

**How does it work? What program do you use?** Once you register online and a few days before class you will be sent a link to our Webex meeting. Download the Webex app before class starts to help with technical problems you may have.

**How do I get the Manual? Test?** When you register a Manual/Test will be sent to your employer. Check with your employer that you have received it. If you have not received it contact CTTA before class day.

**Does my camera need to be on?** Yes, you need a working camera and microphone. You also have to be in view the entire time, unless on break.

**Can I take it as a group?** No. You must be alone during the test, so we ask you to be alone during class as well.

**Can I take the class on my phone?** Yes. We recommend a computer as it will be easier on you, but you can use a phone as long as you are in frame for the class.

**How long will the class go?** Classes are scheduled 7:45am -1:00pm, but may go longer or shorter. We recommend being prepared to be in class from 7:45am - 1:45pm

**Is there a practice quiz available?** No. We do not have any practice quizzes, but all the information you need is in the manual and will be discussed in class. There is also time for review during class.

**What if I connection issues?** We ask that you attempt to log in to webex before the day of the class to help with any technical difficulties you may have. We will do our best to solve any problems you may have so please contact us. All technical issues need to be solved by the testing day or you will be expelled from class and rescheduled (there is a fee for rescheduling).

**Can I work/drive while class is going on?** NO! Under no circumstances can you drive while taking the class. You also may not do anything else (shopping, working, etc), you have to be in frame, seated, and giving the instructor your full attention.

**How do I send the test back to you after the class?** After the test is taken you will have 10 minutes to take a picture of the test and email it to Robert, our education coordinator, or fax it to our offices. If you have any problems with this contact us immediately.