OQ Online Qualification Program Proctor Guide

Class Confirmation Instructions

1. Discuss with Examinees’ Company Site Representative their need to bring new Examinees into the test session and plan breaks through the test session to accommodate this need as well as necessary breaks for all Examinees. Preferably, new Examinees should be allowed to enter the test room at a group break. However, new Examinees can enter only at the discretion of the NGA Proctor and only after fulfilling the prerequisite review requirements associated with the Examinee Sign-in Agreement and the Classroom Instructions and Handout Sheet.

2. Call NGA a minimum of 3 business days before your class to review any questions /concerns you may have or recent updates NGA needs to provide.

3. If you are sick or otherwise unable to Proctor the scheduled test session, contact NGA and the Examinees’ Company Site Representative or their designee immediately.

4. If you are running late due to traffic, lost, etc., call the Examinees’ Company Site Representative contact that was provided to you as well as NGA.

5. Please refer to the Proctor Role and Responsibilities document as the controlling policy and procedure document.

Note: In this Proctor guide, under the section heading “Other Important Information,” item # 5, a list of NGA OQ Staff contact names and phone numbers is provided for your reference.

The integrity of NGA’s OQ Program is dependent upon Proctors following ALL the requirements stipulated here. Please ensure that ALL protocols are strictly enforced. Any conflicts with these protocols will be resolved by NGA OQ Staff on a case-by-case basis. Any amendments or waivers would be applicable only to the affected Examinees’ and/or Host Company.

Prerequisite Credential Actions: All Proctors, Examinees’ Company Site Representative, and NGA authorized OQ program Auditors, LDC authorized Auditors, or other NGA authorized individuals will exchange their government issued photo IDs, and any credentials (e.g., ITS ID), with each other for inspection and confirmation of identities.
Proctor Classroom Instructions

Prior to today’s class, NGA has arranged with the Examinees’ Company Site Representative to identify the personnel that will be testing and the company has assigned their personnel the applicable user names, passwords and required tests within the ITS system. NGA has provided the Proctor with Classroom Instructions and Handout sheet to be read to Examinees. The Examinees’ company, or their designee, should have a copy of this sheet for handout to everyone scheduled for OQ testing.

1) Before beginning the OQ test session, confirm that two Proctors are in the test room for managing a maximum of 15 Examinees. One of the two Proctors must be a NGA Proctor.

2) Before beginning the OQ test session, determine which of the following procedures will be followed regarding personal electronic devices and communicate this with the examinee’s company site representative. Personal electronic devices are not allowed to be in the possession of the examinee during the testing. Dependent on the site accommodations, follow one of the following:
   (a) Cell phones, iPods, pagers, tablets, watches or other personal electronics devices cannot be brought into the test room.
   (b) Personal electronic devices are powered off and stored in a predetermined central location within the test room but away from examinees.

3) Verify that all computer equipment and computer security devices meet NGA’s and ITS OnBoard LMS requirements, as stipulated in the NGA Proctor Role and Responsibilities document.

4) Before beginning the test session, confirm that the room configuration allows for direct line-of-sight of no more than 15 Examinee computer monitors from a single Proctor vantage point. If the Proctor finds that the current configuration does not meet this criterion, ask the Examinees’ and/or host Company Site Representatives to either reconfigure the room or reduce the number of Examinees until this line-of-sight requirement is satisfactory to the Proctor.

5) All Examinees must read and sign the NGA OQ Examinee Agreement Sheet with their government issued photo ID verified by the Proctor as prescribed in the Proctor Role and Responsibility document.

6) Unless they are assigned, ask Examinees to be seated at a computer terminal or workstation.

7) Proctors should introduce themselves by name and company affiliation to the Examinees and that they are the designated Proctors for the test session.

8) Distribute the **Classroom Instructions and Handout sheet** and either the Proctor of his/her designee read aloud all items. Collect the handout sheets after it is read.

9) Inform Examinees who have difficulty reviewing exam pictures included in today’s tests as exhibited below. Examinees can click anywhere on the picture to increase the size.
10) Clicking on the image again will reduce the image and allow the Examinee to answer the current question.

11) A Proctor shall not leave the room while testing is in progress, except for bathroom breaks, to handle an administration functions, or necessary personal matters (e.g., medical, emergencies). Breaks for Proctors shall be limited to one Proctor at a time. The Proctor remaining in the classroom will monitor the Examinees and their workstation monitors. Examinees that are ready to start their new test will wait until both Proctors are in the room prior to the NGA Proctor authorizing a new test.

12) A NGA Proctor is solely responsible for granting on-line testing permission for each Examinee and, therefore, shall not give out their user name or password to anyone.

13) Verify computer settings for Task Manager and Switch User are disabled.
   - There are two options that Windows computers provide that will need to be manually turned off by Systems Administrators with domain or local group policy settings when providing secure testing. The **Switch User and Task Manager** options are two options that must be disable to ensure secure testing. The easiest way for a Proctor to verify that these options are disabled is to make sure they **are not displayed on the Ctl+Alt+Del screen**.
   - After selecting Ctl+Alt+Del on the keyboard, you typically will see the following options (see below). The Windows operating system options with **red arrows pointing to them will not be displayed if they are disabled. If they are present as shown below, contact the Examinees’ Company Site Representative handling IT resources and the NGA office before proceeding.**
   - In Windows 8 and 10:
14) The Examinee’s shall select and open either the Chrome or Internet Explorer browser icons (see below) and enter the URL link: https://its-training.com/onboard-lms/ to reach the OnBoard LMS website.

15) Have the Examinee click on the OnBoard Login link on the top left section of screen on as shown below.
16) All Examinees should enter their previously company OQ administrator issued personal user name and password and click “Login” in the login dialog window (see below).

17) Verify each “Welcome Screen” (as shown below) with the Examinee’s government issued photo ID to confirm the appropriate person is logged on and ready for online testing. Click on the name at the top to display the ITS picture of the Examinee. The NGA Proctor shall validate the Examinee’s government issued photo ID against the ITS OnBoard LMS online photo ID. The Examinee must leave their government issued photo ID on the desk top when testing.
18) After verifying that the appropriate Examinee is logged-on, have them select the “My Assignments” link under the Learn heading shown below:

19) All OQ exams require an OnBoard Secure or LockDown Browser. You will see a red ribbon at the top of the Examinees window (see below) confirming the OQ exams the Examinee is scheduled to take require a LockDown Browser. Essentially, a locked browser prevents the Examinee from printing, copying, going to another URL, or accessing other applications during an OQ exam.

20) If the OnBoard Secure Browser is not installed on the Examinee’s computer, the Examinee will see the following message (see below), which will require the Proctor to contact the Examinees’ Company Site Representative for IT support. The Examinee and Proctor cannot go forward until this issue is resolved for this computer.
21) If the OnBoard Secure Browser is installed, you will see a window prompt depending on your browser.

- In Chrome select Open LockDown Browser OEM as seen below. Your exam will open. (Note: This may not open again after a first-time launch.)

- In Internet Explorer, select allow when each window appears.

22) The computer monitor window should show all tests they are required to take. Each Examinee shall select the test they would like to test on by selecting the individual Course link under the status tab next to the appropriate test:
If after selecting an OQ exam, the OnBoard Secure Browser indicates an inappropriate application is running in the background, the Proctor will either allow the OnBoard Secure Browser to shut down the application or attempt to manually close the inappropriate application (e.g., Outlook, Yahoo, Skype, Cisco WebEx, Team Viewer, etc.). The Examinee cannot proceed to the next step without all inappropriate applications closed.

23) The “Proctor Verification” window appears before an OQ exam can be started. The Proctor can verify the ITS Examinee photo against the government issued photo ID. The Proctor user name and password is entered for each Examinee which enables their test to open. The Proctor user name and password is confidential and must not be shared with anyone at the test session. The Proctor must enter this login themselves, with no assistance. No Examinee should see the Proctor password as it is typed. Ask the Examinee to kindly look away for security reasons or block the Examinee’s view during the Proctor login step.

24) Once the Examinee has completed a test and selected the submit button, they will be sent to the results window (see both below) where the Examinee presses “Finished” to review if they passed or failed.
25) If an Examinee has more tests to complete, press the “close exam” dialogue button on the results dialog window to return to the Examinee to his/her exam assignments listing window. (Note: Examinee should make sure the “pending” tab is selected to find exam assignments.) If the “close exam” option does not appear, utilize to step 27.

26) Have Examinees raise their hand when they are ready to take the next test and request you to enter your Proctor username and password. Again, take the necessary precautions to protect your login user and password information.

27) Repeat steps 23 to 25 to take any more OQ exams.

28) Once the Examinee has completed all exams and submitted answers, the Examinee can close the OnBoard Secure Browser by clicking the red “X” at the top right of the browser window. The Examinee will see a popup window that says “Are you sure you want to exit?” Select “Yes” to close the window.

29) Once the ITS Secure Browser has closed the Examinee will be returned to the OnBoard LMS in the browser the Examinee started in. The Examinee will see the message below. Select “Ok” to continue.

30) If an Examinee logs out of the ITS OnBoard LMS website for any reason, they must begin the entire process beginning on step 15 and follow all steps, including Proctor verification of their government issued photo ID against the ITS OnBoard LMS photo ID.

31) If an Examinee leaves the classroom for any period of time, they must log off the ITS OnBoard LMS website.

32) If an Examinee leaves, does not submit his/her OQ test answers and/or does not log off the ITS OnBoard LMS website, the Proctor will close the browser resulting in a failing OQ test grade for the test the Examinee did not submit.

33) At the conclusion of the testing session, verify that all Examinees have logged off the ITS OnBoard LMS website.

34) Request the Examinees’ Company Site Representative to provide you with a printout of
the ITS Evaluation Report for the day's test session through the OnBoard system, which will be used to verify that the tests taken matches the name(s) on the Examinees Agreement Sign-in Sheet.

35) Request the Examinees’ Company Site Representative to sign the Examinee Agreement Sign-In Sheet as well as check-off you received the ITS Evaluation Report, and filled in the end time of the OQ testing session. At your earliest opportunity, review and compare this report to the Examinee Agreement Sign-in sheet for Examinee attendance discrepancies. Report these discrepancies to the Examinee Site Representative and Steve Henry (shenry@northeastgas.org).

36) Before leaving the host company’s site, call the NGA at 781-455-6800, select 1 for the “NGA Qualification Service Desk” and follow the prompts to request the reset your proctor password.

37) Leave a copy of the Examinees Agreement Sign-In Sheet(s) with the Examinees’ Company Site Representative.

38) Inspect the test room and collect all pencils, papers (including Examinee test assignment sheets), as well as, any materials or belongings left behind by the Examinee.

39) Email the Examinees Agreement Sign-In Sheet(s) and the OQ test day’s ITS Evaluation Report to Steve Henry (shenry@northeastgas.org) within 3 business days.

40) In addition, and at your earliest opportunity, please drop-off or send the original Examinees Agreement Sign-In Sheet(s) to Steve Henry via postal service to: Northeast Gas Association, 75 Second Avenue, Suite 510, Needham MA 02494. Otherwise, hold onto the sign-in sheet until NGA requests it.

41) Upon completion of the class or no later than the next business day, email NGA’s Jeff Klezos at jklezos@northeastgas.org to provide a brief class summation.

Other Important Information

1. Do not attempt to answer any questions related to test content.

2. Do not allow anyone to write or photograph online questions or answers from the online test.

3. If there is an issue getting an Examinee set up to test or an Examinee incurs technical issues during the testing session, immediately call the onsite Examinees’ Company Site Representative. Then proceed to the remaining Examinees and set them up for testing.

4. If an Examinee is experiencing one of the technical issues listed below, the Examinees’ Company Site Representative should be directed to call NGA @ 781-455-6800 and select 1 for the “NGA Qualification Service Desk.” The service desk is set-
up to support real time critical onsite testing issues only:

- Test Resets
- Locked out of Exam
- Frozen Exam
- Username and Password not working during exam
- Forgot Username and Password (Proctors, Examinees and Evaluators)
- Tablet Issues
- Technical Issues (PC/connectivity problems)
- Clicked on training by accident when meaning to click on the exam

5. Below are the NGA Staff representative contacts and phone numbers.

Normal business hours are 7AM-4:30 PM EST:

- Jeff Klezos 8:30 - 4:30 781-455-6800 ext. 118
- Kayla McGillivray 8:00 - 4:00 781-455-6800 ext. 108
- Darcy Flynn 7:00 - 3:00 781-455-6800 ext. 105
- Steve Henry 7:00 - 3:00 781-455-6800 ext. 101

6. Please instruct the Examinees’ Company Site Representative and Examinees to please wait patiently until the issue can be resolved

7. If any Examinee does not follow the class instructions, after one verbal warning, contact the Examinee’s Company Site Representative and one of the NGA representatives listed above immediately after the day’s testing class and provide them with the name(s) of the individual(s), the rules or instructions with which they did not comply, and any further pertinent details. However, if a NGA representative cannot be reached, please send an email with the name(s) of the individual(s) involved to OQ@northeastgas.org, along with the rules and instructions with which they did not comply, and any further pertinent details.