A GUIDE FOR TESTING ORGANIZATIONS & PROCTORS ORDERING ONLINE EXAMS

A Guide To Using 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 online test orders
2. Technician exam activation code recovery
3. Proctoring the online exam session
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.
• 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.”
• The next step to submit your test session is to create the roster. First, click the “Manage Roster” button.
• 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.
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.
• If this is a technician’s first exam, enter their email address and click “Find Technician”.

![Image of Add Technician to Roster dialog box]

Please enter the technician's NATE ID or email address below and the system will try to locate their account.

- **NATE ID:** Technician’s NATE ID
- **Email Address:** newtech@natex.org
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.
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.
• 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.
• 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

<table>
<thead>
<tr>
<th>Examination</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC Service</td>
<td>c529dd385171</td>
</tr>
<tr>
<td>Core</td>
<td>cdb8930a8dea</td>
</tr>
<tr>
<td>Air Distribution Installation</td>
<td>8c00d52e3685</td>
</tr>
<tr>
<td>Gas Heating (Air) Service</td>
<td>849b7b423cad</td>
</tr>
<tr>
<td>Air to Air Heat Pump Service</td>
<td>e8a6c2de1065</td>
</tr>
</tbody>
</table>
• 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

## PASS Candidate Credentials

<table>
<thead>
<tr>
<th>First</th>
<th>Last</th>
<th>NATE ID</th>
<th>Exam Name</th>
<th>Date</th>
<th>Status</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tony</td>
<td>Spagnoli</td>
<td>2286234</td>
<td>Air to Air Heat Pump Service (HPHV)</td>
<td>4/29/2015</td>
<td>Scheduled</td>
<td>53ff81c3b10</td>
</tr>
<tr>
<td>Tony</td>
<td>Spagnoli</td>
<td>2286234</td>
<td>CORE</td>
<td>4/29/2015</td>
<td>Scheduled</td>
<td>4e35081aa5</td>
</tr>
</tbody>
</table>

Executed: 4/29/2015 10:31:42 AM

Executed By: aspagnoli
PROCTORING THE SESSION

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
PROCTORING THE SESSION

• 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.
PROCTORING THE SESSION - CONTINUED

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.
PROCTORING THE SESSION

- 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.
• 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.
PROCTORING THE SESSION

- 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.
A number of 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.
PROCTORING THE SESSION - CONTINUED

DEMO USER
Castle Sample Test

Time Remaining: 00:59:44

23 Not Answered
0 Completed

Multiple-choice:
What Shakespearean form of poetry consists of 14 lines? (Choose only one.)
- Concrete
- Free verse
- Haiku
- Sonnet

Submit Exam
• 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.
PROCTORING THE SESSION

• The candidate must click the “Submit Exam” button when they are finished. Please note: The exam will submit automatically 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.”
You have chosen to submit your exam

4 questions answered

If you end your exam now, you lose the chance to answer all unanswered questions.

NOTE: Flagged items will still be submitted.

You left 19 questions unanswered:

5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21

22 23

You left 0 questions flagged:

If you are ready, type "I UNDERSTAND" and click Submit My Exam.

Submit My Exam or Cancel to Continue 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 877-420-6283 or askNATE@natex.org.