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

3) <u>Support contact information</u>:

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



4 Receiving credentials

Three days before the Trial Test starts, you will receive an email with your credentials. Below is <u>an example</u> of the email you will receive:

Го	Fri 16/10/2020 02:28 ytm.system@gmail.com Created new user profile		
Dear alex.fle	eming,		
Your profile	Your profile has been added to YouTestMe GetCertified.		
You can log	in with the following credentials:		
Username:	alex.fleming		
Password: C	Password: QYs\$4y5FLwR#v1851		
Note: Pleas to log in. Ar	Note: Please make sure that you do not copy the blank space along with the password as you will not be able to log in. And it is strongly adviced to change the default password.		
Best Regard	s,		
YouTestMe	YouTestMe		



5 How to access the platform

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

tere are some resources that you may find helpful. • Test-taking Guide • Test-taking process (Candidate's perspective) • Also, for further information, you can visit CCVA Help Center
Test-taking process (Candidate's perspective) Also, for further information, you can visit CCVA Help Center
 Also, for further information, you can visit CCVA Help Center
 Test requirements: a working camera, a working microphone (or headphones with a microphone), a stable and fast internet connection, Chrome or Firefox browser, laptop or desktop computer.
fourve got this!
1

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

CCVA	Welcome CVA Candidate! The Board of Directors and staff of the Council for Certification in Volunteer Administration (CCVA) congratulate you on pursuing your CVA and investing in your professional development.
Username *	Here are some resources that you may find helpful.
Password *	
Log in	



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"



ø	My tests Access available tests for taking, book a seat for an upcoming test or view reports from previ	us tests taken.	Q. Search anything
Home	Filter by status Sort by Upcoming (1) Available first Search by to	st name Reset filters	Play sideo Ide check equipment
My tests My surveys	Upcoming CVA Trial Test - March 2025 This test serves to help candidates get familiar with the platform an.		
My training courses	Worr group Spring 2025 Spring 2025 Were group Unellineted Austable from Mar-14-2025 06:00 AM CET OS:59 AM CET		

3. Click the "Start" button

S	My tests Access available tests for taking, book a seat for an upcoming test or view reports from previous tests taken.	Q. Search anything
Home	Filter by status Sort by Available (1) 	● Play.video ● check equipment
Assignments		
My tests	Available now E	
My surveys	This test serves to help candidates get familiar with the platform an	
My training courses	Star group	
	Unlimited Certificate name	
	Available from Available to Mar-07-2025 Mar-13-2025 03:03 PM CET 09:03 PM CET	
	Start	

4. Accept the instructions and rules of the test and click "Start"



My tests Access available tests for taking, book a seat for an	Q Search anything	
Filter by status Sort by Available (1) Available	Instructions X	
Available now CVA Trial Test - March This test serves to help candi	Test name CVA Trial Test - March 2025 Total duration (hh:mm:ss) 00:30:00	
User group - Result validity Unlimited Available from Mar-07-2025 03:03 PM CET	Instructions To start a successful testing session with proctoring, you must have the following: Laptop or a desktop computer (Please do not use tablets or mobile phones). Google Chrome or Firefox browser. An ID or other identification document A working camera A working microphone (or headphones with a microphone) A stable and fast Internet connection	
Start	I understand and agree with the instructions and rules of this assignment 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.

 Ccva.youtestme.com wants to	x ment check	⊗	
Never allow	e wait while the system checks computer and the network so that possible technical issues do not interfere with the exam.	 Browser check Webcam check Microphone check Screen check Network check WebRTC check 	
	Step 1 of 3	Next	

- 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.

Section introduction	Share your screen qa1youtestme.com wants to share the contents of your Your Entire Screen Applicat	screen. Choose what you'd like to share. ion Window Chrome Tab	Remaining time for entire test
Instructions: -			
		Share Cancel	

- 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.

CVA Trial Test - M	March 2025	Next question	Remaining time for entire test
Question 1/15	Type Single choice		00 29 41
Which of these sports uses a ball?			
Select one correct answer from the list			Progress bar 0/15
1. Soccer			
2. Tennis			All questions (15)
3. Golf			1 2 3 4 5 6 7
4. All of the above			8 9 10 11 12 13 14 15
			Not answered
	ccva.youtestme.com is sharing your screen.	op sharing Hide	Notes Create new

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

- Email: <u>ccva-support@youtestme.com</u>
- 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 5in 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) Al 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.

Question 2/110	Type Single choice	F 4							
Which of these sports uses a ball?			Progress	bar					0/
Select one correct answer from the list			All	question	s (110)		6	Review	w list (0)
1. Soccer			_				_	_	_
2. Tennis			1	2	3	4	5	6	7
			8	9	10	11	12	13	14
3. Golf			15	16	17	18	19	20	21
4. All of the above			22	23	24	25	26	27	28
			29	30	31	32	33	34	35
			36	37	38	39	40	41	42
				ot answer	ed	Answer	ed		
			Notes						

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.

Settings - Cookies and s	>		
← → C	me chrome://settings/con	tent/cookies	x) 🖓 🖾 🗄
Settings			
People		← Cookies and site data Q. See	arch
Autofill Appearance		Allow sites to save and read cookie data (recommended)	
Q. Search engine		Clear cookies and site data when you quit Chrome	0
 Default browser (¹) On startup 		Block third-party cookies Prevent third-party websites from saving and reading cookie data	()
Advanced	*	See all cookies and site data	•
Privacy and securit	ly	Block	Add
Languages		No sites added	
Downloads Printing		Clear on exit	Add
+ Accessibility		No sites added	
System		Allow	Add
Extensions About Chrome		No sites added	

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.