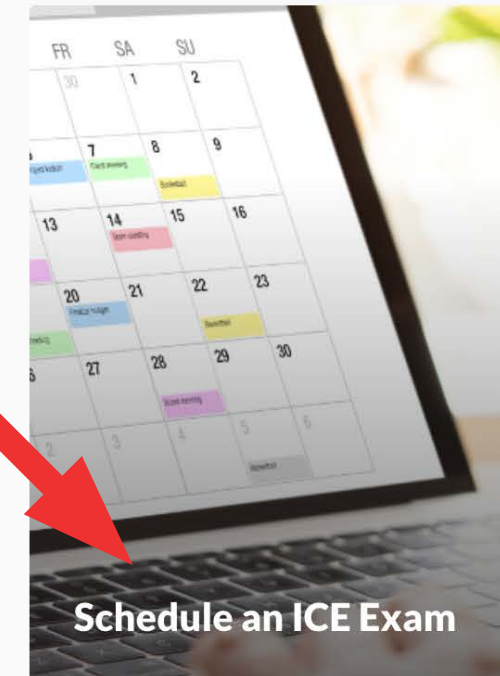
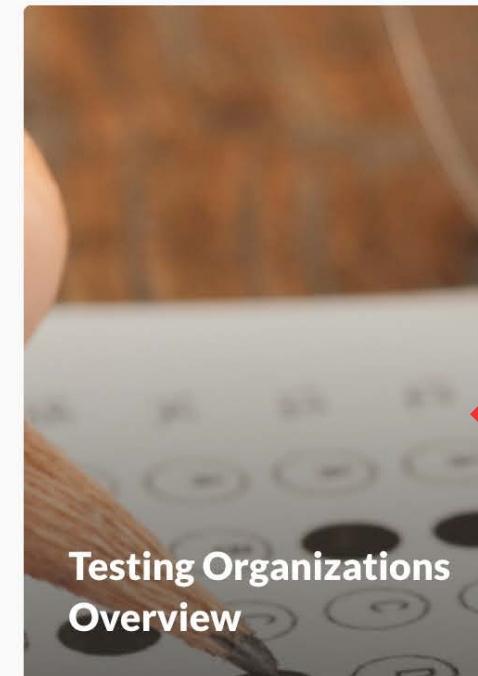
Homeowners

NATE



Category

Industry Competency Exams



SCHEDULING THE EXAM - WWW.NATEX.ORG



***** Please note you must be a registered ICE proctor in order to schedule an ICE exam *****

***First Name**

First Name

***Last Name**

Last Name

***Testing Organization / School Name**

Testing Organization / School Name

***Email (must match the email address provided on your proctor record)**

Your Email

***Date of Session**

mm/dd/yyyy



Exam Types Requested for This Session

Residential Light Commercial HVAC Commercial Refrigeration

SCHEDULING THE EXAM



- After you have completed the Exam Session Scheduling form you will receive an email with your unique link and unique password for the exam session.



- You will receive one link for each exam type (Residential, Light Commercial, Commercial Refrigeration) that you requested on your Exam Session Scheduling form.



- NATE does request that you submit the scheduling form at least one business day prior to your test session. Please contact NATE during business hours if you need a session created immediately.

SCHEDULING THE EXAM - EMAIL EXAMPLE



ICE Proctor,

Your session has been created. On the day of the exam please have your students go to the links below. The password to access each page is "password1234". Once the password is entered they will see a screen that asks them to log in with their existing account or create a new one. If this is the first time taking the exam, please have them use the registration form on the bottom of the page, which will include entering your email address, which their results will be emailed to after the session is completed.

Residential: <https://tara.vitapowered.com/NATE/ResidentialExample>.

Light Commercial: <https://tara.vitapowered.com/NATE/LightComExample>.

Commercial Refrigeration: <https://tara.vitapowered.com/NATE/CommercialRefExample>.

Please contact me if you have any questions.

Thanks,

NATE Staff

PROCTORING THE EXAM




- On the day of the exam, go to the provided link on each computer for whichever exam the candidates will be taking first.
- Enter your unique password contained in the email to access the page.
- On the next page, candidates that have tested before, can log in with their existing username and password.
- If they are new to the online ICE testing, please have them complete the registration page.
- In order to receive a copy of the student's results, please be sure they enter your email address.
- Alternate ID and PO Number are optional and do not need to be completed.

PROCTORING THE EXAM



Enter the password provided in the email here:

A screenshot of a password entry form is shown. At the top left of the form is the NATE logo. Below the logo, the text "Please enter the password to access this page." is displayed. Underneath this text is a label "Password:" followed by an empty text input field. Below the input field is a button labeled "Continue".

 **Please enter the password to access this page.**
Password:

PROCTORING THE EXAM - CANDIDATE LOGIN PAGE



If you have taken an online ICE test before or resuming an interrupted exam, please use the login link. Otherwise please register below to begin your exam.

Have an Account? [Login](#)

Register

If this is your first time with us, please register below.

* Required fields

*First Name

*Last Name

*Email

*Login ID

*Password

*Confirm Password

Alternate ID

PO Number

Proctor's Email Address

Continue



PROCTORING THE EXAM


- 1** Once the candidate logs in or creates a log in, they will immediately start the exam, starting with their demographic questions.
- 2** When the candidate begins the exam, a link will be emailed to them. This link can be used to reconnect if they are disconnected from the exam for any reason.
- 3** If a candidate is disconnected, they can also reconnect by going to the original exam link and then logging in with their existing or newly created account.

PROCTORING THE EXAM



- **Example from Residential Exam –** this is what candidates see when they log in or finish registering and create a new account:

A screenshot of a web form titled "Residential" for the NATE exam. The form is titled "Required Demographics" and includes several input fields. At the top left is the NATE logo. The form is divided into sections by horizontal lines. The first section is labeled "*Required Fields". Below this, there are four text input fields: "*Address", "*City", "*State", and "*Zip". The fifth field is a dropdown menu labeled "*Student Status". At the bottom of the form, there is a checkbox area with the text "*I authorize the release of my results to the instructor and/or chief examiner." and two radio button options: "Yes" and "No".

 Residential

Required Demographics

*Required Fields

*Address

*City

*State

*Zip

*Student Status

*I authorize the release of my results to the instructor and/or chief examiner.

Yes
 No

PROCTORING THE EXAM



The image shows a screenshot of a web application interface for selecting exam sections. The main page is titled "Residential" and contains instructions: "To earn the ICE Residential certification, you must pass the Core exam and at least one specialty exam. Please select the sections you plan on taking today from the following list:". Below this is a list of six sections, each with an unchecked checkbox: Core, Air Conditioning, Air Distribution, Gas Furnace, Heat Pump, and Oil Furnace. At the bottom of the page are two buttons: "« Previous Page" and "Next Page »". Overlaid on the right side of the screenshot is a "Notice" dialog box with a dark blue header. The text in the dialog box reads: "Do you wish to complete this section? You will not be able to return to this section after you complete it." Below the text are two buttons: "Yes" and "No". At the bottom of the dialog box, the "« Previous Page" and "Next Page »" navigation buttons are also visible.

- **Please note** – the Residential exam is split into 6 sections. A candidate can select which sections they wish to take. After they have made their selections, they will not be able to change them.

Instruct your candidates to select each section they plan on taking that day. A candidate logging in a second time and making new selections orders another exam and your organization will be billed for two.

VIEWING RESULTS



- Both the candidates and the proctor will receive an email when the exam has been completed with their results.
- The candidates can also check on their results by logging in at the main PSI site at <https://tara.vitapowered.com/nate>.
- The candidates will see two options per exam under the Results tab. One will be “View Report” and the other will be “View Results.” Candidates need to select the “View Report” to see the results of their exam. To make this easier, NATE also labeled the “View Results” link as “Not Test Results.”

The screenshot shows a web interface with a navigation bar at the top right containing 'Tasks', 'Results' (with a checkmark), and 'Profile'. Below the navigation bar is a table with three columns: 'Workflow or Assessment', 'Date Completed', and 'Additional Information'. The table contains two rows of data. The first row is for a 'Residential' exam completed on '08/29/2019', with a 'View Report' button. The second row is for a 'Workflow - Residential Ice (NOT Exam Results)' exam completed on '08/29/2019', with a 'View Results' button. A red arrow points to the 'Results' tab in the navigation bar, and another red arrow points to the 'View Results' button in the second row. Below the table, there is a note: 'We use PDFs to display our reports. If you do not have Adobe Acrobat please download the software here.'

Workflow or Assessment	Date Completed	Additional Information
Residential	08/29/2019	View Report
Workflow - Residential Ice (NOT Exam Results)	08/29/2019	View Results

We use PDFs to display our reports. If you do not have Adobe Acrobat please download the software here.



- If candidates are receiving a message stating that a candidate action is needed when trying to create a login for the exam, it is likely that someone is still logged into a PSI account. Please make sure that anyone using a testing computer logs out instead of just closing the browser if they access the PSI site.
- If candidates receive a message that a username is already in use, they need to modify the username. This is likely in cases of common names/usernames, such as a candidate named John Smith trying to create a username “jsmith.”



ASSISTANCE

If you require assistance:

- For issues about the ICE exams such as retrieving results, item feedback, credentialing issues, or other exam related questions, please contact NATE at askNATE@natex.org or 703-293-4846.
- For technical issues using the PSI site such as repeated disconnects or error messages, please contact PSI's technical support at NATE_support@panpowered.com or 877-449-8378 (option 3).

