

W9TWJ Remote Online Testing
Requirements & Instructions

Please read this entire booklet – it will ensure an efficient exam.

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Important Information

- 1) Remote online testing is extremely more complicated and time consuming than in-person testing as only 1 applicant may be tested at a time. Applicants shall meet all requirements and follow all instructions in this booklet. Applicants are required to scan their computer, computer area, and all around the room in order to establish and maintain the integrity of the exam environment. Applicants must agree to Terms (see page 10), including being recorded, or an exam will not be able to be administered.
- 2) Please be fully prepared in order to respect the time of the volunteers and applicants waiting to take their exam. This includes practicing for your exam and consistently scoring in the 90 percentiles.
- 3) **TWO DEVICES ARE REQUIRED – NO EXCEPTIONS!!** You must have a computer/laptop and a second device (e.g., cellular phone, iPad, or tablet) with a camera. Both devices will be active on the same Zoom link for the entire exam session.
- 4) E-mail communication:
 - a) send all questions, requests, or documentation to: exams@w9twj.com
 - b) responses will be from w9twj@hotmail.com – place this e-mail on your safe senders list.
- 5) We strongly recommend you do not use any phone application for taking practice exams (except hamstudy.org). They typically do not provide a good representation of the question pool.

We do recommend the below tools to prepare for your exam:

- HamStudy.org – free: <https://hamstudy.org/>
- HamStudy.org phone app – \$fee.
- ARRL Exam Review for Ham Radio – free: <https://arrlexamreview.appspot.com/>
- Practice exams:
 - <https://hamstudy.org/>
 - <https://www.qrz.com/>
 - <https://www.hamradiolicenseexam.com/> – \$fee

VE Team

The VE Team is volunteering their time to administer your exam. Please respect their time and dedication to advance amateur radio. Your exam session requires at least three (3) Volunteer Examiners. There will likely be several VEs off camera working behind the scenes to support administering exams.

While in your testing session, one VE will be the Exam Administrator. The Exam Administrator will be your single point of contact providing instructions and answering any questions.

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Registration and Payment

- 1) Register for the exam via the link provided in the e-mail or <https://hamstudy.org/sessions/w9twj>
 - a) Registration is for one (1) exam to be administered unless otherwise requested, approved, and minimum requirements are met to take the next exam (see page 5).
 - b) Complete the form and answer all the questions.
 1. Information provided will be used to generate your NCVET 605 application and CSCE.
 2. **A Federal Registration Number (FRN) and valid e-mail address are required.**
 3. Please provide a phone number in case we need to contact you before the exam.
 - ❖ *Basic Qualification Question:* applicants are required to answer the FCC basic qualification question (felony question). If an applicant's answer is "Yes," the applicant must submit the required documentation directly to FCC as outlined in the ARRL instructions (see page 13) and reference the application file number. **This action is solely the responsibility of the applicant.**
 - c) If the applicant is under 13 years of age, during the registration process, the parent/guardian will need to complete the COPPA Parental Consent Form (see page 13) and e-mail to coppa@examtools.org – please carbon copy exams@w9twj.com.
 - d) When you finalize your registration form, you will receive a PIN and automated e-mail.
 - e) Your registration is not complete – please provide payment immediately.
- 2) No refunds are provided for but not limited to cancelled or missed exams, equipment failures, failure to meet technical requirements, or failure to follow rules.
 - a) **Rescheduling.** You must request a reschedule via e-mail at least 24-hours prior to your exam (exams@w9twj.com). The VE Team must acknowledge and approve the reschedule. If your reschedule date remains open, it must be scheduled within 3-months from the testing date which was approved for rescheduling or your registration will be cancelled.
- 3) **Payment must be received before your exam will be administered.**

Fee amount is set by ARRL: <https://www.arrl.org/arrl-vec-exam-fees>

Exam fee is \$15; if the applicant is under the age of 18, exam fee is \$5 (proof of age is required).

- PayPal: <https://paypal.me/w9twj/15> Please use the Friends/Family option.
- Venmo: @twjones
- Apple Pay: by request
- As a last option and by request, an invoice may be sent to you through PayPal to pay by debit or credit card – send request to: exams@w9twj.com.

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Payment is due within 2-hours after registering for your exam. If registration is completed the day of the exam, payment is due within 1-hour. If payment is not received within the applicable time frame, your registration may be cancelled without notice.

- 4) Once registration and payment are completed, you will receive an e-mail with a link to the meeting/exam session and your approximate exam time within 2-3 business days.

Rules for Remote Online Testing

You **may not** use any of the following during your exam:

- 1) Paper, pens/pencils, or calculators
- 2) Multiple monitors
- 3) iPads, Notebooks, Chromebooks, or Linux based computers to take the exam
- 4) Any Bluetooth devices

You **may not** wear any of the following during your exam:

- 1) Polarizing glasses or sunglasses
- 2) Hats, caps, or anything on your head
- 3) Any electronics including but not limited to watches, activity trackers, neck loops, Earbuds, EarPods, AirPods, any wireless earphones, any headphones, or any Bluetooth devices

You **may not** have any of the following visible in your testing area:

- 1) Any amateur radio related items (books, radios, charts, formulas, etc.)
- 2) Any papers (e.g., notes, notepads, sticky notes, PIN or instructions for the exam, etc.)
- 3) Drinks or food of any kind
- 4) Cameras or external microphones
- 5) Smart devices (e.g., Homepods, Alexa, Echo, etc.)

You shall do the following during your exam session:

- 1) Provide your identification for the VE Team to examine.
- 2) Agree to the Terms (see page 10) prior to starting the exam.
- 3) Follow all instructions from the VE Team.

Your exam **will not** be administered in the following situations:

- 1) Proper identification is not presented.
- 2) Applicants who are outdoors, in a vehicle, or in a location deemed unsecure by the VE Team.
- 3) A noisy environment.

Exams are timed: *Exam time starts when the applicant shares their screen.*

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- 1) Technician/General – 15 minutes
- 2) Extra – 20 minutes

Extra time may be requested. Requests must be submitted immediately after registering for your exam and approved by the VE Team. Send requests to: exams@w9twj.com.

Minimum requirements to take the multiple exams:

If you have been approved to take multiple exams, you must also meet the following requirements.

- 1) To take General, pass the Technician with a score of 30 or better and exam time 12 minutes or less.
- 2) To take Extra, pass the General with a score of 30 or better and exam time 12 minutes or less.

Taking The Exam

Before The Exam

- 1) **Install** (<https://zoom.us/download>) and **test** (<https://zoom.us/test>) the Zoom application on both devices. Confirm video and audio function properly. **The browser version of Zoom is prohibited to be used to take the exam.**
- 2) **Photo identification (ID)**. An approved legal photo ID is required and will be shown on camera to the VE Team. The VE Team will only accept a US Passport or state-issued driver's license or non-driver state ID for adults. Any ID presented shall have been issued within the last five years.

If you are under 18 years old, you may show either of the above items, or; a school/student ID, or; two documents listed under "Acceptable Identification for Students/Minors" section below AND a legal parent/guardian must present a state-issued ID or US Passport and identify themselves verbally along with the applicant.

Acceptable Identification for Students/Minors

- A. Non-photo State ID card (some states still have them)
- B. Birth certificate (must have seal)
- C. Social security card
- D. Employer's wage statement or Minor's work permit
- E. School ID card
- F. School or Public Library card
- G. Utility bill, bank statement, or other business correspondence that specifically names the applicant; or postmarked envelope addressed to the applicant at their current mailing address as it appears on the NCVEC Form 605.

Report cards are not accepted.

- 3) **Parental Consent**. Applicants under the age of 13 must have a parent present at all times (including during the exam). The COPPA Parental Consent Form must also be completed (see page 13). Applicants

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under the age of 18 but 13 or older may have a parent present. The parent will be positioned facing away from the applicant and computer screen and visible on either of the cameras.

- 4) **License Upgrades.** Applicants taking the General or Amateur Extra exam must e-mail an electronic copy of your current amateur radio license or any Certificate of Successful Completion of Examination (CSCE) you may hold from previous exam session(s). E-mail documentation to exams@w9twj.com as a PDF file attachment immediately (see page 12). If you have a pending application with the FCC and your process date will be before your exam date, wait for your application to be processed/dismissed before sending the copy.
- 5) **Exam Retakes.** If the option is available, the VE Team will ask if you want to retake the exam. An additional \$15 (or \$5 if eligible) shall be paid before the exam may begin.
- 6) **Privacy Information.** See <http://www.arrl.org/fcc-licensee-privacy>.

Prepare Exam Room

Prepare your exam room BEFORE joining the exam session.

- 1) An acceptable room is free of distractions and includes a door to prevent anyone from entering. Many applicants use a bathroom or closet – these are recommended locations.
 - a) The following locations **are not permitted**: vehicles, anywhere outdoors, or locations that have uncontrollable noise/distractions or may not be secured.
- 2) A desk, countertop, or table work best; laps and other options may also work. **DO NOT** sit on: beds, couches, or chairs that rock or recline.
- 3) Clear your exam area (table and floor) of ALL items within reach or view including but not limited to: papers, sticky notes, electronic items, monitors, headphones, food, drinks, vapes/tobacco products, watches, activity monitors, calculators, anything related to amateur radio (books, posters, computer backgrounds or icons, radios) and anything unnecessary for the exam.
- 4) TVs and other monitors must be covered or unplugged (VE Team will verify if they are unplugged).
- 5) Your exam room may not have any other people (unless applicant is under 18 years old) or pets. Please note if anyone or anything enters your room during the exam, your exam will be voided.

Prepare Your Computer

Prepare your computer BEFORE joining the exam session.

- 1) Confirm the **Zoom application** is installed on your computer – **the browser version is prohibited**. For the device name: Your Name computer (e.g., Joe Tester computer).
- 2) Your computer must be a PC, Mac, or laptop with a camera, microphone, browser (Internet Explorer does not work) and high speed/reliable internet service running Microsoft OS or Mac OS. You may not

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use an iPad, Notebook, Chromebook, or Linux devices to take the exam. Confirm your computer is fully charged or plugged in.

- 3) **AN EXTERNAL MOUSE OR KEYBOARD IS NOT PERMITTED WITH A LAPTOP!**
- 4) You will use the A, B, C, and D keys on your keyboard to select your answer for the questions. After you answer a question from your keyboard, the exam advances automatically to the next question.
- 5) Remove audio devices, headphones, earbuds, smartwatches, hats, dongles, and anything unnecessary.
- 6) Disable any chats, alerts/notifications, Bluetooth connections, virtual screens, or pop-up apps.
- 7) An optional calculator application may be on your screen during the exam – open it in advance and place it on the **LEFT-HAND** side of the computer screen. All calculators must occupy the same vertical space as shown in the Figure 1 (below).
- 8) Quit/exit **ALL** applications except Zoom and optional calculator.
- 9) You must have **only one display screen/monitor**. **Disable any virtual backgrounds**.
- 10) Your screen should be set up like Figure 1 (below). Confirm no applications overlap.

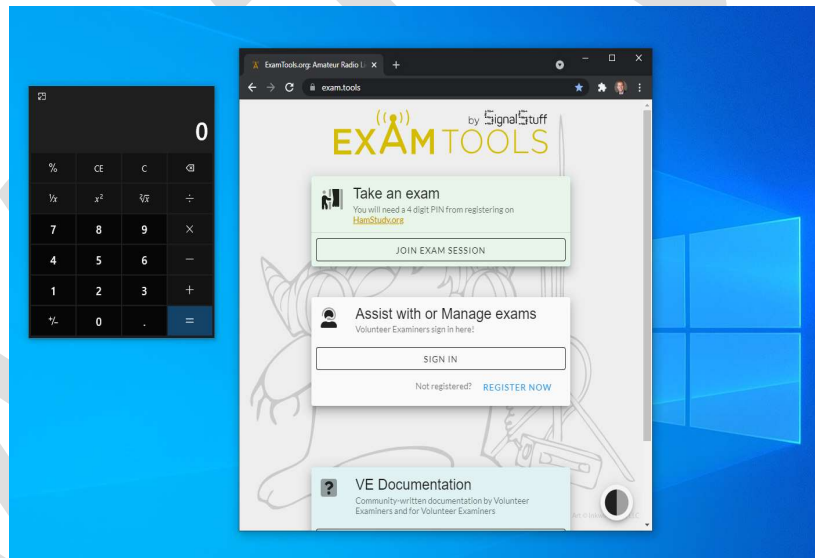


Figure 1

Prepare Your Cell Phone/Second Device

Prepare your cell phone/second device **BEFORE** joining the exam session.

- 1) Your cell phone/second device must have a camera and be fully charged or plugged in.

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- 2) Confirm the Zoom application is installed on your phone/second device. For the device name: Your Name phone (e.g., Joe Tester phone).
- 3) If using a phone, it will need to be placed in do not disturb mode. Failure to do this provides the possibility an incoming call during the exam will interrupt your video. If your video gets interrupted, it may void your exam.
- 4) Do not touch your phone when we bring the device into the session. We will turn off audio (muting the audio on cell phone/second device does not prevent feedback).
- 5) Confirm you are able to reverse the camera from selfie mode to the rear camera and hold the camera in the vertical and horizontal orientation (see Figure 2). You will use your phone/second device to scan your computer area and room.

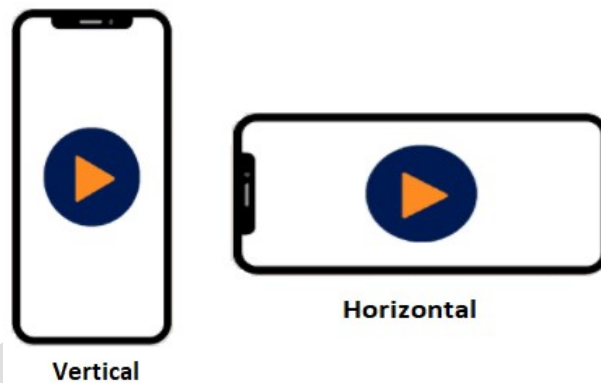


Figure 2

- 6) Determine where to position your cell phone/second device. Your cell phone/second device must be positioned where it views your entire monitor, keyboard, and both of your hands for the duration of the exam. The best position is off to the side at approximately a 45-degree angle to the keyboard and monitor (see Figure 3 and Figure 4).

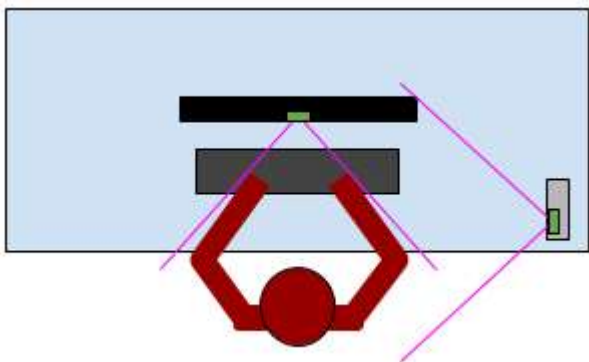


Figure 3

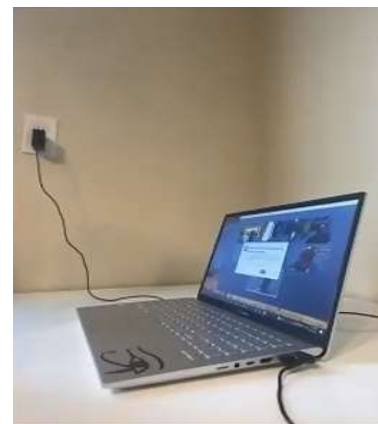


Figure 4

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Join Exam Session

- 1) Before joining the meeting, confirm the following are completed:
 - a) You have your identification ready to be checked (see page 5).
 - b) Your exam room has been prepared (see page 6).
 - c) Your computer has been prepared (see page 6).
 - d) Your cell phone/second device has been prepared (see page 7).
- 2) Using the link, join the Zoom meeting on your computer and cell phone/second device 10-15 minutes before your approximate exam time. Both devices will be placed in the Waiting Room.
- 3) Join the meeting with video on both your computer and your cell phone/second device.
- 4) Watch the video in the Waiting Room for rules and instructions. You may need to unmute the video in the bottom right-hand corner of the video.

Rules/Instructions

- A. This is a timed exam; you must complete the test without any interruptions.
 - B. You agree to keep attention on your computer screen at all times. Don't let your eyes wander to other parts of the room and do not leave your seat during the exam.
 - C. You are not allowed to read the questions or answers out loud and you cannot talk to yourself.
 - D. You must remove any drinks, snacks, papers or anything else that might distract you.
 - E. You cannot have any visitors or pets in the room. Please close and lock the doors.
 - F. You cannot use scrap paper or a manual calculator, but you may use an on-screen calculator app. Would you like to use an on-screen calculator app?
 - G. You should only have on your screen the Zoom (and calculator) app. All browsers, e-mails, notifications, notes, and all other programs must not only be closed, but they have to be shut down and quit completely.
 - H. Please have you ID ready to be checked.
- 5) Unmute your microphone on your computer; **DO NOT** accept audio on your cell phone/second device.
 - a) If audio is accepted on your cell phone/second device it will create a feedback loop. Your device will be removed from the meeting, then quit and restart the app, and rejoin using the link.
 - 6) When you join the meeting, the Exam Administrator will perform an audio check and confirm you watched the video in the Waiting Room.

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7) The Exam Administrator will proceed with the following instructions:

Identification

- A. Please hold your identification up to the camera on your computer screen close and steady.
- B. Flip it to the back side (or another page if Passport).
- C. Place your ID in your pocket or drawer, out of view, along with any other papers or documents.

The VE Team will begin recording.

Terms

- A. We need to verify you have read the instructions on the website and agree to the following terms:
 - 1. You will share your entire screen;
 - 2. The exam session will be recorded and stored; and,
 - 3. If the VE Team suspects a possibility of cheating, they will terminate your exam, the exam fee will be forfeited, and you will be barred from taking any future online exams.
 - 4. Please answer with a yes or no.

Room Scan

- A. Take your cell phone (or second device), switch to your rear camera. Holding the phone/second device horizontal, point your camera toward your computer.
- B. Holding your phone/second device vertically, turn 360-degrees without stopping in the same direction.
- C. Please turn your phone back horizontal and position the phone where it views your entire monitor, keyboard, and both your hands.

Screen Share

- A. In the Zoom app, press the green share screen button (you may need to move your mouse to see it).
- B. Press the blue share button in the bottom right-hand corner of the dialog box.
- C. The Exam Administrator will now provide instructions to scan your computer.
- D. When the computer scan is complete, you will be instructed to open a browser.
- E. Continue following instructions, your exam will begin shortly.

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Post Exam

- A. If you pass, continue following instructions to finalize your paperwork.
- B. If you fail, continue following instructions to receive a few tips to aid you in studying.

After Your Exam

- 1) **Certificate of Successful Completion of Exam (CSCE).** Your CSCE will be e-mailed to you to save for your records when you are given credit or pass any element within 24-hours of session completion.
- 2) When the FCC receives your application, you will receive an e-mail with instructions and a payment link. You will have 10 days to make payment directly to the FCC otherwise your application will be dismissed. After payment is received and processed, you will receive another e-mail from the FCC with a link to your official license – this link is only valid for 30 days.

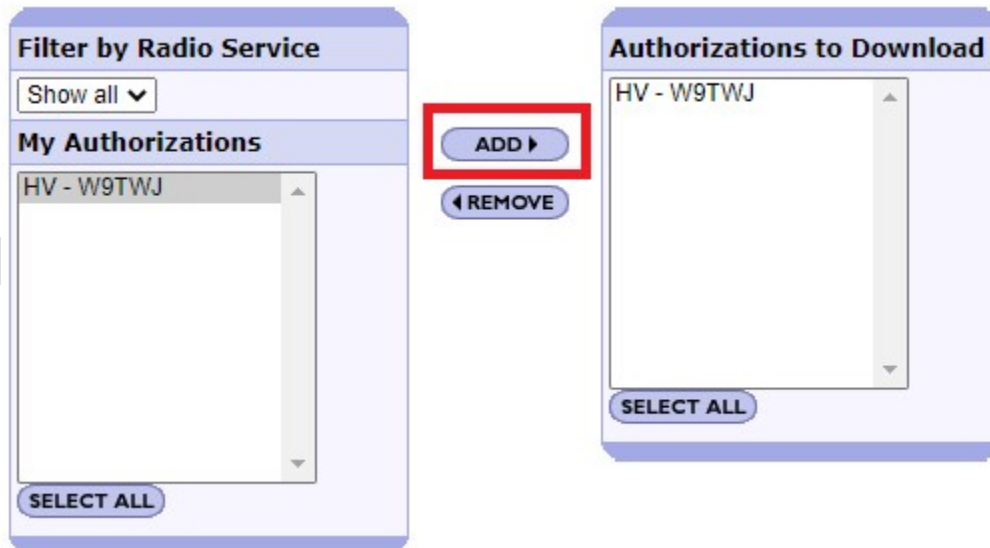
Required Documentation Guide

Download Official License Copy from FCC ULS

- 1) Go to: <https://wireless2.fcc.gov/ULsEntry/licManager/login.jsp>
- 2) Login to the site with your FRN and password.
- 3) On the left-hand side, click “Down Electronic Authorizations.”
- 4) Under the “Filter by Radio Service,” select your amateur radio callsign.



- 5) Click “Add.”



- 6) In the bottom right-hand corner, click “Download.”
- 7) Your official license copy will now download. Save this copy to your computer then attach and send via e-mail to the VE Team at least 24-hours prior to your exam (exams@w9twj.com).

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Certificate of Successful Completion of Examination (CSCE)

If you have a CSCE from a prior exam session, you must e-mail a PDF of your CSCE to the VE Team at least 24-hours prior to your exam. E-mail your CSCE to: exams@w9twj.com.

Exam Element Credit for Expired License or Pre-1987 Technician License "Grandfather"

Documentation must be e-mailed to the VE Team immediately. E-mail your documentation to: exams@w9twj.com.

Acceptable types of documentation are located here: <http://www.arrl.org/exam-element-credit>

COPPA Parental Consent Form

Parents/guardians of applicants under 13 years of age are required to complete the COPPA Parental Consent Form and e-mail to coppa@examtools.org – please carbon copy exams@w9twj.com.

COPPA Parental Consent Form

https://blog.hamstudy.org/wp-content/uploads/2020/05/ExamTools_COPPA_form.pdf

Basic Qualification Question (Felony Question)

ARRL Instructions

<http://www.arrl.org/fcc-qualification-question>

The applicant must take action within 14-days of the application filing date or the application will be dismissed by FCC. The applicant should not communicate any information or documents to anyone but the FCC.

Frequently Asked Questions (FAQ)

- 1) **When will I receive my Certificate of Successful Completion of Examination (CSCE)?**
Usually within 24-hours.
- 2) **When will my callsign/upgrade be issued by the FCC?**
The normal process may take 1 to 2 weeks. However, since we file electronically, a new license or upgrade usually occurs within 2-3 business days (sometimes quicker).
- 3) **Two weeks have passed and my callsign or upgrade still is not posted in ULS, what should I do?**
After two weeks have passed, please contact us. We will follow-up to see what the status is on your application/paperwork. Although rare, sometimes paperwork falls through the cracks.
- 4) **When will I receive the meeting link and/or exam time for the exam session?**
When payment and registration are confirmed by the VE Team, the meeting link and exam time will be sent to the e-mail address you provided usually within 2-3 business days. Please check your spam or junk folder if you do not see it.
- 5) **May I take more than one exam in a session?**
Yes; however, you must make a request immediately after registering for your exam and receive approval from the VE Team. Time slots are scheduled in the order they are received and taking an additional exam will require the next slot to be reserved for you. Additionally, the minimum requirements must be met to take the next exam (see page 5).
- 6) **What payment methods do you accept?**
PayPal, Venmo, and Apple Pay. As a last option and by request, an invoice may be sent to you through PayPal to pay by debit or credit card – send request to: exams@w9twj.com.
- 7) **May I find out which questions I missed?**
No; we do not provide this information to any applicant.
- 8) **How do I get proof of my score?**
Advise the VE Team once you are in your testing session. After the exam is over, the VE Team will permit you to take a screen shot of your result. If you miss this opportunity, an e-mail confirmation may be provided upon request to the e-mail address listed on the registration.
- 9) **Do you provide any accommodations?**
Yes. A VE specified by the VE Team may read the questions a maximum of two times per question. You must request this type of exam at least 24-hours prior to your exam session. For all other requests, you will have to contact the VE Team prior to registering. Applicants still have to meet ALL of the requirements as specified in this booklet.
- 10) **May someone I know read the exam to me?**
No, this is prohibited.

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11) May I use scrap paper or a manual calculator?

No. If this is needed, we recommend taking an in-person exam.

12) I do not have a cell phone with a camera, may I still take an exam online?

You must have a second device with a camera. **TWO DEVICES WITH THE ZOOM APPLICATION AND A CAMERA ARE REQUIRED – NO EXCEPTIONS!**

13) May I use an iPad or Notebook for my computer to take my exam?

No, we require a camera view of your face for the duration of the exam. These devices typically shut off the camera when sharing the screen.

14) My exam time has passed and I am still in the Waiting Room, what should I do?

Be patient. If you are in the Waiting Room, you are confirmed for the session. You will be brought into the exam session as quickly as possible.

15) How do I rename my devices?

You cannot rename your devices from the Waiting Room. You will need to go to the Zoom website and sign into your account. Change the first and last name to reflect your name.

16) I paid for my exam, but I received a non-payment notice by e-mail, what should I do?

Your payment did not process properly or your name and/or e-mail on your payment do not match your name and/or e-mail on your exam registration.

17) Is there a time limit for the exam?

Yes (see page 4).

18) Do I have to download the Zoom app to my devices?

Yes; the Zoom application must be downloaded on both devices.

19) Is an FCC Registration Number (FRN) required?

Yes. A FRN is required for all examinations. The FCC will dismiss all applications without an FRN.

20) Do I need my PIN for the exam?

No. The VE Team will have your PIN.

21) How many forms of ID do I need for the exam?

See the "Photo identification" (page 5).

22) How do I get Exam Element Credit for an expired license or for Pre-1987 Technician License "Grandfather" Element Credit?

See page 13.

23) May I use an external mouse or keyboard with my laptop?

No. An external mouse or keyboard are not permitted to be used with a laptop.

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24) What happens if I miss my exam time?

If you miss your exam date and/or time and did not e-mail the VE Team at least 24-hours in advance and receive approval to reschedule, your session will be marked as a no-show and your fee will be forfeited.

25) I found an earlier session and passed, may I cancel my registration and get a refund?

No. Refunds are not given for cancelled exams; additionally, scheduling multiple registrations prevents other applicants from reserving those slots and is highly discouraged.

26) How do I test my Zoom settings?

Download the Zoom application, set up your profile, and then test (<https://zoom.us/test>).

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Acronyms

ARRL	American Radio Relay League
COPPA	Children's Online Privacy Protection Act
CSCE	Certificate of Successful Completion of Examination
FCC	Federal Communications Commission
FRN	FCC Registration Number
ID	Identification
NCVEC	National Conference of Volunteer Examiner Coordinators
OS	Operating System
PIN	Personal Identification Number
ULS	Universal Licensing System
US	United States
VE(s)	Volunteer Examiner(s)
WR	Waiting Room

Contact Information

If you need to contact us for any reason, please e-mail us: exams@w9twj.com.

- We recommend reading the FAQ section prior to submitting your question.

All e-mail communication will come from w9twj@hotmail.com – place this e-mail on your safe senders list.

If you completed your registration, provided payment, and have not received your meeting link or exam time in 2-3 business days after completing registration and payment, please check your spam or junk folder first.