



Online ICE Exam Guide

Guide to using the NATE's Online ICE Exams

Scheduling the Exam



- To schedule an ICE exam go to www.natex.org and select the “Partners and Testing” tab.
- Under the “Partners and Testing Tab, select the “Industry Competency Exam (ICE) Proctors” link.
- At the bottom of this page you will see a registration form.
- Please complete the registration form. Please note you need to provide the same email address that your ICE Proctor record is registered under.
- Please indicate how many exams you plan on giving for each exam type. Billing is not affected by the number of exams you enter when scheduling, only the number of exams actually used on exam day. However, it is important that you indicate if you need each type (Residential, Light Commercial, Commercial Refrigeration).

Scheduling the Exam – www.natex.org



NORTH AMERICAN TECHNICIAN EXCELLENCE

2111 WILSON BLVD. SUITE 510
ARLINGTON, VA 22201
PHONE: 703-276-7247
TOLL FREE PHONE: 877-420-6283 (NATE)



Homeowners click here!

Search...



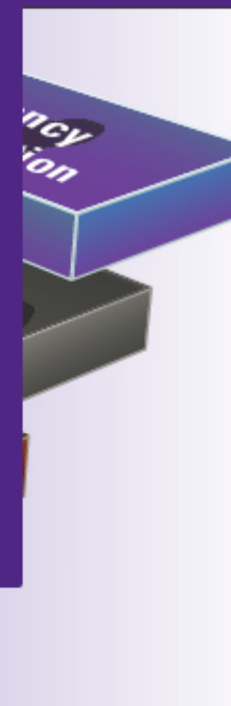
MY NATE: Login or Sign Up

CAREERS TECHNICIANS RECERTIFICATION RESOURCES CONTRACTORS PARTNERS & TESTING ABOUT US NATE ONLINE STORE

NATE
SUPPORTS YOU
at **EVERY STEP** of
Your Career



- Applications
- New Test Administrator
- Testing Organizations
- Proctors
- Recognized Training Providers
- Industry Competency Exams (ICE) Proctors
- Partners
- Marketing Materials
- NATE Online Store



Scheduling the Exam – Session Scheduling Form



ICE Exam Session Scheduling Form

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

Name *

First Last

Testing Organization / School Name *

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

Date of Session *

 / /

MM DD YYYY

Exam Types *

How many of each exam type below are you requesting for this session?

Residential

Light Commercial HVAC

Commercial Refrigeration

PO Number (optional)

Submit

Scheduling the Exam



- After you have completed the Exam Session Scheduling form you will receive an email with your personalized link and personalized password for the exam session within 1 business day.
- 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 personalized password contained in the email to access the page.
- On the next page, candidates that have tested before through the PAN website, can log in with their existing username and password.
- If they are new to the PAN website, please have them complete the registration page below.
- 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.



Please enter the password to access this page.

Password:

Continue

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



- Once the candidate logs in or creates a log in, they will immediately start the exam, starting with their demographic questions.
- When they candidate begins the exam, a link will be emailed to them. This link is used if they are disconnected from the exam for any reason.
- Alternatively, if a candidate disconnects 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:

The screenshot shows a web form for a Residential Exam. At the top left is the NATE logo, and to its right is the word "Residential". Below this is a section titled "Required Demographics". Underneath, there is a heading "*Required Fields". The form contains five input fields: "*Address", "*City", "*State", and "*Zip", each with a text input box. The fifth field is "*Student Status", which is a dropdown menu. At the bottom of the form, there is a line of text: "*I authorize the release of my results to the instructor and/or chief examiner." Below this text are two radio button options: "Yes" and "No".

Proctoring the Exam



- 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 PAN site at <https://tara.vitapowered.com/nate>.
- The candidates will have two options under the Results tab for each exam they have taken. One will read “View Report” and the other will read “View Results.” They will want to select the “View Report.” To make this easier to see, NATE also labelled one of the “View Results” as “Not Test Results”

How to Submit Course Hours



Hello

Log Out | North American Technician Excellence

TASKS

PROFILE

RESULTS

HELP

Results

Workflow or Assessment	Date Completed	Additional Information
Residential	03/02/2017	View Report
Workflow - Residential Ice (NOT Exam Results)	03/02/2017	View Results

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

Troubleshooting



- 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 PAN account. Please make sure that anyone using a testing computer logs out instead of just closing the browser if they access the PAN 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 877-420-6283.
 - For technical issues using the PAN site such as repeated disconnects or error messages, please contact PAN's technical support at NATE_support@panpowered.com or 877-449-8378 (option 3).