



YouTestMe

Frequently Asked Questions
Using GetCertified Application

File name	Frequently Asked Questions – Using GetCertified Application
Author	YouTestMe
Confidentiality	Public
Last save date	Tuesday, May-05-2020 at 3:03:00 PM
Newest version:	Wiki link

Contents

1	Introduction	8
2	Users	9
2.1	Managing users.....	9
2.1.1	Where can I see the uploaded users?	9
2.1.2	Is it possible to group users?	9
2.1.3	What does the phrase “concurrent user” mean?.....	9
2.1.4	Is there a limit to the number of candidates involved in test-taking?	9
2.1.5	Are there any limits in terms of data creation and concurrent users?	9
2.1.6	Is there a way for students to enroll themselves in an activity or purchase an assessment? .	10
2.1.7	We don’t need to collect personal information, so would it be possible to disable the section for personal information in the “Create new user” module?.....	10
2.1.8	How do you create user accounts if we have several thousand people, and we want to be able to automate it? We have an online system that we use, and we think you mentioned in your briefing that you can adapt your system to any external software?	10
2.2	Managing User Groups	11
2.2.1	Is it possible to group users?	11
2.2.2	Is it possible for a user to be a member of multiple user groups?.....	11
2.2.3	Is it possible to view the total score for individual candidates and the whole group at the same time?.....	11
2.2.4	Can I make groups and add people into then sending them notifications by email when a new course is added?	13
2.3	Roles and permissions.....	13
2.3.1	Which roles can users have in the application, and which permissions does each role have?	13
2.3.2	Is it possible to modify access to different instructors?.....	15

2.3.3	Is it possible to modify access for different types of users?	15
2.3.4	How are account privileges managed, and which accounts/account levels have access to individual records?	15
2.3.5	Can you demonstrate how YouTestMe handles the administrative roles of different users?	15
2.3.6	Is there a limit to the number of administrators?	16
2.3.7	Describe the LMS pre-defined standard roles.	16
2.3.8	Describe the LMS ability to assign permissions for pre-defined standard roles.	17
3	Tests	18
3.1	Creating tests	18
3.1.1	Can you explain the test creation workflow?	18
3.1.2	Can the tests be time-limited?	18
3.1.3	Are multiple formats of questions available?	18
3.1.4	Can the questions be defined by difficulty?	19
3.1.5	Do all question types have the branching option?	19
3.1.6	How to disable candidates from cheating?	19
3.1.7	How do I set my section settings and information?	19
3.1.8	Where can I create a section for my test?	20
3.1.9	How can I check my test before saving it?	20
3.1.10	Is it possible to create tests with randomized questions/answers?	20
3.1.11	Is it possible to create a generated test section with questions that have the scoring method "by answer weight"?	20
3.1.12	Can the instructors use the same questions across multiple tests?	20
3.1.13	Is there any way to clear all test sessions and deploy a test from scratch with new participants?	21
3.1.14	Can the questions be batch imported into the test engine?	21
3.1.15	Can the system organize questions into categories?	21
3.1.16	Is it possible to set a timer for each question and retrieve the response time for each question?	21
3.1.17	What are the features that define questions?	21
3.1.18	How to create fill in the blank questions?	22
3.1.19	How to add additional questions to a test manually or from a question pool?	22
3.1.20	Can you add images to a question?	22
3.1.21	What kind of media can be inserted into the question?	22

3.1.22	Is displaying images limited to the area above the questions, could we have a split-screen if we wanted one?.....	23
3.1.23	Is it possible to hide the grading points?.....	23
3.1.24	How do “Open-ended” questions work, and how are they different from the “Essay” questions?	23
3.1.25	Is the value for “Penalty” points in question equal to maximum negative points that a candidate can get (on that question)?.....	23
3.1.26	Can a certificate have a validity period?	23
3.2	Managing tests.....	23
3.2.1	Is it easy to modify the question pool structure?	23
3.2.2	How can I assign candidates to take the test?	24
3.2.3	Do you have the force completion option?.....	24
3.2.4	Is test scheduling available?	25
3.2.5	Is it possible to edit the test once it is created?	25
3.2.6	Is there the ability to lock the test so only allowed users can access them?	25
3.2.7	The candidate's test results are in points not in percentages, how do I change that?	25
3.2.8	Can the passing minimum be set for each group or student?	25
3.2.9	What self-enrollment is for and how to use.....	25
3.2.10	Can a test be published without a “testing session”?	26
3.2.11	Can I see which question are my users currently on?	26
3.2.12	Can a section have a certificate, and where can I find it?	26
3.2.13	Where can I find the test results of the candidates?	26
3.2.14	How do I know that I’ve finished the test, and what to expect now?	26
3.2.15	Can I monitor the progress of the test of all candidates?	26
3.2.16	Can I take over the control during the test?	28
3.3	Proctoring.....	29
3.3.1	How does the remote proctoring function?.....	29
3.3.2	Explain the proctoring mode?	30
3.3.3	Describe the process for bulk course copy (e.g., copying master course content into a hundred course sections.).....	32
3.3.4	Does the monitoring differ when you host the application?	32
3.3.5	Do you have an option to disable the exam feedback altogether?	32
3.3.6	Can we limit the level of details displayed in the exam feedbacks?	32

3.3.7	Do we have to use the same password for the test for every class?	32
3.3.8	Can you limit the number of times an applicant can take the test?	33
3.3.9	How to control the access to question pools?	33
3.3.10	How do we unsuspend the test?	33
3.3.11	We don't need some of the fields related to questions in your Excel template for uploading questions into the question pool. Can we skip these fields when populating templates?	34
3.3.12	Can the candidates pause the test, take a break, and then continue the test attempt?	34
3.3.13	Can users access a calculator while attempting the test?	35
3.3.14	Is switching between questions during the test-taking process allowed?	35
3.3.15	How would we ensure that that the person we approved to take the exam is actually the one taking it?	35
3.3.16	How quickly are the results provided?	36
4	Surveys	37
4.1.1	Does GetCertified support the usage of surveys?	37
4.1.2	What is the difference between a test and a survey?	39
5	Training courses	40
5.1.1	What are the features of training courses?	40
5.1.2	We want to be able to upload training material for candidates to review before taking a test. Does this require the training module? Is that module extra?	40
5.1.3	What does your training module support?	40
6	Reports	41
6.1.1	Does the system provide feedback to candidates?	41
6.1.2	How long does it take to get the test results?	41
6.1.3	Can the system automatically grade tests?	41
6.1.4	The screen says, "pass mark 79%", what does that mean?	41
6.1.5	Does GetCertified provide item analysis?	41
6.1.6	Statistics for questions stored within the same program for historical questions?	41
6.1.7	Ability to pull a report of MPLs to calculate passing exam level and standard deviation?	42
6.1.8	How does the item analysis on raw data function?	42
6.1.9	Can I see how much time the candidate spent on each question?	42
6.1.10	We generate tests that cover multiple topical areas and would thereby need to segregate the test scoring. Is this possible in the system?	42
6.1.11	Is it possible to create and see demographics on each student?	42

6.1.12	Can I see which questions were answered correctly, and what were each student's choices (answers/picks)?	43
6.1.13	What does "Show Report" notification mean?	48
6.1.14	Does the applicant see the results right away?.....	48
6.1.15	Could we delay the distribution of the test results to the candidates so that they are not visible immediately after the test-taking process?.....	48
6.1.16	Could we send the same feedback and reports to all of the test developers, for the test they have made, could you create a standard report which will be sent to the test developers, so that they know what they should do to improve the test?	48
6.1.17	If you have an exam with different modules we would like to see how is that displayed to the student, can he see the grading for every section?.....	49
7	System Functions	50
7.1.1	Does GetCertified support test reminder via email that supplier hasn't completed it yet, or a reminder after three years (they must pass the exam every three years to retake it)?	50
7.1.2	Is it possible to send a link to an exam?	50
7.1.3	Can I change the colors of the application?	50
7.1.4	Can you export an exam in a word document and send it to the third party to do the administration?	50
7.1.5	Can the application be branded with our logo?.....	50
7.1.6	What browser needs to be used for the proctored tests?	50
7.1.7	Can the system provide data to students?.....	50
7.1.8	Is it possible to set a different number of attempts to take the test?	50
7.1.9	Does GC/CL2020 support multiple languages?	51
7.1.10	Does the program allow for the transfer of items from a Microsoft Word format to the Fast Test format? All of our items are stored in Word format item banks, and we would like to maximize our efficiency by merely transferring items vice having to re-write them.....	51
7.1.11	Can the system generate a test link that can be provided to the candidates not yet registered in the system?	51
7.1.12	What cheating prevention mechanisms are built into YouTestMe software?	51
7.1.13	Storage of minimum passing levels (MPLs) for each question?	52
7.1.14	Is the reporting system customizable?.....	52
7.1.15	What metrics come standard with your software?.....	52
7.1.16	Does your system allow us to use paper exams? Also, would there be a way to do the scoring of the paper exams?	52

7.1.17	Compatibility?.....	53
7.1.18	In which situation, can't the link-sharing be performed?	53
7.1.19	What are online and offline solutions for conducting the exams?	54
7.1.20	What are the customization options?	55
7.1.21	Is there a limit to the number of questions, tests, or any other data?	55
7.1.22	Does the platform provide unique login IDs for each test candidate?	55
7.1.23	What are the item authoring capabilities?.....	56
8	Support.....	58
8.1.1	I started the test, but I cannot continue. The test status is "Test-taking interrupted". What should I do?.....	58
8.1.2	What happens if I reload the page during the test-taking process?	58
8.1.3	I am not able to log into the application. What should I do?.....	58
8.1.4	I have exited the application. What should I do?.....	58
8.1.5	What should I do when I cannot continue a test I have started; the test status is "In progress"?.....	58
8.1.6	My screenshare froze, how to resolve this issue?	58
8.1.7	I forgot my password and clicked on "forgot my password" and never received an email. What should I do?	58
8.1.8	An error message pops up when trying to start the exam: "You need to be in an internal network to take this test" How to fix this?	58
8.1.9	How do I test my equipment for proctored tests, and who should I contact if something is not functioning correctly?	58
8.1.10	What happens if a student does not finish the test in the allotted time? Are unanswered questions marked wrong? What if the box "must answer all questions" is marked? Does that change anything?	59
8.1.11	Will students have access to the app both from classrooms and from home?	59
8.1.12	We need to check do the candidates fulfill the minimum requirements to attempt the test. How could we achieve this using your system?.....	60
8.1.13	How well do you handle complex math questions?	60
8.1.14	Do you have live support for the testers or the candidates?	60
8.1.15	What happens during an exam if the Internet goes down?.....	60
9	Administration	61
9.1.1	Does your CBT product with lockdown work with outside exam engines?	61

9.1.2	Does GetCertified have the ability to send information to another system upon completion (pass/fail) of a test?	61
9.1.3	What are the authentication possibilities?	62
9.1.4	Does the OMR tool work only with a specific scanner, or it can scan the answer sheets on any scanner and then import these into the exam software?	62
9.1.5	Which web browsers and versions are supported?	62
9.1.6	Do you have any testing centers you work with?	62
9.1.7	Where are your servers?	62
9.1.8	If we have a student taking a test separately, is it possible to add an IP address for their local computer?	62
9.1.9	Can we use your API to create users?	62
9.1.10	Is there a way to insert users from our CRM?	63

1 Introduction

This document explains common misunderstandings, and its purpose is to answer some of the questions that you might have.

2 Users

2.1 Managing users

2.1.1 Where can I see the uploaded users?

When you upload users into the application, you will get a confirmation message, and all uploaded users should be displayed on the “Users created by me” tab.

2.1.2 Is it possible to group users?

Yes, users can be organized into groups. It is even possible to create sub-groups to groups, segmenting into as many levels as necessary.

2.1.3 What does the phrase “concurrent user” mean?

Concurrent users represent the exact number of users connected and being active in the application at the same time during the testing phase (administrator, instructor, student, etc.).

2.1.4 Is there a limit to the number of candidates involved in test-taking?

There is no limit in terms of the number of users.

2.1.5 Are there any limits in terms of data creation and concurrent users?

There are no limits in terms of data creation, as long as the host server provides the necessary hardware performance. The numerous possibilities will allow you to create an unlimited number of:

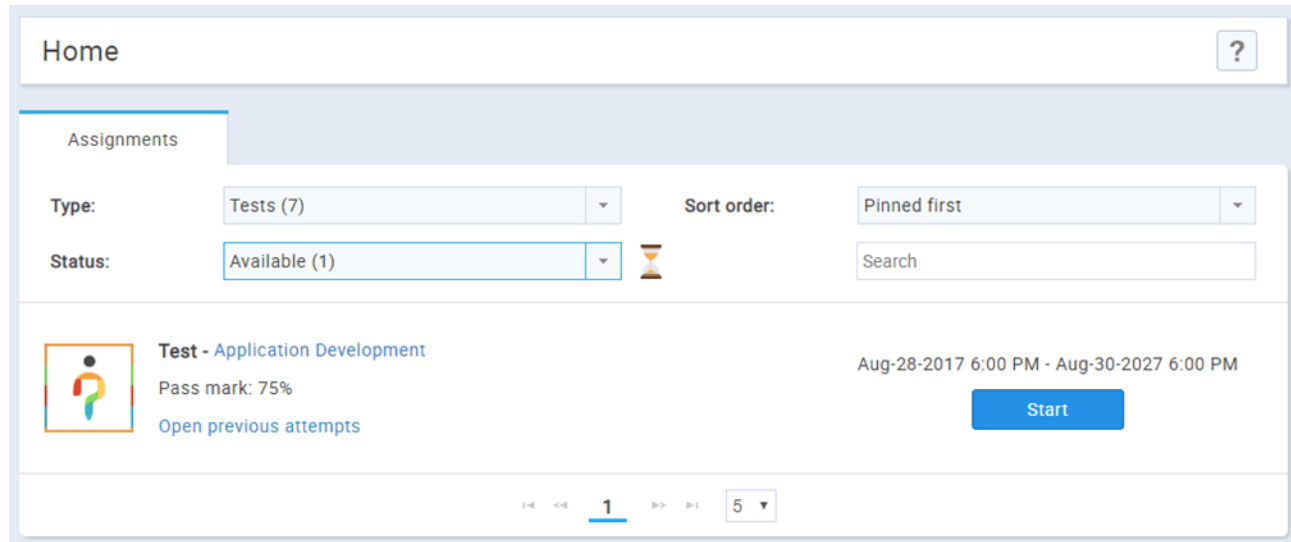
- Users
- Questions
- Tests
- Surveys
- Training courses
- Literature for training courses
- Certificates
- Test templates

YouTestMe GetCertified Standard Edition supports up to 100 concurrent users (i.e., 100 users doing the test at the same time). While there will be no limitations imposed within the application, you might experience a degradation of performance with a higher number of concurrent users. With Oracle Database License, the usage is limited to 2 CPU's. To host a more significant amount of concurrent users, we suggest upgrading to Enterprise Edition of GetCertified with Enterprise Oracle Database. This version of the application has no limits in terms of the maximum number of CPUs. Please note that if the Standard Edition of GetCertified is purchased, it can be upgraded to Enterprise version at any time.

2.1.6 Is there a way for students to enroll themselves in an activity or purchase an assessment?

Yes. The system supports self-enrollment and the purchasing of assessments.

Tests, surveys, and training courses can be pinned to a home screen, thus making them accessible by any user within the system. They would be presented with these tests every time they access the application on the “Assignments” screen of their home page:



YouTestMe GetCertified is integrated with “Stripe,” a software platform that represents the newest standard in online payments. Any functionality or assessment within the system can be customized so that it requires purchasing before a user can access it. We would need a specification for the features of the YouTestMe GetCertified you would like us to bind with the payment system.

NOTE: Until version 7.6, there was the pinning of the test; from 8.0, there is self-enrolment.

2.1.7 We don’t need to collect personal information, so would it be possible to disable the section for personal information in the “Create new user” module?

Yes, it would be possible to disable or even to remove the “Create new user” module. It would require some time, but it could be done.

2.1.8 How do you create user accounts if we have several thousand people, and we want to be able to automate it? We have an online system that we use, and we think you mentioned in your briefing that you can adapt your system to any external software?

Yes. It just depends on the interface of the external system, but we can synchronize with it. YouTestMe GetCertified supports Microsoft Active Directory integration, but it can also adapt to any single-sign-on process.

Another possibility is that you can share the link of the test you want the students to take on any external website. When users click on the link, they would be prompted with the “Registration panel” and would have to fill in the form for the registration. After the registration, they would be automatically redirected to

the test. With this option, you would not have to worry if somebody currently has or does not have the account in the system.

NOTE: Until version 8.2

Test sharing options

☐ Pin this test to home screen ⓘ The test is not pinned to the home screen. Only directly assigned users can take it.

☒ Allow HTML link sharing ⓘ Public test link: <https://getcertified-presentation.youtestme.com/login.xhtml?quizId=1601>

Enter email addresses of people that you wish to take your test. Once you are done, click 'Invite'.

student@youtestme.com

Invite

Save

Cancel

2.2 Managing User Groups

2.2.1 Is it possible to group users?

Yes, users can be organized into groups. It is even possible to create sub-groups to groups, segmenting into as many levels as necessary.

2.2.2 Is it possible for a user to be a member of multiple user groups?

Yes. One user can be a member of any number of groups within the system.

2.2.3 Is it possible to view the total score for individual candidates and the whole group at the same time?

There is a possibility to compare each student's score to a group average. First, you need to make sure that you have assigned users from the group:

1. Select a "Not scheduled" test
2. Navigate to the "Manage candidates" tab
3. Select users from a group you manage
4. Let the group members you assigned as the test candidates in the previous step attempt the test to obtain adequate statistical data later
5. Navigate to the section for managing groups (Users -> Manage groups) and select the desired group by clicking on it in the navigation bar located on the left side of the screen
6. Select the "Statistics" tab
7. Add the test you would like to use as a criterion for comparison and add (group) members whose test scores you would like to compare
8. Examine the displayed graphical representations

Page 12 of 63

2.2.4 Can I make groups and add people into then sending them notifications by email when a new course is added?

YouTestMe GetCertified is a more suitable solution for step-by-step training courses and employee compliance training.

Some of the main features included in Training Courses are:

- Organize users into user groups
- Organize questions into question pools
- Attach an unlimited number of multimedia learning materials to your lessons
- Combine any number of tests in a training course
- Easy test distribution to individual students or groups
- Award users with certificates after successful test completion
- Track user progress throughout the courses by using progress bars and the current step indicators
- Control the sign-up process by approving/rejecting registration requests
- Automated email notifications and reminders

2.3 Roles and permissions

2.3.1 Which roles can users have in the application, and which permissions does each role have?

There are three pre-defined standard roles in GetCertified:

1. Administrator

An administrator is a role with all the permissions in the system. An administrator can:

- a. Add, edit, delete users and change their statuses and personal information in the system
- b. Make and fully manage user groups and see test and survey statistics for a user group
- c. Create, edit or delete question pools and manipulate the questions within them
- d. View, manage and take all tests, surveys and training courses in the system
- e. Subscribe to particular users to receive email notifications upon their actions in the system
- f. Change system settings, customize the application environment globally for other users and access the tools for maintaining the system
- g. Create new roles in the system or edit the existing ones, grant or remove roles permissions for a specific action in the system.

2. Instructor

An instructor is a role with higher-level permissions than a regular user. An instructor can:

- a. View lists of all users and their personal information, create new users and user groups, see test and survey statistics for a user group
- b. View, manage and take all tests, surveys and training courses in the system as well as view testing history for each user in the system
- c. Create a test, survey or training course, assign group members to tests

Permissions needed for an Instructor role:

- 1. Log in
- 6. Access the 'Profiles' page

- 7. View a list of all users
- 12. Create new users
- 13. View any user's personal information
- 14. Change your personal information
- 16. Change your password
- 18. Access the 'Groups' page
- 20. Create groups
- 22. Access the 'Pools' page
- 23. Create a pool
- 25. Page Access
- 26. Create test, survey or training
- 27. Create a certificate
- 28. Assign group members
- 29. Fully manage personal tests and surveys
- 31. View questions
- 33. Create a test template
- 34. Set a test template to be public

3. Student

A “student” is a user who can:

- a. Take tests, surveys, and training courses and see immediate results if the test manager allowed it.
- b. Export a certificate as a PDF file
- c. View all the tests, surveys and training courses that have been personally completed in the past and see the results for each of them
- d. Edit personal information and password

2.3.2 Is it possible to modify access to different instructors?

Yes, it is possible to permit access to different instructors based on profile role permissions and even by utilizing course/pool rank (rank defines individual course/pool access).

2.3.3 Is it possible to modify access for different types of users?

Yes, it is possible to permit access to different users based on profile role permissions and even by utilizing course/pool rank (rank defines individual course/pool access).

2.3.4 How are account privileges managed, and which accounts/account levels have access to individual records?

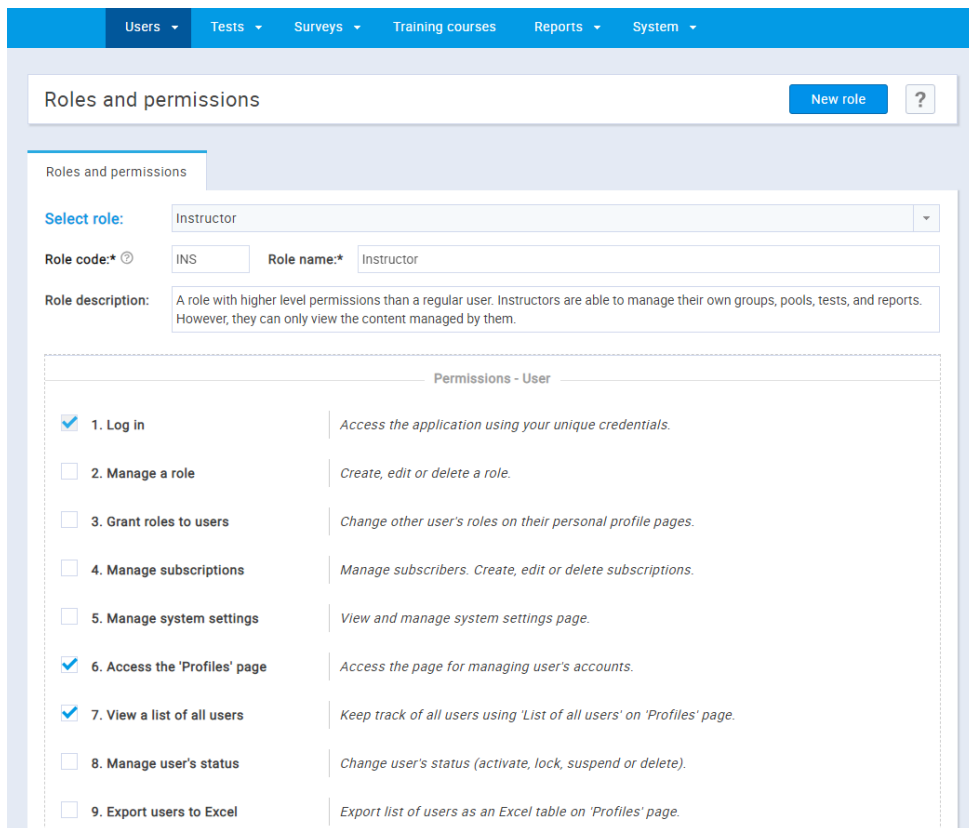
YouTestMe GetCertified has the “Roles and Permissions” section where you can define the access level of each user by creating roles with different permissions (some of the permissions can be seen in the image below).

You can create an unlimited number of roles that can contain any permissions you’d like. There are three default roles in the system (Administrator, Instructor, and Student).

The administrative user is a user with all permissions in the system. He can create new or manage existing user roles and permissions.

2.3.5 Can you demonstrate how YouTestMe handles the administrative roles of different users?

Administrative roles are handled on multiple levels. You can allow access to specific functionalities and modules by defining a security role. Every application user must have a security role, and you can create as many security roles as you want to and set as many types of application users as you need.



Roles and permissions

New role ?

Select role: Instructor

Role code:* INS Role name:* Instructor

Role description: A role with higher level permissions than a regular user. Instructors are able to manage their own groups, pools, tests, and reports. However, they can only view the content managed by them.

Permissions - User

<input checked="" type="checkbox"/>	1. Log in	Access the application using your unique credentials.
<input type="checkbox"/>	2. Manage a role	Create, edit or delete a role.
<input type="checkbox"/>	3. Grant roles to users	Change other user's roles on their personal profile pages.
<input type="checkbox"/>	4. Manage subscriptions	Manage subscribers. Create, edit or delete subscriptions.
<input type="checkbox"/>	5. Manage system settings	View and manage system settings page.
<input checked="" type="checkbox"/>	6. Access the 'Profiles' page	Access the page for managing user's accounts.
<input checked="" type="checkbox"/>	7. View a list of all users	Keep track of all users using 'List of all users' on 'Profiles' page.
<input type="checkbox"/>	8. Manage user's status	Change user's status (activate, lock, suspend or delete).
<input type="checkbox"/>	9. Export users to Excel	Export list of users as an Excel table on 'Profiles' page.

Even if the user can access a particular page, that does not mean they can access all of the information from it. For example, a user can view specific user groups only if assigned as a group manager. However, the level of functionalities the user has even as a manager is defined by the particular security role and permissions. With the adequate combination of the security roles and the managerial role, you can achieve any level of modularity you desire for a group of users or a particular user.

2.3.6 Is there a limit to the number of administrators?

There is no limit to the number of administrators.

2.3.7 Describe the LMS pre-defined standard roles.

There are three pre-defined standard roles in GetCertified:

1. The Administrator can:
 - a. Can add, edit, delete users and change their statuses and in the system, their personal information and make, fully manage user groups and see test and survey statistics for a user group
 - b. Create, edit, or delete question pools and manipulate the questions within them:
 - c. View, manage and take all tests, surveys and training courses in the system and access student results to get a comprehensive look of the students' progress and other system statistics through many report tables

- d. Can subscribe to particular users to receive email notifications upon their actions in the system as well as change system settings, customize the application environment globally for other users and access the tools for maintaining the system:
 - e. Can create new roles in the system or edit the existing ones, granting or removing roles permissions for a specific action in the system.
- 2. The Instructor can:
 - a. View list of all users, edit personal information and password and fully manage user groups and see test and survey statistics for a user group
 - b. View, manage and take all tests, surveys and training courses in the system as well as view testing history for each user in the system
- 3. The Student can:
 - a. Take tests, surveys and training courses and see immediate results if the test manager allowed it. If the student achieves a certificate, it can be exported as a PDF file
 - b. View all the tests, surveys and training courses that have been personally completed in the past and see the results for each of them
 - c. Edit personal information and password

2.3.8 Describe the LMS ability to assign permissions for pre-defined standard roles.

Each set of actions upon a specific part of the system is grouped as one permission. The user with the administrative role has the option of modifying the pre-defined standard roles by adding or removing the permissions. New roles can also be created using pre-defined standard roles as well.

3 Tests

3.1 Creating tests

3.1.1 Can you explain the test creation workflow?

Below is the knowledge test creation workflow:

1. Organize users in multileveled user groups
2. Organize questions in multileveled question pools
3. Enter the test-creation process (or load test from test-template, MS Excel and skip the following steps)
4. Specify the look and feel of the test
5. Choose the way of the test creation process - manual (adding questions one by one) or using the test generator (specify the parameters for each included question pool/bank)
6. Attach the certificate (optional)
7. Compose the test-introduction message (optional)
8. Compose the period of test validity (optional)
9. Select one or more ways to assign the test to candidates:
 - a. Send a test directly to each candidate - each gets a notification
 - b. Distribute a test to groups of candidates - each receives a notification
 - c. Pin test to a home screen of each current or future application user
 - d. Send a test to non-registered users by email or by publicly shared HTML link
10. Specify test availability period
11. Create, analyze and print reports

The workflow is similar for creating surveys and training courses.

3.1.2 Can the tests be time-limited?

Yes. You can limit the time for the entire test, or you can limit the time per each question.

3.1.3 Are multiple formats of questions available?

Yes, the system supports nine question types:

1. Single choice,
2. Multiple choice,
3. Matching,
4. Ordering,
5. True or false,
6. Fill in the blank,
7. Essay,
8. Open-ended questions,
9. Matrix

3.1.4 Can the questions be defined by difficulty?

Yes, you can predefine the difficulty of each question inside a test, and a different number of points according to the level of question difficulty.

3.1.5 Do all question types have the branching option?

No. The branching option is available for single choice, multiple-choice, and true/false question types. The multiple-choice branching is enabled if you choose the scoring method: “By combinations of answers” only.

3.1.6 How to disable candidates from cheating?

In the “Create Test Wizard,” there is the option to enable browser lockdown to prevent candidates from cheating. It is located in the second step - Test settings.

3.1.7 How do I set my section settings and information?

Do the following steps:

1. Click on the main menu “Tests” → “New Test”
2. Checkmark the “Test with sections” option
3. Navigate to the 4th step named “Section”
4. Press the “Start section wizard” button

The application will open the “Section information,” and the next step will be “Section Settings.”

3.1.8 Where can I create a section for my test?

Do the following steps: Open “Tests” – “New Test” – Checkmark the “Test with sections” – your “Section” is located on the 4th step.

3.1.9 How can I check my test before saving it?

Do the following steps: Open “Test” – “New Test” – on the “Create Test Wizard,” this will be your 6th and 7th step.

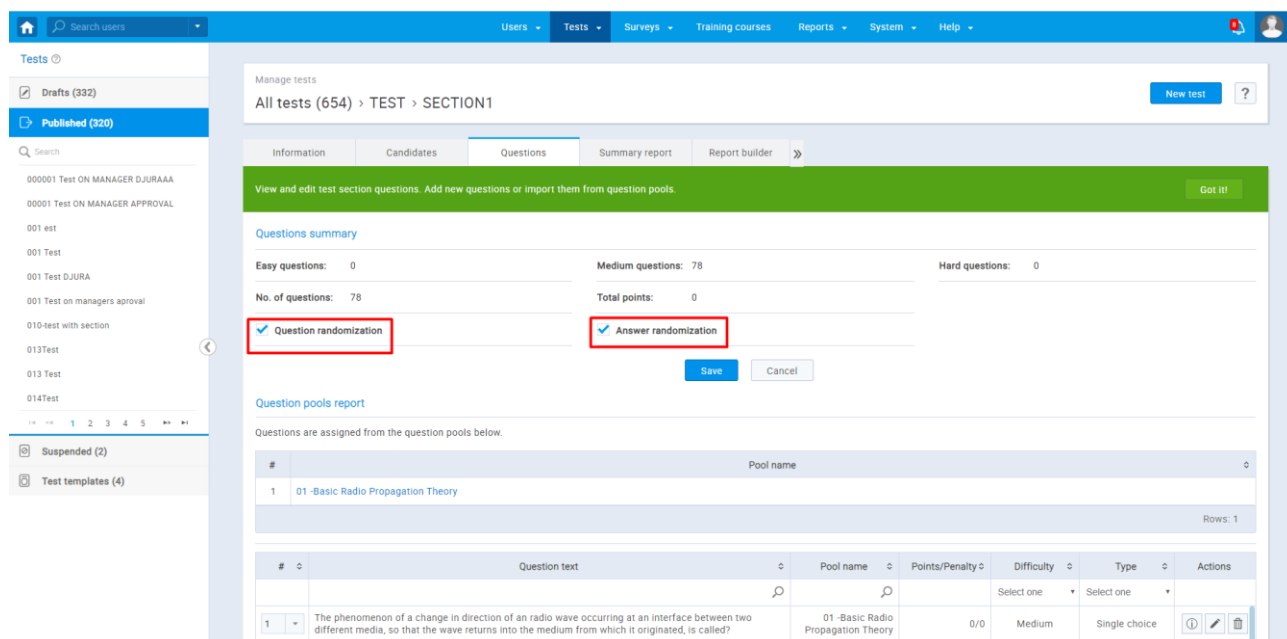
3.1.10 Is it possible to create tests with randomized questions/answers?

YouTestMe GetCertified has two tools for automated random test creation:

Test Generator can generate an unlimited number of unique tests based on predefined criteria like:

- The percentage of easy, medium and difficult questions
- The percentage of questions from various subject areas (question pools)
- Various question ordering

Answer Generator can make a random choice of answers ordered differently for the same question in different test forms.



Manage tests

All tests (654) > TEST > SECTION1

Information Candidates Questions Summary report Report builder

View and edit test section questions. Add new questions or import them from question pools. Got it!

Questions summary

Easy questions: 0 Medium questions: 78 Hard questions: 0

No. of questions: 78 Total points: 0

☒ Question randomization ☒ Answer randomization

Save Cancel

Question pools report

Questions are assigned from the question pools below.

#	Pool name
1	01 -Basic Radio Propagation Theory

Rows: 1

#	Question text	Pool name	Points/Penalty	Difficulty	Type	Actions
1	The phenomenon of a change in direction of a radio wave occurring at an interface between two different media, so that the wave returns into the medium from which it originated, is called?	01 -Basic Radio Propagation Theory	0/0	Medium	Single choice	

3.1.11 Is it possible to create a generated test section with questions that have the scoring method “by answer weight”?

No, it is not possible.

3.1.12 Can the instructors use the same questions across multiple tests?

The same questions can be loaded in multiple tests by using the test generator.

3.1.13 Is there any way to clear all test sessions and deploy a test from scratch with new participants?

Yes. With the help of the test generator, the person responsible for creating tests can predefine the test settings once and save them as a test template. This action saves time when similar tests need to be created with new participants.

3.1.14 Can the questions be batch imported into the test engine?

Yes, questions can be batch imported into the test engine via our Excel template.

3.1.15 Can the system organize questions into categories?

Yes. Questions can be organized into question categories (question pools). Question categories can have subcategories.

3.1.16 Is it possible to set a timer for each question and retrieve the response time for each question?

YouTestMe GetCertified supports setting a timer for each question.
Our system also stores the response time for each question and each user.

3.1.17 What are the features that define questions?

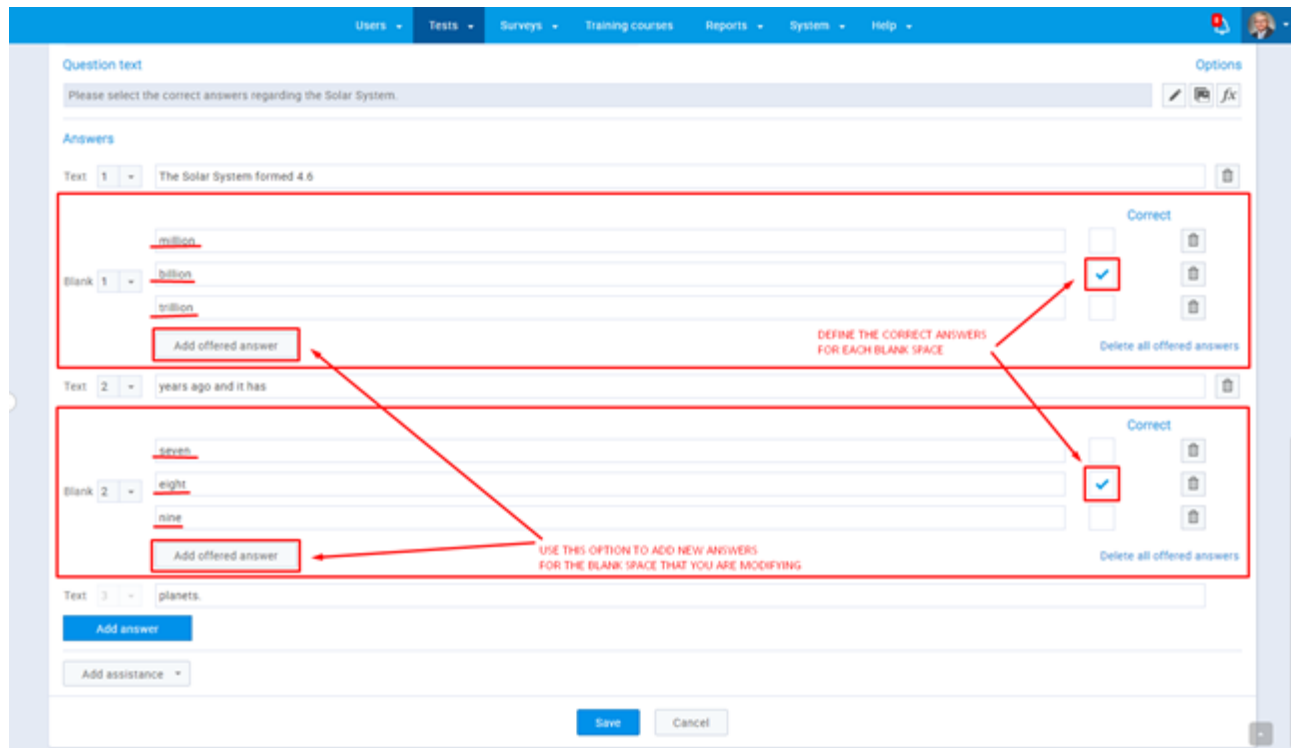
Each question in YouTestMe GetCertified has the following attributes:

1. Difficulty label – You can predefine the difficulty of each question inside a test (Easy, Medium, or Hard). Also, you can set a different number of points according to the level of question difficulty.
2. Points –The number of points awarded when the question is answered correctly.
3. Penalty Points – The number of points deducted when the question is not answered correctly.
During the test, students can choose “I don’t know” checkbox to avoid penalty points

3.1.18 How to create fill in the blank questions?

To create a “Fill in the blanks” question with multiple answers offered in a drop-down menu, do the following steps:

1. Hover over the “Tests” option in the main menu
2. Select the “Question pools” option
3. From the tree view on the left side of the screen, select an appropriate question pool
4. Navigate to the “Questions” panel
5. Select the “Add question” option and choose “Fill in the blanks”
6. In the question editor, make sure that you added offered answers and marked the correct ones:



The screenshot displays the 'Fill in the blanks' question editor in the YouTestMe GetCertified application. The interface includes a question text field, an 'Answers' section with multiple blank spaces, and a 'Correct' checkbox for each blank. Red boxes and arrows highlight the 'Add offered answer' button and the 'Correct' checkbox, with text labels: 'DEFINE THE CORRECT ANSWERS FOR EACH BLANK SPACE' and 'USE THIS OPTION TO ADD NEW ANSWERS FOR THE BLANK SPACE THAT YOU ARE MODIFYING'.

3.1.19 How to add additional questions to a test manually or from a question pool?

Additional questions can be added from a question pool or created manually to the **not scheduled test** on the “Questions” tab of the panel for managing a test.

3.1.20 Can you add images to a question?

Yes. YouTestMe GetCertified supports adding images to questions and answers.

3.1.21 What kind of media can be inserted into the question?

Media that can be inserted into the question is Mp4, Mp3, JPG, JPEG (maximum size 4MB).

3.1.22 Is displaying images limited to the area above the questions, could we have a split-screen if we wanted one?

We can adjust the screen any way you want. We had different requirements from the clients. We had the requirement to pop-up the picture in the dialog, we can open it in the new tab if you need the complete screen for the single image. It could be added as an option.

3.1.23 Is it possible to hide the grading points?

Currently, it is presented to the students, but adding the option to hide it would be minor customization that we can do.

3.1.24 How do “Open-ended” questions work, and how are they different from the “Essay” questions?

Open-ended questions can be graded automatically because they are very similar to the “Essay” question. There is a text box where you would enter the answer, but the system will automatically match this text that the user entered with the text that questions’ creator marked as the correct answer. The system will automatically grade the question.

The Essay questions don’t have the box for specifying the correct answer, so basically, the users can answer anything. They can even upload an attachment, and later on, the test manager has to read it and grade this particular question.

3.1.25 Is the value for “Penalty” points in question equal to maximum negative points that a candidate can get (on that question)?

Yes, the maximum value for negative points per question is equal to the value defined in the “Penalty” area. For example, if a candidate selects the wrong answer, he will get the same amount of negative points, no matter if he or she used “Assistance” options (hint, additional time, minus one wrong answer), or not.

3.1.26 Can a certificate have a validity period?

A certificate can have its validity period that can be configurable (e.g., three months, six months, one year, etc.). Users and training course managers can be notified before the certificate expiration.

3.2 Managing tests

3.2.1 Is it easy to modify the question pool structure?

Yes. You can always modify the question pools to meet your current demands.

You can create new pools and sub-pools, or rename the existing ones to create a structure you need.

Pool managers can define who can access and modify them.

You can create new questions, but you can also move and copy the questions from existing pools into the new ones.

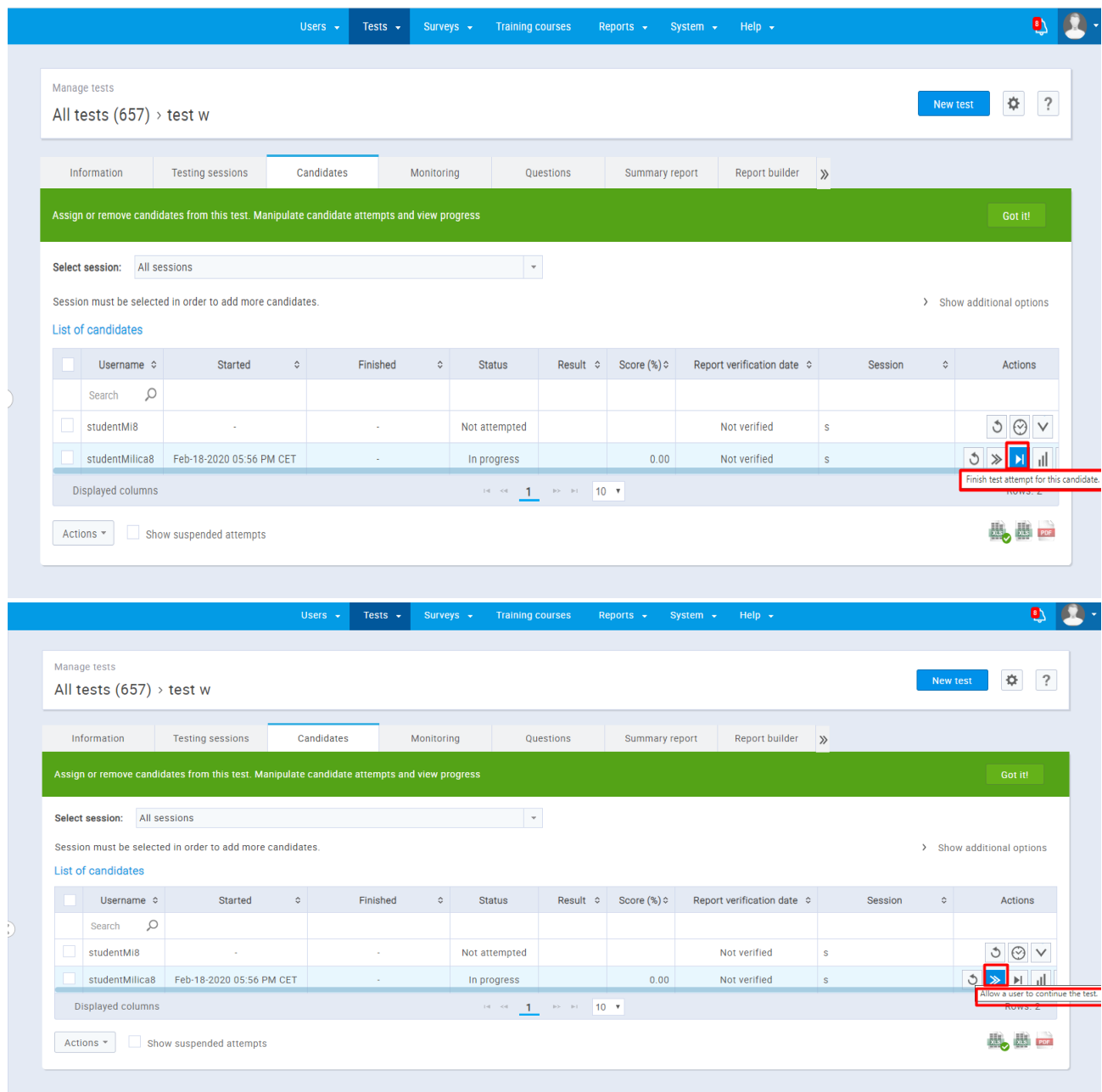
3.2.2 How can I assign candidates to take the test?

On the following link, you can see how to assign the test to candidates:

https://wiki.youtestme.com/youtestme/getcertified/ytm.webview/WebContent/pages/helpPages/manage_tests.html#manageCandidatesManageTest

3.2.3 Do you have the force completion option?

Yes. A test manager can finish the test attempt and the continuation of the test if it is interrupted. All of the data provided by the candidate, before the force completion process or the test interruption, are stored in the database, and are available for examining:



The screenshot shows the 'Manage tests' interface with the 'Candidates' tab selected. The table lists candidates with columns for Username, Started, Finished, Status, Result, Score (%), Report verification date, Session, and Actions. The candidate 'studentMilica8' is highlighted, and the 'Finish test attempt for this candidate' button is visible in the Actions column.

Username	Started	Finished	Status	Result	Score (%)	Report verification date	Session	Actions
studentMil8	-	-	Not attempted			Not verified	s	[Icons]
studentMilica8	Feb-18-2020 05:56 PM CET	-	In progress		0.00	Not verified	s	[Icons]

3.2.4 Is test scheduling available?

Yes. Tests can be created and scheduled at any time in the future. Users cannot access the test before the scheduled date and time.

3.2.5 Is it possible to edit the test once it is created?

As long as the created test is not published, you can change all its settings (questions, duration, pass mark, etc.). If the test is created and published, you can edit only the following settings:

1. Test Name
2. Network Access
3. Report Content
4. Pass Mark
5. Page Format

3.2.6 Is there the ability to lock the test so only allowed users can access them?

There are two ways how you can limit access to tests in the application:

1. By specifying which users have access to specific tests
2. By specifying a range of IP addresses from where the application can be accessed

3.2.7 The candidate's test results are in points not in percentages, how do I change that?

Do the following steps: Open "Tests" – "Manage tests" – "Report builder" – Checkmark the "Score (%)" – Uncheck the "Points" option.

3.2.8 Can the passing minimum be set for each group or student?

The passing minimum can only be set on the test as a whole. We can adjust the test passing process as per your requirements.

3.2.9 What self-enrollment is for and how to use

When I create a session for a test, we have a **Candidate self-enrollment**: option that we can check, and then all candidates can access that session. If we have two sessions within the same test and in the first session, we add some candidates, and the second session is self-enrollment, then the candidates from the first session do not see the second session even though it is self-enrollment because one candidate can be added to only one session.

3.2.10 Can a test be published without a “testing session”?

Yes. However, candidates won't be able to access the test without testing sessions.

3.2.11 Can I see which question are my users currently on?

Do the following steps:

1. Open the “Test” tab from the Main Menu
2. Click on the “Manage tests” option
3. Select the adequate test
4. Click on the “Monitoring” tab, and you will have insight into the users’ progress during the test-taking process.

3.2.12 Can a section have a certificate, and where can I find it?

No. Only tests can have a certificate.

3.2.13 Where can I find the test results of the candidates?

If you are the manager of the test, you will be able to see the test results of the candidates on the Candidates tab on the Manage tests page.

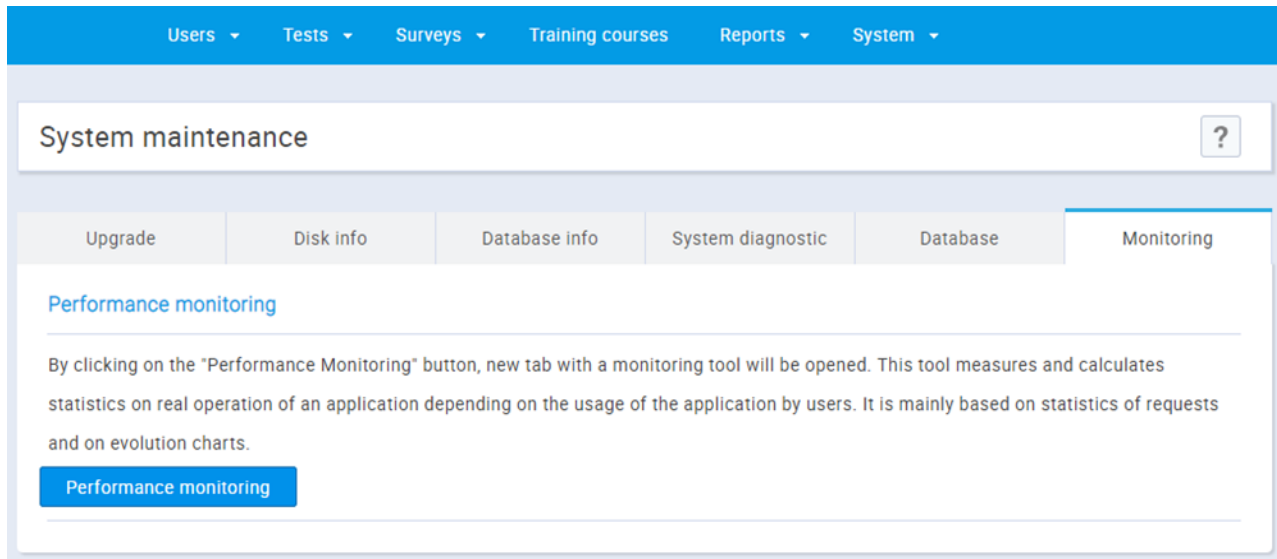
3.2.14 How do I know that I’ve finished the test, and what to expect now?

After you complete the test, you will be notified that “The report will be available after the test manager reviews it,” this message is displayed only when the test is finished. This would only be the case if you didn’t already see your test report.

3.2.15 Can I monitor the progress of the test of all candidates?

Yes. Our software has a monitoring option where you can view the progress of all candidates in real-time. Also, we offer proctoring mode when creating a test that allows for more real-time monitoring and control options.

Currently, YouTestMe GetCertified allows application monitoring through an integration with a tool that measures and calculates statistics on the real operation of an application depending on the usage:

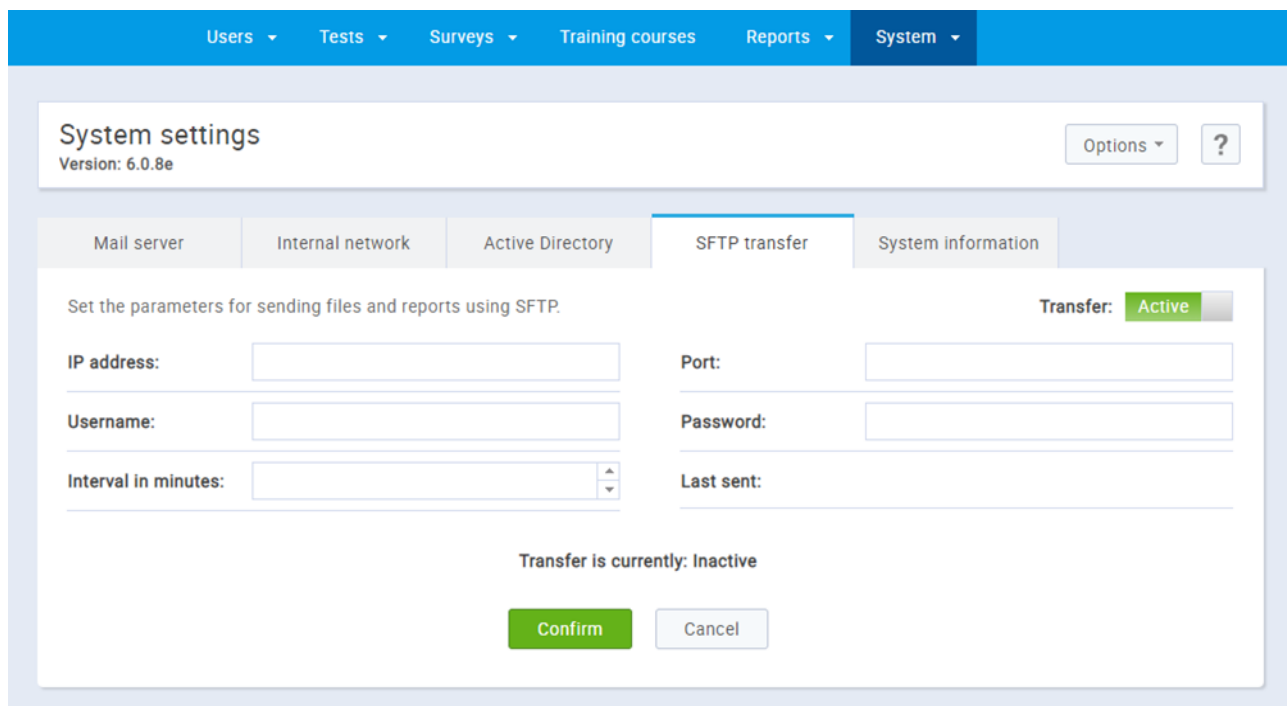


The screenshot shows the 'System maintenance' section of the application. It features a blue header with navigation links: Users, Tests, Surveys, Training courses, Reports, and System. Below the header, there's a 'System maintenance' title bar with a help icon. A tabbed interface is present with tabs for Upgrade, Disk info, Database info, System diagnostic, Database, and Monitoring. The 'Monitoring' tab is selected, showing a 'Performance monitoring' section. This section includes a description: 'By clicking on the "Performance Monitoring" button, new tab with a monitoring tool will be opened. This tool measures and calculates statistics on real operation of an application depending on the usage of the application by users. It is mainly based on statistics of requests and on evolution charts.' Below the text is a blue button labeled 'Performance monitoring'.

YouTestMe GetCertified provides detailed application logging, and the log file is stored on the Virtual Machine. However, if you would like us to store more information in the log file, it would not be a problem at all. We would need specifications regarding the particular activities you would like us to include in the log file.

For administrators to access the log file through the application, we could implement a new panel in the "System maintenance" section that would allow administrators to download the log file.

We could also allow regular exporting of the log file on the location of your choice. We already support mechanism for exporting files to FTP Server using SFTP:



The screenshot shows the 'System settings' section of the application. It features a blue header with navigation links: Users, Tests, Surveys, Training courses, Reports, and System. Below the header, there's a 'System settings' title bar with a version number 'Version: 6.0.8e' and an 'Options' dropdown. A tabbed interface is present with tabs for Mail server, Internal network, Active Directory, SFTP transfer, and System information. The 'SFTP transfer' tab is selected, showing a form to 'Set the parameters for sending files and reports using SFTP.' The form includes fields for IP address, Port, Username, Password, Interval in minutes, and Last sent. A 'Transfer' status indicator shows 'Active' in green. Below the form, a message states 'Transfer is currently: Inactive'. At the bottom are 'Confirm' and 'Cancel' buttons.

3.2.16 Can I take over the control during the test?

Yes. The monitoring option also gives you the ability to pause the whole testing session or to pause it for individual candidates. Also, you can prohibit individual candidates from taking or continuing the test.

3.3 Proctoring

3.3.1 How does the remote proctoring function?

YouTestMe GetCertified can be delivered with an automated proctoring solution. It enables remote automated proctoring without the need of hiring live proctors and allows you to track the following events:

1. Human face recognition
2. Opening of restricted pages in the browser
3. Window browser that is not maximized
4. Change of focus to a different window
5. An additional display is attached
6. The absence of a human face in front of the camera
7. Multiple or unauthorized faces in front of the camera
8. Abnormal activity on the screen.

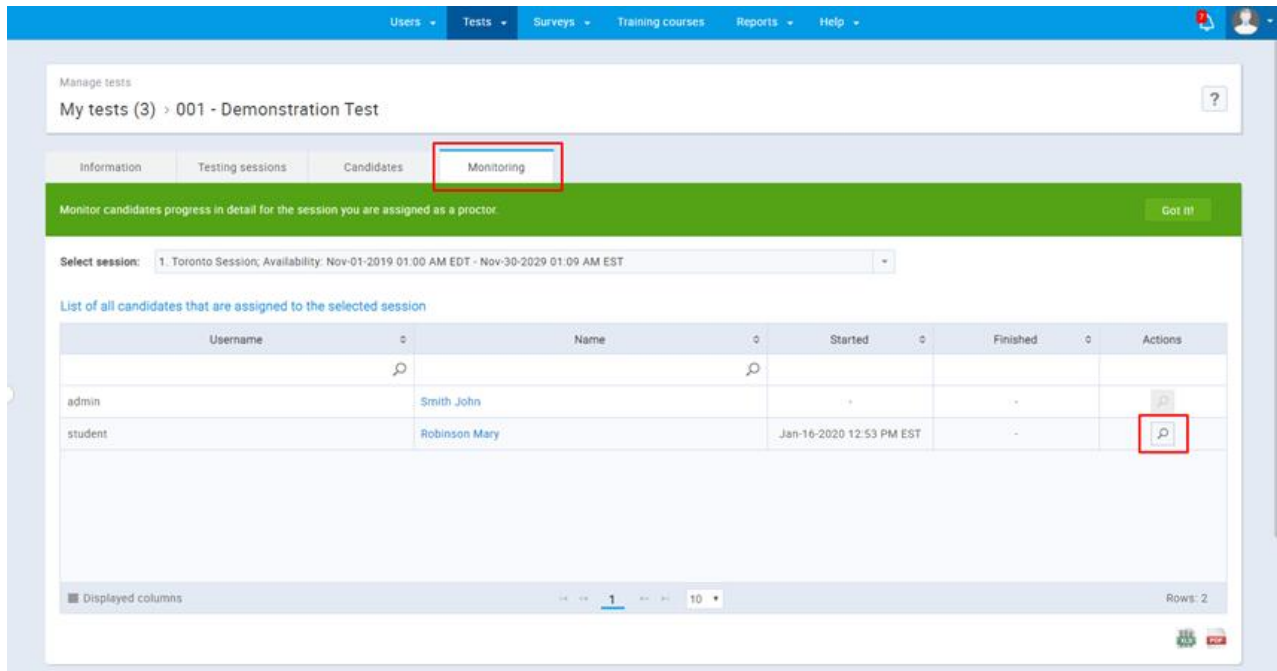
NOTE: Automated proctoring is an additional service that is charged separately.

The YouTestMe GetCertified application has many built-in cheating prevention functionalities:

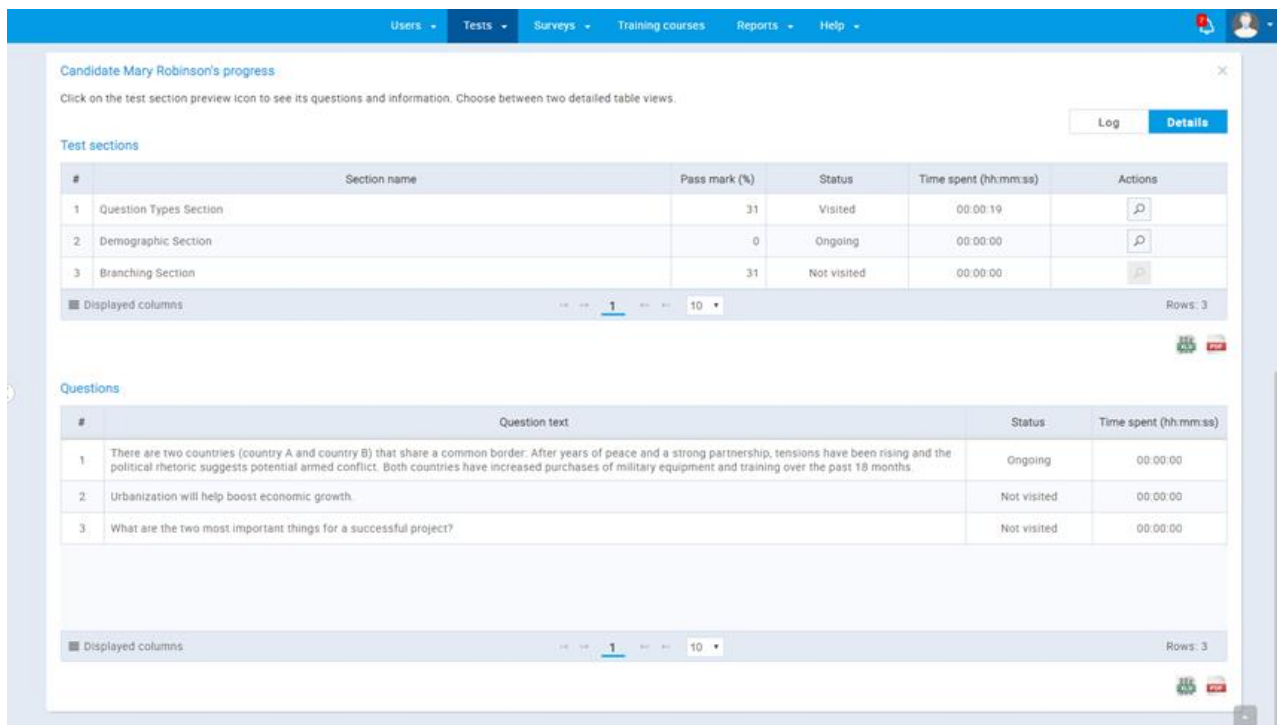
1. Protected internal network - a predefined range of IP addresses from which students would be allowed to take the test (i.e., only computers within one room)
2. Question and answer randomization - generating unique tests with different questions and answers ordering for each student
3. Test generator - unique tests with a different set of questions for each student (i.e., each student will get a different set of questions but with the equivalent question difficulty)

3.3.2 Explain the proctoring mode?

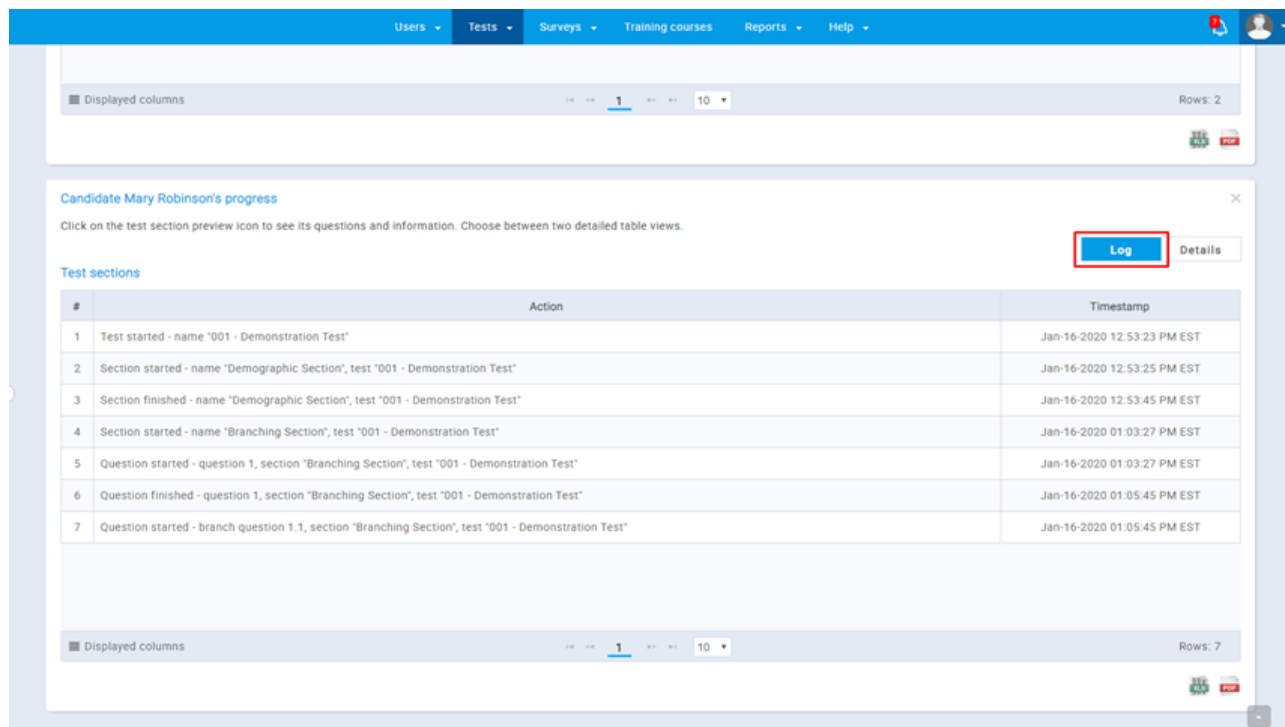
Any user can be a proctor of a test. One user can be a proctor in one test, and a candidate in another one. The primary purpose of proctors is to monitor the test attempts in a particular testing session. They can do that from the “Monitoring” panel:



Proctors can, at any time, view where the candidate is located in the test.



They can also examine a detailed log of a test attempt.



Candidate Mary Robinson's progress

Click on the test section preview icon to see its questions and information. Choose between two detailed table views.

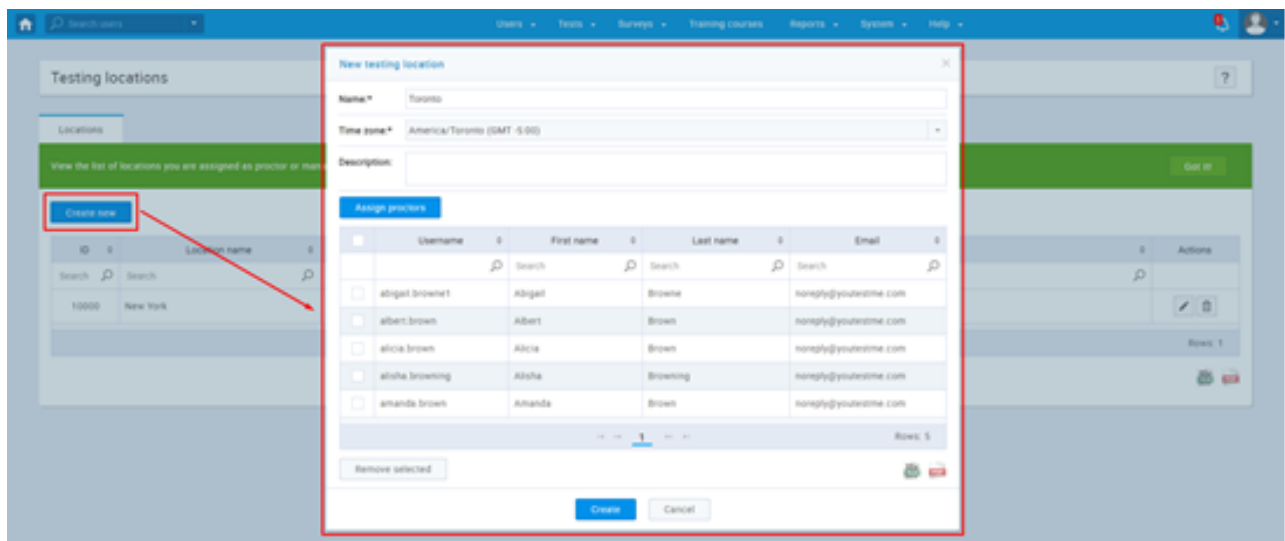
Test sections

#	Action	Timestamp
1	Test started - name "001 - Demonstration Test"	Jan-16-2020 12:53:23 PM EST
2	Section started - name "Demographic Section", test "001 - Demonstration Test"	Jan-16-2020 12:53:25 PM EST
3	Section finished - name "Demographic Section", test "001 - Demonstration Test"	Jan-16-2020 12:53:45 PM EST
4	Section started - name "Branching Section", test "001 - Demonstration Test"	Jan-16-2020 01:03:27 PM EST
5	Question started - question 1, section "Branching Section", test "001 - Demonstration Test"	Jan-16-2020 01:03:27 PM EST
6	Question finished - question 1, section "Branching Section", test "001 - Demonstration Test"	Jan-16-2020 01:05:45 PM EST
7	Question started - branch question 1.1, section "Branching Section", test "001 - Demonstration Test"	Jan-16-2020 01:05:45 PM EST

There are two ways of assigning a proctor to a test:

1. Through the "Proctors" panel on the page for managing tests
2. Through testing session - by defining a testing location of a testing session

The testing location represents an entity that contains a name and a time zone and an optional set of proctors associated with it. These proctors can automatically monitor a testing session related to their location. A testing location can relate to any physical location that is relevant for your institution when organizing your exams. It can be a country, state, city, building, classroom, or any other physical location.



Testing locations

Locations

View the list of locations you are assigned as proctor or manager.

Create new

New testing location

Name*: Toronto

Time zone*: America/Toronto (GMT -5:00)

Description:

Assign proctors

	Username	First name	Last name	Email
<input type="checkbox"/>	adigal.brown@t	Adigal	Browne	nonply@youtestme.com
<input type="checkbox"/>	albert.brown	Albert	Brown	nonply@youtestme.com
<input type="checkbox"/>	alice.brown	Alice	Brown	nonply@youtestme.com
<input type="checkbox"/>	alisha.browning	Alisha	Browning	nonply@youtestme.com
<input type="checkbox"/>	amanda.brown	Amanda	Brown	nonply@youtestme.com

Create **Cancel**

3.3.3 Describe the process for bulk course copy (e.g., copying master course content into a hundred course sections.).

There are several ways this can be achieved in YouTestMe GetCertified:

1. **Test templates** - All test settings and questions used in a test can be saved as a test template. From then on, when creating a test, the test templates can always be re-used and modified. Questions can be edited, added, or removed, and all test settings can be changed.
2. **Making a copy of a test** - Once made, tests can be copied. The copy will be the same as the original at first but can be modified further.
3. **Question pools (question banks)** - All questions that are to be used in tests or surveys can be stored in question pools. One question pool resembles one question category and can have sub-pools which can be used on their own. Questions in a pool can always be edited, added to the pool, deleted from the pool, completely moved or copied to another pool.

3.3.4 Does the monitoring differ when you host the application?

Everything related to application monitoring and logging is the same, whether the application is hosted on our cloud or your premises.

3.3.5 Do you have an option to disable the exam feedback altogether?

Yes. Test managers can select one of the three options for displaying feedback to students:

1. On the manager's approval - students will be able to see the results of their test attempts only when a test manager allows this action
2. Immediately after finishing - students will be able to see the results as soon as they complete their test attempts
3. After every question - students will receive feedback related to their question attempts during the test-taking process

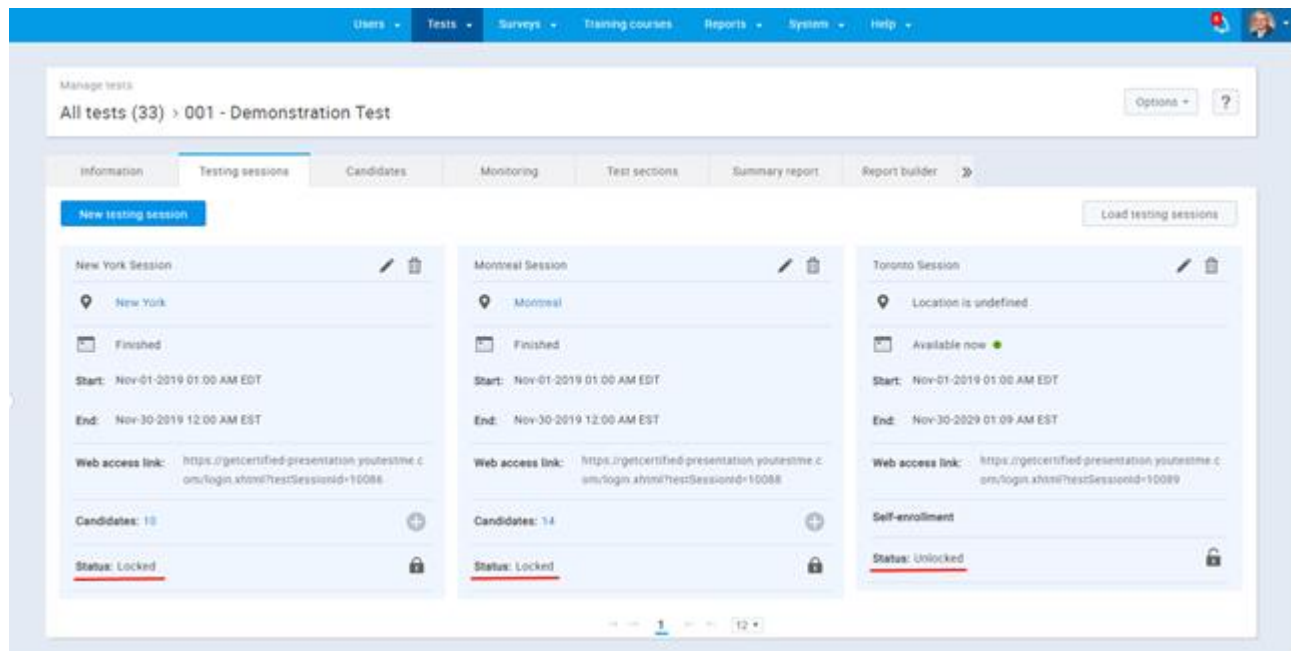
3.3.6 Can we limit the level of details displayed in the exam feedbacks?

Yes. If you choose to display the results to students, you can choose between two options:

1. Grade only - shows the final score and the partial scores (scores on each of the test sections)
2. Grade and preview - displays the final score, the partial scores and the details regarding every question attempt with selected, correct and incorrect answers clearly labeled

3.3.7 Do we have to use the same password for the test for every class?

Each test can have as many testing sessions as necessary. Testing sessions are the ones that can have their unique passwords. This is an optional feature. Defining a password for a testing session is not mandatory.



3.3.8 Can you limit the number of times an applicant can take the test?

An applicant can either take a test once after which a test manager needs to explicitly assign a candidate to the next attempt or retake it an unlimited amount of times in case the test retake option is enabled. The next release of our application (due in 2 months or so) will allow defining an exact limit of test retaking.

3.3.9 How to control the access to question pools?

You have three options for controlling the access to a particular question pool to any user that has access to the “Question pools” section. Namely, you can:

1. Assign a user as a pool member who can “Modify” the content of the question pool (add, edit or delete questions)
2. Assign a user as a pool member who can “Read-only” the content of the question pool (view and use questions in a test)
3. Decide not to assign a user as a pool member, thus restricting the access to the question pool’s content completely

3.3.10 How do we unsuspend the test?

The suspended test cannot be unsuspended. If your test is not valid, you can suspend it instead of deleting it. By removing it, all the data is lost, including, for example, candidates' scores, which many clients find to be useful information to have at hand. By suspending it, you save the scores and other information you might need. A suspended test can also be used for making templates.

3.3.11 We don't need some of the fields related to questions in your Excel template for uploading questions into the question pool. Can we skip these fields when populating templates?

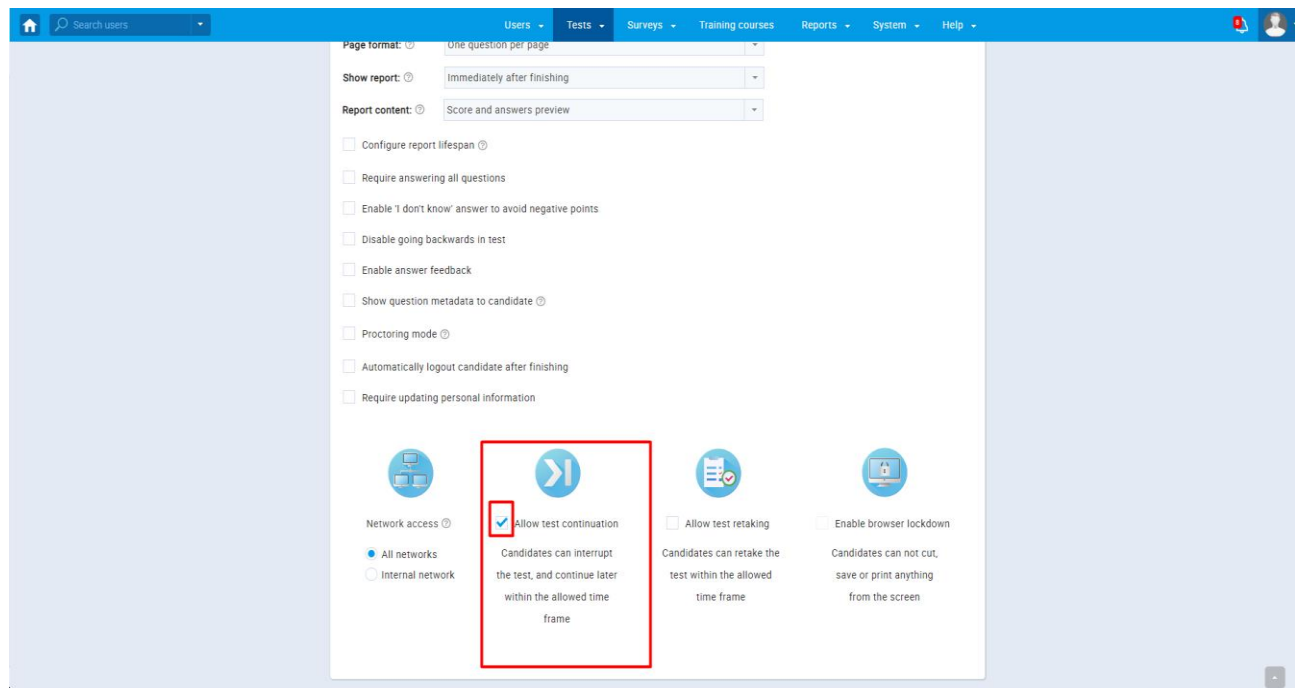
The only fields that need to be filled out in the Excel template are:

- Question ID
- Question Text
- Question Type
- Points

Other fields will get default values if you leave them blank.

3.3.12 Can the candidates pause the test, take a break, and then continue the test attempt?

Yes, the candidate can continue the test attempt later if you include the “Allow continuation” option in the test creation process. “Allow continuation” option allows the candidate to save the selected answers, take a pause, and continue the test attempt afterward.



Test settings

Creation type:	Manually created	Test versions:	1
Show report:	Immediately after finishing	Report content:	Score and answers preview
Duration type:	Unlimited		
<input type="checkbox"/> Configure report lifespan ?			
Network access: ?	All networks	Page format:	One question per page
Pass mark (%):	0	<input type="checkbox"/> Make the pass mark inclusive ?	
<input checked="" type="checkbox"/> Allow test continuation ?		<input type="checkbox"/> Allow test retaking ?	
<input type="checkbox"/> Require answering all questions		<input type="checkbox"/> Enable 'I don't know' answer to avoid negative points	
<input type="checkbox"/> Disable going backwards in test		<input type="checkbox"/> Enable browser lockdown	

Also, if you don't include this option in the test creation process, you would be able to add it after finishing the test creation process in the "Test settings" section, under the "Information" tab.

3.3.13 Can users access a calculator while attempting the test?

Currently, the calculator is not available during the test-taking process. But we could implement it as customization if it is something you require to conduct your examination.

3.3.14 Is switching between questions during the test-taking process allowed?

Yes. Users can jump back and forth between any of the questions if the test creator allows it during the initial configuring of test settings.

3.3.15 How would we ensure that that the person we approved to take the exam is actually the one taking it?

Our Automated proctoring feature controls if the person approved to take the test is the one actually taking it. This system contains many security checks, including:

- the candidates have to take the photo of themselves and their ID card
- the system automatically checks if the face of the person taking the exam matches the face on the photos taken previously

After a student finishes taking the test, the system creates a report in a .pdf format automatically. The report will show if there were any suspicious activities during the test-taking process.

Additionally, all the exams are being recorded and stored in the system, and the administrator can go back and review it if needed.

For more details about the Automated proctoring feature, please:

- visit the following link: [https://wiki.youtestme.com/youtestme/youtestmedoc/Marketing/YTM%20Website/Website%20Text/YouTestMe%20GetCertified%20Automated%20\(On-demand\)%20proctoring%20document.pdf](https://wiki.youtestme.com/youtestme/youtestmedoc/Marketing/YTM%20Website/Website%20Text/YouTestMe%20GetCertified%20Automated%20(On-demand)%20proctoring%20document.pdf)
- watch the video that briefly explains the functioning of Automated proctoring: https://www.youtube.com/watch?v=peNM3_kaJAU&feature=emb_logo

Additionally, our Live proctoring feature gives the possibility of live monitoring of the candidates during the test-taking process.

We provide our clients with all the necessary tools to do this on their own.

If needed, we also provide live monitoring performed by our Support team as an additional service.

3.3.16 How quickly are the results provided?

The test results can be available immediately after the test-taker finishes taking the test - this depends on the question types included within the test.

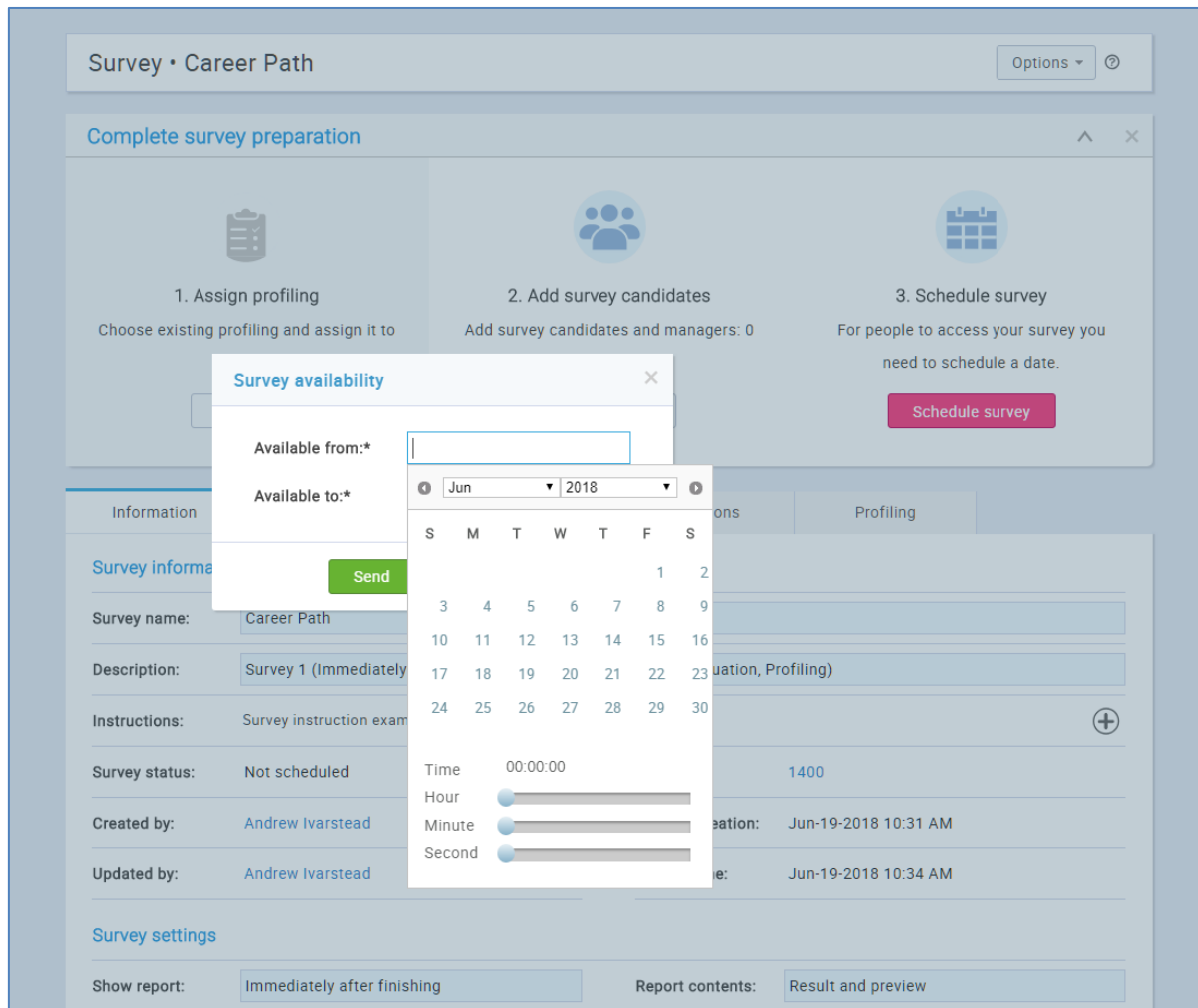
The system supports 9 question types, and all of them can be graded automatically except for the essay and fill in the blanks, which must be graded manually.

The proctoring report, including the video upload of each candidate's test-taking process, can be accessed within 30 minutes after the candidate has finished taking the test.

4 Surveys

4.1.1 Does GetCertified support the usage of surveys?

As for availability, the survey can be scheduled for any period in the future. You can schedule the survey for today, tomorrow, next month, next year, or during the time which users would be available to access with no limits.



The screenshot displays the 'Survey • Career Path' interface. At the top, there's a 'Complete survey preparation' section with three steps: 1. Assign profiling, 2. Add survey candidates, and 3. Schedule survey. A 'Survey availability' modal is open, showing a calendar for June 2018 and a time selection interface. The survey details section shows the survey name 'Career Path', description 'Survey 1 (Immediately)', and status 'Not scheduled'.

Each survey also has the option for a validity period assignment. The validity period defines the period during which the survey result is valid. If this option is not specified, it is assumed that the validity period has unlimited duration.

Our survey module supports the single-choice type of questions with weighted answers.

It means that the final score is not calculated by the number of correctly answered questions and the number of points each of these questions carries. Instead, the final score is calculated by using the specific combination of answers student has selected and the number of points (weight) each of these answers carries.

This module is excellent for measuring one-dimensional phenomena such as job satisfaction, introversion/extroversion, stress levels, openness for experience, etc.

This approach allows you to organize users by their final score into predefined categories, using our Profiling feature. That way, a student is automatically grouped by his/her score into the appropriate category that covers a specific range of scores.

Using this feature, you can automatically determine if the student is, for example, "introvert," "mostly introvert," "mostly extrovert," or "extrovert."

The level of survey results precision can be controlled by defining more profiling categories.

The creation of directly assigned, pinned and shared surveys, as well as directly assigned, pinned and shared tests, and training are possible.

If the survey is pinned, it will automatically appear on the home screen of every registered user in the application.

If the survey is shared using an HTML link – the survey manager can decide if:

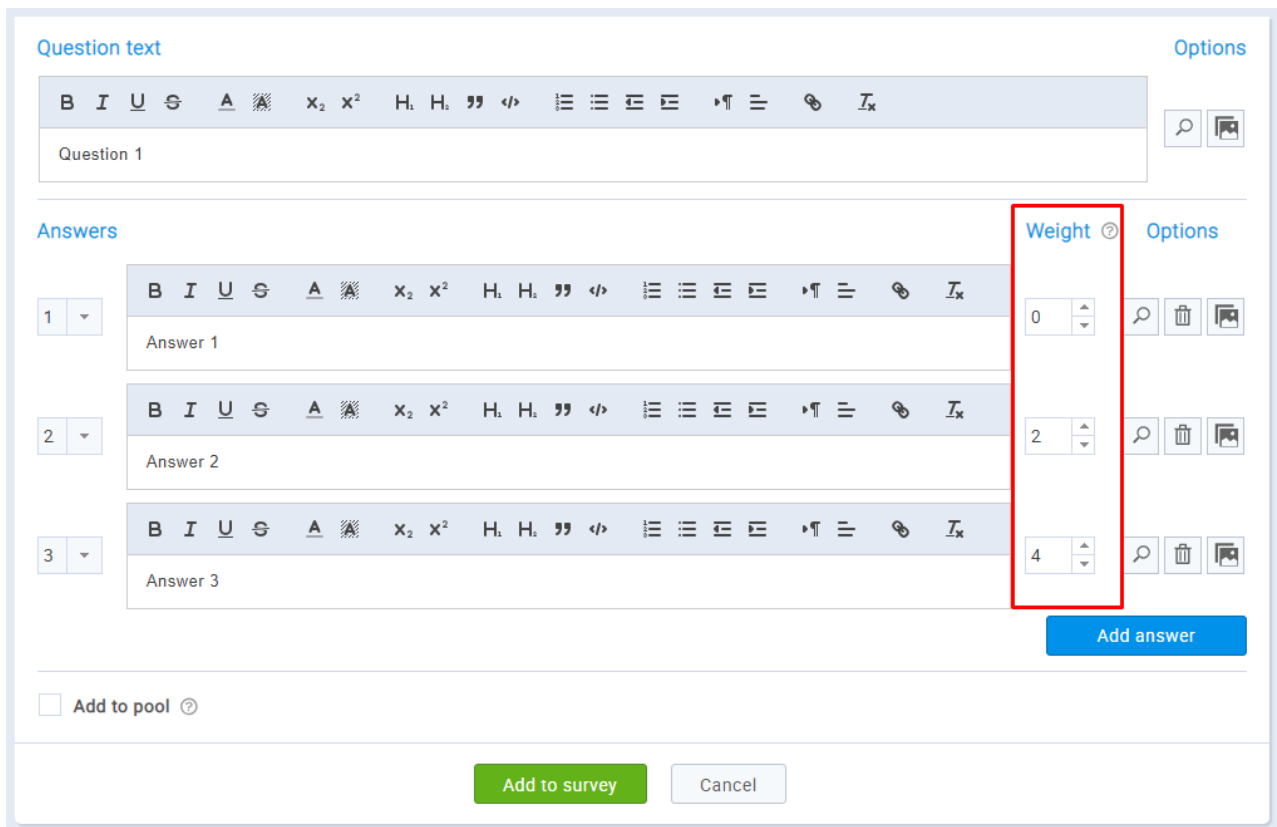
- He/she will copy the link and share it publicly, or
- He/she will use the built-in option to send the survey request via email by typing the list of emails and clicking the “Invite” button.

4.1.2 What is the difference between a test and a survey?

The tests can be graded, and the surveys do not have grades, they contain detailed results instead. There is also a difference between survey question types and test question types. Our Tests module currently supports nine question types:

1. Single choice
2. Multiple choice
3. Essay
4. Ordering
5. Fill in the blanks
6. True/False
7. Matching
8. Open-ended
9. Matrix

Questions in surveys are different because the answers in the question can have a different weight.



The screenshot shows the 'Question text' editor with a toolbar and a text area containing 'Question 1'. Below this is the 'Answers' section, which has a toolbar and three answer options. Each answer option has a 'Weight' field to its right. The weights are 0, 2, and 4. A red box highlights the 'Weight' column. At the bottom right of the answers section is a blue 'Add answer' button. At the bottom left is a checkbox labeled 'Add to pool'. At the bottom center are two buttons: 'Add to survey' (green) and 'Cancel' (grey).

5 Training courses

5.1.1 What are the features of training courses?

Training courses represent a module that allows instructors to organize the learning experience of their users through steps. A training course can have as many steps as necessary, and each one can have as many resources (multimedia) defined for it and an optional test as well. Candidates cannot progress to the next step until they have passed the test described on a previous step.

We would recommend using training courses to predefine the necessary literature and tests sequentially, and to automate the process of attending a course as much as possible.

In case you would need to automate the process of progressing between the courses as well, we can develop a module that would allow you to define the specific order of training courses that users need to attend, and to allow you to associate a particular user group to it. This would allow you to predefine everything and assign user groups when the time is right to begin the entire program (a bundle of training courses).

5.1.2 We want to be able to upload training material for candidates to review before taking a test. Does this require the training module? Is that module extra?

Reviewing the training material before the test-taking process is supported in the training module of YouTestMe GetCertified. The system is delivered with this module included. It is not charged extra.

5.1.3 What does your training module support?

Our Training Course module allows you to:

1. Manage Training Courses
2. Manage Training Courses Candidates and Managers
3. Track Candidates' Progress
4. Define Training steps
5. Add multimedia files, such as:
 - a. MP3
 - b. MP4
 - c. PDF
 - d. YouTube video
 - e. Picture
 - f. Google Docs
 - g. ZIP archive
 - h. External links
6. Assign Tests
7. Award Certificates
8. Pin Training Courses

6 Reports

6.1.1 Does the system provide feedback to candidates?

Yes, the test managers can add feedback that is displayed to a user once he/she receives the report and, in the test, taking process.

6.1.2 How long does it take to get the test results?

When the test manager reviews your test results, you will be notified about your results via email.

6.1.3 Can the system automatically grade tests?

The system can automatically grade 7 out of 9 question types. It cannot automatically grade “Fill in the blanks” and “Essay” question types.

6.1.4 The screen says, “pass mark 79%”, what does that mean?

It means that it is necessary to achieve at least 79% of the total number of points to pass the exam.

6.1.5 Does GetCertified provide item analysis?

YouTestMe GetCertified has a wide range of standard reports providing information about users, tests, training, surveys, questions, and system performances. For more specific information, a report builder allows users to customize their reports. All data in tabular reports can be exported to Excel files and can be scheduled to be regularly sent to another location by email or SFTP.

YouTestMe GetCertified provides item analysis reports:

1. **Success ratio** - tracks the performance of each question given in the test. With the help of the question success ratio, test managers can see which question was more or less difficult for test-takers.
2. **Partial scores within a test (based on the question bank/pool)** - users can see how the test taker has performed in different knowledge areas included in the test.
3. **Item reliability** - differentiates between reliable and unreliable questions by comparing their scores with the scores of tests as a whole using Pearson’s correlation coefficient.

A full list of reports can be seen on the following link:

<https://www.youtestme.com/getcertified-features#standardreports>

6.1.6 Statistics for questions stored within the same program for historical questions?

All statistics regarding questions are stored within the system forever. This information can be accessed using predefined as well as custom reports.

Questions can be compared by success ratio, to see which questions produce the best/worst results. This can also be used to determine how much a question is correlated with the purpose of the exam (item reliability – standard deviation, avg. score, median).

6.1.7 Ability to pull a report of MPLs to calculate passing exam level and standard deviation?

Any other specific reports could be customized based on your requirements. There are already sophisticated reports within the system. For example, central tendencies measure for each attempted test and item reliability on a question level.

6.1.8 How does the item analysis on raw data function?

Item analysis can be done thoroughly with our report builder by:

- Viewing the generic reports
- Creating custom reports, where you can specify the exact data you require

6.1.9 Can I see how much time the candidate spent on each question?

Information related to the time spent on each question before answering and moving on to the next question is also stored in the database. Currently, it is displayed as a report that extracts the average value for answering the question. If required, another report that displays the exact time that every test candidate spent on each question can be extracted as well.

To view the report that demonstrates this feature, you should follow the steps listed below:

1. Make sure you have created a timed test (check the “Time per question” option on the first screen of the test creation process)
2. Let the test candidates attempt the test (you can attempt it yourself for presentational purposes) to populate the report with data and select the test from the “Manage tests” section mentioned in the previous chapter
3. Navigate to the “Questions” tab
4. Select the “Time to answer” option in the drop-down menu named “Compare questions by”

A similar report for all the questions in the system can be found on:

Reports -> Standard reports -> Question reports -> Average question duration

6.1.10 We generate tests that cover multiple topical areas and would thereby need to segregate the test scoring. Is this possible in the system?

The system collects and displays information about the partial scores from each segment (question pool) that is involved in the test. The only difference is that the pass mark (minimum correct answers) is copied from the one for the whole test.

Example: if the pass mark is set to be 60% for the entire test - it would be the same for every segment. Also, at the moment, this option is not provided for the tests that have the branching feature enabled. However, it would be a minor change to make it work as you require.

6.1.11 Is it possible to create and see demographics on each student?

Create date and time is stored for every item in the system, therefore for students too. The time of the creation for each user profile can be found on:

Reports -> Standard reports -> User reports -> User basic info

Users basic info
List of all users with their basic profile information

#	Username	First name	Last name	Profile created on	Last login time	System role
1	Abledvionand	Betty	Valencia	Aug-29-2017 6:23 AM	May-16-2018 12:18 PM	Student
2	Abled1959	Rey	Averill	Aug-29-2017 6:23 AM	May-16-2018 12:19 PM	Student
3	Abled1997	Jessica	Daley	Aug-29-2017 6:23 AM	May-16-2018 12:20 PM	Student
4	Accon1956	Michael	Coffin	Aug-29-2017 6:23 AM		Student
5	Acessier	Victoria	Curry	Aug-29-2017 6:23 AM		Student
6	Acesturod	Janet	Blackburn	Aug-29-2017 6:23 AM		Student
7	Acrew1969	Eva	Carpenter	Aug-29-2017 6:23 AM		Student
8	Actat1963	Christopher	Forth	Aug-29-2017 6:23 AM		Student

Rows: 559

Export as Excel

6.1.12 Can I see which questions were answered correctly, and what were each student's choices (answers/picks)?

The system keeps track of all the outcomes for each question attempt. It records the provided/selected answers and automatically grades most of the question types (all but "Essay" and "Fill in the blanks").

Test managers can examine every question attempt separately. While doing so, they can view the answers that the test candidate provided and compare them with the highlighted correct answers.

Question attempts are automatically categorized as "Correct" or "Incorrect," but if the test manager wants to overrule the automatic grading, he can do so by manually appointing a different number of points.

4 of 20 Multiple choice Points: 1 Penalty: 0 Easy CRCM

Which of the following should be done during research and interpreting regulations Compliance professionals in mitigating compliance risk?

Answers:

- 1. Track regulatory proposals ☒
- 2. Implementing final regulatory rules ☒
- 3. Understanding the business units' operating environment and risk tolerance ☐
- 4. Ranking solutions as high, moderate and low risk ☒

Correct

Points achieved: 1 Submit

☐ Add feedback for this question

To access this screen, a test manager or an administrator needs to:

1. Access the desired test
2. Navigate to the “Test scores” tab
3. Click on the score of a specific test candidate (for more details)
4. Select a particular question

Test candidates can view this information as well if the test manager allows it. Upon finishing a test attempt, test candidates can be redirected to a “Personal report” screen, where they can view all of the questions the test has, the answers they provided and the number of points they achieved on each question with the outcome label (Correct/Incorrect) as well.

Personal report - Mary Robinson

Test name:

Demonstrates a generated test with questions from 4 different question pools and all difficulties

Description:

Test 10 (Generated, Four question pools , All question types)

Test started:

Jul-23-2018 2:27 PM

Time allowed:

00:29:00

Test score:

29.03% (9 of 31 Points) - Passed

Branching questions:

No

Pass mark:

20.00%

Time spent:

00:03:10

Test passed

Scores by subject area (Question pool)

Question pool	Score
Basics of Digital Marketing	0.00% (0 of 8 Points) - Failed
SEO	37.50% (3 of 8 Points) - Passed
CRM	33.33% (1 of 3 Points) - Passed
Human Resources Management	41.67% (5 of 12 Points) - Passed

1 of 17 Single choice Points: 1 Penalty: 0 Easy Basics of Digital Marketing

The online presence, which comprises the different forms of online media controlled by a company, is also known as:

Answers:

1. Paid media

2. Owned media


3. Digital media

4. Consumer journey

Incorrect Points achieved: 0

2 of 17 Single choice Points: 2 Penalty: 0 Medium Basics of Digital Marketing

What is the main goal of this website?



Answers:

1. Brand building and relationship with customers, shareholders, media and suppliers

2. E-commerce

3. New products development and research

4. Portal or media site

5. Services-oriented and relationship building

Incorrect Points achieved: 0

3 of 17 Single choice Points: 2 Penalty: 0 Medium Basics of Digital Marketing

The online presence of a company can be associated with different online goals, such as making its products available for online purchase, providing services and building relationships, offering an experience to strengthen the brand and stimulating interactions with consumers. What is the main goal of the website below?

Test managers can access the “Personal report” page as well. To do so, they need to:

1. Navigate to a test candidate’s profile page (by clicking on his/her name anywhere it appears in the application)
2. Select the “My tests” tab
3. Select the “Previously attempted tests” option from the “View the list of” drop-down menu
4. Click on the test result of the desired test

In case individual results are not of interest at a particular moment, and the test manager needs aggregated statistics for questions, there are various ways to access them.

If the ratio of correct/incorrect answers needs to be examined, there is a specific report that offers this kind of comparison:

Select a test version: ? All
Compare questions by: ? Success ratio

#	Question text	Type	Difficulty	Success ratio	Action
		Select one	Select one		
1	In a compliance program, tactical compliance procedures should be integrated into business line procedures, such as how to deliver an Adverse Action Notice when an application is declined. In this case:	Multiple choice	Easy	89%	?
5	Which of the following is out of the FIRREA penalties included in the enforcement section of Adjusted Mortgage Regulation (12 CFR 34)?	Multiple choice	Easy	73%	?
15	In Requirements section of Adjusted Mortgage Regulation (12 CFR 34), for loans subject to both the OCC ARM regulation and to Regulation Z, 12 CFR 226.19(b) - that is, loans made to an individual, for personal purposes, secured by the borrower’s principal dwelling, and having a term longer than one year - the index to which the interest rate is tied must be:	Single choice	Easy	85%	?
16	In Compliance regulation and risk assessment key performance indicators usually include:	Multiple choice	Easy	82%	?
10	The banking agencies issued two guidances to caution depository institutions about risks involved in funding non-depository lenders that engage in predatory lending. Predatory and abusive practices include:	Multiple choice	Easy	85%	?

1 2 3 4 5 10
Rows: 85

[Export as Excel](#)

This report compares a sum of correct and incorrect answers, aggregating them in a single parameter called “Success ratio”.

To access this report, the test manager needs to access the desired test and to open the “Questions” tab.

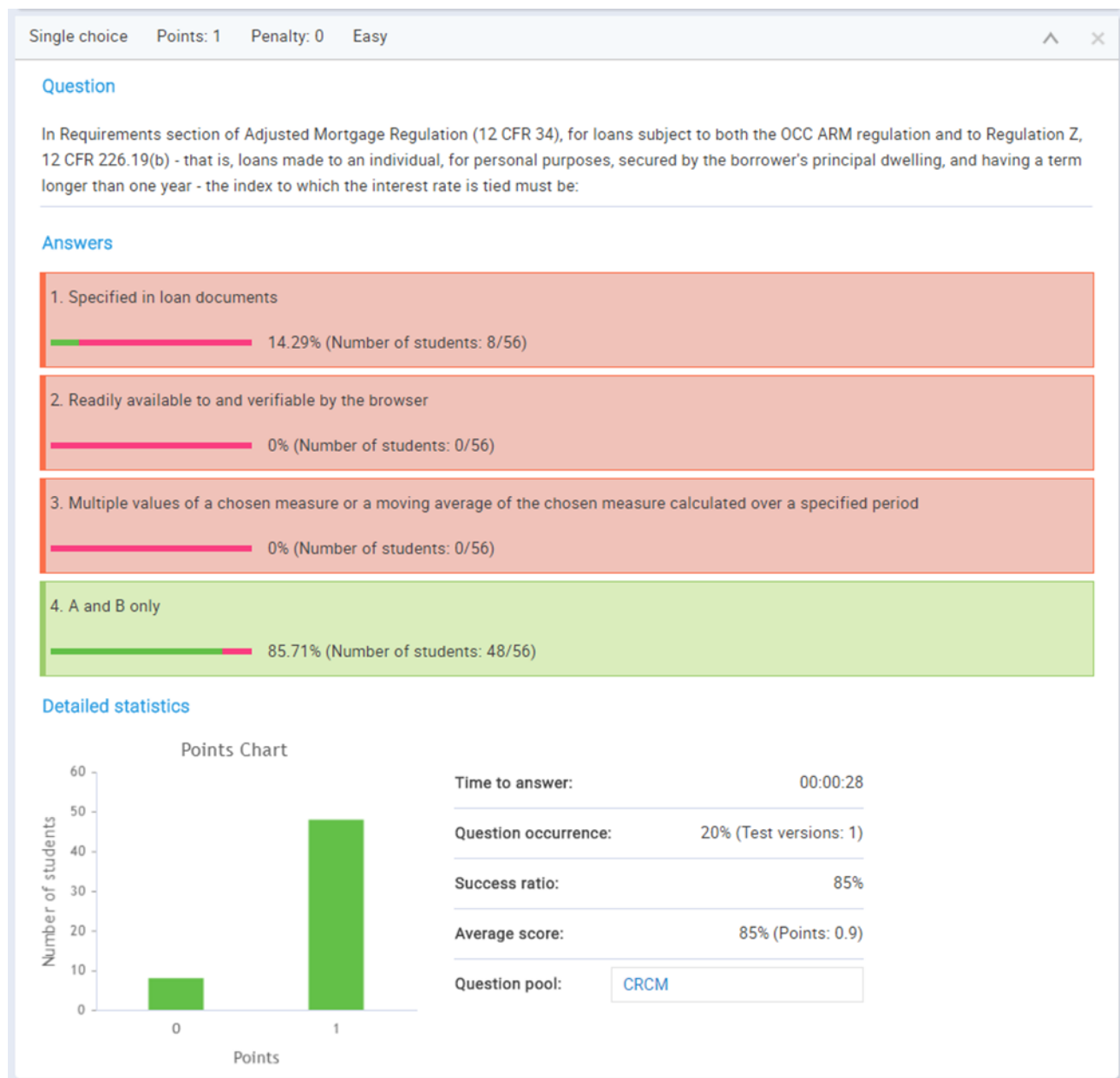
If the test manager is interested in the detailed statistics of one particular question, he can examine them by clicking on the “Details” button in the “Actions” column of the report mentioned above.

This will open up a new screen that displays question details and offers graphical as well as textual representation.

Here, the test manager can view the correct and incorrect answers highlighted and the number of test candidates that selected each of the answers. This parameter is displayed as a ratio and as a percentage and has a graphical representation as well.

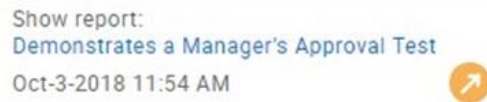
Another graphical representation, available on this page is a bar chart that allows test managers to examine the number of points that the test candidates achieved on this particular question.

Several other parameters like “Time to answer” (in case of “Time per question” tests) and “Average score” are visible here as well.



6.1.13 What does “Show Report” notification mean?

“Show report” notification is a notification that shows up after a test that has “On Manager’s approval” report expires.



By clicking this notification, the test takers will get an email notification about the result, and the users for whom the report has been resolved will be able to see their reports.

It serves the purpose of reminding the test manager that the test takers are supposed to see their reports as the availability of the test has expired.

Things to keep in mind regarding the functionalities of this notification:

- This option does not automatically resolve tests for students with unresolved reports.
- If the “Show report” is chosen when the test isn’t resolved for a test taker, that test taker will still have “Waiting for report” test status. The test manager can go back and resolve the test for that test taker.
- By clicking this notification, the test manager won’t see individual reports for the test takers, nor be redirected to report resolving page.

6.1.14 Does the applicant see the results right away?

Yes, there is an option to enable real-time grading during the test-taking process, which allows the applicant to see if they have answered the questions correctly or incorrectly.

Another possibility is to enable the applicants to have insight into personal reports immediately after completing the test attempt.

6.1.15 Could we delay the distribution of the test results to the candidates so that they are not visible immediately after the test-taking process?

Yes. YouTestMe GetCertified has an option to distribute the test results “On manager’s approval,” meaning the test results won’t be available to any of the candidates until the test manager makes them visible.

6.1.16 Could we send the same feedback and reports to all of the test developers, for the test they have made, could you create a standard report which will be sent to the test developers, so that they know what they should do to improve the test?

We are working on that module currently, to define which of the reports will be sent to which of the users of the application. So, we can regularly send some reports to the particular test manager. It will be released very soon. We will allow subscribing to reports because each of our reports from the system can be exported as an Excel file, and we also support the emailing module. We want to allow users to subscribe to any report and to specify the time after they would like to get the report.

6.1.17 If you have an exam with different modules we would like to see how is that displayed to the student, can he see the grading for every section?

Yes, the student is provided with a personal report upon the completion of an exam. In the personal report, the student can view the score on every section of the exam separately.

Users
Tests
Surveys
Training courses
Reports
System

Personal report - Mary Robinson

Test name:
10 Demonstrates a generated test with questions from 4 different question pools and all difficulties

Description:
Test 10 (Generated, Four question pools , All question types)

Test started:
Aug-1-2018 7:02 PM

Time allowed:
Unlimited

Test score:
44.07% (26 of 59 Points) - Failed

Branching questions:
No

Pass mark:
51%
Time spent:
00:02:13

Test failed

Scores by subject area (Question pool)

Question pool	Score
Basics of Digital Marketing	66.67% (4 of 6 Points) - Passed
Digital Marketing	100.00% (1 of 1 Points) - Passed
SEO	50.00% (3 of 6 Points) - Failed
General Knowledge	0.00% (0 of 15 Points) - Failed

7 System Functions

7.1.1 Does GetCertified support test reminder via email that supplier hasn't completed it yet, or a reminder after three years (they must pass the exam every three years to retake it)?

Regarding the exam renewal and reminders, it is possible to configure the exam validity period (e.g., three years). As for exam retake reminders, they are fully configurable for any period (e.g., seven days before the exam validity due date). The reminder can also be configured to be sent if a supplier didn't take the exam (e.g., seven days upon the exam creation or seven days upon the registration).

7.1.2 Is it possible to send a link to an exam?

GetCertified can send an invitation HTML link to specified email addresses. If the user is not registered, the system will send him a generated username and password. After clicking on the link, the user will be able to log in and start the test. Another option is to make so-called "pinned tests." Those are tests that get automatically assigned to any newly registered user.

7.1.3 Can I change the colors of the application?

Yes. The administrative user can change the colors of the application from the "Theme" tab, located under the "System settings" module.

7.1.4 Can you export an exam in a word document and send it to the third party to do the administration?

Currently, we support exporting to PDF, Excel, and CSV files. If necessary, we could implement exporting of tests in any other file format you would need, including the ones compatible with the Microsoft Office Word.

7.1.5 Can the application be branded with our logo?

Yes, you can change the logo of the application from the "System Preferences" tab, located under the "System settings" module.

7.1.6 What browser needs to be used for the proctored tests?

You should use Google Chrome or Mozilla. Other browsers are not supported for proctored tests.

7.1.7 Can the system provide data to students?

Students can only see personal data. The instructor can predefine what kind of data will be shown to the student and when - available after each answered question when a student finishes the test or sent when necessary.

7.1.8 Is it possible to set a different number of attempts to take the test?

The system can be modified to meet this requirement.

7.1.9 Does GC/CL2020 support multiple languages?

We can add any language in a relatively short period. We will need you to specify what languages you want us to include in YouTestMe GetCertified, so we can provide you with the exact time and estimate price for this service.

7.1.10 Does the program allow for the transfer of items from a Microsoft Word format to the Fast Test format? All of our items are stored in Word format item banks, and we would like to maximize our efficiency by merely transferring items vice having to re-write them.

If your MS Word files consistently follow the specific logic, we can adjust our loader to work with that format. Currently, our application has a built-in loader that supports loading questions from pre-defined Excel templates. Alternatively, we can provide custom data conversion and data loading as an additional service.

7.1.11 Can the system generate a test link that can be provided to the candidates not yet registered in the system?

Yes. Tests can be sent to candidates that are not yet registered in the system, using the “Link sharing” option. The link-sharing option allows the distribution of the test using its unique URL.

7.1.12 What cheating prevention mechanisms are built into YouTestMe software?

The application has built-in a number of algorithms and functionalities that are discouraging cheating on tests:

Feature	Description
Internal network	Enables you to predefine a range of IP addresses from which students would be allowed to take the test (i.e., only computers within one room)
Tracking activity	Ability to track logins and logouts
Test generator	Each test taker gets a different set of questions but with the equal parameters (points, penalties, question difficulty, etc.)
Question randomization	Each test taker gets a different question ordering if questions are the same in all tests.
Answer randomization	Each test taker gets a different answer ordering for the same question
Answer generator	Allows you to define the number of displayed correct and wrong answers (e.g., if your question has ten correct and ten wrong answers, and you define each user to see one correct and two wrong answers, each test taker will see different correct and wrong answers)
User photo	Each test taker has his picture on the right side of the test screen, allowing you to check if the person from the photo is the actual person that is taking the test

7.1.13 Storage of minimum passing levels (MPLs) for each question?

The application already supports an inclusive/exclusive pass mark on the exam level.
(i.e., a user has passed if they answered 50% or more, of the exam correctly)

With more information about your request, this could be customized to be on a question-level as well.

7.1.14 Is the reporting system customizable?

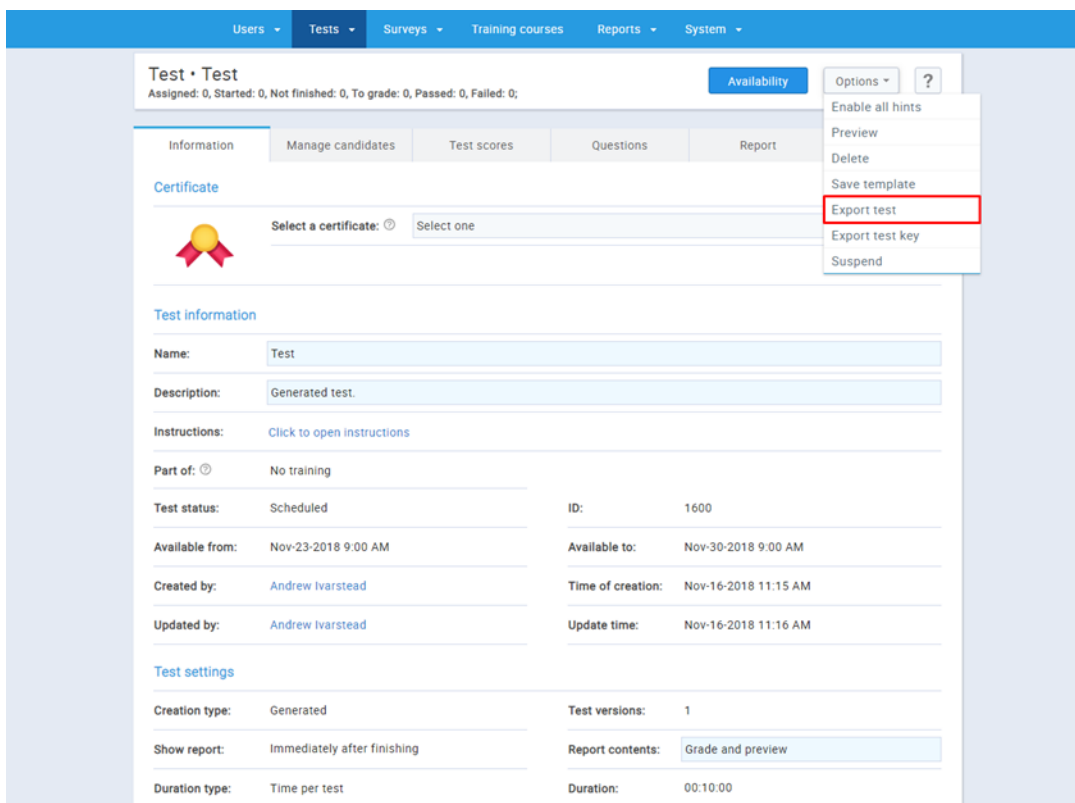
Yes. The system has a reporting module with predefined standard reports as well as a report builder.

7.1.15 What metrics come standard with your software?

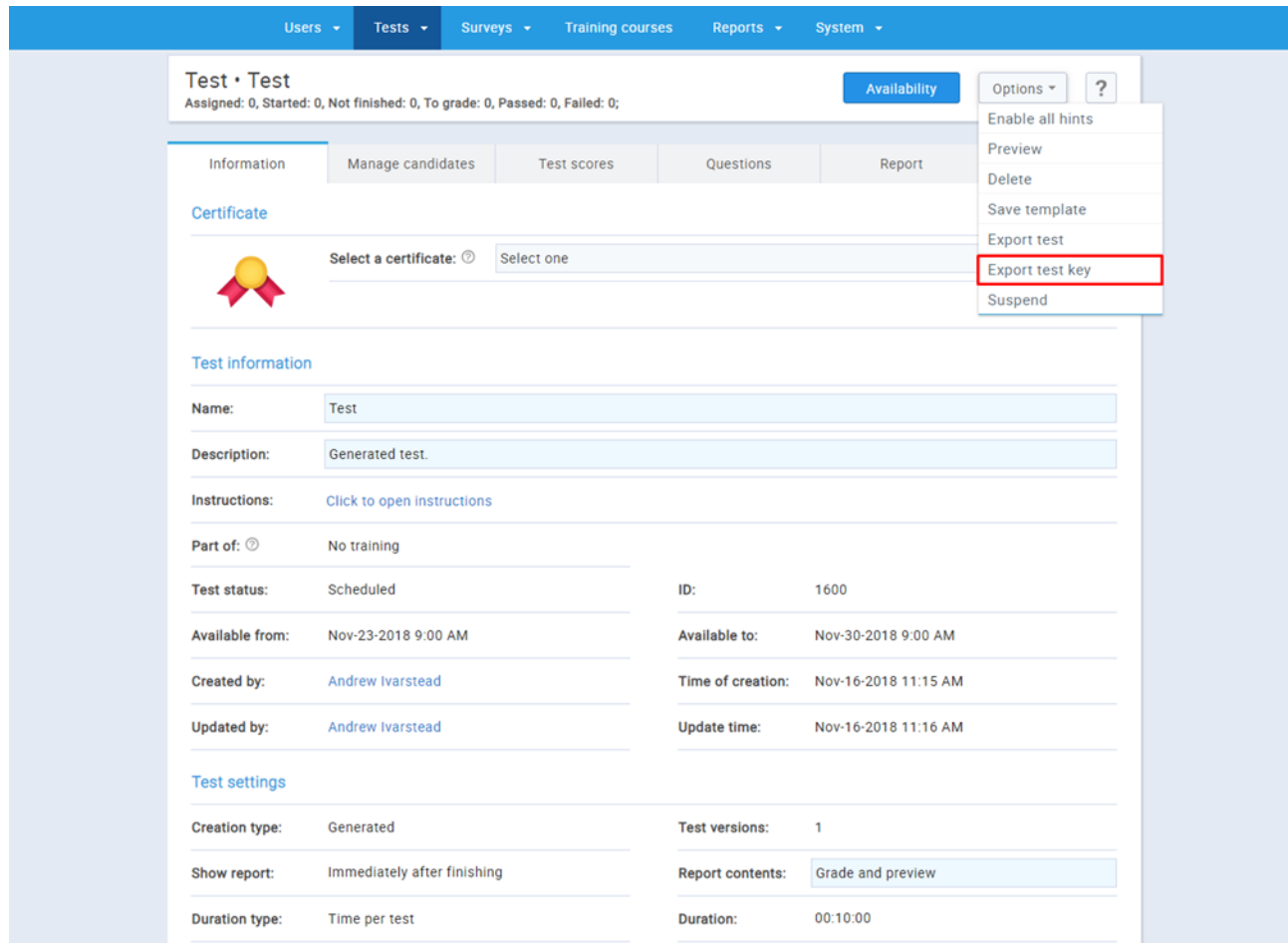
All the required data is stored in the database. This data is combined and usually displayed in a tabular form. The “Reports” section that can be accessed via the main menu is specifically designed to provide information related to all segments of the application and user activity. Also, many reports can be found across different screens of the application to display the most important information related to a specific module of the application. All of them can be exported in the form of an Excel table. Many of the reports revolve around the data points you emphasized and provide the metrics you mentioned. In the subsequent paragraphs, we will highlight the location and function for most of these reports but also reports in general.

7.1.16 Does your system allow us to use paper exams? Also, would there be a way to do the scoring of the paper exams?

Yes. YouTestMe GetCertified allows using of paper exams. Once you create tests inside the system you can export them as PDF files.



Test managers can export test keys as well. Exported test keys look the same as the exported tests, but have the correct answers labeled. This allows test managers to conduct paper-based grading.



The screenshot shows the 'Test • Test' page in the YouTestMe GetCertified application. The top navigation bar includes 'Users', 'Tests', 'Surveys', 'Training courses', 'Reports', and 'System'. The 'Tests' tab is active. The page title is 'Test • Test' with a sub-header 'Assigned: 0, Started: 0, Not finished: 0, To grade: 0, Passed: 0, Failed: 0;'. There is an 'Availability' button and an 'Options' dropdown menu. The 'Options' menu is open, showing options: 'Enable all hints', 'Preview', 'Delete', 'Save template', 'Export test', 'Export test key' (highlighted with a red box), and 'Suspend'. Below the menu, there are tabs for 'Information', 'Manage candidates', 'Test scores', 'Questions', and 'Report'. The 'Information' tab is selected. Under 'Certificate', there is a 'Select a certificate:' dropdown with 'Select one' as the only option. Below this is a 'Test information' section with fields for Name (Test), Description (Generated test), Instructions (Click to open instructions), Part of (No training), Test status (Scheduled), ID (1600), Available from (Nov-23-2018 9:00 AM), Available to (Nov-30-2018 9:00 AM), Created by (Andrew Ivarstead), Time of creation (Nov-16-2018 11:15 AM), Updated by (Andrew Ivarstead), and Update time (Nov-16-2018 11:16 AM). Below this is a 'Test settings' section with fields for Creation type (Generated), Test versions (1), Show report (Immediately after finishing), Report contents (Grade and preview), and Duration type (Time per test) and Duration (00:10:00).

7.1.17 Compatibility?

YouTestMe GetCertified is optimized to work with any browser on mobile and tablet devices. It contains an API that can be used to build Android and iOS apps.

7.1.18 In which situation, can't the link-sharing be performed?

Link sharing does not work in the following cases:

1. If the user is still logged in and opens the link in the new tab of the same web browser
2. If the user does not confirm the selection of the "HTML link sharing" option on the "Manage Test" page by clicking the Save button.

Test settings

Creation type:

Generated

Show report:

Immediately after finishing

Duration type:

Time per question

Network access:

Open access

☐ Allow continuation

Pass mark (%):

1

Test versions:

3

Report contents:

Grade and preview

Duration:

00:18:00

Branching questions:

No

☐ Allow repeating

☒ Inclusive pass mark

Validity

☐ Enable validity period

Test sharing options

☒ Pin this test to home screen

The test is pinned to the home screen. Each registered or a newly registered user can take it.

☒ Allow HTML link sharing

Public test link:

<https://gc-official.youtestme.com/login.xhtml?quizId=1262>

Enter email addresses of people that you wish to take your test. Once you are done, click 'Invite'.

List of emails

Invite

7.1.19 What are online and offline solutions for conducting the exams?

YouTestMe GetCertified supports creating and generating both online and offline exams. You can prepare tests offline using a predefined MS Excel template.

1. Scenario 1 - Offline Computer-Based Solution:

YouTestMe GetCertified is a web-based exam software, but it is delivered as a pre-configured Virtual Appliance (also known as a Virtual Machine) that can be deployed on a local server, without a need for an internet connection. That means that you can deploy YouTestMe GetCertified on a local server, users would be able to access YouTestMe GetCertified only from computers that are connected to your server through a local network. Additionally, YouTestMe GetCertified allows you to predefine a so-called “Internal network.” The internal network helps you to determine the range of IP addresses or a list of IP addresses from which users would be allowed to access the test (i.e., you can specify the list of IP addresses within one room).

2. Scenario 2 - Offline Examination at Remote Locations:

In this scenario, your exams are taken in remote locations without an internet connection or power. YouTestMe GetCertified application is hosted on the laptop computer that can be taken together with tablets to any location. The laptop, as well as YouTestMe GetCertified, would not require an internet connection or a power source. The users can access the exams through the web browser on their tablets that are connected with the laptop via a local network connection. Once the exams

are taken, YouTestMe GetCertified automatically grades the attempts and keeps the results. Also, once the laptop is connected to the internet, it can send the results to your main office.

3. Scenario 3 - Cloud Solution:

In this scenario, your instance of YouTestMe GetCertified is hosted on YouTestMe Cloud, and you can define an IP range for the test-taking. The application itself is available from every location, but the test-taking is available only within the predefined IP range.

7.1.20 What are the customization options?

YouTestMe GetCertified allows you to customize the theme of the application. In the application, this can be done from the “Theme” tab, located on the user’s profile page. Only users that have the “Administrator” role are allowed to make global theme changes to the application.

The first option that is provided is the “Full-size panels” option.

You can set the colors of various elements of the application, using “Custom colors.”

Lastly, you can set the logo that is shown on the login screen to be your company logo. That option is available for the administrative user, and it is located in the “System settings” section under the “System Preferences” tab.

You can always go back to the default application logo by choosing the “Default logo” option.

We are always open to customizations, so if there are any other theme modifications that you would like to have, please let us know, and we will make them available to you.

7.1.21 Is there a limit to the number of questions, tests, or any other data?

There is no limit to the number of questions, tests, or any other data you want to insert into the system. If you require that YouTestMe enters data, it would be additionally charged.

7.1.22 Does the platform provide unique login IDs for each test candidate?

Yes, each user has his user name in the system.

7.1.23 What are the item authoring capabilities?

Users with proper permissions have full control over the content in each question. There are nine types of questions in YouTestMe GetCertified:

#	Question Type	Description	Can be graded automatically
1.	Single Choice	Only one of the offered answers is correct.	Yes
2.	Multiple Choice	Multiple offered answers may be correct.	Yes
3.	True or False	The candidate chooses between true and false for each question. This type can be graded by the system automatically.	Yes
4.	Matching	The candidate matches objects on the left to objects on the right side. This type can be graded by the system automatically.	Yes
5.	Ordering	The candidate needs to put answers into the correct order. This type can be graded by the system automatically.	Yes
6.	Fill in the blanks	Each question has several words replaced by blanks to be filled in by the Candidate. This type must be graded by a user (the test manager).	No
7.	Essay	The text area left for the candidate to write an essay. This type must be graded by a user (the test manager).	No
8.	Open-ended question	Space is left where it's necessary to enter the final solution. This type must be graded by a user (the test manager).	Yes
9.	Matrix	It represents a question with several sub-questions (statements) with the same answers.	Yes

All questions can be created and modified directly in question pools (banks) and copied or moved between them by any user who has a proper set of reading/write permissions. Questions can also be prepared offline in MS Excel and uploaded into the system later.

Each question has the following attributes:

Question Attribute	Description
Points	A number of points awarded when the question is answered right.
Penalty Points	A number of points deducted when the question is answered wrong. During the test, students can choose "not sure" checkbox to avoid penalty points.
Duration	The time allowed to answer the question
Frequency factor	Determines how often this question should be included in the automatically generated test.
Multimedia Content	Images, videos, audio files

Test managers can also attach assistance events to specific questions:

1. More info - and an excerpt from the literature or a multimedia file
2. Remove one incorrect answer - one of the offered wrong answers gets removed.
3. Extra time - the additional time is added if the test is timed per question.

Answer Generator will automatically randomize a selection and order of answers for “single choice” and “multiple choice” types of questions.

YouTestMe products allow users to add questions directly into question pools. Another way of adding questions is by uploading an Excel file with questions prepared offline. YouTestMe team can also assist in loading questions into the system from various media and formats: i.e., digital, paper, etc.

8 Support

8.1.1 I started the test, but I cannot continue. The test status is “Test-taking interrupted”. What should I do?

You need to contact your test manager to allow you to continue the test.

8.1.2 What happens if I reload the page during the test-taking process?

If you reload the page during the test, you won't be able to continue the test until a test manager allows it.

8.1.3 I am not able to log into the application. What should I do?

If you are having trouble logging into your account, please contact your application administrator.

8.1.4 I have exited the application. What should I do?

You should open the application and contact your test manager to resolve your problem.

8.1.5 What should I do when I cannot continue a test I have started; the test status is “In progress”?

You need to contact your test manager to allow you to continue the test.

8.1.6 My screenshare froze, how to resolve this issue?

If you want to proceed, you'll need to select (click on the screen) which you wish to share, if you have only one screen you still need to click on it.

8.1.7 I forgot my password and clicked on “forgot my password” and never received an email. What should I do?

The email with a new password should be sent to you shortly upon your request. However, if you did not receive the email, click on “Contact Support,” and our team will resolve the issue.

8.1.8 An error message pops up when trying to start the exam: “You need to be in an internal network to take this test” How to fix this?

You should contact your test administrator in case this happens. The test administrator has the option to set the test to be available only to internal network users or to disable this option.

8.1.9 How do I test my equipment for proctored tests, and who should I contact if something is not functioning correctly?

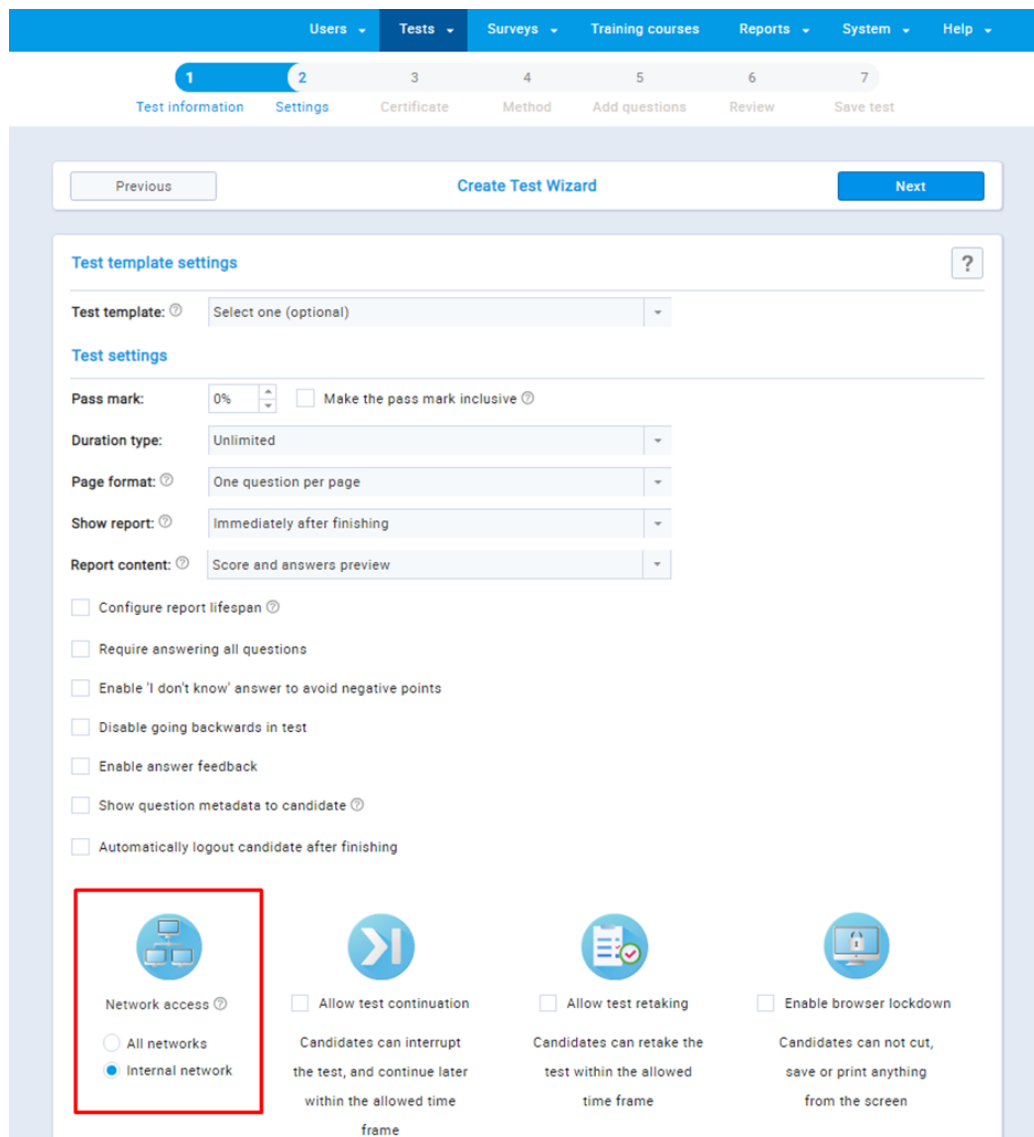
The application itself will test your equipment before entering the test. Please visit our [Support page](#) for more information.

8.1.10 What happens if a student does not finish the test in the allotted time? Are unanswered questions marked wrong? What if the box “must answer all questions” is marked? Does that change anything?

If the allotted time for the test runs out, unanswered questions are submitted and scored with zero points. If the time runs out, the system will automatically submit the test for the candidate, regardless of the “must answer all questions” option.

8.1.11 Will students have access to the app both from classrooms and from home?

Both options are available. If your system administrators open access to the application outside of your internal network, students will be able to access the application from their homes. However, even if you do that, you can restrict the access to the tests by defining the internal network for the test-taking process by enabling that option in the test settings. This way, you can allow users to access the application from any location, but restrict the test-taking to specific locations only.



The screenshot shows the 'Create Test Wizard' interface with the following sections:

- Test template settings:** Includes a dropdown for 'Test template' (Set one (optional)).
- Test settings:**
 - Pass mark:** 0% (Make the pass mark inclusive ☹).
 - Duration type:** Unlimited.
 - Page format:** One question per page.
 - Show report:** Immediately after finishing.
 - Report content:** Score and answers preview.
 - ☐ Configure report lifespan ☹
 - ☐ Require answering all questions
 - ☐ Enable 'I don't know' answer to avoid negative points
 - ☐ Disable going backwards in test
 - ☐ Enable answer feedback
 - ☐ Show question metadata to candidate ☹
 - ☐ Automatically logout candidate after finishing
- Network access:** (Highlighted with a red box)
 - ☐ All networks
 - ☒ Internal network
- Allow test continuation:** ☐ Candidates can interrupt the test, and continue later within the allowed time frame
- Allow test retaking:** ☐ Candidates can retake the test within the allowed time frame
- Enable browser lockdown:** ☐ Candidates can not cut, save or print anything from the screen

8.1.12 We need to check do the candidates fulfill the minimum requirements to attempt the test. How could we achieve this using your system?

There are two ways to achieve this:

1. Using pinned tests and training courses
2. Using attachment feature

You could pin a particular test to the home screen, thus making it available to all users within the system (current and future). This feature is intended for welcoming tests, mandatory tests, and similar tests that need to be globally accessible. Essay type questions could prove particularly useful for this kind of tests since they are open type questions, and allow uploading of files from the user's PC. Since the information would be provided inside the test, every question could be graded, thus determining whether the candidate passed the test or not. In other words, he is eligible to attempt official tests.

In case you want this test to be some precondition for other tests, you could chain the tests inside the training courses, always attaching this “welcoming test” as a test that appears on the first step of the training course. This would mean that the candidates that do not pass this step wouldn't be able to move on to other steps, where “official tests” would be attached.

The other solution is to allow users to attach information required for determining the eligibility on their profile pages. Test managers could access user's attachments and determine whether they can attempt specific test/s or not.

8.1.13 How well do you handle complex math questions?

If you are referring to writing math formulas, we do support Latex so you can type in math formulas in the application.

8.1.14 Do you have live support for the testers or the candidates?

Yes, of course. We provide support during the test-taking for the proctoring service. If you go with YouTestMe GetCertified as a testing platform, you will get YouTestMe help during the test-taking process.

8.1.15 What happens during an exam if the Internet goes down?

The system memorizes and stores all the data that has been inserted into the test. After the connection gets repaired, the test manager can allow a student to continue the test.

9 Administration

9.1.1 Does your CBT product with lockdown work with outside exam engines?

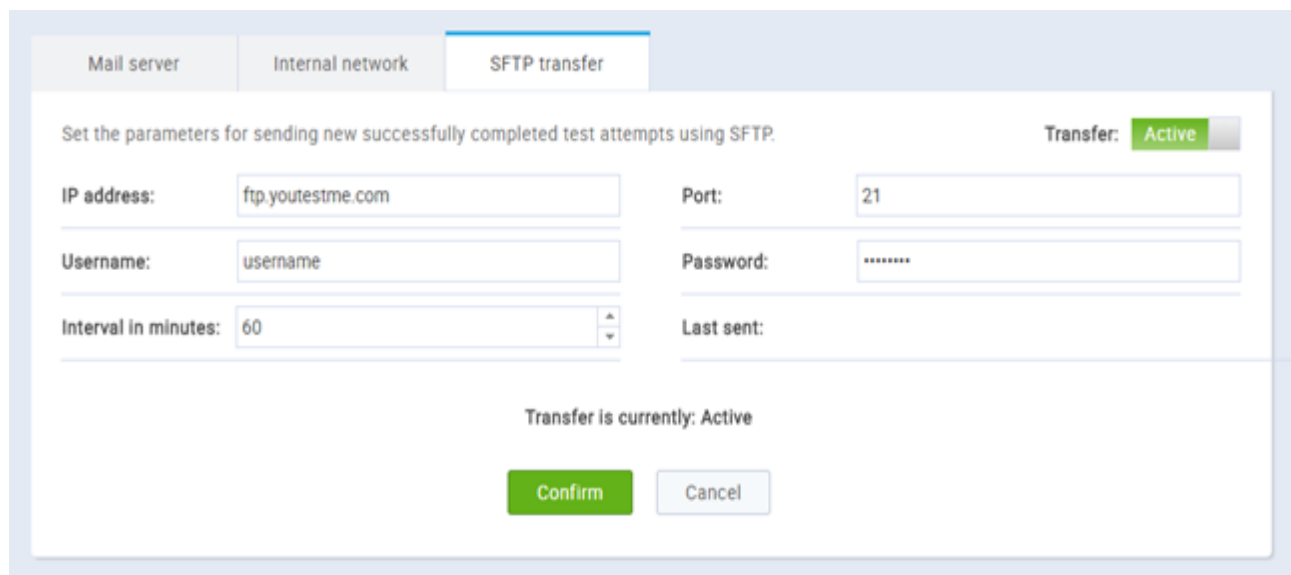
Yes. We support uploading content from external engines into our system using pre-defined Excel templates. As far as the external exam engines (e.g., Exam Developer) are concerned, the items developed inside those exam engines can be imported into YouTestMe GetCertified Question Pools module, using the Excel mentioned above templates.

If you would need tighter integration with the external exam software, we could add a separate format for importing items into the YouTestMe Question Pools. We would need the specification regarding the format to start the development.

9.1.2 Does GetCertified have the ability to send information to another system upon completion (pass/fail) of a test?

Regarding the transfer of data to an external repository, we would need a specification of where those reports should be sent to, and we will accomplish it using the suitable protocol for such a transfer. This solution would be similar to one already implemented in GetCertified - SFTP transfer.

In the SFTP Transfer section, you can activate sending test completion reports in a CSV format. Reports can also be sent at regular intervals. They will contain information that refers to all newly completed test attempts (empty CSV file will be sent if none of the test attempts were completed successfully in a defined interval). This feature allows you to parameterize the details of the transfer, and it offers information about the date and time of the last sent report. Similar functionality could also be developed to meet your requirements.



The screenshot shows the 'SFTP transfer' configuration tab within a larger interface that also includes 'Mail server' and 'Internal network' tabs. The main heading for this section is 'Set the parameters for sending new successfully completed test attempts using SFTP.' To the right of this heading is a 'Transfer:' status indicator set to 'Active' in a green box. Below the heading, there are several input fields: 'IP address' (containing 'ftp.youtestme.com'), 'Port' (containing '21'), 'Username' (containing 'username'), 'Password' (masked with '*****'), and 'Interval in minutes' (a dropdown menu set to '60'). There is also a 'Last sent:' field which is currently empty. At the bottom of the configuration area, a status message reads 'Transfer is currently: Active'. Below this message are two buttons: a green 'Confirm' button and a grey 'Cancel' button.

9.1.3 What are the authentication possibilities?

YouTestMe GetCertified allows each user to upload a profile picture. A user can also upload as many attachments as the user wishes, and this includes pictures or another type of documentation as well.

9.1.4 Does the OMR tool work only with a specific scanner, or it can scan the answer sheets on any scanner and then import these into the exam software?

With the OMR tool in YouTestMe GetCertified, you can use any scanner for this purpose.

9.1.5 Which web browsers and versions are supported?

The table below lists supported web browser versions for YouTestMe GetCertified. Please let us know if you would like to use different versions (i.e., older version), and we will test/certify the application for that browser/version.

#	Web browser	Version
1	Google Chrome	71.0.3578.98
2	Mozilla Firefox	64.0.2
3	Microsoft Edge	44.17763
4	Opera	57.0.3098.116
5	Microsoft Internet Explorer	11.0.105

9.1.6 Do you have any testing centers you work with?

Yes. Our partner company, Paradigm Testing, provides secure exam delivery across the U.S. They also offer options to conduct on-site or remote proctoring as a part of the exam delivery process. We are sending you a link to their website in case you want to get to know their company and services:

<https://paradigmtesting.com/>

9.1.7 Where are your servers?

Our servers are located in Canada now. But as we are using OVH provider that offers a wide network of hosting locations around the world, the application can be hosted anywhere you would prefer, according to the regulation that you have.

9.1.8 If we have a student taking a test separately, is it possible to add an IP address for their local computer?

Yes, you can do that, you can add their IP address on the list of the acceptable IP addresses so they can attempt the test.

9.1.9 Can we use your API to create users?

Yes, you can create users using our API.

9.1.10 Is there a way to insert users from our CRM?

Yes. We are using various protocols to integrate YouTestMe GetCertified with a wide range of external systems, platforms, and services. For example, we support synchronization with Active Directory. Users from Active Directory are automatically created and can access YouTestMe GetCertified with the same credentials. We created a configuration panel for this purpose and could do the same for your CRM if importing users from it would be something you would need.