YouTestMe

Exam Registration and Exam-Taking Process

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1 Introduction

These instructions are designed to help explore the exam-taking process, from registration to completion.

We will cover the following topics:

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    b. Purchasing the exam
3. Exam-taking process
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4. Reviewing the results
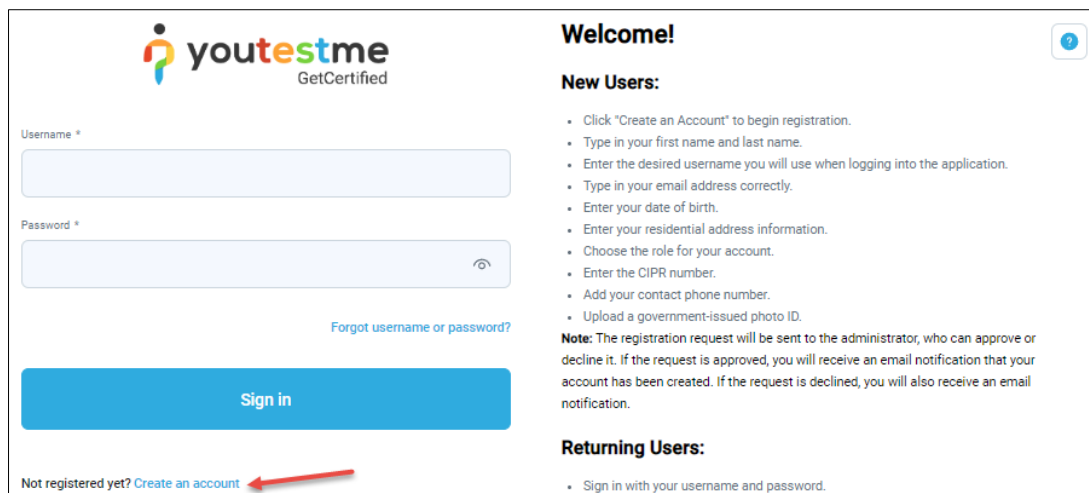   a. As a proctor / administrator
    b. As a candidate

2 Exam Registration

2.1 Sending a Registration Request

For simplicity, in these instructions, the exam registration and account creation are bundled in one step.

However, they can be separated if needed and if that suits you better.

For now, to register for the exam, please access the platform using this link and click the "Create an account" option.
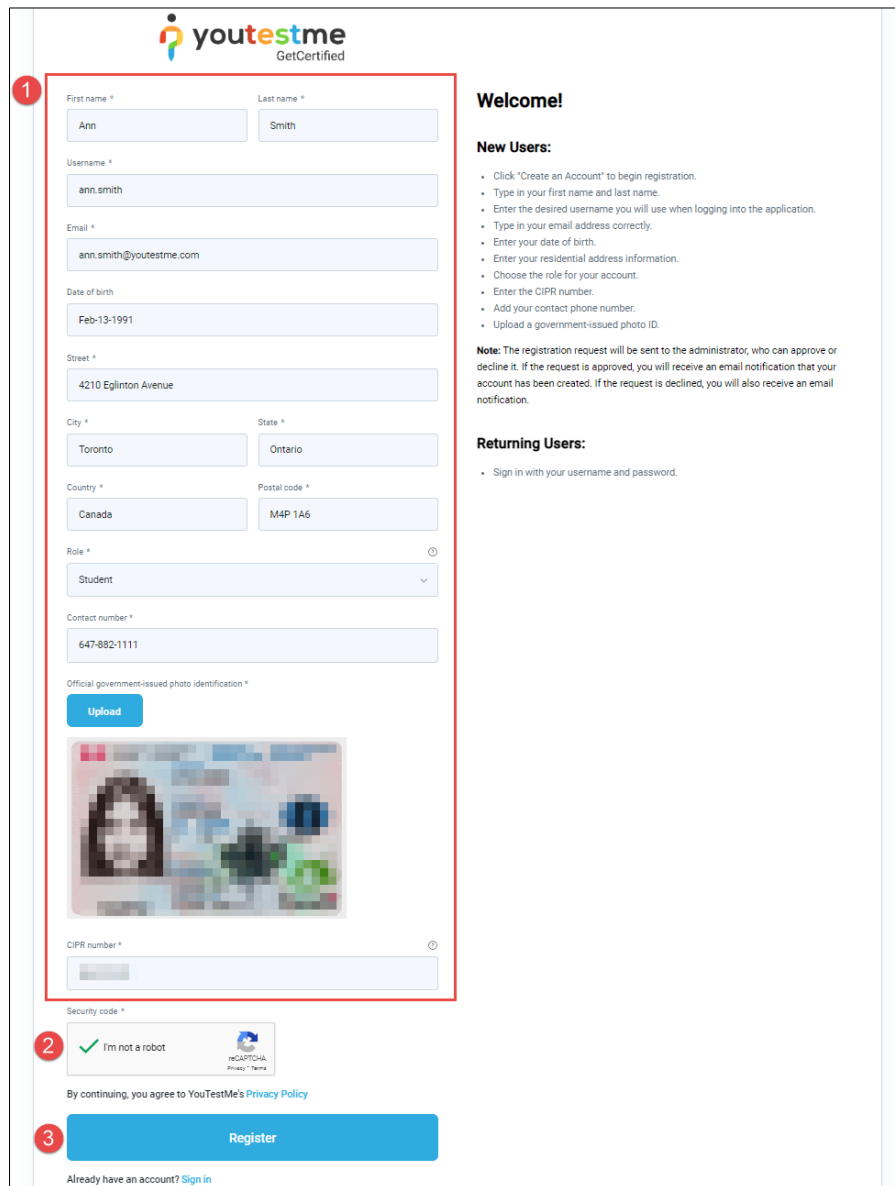
1. Fill in the required information.
   a. Make sure to select the Role of the Student.
   b. Please provide a valid email address so that you can explore email notifications
   c. You will find examples of the fields typical for the LLQP exam like the:
      i. CIPR number
      ii. Official government-issued photo identification

Note: Any other fields can be added.

2. Check the "I'm not a robot" option.
3. Click the "Register" button.

- Feel free to enter any information there as this is only a simulation of the process.
- Feel free to create as many candidate accounts as necessary.

2.2   Registration Approval

- Approving the registration requests will be done according to predefined rules for the LLQP exam.
- As mentioned in the proposal, this can be done by YouTestMe staff or by the customer's staff depending on your preference.
- In this chapter, we will cover approving the registration from the administrator's perspective.

To approve a registration request, you should log in as an administrator with one of the following accounts:

Username	Password
klai_admin	Admin12#
examinations_admin	Admin12#

Once you are logged in:

1. Select "User profiles" from the "Users" menu.
2. Open the "Registration requests" tab.
3. Choose the user whose request you want to approve.
4. Click the "Actions" button.
5. Select "Approve".
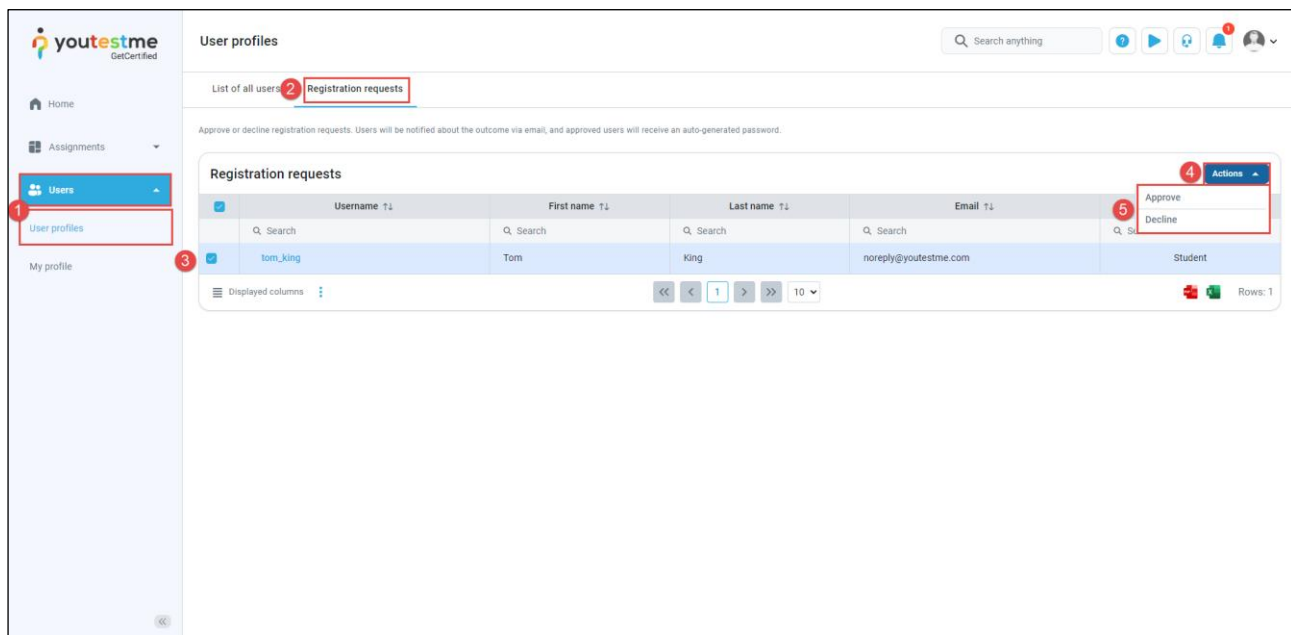
Once the registration request is approved, the candidate will receive an email with their login credentials.

Note: **Before you sign in as a candidate, make sure to sign out from the administrator's profile!**
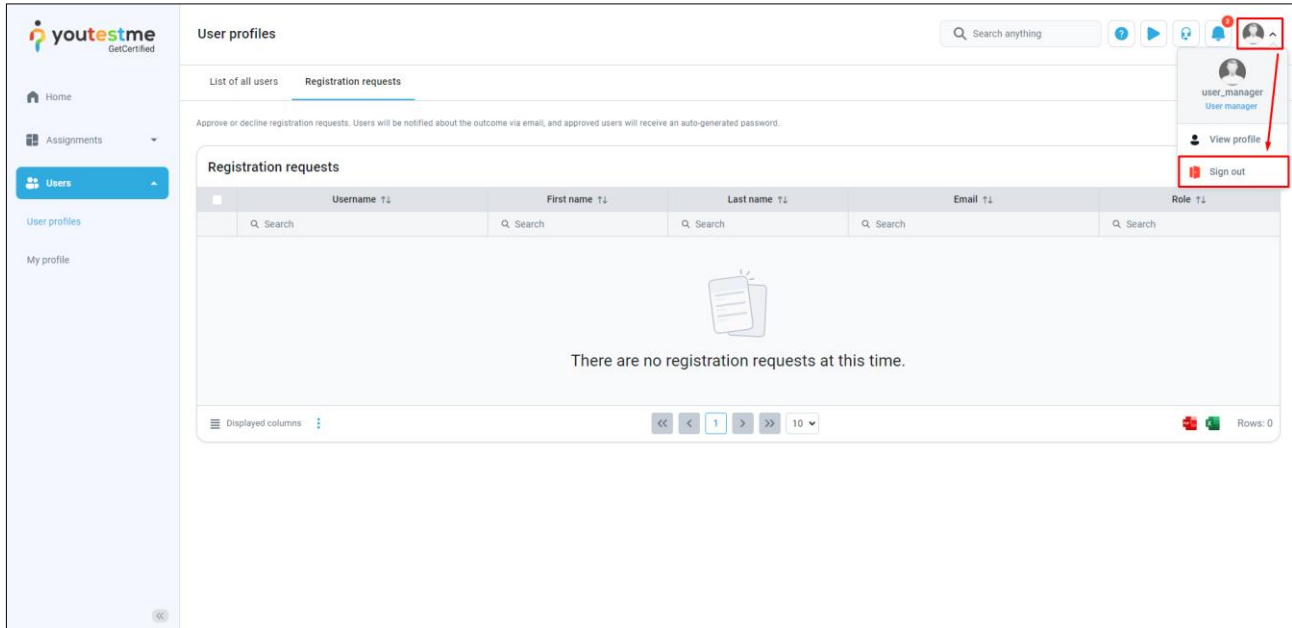
Note: You should receive an email in the Inbox immediately. Please check your Spam and Trash if you don't.

1. Click on the link from the email
2. Use the username and password from the email to log in

Note: All email notifications are fully configurable. In these instructions, you will see some basic examples.

Dear Ann Smith,

We are pleased to inform you that your registration request has been approved.

You can now access our platform at https://demo.youtestme.com/ytm52/ using the following login credentials:

- Username: ann.smith
- Password: 0P2esm$U8x4JX%7fV

Best regards,

YouTestMe
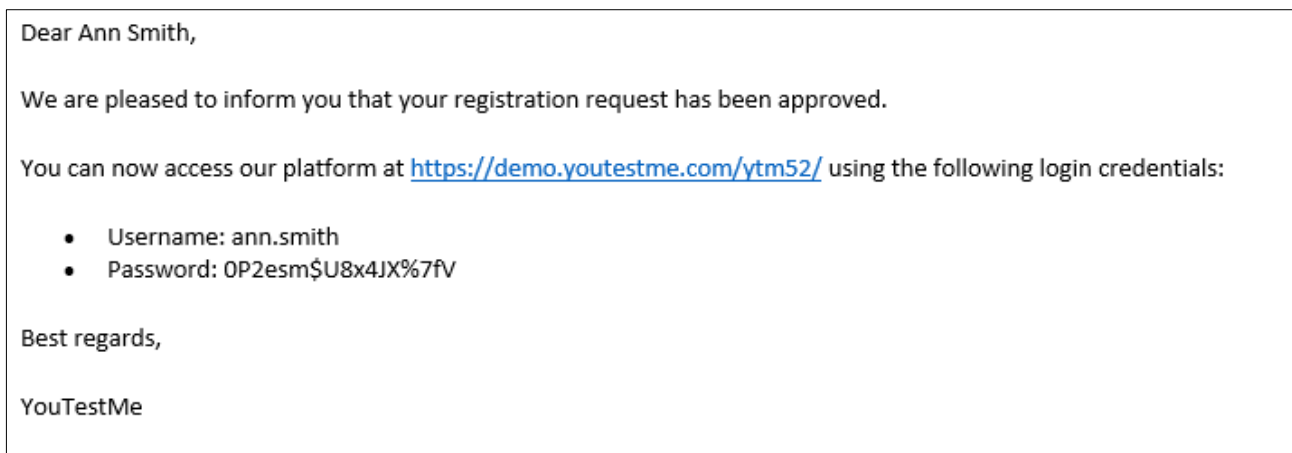
3 Scheduling the Time to Take the Exam

3.1 Choosing the Exam Session

- After logging in as a candidate, you will be directed to the "My Tests" page where you will see the available exams.
- In this trial environment, the "Insurance Essentials Exam" will be waiting for you.
- A single exam usually has multiple exam sessions predefined for it and candidates can choose when to take the exam.

To choose a preferred time slot:

1. Click the "Choose the session" button.
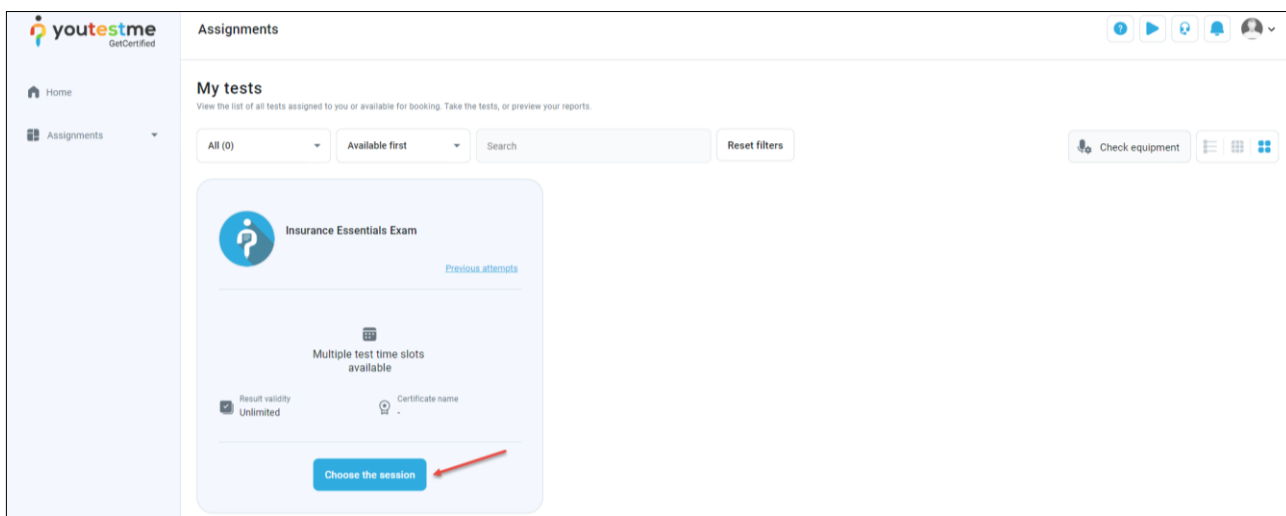
The new window will appear showing the availability of each session, the deadline to book the exam, and the seating capacity.

1. Purchase the "Global Session" we created for demonstration purposes.

3.2 Purchasing the Exam

After you pressed the "Purchase" button, you will be able to see the order details and the price.

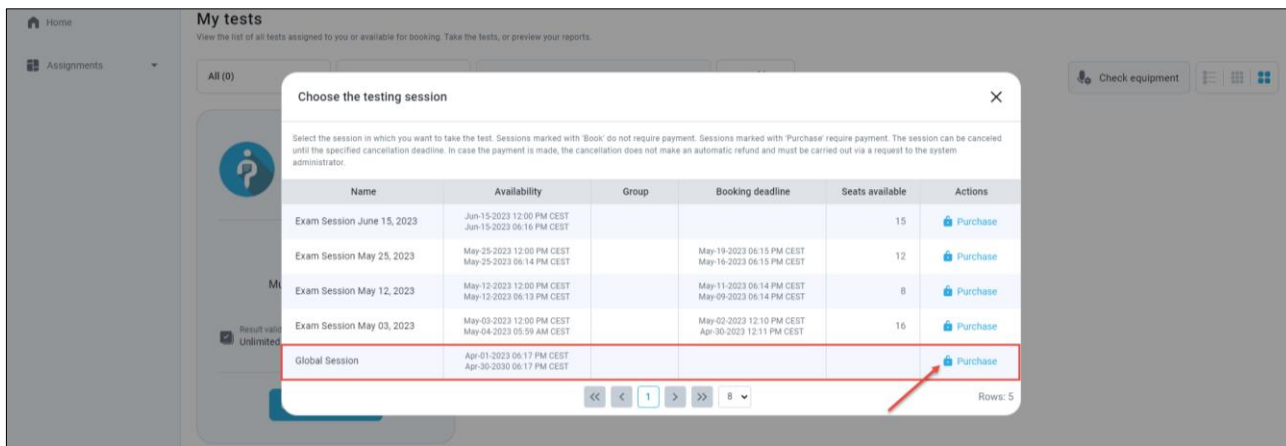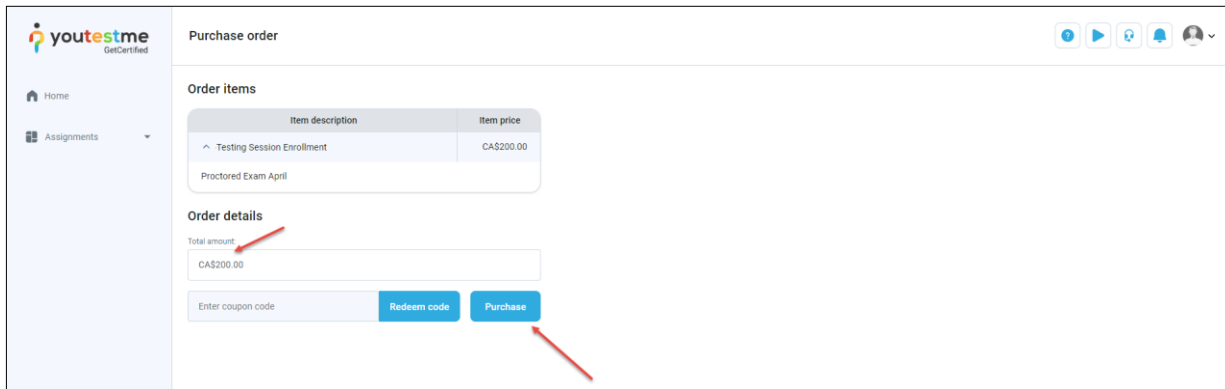A new window will appear where you can enter the card details.

For demonstration purposes, we have configured the Stripe account in test mode.

Please use the following details to explore the payment process:

1. Card number: 4242 4242 4242 4242.
2. Date: 04/24
3. CVC: 424
4. Name on card: *Enter any name*

5. Click the "Pay" button.
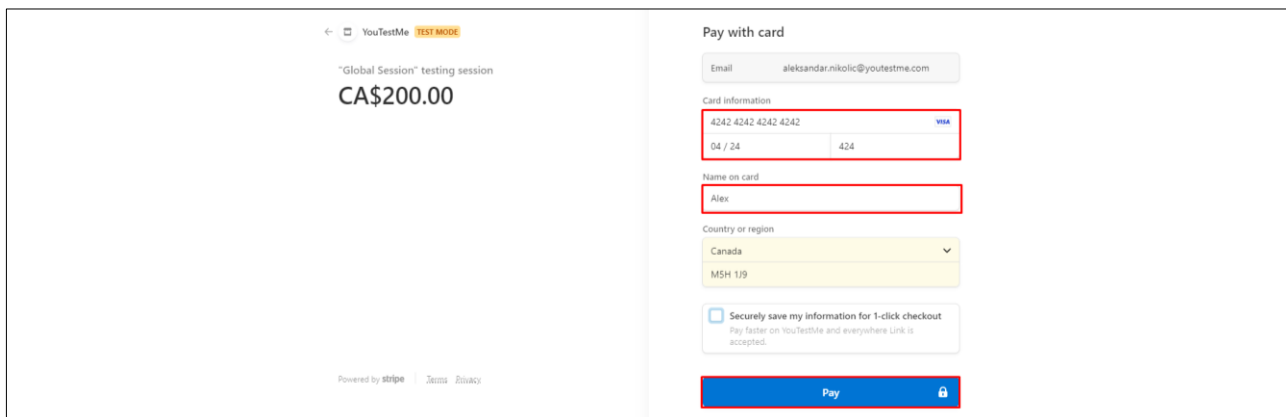
You will be redirected to the order details page where you can see the status and date of when the purchase order was completed.

4 Equipment Check and Starting the Exam

Once the exam is purchased, you will receive a confirmation email with all the necessary information and instructions for the exam.

You can start the exam using the direct link from the email or through the application.
In both options, we recommend checking your equipment first.

4.1 Equipment Check and Starting the Exam through the Application

1. Check the order details
2. Go back to your assignments
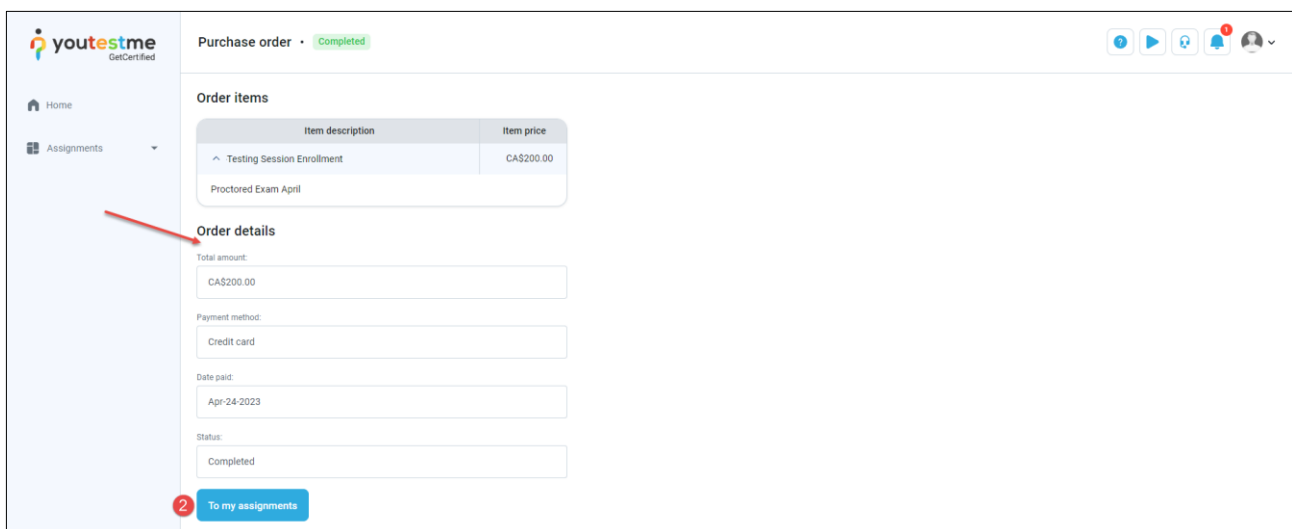
1. To check your equipment before the actual exam, click on the "Check equipment" button.
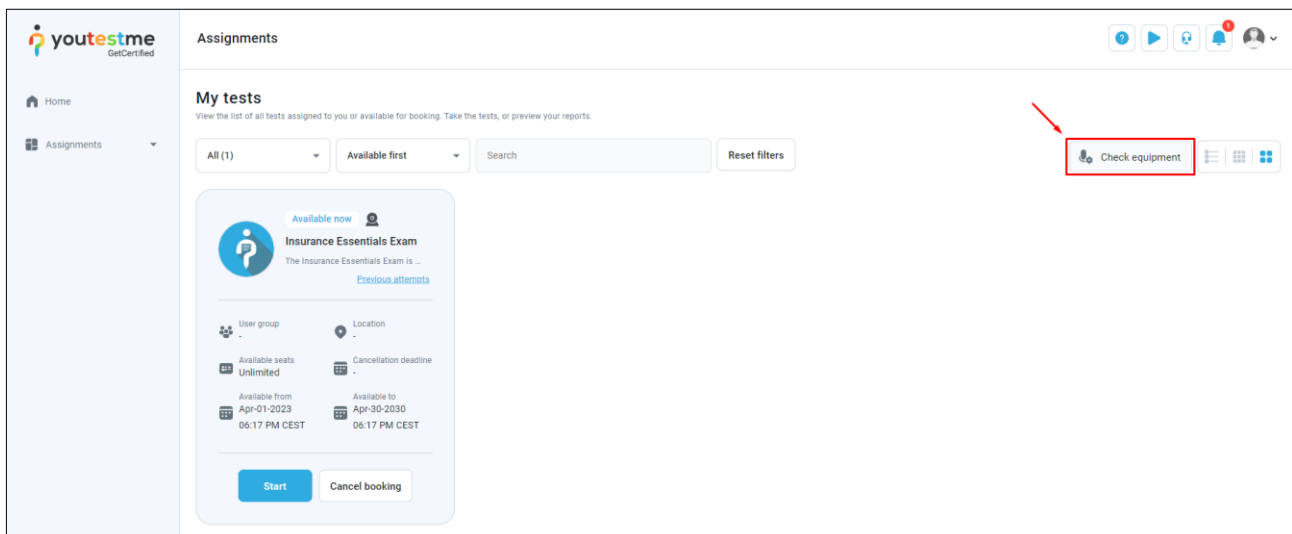
The equipment check process will start, and the system will check your equipment such as your browser, camera, microphone, and network to see if your equipment is functioning properly so your exam can be recorded correctly.
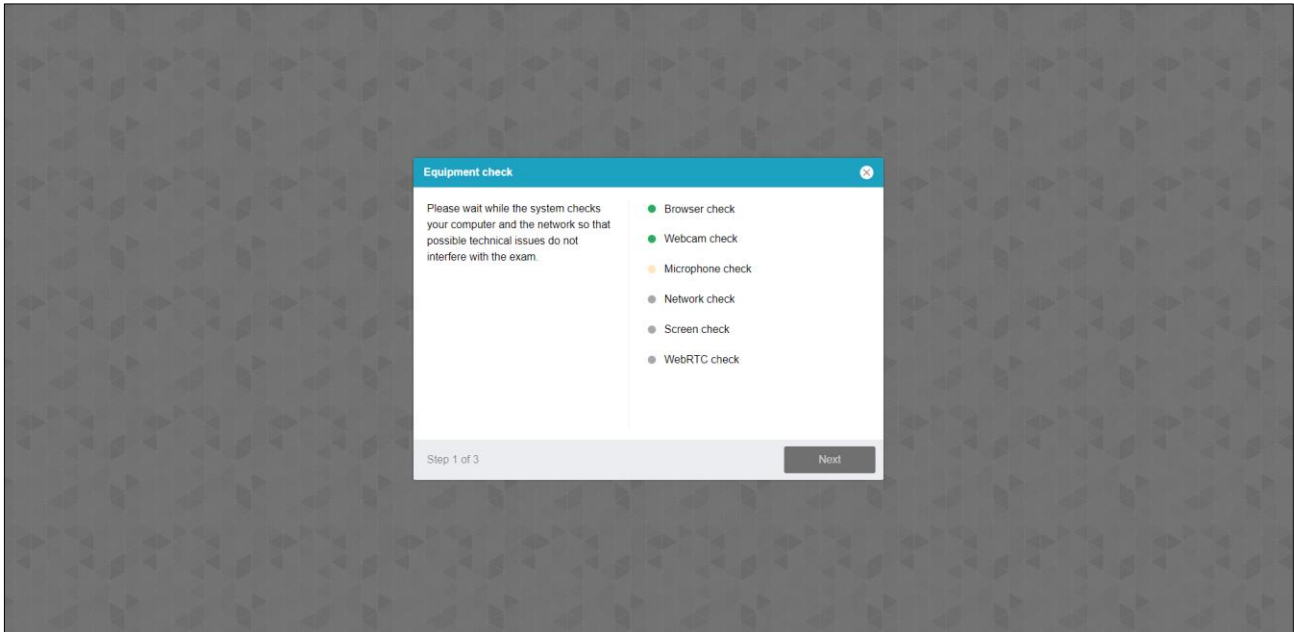
Once you are on the "Screen check" step, the system will require you to share your screen by:
1. Selecting the "Entire screen" option.
2. Selecting the preview of the screen
3. Clicking the "Share" button.
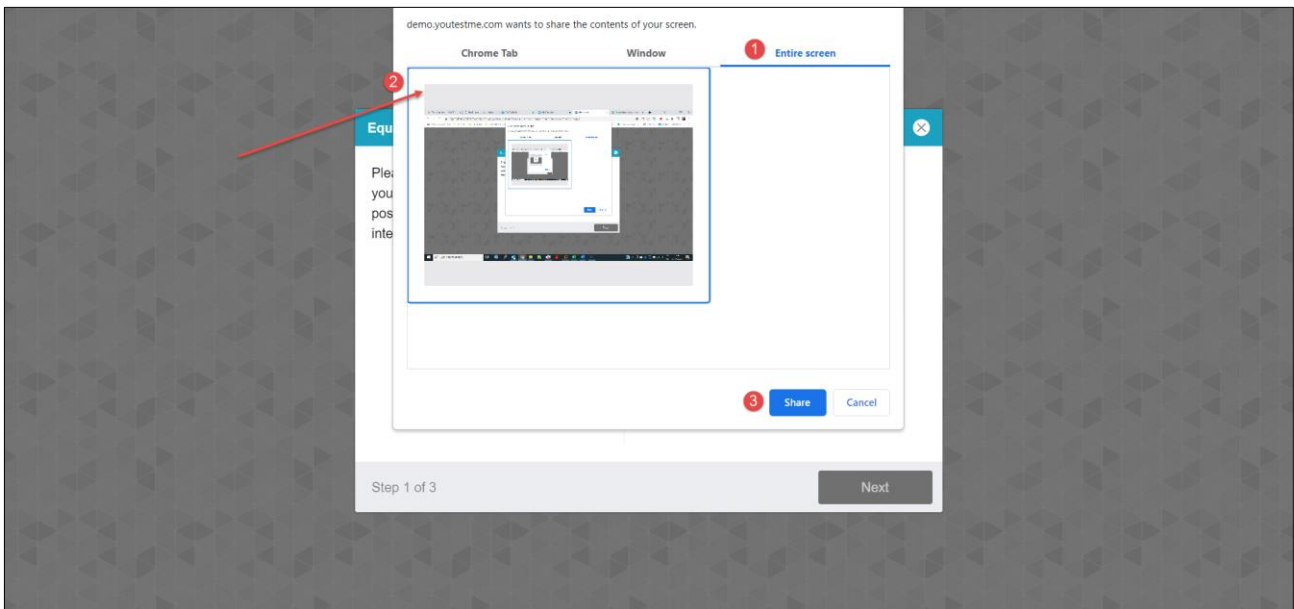
The next step is taking a photo of your face.

Your face must fit into the oval frame and you should:
1. Click the "Take photo" button.
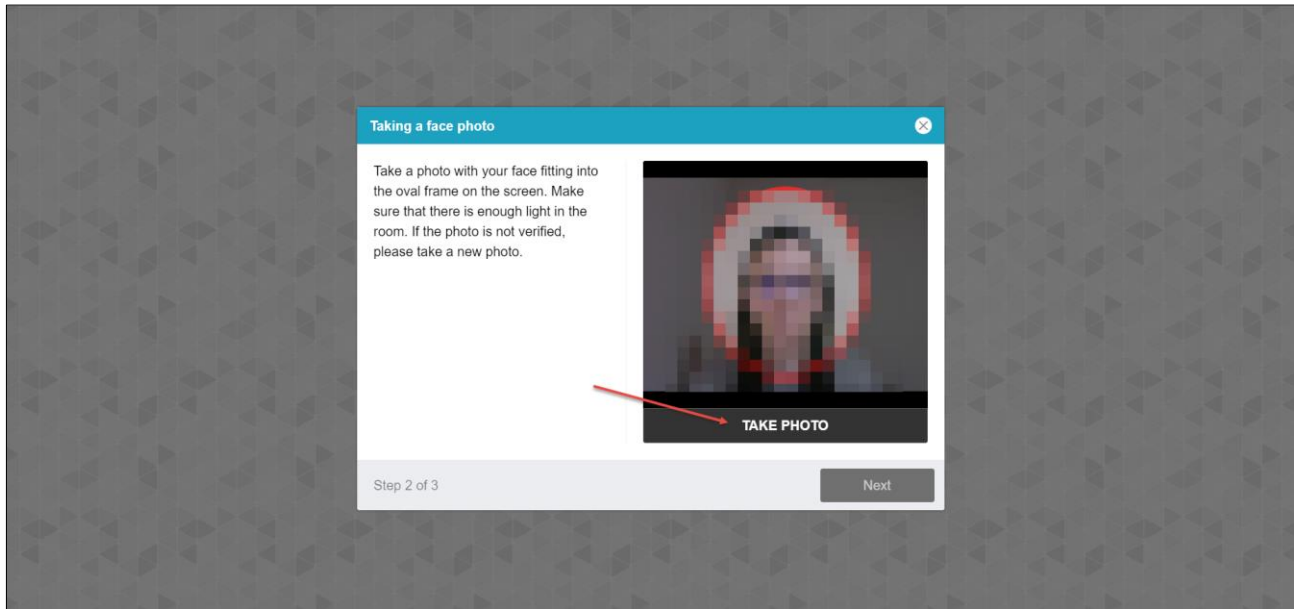
The next step is an overview of a room, there are two possibilities:
1. Press the "Start recording" button if you would like to use your computer camera to record your desk environment.
2. Press the "QR code" button if you would like to scan the QR code and record your environment using the mobile phone.
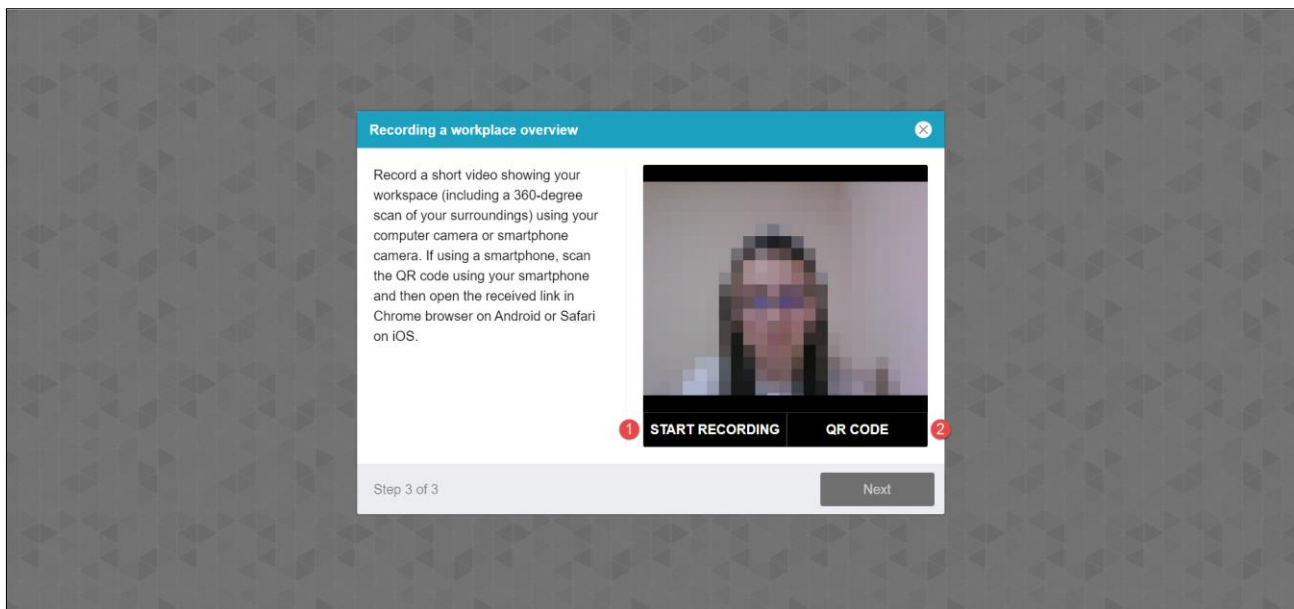
After you have checked the equipment, you can go back to the "My tests" page and start the actual exam.
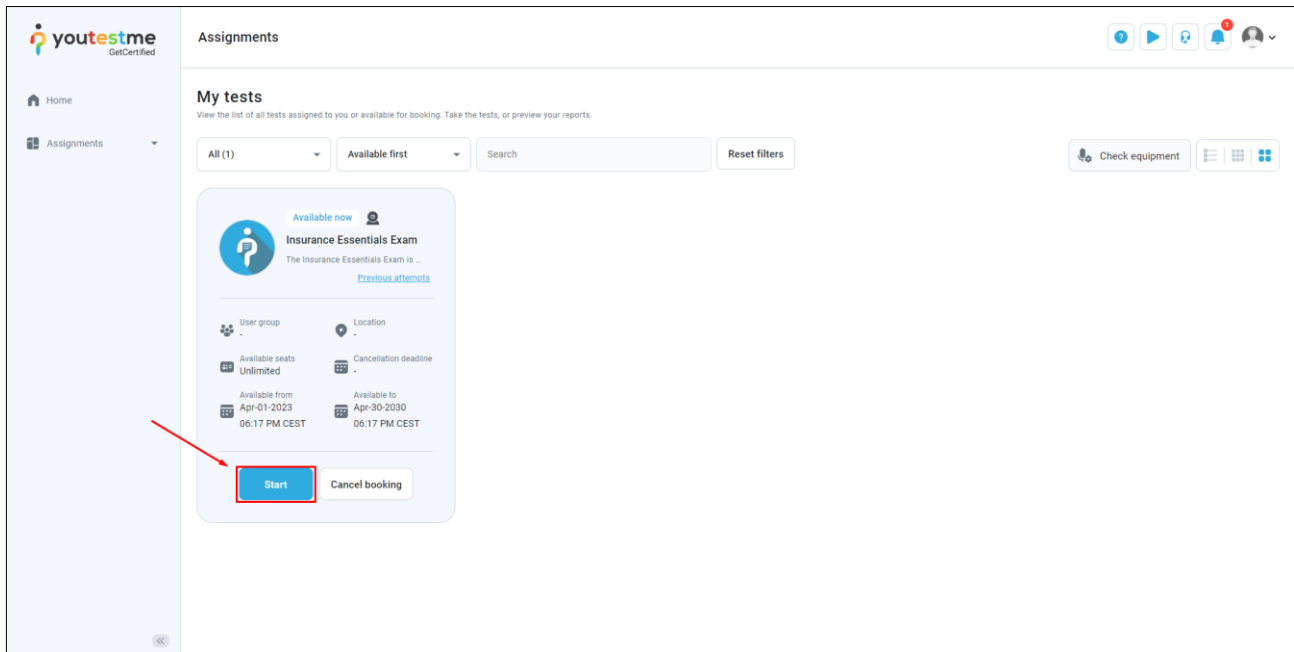
4.2   Equipment Check and Starting the Exam via Direct Links from Email

This is an alternative way of doing the equipment check and starting the exam.

Images below show parts of the email with links for equipment check and starting the exam.

Note: All email notifications are fully configurable. In these instructions, you will see some basic examples.

1. Review the test-taking guide for a detailed guide on proctored exams.
2. Prepare a valid ID such as driver's license, passport, or personal ID.
3. The exam will last for three hours and will start at Apr-01-2023 06:17 PM CEST.
4. Before starting the exam, please test your equipment using this link to ensure that everything is working properly.
5. Your exam will be recorded for a proctor to review your behavior afterward.

Dear Ann Smith,

Congratulations on booking the"Insurance Essentials Exam"! We're excited to have you take the next step in your journey to becoming a licensed insurance professional. To ensure that you have a smooth testing experience, please review the following instructions carefully:

Test Requirements:

1. You must have a computer with one display or monitor that is in proper working condition.
2. A working camera and microphone (built-in or external) are required.
3. Use Google Chrome or Mozilla Firefox as your web browser.
4. Ensure a stable internet connection.
5. Your exam space must be well-lit, with a closed door and no disruptions. It must be walled and you must be the only person present.
6. Your workstation must be clean and clear of all materials, with only your computer on the desk.

Exam Rules:

1. Stay within the camera view and keep your face visible throughout the entire test-taking process.
2. Do not communicate with anyone else during the exam.
3. Use only the materials provided within the exam.
4. Clear your desk of any papers or materials, even blank ones. You will have a notes section within the application to use.
5. Use the built-in calculator provided within the system, and not your own.
6. Use only one screen during the exam.
7. Do not wear headphones, smartwatches or use cell phones, except for contacting technical support if you have a problem.
8. You are not allowed to eat during the exam, but you can have beverages from a clear bottle/glass only.
9. Prepare yourself accordingly for the exam as breaks are not allowed.
10. Do not use other tabs.
11. Do not close the exam window unless you are finished.
12. Do not stop sharing your screen.

Breaking any of these rules may lead to your exam being deemed invalid.

Important information and instructions:

1. Review the test-taking guide for a detailed guide on proctored exams.
2. Prepare a valid ID such as driver's license, passport, or personal ID.
3. The exam will last for three hours and will start at Apr-01-2023 09:34 PM CEST.
4. Before starting the exam, please test your equipment using this link to ensure that everything is working properly.
5. Your exam will be recorded for a proctor to review your behavior afterward.

After carefully reviewing the instructions, please begin the exam using this link. **Remember to start the exam at the scheduled time specified in this email. Take note of the time zone indicated in the email to ensure that you commence the exam at the correct time.**

5 Exam-Taking Process

Whichever option you choose, the "Instructions" window will appear where you can see some information about the exam such as the passing mark, the time, and exam instructions. Once you are ready just click the "Start" button.
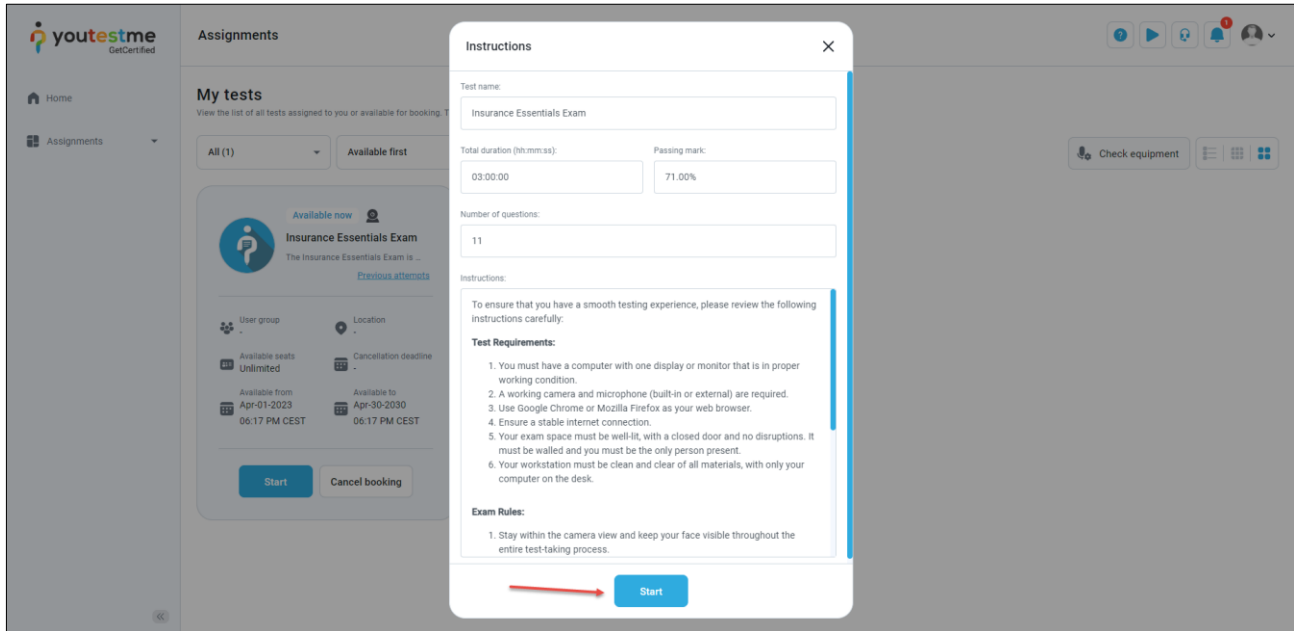

The equipment check process will start, and the system will check your equipment such as your browser, camera, microphone, and network to see if your equipment is functioning properly so your exam can be recorded correctly.

After completing all the necessary steps, you will be prompted to share your screen once again to begin the exam.

On the exam-taking page, you will have access to several features, including:

1. Easy navigation between questions using the "Previous" and "Next" buttons.
2. Clear display of the question and answer text.
3. The ability to open any relevant materials attached to the exam.
4. A countdown timer showing the remaining time.
5. A progress bar to help you keep track of your progress.
6. A legend showing which questions have been answered and which have not. You can navigate to unanswered questions directly from this legend.
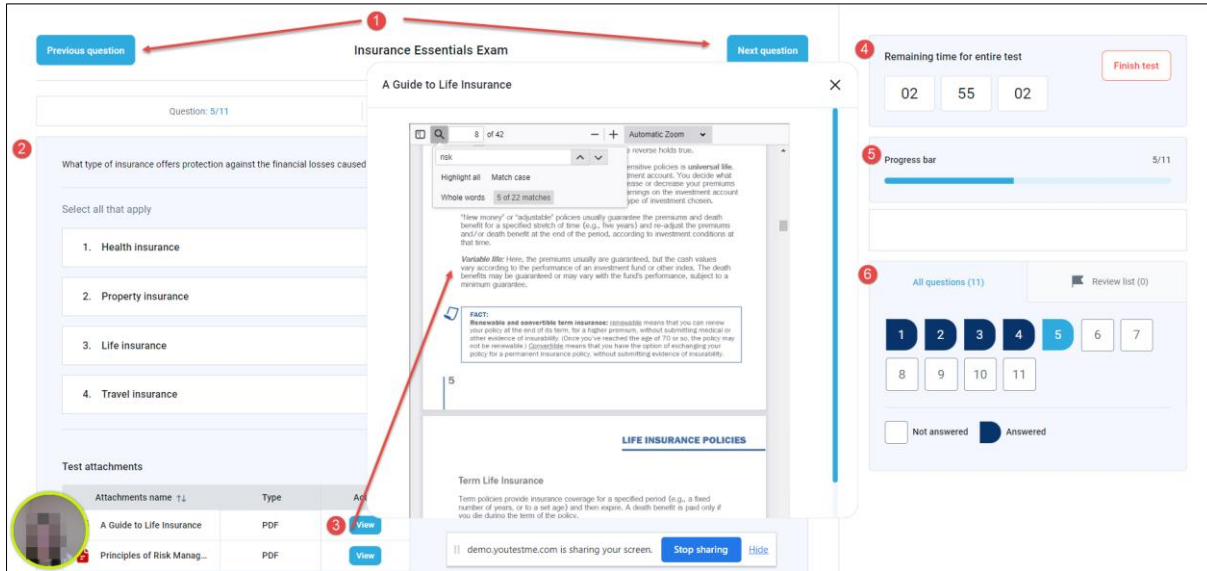

7. The ability to open the instructions again for reference.
8. Access to a calculator.
9. The option to give feedback on any question.
10. Warning messages if any violations are detected.
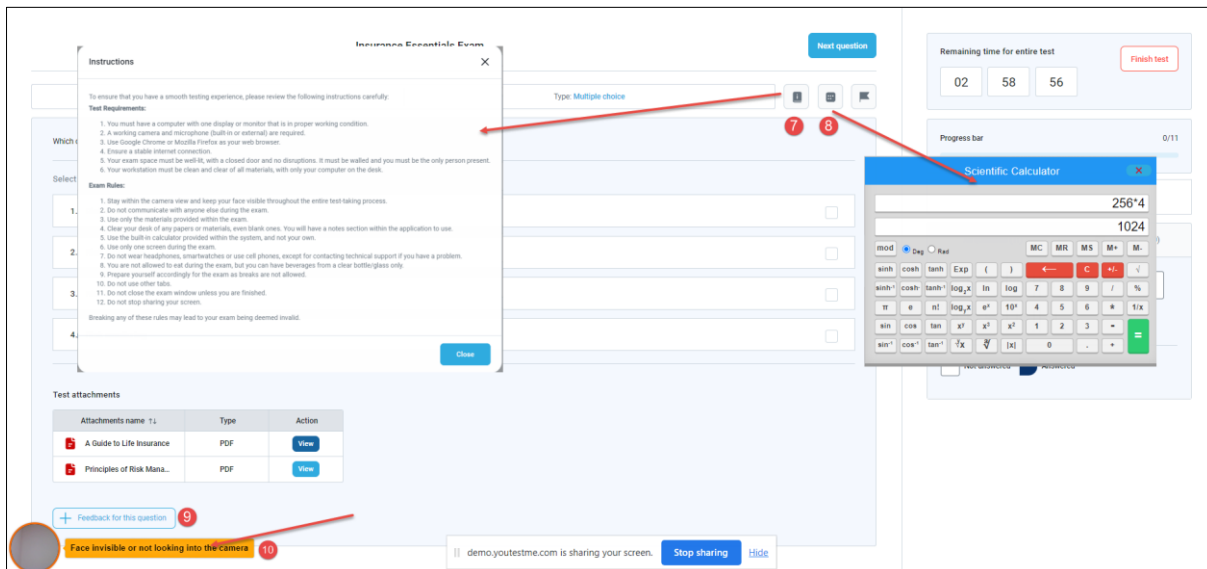
6   Finishing the Exam

Once you have completed the exam, click the "Finish test" button. A confirmation dialog will appear, showing any questions that may have been skipped, allowing you to return and answer them.
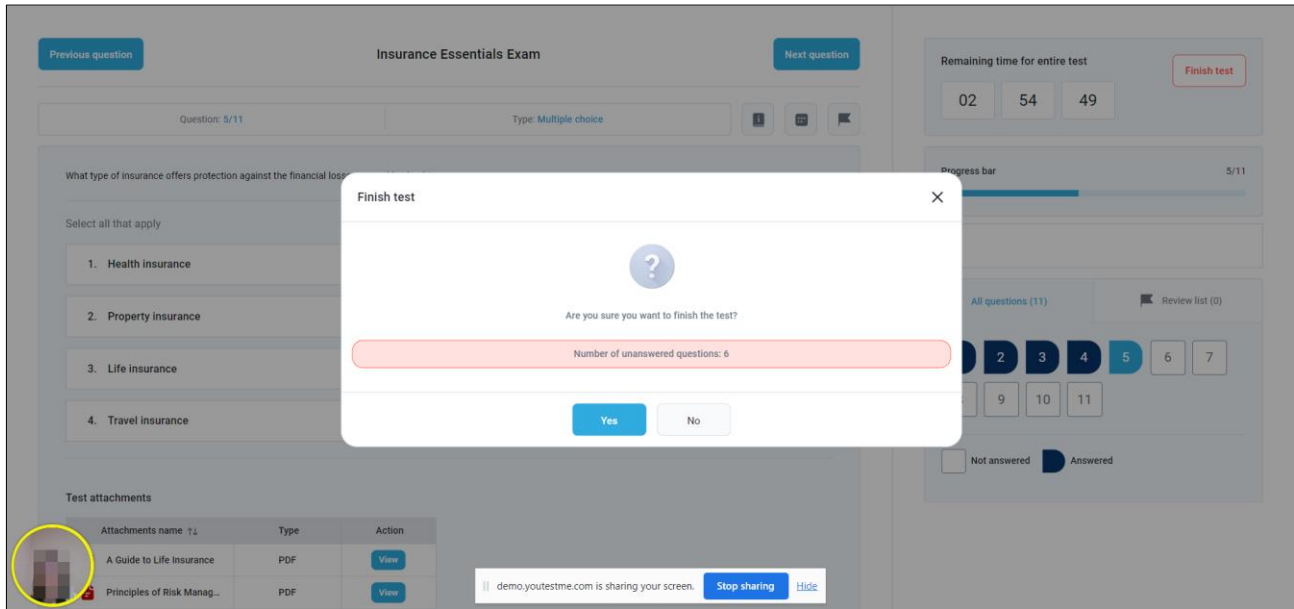
After finishing the exam, you will receive a message that the report will be available after it has been reviewed by a manager.

Note: This panel is customizable.
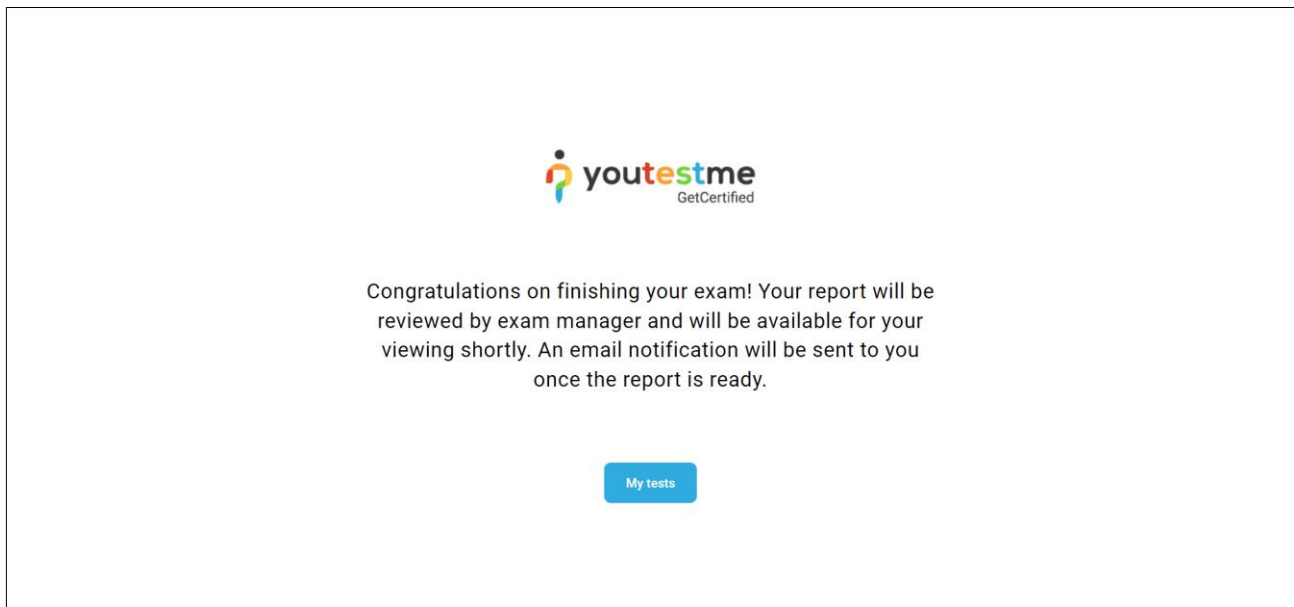
7 Reviewing the Recording and Proctor's Comment

After the exam session with automated AI-based proctoring, the proctor/administrator would want to check the candidate's recordings and AI-generated reports.

Note: In the case of live proctoring where the human proctor and AI are monitoring the candidates at the same time, reviewing the recording is not mandatory, unless there was suspicious behavior.

In this example, we will show you how to review the recording as an administrator, after the proctor has left their feedback. To do that, log in as an administrator using one of the following accounts:

Note: **Before you sign in as an administrator, make sure to sign out from the candidate's profile!**

Username	Password
klai_admin	Admin12#
examinations_admin	Admin12#

Once you are logged in, you should:
1. Select "Manage tests" from the "Tests" menu.
2. Open the "Insurance Essentials Exam".
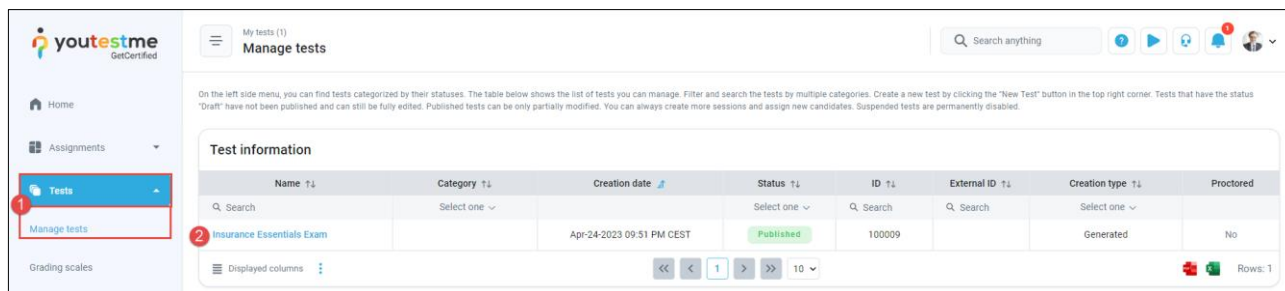
1. Open the "Monitoring" tab.
2. Select the Global Session (the session that you want to review).
3. Click the three dots next to Carmela Miller.
4. Select "Proctoring report".

Note: You can examine any of the candidate's recording, however, we recommend the **recording of Carmela Miller** as we created it so that it contains a great demonstration of suspicious behavior.

To thoroughly go through the Record & Review process, please see the exam proctoring article.

For now, we will let you know that you should focus on the red parts of the timeline:
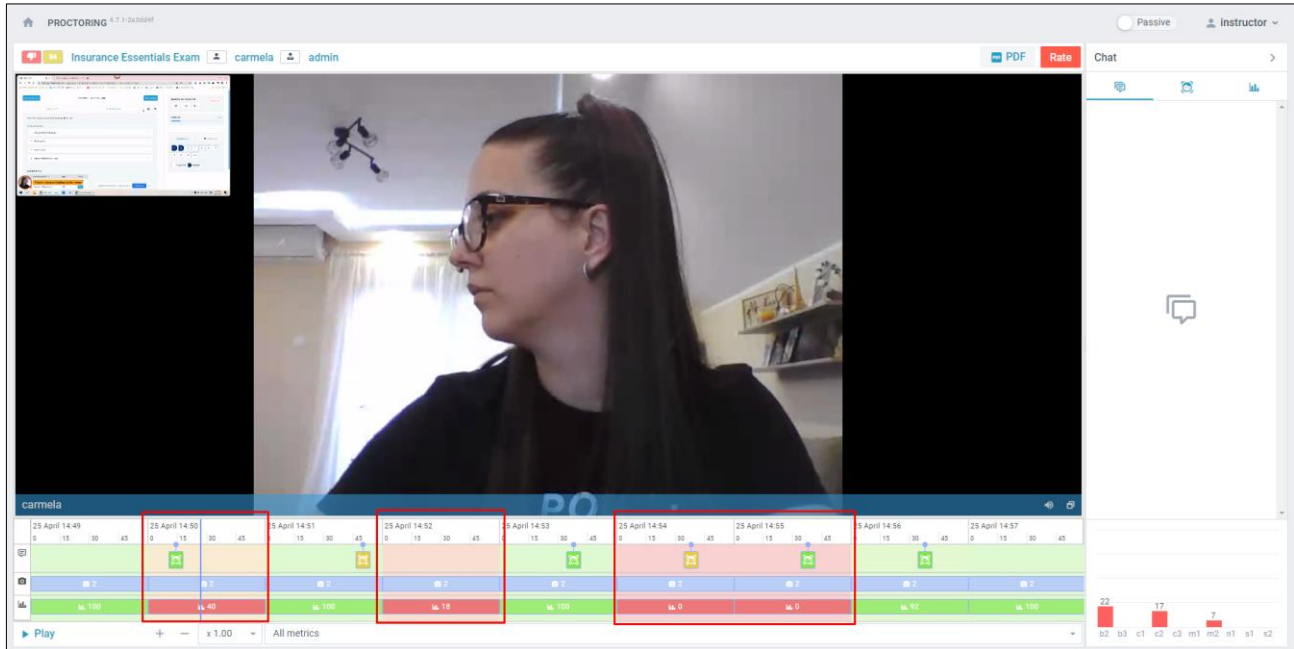
In these parts, AI noticed suspicious behavior, which you can examine. For example:
- In the image above, you can see that the candidate is not looking into the camera
- In the image below, you can see that the candidate is completely absent.
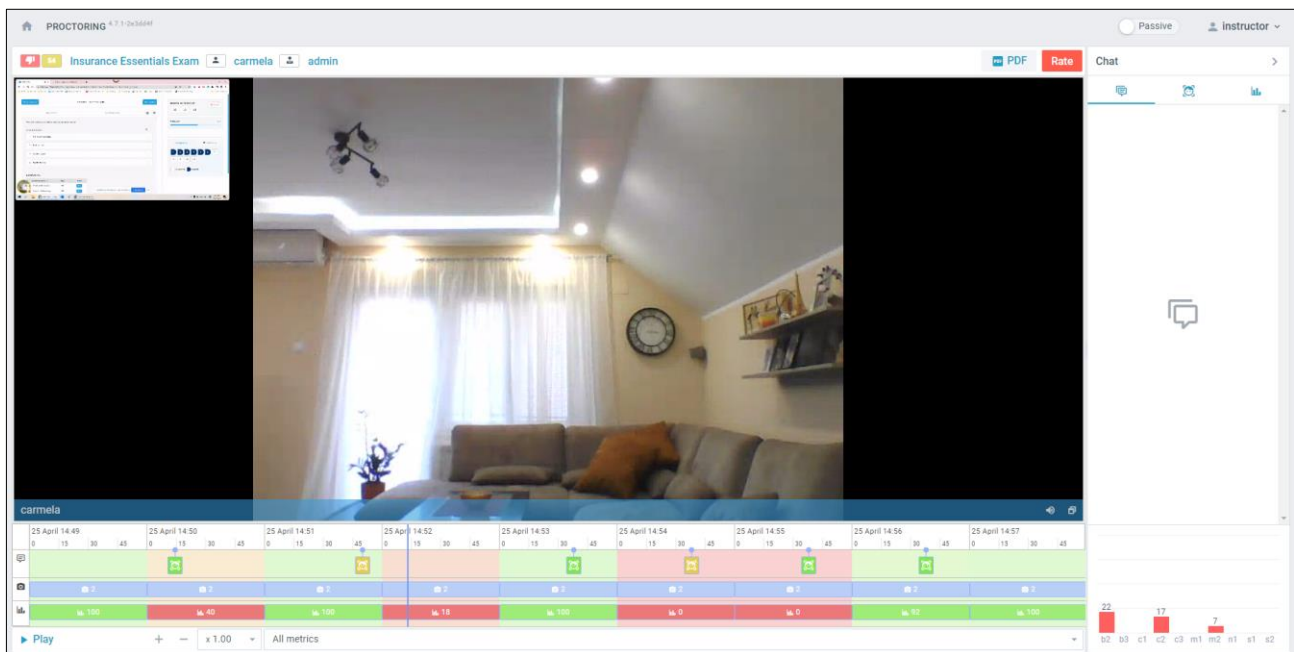
8 Reviewing Results and Releasing Reports

Typically, what you also want to do as an administrator, after the exam session is complete, is to review candidates' individual results. To do that, follow these steps:

1. Click the "Candidates" tab.
2. Click the three dots icon and select "Report".
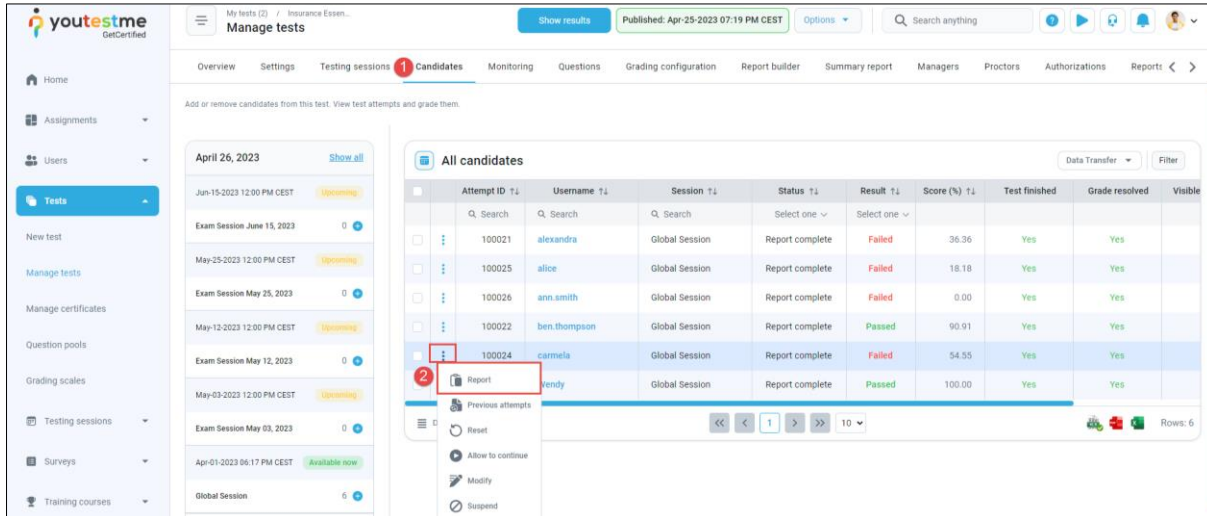
In the candidate's report you can see:

1. A summary of information such as the result, achieved score, and exam start and finish times.
2. Proctoring grade and comment.
3. Aggregated reports per question pool, which describe but do not affect the score and can help candidates focus on certain topics.
4. All questions, candidates' answers, and correct answers.
5. You can export the candidate's reports.
6. Verify the candidate's result to preserve the result from any subsequent changes in grading.
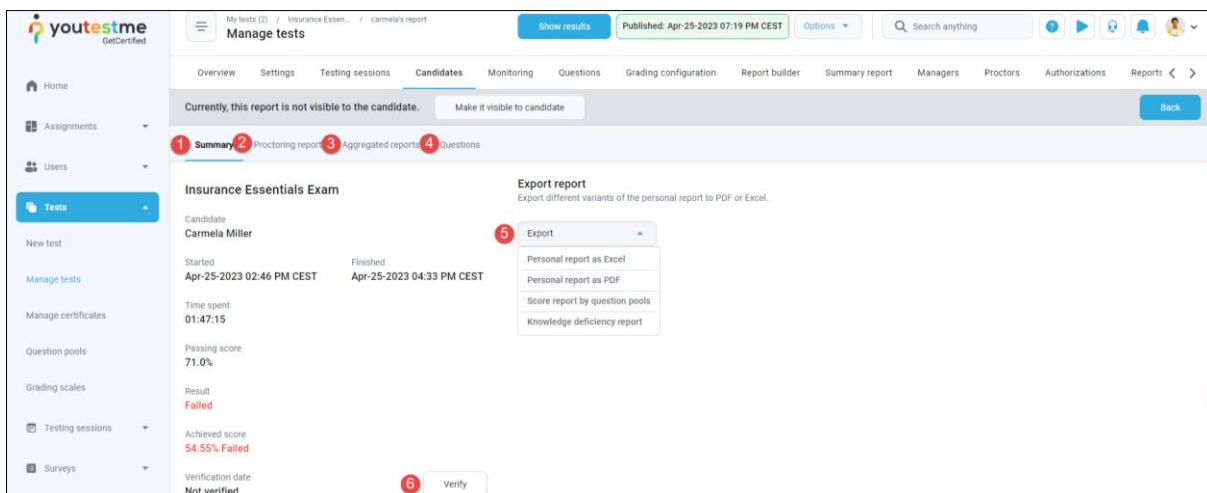
7. You can also select multiple users and, under the "Actions" menu, select "Verify selected attempts".
8. When you're ready, click the "Show results" button to release the report to candidates.
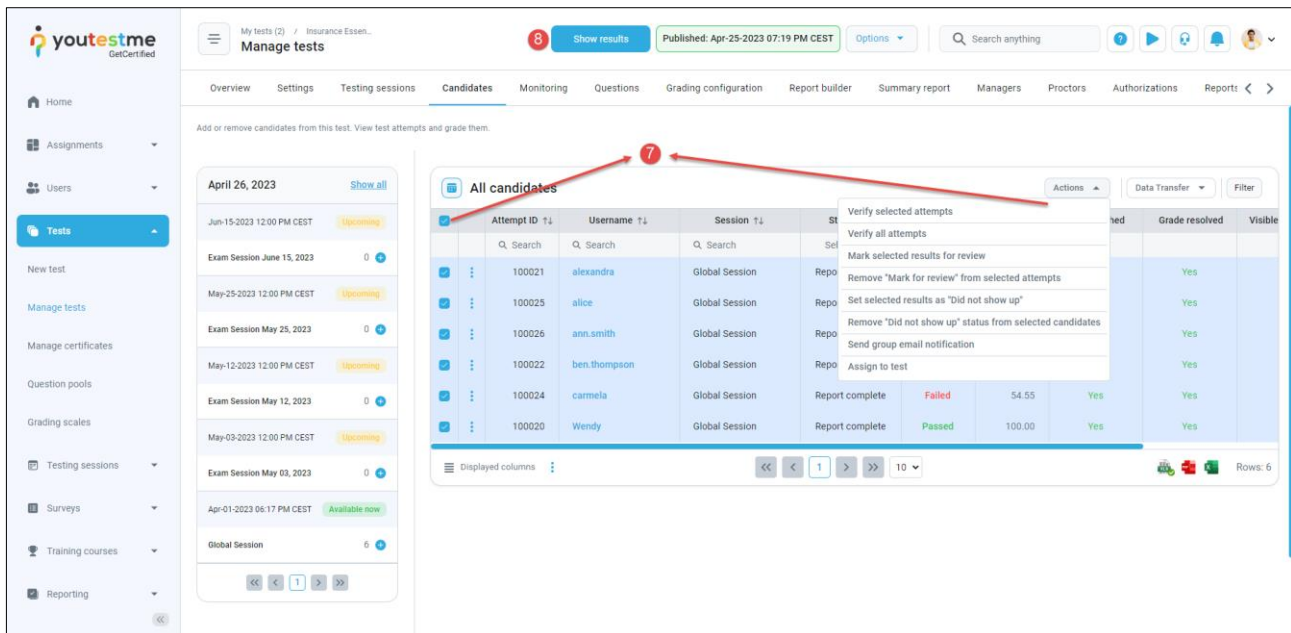
As soon as you click the "Show results" button, candidates will receive an email with a link to their report that does not require logging in.

Note: All email notifications are fully configurable. In these instructions, you will see some basic examples.

Dear Ann Smith,

We are pleased to inform you that your results for the "Insurance Essentials Exam" are now available. To access your report, please click on the this link.

As soon as you click on the link, you will be directed to your personalized report. You will be able to see your score, results, and all your answers. Please note that no login is required to access your report.

If you have any questions or concerns about your report, please do not hesitate to contact us. Our team is always happy to assist you and answer any questions you may have.

Thank you for participating in the "Insurance Essentials Exam". We hope that you found the experience valuable and informative, and we wish you all the best in your future endeavors.

If you have taken the exam as a candidate and have typed in your real email address, you will receive the email notification yourself and can access the report from the candidate's perspective by clicking on the link in the email.

Note: **Before you sign in as a candidate, make sure to sign out from the administrator's profile!**

You will be presented with the following page.
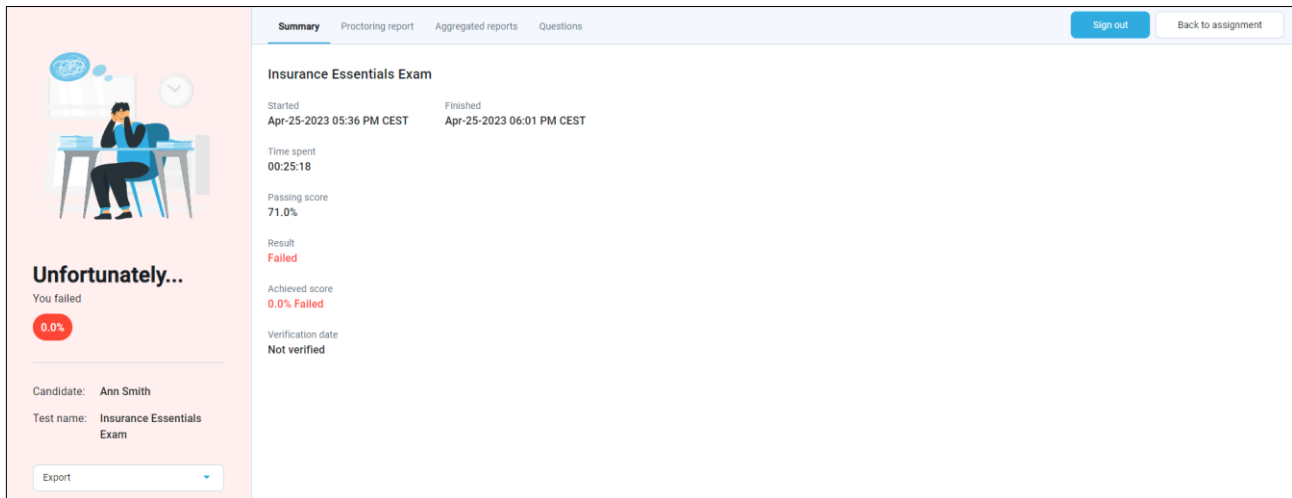
9 Conclusion

Hopefully, you've done better than the candidate in this example. 😊

If not, you can always take the exam again after a certain time has passed (e.g., 3 months), which is determined by the administrator / exam manager and is covered in the Exam Administration step-by-step instructions.

If you reached the end of these instructions, you should have a solid idea of the exam registration and exam-taking process in YouTestMe.

There are many other options and combinations, but in this simplified scenario, we tried to depict the process in an easy-to-digest manner for first-time users.

Hopefully, you found them helpful, and we will see you in the next one!