



# YouTestMe

Test-Taking Guide

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## 1 Introduction

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

### 1.1 Important links

| Name                    | Link  |
|-------------------------|---|
| Link to the application | <a href="https://ara.youtestme.com/">https://ara.youtestme.com/</a> |
| FAQ                     | <a href="#">Frequently asked questions</a>                          |

### 1.2 Contact information

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

|   |  |
|---|--|
| <b>Technical issues</b>                 | <a href="mailto:support@youtestme.com">support@youtestme.com</a> |
| <b>Questions about test and results</b> | <a href="mailto:rpa@usaretirement.org">rpa@usaretirement.org</a> |

## 2 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: if you have problems with one browser, try another one.**

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.

## 3 Important notice

Before taking the exam, you MUST take an Equipment test to:

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

## 4 Receiving credentials

One day before the Equipment 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:

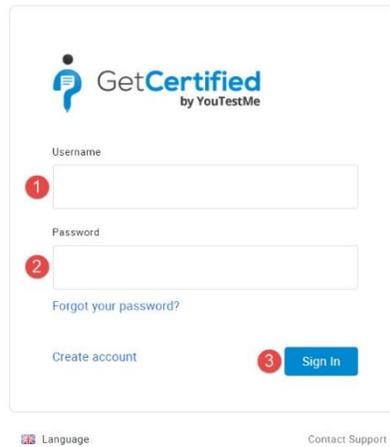
Username: alex.fleming

Password: QYs\$4y5FLwR#v185l

## 5 How to access the platform

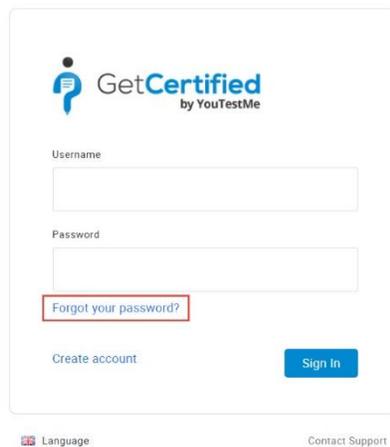
To access the platform for taking the Equipment test and the official exam, please go to <https://ara.youtestme.com/> and enter:

1. Username.
2. Password.
3. Click the “Sign in” button to enter the platform.



The screenshot shows the login page for 'GetCertified by YouTestMe'. It features a logo at the top left. Below the logo are two input fields: 'Username' and 'Password'. A red circle with the number '1' is next to the Username field, and a red circle with the number '2' is next to the Password field. Below the Password field is a link that says 'Forgot your password?'. At the bottom of the form area, there are two buttons: 'Create account' and 'Sign In'. A red circle with the number '3' is next to the 'Sign In' button. At the very bottom of the page, there are two links: 'Language' and 'Contact Support'.

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



This screenshot is identical to the one above, but with a red rectangular box highlighting the 'Forgot your password?' link. The 'Sign In' button is also highlighted with a blue box.

## 6 Test-taking

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

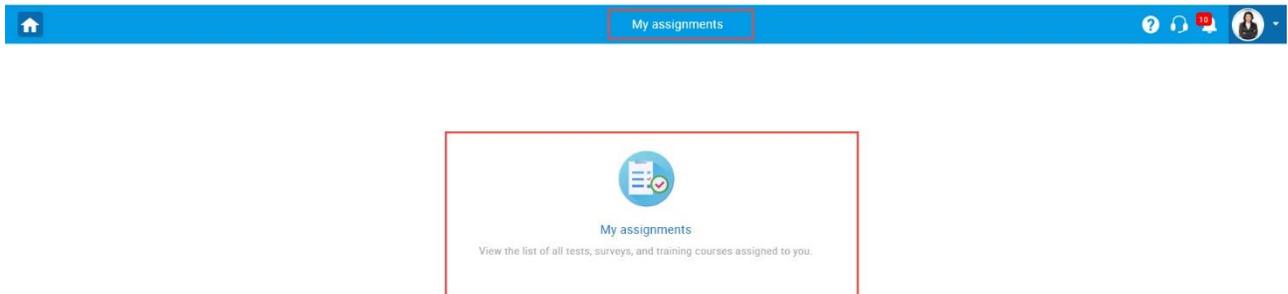
- Do not click the “Back” button on your browser do not click the “X” button on your browser; to finish the test, use the “Finish test” button
- Do not click the “Finish test” button unless you are sure you have completed everything.
- Do not log out from the proctoring system during the test-taking

If this happens, you will have to start the test anew.

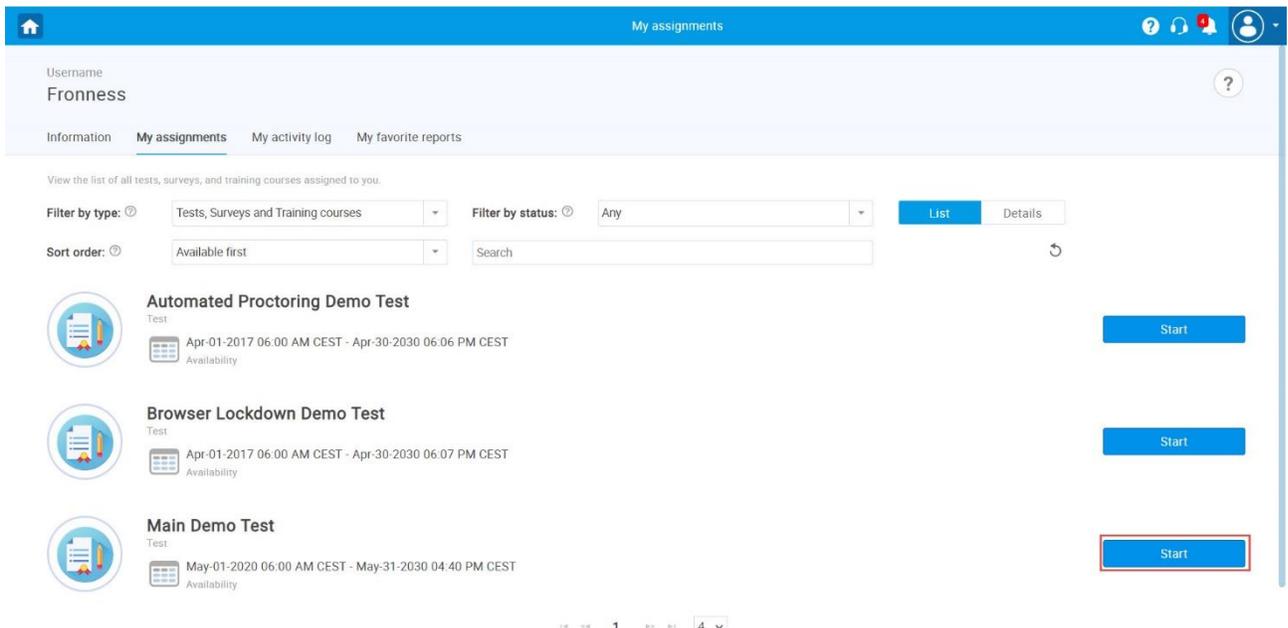
### 6.1 Starting the test

To start the Equipment test or the exam, please follow the steps below:

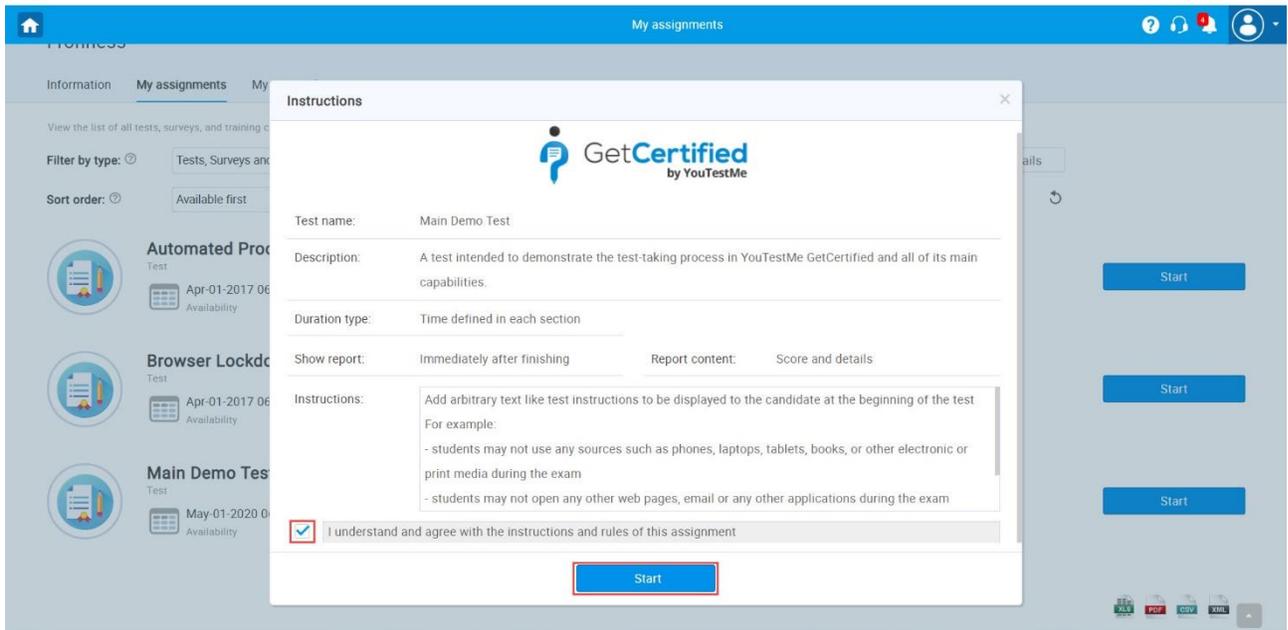
1. Log in using the credentials and procedure described in [Chapter 6](#)
2. You can start the trial from the “My assignments” page



3. Click on the “Start” button next to the test name.

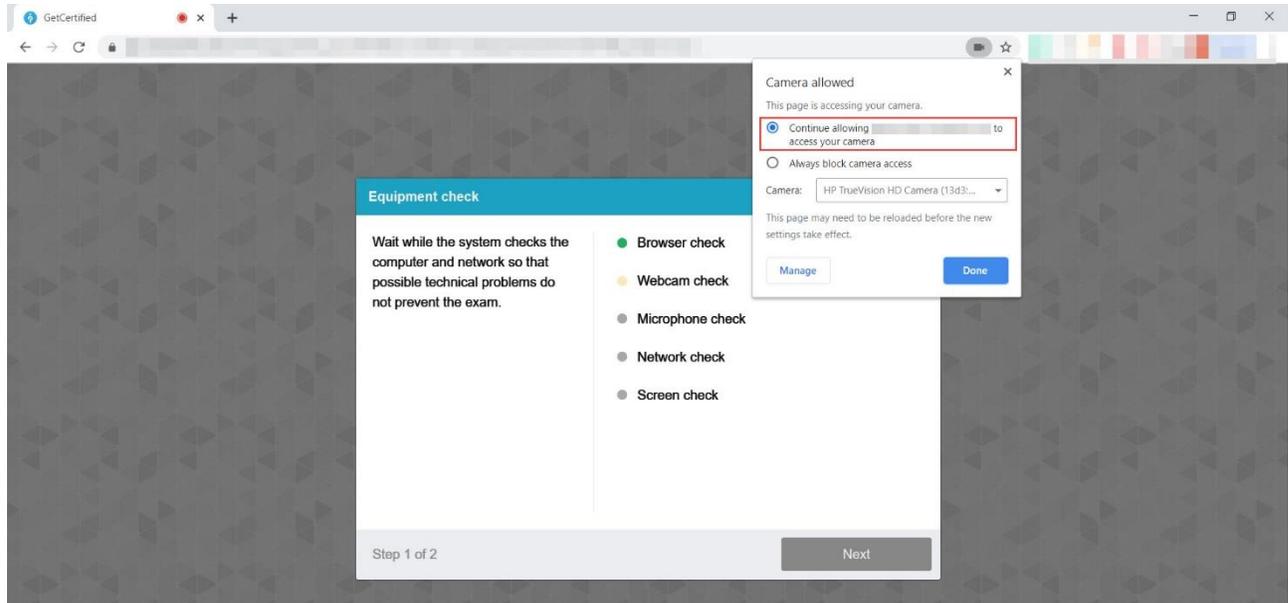


4. Accept the instructions and rules of the test and click “Start.”

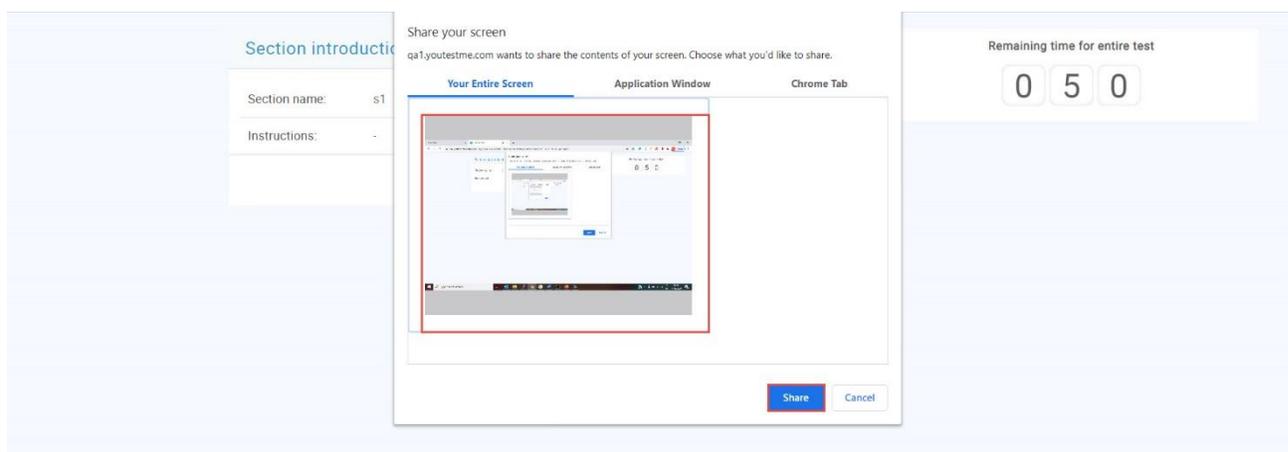


## 6.2 Allowing the camera and microphone

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

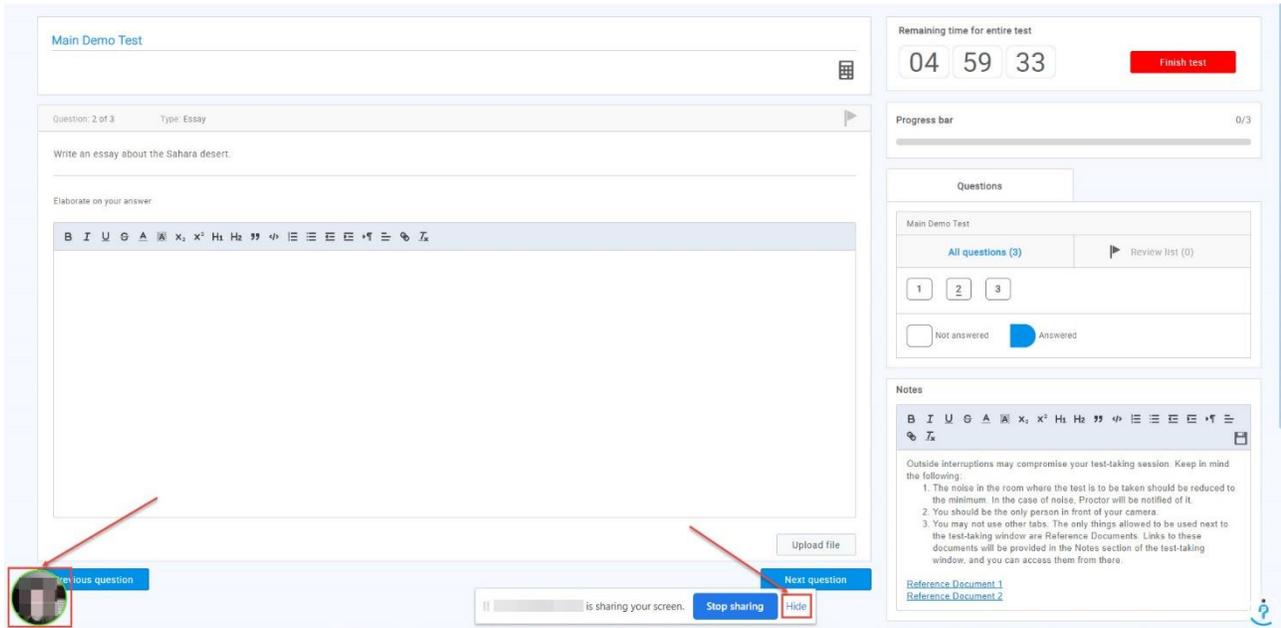


2. Take a photo of yourself
3. Take a photo of your ID –You can also upload a picture of your ID from a scanner or other source. Make sure that only the ID is displayed up close and that the image is visible.
4. You will need to confirm the entire screen sharing once again. When prompted with permission to share your full screen, press the button “Share.” If you cancel sharing, you will not be proctored, which will mean your exam will not be valid. Proctoring is required for all Exam takers.



5. Start the test.
6. You can choose to hide the screen sharing notifications but **don't** click “Stop sharing,” as it will result in your exam being invalid.

7. 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 holding the left mouse button.



## 7 FAQ and Solved Issues

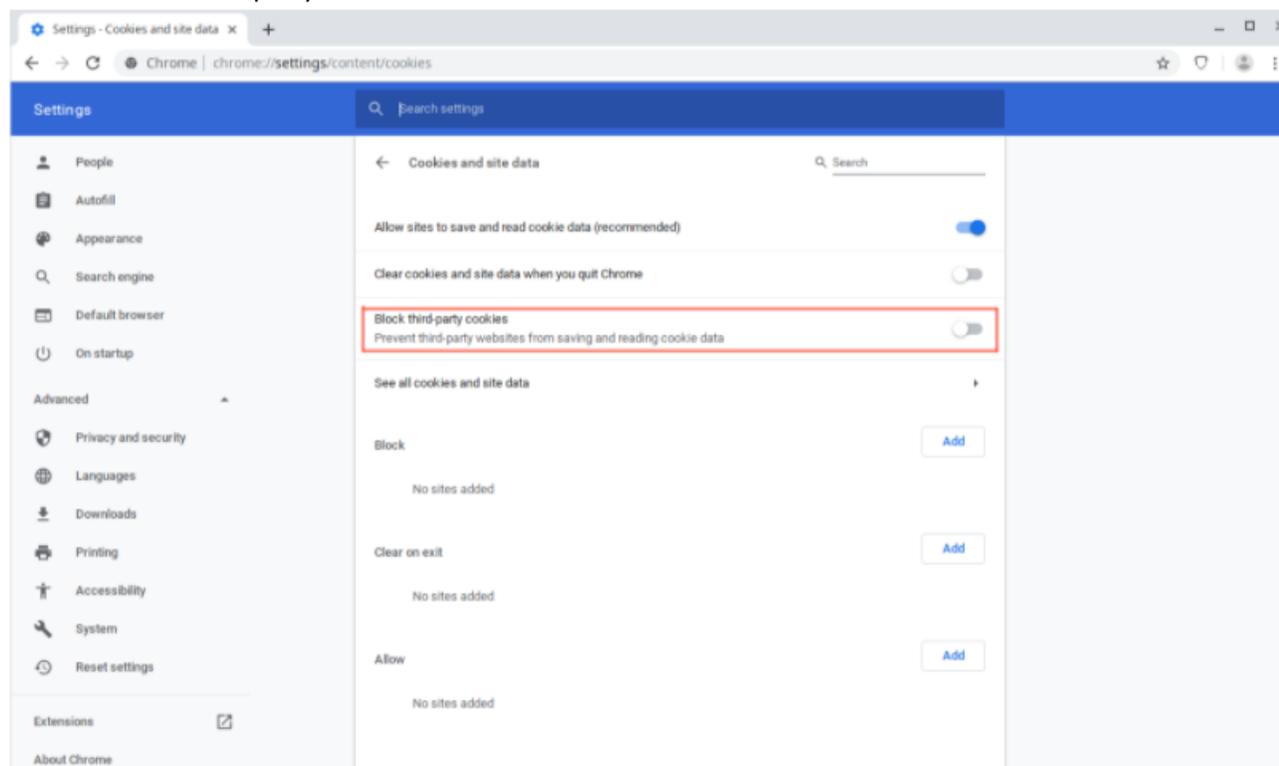
### 7.1 I am not able to log into the application.

1. If you cannot log in using the credentials provided in the email, try to refresh the page by pressing ctrl + shift + R, then try to type in the password instead of copying it.
2. If this is not working, use the “Forgot your password” option.
3. Enter the email address connected to your GetCertified account.
4. Check your email — also, spam and junk folder.

### 7.2 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 blockers. It would help if you tried disabling all third-party extensions.

1. In the Chrome browser, this can be done on the “chrome://extensions/” page, which can be opened through “Menu -> Advanced Tools -> Extensions.”

### 7.3 I can not share screen

The possible reasons:

1. You are not sharing the entire screen.
2. You are not using Mozilla Firefox, and you have an additional monitor.
3. You were not using MAC and did not give access to the computer for screen sharing.

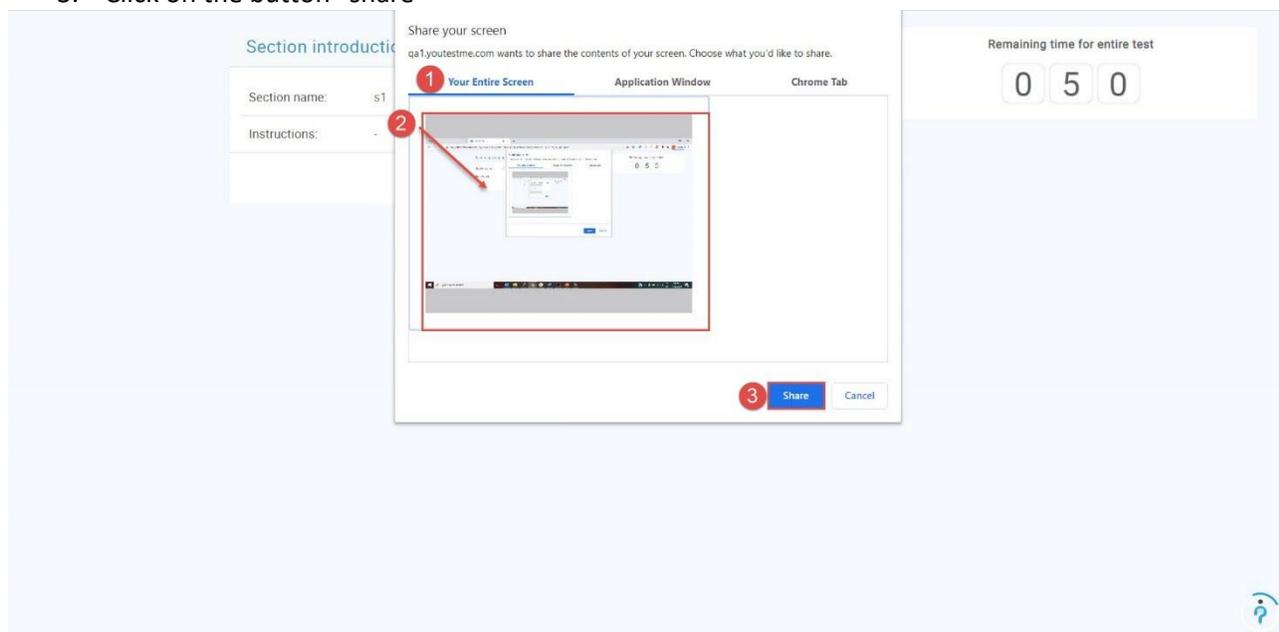
**Recommendation:**

1. Check which browser and OS you are using. If you use:

**Chrome:**

Once you are on the screen sharing screen, you will have to:

1. Choose the entire screen.
2. Click on the screen box
3. Click on the button "share"



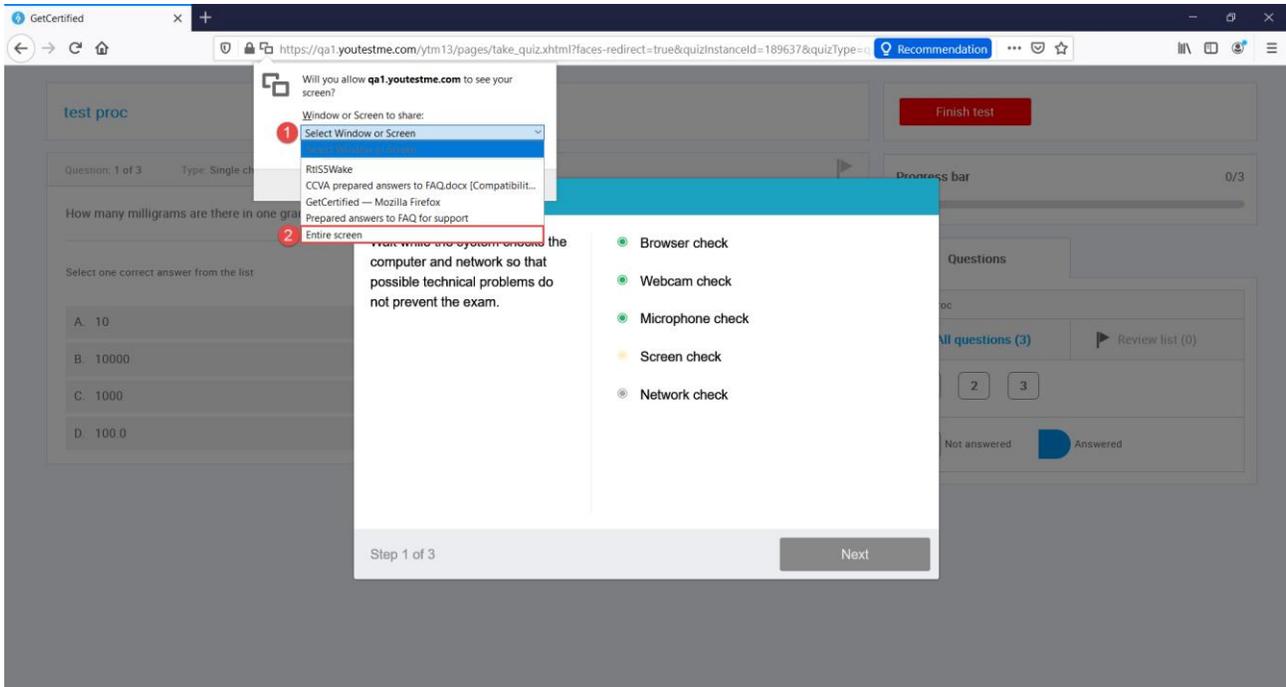
Once the equipment check is done, you will be prompted with the screen sharing option again, and you will have to follow the same steps above.

Please note that if you are using two monitors, sometimes you must unplug one to be able to choose the full-screen option.

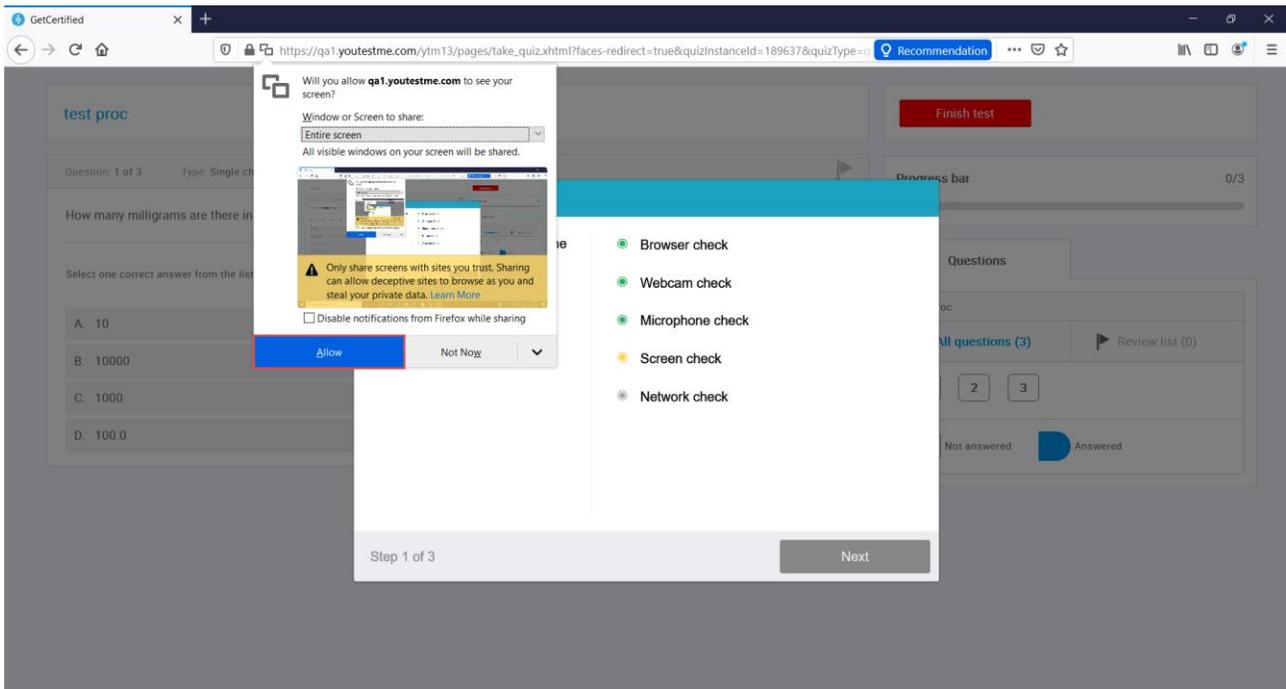
**Mozilla:**

To be able to allow screen sharing on Mozilla Firefox, you need to click on the "Retry" button, and the new window will appear, where you should:

1. Click on the "Select Window or Screen" dropdown.  
Choose the "Entire screen" option



Click on “Allow” button to give permission for screen sharing.



Kindly note that it is necessary to share the “Entire screen,” and if you are using the two screens, you will not be able to see that option. Please unplug one screen and then follow the instructions above.

Kindly note that it is necessary to share the “Entire screen,” and if you are using the two screens, you will not be able to see that option. Please unplug one screen and then follow the instructions above.

**MAC:**

The screen recording should be enabled. Read this instruction and check this instruction:

: <https://www.youtestme.com/kb/how-to-enable-screen-sharing-for-the-proctored-test-on-mac/>.

## 7.4 I have trouble with face capturing

Sometimes I experience problems where I cannot pass the face capturing step in the equipment check.

**Recommendations:**

Please ensure that your face fits into the frame on the screen and that there is enough light in the room. The glasses' reflection may also be a problem, so please try to take a photo without glasses if you are wearing them.

If that doesn't help, our additional recommendations are:

1. Turn off other camera applications (such as Skype or another browser). Antivirus can also block camera access. In that case, try to disable the antivirus (or camera protection) and refresh the current tab in the browser.
2. Try to use another browser - Mozilla Firefox or Google Chrome.
3. Also, you can check this [link](#) if you are a Mac user.

## 7.5 I have Microphone problem

Sometimes I experience problems with the microphone and can not pass the equipment check.

**Recommendations:**

1. **Confirm that access to the *microphone is allowed in the browser.***

**Chrome:**

1. Click the three dots icon in the top right corner.
2. Navigate to the “Settings”.
3. On the left side, select “Security and Privacy”.
4. Select “Site Settings”.
5. Click on “Microphone” under the “Permissions” section.
6. Confirm that the GC application is allowed to use your microphone. If not, select the GC application and allow microphone usage.

**Mozilla:**

1. Click the three lines icon in the top right corner.
2. Navigate to the “Settings”.
3. On the left side, select “Privacy & Security”.

4. Scroll the page and find microphone settings. Click on the “Settings” button.
5. Confirm that the GC application is allowed to use your microphone. If not, select the GC application and allow microphone usage.

**Note: If the Microphone is enabled in the browser but still does not work, please disable it and then enable it again!**

**2. Allow microphone usage in the computer settings:**

1. In the search box in the bottom left corner, enter the microphone.
2. Open Microphone privacy settings.
3. Confirm that microphone usage is allowed.
4. Scroll the page and confirm that microphone usage is permitted for the browser you are using for taking a test.

**Note: Suggestion to use headphones or another computer.**

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

**Suggestion1: Upload ID**

Please try to take a photo of your ID using your mobile phone, then send it to your computer and upload a picture.

**Suggestion 2: Two images on ID**

If your ID has two pictures, please try to cover one picture and then try to take a picture.

If you want to upload a picture, we suggest cutting the small picture and trying to upload it that way. Please see examples below:





### Suggestion 3: Taking a picture with an ID

If the picture is not clear enough for you, try to take a picture with your document (where your face will also be visible in the picture).

## 7.7 My Camera is not working

Sometimes I experience problems with the camera, and I cannot pass the equipment check.

### Recommendations:

#### 1. Confirm that access to the *Camera is allowed in the browser.*

##### Chrome:

1. Click the three dots icon in the top right corner.
2. Navigate to the “Settings”.
3. On the left side, select “Security and Privacy”.
4. Select “Site Settings”.
5. Click on “Camera” under the “Permissions” section.
6. Confirm that the GC application is allowed to use your Camera. If not, select the GC application and allow camera usage.

##### Mozilla:

1. Click the three lines icon in the top right corner.
2. Navigate to the “Settings”.
3. On the left side, select “Privacy & Security”.
4. Scroll the page and find camera settings. Click on the “Settings” button.
5. Confirm that the GC application is allowed to use your Camera. If not, select the GC application and allow camera usage.

#### 2. Allow camera usage in the computer settings:

1. In the search box in the bottom left corner, enter Camera.
2. Open Camera privacy settings.
3. Confirm that camera usage is allowed.
4. Scroll the page and confirm that camera usage is permitted for the browser you are using for taking a test.

**Note: Suggestion to use an external Camera or another laptop.**

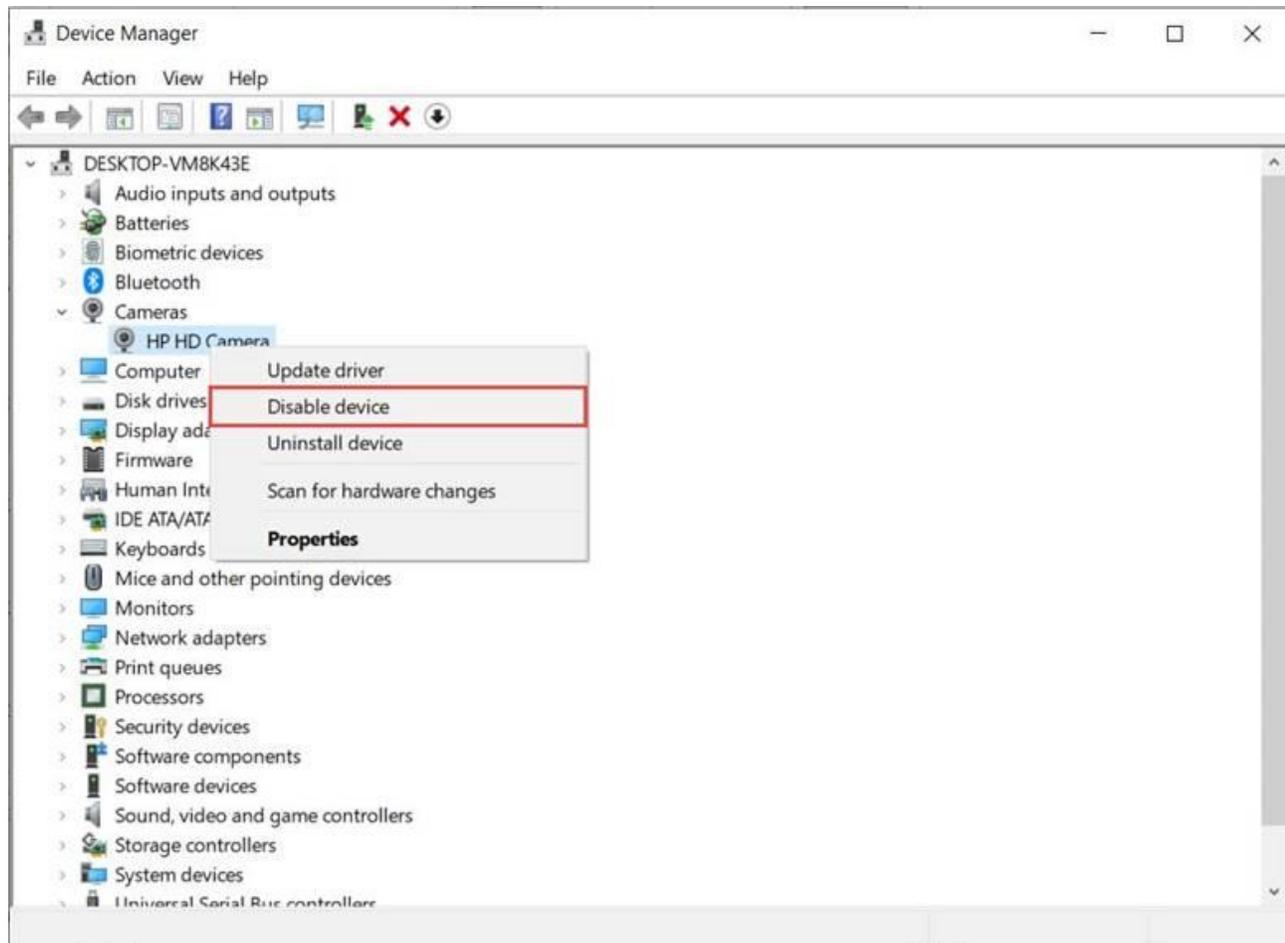
## 7.8 I have problem with usage of the external camera instead of build-in

### Recommendations:

#### 1. Computer settings:

Please try the following:

- Press Windows + X, and click Device Manager.
- Click Camera devices.
- Right-click on the integrated webcam.
- Click Disable.



#### 2. Browser settings:

##### Chrome:

1. Click the three dots icon in the top right corner.
2. Navigate to the "Settings".
3. On the left side, select "Security and Privacy".
4. Select "Site Settings".
5. Click on "Camera" under the "Permissions" section.
6. Choose the desired web camera.

##### Mozilla:

1. Click the three lines icon in the top right corner.
2. Navigate to the “Settings”.
3. On the left side, select “Privacy & Security”.
4. Scroll the page and find camera settings. Click on the “Settings” button.
5. Choose the desired web camera.

## 7.9 "No Camera Available" notification when I am trying to connect camera on MacOS

1. Check if the camera is working properly once more by using [this link](#)?
2. If there are several webcams on your's computer, advise choosing the correct one in the browser settings. You can check [this link](#) for more information on how to do so.
3. Refresh the computer if the webcam is working, but the error is still present.
4. If the issue persists, you should follow the instructions advised at the following links:
  - [How To Fix The 'No Camera Available' Error In MacOS](#)
  - [How to allow camera access](#)
5. Sometimes, for security reasons or when multiple applications use the camera, macOS users have limitations when connecting the camera to some sites. If nothing helps solve the issue, please use another computer or laptop.

## 7.10 "No video from camera" issue

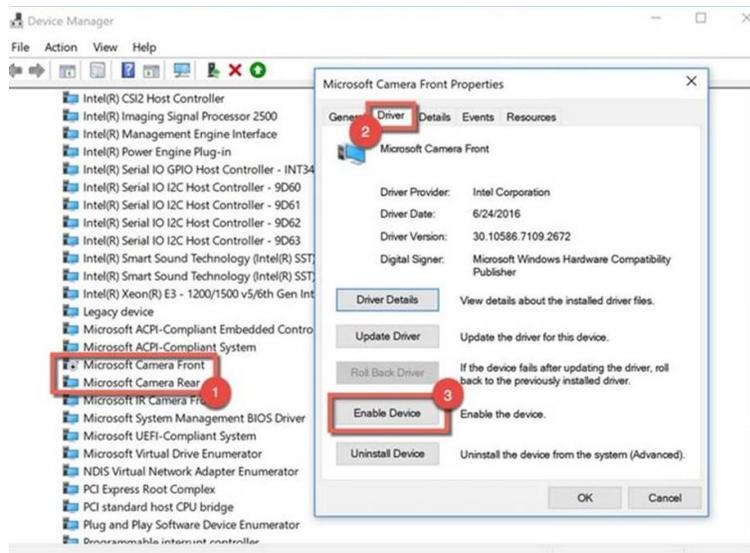
This error can appear because of the following reasons:

- The camera is not working
- The camera is reversed (showing back and not front)
- The camera has a cover
- The access to the camera is blocked by antivirus
- The driver is changed with the system update

Please check this video with the most common camera issues and their fixes <https://www.youtube.com/watch?v=KOJHbJxiJZ8>.

The camera reversed problem usually occurs on Microsoft Surface computers or external cameras since they can set the camera to back or front, and I am sending you a solution that you can try:

- Open Windows Device Manager (Right-click on the Windows menu and select **Device Manager**)
- Scroll down to **System Devices**; click to expand the menu.
- Double click on either **Microsoft Camera Front** or **Microsoft Camera Rear**
- Select **Enable Device** on the camera you want to use (front); Select **Disable Device** on the other.



### 7.11 I use additional monitor instead of a laptop screen

For some of you, it is easier to use larger monitors instead of laptop screens, but if it is not allowed, you have to turn off an additional monitor and switch the test to the laptop screen.

**Suggest to you the following:**

1. Move the browser window to the laptop screen.
2. Click the Stop sharing button at the bottom of the page.
3. Turn off and unplug the second monitor.
4. The sharing window will appear. Choose to share the entire screen.

### 7.12 My screen went black during the test

The problem could be with your computer.

[Here](#) you can find the minimum system requirements for running Google Chrome.

Also, you could have experienced a known black screen Chrome issue, usually a sign of an unusual graphics display error.

There are multiple suggestions on how to solve this issue, and here is a link where you can find a few of them: <https://www.lifewire.com/fix-google-chrome-black-screen-4590373>.

### 7.13 I can not start the test and get the window with the message to reconnect the proctoring session or continue test later

1. Check that ad-blockers and antiviruses are disabled.
2. Extensions in the browsers, such as Adblock or VPN, can cause the problem. Also, using a proxy server can cause the issue. Please disable all browser extensions or try a different browser, and do not use/disable proxies or VPNs.
3. Try accessing the test using another computer and from a different location and network.

## 7.14 I do not know how to scan QR code and use proctoring to scan the environment

### iPhone users:

1. Open your camera and try to scan the code.
  1. If the code is scanned, you will see your test my link. Click on it, and then the browser will open.
  2. If you cannot check the code using your camera, do the following:
    1. Open the App store.
    2. In the search box, enter QR Scanner.
    3. Download the QR Reader app, install then open it.
    4. Allow access to the camera and microphone.
2. Click the “Start recording” button and scan the environment.
3. Once you finish, click the “Finish recording” button, and confirm that you want to save the recording.
4. The next button in the Equipment check window will be enabled. Click on it to move on to the next step.

### Ipad users:

- Go to the Equipment Validation Test link.
- Go to **Settings>Safari> Advance>Experimental Features>Media Recorder** (do a software update first if needed). Brought me to the sample test.

### Android users:

1. Open your camera and try to scan the code.
  1. If the code is scanned, you will see your test my link. Click on it, and then the browser will open.
  2. If you cannot check the code using your camera, do the following:
    1. Open the Google Play store.
    2. In the search box, enter QR Scanner.
    3. Download the QR Reader app, install then open it.
    4. Allow access to the camera and microphone.
2. Click the “Start recording” button and scan the environment.
3. Once you finish, click the “Finish recording” button, and confirm that you want to save the recording.
4. The next button in the Equipment check window will be enabled. Click on it to move on to the next step.

## 7.15 After using the QR code, I get the pop up message on the screen , and it asks me to enter my username and password.

Our recommendations for you when doing a rewrite test are to do the following:

- Finally, check your equipment (before you enter the official test); test your equipment by entering the CHECK Equipment Test;
- Try to scan the code with another mobile phone;
- Try to open a link for scanning the environment with different browsers (the link can not be open in the built-in browser)

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

Sometimes, the system can give a wrong message due to light or shadows. 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.