



NAAEI Candidate Unproctored Pre-Exam Technical Help Document NALP, CAMT, CAS, IROP

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Introduction

Welcome to the new NAAEI Comprehensive Online e nterial Examination! We commend your decision to advance your career. Taking the online exam is the next step in the national c e nterial process.

Before you proceed to the exam, you must ensure that your computer meets all the system requirements needed to run the exam. We recommend that you test your system at least one week before you plan to take the exam. Failure to test your system early may cause a delay in your ability to take the exam. At this time, exams cannot be completed on Apple (Mac) computers.

All candidates must have an NAAEI ID and Eligibility Code to enter and take an examination. All examinations are comprehensive and in a multiple-choice format. Each exam will vary from 100 to 200 questions depending on the subject areas and competencies that must be covered see follo in pa e fo etails . All candidates will receive a pass/fail grade and, if not successful, a subject area performance evaluation immediately upon completion of the exam. Examination results will be sent electronically to NAAEI and your local apartment association weekly.

For technical problems related to the Castle Worldwide testing platform, contact Castle Worldwide directly at (919) 572-6880 between 8:30 AM and 5:30 PM ET Monday through Friday.

For questions related to the administration of the exam, contact NAAEI tollfree at (833) 86-MYNAA.

Credential Program Overviews

	NALP	CAS	CAMT	IROP
Candidacy Period	12 months	12 months	12 months	12 months
Industry Experience Requirement	6 months	Must be a Supplier	12 months	N/A
Number of Exam Items	100	100	100	65
Time Allotted for Exam	1 hour 30 minutes	2 hours	2 hours 30 minutes	1 hour 30 minutes
Waiting Period to Retake Exam	7 days	7 days	7 days	7 days
Exam Retesting Fee	\$30.00	\$30.00	\$30.00	\$30.00
Credential Term of Validity	N/A	N/A	Lifetime	Lifetime
Credential Renewal Fee	\$50.00	\$100.00		
Continuing Education Credits (CECs)	3 CECs	3 CECs		
Credential Reinstatement Fee (after 90 days)	\$50.00	\$50.00		
Maintaining Apartment Institute for Maintenance Excellence (AIME) Membership			3 hours of approved NAAEI maintenance training (waived for the first year)	

Pre-exam Technical Checklist

<input type="checkbox"/> Your computer is a PC, not a Mac.
<input type="checkbox"/> Your computer has Windows version 7, 8, or 10. This exam will only work for these versions. (Instructions for how to check your computer's version are below.)
<input type="checkbox"/> Your computer has .Net 4.5 or higher. (Instructions for how to check your computer's version are below.)
<input type="checkbox"/> Your computer's screen resolution is at least 1024 x 768. (Instructions for how to check your computer's resolution are below.)
<input type="checkbox"/> Your computer's security software has been disabled. (Instructions for how to check your computer's security settings are below.)
<input type="checkbox"/> Your internet connection is DSL, cable, T1 or higher.
<input type="checkbox"/> There are no more than five candidates taking the exam on the same wireless connection at once.
<input type="checkbox"/> Optional: Your computer has a printer installed (if you wish to print your exam results). Your score report will be emailed to you.

Things to Know

- We strongly recommend you hardwire to the internet connection (with a cable) if you have problems connecting or keeping a connection to the exam.
- If at any point you lose connection to your exam, all of your submitted answers have been saved and your time will stop. You will be able to sign back in and resume where you left off from your last submitted answer and your time will resume.

Which Windows Version Do You Have?

To determine which version of Windows you are running:

1. Click on the **Start/Windows** button on the bottom left corner of your toolbar.
2. If you see the option *Run*, then click on that option.



3. If you do not see the option *Run* when you click on the **Start/Windows** button, then type the word **Run** on your keyboard and press **Enter**.
4. In the *Run* command window that opens, type in **winver** and click **OK**.

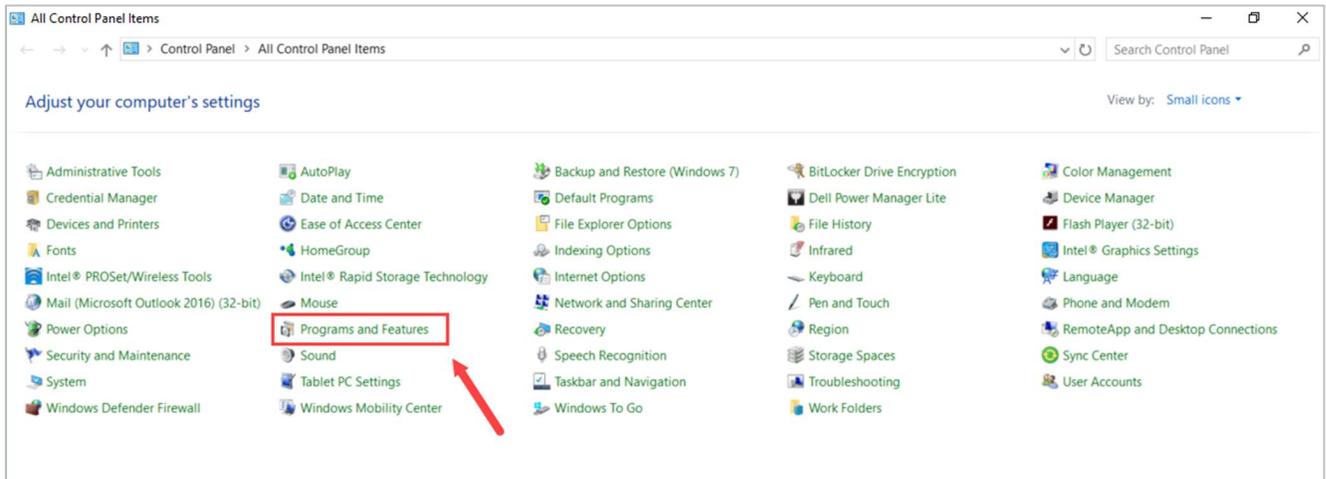


5. After you click **OK**, a window will open that shows the version of Windows you are running across the top banner. In this example, the version shown is Windows 10.

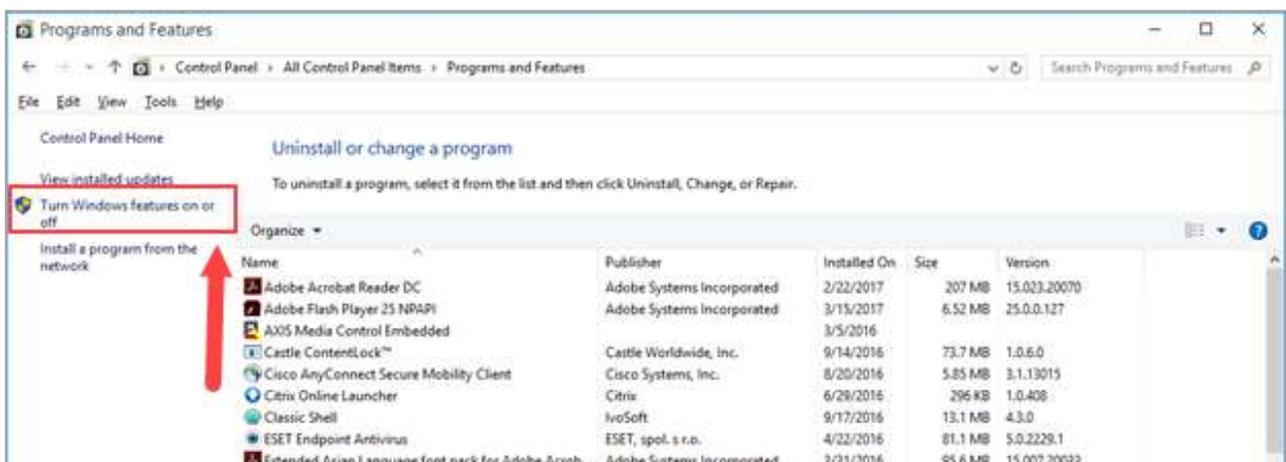


Check Your Computer for .Net 4.5 or Higher

1. Open **Control Panel**.
 - a. Windows 7:
 - i. On the Windows desktop screen, click the **Start** button.
 - ii. Click **Control Panel** on the right-hand side of the *Start* menu.
 - b. Windows 8:
 - i. Move the mouse to the bottom left corner of the screen and right-click.
 - ii. In the *Power User* menu, select **Control Panel**.
 - c. Windows 10:
 - i. Click the **Start** button or press the **Windows** key.
 - ii. Type **Control Panel** and press **Enter** or click the Control Panel icon.
2. Open **Programs and Features**.



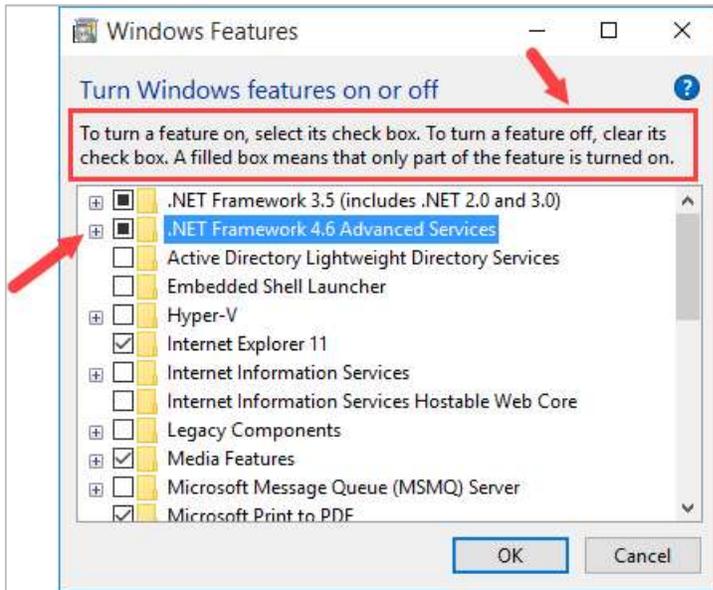
3. Along the left-hand side of the *Programs and Features* window, click on **Turn Windows features on or off**.



4. A new window called *Windows Features* will open.

5. To turn a feature *on*, select its checkbox. To turn a feature *off*, clear its checkbox. The .Net Framework may appear as a filled box. If .Net Framework 4.5 or higher is not checked or filled in, click each checkbox beside the .NET Framework items listed and click **OK**.

If you do not see .NET Framework 4.5 or higher, proceed to Step 7.



6. Windows may prompt you to allow it to complete a download of needed components from the internet. If you receive a prompt, click **OK**.

Important: Reboot your computer before continuing to the next section.

7. If you discover that 4.5 or higher is not currently installed on your computer, use this link to download and install the needed version:

<https://www.microsoft.com/en-us/download/details.aspx?id=30653>

How to Check Your Computer's Resolution

Windows 7 or
Windows 8

1. Click **Start**.
2. Click **Control Panel**.
3. Locate *Appearance and Personalization*.
4. Click **Adjust screen resolution**.
5. Click the drop-down list next to *Resolution*.
6. Observe that your resolution is at least 1024 x 768.

Higher resolution is recommended, but 1024 x 768 is the minimum.

Windows 10

1. Click **Start** or press the **Windows** key.
2. Type **Change Display Settings** and press **Enter**.
3. Scroll down until you see the *Resolution* drop-down.
4. Click the drop-down list under *Resolution*.
5. Observe or adjust your resolution to be at least 1024 x 768.

Higher resolution is recommended, but 1024 x 768 is the minimum.

Disabling Security Software

You will need to disable/turn off any security (proprietary) software you have enabled on your computer. Go to the *All Programs* section of your *Start Up* menu to verify what version of security software you might have on your computer.

Some of the more common security software providers are listed below, with links to their websites. Please look within the website support center to find out how to disable your version of the security software. Reference the *Help* menu by looking up “disable” or “turn off” in the search section of the security software provider’s website.

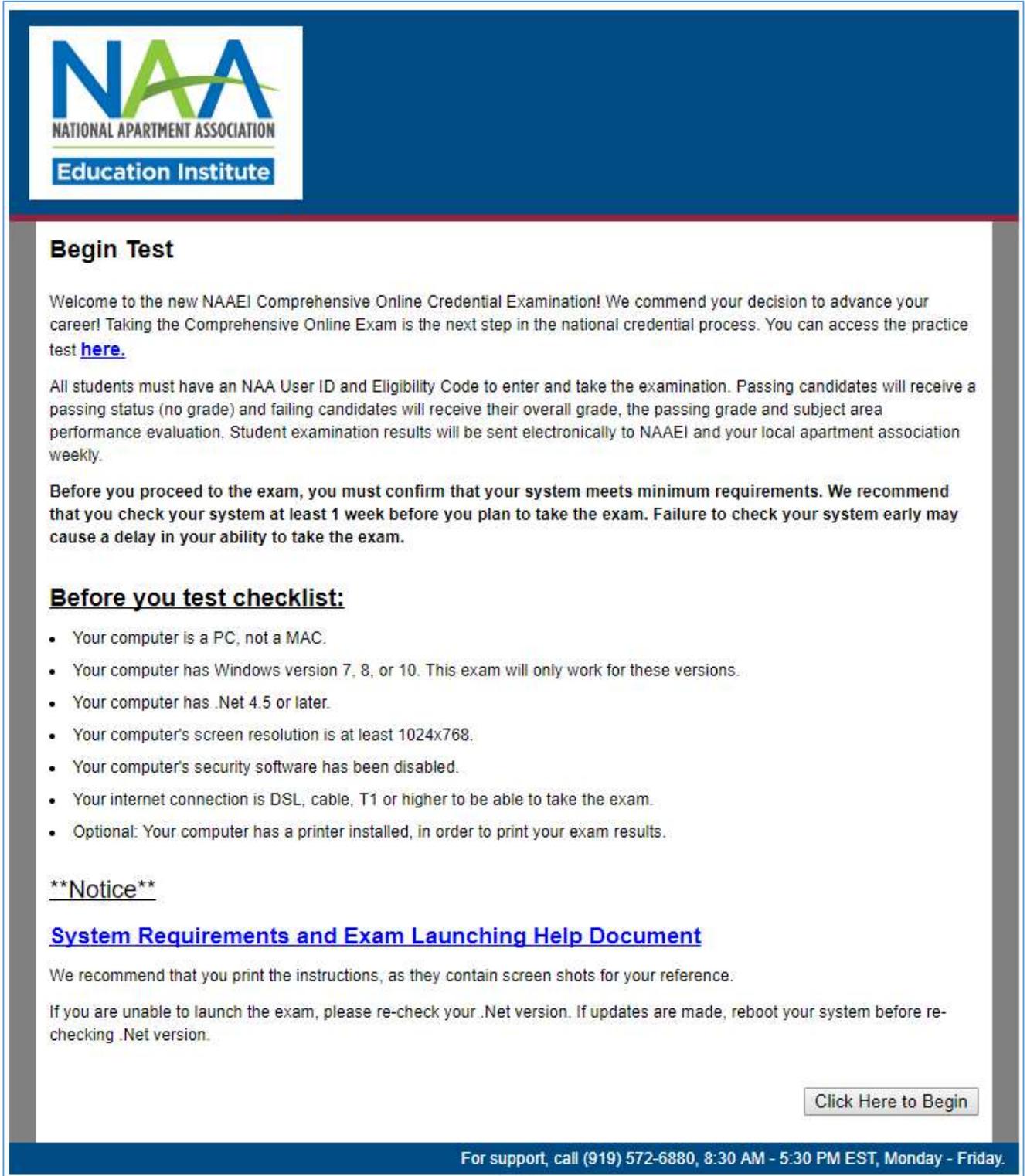
If using a work computer, please be sure to check with your IT department about how to complete this step.

Here are some of the more popular antivirus software programs on the market:

https://support.kaspersky.com/us		http://support.microsoft.com/gp/cu_sc_virsec_master	Microsoft® Security Essentials
http://us.trendmicro.com/us/about/contact/		https://support.symantec.com/en_US.html	
http://www.gdata-software.com/support-center/		http://www.sophos.com/en-us/about-us/contact-us.aspx	SOPHOS
http://www.avg.com/us-en/support		http://www.f-secure.com/en/web/home_global/support/get-support-online?id=6636	F-Secure. 
https://www.avg.com/en-ww/norman-home-and-home-office		http://www.bullguard.com/support/live-support.aspx	BullGuard 
https://support.avast.com/en-us		https://www.avira.com/en/support	
http://service.mcafee.com/default.aspx?lc=1033&cid=39354	McAfee®	http://kb.eset.com/esetkb/index?page=home&locale=en_US&option=none	
http://www.pandasecurity.com/homeusers/support/		https://www.bitdefender.com/consumer/support/	

How to Begin Your Test

1. Navigate to www.castleworldwide.com/naaei.
2. Ensure that you have completed the Pre-exam Technical Checklist before selecting **Click Here to Begin**.
3. Click **Click Here to Begin** at the bottom of the screen.



NAA
NATIONAL APARTMENT ASSOCIATION
Education Institute

Begin Test

Welcome to the new NAAEI Comprehensive Online Credential Examination! We commend your decision to advance your career! Taking the Comprehensive Online Exam is the next step in the national credential process. You can access the practice test [here](#).

All students must have an NAA User ID and Eligibility Code to enter and take the examination. Passing candidates will receive a passing status (no grade) and failing candidates will receive their overall grade, the passing grade and subject area performance evaluation. Student examination results will be sent electronically to NAAEI and your local apartment association weekly.

Before you proceed to the exam, you must confirm that your system meets minimum requirements. We recommend that you check your system at least 1 week before you plan to take the exam. Failure to check your system early may cause a delay in your ability to take the exam.

Before you test checklist:

- Your computer is a PC, not a MAC.
- Your computer has Windows version 7, 8, or 10. This exam will only work for these versions.
- Your computer has .Net 4.5 or later.
- Your computer's screen resolution is at least 1024x768.
- Your computer's security software has been disabled.
- Your internet connection is DSL, cable, T1 or higher to be able to take the exam.
- Optional: Your computer has a printer installed, in order to print your exam results.

****Notice****

[System Requirements and Exam Launching Help Document](#)

We recommend that you print the instructions, as they contain screen shots for your reference.

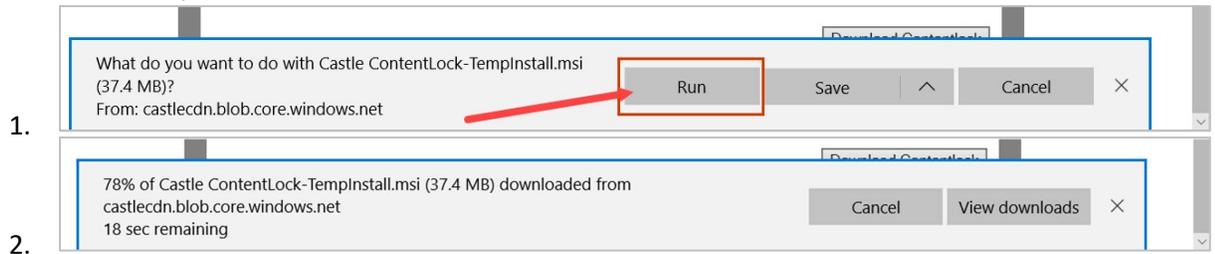
If you are unable to launch the exam, please re-check your .Net version. If updates are made, reboot your system before re-checking .Net version.

[Click Here to Begin](#)

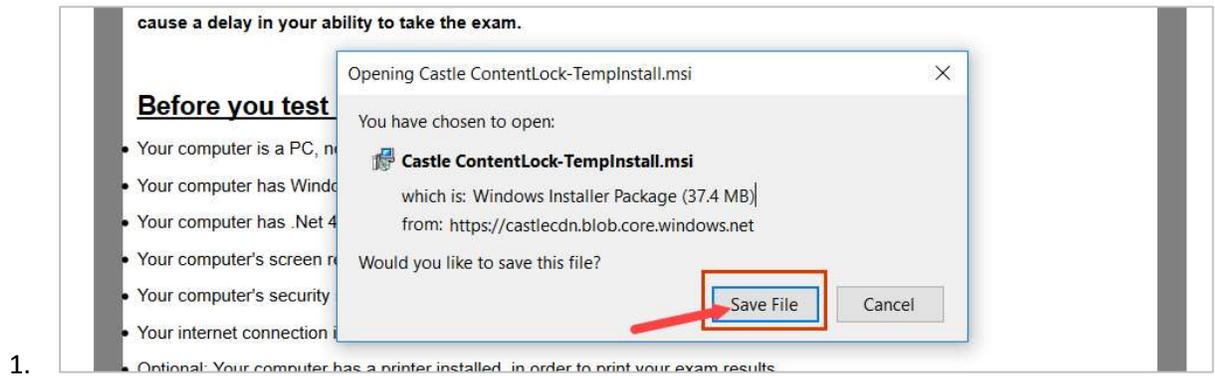
For support, call (919) 572-6880, 8:30 AM - 5:30 PM EST, Monday - Friday.

4. Your download will begin and will look differently depending on the type of browser you are using (Edge, Firefox or Chrome).

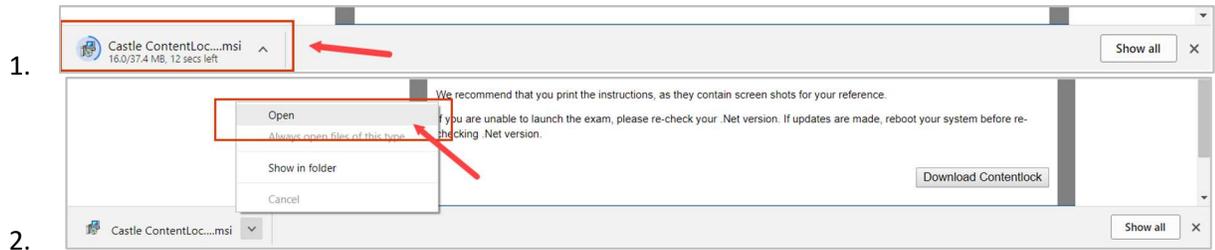
Edge



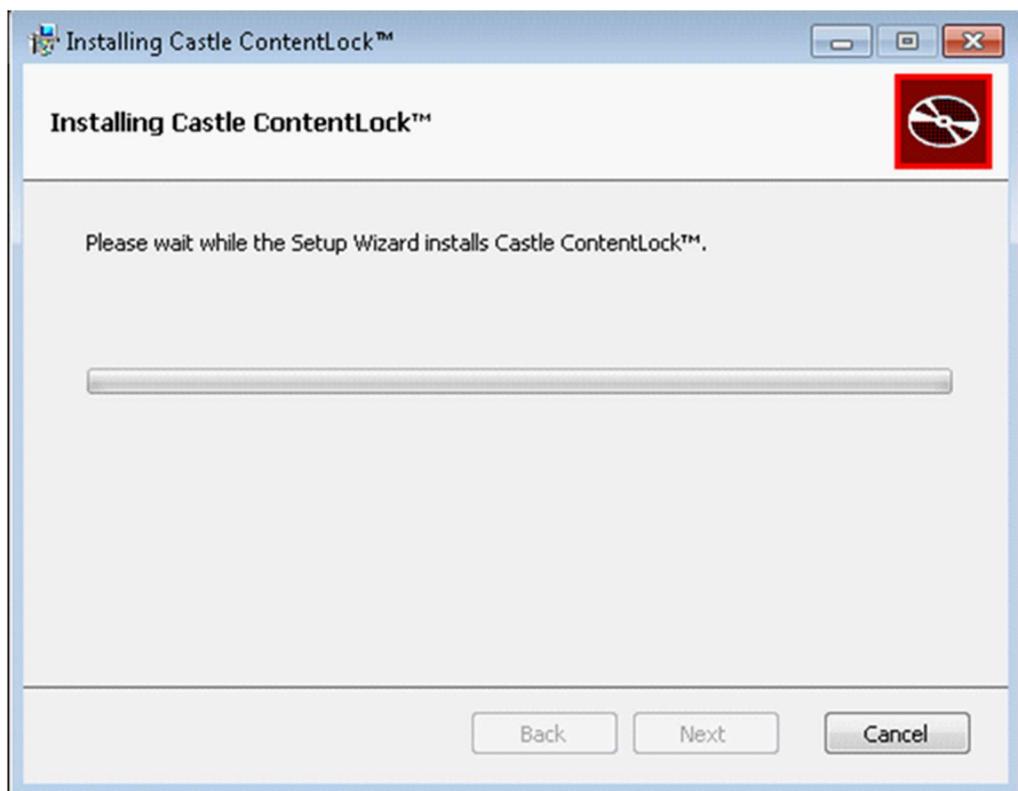
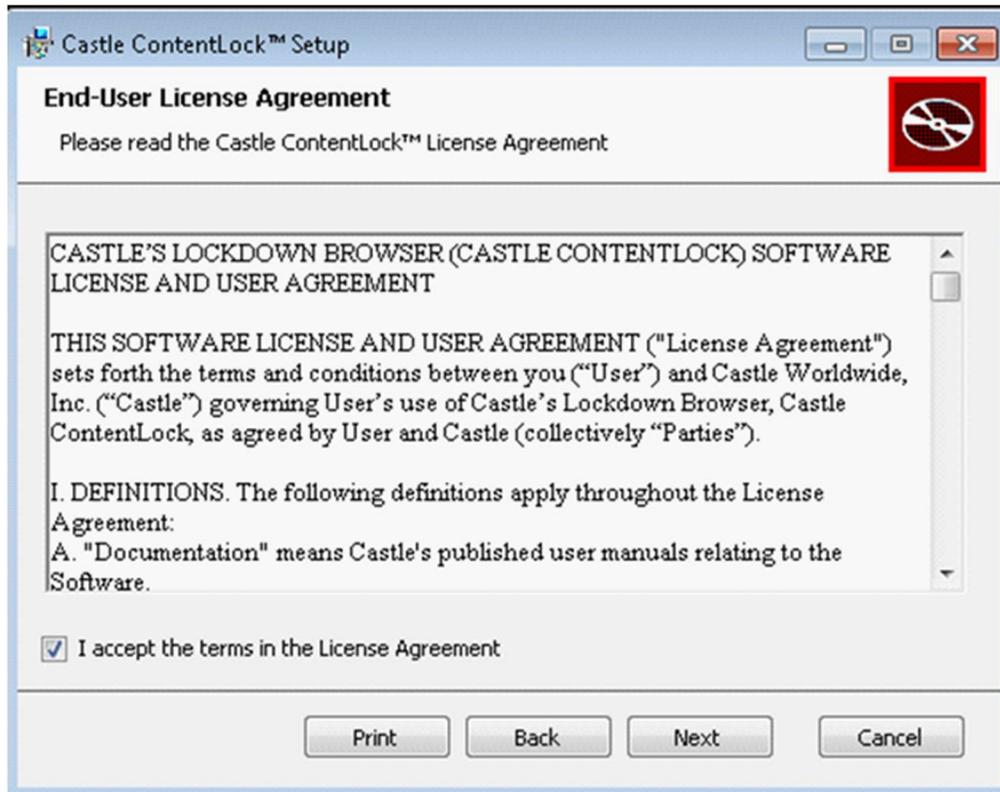
Firefox



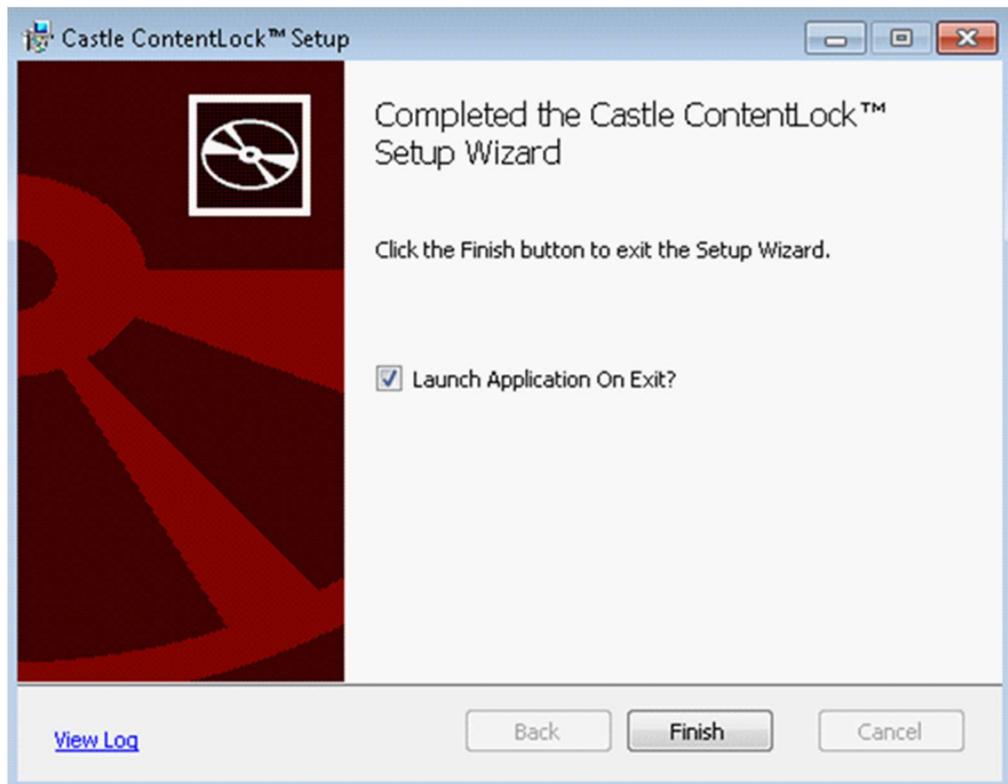
Chrome



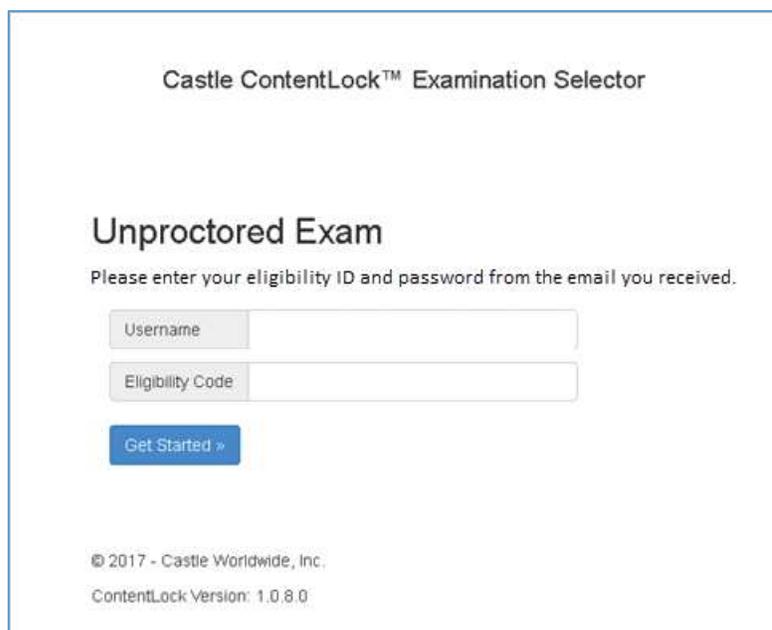
5. A pop-up to install the needed software will appear. Click the checkbox to accept the terms and click **Next**.



6. Click **Finish**.



7. Enter the User ID and Eligibility Code you received in the email from NAAEI.



The screenshot shows a web page titled "Castle ContentLock™ Examination Selector". The page has a white background and contains the following elements: a heading "Unproctored Exam", a sub-heading "Please enter your eligibility ID and password from the email you received.", two input fields labeled "Username" and "Eligibility Code", a blue button labeled "Get Started »", and footer text: "© 2017 - Castle Worldwide, Inc." and "ContentLock Version: 1.0.8.0".

8. Click **Get Started**.

Castle ContentLock™ Examination Selector

Unproctored Exam

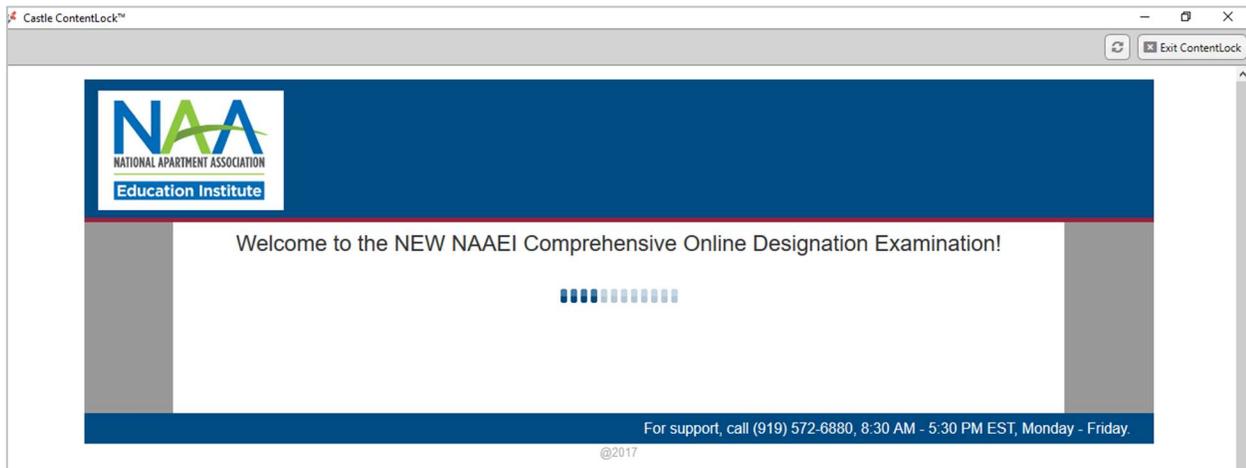
Please enter your eligibility id and password from the email you received.

Username	XXXXXXXXXXXXXXXXXX
Eligibility Code	XXXXXXXXXXXXXXXXXX

[Get Started >](#)

© 2017 - Castle Worldwide, Inc.
ContentLock Version: 1.0.8.0

9. After clicking **Get Started**, you will see a loading screen for the NAAEI Comprehensive Online Designation Examination.



10. Based on the Eligibility Code entered, you will be taken to either the *Begin Test* page or the *Purchase Test* page. The *Purchase Test* page is shown below.

Note: If you are not required to make a payment, proceed to step 11.

NAA
NATIONAL APARTMENT ASSOCIATION
Education Institute

Purchase Test

Certified Apartment Supplier (CAS)

Welcome to the NEW NAAEI Comprehensive Online Designation Examination! We commend your decision to advance your career! Taking the Comprehensive Online Exam is the next step in the national designation process.

All students must have an NAA User Id and eligibility code to enter and take the examination. All of the examinations are comprehensive and in a multiple-choice format. Each exam will vary from 100 to 200 questions depending on the subject areas and competencies that must be covered. All students will receive an overall grade and subject area performance evaluation immediately upon completion of the examination. Student examination results will be sent electronically to NAAEI and your local apartment association weekly.

Refund Policy: Partial refunds of examination and practice test fees are given on a case-by-case basis. Cancellation, reschedule and late fees are non-refundable.

Name:	TEST TEST	Card Number:	4111 1111 1111 1111
Email Address:	<input type="text"/>	Expiration Month/Year:	09 / 20
Eligibility Code:	858100673	Security Code:	111
Price:	USD \$30.00		

11. Once payment is made, you will see a copy of the Exam Purchase Receipt (a copy is also automatically sent to the email address on file).

If you have access to a printer, print the receipt using the **Print** button at the top right corner.

NAA
NATIONAL APARTMENT ASSOCIATION
Education Institute

Thank you for your purchase. A receipt has been sent to htiwari@castleworldwide.com. You may also print this page for your records using the Print button.

Please be sure you are ready to begin your exam when you click Continue.

Once you click Continue, your exam will be displayed and the timer will start. While the exam is displayed, you will not be able to access any other programs.

Good luck on the exam!

Exam Purchase Receipt Print

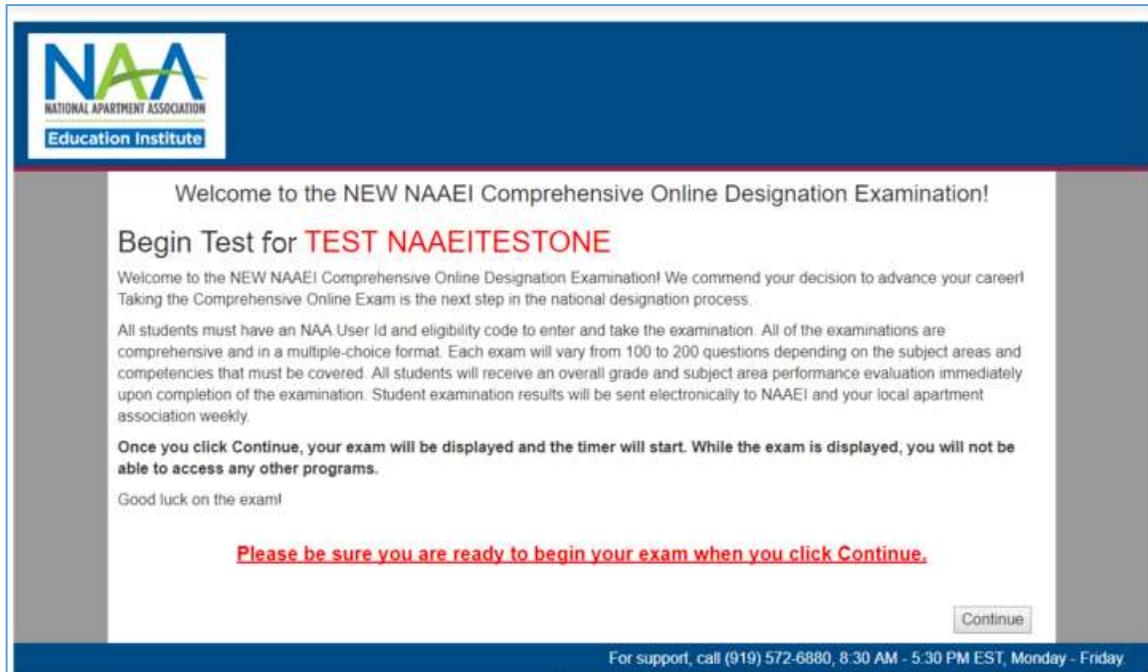
Purchase Date:	11/2/2017 04:07:09 PM
Receipt Created Date:	11/2/2017 04:07:14 PM
Item Purchased:	Certified Apartment Supplier (CAS)
Payment Type:	Credit Card
Account Status:	Paid in Full
Transaction Number:	1079800
Candidate Name:	TEST TESTI
Customer Id:	858100733
Unit Price:	USD \$30.00
Quantity:	1
Total Paid:	USD \$30.00

Castle
Sound Solutions. Responsive Service.
5001 Hospitality Court, Suite 100
Morrisville, NC 27560
1.919.572.6880

Continue

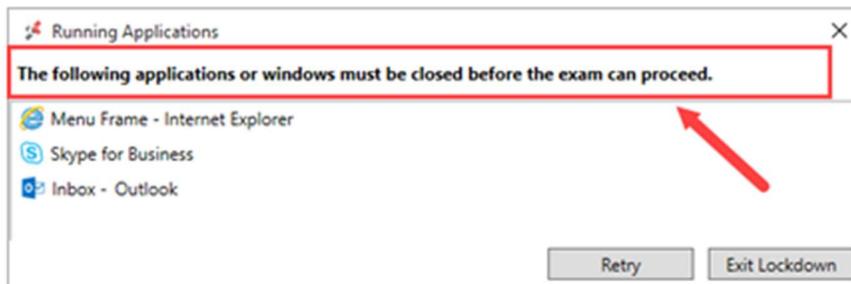
For support, call (919) 572-6880, 8:30 AM - 5:30 PM EST, Monday - Friday.

12. Press the **Continue** button to begin testing.



Did You Receive the *Close Applications* Pop-up?

After clicking **Continue** on the *Begin Test* page, if any applications are running on your computer, then the pop-up message shown below will appear. This screen lists any software program/application that must be closed before the exam will begin.



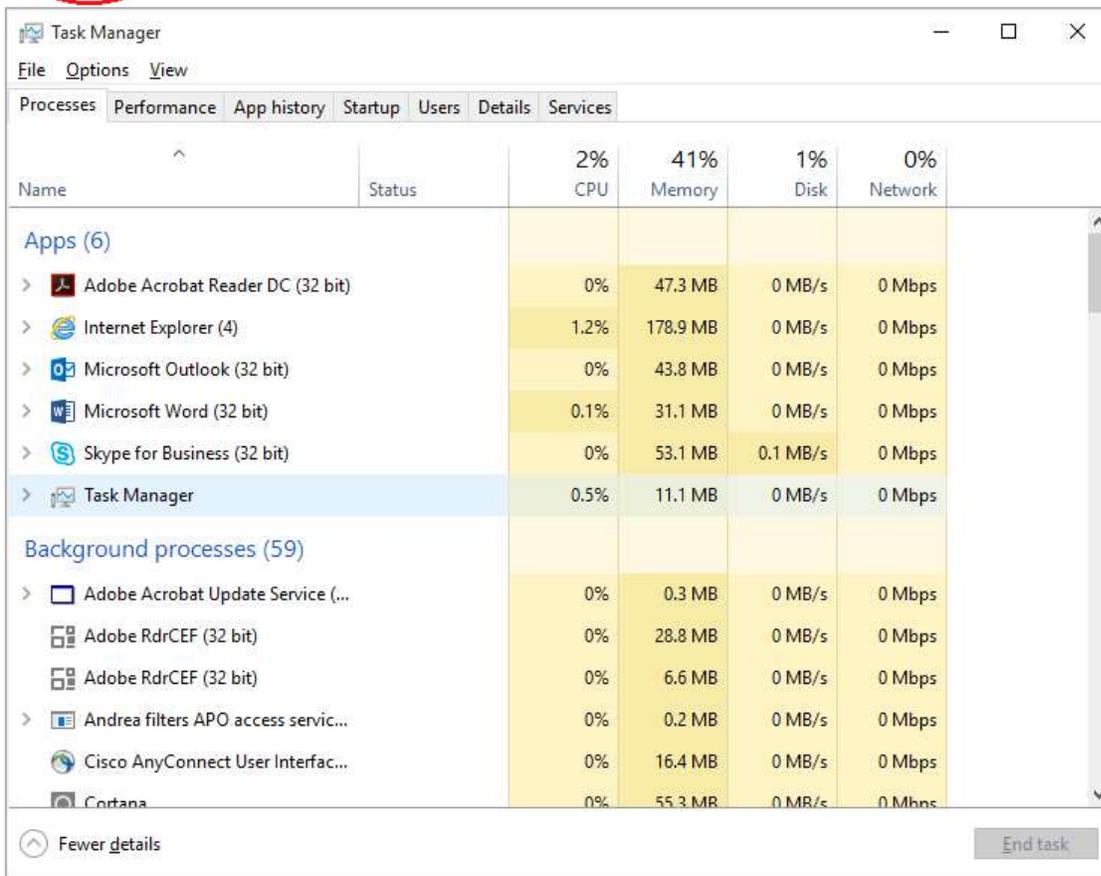
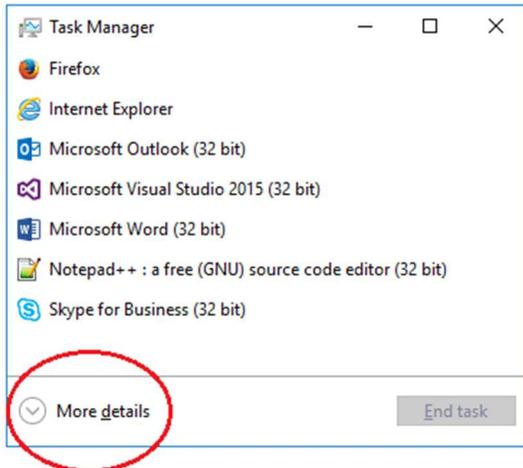
Shut down applications or windows using the task bar

1. Begin by closing all the programs that are open in the task bar at the bottom of your screen. Click the icon and close out of that program.
2. Select **Retry** as shown above. This will remove the program from the *Running Applications* list and from the task bar at bottom of your screen.
3. Repeat steps 1 and 2 until all programs are closed. If applications are still showing as open after closing all visible programs from the task bar, proceed to the next section.

Close programs from the Task Manager (Ctrl/ALT/Delete)

Pay close attention to the instructions below. Closing the wrong application could potentially cause issues for Windows.

1. Press the **Ctrl, Alt,** and **Delete** keys on your keyboard at the same time.
2. Select **Task Manager**.
3. Open **Task Manager** and click **More details** to see the expanded view.



4. Find the name of the application that is open. Click the name of the application to highlight it and then click the **End Task** button at bottom right of the Task Manager screen.

5. If you do not see the open program listed under *Apps*, you may need to scroll down and look through the *Background processes* heading.
6. Select **Retry** in the *Running Applications* window. This will remove the program(s) from the *Running Applications* list.
7. Repeat steps 4 and 5 until all programs are closed.

Helpful Hint:

Hover your mouse pointer over the program name in the *Running Applications* list to view the name of the Windows process in a small pop-up. This will help you locate the program or process that needs to be closed in Task Manager.