

Tips on taking the certification test: READ ALL BELOW TO SAVE YOU TIME AND EFFORT!

Print this information for your reference

- Since this is an “open browser” test (same as open book), it is designed so you can look up the answers. You are being tested on the Starband system, not your prior knowledge or experience. When you begin the test, “*minimize*” your browser by clicking on the minimize button in the upper right corner of your browser. This places the test on your system tray at the bottom of the screen. Once the test is minimized, the main page of the training portal is displayed. Open up the same installation training course as the test and proceed to the Table of Contents. Minimize the installation training, and click on the certification test to display it. You can now toggle between the certification test and the installation training while looking up the correct answer.
- For each question on the certification test, the module where the question originated is located in the upper left corner of the screen for that specific question. Go to the corresponding module on the installation training course to find the correct answer.
- There are no trick questions or answers on the test! The correct answers are from the corresponding installation training module. All the questions and answers are derived directly from the installation training course, **not** the installation manual(s).
- There is no time limit on the test or recording how many times you took the test and did not meet the minimum passing score of 85%. The test is only recorded and transmitted to the certification test database **after** you pass with 85% proficiency.
- For better viewing of the test, you may want to change your browser configuration. You can accomplish this by selecting *View* on the browser menu bar, then *Toolbars*, and deselect *Standard Buttons* and *Address Bar*. This will allow you more viewing area of the test page.
- **CAUTION.** While you are logged onto the test, your Internet Service Provider (ISP) may inadvertently disconnect you from the test without your knowledge or network congestion may prevent your test scores from being transmitted to the certification test database. If this occurs and you pass the test, your test scores **will not** be transferred to the certification test database and you will not receive your Starband certification number. If this happens, you may receive one the following message or error:
 - Your test scores will be displayed and a Congratulations screen appears but the text will indicate *Generating Certification Code* or *Transmitting Data* or something similar.

or

 - Your test scores will be displayed and a Congratulations screen appears but you receive an *ODBC error message* or *SQL error message*.
- **ATTENTION.** If one of the above events occurs, **follow these procedures** or you will not get credit for passing the test! **Do not close your browser window until all the following has been accomplished.**
 1. While the screen is still displayed, press the *Print Screen* key located on your keyboard. Although it appears nothing has happened, the screen with your test scores has been saved to your computer’s clipboard. Do not attempt to print the document at this point—it will not print!
 2. With your browser still open and your test scores displayed, open a new MS Word Document or some other imaging program to perform a screen capture.
 3. Once the Word document or imaging program has been opened, you can either right click on your mouse and select *Paste*, or go to the *Edit* function, select *Paste*, and the screen capture of your test scores will be displayed on the Word document or imaging program.
 4. Save this document and send it as an e-mail attachment to jolly_holden@starband.com.
 5. Once the document is saved, you can then use your normal print function. You may want to retain this document for future reference or until you receive your certification number from Starband. If you do not have e-mail capability, fax it to Jolly Holden at 770-514-3646.
 6. Your test results will be manually inputted into the certification test database and your Starband certification number will be e-mailed back to you. Allow 24-48 hours for processing.