

Online Technical Training

Guide to Setting up and Taking Online Exams

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Student Support Centre

Guide to Setting up and Taking Online Exams

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This guide should provide answers to most questions that you might have about setting up your computer and taking online exams.

If you need further assistance please call us at 1-888-553-5333.

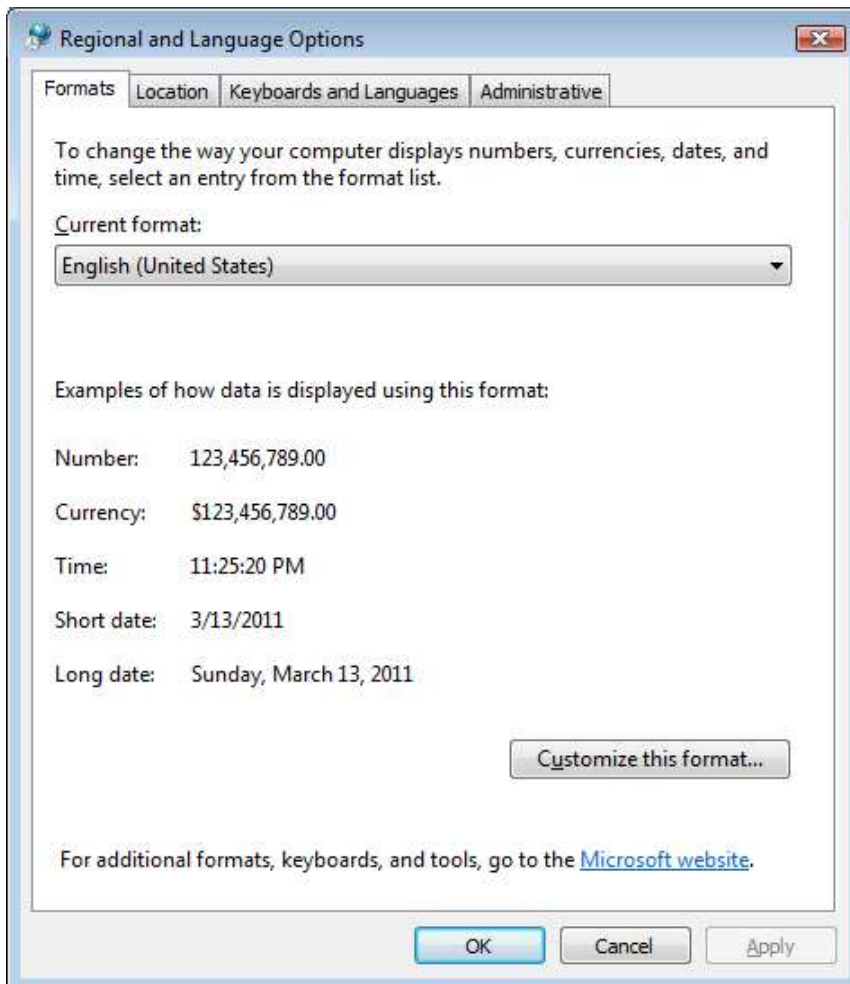
Setup Steps At A Glance

1. **Set Regional Settings To US English**
2. **Log In To The Student Resource Center**
3. **Set Privacy and Security Settings In Internet Explorer To Medium**
4. **Ensure Pop-Up Blocker Is Turned Off**
5. **Review The Online Exam Tutorial**
6. **Test Your Internet Connection To The Marking Server**
7. **Take And Submit Your First Exam**

Setup Assistance Step By Step

Step 1. Regional Settings Must Be Set To US English

In order to access the resource center and all its associated materials as well as the final exams for your course, you will need to ensure that your computer's regional settings are set to **US English**. To do this, go to "**Control Panel**" and click on the "**Regional Settings**" item. Select English (United States) from the dropdown box.



Step 2. Logging in to the Student Resource Centre

In order to take a final exam online or access additional course materials, you will need to visit the “**Distance Education Technical Training**” website and log in to the student “**Learning Resource Centre**” web page. To do this, you will need the following information which has been previously sent to you in your registration confirmation email notification. If you did not receive the confirmation email providing this information, please contact us at **1-888-553-5333**.

Distance Education Technical Training website address:

Login:

Password:

Go to the designated website and enter your Login and Password information to log in.

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Distance Education Technical Training

STUDENT LOGIN
Login:
Password:
GO

Home | About | Certificates | FAQ | Testimonials | Registration | Costs | Contact

TECHNICAL TRAINING

- Electronics Technician Certificate
- Electromechanical Technician Certificate
- Programmable Logic Controllers Technician Certificate

The Electronics Technician, Electromechanical Technician and PLC Technician distance programs provide an excellent, flexible way for our employees to upgrade their skills.

Ron Storvick
Training Coordinator
Boeing Aerospace

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Distance Education Technical Training

Study at your own pace, in the comfort of your own home, with these easy-to-use computer-based training programs and develop your qualifications for a rewarding career in technology.

REGISTER NOW

What's New

- New DVD version of ET & EM now available ▶
- Interactive Discussion Forums ▶
- ET Adopts CircuitLogix Simulation ▶
- New 3rd edition of PLC textbook is now available ▶

Tuition Assistance

Learn about our pay-as-you-go program ▶

Request Your FREE Information Package

Select a program(s):

- Electronics
- Electromechanical
- PLC

Your contact information:

first name last name

email

SUBMIT REQUEST

(all fields are required)

This free, no obligation package will be emailed to you within 24 hours

Once you have logged in, you will be brought to the “**Learning Resource Centre**” web page. This is the site from which you will access the various online resources provided for use with the distance learning technician certificate programs. To access the available resources, links appear down the left hand side of the web page. Double click on the link to start up the desired resource.

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**Distance Education
Technical Training**

ONLINE RESOURCE CENTER
Logout

TECHNICAL TRAINING



- Home
- My Account
- Student Forum
- Learning Center
- Exam Tutorial
- Exam FAQ's
- Final Exams
- Video Archive
- Glossary
- Image Library

Welcome to the Electronics Learning Resource Center

Congratulations on your decision to enroll in our distance education technical training program. The Online Learning Center provides a variety of learning resources and testing services for students in the Electronics program.

These links provide additional related course content to assist you in your studies and preparation for final exams. You will find extra content, short video clips, hands-on demos, challenge questions and brainteasers for each module of the course as well as a glossary and the image library.

You will also have access to the final exam for each module. Secure access to our online testing server is also provided through these pages. Please review the [Exam Tutorial](#) before you attempt the first module final exam.



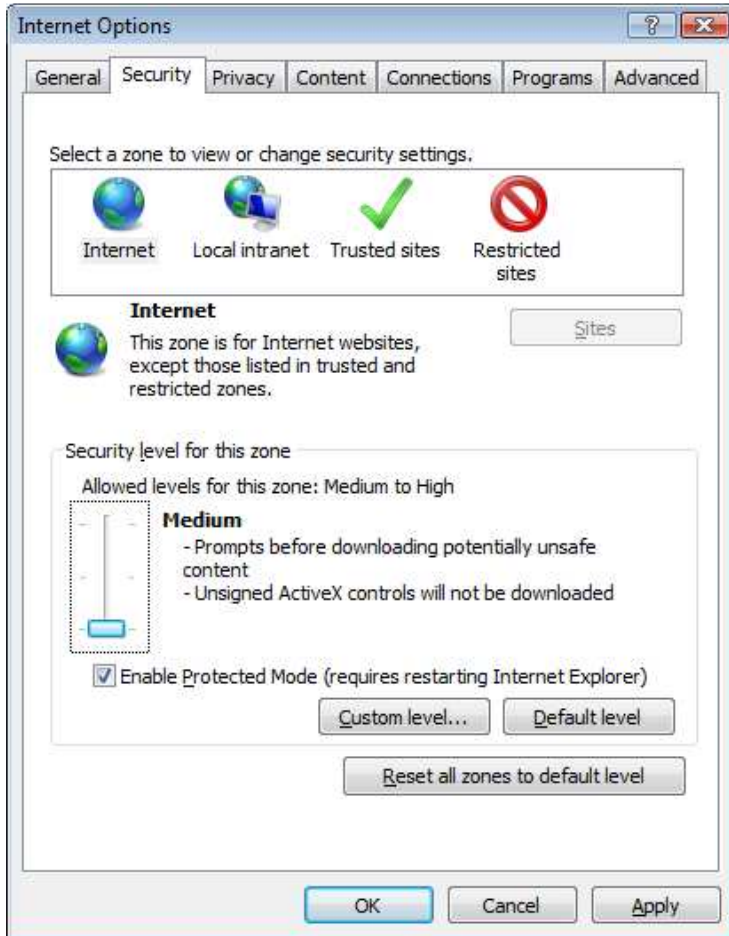
Join our Online Discussion Forums

Share your comments, questions and experiences with other students, ask our online tutor course related questions or find out about the latest program announcements through the interactive Student Forums.

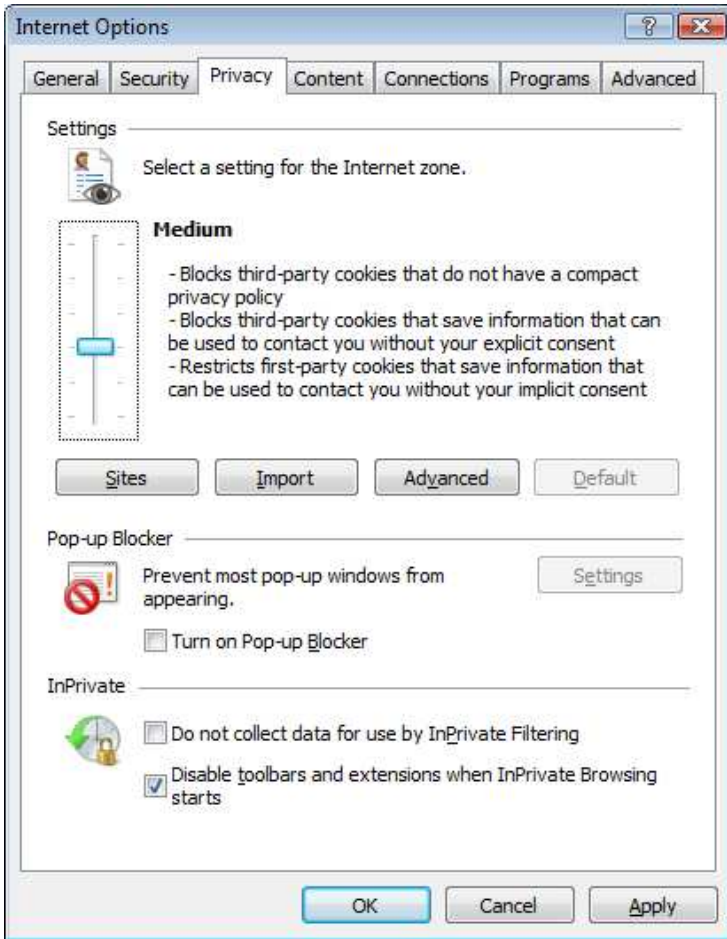
Just click here to link to the Forum page ►

Step 3. Internet Explorer Settings

You will need to modify your “**Security**” settings in Internet Explorer. Click on the “**Tools**” menu. Next, click on “**Internet Options**”. Then select the “**Security**” tab. Set the slide bar to “**Medium**”. Click “**Apply**”.

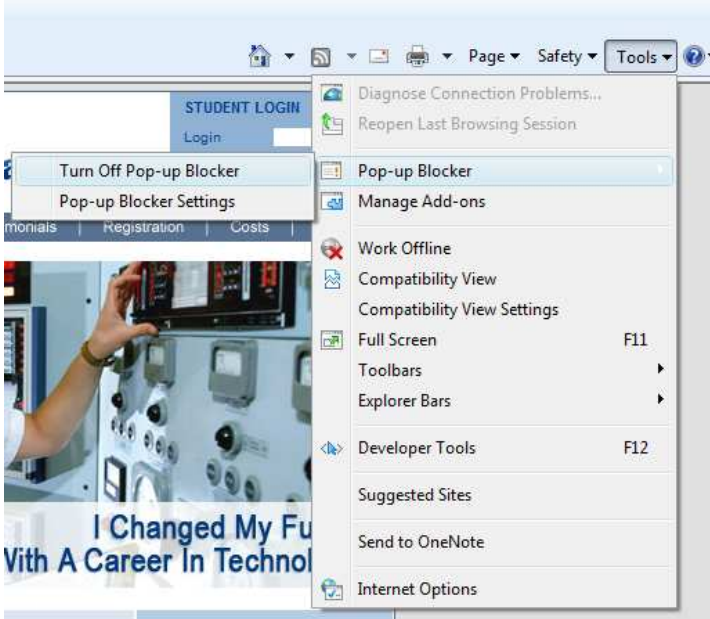


Next, click on the **Privacy** tab and set the privacy slide bar to **Medium** and then click **Apply** button. If your window looks like the one below, click on the Turn Off Pop Up Blocker checkbox. You can then skip the next step listed below. If you do not have a setting for the Pop-Up Blocker on the Privacy tab, just click “**OK**” and follow the instructions in the next step to turn off the Pop-Up blocker.



Step 4. Turn Off Your Pop-Up Blocker

Go to the Tools menu, and click on the Pop-up Blocker menu item, Click on Turn Off Pop-up Blocker



You will need to turn off the **Pop-up Blocker** in your Internet Explorer web browser application so that the Active X script can be run.

Step 5. Review the Online Exam Tutorial

Return to the Learning Resource Centre web page. Making sure your **Pop-up Blocker is turned off**, double click on the link for the **“Exam Tutorial”** from the list of links located on the left hand side of the **Learning Resource Centre** web page. A new tab/window will open containing the exam tutorial. Go through the slides in the tutorial to get an idea of the process which will be used for writing your exam online. The tutorial will only take a few minutes. It is strongly recommended that you take the time to go through it before attempting to write your first exam. The slides are not live, but rather are screen captures of the dialog boxes you will encounter when going online to write your exam. Use the **“Next”**, and **“Back”** buttons to navigate through the tutorial. While going through the tutorial, you are informed that you will need to install the applet for Active X Controls. You will be prompted to install this applet each time you take an exam online. In addition, you will be prompted to do a connection test each time you take an online exam.

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ONLINE RESOURCE CENTER
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Share your comments, questions and experiences with other students, ask our online tutor course related questions or find out about the latest program announcements through the interactive Student Forums.
Just click here to link to the Forum page ►

Step 6. Test your connection to the marking server

Once you have reviewed the Exam Tutorial, you are ready to test your connection to our marking server. From the list of links on the left hand side, select the link marked “**Final Exams**”. Do not worry if you are not ready to write your first online exam, we will only be checking the connection to the marking server at this time. We wish to ensure that your setup is correct, and that you can communicate with the marking server. When you are actually ready to take the exam, this connection test will ensure that your exam submission will be received. From the “**Learning Resource Centre**” web page, select the “**Final Exam**” link on the left hand side of the page.

The screenshot shows the George Brown College Distance Education Technical Training website. The header includes the college logo, the text "Distance Education Technical Training", and a "Logout" button in the "ONLINE RESOURCE CENTER" section. A left-hand navigation menu lists various options, with "Final Exams" highlighted. The main content area is titled "Final Exams" and contains the following text and lists:

Final Exams

Congratulations, you're ready to write a Final Exam.

The format of the exam is as follows:

- 90 minutes to complete the exam
- 30 questions
- Multiple-choice and short-answer

Before You Begin

- Complete the practice test for this module.
- Ensure the CD ROM program is installed on your computer.
- Have your student name and student ID number ready.
Be sure a Microsoft Exchange or Microsoft Outlook email account is set up on your machine OR you have a floppy disk ready to save your completed exam.
- Be sure you are using Internet Explorer as your browser.

For More information click on [EXAM FAQ](#)

[How to take an exam](#)
This tutorial will guide you through the steps required to access your exams.

Are you are ready to start the exam? Click [Select Exam Module](#) to select your module.

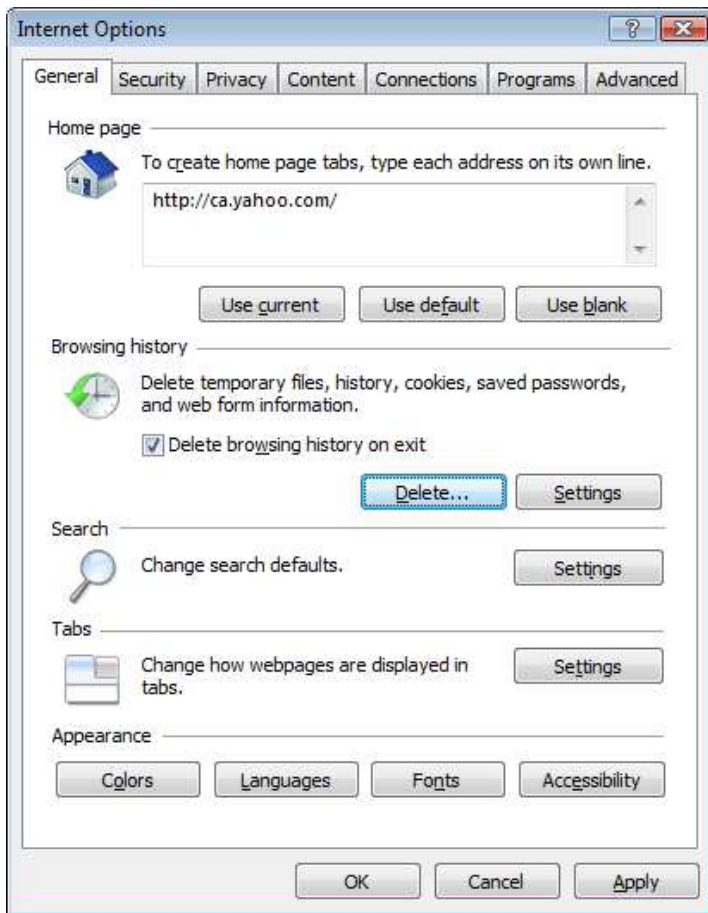
[Select Exam Module](#)

Click on the “**Select Exam Module**” link at the bottom of the Final Exams page. You will now see a list of modules for which you have been registered. You will find the available module exams under the “**Registered**” heading. Select the desired module exam you wish to take. As we are only checking our connection and not actually writing the exam, it does not matter which module we select at this time.

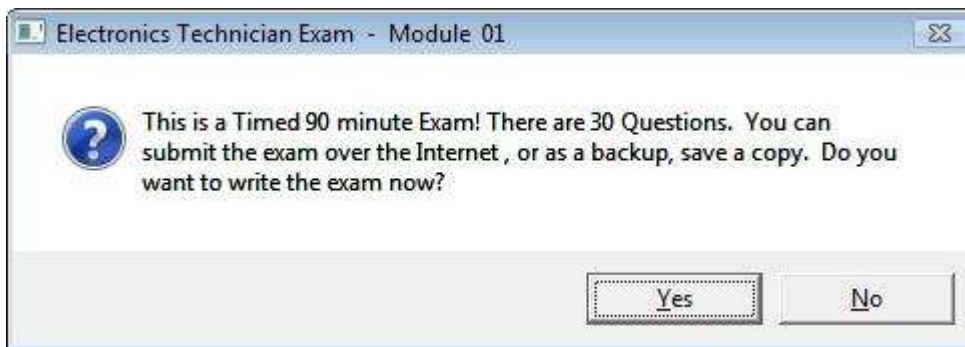
At this point you should be prompted to “**Install Active X Controls**”. Click on “**Yes**” and install the Active X Controls for the selected exam module. Be sure to check your toolbar to see if the pop up prompt to install Active X Controls appeared. If you do not receive the prompt, double check the status of your Pop-up Blocker, ensuring that it is turned off. If problems persist, your security settings may be affecting the installation of the “Active X Controls” applet. By default, Internet Explorer’s security settings regarding Active X Controls are set to “Enable”. If the pop-up prompting installation of the Active X Controls applet does not appear, you will need to modify the “**Security**” settings in your browser.

If your security, privacy and pop-up blocker settings are all correct and you are still unable to get the pop-up to install the exam, you may need to delete your browser cache to clear any previous attempts at

downloading the exam applet. To do this, go to your **Internet Options** menu item under the **Tools** menu in Internet Explorer and select the **Delete** button. Be sure to delete **cookies, and all temporary internet files and offline content**.

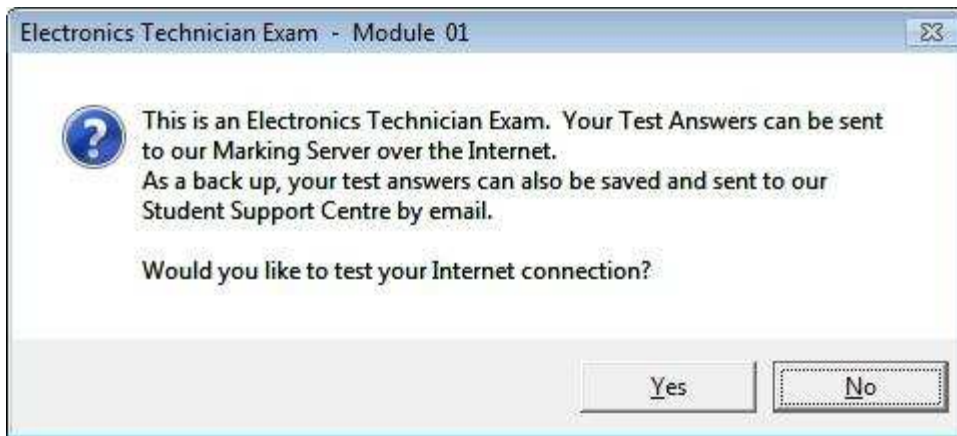


Once you have selected an exam module and installed the Active X Controls applet, the following dialog box will appear.

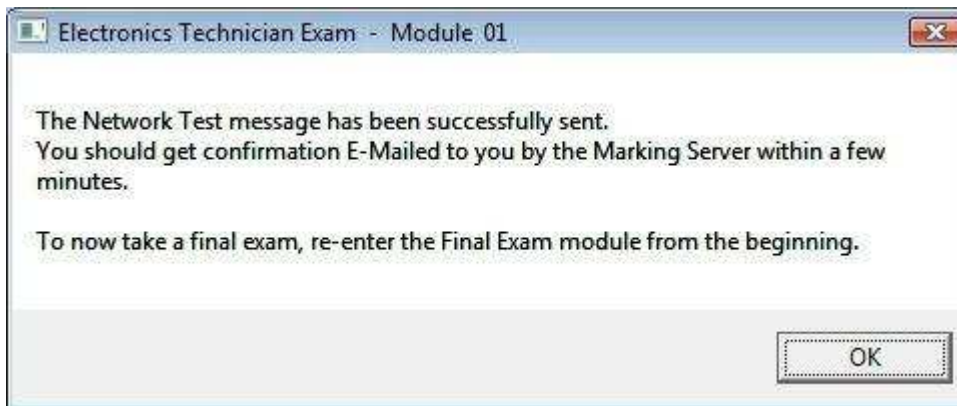


Click on the “**Yes**” button to continue. Again, do not worry, we are not actually going to take the exam at this time, these steps are required to confirm your ability to submit the exam over the internet. You will now be prompted to enter your student name, (this will be the name you used to log in to the site) and your password.

You will now be asked if you wish to test your internet connection to the marking server. Select “Yes”.

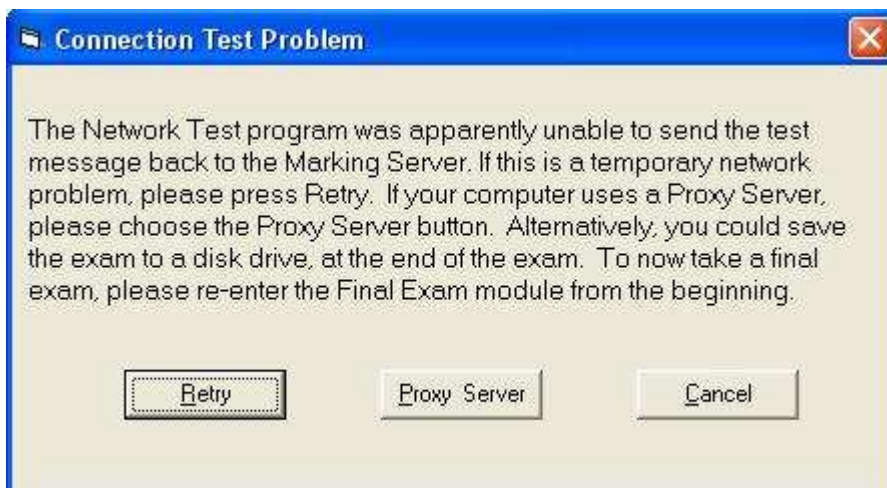


If you have set up your computer correctly, you will send a query to the marking server. The marking server will send a reply advising if the connection test was successful or if it failed.

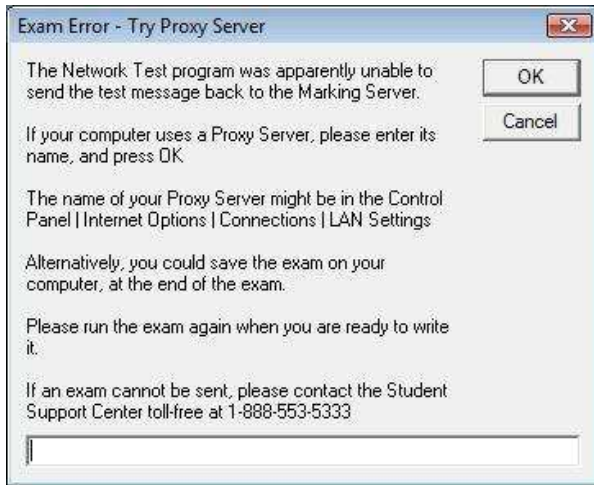


Click the “OK” button and you will be returned to the “**Final Exams**” module selection page.

If you encounter difficulties with the connection test, you will receive the message shown below. This message may appear if your connection to the internet is not working or your firewall is blocking communication. It may also appear if you are using a proxy server.



You can check that your internet connection is working, and then use the Retry button if the problem was with your modem or connection cables. If you have a proxy server, you will need to click on the button shown and enter the proxy server name into the dialog box shown below. This dialog box comes up when you hit the Proxy Server button.

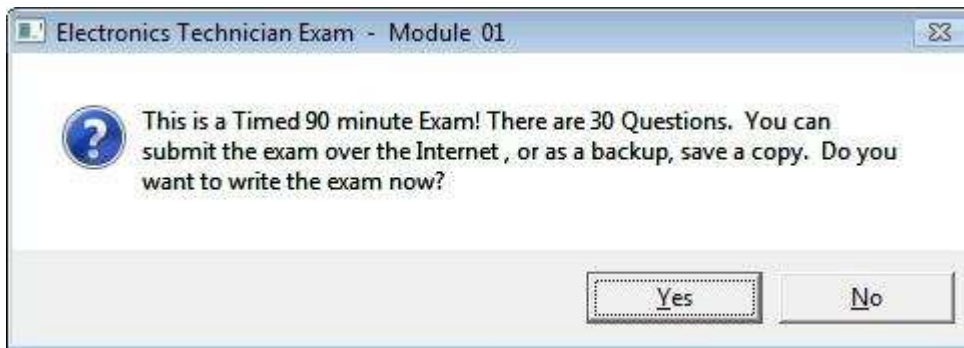


If you were using a proxy server, once you enter the server name, the connection test can be retried and the error should be resolved.

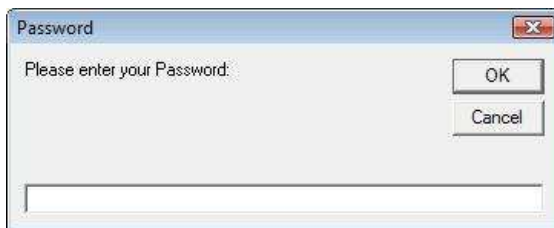
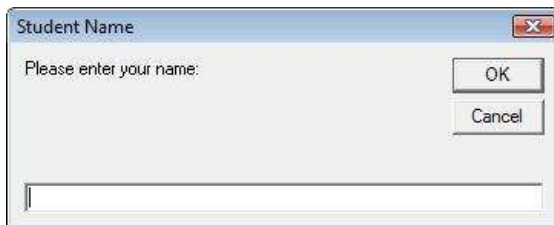
If you still cannot resolve the problem, you will need to hit the Cancel button. You can still take the exam by returning to the Final Exams page and selecting the desired exam module, however, you will need to save the exam to disk and email it to us for grading. That option will be provided after you complete the exam.

Step 7. Take your first Exam and submit it for evaluation.

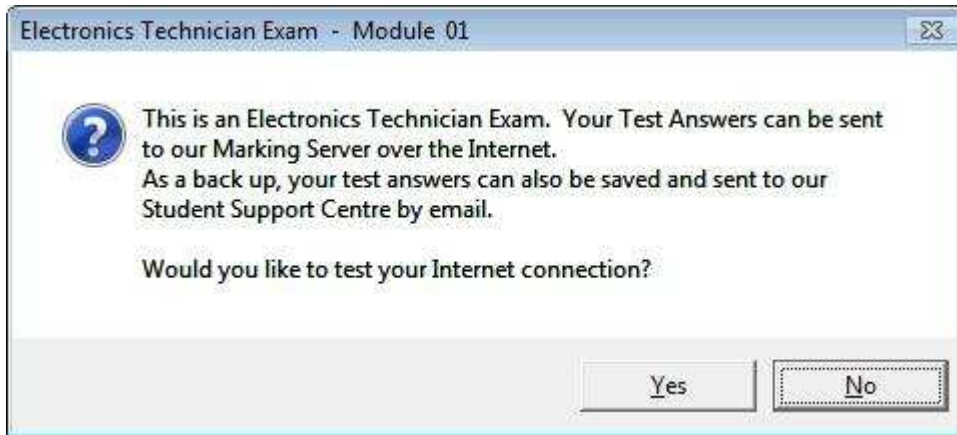
It is recommended that you check your internet connection as part of the process every time you go online to write a final exam. This means that you will repeat Step 6 above, each time you go to write an exam. Once your ability to connect to the marking server has been confirmed, you will be returned to the Resource Centre. You will need to select the “**Final Exams**” link again. Click on the “**Select Module**” link and choose the desired final exam to take. Click on the desired exam and you will be prompted to install Active X Control exam applet for the selected module. Once you have installed the Active X Control applet, you will be provided with the following sequence.



You have already seen this dialog when we did the internet connection test. Click the “**Yes**” button and you are prompted for your student login information.

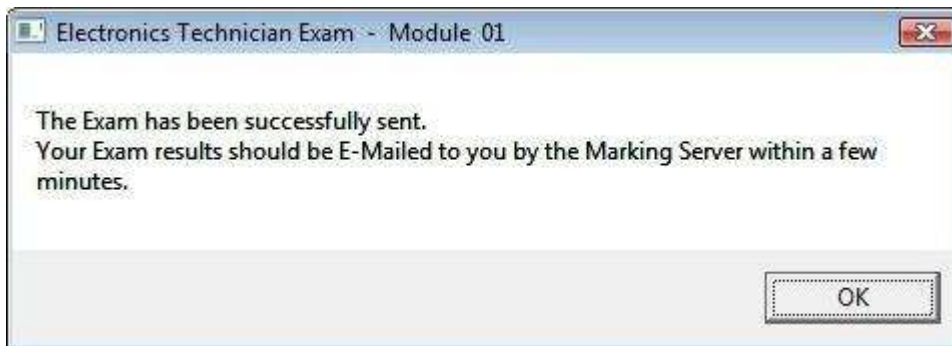
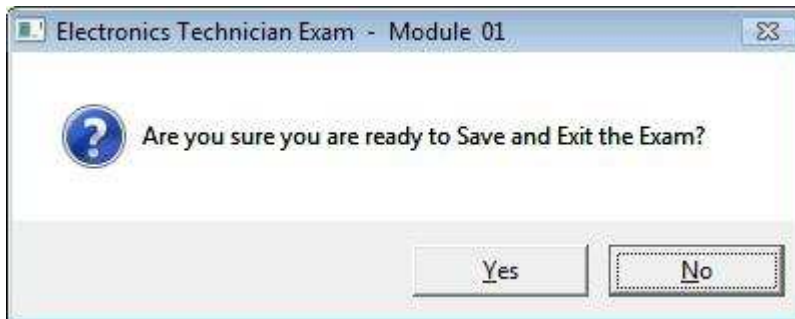


Enter the required information and click the “**OK**” button for each of the above. You will then be prompted to do an internet connection test. This time, click on the “**No**” button as we have already tested your ability to submit the exam to the marking server.



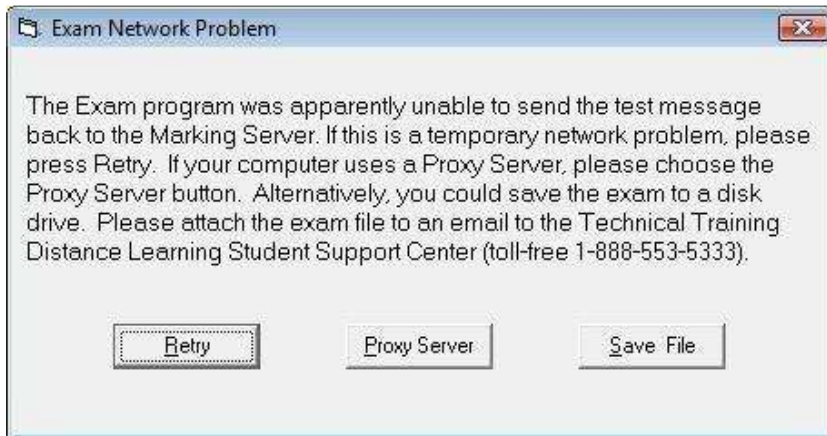
You will then be brought into the Final Exam you selected and your 90 minute time limit will begin.

Once you have completed the 30 Exam Questions, you click on the “Exit” button from the exam. You will be asked if you wish to submit your exam over the internet. Click “Yes” and your exam will be automatically sent to the marking server for evaluation. You will be advised that the submission was successfully sent.



Selecting No will allow you to save the exam file to disk. You can then email it to us to have it graded. This process takes longer, but if you were unable to complete the connection test, you will need to save the exam to disk, and email it in.

If you select Yes to submitting the exam over the internet, and a problem getting the exam submission sent occurs, you will see the dialog box shown here instead of the confirmation dialog shown previously.



You are presented with three options. The first option can be used if you have found an issue with your modem, or internet connection and resolved it. Click Retry, and a second attempt at submitting the exam will be made. If you are using a proxy server, you will need to click on the Proxy Server button and enter the server name. If neither of these two items resolves your issue, you will need to click on the Save File button. This will allow you to save the exam submission to disk. You can then email it to us and we will have the exam graded for you.

In both cases, saved to disk and emailed, or submitted automatically online, once the exam has been graded, you will be sent an email with your exam results. The results email will be sent to the email account which you have provided. Once the exam has been evaluated, the grade will be posted to your **"My Account"** page which can be accessed from the link on the left hand side of the Resource Centre main page. Once in the **"My Account"** area click on the **"Marks"** link. A listing of your grades for each module completed will appear.

We hope this guide has been helpful to you and that your system is now set and ready to go to take your online exams. If you experience difficulties, refer to the troubleshooting section for helpful tips on common errors that may arise while attempting to get online exams set up.

If you need further assistance please call the Student Support Centre at 1-888-553-5333.

Troubleshooting some common errors that may occur during setup

1. Webpage runtime error 13 appears when viewing the list of available modules on the website.

This error occurs when you do not have your **Regional Settings set to US English**, or you have alternative language character sets installed on your computer. You need to disable these, and set your Regional Settings to US English by going into the Control Panel, selecting Regional Settings, and choosing US English from the drop down list.

2. Pop up for installing exam does not come up when exam module selected.

If you **do not receive the prompt to install Active X Controls**, confirm that your pop-up blocker is turned off. If this setting is correct, and you still do not receive the prompt, you may need to change the security settings regarding Active X Controls in your Internet Explorer browser. Go to the **“Tools”** menu. Select **“Internet Options”** and click on the **“Security”** tab. Ensure that it is set to MEDIUM. Go to the Privacy tab and ensure that it is set to MEDIUM as well. Go back to the main webpage, and select the **“Final Exams”** link and then the **“Select Module”** link. This time after selecting the desired module, you should be prompted to install Active X Controls.

If you are still not prompted to install **active X controls**, you will need to **clean your browser cache, history, cookies, as well as delete all offline content or delete files created by Add-Ons**. The best way to accomplish this is to use the **Delete All** option in Tools ->>> Internet Options - >> General and be sure to **check the box for deleting offline content or Add-ons** when prompted to confirm this delete all action..