

Remote Live Online Proctoring Exam Guide

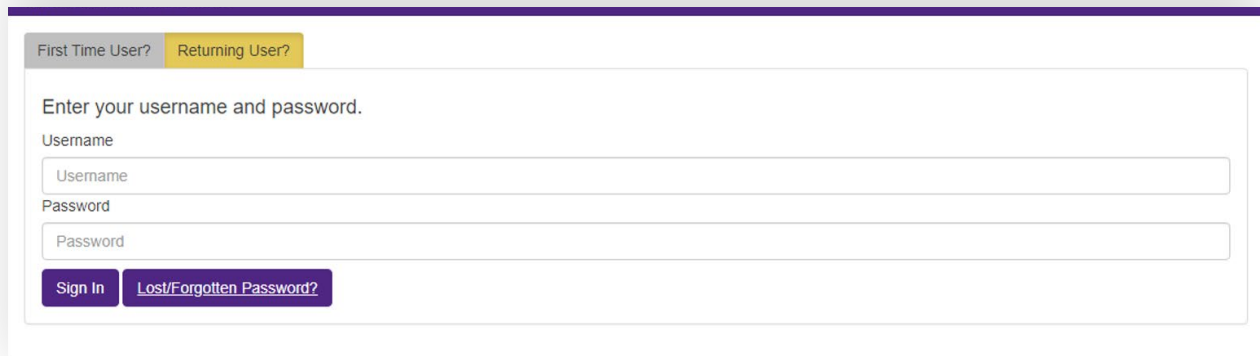


NORTH AMERICAN
TECHNICIAN EXCELLENCE

WHAT IS REMOTE LIVE ONLINE PROCTORING?

- Live Online Proctored Exams allow you the convenience of taking a NATE exam from your home or office using a computer, webcam, and stable internet connection.
- A trained remote proctor will monitor you remotely in real time using your webcam in order to ensure the integrity of the exam.
- Additionally, after the session is complete, a recording of the session is then reviewed.
- Trained professional remote proctors ensure that our remote testing is secure and trustworthy, while giving you the flexibility to take the exam in a location of your choice.

- The first step to using Live Online Proctoring (LOP) is to log on to the myNATE website, www.myNATE.org.
- If you already have an account, login using your existing username and password. If you do not have a myNATE account, please click on the “First Time User?” tab.



First Time User? Returning User?

Enter your username and password.

Username

Password

Sign In Lost/Forgotten Password?

MyNATE ACCOUNT - FIRST TIME USERS



- After clicking on the First Time User tab, select your activation type as “Technician”.
- Then select “No Exam” as your exam type.
- Then select “No” to the question of having an existing account.
- Complete the fields below, including selecting a username and password, to create your account
- You will receive an email to verify your email address. Click on the link in that email to finalize your account creation.
- Reminder: If you have tested with NATE before and have an account, you can skip this step.

First Time User? **Returning User?**

Depending on what kind of account you are creating, different pieces of information are required.
What kind of account would you like to create?

Account Type

What type of exam have you taken

Exam Type

Do you have an existing natex.org account?

Existing Account

Since you are creating a new account, please complete the form below. The fields outlined in purple are required.

Create Username*

Email Address*

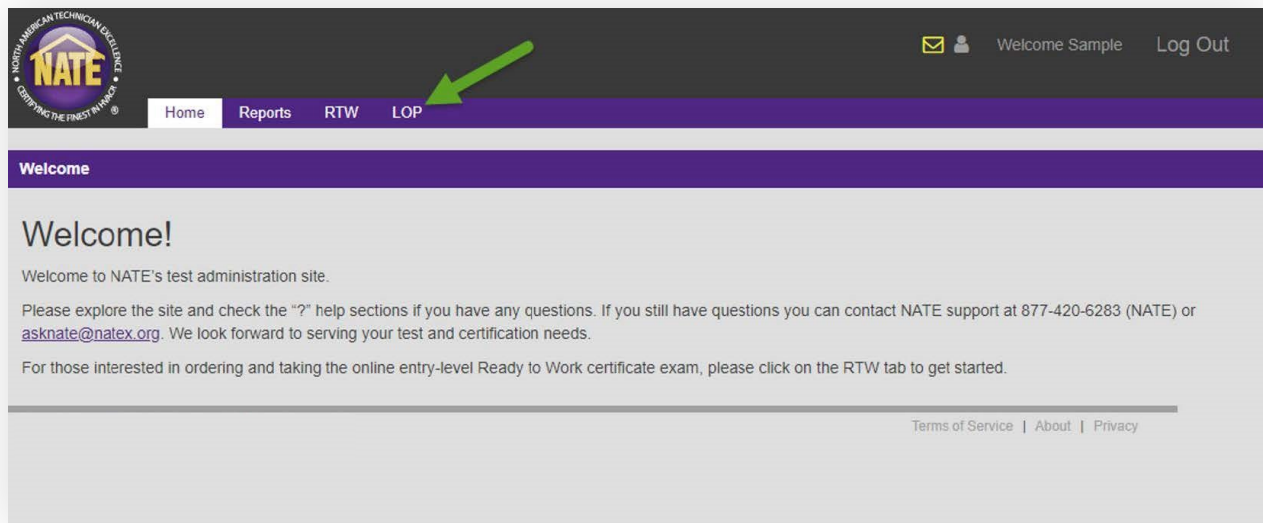
Confirm Email*

Password*

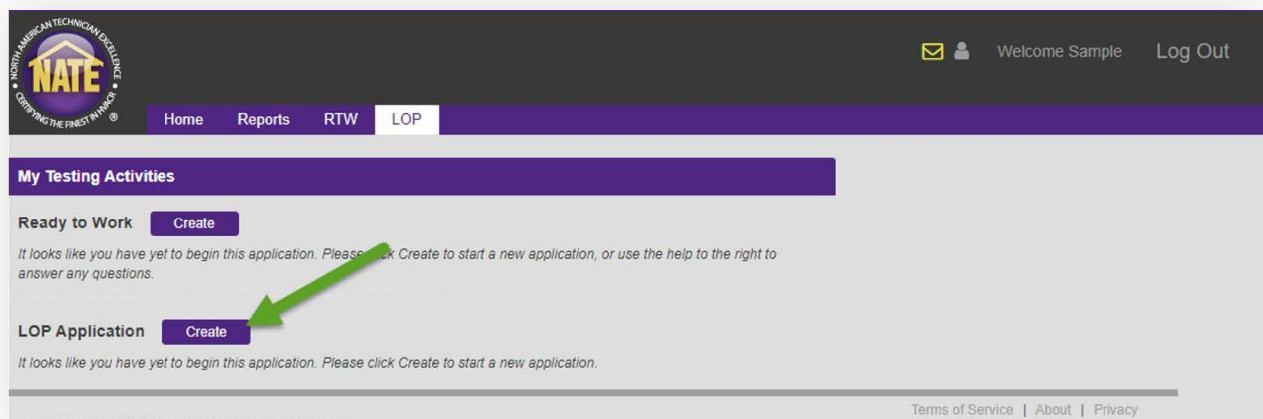
Confirm Password*

Prefix

- Once you are logged on your myNATE account, you can access the LOP registration section by clicking on the LOP tab.



- Once you are on the LOP tab, click the "Create" button to the right of LOP Application under your "My Testing Activities" window.



LOP - SELECTING EXAMS



- Enter your contact information. Fields highlighted in red are required.

LOP Application

To apply for this certification, please complete all **required information** (indicated by red borders) found within each tab of the application. If a tab is displayed with a red background, you have navigated to that tab but left some fields invalid or needing to be filled out. After you have completed the entire application and there are no validation errors, click **To Payment** to advance to the payment screen. Click **Save and Close** to exit the application before making payment.

Demographics Exams Attestation Verify

Please verify that your information displayed below is correct.

Name	Sample Technician		
Former Name		Date of Birth	
Home phone	(877) 420-6283	Work phone	(877) 420-6283
Address 1	2311 Wilson Blvd	Address 2	Suite 400
Country	United States	State	Virginia
City	Arlington	Zip code	22201
Email:	aspagnoli@natex.org		

Next

Save and Close To Payment

- Select which exams you would like to take.
- You can choose exams one at a time if you do not want to register them all at once and complete this process multiple times.

Demographics Exams Attestation Verify

Please select at least one exam:

- AC Installation
- AC Service
- AC Service - Spanish
- Air Distribution Installation
- Air Distribution Service
- Air to Air Heat Pump Installation
- Air to Air Heat Pump Service
- Air to Air Heat Pump Service
- Air to Air Heat Pump Service - Spanish
- Commercial Refrigeration Service
- CORE
- CORE - Spanish
- Gas Heating (Air) Installation
- Gas Heating (Air) Service
- Gas Heating (Air) Service - Spanish
- HVAC Performance Verifier
- HVAC Support Technician
- HVAC Support Technician (HCST) - Spanish
- Hydronics Gas Service
- Hydronics Oil Service
- Light Commercial Refrigeration Service
- NATE EPA 608 Type I
- NATE EPA 608 Type II
- NATE EPA 608 Type III
- NATE EPA 608 Universal
- Oil Heating (Air) Service
- Senior Level Efficiency Analyst

LOP - SELECTING EXAMS



- Click the checkbox to agree to the attestation.

LOP Application ✕

To apply for this certification, please complete all **required information** (indicated by red borders) found within each tab of the application. If a tab is displayed with a red background, you have navigated to that tab but left some fields invalid or needing to be filled out. After you have completed the entire application and there are no validation errors, click **To Payment** to advance to the payment screen. Click **Save and Close** to exit the application before making payment.

Demographics Exams **Attestation** Verify

I verify that all information provided is accurate. I authorize the evaluation and validation of my credentials by NATE. In furtherance of my application, I provide such information to NATE. I hereby waive any claim for damages, or otherwise, that I may have against NATE and any individual or organizations that supplies such information by reason of any act or omission by any of them taken in good faith in connection with this application. I understand that the decision as to whether or not I qualify for certification rests solely and exclusively in NATE and that its decision is final. I agree to be bound by all policies and procedures of NATE.

I agree with the above statement.

◀ Previous Next ▶

Save and Close To Payment

- Verify all your information is complete and correct. Then click the “To Payment” button.

LOP Application ✕

To apply for this certification, please complete all **required information** (indicated by red borders) found within each tab of the application. If a tab is displayed with a red background, you have navigated to that tab but left some fields invalid or needing to be filled out. After you have completed the entire application and there are no validation errors, click **To Payment** to advance to the payment screen. Click **Save and Close** to exit the application before making payment.

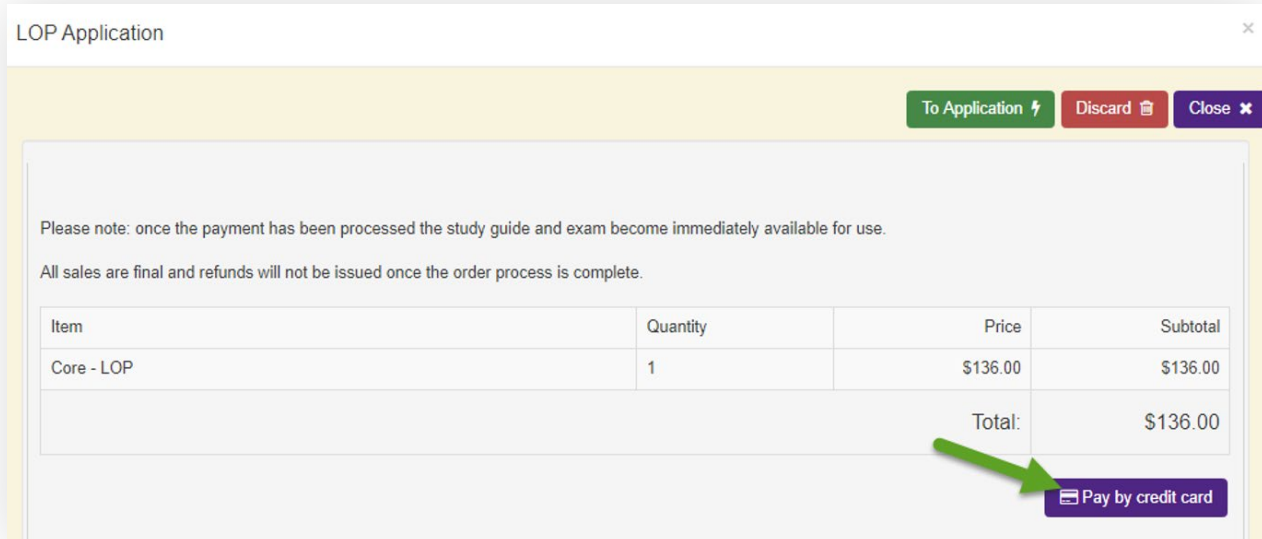
Demographics Exams Attestation **Verify**

Please verify that you have entered your information correctly and select **To Payment** to continue. If the **To Payment** button is not enabled, please review any red tabs in your application for incomplete information.

◀ Previous

Save and Close To Payment

- The next screen will show you the exams you have ordered, the price per exam, and the total. Click the Pay by Credit button.



LOP Application

To Application ⚡ Discard 🗑️ Close ✕

Please note: once the payment has been processed the study guide and exam become immediately available for use.
All sales are final and refunds will not be issued once the order process is complete.

Item	Quantity	Price	Subtotal
Core - LOP	1	\$136.00	\$136.00
Total:			\$136.00

Pay by credit card

- Enter your credit card information and then click next.
- The next screen will ask you to review and verify your payment information.
- The final screen will give you a payment confirmation with the option to email a receipt to yourself or someone else, such as your employer.

- Once your payment has been submitted you will immediately receive a “Notice To Schedule” email.
- This email contains important information about LOP, as well as the link to the site to schedule your exam, and a login for that site.
 - **Please Note:** the username and password provided in this email are used for logging on to the scheduling and LOP testing site. Your myNATE username and password did not change.
- The next step to schedule your exam is to click the link, and log in with the provided username and password.
- **Please Note:** This email is sent immediately after you have submitted your payment. If you do not see this email, check your junk, clutter, or spam folders.
- The email is also copied in your myNATE inbox. Click the yellow envelope next to your name on your myNATE account to view your inbox.

LOP – NOTICE TO SCHEDULE EMAIL

Notice to Schedule Examination

Coronavirus Information - For information on rescheduling and site closings [click here](#).



To: **candidates_first_name** **candidates_last_name**

You are now ready to schedule your ****package_description**** examination. The scheduling website is listed below. Be sure to complete all the information required when scheduling. You will receive confirmation of your examination date and site by email.

If you have any questions regarding your registration, please contact Meazure Learning at (919) 572-6880.

SCHEDULING WEBSITE

Link: assessments.meazurelearning.com/registration

Username: **candidates_username**

Password: **candidates_password**

(Note: The password above is for scheduling only and is not the password needed to access your test(s) at the testing center.)

Please Note: This exam will be taken at your home or office on your own personal computer via Live Remote Proctoring (LRP). Please review the requirements below.

IMPORTANT ADDITIONAL INFORMATION

Requirements

You must meet the following requirements to test via LRP:

General:

- You must be alone in the room throughout the test.
- You are required to have a webcam installed on your exam workstation and reliable access to the Internet. An Internet connection disruption will suspend the test session.
- PC computers are recommended; however, MACs are also acceptable
- Please Note: Chromebooks, tablets, iPads, dual/multiple monitors, and projectors are not permitted to be used as a testing device.

System Preparation

The examination will be administered in Guardian Browser. You will need to download the browser prior to your exam appointment. Below are links to download and learn more information.

- [Download Guardian Browser](#)
- [View Help Center articles](#)
- [View video tutorial of Live Remote Proctor experience using the Guardian Browser](#)

Technical/Software:

- You must use a computer with admin access
- To review the system requirements, [click here](#).

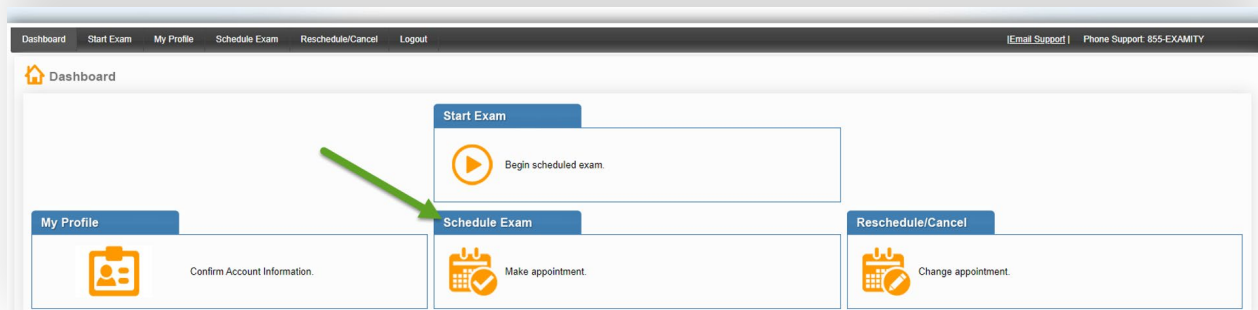


- When you click the link and log in, it will ask you to confirm your demographic information.
- Please be sure to verify all your information is correct.
- **Please Note:** verify the name you provided matches your photo ID you plan to use during the session. If there is a problem with your name, please contact NATE before scheduling your exam.
- Your first and last name must match the first and last name on your identification exactly, nicknames will not be accepted.
- If you have more than one last name listed on your ID, the same last names must match on your registration.
- If you have a hyphenated last name on your ID, it must be hyphenated on your registration.
- The next page will show you any of the exams you have registered but have not scheduled yet.
- Click the schedule link to schedule a date and time for that exam.
- The next page will provide you with links to test your device for compatibility with both the online testing platform and live online proctoring.
- Be sure to run both tests before scheduling your exam.

Your Unscheduled Exams

Exam Name
Core - LOP Schedule

- Select “Schedule Exam” on the next page to select a date and time for your exam.
- The site may ask you to complete anything missing in your profile, most important of which is your time zone prior to scheduling.



- The next page will have you select your date and time for the exam.
- First, select NATE from the drop-down menu under exam program.
- Then select the exam you want to schedule from the drop-menu under Exam Name.
- A calendar and a grid of time options will appear. First select a date, and then the available times on that date are displayed. Select your desired time from the grid.
- Grayed out times are no longer available and cannot be selected.
- Turn “On-Demand” scheduling off in the upper right-hand corner to select an option more than 24 hours out.

LOP - SCHEDULING EXAMS



Dashboard | Start Exam | My Profile | Schedule Exam | Reschedule/Cancel | Logout | Email Support | Phone Support: 855-EXAMITY

Schedule/Reschedule Exam

Available Unavailable Scheduled

To SCHEDULE an Exam:

- Select Exam Program and Exam Name.
- Select Date and Time.
- Click "Schedule."

To RESCHEDULE an Exam:

- Click "Reschedule Exam."
- Select new Date and Time.
- Click "Reschedule."

To CANCEL an Exam:

- Click "Cancel Appointment."
- Yes in pop-up message.

Exam Program	Exam Name	Exam Duration	Exam can be scheduled between	Schedule On or Before
NATE	Core	90 Minutes	04/15/2020 12:00 AM - 06/30/2020 11:59 PM	4/21/2021 11:59:59 PM

Calendar: April 2020

Select Time						
12:00 AM	12:30 AM	01:00 AM	01:30 AM	02:00 AM	02:30 AM	03:00 AM
04:00 AM	04:30 AM	05:00 AM	05:30 AM	06:00 AM	06:30 AM	07:00 AM
08:00 AM	08:30 AM	09:00 AM	09:30 AM	10:00 AM	10:30 AM	11:00 AM
12:00 PM	12:30 PM	01:00 PM	01:30 PM	02:00 PM	02:30 PM	03:00 PM
04:00 PM	04:30 PM	05:00 PM	05:30 PM	06:00 PM	06:30 PM	07:00 PM
08:00 PM	08:30 PM	09:00 PM	09:30 PM	10:00 PM	10:30 PM	11:00 PM

Schedule

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- If you need to reschedule or cancel your exam appointment, use the Reschedule/Cancel option on the dashboard.
- Exams can be rescheduled 24 hours prior to your original scheduled appointment.
- Exams can be canceled at least 24 hours prior to your original appointment.
- If you decide not to take the exam through LOP and require a refund:
 - If you have not yet scheduled the exam, please contact NATE to process your refund
 - If you have scheduled your exam, please cancel your appointment first, then contact NATE to process your refund
 - Cancellations less than 24 hours prior to your appointment cannot be refunded

- Once you have scheduled your exam you will receive an Exam Confirmation email from Measure Learning.
- The email will include exam appointment details, instructions on how to access your ProctorU account and your exam, required preparation for exam day, and important exam day information
- You will also receive a password for the activation of that exam.

CONFIRMATION EMAIL



Exam Confirmation

To: {5}

IMPORTANT: DO NOT DELETE THIS CONFIRMATION NOTICE PRIOR TO YOUR EXAM APPOINTMENT.

- You must read this entire document as it contains vital information regarding your examination.
- This notice is to confirm that you have chosen to test via Live Remote Proctoring (LRP) through the ProctorU platform.

EXAM APPOINTMENT DETAILS

You have scheduled the following appointment:

- Your examination is: {0}
- Your appointment date and time is: {4}
- Your exam password is: {1}
- Please either print this confirmation or write down your exam password as you will need it for access to your examination.
- Please note: Your exam password is different from your account password below. It is unique to this appointment and will change if your appointment is rescheduled or cancelled.

NEED HELP?

On Exam Day or for technical support:
(available 24 hours a day)

- Use the chat option in the bottom right corner of your ProctorU account or
- Call 855-772-8678

Regarding registration, rescheduling/cancelling, or pre-exam questions:
(available M-F 8:30am-5:30pm Eastern)

- [Email Us](#) or
- Call 919-572-6880

ACCESSING YOUR PROCTORU ACCOUNT

To access your ProctorU account, you must first login to your Measure Learning account with the details below. You will need to confirm the demographics and complete the attestation statement page before you will be transferred to your ProctorU account.

- Web Link: <https://assessments.measurelearning.com/registration>
- Account Username: {2}
- Account Password: {3}

HOW TO ACCESS YOUR EXAM

On your exam day, log in to your ProctorU account using the details above. *Please keep your cell phone with you until the proctor instructs you to store your phone and belongings away from the exam area.*

ONCE YOU HAVE LOGGED IN ON EXAM DAY:

- Click the "Start Session" button to begin connecting with your proctor.
 - Please note the start session button will not be live until 3 minutes prior to your scheduled exam start time.
- Your proctor will complete the check in process and log you in to the exam.
 - You must have your exam password and government issued ID readily available upon logging into your exam session.
 - Please plan for the check-in process and procedures to take 15-20 minutes prior to beginning your exam.

EXAM DAY

- 15 minutes prior to your scheduled test time, please click the link provided in your confirmation email and log in with the username and password provided.
- Once you have logged in:
 - Complete the attestation statement page and select “Continue” to access the ProctorU Portal.
 - Click the Start Exam button to begin connecting with your proctor.
 - Your proctor will complete the check in process and log you in to the exam.
 - The timer for your exam will not start until you are presented with the first question of your exam (the login process does not take away from your exam time).
 - Please plan for the check-in process and procedures to take 15-20 minutes prior to beginning your exam.

IMPORTANT REMINDERS

- Ensure you have full administrative privileges for the computer you plan to use for your exam.
- PC computers are recommended; however, MACs are also acceptable
 - Please Note: Chromebooks, tablets, iPads, dual/multiple monitors, and projectors are not permitted to be used as a testing device.
- Ensure you have the Guardian Browser downloaded. You can download the browser for free at:
<https://guardian.meazurelearning.com/>
- To minimize any disruption during your exam, it is required that you perform a system check prior to taking your exam.
 - To check your system for ProctorU’s environment, login to your ProctorU account and click Test Your Equipment.
 - Please note: the system check only verifies the internet speed, webcam function, and microphone function at the time the check is performed and does not guarantee that you will not experience technical difficulties on exam day.

GUARDIAN BROWSER REQUIREMENTS

- You will need to download and install the Guardian Browser prior to your exam session to take a Live Online Proctored exam. You can download the browser for free at:
<https://guardian.meazurelearning.com/>

ADMISSION REQUIREMENTS

- You must have a current (non-expired), government issued photo identification with signature (driver's license, immigration card, passport, U.S. passport card, state ID card, or military ID card). You will NOT be admitted without proper identification. Candidates who fail to provide proper identification will be considered a no-show and will forfeit exam fees.

GENERAL INFORMATION

- The room you test in must be a private room. The testing room must be well-lit, quiet, and only accessed by you during the examination. You should be seated at a hard surface like a desk or table, and preferably with your back to the main room entrance. Standing desks will not be permitted.
- You will be required to do a room scan before your exam can begin. This will include a 360-degree pan of the room in which you are testing; therefore, please be sure that your webcam can be rotated to view the entire room and workspace including behind your computer and underneath your desk. In addition, you will be required to show your computer monitor from a reflective surface such as a mirror or cell phone. If you use a cell phone, the proctor will instruct you to store the phone away from the exam area after completing the room scan.
- Your desk space must be completely clear of any items not approved for use on your exam.
- You must be alone in the room throughout the test. Friends, relatives, pets, and children will NOT be allowed in the room, or in the vicinity, in which you are testing.
- You may not use dual or multiple monitors during the exam.
- The proctor must be able to see you (webcam) and hear you (microphone) for the entirety of the exam session. Please ensure you remain within the webcam frame. If you do not, the proctor will ask you to please adjust your camera.
- Once your exam has started, no talking unless you are asking the proctor a question. You are not permitted to read exam questions out loud.
- If your exam timer runs out, your exam will auto-submit.
- Restroom breaks are not permitted during the exam. • If you do not remain in your seat the proctor will end your exam session and your exam fees will be forfeited.
- You are permitted to use the online calculator built into the exam software. You may NOT use a physical/handheld calculator during the exam.
- You are permitted to use 2 sheets of blank scratch paper during the exam and one writing utensil. You may only take notes on the permitted scratch paper during the exam and may not take notes on any other materials.

LOP - RESULTS

- Once you finish your exam, your results will be provided to you immediately.
- Your results will also be available on your myNATE account.