Academic Certification Provider Program 2.0
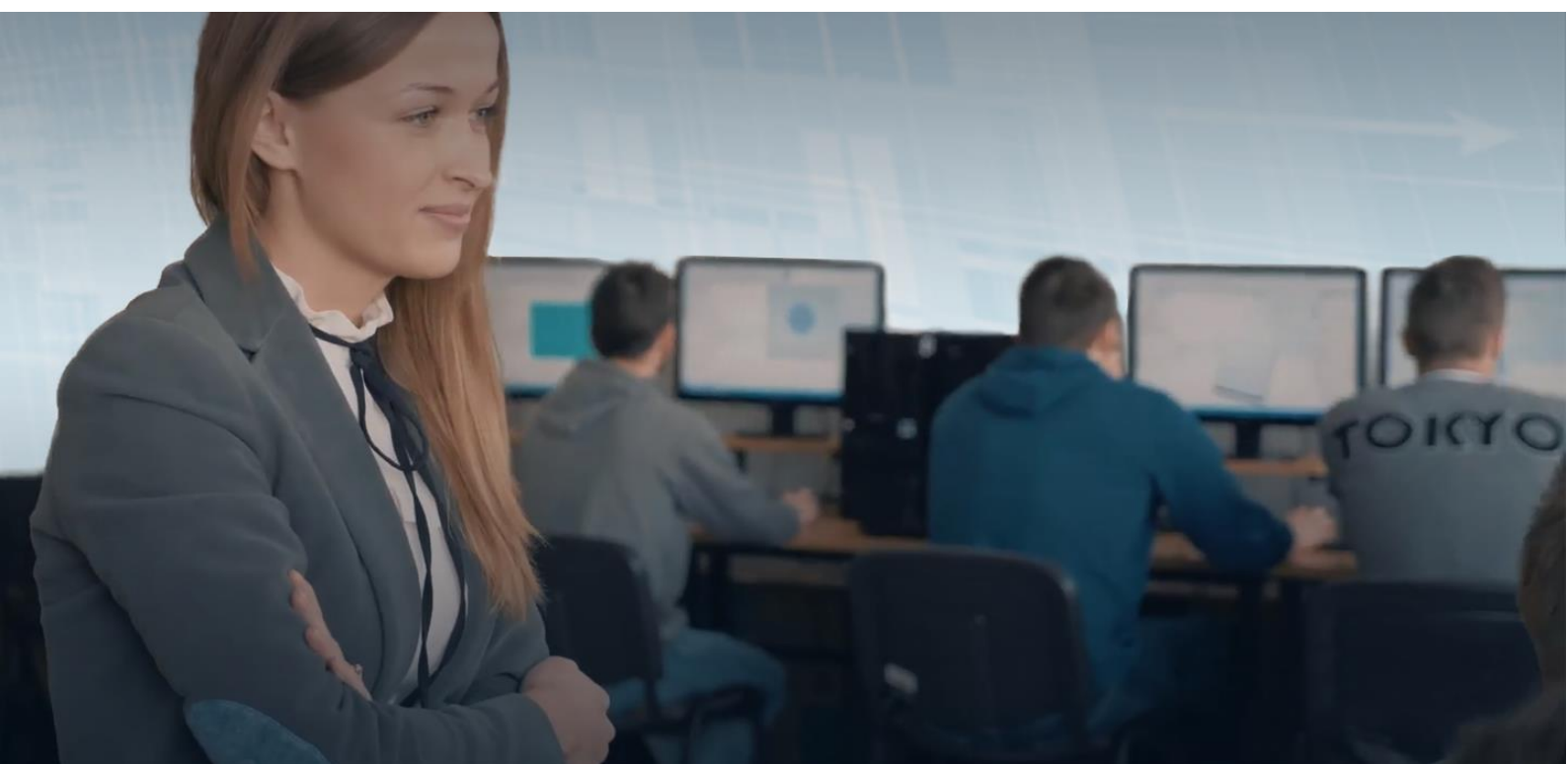
Purpose: Step by step guide for delivering exam opportunities to your students.

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Table of Contents

Pre-Exam Day Checklist

This checklist is an important step to ensure your students are ready and capable for testing on exam day. It is recommended to go through this checklist well in advance prior to your testing day.

Checklist

✓ **System requirements are met**

- o The student's computer must have the following:
    - ▪ SOLIDWORKS installed (for SW Desktop Providers)
    - ▪ Tangix TesterPRO Client
    - ▪ Internet connection

✓ **Ensure each student has been issued a school email address**

✓ **Have a copy of each student's school email address readily available**

- o We recommend the use of an excel spreadsheet to make it easy for copying the list of student emails
- o This will save time when creating exam opportunities for your students

✓ **Each student has their own VirtualTester account registered with their school email address**

- o What if the student does not have a VirtualTester account?

    - ▪ They may create one from the TesterPRO Client application;
    - ▪ Or from the **3D**EXPERIENCE Certification Center web page by clicking on the "Create VirtualTester Account" menu icon located on the Left side of the page

- o What if the student already has a VirtualTester account but it is registered with a different email address other than their school email address?

    1. Have the student login to their VirtualTester account from the **3D**EXPERIENCE Certification Center web page, and update their registered email address to their school email address
    2. To do so, click on the "settings" icon after logging into your account to make the changes

✓ **Each student has successfully attempted a free SOLIDWORKS sample exam**

- o We recommend every student take a free sample exam for several reasons:

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1. Ensures there is no connection issues between the TesterPRO Client software installed on the student's computer and the VirtualTester servers
   - If there is a problem connecting to the VirtualTester servers, see Troubleshooting Tips, Section 1.0 at the end of this document
2. Ensures the student's VirtualTester account is okay
   - If the student is having problems validating their VirtualTester account, see Troubleshooting Tips, Section 2.0
3. It's great practice! It gets the students acclimated with how the test questions are written, and formatted, as well as familiarizing themselves with the TesterPRO Client interface

- **Instructions for taking a SOLIDWORKS sample exam:**
    1. See page 16 of this document for "Exam Instructions for Students" and follow steps 1-6.
    2. Scroll down the list of available exams
       You will find two free sample exams to choose from:
       - CSWA sample exam (90 minutes)
       - CSWP Segment 1 sample exam (45minutes)
    3. Click on the sample exam of your choosing
    4. Select the language for the exam and then START.
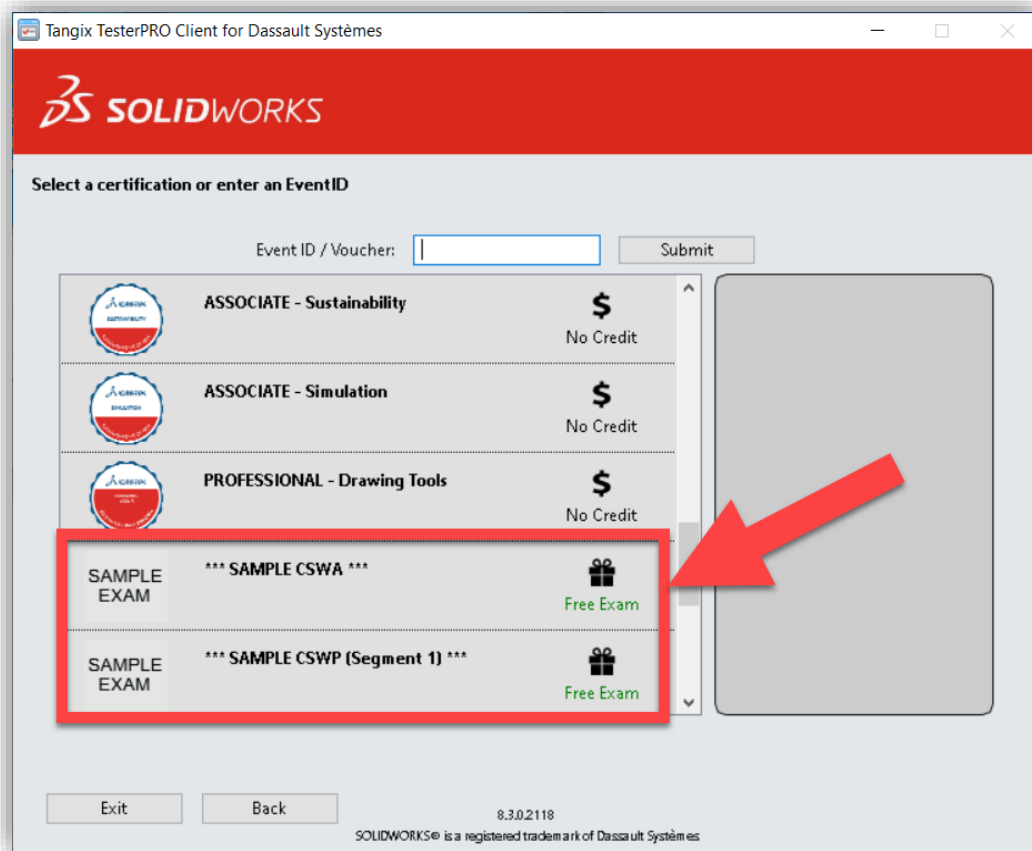
Creating Exam Opportunities

Step 1. Login to your account.

Visit this website: https://3dexperience.virtualtester.com

Click here to login
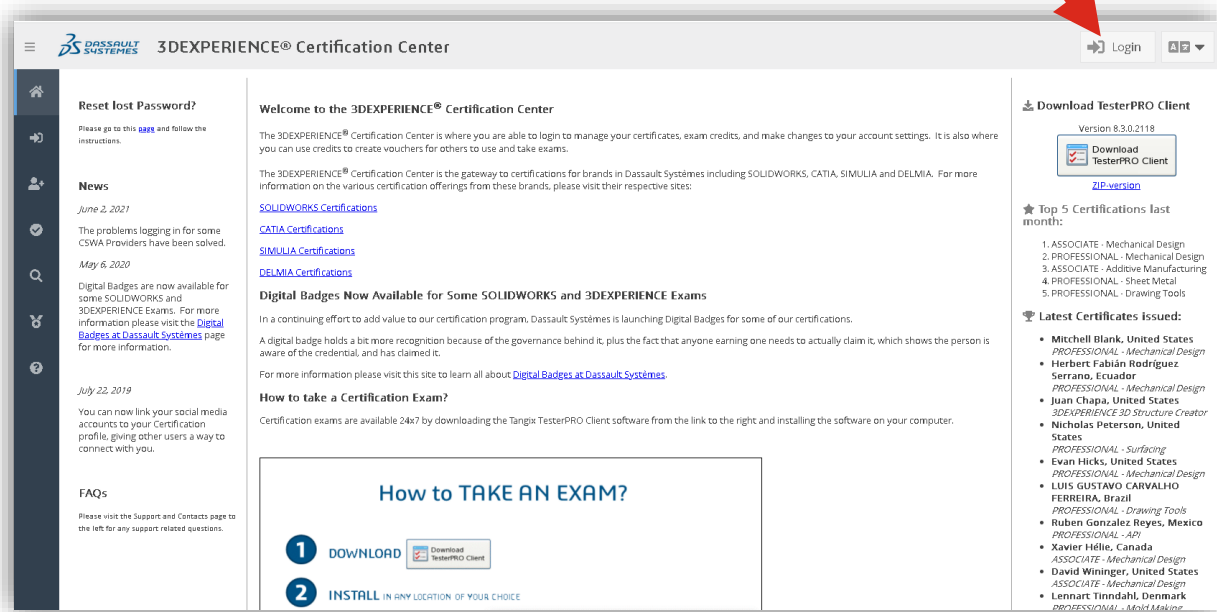
Step 2. Navigate to "Your Credits."

Click on the tab labeled **Your Credits** in the **My Account** area.

Notice your account shares a set number of available test credits according to your School or District **seat count** quantity. If you do not see any credits, please check the Troubleshooting Tips, Section 3.0
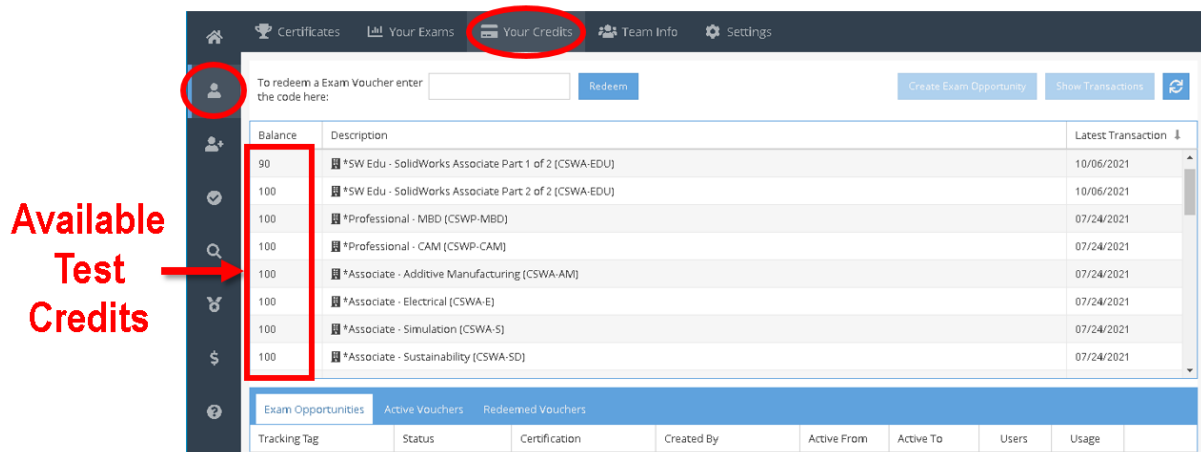
Step 3. Click on the exam you wish to deliver.

Step 4. Click on "Create Exam Opportunity" button.

Step 5. Fill in the required fields below. When finished, click "Create Exam Opportunity" button.

A detailed explanation of each field is defined in the next page.

Your Current Balance – Amount of test credits remaining at your School or District.

Tracking Tag - Required by default to organize test results.

An example of a Tracking Tag name would be: "<mark>2024-Spring-CSWA Part1</mark>"

Use a unique name that will best help you organize your student's test results. This tracking tag name cannot be changed later, after it has been created.

We recommend using these identifiers: Year, Season, Class name or Exam Name.

If needed, you may reuse a Tracking Tag name that was used from a previous Exam Opportunity. This will combine the exam results into one spreadsheet in the end, versus having them separate.

User Emails – Paste emails of all students in this field, separated by lines.

By default, all emails are separated by lines when they are copied from an excel spreadsheet and pasted in this field.
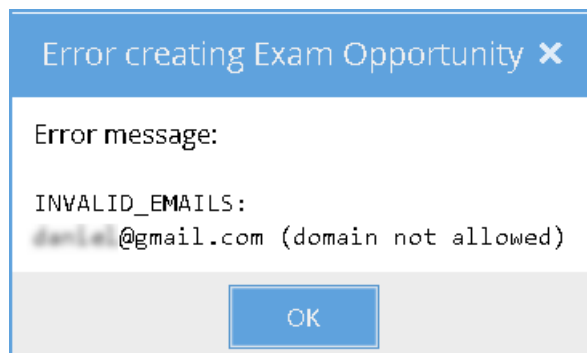

Lines added – This will display how many email lines you entered.

Available between – Select the date and time you want the exam opportunity to start and then select the date/time you want the exam opportunity to end.

Important:

- You may select a date range up to 30 days in advance.
- The exam opportunity end date and time will not end a student's exam session if it is currently in progress; instead, it will only prevent students from starting any new exam sessions.
- Only student emails issued by the school are accepted. No other email accounts can be used. An Error message will pop up if the email account is not allowed.
- To resolve any email address issue, contact: SOLIDWORKS.EDU-Certs@3ds.com

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View Exam Opportunity Status

From this view, an instructor can see all Exam Opportunities he/she has created, as well as exam opportunities created by other *instructors* employed by the same school or district.

Tracking Tag	This column displays the tracking tag name for the exam opportunity. It cannot be changed once it is created.
Status	This column will display one of three (3) different statuses: • OPEN – The exam opportunity is available for users (students) to begin their exam. • CLOSED – The exam opportunity is closed. Users cannot start any more exam sessions. • SCHEDULED – The exam opportunity has not started yet, but it is scheduled to start at a future date and time.
Certification	This column displays which exam the users (students) will be taking.
Created By	This column displays the name of the instructor who created the exam opportunity. Exam opportunities created by other instructors are also seen in *italic font*. You have the ability to view the exam opportunities created by other instructors, but you cannot modify, start, or end an exam opportunity other than the ones you created.
Active From	Displays the date and time users (students) can begin their exam.
Active To	Displays the date and time users (students) can no longer begin their exam.
Users	Displays the number of users (students) that can take the exam.
Usage	Displays the number of users (students) that have taken the exam.

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To view the status of the exam opportunity, Double click anywhere on the exam opportunity row of information or click on the "eye" icon , seen in the image below.

The following window opens:

Email	Displays the list of users (students) email accounts that can take part in this exam opportunity.

Account	This column will display one of two (2) different statuses:
	• OK – Means the email ID was used to create a 3DEXPERIENCE Certification Center account and has been verified by VirtualTester.
	• No Account – Means one or two things:
	   1) The email ID has not been used to create a 3DEXPERIENCE Certification Center account, and/or
	   2) The email ID has not been verified by VirtualTester.

Used	This column displays a "Yes" if the exam has been started by the user (student), and a "No" if the exam has not been started yet.
Result	Displays a "– " dash if the exam has not been started yet; "Running" means the exam is currently in progress; "Passed" the user (student) has passed the exam; "Failed" the user (student) has failed the exam.
Refresh	This button will refresh the Exam Opportunity Status window.

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Modify an Exam Opportunity

To modify an exam opportunity, click on the "pencil" icon , seen in the image below.

The following window opens:

From here, you can modify the exam opportunity by performing any one of the following actions:

- Edit the Start and End date/time

- Delete Email accounts by clicking on the "Trash can" icon .

- Add Email accounts by clicking on the "Add Users" button .

When you have finished making your edits, click on the "Update Exam Opportunity" button.

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Archive Exam Opportunities

Archiving an exam opportunity will:

1. Return any unused exam credits to the balance of your school or district's account;
2. Remove the exam opportunity from view;
3. Prevent any further modifications to the exam opportunity.

This task of archiving exam opportunities is automatically done by the VirtualTester system **12 hours** after an exam opportunity has closed.

Only the creator of the exam opportunity has the ability to archive it manually.

To archive an exam opportunity manually,

click on the "X" icon ⊗ , seen in the image below.

The following pop-up window will appear:

Click "Yes" to archive the exam.

Download Test Results

Detailed test results will not become available for download until an **Exam Opportunity** has been Archived. This task of archiving exam opportunities is automatically completed by the VirtualTester system **12 hours** after an exam opportunity has closed. See page 12 for instructions on how to Archive an Exam Opportunity manually for quicker results.

The instructions below are for viewing and downloading the detailed test results:

Step 1. Login to your account.
Visit this website: https://3dexperience.virtualtester.com

Click here to login

Step 2. Navigate to "Team Info."

Click on the tab labeled **Team Info** in the **My Account** area.

Note: This tab does not appear until an Exam Opportunity has been Archived for the first time.
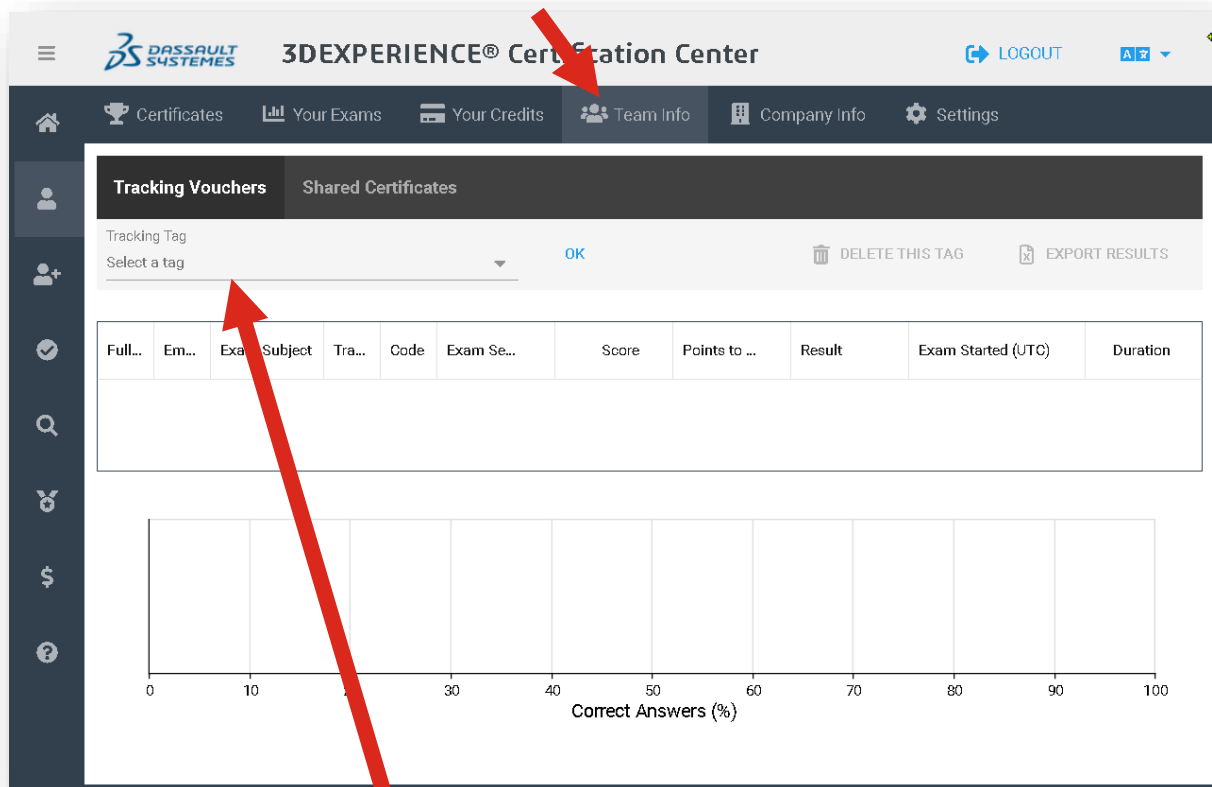
Step 3. Select a "Tracking Tag."

Click on the drop down icon to select a tag.

It helps to name your Tracking Tags using unique identifiers for easy searching.

This tracking tag name cannot be changed after it has been created.

We recommend using these identifiers:

Year, **Season**, **Class name** or **Exam Name**

You may reuse a Tracking Tag name that was used from a previous Exam Opportunity. This will combine the exam results here into one spreadsheet. This is very useful for students who need to retake an exam.

Step 4. Click "OK"

Step 5. Click "EXPORT RESULTS"

Exam Instructions for Students

To take your exam, follow these instructions below. If you have any problems setting up your account, you may send an email to the SOLIDWORKS Certification team at certification@solidworks.com for technical support.

1) Copy and paste this URL in your web browser: **3dexperience.virtualtester.com**

2) **Create** a VirtualTester account. You must create an account using your **school email address**.

   - If you already have an account with your school email address, you may skip this step.

   - If you have an account but with a different email ID than your school email address, you will need to **LOGIN** and update your email ID from the "settings" option to your school email address.
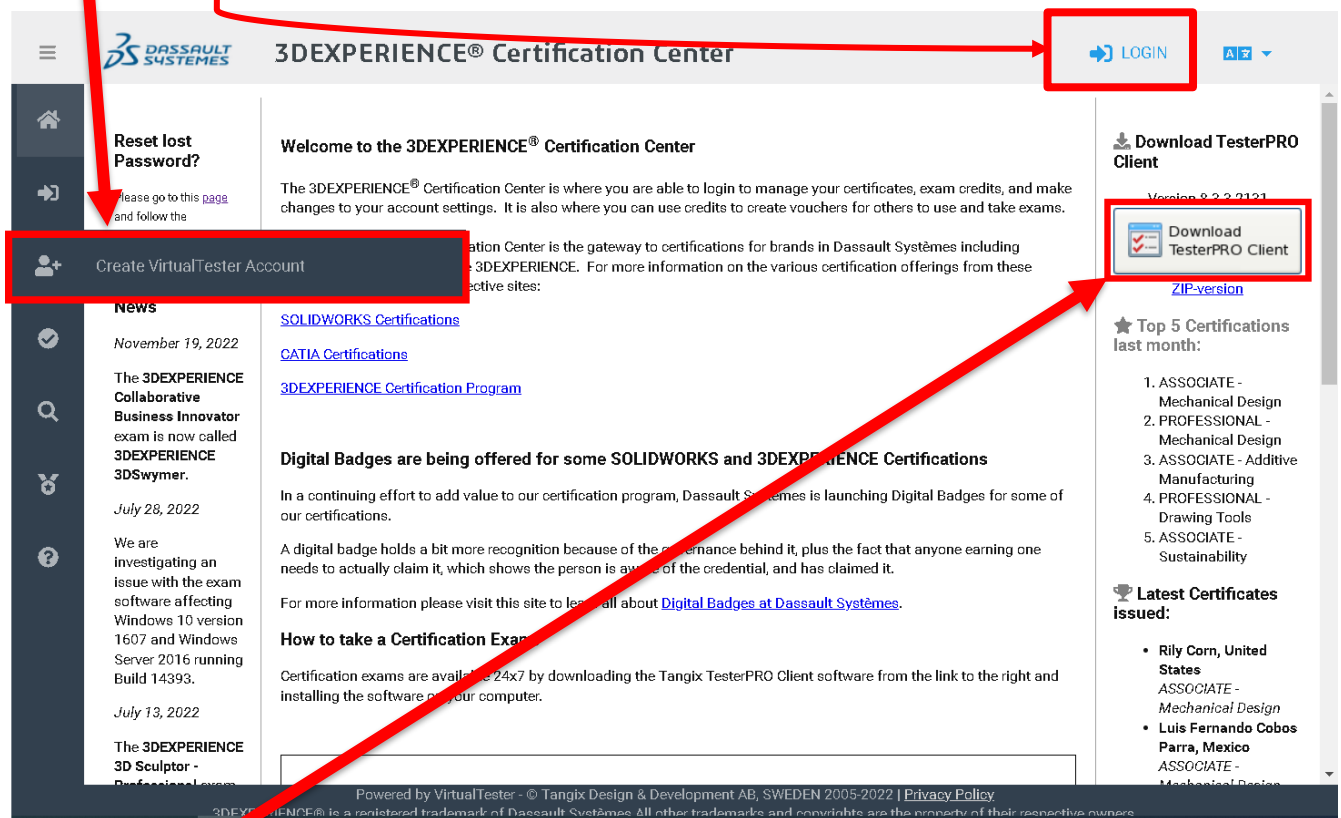
3) **Download** the TesterPRO Client software from the **3D**EXPERIENCE Certification Center main web page and **SAVE** it to any location of your choice.

   - If the software is already installed, you may skip this step.

4) Execute the file you just downloaded and proceed through the first set-up screen.

   - If you already have it installed, launch the program: **Tangix TesterPRO.exe**

5) Login to the TesterPRO Client with your **school email address** and password.

   • If you forgot your password, click here to reset it.

6) Select the '**SOLIDWORKS**' brand.

7) Scroll down to find your exam. Click on the "**Start Exam**" icon to take your exam.
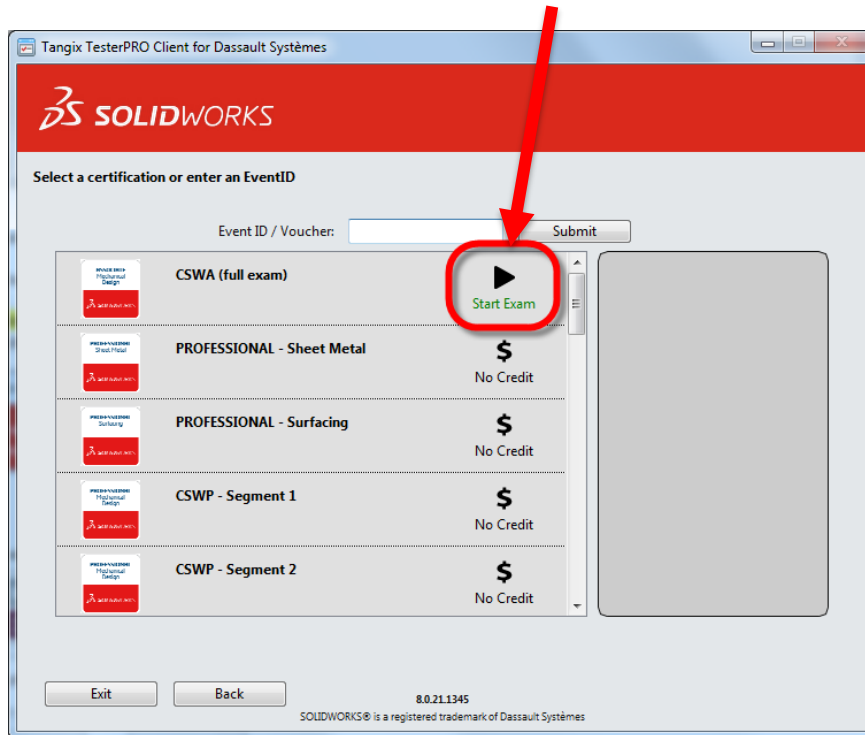
8) Choose your language for the exam and then click the "**Start Exam**" button.
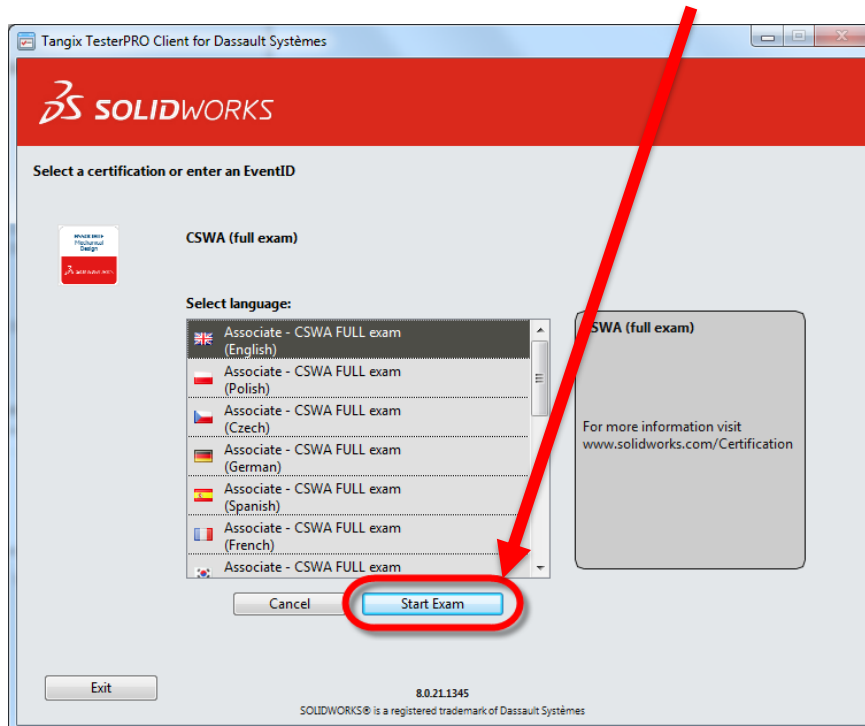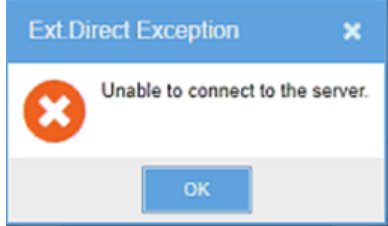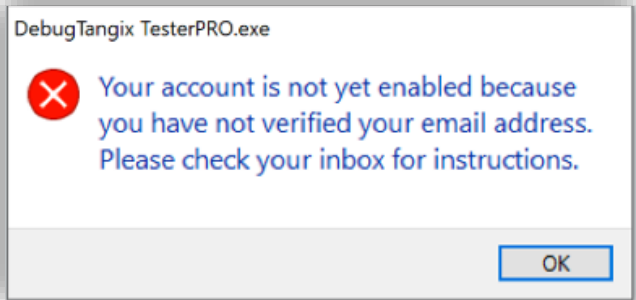
Accommodating Students Who Need Extra Time
The following procedure should be done at least a week before the exam date.

1. Obtain documentation from the school or doctor authorizing the extra time. A scanned PDF copy is the best.

2. Have the student(s) create a VirtualTester account from our **3D**EXPERIENCE Certification Center website using their school email address.

   - To create a VirtualTester account, please visit: https://3dexperience.virtualtester.com
   - There is an icon on the Left side of the web page "Create VirtualTester Account."

3. Contact the SOLIDWORKS EDU Certification team via email at: solidworks.edu-certs@3ds.com. Include the following info:
   - The students name
   - Email ID
   - Indicate how much extra time the student will need as either **1.5x** or **2x** the normal time. We can accommodate up to **2x** (which will be 6 hours) maximum.
   - You do not need to send the documentation authorizing the extra time to us, but please keep a copy of it on hand or an electronic (PDF) in the event of an audit.

4. Our SOLIDWORKS EDU Certification team will then adjust the settings in the student's account to the extra time you indicated, and email you back once finished.

5. The student's VirtualTester account will now be set up with the extra time settings. Any SOLIDWORKS Certification exam the student takes will automatically have either 1.5x or 2.0x the normal time of the exam as long as the student uses the same VirtualTester account they created.

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Troubleshooting Tips

Sec	Problem	Solution
1.0	TesterPRO Client application is unable to connect to the VirtualTester server	 One common mistake during the installation of the TesterPRO Client application is running it from a network folder location. It is best practice to run the application from a local drive on the computer, preferably on the user's desktop. - Check to see where the application is installed. - If it was installed on a network drive, simply copy the folder location for "Tangix TesterPRO Client" and paste it to the user's desktop or anywhere on the local drive and then run it from there. If you continue to see the message "Could not connect to VirtualTester server" there may be a problem with your internet connection or your firewall solution. These are other common issues where a firewall or proxy setting is preventing you from running the application. **You will need to be connected to the internet when running the TesterPRO Client application.** Please check your firewall solution, you may be required to add the following URL to your firewall's list of allowed URL: - https://www.virtualtester.com - http://tangix.cachefly.net If the problem persists, contact the SOLIDWORKS Certification team for support via email at certification@solidworks.com and attach the log files from the Tangix TesterPRO Client folder location.
2.0	Student unable to login with their account	If the student receives this message: The student must confirm their email address first.

		▪ Have the student check their inbox for this email in the image below with a red arrow. ▪ If not found, please have them check the spam folder. ▪ The verification link in the email expires in 24 hours. Click the "**Verify Email**" button in the email body to verify your email address. If further support is required, please contact the SOLIDWORKS Certification team via email at certification@solidworks.com and be sure to include a list of the students name and email addresses who are having difficulty verifying their accounts.
2.1	What if our email domain is changing to something different? Or What if we need to add an email domain?	In the event your school email domain is changing, or you need to add an additional email domain, please contact the SOLIDWORKS Education Team via email at: SOLIDWORKS.EDU-Certs@3ds.com • Include in your email what the email domain for your teachers and students (if different) will be changing to. • If you need to add an additional school email domain, indicate all the domains that should be added.

		• The SW EDU Team will add the new email domain to your school. • It is possible to have multiple email domains for one school, so long as they are legitimate email domains.
3.0	I don't have any test credits in my account	**Did you login with the correct account?** ▪ Please ensure you have logged in to your **3D**EXPERIENCE Certification Center using your school email address. **Did you already apply to become an Academic Certification Provider?** ▪ If no, please follow this link: https://www.solidworks.com/academic-certification-provider-application Please note: Even if your school or district is already an approved Academic Certification Provider, every teacher or testing proctor must apply individually in order for the SOLIDWORKS EDU team to properly setup your VirtualTester account. If none of the above is the case, please contact the SOLIDWORKS Education Team via email at: SOLIDWORKS.EDU-Certs@3ds.com
3.1	What if I don't have enough exam credits for all my students?	You will be presented with the following error message in the event you try to add more student email addresses to an exam opportunity than your current balance. You have two options to proceed: 1. Click "**OK**" and remove student email addresses from the list of "User Emails" until the number of "Lines added" is **equal to** or **less than** your current balance of exam credits. 2. Request additional seats of SOLIDWORKS by contacting your local SOLIDWORKS Reseller or the SOLIDWORKS Education Team via email at: SOLIDWORKS.EDU-Certs@3ds.com

4.0	There was a technical problem during the exam, preventing the student from finishing such as a computer crash, fire alarm, or power outage.	Students can attempt to resume their exam by restarting the TesterPRO Client application and logging in if there is still enough time. The time for the exam is being counted down by the VirtualTester servers and does not stop during a power failure. Any type of support issue or problem requiring the restarting of an exam can be handled by the SOLIDWORKS Technical Certification Team within 24hrs, Monday – Friday (non-holidays). Please send an email to certification@solidworks.com describing the problem. Include the student's names, and email IDs who were effected. Please note: Immediate support is not possible
5.0	I don't see the "Team Info" menu tab.	The Team Info tab does not appear as a menu option until an Exam Opportunity has been Archived for the first time with completed exam sessions. This task of archiving exam opportunities is automatically completed by the VirtualTester system **12 hours** after an exam opportunity has closed. See page 12 for instructions on how to Archive an Exam Opportunity manually for quicker results.

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