

# PedagogueDirect<sup>®</sup>

Assessment Management Service



## *PedagogueDirect<sup>®</sup> User's Guide*

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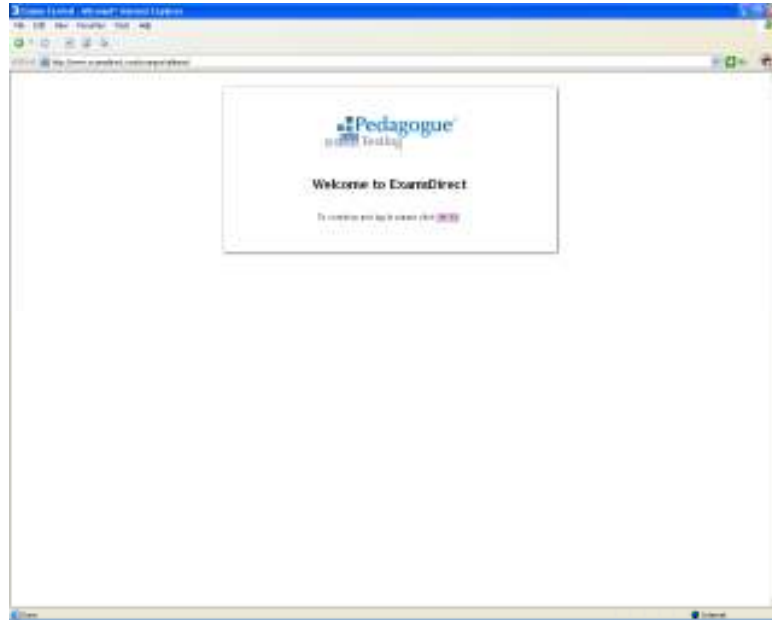
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## STEPS TO ACCESSING PEDAGOGUEDIRECT EXAMS

Follow these steps to access your exam through PedagogueDirect.

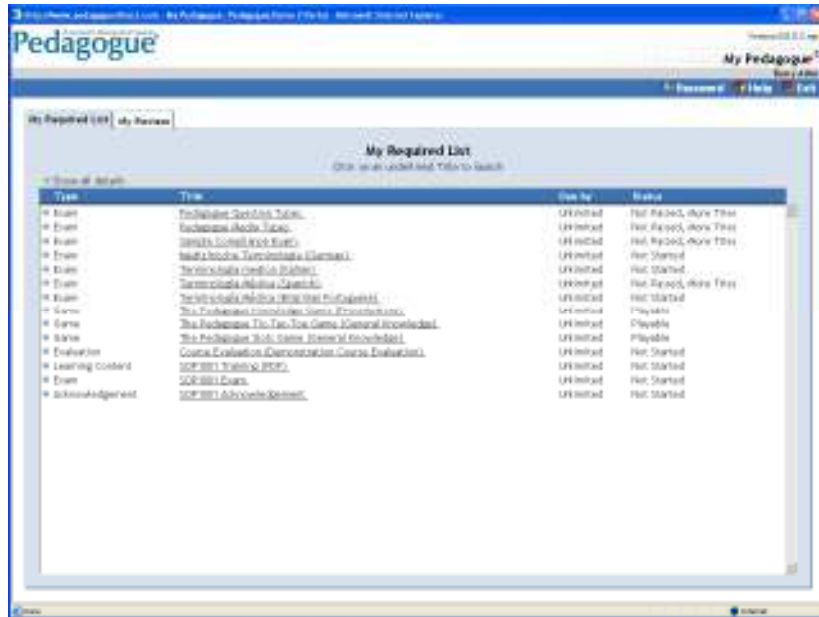
1. Open Microsoft Internet Explorer browser version 5 or later.  
*For maximum performance, please close all other applications before taking the test and **disable any pop-up window blockers.***
2. Enter the URL: <http://pxd.pedagogue.com/58nga-001>. You will see the following page.



3. Click **ENTER**.
4. The **Login** screen will be displayed. Enter your **User ID** and **Password**. Click **Enter**.

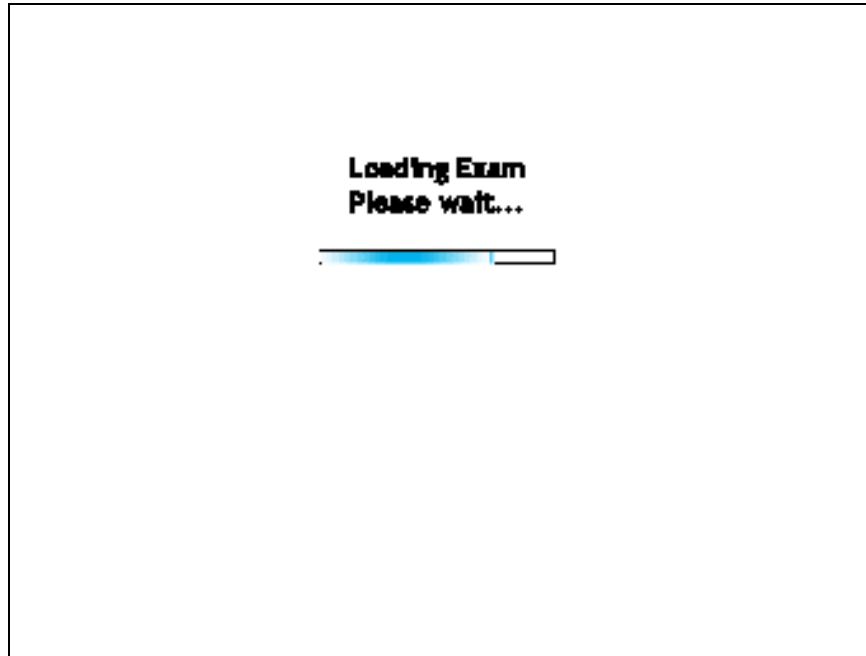


The **Launch** page will be displayed. Click an exam name (underlined) under **Exam Title**.



- When you click on the exam name, the exam will begin to load. You will see the following screen. The exam may take up to 20 seconds to load. Please be patient.

*Because of connectivity issues, you may not see this loading screen, but a blank screen. Please do not panic. The exam is loading behind the scenes. You can right click and choose **Refresh** to see the message.*



6. When the exam has been completely loaded, the following page will be displayed.



7. Read the **Introductory Message** carefully. If you are ready to take the exam, click **Start Now** and the exam will begin. If you do not wish to start the exam, click **Quit Without Starting**. If you choose **Quit Without Starting**, you will be directed back to the exam list page and from there, you may **Exit**.
8. If you lose your connection during the test, you will be able to resume where you left off. Just follow steps 1-7 and you will see the following screen. Click **Resume Now** to continue taking the exam.



9. Your exam may contain multiple question types (multiple choice, all that apply, matching, fill in the blank etc.) for more information on working with these different question types, please see the section titled 'Answering Different Question Types' on page 7 of this document.
10. During the exam, you may see the following message because the system needs to refresh. Click **OK** and continue taking the exam.

*Sometimes, the screen needs to refresh after you have clicked **Done With Question**. Please **DO NOT** continue clicking **Done With Question**, just wait for the screen to refresh and when it does, the next question will be displayed.*



11. When you have clicked **Done** on the last question, you will be sent to the score card with this message *“Thank you for taking the Online Auto Glass Tech, Master, Glass Installer or Repair Exam. Your exam score and security questions will be reviewed and will notify your final score within 72 hours”*.
12. To completely exit the exam, click **Exit**.



## ANSWERING DIFFERENT QUESTION TYPES

### *Multiple Choice, True/False, and Yes/No*

- Only one choice is correct.
- Click on the radio button to the left of your answer choice (inserts a dot).
- To change your choice, click on the new choice's radio button.

The screenshot shows the Pedagogue Testing interface for a 'Skeletal System' test. The question is 'How many bones are there in the human skeleton?'. There are four radio button options: 186, 196, 206, and 216. A yellow callout box points to the first option (186) with the text 'Only one answer choice is correct.' Below the options is a 'Done' button with a right-pointing arrow.

### *Fill in the Blank*

- Click in the text box (enables the cursor).
- Enter your answer or edit existing text.

The screenshot shows the Pedagogue Testing interface for a 'Skeletal System' test. The question is 'The medical name for the "kneecap" is the \_\_\_\_\_'. A yellow callout box labeled 'Text box' points to the blank space. Below the question is a 'Done' button with a right-pointing arrow.

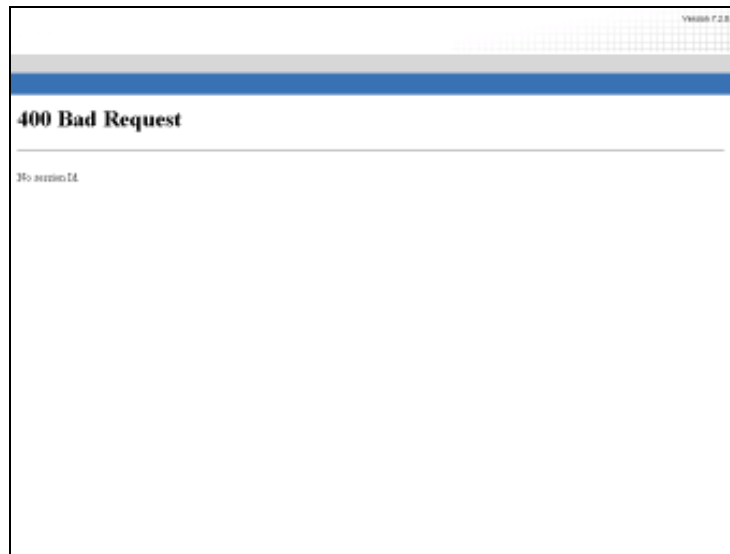
## **PEDAGOGUEDIRECT® STUDENT TROUBLESHOOTING FAQ**

The following information is meant as an initial troubleshooting method for the most common PedagogueDirect student issues.

1. **Popup Blockers** – Popup blockers cause the highest number of trouble calls for PedagogueDirect. Any active popup blocker **MUST BE DISABLED** when using PedagogueDirect. It is not enough to simply 'allow' the popup and keep the popup blocker enabled. When a popup blocker is in use, the student is able to log in successfully and will see the required exams. When an exam is clicked most times the exam is never displayed and the student feels as though the link is not working. To test if a student has a popup blocker enabled, the following page can be of use:

<http://www.popup-killer-review.com/rundetect.htm>

2. **Local Cache** – Occasionally, a student may lose connectivity to the Internet or experience a network failure (DNS, routing, etc.). Sometimes when this happens the student's browser will not properly reload the content on the testing page in order to allow the student to continue where they left off. They may even see a screen displayed similar to the screen below. The solution to this issue is to simply open IE and go to 'Tools' – 'Internet Options' – 'Delete Files' and click the checkbox for 'Delete all offline content'. This clears the cache and enables the student to continue the exam where they left off.



3. **Exams Not Assigned and/or Reassignments** – Students are assigned exams according to the Client. If an exam is not assigned to a particular student, the project manager responsible for testing should be contacted who should then contact the portal project manager if changes are to be made. Changes to assignments cannot be made, including assigning retests, without the project manager's approval. The student's manager's approval is not sufficient approval.

4. **Passwords** – After 6 unsuccessful password attempts, the student's password is locked out. The portal project manager must be contacted to reactivate the student's ID.
  
5. **Connectivity** – In some circumstances students will contact Pedagogue Solutions with connectivity problems. Students should contact their internal support department regarding these issues. Pedagogue Solutions can only help with PedagogueDirect related issues. Pedagogue Solutions cannot evaluate or troubleshoot PC's that belong to the client. Every effort should be made by the Client's support team to isolate the problem to PedagogueDirect before escalation to Pedagogue Solutions.

