



## Online Exam Instructions

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**CER®** Certified Electronic Reporter

**CET®** Certified Electronic Transcriber

**CDR®** Certified Deposition Reporter

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## Overview

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AAERT's online certification process is made possible by three separate entities:

- AAERT – Provides testing material, manages registration, and grades exams.
- Realtime Coach™ – Provides the platform for exam delivery, submission, and grading.
- ProctorU™ – Provides proctoring services for test takers.

You must register for your exam before proceeding with any part of the exam process. Once registered, you will be enrolled with a Realtime Coach account and provided with login instructions. Access to ProctorU for scheduling and connecting to a proctor is available from within Realtime Coach.

The certification exam experience will follow this general sequence:

1. Registration with AAERT
2. Enrollment in Realtime Coach™
3. Taking a practice exam
4. Scheduling a proctored practice exam
5. Taking a proctored practice exam
6. Scheduling the real exam
7. Taking the real exam
8. Grading and release of official results

If you have questions or need assistance, please use the following as a guide:

- *Registration or Grading Questions?* Contact AAERT ([aaert@aaert.org](mailto:aaert@aaert.org))
- *Scheduling or Equipment Setup Questions?* Contact [ProctorU](#)
- *Realtime Coach™ Login Help?* Contact [Realtime Coach Customer Success](#)

**NOTE:** During a proctored exam, you are responsible to be familiar with how to take and submit your exam. The proctor is there only to confirm your identity and ensure a secure testing environment. **The proctor will not be able to answer exam-specific questions.** These instructions should provide everything you need to know to successfully take and submit your exam.

# Preparation

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## Equipment and Materials

Item	Knowledge	Practical
Government-Issued Photo ID	✓	✓
Computer*	✓	✓
Internet Connection†	✓	✓
Webcam	✓	✓
Google Chrome	✓	✓
Wired Headphones	✓	✓
USB Foot Pedal (VEC Infinity 3 Recommended)	-	✓
Microsoft Word™	-	✓
Scratch Paper	-	○
Pencil	-	○
Printed Copy of Case Information and Log Annotations	-	○

✓ = Required

○ = Optional

\* Windows 10, or newer

† 8mpbs, or faster

## Restrictions

In addition to terms and conditions provided at the time of the exam, please be aware of the following:

- You may use only one computer monitor.
- You may not use a VPN (virtual private network).
- All programs not required for your exam must be closed.
- Any Bluetooth devices must be disconnected from your computer.
- Mobile hotspots or tethering are not permitted for internet connection.
- Cell phones and smart watches must be placed in another room.
- You must stay in your seat throughout the exam.
- You must not talk or read aloud.

## Exam Milestones

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A successful exam experience will consist of completing three milestones, in order, and on separate days:

1. **Practice Exam** – This allows you to experience the exam process so you can become familiar with how to navigate and submit the exam, along with any attached files, if applicable. This is unproctored and should be repeated until you've mastered the exam process.
2. **Proctored Practice Exam** – This provides the full, proctored exam experience but with a practice exam. It helps you become familiar with scheduling an exam session, connecting to a proctor, and completing the verification process at exam time. It also allows you to ensure that your computer, microphone, webcam, and software all work correctly.
3. **Real Exam** – This is a proctored experience, just like the proctored practice, but you will take and submit your real exam. If you have completed the first two milestones, you should be confident in your equipment and with the exam process.

## Scheduling

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After registration and enrollment, you will need to schedule your proctored sessions. You will be able to select from a list of available time slots within the exam period.

**Note that there is a 72-hour lead time for scheduling a session with a proctor.**

For example, if it's currently 1pm on the 15<sup>th</sup> of the month, the soonest slot you can reserve is 1pm on the 18<sup>th</sup>, provided that date is still within the exam period. It is strongly encouraged that you schedule your sessions early in the period to allow time to reschedule, if needed.

## Scheduling (Continued)

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### Scheduling A Session

To schedule a proctored exam session in ProctorU:

1. Log into your account at [www.myrealtimecoach.com](http://www.myrealtimecoach.com). Make sure you know your login credentials, including password.
2. From the **Test** menu, choose **AAERT Certification Test Center**.
3. Check the box in Step 2, then click **[Schedule my Test]**.
4. From the ProctorU home page, click the “**Schedule New Session**” icon.
5. In the “**Confirm your institution**” dropdown, select the AAERT option.
6. In the “**Select a term**” dropdown, choose the appropriate exam type.
7. In the “**Select your exam**” dropdown, choose the appropriate exam.
8. Click **[Find Sessions]**.
9. Select a desired\* date/time on the calendar, and click **[Submit]**.
10. From the available slots, click **[SELECT]** for the preferred time.
11. Click **[SCHEDULE]** to confirm your reservation.

*\* Slots are only available within the start and end dates of the testing period.*

### Cancelling A Session

If you need to cancel a proctored session, it should be done at least 24 hours in advance. You can cancel a session by doing the following:

1. Log into your account at [www.myrealtimecoach.com](http://www.myrealtimecoach.com).
2. From the **Test** menu, choose **AAERT Certification Test Center**.
3. Check the box in Step 2, then click **[Schedule my Test]**.
4. From the ProctorU home page, click **[Cancel]** for the session to be cancelled.
5. Follow the prompts to complete cancellation.

## Taking A Knowledge Exam

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Knowledge exams are multiple-choice and may include images and audio to provide context for a question. To take and submit a knowledge exam:

1. Log into your account at [www.myrealtimecoach.com](http://www.myrealtimecoach.com).
2. From the **Test** menu, choose **AAERT Certification Test Center**.

**If taking a proctored exam:** Check the box in Step 2, then click the button to connect to a proctor. You'll be taken to your ProctorU account with a prompt to connect to your scheduled session. Once you've connected with your proctor and completed the identification and verification process, you'll return to the AAERT Certification Test Center page to continue below.

3. Click the appropriate **icon\*** to launch the exam.
4. When the exam loads, and you're ready to begin, click **[Start Exam]**.
5. Answer each question, navigating with **[Next]** and **[Back]** buttons.
6. Use the **Menu** button on the right to jump to specific questions.
7. When all questions have been answered, navigate to the last question, then **click [Next]**.
8. Click **[Submit Exam]**. You may then close the exam window.

*\* When launching the REAL exam, a prompt will appear for the proctor to enter the exam password.*

**NOTE:** You will have **120 minutes** to complete your real exam. Remaining time is displayed in the upper-left corner of the exam window.

## Taking A Practical Exam

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For the practical exam, you will be presented with a 4-channel audio file played with TheRecordXchange player (no download necessary). Volume can be adjusted for each channel, as desired. Media playback can be controlled via USB foot pedal (**Google Chrome required**). From the recording, you will produce a transcript in Federal Format. To take a practical exam:

1. Plug in your USB foot pedal and headphones.
2. Launch your word processor.
3. Log into your account at [www.myrealtimecoach.com](http://www.myrealtimecoach.com).
4. From the **Test** menu, choose **AAERT Certification Test Center**.

## Taking A Practical Exam (Continued)

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**If taking a proctored exam:** Check the box in Step 2, then click the button to connect to a proctor. You'll be taken to your ProctorU account with a prompt to connect to your scheduled session. Once you've connected with your proctor and completed the identification and verification process, you'll return to the AAERT Certification Test Center page to continue below.

5. Click the appropriate **icon\*** to launch the exam.
6. Click the **Menu** button in the upper left, and choose **Connect Foot Pedal**.
7. **Select** the detected foot pedal, and click **[Open]** to continue.
8. Click the **Menu** button again, and choose **Foot Pedal Options**.
9. **Select** your desired foot pedal options, and click **[Save]**.
10. Use your foot pedal to control playback as you **write** in your word processor.
11. When finished, **save** your transcript file.
12. From the exam, click **[Attach Transcript]**. Browse to and **select** the file. Click **[Open]**.
13. **Select** and **Copy** the text of your final transcript, and **paste** it into the **My Transcript** box.
14. Click **[Submit Exam]**. After reviewing the confirmation<sup>†</sup> message, close the exam.

**If taking a proctored exam:** Notify your proctor that you have completed the exam, and follow the proctor's instructions to complete post-exam actions.

*\* When launching the REAL exam, a prompt will appear for the proctor to enter the exam password.*

*<sup>†</sup> For practice exams, the confirmation screen will summarize the steps you completed successfully.*

**NOTE:** You will have **150 minutes** to complete your real exam. Remaining time is displayed in within the **[Attach Transcript]** button in the lower-right corner of the exam window.

## Tips for Success

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To help you have a positive testing experience, we recommend the following:

1. **Read and follow** all of the provided instructions.
2. Do unproctored practice tests **repeatedly** until you're confident in the process.
3. Do the **proctored practice!** You don't want to discover equipment issues on exam day!
4. Be sure your computer, software, and drivers are **up-to-date**.
5. Give yourself plenty of **time** before and after your exam session so you are not rushed.