Application for Online Proctored (OLP) Testing

Valid for examinations offered January 1, 2022 through December 31, 2022

Certified Assistant Refrigeration Operator (CARO)©
Certified Industrial Refrigeration Operator (CIRO)©
Certified Refrigeration Service Technician (CRST)©

RETA is fully committed to maintaining the fairness, impartiality, validity, and integrity of all RETA certification programs. RETA policies and procedures are designed to assure that all decisions about certifying every candidate are based solely on the candidate’s qualifications and performance on RETA examinations and other certification-related activities.
Steps in taking a RETA Online Proctored (OLP) Test

The following steps are required to schedule and complete a RETA OLP examination.

1. Apply for CARO, CIRO or CRST using the Handbook and Application for that test. **You must submit the application for one of these RETA examinations and pay all required fees before an application for OLP can be reviewed.**

2. No additional fee is required for a candidate’s first attempt using RETA OLP testing. Retest fees are charged if a candidate needs to retake a test.

3. RETA will not authorize a candidate for OLP testing if it appears that your computer and plans for where you plan to test will not meet OLP requirements.

4. After RETA staff determine that you meet OLP testing requirements, RETA will send you an email telling you to how to enroll for OLP testing. This requires the following steps.
   - You must call RETA (541-497-2955) to schedule your OLP exam.
   - A few days before your scheduled OLP exam, you must complete enrollment in Kryterion’s system for an OLP exam.
   - Before enrollment, you must disable programs that could interfere with OLP testing (see details on page 3). Enrollment will include downloading Sentinel Secure software on the computer you plan to use to take your OLP exam. Sentinel is Kryterion’s proprietary browser for online testing. Sentinel will lockdown your workstation during OLP testing to protect the security and integrity of the RETA exam.
   - Also, during OLP enrollment, you will use your webcam to record a facial image in Sentinel. Your enrollment photo will be compared to another facial image that will be taken on the day of your test using 40 points of comparison. You will not be permitted to take an OLP exam if these two facial images do not match.
   - You will be required to show a government-issued photo ID such as a driver’s license or passport during enrollment and on the day of your test. You cannot take an OLP exam if all of these photos do not match.
   - You must complete OLP enrollment at least one day before your OLP exam.

5. On the day of your OLP exam, you must disable programs that could interfere with OLP testing (see details on page 3), then sign in and follow all instructions from Kryterion’s OLP proctor. You will be directed to take an authentication photo that will be compared with your enrollment OLP photo. You cannot take an OLP exam if these facial images do not match.

6. You will receive a preliminary copy of your scores for your OLP exam onscreen and by an email after you finish the test. Your official scores and any credential earned if you pass the test will be sent after RETA staff verifies your test results. RETA staff may review the video recording of your OLP exam and your test record before releasing official scores and a credential if any problems were identified by Kryterion staff during or after the test.
Hardware and Software Required for RETA Online Proctored (OLP) Testing

OLP testing for a RETA examination works best on a candidate’s personal computer and network with an external webcam. Most office networks and systems interfere with OLP software.

- Most candidates test on a personal laptop computer with at least a 15-inch screen.
- An external webcam mounted on a desktop tripod or stand is required. Contact RETA Certification staff at certification@reta.com for assistance. Candidates may borrow an external webcam that meets OLP requirements from RETA when they are available.
- A minimum of 50MB of available storage space must be available
- Screen resolution must be 1024 x 768 or greater
- An English language keyboard and a mouse are required
- Internet access with at least 1.0 MBPS upload and 1.0 MBPS download are required

Windows System
Installed Applications on a Windows System
- Operating System: Windows 8.1 or Windows 10
- C++ Redistributable 2015 from Microsoft in x86 version
- Google Chrome, Internet Explorer 11, or Firefox (Google Chrome is recommended)
- .Net Framework 4.6.2
- Ports opened: 80 & 443
- Administrator Rights

Disabled software/hardware during testing
You must disable any software/hardware that could interrupt, intercept, or interfere with the proctored exam to take an OLP exam. This includes but is not limited to pop-up blockers, anti-virus software, firewall (Windows and third party), VMWare/Bootcamp, Skype, Photobooth and TeamViewer.

MAC System
Installed Applications on a MAC System
- Operating System OS X: 10.13 High Sierra, 10.14 Mojave or 10.15 Catalina
- Safari (latest version)
- Ports opened: 80 & 443
- Administrator Rights

Disabled software/hardware during testing
You must disable any software/hardware that could interrupt, intercept, or interfere with the proctored exam to take an OLP exam. This includes but is not limited to pop-up blockers, anti-virus software, firewall (Windows and third party), VMWare/Bootcamp, Skype, Photobooth and TeamViewer.
External Webcam Requirements

You must use a camera with a heavy base and flexible neck or a tripod mount. The webcam must meet the following criteria to be used for OLP testing:

- Minimum Video Resolution of 720p with a frame rate of 30 fps
- High Speed USB 2.0 connection - Plug and Play preferred
- Cord length of 6 ft (2 m) or more
- Manual focus ring
- No auto zoom or auto focus allowed. The candidate must turn these features off if they are included in the external webcam that is used for OLP testing.
- Built-in microphone
- If you borrow a RETA webcam for your OLP exam, you must return the webcam to RETA before any credential can be released.

The following are not acceptable as external cameras for OLP testing:

- Digital cameras/camcorders
- PlayStation Eye/Camera
- Additional laptops/computers
- Tablets
- Smartphones
- GoPros
- Kinect
- Eye Toy

Please note: Driver issues with Internet Explorer and Logitech C920 and C270 webcams have caused delayed video loading, which can disrupt the OLP experience. Candidates should download the latest drivers for their webcam before starting an OLP exam.

Use of a RETA Webcam for OLP Testing

RETA will make a suitable external webcam available to OLP candidates when they are available. Candidates who borrow a webcam from RETA must return the webcam and all accessories before a credential or future RETA exam will be available. Candidates also may be billed if they fail to return the webcam and accessories in condition to allow other candidates to use it during OLP testing.

Proper Camera Placement

The proctor must be able to see all of the following items from a side-profile view.

- Your keyboard and mouse
- The non-printing, non-programmable calculator RETA allows during the test
- A view 12 inches (30 cm) on either side of your keyboard
- Your entire head and torso
- At least 6-12 inches (15-30 cm) behind you

Correct view of candidate with an external webcam during OLP testing
Applying for RETA Online Proctored (OLP) Testing

RETA Reference Materials and Notes
The only reference materials you may use during a RETA OLP examination will appear onscreen next to test questions throughout the test. These references are available in the Study Guides for RETA examinations to help candidates prepare for each test. Printed copies are not permitted during any RETA test.

A scratch space is available onscreen during each OLP exam. No scratch paper or other materials are permitted. The system does not store candidate data or text from the scratch space after the OLP examination is finished.

Reaching a Proctor during OLP Testing
Candidates who want to ask a question about test delivery can contact the proctor by clicking on the question mark (?) in the upper right corner of the screen during a test.

Technical Difficulties during OLP Testing
Candidates who experience technical difficulties during OLP testing will be referred to a technician who will try to correct the problem. RETA staff tries to avoid such difficulties by asking for information about the computer and location the candidate intends to use for OLP testing as part of this application and to resolve such issues before the candidate can schedule a test.

Video and Audio Recordings during OLP Testing
Each RETA OLP examination session occurs with video and audio recording. RETA has access to each candidate’s OLP session after the test and will use it to review any behavioral or technical issues that are raised by either the OLP proctor or the candidate.

Candidate Misconduct
Candidates who display certain behaviors will be sent alerts that may lead to immediate suspension of an OLP examination. If a problem persists or occurs multiple times, the proctor will escalate the matter to a technician who will try to correct the behavior or situation, up to and including early termination of the OLP exam entirely. Each interaction within the online session is noted in writing by the proctor, the technician, or both.

Examples of possible candidate misconduct during OLP testing include:
- Using any prohibited test aids such as unauthorized written material or study materials.
- Using another candidate’s credentials, personal profile or other identifying information.
- Reading questions aloud and/or talking to another person during a test session.
- Tampering with operation of the computer or attempting to use the computer for any purpose other than taking the test during an OLP session.
- Using unauthorized personal items during the test such as a cell phone or tablet.
- Using unauthorized reference materials during a test such as a study guide or notes.
- Receiving assistance of any kind from another person during a test session.
- Attempting to record and/or photograph any part of the exam or test session.
Test Security Requirements for OLP Testing

Sentinel Secure
OLP testing requires installation of Kryterion’s Sentinel Secure, a proprietary browser that creates a locked-down testing environment on the candidate’s computer to ensure the integrity and security of the testing session. It prevents the candidate from using another website during a test, disallows functions such as Print Screen or use of a second monitor, and disables plug-ins and applications such as recording devices.

Facial Recognition
Sentinel Secure includes facial recognition features that will compare webcam images of the candidate on the date of enrollment for OLP Testing and on the day of the test. RETA requires that enrollment must be at least one day prior to the day of the test. The technology compares a facial map consisting of 40 points on each facial image to verify that the candidate’s enrollment photo and authentication photo match.

RETA also requires that the candidate submit a clear, legible copy of a government-issued photo ID such as a driver’s license or passport with this application. The photo ID must match the facial images taken at the time of enrollment and the authentication photo taken on the day of the test.

Testing Area
The testing area must be free from any other activity, materials, or unauthorized electronic devices. No phones, audio players or communication devices are permitted during an OLP exam. Candidates must remove and stow all lanyards, name badges, neck ties, bags, purses, keys, wallets, hats, briefcases, books, cell phones, portable electronic devices, watches, jewelry or pens. The testing area location should be selected to minimize chances that the candidate will be disturbed by foot traffic, conversations or outside noise. The testing area should always be fully visible to the proctor through an external webcam. An unobstructed view of the candidate is required during the entire online administration. Details appear later in this application.

Testing Conditions
- The testing area must be well lit, quiet and free from all distractions. No pets, children or other people are permitted in the testing area during an OLP examination.
- The testing surface must be uncluttered and include only one computer, one monitor, one keyboard and one mouse. Dual monitors will be detected by Sentinel and the second monitor will be disabled throughout the testing session.
- The only permitted test aids are a simple non-printing calculator and a Mafiti LCD writing tablet that RETA will send you. You will be asked by the proctor to clear the tablet at the beginning and end of your exam.
- Glasses may be inspected visually by the OLP proctor to assure that they do not include any recording devices.
- Religious clothing is permitted but is subject to visual inspection to assure that the candidate has no recording devices, ear buds or unauthorized test aids.
- Interaction with other individuals during OLP testing may result in disqualification or ending the test before a candidate finishes the entire examination.
- Breaks are not permitted during an OLP exam. The proctor will end the test if a candidate leaves the testing area before the examination is finished.
Additional Test Security Requirements for OLP Testing

- **No breaks are allowed during OLP testing.**
  - All RETA exams are scheduled for three hours. You should prepare to spend this entire time in the testing area.
  - Your test will end if you leave the testing area before an OLP exam is finished regardless of how many questions you have answered during the test.

What to do if you do not want to test with these OLP security requirements

Onsite Proctored exams in Kryterion Testing Network (KTN) and RETA Testing Network test centers are reopening as states and facilities determine that it is safe to do so. Contact RETA Certification staff at certification@reta.com for assistance.

- Onsite proctors in KTN and RETA Network test centers allow limited breaks during the test. No additional time is allowed for candidates who take a break. Onsite proctors may verify candidate photo IDs before a candidate may continue the test after a break.
- Onsite proctored examinations except for RETA-Authorized Instructors (RAIs) allow the candidate to return to a question after they move on to the next question.
- Onsite proctored examinations except for RAIs allow candidates to review and change answers to questions when the candidate reaches the end of the test.
RETA Application for OLP Testing

Please print or type all information. Completed applications may be submitted:
- By mail to RETA Certification, 1725 Ferry Street SW, Albany, OR 97322
- By Email as an attachment in a PDF to certification@reta.com
- By fax to 541-497-2966

Call RETA at 541-497-2955 or toll-free at 844-801-3711 between 7:30 am and 4:00 pm Pacific Time if you have questions about this application. Please be sure to return all required pages of the application. Penmanship counts—please print clearly. Applications that cannot be read clearly may delay processing or result in errors in your RETA records.

You must submit a scan of a clear, legible copy of a government-issues photo ID such as a driver's license or passport with this application.

Your Name Exactly as You Want it on Your Certificate

Your RETA Membership Number and Expiration Date:

Company Name

Business Address

City

State

Zip

Home Address

City

State

Zip

Home Phone

Work Phone

E-mail address IMPORTANT: A VALID E-MAIL ADDRESS IS MANDATORY.

Which RETA Credential Are You Seeking?

☐ CARO  ☐ CIRO  ☐ CRST

☐ I plan to take my OLP exam at home on a personal computer

- Computer type ☐ Windows laptop/desktop ☐ MAC laptop/desktop
- Computer brand name and model _____________________________________________
- Computer monitor screen size (diagonal measure) ☐ 15” ☐ 17” ☐ 19” or larger
- Screen resolution _________________________
- Describe the room where you plan to take the test (home office, bedroom, kitchen table, etc.) ____________________________________________________________

☐ I want to borrow a RETA external webcam to take the test

RETA will make a suitable external webcam available to OLP candidates when they are available. Candidates who borrow a webcam from RETA must return the webcam and all accessories before a credential or future RETA exam will be available. Candidates also may be billed if they fail to return the webcam and accessories in condition to allow other candidates to use it during OLP testing.
❑ I plan to take my exam away from home

What is the address where you plan to take your OLP exam?
________________________________________________________________________________

Describe the facility where you plan to take your OLP exam (office building, work, public library, etc.)
________________________________________________________________________________

- Computer type  ❑ Windows laptop/desktop  ❑ MAC laptop/desktop
- Computer brand name and model
- Computer or monitor screen size (diagonal measure)  ❑ 15”  ❑ 17”  ❑ 19” or larger
- Screen resolution
- Describe the room where you plan to take the test (office, conference room table, etc.)
________________________________________________________________________________
- Describe the Internet connection where you plan to take the test
________________________________________________________________________________

External Webcam
❑ I want to borrow a RETA external webcam to take the test.
RETA will make a suitable external webcam available to OLP candidates when they are available. Candidates who borrow a webcam from RETA must return the webcam and all accessories before a credential or future RETA exam will be available. Candidates also may be billed if they fail to return the webcam and accessories in condition to allow other candidates to use it during OLP testing. All equipment will be mailed to your home address. All equipment must be returned within 14 days of your testing date.

OR

❑ I have an external webcam and need to verify with RETA staff that it meets OLP requirements.
- What brand and model of external webcam do you have? ____________________________
My external webcam meets the following requirements. (Check all that apply)
❑ Video Resolution of 720p or higher with a frame rate of at least 30 fps
❑ High Speed USB 2.0 connection or faster
❑ Cord length of 6 ft (2 m) or more
❑ Manual focus ring
❑ Built-in microphone

What other details might help RETA staff determine whether your request will meet the technical and security requirements for OLP testing.
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

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RETA Application for Online Proctored (OLP) Testing
Valid for examination offered January 1, 2022 through December 31, 2022
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STATEMENT OF UNDERSTANDING FOR OLP TESTING

This section must be completed by all candidates.

I have read, understand and agree to follow all of the requirements for RETA Online Proctored (OLP) testing. I understand that any misrepresentation on this application will result in failure to become certified, and my application and examination fee will be forfeited. I understand that if I provide RETA an email address for my results transmittal that is not my own, I waive all rights that are associated with the Privacy Act. I authorize the evaluation and validation of my credentials by RETA. In furtherance of my application, I authorize any individual or organization who may have information concerning my credentials to provide such information to RETA. I hereby waive any claim for damages that I may have against RETA and any individual or organization that supplies such information by reason of any act or omission by any of them taken in good faith in connection with this application. I understand that the decision as to whether I qualify for certification rests solely and exclusively in RETA and that its decision is final. By signing and submitting this application, I also agree to adhere to the RETA Code of Conduct.

As a RETA Certified Professional I will:

▪ Comply with the relevant provisions of the RETA Certification program.
▪ Adhere to the requirements of the RETA Code of Conduct.
▪ Make no claims of being certified outside of the certification credential(s) I hold.
▪ Not use my RETA Certification status in any manner that brings disrepute to RETA or misrepresents RETA Certification with false or misleading statements.
▪ Not use my RETA Certification in a misleading manner.
▪ Discontinue my claim to RETA Certification if my certificate is revoked or if I fail to maintain my certificate through evidence of on-going training and the accrual of recognized Professional Development Hours and Continuing Education Units.
▪ Inform RETA without delay of any changes that restrict my capacity to perform competently, safely and effectively without endangering the welfare of myself or others if I can no longer fulfill my obligations as a RETA-certified professional.
▪ Return any RETA credential to RETA if it is suspended or revoked.

_________________________  _________________________
Signature                        Date

_________________________
Print Name