USER'S MANUAL

Version 10.2

User Instructions For The ASE Entry-level Certification
Online Test Administration Website

Updated: 08/12/2019
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TESTING POLICIES

The National Institute for Automotive Service Excellence (ASE) has collaborated with the ASE Education Foundation (formerly NATEF and AYES) and SkillsUSA to offer the ASE Entry-level certification tests for use by schools and other organizations to evaluate students and other individuals nearing completion of an automotive technology course of study or other workplace readiness program.

For ASE Entry-level certification tests to effectively measure the student's knowledge, they must be uniformly and securely administered. Therefore, both the school/site staff who assign and schedule the tests and the proctors who administer them must acknowledge and comply with all program procedures.

Testing Dates and Times – ASE Entry-level certification tests may be administered anytime during the published academic year when a proctor and an appropriate testing facility are available. Excluding of course during times of system maintenance.

Testing Environment – ASE Entry-level certification tests may be administered on any computer that meets the minimum technical and security requirements, published at www.ASE.com/Entry-level. The computer/workstation(s) for delivering the ASE Entry-level certification tests must be located in a computer lab, test center, or other appropriate testing location that provides for monitoring by the proctor, reasonable shielding from others, freedom from distractions, and comfort for the examinee.

Proctors – The proctor may be a school/site administrative staff member, a current or retired faculty member, other any other individual deemed qualified by the school/site. However, any proctor selected by the Site/School may not have a working or teaching background in automotive service technology. Students may not be proctors.

Proctor’s Responsibility – The proctor is responsible for verifying the test candidate’s identity, enabling the test for the candidate, and providing general oversight of the candidate during the testing session. This includes ensuring that there is no cheating of any kind, including giving or receiving help, using books or notes, etc.

Accommodations - Candidates with special needs (e.g. students with Individual Education Plans) may receive reasonable accommodations for their special needs, at the discretion of the School/Site, and provided that such accommodations do not compromise test integrity.

Retests – Candidates are eligible for one and only one retest attempt for any or all ASE Entry-level certification tests completed during the academic year (July 1 through the following June 30) provided such retest attempt is scheduled 30 days or more from test completion date of the first attempt. Retest attempts must be completed on or before the last day of the academic year (June 30) in which the first attempt was completed.

Instructor (Role) Level Access – All persons assigned the ‘Instructor’ role are provided unique credentials to the testing platform in order to register students/candidates and monitor their progress. ‘Instructors’ may not share their access credentials with anyone (students nor other school personnel) and must take reasonable precautions to safeguard their credentials. ‘Instructors’ are not allowed to view the tests at any time.

Cancellation of Scores – ASE reserves the right, in its sole discretion, to cancel any test score and/or bar participation in the ASE Entry-level certification testing program if ASE has reason to question the validity of a test score. Misconduct during the testing session, multiple test assignments to an individual candidate within an academic year, and ‘Instructor’ access to test forms, among others, compromise test validity.

Good and Reasonable Effort – ASE considers each School/Site participating in ASE Entry-level certification tests an active partner in the test delivery process. ASE expects all School/Site staff involved in the testing program to exercise good and reasonable effort to maintain the integrity of the testing program.

User Name – All non-student users must use a valid email address as their ASE Entry-level certification testing username.
OVERVIEW OF USER ROLES

Each user in the ASE Entry-level Certification online test delivery system is assigned one or more user roles, with each role having specific responsibilities and capabilities. These roles are somewhat hierarchical and include a site administrator, instructor, proctor, and student.

**School's Site Administrator**

The site administrator serves as the primary system coordinator for the school and has the highest level of overall responsibility.

The site administrator role possesses the following abilities and responsibilities:

1. Activate the school's account at the beginning of each new academic year
2. Grant permission for ASE to release test results to the state’s Department of Education and/or local school district.
3. Add and remove instructors to/from the school
4. Add and remove proctors to/from the school
5. Reset instructor’s and proctor’s password
6. Import lists of students to the system
7. Create and export school level score reports
8. Monitor the progress of all testing
9. Assist any instructor by selecting the "Assist Instructor” button from the list of instructors, and thereby perform any of the instructor identified abilities and responsibilities

A site administrator may be assigned to more than one school. For school systems that have a central coordinator for the tests, this feature allows one person to manage and monitor multiple schools.

Assignment as a site administrator can only be made through the ASE Entry-level Certification help desk. For changes to the Site Administrator and/or school profile information, please contact the ASE Entry-level Certification help desk phone number: 1-800-362-0544.

**Supervisor**

To be introduced in September 2019, the school Supervisor is an optional role that can be established by the Site Administrator to assist with importing a list of students to the system as well as creating and exporting school level score reports.
**Instructor**

The instructor role may only be assigned to instructors teaching motor vehicle technology. Non-instructional staff may not be assigned an instructor role.

The instructor role possesses the following abilities and responsibilities:

1. Verify and edit own profile
2. Build and maintain class rosters
3. Add existing students to a class roster
4. Add new students to a class roster
5. Remove student names from their own class roster
6. Reset student passwords
7. Assign tests to students
8. View student test results
9. Create proctors
10. Print test results and certificates

Instructors are established by the school's site administrator. Where appropriate, the instructor may be associated with more than one school.

**Proctors**

Proctors are responsible for enabling and monitoring the tests for the students. Proctors are established by either the instructor or the site administrator. The proctor may be a school/site administrative staff member, a current or retired faculty member, other any other individual deemed qualified by the school/site. However, any proctor selected by the Site/School may not have a working or teaching background in automotive service technology. Students may not be proctors. Where appropriate, proctors may be associated with more than one school.

The proctor role possesses the following abilities and responsibilities:

1. Verify a student's identity
2. Enable the assigned test one at a time
3. Reenable a test if the student's test session be interrupted
4. Monitor the test session to ensure all testing policies are followed

**Students**

The student role can be assigned to any student currently enrolled in the automotive program. Student users are initially established by an instructor by placing the student's name on one or more class rosters. This process creates a unique roster key to be used by the student during their first login as a means to confirm a link to the instructor's roster.

Student responsibilities include:

1. Login prior to test date and complete their student profile
2. Take tests assigned to them by their instructor
3. View test results online through their profile page
Students may continue to access their records through the ASE Entry-level Certification portal from any computer with Internet access for approximately two years.

**USER LOGIN - GENERAL**

All users of the ASE Entry-level Certification online test delivery system will login through the home page: [www.ASE.com/Entry-level](http://www.ASE.com/Entry-level). Two login buttons are provided, one for school staff, the other for students.

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**School Staff Login**

School site administrators, instructors, and proctors will sign in through the School Staff Login portal by entering their username and password as indicated.

The username and password are sent to school staff via email when they are initially established as a user in the system. Upon initial login, users are asked to change their password. Username and passwords can be self-edited at any time through the user's profile. The user should create a password recovery question and answer in their profile to help them re-set their password should it be forgotten or misplaced in the future.

- **Passwords** must be at least six characters long and contain two non-alpha characters.
- **Usernames** must be a valid email address.

Users must take reasonable measures to keep their login credential secure and may **NOT** share their credentials with anyone.
**Student Login**

Students logging in for the first time will use the New Student Registration portal provided in the lower half of the Student Login screen. In addition to entering their first and last name, they must enter the **Roster Key** provided by one of their instructors. A student must first appear on an instructor’s roster before the student can establish their profile in the system.

Upon the first login, the student must complete their student profile and create a permanent username and password. The student must also create a password recovery question and answer in their profile to help them re-set their password should it be forgotten or misplaced in the future. Future student logins will be accomplished through the upper "Student" portal.

**Passwords** must be **at least six characters long** and **contain two non-alpha characters**.
SITE ADMINISTRATOR

Each school must have someone identified as the site administrator to participate with the ASE Entry-level Certification program. This person is initially identified by the school on the School Activation form. Changes can be made as necessary by contacting the help desk.

When the site administrator is established or updated, they will receive an email notifying them of the assignment. If they are a new user to the system, their username and password will also be sent via email. The new site administrator should login as soon as practical and update their password to something of their choosing. At this time the site administrator should create a password recovery question and answer should they misplace or forget their password in the future.

School Participation Agreement

Each year upon the first login, the school’s site administrator must acknowledge that they have read and accept the ASE Entry-level Certification testing policies. This step must be completed before any other staff member can access the system.

Permission to Release Score Results

If your school is required to provide detailed score results to the State Department of Education or local school district, and those entities have made arrangements with ASE, you may authorize ASE to release those results directly on your behalf. This is accomplished by agreeing to the “Permission To Release Score Data” authorization screen available on the site administrator’s dashboard (home page). This form automatically appears upon the first login of each academic year.
**Site Administrator Dashboard**

An individual user may be established as a site administrator for more than one school. This allows a group of schools (e.g., a school district) to utilize a central coordinator if desired. Users who are associated with more than one school are given a "Select School" dropdown button for switching from one school to another. Care must be taken to ensure that the correct school is selected before making any changes. If the user is associated with only one school, the "Select School" option will not be displayed.
Adding Instructors

The site administrator's first step should be to maintain the school's list of participating automotive instructors. New instructors can be added, and instructors who are no longer with the school can be disassociated from the school.

To add a new instructor to the school, the following information is needed:
1. First and last name
2. Email address (this will be their username)
3. Telephone number

To determine if the instructor is already in the system, click "Add Instructor", enter the instructor's email address into the "User Name" box under the label "Select Existing User", and then select "Find User".

To add a new instructor, click here.

To add a new proctor, click here.
If the instructor is already in the system, a profile box will be displayed with additional information you can use to verify his/her identity. If this is correct, click "Select This User". An email will be automatically sent to the instructor requesting that they accept this assignment to your school.

If the instructor is not already in the system, select "Create New User" in the box below and enter the required information. When ready, click "Create User" at the bottom of the screen. Two emails will automatically be sent to the instructor. The first email provides them with a temporary password and login instructions. The second email notifies them of the requested assignment as an instructor. Upon initial login, the instructor can complete their profile, update their password to something of their choosing, accept the instructor assignment, and begin setting up their class roster.
The "Add Instructor" process is completed once the instructor logs in and accepts your request to be listed as an instructor for the school.

Based on your school's internal arrangements for test administration and management, you may also add yourself as either an instructor or a proctor, if appropriate.

**Retiring or Editing Instructors**

If an instructor appears on your instructor list who is no longer associated with your school, click the "Retire Instructor" button located next to their name. This will disassociate their instructor profile from your school. Their profile will stay live in the system and all links to other schools and roles will be maintained.

If an instructor's name is spelled incorrectly (e.g. Bob vs. Robert), select the "Edit Instructor's Profile" button to access their profile and make the required changes. Only the school's site administrator, or the ASE Entry-level Certification help desk, can make changes to the instructor's name. Otherwise, the instructor can maintain the rest of their profile as needed.
**Adding Proctors**

Using the "Add Proctor" button, you may add proctors in the same manner as instructors. Although both the site administrator and instructors may add proctors, it's important to note that instructors cannot be proctors.

The proctor may be a school administrative staff member or current or retired faculty member, but may not be a faculty member currently teaching motor vehicle technology. Students may not be proctors.
Pending Assignments as Instructors or Proctors
To determine if an instructor or proctor has logged in and accepted their assignment, or to cancel an assignment, review the Pending Assignments section of the School Administrator’s main page (Navigation tip: click School Administration Dashboard if not visible on current page).

Assisting Instructors
As the school’s site administrator, you can also perform all the same functions as the instructor. This feature allows you to assist the instructor with any of their responsibilities such as managing class rosters, assigning tests, and reviewing testing progress. To access this feature, click the “Assist Instructor” button for the instructor you wish to help. This essentially allows you to act on their behalf and perform any of the functions that are associated with that instructor.
**Site Administrator with Proctor Role**

Site administrators who also have a proctor role can switch between those two roles by selecting either the "School Administration" or the "Proctor Dashboard" buttons. To enable tests for students, the user must be on the Proctor screen. For details on the Proctor capabilities and procedures, please refer to the Proctor section of this manual.

For Site Administrators who are also Proctors, click here to switch to the Proctor screen to unlock tests.
School Level Score Report
The school’s site administrator can create and download either a pdf or a comma separated value (CSV) text file that shows all results for all students for a given academic year. This report can then be used for school-wide data reporting. To create the report, select the desired test window from the dropdown box in the Export School Report section of the Site Administrator’s dashboard (see below).

Schools that wish to have access to historical test results should download and archive these files for future reference. The online system retains student records for two years.

Below is a sample report in comma separated value (CSV) format followed by an example of a report in PDF.
**Student ID Maintenance**

For schools that report their student test results to another agency, such as the Department of Education, the State ID field in the student's profile is the key field for database data matching. This State ID can be entered and edited through the student's profile by either the student or instructor.

The school's site administrator and/or supervisor can view and edit the State ID for all students through a special link at the bottom of their dashboard. It is highly recommended that the site administrator use this list to verify and correct any missing IDs before using the batch import utility for adding new students. This will help eliminate duplicate entries for students who have been entered previously.

Each column can be A-Z or Z-A sorted by clicking on the column heading. Clicking the edit button next to the student name will open to the student's profile page. Here the site administrator can edit the student's ID, save the changes, then navigate back as needed.

**Site Administrator's Dashboard**

![Site Administrator's Dashboard](image)

**Student List** (Used to validate student ID)

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Date of Birth</th>
<th>State ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andy</td>
<td>Adams IV</td>
<td></td>
<td>A1124</td>
</tr>
<tr>
<td>Bob</td>
<td>Adams V</td>
<td></td>
<td>A1235</td>
</tr>
<tr>
<td>Harry</td>
<td>Big</td>
<td>963862749</td>
<td></td>
</tr>
<tr>
<td>Harry</td>
<td>Big Boot</td>
<td>987468852</td>
<td></td>
</tr>
<tr>
<td>Carry</td>
<td>Brown</td>
<td>997465123</td>
<td></td>
</tr>
<tr>
<td>Tim</td>
<td>First</td>
<td>222011</td>
<td></td>
</tr>
<tr>
<td>Holly</td>
<td>Hobby</td>
<td>789465123</td>
<td></td>
</tr>
<tr>
<td>Terry</td>
<td>Hope</td>
<td>596325147</td>
<td></td>
</tr>
<tr>
<td>Something</td>
<td>Last</td>
<td>741852963</td>
<td></td>
</tr>
<tr>
<td>Harry</td>
<td>Potter</td>
<td>123741652</td>
<td></td>
</tr>
</tbody>
</table>
Batch Import Student List
New students can be loaded to the master school student list by importing a comma separated value (CSV) file that contains the following fields: StateID, FirstName, LastName.

Important - The batch import should only be used after the site administrator and/or supervisor has verified that the state IDs are complete for all previously entered students. Failure to do so can result in the duplication of students.

In the source file used for importing student names, care must be taken to ensure that no extraneous spaces or unwanted characters are included in either the first or last name fields.

For Detailed Batch Import Instructions - please refer to the detailed instructions on the www.ASE.com/Entry-level home page.
INSTRUCTORS

Instructors are established in the ASE Entry-level Certification test delivery system by the school's site administrator. Once an instructor has a user profile, they may be linked to other schools if desired. Since the linking process is initiated by the site administrator from the other school, the instructor must provide their username (i.e., email address) to the site administrator making the requested link. When an instructor is set up in the system, or when an instructor assignment request is made from another school, the instructor will receive an email notification that serves as a request to be associated with that school.

To accept an instructor linkage request, the instructor must login to the ASE Entry-level Certification site and click the "Accept" button under Pending Assignments.

After accepting the assignment, the instructor will be taken to their "Instructor Dashboard" (similar to a home page). This is the starting point for managing rosters, assigning tests, viewing results, etc. It's helpful to know that clicking the "Instructor Dashboard" button on any page will bring the instructor back to this page. The first step would normally be to create a new roster.

To create a new roster, click here.
**Student Roster Management**

Rosters are limited to a maximum of 45 students and each roster must be associated with a test series (i.e. Automobile, Truck, Collision).

**Helpful Concept** – Regardless of whether the school has one or multiple instructors, or whether an instructor has one or multiple rosters, the process of building class rosters creates a master school roster behind the scenes. This school-wide "master school roster" is used to create an available student list when creating a new roster or when editing an existing roster. All instructors in the school will access and contribute to the school-wide roster when making their individual class rosters. This helps to prevent the duplication of students in the system as well as saves time for the instructor when building a roster.

**Creating a Roster and Linking to a Test Series**

Clicking the Add Roster button on the Instructor Dashboard will open an add new roster screen as shown below.

1. Select the test series to be associated with this roster. Clicking the dropdown arrow will reveal all test series.
2. Give the roster a meaningful name.
3. Optional - Provide a brief description (e.g. course number, AM students, etc.)
4. Click "Create Roster" to save.

![Add New Roster Screen](image-url)
Once the new roster is created, it will appear in a list on the Instructor’s Dashboard. Any previous rosters will also be displayed. To work with any roster, click the "Select" button.

To add students to the roster and assign tests, follow the instructions on the screen.

Students who are already in the system (e.g. returning from the previous year or already entered by another instructor) can be added to the roster by clicking/highlighting their name on the list of available students, then clicking the "Add Selected Students To Roster" button.
To find a student by name, enter either their first or last name, or partial name, in the "SEARCH" box to filter out all records not including that entry.

Columns can also be A-Z and Z-A sorted by clicking on the column header.

Notice also that once a student has been added to the roster, the "On Roster" status on the list changes to "yes".

Students not already in the system can be added one at a time using the New Student option at the bottom of the Add Student screen (also see batch import instructions for another option). Clicking the New Student button will expand the New Student box to provide a means to enter new student names. All that is required using this method is the first and last name of the student.
Enter student's name, then click "Add New Student To Roster"

Student's name will appear here as they are added. This list will continue to grow as more students are added to the system.

Repeat the process for each new student to be added.
When adding new students, if someone is already on the school list with the same last name, a message will appear to warn of a possible duplicate record. If after checking the master list it is determined that the new student is not a duplicate record, click "Create Additional Student".

In the example below, the new student that is being entered now, James First, is not the same student as Tim First (perhaps brothers). Of course if it appears that you are about to create a duplicate entry, such as Robert Jones vs. Bob Jones, click "Cancel".

When finished adding students to the roster, or to review the roster list, click the "Go Back to Roster Detail" button.
**Enabling Test Assignments and Assigning Tests**

Now that a roster is created and associated with a test series, you must "Enable Test Assignments" before moving on to assigning the tests. This action subtracts the test credit from the school’s account for every student whose test series is enabled. You can select individual students or select all on this page by using the select all button. You **MUST** click the **SAVE** button before leaving this page.

If there are multiple pages you must repeat this step for all subsequent pages.

Either select "all" or select the individual student to assign the test series. Then click "SAVE".

See instructions for assigning test series.
Beginning with the 2019-2020 academic year, the test assignment process has been enhanced to allow instructors to assign a single test title, or multiple tests, to more than one student at a time.

To assign tests, first select the students from the roster for whom tests will be assigned. You may select "all", or only the individual names as desired. Then click "Assign Tests".
In the pop-up window, check the test(s) you wish to assign to all the student selected in the previous step, then click "Continue". Note: Advanced Options will be addressed later.

The following screen will display a detailed list of all test assignments about to be made with this action. If an assignment cannot be made, a note will identify the reason. Once ready, click "Apply" to complete the assignments.
SECOND AND THIRD CHANCE RETEST
For the initial test fee, students may take any or all tests in a series twice within the academic year. If a second test attempt is desired, it may be administered anytime following a 30-day waiting period. That is, students may retest on day 31 after the previous attempt. Students will receive a different set of questions (test form) for each attempt.

If a third attempt is required, it may be administered for an additional test credit fee. Like the second attempt, at least 30 days must pass before the test may be administered for the third and final time for the current academic year.

To assign a retest attempt, use the Advanced Options to access filters that will apply the tests assignments as desired (i.e. second attempts only, failed previously attempted tests only, etc.).

Differentiating Test Results
The date each test was completed appears on the various score reports and system screens to allow users to properly differentiate test attempts. In the example below, the instructor can review the test completion date to determine which result is from the first attempt and which was the second. Remember, to group test names together on longer lists, the list may be sorted A-Z or Z-A by clicking on the column headers.
**Roster Key**

For each student on the roster, a unique "roster key" is generated. The very first time the student logs into the system, they must enter their **first name, last name, and roster key** exactly as the instructor entered it on the roster (including dashes, spaces, or errors in spelling).

Student must enter first and last name exactly as it appears on the roster when registering for the first time.

Student uses this number to initially log in and establish their student profile. It must be entered exactly as it appears here, including the dash "-".

Unregistered means student profile is not yet complete.

<table>
<thead>
<tr>
<th>Last</th>
<th>First</th>
<th>User Name</th>
<th>Roster Key</th>
<th>Status</th>
<th>Select All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams</td>
<td>Bob</td>
<td>bobAdams</td>
<td>XDN-LX6</td>
<td>Unregistered</td>
<td></td>
</tr>
<tr>
<td>Brown</td>
<td>Carry</td>
<td>carry8</td>
<td>VBE-V0S</td>
<td>Registered</td>
<td></td>
</tr>
<tr>
<td>Hobby</td>
<td>Holly</td>
<td>HollyHobby</td>
<td>FBJ-M6N</td>
<td>Unregistered</td>
<td></td>
</tr>
<tr>
<td>Second</td>
<td>Bob</td>
<td>BobSecond</td>
<td>TQS-9Y1</td>
<td>Unregistered</td>
<td></td>
</tr>
<tr>
<td>Watson</td>
<td>Sam</td>
<td>SamWatson</td>
<td>YCW-JX0</td>
<td>Unregistered</td>
<td></td>
</tr>
</tbody>
</table>
Preparing Students to Login and Complete Their Student Profile

Before a student can take an assessment, they must login through the student login on the www.ASE.com/Entry-level website and complete their student profile. While doing so, they will create a username and password that will allow them to take assigned tests and view the results.

To establish their password, they will need the following information exactly as it appears on the roster:

1. First Name
2. Last Name
3. Roster Key

The very first time a student logs in they will use the lower "New Student Registration" login portal as shown in the graphic to the right. After their profile is complete and they have created a password, all future logins will use the upper "Student" login portal. After the student's profile is complete, their Roster Key will no longer be needed.
**Student Profile**

The instructor has limited access to the student's profile to enable certain fields to be edited by the instructor (shown in white). For example, only instructors can edit the student's first or last name after the student initially completes their profile.
The following image shows the student's view of their profile. All fields can be edited when the student completes their profile for the first time, including corrections to their first and last name. Upon subsequent visits, only the instructor can edit their first and last names.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td>Carry</td>
</tr>
<tr>
<td>Middle initial</td>
<td></td>
</tr>
<tr>
<td>Last name</td>
<td>Brown</td>
</tr>
<tr>
<td>Suffix</td>
<td></td>
</tr>
<tr>
<td>Date of birth *</td>
<td>January ▼ 1 2002</td>
</tr>
<tr>
<td>Last 4 of SSN *</td>
<td>1234</td>
</tr>
<tr>
<td>High school graduation year *</td>
<td>2019</td>
</tr>
<tr>
<td>High School Name *</td>
<td>Beta HS</td>
</tr>
<tr>
<td>Email address *</td>
<td><a href="mailto:CBrown@BetaHS.edu">CBrown@BetaHS.edu</a></td>
</tr>
<tr>
<td>Zip Code *</td>
<td>12345</td>
</tr>
<tr>
<td>Mobile Phone Number *</td>
<td>555-555-5555</td>
</tr>
<tr>
<td>Usernames and passwords</td>
<td>CarryBrown741187</td>
</tr>
<tr>
<td>Password reset question *</td>
<td></td>
</tr>
<tr>
<td>Password reset answer *</td>
<td></td>
</tr>
<tr>
<td>Would you like to receive info from AYES, NATEF, and SkillsUSA? *</td>
<td>Yes</td>
</tr>
<tr>
<td>State or school issued Student ID</td>
<td>967456123</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Race</td>
<td>Caucasian / White</td>
</tr>
</tbody>
</table>

This shows the system generated username that is based on the student's first and last names plus six random numbers, but the student should edit their username to something more easily remembered.
**Viewing and Printing Test Results**

To view the instructor summary report, select the "View Instructor Report" button for a given roster. Two file formats are available: CSV and PDF.

Below is a sample instructor report in comma separated value (CSV) format followed by an example of the same report in PDF.
To view the scores of an individual student, select the “Test Results” button next to the student's name on the instructor roster and a list of all the student's tests will be displayed.

To view a student's test score report, click "View Test Results".

A detailed score report is displayed and can be printed.
**Viewing and Printing Certificates**

There are two options for printing certificates: one at a time, or all certificates for a roster at once. To print individual certificates, navigate to the student’s test results and click the "View Certificate" button. The individual certificate will display and can be printed.

Note: Certificate printing may be restricted and/or fulfilled by a third party in some states or localities.

The certificate will include all the student's certifications for a given year by test series.
To print all certificates for an entire roster, click the "Batch Print Certificates" button on the roster detail page.
**Common Questions**

Q. – When the student tries to launch their test, the system kicks them out and takes them back to the login screen. What’s wrong?
   The browser’s popup blocker is likely on and is not allowing the test to launch.

Q. – If a student fails a test, can they take the test again?
   Yes, but they must wait 30 full days before the attempting the same test again. That is, they may retest a second time as soon as day 31 after the previous attempt.

   A third attempt is also available following the same waiting period; however, a second test credit will be charged for the third and final attempt. The second test credit will enable a third attempt for all tests within the series.

Q. – What if a student forgets their username or password?
   - The instructor can recover the student’s **username** from the roster. It appears next to their name on the Roster Detail screen.
   - If the student has completed their profile, including their **password recovery question and answer**, they can retrieve their password from the student login page by clicking "I Forgot My Password" and following the instructions provided.
   - If a student has completed their profile but did not complete their password challenge question and answer, the instructor can reset their password to a default "**na3sa1**" from the roster screen. This can only be used if the student has already completed their student profile.
   - If the student has not completed their profile, the reset password button is not displayed. Their instructor should give them their Roster Key and instruct them to login using the "New Student Registration" portal and complete their profile.

Q. – What if the student’s test is interrupted?
   If a student experiences a technical interruption during their test (e.g., loss of Internet connection, computer failure, etc.), the proctor can reauthorize student test login and allow the student to pick up where they left off. Same day restarts allow full navigation throughout the test. Subsequent day restarts will only allow the student to view questions not seen previously.
Q. – What are the cut scores for each of the tests?
The cut score, or number required correct to pass, is set independently for each test. For more detailed information about how the tests are constructed and how the cut scores are set, please see the document entitled "Interpreting Results and Technical Data” at www.ASE.com/Entry-level. The current cut scores are shown below.

<table>
<thead>
<tr>
<th>Test</th>
<th>Number Of Scored Items</th>
<th>Cut Score (Required to Pass)</th>
<th>Test</th>
<th>Number Of Scored Items</th>
<th>Cut Score (Required to Pass)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ER</td>
<td>40</td>
<td>22</td>
<td>PR</td>
<td>40</td>
<td>23</td>
</tr>
<tr>
<td>AT</td>
<td>40</td>
<td>22</td>
<td>NS</td>
<td>40</td>
<td>22</td>
</tr>
<tr>
<td>MD</td>
<td>40</td>
<td>22</td>
<td>SR</td>
<td>40</td>
<td>22</td>
</tr>
<tr>
<td>SS</td>
<td>40</td>
<td>20</td>
<td>ME</td>
<td>40</td>
<td>22</td>
</tr>
<tr>
<td>BR</td>
<td>40</td>
<td>21</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EE</td>
<td>40</td>
<td>20</td>
<td>DE</td>
<td>40</td>
<td>21</td>
</tr>
<tr>
<td>AC</td>
<td>40</td>
<td>20</td>
<td>TE</td>
<td>40</td>
<td>21</td>
</tr>
<tr>
<td>EP</td>
<td>40</td>
<td>21</td>
<td>TB</td>
<td>40</td>
<td>20</td>
</tr>
<tr>
<td>MR</td>
<td>60</td>
<td>31</td>
<td>TS</td>
<td>40</td>
<td>20</td>
</tr>
<tr>
<td>AS</td>
<td>80</td>
<td>45</td>
<td>IM</td>
<td>60</td>
<td>36</td>
</tr>
</tbody>
</table>

Q. – Can I order more tests online?
Yes. Once an instructor is associated with a school and the school's account has been activated by the school's site administrator, instructors can order tests from their Instructor Dashboard. A credit card or purchase order (PO) may be used for payment at the time of order.

Q. Can I upload a list of students to the school rather than entering them one at a time?
The site administrator can upload a comma separated value (CSV) file of NEW students to the system. Please see the detailed instructions for this procedure on the www.ASE.com/Entry-level home page.

Q. – How long are the test scores available?
As a general rule, ASE keeps the student test records on the system for the two previous years, plus the current academic year.

For archival records, the school site administrator can download a comma separated value (CSV) file for all students by test window and archive these data locally.
PROCTORS
The proctor is responsible for verifying the student's identity, unlocking the scheduled test, and monitoring the student's test session to ensure all testing procedures are followed.

Locating a Student on the Proctor List
The proctor's screen shows all tests that are currently assigned for all students. Since the list shows a separate record for each test by student, the proctor should use one or more of the filters and sorting tools to manage the list and quickly locate the specific test(s) they wish to unlock.

IMPORTANT - If a student fails a test on their first attempt, the system now automatically reassigns the test after 30 days. This automatic reassignment for a second-chance retest will make the proctor's screen significantly longer and more difficult to manage unless the proctor uses the filters provided to narrow the number of records per screen.

Filter and sorting tools include:

1. Filter by first and/or last name (full or partial names).
2. Filter by test series (Automobile, Collision, Truck), and/or by test name.
3. Change the number of records displayed per page (e.g., 0, 25, 50, etc)
4. Hide tests that have been completed.
5. Sort A-Z or Z-A by any selectable column header.

Once a filter is populated (e.g., with a name, test series and test for example), click the "Search" button to update the screen.
Unlocking a Test for a Student

To launch a test for a student, the proctor should take the following steps:

1. Verify the student’s identity.
2. Confirm that the student has his/her username and password.
3. Confirm which test the instructor wants the student to take and click the "Unlock Test" button for it.
4. Direct the student to login via the “Student Login” at www.ASE.com/Entry-level and start their test.
5. Monitor the student throughout the testing session to ensure he/she does not receive assistance or open other programs or windows during the test session.
6. If a student is scheduled to take more than one test, they should notify the proctor when they have completed the first test so the proctor can unlock the next one.

Please unlock only one test at a time per student. Once a test is unlocked, the student has 30 minutes to launch the test. If the student does not begin the test within the 30 minute period, the system will reset the test to the "Assigned" state.

If a student cannot remember their password, the Proctor can reset their password to a default "na3sa1" by clicking the "Reset PW" button (provided they have completed their profile as indicated by the word "Registered" in the Student Status column). If the Student Status is "Unregistered", the Proctor can provide the student with their Roster Key and First and Last Name as displayed on the list.

By periodically refreshing their screen (use F5 key), the Proctor screen will be updated to reflect Test Status, Date/Time Test Started, and Date/Time Test Completed.
**Restarting a Test**

If a student experiences a technical interruption during their test (e.g., loss of Internet, computer failure, etc.), the proctor can restart the test and allow the student to pick up where they left off. Same day restarts allow full navigation throughout the test. Subsequent day restarts will only allow the student to view questions not seen previously.
Helpful Hints

Helpful Hints

- **Time To Start** – Students have 30 minutes to start the test once it is unlocked by the proctor.

- **Time To Test** – Sixty minutes is the recommended testing time for all tests except Maintenance and Light Repair (MR) and Automobile Service Technology (AS). These tests should be scheduled for 90 minutes. For those students requiring additional time, the system clock will automatically allow twice the recommended time (i.e. 120 – 180 minutes).

- **Monitor Students** – Students must be monitored by the proctor throughout the entire test session to ensure that no outside assistance is utilized – including the opening of additional browser windows.

- **Restarts** – If a student experiences a technical interruption during their test (e.g., loss of Internet connection, computer failure, etc.), the proctor can reauthorize student test login and allow the student to pick up where they left off. Same day restarts allow full navigation throughout the test. Subsequent day restarts will only allow the student to view questions not seen previously.

- **Student Profile/Password** – If a student has not previously set up their student profile (i.e., established a username and password), they must do so prior to starting the test. To do this, they will enter their first name, last name, and their unique Roster Key in the lower half of the student login screen. If necessary, the proctor can locate the student's Roster Key next to their name on the proctor screen.

- **Test Fails To Start** – If the student is kicked out of the system as they try to launch the test, verify that the pop up blocker is turned off.

- **ASE Entry-level Certification Help Desk** - 1-800-362-0544
STUDENTS

Student Login
Before a student can take a test, they must login through www.ASE.com/Entry-level and complete their student profile. While doing so, they will create a username and password that will allow them future entry. At the student login screen, the student will be required to enter the following information **exactly** as their instructor entered it on his/her roster: **First Name, Last Name, Roster Key**. The roster key is a six character alphanumeric expression (e.g. F2D-9HW) that uniquely identifies the student on the roster. It must be entered exactly as it appears, including the dash "-".
**Future Login**
All future student logins will be through the upper "Student" login portal. If a student forgets their password, the "I Forgot My Password" utility on the login screen will present them with the Password Challenge Question from their profile. If answered correctly, the student will be provided a screen to establish a new password.
**Complete Your Profile**

Please fill out your student profile:

* = Required Field

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td>Carry</td>
</tr>
<tr>
<td>Middle initial</td>
<td></td>
</tr>
<tr>
<td>Last name</td>
<td>Brown</td>
</tr>
<tr>
<td>Suffix</td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td>January 1 2002</td>
</tr>
<tr>
<td>Last 4 of SSN</td>
<td>1234</td>
</tr>
<tr>
<td>High school graduation year</td>
<td>2019</td>
</tr>
<tr>
<td>High School Name</td>
<td>Beta HS</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:CBrown@BetaHS.edu">CBrown@BetaHS.edu</a></td>
</tr>
<tr>
<td>Zip Code</td>
<td>12345</td>
</tr>
<tr>
<td>Mobile Phone Number</td>
<td>555-555-5555</td>
</tr>
<tr>
<td>Create your username</td>
<td>CarryBrown741187</td>
</tr>
<tr>
<td>Create your password</td>
<td>********</td>
</tr>
<tr>
<td>Confirm password</td>
<td>********</td>
</tr>
<tr>
<td>Password reset question</td>
<td>Name of my dog</td>
</tr>
<tr>
<td>Password reset answer</td>
<td>Spot</td>
</tr>
<tr>
<td>State or school issued Student ID</td>
<td>987456123</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Race</td>
<td>Caucasian/White</td>
</tr>
</tbody>
</table>

Name Correction - When the student establishes their profile, they may find that the instructor incorrectly entered their name (e.g. Bobby Bower rather than Robert Bower). The student may correct the spelling of their first and last name only during the initial profile setup. To make corrections in the future, the student must request that the instructor make those changes.

This shows the system generated username that is based on the student's first and last names plus six random numbers, but the student should edit their username to something more easily remembered.
**Starting a Test**

After logging in, the student's home page contains a "Student Dashboard" that is used to navigate among different features of the system. Clicking the "My Exams" button will take the student to a page similar to the one shown below. All tests that have been assigned by the instructor will be listed. When the proctor has unlocked a test, the student has 30 minutes to login and begin their test. When the student is ready to begin their test, the student will click the "Launch Test" button next to the unlocked test.

![Student Dashboard](image)

If your test session is interrupted (e.g., due to an internet connection failure), the testing proctor can initiate a same day restart of the test that allows you to continue where you left off. After the proctor unlocks your test, you may need to either refresh your screen or log out and back in again to restart your test.

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Testing Window</th>
<th>School</th>
<th>Series</th>
<th>Test</th>
<th>Test Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-2019 Academic Year</td>
<td>2018 - 2019 Academic Year Window</td>
<td>Beta - VA</td>
<td>Automobile</td>
<td>Engine Repair</td>
<td>Unlocked</td>
</tr>
<tr>
<td>2018-2019 Academic Year</td>
<td>2018 - 2019 Academic Year Window</td>
<td>Beta - VA</td>
<td>Automobile</td>
<td>Brakes</td>
<td>Assigned</td>
</tr>
<tr>
<td>2018-2019 Academic Year</td>
<td>2018 - 2019 Academic Year Window</td>
<td>Beta - VA</td>
<td>Automobile</td>
<td>Suspension and Steering</td>
<td>Assigned</td>
</tr>
</tbody>
</table>

Page: 1 of 1

Upon starting the test, the first screen the student will see is the Confidentiality Agreement. Students must agree to the terms of this statement to participate with the ASE Entry-level Certification tests.

![Confidentiality Agreement](image)

I understand that the content on this examination is confidential. No part of the examination materials may be copied, downloaded, reproduced, stored, disseminated or conveyed to anyone else. Also, I will neither give nor receive assistance in selecting an answer for any question in this examination.

- [ ] AGREE
  I certify that I have read, understand, and AGREE to abide by the terms stated above.

- [ ] DISAGREE
  I DO NOT AGREE to abide by the terms stated above.

Please use the mouse to click the AGREE or DISAGREE button.

Click on the Next button to continue. [Next](image)
**Example Test Screen**

Below is a typical layout that demonstrates how the test questions are presented. The top header displays the student's name on the left, and a clock indicating how much time remains for the test on the right. The name of the current test is centered just below the header.

![Example Test Screen](image)

To select an answer, click the button next to the desired choice. To change the selected answer to something different, simply click on another option to change the response.

Use the navigation bar below the question to move throughout the test.
- To flag a question as a reminder to come back for a review, simply click the "Flag for Review" button
- To move to the next or previous question, click "Next" or "Previous"

The navigation bar also displays the sequence number of the current question and how many questions are on the test.

After answering the last question, or when clicking the "Review Test" button, the student is taken to the test summary screen.
The summary screen shows the status of each question – answered, not answered, or flagged for review. To return to a question, click on the question number. Once all flagged items have been reviewed and all questions have been answered, click "Submit Test for Scoring".

**Important** - The test will score once the student clicks the "Submit Test for Scoring" button. Simply disconnecting from the system, closing the browser or allowing the test timer to run out will NOT force the test to score.

When the test is submitted for scoring, the student is automatically logged out and returned to the login screen. The student can log back in to view their results or to start another test.
**Viewing Test Results**

To view test results, login and select "View Test Results". If multiple results are shown or the same test, please refer to the Date Completed to differentiate between the results.

The resulting report will appear similar to the sample shown below.
To obtain the corresponding ASE Entry-level Certification certificate, please check with the instructor or school's site administrator.

---

**National Institute for Automotive Service Excellence**

**Be it known that**

has successfully passed the examinations prescribed by the National Institute for Automotive Service Excellence in the knowledge areas listed below:

**Carry Brown**

**AREAS OF DEMONSTRATED ACHIEVEMENT**

- Medium/Heavy Truck - Diesel Engines  
  Expires: Jul 30, 2020
- Medium/Heavy Truck - Electrical/Electronic Systems  
  Expires: Jul 30, 2020
- Medium/Heavy Truck - Brakes  
  Expires: Jul 30, 2020
- Medium/Heavy Truck - Steering and Suspension  
  Expires: Jul 30, 2020

---

Verification Code: 2018070235CB54

Tim O. Zernke, Administrator

ASE Entry-Level certification exams are designed to indicate a candidate’s level of retention of knowledge-based skills. To assure the public of the quality of service provided and the work done, most states are adopting ASE as a means of certifying automotive technicians. Tests are available in the following areas: Brakes, Engine Repair, Electrical, Driveability, Emissions, and many others.