Proctor Manual for the National Apartment Association Education Institute (NAAEI)
CAM Exam and CAM Research, Analysis and Evaluation

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Introduction

CASTLE WORLDWIDE, INC.

Castle Worldwide, Inc. (Castle) is a full-service testing company contracted by the National Apartment Association Education Institute (NAAEI) to develop and administer the examinations for the **CAM Exam.**

Castle Worldwide's office is located at:
900 Perimeter Park Dr., Suite G
Morrisville, NC 27560
(919) 572-6880
Fax: (919) 361-2426
Email: info@castleworldwide.com

Should you have any questions regarding the examination that cannot be answered by this manual, please call Castle at the phone number listed above.

This manual contains important information regarding the security of the examination, supervising candidates, and other procedures to be followed throughout the test administration. It is imperative that proctors be familiar with all of the procedures outlined in this manual. Administering the examination in a standardized fashion, as outlined in this manual, is essential to ensure all candidates have the same opportunity to demonstrate their level of competence as measured by the examination.

Proctors

Proctors must be at least 18 years old, dependable, and professional.

There must be one (1) proctor per 10 computers at a testing site.

Physical Arrangements

- High-speed Internet connected PC
- Quiet location with good lighting, ventilation, and temperature control
- Adequate room for spacing candidates (at least three to four feet between candidates)
- Comfortable chairs and tables
- Accessibility to a water fountain
- Accessibility to rest rooms

PROCTOR'S PRIMARY RESPONSIBILITIES:

♦ Safeguard all aspects of test security.
♦ Maintain the best possible conditions for testing (e.g., *quietness, no disturbances, comfortable testing conditions*).
♦ Ensure the safety of all candidates and testing personnel.
♦ Conduct the test efficiently in a standardized fashion.

Security Measures

- All proctors are assigned a unique username and password.

- Proctors should record this information in a secure location and **never** disclose this information to others.

- Should a proctor suspect for any reason that this information may be compromised, he/she should immediately contact Castle for replacements.

- Candidate passwords must be provided only to the candidate for whom the password is designated.

- **NEVER** leave the exam room unattended.

- Station yourself so that you can view all candidates and computer screens.

- Walk around the room regularly to be sure no one is cheating.

- To prevent cheating:
  • Verify all candidate IDs.
  • Direct candidates to their seats.
  • Make sure NO prohibited items are allowed in the test room.

- If requested, you may distribute two (2) sheets of scratch paper and one pencil to each candidate and instruct the candidates to write their names and id numbers at the top. You must collect all scratch paper from the candidates before dismissing them from the testing site.

- **NO ONE** is allowed to duplicate or retain any portion of the examination.

- **NO ONE** is to view the contents of an examination prior to the test administration.

- **Only one candidate may leave the room at a time** for restroom and/or water breaks.

- Visitors, including children, are never permitted in the examination room.

- If a candidate is disruptive to the extent that other candidates are distracted or if a candidate engages in rude or inappropriate behavior or uses inappropriate language, the proctor must escort the individual out of the room. Such inappropriate conduct is grounds for dismissal of a candidate.

CANDIDATE ADMISSON PROCEDURES

Identification of Candidates

Each candidate must present proper photo identification with signature to the proctor.

Acceptable	Not Acceptable
❑ Valid driver's license	❑ Gym membership
❑ Valid passport	❑ Warehouse membership
❑ Government issued identification	❑ Identification with signature only
❑ School identification	

Prohibited Items

Examinees are **NOT** allowed to use aids of any kind unless otherwise approved by Castle. Castle will notify you if candidates are to receive any handouts or are allowed to use any aids, such as calculators, for the examination you are administering. **Candidates may NOT bring any of the following items into the testing room:**

▪ cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy or otherwise copy test materials,
▪ notes, books, dictionaries or language dictionaries. This includes the CAM Classroom book and materials.
▪ book bags or luggage,
▪ purses or handbags,
▪ iPods, mp3 players, headphones, or pagers,
▪ personal writing utensils (i.e., pencils, pens, and highlighters),
▪ watches,
▪ food and beverages,
▪ hats, hoods, or other headgear, and
▪ coats and jackets.
Please note that sweaters and sweatshirts *without pockets or hoods* are **permitted**.

If candidates bring such aids with them to the testing center, these must be left with the proctor before the candidate can be admitted to the testing room. **No food or beverages are allowed in the testing room unless prior approval has been received for medical reasons.** As a courtesy to the candidates, testing personnel should NOT bring food or drink into the testing room.

All other personal belongings, (purses, backpacks, briefcases) must be kept in a designated area in the exam room AWAY from the candidate's desk.

Candidates <u>can</u> use a basic calculator as well as have access to the computer calculator available in PASS. Calculators that have any sort of memory should not be allowed, including calculators on cell phones. NAAEI will provide basic calculators at theirs/theirs sites for the candidates to use.

Seating of Candidates

- Assign seats for all candidates.
- Do **NOT** permit candidates to select their own seats. This way the proctor ensures that "friends" are **NOT** allowed to sit together.
- Candidates should be seated with no less than three feet between one another; however, four feet of space between each candidate is preferred.

PASS (PROCTORED ASSESSMENT SYSTEM)

PASS (www.castleworldwide.com/pass) was designed by Castle Worldwide to deliver high-stakes examinations over the Internet.

System Requirements

Each proctor should make these arrangements well in advance of the test administration.

Each site needs Internet-enabled PCs with:

- Windows XP, Vista, or higher – System will not work on MACS
- Internet Explorer (version 7.0 or higher) or Mozilla Firefox
- Most recent version of Flash Player installed (Google for the free download if not already installed)
- ISDN connection or T-1 connection or higher
- 300 Mhz processor or 450Mhz or higher
- 64 MB of RAM or 128 MB of RAM or higher
- 800 x 600 screen resolution or 1024x768 screen resolution or higher
- 15" SVGA color monitor (or larger)
- Printer

Each site is REQUIRED to run a Hardware/Telecommunications Configuration Test on all computers to be used prior to each exam administration:

- Go to www.castleworldwide.com.
- Click on Testing Candidates.
- Click Take a Practice Test.
- Click System Requirements.

System Requirements

To access Castle Worldwide tests and training, your web browser must support the following technologies:

- Cookies
  Cookies are working.
- JavaScript
  JavaScript is working.
- Popup Windows
  Popup Windows are working.

If you encounter any problems while using this site, please try upgrading your current browser. Upgrading your browser is *highly* recommended for maximum compatibility and security. Below is a list of links to commonly used browsers. You can find the most newest versions at their respective sites.

The browser you are currently using identifies itself as **Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 6.1; WOW64; Trident/5.0; SLCC2; .NET CLR 2.0.50727; .NET CLR 3.5.30729; .NET CLR 3.0.30729; Media Center PC 6.0; MDDC; .NET4.0C; FunWebProducts; InfoPath.3; AskTbORJ/5.15.9.29495; BOIE9;ENUS)**. To see more information about your browser, click **Help** on the menu bar and click **About**.

Common Browsers

- Mozilla Firefox (http://www.mozilla.com/)
- Internet Explorer (http://www.microsoft.com/)
- Opera (http://www.opera.com/)

NAAEI Site Scheduler

The proctors MUST enter their testing center's available test dates in Castle's Site Scheduler system at least one (1) day prior to the candidates scheduling their exam. However, it is best to enter dates as early as possible.

Castle's Site Scheduler is the online tool exam sites use to schedule exam times and dates for Castle's Internet-based exams. As the NAAEI testing center schedules dates and times in the Scheduler, these dates and times appear in NAAEI's Online Scheduling system. Each candidate may access the scheduling system when they receive their NAA ID, password, and eligibility code from NAAEI and choose the site, date, and time that is convenient for him/her.

The link to the Castle Site Scheduler is:
http://www.castleworldwide.com/sitescheduler/asp/login.asp.
A Proctor ID and password are required to access the Scheduler. Please remember that you will be required to schedule 4-hour blocks of time for testing.

Upon logging into the Site Scheduler for the first time, you will be prompted to register your IP address with Castle. If you attempt to login to Site Scheduler or PASS from another IP address in the future, you will be prompted to answer the challenge question before proceeding. After answering the challenge question correctly, the new IP address will be added to your list of approved IP addresses so that you are not prompted again when logging in from the same IP address. **Your login information is unique to you and should not be shared with candidates OR other proctors. If you feel that this information has been compromised, please notify us so that we can change login information.**

For security purposes, please set up a challenge question and response.

Challenge Question

In what city did you meet your spouse/significant other?

Answer:

Submit

The calendar displays the current month as well as the subsequent month. Users can browse forward and backward by using the green navigation buttons on the calendar. Dates for which there is availability scheduled but no candidates registered are highlighted with a yellow background. Dates for which there is availability scheduled and candidates registered are highlighted with a red background.

Buttons

Schedule New – Clicking on this button allows the user to schedule new site availability for one or more dates.

Existing Schedule – Clicking on this button allows the user to view a list of dates that already have availability scheduled.

Roster – Clicking on this button allows the user to view a list of candidates scheduled to take an exam(s) and print a log sheet for testers to sign.

Update Selected Dates – This button is used to add/delete dates from the 'Selected Dates' box to the left of the calendar. You must click on a date or date range in the calendar and then click the "Update Selected Dates" button *before* performing any of the other functions listed below.

Clear All Days - This button removes all dates from the 'Selected Dates' box.

The blue menu on the left-hand side of the screen allows for scheduling recurring availability, roster printing, viewing and printing testing history, updating proctor and site contact info, and viewing the manual.

To Schedule Dates Using "SCHEDULE NEW"

1. Select the date(s) on the calendar on which you want to schedule availability.

2. Click the 'Update Selected Dates' button to add the selected dates to the 'Selected Dates' box. You may select up to 12 dates at a time.

3. Click the 'Schedule New' button. The screen should now appear similar to this one.


4. Enter the exam time and number of seats available. Click the "Copy Selections" button to copy the start time, length of time, and number of seats to all of the other records.

5. When you submit the page, a popup asks you to verify that the selections have been reviewed and gives you an opportunity to cancel if necessary.

Please note: You may not add any times that will result in a start time before 8:00 AM or after 7:00 PM.

To view your testing center's schedule,
1. Select the date or date range in the calendar that you would like to view. To view a date range, select a beginning date and an end date.
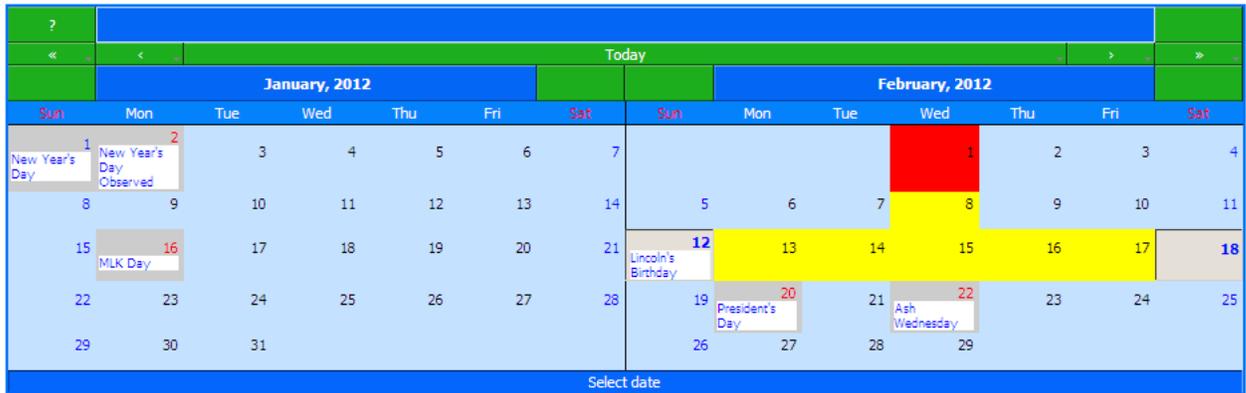
2. Click the 'Update Selected Dates' button to add the selected dates to the 'Selected Dates' box.
3. Click the 'Existing Schedule' button. This will display the Site Availability page.

To delete a date that had been scheduled, follow the steps above to view your schedule. Next, check the "delete" box next to the date you wish to delete and then click submit. Remember, *once a candidate is registered for a given date/time combination you will be unable to delete that particular timeslot.*

To change the number of seats available on a certain date, follow the steps above to view your schedule. Then, click on the date in blue on the left hand side of the screen. The following screen will allow you to edit the number of seats available on that date.

Castle Worldwide Site Scheduler

Current Site ID: 284756 SCHOOL MORRISVILLE NC 27560   Change

Edit Seat Count

Start Date: 02/12/2012
Start Time: 9:00 AM   End Time: 1:00 PM
Seat Count: [1]
[Submit]

To view the roster for a particular date(s):

1. Select the date or date range in the calendar that you would like to view. To view a date range, select a beginning date and an end date.
2. Click the 'Update Selected Dates' button to add the selected dates to the 'Selected Dates' box.
3. Click the 'Roster' button. The screen should appear similar to the one below.

Castle Worldwide Site Scheduler

Current Site ID: 284756 SCHOOL MORRISVILLE NC 27560   Change

Roster

Start Date: 04/06/2011 End Date: 04/06/2011 Modify Search

Last Name	First Name	Date	Time	Exam	ADA	Tested?	Candidate Status	Cancellation Date
DEMO	TEST	04/06/2011	05:00 PM	BOC Certification [RD6]		N	CASTLE Registered	
JULIE	TEST	04/06/2011	05:00 PM	Certified Healthcare Financial Professional Examination		N	CASTLE Registered	

Total Records: 2

Printer Friendly   Log Sheet (printable)   Download to Excel   Download to Word

Any candidate taking an exam with two parts will appear twice on the roster. Click 'Log Sheet (printable)' for a sign-in sheet.

You may also use the "Roster Printing" feature from the menu on the left-hand side of the screen to print a roster and sign in sheet.

Please see page 30 of this manual in regards to candidates who require testing accommodations per the Americans with Disabilities Act (ADA).

To change your Proctor ID/username and password, scroll down to:

Username:	DemoProctor
Password:	CaStLe2009! Change Login Credentials

Click on "Change Login Credentials". Then, follow the instructions to change your login info:

Proctor Username and Password Maintenance

Proctor ID:	2367926776	
Username:	DemoProctor	
Current Password:	••••••••••	
New Password:	NeWPasscode4me	*Just* Strong Enough Password
Verify New Password:	NeWPasscode4me	

Update

The website will provide feedback on the strength of your password. Please try to create as strong a password as possible. Passwords must be at least 6 characters in length. As you enter your new password, the website will provide feedback on how strong or weak your password is. To create a strong password, please keep in mind the following tips:

- Use capital letters
- Use numbers
- Use special characters
- Don't use two characters next to each other that are the same. For example, "55" or "aa"
- Don't use numbers in a sequence, for example, "12"

Proctor Username and Password Maintenance

Proctor ID:	2367926776	
Username:	DemoProctor	
Current Password:	••••••••••	
New Password:	Ca$tle20!0	**Strong** Password
Verify New Password:	Ca$tle20!0	

Update

Manage Proctors

This feature allows you to view the proctors currently associated with your site and removed them if necessary.

Site Proctors Maintenance

Remove	Last	First	City	State
☐	PROCTOR 1	DEMO	RALEIGH	NC
☐	PROCTOR 2	DEMO	RALEIGH	NC
☐	PROCTOR 3	DEMO	MORRISVILLE	NC
		Update		

3 proctors

Manage Site Contact Info

The "Manage Site Contact Info" feature allows you to edit your site information:

1. Click on the "Manage Site Contact Info" link in the navigation menu.
2. Modify information as necessary and click the "Submit" button.

Scheduling for the Exam

Candidates will register with NAAEI. When they are deemed eligible they will be given the following URL address so they can schedule for their exam at either an approved NAAEI site or a Castle site. First time candidates are required to take both portions of the exam (CAM Exams & CAM Research, Analysis & Evaluation) during a single 4 hour testing session. Retake candidates will be required to retake only the portion(s) they failed. One retake of either portion being a single 2 hour testing session; retaking both portions will again be during a single 4 hour testing session.

To begin scheduling for the exam, candidates need to navigate to:

http://www.castleworldwide.com/scheduling/naaei.asp

This is how the screen will appear:

NAAEI CAM Online Scheduling System

Candidates taking any other designation, please go to the Online exam page.

Please provide the following information prior to entering the online scheduling system.

NAA ID:

Password:

Eligibility Code:

Submit

The candidates will log in with the NAA ID, password, and eligibility code that is distributed by NAAEI.

They can view their demographic information and can schedule the exam at either an approved NAAEI site or Castle site by clicking on the appropriate radio button.

The candidate must choose carefully. They will be given a chance to change their mind before hitting the Submit Form button. Once they click that button then their code is linked to the sites that they choose.

If they first choose to view the Castle sites they must not click the Submit Form button if they do not want the Castle sites. If they do then their eligibility code becomes linked to only Castle sites and they cannot schedule for the NAAEI sites with that code; they will have to contact NAAEI for a new code.

If they first choose to view the NAAEI sites they must not click the Submit Form button if they do not want the NAAEI sites. If they do then their eligibility code becomes linked to only the NAAEI sites and they cannot schedule for the Castle sites with that code; they will have to contact NAAEI for a new code.

Welcome to the NAAEI Online Scheduling system

Demographics

Title:(NR) ○ Ms. ○ Mrs. ○ Mr. ○ Dr.

First: testrichard133   Last: richard133

Address: 1235 main

Address 2:

City: nocity   State/Province: North Carolina ▼

Postal Code: 12312   Country:

E-mail: rastest133@castleworldwide.com

Home Phone:(NR)   Work Phone:(NR)

Site Type Selection

Choose carefully! This can not be revised after clicking the Submit Form button.

◉ NAAEI Affiliated Associations

○ Castle   Click here to see existing Castle availability.

Location / Date / Time Selection:

Site: NJ, MONROE TWP ▼   Test Dates: 03/04/2013 12:00 PM ▼

Submit Form

Message from webpage

You have chosen to test at an NAAEI site. This selection cannot be changed after clicking the OK button. Click OK if you are satisfied with your selection or click Cancel if you would like to change your selection.

OK   Cancel

They can click on the cancel button if they choose to view the other site type sites. Again, they must be satisfied with their choice before they click on the OK button and the Submit Form button.

When the candidate clicks on the radio button for an approved NAAEI site then the drop down menus for the Site and Test Dates will appear.

The candidate can click on the arrow button in each field to select the site and date. When the candidate clicks the Submit button the next screen will show that the request was successful and will display their candidate password; they MUST write that password down as they will need it when logging into the testing system. They will also receive this confirmation notice via their email.

If the candidate chooses a Castle site he/she can click on the blue word 'here' on the screen to preview the existing availability at Castle's testing sites for a specific city, state, and within a certain time frame.

After previewing the available dates, the candidate will go back to the Online Scheduling screen and click on the radio button next to Castle and complete scheduling. The actual scheduling screen opens and the candidate must choose and submit the page to complete scheduling for the exam.

Candidates who require reasonable testing accommodations per the Americans with Disabilities Act (ADA) will need to contact NAAEI (703-518-6141 or education@naahq.org) at least 30 days prior to the test day and scheduling their exam. Once NAAEI approves their accommodations and sends notification to Castle the candidate must contact Castle (919-572-6880) to schedule their exam.

At the top of the scheduling screen the candidate will see their demographic information. The next section of the screen will give them the Exam Scheduling Instructions where they can choose the state they want take their exam in. When they click the Get Locations button the next section of Testing Site and Date will show them every city in the state they chose the availability in those cities; they must click the arrow button in the Location field in order to view the cities and testing centers that are available. When they choose the city and testing center that center's address will automatically fill in and they can choose from drop-down menu the date and time they want to take their exam. The second preference fields must also be completed and will be used only if the first preference time slot has reach maximum capacity.
The candidate MUST be 100% sure of his/her choice(s) before clicking on the Submit button on the bottom of the screen or the $50.00 rescheduling fee will be required in order to change their state, city, testing center, date, and/or time.

Certified Apartment Manager (CAM) and Apartment Community Analysis (ACA) Examination Registration

Candidate ID: 857090481

Demographics (* required)

Name: TEST RUBY10

Street Address:* 123 SESAME ST   Apt:

City:* RALEIGH   State/Prov: NC   Postal Code:* 27511

Country:* US ▼   E-mail:* TESTRUBY10@TEST.TEST

Home Phone:* 9195555555   Work Phone: Cell Phone:

Exam Scheduling Instructions

If the values selected in the boxes to the right are not where you desire to test -

- Step 1 - Select desired country from the box to the right
- Step 2 - Select desired state(s) from the box to the right (required for US only)
- Step 3 - Click the "Get Locations" button, wait for the page to reload and then select your site and date from the boxes below

Country: US ▼
State/Province 1: FL ▼
State/Province 2: FL ▼
[Get Locations]

Testing Site and Date - 1st Preference

Location:* Please select a location ▼

Address: [   ]   View Google Map ⎆   Please Note: These tools are informational only. Castle assumes no responsibility for any loss or delay resulting from such use.
                                     Zip Code search ⎆

Date/Time:* Please select an exam date ▼

Testing Site and Date - 2nd Preference (Used only if the first preference selected has reached maximum capacity)

Location:* Please select a location ▼

Address: [   ]

Date/Time:* Please select an exam date ▼

ADA Request

If you require reasonable administration conditions in accordance with the Americans with Disabilities Act, please call Castle Worldwide, Inc. at (919) 572-6880.

Note: Once you click submit, you will not be able to change your registration without paying a cancellation/rescheduling fee.

[Submit]

The candidate will also be sent a Notice to Schedule (NTS) to his/her email address. This notice is sent in case the candidate wants to complete the scheduling process at another time and/or to reschedule (for rescheduling instructions please see page 23) their exam. This is an example of what the NTS will look like:

package_description Exam Eligibility Notice

To: **candidate_name**
Date: 12/11/2012

Thank you for accessing the website for scheduling your ****package_description**** exam at a Castle testing center. If you have already selected your test site and date, you will receive a Confirmation Notice via your email shortly. If you have not scheduled your exam yet you can follow the instructions below to do so. Please follow the instructions below completely:

You must submit your scheduling or rescheduling request at least 4 business days prior to the date you wish to take your test or your currently schedule exam date. To submit your request, go to
www.castleworldwide.com/registration/index.asp?package_id=**package_id**
and enter your username and password.

(If the above link is not functioning properly, please copy and paste the address into your web browser address bar.)

Your username is: **username**
Your password is: **password**

Please note: the password contained in this email is not the password needed to access your certification exam at the testing center.

You are registering to take: **package_description** exam.

Be sure to complete all the information required on the scheduling pages. For the first time you are scheduling your exam you will receive confirmation of your examination date and site by email. For reschedules you will receive a NEW confirmation notice of your new exam site and date by email.

RESCHEDULING POLICY: You may reschedule a testing appointment up to four (4) business days in advance of your testing appointment. Reschedule requests are not accepted within four (4) business days of your scheduled testing appointment. The reschedule request can be submitted through Castle's online scheduling system (link above). A $50 fee will apply; the fee must be paid online at the time of the request. If you do not reschedule your exam at least four (4) business days prior to your exam and you miss your exam, you will be considered a NO-SHOW and forfeit your exam and exam fees.

Testing Center Transfer: If you scheduled your exam at one of Castle's testing centers and want to transfer to an approved NAAEI site you MUST pay the $50.00 rescheduling fee to Castle and contact NAAEI for a new eligibility code.

If you have any questions regarding your registration please contact Castle at (919) 572-6880.

Best wishes as you prepare for the examination.

Sincerely,

Castle Worldwide, Inc.
900 Perimeter Park Drive, Suite G
Morrisville, NC 27560
(919) 572-6880

Once the candidate schedules the exam and clicks the Submit button on the bottom of the scheduling screen, the candidate will receive a confirmation notice similar to the portion of one shown below in their email inbox:

CASTLE Worldwide SCHEDULING CONFIRMATION NOTICE (Admission Ticket)

Date:	12/06/2012
To:	TEST TEST11
From:	CASTLE Worldwide, Inc.

This notice is more than one page. Please print all pages and bring them with you to the testing appointment.

We have confirmed the following examination request:

Your examination is:	NAAEI - CERTIFIED APARTMENT MAINTENANCE TECHNICIAN (CAMT)
Your examination date is:	12/13/2012
Your assigned test site is:	Mankato Test Center, LLC
Your assigned test site address is:	12 Civic Center Plaza Mankato, MN 56001
Your reporting location is:	Ste. 1684
Your Candidate Password is:	52687579
Report to the examination site no later than:	11:45 AM

Please Note: The following map is informational only. CASTLE Worldwide, Inc. assumes no responsibility for any loss or delay resulting from such use.

If you need directions to the examination site, please view this Google Map.

To view a demonstration of the online test delivery system, please view this free sample test. **Please note: the content of the sample examination does not include content from the certification examination.**

For security purposes, you may not keep this confirmation notice with you while you are testing. If you would like this notice back at the conclusion of your testing session, please notify the proctor before you begin your exam.

TO BE ADMITTED TO THE EXAMINATION YOU MUST:
- Submit this **CONFIRMATION NOTICE** to the proctor.
- Bring a **current photo identification with signature** (Driver's license, immigration card, passport, State ID card, or military ID card). **You will NOT be admitted without proper identification.**
- Your first and last name on this notice must match the first and last name on your identification **exactly.**
- Nicknames are not acceptable.
- If you have a hyphenated last name, it must be hyphenated on both the identification and on this notice in order to be admitted. Presenting name change documentation (marriage license, etc) at the testing center is not acceptable. Name change documentation may be submitted to Castle at least one week prior to your testing appointment if needed.
- Report on time.

GENERAL INSTRUCTIONS

This confirmation notice MUST be printed out and taken to the testing center along with their ID on the day of their exam.

RESCHEDULING POLICY

For Castle Sites: Candidates may reschedule a testing appointment up to four (4) business days in advance of their testing appointment. Reschedule requests are not accepted within four (4) business days of their scheduled testing appointment. The reschedule request can be submitted through Castle's online scheduling system*. A $50 fee will apply; the fee must be paid online at the time of the request. If the candidate does not reschedule their exam at least four (4) business days prior to their exam and they miss their exam, they will be considered a NO-SHOW and forfeit their exam and exam fees.

*For candidates that are scheduled at a Castle site who need to reschedule should go back to their NTS and log in as they did when they first scheduled their exam, pay the rescheduling fee with a credit card, and reschedule their exam.

Testing Center Transfer: If a candidate has scheduled an exam at one of Castle's testing centers and wants to transfer to an approved NAAEI site he/she MUST pay the $50.00 rescheduling fee to Castle (refer to the NTS mail for instructions) and contact NAAEI for a new eligibility code.

TESTING INSTRUCTIONS

When the candidate is ready to take the exam, go to the test website:
http://www.castleworldwide.com/pass.

Enter your proctor ID and password into the blanks located under the words *Proctor Login*. This information will need to be entered into each individual candidate's computer.

On the Proctor Home page, DO NOT click on the box next to *Use Castle Lockdown.*
Just click onto the *Continue* button.

On the *Proctor Attestation* page, select the candidate's name from the drop down list provided.
Verify the candidate's valid photo identification. Choose the type of ID from the drop down list provided
and enter in the State or Province the ID is from.

Have the candidate confirm his or her identity by clicking on the radio button next to Yes.
Enter the candidate password he or she received after scheduling. Click onto the Continue button.

*If any of the candidate's information is incorrect please continue with click the radio button next to YES. This will not impact the candidate's exam in any way. The candidate will need to contact NAAEI to have the information changed.

The candidate can now continue independently. The Proctor should go to the next candidate's computer and log them in with their proctor information. Remember to keep you proctor information confidential.

Have each candidate complete the *Candidate Attestation*. Note that the computer may run a system configuration check prior to the *Candidate Attestation* screen.

Upon successful login, PASS will display a page titled *Candidate Instructions*. Have the candidates choose to view the demo BEFORE starting the exam. A series of help screens will educate candidates on how to navigate through PASS. The demo will also explain how to use the built-in calculator.

Candidates may access this information again after starting the examination; however, any time spent reviewing the help screens once the test begins will count against the candidate's allotted test-taking time.

Once the candidate has viewed the demo, they close that window and return to the *Candidate Instruction* screen. Candidates should then click *Begin Test Immediately*.

The browser window will close, and the examination will launch in a new browser window. Some browsers will ask you to confirm the window closing. If the computer asks for confirmation, have the candidate click *Yes* to proceed.

TEST WINDOW

The test window contains three distinct sections – navigation buttons, the test question, and several response options. Timed examinations will also include a timer. To ensure that candidates do not lose time for Internet delays, this "intelligent" timer does not count down between displayed questions.

The testing window includes a basic arrow system of navigation. A single arrow (< or >) will move you to either the previous or next question, while a double arrow (<< or >>) allows you to jump directly to the first or last question of the exam.

The exam window also contains a series of buttons that allow candidates to mark questions for later review, view attachments, or access an online calculator. **Please note that not all exams require attachments or allow calculator use. The "Attachment" and "Calc" buttons will only appear when they are needed/allowed.**

Pressing the "Help" button will take a candidate back to the help demonstration page. Candidates may access the help demonstration pages as often as they like; however, once the exam is in progress, any time spent reviewing the pages will count against the candidate's allotted exam time.

<<	←	→	>>	Go To	←Flag	Flag	Flag→	Help	01:29:55		Submit Exam
First Question	Previous Question	Next Question	Last Question	1/11					Show/Hide Timer		

BREAKS

There is no break between Part I and Part II of the CAM exam.
While only one candidate at a time is permitted to do so, candidates are allowed to get up and use the restroom an anytime during their timed exam.
The proctor should assist this candidate in logging in to Part II immediately after the completion of Part 1 unless the candidate requests a short bathroom break.

Examination Submission

PASS will automatically submit the examination for scoring once time has elapsed.

The exam is two-parts for a total of 4 hours; each part is two hours long. There are no breaks between the parts.
First time candidates MUST take both parts. Retake candidates ONLY take the part that they need to retake.

To submit the examination for scoring before the time allotment has elapsed, the candidate must click the *Submit* button. PASS will then ask if the candidate wants to submit the examination for scoring and will advise the candidate that submitting the exam is irreversible. The candidate must type "I understand" in the space provided and click *Yes, End the Exam Now.* If the candidate wishes to return to the examination, he/she should click the *No, Return to the Exam* button.
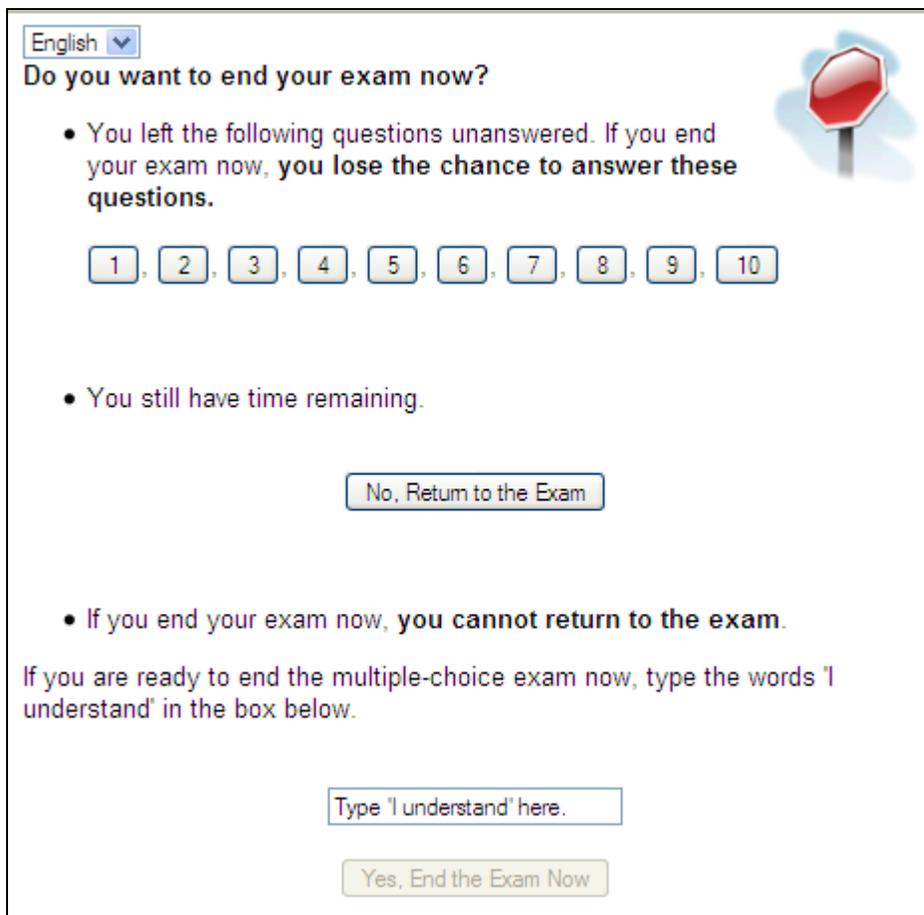
The candidate's score results will be displayed. The candidate may print this screen for his/her records.

After candidates have submitted their examination for electronic scoring and have received their results, they should be escorted out of the testing room to ensure that other candidates who may still be testing are **NOT** distracted.

GENERAL ADMINISTRATION PROCEDURES

Questions and Comments from Candidates

If a candidate asks a question pertaining to the content of a specific question, the proctor should state that he/she cannot help with that type of question. The proctor should advise the candidate to answer the questions to the best of his/her ability and **NOT** to skip the question.

Supervising Candidates

Proctors must patrol all parts of the testing area frequently and take positions where they can observe all candidates and computer screens.

Proctors must never leave the exam room unattended.

If the proctor has to step away, he/she must appoint another person in authority to continue the proctoring until all testers have completed the exam.

If a candidate's behavior is suspicious or disruptive, warn the candidate immediately. If the candidate persists, contact Castle at 919-572-6880.

If a proctor observes cheating aids (i.e., notes) in the possession of a candidate or within reach of a candidate:
- Confiscate such materials immediately.
- Instruct the candidate to remain seated and contact Castle.
- The proctor should advise the candidate that a report will be made to Castle.
- The candidate may submit an explanation.
- The candidate may complete the examination if the candidate wishes.

Dismissing Candidates

As the candidates complete the examination:
- Instruct the candidates to raise their hands when they complete the exam and to remain seated.
- Be sure the candidate has correctly submitted his/her examination for scoring and received his/her score report.
- Assist the candidate in logging out of PASS.
- Instruct the candidate to exit the building entirely before conversing with others; no talking is permitted in the halls outside of testing rooms.

Reasonable Accommodations

All requests for accommodations must be approved by NAAEI. Candidates must contact NAAEI (703-518-6141 or education@naahq.org) at least 30 days prior to the test date with the request. Common requests include:

Extra Time
Separate Room
Increased Font Size

Emergency Procedures

If an emergency arises during testing, proctors must follow the procedures specified at the testing facility. The safety of the candidates and testing staff is the first concern. If required, take immediate steps to ensure physical safety.

If evacuation is necessary, proctors should:
- Conduct a calm, but immediate, departure from the room.
- If possible, shut down each candidate's computer; do **NOT** hit *Submit.*
- Collect scratch paper and other examination materials from candidates as they exit, if possible.
- Ensure that all materials are secure by taking them with you.
- After evacuating to a safe location, inform candidates that discussion of examination content is forbidden.
- Contact Castle to report the emergency and receive instructions on filing a Test Site Administration Report.

If you are able to return to the testing facility and resume testing, log back in to the exam at the testing website. (www.castleworldwide.com/pass):
- Follow all prompts on every screen to get to the Candidate Instruction screen.
- Have the candidate click on Begin Test Immediately.
- The exam will resume in the same time and place as before the event.

In the event that re-entry to the test room is **NOT** possible, the proctor must contact Castle (919-572-6880) immediately to report the emergency and receive instructions.

If a medical emergency arises, the proctor should:
- Make sure the candidate gets the proper immediate care necessary.
- Minimize the amount of disruption to other candidates.
- If necessary, shut down each candidate's computer, and once the emergency is over, log back in and resume the test.
- Contact Castle to report the emergency and receive instructions on filing a Test Site Administration Report.

If a candidate becomes ill and/or is unable to finish the exam, he/she **will NOT** receive a refund.

FREQUENTLY ASKED QUESTIONS

1. How are the exams timed and what portion(s) are the candidates required to take?

First time candidates are required to take both portions of the exam (CAM Part & CAM Part II) during a single 4 hours testing session. Retake candidates will be required to retake only the portion(s) they failed, one retake of either portion being a single 2 hour testing session; retaking both portions will again be during a single 4 hour testing session.

2. Can candidates continue their testing on another day?

No. Once a candidate starts the exam they must complete the exam that day in the time allotted for the exam.

3. Can candidates retest if they fail the exam?

Yes, Candidates may retake the exam after 7 days. NAAEI will be responsible for enforcing the waiting period and will contact the candidates with their new NAA ID, password, and eligibility code so they can log into the scheduling system to schedule their retake exam. When the candidate schedules their retake exam they will be required to pay the retake exam fee via secure e-commerce through Castle's scheduling system.

4. What are the retake fees?

For retakes of both portions of the exam (4 hours in one sitting) the cost is $100.00
For retake of one portion (2 hours in one sitting) the cost is $80.00

5. Is the exam open book?

No. Students will not be allowed to bring a CAM book, phone, iPod, iPad, tablet, laptop, e-reader, etc. into the proctored exam. For a full list of prohibited items please see the candidate's confirmation notice or view the list in this manual on pages 5, and 35, and on the candidate's confirmation notice email.

6. Can you send me a copy of the candidate's exam score results for my records?

No. Due to the privacy regulations, we are not allowed to send you their results. When the candidate submits their exam and their results are shown on the screen, you may print a copy at that time.

7. What should we do if we have a temporary loss of internet connection during the test?

If your site temporarily loses internet connection or you experience some other technical difficulty during the testing, shut the computers off but **DO NOT** submit the test. **DO NOT** dismiss the candidates, but ask them to wait until you are able to solve the issue. As soon as the difficulty has been resolved, log in at www.castleworldwide.com/pass with your proctor ID and the candidate password. It will take the candidate back to where they left off; they have not lost time or answers, and they will be able to complete the test.

8. What should we do if we have to evacuate the testing room due to a fire drill, lose power, or are disrupted due to other difficulties during the test?

Follow the emergency procedures set by your facility. If possible, turn the computers off but **DO NOT** submit the tests. **DO NOT** dismiss the candidates for the day, but ask them to wait until you are able to return the testing room. If you are able to return to the room, log back in to the test website, www.castleworldwide.com/pass, with you proctor ID and the candidate password. It will take the candidates back to where they left off; they have not lost time or answers, and they will be able to complete the test. Please contact Castle to report the emergency and receive instructions on filing a Test Site Administration Report.

QUICK REFERENCE

Proctor To Do Reminders:
1. At least one day prior to the exam date you must enter your available date(s) and time(s) into the Site Scheduler.
2. At least 30 minutes prior to the actual start time of the exam you must log into the Pass System and run the System Requirements on each computer to be used for testing that day to make sure all system requirements are being met.
3. At least 30 minutes prior to the actual time the candidates are to arrive for testing you must go into the Site Scheduler and print your roster for the day.
4. When the candidates arrive you must check their ID's, have them sign the roster, make sure no prohibited items are with the candidate, and assign them to their seat.
5. When ready to start the exam you must log into the Pass System with the first candidate and complete the Proctor Login screen, the Proctor Home screen, the Proctor Instruction screen, and the Candidate Password screen. After submitting the candidate password screen the candidate can now move forward on their own and you can log the next candidate in. Continue with each candidate until all candidates are logged into the Pass System.
6. Throughout the exam time you must monitor the candidates and their computer screens at all times. You may assist in logging them out of the Pass System if needed.

Examples of ACCEPTABLE Identification:
▪ Valid driver's license
▪ Valid passport
▪ Government-issued identification
▪ School identification
Remember: ID must include photo and signature!

RESCHEDULING POLICY:

For Castle Sites: Candidates may reschedule a testing appointment up to four (4) business days in advance of their testing appointment. Reschedule requests are not accepted within four (4) business days of their scheduled testing appointment. The reschedule request can be submitted through Castle's online scheduling system*. A $50 fee will apply; the fee must be paid online at the time of the request. If the candidate does not reschedule their exam at least four (4) business days prior to their exam and they miss their exam, they will be considered a NO-SHOW and forfeit their exam and exam fees.

*Candidates that are scheduled at a Castle site should go back to their NTS and log in as they did when they first scheduled their exam, pay the rescheduling fee with a credit card, and reschedule their exam.

Testing Center Transfer: If a candidate has scheduled an exam at one of Castle's testing centers and wants to transfer to an approved NAAEI site he/she MUST pay the $50.00 rescheduling fee to Castle (refer to the NTS mail for instructions) and contact NAAEI for a new eligibility code.

Prohibited Materials:
- ▪ cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy or otherwise copy test materials,
- ▪ notes, books, dictionaries or language dictionaries,
- ▪ book bags or luggage,
- ▪ purses or handbags,
- ▪ iPods, mp3 players, headphones, or pagers,
- ▪ personal writing utensils (i.e., pencils, pens, and highlighters),
- ▪ watches,
- ▪ food and beverages,
- ▪ hats, hoods, or other headgear, and
- ▪ coats and jackets.

Please note that sweaters and sweatshirts *without pockets or hoods* are permitted.

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Contact Information:

Castle Worldwide   919-572-6880   (M-F 8:30-5:30 EST)

REMEMBER: Security of the exam is CRITICAL to the integrity of the exam!