



YouTestMe

CVA – 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.

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

2 Requirements for test-taking

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

1. A working camera
2. A working microphone (or headphones with a microphone)
3. A stable and fast Internet connection
4. An ID
5. Desktop or Laptop computer
6. Chrome or Firefox browser

Note: Google Chrome is recommended.

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.
4. You are permitted to use only a single monitor. If you require the use of two screens for medical reasons, please reach out to CVA for authorization.
5. If you are using a magnification tool, please ensure that it is turned off during the equipment check portion of the test. You may activate it once the equipment check has been completed.

3 Important notice

- 1) Before taking the CVA Exam, you **MUST** take a Trial Test:
 - For the April Exam – March 14-25 (Monday - Friday)
 - For the October Exam – September 13-24 (Monday - Friday)

The purpose of the Trial Test is to:

- test your equipment
- get familiar with the application and the test-taking process

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

2) The YouTestMe Support team is available to all CVA candidates to assist you with technical questions or issues. The schedule below summarizes the important timeframes for the Trial Test, the CVA Exam, and the Support services:

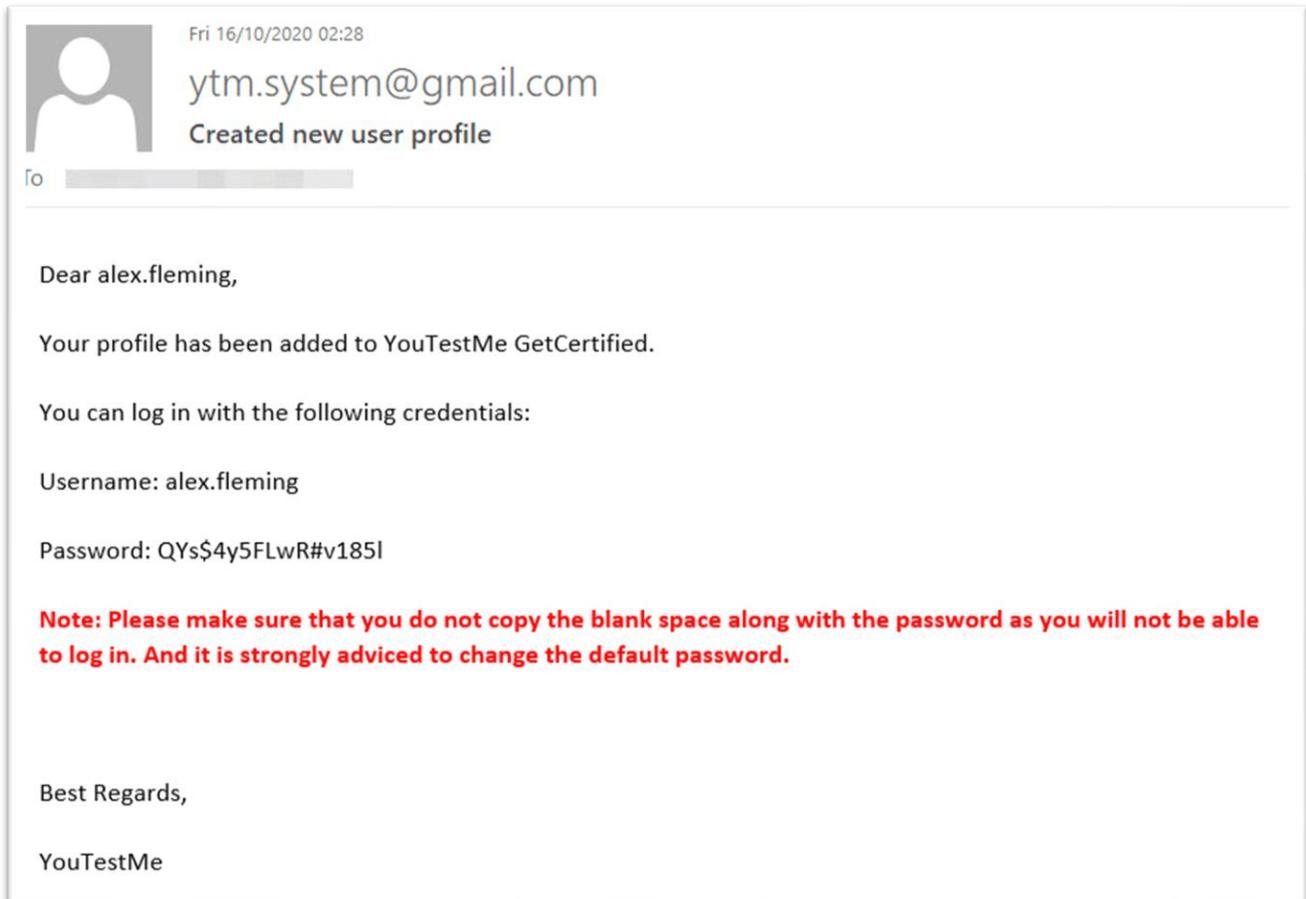
	DATES when I can take the test	HOURS when I can take the test	Support Response Time
Trial Test	<p>March 14-25 (Monday - Friday) (for the April Exam))</p> <p>September 13-24 (Monday - Friday) (for the October Exam)</p>	<p>12:00 Noon to 8:00 p.m. Central Time</p> <p>Weekdays only: Monday through Friday</p> <p>Note: You can take the test outside of this time, but if you experience any problem support, the team will not help you.</p>	<p>As soon as possible, within 8 hours or less</p>
CVA Exam	<p>April 1-14 (weekdays or weekends)</p> <p>October 1-14 (weekdays or weekends)</p>	<p>Monday – Friday: 12:00 Noon to 8:00 p.m. Central Time</p> <p>Saturday and Sunday: 12:00 Noon to 5:00 p.m. Central Time</p> <p>Note: You can take the test outside of this time, but if you experience any problem support, the team will not help you.</p>	<p>Immediate response during the stated hours</p>

3) Support contact information:

Phone:	+1 888 418 1718
Email Address:	ccva-support@youtestme.com

4 Receiving credentials

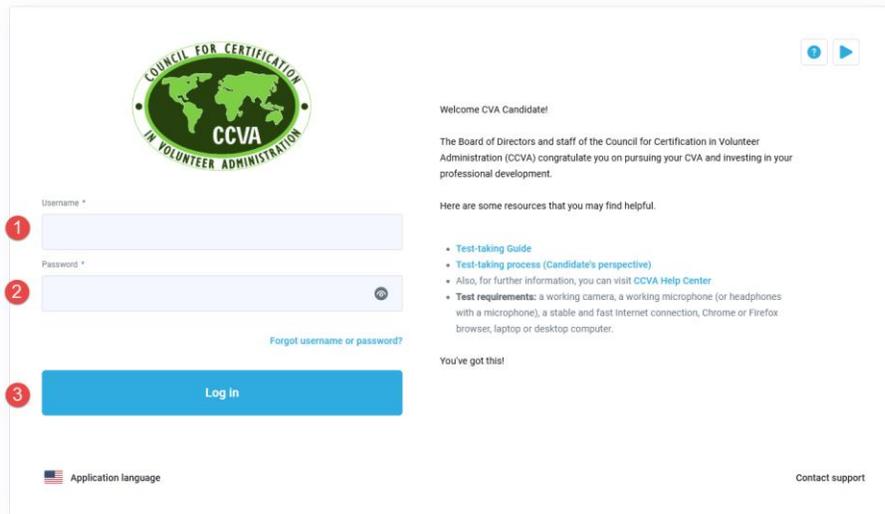
Three days before the Trial Test starts, you will receive an email with your credentials. Below is [an example](#) of the email you will receive:



5 How to access the platform

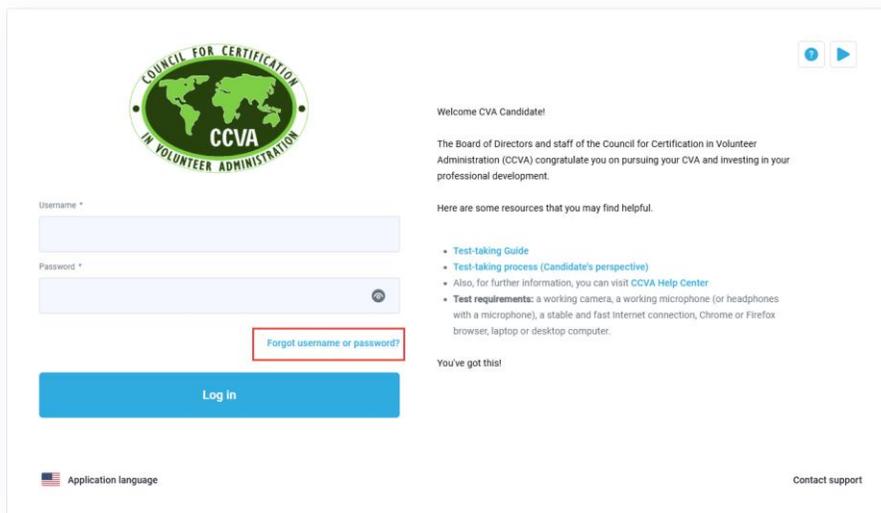
To access the platform for taking the Trial Test and the official CVA Exam, please go to <https://ccva.youtestme.com> and enter your credentials:

1. Enter your username.
2. Enter your password. In case you changed your password, please use that one instead. If you forgot your password, use the forgot password option.
3. Click the “Sign in” button to enter the platform.



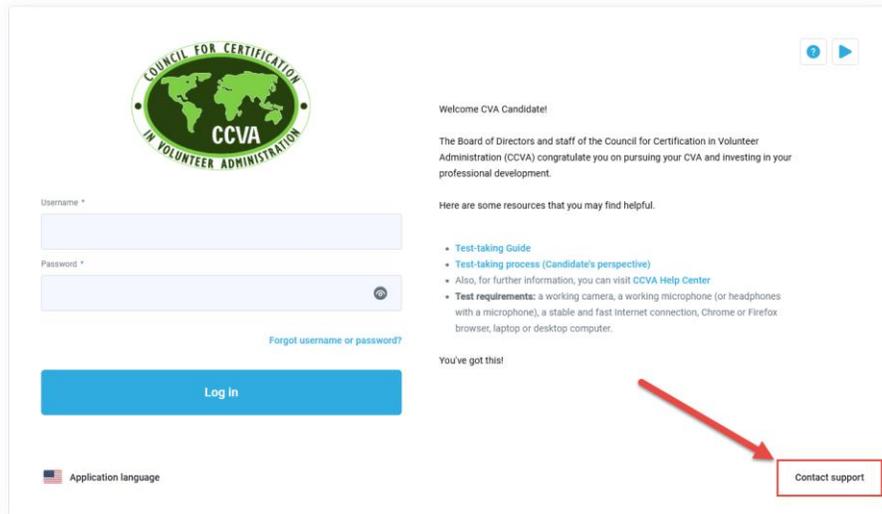
The screenshot shows the CCVA login interface. At the top left is the CCVA logo: a globe with 'COUNCIL FOR CERTIFICATION' and 'CCVA IN VOLUNTEER ADMINISTRATION' around it. Below the logo are three input fields: 'Username *' (with a red '1' callout), 'Password *' (with a red '2' callout and a toggle icon), and a blue 'Log In' button (with a red '3' callout). A link 'Forgot username or password?' is positioned below the password field. To the right, there is a 'Welcome CVA Candidate!' message, a congratulatory paragraph, and a list of resources including 'Test-taking Guide', 'Test-taking process (Candidate's perspective)', and 'CCVA Help Center'. At the bottom left is 'Application language' with a US flag icon, and at the bottom right is 'Contact support'.

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



This screenshot is identical to the previous one, but with a red rectangular box highlighting the 'Forgot username or password?' link located below the password input field.

If you do not receive an email to reset your account, please use the "Contact Support" option available on the login page.



6 Test-taking

Note – During the test-taking:

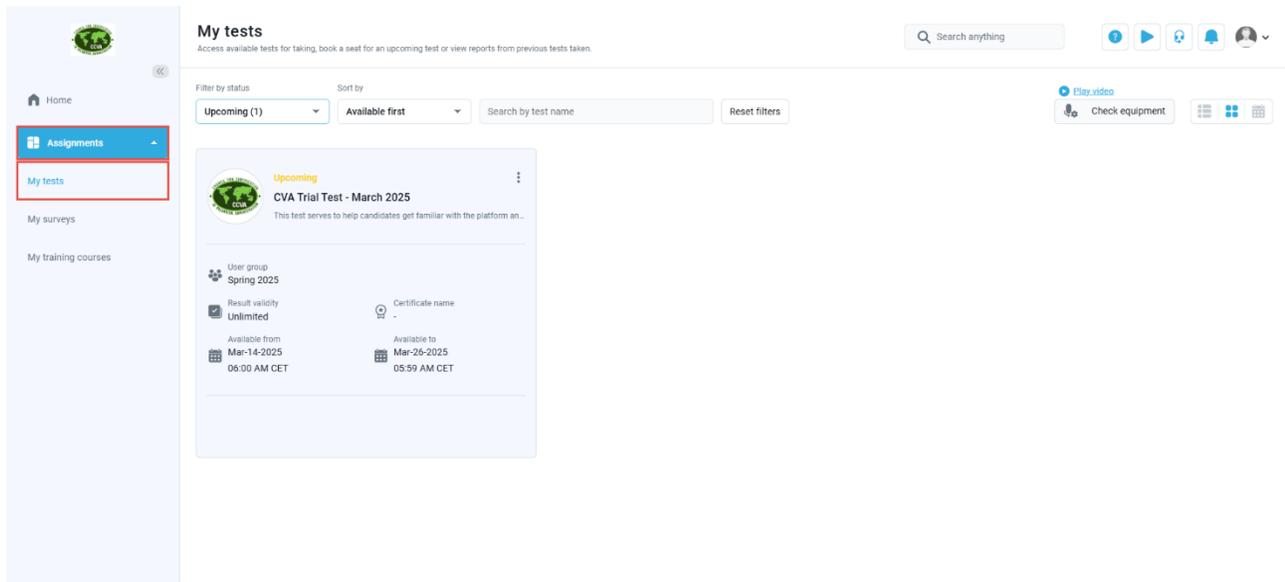
- **Do not click the “Back” button on your browser**
- **Do not click the “X” button on your browser; to finish the test, use the “Finish test” button**
- **Do not click the “Finish test” button unless you are sure you have completed everything**
- **Do not log out from the proctoring system during the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

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

6.1 Starting the test

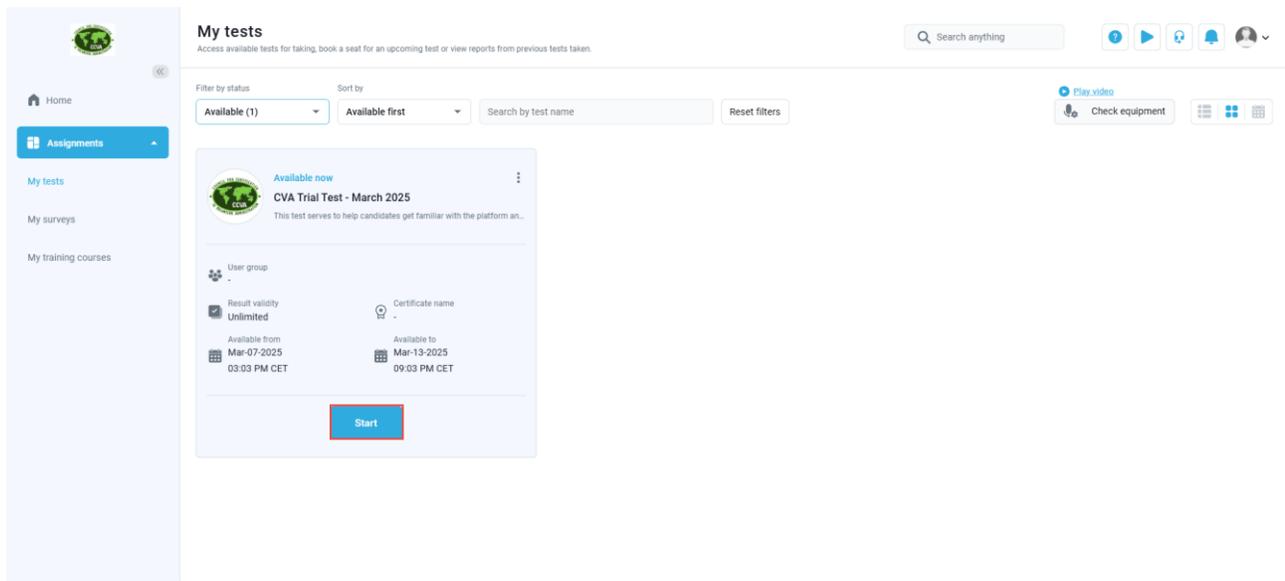
To start the Trial Test or the CVA Exam when you decide to take it, please follow the steps below:

1. Log in using your credentials and procedure described in [Chapter 5](#)
2. You can start the test from the “ My Tests” page under “Assignments”



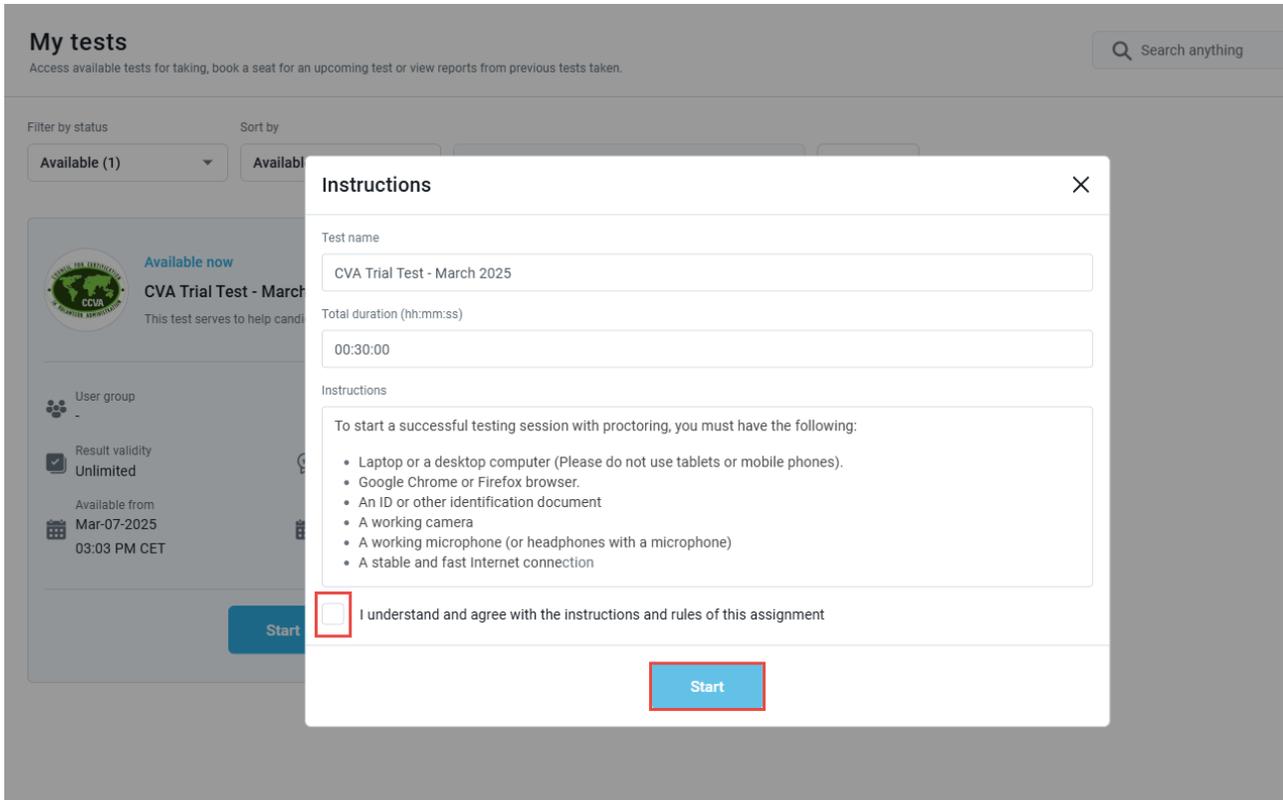
The screenshot shows the 'My tests' section of the youtestme interface. The left sidebar contains navigation options: Home, Assignments, My tests (highlighted with a red box), My surveys, and My training courses. The main content area is titled 'My tests' and includes a search bar and filter options. The filter 'Upcoming (1)' is selected. A test card for 'CVA Trial Test - March 2025' is displayed, showing it is 'Upcoming' and 'Available first'. The card details include: User group: Spring 2025; Result validity: Unlimited; Certificate name: -; Available from: Mar-14-2025 06:00 AM CET; Available to: Mar-26-2025 05:59 AM CET.

3. Click the “Start” button



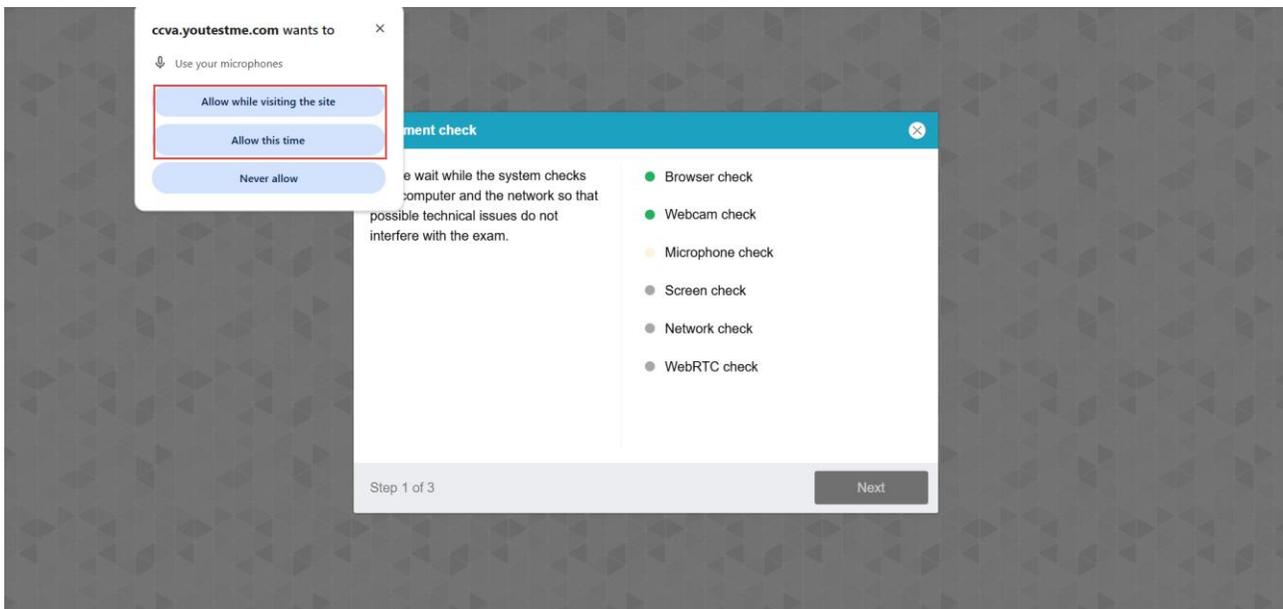
The screenshot shows the 'My tests' section with the filter 'Available (1)' selected. The test card for 'CVA Trial Test - March 2025' is now 'Available now'. The card details include: User group: -; Result validity: Unlimited; Certificate name: -; Available from: Mar-07-2025 03:03 PM CET; Available to: Mar-13-2025 09:03 PM CET. A blue 'Start' button is highlighted with a red box at the bottom of the card.

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

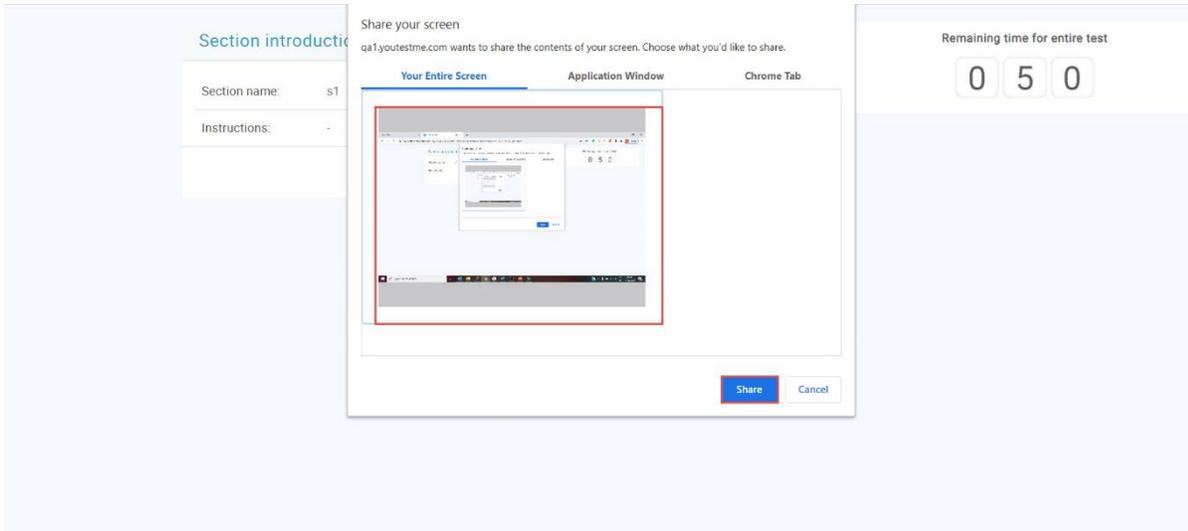


6.2 Allowing the camera and microphone

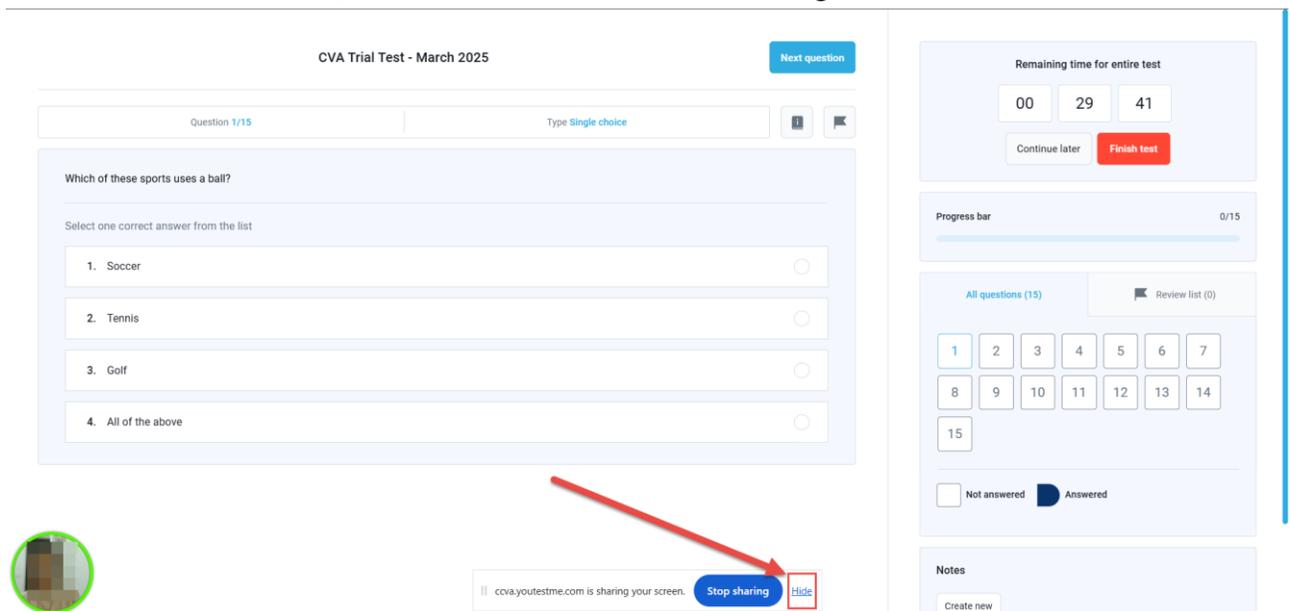
1. Allow the camera, microphone, and Screen sharing (Entire screen) usage when prompted. Wait until everything has been set up.



2. Take photos of yourself and your identification and proceed.
3. When prompted with permission to share your screen, press the button **“Share.”** If you cancel sharing, you will not be proctored, which will mean your CVA Exam will not be valid. Proctoring is required for all CVA Exam takers.



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



NOTE: Please do not use the chat. In case you have a technical problem, contact the YouTestMe support team on:

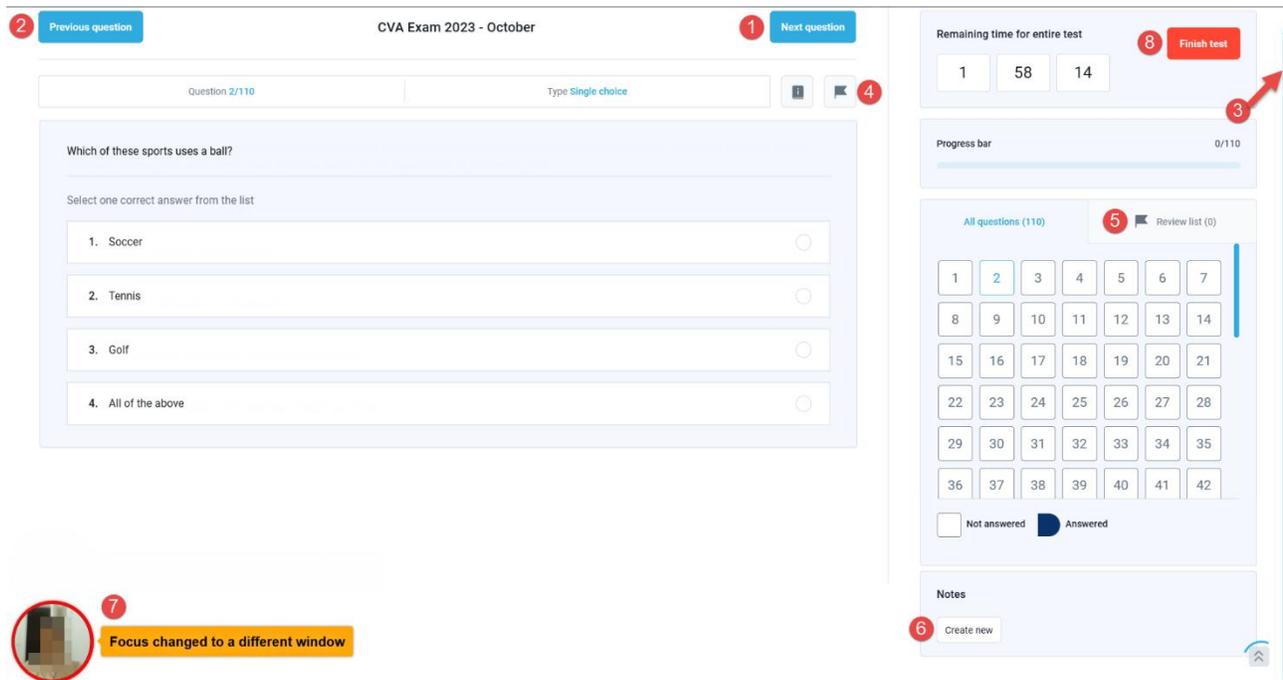
- **Email:** ccva-support@youtestme.com
- **Phone number:** +1 888 418 1718

6.3 Attempting the test

Do not click the “Back” button in the web browser.

The **only buttons** you are allowed to click on 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) **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.
- 7) **AI warning messages** – The system uses artificial intelligence to monitor the test-taker's behavior and will display warning messages when it detects irregularities. Some warning messages may be false alerts related to exam conditions and can be ignored.
- 8) **Finish test** – when you make sure you are done with the test, click this button.



7 Troubleshooting Technical issues

If you encounter technical difficulties during the exam taking process, kindly refer to the below troubleshooting guides depending on the nature of the issue:

- [How to Troubleshoot WebRTC Issues](#)
- [How to Troubleshoot Screen Sharing Issues](#)
- [How to Troubleshoot Face Capturing Issues During a Test](#)
- [How to Resolve Issues with ID Scanning](#)
- [How to Troubleshoot Camera Issues During a Proctored Exam](#)
- [How to Troubleshoot Microphone Issues During a Test](#)

If the issue remains, kindly contact the technical support team.

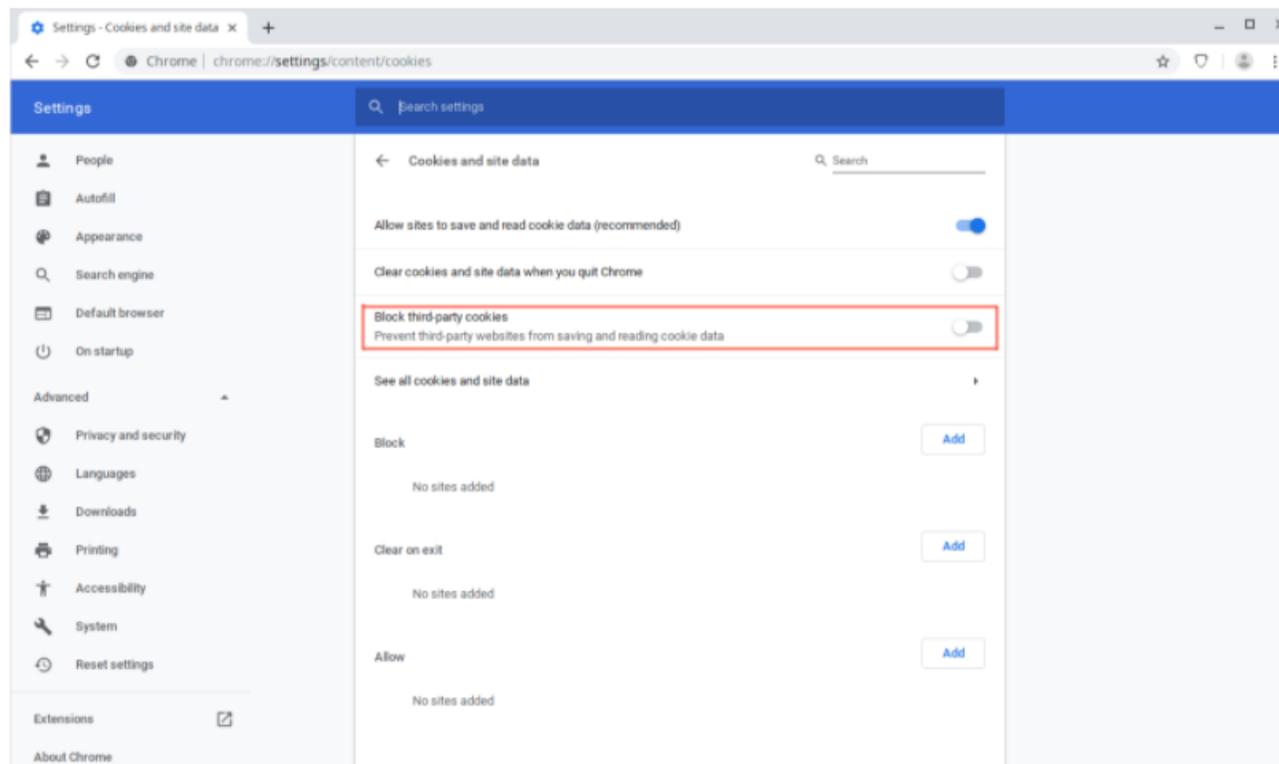
8 FAQ

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 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 the wrong message. If you have followed the instructions, you should not worry because the proctors will watch your test-attempt and see suspicious behavior.