



STATE FIRE TRAINING

QuestionMark® Website Instructions



QUESTIONMARK STUDENT INSTRUCTIONS

Account Login

- 1) Go to: <https://ondemand.questionmark.com/home/403493/user> OR go to the SFT homepage and in the bottom, right sidebar click the QuestionMark logo.
- 2) Log into your account using your **username** and **password** provided to you by your proctor.
 - a) The first-time logging into the system you will be asked to reset your temporary password and set a permanent password. Other account settings can also be changed, but only the password change is required.

Register for an Exam/Assessment *(Not applicable for ALA's)*

- 1) Register and pay for an exam
 - a) Log into your account by going to: <https://ondemand.questionmark.com/home/403493/user> OR go to the SFT homepage and in the bottom, right sidebar click the QuestionMark logo.
 - b) Enter your username and password
 - c) Once logged into your user account, select **Register for Exam** from the tabs at the top of the page
 - d) Then select the desired event from the list of available events by clicking onto the event.
 - e) This displays some basic information regarding event
 - i) *If your site is administering the exam over a span of several dates, the event will be listed as the latest date the exam is being offered.*
 - f) To register, click the **Click to register** link under the registration section
 - g) On the **Register** page, select the appropriate assessment from the **Assessment** drop down menu.
 - h) Click **Save Registration**
 - i) On the **Shopping cart** page, double check the proper exam event is listed under the product column and proceed to **Checkout**.
 - i) Otherwise, remove event by clicking the **Remove** button and go back and select the correct event.
 - j) On the **Checkout** page, complete the required fields, then click **Continue to next step**
 - k) On the **Review Order** page, review your order before clicking **Continue to next step**
 - l) You will be redirected to the payment processor's website (Avangate) where you will be required to complete all billing related information.
 - i) Complete all required fields in the **Billing Information** section
 - ii) Complete all required fields in the **Payment Options** section
 - m) When finished, click **Continue**
 - n) A message confirming "Registration has been saved" will display
 - o) Your registration is now complete

Exam Log-in

- 1) Go to: <https://ondemand.questionmark.com/home/403493/user> OR go to the SFT homepage and in the bottom, right sidebar click the QuestionMark logo.



STATE FIRE TRAINING

QuestionMark® Website Instructions



- 2) Log into your account using your username and password
 - a) 5 incorrect attempts will lock the account. Call SFT to have the account unlocked.
- 3) Click **My Assessments** from the top of the page
- 4) On the **My Assessments** page, locate the event for the exam you are looking to complete
- 5) Once your proctor has checked you in electronically, under the **Start** column, a **Launch** URL will appear (in some cases a page refresh will be necessary). Click this URL.
- 6) Until your proctor has generated the exam access code, the only item you will see on the page will be the statement: **The exam has not started**
- 7) Once your proctor has generated the exam access code, a field to enter the code appears
- 8) Enter the 6-digit access code that your proctor has provided
- 9) When prompted by your proctor, begin the exam

Exam Environment/Completing Exam

- 1) Once the access code is successfully entered, the exam introduction page will be displayed
- 2) Exam instructions are located at the top, along with a timer, screen zoom, help menu (redirects to a webpage), etc.
- 3) There is a save icon/button in the bottom of the exam. The exam will also auto save every after every question.
- 4) Complete every question by selecting the appropriate multiple choice answer
- 5) Once all questions have been answered, Click Submit Exam
 - a) If there are any unanswered questions when exiting the exam, a message reminder will pop up stating that there are unanswered questions remaining, and are you sure you want to submit the exam.
- 6) Results and a feedback message will display on the screen indicating a pass or fail result, numerical score and a topic report that breaks down the exam results by category section/topic
- 7) Coaching report gives a slightly more detailed outcome report.
- 8) An email copy of the feedback will be sent to the email address associated with your account.
- 9) At any time, you may log back into your account and download a copy of your results by clicking **My Results** from the top of any page, then click **view report**

STUDENT RESOURCES

Hands-On

- 1) Student Example Exam

To practice and familiarize yourself with the exam environment, go to the following example exam at:

<https://ondemand.questionmark.com/delivery/open.php?session=0135038000135038&CustomerID=403493&NAME=Guest&group=tryout>



STATE FIRE TRAINING

QuestionMark® Website Instructions



QUESTIONMARK PROCTOR INSTRUCTIONS

Proctoring an Exam

- 1) Confirm Successful Exam Registration
- 2) Go to: <https://ondemand.questionmark.com/home/403493/user> OR go to the SFT homepage and in the bottom right sidebar click the QuestionMark logo.
 - a) Log in using your username and password
 - b) From the tab at the top of the page, select **Exam Sites**
 - c) Select the **Site Name** from the list
If you are associated with more than one site or event more than one option will be available here
 - d) Click the **Events** tab
 - e) Select the appropriate event by clicking onto the **Event Name**
 - f) Confirm that all students are registered
 - i) If not, have them go back and register
- 3) Check-in Students
 - a) Under the **Check-in** column, check in each student
Checking in a student allows the student to launch the exam, but an exam still cannot begin until the access code is entered.
 - b) **NOTE:** Blocking Pop-Up's will prevent the exam from launching. If using the Apple Safari internet browser with the Block Pop-Up's feature turned on (or any browser with a similar feature turned on), then temporarily turn it off to access the exam. In some cases, this feature is controlled by the IT Dept. and may need to be addressed prior to the exam.
- 4) Generate an Access Code
 - a) Click **Open Proctor Controls**
 - b) All checked in students will be displayed in the list
 - c) You may generate a group access code or individual access codes by using the toggle switch **Single/All** from within the Exam Event Proctor controls menu
 - i) If a single user needs access to the exam, issue a single code by first ensuring the switch is set to **Single**, then clicking onto the student to select them. When the code is generated, a unique six-digit numerical code will be issued for that single user.
 - ii) If the entire group of students are beginning at the same time, issue a group code by first ensuring that the switch is set to **All**. When the code is generated, a single six-digit numerical code will be issued which may be used by the entire group of checked in students.
 - d) Click **Generate Code**, which generates a unique access code allowing selected students to log in to the exam
Code will expire after 15 minutes; therefore, if a student arrives later than 15 minutes a new single code will need to be generated.
- 5) Proctor Controls
 - a) Once a student has successfully started the exam the **Status** will update to **Running** which means the exam is now live
 - b) A proctor can **Pause** and **Stop** an exam as well as add extra minutes all from proctor controls menu.
 - c) When the student has completed the exam, the status will update to **Finished**.



STATE FIRE TRAINING

QuestionMark® Website Instructions



- d) Confirm all students have finished the exam before logging out of your account.
- e) Students results are available via a feedback report and a more detailed coaching report. Both are available in a couple ways
 - i) Will be instantly available and displayed on the screen upon completion of the examination
 - ii) An email copy of the results including a link to the coaching report will be emailed to the students email address
- f) Students may log back into their QuestionMark account and download a copy of their results at any time.

Test Score Review/Download

- 1) To monitor/review student outcomes
 - a) Go to: <https://ondemand.questionmark.com/home/403493/user> OR go to the SFT homepage and in the bottom right sidebar click the QuestionMark logo.
 - a) Log in using your username and password
 - b) From the tab at the top of the page, select **Report's & Certificates**
 - c) Select your agency from the **Select Site** drop down menu
If you are associated with more than one site more than one option will be available here
 - d) Select the event from the **Select Event** drop down menu
 - e) Click **Run Report**
 - f) All registered users and their score from the event will display on the screen
- 2) To download this report
 - a) Select the report from the Bulk Actions drop down menu
 - b) Currently only the **Export to CSV** or **Export to Excel** are the only reports configured for use
 - c) The file will begin downloading to your computer

PROCTOR RESOURCES

Hands-On

- 1) Student Example Exam
 - a) To practice and familiarize yourself with the exam environment, go to the following example exam at:
<https://ondemand.questionmark.com/delivery/open.php?session=0135038000135038&CustomerID=403493&NAME=Guest&group=tryout>

Video(s)

- 1) Proctoring the exam
 - a) *Coming soon...*

TROUBLESHOOTING NOTES:

Tech Support: (916) 491-0311 (for troubleshooting exam only)

Pop-Ups (specifically Apple software users):

- On certain browsers launching the exam may require the candidate to temporarily allow pop-ups. Confirm that your facility's IT policy permits user's the permission to allow pop-ups for this webpage.