ASE ODT (On-Demand Testing) – Tips, FAQs, & Support

Important Steps to Be Taken Prior to Test Date:

- All documentation must be reviewed and saved. Critical documents include:
  - Proctor Introduction to ASE ODT email
  - ASE ODT (On-Demand Testing) – Proctor Certification
  - ASE – Client Practice – Satellite Sites
  - ASE ODT (On-Demand Testing) – Event Day Procedures
  - ASE ODT (On-Demand Testing) – Tips, FAQs, & Support
  - ASE ODT (On-Demand Testing) – Log Sheet (Candidate Sign-In-Sheet)
- Ensure you have received the roster from Prometric.
- Ensure you have a thorough knowledge of the Client Practice.
- All proctors must be certified and familiarized with the Prometric IBT platform.
- Booklets for exams mentioned below must be received by the supervising proctor (depending on the roster):
  - L1 and L1R exams: P6941 Blue L1 Exam Booklet
  - L2 and L2R exams: P6943 Gray L2 Exam Booklet
- Ensure that the admin computer is connected to a printer and a score report has been previously printed from an ASE demo exam to confirm functionality.
- Ensure you have the ASE Eligibility ID available for all candidates.
- Ensure that all required software is installed on all workstations.
- Ensure that the site visit and the tasks outlined in the Proctor Site Visit Guidelines document have been completed.
- Ensure that the testing room is prepared for comfortable, distraction-free testing.
- Ensure that escalation paths are identified and that the TCAs have knowledge of support methods.

Important Notes:

- For any procedural questions, refer to the Client Practice, Event Day Procedures, and the Tips, FAQs, and Support documents, or, if necessary, contact the Prometric ASE Event Testing Help through the methods outlined below in the “ASE Support Lines” chart at the end of this document.
- For any technical issues, call the Prometric Global Help Desk at (800) 789-9947.
- Candidates must have their 11 digit ASE ID/Eligibility code (Example: ASE-1234-0000) to test.
- Maintain the exhibits in a secure storage area until they are distributed for candidate use.
- Only use exhibits once and then destroy them, preferably by shredding at the end of the appointment.
- The same proctor’s credentials used to launch a candidate’s exam must be used to print that candidate’s score report.
- Administrative privileges are needed on the workstation to install the lockdown browser and other software.
- Be aware of the time remaining for the testing event when launching multiple exams.
- Immediately report any potential testing disruptions, such as loss of lab availability or severe weather, to ASE Event Testing Help.
- The Client Practice document refers to CPRs which are to be filed for testing irregularities. Alternatively, use the website https://fs6.formsite.com/Prometric/form2/index.html to fill out a Prometric ASE Incident Report Form, using the site code 7325.
ASE Frequently Asked Questions:

HOW DO I BECOME A CERTIFIED ASE PROCTOR?

You must register on the Prime/IBT website and complete the certification test. This will take about 10 minutes to complete. The test does not have any questions. It states the process of ASE testing and asks that you acknowledge that you understand how the ASE program works. Please follow the steps below, in order:

- Follow the steps in the ASE ODT (On-Demand Testing) - Proctor Certification document.

WHAT IF A CANDIDATE IS HAVING TROUBLE WITH EXAM PERFORMANCE OR WITH LAUNCHING THE EXAM?

For ALL technical issues, please contact the Prometric Global Help Desk immediately. All issues are tracked and give Prometric the ability to find persistent issues and identify trends. For system-wide issues affecting all candidates related to the site’s equipment, lab, or other location-specific issues, please contact Prometric ASE Event Testing Help.

**Note:** Read over the troubleshooting tips before calling the Help Desk. Refer to the “ASE Support Lines” chart below for contact information.

HOW DO I DETERMINE THE LENGTH OF AN ASE EXAM?

Click [HERE](#) to see the latest list of exams and their duration. This information is also available on pages 9-10 of the Client Practice.

WHAT IS THE ASE ID OR ELIGIBILITY ID?

The ASE ID/Eligibility ID is the unique eligibility number that is provided to the candidate when he or she registers with ASE. This number needs to be on the roster and entered when launching exams.

**Example:** John Smith: ASE-2345-0000
WHERE CAN THE CANDIDATE FIND THE ASE ID/ELIGIBILITY ID?

The ID can be obtained by the following methods:

- The candidate may access their ASEID/Eligibility ID via his or her “myASE profile”. To retrieve the ASE ID/Eligibility ID, have the candidate sign into www.myase.com.
- The candidate may access the ASE ID/Eligibility ID on the email confirmation letter he or she received after registering for the exams.
- The candidate may contact Prometric’s Candidate Care department (877) 346-9327.

WHAT IF A CANDIDATE REQUIRES SPECIAL ACCOMMODATIONS?

All testing accommodations need to be approved by ASE. The candidate needs to call ASE to get approval prior to his or her appointment.

**ASE Customer Service**
Hours: 8 a.m. – 5 p.m., Eastern Time, Monday - Friday, except holidays
Phone: (800) 390-6789
Fax: (703) 669-6122
E-mail: asehelp@ase.com

WHAT IF THE PEOCTORS NEED SITE CONTACT INFORMATION OR IS HAVING TROUBLE REACHING THE SITE TO SCHEDULE THE SITE VISIT?

This information was provided in the ASE introduction email you received from Prometric. Contact the Prometric ASE Event Testing Help through the methods outlined in the ASE Support Lines chart below if you are having trouble getting in contact with the institution.

HOW CAN A DEMO EXAM BE RUN?

Refer to the “ASE ODT (On-Demand Testing) - Launching an ASE Demo Exam” document sent in the site visit email. The document contains step-by-step instructions for launching demos. If you are experiencing issues and cannot successfully run the demo, contact ASE Event Testing Help. Refer to the “ASE Support Lines” chart below for contact information.
WHAT IF A PROCTOR’S IBT/PRIME LOGIN CREDENTIALS ARE NOT WORKING?

First, be sure the information is entered correctly. The password is case sensitive. Try resetting the password and clearing your browser’s cache (search the internet for how to delete the cache for your specific web browser). If these options do not work, immediately write the Prometric ASE Event Testing mailbox or call Prometric ASE Event Testing Help. Refer to the “ASE Support Lines” chart below for contact information.

WHO DO I CONTACT TO CONFIRM IF A CANDIDATE’S IDENTIFICATION IS NOT ACCEPTABLE?

Refer to the ID section of the Client Practice document for a list of acceptable identification. If it does not meet those specifications, do not allow the candidate to test. There is no need to contact ASE or Prometric regarding unacceptable forms of ID.

WHAT USERNAME AND PASSWORD WILL I USE TO LAUNCH AN ASE IBT EXAM?

You will use the username and password that you created when you registered to take the Proctor Certification.

Note: You must stay for the duration of the candidate’s exam to print the score report. Only the proctor who launched the exam can print that candidate’s score report.

HOW DO I SAVE A SHORTCUT FOR THE EXAM AND PROCTOR WEBSITE?

To create a shortcut to a website on the desktop:

- Right click anywhere on the desktop.
- Select “New.”
- Select “Shortcut.”
- Type in the URL (be sure to include the “www.” or Http://).
- Click “Next.”
- Type the name to display in place of the web address.
- Click “Finish.”
ARE ASE CANDIDATES ALLOWED TO TAKE BREAKS?

ASE IBT exams do not include a scheduled break; however, candidates are permitted to take an unscheduled break. During the break:

- The exam timer will continue to count down.
- Candidates may not leave the test center.
- Candidates may not use a mobile phone.
- Candidates may not access any materials other than food, medicine, or personal hygiene products.

IF A CANDIDATE USES A PROHIBITED ITEM DURING THE EXAM OR ACCESES PROHIBITED ITEMS DURING A BREAK, WHAT NEEDS TO BE DONE?

If possible, have another proctor observe the event. You should obtain the item and ask the candidate to step into the proctor area. Inform the candidate that he or she has violated test center rules. Check the prohibited item to see if it contains test information. If the item contains test information, terminate the exam by turning off the monitor and allowing the exam time to run out. If the item does not contain exam information, allow the candidate to continue testing once the item has been put away.

**Note:** You must complete the Prometric ASE Incident Report form at https://fs6.formsite.com/Prometric/form2/index.html to report any situation that disrupts a candidate’s testing experience. This email should include complete details of who was involved and the circumstances surrounding the incident. Use the site code 7325.

WHAT HAPPENS IF THE EXAM LOST TIME DUE TO A POWER OUTAGE, NETWORK/INTERNET OUTAGE, EMERGENCY EVACUATION, OR FIRE DRILL?

If the browser is closed or the computer shuts down, the test will resume from the last question the candidate was working on (as long as the test is relaunched the same day). However, the timer keeps going. If the candidate complains of a loss of test time during the interruption and your center is still able to test the candidate with their full test time, please contact Prometric ASE Event Testing Help immediately for assistance. If the ASE Event testing help is unavailable, contact the Prometric Global Help Desk. See “ASE Support Lines” chart for contact information.

**Note:** If the interruption happened before the candidate’s exam was launched and the center will not be able to accommodate the appointment, simply reschedule the candidate to another date and time that is convenient for the center and the candidate.
WHAT IF A PROCTOR FORGOT HIS OR HER PASSWORD?

- Go to the secure sign in page at http://ibt.prometric.com/ase.
- To recover your password, use one of the two options under “Forgot Your Password?”

**Note:** If you are still having problems logging in contact the Prometric ASE Event testing Help or the Prometric Global Help Desk. See “ASE Support Lines” chart for contact information.

WHAT IF THE ELIGIBILITY CODES THAT WERE PROVIDED FOR THE DEMO EXAMS ARE NOT WORKING?

Please review the ASE Eligibility Code to make sure that the correct numbers are being entered. The code should start with ASE-7325-XXXX. If you are still having problems running the demo, contact Prometric ASE Event Testing Help. See “ASE Support Lines” chart for contact information.

HOW DO I PRINT A SCORE REPORT?

Score reports are printed from the proctor website. The proctor can go to any computer and log into http://ibt.prometric.com/ASE. This is a different URL than the one that the candidate uses to take the exam.

**Printing Score Report Tips:**

- If an ASE exam ends after 12AM Eastern Daylight or Eastern Standard Time, please adjust the time frame accordingly to print score reports.
- The start date is the current date.
- The end date is the current date plus 1 day. (If it was March 1st, then enter March 2nd).
- The Proctor that launched the exam will need to print the score report when the candidate has finished testing.
- Try putting in only the candidate’s Eligibility ID to reduce the risk of entering incorrect data.
- Confirm that the candidate completed the End of Test Survey.
- It can take 10-20 minutes for the score report to be available to print.
- The candidate will also be able to print his or her score report in 3-5 days through his or her myASE account.

**Printing Score Report:**

- Copy and paste http://ibt.prometric.com/ase into Internet Explorer.
- Log on using the same proctor’s credentials used to launch the candidate’s exam.
- Click “Proctor” on the left menu.
- Click “Score Report Search.”
- Enter the candidate’s name or Eligibility ID and click “Search.”
- Confirm the Start and End dates are correct.
- Print the appropriate score report.
ASE ODT (On-Demand Testing) – Tips, FAQs, & Support

HOW DO I LAUNCH AN ASE EXAM?

- Open Internet Explorer.
- Enter the candidate’s eligibility/ASE ID and the first four characters of his or her last name.
- Verify that the demographics listed on the screen match the candidate’s identification.
- Enter the proctor’s username and password.
- Select the exam the candidate wishes to take.
- Click “Take the Test.”
- Enter the proctor’s username and password.
- Click “Start the Test.”

Troubleshooting Tips:

ERROR: ELIGIBILITY NOT VALID

If you have confirmed that the ASE ID/Eligibility for the candidate is correct, please complete the following steps:

- Confirm that you entered the ASE ID/Eligibility ID correctly into the lockdown browser.
- If the candidate registered online at www.myASE.com, he or she can access the account from any available computer to confirm the number.
- If the candidate registered over the phone, he or she would have received a confirmation email that includes the ASE ID/Eligibility ID.
- Close and relaunch the lockdown browser.
- Check to see if there are any dialog boxes requesting that you to click Accept, Run, Allow, etc.
- Have the Training Manager who scheduled and registered the candidates contact ASE directly to confirm the ID and proper registration.

ERROR: 404 PAGE NOT FOUND OR NAVIGATION ERROR

- Manually type in the URL instead of using a saved favorite or auto complete history.
- Clear the browsing “Cache” by following the steps below:
  - Close out of the browser completely.
  - Navigate to Control Panel.
  - Type “Internet Options” into the search bar.
  - Click “Internet Options.”
  - Click “Delete.”
  - Check all boxes except “Preserve Favorites website data.”
  - Click “Delete.”
  - Click “Okay.”
  - Re-launch the exams.
  - Call for technical assistance if needed. (See “ASE Support Lines” chart for contact information.)
## ASE SUPPORT LINES

<table>
<thead>
<tr>
<th>Prometric Global Help Desk</th>
<th>Technical Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours:</td>
<td>Exam launch problems, exam crashes, exam time lost, lockdown browser issues, ibt.prometric.com website issues, etc.</td>
</tr>
<tr>
<td>24 hours/day</td>
<td>Preferred: Chat – Select IBT Prime</td>
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<tr>
<td>7 days/week</td>
<td><a href="http://ehelp.prometric.com">http://ehelp.prometric.com</a></td>
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<tr>
<td></td>
<td>Phone: (800) 789-9947</td>
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<tr>
<th>Prometric ASE Event Testing Help Desk</th>
<th>Operational Issues</th>
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</thead>
<tbody>
<tr>
<td>Hours:</td>
<td>Proctor certification, contract terms inquiries, proctor account problems, address and contact updates, candidate’s exam(s) not on exam list, etc.</td>
</tr>
<tr>
<td>9 a.m. – 5 p.m. Mon – Fri</td>
<td>Urgent Test Day Assistance</td>
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<td></td>
<td>Major technical issues</td>
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<td>Prometric’s Help Desk cannot resolve.</td>
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<td></td>
<td>Critical Event Obstacles</td>
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<td>Site/lab availability, network problems, proctor absence, etc.</td>
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<td></td>
<td>Potential Conflicts Identified Prior to Test Day</td>
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<tr>
<td></td>
<td>Phone: (443) 455-6458 , (443) 751-4575</td>
</tr>
<tr>
<td></td>
<td>Email: Non Urgent Issues <a href="mailto:aseeventtesting@prometric.com">aseeventtesting@prometric.com</a></td>
</tr>
</tbody>
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