



[TUTORIAL]

Your Testing Account

The following instructions explain how to give tests over the Internet using your Online Testing Account. These tests can be given from your computer, or you can create eTickets that will allow an Internet user at another location to log onto the Online Testing system to take an assigned test from his or her location.

Assigning Online Tests

In some cases, you will want to give tests on the computer you use to log into your Testing Account. Instructions for giving tests on your computer appear on page 6 of this tutorial.

In other cases, you may want someone to take a test remotely from their computer. Assignment of tests to remote users is managed by eTickets that are described on pages 8-12.

Taking Online Tests

Whether a test is given on your computer or on a remote computer using eTickets, the process of taking a test is the same. The steps for taking a test are described on pages 13-16. Read these instructions carefully before using Online Testing for the first time.

Other Test Management Options

Your Online Testing Account also gives you the ability to perform management functions for your account. This includes retrieving score reports and determining score routing.

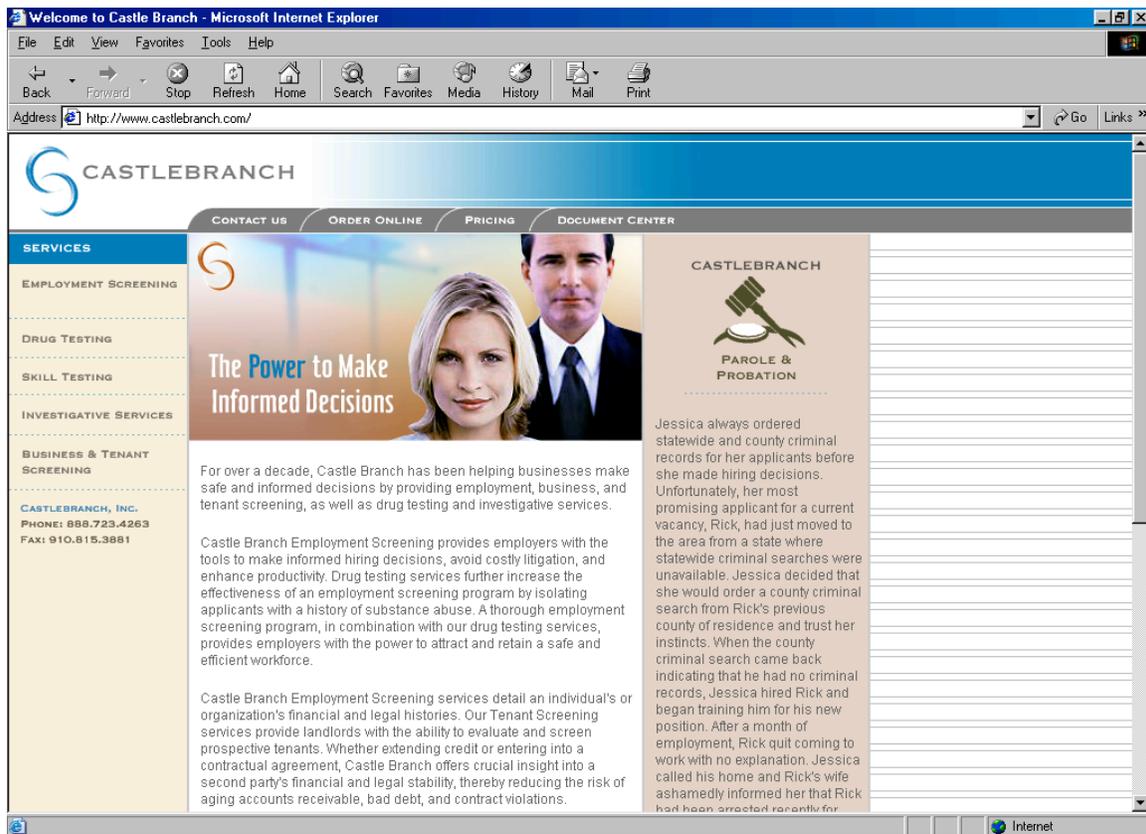
Logging into Your Testing Account

When your Testing Account was first set up, you were provided with an **Account ID**. You should have also been provided with a **User Name** and **Password** for each user allowed access to the account.

Note: Multiple people may have access to the same account through different **User Names** and **Passwords**.

To log into your Testing Account, first visit the Castle Branch home page at www.castlebranch.com.

The following screen will appear:



From the Castle Branch home page, you can access the login page by clicking on **Skill Testing** on the left side of the page.

The following page will appear.

Castle Branch

CONTACT US ORDER ONLINE PRICING DOCUMENT CENTER HOME

SERVICES

EMPLOYMENT SCREENING

DRUG TESTING

SKILL TESTING

Company Login

Take a Test

INVESTIGATIVE SERVICES

BUSINESS & TENANT SCREENING

CASTLEBRANCH, INC.
PHONE: 888.723.4263
FAX: 910.815.3881

Skill Testing

Castle Branch Skill Testing

Castle Branch complements its employment and drug screening programs with our innovative online skill testing solutions. Castle Branch Skill Testing provides employers with the tools to make informed hiring decisions, decrease employee turnover and increase efficiency.

Online skill testing has quickly become an essential component of employment screening. Our library of over 800 testing solutions allows employers to access whether the knowledge or skills that an applicant claims on their resume is accurate. It helps determine the correct placement of an applicant, and gauge their success with the company.

Skill Testing is not only useful in the hiring process; it is also a very effective tool for promotion within the company. Through skill testing, employers can gauge the level of training required to promote an employee or determine that it may be better to hire someone new to fill the position.

CASTLEBRANCH

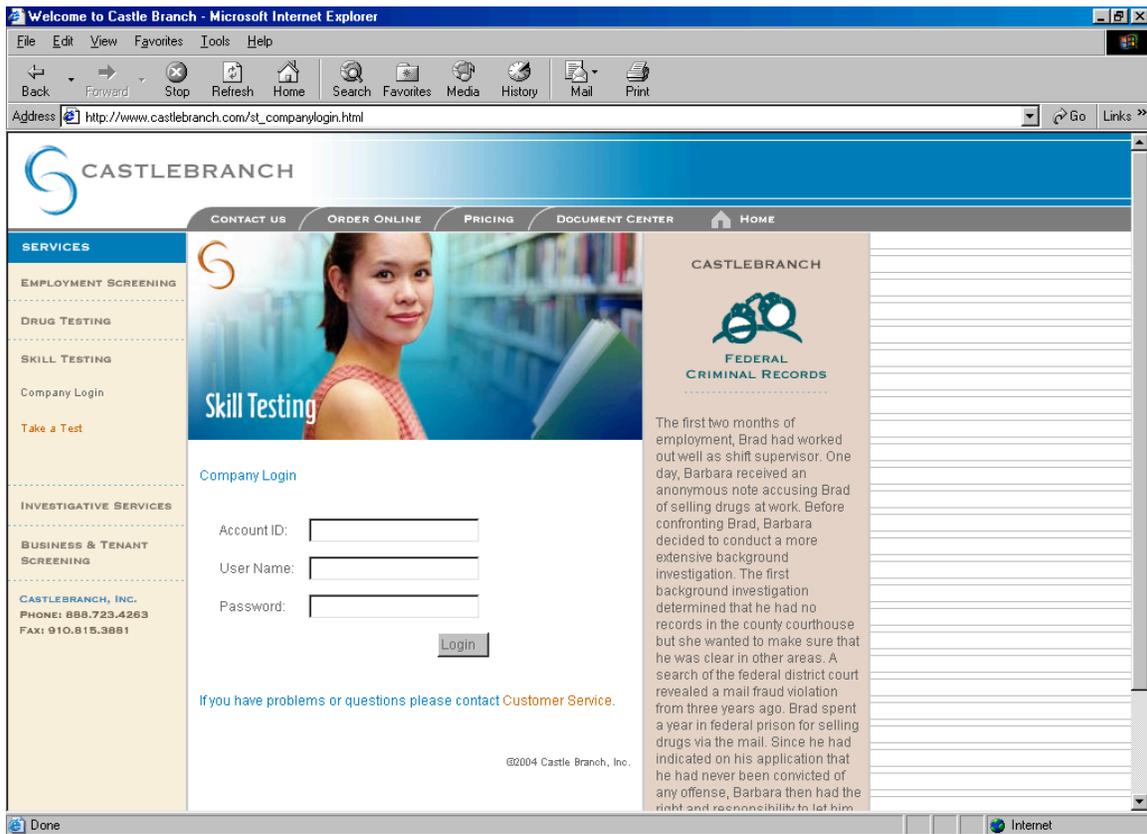
VERIFICATIONS

After a few months, Susan could not figure out why Robert was not adequately fulfilling the requirements of his job. His application stated that he had held a similar position at his former job for almost 2 years, yet he needed more attention than any of the other new employees. She called his previous employer to investigate. Though Robert had indeed worked at the company he listed, he had only worked for ten months as an administrative assistant, not for two years as a controller as his application claimed. In fact, Robert had never worked in any position that qualified him for his new job. Had Susan ordered a simple employment verification on Robert, she would have realized that he lied on his application and he was simply unqualified.

Internet

Click on Company Login.

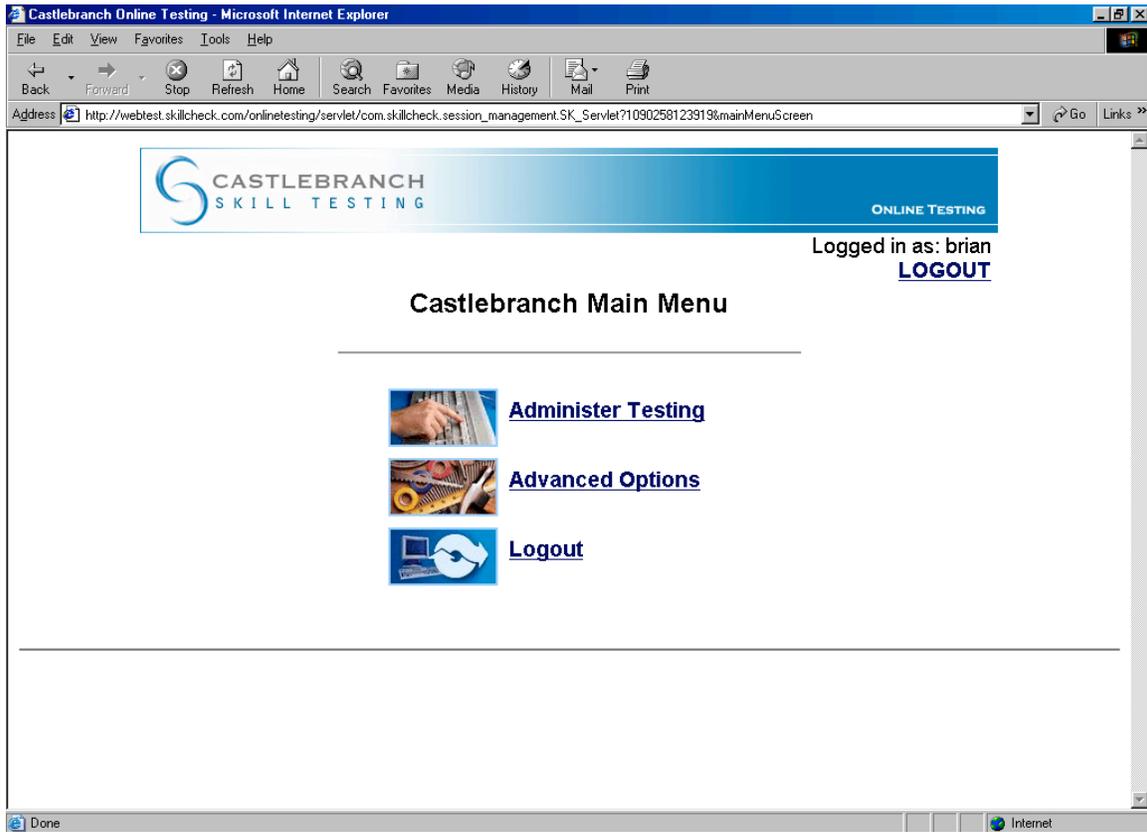
The login page will appear:



Type in your **Account ID**, **User Name** and **Password** in the appropriate fields and click on the Login button to display your Online Testing Main Menu illustrated and explained on the following page.

Note: Account ID, User Name, and Password are case sensitive.

Testing Account Main Menu



Options on this screen include the following:

Administer Testing – This function allows you to:

- Give a test session from this computer
- Create & manage eTickets that allow you to e-mail instructions for someone to take a test session from another location.
- Retrieve test scores.

Advanced Options – This function allows you to:

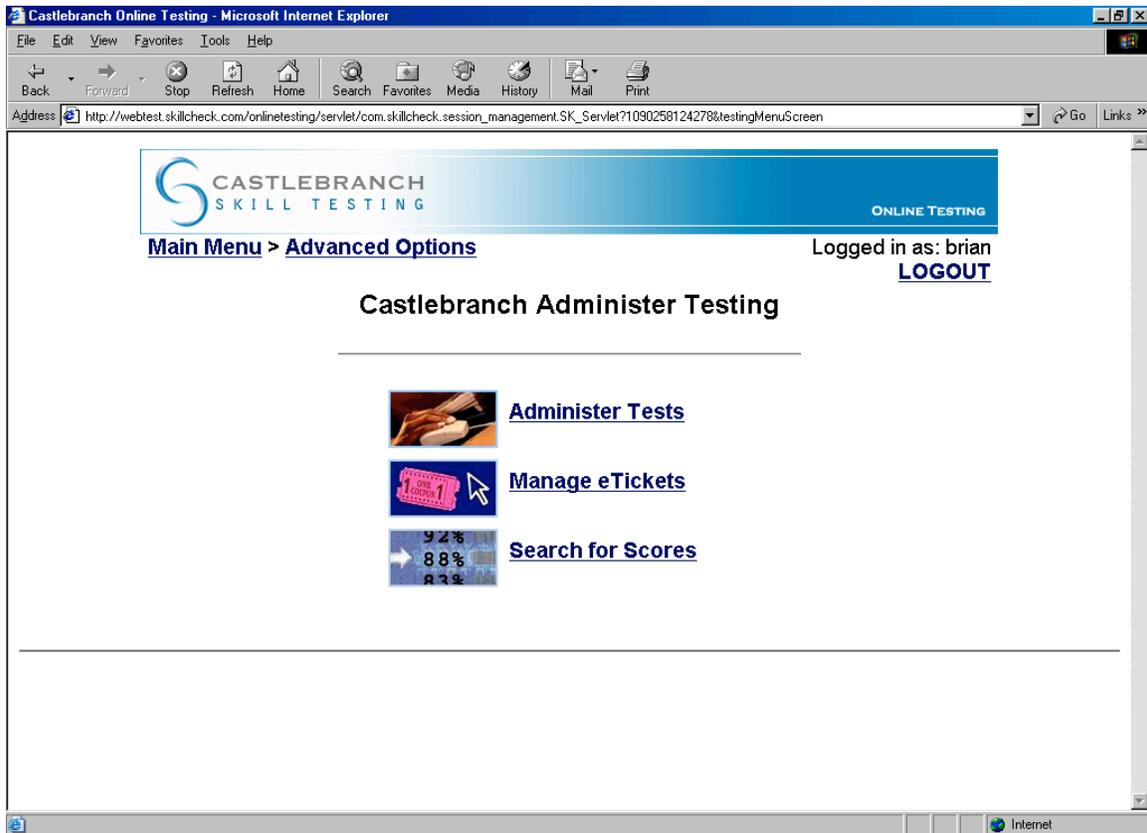
- View information about usage of your testing account.
- Change global score delivery options and other scoring settings.
- Logout of your online testing account.

Administering a Test Session from Your Computer

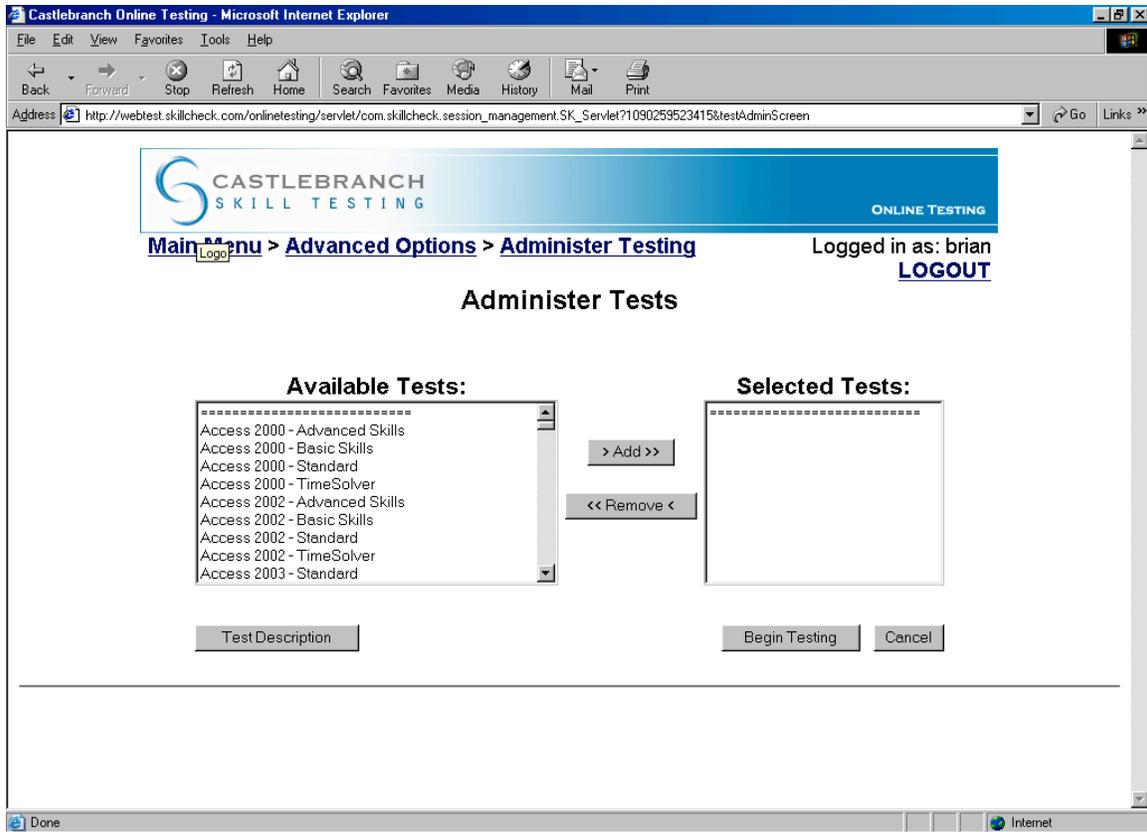
To give a test session from your computer, do the following:

1. From the online Testing Main Menu, click on the Administer Testing option.

The following screen will appear:



2. Click on the Administer Tests option.



3. Select the tests to be given to the examinee from the **Available Tests** list and click on the **Add** button.

* The tests appear in the **Selected Tests** list. To remove a test from the Selected Tests list, click on the test(s) to be removed from the list and click on the **Remove** button. Tests will be presented in the order in which they appear in the Selected Tests list.
4. Click on the **Begin Testing** button and follow the instructions.

Creating eTickets

An eTicket is a numerical code you can provide to one or more Internet users that will allow them to take an online session from their computers. To create an eTicket, do the following:

1. From the **Online Testing Main Menu**, click on the Administer Testing option.

The Administer Testing menu appears.

2. Click on the Manage eTickets option.

The Manage eTickets menu appears.

3. Click on the Create eTickets option.

Create eTickets

Step 1: Select the tests to be included in this eTicket test session.

Available Tests:

- Access 2000 - Advanced Skills
- Access 2000 - Basic Skills
- Access 2000 - Standard
- Access 2000 - TimeSolver
- Access 2002 - Advanced Skills
- Access 2002 - Basic Skills
- Access 2002 - Standard
- Access 2002 - TimeSolver
- Access 2003 - Standard

Selected Tests:

- Access 2000 - Advanced Skills
- Access 2002 - Basic Skills

Step 2: This test session eTicket will be provided to 2 candidates.

Remark to reference this eTicket in account information reports:

Issued by brian

Continue Cancel

4. Select the tests to be assigned to the eTicket test session from the **Available Tests** list and click on the Add button.

* The tests appear in the Selected Tests list. To remove a test from the Selected Tests list, click on the test(s) to be removed from the list and click on the **Remove** button.

5. Specify the number of eTickets to which this test session will be assigned. Each eTicket you create for this test session can be sent to a different e-mail address.
6. **Optional:** Specify a remark assigned to the test session eTickets being created. The eTicket recipient will not see this remark. It is only used to help the test administrator identify specific eTickets.
7. When all options are correct, click on **Continue**.

The second Create eTicket screen (illustrated in the following page) appears.

Castlebranch Online Testing - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print

Address http://webtest.skillcheck.com/online/testing/servlet/com.skillcheck.session_management.SK_Servlet?1090269869044&eTicketIssueScreen Go Links

[Main Menu](#) > [Administer Testing](#) > [Manage eTickets](#) Logged in as: brian [LOGOUT](#)

Create eTickets

Step 4: Specify test session eTicket delivery options.

Selected Tests: Access 2002 - Basic Skills
Access 2000 - Advanced Skills

eTicket Numbers: 5111747455208754741
3984753403213973081

Delivery Address 1:

Delivery Address 2:

Tickets will be valid for days.

Message to accompany eTicket email:

Sender's email Address:

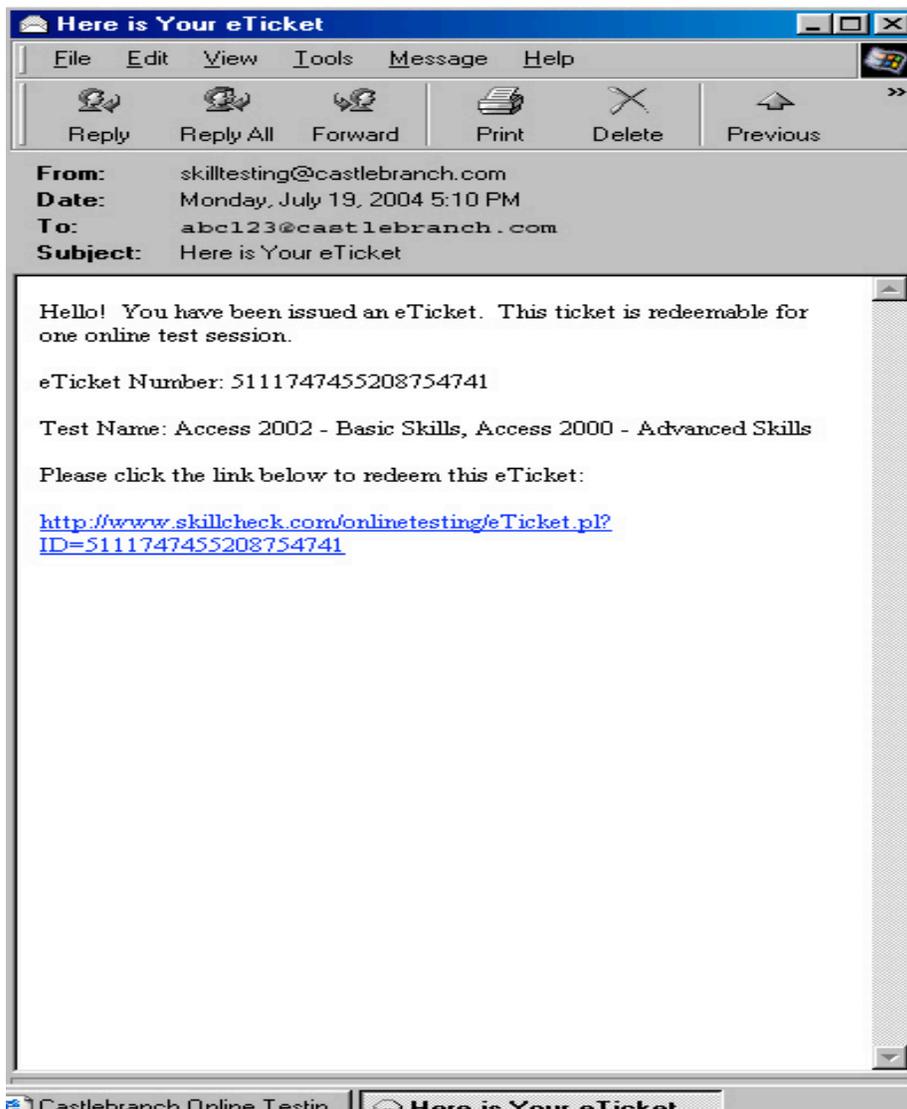
Always use this message and address

Done Internet

8. Specify the email address to which each eTicket number will be sent. Information on accessing the test session will be sent to each e-mail address you specify.

9. Specify how many days the eTicket(s) will be valid. eTickets will not be usable after the number of days specified.
10. In the **Message to Accompany eTicket** email field, you can type in the text that you would like to appear.
11. When all options are correct, click on **Send**.

Using eTickets



When you email an eTicket to a user, an e-mail like the one illustrated above will include instructions on how to use the eTicket to take the test session. These instructions include a link in the e-mail that the user can click on directly to begin the test session.

When the test taker clicks on the link to begin the test session specified, the test session that has been assigned to the eTicket begins immediately. This includes instructions for checking the user's Internet browser to be sure it is capable of running Online Testing, followed by instructions for registering and taking a test.

Reviewing/Deleting eTickets

1. From the **Online Testing Main Menu**, click on the [Administer Testing](#) option.

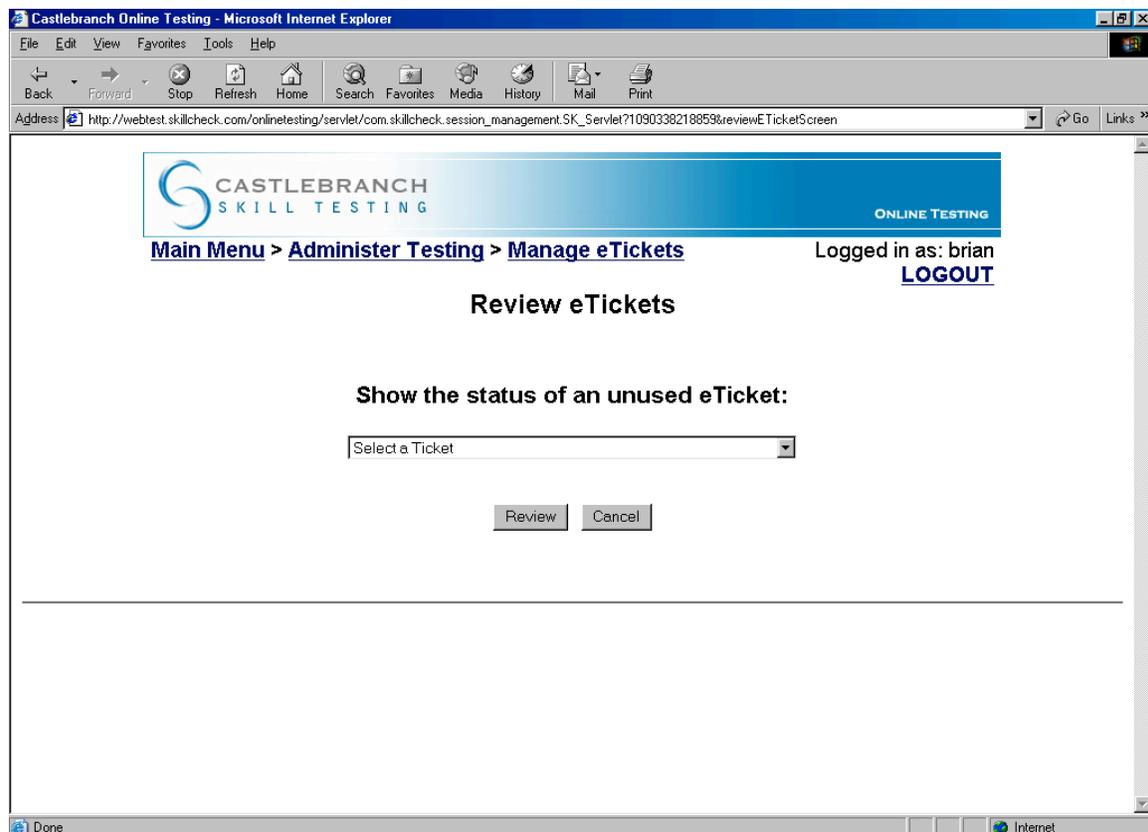
The Administer Testing menu appears.

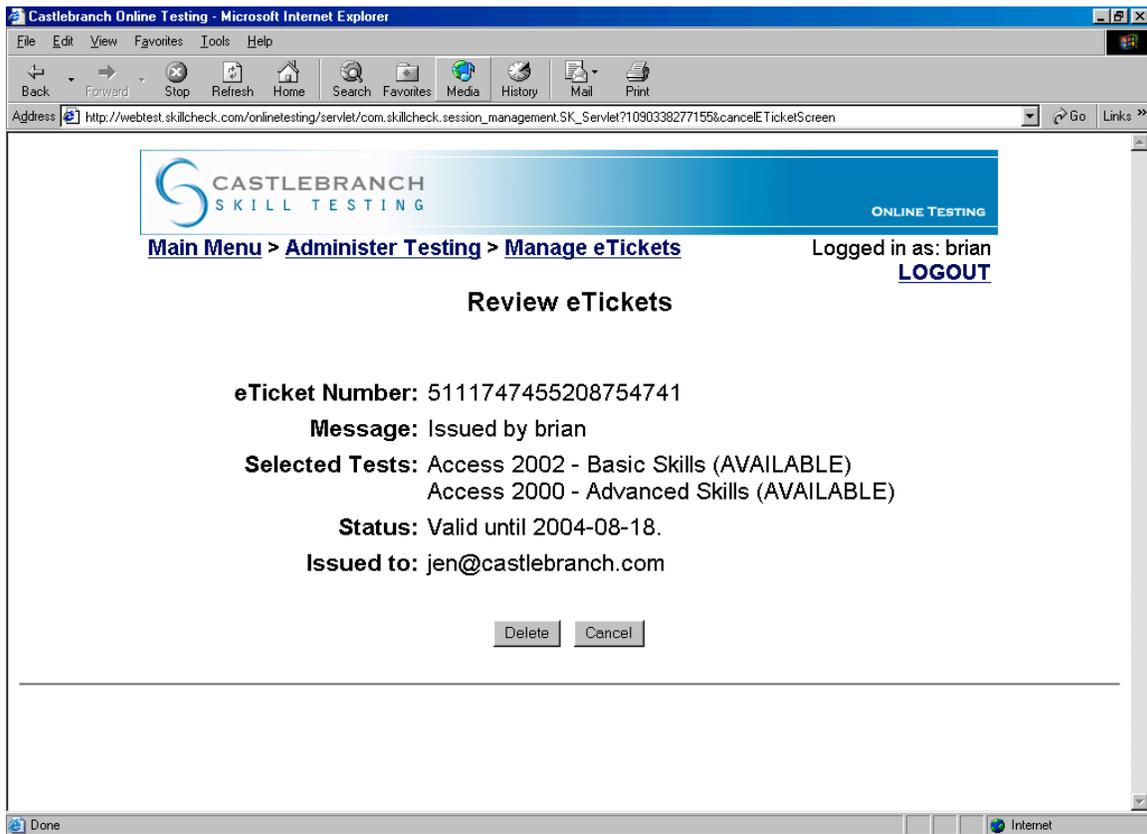
2. Click on the [Manage eTickets](#) option.

The manage eTickets menu appears.

3. Click on the [Review eTickets](#) option.

4. Select the eTicket to be reviewed from the drop-down menu and click on the [Review](#) button





5. To delete the eTicket, click on the Delete button.

If someone tries to use the eTicket number to take a session after the eTicket has been deleted, he or she will receive a message indicating that the eTicket number is no longer valid.

- If you are just reviewing eTicket information and do not want to delete it, click on Cancel.

Taking an Online Test – Checking Your System

Before Taking a Test

After starting a test session (either on your computer or via an eTicket), a screen will appear labeled **Before Taking a Test** which lists the technical requirements of your system in order for you to be able to access online testing. This includes supported browsers and necessary settings on your system. The page also lists sources of additional information if you have any questions or problems.

Before using the system for the first time on a computer, it is highly recommended that you read these instructions carefully. If you are not sure if your system meets these requirements, click on the **Check My Browser** link on this screen. This will start an automatic check of your system to ensure that your Internet browser is compatible with online testing.

If you have checked your browser previously and know it is compatible with Online Testing, click on the **Continue** link at the bottom of the screen to continue the test registration and testing process.

Check My Browser

When you click on the **Check My Browser** link, a screen will appear that analyzes your system, listing your current platform (operating system), Web browser product and version, and whether or not your browser is Java enabled (required for Online Testing).

While this check is taking place, you may be prompted to authorize a download to your system or approve other steps. Click **Yes** at each prompt to perform the checking procedure.

The browser check may take a few minutes to complete. Be patient and allow the check to continue until there is no apparent activity in your browser window at which point you should scroll down to check the bottom of the screen. If a dialog box appears saying: "The test was successful!" your system is ready to perform Online Testing and you can click on the **Continue** link at the bottom of the screen to continue the test resignation and testing process.

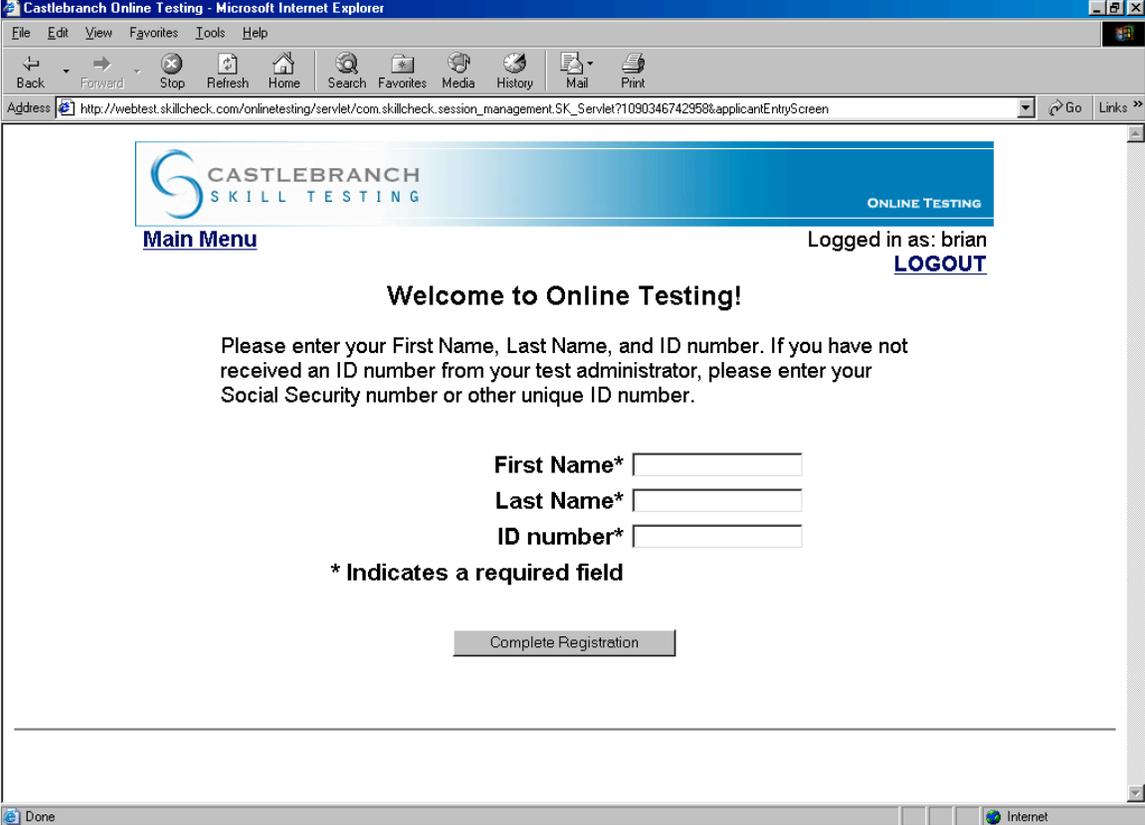
If the browser check fails, the box at the bottom of the screen will remain black or gray and the dialog box will not appear. If this is the case, your system may not be compatible with Online Testing.

If the system check fails, or you cannot perform Online Testing for any reason, both the **Before Taking a Test** screen and the **Check My Browser** screen provide information which may help you determine why your system is incompatible with Online Testing as well as provide sources of additional information and help.

Taking a Test

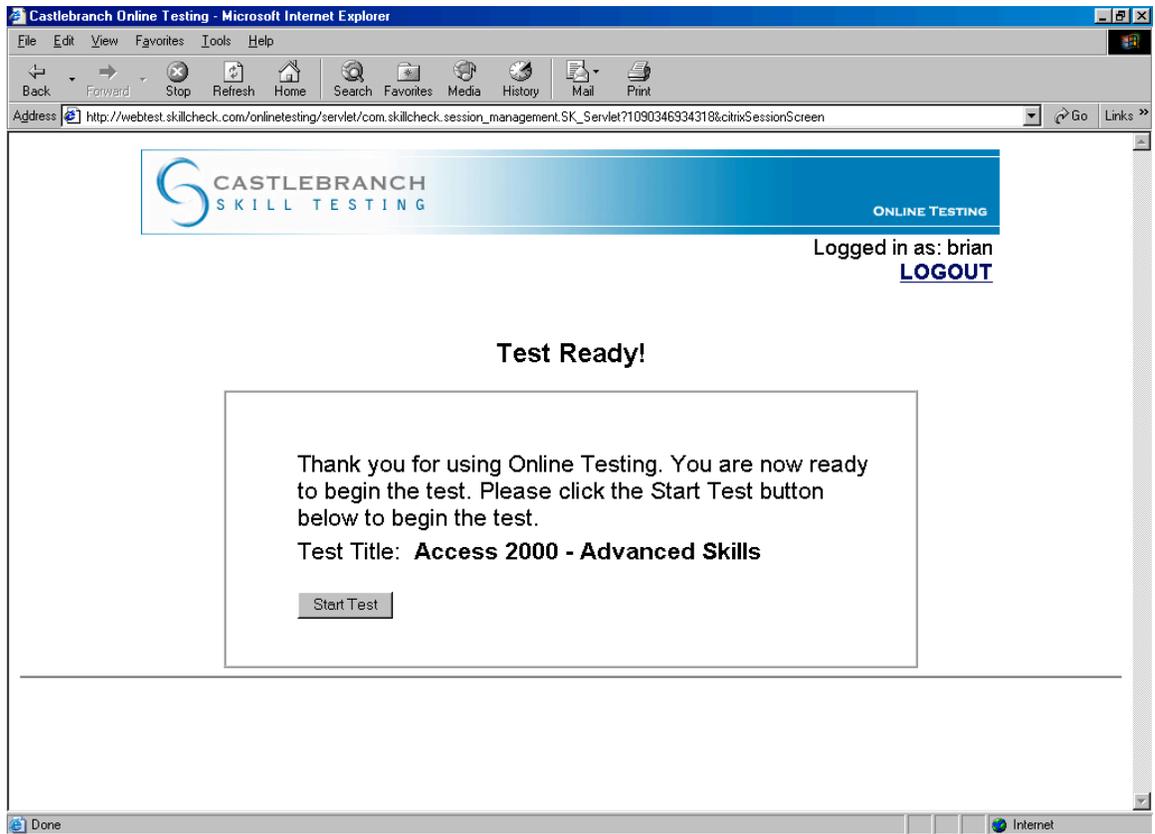
1. Once you are sure that your browser is compatible with Online Testing, click the [Continue](#) link at the bottom of the **Before Taking a Test** screen or the **Check My System** screen.

The following screen will appear:



The screenshot shows a web browser window titled "Castlebranch Online Testing - Microsoft Internet Explorer". The address bar contains the URL: http://webtest.skillcheck.com/onlineTesting/servlet/com.skillcheck.session_management.SK_Servlet?1090346742358&applicantEntryScreen. The page header features the Castlebranch Skill Testing logo on the left, a "Main Menu" link, and "ONLINE TESTING" text on the right. Below the header, it says "Logged in as: brian" with a "LOGOUT" link. The main content area displays "Welcome to Online Testing!" followed by instructions: "Please enter your First Name, Last Name, and ID number. If you have not received an ID number from your test administrator, please enter your Social Security number or other unique ID number." There are three input fields labeled "First Name*", "Last Name*", and "ID number*". Below these fields is a note: "* Indicates a required field". At the bottom of the form is a "Complete Registration" button. The browser's status bar at the bottom shows "Done" and "Internet".

2. Specify the requested registration information (ID number can be your social security number or another identification ID of your choice.) When the information is complete, click on the [Complete Registration](#) button.
3. Click the [Start Test](#) button.



* At this point, you may be prompted to authorize an Internet download or answer other questions. Depending on the speed of your Internet connection, the test will begin after several seconds or a few minutes.

During the entire testing process, do not click outside of the window in which the test is taking place.

4. To begin the test tutorial, click on the **Begin Test Tutorial** button. A brief tutorial begins explaining how this particular test works. It is highly recommended that you review this tutorial each time you take an online test. (Note: Not all tests include a tutorial option).

To begin the test, click the **Begin the Test** button. The test begins.

5. Take the test following the instructions on the screen
 - If your test session includes more than one test, the next test will start once you complete a test. When you get to the final test, your score report appears, or (if your system is not configured to present scores automatically at the end of a test) a message appears indicating that the test session is complete.

- To complete a test session, click on the Finished link in the scores/test session completed screen. If the test was started from this computer, you will return to the Administer tests menu. If the test was taken via an eTicket clicking on the Finished link will send you to the Castle Branch web site.

Search for Scores

This option allows you to search for one or more specified scores and have those score reports appear on the screen or be delivered to a specific e-mail address.

1. From the **Online Testing Main Menu**, click on the Administer Testing option. The Administer Testing menu appears.
2. Click on the Search for Scores option.

The Search for Scores screen appears:

Castlebranch Online Testing - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print

Address http://webtest.skillcheck.com/onlineTesting/servlet/com.skillcheck.session_management.SK_Servlet?1090425741191&scoreSearchScreen Go Links

Search By:

Test Name:

- Access 2000 - Advanced Skills
- Access 2000 - Basic Skills
- Access 2000 - Standard
- Access 2000 - TimeSolver
- Access 2002 - Advanced Skills

Test Score: Score is between % and %

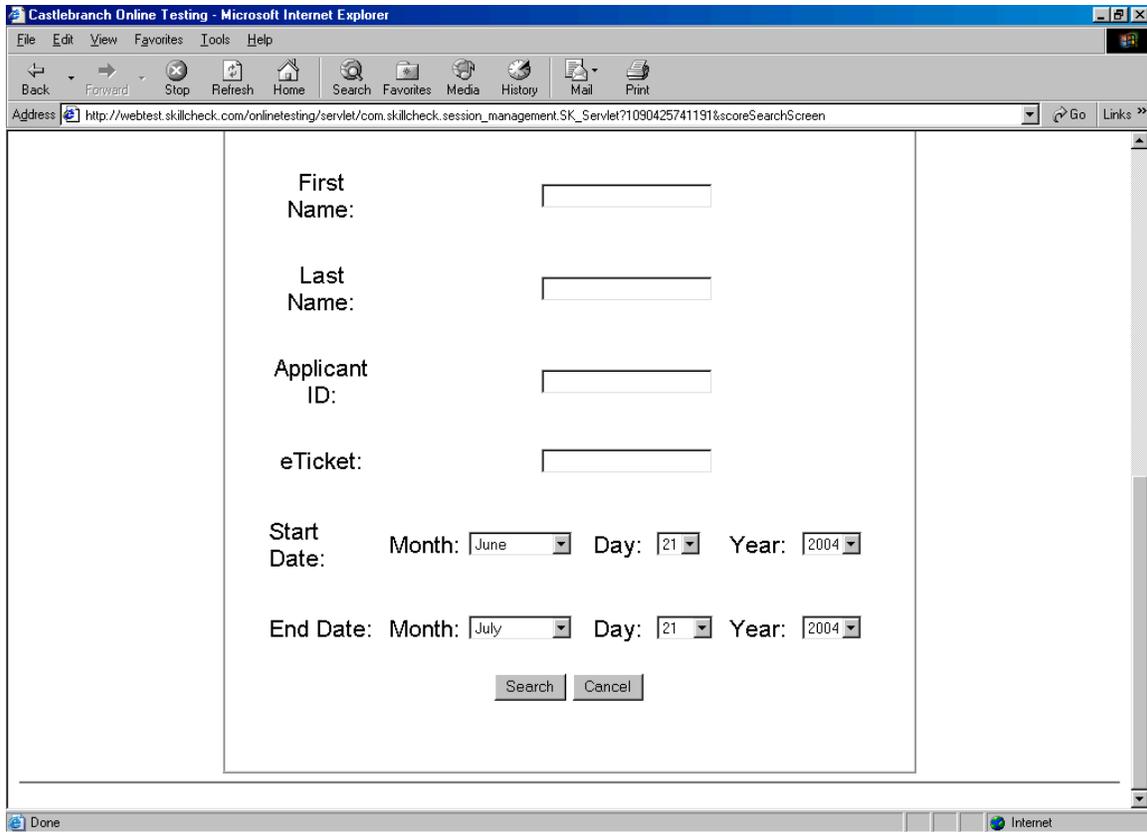
Note: searching by score may not be applicable to all available tests.

First Name:

Last Name:

Applicant ID:

Done Internet



3. Specify search criteria

Search Criteria

Explanation:

Test Name

The name of the test for which you want to retrieve a score

Test Score

The score range (in percent) for the test specified under Test Name.

Note: Not all tests save score information based on percentage score. This search criteria is not applicable to Typing, Data Entry, Audio Transcription, or Audio Data Entry.

First Name

The first name of the test taker (provided when the test candidate registered to take a test).

Last Name

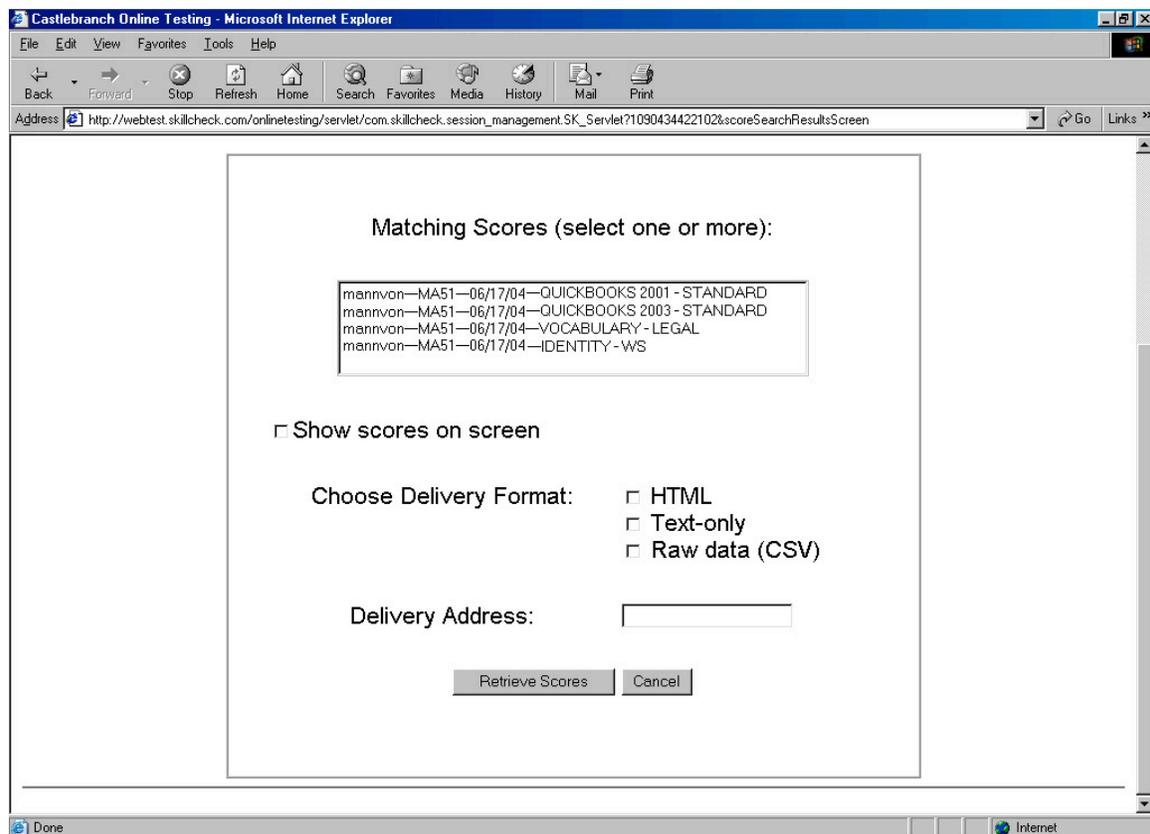
The last name of the test taker (provided when the test candidate registered to take a test).

Applicant ID The ID number for the test taker (provided when the test candidate registered to take a test).

Start Date The first date in a date range in which you are searching for test scores.

End Date The last date in a date range in which you are searching for test scores.

4. When all search criteria have been specified correctly, click on the Search button. Records corresponding to the specified criteria are listed in the Score Search Results screen illustrated below.



Options in the Search Results screen are described on the following page.

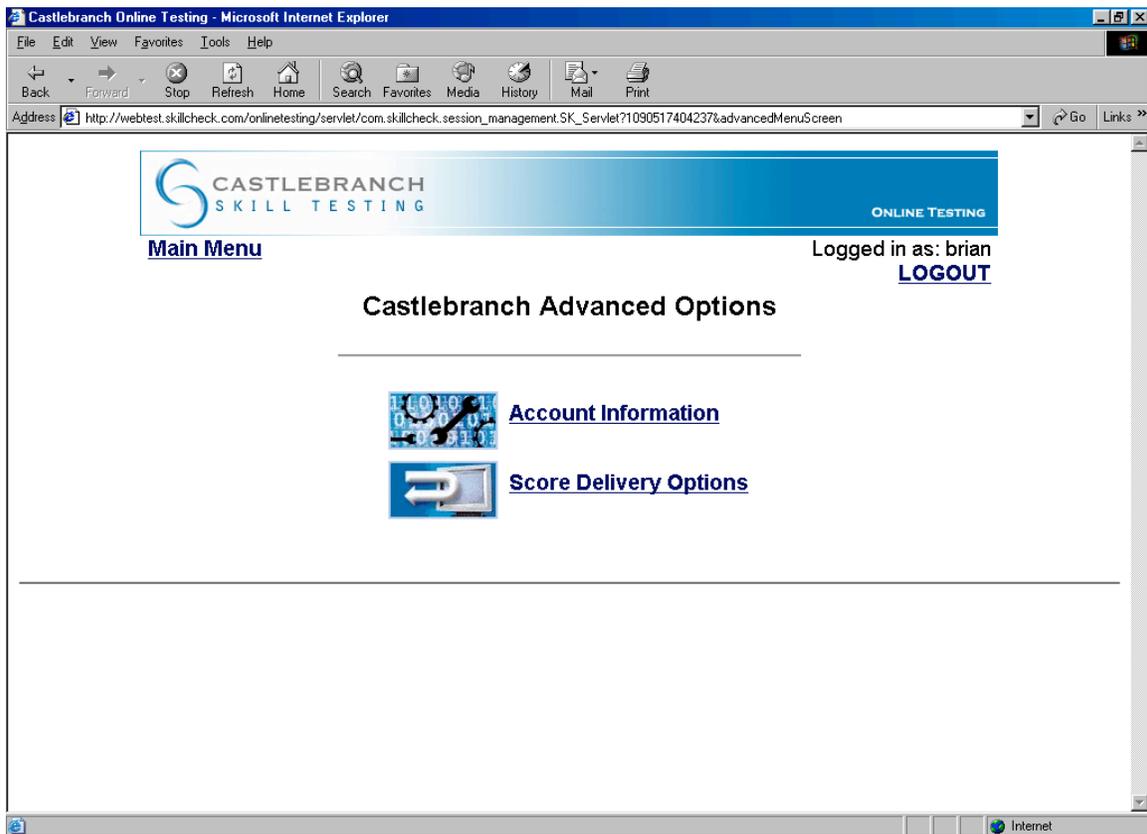
<u>Option</u>	<u>Allows you to specify:</u>
Matching Scores	A list of all scores that match your specified criteria. You can select one or more scores in this list to create score reports for the selected scores. (To select multiple records, hold the Shift key and click on each record.)
Show Scores on Screen	Whether scores reports will be displayed on screen.
Choose Delivery Format	Whether score reports will be sent by e-mail in an HTML, Text-only, or Raw Data (CSV) format. Score reports will be delivered as attachments to e-mail messages sent to a specified e-mail address.
Delivery Address	The e-mail address where the score report will be sent.

After selecting the appropriate score report and delivery format, click on the Retrieve Scores button to view the score report on screen or send the selected score report to the specified e-mail address.

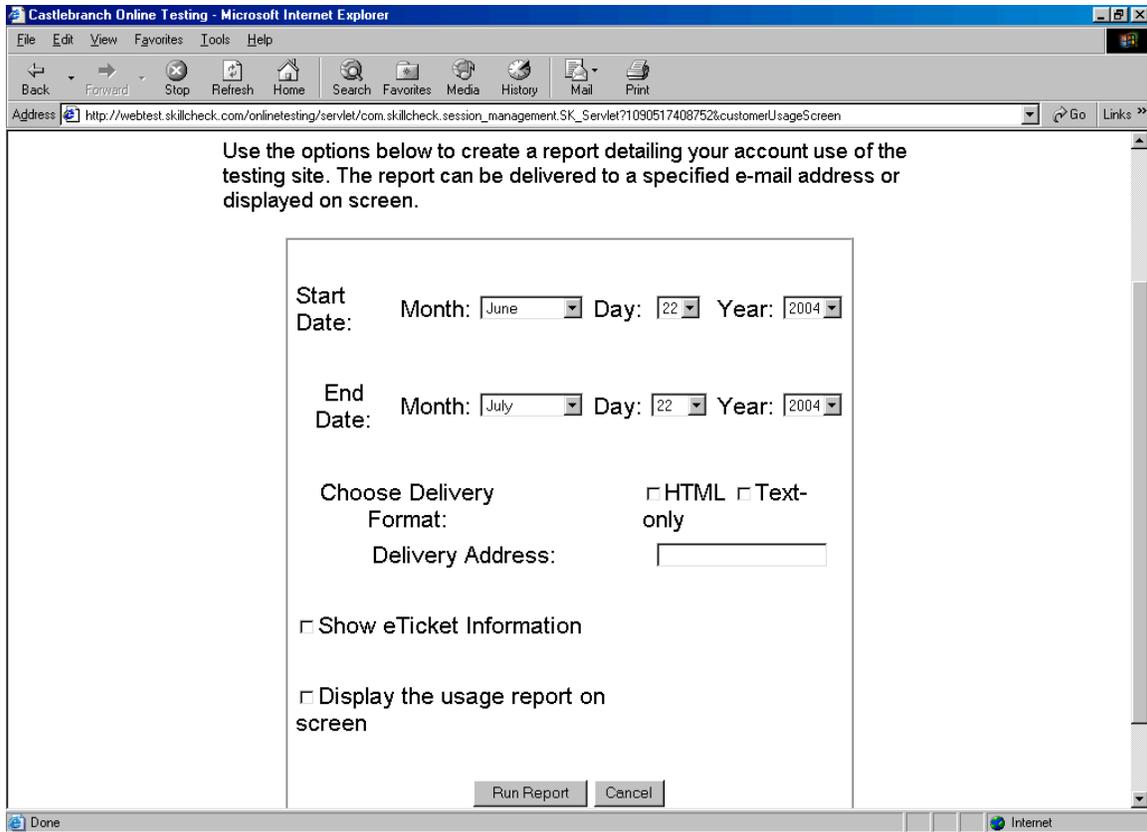
View Account Information

This option allows you to generate a report that shows all testing activity for your Testing account. The report can be delivered to a specified e-mail address (as an HTML or text-only file attachment) and/or displayed on screen.

1. From the **Online Testing Main Menu**, click on the [Advanced Options](#) option.



2. Click on the [Account Information](#) option.



Options on the Account Information Screen include the following:

Option

Allows you to specify:

Start Date

The first day in the date range to be covered in the Account Information report.

End Date

The last day in the date range to be covered in the Account Information report.

Choose Delivery Format

Whether the usage report will appear as an HTML or Test-only file attachment to the e-mail address specified elsewhere on the screen. You can specify one or both formats. If you select both formats, each file will be attached to a separate e-mail message sent to the specified address.

Delivery Address

The e-mail address where the usage report will be sent.

Show eTicket Information

That information on eTickets created using this account will appear in the report.

Display the usage report
On screen

Whether the Account Information report will
appear on the screen.

To generate an Account Information report, specify the options in the Account Information screen and click on the Run Report button to display a report like the one illustrated below.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Castlebranch Online Testing website. The page title is "Castlebranch Online Testing - Microsoft Internet Explorer". The address bar shows the URL: http://webtest.skillcheck.com/onlineTesting/servlet/com.skillcheck.session_management.SK_Servlet?1090518339310&usageReportResultScreen. The page content includes the Castlebranch Skill Testing logo, a "Main Menu" link, and a "Logged in as: brian" notification with a "LOGOUT" link. The main heading is "Site Usage Report". Below this is a sub-heading "Site Usage Report for Jon Doe". The report content is as follows:

Customer ID, # of Tests Taken

Jon Doe, 1

Detailed Usage Report

eTicket, Remarks, Test Name, Date Taken, First Name, Last Name

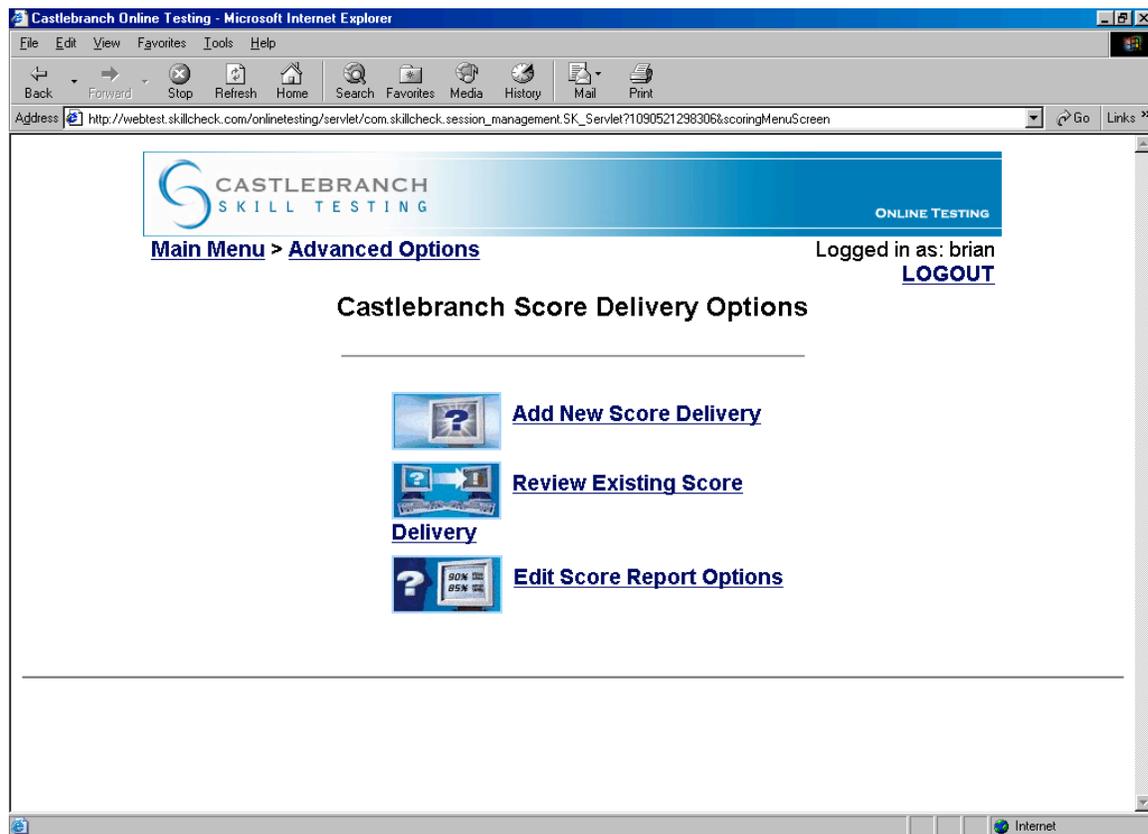
NONE, N/A, IDENTITY - WS, 06/28/04, Jon, Doe

 [Advanced Options](#)

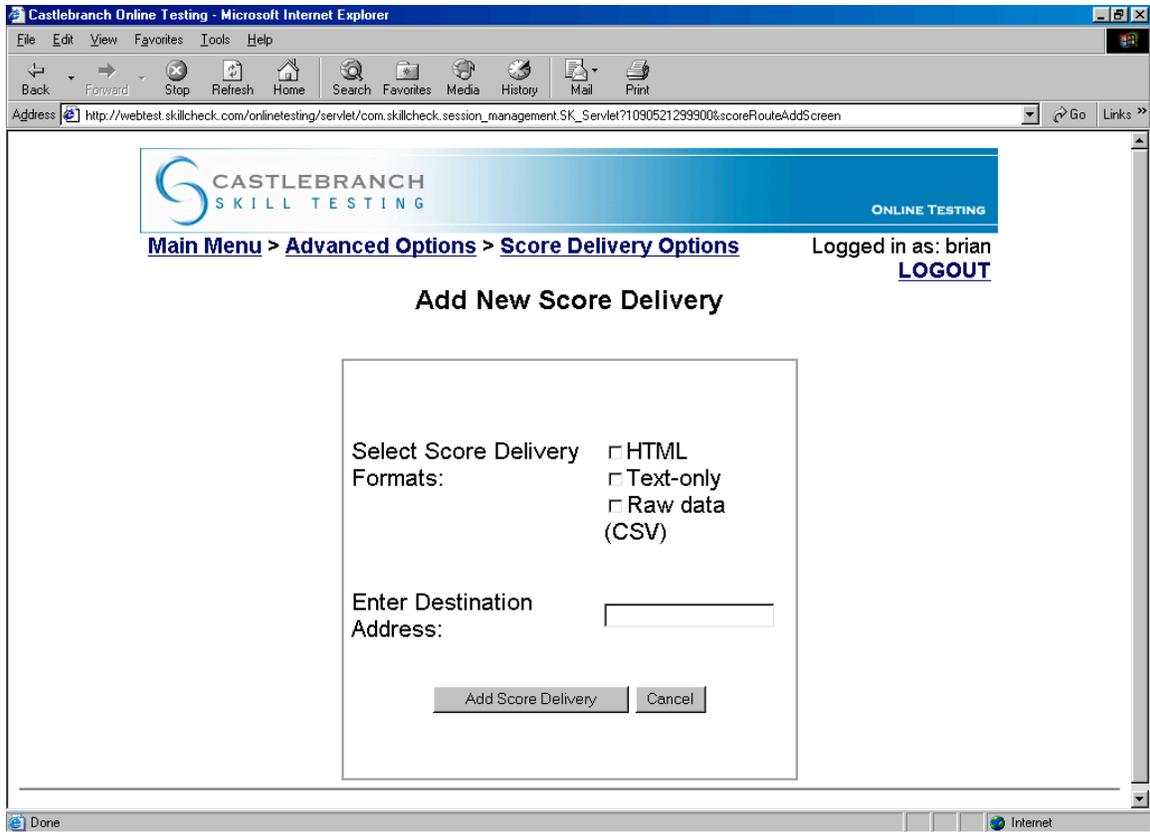
Configure Score Delivery

The **Score Delivery Options** screen allows you to specify whether or not all scores from tests taken with this testing account will be sent to one or more e-mail addresses. You can also specify if scores will appear onscreen automatically at the end of a test session and other score delivery options.

1. From the **Online Testing Main Menu**, click on the [Advanced Options](#) option.
2. Click on the [Score Delivery Options](#) option.



3. Click on the [Add New Score Delivery](#) option.

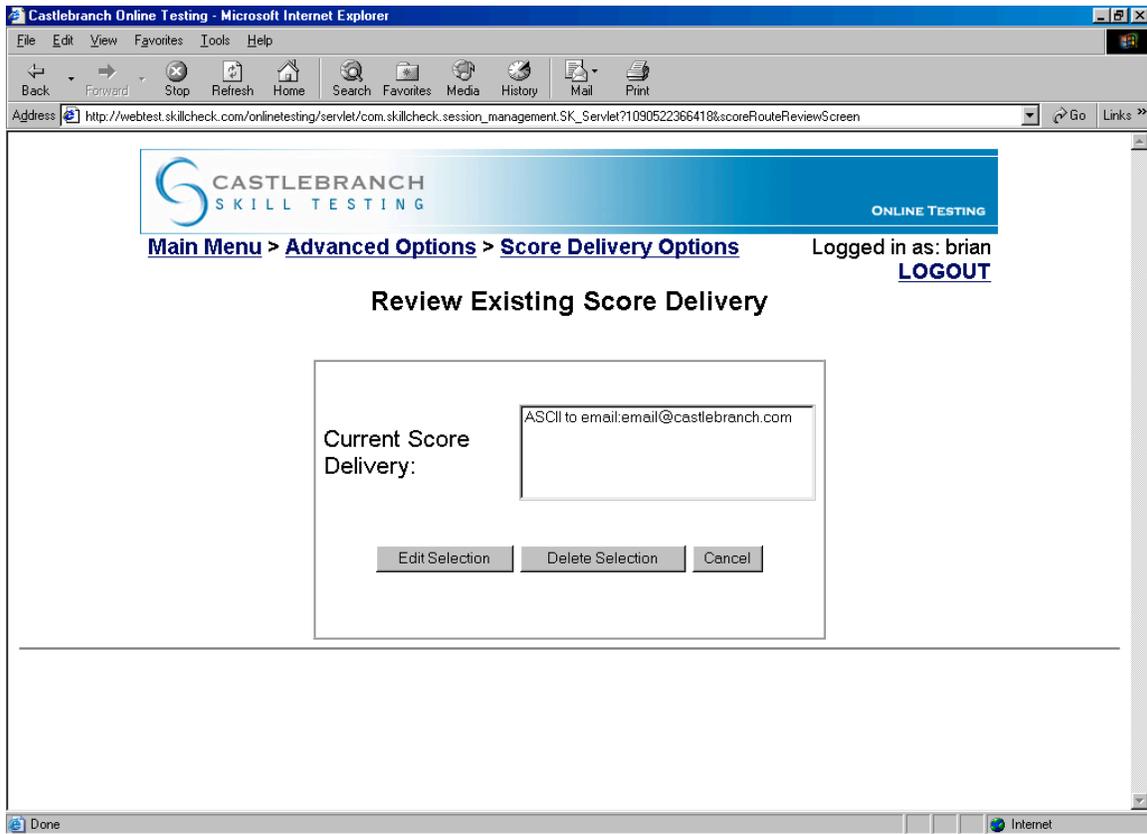


3. Specify score delivery options including the format in which the score will be delivered (HTML, Text-only, or Raw Data – CSV – format) and the email address where all scores from this testing account will be delivered. When all settings are correct, click on the Add Score Delivery button.

All scores from tests taken with this testing account will be sent to the specified e-mail address in the specified format (you can choose more than one format). HTML and comma-delimited (CSV) data will appear as attachments to e-mail messages sent to the specified address. If you select the Text-only option, the score information will appear in the body of the e-mail message.

To modify an existing score delivery route:

1. From the **Online Testing Main Menu**, click on the Advanced Options option.
3. When the Advanced Options menu appears, click on the Score Delivery Options option.
4. When the Score Delivery Options menu appears, click on the Review Existing Score Delivery option.

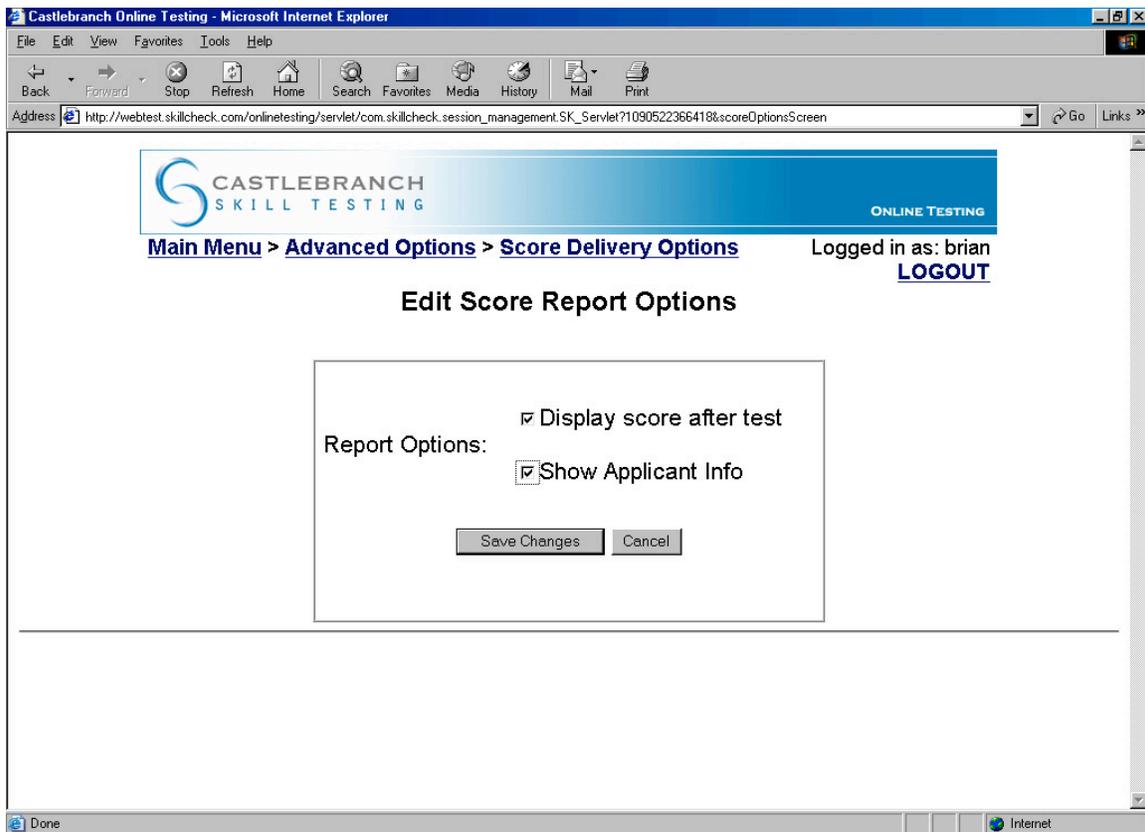


The Review Existing Score Delivery screen lists all current score routing e-mail addresses and format choices.

- To delete an existing score routing option, select the option from the **Current Score Delivery** list and click on the Delete Selection button.
- To edit an existing score delivery option, select the option from the **Current Score Delivery** list and click on the Edit Selection button. This will display the same score delivery settings screen explained and illustrated on the previous page, allowing you to change the score delivery address and score report format.

To Change Other Scoring Options:

1. From the **Online Testing Main Menu**, click on the Advanced Options option.
2. When the Advanced Options menu appears, click on the Score Delivery Options option.
3. When the Score Delivery Options menu appears, click on the Edit Score Report Options Option.



- Select Display score after test to automatically display scores on the screen at the end of a test session. If you do not want scores to appear automatically at the end of a test session, leave this option unchecked.
- Select Show Applicant Data to automatically show the applicant's data within the test results.

END TUTORIAL