



YouTestMe

Tenders FAQ

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1 Method Statement - Positive Impact on Environment and Communities

The YouTestMe Online Training and Examination Platform is a comprehensive solution designed to facilitate knowledge sharing, skill development, and certification through a digital medium. This method statement highlights the platform's positive impact on the environment, business creation, job opportunities, skill development, and community integration.

Environmental Impact: Our platform prioritizes sustainability by embracing paperless operations. By offering tests, training, and certifications online, we significantly reduce the demand for printed materials. This approach directly contributes to a decrease in paper consumption, thereby lowering the carbon footprint associated with paper production and disposal. Additionally, our online learning and testing modules eliminate the need for physical attendance, leading to reduced carbon emissions from commuting and travel to training centers.

Resource Conservation: The YouTestMe platform is built on the foundation of resource conservation. Our online infrastructure minimizes the need for physical resources such as classrooms, energy, and facilities. By providing a virtual environment for learning, we contribute to the preservation of resources and promote a sustainable approach to education. This aligns with our commitment to minimizing the impact on the environment.

Business Creation and Content Marketplace: YouTestMe goes beyond traditional educational models, fostering business creation and entrepreneurship. Entrepreneurs and subject matter experts can create and sell online courses, harnessing their expertise to establish viable businesses centered around knowledge sharing. Additionally, our platform acts as a content marketplace, allowing instructors and content creators to offer their courses to a broader audience. This dynamic ecosystem creates new opportunities for business growth and expansion.

Global Access and Flexible Learning: Our platform has a significant impact on global access to education. Individuals residing in remote areas or underserved communities gain access to educational opportunities and skill development that were previously inaccessible. The platform accommodates learners' schedules, enabling them to balance learning with work or other commitments. This flexible learning approach ensures that education becomes a more attainable goal for diverse audiences.

Continuous Learning and Inclusivity: The YouTestMe platform promotes continuous learning and inclusivity. Professionals can update their skills and knowledge through accessible online courses, enabling lifelong learning. Moreover, our platform caters to diverse audiences, including individuals with disabilities or language barriers, fostering inclusivity and expanding educational access.

Cultural Exchange: Online courses offered on our platform foster cross-cultural understanding and interaction. Learners from various regions and backgrounds come together to share experiences and insights, facilitating a cultural exchange that enriches the learning experience and promotes global unity.

In conclusion, the YouTestMe Online Training and Examination Platform exemplifies a holistic approach to education that positively impacts the environment, fuels business creation, generates job opportunities, encourages skill development, and enhances community integration. By embracing innovation and sustainability, we aim to contribute to a more inclusive, knowledgeable, and interconnected world.

2 Custom Development and Account Management

2.1 Account Management

At YouTestMe, we prioritize providing a comprehensive and dedicated approach to account management, ensuring your experience with our platform is seamless and tailored to your needs.

Dedicated Point of Contact: Upon partnering with us, you will be assigned a dedicated point of contact who will serve as your main liaison throughout our collaboration. This individual will be available to address any inquiries, concerns, or requirements you may have, ensuring effective communication and prompt resolution.

Expert Project Management: Our skilled project managers are adept at handling change requests, overseeing upgrades, and managing regular activities. This guarantees that your interactions with our platform remain efficient and aligned with your evolving needs.

A Decade of Focused Expertise: YouTestMe is an IT company singularly focused on refining and enhancing our software for the past 10 years. This exclusive dedication to our platform empowers us with an in-depth understanding of its intricacies, functionalities, and possibilities.

Experienced Developers at Your Service: Our team boasts a pool of experienced developers, always ready to address any custom development requirements you may have. Their expertise spans a wide array of technical domains, ensuring comprehensive support for your unique needs.

Rapid Application Development and Customization: We employ a rapid application development approach, supported by our proprietary internal tools. These tools generate a substantial portion (90%) of our codebase, expediting the development process while maintaining top-notch quality.

Flexible and Reusable Architecture: Our platform's architecture is strategically designed for maximum flexibility and code reusability. This architecture streamlines the custom development process, resulting in faster, reliable, and more affordable solutions tailored to your specifications.

By leveraging our dedicated account management and professional services, coupled with our decade-long experience and skilled development team, we ensure a collaborative partnership that continuously adapts to your unique requirements.

2.2 Custom Development and Change Requests

The needs and requirements of our clients may change over time, and we are committed to adapting to those changes. As an expert in custom development for our clients, we have the capability and flexibility to add new functions as per our client's requirements. Whenever a client requests new functionality, we provide a detailed specification with time and cost estimates, ensuring transparency and clarity throughout the process.

Our team of experts is highly skilled and experienced in developing custom solutions. We work closely with our clients to understand their needs and requirements and provide tailor-made solutions that meet their specific needs. Our commitment to providing the highest level of service and support ensures that our clients have access to the latest technology and features, making the test administration process seamless and efficient.

Important notices about upgrades:

1. Previous data is never lost with customization. All data is preserved and available in the updated version of the software.
2. Regular YouTestMe upgrades are delivered to both customized and non-customized versions of the software.
3. Future updates never override customized features. All customized features remain in the application.

Typical phases of our customization process are:

1. **Change request.** In this phase, the client is sending a short description of the modification they need.
2. **Analysis:** In this phase, YouTestMe clarifies the requirements with the client.
3. **Design:** In this phase, YouTestMe writes the specification with time and cost estimates for the client's approval.
4. **Implementation:** In this phase, the feature is being developed. The client can follow the progress in the Sandbox environment which is updated regularly.
5. **User Acceptance Testing (UAT):** In this phase, the new feature is deployed to the Sandbox environment, and instructional materials are sent to the client. The client goes confirms that the new feature is developed according to the specification.
6. **Deployment:** In this phase, the customized software is deployed to the client's environment, typically during the night hours and always on a date previously approved by the client.

2.3 Example of a Successful Customization

Example of a customization project- [IFSE Success Story](#)

IFSE Institute (IFSE) serves as the educational wing of The Investment Funds Institute of Canada (IFIC), excelling in financial services education.

With thousands of annual tests across categories, languages, and formats, IFSE required a holistic test administration solution. Challenges encompassed data migration, multilingual support, and seamless test delivery. This complexity demanded solutions for managing extensive test items and diverse tests, streamlining historical data migration, enabling online tests with proctoring options, implementing a secure test delivery platform, offering bilingual interfaces for test-takers, and automating test generation and reporting.

YouTestMe emerged as the chosen partner, offering distinctive features and services. Through Agile development, YouTestMe swiftly ensured seamless testing through advanced automated and live proctoring, minimizing cheating risks and ensuring valid results. YouTestMe developed multilingual capabilities ensuring inclusivity, enabling users to interact in their preferred language for both interface and test content.

During onboarding, a smooth staff transition was ensured. This encompassed tailored system adjustments, training material organization, and integration with the learning management system.

2.4 AGILE Methodology

Case Study: Agile Implementation for Lufthansa Aviation

Overview:

Our experience in Agile methodology is exemplified through a recent collaboration with Lufthansa Aviation. The project encompassed custom development on the YouTestMe platform to establish an advanced training and knowledge examination solution tailored to their specific needs. The engagement showcased our proficiency in Agile practices, effectively addressing intricate requirements and delivering a highly specialized solution.

Agile Approach:

- **Project Initiation and Scoping:**
 - A comprehensive understanding of Lufthansa Aviation's unique requirements was established through collaborative workshops and detailed discussions.
 - User stories were meticulously crafted to capture distinct needs, including the creation of new question types, sophisticated question pool organization, complex test generation rules, and LMS integration through LTI.
- **Sprint Planning:**
 - User stories were prioritized based on their strategic importance and alignment with Lufthansa's objectives.
 - Iterative development cycles (sprints) were established, each focused on delivering specific functionalities.
- **Iterative Development:**

- The creation of new question types commenced with an iterative approach, allowing the gradual refinement of each type based on Lufthansa's evolving specifications.
- The organization of questions within question pools was developed incrementally, ensuring that the structure seamlessly accommodated their intricate training modules.
- **Continuous Feedback:**
 - Regular demos were conducted to showcase the evolving solution, providing Lufthansa with a tangible understanding of the product's development and functionality.
 - Continuous feedback from Lufthansa stakeholders guided our team's adjustments, enhancing alignment with their evolving requirements.
- **Integration and Complex Rule Mechanism:**
 - A mechanism for complex rules in generating tests was systematically developed in iterative stages. This involved considering Lufthansa's specific test generation criteria and configuring the platform accordingly.
 - Integration with Lufthansa's Learning Management System (LMS) through LTI was pursued iteratively, ensuring seamless connectivity and interoperability.

Key Achievements:

- **Customization:** Agile practices facilitated the tailored development of new question types, intricate question pool organization, and the complex test generation mechanism, precisely meeting Lufthansa's unique training needs.
- **Adaptability:** Agile's iterative approach allowed us to respond dynamically to Lufthansa's evolving requirements, resulting in a solution that was fully aligned with their expectations.
- **Collaboration:** Regular feedback loops and demos fostered a collaborative partnership, ensuring constant alignment with Lufthansa's vision.

Conclusion:

Our collaboration with Lufthansa Aviation exemplifies our expertise in Agile methodology. Through iterative development, continuous feedback, and a commitment to addressing complex requirements, we successfully delivered a customized training and knowledge examination solution. This case study underscores our ability to leverage Agile practices to navigate intricate project requirements, ensuring the seamless integration of advanced functionalities tailored to specific industry needs.

3 Workspaces

In this chapter, we delve into the target audience for Workspaces and elucidate how this multi-tenant infrastructure operates seamlessly to meet their unique needs and requirements.

Workspaces cater to a diverse spectrum of organizations seeking efficient test and training management solutions. The primary beneficiaries include:

- **Enterprises:** Large corporations with multiple departments requiring tailored tests and training materials.

- **Governments:** Government agencies that necessitate secure, organized testing environments.
- **Test Sponsors:** Organizations or individuals responsible for creating and managing tests.
- **Large Institutions:** Academic institutions, research centers, or any sizable entities engaged in educational and evaluative activities.

At its core, Workspaces is a multi-tenant infrastructure designed to facilitate collaborative testing and training across various teams or organizations within a single platform. It ensures privacy and data security while fostering global accessibility and resource sharing.

Each team or organization is allocated a designated workspace where they have the autonomy to create, customize, and manage their tests and training materials. These workspaces operate in isolation, preserving data confidentiality and control.

Workspaces offers an array of branding and customization options to cater to the unique identity and preferences of each workspace. This feature allows organizations to tailor their Workspaces environment to align with their branding, visual identity, and overall aesthetic preferences.

Workspaces support a hierarchical structure, enabling higher-level managers or administrators to oversee and administer the workspaces of their subordinates or other collaborating teams. This feature offers a clear view of team activities and facilitates alignment with organizational goals.

Managing user roles is pivotal in ensuring the efficiency and organization of Workspaces. It distinguishes between global and local roles, each conferring specific permissions and capabilities to users. This hierarchical role-based system enhances productivity by enabling users to focus on their designated responsibilities.

Typical user roles are:

- **Super Admin:** The highest authority in the system, with full permissions to manage all aspects.
- **Workspace Admin:** Responsible for user management, training courses, tests, and data within their designated workspace.
- **Global Instructor:** Oversees tests across the entire system.
- **Workspace Instructor:** Manages tests within their assigned workspace.
- **Specific Test Manager:** Appointed by instructors to oversee specific tests.
- **Candidate:** Engages in training courses and tests within their allocated workspace.

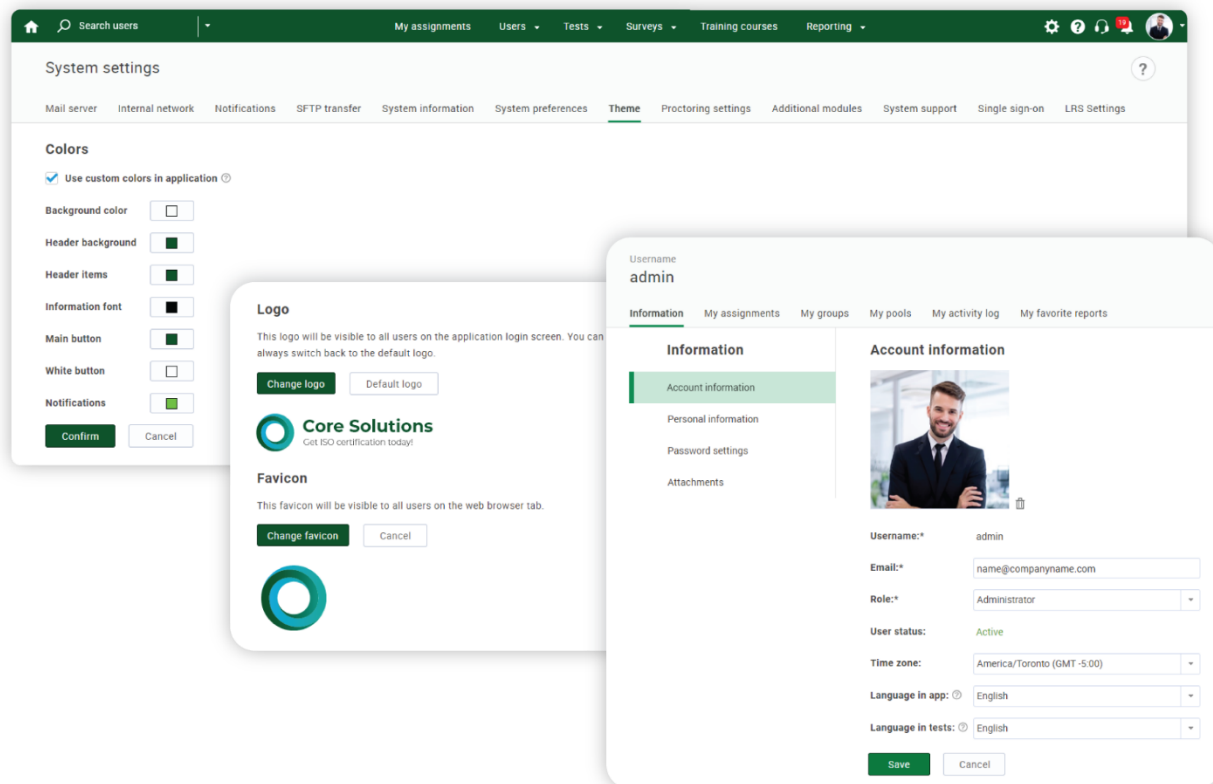
This structured role hierarchy ensures a streamlined, organized, and efficient Workspaces environment tailored to the needs of diverse organizations and teams.

4 White-Labeling

In this section, we will explore the comprehensive customization and configuration capabilities provided by YouTestMe to tailor the application to your organization's specific needs. These features include:

1. Theme customization
2. Logo and favicon management
3. Login page personalization
4. Notification customization
5. Mail server configuration

By leveraging these powerful customization and configuration features, YouTestMe empowers organizations to create a highly tailored and efficient learning and assessment environment that meets their unique requirements and reflects their brand identity.

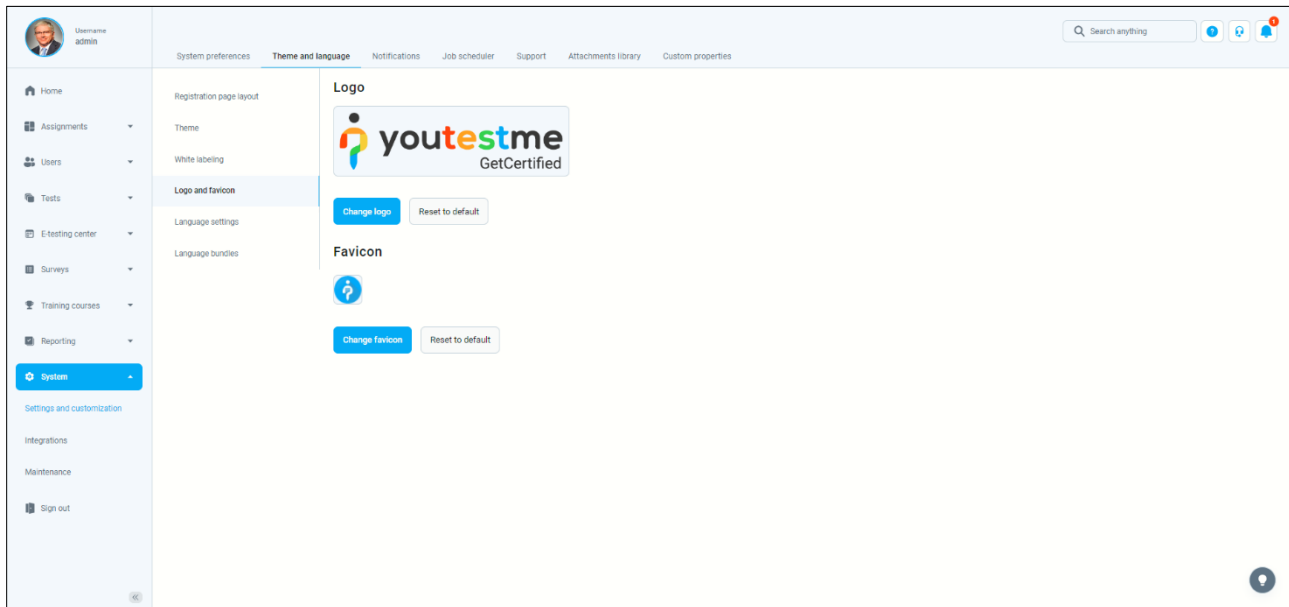


4.1 Theme Customization

YouTestMe offers extensive theme customization options, allowing you to harmonize the application's visual appearance with your brand identity. This includes:

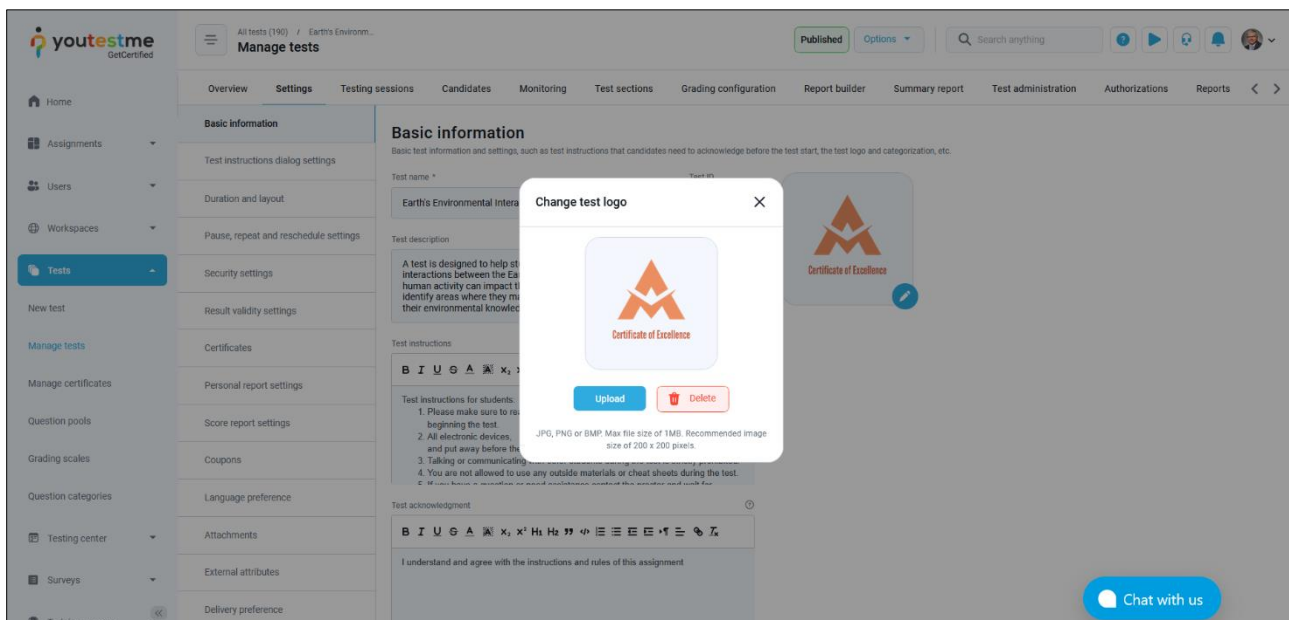
- **Changing Theme Colors:** Customize the color scheme of the application's interface to reflect your brand's identity and preferences.

- **Logo and Favicon:** Easily replace the default logo with your organization's logo and set a custom favicon for a consistent brand representation.
- **Login Page Personalization:** Add personalized instructions to the login page to guide users effectively.



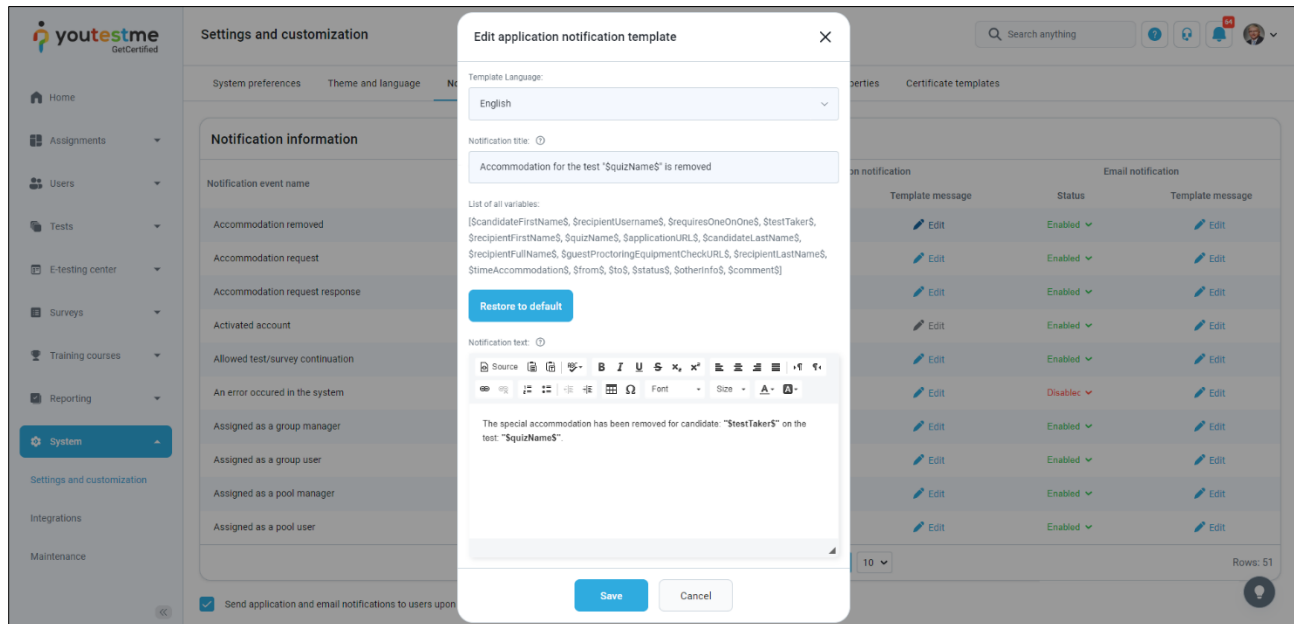
4.2 Test Logo Customization

For a more granular branding approach, YouTestMe allows you to set a specific logo for each test you create. This feature enables you to customize the visual identity of each test while maintaining a cohesive brand presence.



4.3 Customizing In-App and Email Notifications

YouTestMe allows you to customize in-app and email notifications, ensuring that communication with users aligns with your organization's tone and style. This includes modifying notification titles and text.



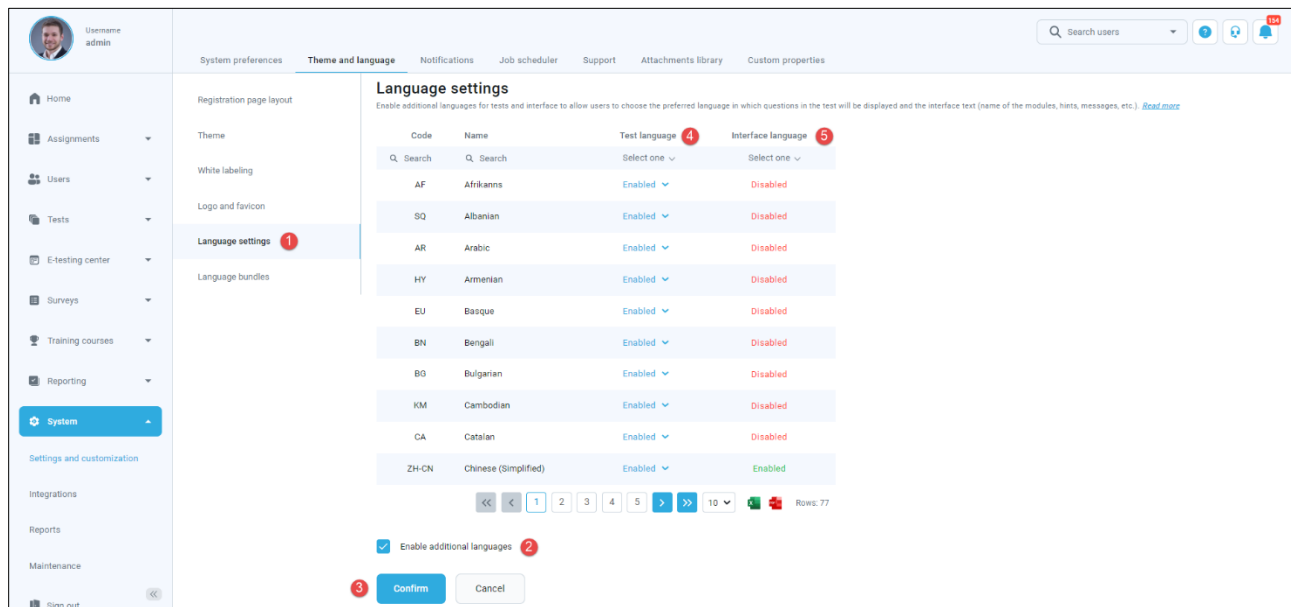
4.4 Mail Server Configuration

Configure the mail server settings within YouTestMe to enable the application to send notifications to administrators and users via email. This is essential for timely communication and updates.

4.5 Language Settings and Bundles (Multi-Language Support)

YouTestMe offers language customization options, allowing users to adapt the application's interface text to their specific needs. This includes changing labels, creating hints, and modifying notification content.

Customize language bundles based on key-value pairs, ensuring the application's text aligns with your desired language and terminology.



5 Email Notifications

YouTestMe features a robust automated email notification module that systematically sends email notifications to users for key system events.

This module ensures real-time communication and event-driven updates, enhancing user engagement and facilitating efficient information flow within the educational and assessment environment.

Below, you can see the list of most frequently triggered email notifications:

5.1.1 Test Notifications

- **Test published:** This notification is triggered when an instructor publishes a test, making it visible to candidates. Users assigned to the testing session receive an email and in-app notification containing the test details.
- **Product purchased:** This notification is triggered when a product payment is made through the e-commerce module. Users, such as candidates, receive this notification upon product purchase.
- **Allowed test continuation:** This notification is triggered when a user is allowed to continue a test they had previously left unfinished. The user receives an email and in-app notification after the manager allows continuation.
- **Test results:** This notification is triggered when a test is completed, and a manager previews the test results report. Users receive an email and in-app notification notifying them of the availability of the results.
- **Unresolved test report:** This notification is triggered when a test report remains unresolved by the manager. Candidates receive an email and in-app notification indicating the report's status.
- **Test results on the manager's approval:** This notification is triggered when a manager approves the test results. Users receive an email and in-app notification informing them of the availability of the test results for viewing.

- **Test suspended:** This notification is triggered when a test is suspended by the test manager. Users assigned to an active test session receive an email and in-app notification indicating the test suspension.

5.1.2 Users Notifications

- **New user profile created:** This notification is triggered when an administrator creates a new user profile. The newly created user receives an email with their profile credentials.
- **New registration request:** This notification is triggered when a user submits a registration request. The user receives a notification containing the submitted registration request information.
- **Registration request approved:** This notification is triggered when the system administrator approves a registration request. The user receives an email confirming the approval and granting access to the system.
- **Registration request declined:** This notification is triggered when the system administrator declines a registration request. The user receives an email notifying them of the request's rejection.
- **User's status changed:** This notification is triggered when a user's status is changed to Suspended, Locked, Deactivated, or Deleted. The user receives an email notification about the status change.
- **When the user's status is changed to active:** This notification is triggered when a user's status is changed back to Active. The user receives an email notification indicating the account reactivation.
- **Profile information updated:** This notification is triggered when a user updates their profile information. The user receives an email and in-app notification confirming the profile change.
- **Password changed:** This notification is triggered when a user changes their password. The user receives an email notification with the new password and an in-app notification confirming the password change.

5.1.3 User Groups Notifications

- **Assigned as a group user:** This notification is triggered when a user is assigned to a specific user group. The user receives an email and application notification containing the group name.
- **User removed from a group:** This notification is triggered when a group manager removes a user from a group. The removed user receives an email and in-app notification indicating the loss of access to the group and its subgroups.

5.1.4 Question Pools Notifications

- **Assigned as a pool manager:** This notification is triggered when a user is assigned as a pool manager. The user receives an email and application notification specifying the pool they now manage.
- **Assigned as a pool user:** This notification is triggered when a user is assigned as a pool user. The user receives an email and application notification indicating their membership in a specific pool.
- **User removed from a pool:** This notification is triggered when a pool manager removes a user from a pool. The removed user receives an email and in-app notification stating the loss of access to the pool.

5.1.5 Training Courses Notifications

- **Assigned as a training course manager:** This notification is triggered when a user is assigned as a manager of a training course. The user receives an email and application notification specifying the training course they manage.

- **Assigned as a training course user:** This notification is triggered when a user is assigned as a training course user. The user receives an email and application notification with details about the training course.

6 Cruise Control Testing and Course Management Service

In this chapter, we present Cruise Control, a comprehensive service designed to simplify and optimize your testing and course management processes. Cruise Control offers a hands-free, streamlined approach, complemented by the guidance of a dedicated Personal Assistant. This service empowers educators to focus on education, learning outcomes, and assessments, while we take care of the rest.

6.1 Key Features of Cruise Control

6.1.1 Effortless Test and Course Setup

Our priority is to minimize the burden of configuring tests and courses. Cruise Control's team takes the lead in automating the creation of tests and courses, including the setup of questions, formats, and criteria. This automation saves you valuable time and effort.

6.1.2 Item and Course Content Management

With specialized content authors at your service, we can create items and courses tailored to your specific requirements. Additionally, we offer seamless data import capabilities, ensuring that our solution aligns seamlessly with your content strategy.

6.1.3 Automated User Management

Cruise Control simplifies user management by automating the assignment of users to specific tests within courses. We also handle profile maintenance, ensuring a smooth and efficient process.

6.1.4 Personalized Reports

Our reporting system is highly adaptable. We tailor reports to your preferred format and delivery schedule, ensuring that your reporting needs are met precisely and efficiently.

6.1.5 Dedicated Personal Assistant

As part of the YouTestMe team, you will have access to a dedicated Personal Assistant. This assistant is available to help you define procedures and fulfill specific requests, ensuring a personalized and responsive experience.

6.1.6 Organizing and Monitoring Testing Sessions/Windows

In addition to the core features mentioned above, Cruise Control excels in organizing and monitoring testing sessions and windows. This essential component ensures the seamless execution and supervision of assessments. Key functionalities in this domain include:

- **Efficient Session Scheduling:** Cruise Control allows you to effortlessly schedule testing sessions, ensuring that assessments are conducted at optimal times. The system can automatically allocate users to sessions based on your predefined criteria, simplifying the allocation process.
- **Real-time Session Monitoring:** Keep a watchful eye on ongoing testing sessions in real-time. Cruise Control provides live monitoring capabilities, allowing you to track user progress, identify potential issues, and intervene when necessary.
- **Proactive Issue Resolution:** Our system is equipped to detect and flag potential issues during testing sessions. This proactive approach ensures that problems are identified and addressed promptly, minimizing disruptions.
- **Customized Session Reports:** Cruise Control offers customizable session reports, allowing you to review session data in a format that suits your needs. These reports can include user performance metrics, session durations, and any anomalies that require attention.
- **Session Security:** We prioritize the security of testing sessions. Cruise Control employs robust security measures to protect the integrity of assessments, including secure user authentication and session encryption.

The inclusion of these features underlines our commitment to providing a comprehensive testing and course management solution that caters to all aspects of the assessment process. Cruise Control empowers educators with the tools needed to organize, monitor, and optimize testing sessions effectively.

6.2 Service Process

6.2.1 Initial Configuration

At the outset, our team customizes Cruise Control to align with your unique needs. Simultaneously, your Personal Assistant familiarizes themselves with your preferences to provide a tailored service.

6.2.2 Automated Processes

Cruise Control's team takes charge of overseeing test and course management, content imports, user support, and reporting. This comprehensive oversight guarantees a seamless experience, allowing you to focus on your core educational goals.

6.2.3 Continuous Improvement

Cruise Control evolves based on user patterns and feedback, ensuring optimal performance. Your Personal Assistant is there to support you throughout this journey, making adjustments and enhancements as needed.

7 System Requirements

The required capacity of the system depends on the following parameters:

1. Number of concurrent users on the system.
2. Average load that one user generates on the system.
3. Type and performance of hardware (CPU type, storage type, network capacity, etc.).

The table below represents a comparison of various activities and their load on the system.

#	Activity	Load on the System
1.	Taking the test	Light
2.	Registering user	Light
3.	Downloading large files	Medium
4.	Running simple reports	Medium
5.	Running complex reports	Heavy
6.	Batch operations like loading large amount of data from external files	Heavy

The overall performance of the system will depend on the load and infrastructure capacity.

For more precise estimates, we recommend doing a proof of concept designed to produce concrete data in a specific environment.

Thanks to its scalability, the system can be easily upgraded by adding more hardware resources.

Based on the conservative estimates regarding the load that will be put on the system by users, a table below is created with recommended and minimum system hardware requirements.

Edition	Number of concurrent users	Recommended	Minimum
Standard	<100	- One VM (8 CPU, 24GB RAM) - Web-server (4 CPU, 4 GB)	- One VM (4 CPU, 16 GB RAM) - Web-server (4 CPU, 4 GB)
Enterprise	100-400	- Two DB VM (4 CPU, 8 GB RAM) - Two Application server VMs (8 CPU, 32 GB RAM) - One Load balancer VM (4 CPU, 8 GB RAM)	- One DB VM (4 CPU, 4 GB RAM) - Two Application server VMs (4 CPU, 24 GB RAM) - One Load balancer VM (4 CPU, 4 GB RAM)
Enterprise Plus	400-800	- Two DB VMs (4 CPU, 8 GB RAM) - Three Application Server VMs (8 CPU, 32 GB RAM) - One Load balancer VM (4 CPU, 8 GB RAM)	- Two DB VMs (4 CPU, 8 GB RAM) - Three Application Server VMs (4 CPU, 24 GB RAM) - One Load balancer VM (4 CPU, 8 GB RAM)

	800+	<ul style="list-style-type: none"> - Add one Application server VM (8 CPU, 32 GB RAM) per 400 concurrent users beyond the initial number of concurrent users - Add 8 GB RAM and 4 CPU to the database instance per 400 concurrent users beyond the initial number of concurrent users - Add Load balancer VM (4 CPU, 8 GB RAM) per 800 concurrent users beyond the initial number of concurrent users - Additional network balancer is required in front of the Load balancers 	<ul style="list-style-type: none"> - Add one Application Server VM (4 CPU, 24 GB RAM) per 400 concurrent users beyond the initial number of concurrent users - Add 8 GB RAM and 4 CPU to the database instance per 400 concurrent users beyond the initial number of concurrent users - Add Load balancer VM (4 CPU, 8 GB RAM) per 800 concurrent users beyond the initial number of concurrent users - Additional network balancer is required in front of the Load balancers
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7.1 Scalability and Performance Assurance

In today's rapidly evolving educational and assessment landscape, the ability to handle growing volumes of users and maintain exceptional performance is paramount. In this chapter, we explore how YouTestMe's robust architecture ensures scalability and performance, making it an ideal choice for organizations with diverse and dynamic needs.

YouTestMe's commitment to scalability and performance assurance sets us apart as a reliable partner for organizations of all sizes and needs. Our platform is architected to adapt and grow with you, making it an ideal choice for educational institutions, corporations, and government agencies looking to deliver assessments with confidence.

As you consider the future of your testing and assessment needs, rest assured that YouTestMe is equipped to support your journey, no matter how ambitious or dynamic it may be. We invite you to explore the boundless possibilities that our platform offers, secure in the knowledge that scalability and exceptional performance are at the core of what we do.

7.1.1 Scalability: Meeting Your Volume Demands

YouTestMe is designed to be highly scalable, allowing organizations to adapt to changing demands seamlessly. Whether you anticipate a gradual increase in user volumes or need to accommodate a sudden surge in usage, our platform can flexibly and effectively handle any scenario.

7.1.2 Adding Application Servers

One of the key elements that enable our scalability is the ability to add more application servers to the architecture. This means that as your user base grows, the infrastructure can be expanded almost effortlessly to meet the increased demand. Thousands of candidates taking tests simultaneously are fully supported through our flexible architecture, which permits the addition of more resources and components as needed.

7.1.3 Efficient Resource Allocation

Our platform optimizes resource allocation, ensuring that system resources are efficiently distributed to accommodate the highest concurrent user loads. This dynamic resource management guarantees that users experience consistent performance, even during peak usage periods.

7.1.4 Load Balancing

Load balancing is a fundamental component of our architecture. It evenly distributes incoming user requests across multiple application servers, preventing any single server from becoming overwhelmed. This results in reduced response times and improved overall system performance.

7.1.5 Automated Scaling

Our system employs automated scaling mechanisms that can dynamically adjust the available resources based on current demand. This ensures that even unexpected surges in usage are managed effectively without manual intervention.

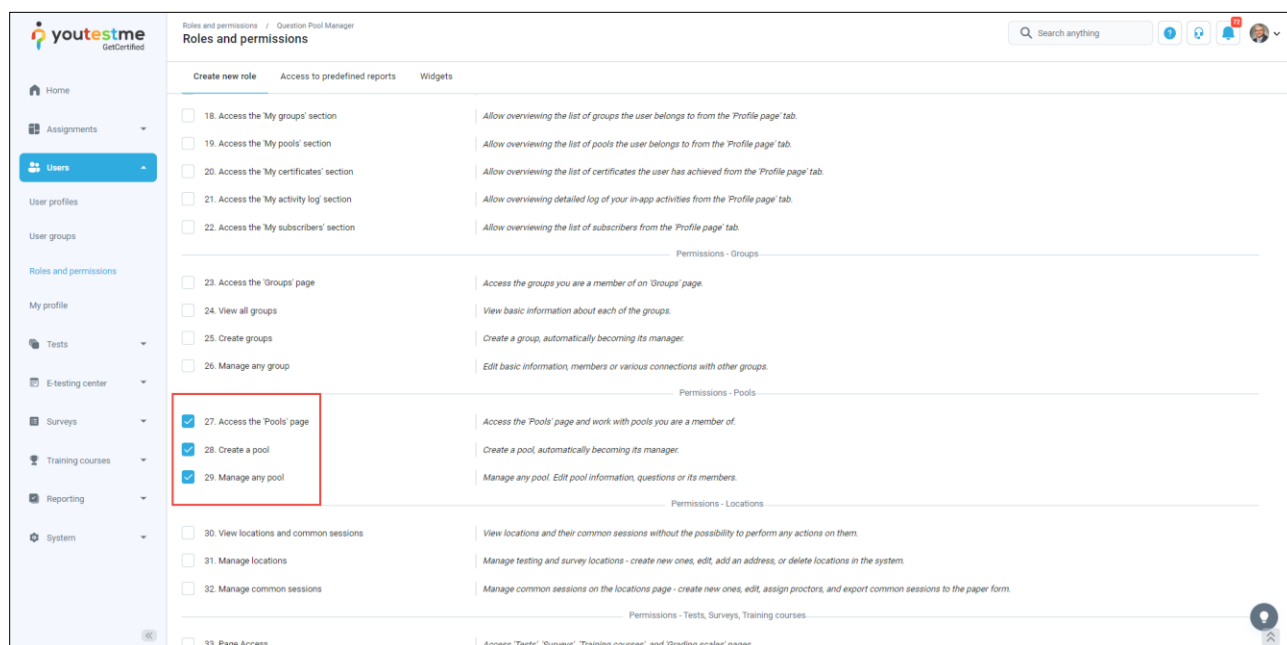
8 User Management

8.1 Access Control and User Roles

The YouTestMe platform places a strong emphasis on providing advanced access control to specific functions and data, ensuring that users have precisely the right level of access they need. This is achieved through the utilization of default roles or the creation of custom roles tailored to your organization's unique requirements.

8.1.1 Role-Based Access Control

User roles within YouTestMe are meticulously designed to be aligned with sets of permissions, allowing for the granular assignment of authorization rights within the application. These permissions define the scope of actions each user can perform.



8.1.2 Default Roles

To streamline the setup process, YouTestMe offers predefined roles, including:

- **Administrator:** This role, by default, possesses the authority to create and manage other user roles and permissions.
- **Candidate:** Represents the standard user role for test-takers.
- **Proctor:** Responsible for overseeing test sessions and ensuring their smooth conduct.
- **Instructor:** Empowered to create and manage instructional content and assessments.

These predefined roles serve as a foundation but are also fully editable to adapt to your organization's specific needs.

8.1.3 Advanced User Roles

Beyond the default roles, YouTestMe provides several advanced roles that mirror real-life organizational structures and cater to individuals involved in test management. These advanced roles are tailored to support a wide range of activities and responsibilities within the platform.

- **Grader:** Graders play a pivotal role in evaluating and providing feedback on user groups to which they are assigned as managers. They are equipped to assess questions, view group statistics, access candidate information in the testing session they oversee, and generate reports on test attempts. This role empowers instructors and organizations to maintain a high level of assessment quality.
- **Content Manager:** The Content Manager role grants users access to all options related to question pools and tests. This role is intended for individuals responsible for creating and editing tests, surveys, training materials, question pools, attachments, and other content within the platform. It streamlines content creation and management processes.

- **Analyst:** Analysts are entrusted with the task of delving into application data, scrutinizing reports, and crafting report templates. This role is tailored for those who need to extract valuable insights from the system's data, allowing for informed decision-making and performance analysis.
- **Customer Service Representative (CSR):** The CSR role is designed to facilitate all aspects of test organization. CSR users can manage user profiles and information, oversee tests, surveys, training courses, and common sessions. Additionally, they have the capability to create special accommodations for candidates, ensuring a smooth and accommodating testing experience.

By offering these advanced roles, YouTestMe empowers organizations to mirror their real-world structures and optimize the management of tests and assessment processes.

8.1.4 Custom Roles

YouTestMe facilitates controlled access by enabling the creation of an unlimited number of custom roles. These custom roles can be endowed with highly specific permissions, allowing you to finely tune the level of access for various user groups. By simply assigning a security role to a user, you can effortlessly control their access to functions and data within the platform.

8.1.5 Default Page Redirection

Additionally, YouTestMe offers the flexibility to define default page redirections after user login for each role. This feature enhances user experience by ensuring that users are directed to the most relevant areas of the application based on their role.

Custom User Properties

6.1 Introduction

This chapter explores the versatile functionality of custom user properties within the YouTestMe platform. Custom user properties empower organizations to capture and manage additional user information beyond the standard profile fields. This added flexibility is invaluable for tailoring user profiles to specific organizational needs, whether it involves tracking departmental affiliations, organizational associations, language preferences, and much more. In this chapter, we will delve into how custom user properties can be configured and leveraged to enhance user profiles and information management.

8.2 Defining Custom User Properties

Custom user properties offer a structured approach to defining and recording users' supplementary information.

These fields are prominently displayed within user profiles, neatly organized under the "Personal Information" section.

The YouTestMe platform provides granular control over the visibility of these custom properties, allowing organizations to adapt user profiles to their precise requirements.

The available data types of custom user properties include:

- **Yes / No:** This data type allows users to provide binary responses, making it suitable for capturing preferences, consent, or simple "yes" or "no" choices.
- **Text:** Text fields are ideal for capturing alphanumeric information such as department names, job titles, or other textual data relevant to user profiles.
- **Timestamps:** Timestamps can record date and time information, useful for tracking events or milestones related to users.
- **Date:** Date fields specifically capture calendar dates, providing a structured way to record birthdays, hire dates, or other significant dates.
- **Number:** Number fields are designed to capture numeric data, making them suitable for recording quantities, numerical identifiers, or any data that requires numerical input.

8.3 User Group Organization

In this chapter, we delve into the versatile functionality of user group organization within the YouTestMe platform. User groups serve as a fundamental element to structure and manage users effectively in alignment with your organization's unique hierarchy. Whether you are overseeing distributed associations, managing company departments, or coordinating classes in educational institutions, user groups offer invaluable flexibility to streamline various processes. This chapter explores the benefits of user group organization and its impact on automating test distribution, optimizing the registration process, and managing access rights seamlessly.

User groups within YouTestMe are a cornerstone feature that empowers organizations to align their digital ecosystem with real-world structures. Leveraging user groups can significantly enhance the efficiency and effectiveness of your operations. Here's how:

8.3.1 Mapping Organizational Structure

To begin, you can create user groups that mirror your organization's hierarchy. This strategic alignment ensures that the platform adapts seamlessly to your specific structure. By organizing users into groups that reflect your departments, divisions, or other organizational units, you can effortlessly manage and track activities within each unit.

8.3.2 Monitoring Certification Progress

User groups provide a convenient means of monitoring certification progress within departments or divisions. This feature enables you to gain insights into the performance of different segments of your organization. By associating tests with specific groups, you can assess certification progress across departments, facilitating informed decision-making and targeted interventions where necessary.

8.3.3 Efficient Test Distribution

Assigning tests to entire groups is a powerful tool for optimizing the test distribution process. Instead of manually selecting individual users, you can designate entire groups to receive specific assessments. This not only saves time but also ensures that the right tests are delivered to the right audience, reducing the risk of errors and oversights.

8.3.4 Comparative Analysis

YouTestMe's user group capabilities extend to comparative analysis. You can easily compare the statistics of individual group members to the group's average. This feature is particularly valuable for assessing the performance of individuals in relation to their peers within the same department or division. It fosters healthy competition and can drive improvements in overall performance.

8.3.5 Self-Enrollment and User Management

User groups offer flexible enrollment options. Users can self-enroll in groups, simplifying the registration process and reducing administrative overhead. Additionally, managers can be granted the authority to add new members to their respective groups, streamlining user management and ensuring that groups remain up-to-date.

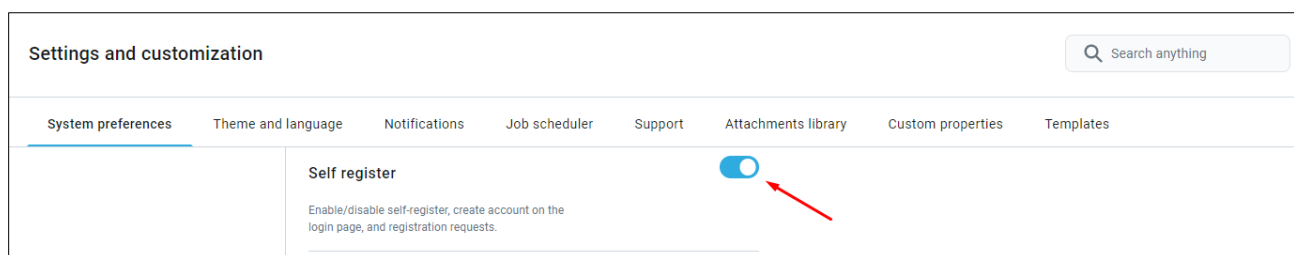
8.3.6 Direct Access and Registration Links

To further enhance user experience, YouTestMe provides direct access links for registration and group assignment. These links facilitate a seamless onboarding process for users, allowing them to quickly register and join their designated groups with ease.

8.4 Self-Registration

YouTestMe provides comprehensive support for the implementation of self-registration as an efficient mechanism for profile establishment.

Within the realm of system preferences, the administrator is presented with a straightforward task of activating the self-registration feature for candidates, thereby configuring the system accordingly.



In the context of self-registration, clients exhibit a preference for maintaining complete oversight over the information solicited from candidates. YouTestMe facilitates this by empowering clients to craft a wholly customized registration interface, encompassing precise data fields aligned with their requirements. Additionally, clients retain full authority over designating mandatory and optional status for each field.

Settings and customization

Search anything

System preferences

Theme and language

Notifications

Job scheduler

Support

Attachments library

Custom properties

Templates

Date and time

Web session parameters

Internal network

Password configuration

Test booking settings

Test cancellation settings

Test authorization limit

Answer ordinal markup

Score report setup

Knowledge deficiency report setup

Additional modules setup

Registration page layout

Modify the registration page by enabling/disabling fields for registration. Fields such as username, email, role, and captcha cannot be disabled.

☒ Enable first and last name fields on the registration page

☒ Enable the external ID field on the registration page

☒ Enable date of birth field on the registration page

☐ Set date of birth field as required

☒ Enable the address fields on the registration page

☒ State

☒ City

☒ Country

☒ Street

☒ Postal code

☐ Set all address fields as required

☒ Enable custom properties on the registration page

☐ Set all custom properties as required

Confirm

Cancel

A pivotal facet of this process resides in the utilization of custom user properties, which serve as bespoke fields of diverse formats. This innovative functionality empowers client administrators to define and incorporate distinct fields within user profiles. These fields cater to the capture of specific information that extends beyond the scope of the pre-existing default fields inherent to the system.

youtestme

GetCertified

User profiles

Search anything

1

2

3

4

5

List of all users

Users created by me

Create new user

Custom user properties

Registration links

Optionally create custom fields to enter additional data about users, that will appear under personal information on the user profile page. Enable, disable or remove existing custom user properties if needed.

Custom user properties

Number of available properties left for creation 14

Create new

Actions

Name

Description

Type

Status

Save table settings

custom_column_3

Enter a user is employed full-time...

Dropdown

Enabled

Rows: 1

New property

Title *

Description

Type *

Yes / No

Text

Date

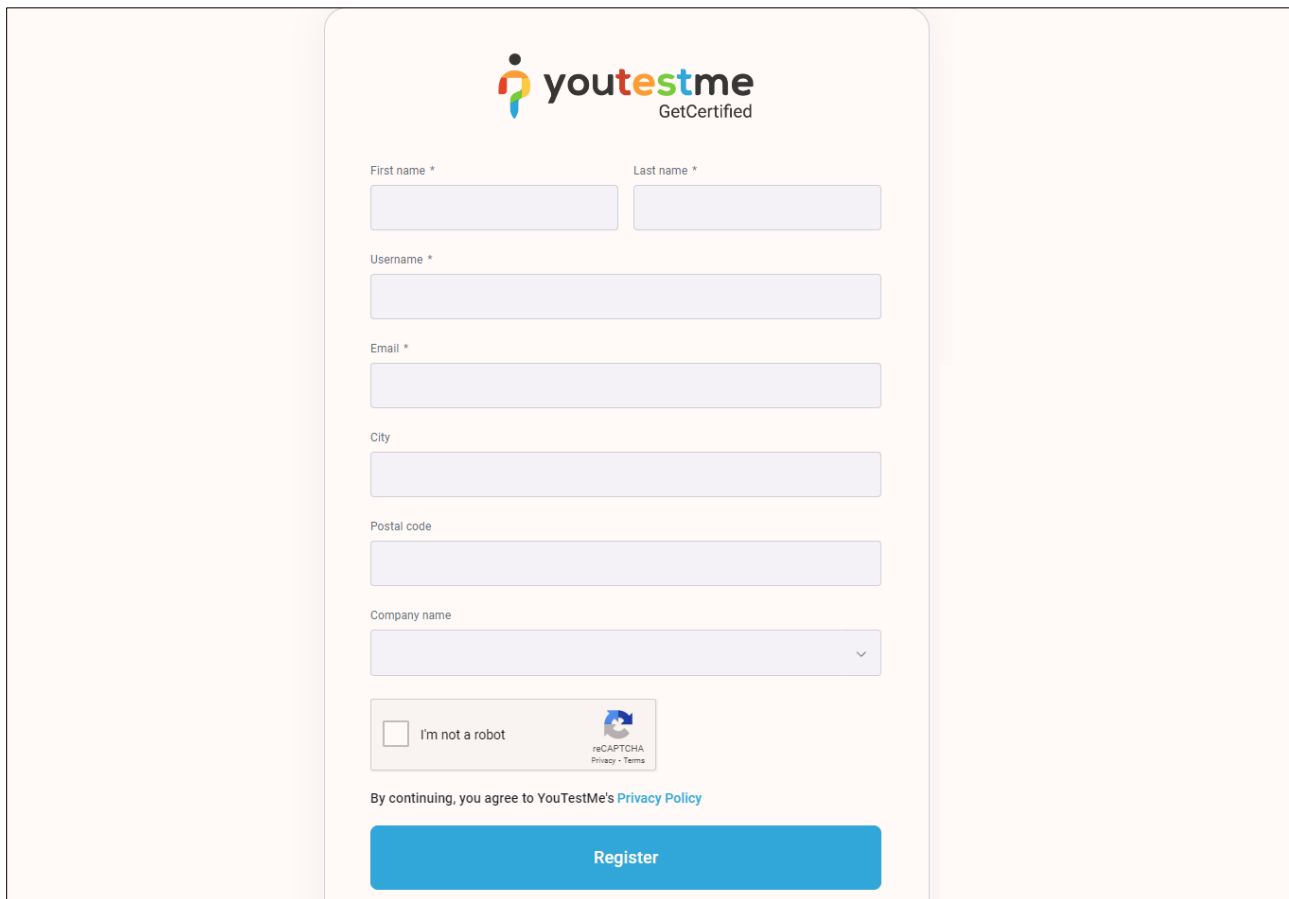
Timestamp

Number

Dropdown

Chat with us

Following the administrator's configuration of the designated registration panel, their responsibilities are effectively fulfilled, transferring the subsequent onus onto the candidates.



The registration form for youtestme GetCertified is displayed within a light orange border. The form includes the following fields and elements:

- First name *** and **Last name ***: Two separate text input fields.
- Username ***: A single text input field.
- Email ***: A single text input field.
- City**: A single text input field.
- Postal code**: A single text input field.
- Company name**: A dropdown menu with a downward arrow.
- reCAPTCHA**: A checkbox labeled "I'm not a robot" next to the reCAPTCHA logo and "Privacy - Terms" link.
- Agreement**: A line of text stating "By continuing, you agree to YouTestMe's [Privacy Policy](#)".
- Register**: A large blue button at the bottom of the form.

9 Training Courses

YouTestMe facilitates the structuring of the learning journey for clients' candidates through the implementation of training courses.

These training courses are composed of multiple sequential steps, offering clients the flexibility to decide whether candidates should progress through them in a predefined order or if candidates can freely navigate between steps according to their preferences.

Instructors hold the capability to integrate an arbitrary number of steps into a training course, each step enriched with a range of learning resources (attachments).

Training courses / Banking Training Course / Introduction to Banking

Next step will become available after you pass the test!

Search anything

Next

Introduction to Banking

Banking - 20th Century


Cryptocurrency

Certification Exam

Description

A bank is a financial institution that accepts deposits from the public and creates a demand deposit while simultaneously making loans. Lending activities can be directly performed by the bank or indirectly through capital markets.

Banking in its modern sense evolved in the fourteenth century in the prosperous cities of **Renaissance Italy** but in many ways functioned as a continuation of ideas and concepts of credit and lending that had their roots in the ancient world. In the history of banking, a number of banking dynasties – notably, the Medicis, the Fuggers, the Welsers, the Berenbergs, and the Rothschilds – have played a central role over many centuries. The oldest existing retail bank is **Banca Monte dei Paschi di Siena** (founded in **1472**), while the oldest existing merchant bank is Berenberg Bank (founded in 1590).



Action	Attachment name
View	Bank - Definition
View	List of oldest banks
View	Banking Explained

Available now

Banking Fundamentals

This is a short exam to check your ...

User group

Location

Available seats
Unlimited

Booking deadline
Sep-30-2032
09:18 PM CEST

Available from
Sep-01-2022
09:18 PM CEST

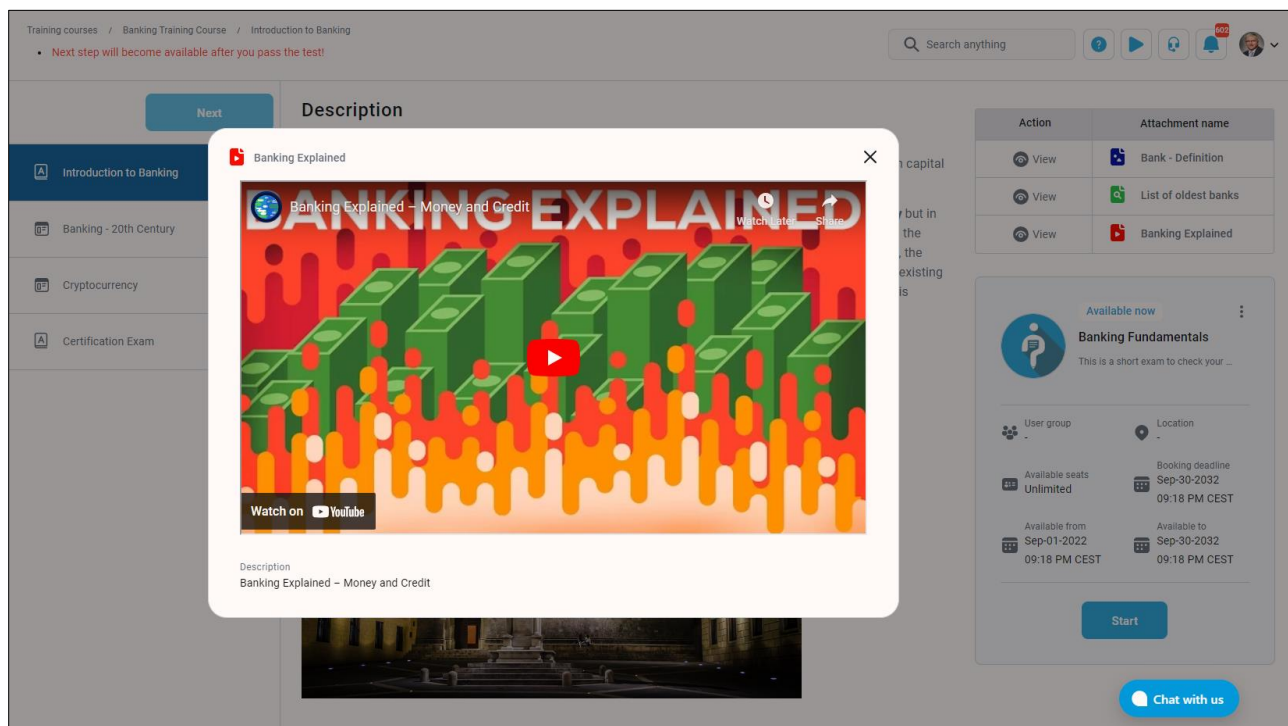
Available to
Sep-30-2032
09:18 PM CEST

Start

Chat with us

These learning resources encompass a variety of multimedia file formats, including:

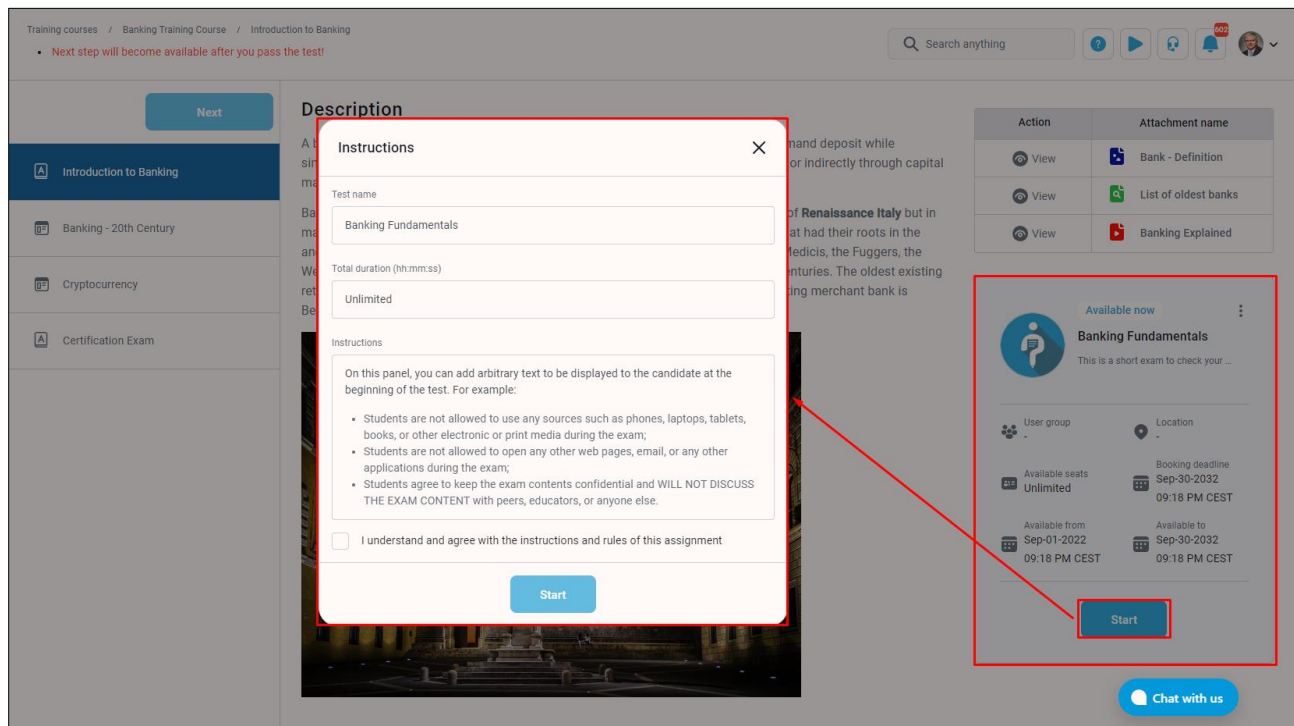
1. Video
 - a. MP4
 - b. YouTube
 - c. Vimeo
2. Audio (MP3)
3. Picture
4. PDF
5. Google Docs
6. External links
7. Files of diverse formats (designed for downloading)



The screenshot displays the Youtestme platform interface. At the top, there's a navigation bar with 'Training courses / Banking Training Course / Introduction to Banking'. A message states: 'Next step will become available after you pass the test!'. The main content area is titled 'Description' and features a video player for 'Banking Explained - Money and Credit'. The video thumbnail shows a 3D bar chart with green bars of increasing height, overlaid with a red play button. Below the video, there's a 'Watch on YouTube' button. To the right of the video player, there's a table with 'Action' and 'Attachment name' columns, listing items like 'Bank - Definition', 'List of oldest banks', and 'Banking Explained'. Below this table, there's a section for 'Banking Fundamentals' with details on user groups, location, booking deadline, and availability. A 'Start' button is visible at the bottom right of this section. A 'Chat with us' button is located at the bottom right of the page.

Upon completion of each step, instructors can incorporate a self-assessment test aimed at evaluating the candidates' understanding.

Furthermore, instructors possess the authority to mandate successful completion of a test prior to allowing candidates to progress to the subsequent step.



Training courses / Banking Training Course / Introduction to Banking

Next step will become available after you pass the test!

Search anything

Next

Introduction to Banking

Banking - 20th Century

Cryptocurrency

Certification Exam

Description

Instructions

Test name

Banking Fundamentals

Total duration (hh:mm:ss)

Unlimited

Instructions

On this panel, you can add arbitrary text to be displayed to the candidate at the beginning of the test. For example:

- Students are not allowed to use any sources such as phones, laptops, tablets, books, or other electronic or print media during the exam;
- Students are not allowed to open any other web pages, email, or any other applications during the exam;
- Students agree to keep the exam contents confidential and WILL NOT DISCUSS THE EXAM CONTENT with peers, educators, or anyone else.

☐ I understand and agree with the instructions and rules of this assignment

Start

Action

Attachment name

View

Bank - Definition

View

List of oldest banks

View

Banking Explained

Available now

Banking Fundamentals

This is a short exam to check your ...

User group

Location

Available seats

Unlimited

Booking deadline

Sep-30-2032

09:18 PM CEST

Available from

Sep-01-2022

09:18 PM CEST

Available to

Sep-30-2032

09:18 PM CEST

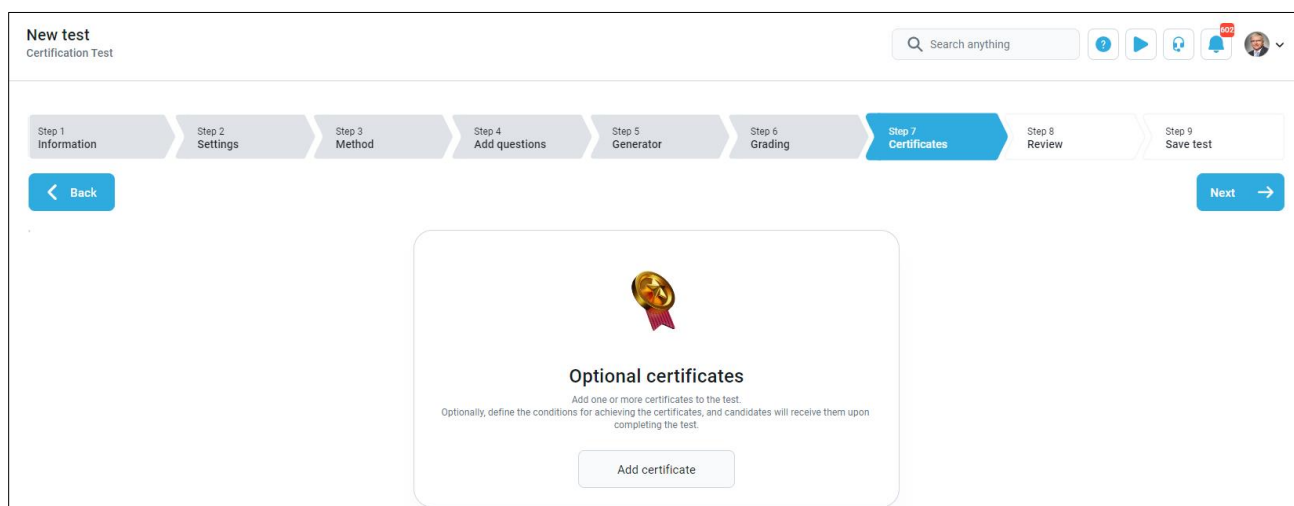
Start

Chat with us

As the culminating point of a training course, instructors commonly include a certification test that comprehensively covers all topics addressed throughout the course. Successful completion of this certification test leads to the conferral of a completion certificate, signifying the candidate's successful mastery of the training course.

10 Certificates

Certificates hold the capacity to be affiliated with either tests or training courses, most notably achieved through the inclusion of certification tests within the ultimate course phase.



New test

Certification Test

Search anything

Step 1 Information

Step 2 Settings

Step 3 Method

Step 4 Add questions

Step 5 Generator

Step 6 Grading

Step 7 Certificates

Step 8 Review

Step 9 Save test

Back

Next

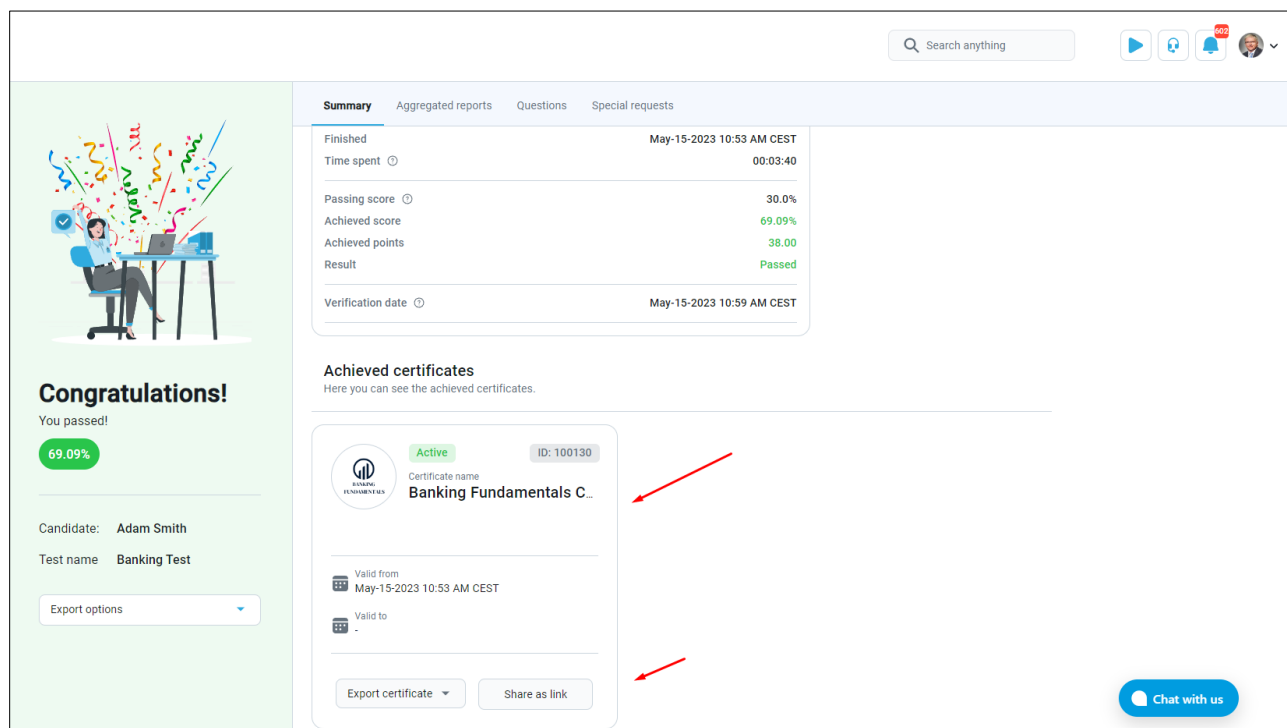
Optional certificates

Add one or more certificates to the test.

Optionally, define the conditions for achieving the certificates, and candidates will receive them upon completing the test.

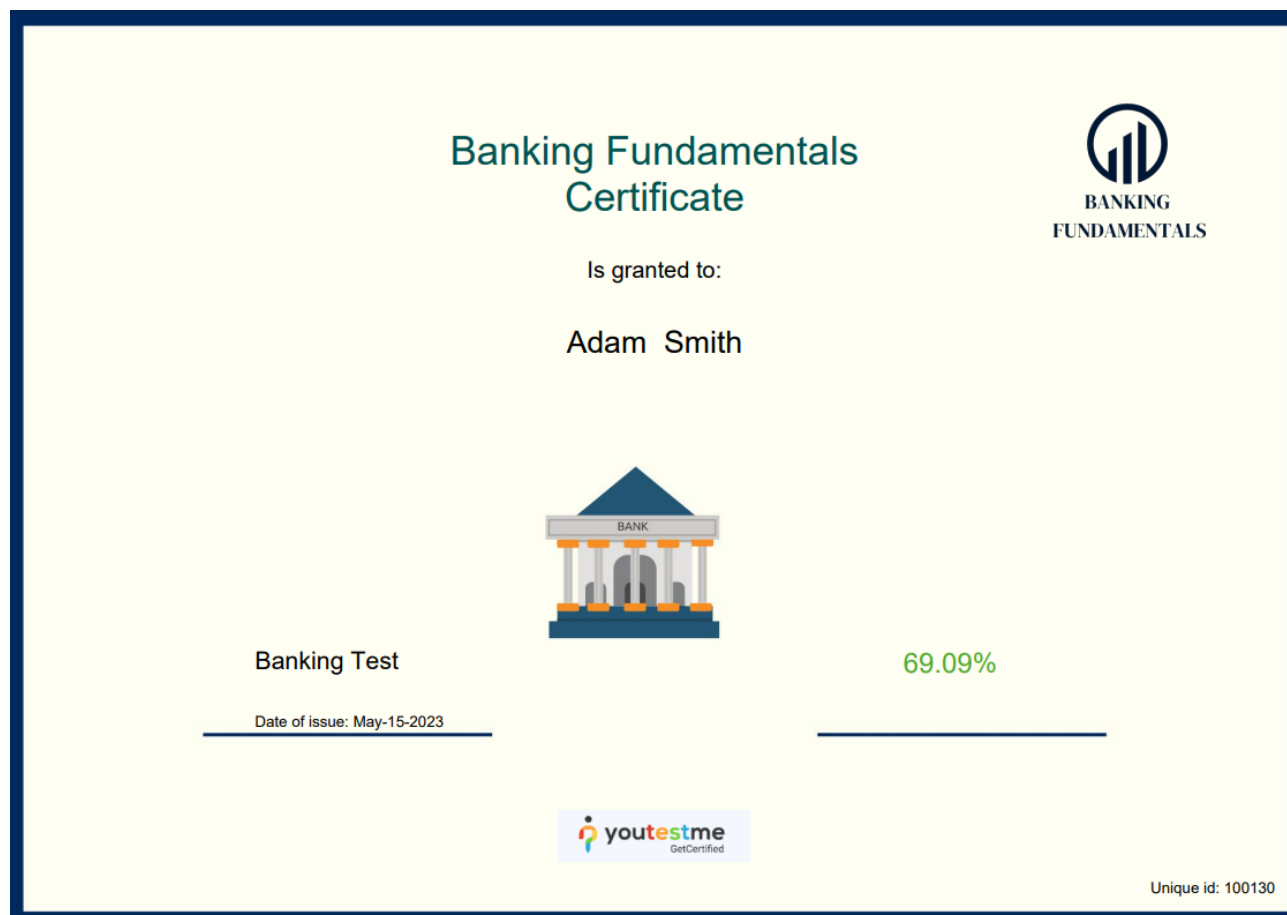
Add certificate

Upon a candidate's successful completion of a test, an automatic conferment of the pertinent certificate takes place.



The screenshot displays the YouTestMe dashboard after a successful test completion. On the left, a green sidebar features a 'Congratulations!' message, a '69.09%' score badge, and candidate details: Adam Smith, Banking Test. The main content area shows a 'Summary' tab with test results: Finished (May-15-2023 10:53 AM CEST), Time spent (00:03:40), Passing score (30.0%), Achieved score (69.09%), Achieved points (38.00), Result (Passed), and Verification date (May-15-2023 10:59 AM CEST). Below this, the 'Achieved certificates' section shows a certificate for 'Banking Fundamentals C...' with ID 100130, valid from May-15-2023 10:53 AM CEST. Two red arrows point to the 'Export certificate' and 'Share as link' buttons. A 'Chat with us' button is in the bottom right.

Certificates can be readily obtained as PDFs or images and are shareable via external links beyond the YouTestMe platform.

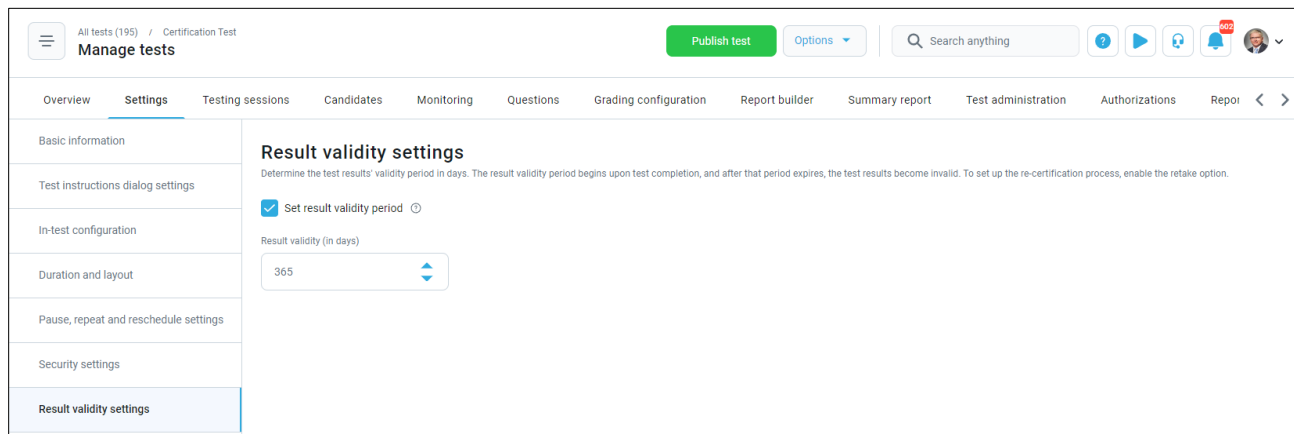


The YouTestMe certificate designer furnishes the means to craft a wide-ranging visual portrayal of the certificate.

Instructors retain the autonomy to curate the information exhibited, with the system proficiently completing the data fields via suitable placeholders, encompassing elements like first and last names, issuance and expiration dates, company name, and certificate ID.

Instructors are vested with the prerogative to define the duration of the certificate's validity before re-certification becomes obligatory, a detail that can be included on the certificate itself.

The operational framework involves the seamless dispatch of automated email notifications to candidates as the expiration date of their certificate approaches. This streamlined process operates autonomously, absolving instructors of the need for hands-on management of candidate re-certification procedures.



Result validity settings

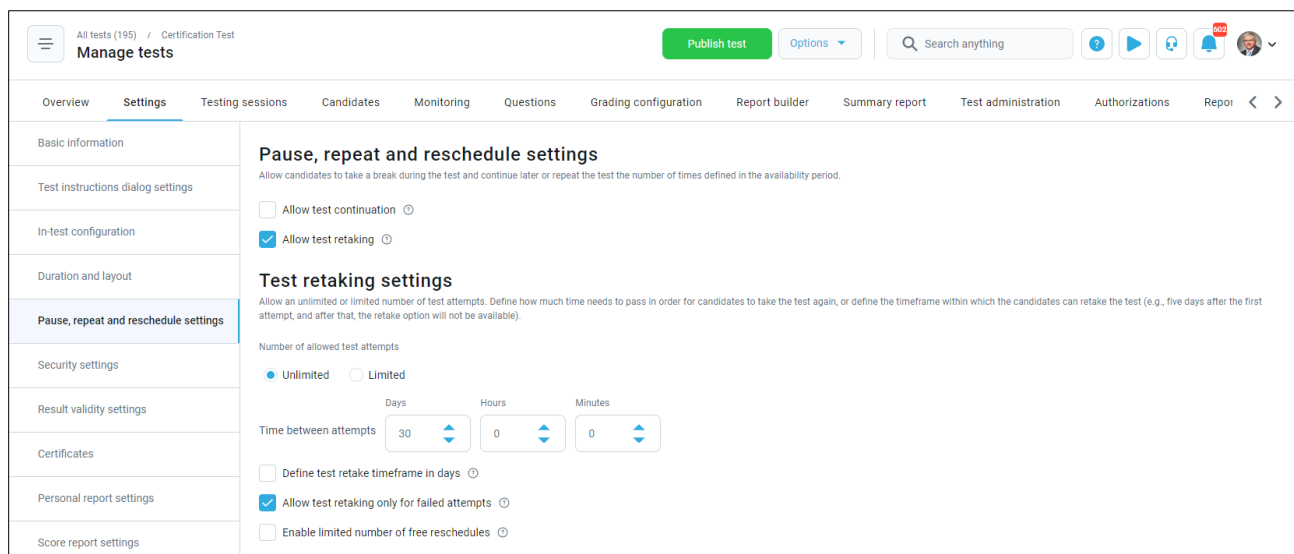
Determine the test results' validity period in days. The result validity period begins upon test completion, and after that period expires, the test results become invalid. To set up the re-certification process, enable the retake option.

☒ Set result validity period ⓘ

Result validity (in days)

365

Additionally, instructors are enabled to configure specific protocols dictating the retaking of certification tests following candidate test failures. One illustrative provision could involve imposing a stipulated interim period between consecutive test attempts, fostering a revisitation of learning materials prior to another testing endeavor.



Pause, repeat and reschedule settings

Allow candidates to take a break during the test and continue later or repeat the test the number of times defined in the availability period.

☐ Allow test continuation ⓘ

☒ Allow test retaking ⓘ

Test retaking settings

Allow an unlimited or limited number of test attempts. Define how much time needs to pass in order for candidates to take the test again, or define the timeframe within which the candidates can retake the test (e.g., five days after the first attempt, and after that, the retake option will not be available).

Number of allowed test attempts

☒ Unlimited ☐ Limited

Time between attempts

Days: 30 Hours: 0 Minutes: 0

☐ Define test retake timeframe in days ⓘ

☒ Allow test retaking only for failed attempts ⓘ

☐ Enable limited number of free reschedules ⓘ

Moreover, instructors possess the capability to stipulate divergent certificates contingent upon a candidate's score in the certification test. For example, a candidate achieving scores between 71 and 90 might be granted a Certificate of Proficiency, while a candidate garnering a score ranging from 91 to 100 could receive a Certificate of Excellence.

11 Proctoring

At YouTestMe, we offer two categories of online proctoring services:

1. [Live monitoring](#)
2. [Record & review](#)

With live monitoring, **candidates are monitored in real-time by YouTestMe proctors** throughout their entire test and with the help of artificial intelligence.

With Record & review, human proctors are not present during the test, **the candidate is monitored by artificial intelligence**. AI generates a recording of the test with suspicious moments flagged immediately after the test attempt. That recording is then reviewed by YouTestMe proctors.

More about these models can be found below.

[Live Monitoring](#)

The Live Monitoring model involves a human proctor who monitors candidates in real-time during a test to ensure they do not cheat. A proctor's role is to verify the identity of the candidate, monitor their surroundings, and detect any suspicious behavior during the test. With the increasing trend of online education and remote tests, Live Monitoring Process has become an important tool for maintaining the integrity of the assessment process. All this is done with the help of artificial intelligence which notifies proctors of any violations it can detect.

1. Check-in process

The check-in process is a significant step in Live Monitoring during tests.

Before the session begins, the proctor will pause the session for all candidates. Once candidates access the test, they will be redirected to a screen that informs them that the check-in process is in progress. During the check-in process, the proctor verifies the identity of the candidate and ensures that their environment is suitable for taking the test.

The proctor verifies the identity of each candidate by checking their government-issued ID or other approved forms of identification. They also inspect the candidate's surroundings to ensure that there are no unauthorized materials or persons present. The check-in process typically takes only a few minutes, after which the candidates start the test.

2. Monitoring process

Proctor is able to monitor up to 6 candidates simultaneously.

During monitoring, the proctor has several options for interacting with the candidate:

- Via microphone option
- Via microphone and web camera
- By sharing the screen

- By using the chat box to send messages or attach media

3. AI-based warnings

In Live Monitoring during tests, the use of AI-based technology can be very helpful to the proctor in maintaining the integrity of the assessment process. The AI can assist the proctor by automatically detecting violations and providing real-time alerts.

The AI is designed to detect violations that occur during the test, such as opening a new tab, not looking directly at the screen, or being out of the camera's view. When the AI detects a violation, it automatically sends an alert to the proctor, who can then investigate the situation and take appropriate action.

The real-time alerts provided by the AI enable the proctor to intervene quickly and prevent any potential cheating from occurring. For example, if the AI detects that a candidate has opened a new tab, the proctor can immediately investigate the situation and ask the candidate to close the tab. If the system detects that the candidate is not looking directly at the screen, the proctor can remind the candidate of the test rules and ask them to maintain proper eye contact with the screen.

Overall Live Monitoring Process is the most secure method for monitoring tests, as it allows for real-time monitoring of candidates by human proctors and AI-based technology. With features such as the check-in process, proctor-candidate interaction, and system warnings, Live Monitoring Process provides a comprehensive solution for preventing cheating during tests.

This approach offers the highest level of security and ensures that the assessment process is fair, transparent, and reliable. By utilizing Live Monitoring Process, educational institutions can administer tests confidently and ensure that the qualifications awarded are legitimate and well-deserved.

For more information about the live monitoring model, please read this [article](#).

[Record & review](#)

The Record & Review represents a model where the system records the candidate during the whole test-taking process by flagging suspicious parts of the recording.

Once the test is completed, a human proctor reviews the recorded video within a maximum of 12 hours after the test is finished. The proctor will rate and provide a report for each candidate based on their behavior during the test.

The primary advantage of the Record & Review process is that candidates can take tests at any time rather than being limited to pre-scheduled test times set by the test organizer.

1. Accessing the recordings

After a candidate completes their test, the application stores their ID, a recording of their surroundings, and a recording of their test, including both the candidate and the screen sharing.

This information is securely stored and can only be accessed by authorized personnel - proctor.

To ensure that recordings are reviewed in a timely manner, the system sends email notifications to the proctor on an hourly basis with a list of completed attempts that need to be reviewed. This ensures that candidates receive their results promptly, and that any issues or violations during the test can be addressed promptly.

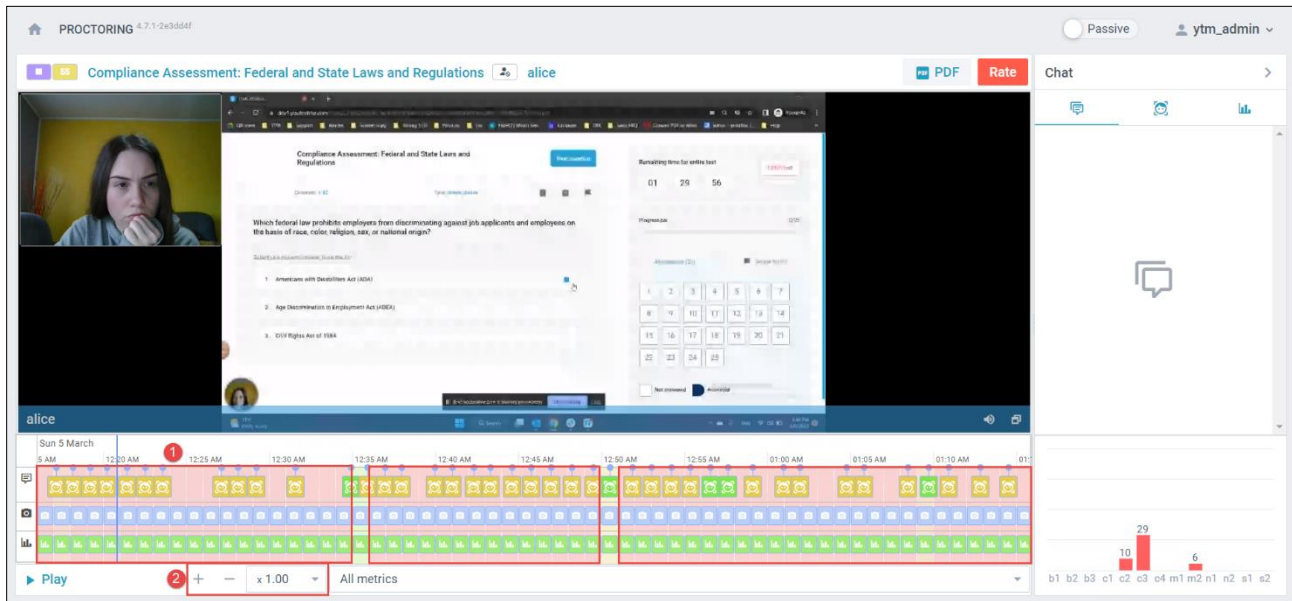
2. Rules for reviewing the recordings

The proctor must check three key aspects of the recording to ensure that the assessment process is fair, transparent, and reliable.

- Firstly, the proctor must **verify the candidate's ID** and ensure that the candidate who completed the test is the same person who registered for it. This is important to prevent any identity fraud or impersonation during the test.
- Secondly, the proctor must **review the recording of the candidate's surroundings** to ensure that there are no unauthorized materials or persons present. This helps to prevent cheating during the test and ensures that the assessment process is conducted under fair conditions.
- Finally, the proctor must **review the video of the candidate taking the test** to ensure that there are no violations or suspicious behavior during the test. This includes checking for any unauthorized screen sharing, the opening of new tabs or windows, or other forms of cheating.

To review the recording, the proctor should:

- Check all spots marked red – those spots the system detected as suspicious. These may include instances where the test-taker looked away from the screen, covered their face, or had someone else in the room.
- Speed up the video and go through it all, just in case. This will help you identify any other suspicious behavior that may have been missed.



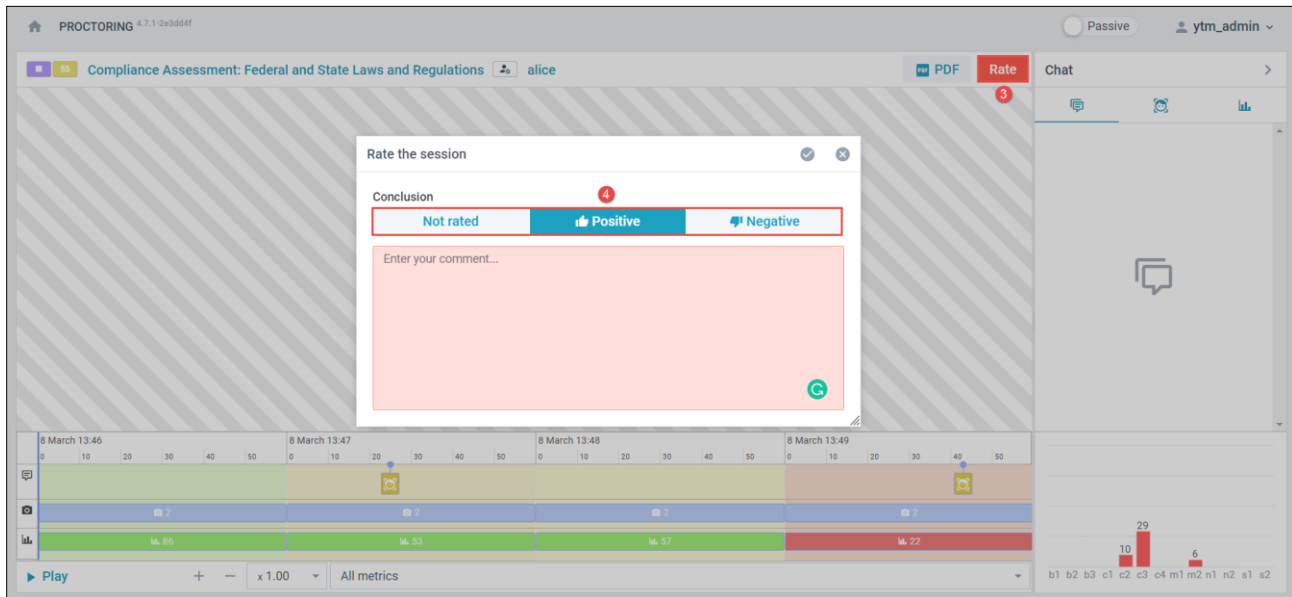
By checking these three key aspects, the proctor can ensure that the assessment process is conducted fairly, transparently, and reliably.

The Record & Review process provides an efficient and secure way of administering tests, enabling educational institutions to maintain the integrity of the assessment process even in remote, unsupervised testing environments.

3. Writing a Proctoring Report

After reviewing the recording, the proctor should resolve all proctoring reports by providing feedback to them and entering a comment for each one of them. Feedback can be:

- Positive (0 violations)
- Negative (There were obvious attempts at cheating)
- Neutral (one more person needs to review suspicious parts to see if the candidate tried to cheat)



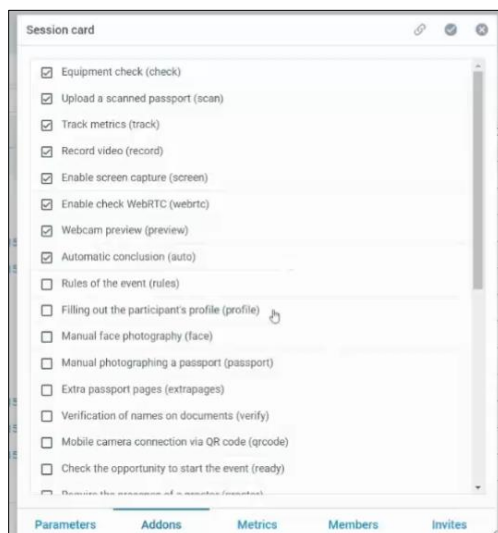
The feedback should include a brief description of the incident. This information will be useful for instructors and administrators who need to review the report and take action if necessary.

Overall, this model of administering tests is becoming increasingly popular, particularly in the current climate of remote learning and online education. With the Record & Review process, educational institutions can ensure that the assessment process is fair, transparent, and reliable, even when proctors are not present during the test.

For more information about Record & Review model, please read this [article](#).

11.1 Proctoring Configuration Flexibility

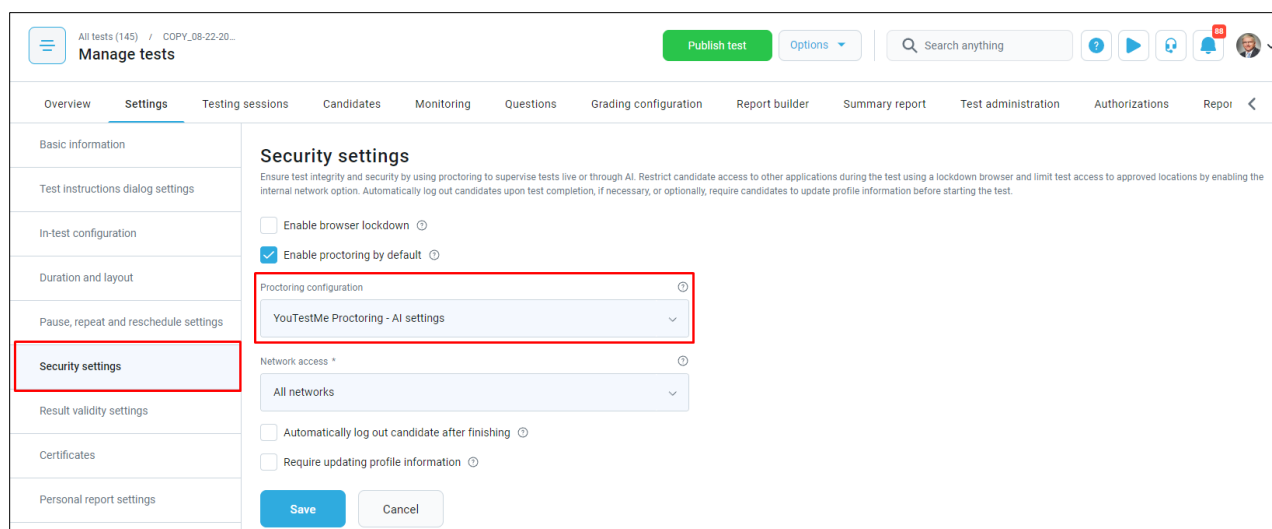
In YouTestMe, the test manager holds the responsibility of establishing the proctoring configuration for a given test. This configuration encompasses a range of settings, all of which can be individually enabled or disabled. These settings collectively form distinct proctoring configurations that can be saved for future use.



The process is designed for simplicity. Test managers are provided with a selection of predefined proctoring configurations. Notably, two configurations are commonly favored by clients:

1. **AI-based Automated Proctoring:** This configuration integrates advanced artificial intelligence algorithms to monitor the test environment for irregularities.
2. **Live Proctoring:** The alternative configuration involves real-time human proctoring, providing active oversight during the test.

This approach empowers test creators to aptly define the level of proctoring that aligns with the specific requirements of each test.



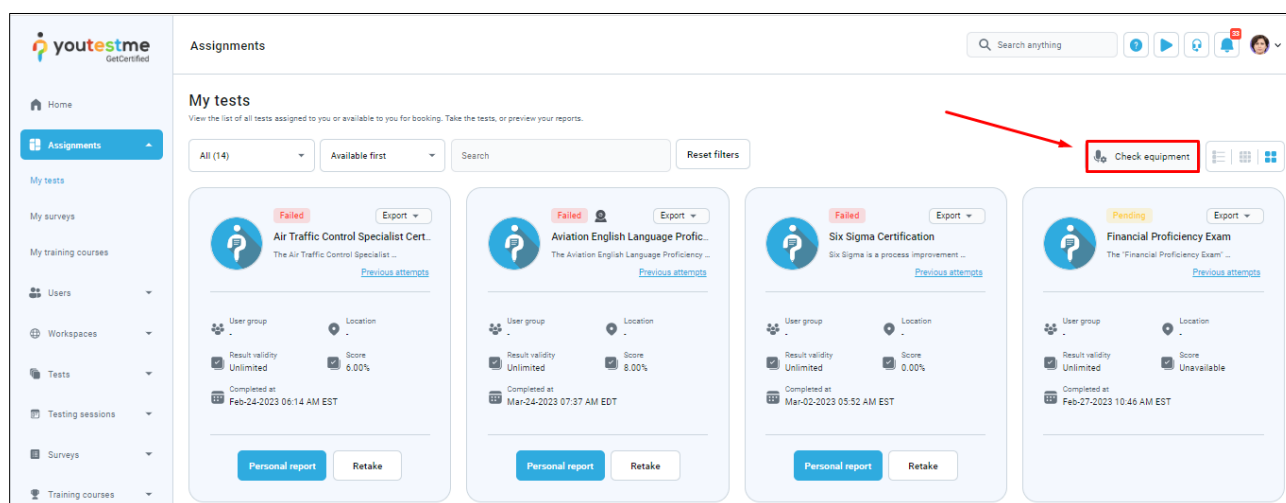
This option allows test creators to easily define the level of proctoring necessary for their test.

11.2 Pre-Check of the Candidates Equipment

There are two main types of system checks before the test:

1. **Preliminary equipment check:** In all instructional materials, candidates are encouraged to do the equipment check long before the test session to be able to resolve any equipment-related challenges with the assistance of our support team before the actual session.

They can easily do that by accessing the **Check equipment** option in the application.



2. **Pre-test equipment check:** Before the official start of the test, each candidate must undergo an equipment check process that automatically checks their internet connection, webcam, screen sharing, microphone, and other devices required for the test. If any of the candidate's equipment is not working, the system will not allow them to proceed. At this point, the candidate is free to contact our technical team, who will provide immediate assistance and support to help them fix any issues on their computer and proceed with the test.

11.3 Reconnection Options Upon Loss of Connection

If an candidate experiences disconnection issues due to an unstable network connection or any other reason during the test, the situation is as follows:

- **An candidate can pick up where they left off.** Additionally, the system can be configured to allow them to resume the test from the next question rather than where they left off to ensure that they have not intentionally disconnected to check their answers.
- **The candidate's answers are automatically saved and the test timer is paused during the disconnection.** This means that the candidate will not lose any of their progress or the time they spent on the test while they were disconnected.

Overall, the system is designed to allow candidates to continue their test seamlessly even if they experience connectivity issues, while also ensuring the integrity of the test by preventing intentional disconnections to check answers.

11.4 Suspicious Behaviours Tracked by YouTestMe

Our AI-based behavior analysis program is an industry-leading solution that ensures the highest level of test integrity by detecting and flagging a wide range of suspicious behaviors.

With our system, clients can rest assured that every test is monitored closely and thoroughly to prevent cheating and ensure the accuracy of results.

YouTestMe system is able to detect and flag the following types of suspicious behavior:

- The focus changed to a different window
- Full-screen mode is disabled
- Webcam is disabled
- The face not visible or not looking into the camera
- Several faces in front of the camera
- Face does not match the profile
- Similar profile(s) identified
- Atypical keyboard key writing
- Microphone muted or its volume is low
- Conversation or noise in the background
- No network connection
- Screen activities are not shared
- The second display is used

11.5 Preventing Copying, Printing, Taking Pictures or Videos of Questions

To prevent candidates from copying, pasting, printing, or taking pictures, or videos of the test questions while invigilating, we have implemented several measures.

- **Live monitoring** - Our tests are monitored in real time by a proctor who can immediately respond to any attempt to misuse or access test content. If an candidate attempts to violate the test rules, they can be removed from the test.
- **Screen activity detection** - Our system can detect any screen activity whenever an candidate tries to open a new tab or use any other application during the test. The system will immediately alert the proctor during a live session and flag the moment for later review.
- **Browser lockdown** - Our system includes a browser lockdown feature that restricts the candidate's access to other applications or functions on their device during the test. This includes disabling copy, cut, and paste shortcuts as well as the print screen key.

By implementing these measures, we ensure the integrity of the test content and maintain a secure and fair test-taking environment.

11.6 Restriction of Access to Other Software During Test

We have a built-in browser lockdown feature in our system that ensures the candidate is not able to leave full-screen mode or navigate anywhere else other than the test tab.

In that way, access to unauthorized materials is prevented.

A built-in browser lockdown in our system ensures once the candidate has started the test, they will not be able to copy, cut, or print any content from the test or access any other applications or websites.

Our built-in browser lockdown feature prevents the candidate from accessing external resources during the test, ensuring that they are focused solely on the test content. Additionally, we provide a human proctor who monitors the test in real-time and can respond to any prohibited actions by the candidate.

In addition to these measures, we also provide built-in resources that are approved by the client for use during the test, such as a calculator and test attachments that can be opened directly from within the application. These resources are designed to assist the candidate with the test content while still maintaining the integrity of the test process.

Overall, our goal is to provide a secure and reliable test experience for our clients, and we are committed to taking all necessary steps to ensure the integrity of the test process and prevent the use of external resources during tests.

11.7 Availability of Video and Audio Recording for Administrators

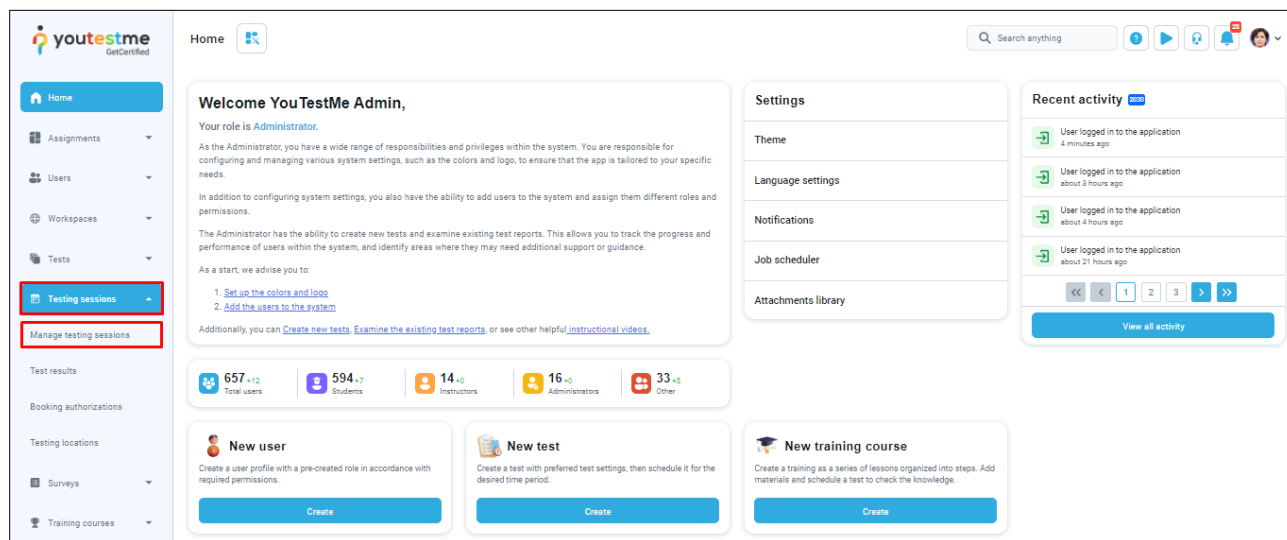
11.7.1 Accessing Test Recordings

Our video recording system generates a recording of the test session automatically and makes it available immediately after the test is complete.

Therefore, there is no waiting time for accessing the video recording, and our clients can access it as soon as they need it.

Once the candidate has completed the test, the client can access the candidate's report by following the instructions below:

1. Navigate to the **Testing locations** section in the main menu, then choose **Manage testing sessions**.



Welcome YouTestMe Admin,

Your role is **Administrator**.

As the Administrator, you have a wide range of responsibilities and privileges within the system. You are responsible for configuring and managing various system settings, such as the colors and logo, to ensure that the app is tailored to your specific needs.

In addition to configuring system settings, you also have the ability to add users to the system and assign them different roles and permissions.

The Administrator has the ability to create new tests and examine existing test reports. This allows you to track the progress and performance of users within the system, and identify areas where they may need additional support or guidance.

As a start, we advise you to:

1. [Set up the colors and logo](#)
2. [Add the users to the system](#)

Additionally, you can [Create new tests](#), [Examine the existing test reports](#), or see other helpful [instructional videos](#).

System Statistics:

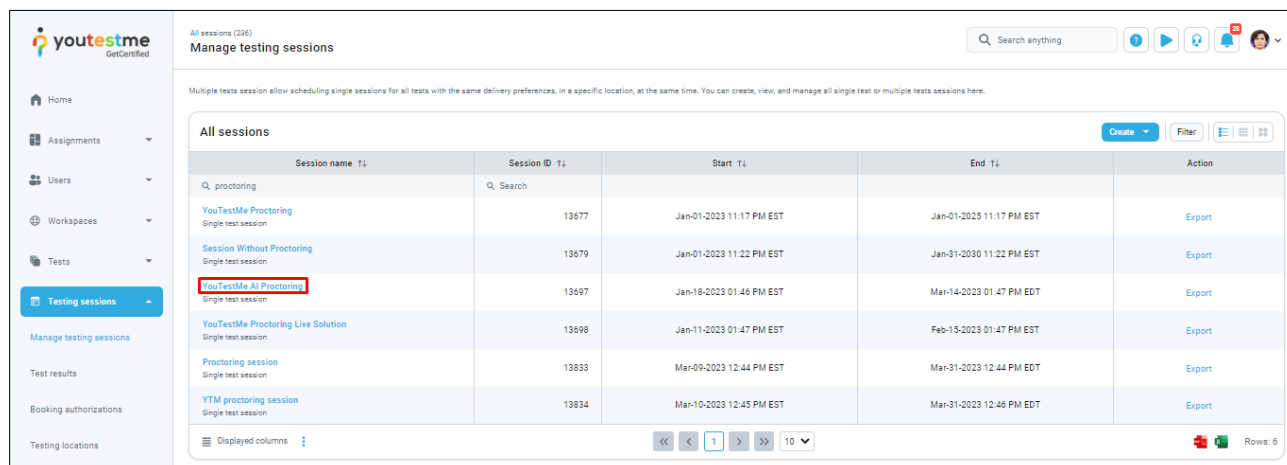
- 657 Total users
- 594 Students
- 14 Instructors
- 16 Administrators
- 33 Other

New user
Create a user profile with a pre-created role in accordance with required permissions.
[Create](#)

New test
Create a test with preferred test settings, then schedule it for the desired time period.
[Create](#)

New training course
Create a training as a series of lessons organized into steps. Add materials and schedule a test to check the knowledge.
[Create](#)

- The list of testing sessions will be presented, and you need to **click on the specific testing session name** to open it.



Manage testing sessions

Multiple tests session allow scheduling single sessions for all tests with the same delivery preferences, in a specific location, at the same time. You can create, view, and manage all single test or multiple tests sessions here.

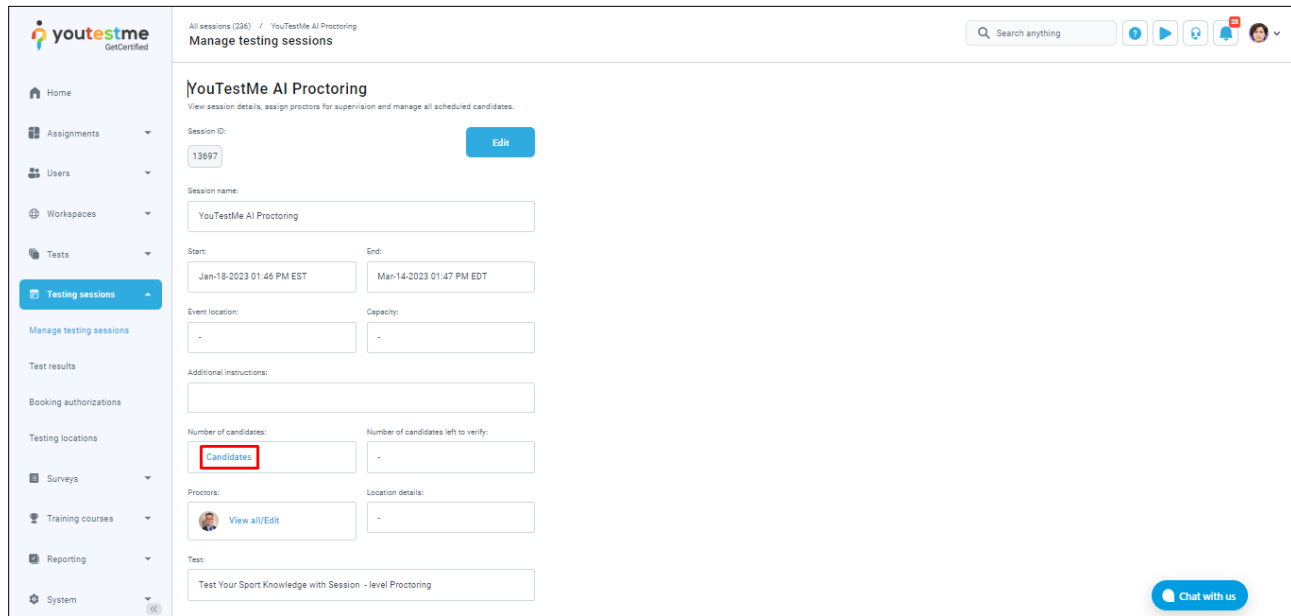
All sessions

Session name	Session ID	Start	End	Action
Q. proctoring	Q. Search			
YouTestMe Proctoring Single test session	13677	Jan-01-2023 11:17 PM EST	Jan-01-2023 11:17 PM EST	Export
Session Without Proctoring Single test session	13679	Jan-01-2023 11:22 PM EST	Jan-31-2030 11:22 PM EST	Export
YouTestMe AI Proctoring Single test session	13697	Jan-18-2023 01:46 PM EST	Mar-14-2023 01:47 PM EDT	Export
YouTestMe Proctoring Live Solution Single test session	13698	Jan-11-2023 01:47 PM EST	Feb-15-2023 01:47 PM EST	Export
Proctoring session Single test session	13833	Mar-09-2023 12:44 PM EST	Mar-31-2023 12:44 PM EDT	Export
YTM proctoring session Single test session	13834	Mar-10-2023 12:45 PM EST	Mar-31-2023 12:46 PM EDT	Export

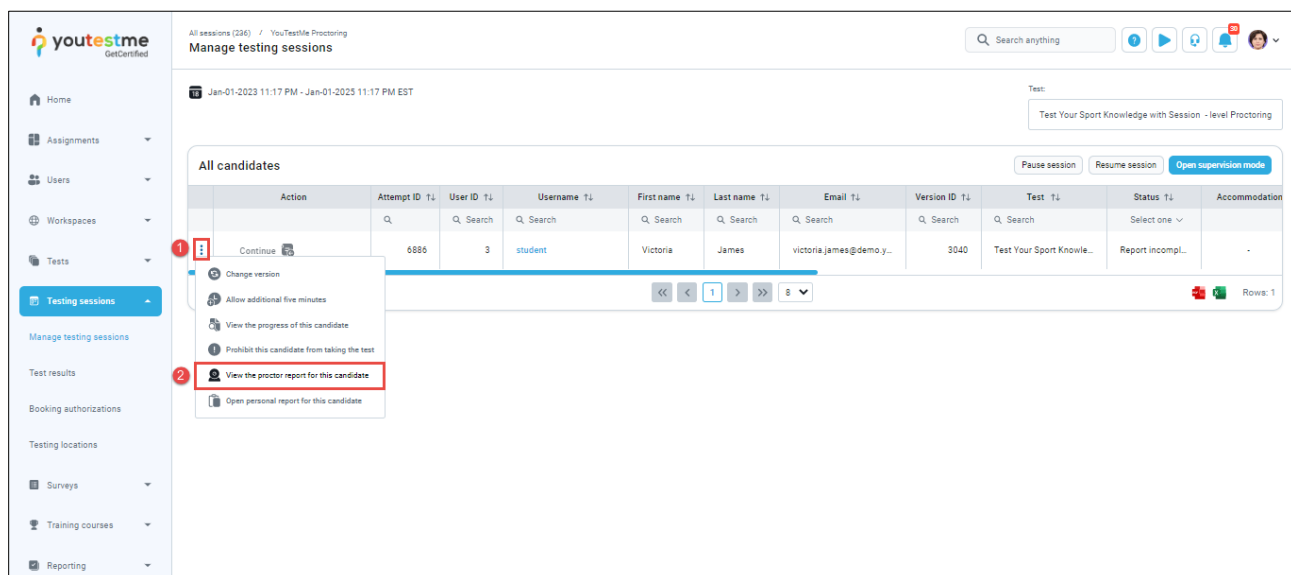
Displayed columns: [Columns](#)

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- To access the candidates' recordings, enter the **Candidates** dashboard.



4. To start viewing the specific recording, **click on the three dots** and **click on the camera icon**.

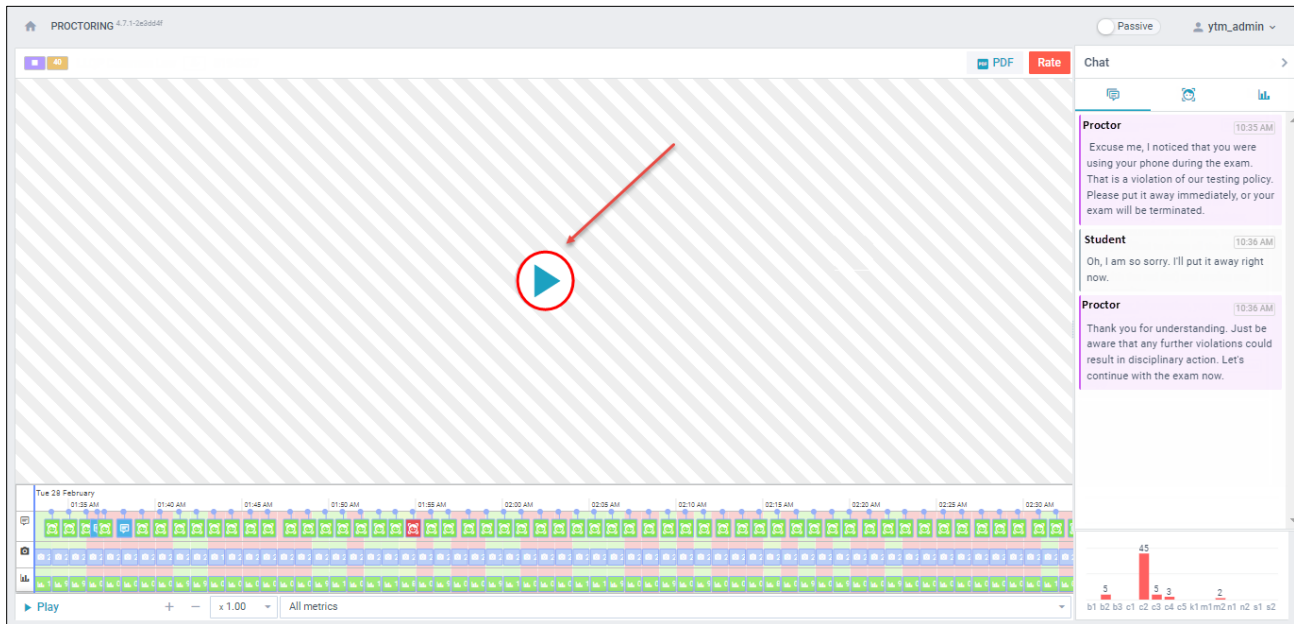


Action	Attempt ID	User ID	Username	First name	Last name	Email	Version ID	Test	Status	Accommodation
Continue	6880	3	student	Victoria	James	victoria.james@demo.y...	3040	Test Your Sport Knowle...	Report incompl...	-

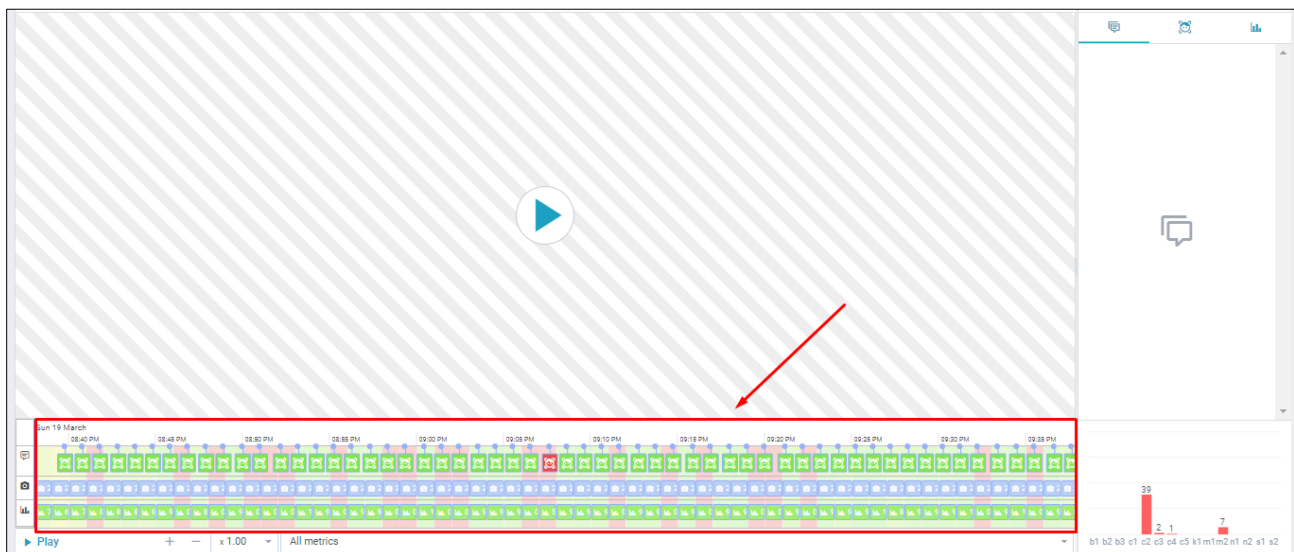
11.7.2 Reports of Suspicious Behaviours Clearly Marked, Detailed and Time Stamped

Incidents made during the test are marked in the recording, credibility report, and proctor report.

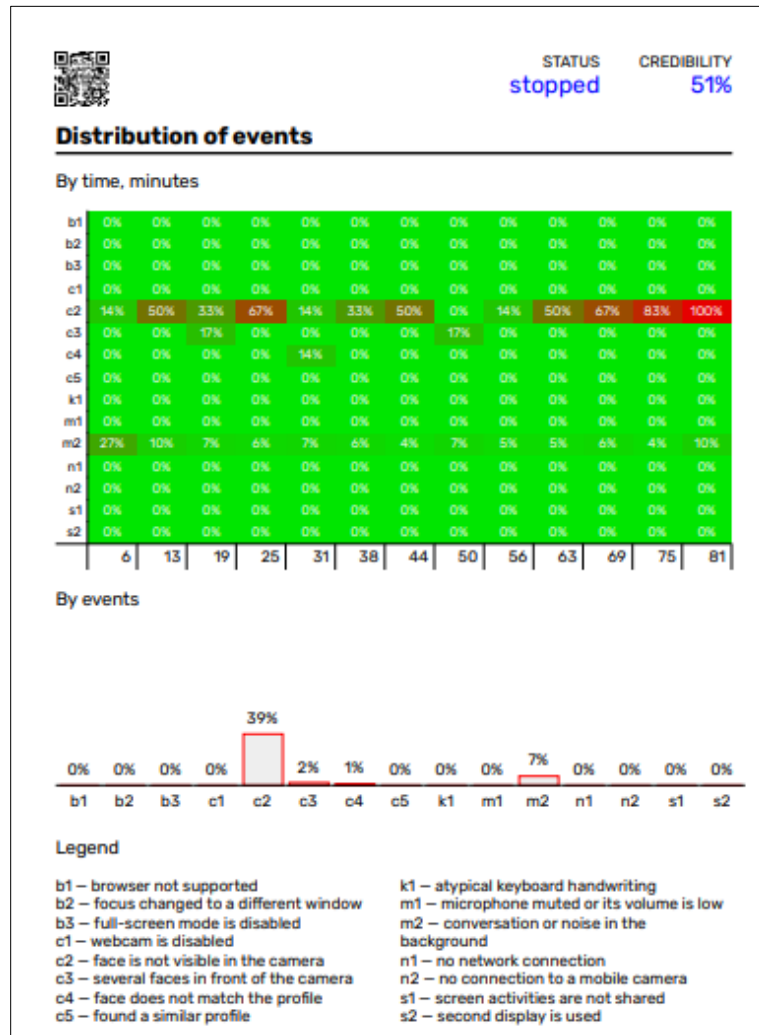
1. To review the recording, you need to click on the play button.



2. Incidents in the **video recording** are marked on the **video timeline** in red.



3. Incidents in the **credibility report** are graphically presented with **time and events as coordinates**.



4. Incidents in the **proctor's written report** include a **description and timeframe of the violation**.

Proctoring report

Rate:

Neutral

Comment:

01:40 PM EDT- The candidate was using her phone.

Comment updated by:

monia.dhilli.proctor

Save

Cancel

YouTestMe system captures and stores the chat communication between the proctor and the candidate during the test. This chat log is conveniently available on the right side of the video recording and can be reviewed at any time, providing a complete overview of the incident and any relevant interactions between the proctor and the candidate.

11.7.3 Post-Test Audit Process

To ensure the highest level of test integrity, YouTestMe has implemented a thorough post-test audit process. The audit process consists of the following steps:

1. **Video recording:** The test session of each candidate is automatically recorded and stored for later review. These recordings can be accessed and reviewed until the client decides to delete them.
2. **Credibility report:** Immediately after the test, our system generates a credibility report. This report shows the distribution of events and violations committed by the candidate during the test. The report is presented on a graph, providing an easy-to-understand visual representation of the candidate's behavior.
3. **Proctor report:** Our human proctor also generates a report during the test, which includes three main sections:
4. **ID verification:** This section confirms whether the candidate's ID was valid and verified before the test or if the proctor had to request additional verification.
5. **Environment check:** This section reports whether the candidate's test environment was compliant with the testing policies and rules or if there were any suspicious activities or items.
6. **Test behavior:** This section includes a detailed description of any test violations that occurred during the session. Each violation is recorded with a clear time stamp, allowing for easy identification and review.

All of these reports are available to our clients for review, ensuring that they have all the information they need to make informed decisions regarding their tests.

11.7.4 Process of Validating the Test Attempts before releasing the Results

At YouTestMe, we offer flexibility to our clients when it comes to deciding who will be responsible for the quality assurance process to validate candidates' test sessions and results. We offer two models:

1. **Complete responsibility by YouTestMe staff:** YouTestMe has the highest level of judgment in determining whether to set the proctor feedback to positive or negative based on any test breaches that occurred.
2. **Shared responsibility:** YouTestMe and the client both participate in the decision-making process for determining whether a candidate's results should be invalidated due to test breaches. The following are the defined steps for this process:
 - a. After each test, **the proctor generates a report and gives feedback on the candidate's behavior** during the test. If the candidate did not commit any violations, their feedback is

set to positive. If there were violations, feedback is set to neutral, and the proctor report contains a description of each suspicious behavior and the time it occurred.

- b. **The client's staff enters the application and uses filters to find all attempts with positive proctor feedback** and automatically releases them to the candidates.
- c. **The client's staff reviews attempts with neutral proctor feedback**, reads the proctor report, reviews the recording for any suspicious behaviors, **and makes a final decision** by setting the feedback to positive or negative. If the feedback is positive, the candidate will receive the number of points they earned on the test. If the feedback is negative, the candidate will fail the test regardless of the number of points they earned.

12 Reporting and Analytics

12.1 Type of Reports Provided to the Candidates and Client's Staff

Reports for candidates

A personal report (scorecard) is the main source of information for candidates after the test.

Test managers can fully configure what the candidates see.

The main information a personal report can contain is:

1. **Pass/Fail status** – Summarizes if the candidate passed or failed.
2. **Achieved score** – Summarizes the percentage achieved on the test.
3. **Passing score** – Percentage required for passing the test.
4. **Time spent on the test** – Outlines how long was the candidate on the test.
5. **Score on each subject area (question pool)** – Summarizes how the candidate performed in different areas of the tests and helps them understand which areas they need to study more.
6. **Question details** – Typically used for practice tests, outlining the correct and incorrect answers and the ones the candidate selected.
7. **Certificate** – Downloadable and sharable certificate awarded for the passed test.
8. **Score report** – Downloadable custom PDF report with important information about the test and a bar chart explaining how the candidate performed on the test in comparison to the average.

Reports for the client

As an introduction to our response, please take a look at the following [playlist of videos explaining the main YouTestMe reports](#).

The following information is important for all reports in YouTestMe:

1. All reports are **configurable**
2. The administrators have **full control over who sees what report**
3. All reports **can be exported** as Excel or PDF

The main information for instructors is:

1. **Summary report** - Specifies basic information about the test – How many candidates started and finished the test, how many candidates passed and how many failed, and what is the points distribution.
2. **Candidates report** - Exportable table of candidates assigned to the test with their scores and information on when they were taking the test.
3. **Detailed candidate's report** - Candidate's personal report with details on points achieved on each question and the answers they provided.
4. **Proctor's report** - List of suspicious behaviors that occurred during the test and when. This can be checked by accessing the video recording of the candidate's test attempt.
5. **Question statistics** - Success ratio and average time to answer each question in the test. Especially useful if you are looking to constantly update your tests.
6. **Comparative reports** - Tabular reports that allow comparing average scores achieved in different locations and testing sessions during a specific time period
7. **Report builder** - Powerful tool that allows generating the exact tabular information you need.

12.2 Communicating Reports to the Client's Staff

Depending on the report's purpose, they can be sent via different channels.

1. **Test results sent via email** - Typically sent to the candidates automatically by the system after the test results are published by the test manager. They can be fully customized and usually contain a link to a detailed in-app score report.
2. **In-app reports** - Reports that can be accessed at any time by logging in to the application (if you have the appropriate permissions).
3. **Scheduled reports sent via email** - Predefined tabular Excel reports sent to specified email addresses at specified intervals. Some examples are the following reports: Test results, Logins and logouts, and Monthly active users.
4. **Scheduled reports sent to a file system** - Predefined CSV reports dropped to a specific shared folder at specified intervals. Typical in case of integrations with other systems.
5. **Proctor's reports** - Written reports provided by YouTestMe proctors after each proctored session.

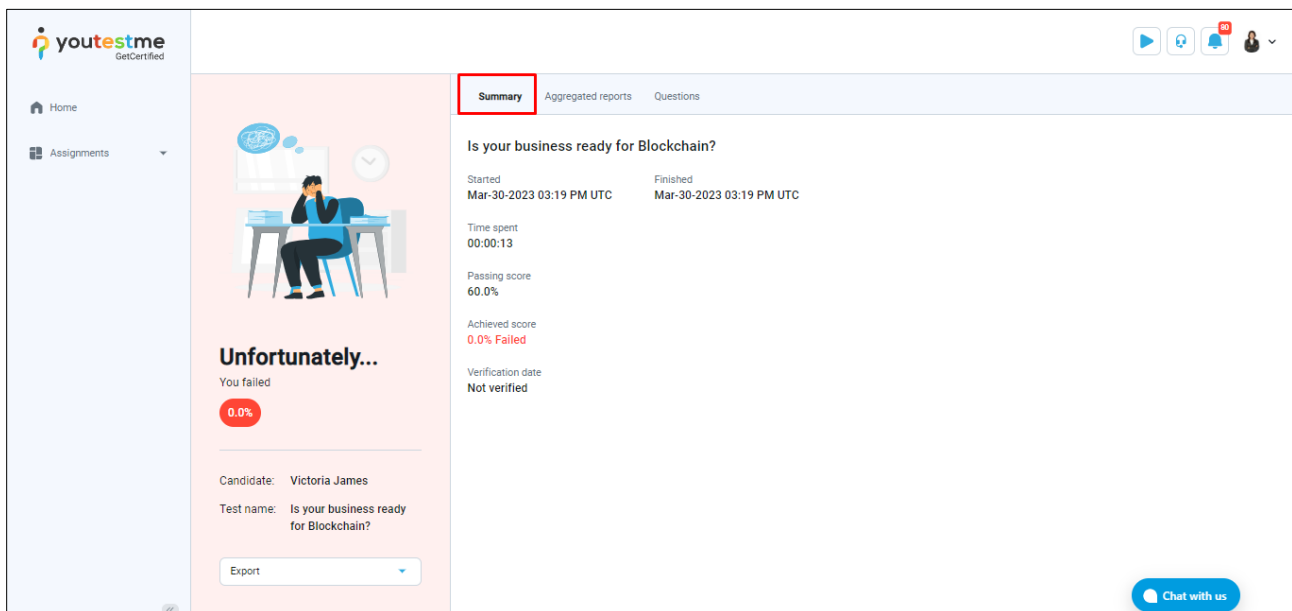
Note: The purpose of our application is automation. So instead of creating and sending reports manually, we ensure that all appropriate reports exist in the system and can be sent automatically by the system to the designated email addresses and locations.

12.3 Communicating Test Results to Candidates

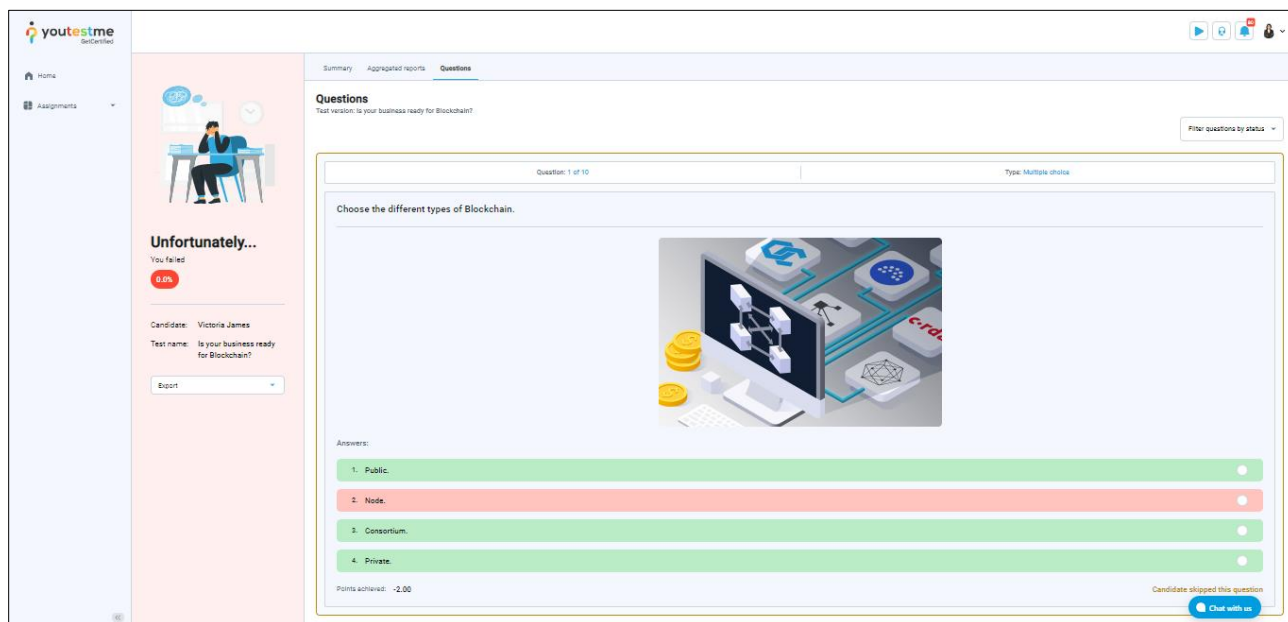
The process for communicating test results to candidates through the YouTestMe system is as follows:

1. The system automatically scores test questions and generates a score, but the results are not final until the proctor verifies whether candidates cheated on the test or not.

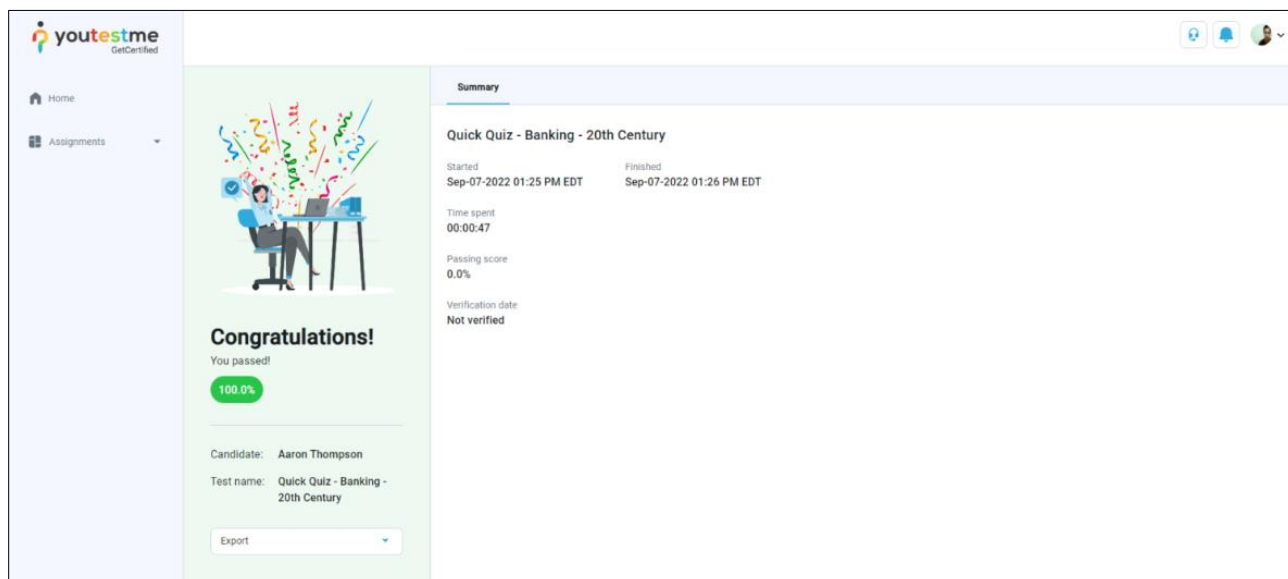
2. The system is configurable, allowing clients to decide if a candidate with negative feedback from the proctor automatically fails, regardless of the score achieved on the test. Alternatively, clients can ignore the proctor's feedback entirely and only consider correct or incorrect answers to create the final score.
3. The recommendation and the usual practice is that upon completing the test, candidates are immediately redirected to a screen with a message informing them that their results will be available once verified by the proctor. This message can be customized entirely, and the client can include a precise date and time for available test results.
4. Once results have been verified, candidates receive an email notification that their personal report, containing their results, is ready. This email notification can also be fully customized and may include a link to access the application and necessary additional information.
5. The information included in the personal report depends on the client, as it is entirely configurable. The test manager can choose either the score and details or the score-only option from the drop-down menu.
6. If the Score and details option is selected, the report will provide the candidate's score broken down by questions, including all possible answers, the chosen answers, and the correct answers.



The screenshot displays the youtestme dashboard. On the left is a sidebar with 'Home' and 'Assignments'. The main content area is divided into two sections. The left section, highlighted with a red background, shows a message: 'Unfortunately... You failed' with a '0.0%' score. Below this, it lists 'Candidate: Victoria James' and 'Test name: Is your business ready for Blockchain?'. The right section, titled 'Summary' (which is highlighted with a red box), shows test details for 'Is your business ready for Blockchain?'. It includes 'Started: Mar-30-2023 03:19 PM UTC', 'Finished: Mar-30-2023 03:19 PM UTC', 'Time spent: 00:00:13', 'Passing score: 60.0%', 'Achieved score: 0.0% Failed', and 'Verification date: Not verified'. At the bottom right of the dashboard is a 'Chat with us' button.



7. Alternatively, if the score-only option is selected, the candidate's report will display only the final score.



Note that the test manager will always see both the score and details. The report content option refers to the candidate's perspective, defining what candidates will see in the test report.

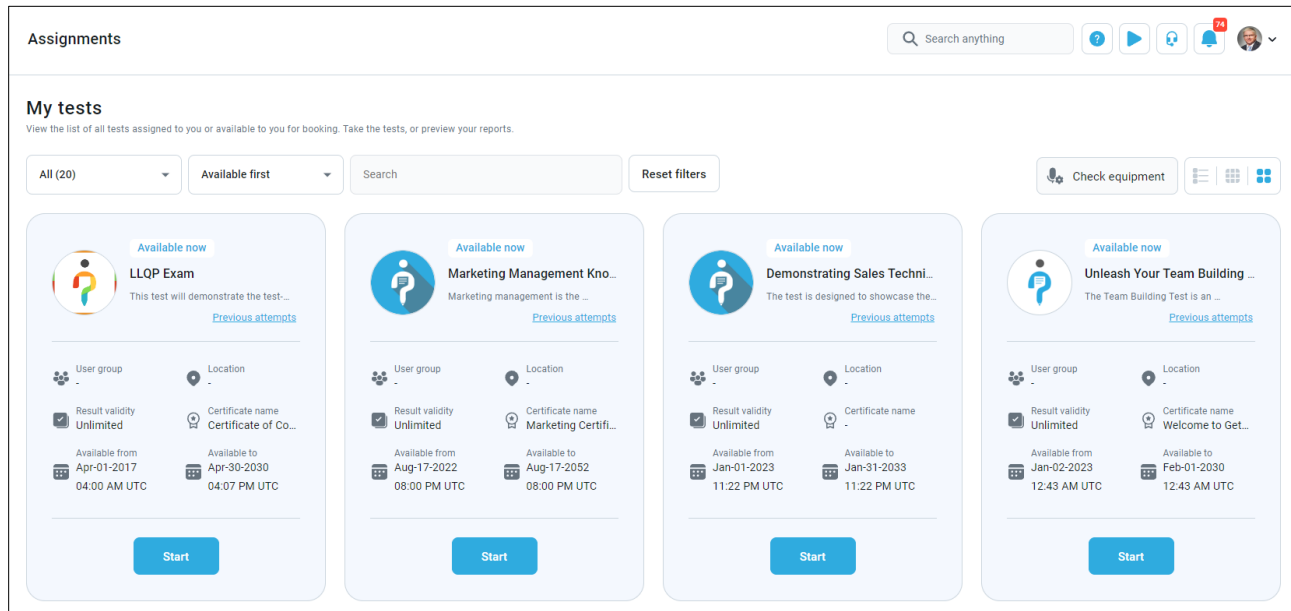
Overall, the YouTestMe system provides flexible and customizable options for communicating test results to candidates, allowing clients to tailor the process to their specific needs and preferences.

12.4 Accessing Test-Related Information as a Candidate

Depending on the way you prefer, candidates can access their test information in two ways.

1. Logging in to the application

- Candidate logs in to the application using their credentials
- On the My tests page, the candidate would choose a detailed personal report to examine their test information



The screenshot shows the 'My tests' section of the YouTestMe application. At the top, there's a search bar and navigation icons. Below, a filter bar shows 'All (20)' tests, sorted by 'Available first'. Four test cards are displayed, each with a 'Start' button. The tests are:

- LLQP Exam**: Available now. This test will demonstrate the test... Previous attempts. User group: -, Location: -, Result validity: Unlimited, Certificate name: Certificate of Co..., Available from: Apr-01-2017 04:00 AM UTC, Available to: Apr-30-2030 04:07 PM UTC.
- Marketing Management Knowledge**: Available now. Marketing management is the... Previous attempts. User group: -, Location: -, Result validity: Unlimited, Certificate name: Marketing Certifi..., Available from: Aug-17-2022 08:00 PM UTC, Available to: Aug-17-2052 08:00 PM UTC.
- Demonstrating Sales Techniques**: Available now. The test is designed to showcase the... Previous attempts. User group: -, Location: -, Result validity: Unlimited, Certificate name: -, Available from: Jan-01-2023 11:22 PM UTC, Available to: Jan-31-2033 11:22 PM UTC.
- Unleash Your Team Building**: Available now. The Team Building Test is an... Previous attempts. User group: -, Location: -, Result validity: Unlimited, Certificate name: Welcome to Get..., Available from: Jan-02-2023 12:43 AM UTC, Available to: Feb-01-2030 12:43 AM UTC.











2. Using a link from an email

- The test manager publishes test results (allows candidates to see them), which typically happens after they have reviewed the proctor's report
- Emails with a personalized link to test information is sent to each candidate
- Candidate uses the link to automatically log into the application and access their test information

12.5 How can you improve your tests and training courses?

To enhance the quality of your questions, tests, and training courses, YouTestMe offers an array of reports designed to facilitate data-informed decision-making.

For a comprehensive assessment of test questions, instructors can analyze their success ratios, effectively pinpointing questions that might be excessively easy or difficult. This analysis extends to evaluating the average time taken to answer a question, aiding in the identification of potentially perplexing items.

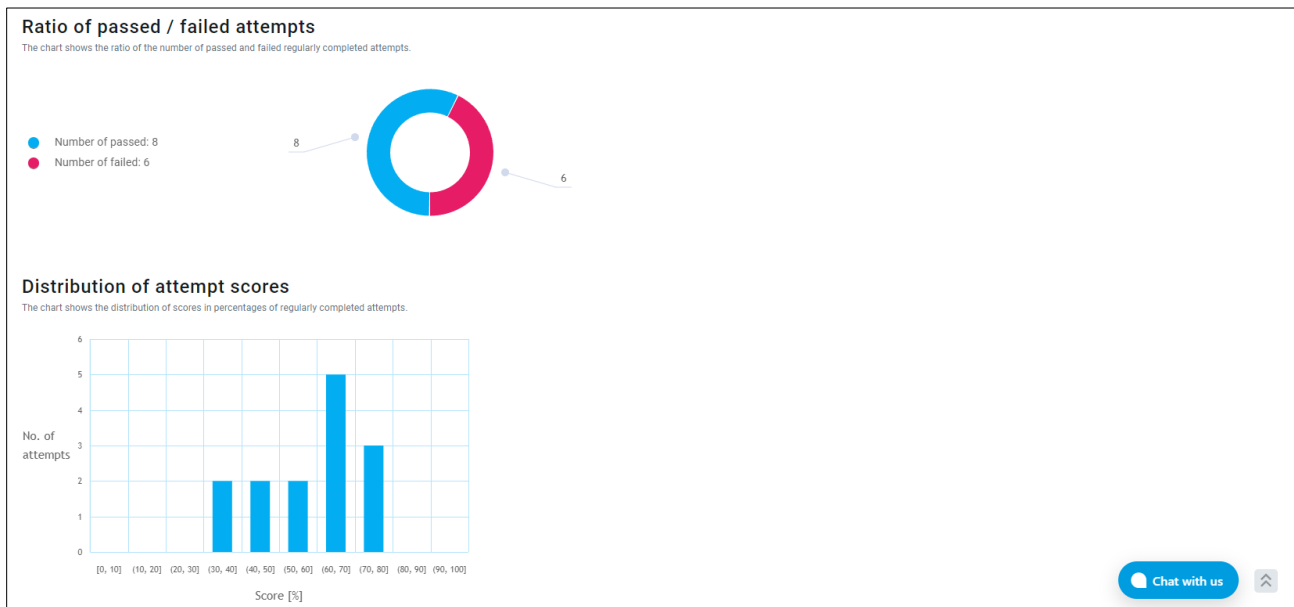
Questions						
Action	Question text ↑↓	Pool name ↑↓	Type ↑↓	Difficulty ↑↓	Duration ↑↓	Success ratio ↗
	Q Search	Q Search	Select one ▾	Select one ▾	Q Search	
 Details	How often does the bitcoin ledger reconcile?	Bitcoin General Knowledge	Single choice	Easy	00:01:00	63%
 Details	What is the fastest time you can send or re...	Bitcoin General Knowledge	Single choice	Easy	00:01:00	73%
 Details	Name two countries that have banned their ...	Bitcoin General Knowledge	Multiple choice	Easy	00:01:00	73%
 Details	Which of the following statements areNOTL...	Bitcoin General Knowledge	Multiple choice	Easy	00:01:00	78%
 Details	How many new bitcoins are created each d...	Bitcoin General Knowledge	Single choice	Easy	00:01:00	84%
 Details	How many major bitcoin price bubbles have...	Bitcoin General Knowledge	Single choice	Easy	00:01:00	84%
 Details	What is the name of the bitcoin exchange fr...	Bitcoin General Knowledge	Single choice	Easy	00:01:00	84%
 Details	Which of the following areNOTa valid way t...	Bitcoin General Knowledge	Multiple choice	Easy	00:01:00	89%
 Details	What is the name of the first academic pap...	Bitcoin General Knowledge	Single choice	Easy	00:01:00	89%
 Details	How many bitcoin will ever be created	Bitcoin General Knowledge	Single choice	Easy	00:01:00	94%

Save table settings
<< < 1 > >> 10 ▾
Rows: 10

Furthermore, instructors can delve into advanced reports like the "Item reliability" report, which examines how questions correlate with the overall test performance. This feature is particularly valuable for uncovering questions that exhibit unexpected behavior, such as instances where candidates with higher scores answer incorrectly while those with lower scores answer correctly.

Upon identifying problematic questions, instructors can promptly revise them, with the updates instantaneously propagating to all subsequent iterations of the test.

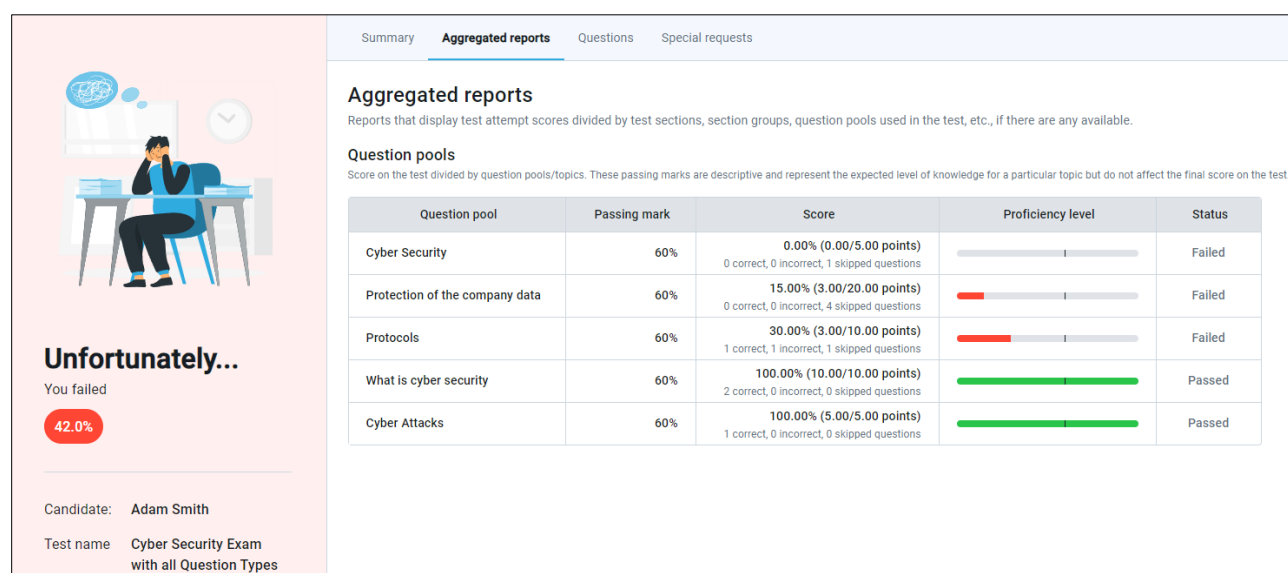
Comprehensive test statistics offer insights into the test's level of difficulty. Key metrics to focus on include the pass/fail ratio and the distribution of scores. Armed with these metrics, instructors can effectively fine-tune the test by incorporating more challenging or easier questions as deemed necessary.



For evaluating training courses, an effective strategy involves embedding short self-assessment tests at the conclusion of each step. The resultant pass/fail ratios from these tests furnish instructors with valuable insights into the more challenging segments of the training course. Subsequently, instructors can opt to enhance the associated learning materials or subdivide these sections into smaller, more manageable steps. Changes are promptly applied to the training course, ensuring immediate adaptation.

Alternatively, within the certification test marking the culmination of a training course, instructors can delve into the outcomes stratified by question pools or banks—repositories for questions categorized by subject matter. This analysis enables easy identification of the domains where candidates encountered the most challenges, guiding subsequent actions.

Additionally, the report showcasing a candidate's performance across different test domains can serve candidates themselves, offering insights into areas that require further study for future test success.



Additional metrics that facilitate the segmentation of test results based on specific criteria can be accessed through the report builder tool. This functionality empowers instructors to generate personalized reports, thereby enabling an analysis of results based on parameters such as ZIP code, age, gender, or any custom user properties that have been established.

12.6 Candidate Feedback on Test Questions

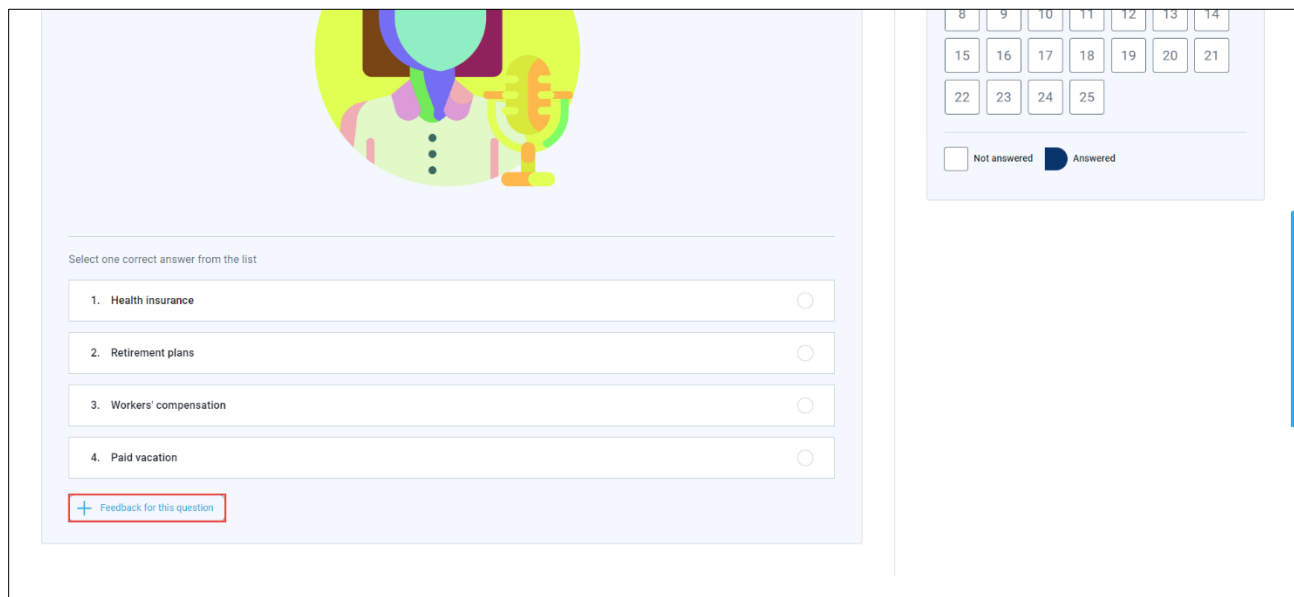
In the YouTestMe platform, we recognize the importance of candidate feedback in enhancing the quality of test questions and the overall testing experience. We have implemented a user-friendly mechanism that allows candidates to provide valuable feedback during their test-taking process.

Enabling Question Feedback

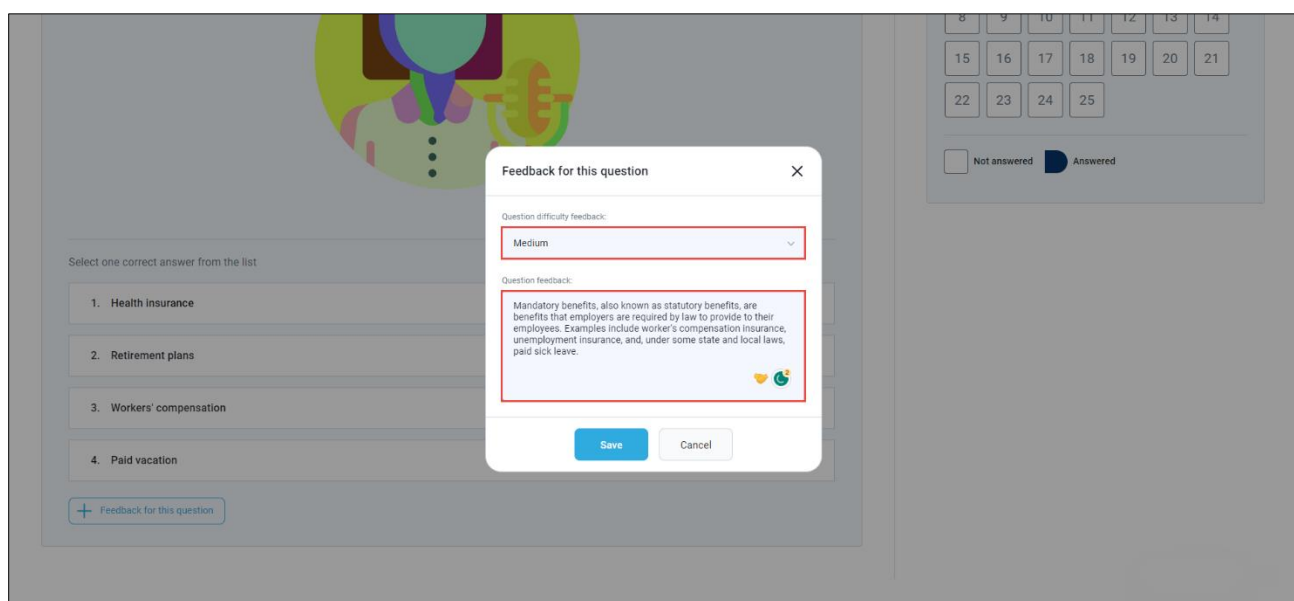
To enable question feedback for candidates, administrators can access the relevant test settings. By choosing to "Enable candidates' feedback on all test questions," this feature becomes accessible to candidates throughout their assessments.

Providing Question Feedback and Rating Difficulty

During the test, candidates will find an "Add feedback to this question" button beneath each question. By clicking on this button, candidates can submit feedback for the specific question and also rate the question's difficulty. They have the option to categorize questions as "hard," "medium," or "easy" based on their perception.



The screenshot shows a test question interface. At the top, there is a decorative graphic of a person with a microphone. Below it, the instruction "Select one correct answer from the list" is displayed. The question is a multiple-choice question with four options: "1. Health insurance", "2. Retirement plans", "3. Workers' compensation", and "4. Paid vacation". Each option has a radio button next to it. Below the options, there is a button labeled "+ Feedback for this question". To the right of the question, there is a grid of numbers from 8 to 25, and a legend indicating "Not answered" (white square) and "Answered" (blue square).



The screenshot shows the "Feedback for this question" modal dialog. The dialog has a title bar with a close button (X). Inside, there is a section for "Question difficulty feedback:" with a dropdown menu set to "Medium". Below this is a section for "Question feedback:" with a text area containing the text: "Mandatory benefits, also known as statutory benefits, are benefits that employers are required by law to provide to their employees. Examples include worker's compensation insurance, unemployment insurance, and, under some state and local laws, paid sick leave." At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

After providing feedback, candidates can review their input in the "Questions" tab. This allows them to revisit their feedback and, if necessary, make any edits or adjustments.

Candidates also have the privilege of editing their feedback in their personal report. This feature ensures that candidates can refine their feedback as needed, promoting accuracy and clarity.

Administrator Oversight

From an administrator's perspective, managing candidate feedback is straightforward. Administrators can access and review candidate feedback by selecting the relevant candidate's report. The "Questions" tab, under the "Grade" option, provides a clear overview of the feedback submitted by candidates. This includes the question difficulty rating chosen by the candidate and the specific feedback provided.

Enhancing Assessment Quality

This comprehensive feedback mechanism empowers candidates to actively contribute to the assessment process by sharing their insights and perceptions. It promotes transparency and fosters an environment of continuous improvement, ensuring that the test questions align with the intended learning outcomes and remain of the highest quality.

By incorporating candidate feedback into the assessment process, the YouTestMe platform not only encourages candidate engagement but also facilitates the refinement of assessment materials for more accurate and meaningful evaluations.

13 YouTestMe API

YouTestMe offers robust support for seamless integrations and the exchange of data through its comprehensive Application Programming Interface (API).

The YouTestMe API provides a range of endpoints tailored for technical interactions, enabling efficient utilization of its functionalities.

Below is an overview of key API endpoints available within the YouTestMe ecosystem:

- **Login Endpoint:** The Login endpoint encompasses operations designed to authenticate users by prompting them for their credentials. Successful verification grants access to the broader API functionalities.
- **Pool Questions Endpoint:** Focused on questions grouped by a shared unique identifier, this API segment is dedicated to tasks such as querying questions from specific pools, inserting new questions into pools, and removing questions from pools.

- **Pools Endpoint:** The Pools API revolves around question pools, which store collections of questions often pertaining to specific subject areas. It facilitates operations such as listing existing pools, creating new ones, updating pool details, and deleting pools.
- **Questions Endpoint:** At the core of assessments, questions play a pivotal role. This API section deals with tasks related to question management, including insertion, modification, deletion, and listing of questions.
- **Quizzes Endpoint:** Quizzes encompass sets of questions guided by specific rules. This API offers the means to list quizzes or test sessions, query quiz instances, and introduce new quiz instances.
- **Single Sign-On (SSO) Links Endpoint:** The SSO Links feature empowers registered users to access the YouTestMe page seamlessly, bypassing traditional sign-in requirements. These unique links, individually encrypted and authorized, facilitate frictionless navigation from external web pages to the YouTestMe page. Careful distribution and usage are advised, as each link has a predefined expiration time.
- **Test Results Endpoint:** Test results encapsulate quantifiable and objective outcomes derived from evaluations, often presented as scores, percentages, and identified conditions. This API module primarily handles listing of test results and submitted test answers.
- **Testing Locations Endpoint:** Geared towards scheduled tests based on physical locations and geographical data, this API oversees testing location management. Its scope includes insertion, updating, and listing of locations, as well as allocation and removal of proctors.
- **Testing Sessions Endpoint:** Testing sessions facilitate the organization of assessments for diverse user groups, accommodating variations in time zones, geographical regions, and more. Utilize this API to introduce, modify, and retrieve testing sessions.
- **Tests Endpoint:** Tests, akin to quizzes, comprise question sets governed by specific guidelines. This API component serves for test listing, retrieval of user-specific test attempts, and test configuration.
- **Training Courses Endpoint:** Training courses encompass structured sequences of lessons, each potentially accompanied by tests and supplementary materials. This API supports tasks like listing, updating, and deleting training courses, as well as user assignments to training courses.
- **Users Endpoint:** Users encompass registered individuals utilizing the system. This API section manages user-related data.
- **Webhooks Endpoint:** Webhooks enable inter-application communication by triggering callback POST requests upon specific events. This API segment facilitates listing webhook events, managing webhook subscriptions (including creation, deletion, and updates), and retrieving payload data associated with events. For instance, suppose you wish to receive notifications upon user creation within the system. First, confirm event support through the "List events" operation. Subsequently, create a webhook using the "Create a webhook" operation, specifying the resource, event, and destination URL for callback requests. Additional parameters such as "secret" and "active" can be configured as required.

Through these technical endpoints, the YouTestMe API empowers streamlined integration and advanced data interactions, tailored for precise and controlled usage scenarios.

14 LTI Support

YouTestMe offers a comprehensive integration option through the application of the Learning Tools Interoperability (LTI) framework. This robust integration allows for a seamless connection with external systems, presenting a technically refined solution for harmonizing educational platforms.

Within the LTI framework, the dynamic between your Learning Management System (LMS) and YouTestMe is orchestrated in precise terms. Your LMS assumes the role of a consumer, serving as the primary interface, while YouTestMe functions as the provider, extending its interface exclusively for testing purposes.

Integration Mechanism:

1. Candidates initiate examinations directly from your LMS, employing deep linking to seamlessly access YouTestMe without necessitating separate logins. A unified single-sign-on mechanism ensures a fluid transition from the LMS to YouTestMe.
2. The application orchestrates the candidate through the entirety of the test-taking process. By adopting the LMS theme through white-labeling, candidates experience a seamless journey, with the platform transition remaining inconspicuous.
3. Upon test completion, candidates are smoothly guided back to the LMS environment.
4. Notably, achieved grades on the examination are automatically relayed and stored within the LMS grade book, eliminating the need for instructor intervention.

This integration negates the necessity for candidates to manage distinct credentials across multiple platforms. Instead, a cohesive and uninterrupted journey across learning tools is realized, bypassing repetitive logins.

LTI serves as the foundation for uniting data seamlessly and securely within a few clicks. The outcome is a cohesive educational experience, skillfully intertwined for both candidates and educators.

Key Advantages for Instructors and Candidates

- Streamlined Automation: The integration process operates autonomously.
- Information Security: Data exchange is conducted with heightened security.
- Frictionless Navigation: Seamless transitions between learning platforms enhance usability.
- Unified Experience: Users benefit from a coherent and integrated educational journey.
- Cost-Efficient Solution: The need for costly custom programming is averted.
- Efficient Data Management: Cumbersome data handling is effectively mitigated.

In conclusion, the seamless YouTestMe integration through LTI reflects a technical solution that delivers a refined and harmonized educational environment, optimizing the experience for both educators and learners.

15 Single Sign-On (SSO)

YouTestMe seamlessly facilitates Single Sign-On (SSO) through two established protocols: SAML 2.0 and OpenID Connect. As a Service Provider, YouTestMe engages the SAML 2.0 protocol, ensuring the secure exchange of authorization data with Identity Providers such as OneLogin, Okta, and SSO Circle.

In addition to SAML 2.0, YouTestMe's SSO capabilities extend to OpenID Connect, an authentication layer built atop OAuth 2.0. This protocol empowers users to log in to multiple applications using a single set of credentials. Supported Identity Providers span a wide range, ensuring compatibility and flexibility.

Within the realm of SAML 2.0 and OpenID Connect based Single Sign-On (SSO), YouTestMe excels in configurability. It supports concurrent setup for multiple identity providers, each with distinct SSO configurations. These configurations encompass the definition of identity provider parameters, coupled with the establishment of assertion consumer service end-points dedicated to processing SAML and OpenID Connect responses. This meticulous approach ensures a robust and secure environment for SSO authentication across diverse platforms.

16 Question Pools - Organizing Questions

In this chapter, we delve into the dynamic world of question pools within the YouTestMe platform. Question pools serve as a central hub for organizing, managing, and optimizing your question database. They empower organizations to streamline the test generation process, ensuring practicality and flexibility in assessment creation. This chapter explores how question pools can be configured and leveraged to enhance question management, automate test generation, and facilitate multilingual assessments.

Question pools are a fundamental feature that allows for the structured organization of questions. By grouping questions into pools, organizations can simplify and expedite various aspects of assessment management. Here are some key functionalities associated with question pools:

16.1 Control Access with Pool Roles

YouTestMe provides the ability to control access to question pools through pool roles. These roles can be set to "read-only" or "read-write," granting specific users the appropriate level of access. This ensures that question pools are managed securely and in accordance with your organization's needs.

16.2 Effortless Pool Movement

Managing your question database becomes effortless with the capability to move question pools and sub-pools. This feature streamlines database management, allowing you to reorganize your questions with ease.

16.3 Offline Question Preparation

The platform accommodates both online and offline question preparation. Questions can be conveniently prepared offline using MS Excel and subsequently uploaded into question pools or sub-pools. This method enhances efficiency, particularly when preparing a large number of questions.

16.4 Copy and Move Flexibility

Flexibility in question management is further emphasized by the ability to copy and move questions between question pools. You can also create duplicates of entire question pools, making it easier to reuse questions or create variations of existing assessments.

16.5 Input for Automated Test Generation

Question pools can be used as input for the automated test generator. This means that you can define any combination of question pools to serve as source material for generating tests. This automation simplifies the process of creating diverse and comprehensive assessments.

16.6 Question Categories and Custom Properties

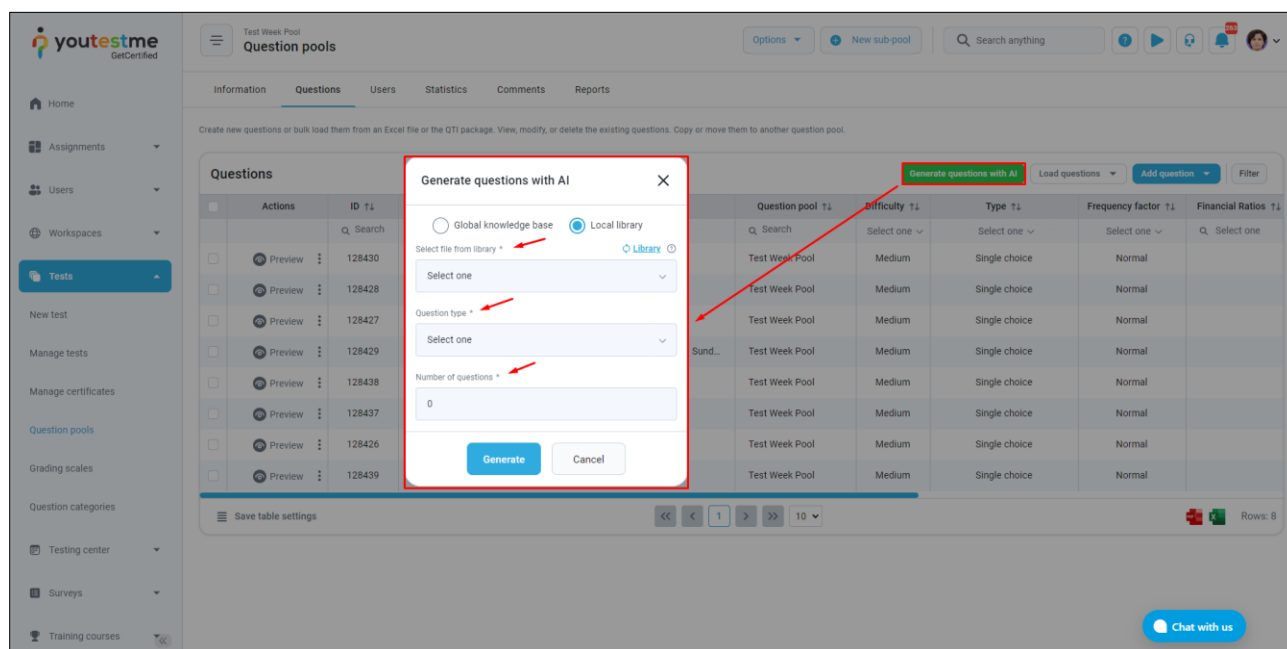
Enhancing the organization of your questions, you have the option to create question categories. These categories allow you to label questions and establish rules for generating tests. Additionally, custom properties for different question types facilitate efficient filtering of questions through pools, making it easier to locate specific items.

16.7 Export and Reuse

The YouTestMe platform offers the ability to export questions from a pool, make necessary changes, and then upload the modified file into another question pool. This streamlined export-import process ensures that questions can be easily shared, modified, and reused across different assessments.

17 Generating Questions using AI

The YouTestMe item creation process relies on groundbreaking item authoring technology developed by the YouTestMe Research & Development Team in 2023. This cutting-edge technology empowers question pool managers to seamlessly incorporate various resources into the YouTestMe platform, such as books, articles, transcripts, and more. It further enables them to instruct the system to generate an unlimited number of questions across a diverse range of question types.



Functionality

The system's functionality is as follows:

1. **Resource Analysis:** Upon uploading content, the system performs a comprehensive analysis of the provided materials.
2. **Question Generation:** Based on the content analysis, the system generates questions, including:
 - a. Formulating the questions
 - b. Identifying and marking the correct answer(s)
 - c. Generating incorrect answer options (distractors)

Technological Foundation

This innovative methodology leverages integration with OpenAI's GPT series (Generative Pre-trained Transformer), a highly regarded language model exemplified by ChatGPT. The artificial intelligence embedded within the system processes the uploaded resources and formulates questions based on the information contained within them.

Key Benefits

The adoption of this approach yields several notable advantages:

1. **Time Efficiency:** By automating the question generation process, this technology significantly reduces the time burden on item authors. This results in substantial time savings.
2. **Dynamic Question Pool:** The automated process allows for more frequent updates to your question pools. This ensures that your assessments remain current and aligned with the latest knowledge and materials.

User Control

While AI-generated questions form a solid foundation, item authors retain the flexibility to fine-tune and customize questions to meet specific requirements. This hybrid approach enables item authors to enhance the quality of questions while still benefiting from the substantial time savings offered by the automated system.

Seamless Updates

The system enables the effortless generation of new questions by simply uploading the most recent manuals and resources and instructing the AI to generate a new batch of questions. This approach minimizes the time gap between the release of new materials and the commencement of assessments based on these resources.

18 Quality Assurance of Questions

Ensuring the reliability and validity of evaluation items is paramount in maintaining the integrity of assessments conducted through the YouTestMe platform. Our process for quality assurance and improvement is meticulous, designed to meet the highest standards of assessment validity and reliability.

1. Initial AI Generation

Upon uploading resources and instructing the system to generate questions, the AI-driven process begins. During this phase, the system generates questions, marks correct answers, and formulates distractors. While the AI's capabilities are impressive, it is important to recognize that this initial output serves as a foundation.

2. Expert Review

To enhance the quality of generated questions and ensure their alignment with the intended learning objectives, an expert review stage is incorporated. Experienced subject matter experts thoroughly evaluate the questions generated by the AI. This step is essential for addressing specific nuances, clarifications, or domain-specific considerations that the AI might not fully capture.

3. Item Analysis

Statistical analysis techniques are applied to assess the performance of generated items. This includes analyzing item difficulty, discrimination, and reliability measures. Items that do not meet predefined statistical criteria are flagged for further review and potential refinement.

4. Continuous Monitoring

The quality assurance process is ongoing. Regular audits and assessments of the question pool are conducted to identify and rectify any potential issues that may arise. This proactive approach ensures that the question pool remains reliable and valid throughout its lifecycle.

5. User Feedback Integration

We encourage user feedback regarding the quality and effectiveness of assessment items. User input is carefully considered in the continuous improvement process, allowing us to address specific user concerns and preferences.

Conclusion

The YouTestMe platform's commitment to quality assurance and improvement underscores our dedication to delivering assessments of the highest standard. By combining the capabilities of AI with human expertise and a robust validation process, we ensure that evaluation items consistently exhibit the reliability and validity necessary for accurate and meaningful assessment outcomes. Our system is designed to evolve and adapt, guaranteeing the ongoing improvement of assessment items and, ultimately, enhancing the overall educational experience for users.

19 Remote Test Center Service

[YouTestMe Test Center](#) represents a top-tier remote test center service. With us, you not only obtain application license but also gain access to our team of professionals who provide comprehensive test administration, proctoring, and test delivery services - all available around the clock, 365 days a year. Whether you're already running a program, just getting started, or operating a testing center without the necessary software and service support, our solutions are here to meet your needs.

Below, you'll find a summary of our test administration and delivery service, showcasing a portion of the fundamental features that make our support for your online examination processes the best on the market.

19.1 Content Creation

Welcome to YouTestMe, where crafting assessments is tailored to your preferences. We offer three options:

- **YouTestMe Professionals:** Our expert psychometricians create questions based on consultations and materials you provide. Benefit from their experience to ensure the highest quality.
- **Self-Creation:** Use our platform, item banks, and team support to craft assessments yourself. Enjoy full control over your assessment content and structure.

- **AI Innovation:** Chat GPT powered AI generates questions from uploaded materials. Embrace cutting-edge technology to streamline your assessment process.

19.2 How and where your test content is stored

YouTestMe provides two clear choices: cloud-based or on-premise deployment. These options offer flexibility and security, tailored to your specific needs.

- **Secure Cloud Hosting Services with Regulatory Compliance:** YouTestMe emphasizes robust security, aligning with US Department of Defense's framework and encryption standards. Compliant with GDPR, Section 508, FedRAMP, ISO/IEC 27001, ISO 9001, your data's privacy is ensured via encryption, pseudonymization, and policies, backed by resilient security and continuity planning for top security and availability.
- **Exclusive On-Premise Test Solutions:** In a constrained market, YouTestMe is the sole provider of on-premise test and proctoring solutions. Using plug-and-play virtual machines, institutions, including governments, can host secure services seamlessly. This assures in-house control, strong data protection, and rigorous security protocol compliance.

19.3 Flexible test delivery options

We are specialized in delivering tests online.

- **Any Time Remotely:** Enable candidates to begin high-stakes tests at their convenience, across time zones and languages, while upholding integrity. Our proctors are available around the clock for reviewing recordings or live monitoring. Our scalability accommodates any number of candidates.
- **Booking in Advance:** For synchronized sessions with uniform equipment checks, personalized greetings, and tailored monitoring, our solution is simple: create a session calendar, set seat limits, and allow candidates to book their test times.
- **Purchase Tests:** Customers set test-taking and retake fees, with optional discount coupons, smoothly processed through our Stripe integration, supporting various currencies. YouTestMe maintains a fee-free policy, with only standard Stripe charges.
- **Dedicated Physical Locations:** If you seek testing-center level control, our system offers a suite of premier features. From specifying location details, and contact information to restricting test-taking outside the designated building, our software is the optimal choice for testing centers.

19.4 Different Proctoring Options

We guarantee the integrity of your tests and ensure an exceptional experience for your candidates.

- **AI and Lockdown Browser:** By utilizing artificial intelligence (AI) technology, the system itself records and monitors test attempts using behavioral trackers. Once the test is finished, the system generates a credibility report and stores the test footage for the optional subsequent human validation and review. System prevents using other application using the lockdown browser.

- **Live by YouTestMe proctors:** Our certified proctors remotely oversee tests in real time 24/7 on top of AI monitoring. We provide English and French-speaking proctors, and our monitoring adapts to client preferences, including personalized greetings and conduct rules. Our candidate-to-proctor ratio is 8:1, ensuring effective supervision.
- **Record and Review:** Through the Record&Review proctoring model, test-takers can select any time to complete their tests. Driven by AI-powered proctoring, this solution pinpoints suspicious actions for subsequent evaluation. Our team operates 24/7, diligently reviewing hundreds of daily recordings. Every candidate's session is carefully analyzed, resulting in a detailed conduct report. This presents a cost-effective and versatile alternative to live proctoring.
- **Bring Your Own Proctors:** Our platform enables you to seat your own staff in the proctor position. You can flag suspicious situations, monitor candidates in real-time, and maintain control whether online or by securing the test location in your test center. Take charge of test day rules and ensure a secure testing environment.

19.5 Test Results Delivery

We guarantee the integrity of your tests and ensure an exceptional experience for your candidates.

- **Automatic Delivery:** System handles grading, including proctor-assigned grades. Results can be auto-sent to an SFTP location in CSV format.
- **Hold and Release:** System and proctor grades are held until you decide to verify and release them. Verification can be done using an auto-process based on criteria.

20 Test Creation and Test Settings

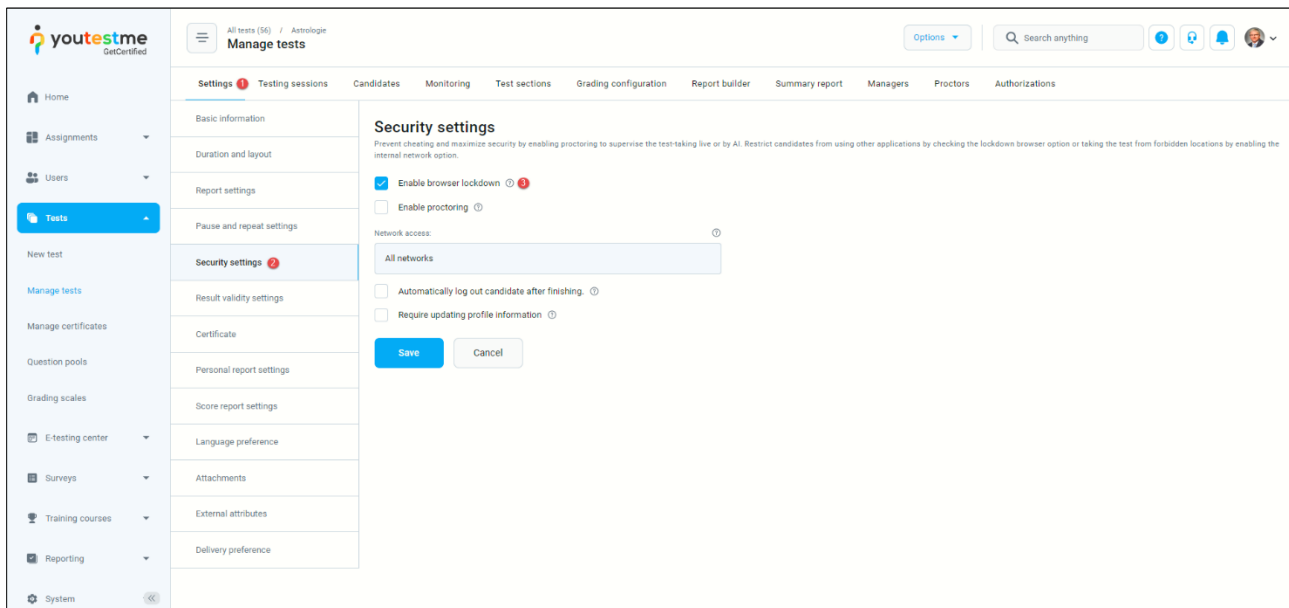
20.1 Browser Lockdown

This chapter introduces the Browser Lockdown feature of YouTestMe, which serves as a robust solution for ensuring cheating prevention during online tests. In today's digital era, maintaining the integrity of online assessments is paramount, and the Browser Lockdown is designed to create a secure and controlled test environment. By limiting access to any other screen except the test-taking page, this feature fortifies the examination process, mitigating potential cheating attempts. This chapter elucidates the capabilities and benefits of the Browser Lockdown in maintaining the sanctity of online tests.

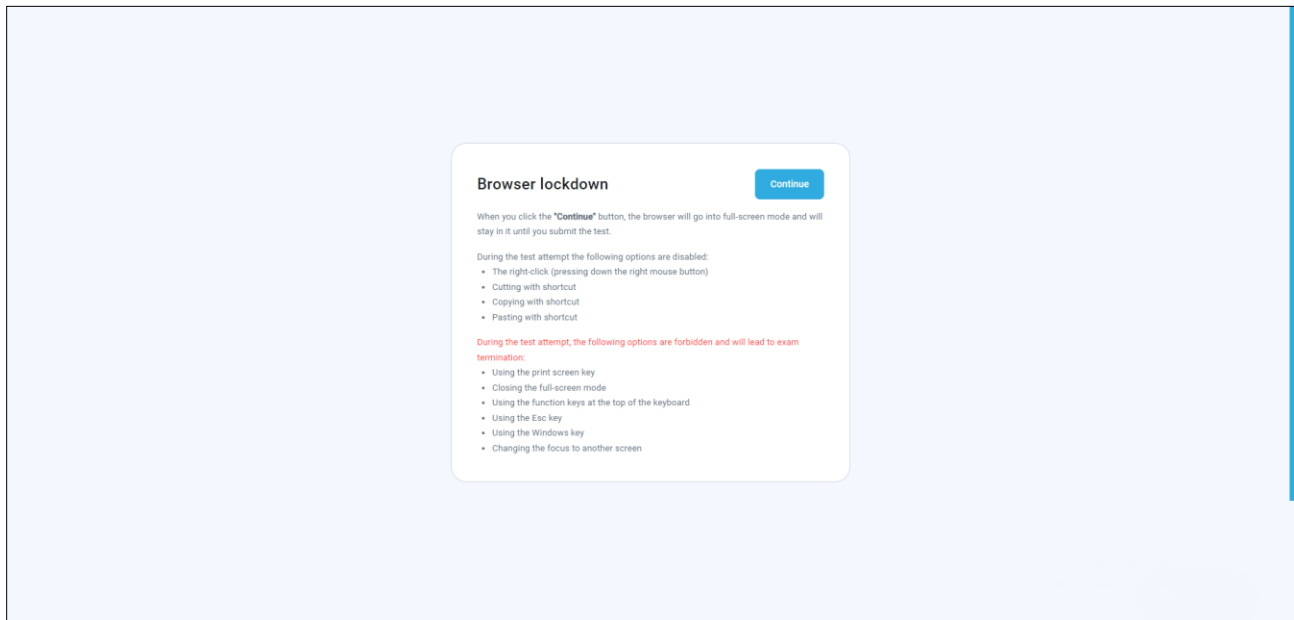
The Browser Lockdown within YouTestMe is a pivotal tool for safeguarding the integrity of online assessments. It achieves this by creating a secure test environment with the following key attributes:

- **Full-Screen Mode Enforcement:** The Lockdown Browser compels test-takers to remain within the examination environment by disabling the ability to exit full-screen mode. This restriction ensures that the test-taking experience remains focused solely on the assessment, deterring any attempts to access other applications or resources.

- **Copy, Cut, and Paste Restrictions:** To prevent the unauthorized extraction of content from the assessment, the Lockdown Browser imposes restrictions on copying, cutting, and pasting anything from the screen. This measure prevents the duplication of questions, answers, or any other test-related information.
- **Right Mouse Button Deactivation:** By deactivating the right mouse button, the Lockdown Browser obstructs the use of context menus and associated functions that could potentially be used for cheating purposes. This limitation further reinforces the controlled examination environment.
- **Print Screen Button Disablement:** To prevent the capture of test content through screenshots, the Lockdown Browser effectively disables the print screen button on the keyboard. This measure ensures that test-takers cannot capture or share test questions or answers through this method.



The screenshot shows the 'Manage tests' interface for 'All tests (56)' under 'Antologie'. The 'Security settings' tab is active, displaying various security options. The 'Enable browser lockdown' checkbox is checked, while 'Enable proctoring' is unchecked. The 'Network access' dropdown is set to 'All networks'. Other options include 'Automatically log out candidate after finishing' and 'Require updating profile information', both of which are unchecked. The interface includes a sidebar with navigation links like Home, Assignments, Users, Tests, and System. The top right corner features a search bar and user profile icons.



The Lockdown Browser feature within YouTestMe represents a robust commitment to maintaining the integrity of online tests. By creating a secure test environment, it significantly reduces the risk of cheating during assessments. With the Lockdown Browser in place, organizations can have confidence in the fairness and reliability of their online examination processes.

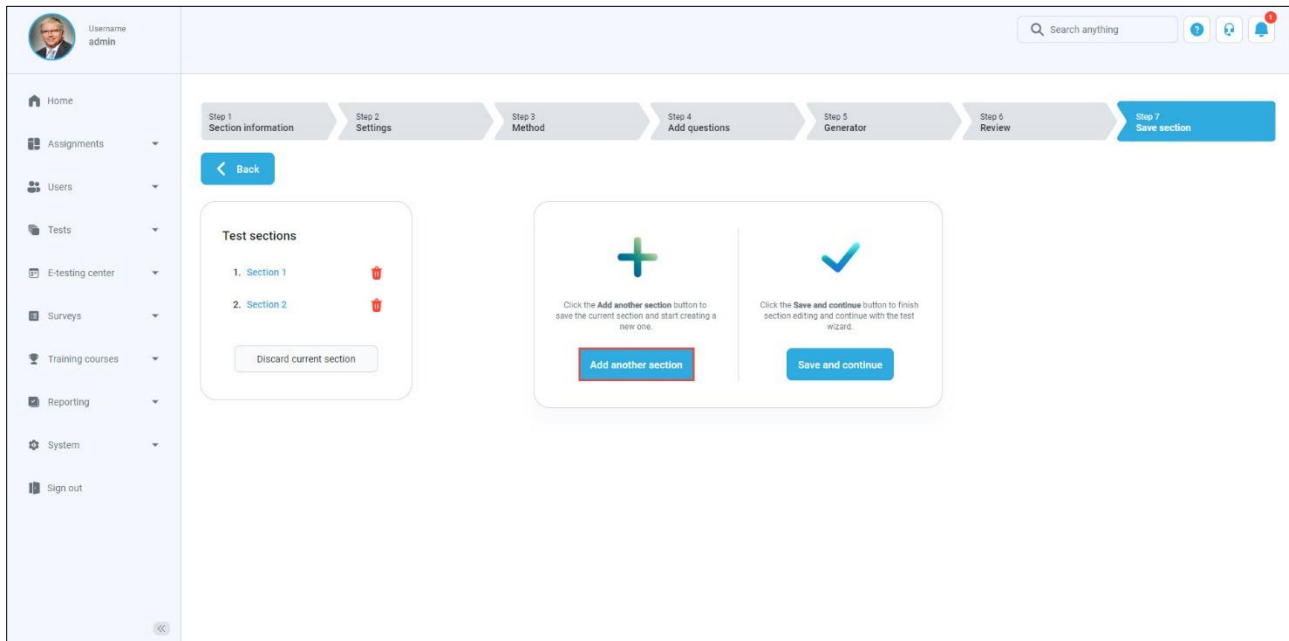
20.2 Test Attachments

Test Attachments enable you to enhance the testing experience by including supplementary materials alongside your assessments. These attachments can be displayed to candidates either at the beginning of the test or throughout the entire test-taking process. You have the flexibility to create new attachments or import existing ones from your library.

- **Creating a New Test Attachment:** If you choose to create a new attachment, you can define its name, description, visibility, and whether it should be private or public. This allows you to tailor the attachment to your specific testing needs.
- **Importing Test Attachments:** Alternatively, you can import attachments from your library. The library houses previously created attachments and public attachments from other creators, streamlining the process of adding valuable resources to your tests.

20.3 Test Sections

In this chapter, we explore the innovative concept of "Test Sections" within the YouTestMe platform. Test Sections introduce a powerful paradigm where tests can be subdivided into subsections, each with its personalized settings. This feature not only adds flexibility and precision to test creation but also enhances the monitoring and analysis of candidates' progress and results. This chapter elucidates the advantages and functionalities of Test Sections in optimizing the testing experience.



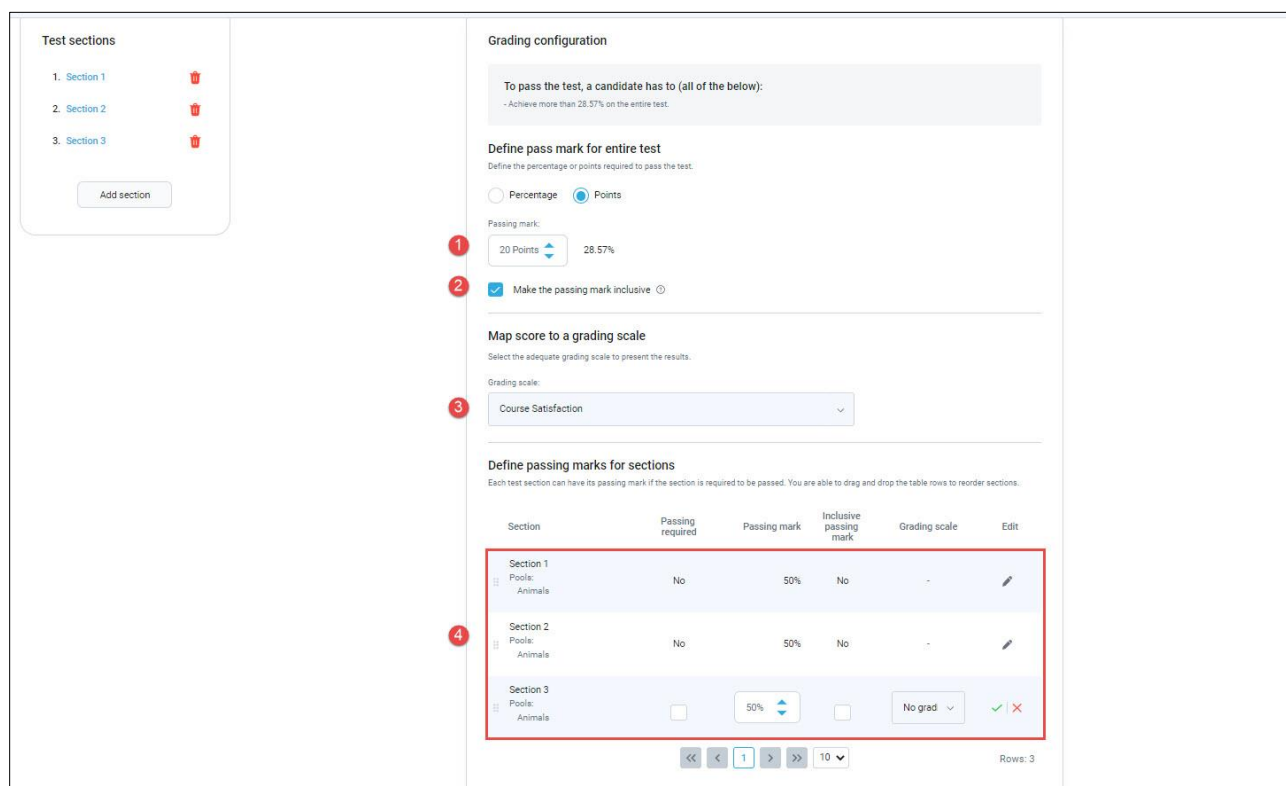
The notion of Test Sections is akin to having "tests within a test." It provides test creators with the ability to organize assessments into distinct subsections, each with its unique settings and parameters. This feature transforms the way tests are structured and managed, offering the following advantages:

20.3.1 Systematic Question Organization

Test Sections bring order and structure to question organization. Instead of presenting a random assortment of questions, you can categorize them into logical sections based on topics, themes, or any other criteria. This systematic organization simplifies the assessment process, ensuring that questions are presented in a coherent and meaningful manner.

20.3.2 Customized Settings for Each Section

One of the hallmark features of Test Sections is the ability to define and customize settings for each section individually. This includes parameters such as section duration and pass marks. By tailoring these settings to specific sections, you can create a more nuanced and customized testing experience.



Test sections

- Section 1
- Section 2
- Section 3

Add section

Grading configuration

To pass the test, a candidate has to (all of the below):
- Achieve more than 28.57% on the entire test.

Define pass mark for entire test
Define the percentage or points required to pass the test.

☐ Percentage ☒ Points

Passing mark:
20 Points 28.57%

☒ Make the passing mark inclusive

Map score to a grading scale
Select the adequate grading scale to present the results.

Grading scale:
Course Satisfaction

Define passing marks for sections
Each test section can have its passing mark if the section is required to be passed. You are able to drag and drop the table rows to reorder sections.

Section	Passing required	Passing mark	Inclusive passing mark	Grading scale	Edit
Section 1 Pools: Animals	No	50%	No	-	
Section 2 Pools: Animals	No	50%	No	-	
Section 3 Pools: Animals	<input type="checkbox"/>	50%	<input type="checkbox"/>	No grad	✓ ✗

Rows: 3

20.3.3 Comprehensive Tests with Multiple Topics

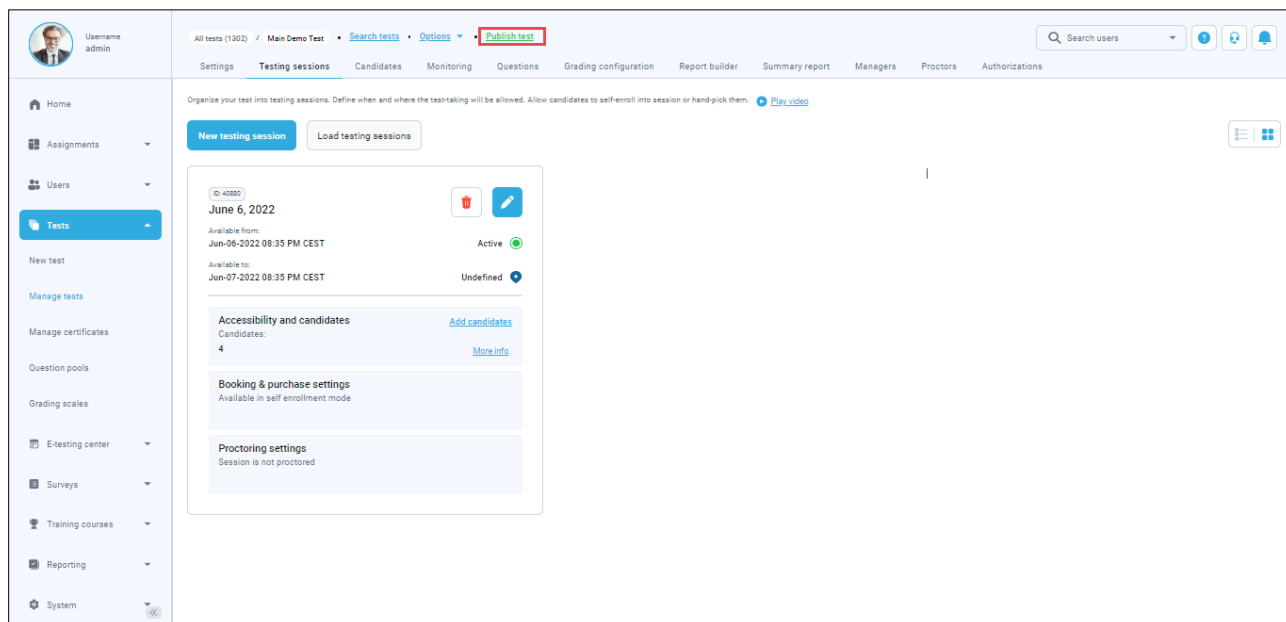
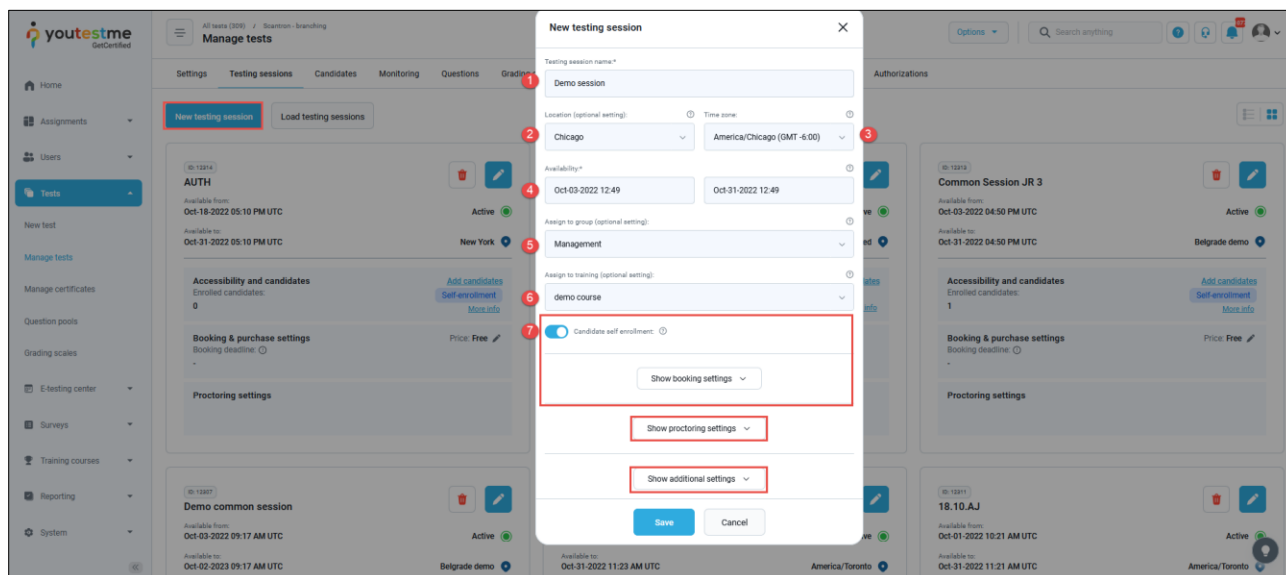
Test Sections empower you to design comprehensive tests that encompass various topics or subject areas without the need to create an excessive number of separate tests. This consolidation streamlines the testing process and prevents test fatigue for candidates who would otherwise need to navigate multiple assessments.

20.3.4 Enhanced Tracking and Analysis

The true power of Test Sections is revealed in the enhanced tracking and analysis of candidates' knowledge. With each section providing distinct insights, you can gain a more granular understanding of test-takers' strengths and weaknesses. This level of detail aids in decision-making, allowing you to tailor interventions and support based on specific areas of improvement.

21 Testing Sessions and Advanced Test Scheduling

In this chapter, we delve into the Testing Sessions and Advanced Test Scheduling features within the YouTestMe platform. These functionalities offer an unparalleled level of flexibility when it comes to organizing tests for diverse user groups in different locations.



21.1 Testing Sessions: Who can take the test and when?

The Testing Sessions feature enables you to customize the testing experience for various groups of users across different locations. Each testing session can be finely tuned to meet specific requirements, including:

21.1.1 Test Availability Periods

Configure distinct availability periods for each testing session, accommodating the unique schedules and time constraints of your user groups.

21.1.2 User Group Assignment

Assign specific user groups to each testing session, tailoring the assessment content and experience to match the needs of different cohorts.

21.1.3 Direct Access via Email

Simplify the user experience by sending a direct link via email, allowing test-takers to access the application without the need for cumbersome sign-in processes.

21.1.4 Self-Enrollment Option

Grant users the autonomy to choose which testing session they wish to join, enhancing their flexibility and convenience.

21.1.5 Password-Based Lock

Implement an additional layer of security with password-based locks for testing sessions, ensuring that only authorized individuals can participate.

21.1.6 Location Specification

Define a precise location for each testing session, whether it be a country, city, state, or even a time zone. This level of granularity ensures that assessments are conducted seamlessly in diverse geographical contexts.

21.2 Booking Tests in Advance: Streamlined Test Management

The Advanced Test Scheduling feature empowers you to book tests well in advance, streamlining the test management process and offering a structured approach to scheduling. Key functionalities include:

21.2.1 Scheduling Sessions

Specify the number of upcoming sessions, their dates, and designated start and end times. This feature ensures that tests are administered punctually and as per your predefined schedule.

21.2.2 Test Selection

Choose one or more tests to include in each testing session, tailoring assessments to meet the unique needs of your user groups.

21.2.3 Capacity Management

Determine the maximum seating capacity for each session, guaranteeing that resources are allocated efficiently and in adherence to logistical constraints.

21.2.4 Booking and Cancellation Deadlines

Set booking and cancellation deadlines, allowing for ample preparation time while mitigating last-minute disruptions.

21.2.5 Fees (Optional)

Optionally include registration and cancellation fees, providing financial flexibility and revenue-generation opportunities.

21.2.6 Proctor Assignment

Assign proctors to oversee the testing process, ensuring a smooth and secure examination environment.

21.2.7 Physical Location

Define the physical location where each test session will be conducted, facilitating logistical planning and coordination.

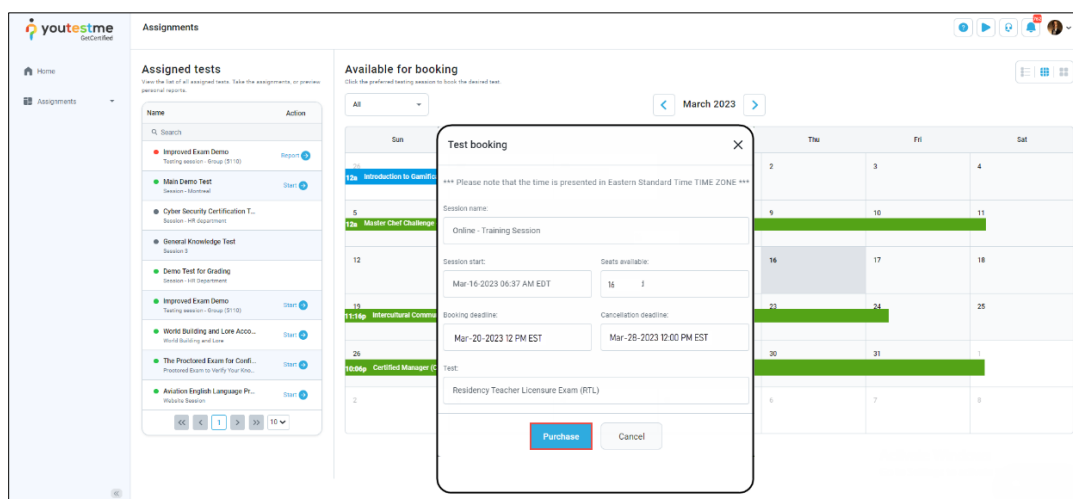
22 Test Registration

There are three test registration processes available, depending on the type of the test and its availability:

1. **Allowing only eligible candidates to register.** Typically done for official tests.
2. **Allowing all candidates to register.** Typically done for practice tests.
3. **Hand-picking the candidates that can access the test.** Typically done for tests with special rules.

Allowing only eligible candidates to register

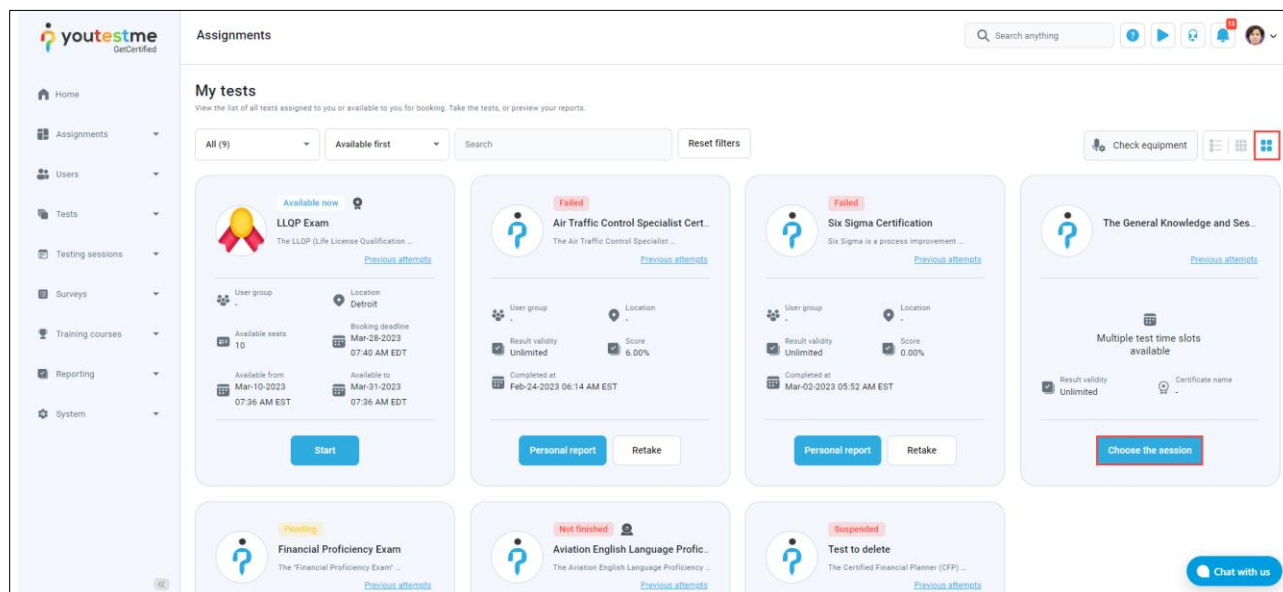
YouTestMe provides the option to manage and govern a candidate's admission to a specific test using the authorization feature. If multiple tests are being offered to various candidate groups, the test authorization feature provided by YouTestMe can be highly effective in organizing which tests are available to which candidates. Authorization is typically granted automatically once payment has been made, ensuring that a candidate can only view and attempt the tests that they have purchased.



Depending on the proctoring settings, an authorized candidate can either:

1. Begin an automated proctored test at their convenience or
2. Book a time-limited session for a live proctored test.

In either scenario, the authorization can only be utilized once. Therefore, if a candidate wishes to retake the test, they must either obtain a new authorization by making a payment or obtain approval from the system administrator.



To use this approach, the test organizer must enable the self-enrollment and authorization required options when creating the testing session.

New testing session

×

Testing session name *

Location (optional setting) ⓘ

Time zone ⓘ

Select one ▾

America/Toronto (GMT -5:00) ▾

Available from * ⓘ

Available to * ⓘ

Assign to group (optional setting) ⓘ

Select group ▾

Assign to training (optional setting) ⓘ

Select training ▾

☒ Candidate self enrollment ⓘ

☒ Authorization required ⓘ

Show booking settings ▾

Save

Cancel

Allowing all candidates to register

This scenario will be achieved if the "Candidate self-enrollment" option is enabled. This way, all candidates in the system can access this defined test, and there are no specific requirements that candidates must fulfill. This test configuration is recommended for dummy tests intended for candidates to familiarize themselves with the system or for similar purposes. To use this approach, the test organizer must enable the self-enrollment option when creating the testing session.

New testing session

×

Testing session name *

Location (optional setting) ⓘ

Select one ▾

Time zone ⓘ

America/Toronto (GMT -5:00) ▾

Available from * ⓘ

Available to * ⓘ

Assign to group (optional setting) ⓘ

Select group ▾

Assign to training (optional setting) ⓘ

Select training ▾

☒
Candidate self enrollment ⓘ

☐
Authorization required ⓘ

Show booking settings ▾

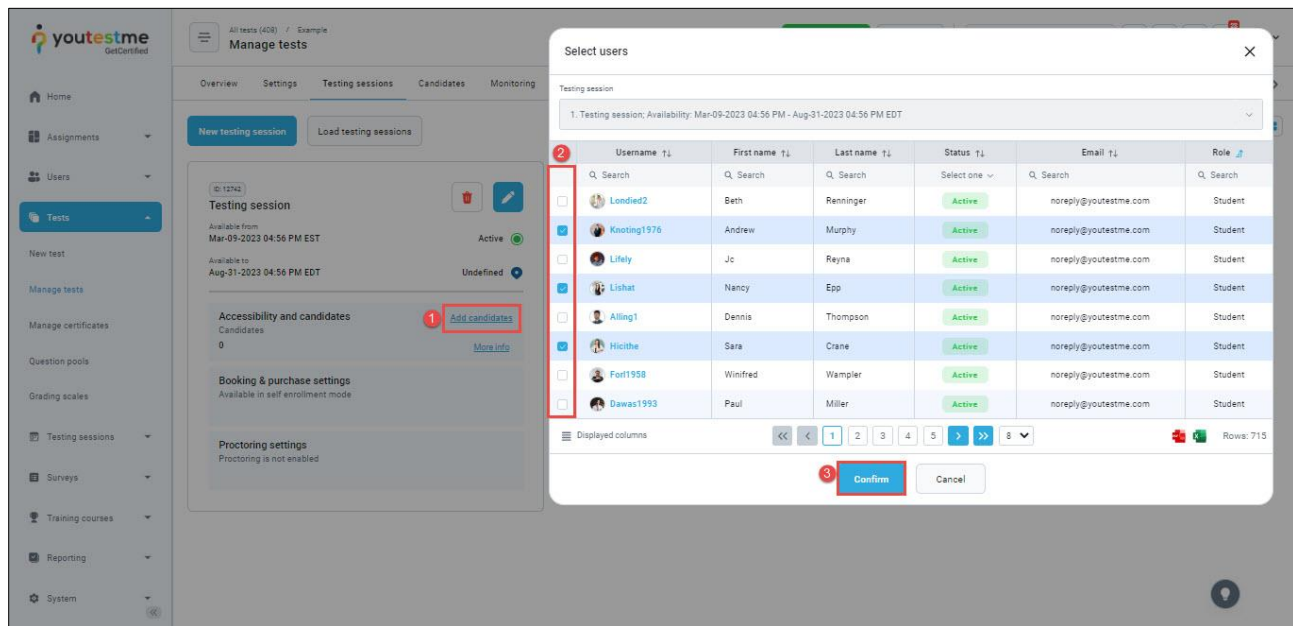
Save

Cancel

Hand-picking the candidates that can access the test

The test organizer can manually add all candidates who are allowed to take a specific test. In this case, the self-enrollment option will remain disabled, and no candidate who has not been added by the test organizer will see that test.

To use this approach, the test manager simply needs to click on "Add candidates" and select the candidates for whom they want to create a registration for the given test.



22.1 Features Related to the Test Registration

YouTestMe is all-in-one platform covering test registration, administration, proctoring, reporting and many more options. In this answer, we will focus on the test registration aspects of YouTestMe.

We offer a wide range of features and capabilities related to the test registration process, including:

1. **Accommodations:** Candidates can request accommodations for the test, such as extended time, assistance from a person to read the text due to poor eyesight, allowed food and drink due to specific health issues, etc.
2. **Scheduling tests in different time zones.**
3. **Setting booking and cancellation deadlines for tests.**
4. **Determining whether a specific test will be available only during certain periods or 24/7.**
5. **Defining access criteria for the test,** such as whether the candidate must purchase the test or if it is free of charge.
6. **Offering discounts on the price of a specific test.**
7. **Multilingual support for the application:** YouTestMe supports multiple languages, including English, German, Spanish, French, Italian, Dutch, and Serbian. Other languages can be added upon request to meet the needs of different clients.
8. **Automatic email and app notifications:** This feature sends automated email and app notifications to all stakeholders involved in the test registration process, including test details, dates, times, and other important information.
9. **Customizable content for email and app notifications:** This feature allows complete customization of email and app notification content, allowing test organizers to personalize messages and provide additional information based on specific test requirements.
10. **Language selection for notifications:** This feature enables users to receive notifications in the

language they have selected in their profile, particularly useful for international organizations with employees who speak different languages.

11. Three different workflows for test registration

- a) **Test authorization:** This feature enables the test organizer to manage and govern a candidate's admission to a specific test using the authorization feature, providing enhanced security and integrity for the testing process.
- b) **Manual candidate registration:** Test organizers can manually add specific candidates to a particular test.
- c) **Candidate self-enrollment:** This feature allows candidates to register themselves for open tests where the "Candidate self-enrollment option" is enabled.

22.2 Registering for a Test, and Scheduling a Test Date and Time

Depending on the test type, there are two recommendations for setting up the test date and time.

1. **Tests that are proctored live by YouTestMe proctors** in real-time remotely with the help of artificial intelligence (AI) **require setting up the exact test date and time** so YouTestMe proctors know when they have to be present.
2. **Tests that are proctored automatically by artificial intelligence** can be **open at all times** since YouTestMe proctors do not have to be present during the test and their role is to examine the recordings generated by the AI for each candidate.

Both options are handled easily through the concept of **testing sessions**.

1. Testing sessions allow you to determine when the test can be taken.
2. A single test can have any number of testing sessions.
3. You can have any number of sessions specified for a single day or week or month, allowing candidates to choose the exact time that works for them.

From the candidates' perspective, the process is very straightforward and the application leads them through these simple steps:

1. **Choose** the test from the list of tests.
2. **Purchase** the test if it has a price.
3. In the case of automated proctoring, they can:
 - a. **Start** the test immediately (or whenever it suits them)
4. In the case of live proctoring, they would:
 - a. **Book** the desired date for the test.
 - b. When the date comes, **start** the test.

22.3 Verifying the Eligibility to write the Test

There are four workflows for approving the eligibility of candidates to write the test.

1. **Automated API-based approach**
2. **Manual verification by YouTestMe staff**

3. **Manual verification by the client staff**
4. **Excel-based verification by the client staff**

Automated API -based approach means that the YouTestMe system will:

1. **The YouTestMe application pulls the eligibility data automatically from the client's system** where the eligibility information is stored. Typically, that is a simple Yes/No flag to determine if the candidate is eligible to write a desired test.
2. **The YouTestMe application performs the verification automatically** (check the value of the flag)
3. **The YouTestMe application allows/disallows the candidate to start the test** depending on the value of the flag
4. **The candidate starts the test**

Manual verification by YouTestMe staff means that:

1. **The client provides YouTestMe staff with the exact set of rules** for determining the candidate's eligibility
2. **The candidate uploads the necessary information** to determine their eligibility
3. **YouTestMe staff verifies the eligibility of the candidate manually** by comparing the uploaded information with the rules provided by the client
4. **YouTestMe staff allows/disallows the candidate to start the test**
5. **The candidate receives an email notification that they are eligible to take the test**
6. **The candidate (books and) starts the test**

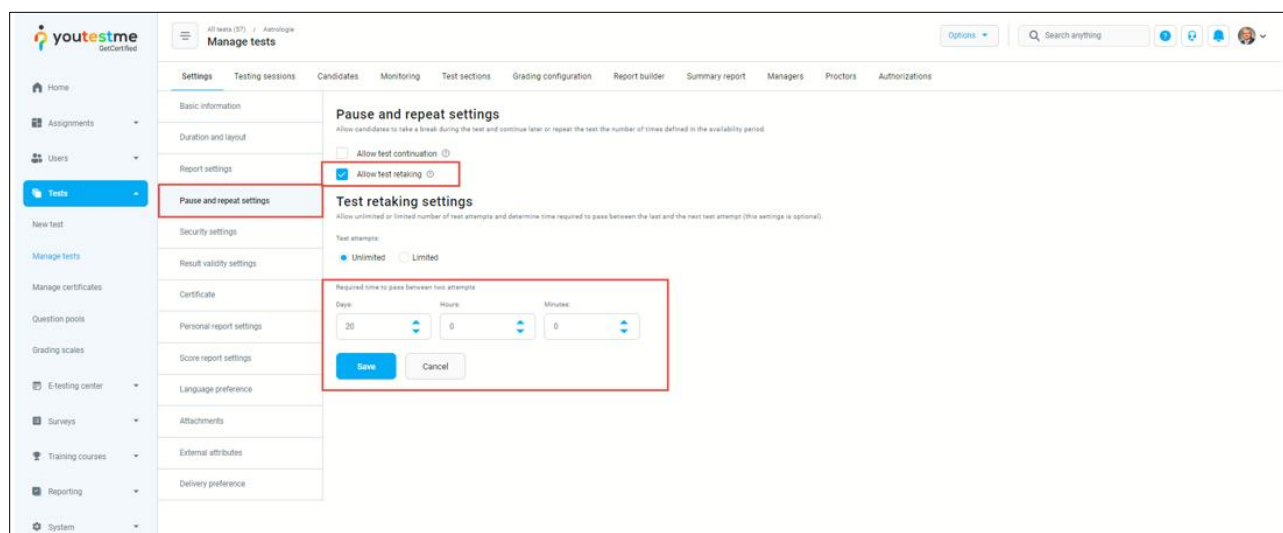
Manual verification by the client staff is the same process as the **manual verification by YouTestMe staff**, except it is done by the client staff.

Excel-based verification by the client staff:

1. **The client uploads the Excel file with the eligibility information into the YouTestMe application** (on a regular basis)
2. **The candidate tries to start the test**
3. **The YouTestMe application performs the verification automatically** (check the value of the flag)
4. **The YouTestMe application allows/disallows the candidate to start the test** depending on the value of the flag
5. **The candidate starts the test**

22.4 Test Attempts and Waiting Periods

The test manager can set the number of attempts allowed for each candidate as well as the waiting period between attempts. This means that users can choose how many times a candidate can take the same test and how long they must wait before retaking it. By allowing such customizations, YouTestMe enables users to tailor their testing process to meet their specific requirements and ensure that candidates have a fair and appropriate testing experience.



22.5 Preventing Ineligible Candidates from Registering for the Tests

To prevent ineligible candidates from registering for the tests, YouTestMe has the Authorizations module. The purpose of the authorizations is to handle which candidate should be allowed to take which test. Candidates without authorization for a specific test cannot see or access it.

Typically, authorizations are handled through the integration with another system that is allowing the YouTestMe platform to synchronize the eligibility information with its Authorizations module. Alternatively, the test manager can award the authorizations manually through the system.

22.6 Accommodating special circumstances for test registration

There are two ways of accommodating special circumstances:

1. **Manually overruling predefined settings as an administrator**
2. **Allowing special accommodations**

Manually overruling predefined settings as an administrator simply refers to mechanisms that allow administrators to bypass the standard settings and, for example, manually **allow a candidate to access the test even though they did not go through pre-requisite courses**.

Allowing special accommodations refers to a mechanism that allows candidates to request things like:

1. **More time for a test**
2. **Multiple bathroom breaks during the test**

YouTestMe has a mechanism in place that allows approving/not approving these requests and notifying the proctors immediately.

22.7 Type and time of communications provided to candidates

As an introduction to our response, please take a look at the [video explaining automatic email notifications](#).

Communication with candidates can be categorized into three groups:

1. **Before the test:** Communication mainly involves **automated email notifications** sent to candidates, which include:
 - a. **confirmation of purchased tests**
 - b. **instructions for taking the test**
 - c. **reminders for upcoming tests**, and other relevant information.
2. **During the test:** Candidates can reach out to technical support via **chat or phone** if they encounter any technical difficulties during the test. **Immediate assistance** will be provided to resolve the issue.
3. **After the test:** Communication focuses on **announcing the test results via automated email notification** and providing information on how to access them.

Live chat support is available throughout the entire application in all three phases, making it easy for candidates to reach out for assistance at any time. YouTestMe ensures that candidates have access to support throughout the entire test process, from registration to result announcement.

22.8 Communicating test booking confirmation, test details, rules, and regulations

As an introduction to our response, please take a look at the [video explaining how to book a test](#).

The test booking confirmation, test details, test rules, and regulations are provided to candidates through the following types of email notifications:

1. **eTest Online Test Booking Confirmation**
2. **Cancel Booking**
3. **Test Booking Reminder**

eTest Online Test Booking Confirmation

Once a candidate has booked a test, an automatic booking email notification is triggered, which can be configured to suit your specific needs.

This email notification can be customized to address the candidate by their first name, first and last name, username, or any other preferred method.

You can also choose to include a **direct link to the application** and provide details such as the test name and when the session will be available.

Additionally, you can add **important test instructions** that will help the candidate prepare for the test.

Below is an **example** of a booking email confirmation:

Dear Irene,

You have a pending registration for the following exam: "Compliance Assessment: Federal and State Laws and Regulations"

Date & Time: 2022-01-19 12:00 EST

ACCESS TO THE CERTIFICATION EXAM

- You can access your certification exam by logging into this [link](#).

GETTING READY TO TEST

For a detailed guide on the YTM online examination system, review the [Exam Taking Guide](#).

****You must present a valid government-issued ID before your exam and the name on your student profile must match exactly with the name on your government-issued ID.****

ACCEPTABLE ID

Acceptable forms of identification include Drivers License, Passport, Citizenship Card, Permanent Resident Card.

TEST ACCOMMODATIONS

If you need special accommodations during your exam, please contact us for approval **30 days BEFORE** your exam appointment.

TEST REQUIREMENTS

The proctor will be monitoring your environment during the exam. Any suspicious sounds heard through your microphone, or persons visible through your camera other than you could lead to the proctor terminating your exam early.

For a successful and trouble-free experience, please make sure you satisfy all of these requirements ahead of your scheduled exam.

- A quiet and private environment for the test
- A desktop or laptop computer
- A working webcam
- Microphone (or headphones with a microphone)
- A stable and fast internet connection
- Valid government-issued photo

CLEAN DESK

No objects are allowed on your desk during the exam except your computer.

You must clear the testing environment of any preparation materials or unauthorized items to avoid exam violation.

The following shows examples of what is **NOT** allowed during the exam. This is not an exhaustive list.

- Mobile phone (an app is available to communicate with the proctor)
- Tablet
- Second screen
- Calculator*
- Textbooks*
- Scrap Paper*
- Food or Beverages
- Cigarettes, e-cigarettes, vape pen, or other smoking device/instrument

*Please note that a calculator and online notepad are provided to you within the testing platform, you cannot use your own.

EXAM SESSION RULES

We take steps to ensure that every testing experience is a good one, but we still stop your exam if the rules aren't followed.

- You must stay within your webcam view
- You should be the only person in front of your camera
- You cannot get up and walk around
- No one can enter your testing environment
- You cannot get up and walk around
- No one can enter your testing environment
- You cannot leave your testing environment
- Washroom breaks are not permitted. If you have a medical condition that requires special accommodations, please contact us for approval 30 days **BEFORE** your exam appointment.
- You cannot move your webcam once your testing session has started
- You cannot move your webcam once your testing session has started
- Mumbling or speaking out loud is not permitted
- You may not use other tabs

SCHEDULING AND RESCHEDULING

Before scheduling your exam, you will be required to do the [Equipment Validation Check](#) to ensure your equipment and internet connection are satisfactory for you to be able to take the test.

Exam bookings can be made up until 1 hour before the scheduled exam start time. If you are unable to attend the exam, you can reschedule without penalty up to 2 business days (48 hours minimum) before the exam date.

TECHNICAL ISSUES ON EXAM DAY

If you experience technical issues on exam day, immediately contact Exam Session Technical Support at **(888) 888-888** for assistance.

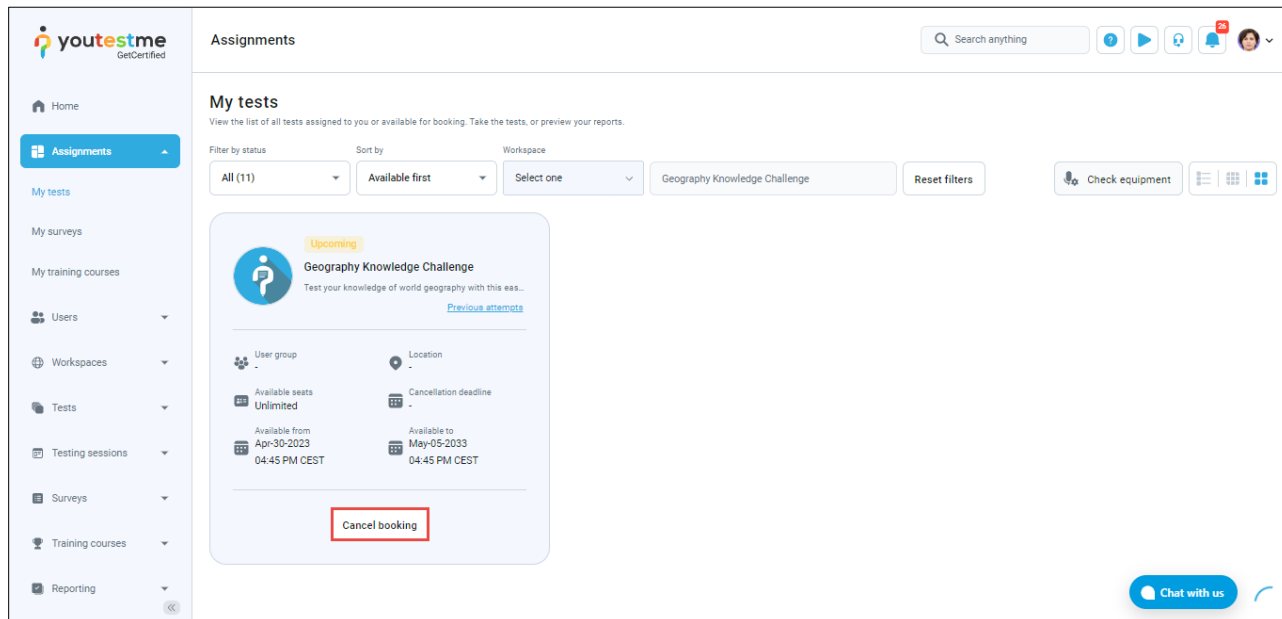
Please do not reply to this email.

Thank you for using the application.

Cancel Booking

Once the test has been booked, the candidate has the option to cancel their attempt if necessary.

This can be easily done with a simple click of the **Cancel booking** button.



To provide additional control over the cancellation of booked tests, the test organizer can set a **cancellation deadline** for testing sessions.

This allows candidates to cancel their booked attempt only within a defined number of days or hours before the test's scheduled start time.

If a cancellation deadline is defined, the candidate will be able to cancel their booked attempt within that time frame.

Below is an **example** of a cancellation email confirmation:

Dear Irene,

This email confirms that the following exam sitting has been canceled:

Course Name: "Compliance Assessment: Federal and State Laws and Regulations"

Date & Time: 2023-03-19 12:00 EDT

Please do not reply to this email.

If you have any questions, please contact our Customer Service Department at 888-888-8888.

Thank you for using the application.

Test Booking Reminder

By specifying the number of days in advance for the email notification to be triggered, the test organizer can ensure that the candidates are well informed and appropriately prepared for their upcoming test.

For more information on how to configure **upcoming test sessions reminder**, please read this [article](#).

Below is an **example** of an upcoming email confirmation:

Dear Irene,

This is a reminder of your upcoming exam booking for the following: "Compliance Assessment: Federal and State Laws and Regulations"

Date & Time: 2023-03-19 12:00 EDT

GETTING READY TO TEST
For a detailed guide on the YTM online examination system, review the [Exam Taking Guide](#).

TEST REQUIREMENTS
The proctor will be monitoring your environment during the exam.
For a successful and trouble-free experience, please make sure you satisfy all of these requirements ahead of your scheduled exam.

- A quiet and private environment for the test
- A desktop or laptop computer
- A working webcam
- Microphone (or headphones with a microphone)
- A stable and fast internet connection
- Valid government-issued photo

Please do not reply to this email.

22.9 Transferring candidate registration information to other systems

The best way to transfer candidate registration information is using the YouTestMe API. This will allow full automation of the process. Mechanisms for sending/receiving this information are already in place and usually require small adjustments based on the system(s) YouTestMe is communicating with.

22.10 System availability

The online proctored tests can be scheduled at any time, as the proctor team is available 24 hours a day, 7 days a week, and 365 days a year.

However, it is important to note that all test sessions need to be scheduled one month in advance.

This will ensure that the necessary arrangements are made and the proctor team is available to oversee the tests at the desired time.

With this approach, candidates will have the flexibility to choose a time that works best for them, including evenings and weekends, holidays, etc.

22.11 Requiring specific personal and custom information from candidates

The YouTestMe system fully supports the collection and storage of candidate identification information, including default and custom fields.

There are default identification fields that include **first name, middle name, last name, employee ID, date of birth, gender, phone number, affiliation, street address, city, state/province, country, and zip code**.

However, our system also allows admins with the highest permission level to create custom properties and add numerous other categories related to personal information. That way, you can include fields like the **CIPR number**.

For more information on how to create custom properties, please read this [article](#).

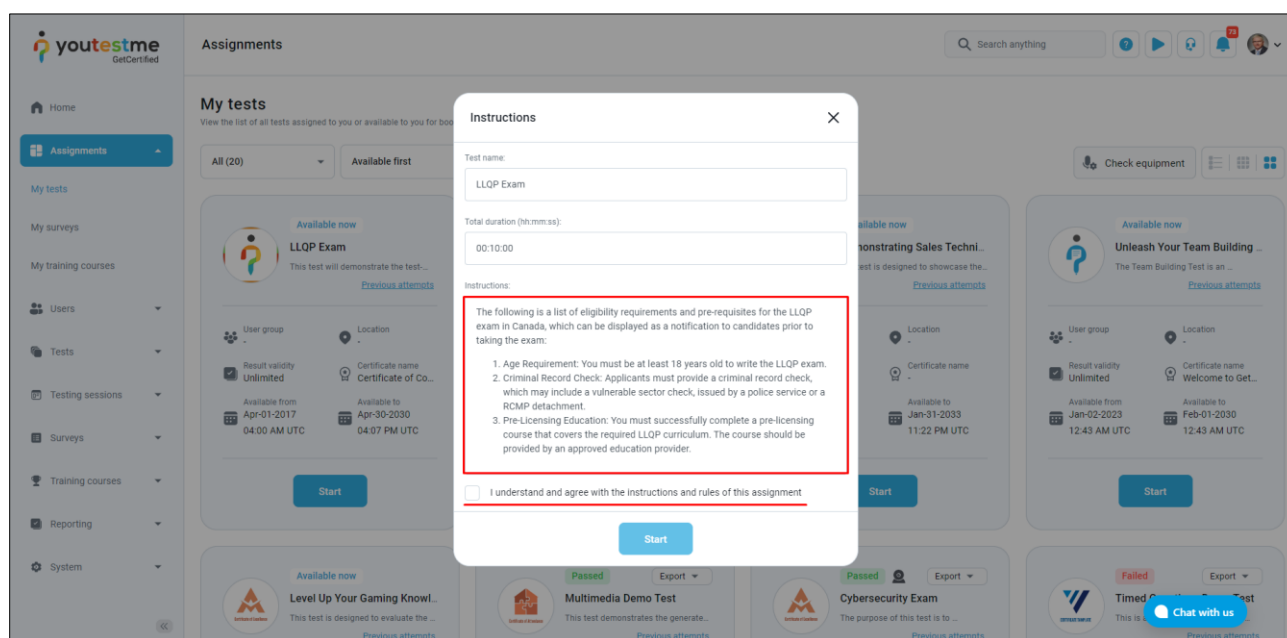
Furthermore, the system requires each candidate to **attach their ID when taking a test**. Our proctors then verify the candidate's identity by cross-referencing the ID with the personal information stored in the system and the candidate's recorded face during the test. For security reasons, once the candidate's identity has been verified, the ID can be deleted from the system.

22.12 Displaying the eligibility requirements to write the test

Displaying the eligibility requirements can be done on several panels, depending on your preference:

1. On the login page
2. On the homepage
3. Prior to starting the test

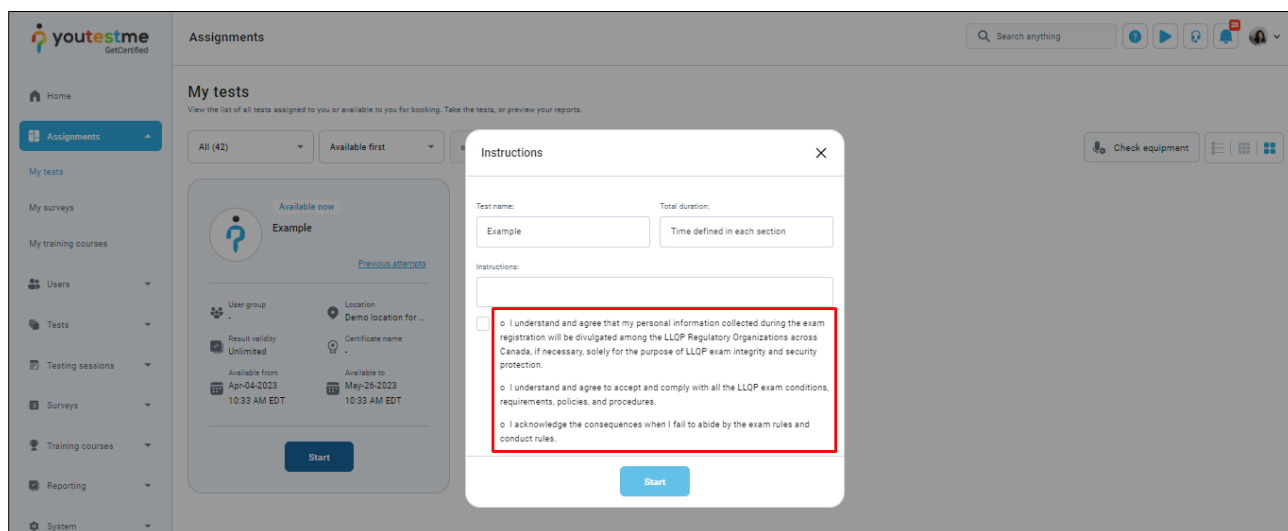
You can use all three options simultaneously if desired.



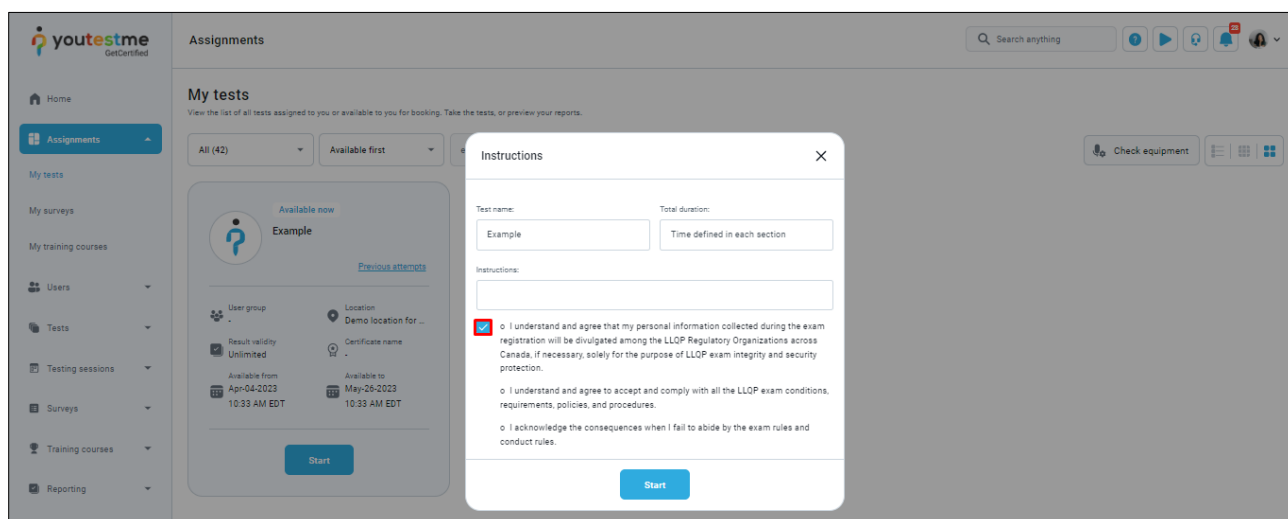
22.13 Acknowledgment of the test rules and conditions

The YouTestMe provides the option for the client to enter the test rules and candidate conduct rules and requires them to sign a notice or agreement in which they acknowledge and agree to various conditions.

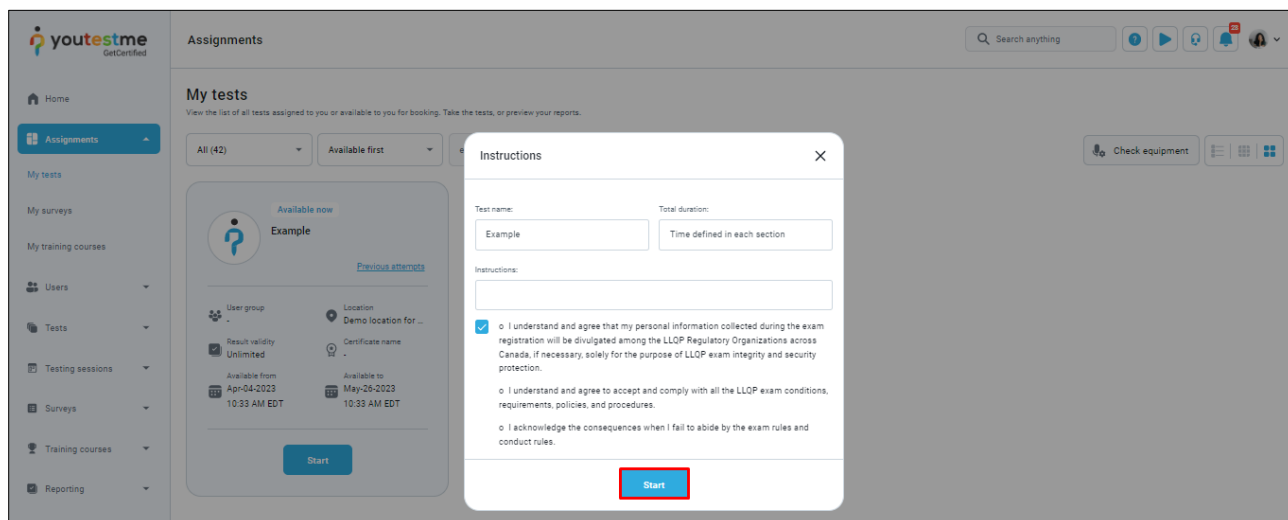
1. Before the start of the test, all these requirements will be displayed on the candidate's screen.



- The candidate must check a box acknowledging the instructions.



- The Start button becomes clickable only when the candidate has acknowledged the instructions, allowing the candidate to begin the test.

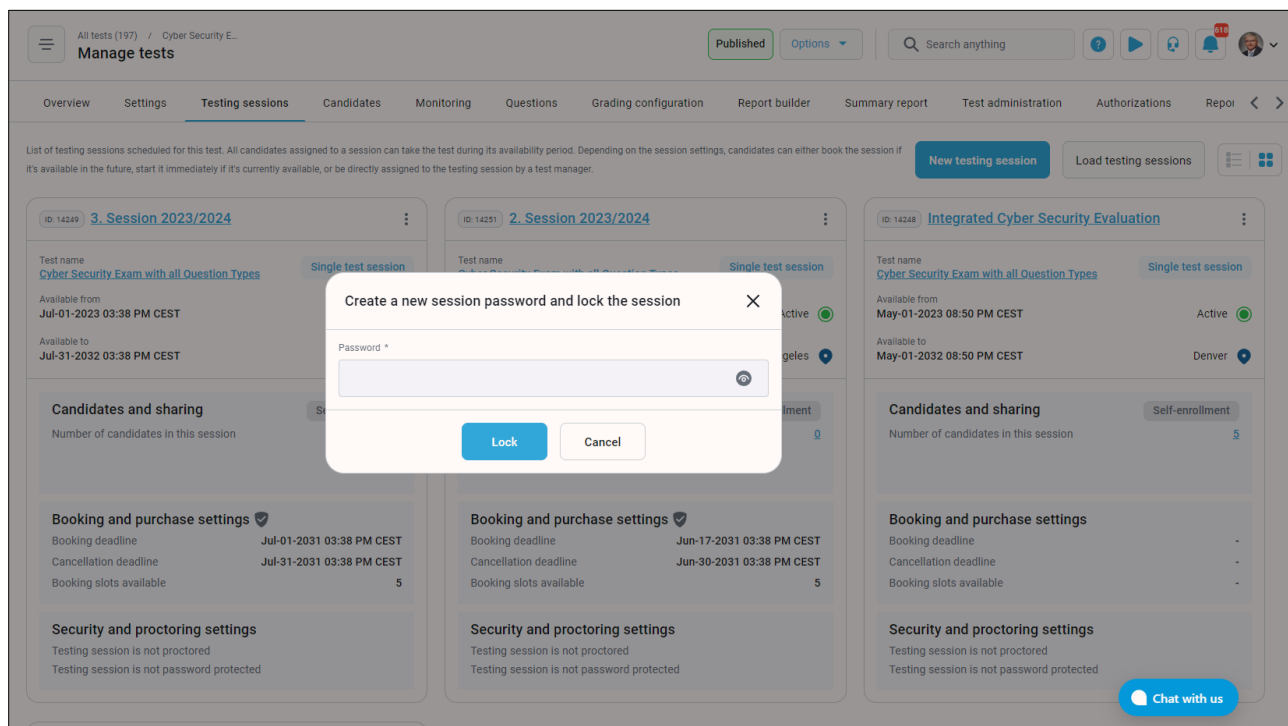


This process ensures that candidates are well-informed of the rules and requirements, and have agreed to abide by them before starting the test, which is essential for maintaining the integrity and security of the test.

22.14 Support for Password-Protected Tests

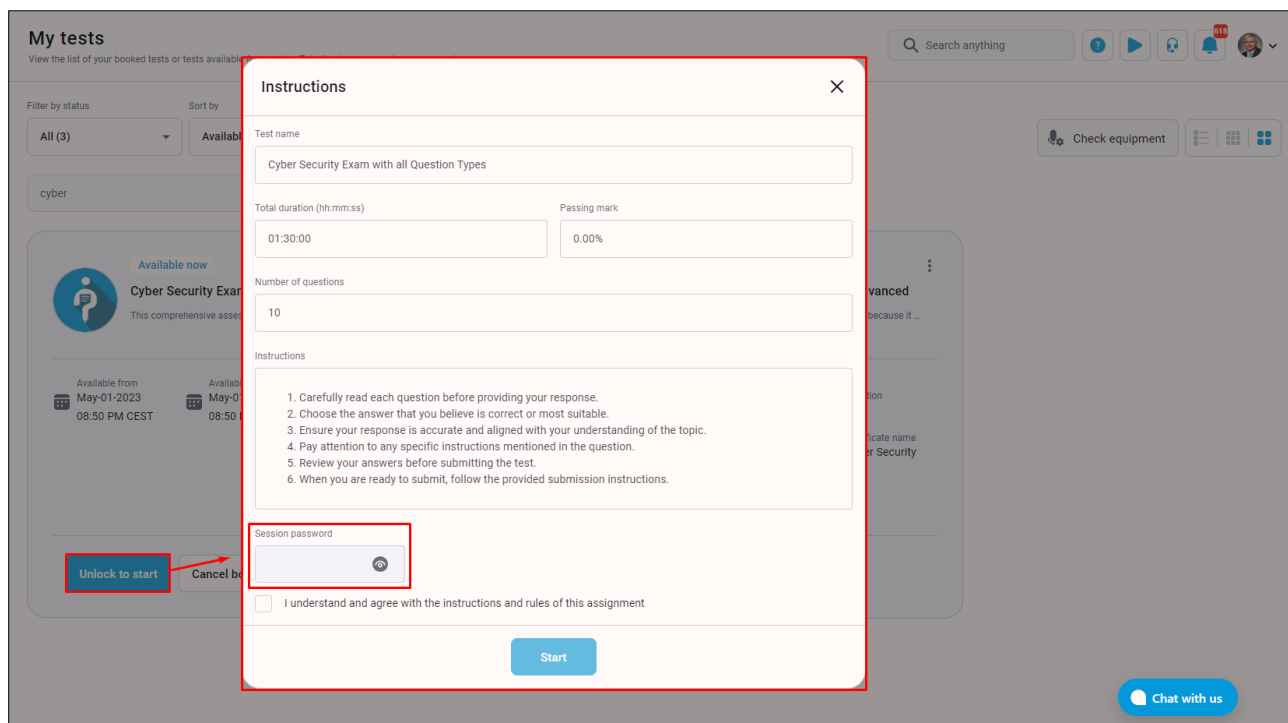
Password-protected tests are an additional layer of security offered by YouTestMe, especially in the case of live proctoring.

Passwords are generated for each testing session independently meaning that they cannot be used during a different testing session.



Typically, passwords are shared with the candidates by a proctor right before the test to ensure that they can proceed to the test only once the proctor officially starts the session.

Only after they type in the correct password, the candidates can access the test.



23 Streamlined Grading Process in YouTestMe

In this chapter, we explore the robust grading mechanisms within the YouTestMe platform. These mechanisms are designed to offer flexibility, precision, and efficiency in evaluating candidate assessments. The YouTestMe grading process encompasses three key mechanisms:

23.1 Automatic Grading

Automatic grading is a fundamental feature of YouTestMe that ensures swift and consistent evaluation of assessments. This mechanism is particularly valuable when correct answers can be predefined by the question creator. Here's how it works:

- The system automatically evaluates each response based on predefined correct answers.
- Scores are calculated instantly, providing immediate feedback to candidates.
- This mechanism is ideal for assessments where answers are objective and can be objectively determined in advance.

23.2 Manual Grading by a Single Grader

In situations where assessments require subjective evaluation or where answers cannot be predetermined, manual grading by a single grader comes into play. This process allows for personalized assessment and feedback. Here's an overview of how it functions:

- A designated grader reviews each response individually.
- The grader assigns scores and provides comments for each question.
- This mechanism is highly effective for open-ended questions or assessments that demand qualitative evaluation.

23.3 Manual Grading by Multiple Graders

To enhance the accuracy and fairness of the grading process, YouTestMe offers manual grading by multiple graders. This mechanism streamlines grading through a dedicated grader's dashboard and automatically recalculates scores based on predefined rules. Here's how it operates:

- Multiple graders are assigned to assess the same set of responses.
- Each grader independently evaluates the responses, assigning scores and comments.
- The system automatically recalculates scores according to predefined rules, ensuring consistency and fairness.
- Graders' assessments are aggregated to derive a final score for each question and the overall assessment.

This mechanism is invaluable for assessments that benefit from multiple perspectives and for scenarios where consensus grading is required.

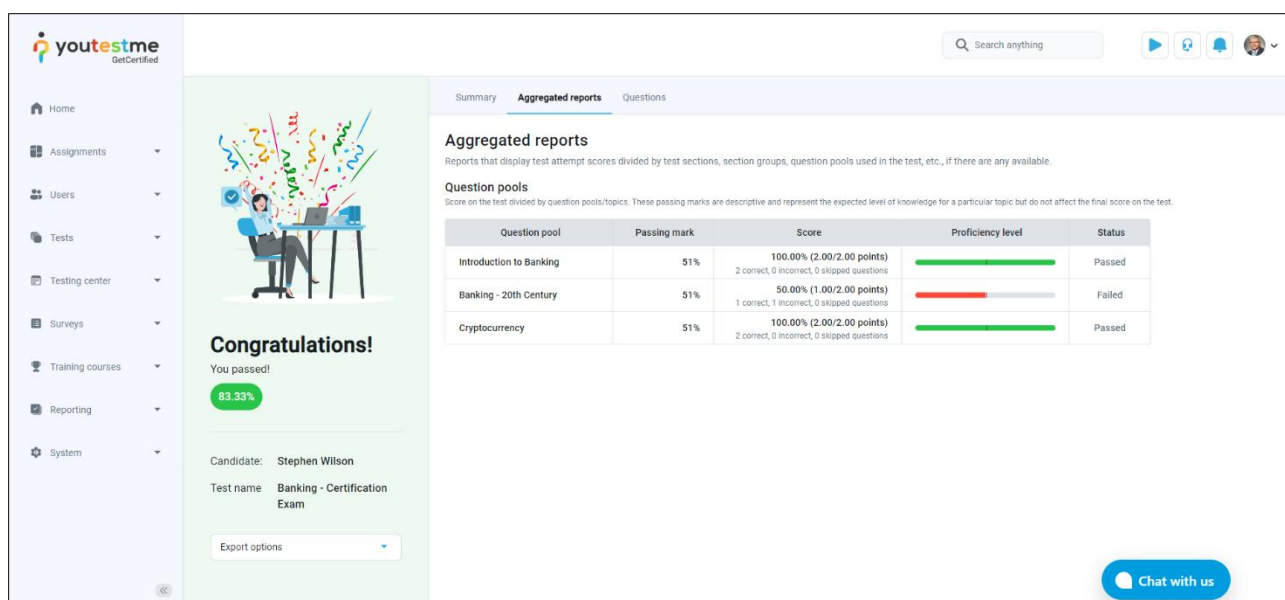
24 Personalized Test Reports in YouTestMe

In this chapter, we delve into the Personalized Test Reports feature within the YouTestMe platform, which offers candidates a comprehensive and insightful overview of their performance on assessments. This report not only provides a detailed breakdown of proficiency levels in various subjects (question pools) but also includes a visual representation of competency levels through a radar chart.

24.1 Personal Test Report Overview

After completing a test in YouTestMe, candidates are presented with a personalized test report. This report is a valuable resource that allows candidates to gauge their strengths and areas for improvement. It is designed to offer transparency and encourage self-assessment. Here's what candidates can expect to find in their personalized test report:

- **Overall Score:** The report begins with the candidate's overall score on the test, providing an immediate snapshot of their performance.
- **Subject Proficiency Levels:** The report provides a detailed breakdown of proficiency levels in all subjects (question pools) included in the test. Each subject is assessed independently, enabling candidates to identify their strengths and weaknesses in specific areas of knowledge.

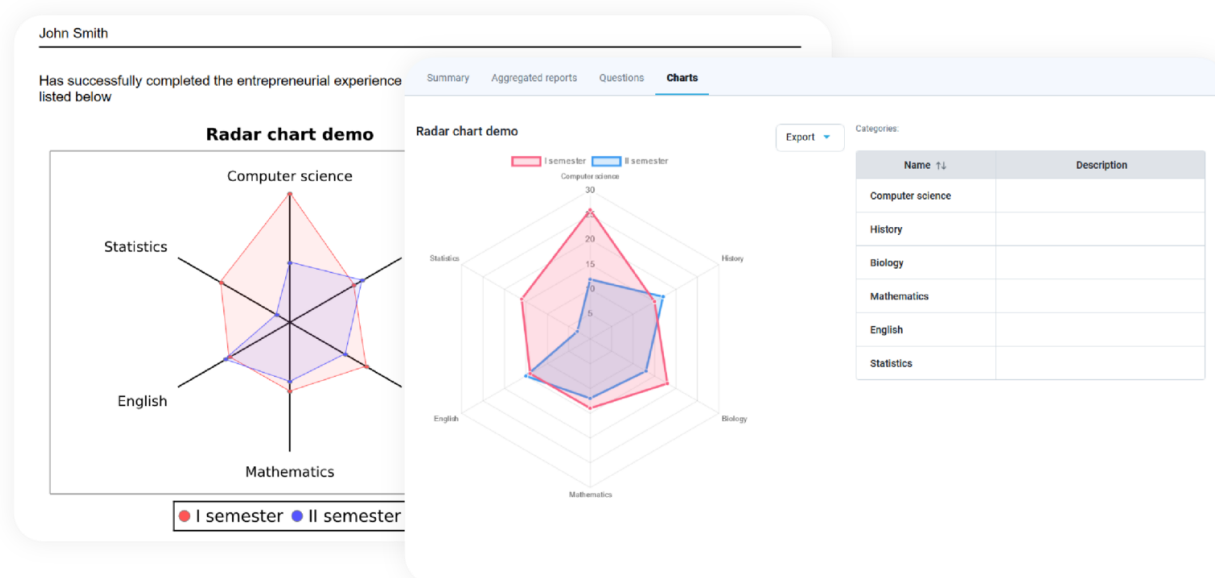


24.2 Radar Chart: A Visual Representation of Competency

A standout feature of the personalized test report is the inclusion of a radar chart. This visually engaging representation offers candidates a holistic view of their competency levels across different subjects. Here's how the radar chart works:

- **Subject Areas:** The radar chart displays subject areas along the axes, with each axis corresponding to a specific subject or question pool.

- **Competency Levels:** The chart uses a series of data points to plot the candidate's competency level in each subject. The levels are represented as data points along each axis, forming a polygon shape.
- **Visualization:** The radar chart provides an at-a-glance visual representation of the candidate's strengths and weaknesses. The shape of the polygon indicates the overall distribution of competencies across subjects.



24.3 Benefits of the Personalized Test Report

The personalized test report in YouTestMe offers several advantages to candidates:

- **Self-Assessment:** Candidates can use the report to assess their performance objectively, gaining insights into their knowledge gaps and areas of expertise.
- **Focused Study:** Armed with a detailed breakdown of proficiency levels, candidates can tailor their study efforts to target specific subjects that need improvement.
- **Motivation:** Seeing progress and improvement reflected in the report can motivate candidates to strive for better results in future assessments.
- **Transparency:** The report promotes transparency in the evaluation process, providing candidates with a clear understanding of how their scores were determined.

24.4 Conclusion

The Personalized Test Report in YouTestMe goes beyond traditional assessment feedback. It empowers candidates with a comprehensive view of their performance, highlighting proficiency levels in various subjects and presenting these insights through an intuitive radar chart. This feature fosters a data-driven and self-improvement-oriented approach to learning and assessment. In our next chapter, we will explore additional capabilities within the YouTestMe platform to further enhance the assessment and certification experience.

25 YouTestMe Cloud Hosting

YouTestMe cloud hosting provides a robust foundation for secure server deployment tailored to the client's preferred location.

Our hosting infrastructure relies on Microsoft Azure, a recognized industry leader, chosen for its unparalleled reliability and comprehensive adherence to global security standards:

- [Microsoft Azure security and compliance standards](#)

We assure a robust service availability of 99.95%, with provisions for special credits in the rare event that availability falls below this threshold during a given month.

For clients opting for our cloud-based solution, YouTestMe takes charge of end-to-end deployment, monitoring, and system maintenance. This eliminates the need for client system administrators to be involved in these operational aspects, allowing them to focus on other critical tasks.

Our adaptive resource allocation system ensures that hosting resources are scaled up by our dedicated team in response to usage patterns detected through comprehensive system monitoring. This scalability guarantees seamless accommodation of varying user volumes and data loads.

A cornerstone of our service is the [Data Processing Agreement](#), wherein all data-related concerns are meticulously addressed. Under this agreement, clients maintain full ownership of their data, and well-defined procedures and mechanisms for data destruction are already in place.

In conclusion, YouTestMe cloud hosting presents a technically robust and security-oriented solution, underpinned by stringent standards and effective data governance practices.

26 Supported Operating Systems and Web Browsers

YouTestMe is engineered to accommodate diverse preferences, offering extensive compatibility across a broad spectrum of devices, operating systems, and web browsers. This robust support ensures that our clients can seamlessly engage in test-taking activities utilizing their chosen devices and software solutions. The core tenet of our system design revolves around accessibility and user-friendliness, aiming to cater to the needs of all users.

Our platform is primed to function seamlessly on both desktop and laptop computers, regardless of whether they operate on Windows or Mac operating systems.

In alignment with our commitment to comprehensive compatibility, we prioritize the latest iterations of widely-used web browsers. These include Google Chrome, Mozilla Firefox, Microsoft Edge, Apple Safari, and

Opera. This meticulous optimization ensures a cohesive experience, promoting operational smoothness and adherence to compatibility standards.

Furthermore, our system extends its reach to mobile devices and tablets, seamlessly integrating with mobile web browsers. Our design philosophy ensures full compatibility with varying screen dimensions and resolutions, fostering a seamless user experience across devices of differing form factors.

27 Equity, Diversity, and Inclusion (EDI)

No discrimination is possible in the system since all tests are generated using the same criteria regardless of the candidate that is taking them.

Each version of the test will have the same ratio of easy, medium, and hard questions.

YouTestMe is dedicated to providing high-conscious content, practice questions, and rationale that embodies the principles of equity, diversity, and inclusion (EDI). We believe in the transformative power of education and the importance of building a community that embraces diversity and empowers individuals from equity-seeking groups.

Within our organization, we actively promote equity by fostering an inclusive environment that values diverse perspectives. We ensure equal opportunities for career advancement, professional development, and decision-making processes for all employees. In our recruitment and employment practices, we strive to attract a diverse pool of candidates through inclusive language and unbiased selection processes.

Our teaching tools and content reflect EDI by incorporating diverse perspectives, cultural backgrounds, and identities. We actively avoid stereotypes and work to promote inclusivity in our educational resources. By doing so, we aim to create a learning environment that celebrates diversity and helps candidates develop a broader understanding of the world.

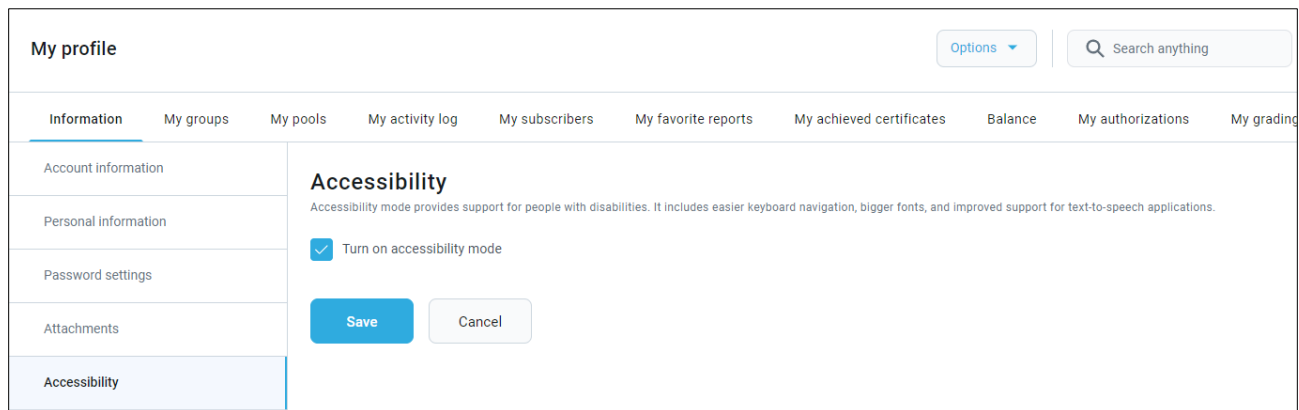
At YouTestMe, our commitment to equity, diversity, and inclusion is unwavering. We strive to be a catalyst for positive change, promoting inclusivity within our organization, recruitment practices, and educational materials.

27.1 Accessibility

YouTestMe stands as a testament to our commitment to providing a user-friendly and accessible experience for all users, including those with disabilities. Our platform is thoughtfully designed to accommodate individuals with varying impairments, allowing them to engage seamlessly. To achieve this, we've taken steps such as ensuring compatibility with assistive technologies like screen readers, incorporating alternative text for images, and enhancing the navigability and comprehensibility of forms.

At YouTestMe, we uphold a steadfast adherence to key accessibility standards, thereby guaranteeing equal access to our technology solutions for everyone. Our system is fully compliant with several major accessibility standards, including:

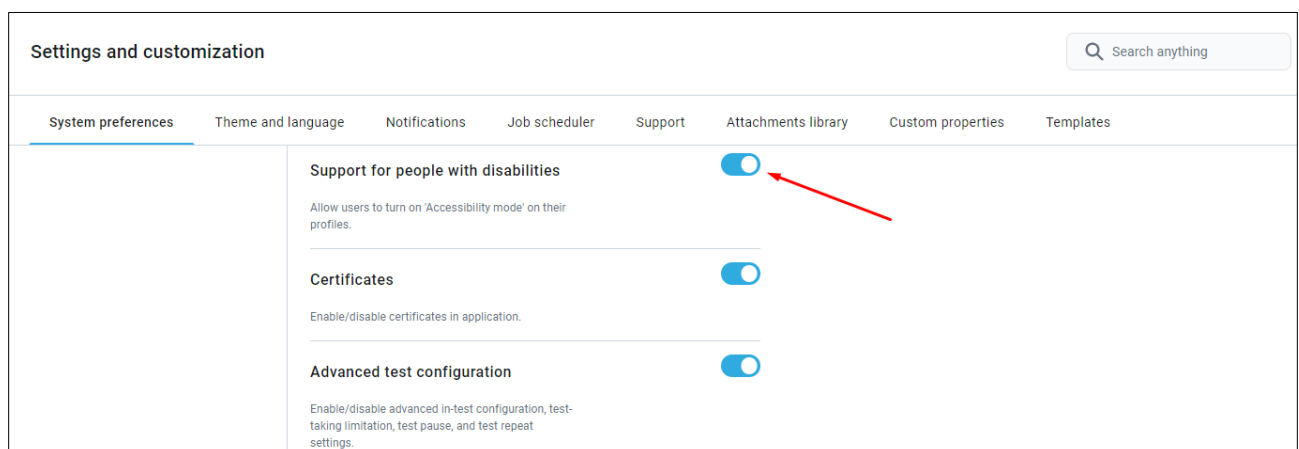
- **WCAG (Web Content Accessibility Guidelines):** These guidelines serve as a cornerstone for online accessibility. We diligently adhere to WCAG principles to create an inclusive environment.
- **Section 508:** This standard, a requirement for federal agencies, ensures that our platform meets the needs of users with disabilities.
- **EN 301 549:** Our dedication to accessibility extends to the European realm, aligning with the European accessibility standard.



The screenshot shows the 'My profile' page with a search bar and navigation tabs. The 'Accessibility' tab is selected, displaying a section titled 'Accessibility' with a description: 'Accessibility mode provides support for people with disabilities. It includes easier keyboard navigation, bigger fonts, and improved support for text-to-speech applications.' Below this, there is a checkbox labeled 'Turn on accessibility mode' which is checked. At the bottom of the section are 'Save' and 'Cancel' buttons.

We firmly believe that users with visual, auditory, cognitive, motor disabilities, and other impairments should experience technology without limitations. Our commitment to accessibility results in a range of features designed to provide an inclusive user experience, including:

- **For visually impaired users:** Text-to-speech capabilities, high-contrast themes, enlarged cursors, and large fonts enhance usability.
- **For users with hearing impairments:** Closed captioning ensures comprehension and engagement.
- **For users with limited mobility:** Keyboard shortcuts provide an alternative means of interaction.



The screenshot shows the 'Settings and customization' page with a search bar and navigation tabs. The 'Support' tab is selected, displaying a section titled 'Support for people with disabilities' with a description: 'Allow users to turn on 'Accessibility mode' on their profiles.' Below this, there are three toggle switches: 'Certificates', 'Advanced test configuration', and 'Support for people with disabilities'. A red arrow points to the 'Support for people with disabilities' toggle switch, which is currently turned on.

Our accessibility efforts are succinctly summarized in the [Accessibility Conformance Report](#), based on the VPAT 2.4. This report outlines the extent to which YouTestMe conforms to the Web Content Accessibility Guidelines (WCAG) 2.1 standards, reaffirming our commitment to accessibility.

In essence, YouTestMe's accessibility mode stands as a testament to our commitment to inclusivity, ensuring that our technology is not just available, but truly accessible to all.

27.2 Accommodation request and review process

Before diving into the accommodation request and review process, we must mention that YouTestMe has been developed according to the Web Content Accessibility Guidelines (WCAG) and ensures equitable access to web, document, and print for people with disabilities by offering:

1. **Text-to-speech, high-contrast theme, enlarged cursor, large fonts** - for visually impaired users
2. **Closed captioning** - for low-hearing users
3. **Keyboard shortcuts** - for users with limited mobility

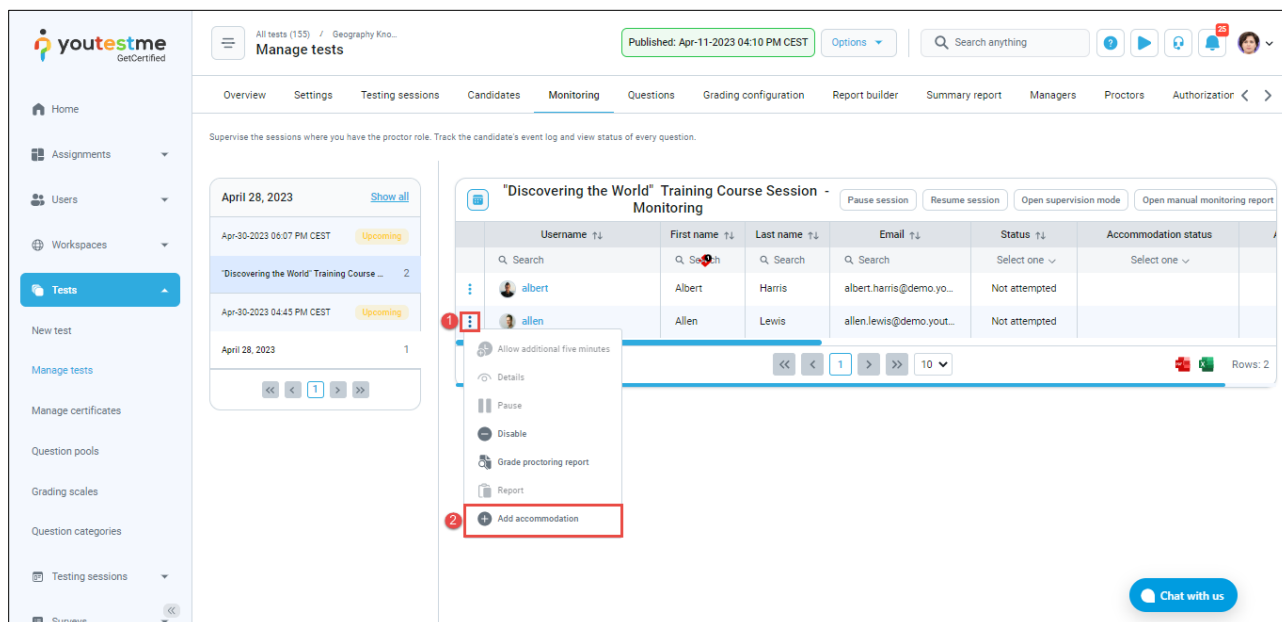
Also, as an introduction to our response, please take a look at our [accommodations video](#).

Depending on the candidate's needs, there are several accommodation types including:

1. **Required 1-1 session with a proctor** - this is a more personalized experience. For example, the candidate would need assistance from the proctor to read the questions and answers.
2. **Time accommodations** - these provide additional time for candidates to complete the test. There are several options available, including:
 - a. Extra time - 50% of the original test time.
 - b. Extra time - double the amount of original test time.
 - c. Extra time - 1 hour.
 - d. Manually defined time - this allows for a customized amount of additional time.
3. **Other accommodations** - this category includes a range of additional accommodations, such as allowing food and drink during the test. These accommodations are determined on a case-by-case basis, depending on the individual needs of the candidate.

While the test organizer can add accommodations to a user, the proctor must accept it before the candidate is notified of anything. After submitting the request to the proctor, they will receive an email and application notification. The proctor reviews it and changes the status from pending to approved.

On the Manage tests page within the Tests module, the test organizer can add accommodations for individual candidates with the **Add accommodations** option.

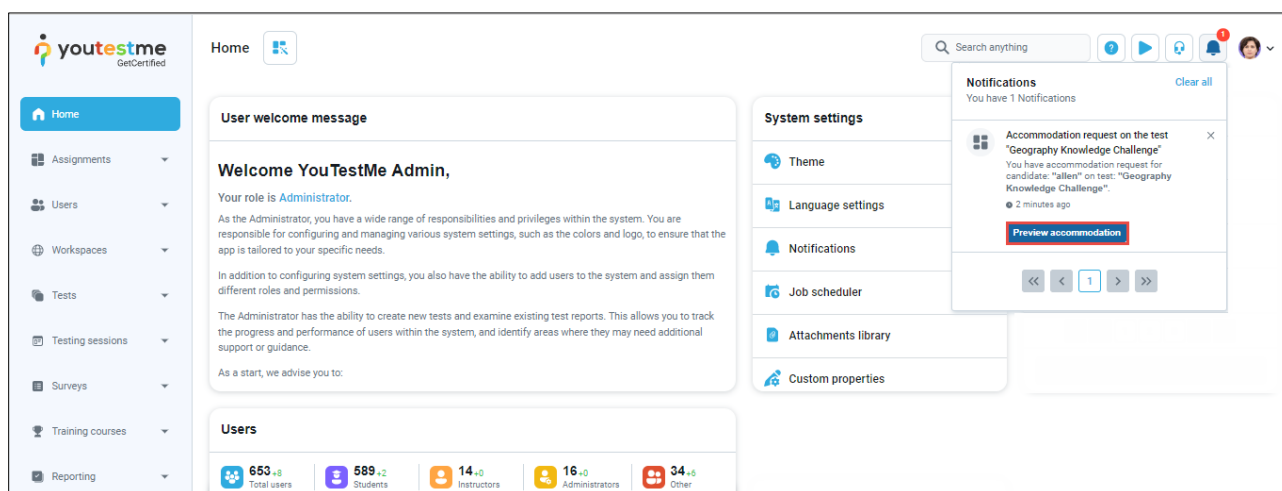


The screenshot shows the 'Manage tests' interface with the 'Monitoring' tab selected. A table displays candidate information for the 'Discovering the World' Training Course Session. A red box highlights the 'Add accommodation' button in the context menu for the candidate 'allen'.

Username	First name	Last name	Email	Status	Accommodation status
albert	Albert	Harris	albert.harris@demo.yo...	Not attempted	Select one
allen	Allen	Lewis	allen.lewis@demo.yout...	Not attempted	Select one

As soon as the test organizer adds a special accommodation, the proctor receives a **notification via email** and app, informing them of the new request.

When the proctor clicks on the Preview button, a pop-up dialog appears, giving them the opportunity to approve the accommodation.

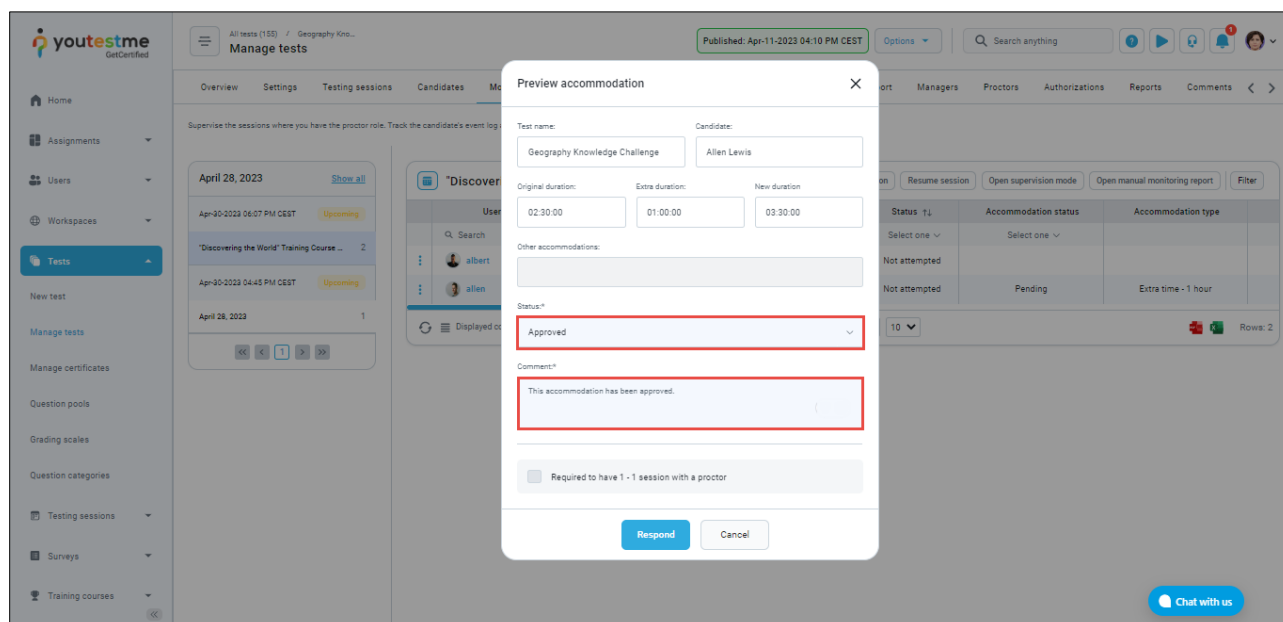


The screenshot shows the 'Home' interface with a 'Notifications' pop-up dialog. The dialog displays a notification about an accommodation request for the candidate 'allen' on the 'Geography Knowledge Challenge' test. A red box highlights the 'Preview accommodation' button.

Until the proctor takes action on the request, the candidate's accommodation status remains Pending, awaiting a resolution. This process ensures that every candidate receives fair and equal access to the testing experience, with accommodations tailored to their individual needs.

When a proctor is presented with a special accommodation request, they can take action by selecting the Respond button. This will bring up a pop-up dialog where the proctor can review the details of the

accommodation and approve the request. Additionally, the proctor can add a comment to provide additional context and information about their decision.



27.3 Randomization

In addition to the comprehensive features already discussed, YouTestMe's unwavering commitment to ensuring fairness and equity in assessments is exemplified through the full randomization of questions in tests and the automatic generation of unique test versions. These functionalities are pivotal in ensuring that no candidate can be favored in any way, as everything is randomized. By randomly selecting questions from a predefined question pool and automatically generating test versions, we eliminate any possibility of candidates receiving identical sets of questions, thereby ensuring absolute fairness and impartiality throughout the assessment process.

27.4 Reports to identify discrimination

Beyond these assessment-specific features, YouTestMe's reporting capabilities are designed to promote equity and inclusivity. The platform provides detailed reports that enable organizations to examine their assessments for any potential bias or discrimination against specific demographics, such as gender or age groups. By analyzing candidate performance data in conjunction with demographic information, organizations can gain valuable insights into the effectiveness and fairness of their assessments. This information empowers decision-makers to make data-driven adjustments to ensure that assessments are free from any unintended biases, thereby fostering a more equitable learning and evaluation environment.

28 Cybersecurity and Data Privacy

28.1 YouTestMe Cybersecurity Policies

Protecting clients' data is ensured through [YouTestMe Cybersecurity Policies](#):

Business continuity and disaster recovery

Business continuity and disaster recovery cover planning and preparing for potential disasters or disruptions to ensure that the organization can continue to operate and recover in the event of an incident.

YouTestMe [Business Continuity Planning](#) covers:

- Disaster Recovery Procedure
- Backup Strategy
- Restore Strategy

Information security

Information security focuses on protecting information from unauthorized access, use, disclosure, disruption, modification, or destruction.

- YouTestMe [Data Processing Agreement](#) contains information on:
 - Data privacy
 - Confidentiality
 - Disclosure of information
 - Data security
 - Import and export of data
 - Access to and extraction of data
 - Data ownerships
 - Data protection
 - Data destruction
 - Security incidents
 - Data breach response
- YouTestMe [Security Policies](#) contains information on:
 - General security policies
 - Production security policies
 - Development policies
 - Encryption in transit

End-to-end encryption

End-to-end encryption ensures both data in transit and at rest remain secure throughout the process:

- For encryption at rest, YouTestMe uses [Transparent data encryption](#) at the file level.
- For encryption in transmission (in transit), YouTestMe warrants that all client's data will be encrypted using Transport Layer Security (TLS) at an encryption level equivalent to or stronger than 128-bit AES encryption.
- For increased security, YouTestMe also uses [PostgreSQL native support for using SSL connections to encrypt client/server communications](#).

Deployment appliance hardening

[Deployment appliance hardening](#) covers security measures protecting YouTestMe virtual machines from security threats that can exploit vulnerabilities.

Cloud security

Cloud security focuses on securing cloud-based systems and data from unauthorized access, data breaches, and other security threats. In addition to all internal security measures, YouTestMe ensures cloud security by using top-notch cloud computing services compliant with the industry standards for cloud security like SOC 1, 2, 3, and ISO/IEC 27001:

- [Microsoft Azure security and compliance standards](#)
- [OVH Cloud compliance and certification](#)

Operational security

Operational security focuses on securing people and processes that are critical to the organization's operations. YouTestMe is compliant with ISO/IEC 27001 international standard to manage information security and has [ISO 27001:2013 certificate](#).

28.2 GDPR

YouTestMe effectively upholds GDPR compliance by addressing the specific rights granted to users within the EU. This approach ensures that the personal information of EU citizens is safeguarded in accordance with the GDPR requirements.

The Right to be Forgotten

Users can exercise the Right to be Forgotten, triggering the immediate deletion of their personal information from the YouTestMe platform. Administrators and relevant roles possess the authority to initiate this process, thereby erasing all associated user data.

The Right to Object

Transparency is paramount in upholding the Right to Object. Our Terms and Conditions and Privacy Policy provide clients with comprehensive insights into the data required for the platform's operation. End-users are required to adhere to these terms during registration. Consent is also sought through a customizable Terms and Conditions message upon initial sign-in. Users can opt-out of communications and disable email notifications. Administrators hold control over data collection, user profiles, and deactivation. Inactive profiles undergo no data processing.

The Right to Rectification

Post-purchase, clients possess full access to their profiles and those of their users, enabling information correction. End-users with the necessary permissions can edit their profiles or contact administrators for updates.

The Right to Access

Transparency is ingrained in our system. Our Privacy Policy outlines data collection and usage. For detailed inquiries, clients and end-users can reach us at privacy@youtestme.com to obtain requested information. Comprehensive single-user and all-user reports offer quick access to personal and test-related data.

The Right of Data Portability

Data Portability is enabled through export features. Clients and end-users can export YouTestMe data into various formats, including XLS, PDF, CSV, XML, and SCORM.

While prioritizing privacy, access to client platforms may be required for support purposes. Basic client data is used to enhance personalized support. Similarly, engineers accessing platforms to troubleshoot technical issues follow a principle of least access, ensuring minimal data exposure relevant to issue resolution.

28.3 Storing personal data

As a Canadian company, we take the privacy and security of our clients' personal data very seriously. We adhere to the highest industry standards to ensure that personal data is stored securely and in compliance with relevant laws and regulations.

Our platform is designed to store the personal data of candidates in a highly secure and encrypted manner. **All data is encrypted at rest and in transit and is only accessible by authorized personnel.**

YouTestMe is certified and compliant with international standards such as [ISO 27001](#), which provides a framework for information security management systems.

We also ensure that **our data centers are located within Canada** to comply with Canadian data residency requirements and that our hosting infrastructure is subject to rigorous physical and logical security controls.

Overall, our approach to storing the personal data of candidates is **designed to meet the highest industry standards for security, compliance, and privacy**. We take a holistic approach to data security, employing a combination of technical, physical, and administrative controls to ensure that personal data is protected at all times.

28.4 Return and deletion of data

Return and deletion of data are defined in the [data processing agreement \(DPA\)](#) signed with YouTestMe under the chapter - Return of Property and Data:

“YouTestMe agrees to return to the Client the Client’s Data at the termination or expiration of the Service-Level Agreement, upon the Client’s written request made within thirty (30) days after such termination or expiration, as provided herein. This provision applies to all the Client’s Data that is the possession of subcontractors, agents, or auditors of YouTestMe. Within fifteen (15) days after the date of the Client’s request, YouTestMe will make available to the Client for downloading a file of the Client’s Data in an agreed-upon machine-readable (a commercially reasonable standard such as comma separated value (.csv) or extendible markup language (.xml)) format along with attachments in their native format as stored on the SaaS. Such service shall be done at no cost

to the Client. Once YouTestMe has received written confirmation from the Client that all the Client's Data has been successfully transferred to the Client, YouTestMe shall within thirty (30) days, unless legally prohibited, purge or physically destroy all the Client's Data from its hosted servers or files."

28.5 Insurance coverage policy in an event of a cyber attack

YouTestMe insurance policy includes:

- **Commercial general liability insurance** in an amount of three million (\$3,000,000) Canadian dollars per occurrence.
- **Professional liability insurance** in amount of three million (\$3,000,000) Canadian dollars per claim.
- **Cyber liability insurance** in amount of three million (\$3,000,000) Canadian dollars.

Certificate of insurance can be provided on demand.

YouTestMe Cyber Liability Insurance policy includes coverage for legal costs and damages related to the following coverage areas:

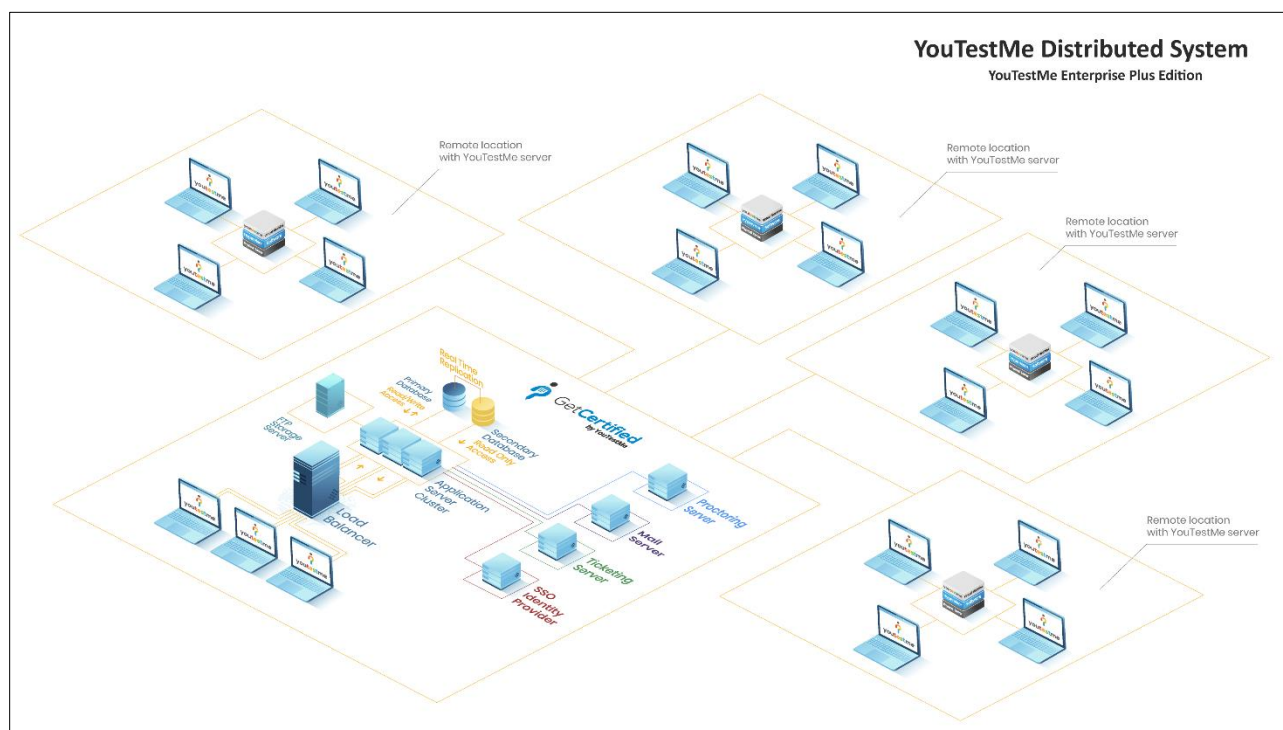
- **Incident Response Cost:** Coverage for the cost of access to a 24/7 cyber incident response hotline and a dedicated team to assist you in coordinating an incident response following a cybercrime.
- **Legal, Forensic, and Breach Management Costs:** Coverage for legal advice, notification fees, crisis management services, and credit monitoring.
- **System Damage and Restoration Costs:** Repairs and restoration of the software systems damaged due to the cyber event.
- **System Business Interruption:** Coverage for losses sustained due to a system outage resulting from a cyber attack.
- **Social Engineering (optional coverage):** Coverage should an employee be tricked into providing access to a system or sending funds to a fraudulent bank account

28.6 Data Storage Location by Country

For clients with a global operational scope, YouTestMe offers a sophisticated approach involving a distributed system comprising interconnected and synchronized instances of the YouTestMe platform.

Each instance is strategically hosted in accordance with the client's geographical preferences.

This intricate mechanism entails the formulation of a tailored proposal. This proposal is intricately linked to the quantification of requisite components essential for the establishment and operation of the distributed system. The proposal is customized based on these factors, ensuring precision in addressing the distinct requirements of the distributed environment.



29 24/7 Customer Support

YouTestMe is dedicated to providing comprehensive customer support services to ensure a seamless experience for both candidates and administrators. With a commitment to excellence, we offer around-the-clock assistance, ensuring that no matter the time, support is readily accessible.

24/7 Support for Candidates: Candidates can rely on our 24/7 customer service, available for technical guidance and problem resolution. Our team is equipped to address a spectrum of challenges, ranging from navigating the test interface to resolving technical issues such as camera setup, screen-sharing, or calculator usage. By providing reliable and efficient support, we aim to minimize disruptions and help candidates focus on their tests without added stress. Our overarching goal is to ensure a smooth test-taking experience that reflects positively on our clients and their candidates.

Dedicated Support for Client Staff: For clients, we extend our 24/7 support commitment to their staff. Through in-app chat and personalized meetings, we offer strategic discussions, customization guidance, and solutions to concerns. Our team is committed to prompt and comprehensive responses, treating each inquiry with urgency and professionalism. Our dedication to quality ensures that even urgent requests are handled meticulously.

Multiple Communication Channels: Our customer service is accessible through various communication channels, catering to diverse needs:

- **In-App Chat:** Candidates can seamlessly interact with our support team while in the YouTestMe system, receiving instant assistance.
- **Phone Support for Client's Administrators:** Quick resolution of technical issues is ensured through responsive phone support.

- **Email:** Detailed requests are addressed through email, with a turnaround time of within 24 hours.

Continuous Support Throughout the Test-Taking Process: Live chat support remains available across all application phases, from registration to result announcement. This ensures that candidates can seek guidance at every step.

Beyond Business Hours: Our client and technical support operates 24/7, all year round. We're not limited to regular business hours; clients can expect assistance even outside these hours. Any requests received during regular hours are promptly handled, reflecting our commitment to exceptional service.

Empowering End-Users: Our extensive knowledge base equips end-users with step-by-step instructions to tackle any challenges they encounter within the application. Additionally, we offer a custom wiki help center that we create according to the client's exact scenario and workflow. This personalized resource acts as a compass, guiding users through the platform's functionalities aligned with their unique requirements.

Tailored Training through Weekly Live Sessions: Recognizing the value of proficient software usage, we offer weekly live training sessions conducted by our dedicated onboarding specialists. These sessions are meticulously crafted to align with the client's exact workflow and scenario. Our onboarding specialists work closely with the client to understand their operational nuances, ensuring that the training is relevant and impactful.

The live training sessions are designed to foster a deep understanding of the software's capabilities. These sessions serve as interactive learning experiences, allowing the client's staff to gain hands-on familiarity with the platform. Notably, these sessions are not only informative but are also adapted to the client's specific needs, making them highly effective in preparing users for real-world application.

Recorded for Future Reference: To further enhance the training experience, all live sessions are recorded. This ensures that the training materials remain accessible even after the session concludes. The recorded sessions can be utilized as ongoing training resources, enabling new team members or individuals who need refresher courses to benefit from the knowledge shared during the live training.

Ultimately, our commitment to empowering end-users through personalized support resources, custom wiki help centers, and tailored live training sessions reflects our dedication to maximizing the value and usability of the YouTestMe platform for every client.

Continuous Enhancement through Regular Upgrades: YouTestMe is committed to continuous improvement, achieved through frequent upgrades every three months. These upgrades bring added functionalities and improvements to align with evolving educational needs. New features undergo user acceptance testing in the Sandbox environment and need to be approved before deploying to production. Upgrades are scheduled for weekends during night hours to minimize any operational impact. This approach safeguards our clients' operations during peak periods.

29.1 Customer Support Availability

YouTestMe customer service is available 24 hours a day, 7 days a week, and 365 days a year.

We offer multiple channels of communication to our clients, depending on their needs and requirements:

1. **In-app chat** is recommended for communication with test-takers who may have questions or technical difficulties during the test. In this case, our response time is almost immediate, ensuring that test-takers can complete their tests with minimal interruption.
2. **Phone calls** are also recommended for test-takers who need quick assistance in resolving technical issues during the test. Our support team is highly responsive, and our response time is immediate.
3. For more detailed requests and issues, **support via email** is recommended for communication with client staff. That way, the client can describe their requests or issue in detail, and we will provide a solution as soon as possible. In this case, our response time is within 24 hours.

29.2 Support for Candidates

YouTestMe customer service is **available 24/7**, assuring test-takers that they can reach out to us anytime. Whether they have encountered technical difficulties before/during the test, or have questions after the test, our team is always ready to provide support.

We offer technical support services to help test-takers with a wide range of challenges, including how to start a test, test instructions, and any technical difficulties they might face during the test, such as getting the camera and screen-sharing to work, or using calculators. We understand that taking a test can be stressful, and technical difficulties can add to that stress. That's why we are committed to providing reliable and efficient technical support services to help ensure a seamless testing experience for everyone involved. Our goal is to help test-takers complete their tests with minimal interruption and provide the best possible test experience for our clients and their candidates.

29.3 Support for Client's Staff

Just like our commitment to offering **24/7 customer service** support for candidates, we will extend the same level of support to the client's staff.

In addition to the in-app chat available 24/7, we can always set up a meeting with the client's staff to discuss any strategic topics, customization, and concerns, and share our recommendations if the client needs any form of expertise in this field.

We take very seriously each and every inquiry or concern the client may have, and we assure prompt and comprehensive responses to all requests.

Our team is always ready to work diligently to find a solution, and we ensure that each request is handled with the utmost urgency without compromising the quality of our service. Our aim is to exceed the expectations of the clients by providing timely and efficient customer service support.

29.4 Immediate Support during Live Proctoring

During the test, candidates can contact technical support and receive an immediate response through two channels of communication:

1. In-app chat
2. Phone call

Online proctors are YouTestMe employees and they have direct communication with the technical support and the rest of the team.

29.5 Immediate technical support to the client's staff during regular business hours

YouTestMe client and technical support are available 24/7, 365 days a year. This means that we are available for administrative and technical support during regular business hours (Monday to Friday, 8:30 am to 4:30 pm Pacific Time) and outside of those hours as well. Any requests received during regular business hours will be promptly addressed and processed.

Our commitment to providing excellent customer service extends beyond regular business hours, and we are always ready to assist our clients whenever they need us.

29.6 Resolution Time for Technical Issues

During the online proctored sessions, all technical issues are resolved immediately by YouTestMe proctors and technical support.

YouTestMe also has an [extensive knowledge base](#) that provides step-by-step instructions to all end-users on how to handle any challenges they have in using the application.

They also always have the option to contact us through the in-app chat which is available 24/7.

30 Client Feedback and Reviews

Frequent user satisfaction surveys serve as a pivotal instrument within the YouTestMe framework, shaping the trajectory of our upcoming development endeavors.

At the heart of our business model lies the symbiotic growth between our clients and ourselves. As our clients progress, so do we. We eagerly welcome any insights aimed at refining and streamlining our clients' operational workflows, as automation and optimization remain constant focal points.

Our commitment to excellence is underscored by the acclaim we've garnered across diverse review platforms, including Capterra, GetApp, and Software Advice. The positive ratings and reviews that we have garnered on these platforms stand as a testament to our dedication and serve as a source of pride.



31 Success Stories

31.1 US Government - FBI and Defence Intelligence Agency

Our online examination solution has been trusted by high-security organizations such as the US Defence Intelligence Agency and the US Federal Bureau of Investigation for multiple years. We have proven our ability to meet the stringent security requirements of these organizations and are confident in our ability to provide secure solutions to all types of organizations.

We understand that security is a top priority for any organization. That's why we have implemented multiple security measures to ensure that our platform is secure and protected from any vulnerabilities. We undergo rigorous security checks with each upgrade we provide to our clients, including the Department of Defense Risk Management Framework (DoD RMF), to ensure that our platform meets the highest security standards.

In addition to security, we recognize the importance of accessibility for all users. Our platform is compliant with Section 508 for accessibility, which is based on the Web Content Accessibility Guidelines. We have designed our platform with accessibility in mind and have implemented features such as keyboard navigation, alternative text for images, and closed captions for videos to make our platform accessible to all users.

We are proud of our ability to provide customized solutions to meet the unique needs of our clients. We have completed numerous customization requests for our clients, which is our specialty. Our platform is designed to be flexible and customizable, allowing us to tailor our solution to meet the specific needs of each organization. We offer a range of features, including customizable assessments, automated grading, and real-time analytics, that can be customized to fit the unique needs of each organization.

Our team is composed of experienced professionals who are dedicated to providing the best possible service to our clients. We have a proven track record of successful implementations and have received positive feedback from our clients. Our team is composed of experts in software development, security, accessibility, and project management, ensuring that we can handle any challenge that comes our way.

In conclusion, our team has the expertise and experience necessary to provide the best possible online examination solution to any organization. We understand the importance of security, accessibility, and customization in any organization's operations and have implemented multiple measures to ensure that our platform meets these requirements. Our team is dedicated to providing the best possible service to our clients and has a proven track record of successful implementations. We look forward to the opportunity to

work with any organization to provide them with the best possible solution for their online examination needs.

31.2 City of Surrey of British Columbia

Our team is proud to have the City of Surrey in British Columbia as one of our esteemed clients. Since 2018, the City Hall has been utilizing our online examination platform to facilitate their examination processes.

We have provided them with our Enterprise Edition, which is the most advanced version of our platform, and we are delighted to offer this to you as part of our proposal. This edition includes high availability, the highest security protocols, and advanced functionalities, providing them with a seamless and efficient examination experience.

We understand that transitioning to a new platform can be overwhelming, and that's why we ensured that the onboarding process for the City of Surrey was smooth and hassle-free. We provided live training sessions for all their personnel to ensure they could navigate the platform confidently and efficiently.

Our platform is cloud-based, and as such, we had to go through rigorous security checks required by the City of Surrey to ensure we met their security requirements. We are proud to have met and surpassed these standards, and we can confidently state that we are their cloud provider.

We host their system on a dedicated server located in Canada, which guarantees that their data is kept safe and secure at all times. We are also committed to ensuring that data transmitted to and from their platform is fully encrypted both in transit and at rest.

Our team of experts understands the importance of data security and privacy, and we have invested significantly in ensuring that our platform is compliant with the latest industry standards. With our platform, the City of Surrey has a reliable and secure examination solution that is scalable and adaptable to their needs.

In conclusion, our experience working with the City of Surrey in British Columbia has provided us with the expertise needed to deliver an exceptional online examination platform that guarantees the highest level of security, efficiency, and scalability. We are confident that our solution will be an invaluable asset to your organization, and we look forward to the opportunity to work with you.

31.3 IFSE Institute



The banner features a teal and blue background. On the left, the YouTestMe logo is at the top, followed by the IFSE Institute logo (a square with 'L' INSTITUT IFSE INSTITUTE' inside). To the right of the logo, text reads: 'THE EDUCATIONAL ARM OF THE INVESTMENT FUNDS INSTITUTE OF CANADA (IFIC) AND A LEADER IN ONLINE LEARNING DELIVERY'. Below this, the words 'SUCCESS STORY' are written in large, bold, white capital letters. Underneath, a white button with the text 'READ MORE' is visible. On the right side of the banner, there is a circular inset image of a smiling man in a grey suit jacket sitting at a desk, working on a laptop. The website address 'www.youtestme.com' is printed in the top right corner of the banner.

IFSE Institute (IFSE) is an educational arm of The Investment Funds Institute of Canada (IFIC) and a leader in financial services education. They manage several proficiency tests for multiple registration categories and conduct tens of thousands of tests annually in various locations across Canada and in different time zones.

They required an end-to-end examination solution that could handle several challenges, including offering a bilingual user interface, providing automated or live proctoring, and delivering tests online.

IFSE chose YouTestMe as its test administration and delivery vendor.

YouTestMe offers a unique set of features and services, including advanced automated and live proctoring features, multilingual features, seamless testing experience, and the ability to handle high, medium, and low-stakes examinations remotely.

The onboarding phase included the implementation of the system adjustments to thoroughly address all special cases, the organization of all user training materials, and the integration with the learning management system.

The production phase was to transition IFSE's online automated and live proctor tests to the YouTestMe system.

Candidates can take the test from the comfort of their office or home, and there is no requirement to travel to test centers. Before the actual test, candidates can perform a system check on their equipment, and technical support is available 24/7 to assist candidates.

The solution includes integrations, data migration, test preparation, booking and e-commerce, a secure testing environment, supervision by certified proctors, advanced reporting, and localization.

31.4 CCVA - Council for Certification in Volunteer Administration



CCVA, or the Council for Certification in Volunteer Administration, is a company with a strong commitment to advancing excellence in volunteer administration. Their mission is to deliver professional certification and advocate ethical practices, making it easier to recruit passionate and powerful volunteer leaders. They provide certifications on an international level, making it easier for volunteers to showcase their skills and advance their careers. In this proposal, we would like to highlight our experience working with CCVA and providing them with a reliable and secure online examination solution.

One of the main challenges that CCVA faced was finding a software engine that would ensure a 100% secure solution for preventing cheating among candidates taking tests remotely. Given the global distribution of candidates across different states and time zones, live remote proctoring was not the most efficient option. Additionally, CCVA was looking for a process that would remain simple and accessible for technically uneducated individuals.

That's where YouTestMe came in. By implementing our solution, CCVA was able to transfer to a completely automated process that eliminated the need for manual certificate assignment, suspension after

certification expires, and reassignment. YouTestMe made certification and recertification entirely automated, with the number of test retakes and schedule predefined. The solution also offered a trial test option for candidates to get familiar with the process. Additionally, YouTestMe premium support service was available via phone line or e-mail. Finally, cheating on tests was prevented due to AI proctoring software that recognizes suspicious behaviors and provides the final result as positive or negative.

With our solution in place, CCVA saved a significant amount of time. Our team performed technical support for CCVA staff, data load, test creation, and organization of a trial test. Faiza Venzant, CCVA Executive Director, expressed her satisfaction with our solution, saying, *"The Council for Certification in Volunteer Administration is pleased to be using YouTestMe as our online testing platform and proctor. YouTestMe is an incredibly user-friendly product that evolves to meet customer needs. The client support we receive, the quick response times, and guidance have allowed us to focus more time on preparing test-takers. We recommend YouTestMe to organizations considering an online testing product."*

In conclusion, our experience working with CCVA shows that our online examination solution is a reliable, secure, and user-friendly tool that can help organizations automate their certification process and prevent cheating. With our solution, organizations can save time and focus on what matters most: preparing test-takers and advancing excellence in their field.