

Kryterion On-Line Proctoring Process

Required

- (1) A webcam
- (2) Ability to download security software (Sentinel)
- (3) Voucher number

How to Register and Schedule Exam

STEP 1: Establish log-in - Exams may be taken 24/7

- Go to www.webassessor.com/NPMA
- Select <Create New Account>
- Password must be: A mix of upper case, lower case, numbers and special characters like !@#\$\$% at least 8 characters
- *Wait until receiving the Voucher Number from NPMA before proceeding to Step 2*

STEP 2: Register for exam and schedule testing

- Go to www.webassessor.com/
- Log-in - Click on <Register for an Exam>
- Click on either Fleet Management or Property Management
- Select appropriate exam by click + mark
- Select method of testing to schedule – **On-line Proctoring**
- Use pull-down to select <Time Zone>
- Use calendar to select a date, then <select time slot desired>
- Read and agree to “Confidentiality/Non-Disclosure Agreement” check box
- Enter this **Voucher Number** provided by NPMA

STEP 3: Take Your Exam

- When scheduled date and time arrive
- Go to www.webassessor.com/
- Log-in - Click on <My Exams>
- Scheduled Exams, click Launch

***NOTE:** To cancel or reschedule log on www.webassessor.com/. Cancellations made with-in 24-hours of the online exam time will result in a late fee of \$40 payable by you to Kryterion*

SPECIAL ACCOMMODATIONS – ADA

Requests for any special accommodations require 30 days' advance notice. If you require a special accommodation, please contact at NPMA: for Property - certification@npma.org or for Fleet - fleet@npma.org

Installing Sentinel Software

Installing Sentinel Software is a security measure required to conduct on-line testing. Ensure your IT rules allow you to download software **BEFORE** scheduling your test. To download Sentinel Secure:

https://kryterion.force.com/support/s/article/Installing-Sentinel-Secure?language=en_US

Ensure Your Computer Meets Requirements

WINDOWS

Hardware:

- Minimum 50MB available space
- Screen Resolution 1024 x 768 or greater
- Webcam and Microphone
- Internal access (recommended minimum of 1.0 Mbps upload / 1.0 Mbps download) **Ping must be below 200ms - select any Portland, OR (USA) area server.**
- Operating Systems
 - Windows 7 (Windows 7 will no longer be supported as of January 14, 2020)
 - Windows 8.1 only or 10 (Touch screens require the use of a mouse and keyboard)

Installed Applications:

- Internet Explorer 11, Google Chrome, or Firefox
- Adobe Flash ActiveX (Latest for Internet Explorer)
- .Net Framework 4.6.2
- Ports opened - 80 & 443
- Administrator Rights

MAC

Hardware:

- Minimum 50MB available space
- Screen Resolution 1024 x 768 or greater
- Webcam and Microphone
- Internal access (recommended minimum of 1.0 Mbps upload / 1.0 Mbps download) **Ping must be below 200ms - select any Portland, OR (USA) area server.**
- Operating System OS X
 - 10.12 Sierra
 - 10.13 High Sierra
 - 10.14 Mojave

Please note that 10.15 (Catalina) has become available for Beta. We do not support the 10.15 at this time though we have begun working to make 10.15 compatible. Once compatible, the Operating System information will be updated.

Installed Applications:

- Safari (Latest version)
- Ports opened - 80 & 443
- Administrator Rights

Security Considerations:

Kryterion highly recommends disabling all software/hardware with the capability to interrupt, intercept, or interfere with your proctored exam during your test session. This includes, but is not limited to: pop-up blockers, anti-virus software, firewall (Windows and 3rd party), VMWare/Bootcamp, Skype, Photobooth and TeamViewer.

To test your equipment: <http://test.kryteriononline.com/webcam-checker/>

What to Expect Test Day

- Please be on time for your scheduled Proctored Exam. All sessions are recorded.

- Exams are timed. You will be notified of allowable time to complete your exam
- You will be required to show two (2) forms of identification: one must be a valid government issued photo ID and another can be a credit card, employee identification card, etc.
NOTE: In the United States a social security card is NOT an acceptable form of identification.

Please note: Desk needs to be clear of any items, such as: cell phones and similar electronic devices, flash drives, CDs, or other digital memory devices are prohibited. Books, manuals, study guides, notes or other items are **not** permitted.

- Eating, drinking, and smoking are **not** permitted during the test.
- Once exam is launched you will not be able to access any other programs.
- Proctor can see and monitor you and test environment at all times. Unless there is an issue you will not see or hear the Proctor.
- Proctor will only communicate with you if they encounter an issue, such as behavior that violates standard testing norms (see list below). You will be alerted and allowed to correct it.
- In case of technical issues you can chat on-line or talk on a phone to technical support.
- When finished, submit exam and close browser. *After you have exited Sentinel, you are responsible for re-enabling program, such as, pop-up blockers, anti-virus software, firewall (Windows and 3rd party), VMWare/Bootcamp, Skype, Photobooth and TeamViewer.*
- Exam Pass/Fail Reports are emailed at completion of exam, except for the CPPM exam.

Testing Violations

The following behaviors may result in the stopping of the exam.

Audio Problem
Camera Out of Focus
Camera Out of Position
Inappropriate Environment
Invalid Keystroke
Leaning Out of View
Multiple People in View
Poor Lighting
Reading Exam Aloud
Talking About the Exam
Talking Non-Test Related
Test Item Theft
Test Taker Left Area
Unauthorized Test Aid
Video Signal Problem

Important Links

[Kryterion Candidate Community Case Form](#) for customer support requests.

[Kryterion Candidate Community Portal](#) includes self-help links, videos, FAQs

Certification Questions: **Fleet Management** fleet@npma.org or **Property:** certification@npma.org