
CTE Skill Certificate Program: Frequently Asked Questions

Quick Reference Guide for Teachers

Technical Support

For technical support please contact: support@precisionexams.com

For immediate assistance please call: 801-653-9356

Teacher Training

- Where can I learn more about the new CTE online testing system?
 - Training documents are provided on the training site provided by Precision Exams. The URL for the training page is: <http://www.precisionexams.com/usoe/welcome/training.php>

Before Testing

- What are the system requirements?
 - Internet Explorer version 7.0 or higher
 - Mozilla Firefox 3.0 or higher
 - Safari 3.0 or higher
 - Enable JavaScript in your browser
 - Screen resolution 1024x768 or higher
 - Disable pop-up blockers
- What if a student cannot log in?
 - Ensure that the student has registered. From the CTE Welcome Page (www.precisionexams.com/usoe), select the **Student Login** tab, and then **Register Student**.
- What if a teacher cannot log in?
 - Ensure that the teacher has registered. From the CTE Welcome Page (www.precisionexams.com/usoe), select the **Teacher Registration** tab, and then follow the four registration steps.
- What if I don't know my CACTUS ID number?
 - Your CACTUS ID number is your state licensure number. If you do not have a CACTUS ID, or the system doesn't recognize your number, choose the "No CACTUS ID" option box from the Teacher Registration screen. Not all teacher licensure numbers are in the current testing database. A user ID will be generated for you (please allow 24-48 hours for processing).

- What if I can't see registered students in my class?
 - Registered students will not appear in the Class View until they enter the Test Code into the Student Login screen. Once this happens, they are immediately associated with a teacher and will show up in the teacher's class. Clicking on the refresh function on the teacher's screen will update the view.
- Can students take a practice exam?
 - Yes. Any registered student can take a practice exam (e.g., Sample Test) in order to familiarize themselves with the exam interface. Follow the registration instructions for teachers and students, and then add a class and Sample Test to your teacher account.

During Testing

- What if the test doesn't launch after the student enters the Test Code?
 - Try re-entering the **Test Code**. Test codes are case sensitive; they are UPPERCASE, alphanumeric (i.e., they contain both letters and numbers), and eight characters in length.
- What if the student is "connected" to the test, but the test doesn't launch?
 - The teacher has not "authorized" the exam. From the proctor screen, select the student, then "authorize" the exam. The "Proctor Authorization," and "Test Loaded" boxes will update on the student screen. The student can then launch the exam.
- What if a student accidentally hits the Submit Test button?
 - The student will see a "Warning" screen asking them if they are sure they want to submit the test. Select "No." The test will not be submitted unless the student selects "Yes." If a student accidentally submits the test by selecting the "Yes" button, please contact technical support to re-open the test.
- What if the Internet connection is lost during the test?
 - Once the Internet connection is re-established, ask the student to log back in and launch the test using the Test Code. The students' answers should be saved allowing them to resume where they left off before the Internet connection was lost. If their answers are not saved, contact technical support immediately.

After Testing

- What if the student completed the test, but I don't see a score?
 - Contact technical support immediately.
- How do I print a certificate?
 - From the proctor view, select students, then select "Print Certificates." The Test Name and Student Name will launch in a PDF document. Load the pre-printed CTE Certificate paper in your printer, and print the certificate using the print function.
- What if I know the student passed, but I still can't print a certificate?
 - It's likely that you have not set the Performance Requirements for the student. Before printing a certificate the Performance Requirements must be set to Yes.