

Barkley & Associates, Inc.

Emergency Instruction Sheet for Testing Services

How do I locate my confirmation email?

If you are taking a test through your school:

- Your professor/faculty will distribute a confirmation email containing an attachment.
This attachment contains important instructions on how to register and login to your test.
- If your professor/faculty does not have access to the confirmation email, the test has not been set up yet.

If you are taking an individually purchased test:

- You will receive a confirmation email from npcourses@mytgweb.com with the subject line stating “DRT Confirmation”.
This email contains important instructions on how to access your test.
- If you do not see this email in your inbox, make sure to check your spam/junk folders as well.

How do I register for a test?

If you are taking a test through your school:

- As stated under the “How do I locate my confirmation email” section of this sheet, you will receive an email from your professor containing an attachment in the form of a PDF.
- The PDF attachment will provide the following crucial aspects:
 - Course IDs
 - Vital instructions for registering and accessing tests.
 - Several ESSENTIAL links for registering and accessing tests.**Links correspond to your schools specific course ID*.*

If you are taking an individually purchased test:

- NEW USERS – You are automatically registered for the test after your purchase is completed and you’ve filled out the registration portion of the checkout process.
- EXISTING USERS – To avoid receiving an error message, be sure to enter your login information under the “Existing/Registered User Login” portion of the checkout process.
- ALL USERS – As stated under the “How do I locate my confirmation email” section of this sheet, you will receive a confirmation email containing this important information:
 - The username and password to access your account.
 - A clickable link that will bring you to a third party web page in order to access your account.**Web page will require your username and password to access your account and the tests in it.**

How do I reset my forgotten password?

- The third party web page that is used to access your account contains a link that states, “Forgot password/login? Click Here”.
- After clicking, you will be prompted to enter your email address in order to verify your account.
- You will be emailed further instructions on how to reset your password.

What do I do if I’ve been logged out of my test?

- If you have a bad internet connection and your test freezes, you might be logged out during your testing session.
- If you log back into your account you should be able to continue with the test wherever you left off.

- If your test is no longer available when you log back into your account, contact techsupport@npcourses.com

What do I do if there are no tests available when I log into my account?

- You will not be able to view or access any tests prior to the testing period, which is set by your faculty member.
- You will be able to access tests once the testing period is open.
- If you are having issues viewing a test within the specified testing period:
 - Make sure that you have completed each step of the registration instructions, which is mentioned under the “How do I register for a test?” section of this sheet.
 - If you are still unable to access the test, please contact techsupport@npcourses.com

How do I go back to a previous question without clearing my answers?

- After you have gone through all of the test questions once, you will be able to revisit unanswered questions once more before submitting your test.
DO NOT press the back button on your internet browser to go back to a previous question. This will clear your answer for that question.

How do I review my correct and incorrect answers?

- Immediately after you have completed your exam you will be given a 45 minute review session.
- This will go over your incorrect answers in conjunction with an extensive rationale.
You must complete your test and the 45 minute review in the same session. You cannot go back to the review after logging off

What do I do if I've been forced out of my review session?

- If there is a poor internet connection and your review session freezes, log back into your account to continue where you left off.
- If you continue to have issues accessing your review after being forced out, please contact techsupport@npcourses.com

What if this sheet has not answered my questions?

- If you have further questions, please visit the FAQ page on our website at <http://www.npcourses.com/frequently-asked-questions-new>
- Barkley & Associates' Customer Service Representatives are available for technical support by phone at (323) 656-1606, Monday-Friday from 8:00am-1:00pm PST.