



# YouTestMe

CPC – Test Taking Guide

## Contents

1	Introduction.....	2
2	Important links.....	3
3	Requirements for test-taking .....	3
4	Important notice.....	4
5	Receiving credentials .....	4
6	How to access the platform.....	5
7	Test-taking.....	6
7.1	Starting the test.....	7
7.2	Allowing the camera and microphone .....	9
7.3	Attempting the test .....	12
7.4	How to log out from the platform.....	13
8	FAQ and Solved Issues.....	14
8.1	I am not able to log into the application. ....	14
8.2	The proctoring test page does not open .....	14
8.3	I can not get my identification document to scan in the system .....	15
8.3.1	Good example .....	15
8.3.2	Bad example.....	15
8.4	Proctoring does not start on iOS Safari .....	16
8.5	The MediaRecorder error on iOS Safari.....	17
8.6	Scrolling does not work on iOS Safari.....	18
8.7	What happens if the phone rings during the exam?.....	19
8.8	What happens if the phone runs out of battery during the exam?.....	19
8.9	During the exam, there are notifications “Two faces in front of a camera” and similar. Should I be concerned?.....	19

## 1 Introduction

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

Please follow these instructions carefully to avoid your test attempt being nullified.

## 2 Important links

Name	Link
Link to the application	<a href="https://ara.youtestme.com/">https://ara.youtestme.com/</a>
Help Center	<a href="#">ARA Help Center</a>
FAQ	<a href="#">YouTestMe FAQ</a>

The YouTestMe Support team is available to all candidates to assist you with technical questions or issues.

Support contact information:

<b>Phone:</b>	+1 647 558 6017 or Toll-free +1 800 752 9931 ext. 107
<b>Email Address:</b>	support@youtestme.com

## 3 Requirements for test-taking

To start a successful testing session with proctoring, you must have the following:

1. An ID or other identification document
2. A working camera
3. A working microphone (or headphones with a microphone)
4. A stable and fast Internet connection
5. Chrome or Firefox browser  
**Note: Google Chrome is recommended.**
6. A mobile phone or a tablet –
  - a. Android 4.4 or higher version with Chrome browser or
  - b. IOS 12 or higher version with Safari browser

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

1. The noise in the room where the test is to be taken should be reduced to the minimum. In the case of noise, Proctor will be notified of it.
2. You should be the only person in front of your camera.
3. You may not use other tabs. The only things allowed to be used next to the test-taking window are CPC Reference Documents. Links to these documents will be provided in the Notes section of the test-taking window, and you can access them from there.

## 4 Important notice

Before taking the CPC exam, you MUST take a Dummy test, containing 20 essay questions; the answers' content and the score are not essential.

The purpose of the Dummy test is to:

- Test your equipment
- Get familiar with the application and the test-taking process

The Dummy test will be available from October 26<sup>th</sup> to October 30<sup>th</sup>

If you don't take the Dummy Test, you will not be able to take the official CPC Exam (due to non-functioning equipment).

## 5 Receiving credentials

One day before the Dummy Test starts, you will receive an email with your credentials. Below is **an example** of the email you will receive:



Dear alex.fleming,

Your profile has been added to YouTestMe GetCertified.

You can log in with the following credentials:

Username: alex.fleming

Password: QYs\$4y5FLwR#v185l

**Note: Please make sure that you do not copy the blank space along with the password as you will not be able to log in. And it is strongly advised to change the default password.**

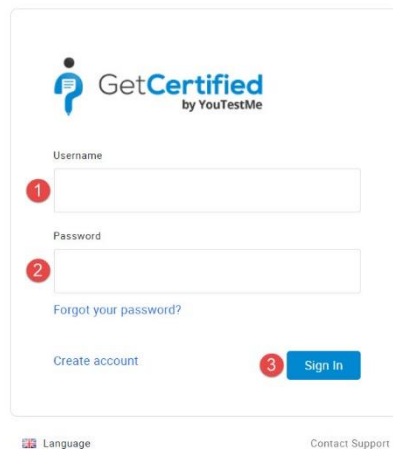
Best Regards,

YouTestMe

## 6 How to access the platform

To access the platform for taking the Dummy Test and the official CPC Exam, please go to <https://ara.youtestme.com/> and enter:

1. Username.
2. Password. (Once you receive the credentials, please make sure that you do not copy the blank space along with the password as you will not be able to log in.)
3. Click the “**Sign in**” button to enter the platform.



Get Certified  
by YouTestMe

Username

1

Password

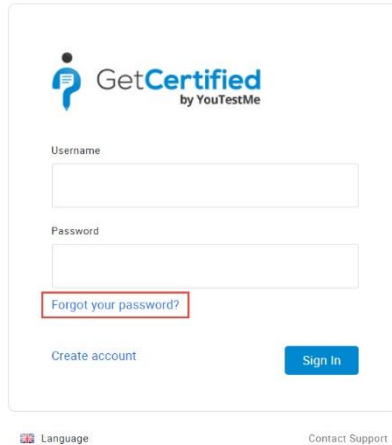
2

[Forgot your password?](#)

[Create account](#) [3 Sign In](#)

[Language](#) [Contact Support](#)

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



## 7 Test-taking

**ATTENTION** – During the test-taking:

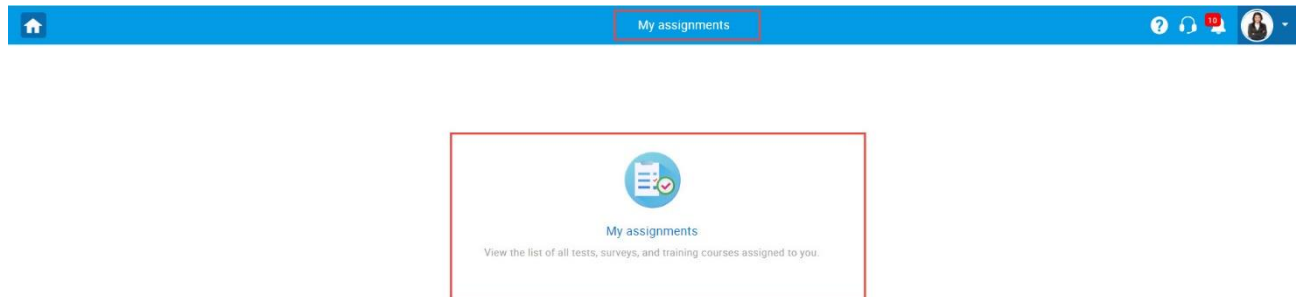
- Do not click the “Back” button on your browser
- Do not click the “X” button on your browser; to finish the test, use the “Finish test” button
- Do not click the “Finish test” button unless you are sure you have completed everything
- Do not log out from the proctoring system during the test-taking

In case any of this happens, you will have to start the test anew.

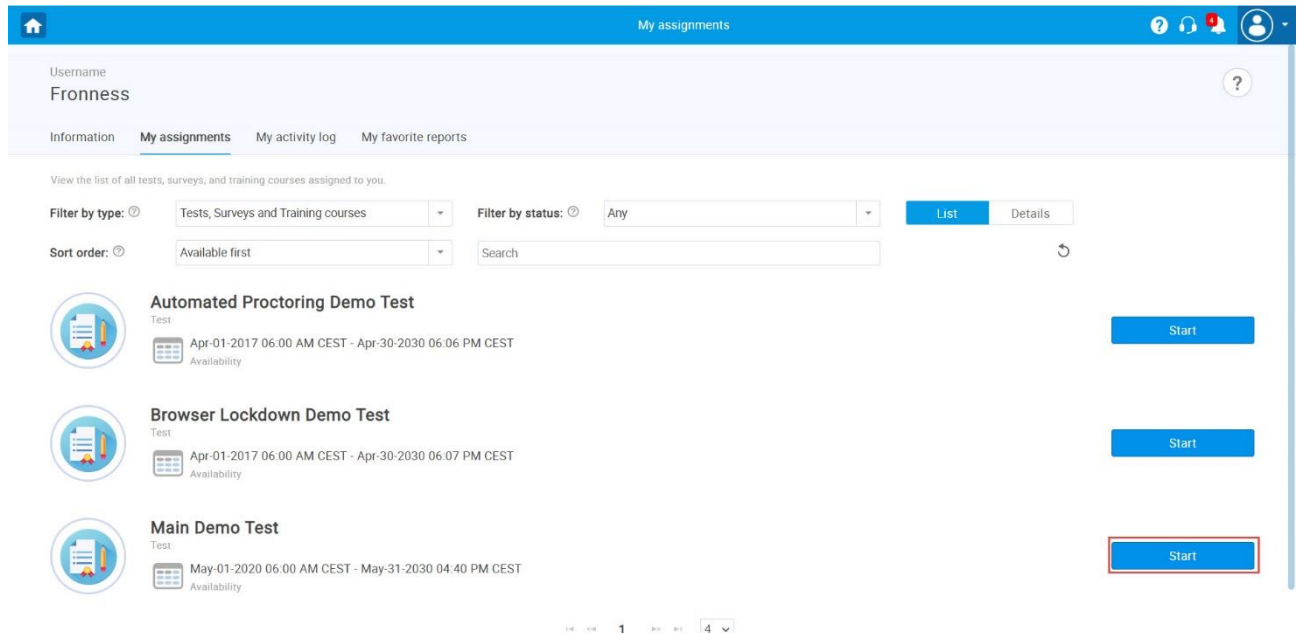
## 7.1 Starting the test

To start the Dummy Test or the CPC Exam, please follow the steps below:

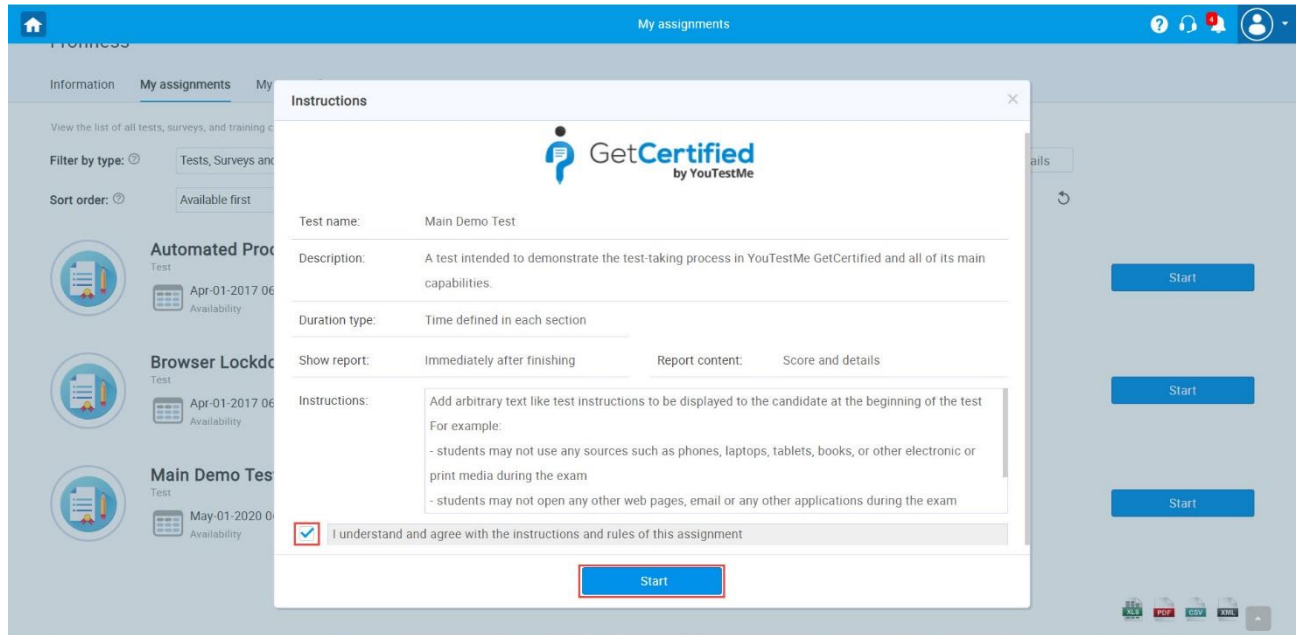
1. Log in using the credentials and procedure described in [Chapter 6](#)
2. You can start the test from the “My assignments” page



### 3. Click on the Start button



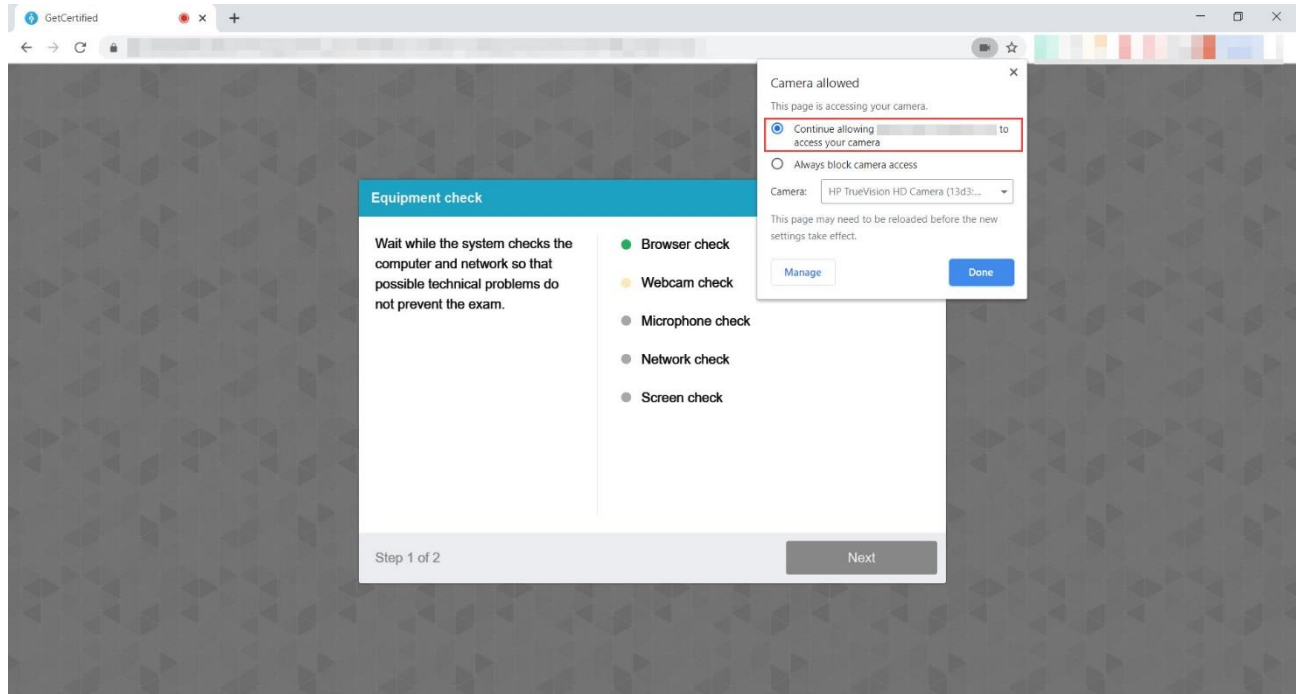
4. Accept the instructions and rules of the test and click “Start”





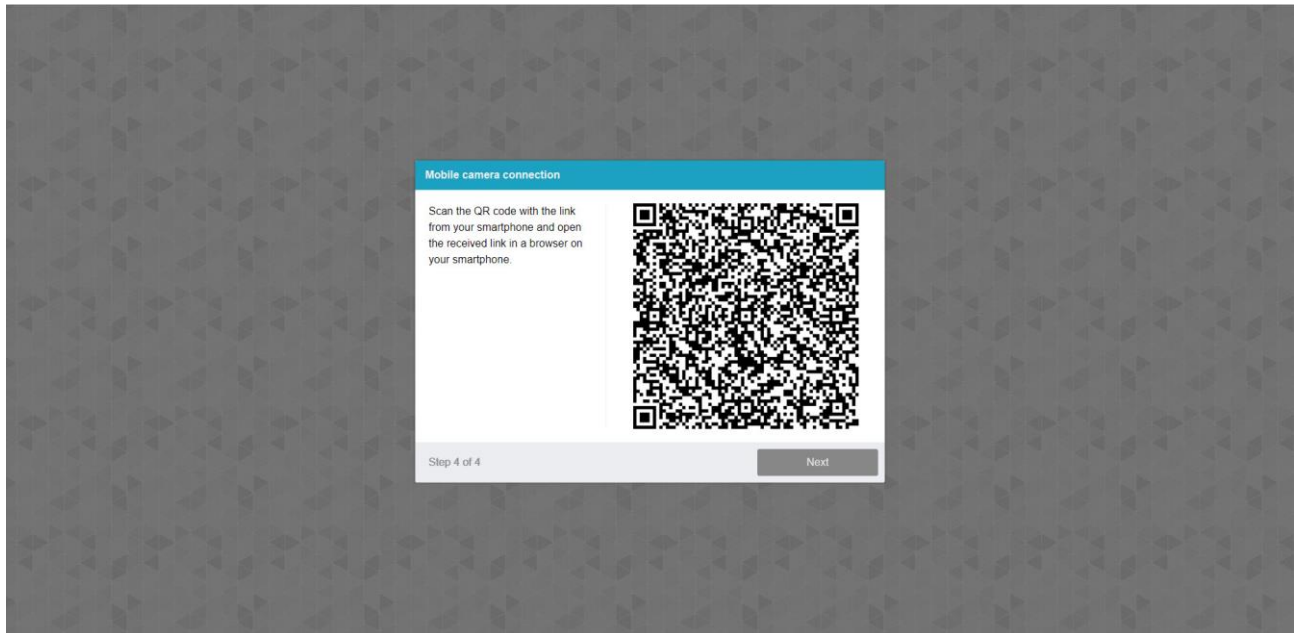
## 7.2 Allowing the camera and microphone

1. Allow the camera, microphone, and Screen sharing (Entire screen) usage when prompted. Wait until everything has been set up.



2. Take a photo of yourself
3. Take a photo of your ID –You can also upload a picture of your ID from a scanner or other source. Just make sure that only the ID is displayed up close, and that the image is visible.

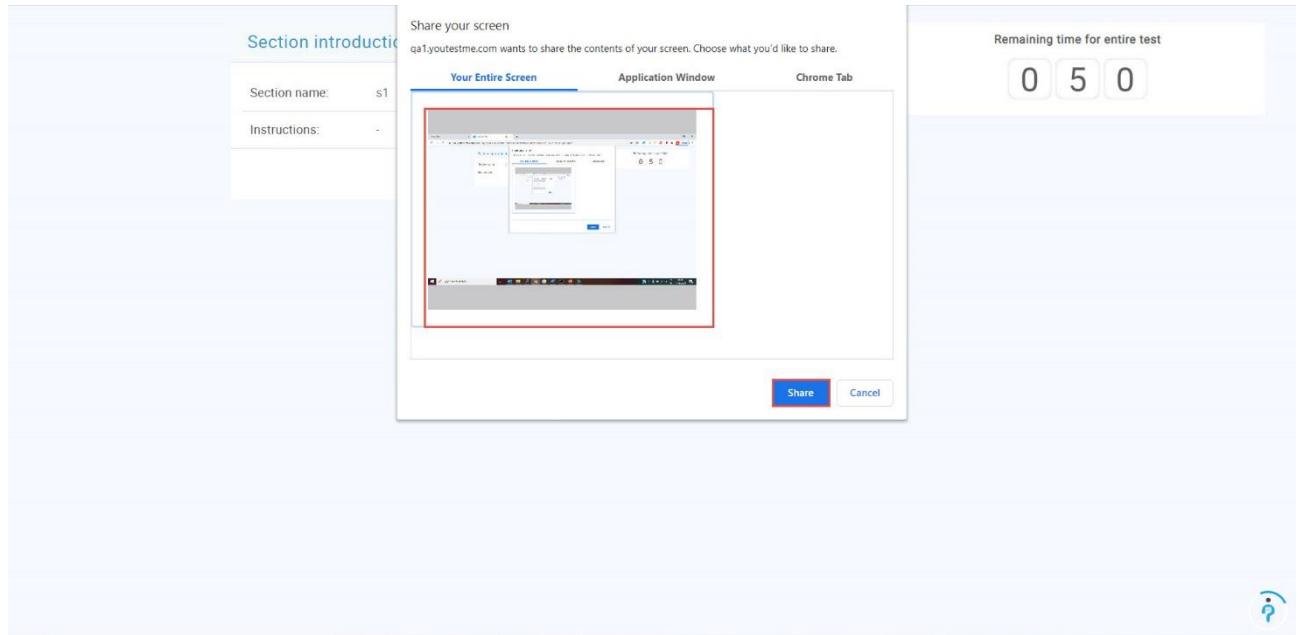
4. You will then be prompted to scan a QR code using your phone's camera. Scan the code using your phone's camera



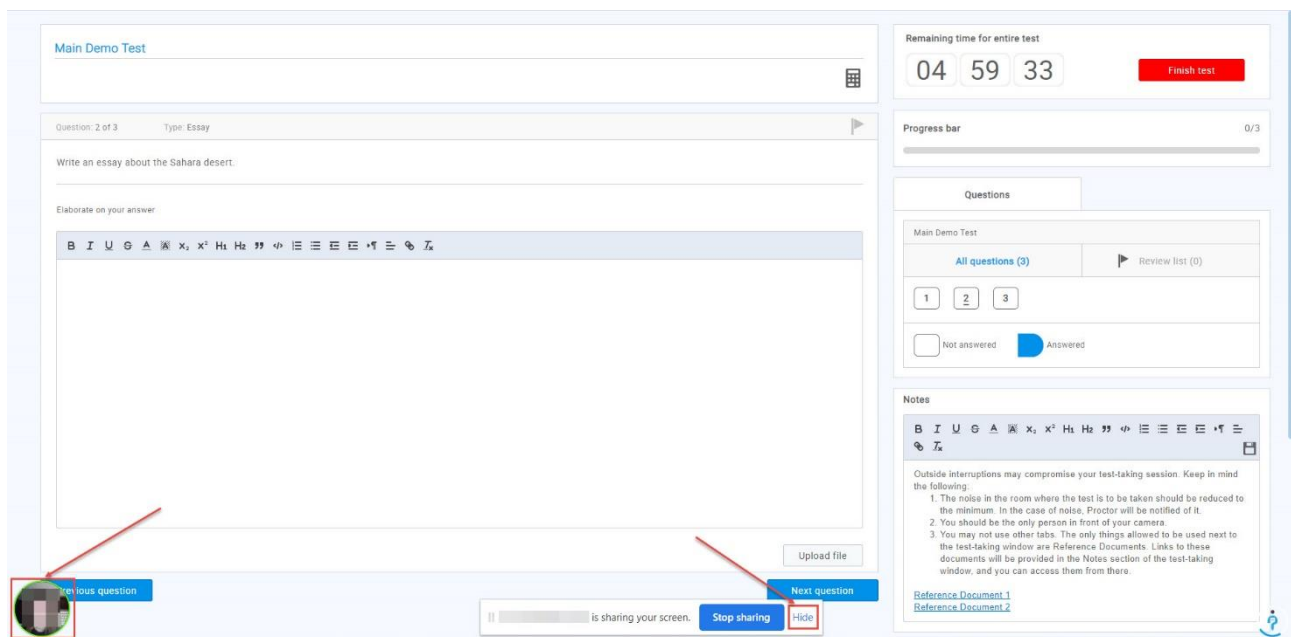
5. Open the page linked on your phone, and start the camera. Click the "Next" button on your computer screen once that's done. Place the phone behind you to allow the Proctor a view angle of 360°

I

- You will need to confirm the entire screen sharing once again. When prompted with permission to share your entire screen, press the button “**Share.**” If you cancel sharing, you will not be proctored, which will mean your CPC Exam will not be valid. Proctoring is required for all CPC Exam takers.



- Start the test.
- You can choose to hide the screen sharing notifications but **don't** click “**Stop sharing**” as it will result in your CPC Exam being invalid.
- You can move your picture by clicking and dragging. Place the mouse cursor over it, press and hold down the left mouse button, then move the mouse while still holding down the left mouse button.

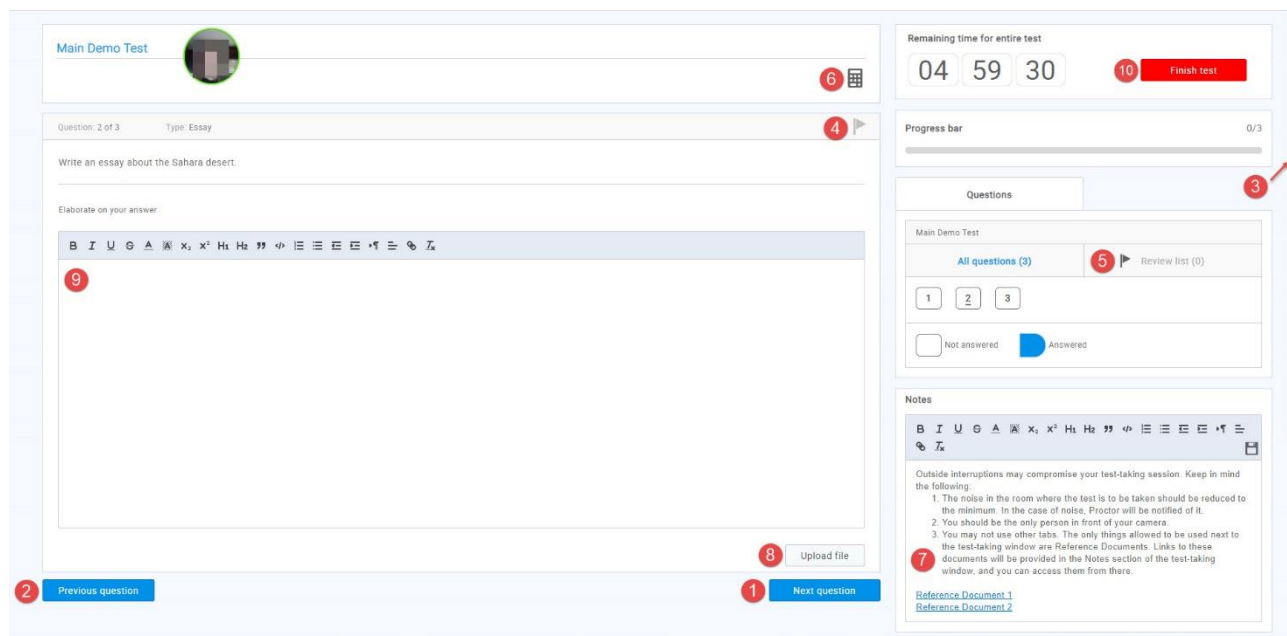


### 7.3 Attempting the test

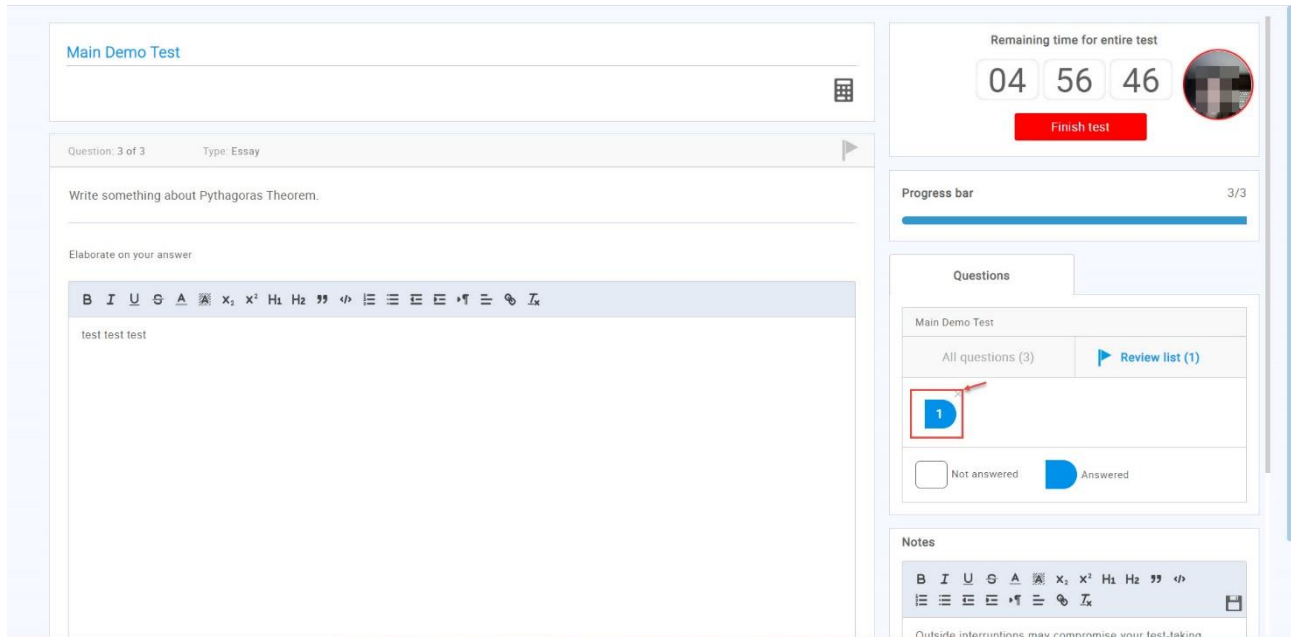
**Do not** click the **Back** and **X** button in the web browser.

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

- 1) **Next question** – to go to the next question
- 2) **Previous question** – to go back and re-do a question
- 3) **Use the scroll bar** – you can also use the scroll bar to see the Notes.
- 4) **Mark for review** – if you want to mark a question for a review and later go back to it, use this button (it is optional). The question will appear in the Review list (marked with number 5 in the screenshot below)
- 5) **Review list** – use it to go back to the questions you have marked for a review previously
- 6) **Calculator**
- 7) **Notes** – Here, you can see a set of instructions or rules and links that you can use to access the Reference Documents. Besides reading the instructions, you can add your notes.
- 8) **Upload File** if needed.
- 9) **Write your answer**
- 10) **Finish test** – when you make sure you are done with the test, click this button.

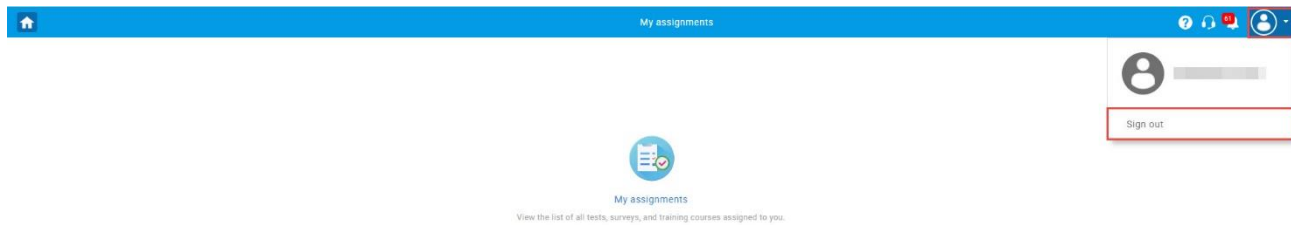


If you marked a question for a review, once you are done reviewing it, make sure to go to the Review list (number 5 in the screenshot above) and uncheck it by clicking on the “x” button, or you won’t be able to finish the test. This is shown in the screenshot below:



## 7.4 How to log out from the platform

You can log out from the platform, as described in the picture below.



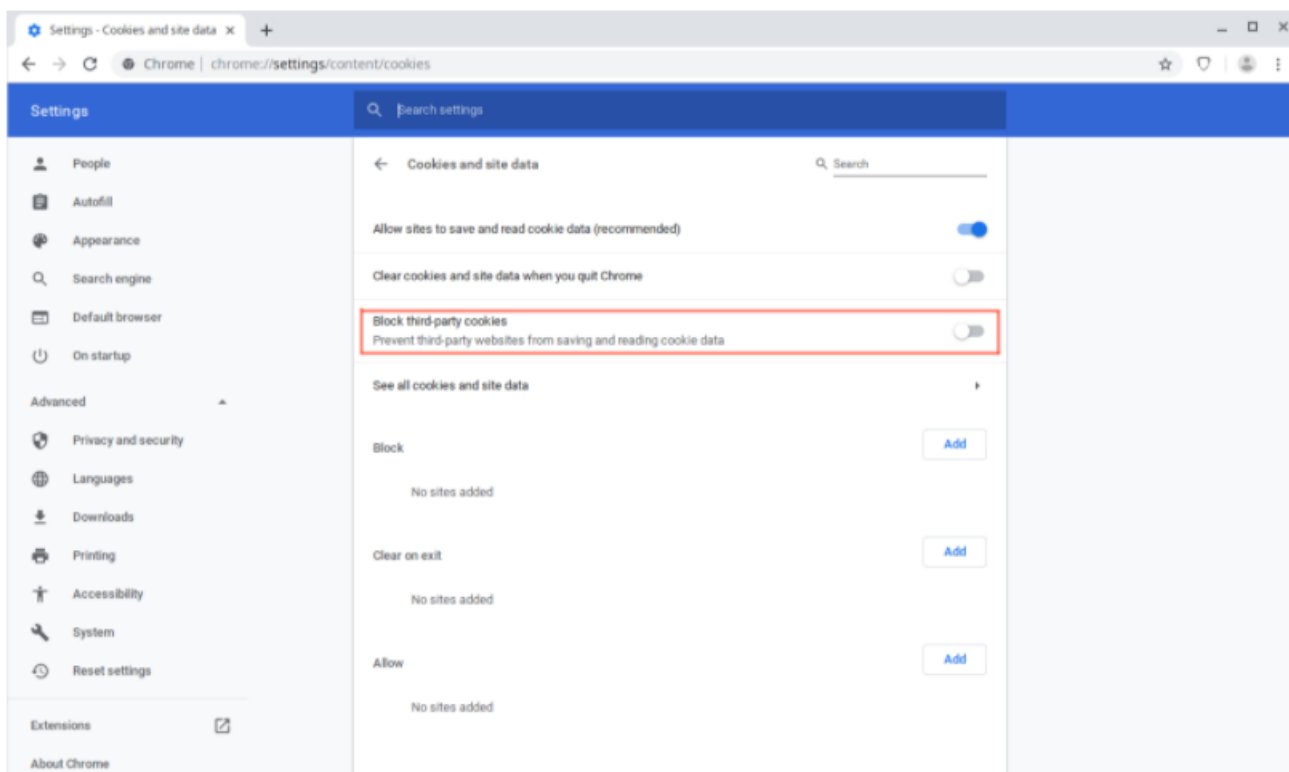
## 8 FAQ and Solved Issues

### 8.1 I am not able to log into the application.

Please, make sure you do not copy the blank spaces with the password. If you still have a problem, use the “Forgot password” procedure.

### 8.2 The proctoring test page does not open

Cookies of third-party sites should not be blocked in the browser. In Chrome this is done in the settings “Settings” -> “Advanced” -> “Site settings” -> “Cookies” or you can simply enter “chrome://settings/content/cookies” into the address bar. “Block third-party cookies” should be disabled there.

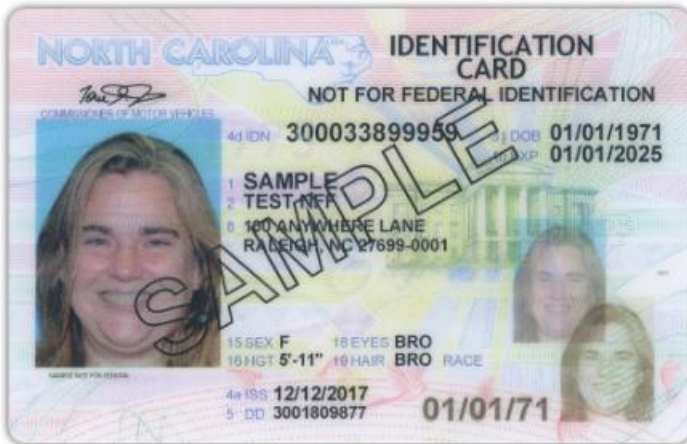


Page loading can also be blocked by some browser extensions, such as VPN Proxy or ad blocker. It would help if you tried disabling all third-party extensions. In the Chrome browser, this can be done on the “chrome://extensions/” page, which can be opened through “Menu -> Advanced Tools -> Extensions.”

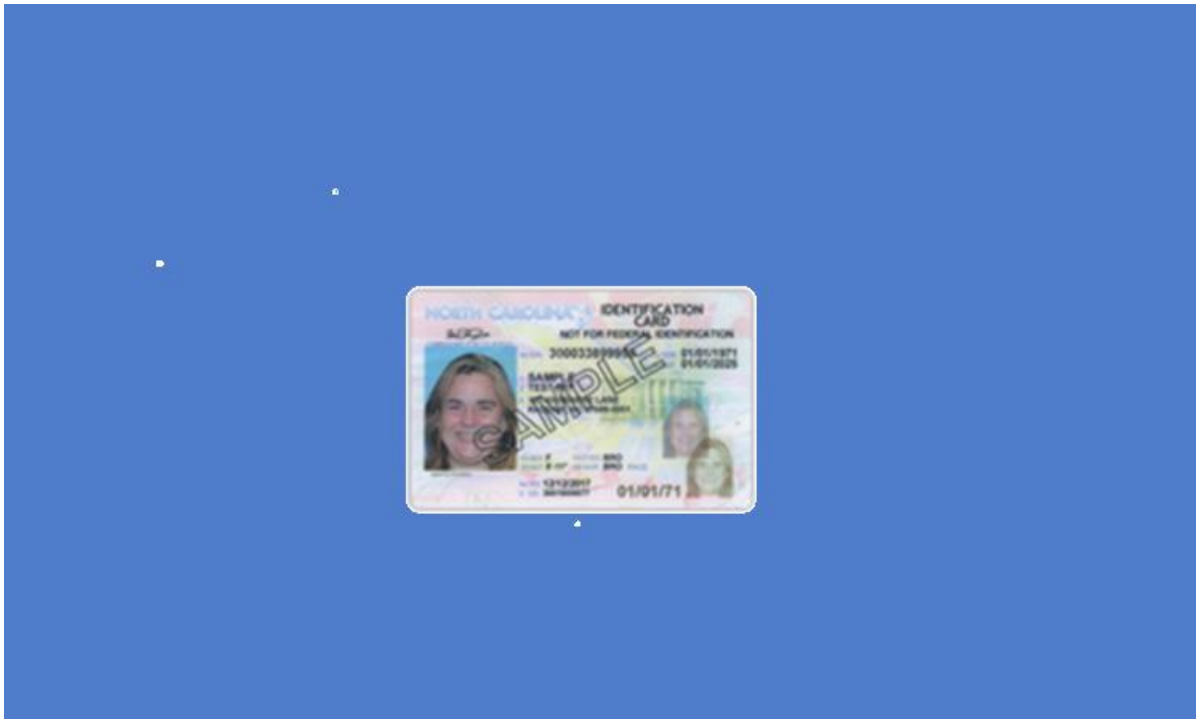
### 8.3 I can not get my identification document to scan in the system

When uploading a document, the document needs to be visible, and therefore it is best to capture only the document, in close, without any background.

#### 8.3.1 Good example

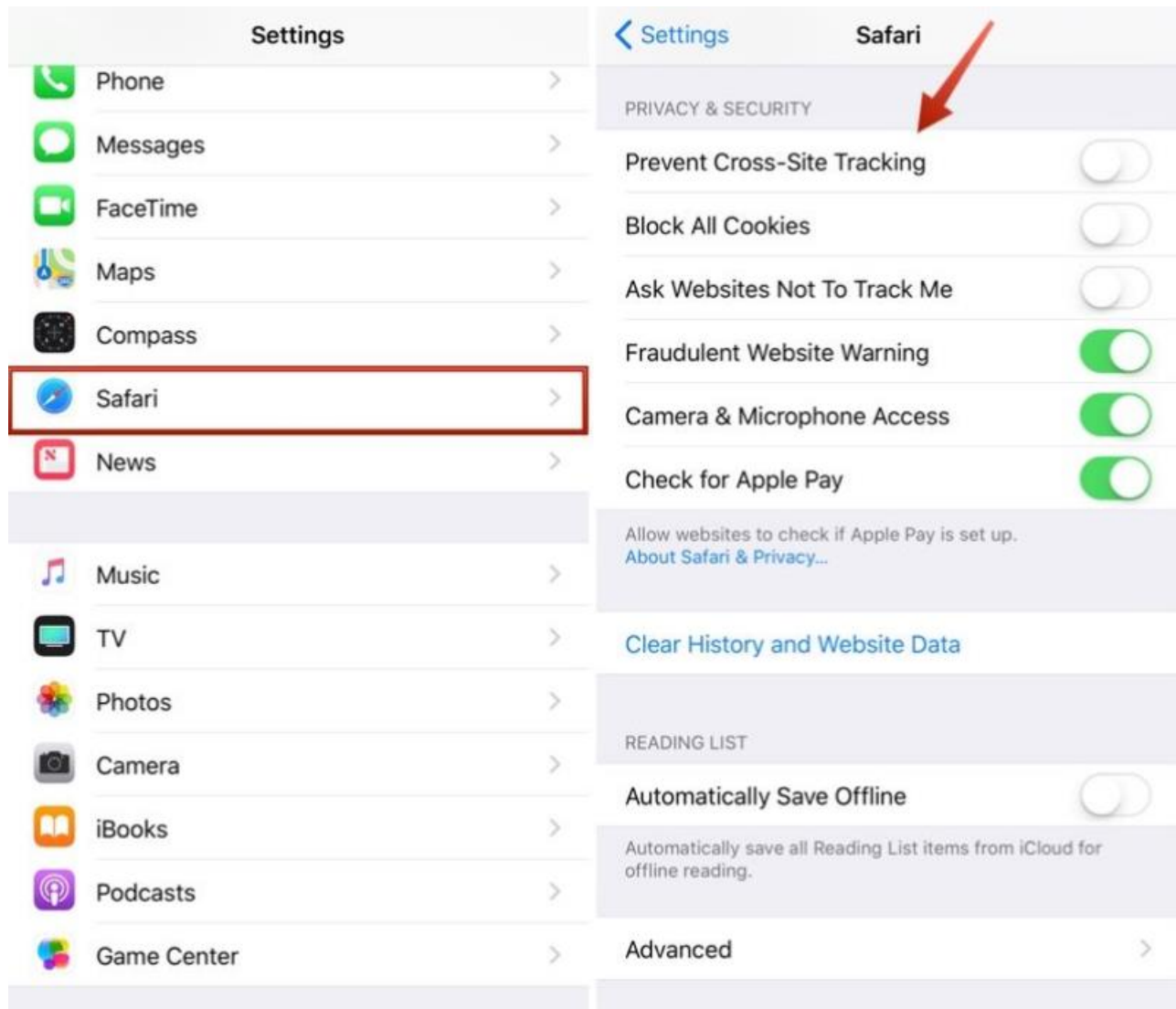


#### 8.3.2 Bad example



### 8.4 Proctoring does not start on iOS Safari

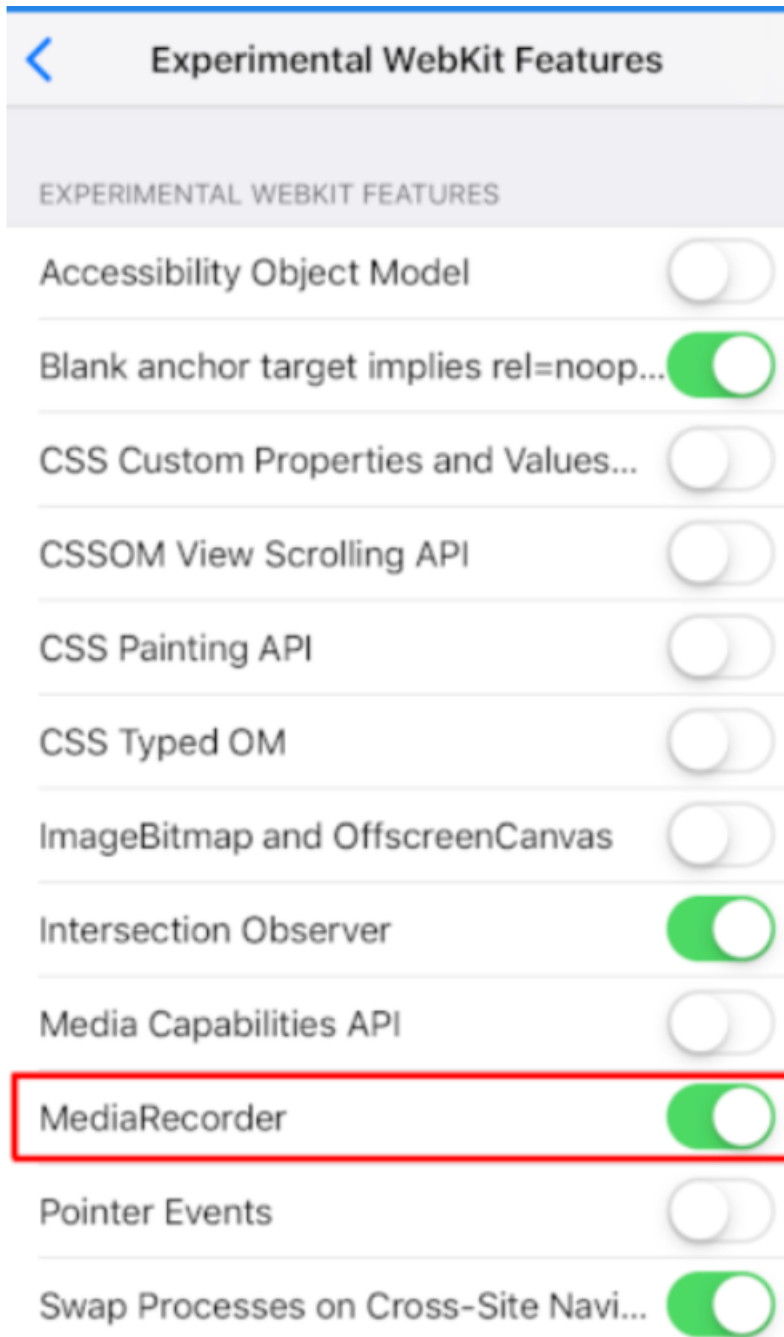
For proctoring to work correctly, you must disable the option “Settings -> Safari -> Privacy & Security -> Prevent Cross-Site Tracking.”





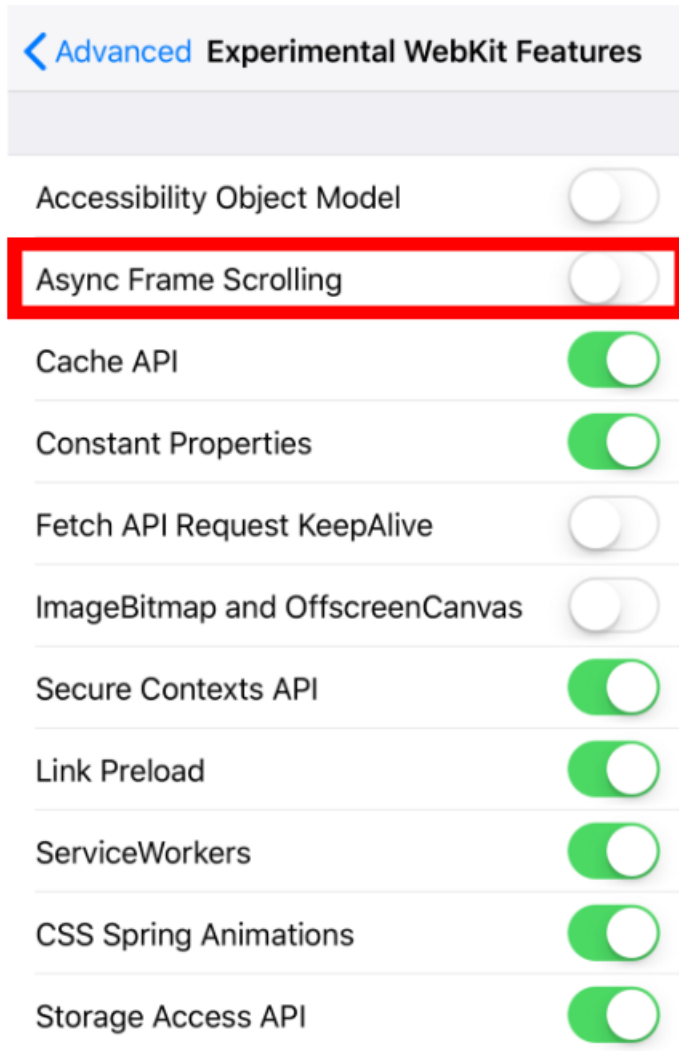
## 8.5 The MediaRecorder error on iOS Safari

For the system to work correctly in iOS Safari, the MediaRecorder option must be enabled in the Settings → Safari → Advanced → Experimental Features → MediaRecorder.



## 8.6 Scrolling does not work on iOS Safari

In iOS Safari, scrolling inside IFRAME elements may not work when “Async Frame Scrolling” is enabled in Safari. You should disable this option “Settings -> Safari -> Advanced -> Experimental Features -> Async Frame Scrolling”.



### 8.7 What happens if the phone rings during the exam?

It is recommended to turn on “Airplane mode” during the exam, please:

1. Turn on "Airplane mode" on your phone, and after that
2. Turn on the WIFI that is needed for a test connection

### 8.8 What happens if the phone runs out of battery during the exam?

If the Phone shuts down, the mobile phone camera will be disconnected, but the Web camera will remain connected. **We would recommend keeping the Phone on the charger during the exam to avoid this situation.**

### 8.9 During the exam, there are notifications “Two faces in front of a camera” and similar. Should I be concerned?

Sometimes, due to light or shadows, the system can give a wrong message. If you have followed the instructions, you should not worry because the proctors will watch your test-attempt and see if there is suspicious behavior.