Frequently Asked Questions about eTesting:

Q: How do I activate my eTesting account?
A: Go to http://ntc.cgaux.org and select "New User – Get Password".

Q: What information will I need to get my new password?
A: You need your member number – "EMPLID" and your eDirectory password.

Q: What if I don't have or can't remember my eDirectory password?
A: You can activate or reactivate your eDirectory account by going to:
http://www.auxedirectory.org/index.php.

Q: What if I don't have a computer for a email account?
A: Many internet service providers will allow you to obtain and use an email
address, even if you don't have a personal internet service in your home. You
can apply for the email addresses on any computer that has internet service. Be
sure to have your FSO-IS enter your email address in Auxdata

Q: If I have trouble activating my account, what can I do?
A: Contact eTesting user support at ntchelp@auxtdept.org. If you need a
password or have lost your password go to the eTesting site for a new or lost
password.

Q: Is there a user manual available?
A: It is available at: http://ntc.cgaux.org/UserGuide.pdf.

Q: Why do I need to obtain and remember so many email accounts and
passwords.
A: You don't. You can assign and use the same password for eTesting and
eDirectory. You just need to remember to do that when eTesting asks you to
change your password. Both systems use your EMPLID as your user name. We
suggest you always write down your password, so you can remind yourself if you
forget it.

Q: How can I take a proctored test in the new eTesting center?
A: All you have to do is make sure a proctor is with you.

Q: How do I apply to be an on-line proctor?
A: If you are an AUXOP, forward a request via the chain of leadership to your
Diraux. If there is a question as to whether you are a proctor or not, contact your
DIRAUX via the chain of leadership.

Q: What are the responsibilities of a proctor?
A: Proctor and the test taker should make sure they have activated their eTesting accounts and have access before they get together. The test taker logs on to the test site. The proctor will be asked to log on when prompted to prove the proctor is present and supervising the test taking. The proctor must remain in the room while the test taker is taking the exam. Make sure the candidate doesn't do anything to compromise the integrity of the test.

Q: How long does the member have to take a test?
A: The Auxiliarist will have 3 hours to complete the exam before being logged off by the system.

Q: How do I find out if I have passed a test?
A: You will be notified immediately on completion whether you passed or not. You will receive an email confirmation (an unofficial certificate).

Q. When will my results be enter into AUXDATA?

A. Passing results will normally be enter, by National Testing Center, in AUXDATA on Tuesday for the previous week ending on Sunday.

Q. Who notifies DIRAUX if I passed an exam?

A. National Testing Center will notified your DIRAUX.

Q. When will I receive my letter and/or certificate?
A. National Testing Center will forward a file to your DIRAUX for printing and mailing to your FC.

Q. Where can I check my passing results?
A. You can check your passing results in AUXINFO at: http://www.auxinfo.uscg.gov/.

Q: Where can I obtain study materials which will help me pass these tests?
A: Most of the course materials are available through the Training Resource Center at the Training Department home page at http://www.cgaux.org/training/.

Q. Why is my Operations Policy exam not listed in AuxData?
A. There is no slot in AuxData for this exam, you must keep your passing letter for this exam. If you lose your letter contact, via the chain, your Diraux for a copy.