CSP e-Exam

Quick Start Guide

This document provides instructions on how to prepare to take CSP exams online using the new National CSP online Exam delivery site. The document covers the necessary steps to set up your system and complete the National Exam.

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Introduction

Welcome

Welcome to the CSP online Exam delivery site. The instructions below provide information to help you take the CSP National Exam online.

About the technology

The process uses a number of technology pieces:

1. A product called "Moodle"

    *   Moodle is the tool that stores all of the questions and delivers, marks the exam, and prints the certification upon completion.

2. Respondus "LockDown Browser"

    *   This is a special browser that you will use (once you set up your computer/laptop/notepad) to access the online Exam delivery site and take the Practice Quiz and the CSP National Exam.

Getting started

About the process (general)

The process is broken down as follows:

1. A general Log-in process where you can go through and set up your device but also take some initial training on what to expect and how things work in general

2. Taking a practice quiz to make sure that you have the proper connection and access to the CSP online exam delivery site.

3. Taking the CSP National exams that are available to you (CSP National exam and/or CSP National BLS/CPR exam)

The following steps will guide you through the steps to successfully take a National exam online. The steps guide you through some training on what to expect, downloading of the "Respondus LockDown Browser" and check that you are ready to go through the use of a practice quiz.

National exam pre-requisites

In order to complete the National exam online there are a few pre-requisites that are required to be completed before you can do so:

1. Watch an introductory video
2. Set up the Respondus "LockDown Browser"
3. Complete the Practice Quiz

When you log in for the first time you will take the Practice Quiz Course to complete these pre-requisites.

In the future, you will only need to use the Respondus LockDown Browser to access the site. However, the first time you use the site, you must go through the setup process.

About the Practice Quiz Course

The Practice Quiz Course is more than just a quiz as it provides links and important information to make certain that you can successfully take the National exam.

The Practice Quiz has a number of parts to it:

1. **Please Read This First**

    a. This has a video that you can run and introduces the tool and sets the proper expectations for taking the CSP National Exam online.

2. **Practice Quiz – Requires Respondus LockDown Browser**

    a. This quiz simulates the taking of a CSP National exam. To do so, you are required to use a special browser called "Respondus LockDown Browser". The browser prevents and limits functions which could compromise an exam.

    b. Here you will find a link to the Respondus website where you will download a specific version of the browser configured for the CSP.

3. **Practice Quiz**

    a. This is the actual practice quiz which you can open only through the browser you downloaded in step 2.

You should be able to find the Practice Quiz Course under my "My Courses" when you log in to the CSP online exam delivery site. There may be other courses as well, but you must start with the Practice Quiz the first time to understand what you need to do.

Let's get started…
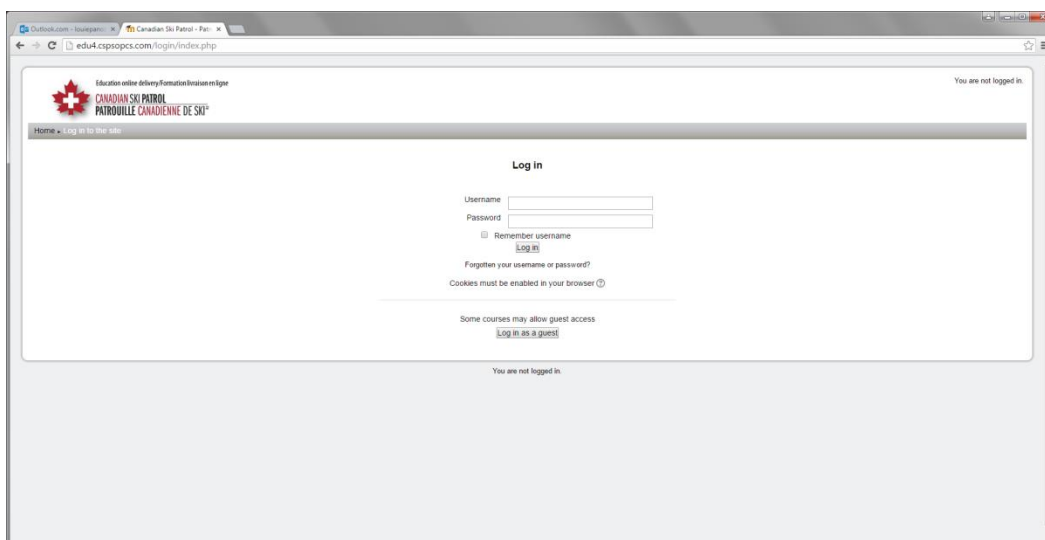
Step 1: Completing the pre-requisites

In this section we cover the steps to complete the requirements (pre-requisites) to take an exam from the CSP online exam delivery site.

Logging into the CSP online exam delivery site

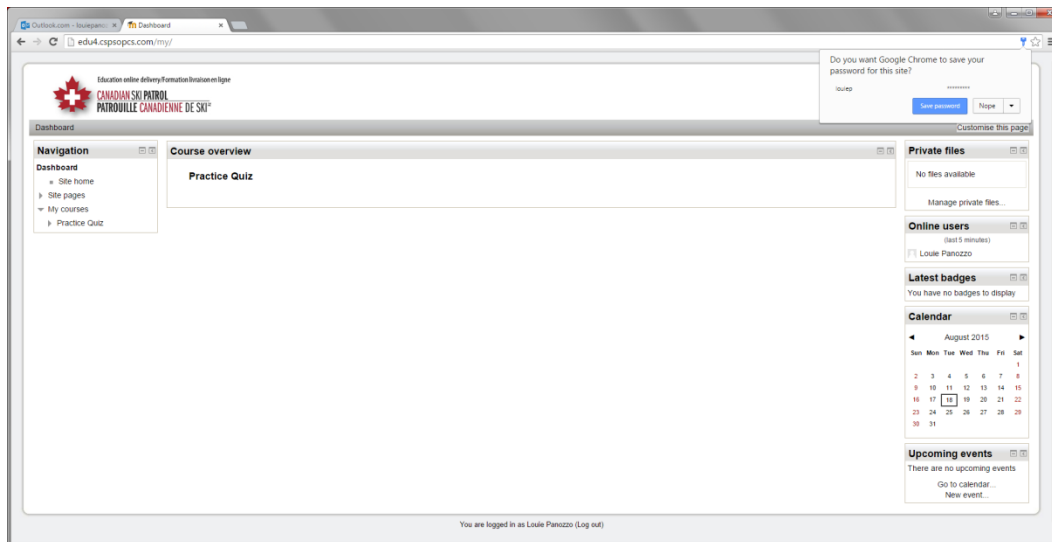Use the following link to connect to the CSP online exam delivery site
http://edu4.cspsopcs.com/login/index.php

This should take you to the following web page:

Enter the username and password emailed to you. If you are having problems logging into the system, please use the tools on the webpage to reset your password. If you are still having issues, please contact your coordinator. **DO NOT LOG IN AS GUEST**.
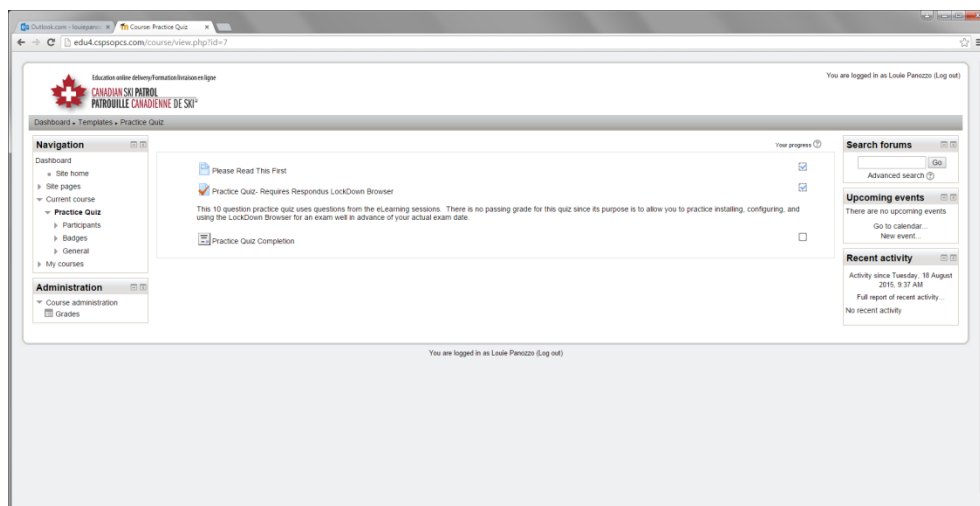
If you are successful in your login attempt, you will see the following screen:

Taking the necessary training

From here you will need to enter the Practice Quiz area and begin the process of going through the training and downloading the "Respondus LockDown Browser" that will be used to take the actual quiz and CSP National Exams.
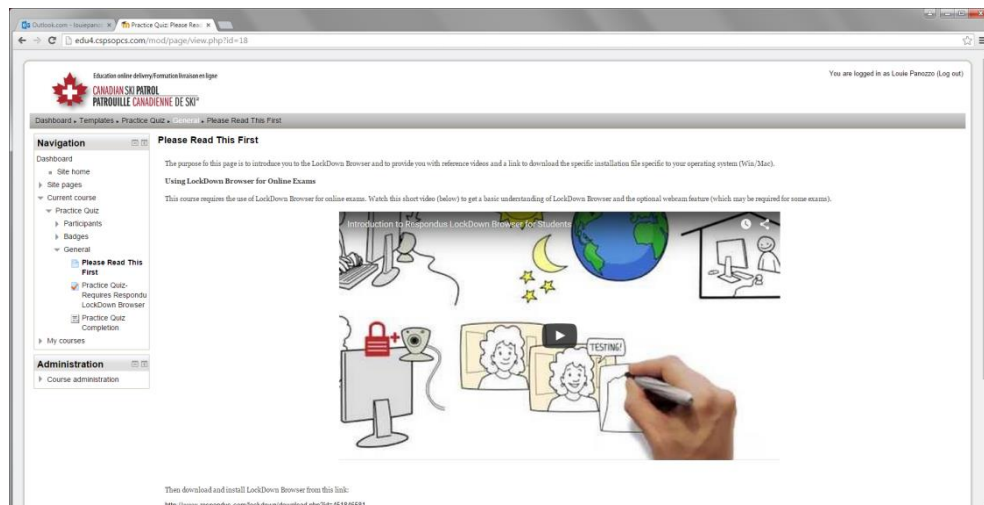
Select the Practice Quiz by clicking on the link. If you are successful, you should see the following screen:

Your screen may differ as this shows a Practice Quiz that was completed. However you should see the following:

• Please Read This First

• Practice Quiz- Requires Respondus LockDown Browser

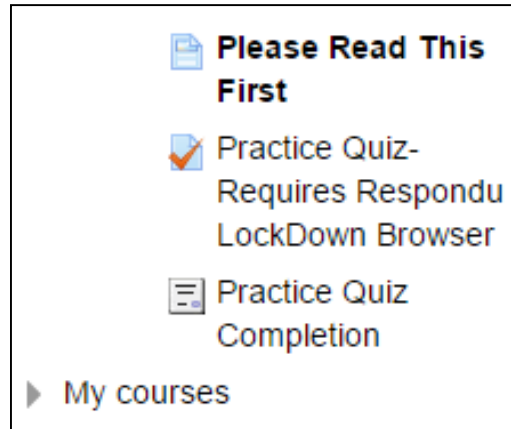• Practice Quiz Completion Certificate

• Practice Quiz

Select the 'Please Read This First' link and you should see the following screen:
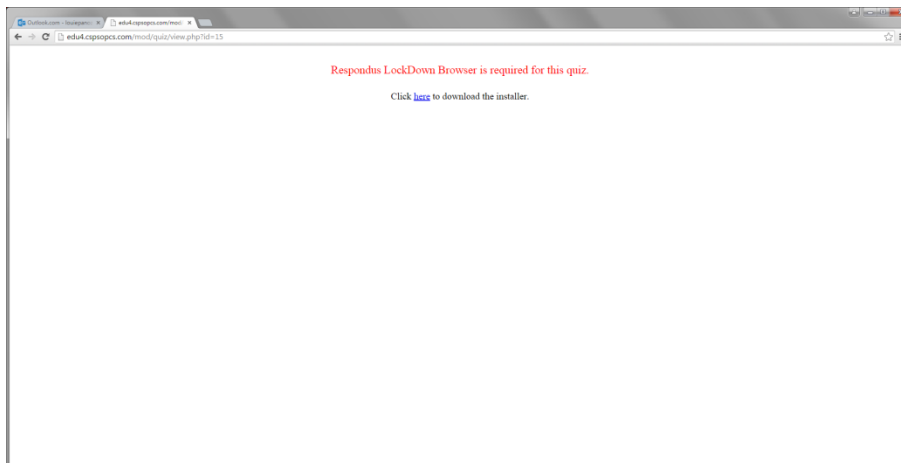

Follow the steps to complete this part of the Practice Quiz. Any questions should be directed to your Coordinator.
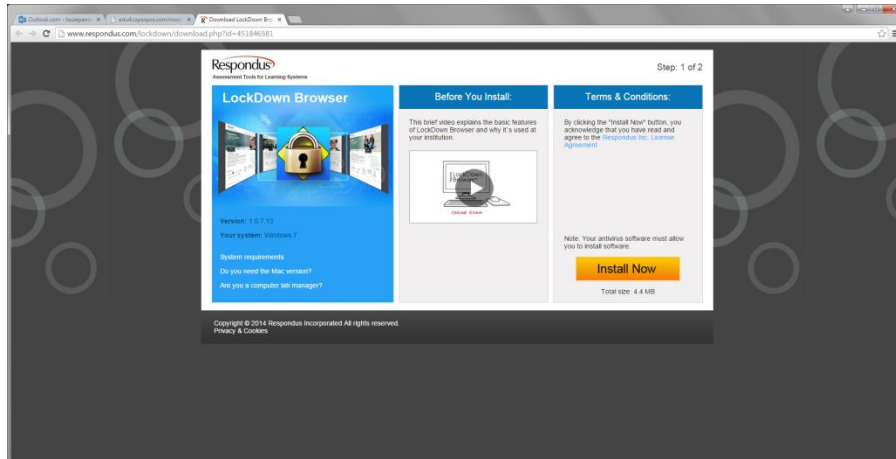
Downloading the Respondus LockDown Browser

Once you have completed the first portion of the Practice Quiz, click on the **Practice Quiz- Requires Respondus LockDown Browser** on the lower left hand side of the screen as seen below (Navigation Bar).
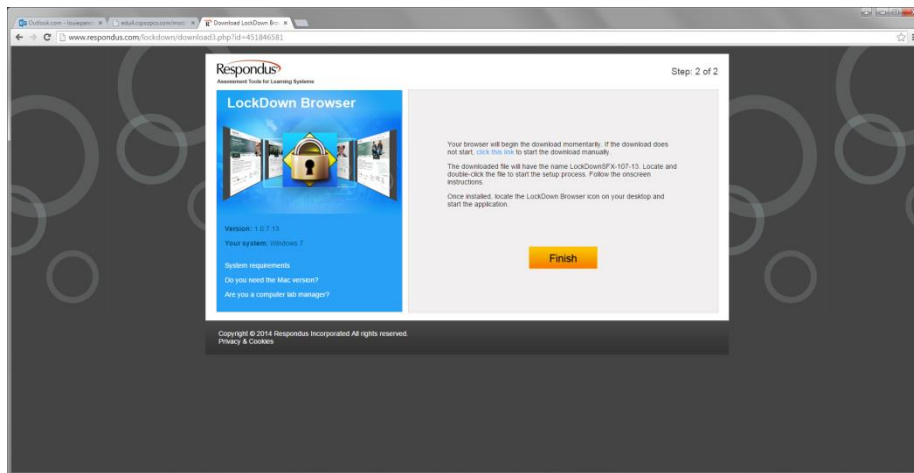

By selecting the "**Practice Quiz- Requires Respondus LockDown Browser**" from the Navigation bar you will be directed to the download page for the "Respondus LockDown Browser".

Note that this browser has been configured especially to access the CSP online exam delivery site. Use the link provided to download the browser from the Respondus website. A separate tab will open.
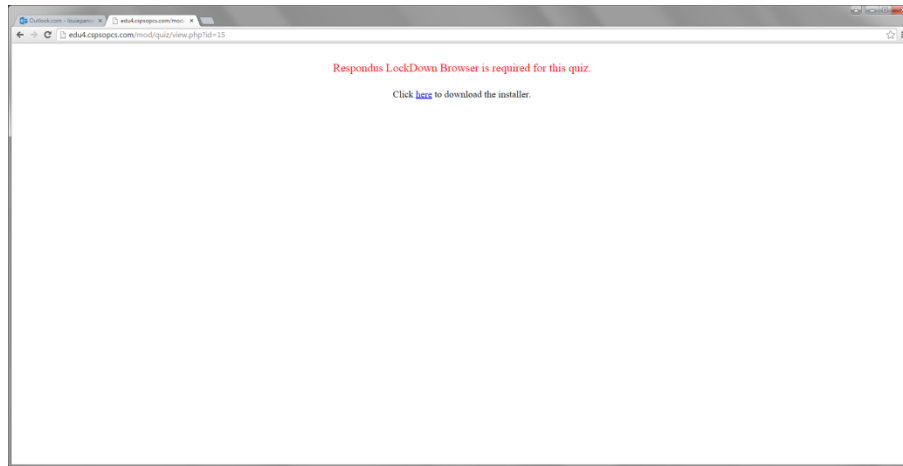

Make sure that you meet the requirements and any special instructions. Once you have confirmed the requirements click the "Install Now" and follow the instructions.
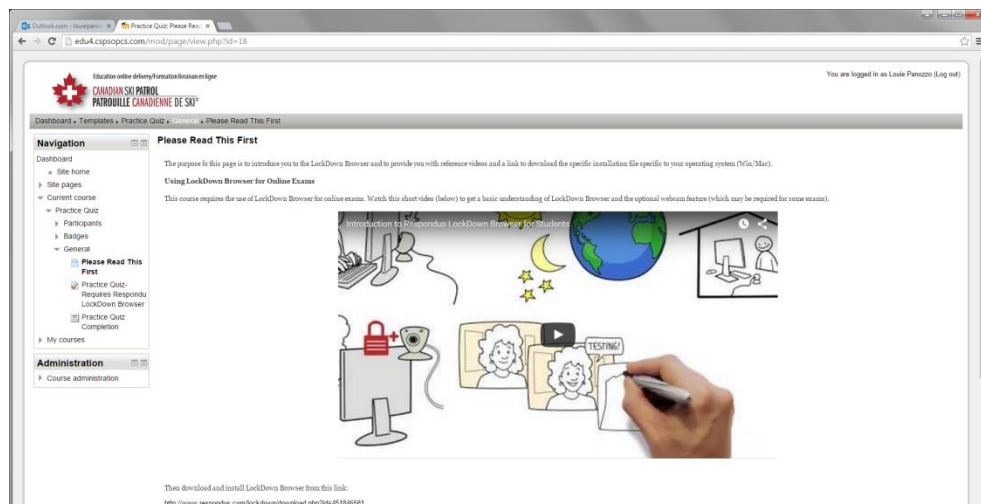

Once this portion is completed, please click the **FINISH** button.
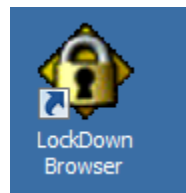
You will now be returned to the following screen.

Click the back arrow on your browser to take you back one more screen:

Summary

If you have installed the Respondus LockDown Browser and completed the training you may now log out and close your browser. You should have now completed the necessary steps to complete the training and set up the Respondus LockDown Browser. You may now take the Practice Quiz using the new browser you downloaded.

The browser should have a link from your desktop or start menu (depending on your system). Please confirm that you can locate the browser before you begin the next step.

Step 2: Using the Respondus LockDown Browser

You need to use the special browser provided in the previous steps to take the quiz as well as the CSP National exams (if available).
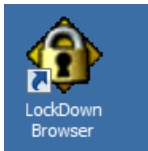
PLEASE READ THE FOLLOWING:

The Respondus LockDown Browser prevents certain functionality from being used during the exam taking. This is done to protect the integrity of the exam process. You will be asked to close other browsers and/or tools which may be used to compromise the integrity of the CSP National Exam process. You will be forced to close these or have the browser try and close them before you can continue.

Once you are in the Respondus LockDown Browser, you will **NOT** be allowed to leave.

Once you start the Respondus LockDown Browser, you will automatically be logged into the CSP online Exam delivery site where you can then take the Practice Quiz and National Exams.

Starting the Respondus LockDown Browser

Locate and open the Respondus LockDown Browser and enter your login credentials as you did in the initial login using your favourite browser.
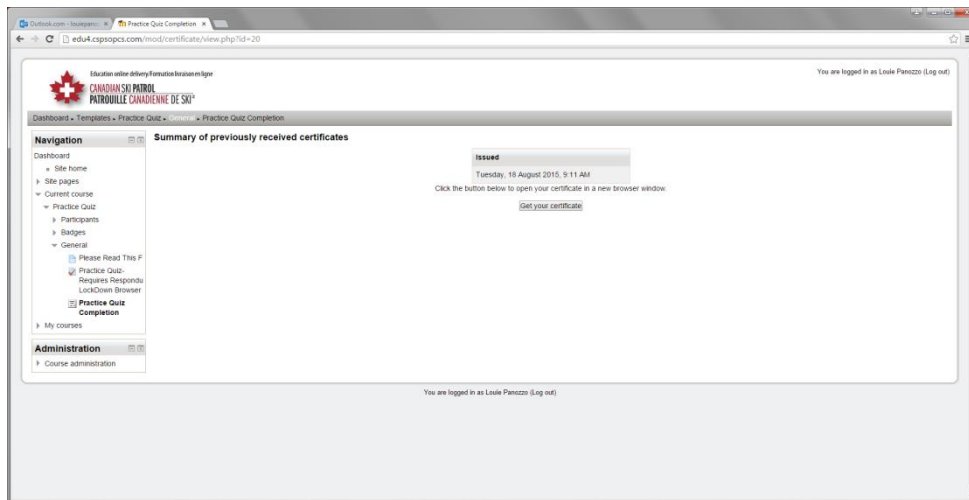
DO NOT USE ANY OTHER BROWSER; you will not be able to take the Practice Quiz or any other Exam.

Take the practice quiz

Locate the practice quiz and take the quiz itself. The quiz will be marked and the proper answers provided (thus marking the Exam to 100%).

Printing your certificate of completion

Once you have successfully completed the quiz, you may now print out your certificate by visiting the quiz and clicking on the "Get your certificate" button.
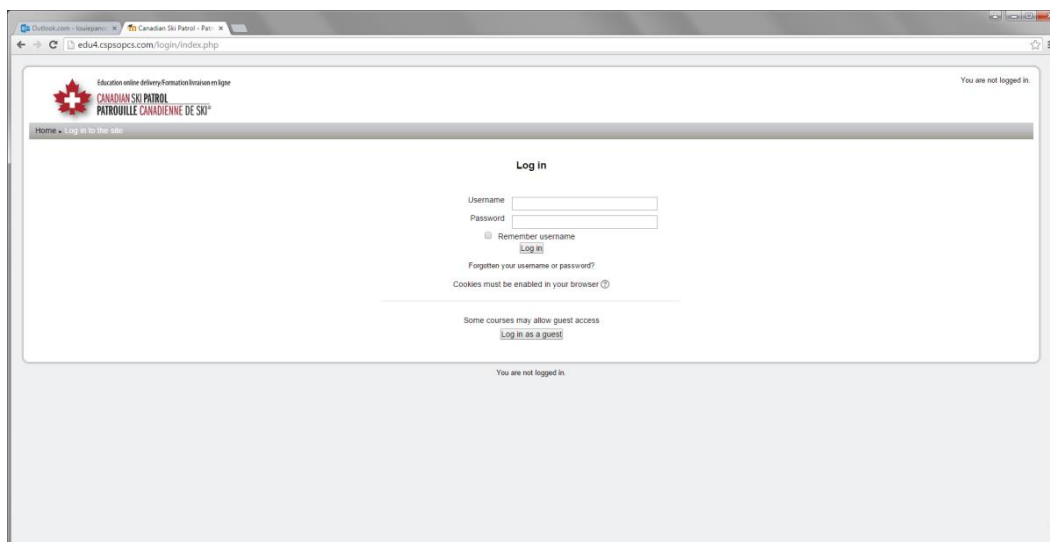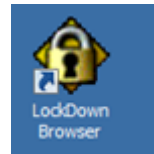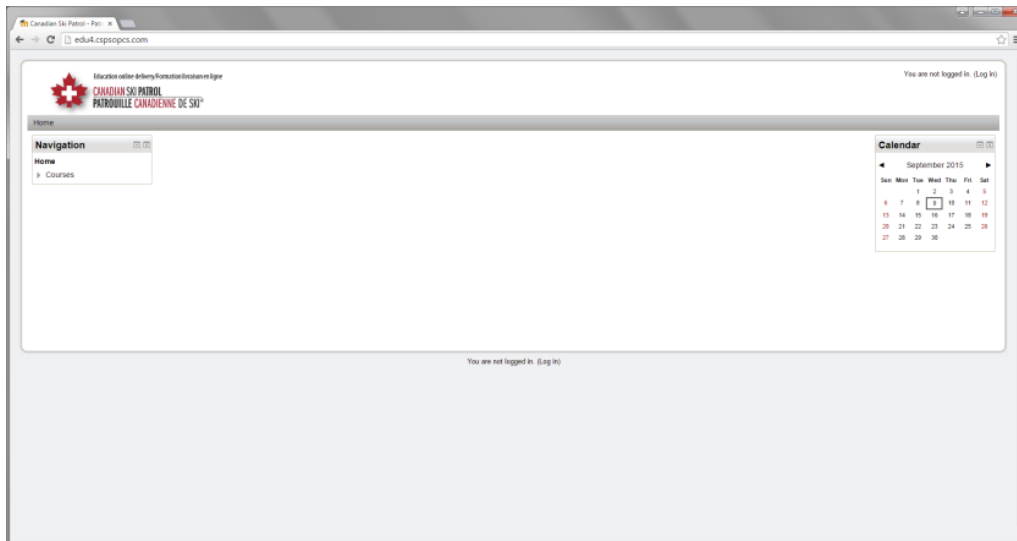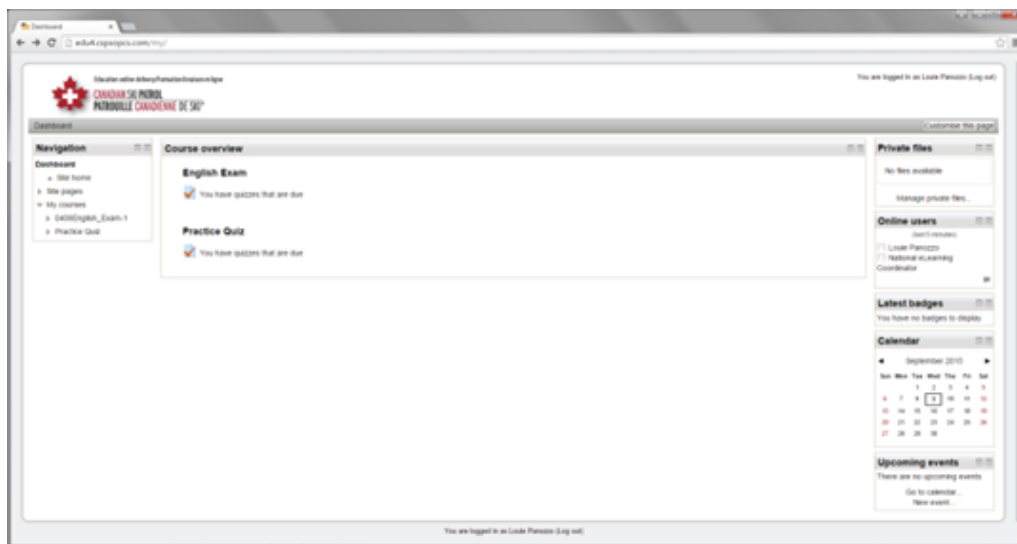
Step 3: Taking the National exam

Now that you have completed the pre-requisites, you can proceed to take the CSP National exams that are available to you (CSP National exam and/or CSP National BLS/CPR exam).

Logging into the National Online exam delivery site

1. Locate and open the **Respondus LockDown Browser** which you installed earlier when you completed the pre-requisites.

2. This should take you directly to the main login page for the exam site.

Enter the username and password. If you are successful in your login attempt, you will see one of the following screens:
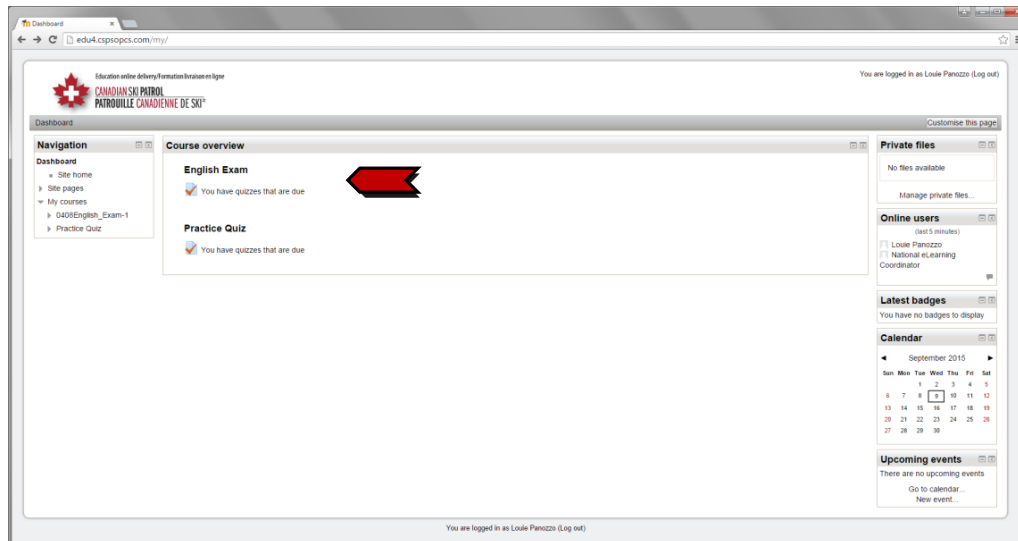
Screen 1 (possibly on your first try)

or Screen 2

There is a possibility that you will get **Screen 1** from the above possible screens. If so, then the next step is quite simple. Simply click on the "My Courses" on the left which should expand the list and give you **Screen 2**. Once you see **Screen 2**, then simply continue with the next step.
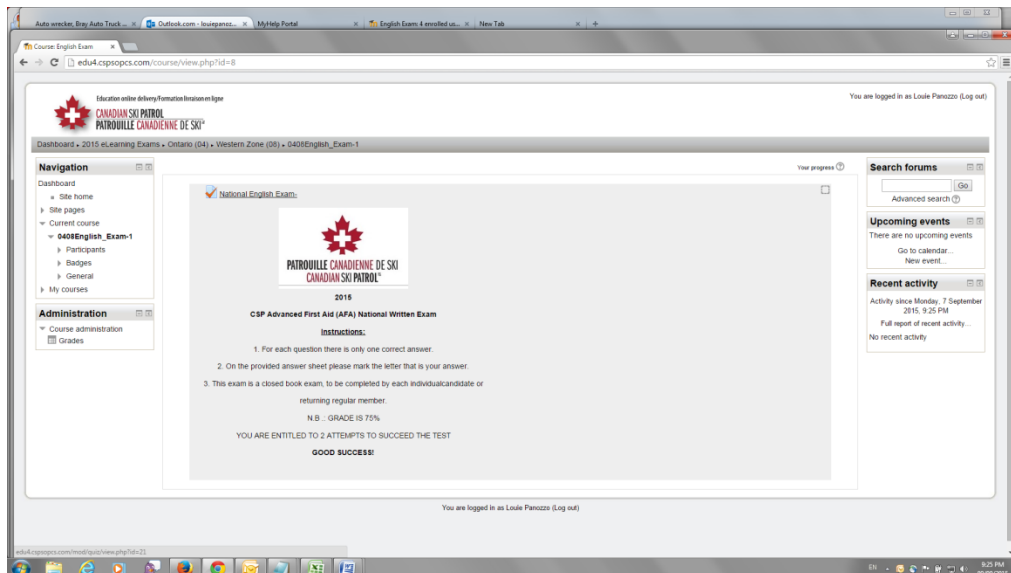
Selecting the National exam

From here you will need to enter the National exam area and take the National exam. You may see one or more courses at this point – the Practice Quiz and your National Exam.

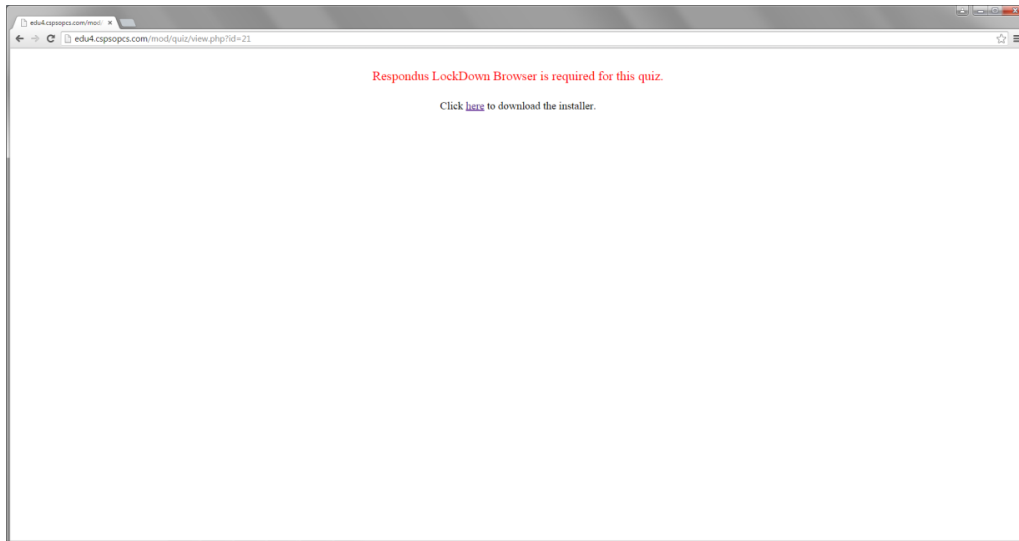Click on the link for the "**English Exam**".

If you are successful, you should see the following screen:

Taking the National exam

You are now ready to take the National exam…Good luck.

NOTE: You must take the exam with the Respondus LockDown Browser. If you try to take the exam using any other browser, you will get the following error:

Summary

The Exam is timed for 2hrs and you will have 2 attempts at writing the exam. Your coordinator will get a message when you have completed the exam and it will automatically mark to 100% if you attain the min grade of 75%.

There should also be a certificate that you can print out – while not necessary it might be nice to have.

eLearning technical support

If you require technical support, or have any questions or suggestions regarding the CSP eLearning system, please contact your **eLearning Support Representative** that has been assigned to your zone.

We do our best to resolve all issues as quickly as we can. But, please remember that we are a volunteer organization, so responses may not be as immediate as you would find in the commercial sector.