

2019

YouTestMe

Frequently Asked Questions - Support

This document answers frequently asked questions.

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1 Introduction

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

2 Common Questions and Answers

2.1 Administrator

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

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

2.1.2 Can the system automatically grade tests?

The system can automatically grade 6 out of 8 question types. It cannot automatically grade fill in the blanks and essay question type.

2.1.3 Is test scheduling available?

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

2.1.4 How can I assign candidates to take the test?

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

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

2.1.5 Where can I see the uploaded users?

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

2.1.6 Can I change the colors of the application?

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

2.1.7 Can the application be branded with our logo?

Yes, you can change the logo of the application. This can be done from the “System Preferences” tab, located under the System settings module.

2.1.8 Can the tests be time-limited?

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

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

As long as the created test is not scheduled, you can change all its settings (questions, duration, pass mark, etc.).

If the test is created and scheduled, you can edit only the following settings:

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

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

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

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

2.1.11 Are multiple formats of questions available?

Yes, the system supports 8 question types:

- Single choice,
- Multiple choice,
- Matching,
- Ordering,
- True or false,
- Fill in the blanks,
- Essay,
- Open question.

2.1.12 Can the questions be defined by difficulty?

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

2.1.13 Can the system organize questions into categories?

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

2.1.14 Is it possible for question order to be randomized?

Yes, questions can be shown in random order, and with large enough pool of questions, each student can have a different set of questions.

2.1.15 Is it possible to group users?

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

2.1.16 Is it possible to modify access to different users?

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

2.1.17 Does the system provide feedback to candidates?

Yes, the test managers can add feedback that is displayed to a user once he/she receive the report.

2.2 Student

2.2.1 I started the test, but I cannot continue it. The test status is “In progress”. What should I do?

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

2.2.2 How do I test my equipment for proctored test, and who to contact if something goes wrong?

The application itself will test your equipment before entering the test, but if you want to double-check open this link: <https://proctored.com/check>. You can always contact us at support.youtestme.com if you have any further questions.

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

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

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

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

2.2.5 I am not able to log in to the application. What should I do?

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

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

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

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

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

2.2.8 How do I know that I’ve finished the test correctly?

After you finish the test, you will be notified that “the report will be available after the test manager reviews it”, this message is displayed only when the test is finished.

2.2.9 I have exited the application, what should I do?

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

2.2.10 My screenshare froze, how to resolve this issue?

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