YouTestMe

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

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

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

To start a successful testing session with proctoring, you must 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) Before taking the CVA Exam you MUST take a Technical Trial Test:
   • For the April Exam – during the second week of March (Monday - Friday)
   • For the October Exam – during the second week of September (Monday - Friday)

The purpose of the Trial Test is to:
   • pay the exam fee (if you haven’t already)
   • test your equipment
   • get familiar with the application and the test-taking process

If you don’t take the Trial Test you risk not being able to take the official CVA Exam (due to a non-functioning equipment, unpaid fee etc.).

2) The YouTestMe Support team is available to all CVA candidates to assist you with technical questions or issues. The schedule below summarizes the important timeframes for the Trial Test, the CVA Exam and the Support services:
<table>
<thead>
<tr>
<th></th>
<th>DATES when I can take the test</th>
<th>HOURS when I can take the test</th>
<th>Support Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Technical Trial Test</strong></td>
<td>During the second week of March (Monday – Friday) <em>(for the April Exam)</em></td>
<td>12:00 Noon to 8:00 p.m. Central Time</td>
<td>As soon as possible, within 8 hours or less</td>
</tr>
<tr>
<td></td>
<td>During the second week of September (Monday – Friday) <em>(for the October exam)</em></td>
<td>Weekdays only: Monday through Friday</td>
<td></td>
</tr>
<tr>
<td><strong>CVA Exam</strong></td>
<td>April 1-14 exam window OR October 1-14 exam window (weekdays or weekends)</td>
<td>Monday – Friday: 12:00 Noon to 8:00 p.m. Central Time</td>
<td>Immediate response during the stated hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Saturday and Sunday: 12:00 Noon to 5:00 p.m. Central Time</td>
<td></td>
</tr>
</tbody>
</table>

3) **Support contact information:**

| Phone:       | +1 647 558 6017 or Toll-free +1 800 752 9931 ext. 107                                      |
| Email Address: | ccva-support@youtestme.com                                                                |
4 Receiving credentials

3 days before the Technical Trial Test starts, you will receive an email with your credentials. Below is an example of what the email you will receive will look like:

![Example email]

Dear Glen Rice,
Your profile has been added to YouTestMe GetCertified.
You can log in with the following credentials:
Username: glen
Password: x&956yefdHGT88LL$
It is strongly advised to change the default password.
Best Regards,
YouTestMe

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

To access the platform on the day of the Technical Trial Test and the official CVA Exam, please go to https://ccva.youtestme.com/login.xhtml and enter your credentials:

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.

If you forgot your password, use the “forgot password” option:
6 Payment Process

If you already paid the CCVA Regular Exam Fee or Member Discount Exam fee, please skip to the Test taking chapter and follow its steps.

If you have not yet paid the CCVA fee, you will land on the Purchase order page. Please follow the steps below:

1. Choose Regular Fee or Member Discount Fee from the drop-down menu (the 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](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:

![Image of a test-taking interface](image)

After this step follow the steps described below ([Starting the Test](#)) and begin with Step #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

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 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”. If you cancel sharing, you will not be proctored which will mean your CVA Exam will not be valid. Proctoring is required for all CVA Exam takers.

4. Start the test.
5. You can choose to hide the screen sharing notifications but don’t click “Stop sharing” as it will result in your CVA Exam being invalid.

7.3 Attempting the test

Do not click the Back button in the web browser.

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

1) Next question – to go to the next question
2) Previous question – to go back and re-do a question
3) Use the scroll bar – you can also use the scroll bar to visit and re-do any question in the test if needed
4) Finish test – when you make sure you are done with the test, click this button.
5) Mark for review – if you want to mark a question for a review and later go back to it, use this button (it is optional). The question will appear in the Review list (marked with number 6 in the screenshot below)
6) Review list – use it to go back to the questions you have marked for a review previously

If you marked a question for a review, once you are done reviewing it, make sure to go to the Review list (number 6 in the screenshot above) and uncheck it by clicking on “x” button or you won’t be able to finish the test. This is shown in the screenshot below:
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 the Proctor cannot find your camera or microphone, try the “Retry” button.
If you are still having problems, change the camera permissions to “Ask (default)” again and Reload the page when prompted.