

School Administrators Guide to NLN Testing Portal



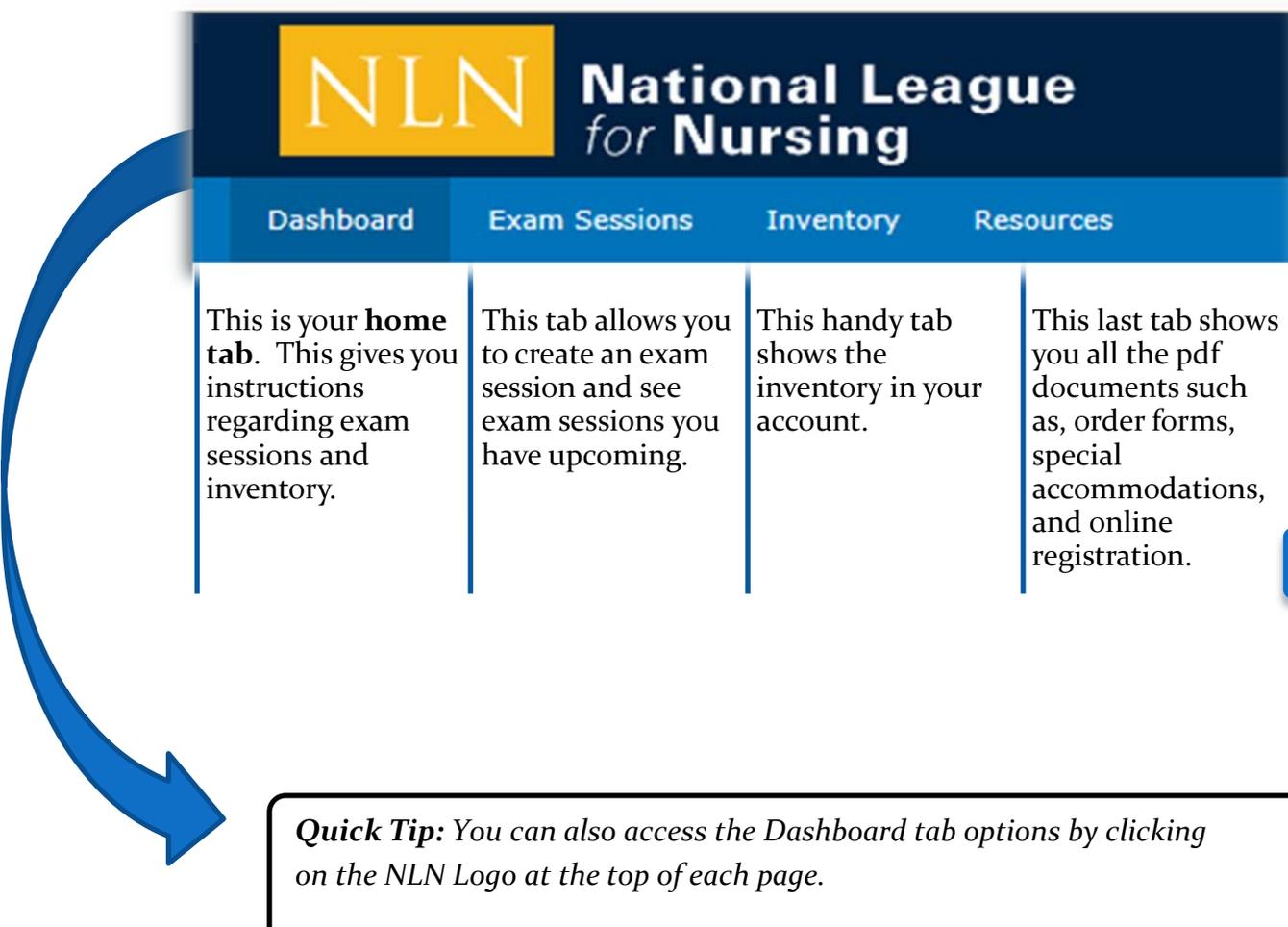
**National League
for Nursing**
Testing Services

Getting Started:

School Administrator Accounts can only be created by the NLN. In order to add a proctor or a new testing director we require an email to CustomerHelp@nlm.org from your school's Dean or Director stating that they want a new proctor to be added. The Email should include the new proctor's full name, a current email address for the proctor, and the time zone of the testing facility.

Once your School Administrator account has been created you will receive a ***time sensitive*** link sent to your email address requesting you to confirm your account and create your password.

Once you have created your password and logged in you will see the following menu options:



NLN National League for Nursing			
Dashboard	Exam Sessions	Inventory	Resources
This is your home tab . This gives you instructions regarding exam sessions and inventory.	This tab allows you to create an exam session and see exam sessions you have upcoming.	This handy tab shows the inventory in your account.	This last tab shows you all the pdf documents such as, order forms, special accommodations, and online registration.

Figure 1

Quick Tip: You can also access the Dashboard tab options by clicking on the NLN Logo at the top of each page.

Dashboard:

Be sure to login and check your Dashboard on a regular basis. The NLN will post important messages here regarding outage for maintenance, office closure, new features, etc.

Exam Sessions:

You will be using your exam sessions on a regular basis. You will be able to check on upcoming exam sessions and create new exam sessions under this tab.

How to Create and Edit Exam Sessions:

Check the Welcome screen once you have signed into your School Administrator account. It should state you are logged on as a School Administrator.

Select the **Exam Sessions** tab near the top of the screen.

The webpage should then display any active Exam Sessions available to the school.

To add an exam session, hover your mouse over the **Exam Session** tab near top of screen, and click on the **Add Exam Session** sub tab. (See figure 2)



Creating an Exam Session:

1. **Exam Session** -- In this field enter the title for the exam session. This name should be unique because it will be used on the reports and the students will need to be able to find it easily when they are registering for the exam. **Note: No special characters including any type of punctuation can be added to the title of an exam session.**
2. **Your Groups**-- Select the school you would like the exam to be registered to.
3. **Location of Exam**-- Here you will enter the specific location-Computer lab, Testing center, Room number etc. – where the exam will be administered. This should be a location the students will understand.
You may also add any other information that you want to give to the students that are registering- bring ID's, no food or drink, dress appropriately etc.
4. **Exam Type**-- Set this to **School Paid** for all products the school pays for.
Set this to **Student Paid** for all products that students pay for.
--Student Paid examinations are usually only Pre-Admission Exams.
5. **Product**--Select an exam from the list of available products. This list is based on what your school has ordered.
6. **Delivery Mode**-- this will default to online delivery.
7. **Exam Date**-- Here you will select the time that you want the exam to begin. You can select the date box for an accessible calendar. Set the time in 24 hour increments.
8. **Registration**-- This will default to Exam Session Registration and cannot be changed.
9. Once you are sure of everything you may then select the **Save** button at the bottom of the page.

Exam Session Details:

After hitting the Save button you will be taken to the Session Detail page where you will be asked to fill out further details about the exam session that you just created.

9. **Enable**-- Always leave this as is.
10. **Capacity**-- This is where you determine how many exam seats will be available for this exam session. If you leave it at zero this allows for no limit. We recommend you setting it to a specific number.
11. **Scheduling**--Under the scheduling heading you determine when your students will be able to register.
 - a. In the first field you determine the **Date** and the specific **Time** you want to open registration.
 - b. The second field you choose an end **Date** and end **Time** for registration.
12. **Reminder**--This field is optional. It is set up for returning students.
13. **Spaces Allowed**--The default is set to one and should remain so.
14. **Multiple Registrations**--**You should never allow multiple Registrations**. Leave this blank.
15. **From Address**--It is currently set as no-reply@questionmark.com . You can change this to your email address if you believe that the students will recognize your address better. This is up to you.
16. **Confirmation Message**--This message can also be edited to fit your preferences.
17. **Roles That Can Register**--Please check the option listed as Participant. Participant= Student.
18. Once you are sure of everything you may then select the **Save Settings** button at the bottom of the page.

Editing Exam Sessions:

If you make a mistake, editing exam sessions are now easily done by school administrative accounts. To edit information in an exam session:

1. Be sure you are in the **Exam Session** tab.
2. Find the exam session that needs correcting in either your list of active or past exam sessions.
3. Once the exam is found select the edit button next to the exam from the list.
4. This will take you to the edit screen. The edit screen is the same information you entered when you created the exam session. (steps 1-9)

If you want to edit information found on the session details/settings page you will follow these steps:

1. Be sure you are in the **Exam Session** tab.
2. Find the exam session that needs correcting in either your list of active or past exam sessions.
3. Once the exam is found select the **Registrations** button next to the exam from the list.
4. Select the tab labeled **Settings**.
5. This will take you to the edit screen for the Exam sessions details. This edit screen is the same information you entered when you created the exam session details. (steps 10-19)

Exam Day Requirements:

We have done away with exam codes. With Questionmark we will be launching links!

In order for your student's to test on exam day the proctor will need to follow these steps:

1. Make sure you are logged into your School Administrator account.
2. Click on the **Exam Sessions** tab.
3. Look for the exam session that is scheduled for that day. It should be in the **Upcoming exam sessions** list near the top of the page.
4. Select **view roster** next to the exam.
5. This should take you to the **Exam Session Roster** page. You will see a list of the student's that have registered for the exam.
6. You can check off their names as they come in.
7. When you select the **Create Links** button all of the names that are checked off will have launch links provided to their Questionmark accounts. And they can begin their exam whenever they login to their accounts.
8. A green banner will appear listing all of the names that you have created successful links for.
9. Please instruct the students to log into their accounts, click on the **My Exams** tab, and select the **Launch** arrow to begin their exam.

Quick Tip: You don't have to create all the links at one time. You can select the students who have arrived early so that they can begin right away or, if you so choose, you can allow the individual who was late to test. The power is in your hands.

Inventory:

The information displayed under this tab will reflect the quantity of inventory remaining in your account.

Inventory that is highlighted in yellow indicates that the inventory is active and available to you in your account. Red highlighted inventory indicates that you are out of inventory or the inventory is expired. (See figure 3)

Inventory expires one year from date purchased! Expired inventory Will Not be renewed!

Resources:

All order forms are available to you under this tab. You can also access Special Accommodations, NLN Testing Portal System Requirements (*this states everything that is compatible with the new QuestionMark portal*), NLN Online Fair Testing & Ethics Statement (*which is also seen at the beginning of each exam*), and the Composite Score to Composite Percentile Conversion Tables for Pre-Admission for RN and PN exams.

Remaining Inventory	
1 / 1	status
active	
1 / 1	status
active	
0 / 38	status
active	

Figure 3

Our goal is for you to be **extremely satisfied** with your overall testing experience. If you are not satisfied with your experience and feel that there is anything that we could do to better serve you, I would like to personally hear from you. We are continuously striving to improve our testing system, products, and customer service and the voice of our customer is our best resource. Your feedback is invaluable so we appreciate any comments you have about your experience. Please let us know if you need any assistance in accessing or interpreting the assessment reports. We can be reached at any of the contact information included in this message

We look forward to offering continued excellent customer service.

Director of Testing Services,

Leanne Furby

You may reach us at **800-732-8656** or **618-453-3036**. You are also welcome to email us at customerhelp@nlm.org

Customer Service is our priority. Please feel free to contact the Director Testing Services. lfurby@nlm.org should you have questions or concerns with a customer service or product-related matter.



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