YouTestMe

CVA – Test Taking Guide for First-Time Candidates
1 Introduction

This document represents a guide to payment and test-taking process in YouTestMe GetCertified platform with Proctoring option turned on.

Please follow the instructions to avoid your test attempt being nullified.
2 Requirements for test-taking

To start a successful testing session with Proctoring, the candidate needs to have the following:

1. A working camera
2. A working microphone (or headphones with microphone)
3. A stable and fast Internet connection
4. Chrome or Firefox browser
5. An ID

Outside interruptions may compromise your test-taking session. Keep in mind the following:

1. The noise in the room where the test is to be taken should be reduced to the minimum. In the case of noise, Proctor will be notified of it.
2. You should be the only person in front of your camera.

3 Important notice

1. If you haven’t paid the Registration fee already, please log in to platform at least 5 days before the testing window starts (by September 25th) to go through the payment process.
2. You will be able to take a trial test to get familiar with the testing platform and to try out your equipment by September 27th.
4 Receiving credentials

10 days (on September 20th) before the test window starts, you will receive an email with your credentials. Below is an example of what the email you will receive will look like:

Dear Glen Rice,
Your profile has been added to YouTestMe GetCertified.
You can log in with the following credentials:
Username: glen
Password: x&956yefcHGT88LL$
It is strongly advised to change the default password.
Best Regards,
YouTestMe

Candidates that already took the exam in April 2019 will not receive the credentials from the system. They need to use the credentials they used in the past testing window. In case you forgot your password, go to https://ccva.youtestme.com/login.xhtml and use the “forgot password” option:
5 How to access the platform

If you haven’t paid the Registration fee already, please log in to platform at least **5 days before the testing day (by September 25th)** to go through the payment process.

To access the platform, please go to [https://ccva.youtestme.com/login.xhtml](https://ccva.youtestme.com/login.xhtml) and enter the credentials you had previously received:
1. Enter your username.
2. Enter your password. In case you changed your password, please use that one instead. If you forgot your password, use the forgot password option.
3. Click the **Sign in** button to enter the platform.

### 6 Payment Process

If you already paid a Regular Application Fee or Member Discount Application fee, please skip to Chapter 7 and follow its steps.

Once logged in, you will land on the Purchase order page. Please follow the steps bellow:

1. Choose Regular Application Fee or Member Discount Application Fee from the drop-down menu (this special discounted rate applies to members of ALIVE, VMPC, Points of Light/HandsOn Network, Volunteer Match, Volunteer Canada, Habitat for Humanity International, and NAVPLG)
2. Click on the Purchase button
3. You will see a pop-up window where you need to enter your credit card details:

1) Your credit card number
2) The two-digit month and two-digit year of the card’s expiration date
3) CVC (Card Verification Code). If you are not sure where the code is located on your credit card, please visit the following link for more details: https://www.creditcards.com/credit-card-news/credit-card-verification-numbers-security-code-1282.php
4) Click on the Pay button
4. Click on the To profile screen button:

and there you will find your test on My assignments tab:

After this step follow the steps described below (*Chapter 7.1*, start with step number 2).
7 Test-taking

ATTENTION – During the test-taking:
  • Do not click “Back” button on your browser
  • Do not click the “Finish test” button unless you are sure you have completed everything
  • Do not log out from the proctoring system during the test-taking
In case any of this happens, you will have to start the test anew.

7.1 Starting the test

You can take a Trial Test to get familiar with the platform by September 27th. To start the Trial test or the CVA exam when you decide to take it, please follow the steps below:

1. Log in using the credentials and procedure described in Chapter 4 and Chapter 5
2. You can start the test from the “Assignments” page

3. Click on Start button
4. Accept the instructions and rules of the test and click “Start”

5. Accept the Candidates rules agreement in Proctoring mode and click “Next”
7.2 Allowing the camera and microphone

1. Allow the camera and microphone usage when prompted. Wait until everything has been set up.

2. Take photos of yourself and your identification and proceed.

3. When prompted with permission to share your screen, press the button “Share”. In case you cancel sharing, you will not be proctored which may cause problems with your test if the proctoring option is mandatory.
4. Start the test.

5. You can choose to hide the screen sharing notifications but don’t click “Stop sharing” as it will stop your screen sharing which may cause problems with your test if the proctoring option is mandatory.

7.3 Attempting the test

Do not click the Back button in the web browser. There are several options Proctor allows you to choose from the Proctoring toolbar on the top of the page:

- **Chat Icon** - If the proctor needs to contact you, you will receive a notification. You can also click the chat button to chat with the proctor on any questions you may have.
- **Calculator Icon** - Click the calculator icon to use the scientific calculator. This is the only calculator you are allowed to use during the exam except otherwise stated in your instructions.

The only buttons you are allowed to click in the platform during the test-taking are:

- **Next question** – to go to the next question
- **Previous question** – to go back and re-do a question
- **Finish test** – when you make sure you are done with the test, click this button. If you finish the test by accident, you will have to start the test anew.
7.4 How to log out from the platform

Once you have clicked the button “Finish test”, you will be navigated to your profile page. You can log out from the platform as described on the picture below.

8 Problems with Camera and Microphone

In case Proctor cannot find your camera or microphone, try the “Retry” button.
In case you’re still having problems, change the camera permissions to “Ask (default)” again and Reload the page when prompted.