CANDIDATE GUIDE

ONLINE IN-HOME TESTING

Updated: 06/28/2023

TABLE OF CONTENTS

EQUIPMENT REQUIREMENTS & SET UP

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IMPORTANT

To participate in this testing process, you will need two devices:
1. **A desktop or laptop computer** – You will take the exam on this device.
2. **Mobile or tablet** – This device will be used to video record your activity and communicate with you.
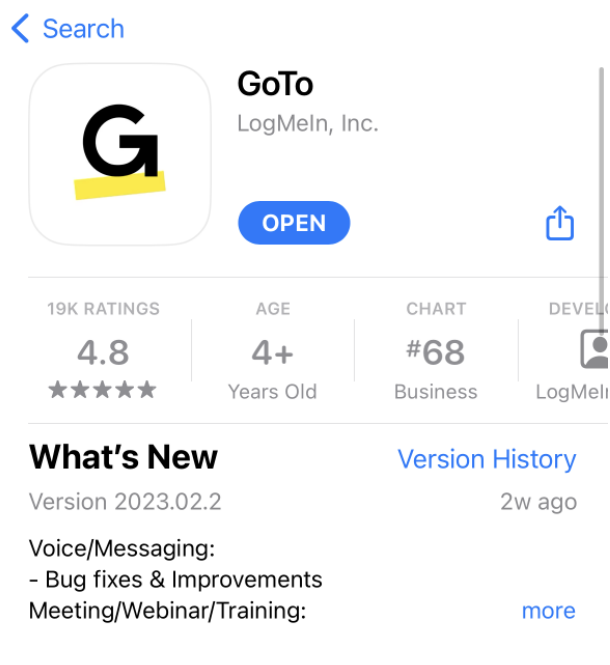
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Step 1: Ensure that your devices meet the following requirements

- **A mobile smartphone or tablet.** Your mobile device will be used to connect to videoconferencing software so that PST can monitor you while you take the examination. Your device must meet the following requirements:

  - iPhone 5 or later running iOS11+
  - iPad 3rd gen or later running iOS11+
  - Android device running Android OS 5 (Lollipop) – Android 10
  - Camera and Microphone enabled for the videoconferencing software

- **A desktop or laptop computer.** You will take the examination on your computer using a web browser. Your device must meet the following requirements:
  - Windows 8.1, Windows 10, Windows 11
  - Mac OS X 10.11 up to Mac OS 13
  - Javascript and Cookies enabled

- **A reliable internet connection on each device.** Your mobile device and PC must be connected to the internet at all times. Data rates may apply.

  - Your mobile device should have a 3G+ or Wi-Fi connection. At minimum, one (1) Mbps or better (broadband recommended) is required, but we recommend at least twenty (20) Mbps to ensure a stable internet connection while testing.

  - If using Wi-Fi, we highly recommend you consider asking others to limit their use to ensure you have enough bandwidth to maintain connection on both devices.

  - If you lose your internet connection at any time, you may not be able to continue or reschedule your exam.

  - It is recommended that you check your connection speed before testing at www.speedtest.net.
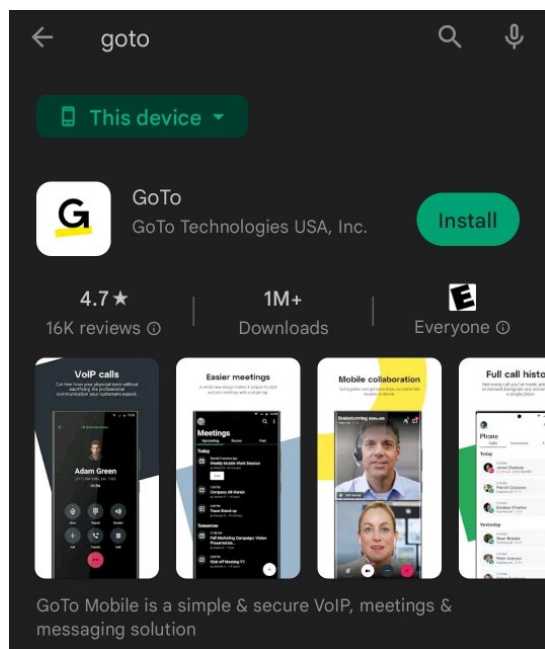
Step 2: Install and set up the GoTo app on your smartphone or tablet

1. Download the app from the App Store (nothing more is needed here until test day):

   o Apple - https://apps.apple.com/us/app/goto/id1465614785

   o Android - https://play.google.com/store/apps/details?id=com.logmein.gotoconnect

Step 3: Install and the Safe Exam Browser on your PC (This is the device you will take the exam on)

1. Download the program by visiting the follow URL and clicking to download the correct version for your operating system: https://safeexambrowser.org/download_en.html

   a. Please note **that you must install the most updated version of Safe Exam Browser**. Previous versions may not be supported.
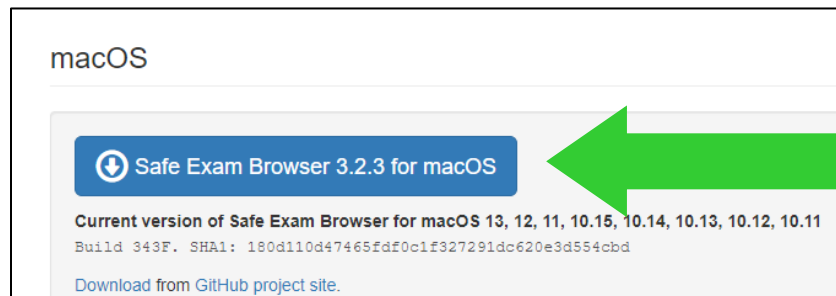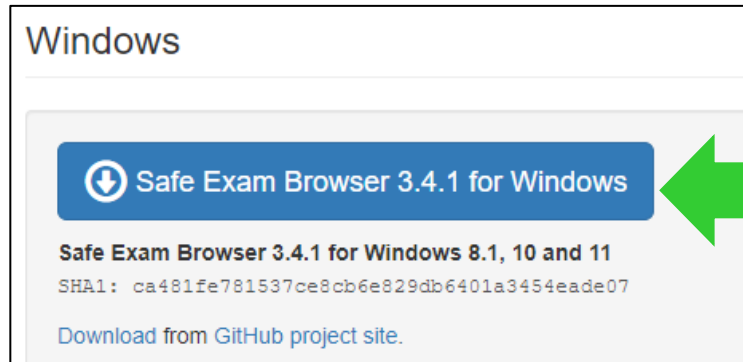
2. Clicking on the download button will take you to the Safe Exam Browser website, where the file will finish downloading.
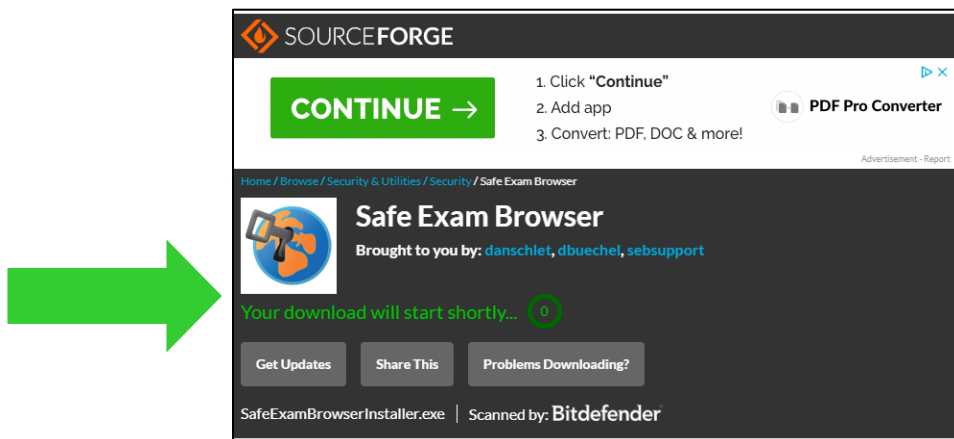
3. Click on the downloaded SafeExamBrowserInstaller.exe file to install the program.

   a. If the file does not appear on your screen automatically once downloaded, please navigate to your "downloaded files" in file explorer to find the program and run the installer.
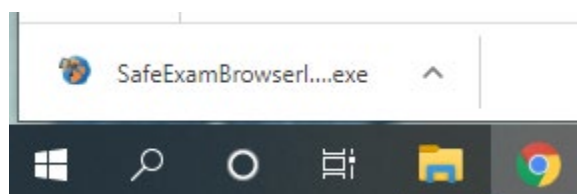
4. The installer will run. Follow the program prompts to complete the installation.
   a. It is recommended to restart your computer after installation to ensure the program is properly installed.
5. Once the program is successfully installed, no further action is needed.
   a. You will receive your login to Public Safety Testing's Test Administration Website (24-48 hours before your test and here you will download the configuration file necessary for the Safe Exam Browser.
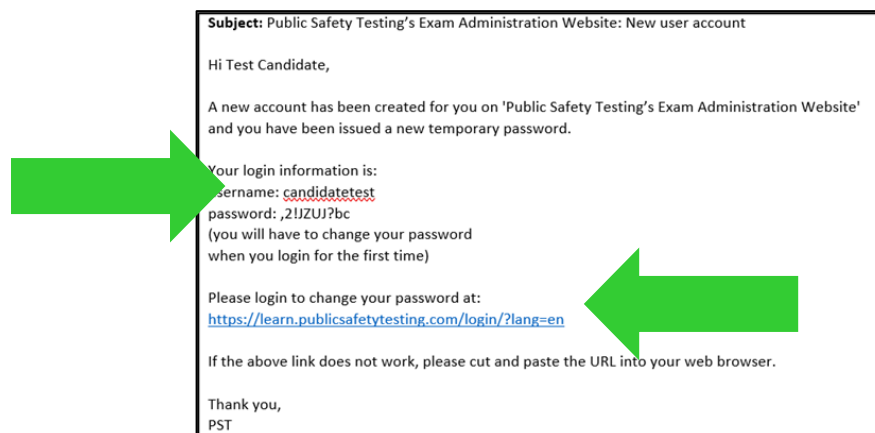
Step 4: Change your Login Password for the PST Exam Administration Website.

1. You will receive an email from Public Safety Testing's Learning Website with the subject line: "Public Safety Testing: New user account."

   - Note: If you have previously tested with PST using our Exam Administration/Learning Website **(NOT the IOS Testing Application),** you will not receive this "new user" email. Your previous login information will work; **your username will be your PST Candidate ID number** and you can reset your password if you do not remember it.

2. Click on the link to log in to your account using your PST Candidate ID # and provided password.

   - The URL to the Test Administration Website is: https://learn.publicsafetytesting.com/login/

   - Please note: Your login username/password is separate from your login to your PST account and is only used for test-taking purposes

Subject: Public Safety Testing's Exam Administration Website: New user account

Hi Test Candidate,

A new account has been created for you on 'Public Safety Testing's Exam Administration Website' and you have been issued a new temporary password.

Your login information is:
Username: candidatetest
password: ,2!JZUJ?bc
(you will have to change your password
when you login for the first time)

Please login to change your password at:
https://learn.publicsafetytesting.com/login/?lang=en

If the above link does not work, please cut and paste the URL into your web browser.

Thank you,
PST

3. Enter the provided username and password and click the "Log In" button.

PST

PRE-EMPLOYMENT TESTING
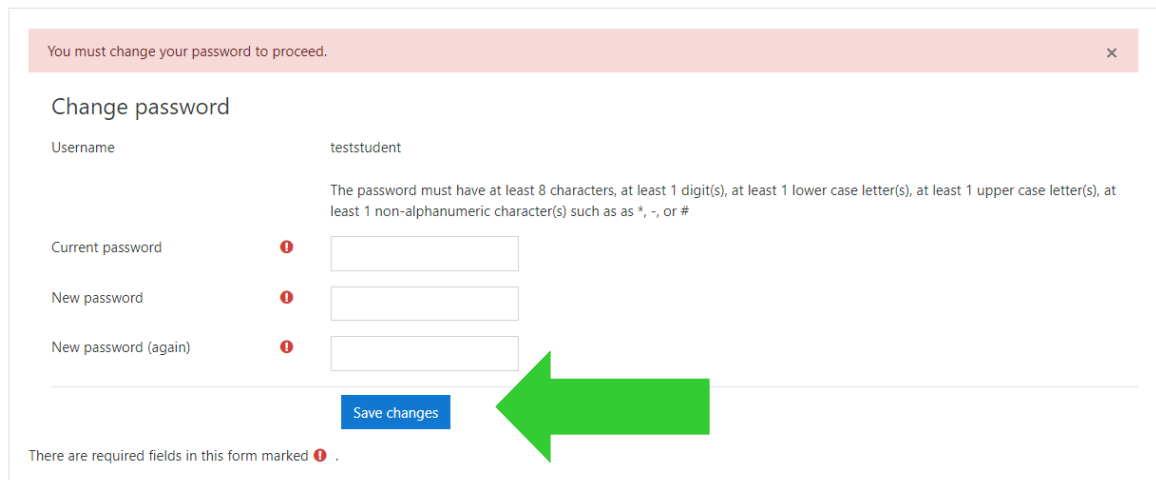PROMOTIONAL TESTING
INVESTIGATIONS
EXECUTIVE SERVICES

Username

Password

Log in

Lost password?

4. Enter a new password and click the "Save Changes" button.
   - Ensure that your password is something you can remember; you will use your username and password to access your exam during your test session.

You must change your password to proceed.   ×

Change password

Username	teststudent
	The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as as *, -, or #
Current password	
New password	
New password (again)	

Save changes

There are required fields in this form marked ❶ .

5. **Log out.** Once your password has been changed, no further action is required on the PST Exam Administration Website until you log in to access your exam during your test session.

Need help? For general inquiries or technical issues/troubleshooting, contact contact@publicsafetytesting.com.

BEFORE CHECK-IN

Step 1: Prepare for the examination.

The test-taking process can be long and stressful, so it is important to have a comfortable environment in which to take the test. There are several important aspects that are REQUIRED:

1. **You must pick a testing location that is quiet and free from distractions.** Take your test in a closed room, away from any roommates or family members. Advise any roommates or family members to minimize noise while you are testing. A quiet, distraction-free, and private room is ideal.

2. **Lighting and screen brightness should be bright enough to read comfortably without straining your eyes.** You will be unable to change your computer's display settings during the examination, so it is important that you set this up in advance.

3. **Ensure that your room is at a comfortable temperature.** You will not be allowed to leave your workspace for any reason while you are testing, so it is important that your room is at a comfortable temperature prior to the start of the exam.

4. **Your workspace should be clear of any materials except your mobile device and your PC.** You may not take notes or use any materials other than your PC during the examination. The exam proctor will ask you to show a 360° view of your workspace using your mobile device during check-in, prior to the start of the exam. Writing instruments or paper on or within reach of your workspace is prohibited. You may have water/coffee in an unmarked bottle or cup/mug.

5. **Use the restroom before logging in.** The maximum total administration time for this exam is two (2) hours. Once the examination begins, you will not be allowed to leave your workspace for any reason.

6. **Plan to log in early.** The exam administration will begin promptly at its scheduled time. Make every effort to log in to GoTo early so you have ample time to settle in at your workspace prior to beginning the test. If you are not present when the examination begins, you will be locked out of the GoTo and forfeit your exam seat.

Step 2: Upload your documents to PST Website

1. **You will be required to upload and/or sign multiple documents in your [PST Account](#) prior to testing.** Failure to upload/sign the documents will result in your being unable to take the exam through our Online In-Home Testing process. Documents must be received at least 24 hours before your scheduled exam or you will forfeit your exam seat and be required to reschedule.
   a. **A copy of your government-issued photo ID.** Your ID must show your full name, photo, and signature. Examples of acceptable ID include your driver's license, passport, or state-issued ID.
   b. **Your signed Applicant Liability and Waiver Form.** (Available in "PST Exam Documentation" in your PST account after scheduling an exam) We are temporarily suspending the requirement for waivers to be notarized for the Online In-Home Test, however, the form must be signed by you before uploading.
   c. **A signed copy Test Security Agreement & Non-Disclosure Agreement.** (Available in "PST Exam Documentation" in your PST account after scheduling an exam)

Step 3: Set up your PC.

1. **Ensure that your PC is plugged into a power source.** If your PC shuts down during the examination due to battery loss or any other reason, you will not be allowed to resume the examination.

2. **Unplug any secondary monitors from your PC.** You may only use one screen while taking the examination. For laptops, you must use your laptop screen, or if you dock your laptop, you may use a single monitor. For desktop computers, you may only have one monitor plugged in. Again, all other monitors must be completely disconnected (not just turned off).

3. **Prepare to access the exam.** You will receive an email about 24 hours prior to the examination titled "PST Exam Login Information:…." with the login information to the GoTo videoconferencing meeting. Ensure you save this information to use to log into your exam on test day.

Step 4: Launching the testing application.

1. **Ensure that you have downloaded and installed the Safe Exam Browser (SEB) from safeexambrowser.org.** (See page 5 of this guide for more information on this step)

2. **Log into the testing website using your login credentials.** (See page 6 of this guide for more information on this step) https://learn.publicsafetytesting.com/login/

3. **Download the Safe Exam Browser Configuration from step 2 on your dashboard and open the file that downloads.** If you have properly installed the program, the website will re-open within Safe Exam Browser

4. **After logging in, click on the South County Fire icon on your dashboard.** You should see an "Attempt Quiz" button at this point. If you do not see "Attempt Quiz," then one of the above steps was missed or incorrectly completed. Please recheck the steps.

Step 5: Set up your mobile device.

1. **Ensure that your mobile device is plugged into a power source.** PST must maintain video surveillance at all times during the exam. The GoTo app will drain a significant amount of your device's battery. If your video stream is interrupted for any reason, your examination will be terminated, and you will be removed from the exam session.

2. **Place your mobile device in a position where the camera can clearly capture your face and workspace.** Prior to testing, you will join a videoconference on the GoTo app on your device. A PST proctor will monitor you throughout the duration of the examination via this app. You may need to utilize a stand or other solution to ensure that your device remains upright and correctly positioned throughout the entire examination.

   • Follow this YouTube link on ideas on how to create a phone tripod: https://www.youtube.com/watch?v=TTtJovKtujo

- Below is an example of a good set-up for your camera:

3. **Prepare to join the In-Home Testing GoTo.** You will receive an email approximately 24 hours prior to the examination containing the meeting Access Code. When it is time to check-into the exam, you will open the GoTo app and enter the Access Code in the "Enter meeting ID or name" field at the top of the app to join the meeting.

Step 5: Study for the exam.

1. **This exam was created using the following text as reference.** You can purchase the textbook and/or student workbook from the publisher's website: https://www.aaos.org/EMS/?ssopc=1 to help you prepare for the written exam.

   a. AAOS: Emergency Care and Transportation of the Sick and Injured (11th Edition)

RULES AND PROCEDURES

Check-In

Check-in will begin promptly at the scheduled exam administration time. At this time, you should join the GoTo via your mobile device using the credentials emailed to you by PST 24 hours prior to the examination. After you join the meeting, the proctor will check you in. The proctor will compare your face (observed via video) to your ID on file with PST. The proctor will ask you to slowly and steadily show a 360° view of your workspace using your mobile device to ensure that it is free from other people and prohibited items. If your workspace is not deemed satisfactory by the proctor, you will be asked to make modifications. If modifications cannot be made promptly, you will be removed from the test session.

Testing Experience

After check-in, the proctor will review the rules and procedures associated with the testing process. You will then be instructed to log in using your username and password to your PST Exam Administration Website and you will proceed with the exam. You will take the examination at your own pace and will have the entire duration of the time limit (two hours) to complete it.

During the exam administration, all candidates in the test session will be muted to avoid any distracting background noises. The proctor can unmute you at any time to monitor background noise occurring during your test session. If the proctor hears suspicious background noise at any time during monitoring, you may be removed from the examination.

Communicating with the Proctor

If you need to communicate with the proctor for any reason during the exam administration, you will do so via your mobile device using GoTo's chat feature. During the examination, the proctor may also send you messages to warn you about suspicious behaviors you may be engaging in or to communicate with you for other reasons. You may be randomly asked to use your mobile device to show your workspace, computer screen and/or a 360 degree view. You should periodically glance at your mobile device throughout the examination to check if you have chat notifications.

On both Apple and Android devices, the chat feature is located in the upper right-hand corner of the screen. The chat feature looks like this:

Without Notification   **With Notification**

Notetaking

There is no note-taking allowed during the examination. Any attempt to take notes will be seen as an attempt to copy exam information and will result in your immediate dismissal from the testing process.

No Breaks

The maximum allotted time for the exam is two (2) hours once the exam begins. Once the examination begins, you will not be allowed to leave your workspace for any reason. Ensure that you have used the restroom prior to the scheduled exam administration time.

Check-Out

All candidates will complete the examination at their own pace (within the given time limit). When you have completed your examination, you will need to instant message the proctor using GoTo's built-in chat feature. The proctor will reply to your message and then you may exit the session.

Prohibited Behaviors

Please review the *Test Security Agreement and Non-Disclosure Agreement* you must have signed and agreed to during the registration process. This document lists prohibited behaviors and their associated penalties/actions. These behaviors include, but are not limited to:

- Attempts to copy or record any test materials through any medium, either for yourself or to provide test content to any other party, amounts to civil and/or criminal activity. PST will fully investigate and may pursue charges against anyone who attempts to steal PST's test content.

- Attempts to cheat will result in immediate expulsion from the test. Violators of cheating will be disqualified from the testing process. PST records all cheating behaviors to a candidates' permanent record and shares this information with other hiring agencies.
    - You may not use the spelling aids, calculators, or any other assistance during the test.
    - You may not communicate with anyone during the test administration.

- Video surveillance must be maintained at all times. Should you disable video monitoring, lose connection, or walk away from your device, PST will disable your examination and you may not be able to continue with the testing process.

- There is no note-taking allowed during the examination. Any attempt to take notes will be seen as an attempt to copy exam information and will result in your immediate dismissal from the testing process.

The Secure Testing Application will not allow you to access the internet or any other computer features while it is running. We have embedded numerous technologies to ensure that the content of our examinations is safeguarded. PST will fully investigate any occurrences of violations during the examination process.

> **?** *Need help? For general inquiries or technical issues/troubleshooting, contact contact@publicsafetytesting.com.*

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