

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 one (1) applicant may be tested at a time. 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 8), 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/>

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 (1) 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 and approved.
 - A. To request multiple exams, e-mail us immediately after registering and providing payment.
 - b) Exam duration guideline used for scheduling applicants – please be prepared as another applicant will be waiting to take their exam. This is not a time limit for your exam.
 - A. Technician/General – 15 minutes
 - B. Extra – 20 minutes
 - c) Complete the form and answer all the questions.
 - A. Information provided will be used to generate your NCVEC 605 application and CSCE.
 - B. **A Federal Registration Number (FRN) and valid e-mail address are required.**
 - C. 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 10) and reference the application file number. **This action is solely the responsibility of the applicant.**
 - d) 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 10) and e-mail to coppa@examtools.org – please carbon copy exams@w9twj.com.
 - e) When you finalize your registration form, you will receive a PIN and automated e-mail.
 - f) 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.

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- 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.

Payment is due within 2-hours after registering for your exam. 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.

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.**
- 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 (5) 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 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.

- 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 10). Applicants 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.

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- 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 9). 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/table or countertop are recommended. **DO NOT** sit on: beds, couches, or chairs that rock/recline.
- 3) Clear your exam area (table and floor) of ALL items within reach or view including but not limited to: papers/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**.
- 2) Your computer must be a PC, Mac, or laptop with a camera, microphone, browser, and high speed/reliable internet service running Microsoft OS or Mac OS. You may not use an iPad, Notebook, or Linux devices to take the exam. Confirm your computer is fully charged or plugged in.
- 3) 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.

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- 4) Remove audio devices, headphones, earbuds, smartwatches, hats, dongles, and anything unnecessary.
- 5) Disable any chats, alerts/notifications, Bluetooth connections, virtual screens, or pop-up apps.
- 6) An optional calculator application may be on your screen during the exam – 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).
- 7) Quit/exit **ALL** applications except Zoom and optional calculator.
- 8) You must have **only one display screen/monitor. Disable any virtual backgrounds.**
- 9) Your screen should be set up like Figure 1 (below). Confirm no applications overlap.

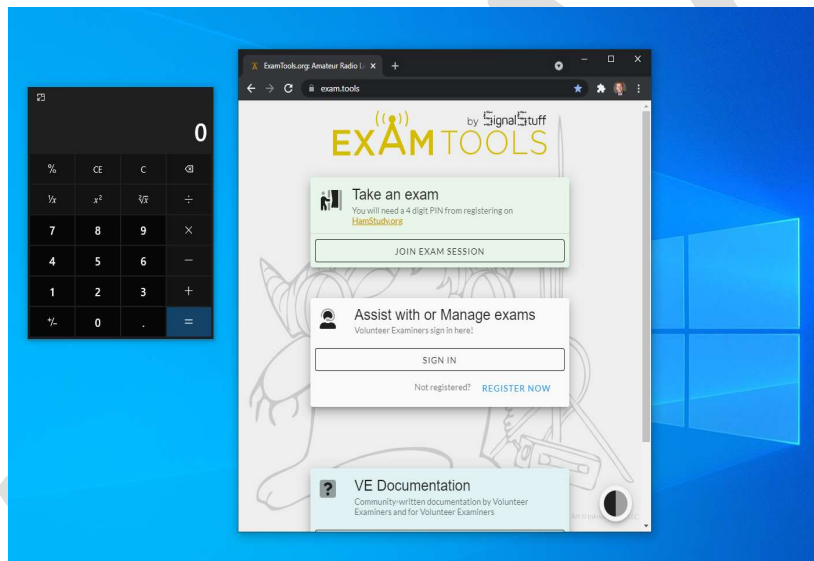


Figure 1

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.
- 2) Confirm the Zoom application is installed on your phone/second device.
- 3) If available, enable 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 typically does not prevent feedback).

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- 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.

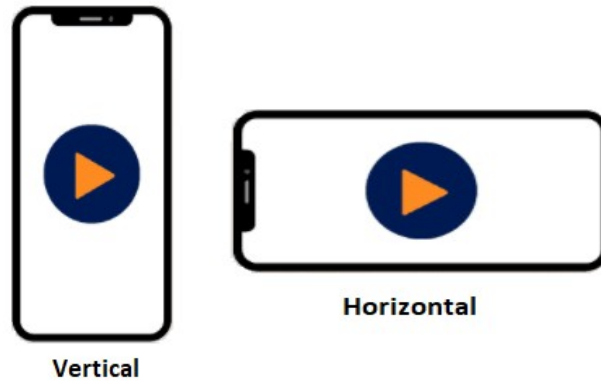


Figure 2

- 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).

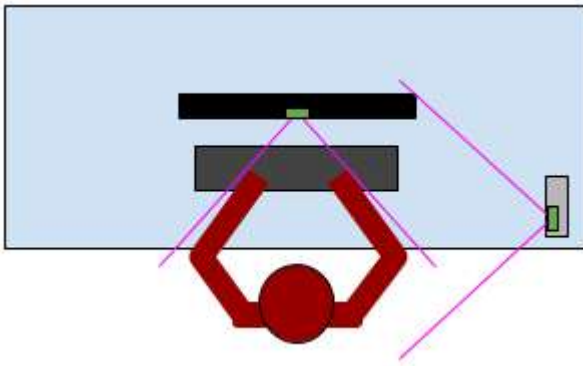


Figure 3

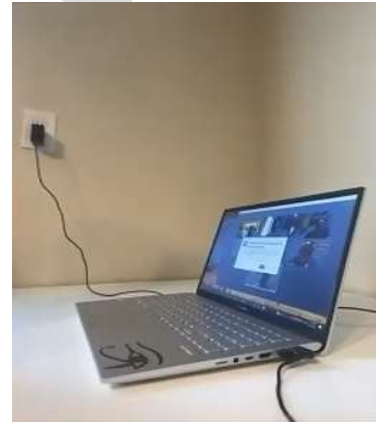


Figure 4

Join Exam Session

- 1) Before joining the meeting, confirm the following are completed:
 - a) You have your identification ready to be verified (see page 4).
 - b) Your exam room has been prepared (see page 5).
 - c) Your computer has been prepared (see page 5).
 - d) Your cell phone/second device has been prepared (see page 6).
- 2) Using the link, join the Zoom meeting on your computer and cell phone/second device 10-15 minutes before your approximate exam time. Turn on video for your computer and your cell phone/second

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device. Both devices will enter into the Waiting Room.

- 3) The session will proceed covering information from these sections:
 - a) Rules/Instructions – you may receive these by video in the Waiting Room.
 - b) Identification
 - c) Terms
 - A. We need to verify you have read the instructions on the website and agree to the following terms:
 - i. You will share your entire screen;
 - ii. The exam session will be recorded and stored; and,
 - iii. 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.
 - iv. Please answer with a yes or no.
 - d) Room/Computer scan (includes screen share)
 - e) Taking the exam
 - f) Post exam

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 calendar 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 calendar days.

Required Documentation Guide

Download Official License Copy from FCC ULS – Upgrades only

- 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.

Filter by Radio Service

Show all ▼

My Authorizations

HV - W9TWJ

SELECT ALL

- 5) Click “Add.”

Filter by Radio Service

Show all ▼

My Authorizations

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SELECT ALL

ADD ►

◀ REMOVE

Authorizations to Download

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SELECT ALL

- 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?**
We file electronically. A new license is dependent on when you provide payment. An upgrade usually occurs within 2-3 business days.
- 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) **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.
- 5) **May I find out which questions I missed?**
No; we do not provide this information to any applicant.
- 6) **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.
- 7) **Do you provide any accommodations?**
Yes. A VE 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.
- 8) **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.
- 9) **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.
- 10) **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.

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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.