A GUIDE FOR TESTING ORGANIZATIONS & PROCTORS ORDERING ONLINE EXAMS

A Guide To Using The myNATE Website

NORTH AMERICAN TECHNICIAN EXCELLENCE

NATE

CERTIFYING THE FINEST IN HVACR ®

INTRODUCTION

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

1.   **Creating online test orders**

2.   **Technician exam activation code recovery**
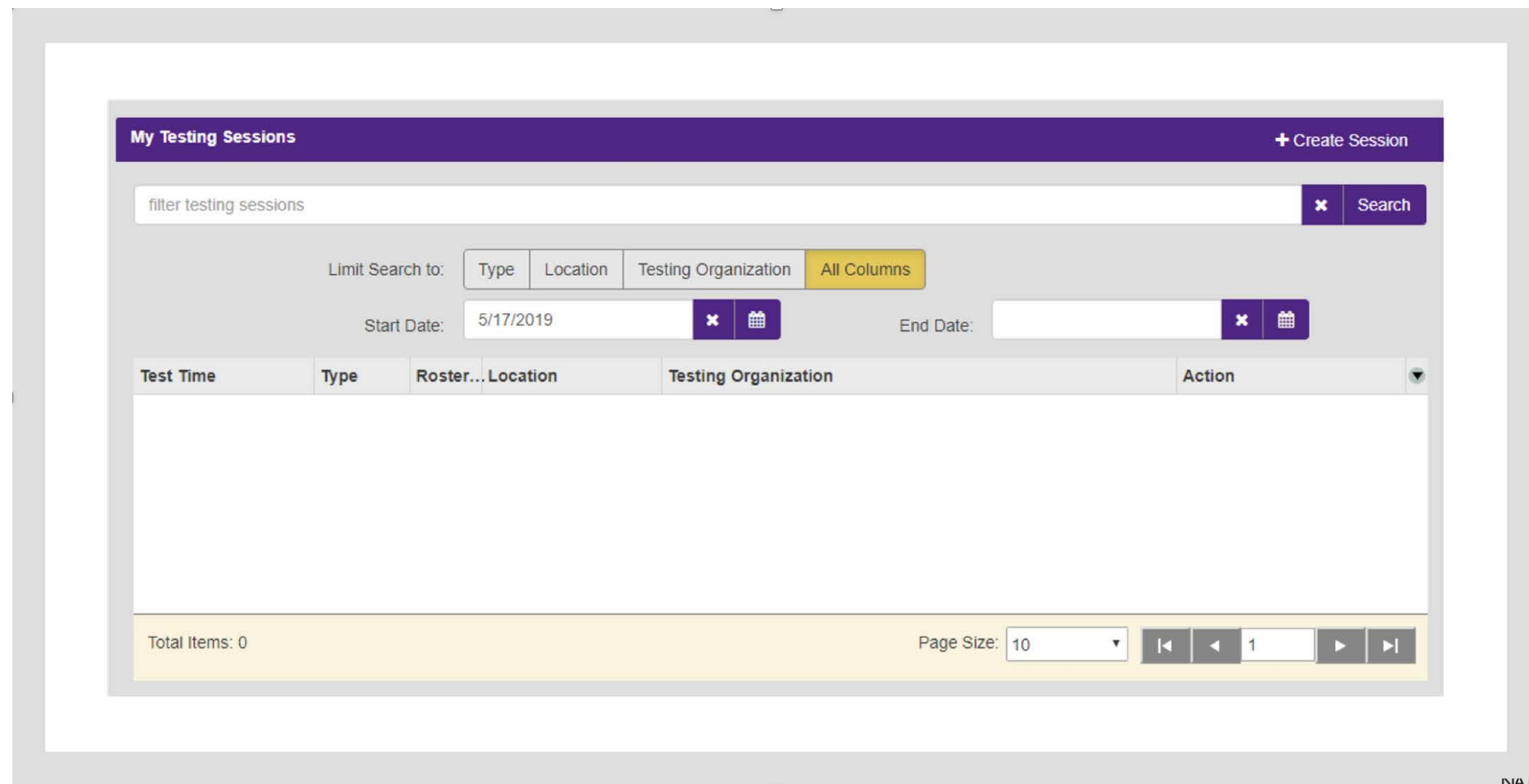
3.   **Proctoring the online exam session**

LOGIN

Login on www.myNATE.org.

CREATING A TESTING SESSION

- Once you have logged in, go to the Testing Sessions tab. To create a new session, click the "+Create Session" link in the upper right hand corner of your "My Testing Sessions" window.

CREATING A SESSION

- The new window will open, asking you to select the testing organization for which you are ordering the exams.
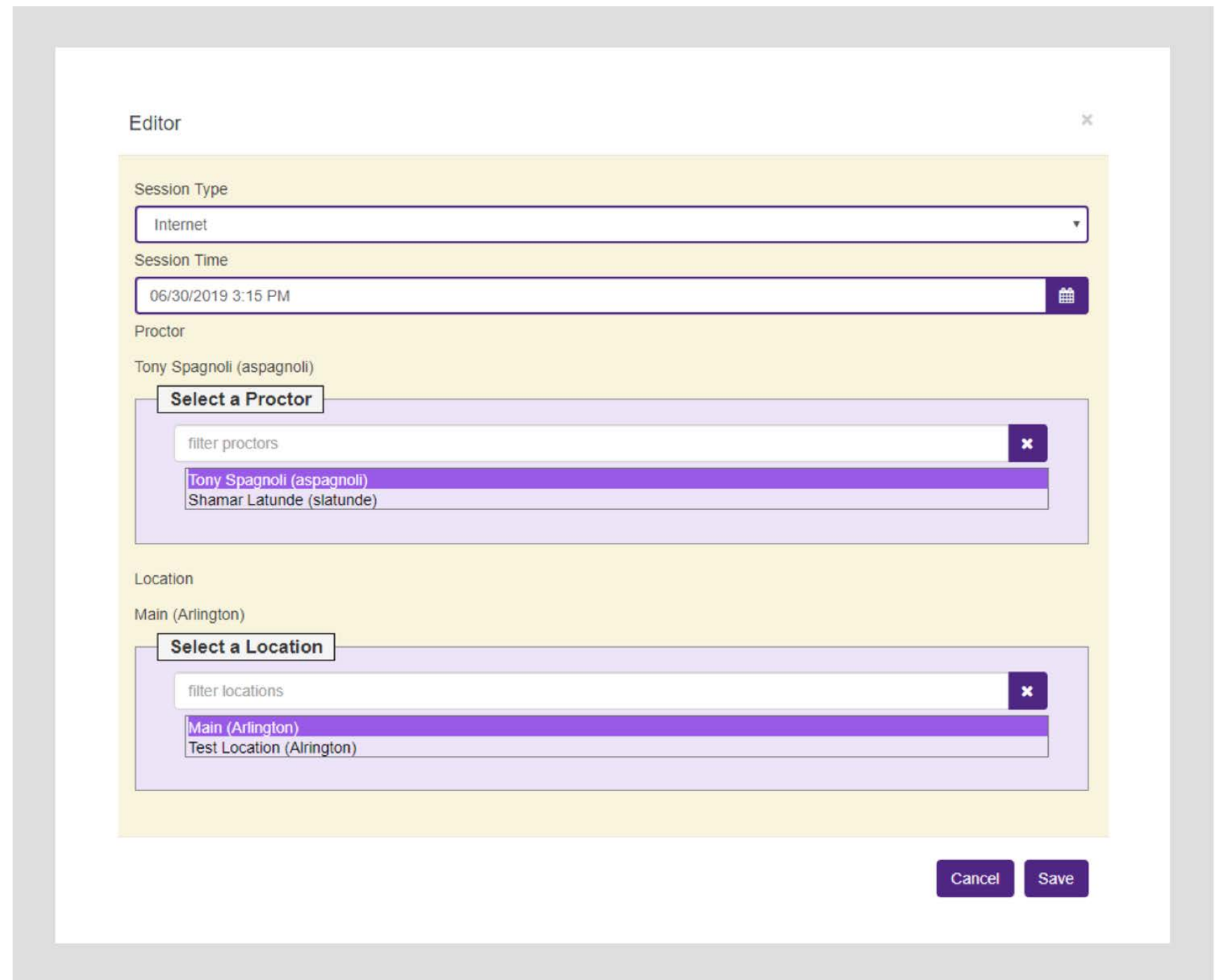
CREATING A
TEST SESSION

- The next window will ask you for general information about your test session. "Session Type – Internet" will be selected by default.

- Next, select a date and time for the session. Online exams will be available 24 hours prior to, and after this scheduled time.

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 – 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, select "Main."

CREATING A ROSTER

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

CREATING A ROSTER

- Once the "Roster Management" window opens, click "Add Technician" to add a new technician to your roster.
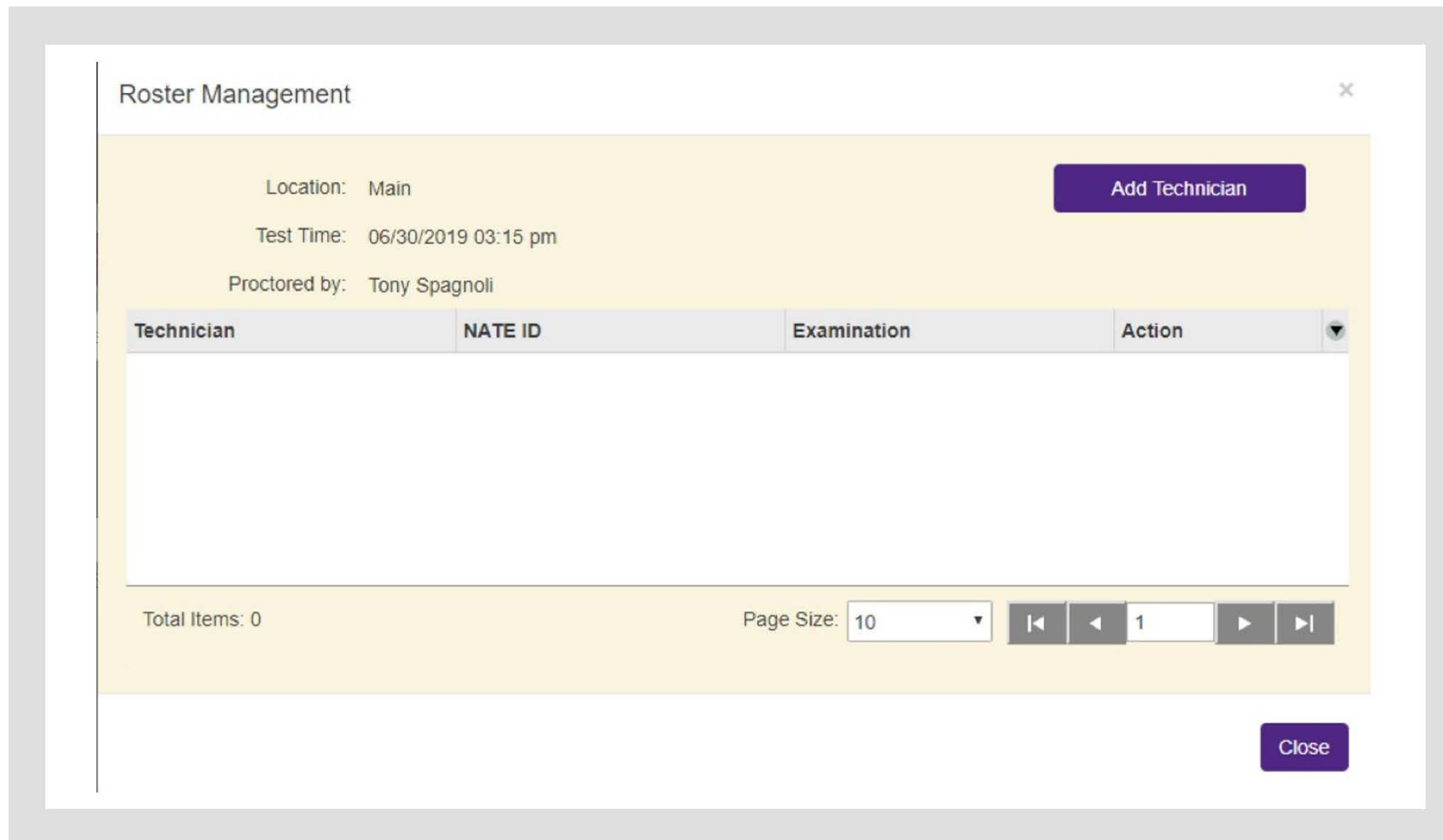
CREATING A ROSTER

- If the technician has tested before, enter their NATE ID and leave the email address blank.

- If the technician has not tested before, enter their email address and leave the NATE ID blank.

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: 2286234

Email Address: Technician's email address

Cancel   Find Technician 🔍

CREATING A ROSTER

- In this first example, searching the NATE ID located a technician already listed in our database. Review the email address for accuracy and select the exams of interest.

CREATING A ROSTER

- If this is a technician's first exam, enter their email address and click "Find Technician".

CREATING A ROSTER

- If a technician with that email address is not registered, create a new record by entering the technician's first and last name.

CREATING A ROSTER

- Repeat this process until all candidates have been added.

- Review every technician and every exam assigned to them in the roster management window.

- Once all technicians have been added to your roster, close the roster management window.

- Your roster is saved automatically as you add each technician.

Roster Management ✕

Location: Main

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

Proctored by: Tony Spagnoli

Add Technician

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

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.

SUBMITTING THE SESSION

- The site then verifies that the date, time, location, and roster have been configured correctly. You will then need to select a payment option.
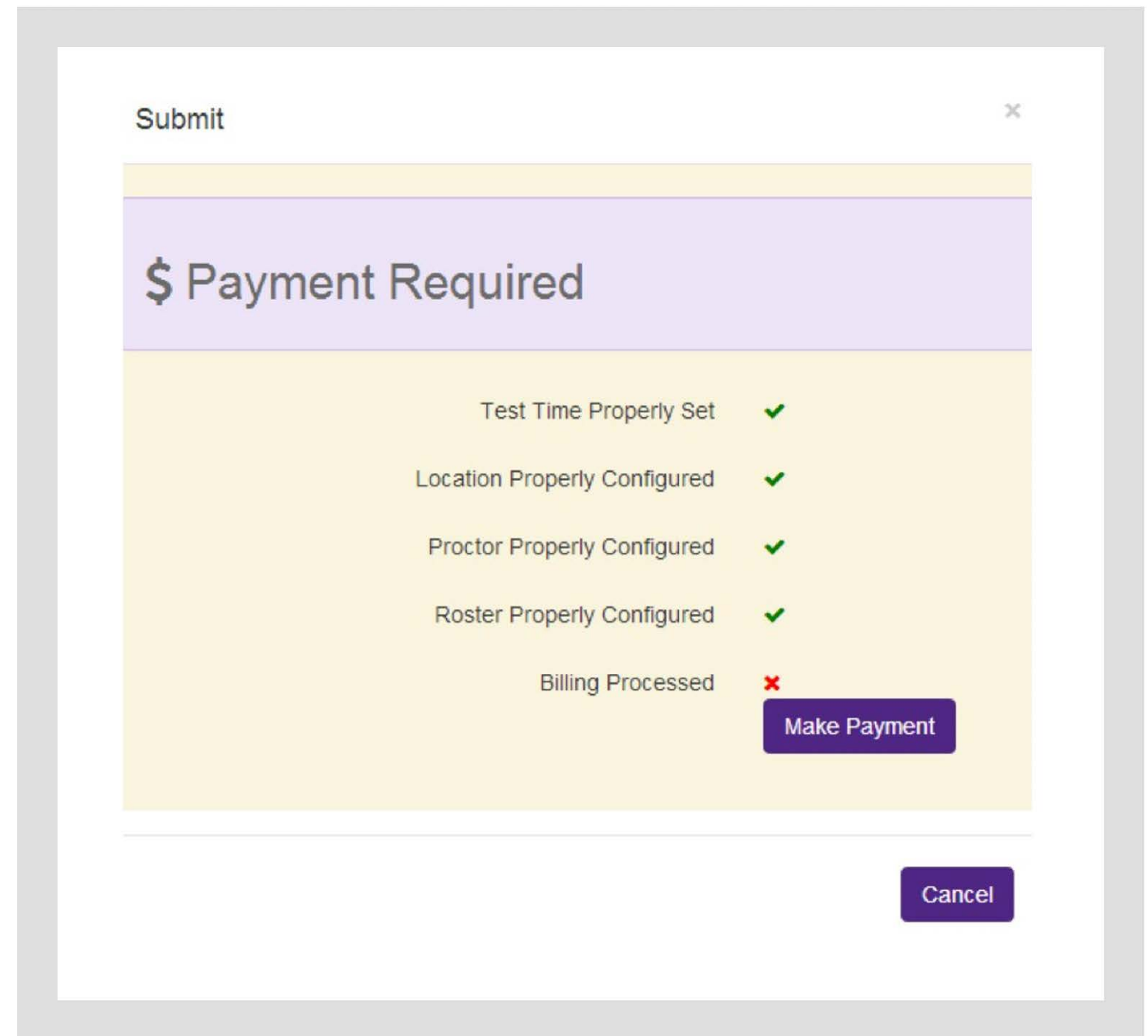
SUBMITTING THE SESSION

- You are required to either pay by invoice or purchase order, or to prepay with a credit card.

- If your organization wants to be invoiced but does not use purchase order numbers, please enter "None" or "N/A."

- NATE will only bill you for used exams.

SUBMITTING THE SESSION

- Once the payment has been confirmed, you will be able to return to the checklist and submit your session.
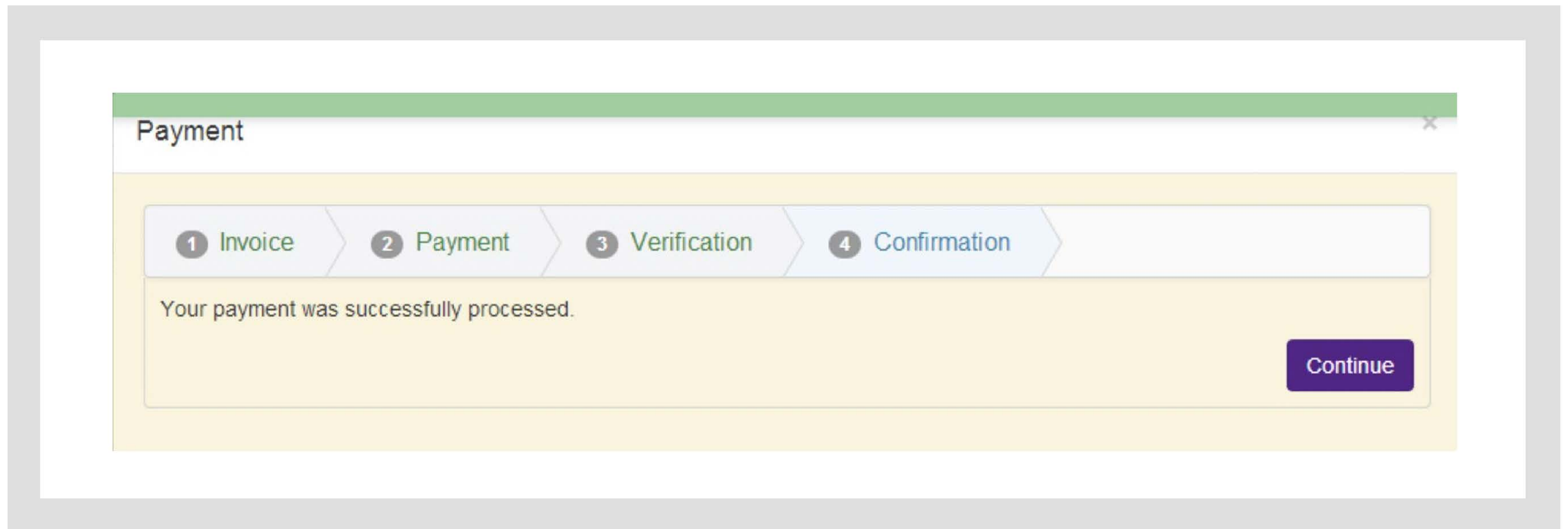
SUBMITTING THE SESSION

- Click the "Submit Testing Session" button.

- 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.
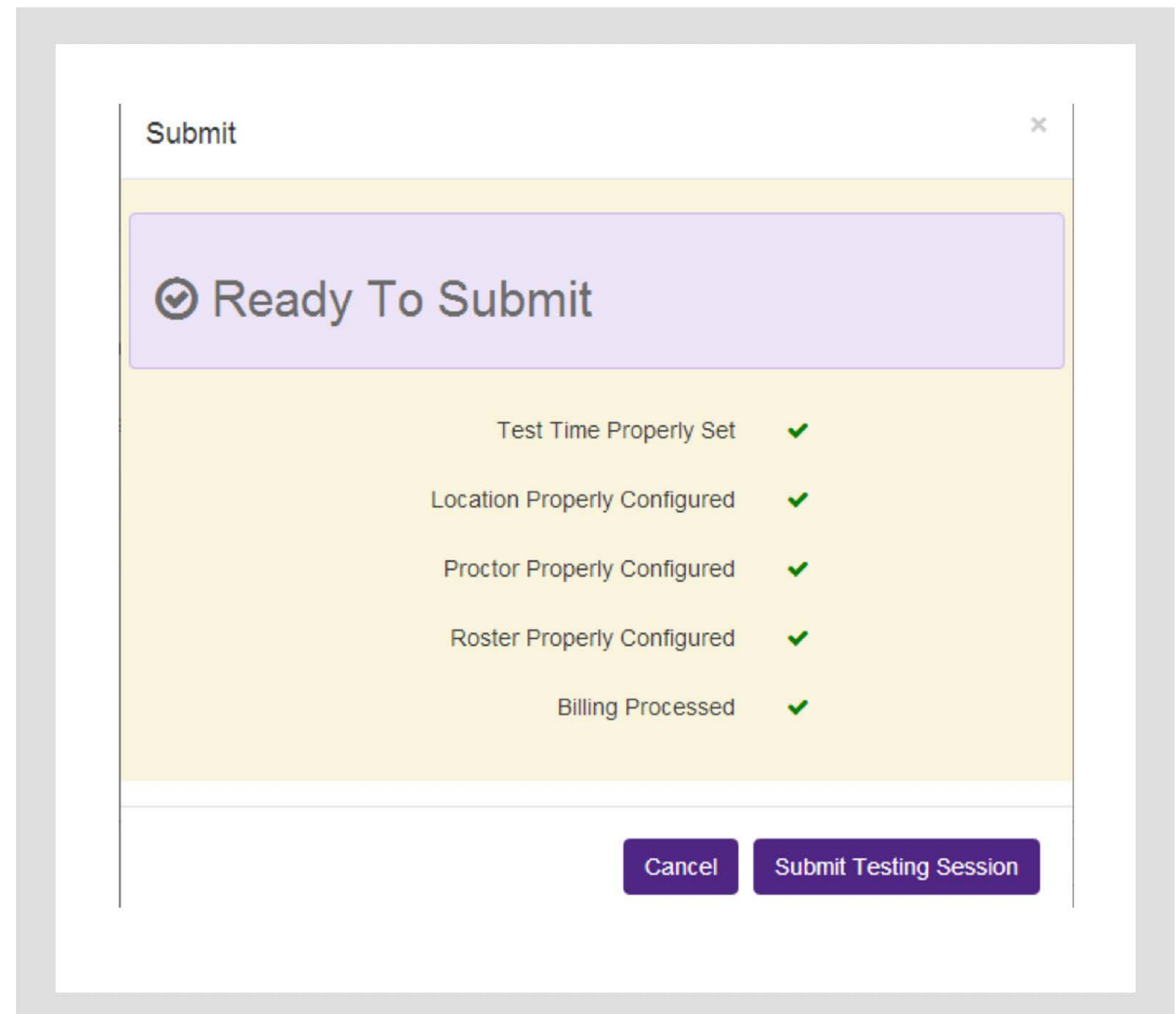
REVIEW TEST SESSIONS

- Once a test session has been submitted, review the roster by clicking the "Manage Roster" button again.

- You will see that NATE ID numbers have been assigned to new candidates here.

ADDING A WALK-IN CANDIDATE

- You can add walk-ins for online testing by clicking on the "Add Walk-In" button and following the same steps as required to add a technician to a roster.

- You are required to pay separately for each walk-in added.

- Follow the same steps you took when submitting the exam session to complete this process.

TECHNICAL EMAIL WITH EXAM ACTIVATION CODE

- Technicians in your session receive an email with their exam codes immediately after the session has been submitted.

- Exam codes are used for two purposes:

1 **To start a particular exam(s)**

2 **For first-time candidates to create their myNATE logins**

Fri 5/17/2019 3:49 PM

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.

Date: 5/17/2019
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: 6/30/2019
Your reporting time is: 3:00 PM

Examination	Password
AC Service	c529dd385171
Core	cdb8930a8dea
Air Distribution Installation	8c00d52e3685
Gas Heating (Air) Service	849b7b423cad
Air to Air Heat Pump Service	e8a6c2de1065

- If a technician does not bring their activation code(s) with them to the session, **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 can also view a copy of all emails sent to them by the myNATE site by clicking their inbox on their myNATE profile.

EXAM ACTIVATION CODE RECOVERY

My NATE

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

1 of 1

1 Go to the PASS tab on your myNATE page.

2 If this is your first time at this tab, agree to the terms of use.

3 Your username and password for the PASS site will then appear.

4 A direct link to the PASS site will open in a new tab.

5 Copy and paste your login to the new tab.

PASS LOGIN PAGE

- Once at the PASS site, run the requirements test to ensure your computer and browser are properly configured to use the site.

CHANGING YOUR USERNAME/PASSWORD

- You are able to change your username and password on the PASS site once you have logged in.

- Click the "Security Maintenance" link to the left of the screen.

- You can then change your password, set a security question, and change your username.

- 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; it does not need to be enabled.

- If you have an active session, you will be able to click the continue button to begin the session.

If no session is scheduled:

If a session is scheduled:

ID VERIFICATION AND ATTESTATIONS

- To begin the session, 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.

- Verify the candidate's photo ID.

- Agree to the different attestations on the screen before continuing.

Proctor Instructions

Before the examination begins:

☑ I confirm that this candidate has a valid government-issued photo ID with signature (i.e. Driver's license, passport, military ID, etc..

Candidate Name:
DEMO USER - CITY NAME, NC

Please type the name as is appears on the identification. Contact Scantron immediately if the name does not match EXACTLY.

DEMO   USER
First Name   Last Name

Registered For:

Castle Sample Test (PASS UX)

☑ 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: ☑

- The candidate must then use their activation code to login.

- Candidates are required to verify their information before proceeding. **Contact NATE if edits to the first and last name are needed.**

- Please note that activation codes are case-sensitive.

- The candidate will then agree to several attestations.

- At the bottom of the page, the candidate must type "I attest" in order to continue.

- Once the candidate has selected all of the boxes and typed "I attest," a "Continue" button will appear.
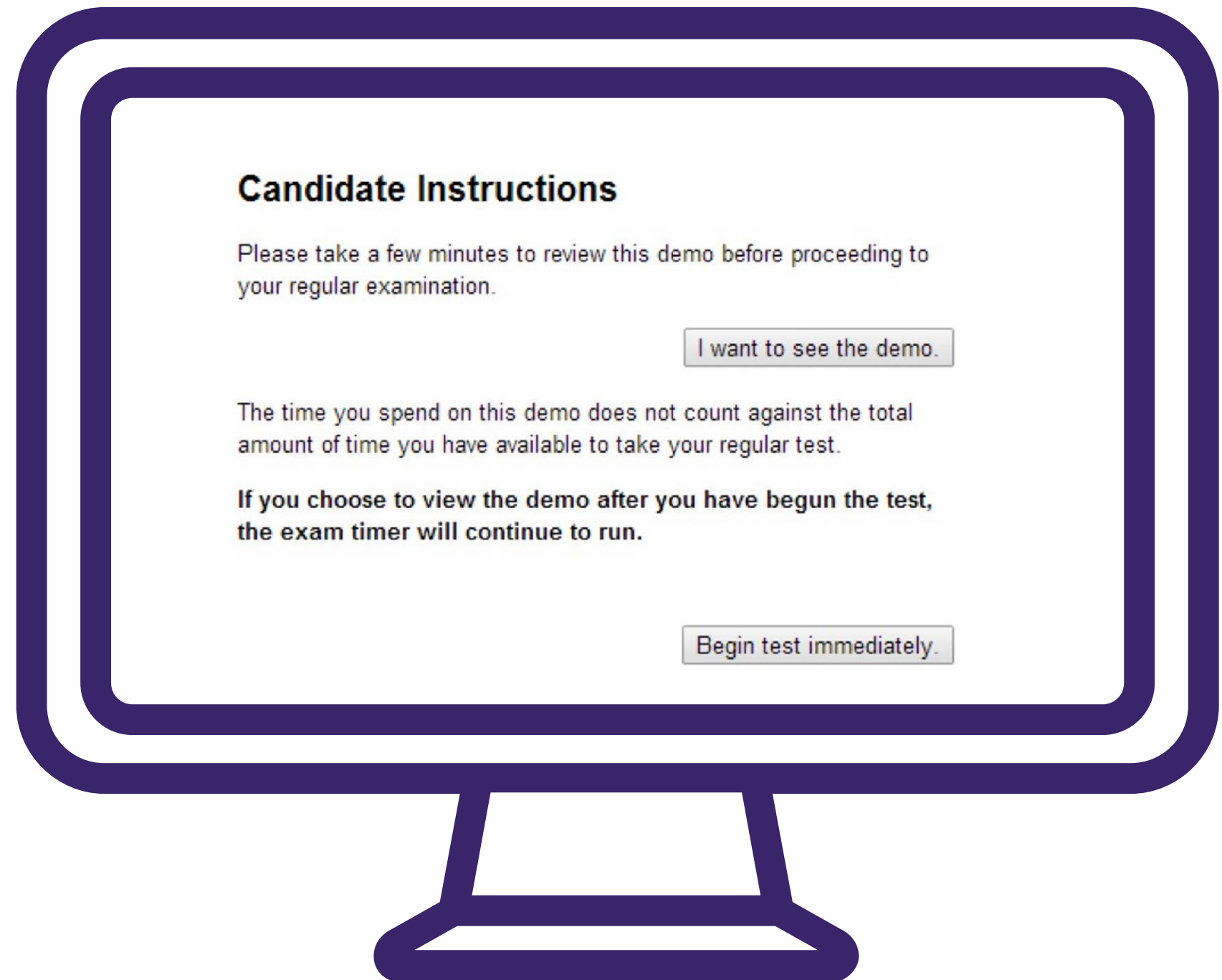

On my honor, I attest:
- ☑ I will not give any unauthorized assistance on this exam.
- ☑ I will not receive any unauthorized assistance on this exam.
- ☑ I will not remove any items from the testing center.
- ☑ I do not have any of the following prohibited items or I have turned these items over to the proctor:

  - cell phones
  - ALL electronic devices, including cameras, 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 (except as expressly permitted by the test sponsor per your confirmation notice)
  - book bags, purses, handbags or luggage
  - ipods, mp3 players, headphones, or pagers
  - calculators (except as expressly permitted by the test sponsor per your confirmation notice), computers, PDAs, or other electronic devices with one or more memories
  - personal writing tools (e.g., 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.
- ☑ I understand that if I am found with any prohibited item noted above, including cell phones, notes, and other prohibited items, I may be dismissed and my exam may be invalidated. In addition, I could become disqualified from retaking the exam in the future depending upon the test program's policies.

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

[Continue]

- The next screen gives a candidate the option to either start the exam or see a demo. The demo shows how to use the online testing platform and is not required.

- The demo does not include NATE practice questions.

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.

- The next screen allows the candidate to launch the exam. A message may pop up advising that the browser window will be closing. Click "Yes" and allow the window to close. The exam opens in a new window.

- Opening the exam in multiple windows will cause an error to occur, and will not allow the technician to continue.
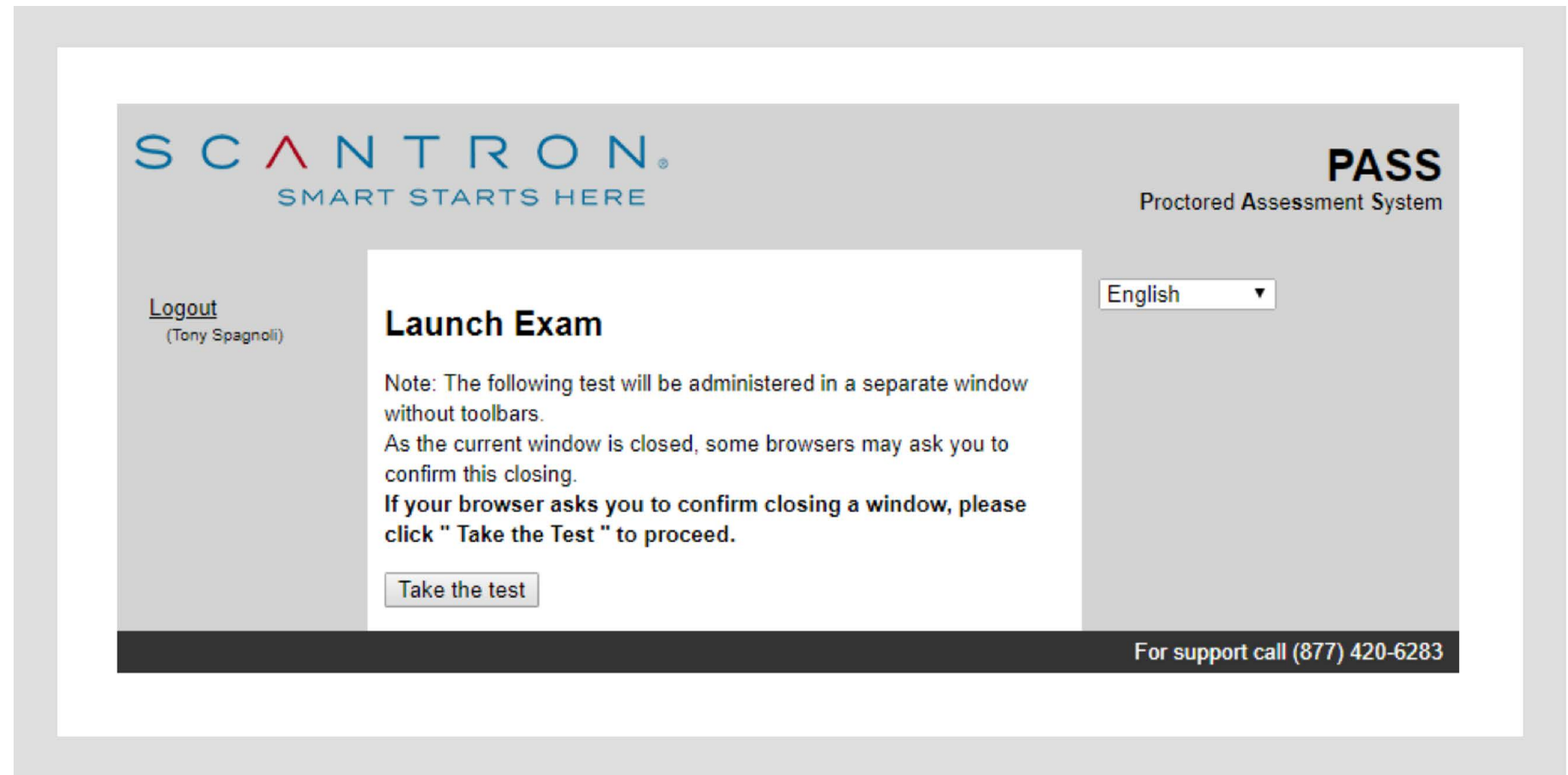
PROCTORING THE SESSION

Several tools are available once the candidate begins the exam:

- **Previous Questions, Next Question:** navigational tools.

- **Flag Buttons:** mark questions for later review.

- **Timer:** shows time left for the exam and can be hidden.

- **Not answered/Completed:** track exam progress.

- **Help:** how to use the site. Please note the time will NOT stop while help is opened.

- **Take a break:** hides exam questions. Please note the time will NOT stop while take a break is engaged.

- **Comment/Notes:** Candidates have the option to use the notes option as virtual scratch paper and can submit comments to NATE's Technical committee if they think there is an error on a question.

PROCTORING THE SESSION - CONTINUED
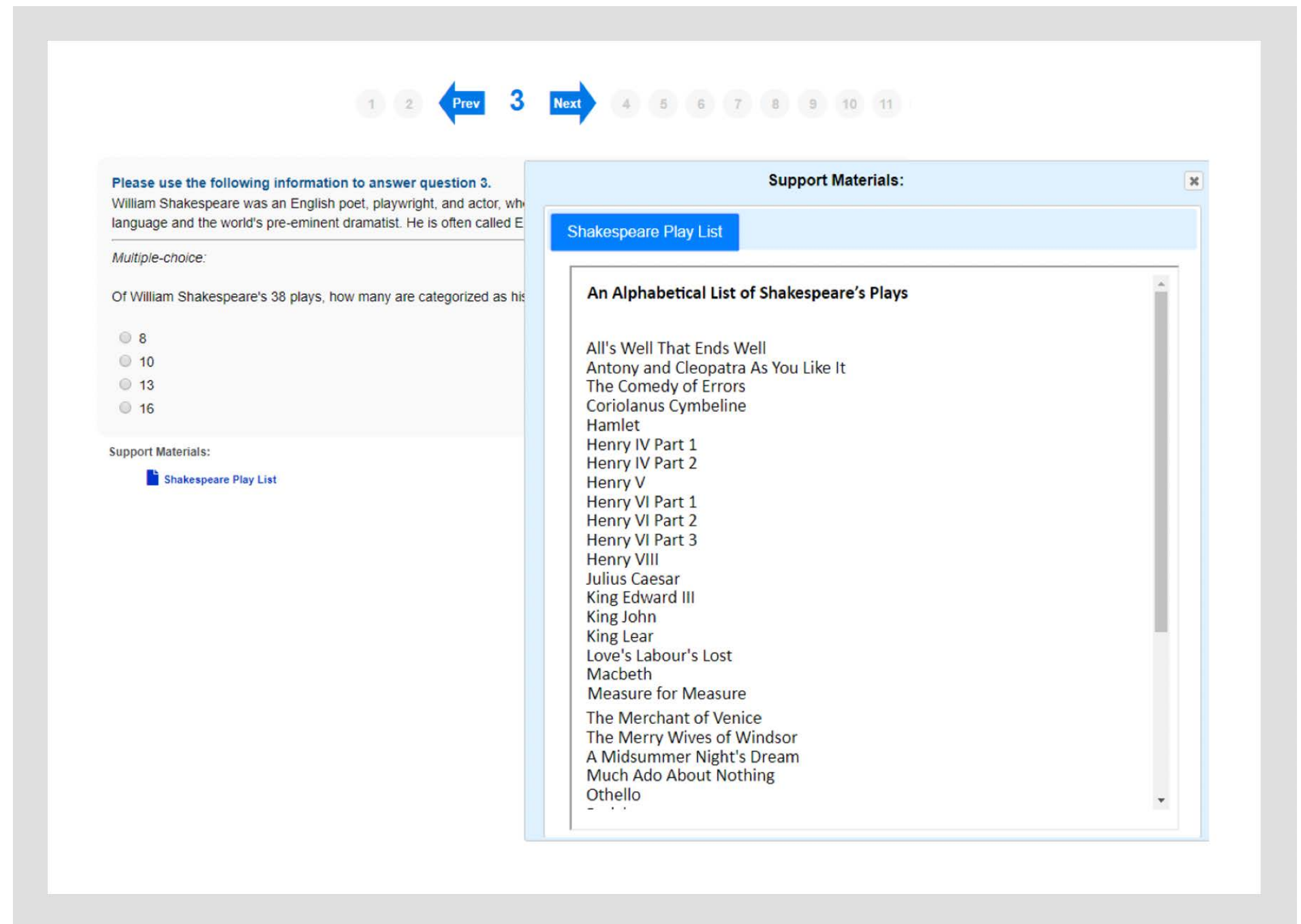
PROCTORING THE SESSION

- Some questions have attachments. Clicking the link will open the attachment in a separate window. When finished with the attachment, the candidate can close that window.
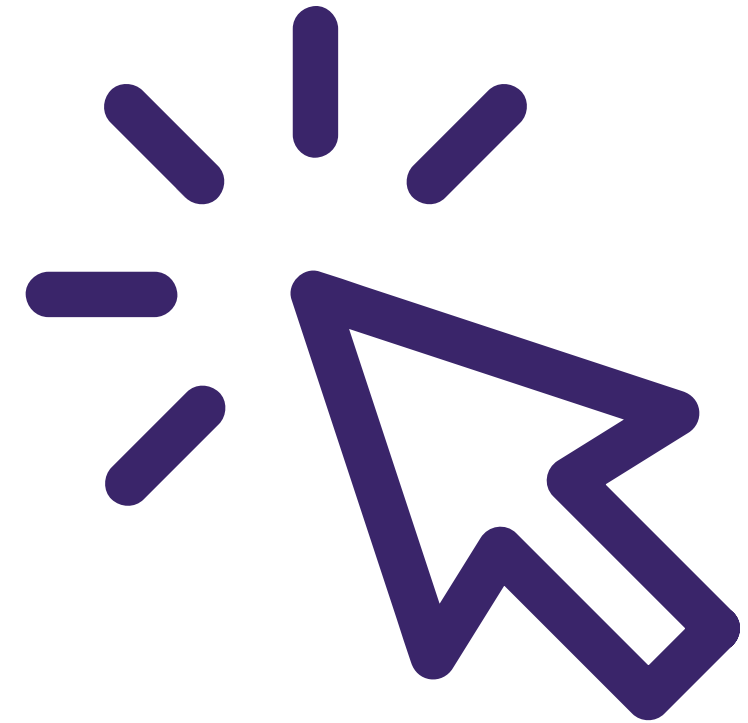
- The candidate must click the "Submit Exam" button when they are finished. Please note: The exam will automatically submit if time expires.

- Unanswered or flagged questions will then be shown in a summary of the exam.

- If the candidate has time left, they may return to the exam or click any of the unanswered/flagged questions to return to that question.

- Once they are finished, the candidate must write, "I understand" in the box at the bottom of the window and click "Submit My Exam."

PROCTORING THE SESSION

- The results window will appear after the candidate submits the exam

- **NATE does not provide numerical scores;** all exams are pass/fail.

- A detailed score report is immediately available in PASS and on myNATE for candidates who do not pass the exam.

NEED HELP?

Please contact the NATE customer service line at 877-513-4001 or askNATE@natex.org.