

## Frequently Asked Candidate Questions

### Q1: How can I see my test results?

You will need to contact the administrator at the company or agency who asked you to test. They have the results of your test.

### Q2: The test came up fine but when I reached a multiple-choice question, the image blocked some of the possible answers and I could not answer the question correctly. What happened?

If you have your screen resolution set to 800 x 600 you will sometimes experience this overlap. For optimum performance set your screen resolution to 1024 x 768. At that resolution you will be able to view the image associated with the question and all the possible answers.

### Q3: I received my invitation to test but when I clicked on "I Agree" I got a message which says "Testing Session Completed." I haven't taken any tests yet. What do I do?

Contact the administrator at the company or agency who sent you the e-mail invitation. They will need to re-select the evaluations they want you to take. Afterward, you should be able to see the list of test titles and begin the tests.

### Q4: I'm trying to apply for a job and the company says they've sent me an e-mail invitation to test. I've never received it, why?

Check your e-mail security settings and check your SPAM or Junk mail folder. If you don't see anything there, contact the administrator who sent you the invite. Ask them for your Account ID, your User ID, and your Password. With those three pieces of information you can go to <https://www.prevalonline.com/login> and begin your test session.

### Q5: I was in the middle of a test when the system froze. It wouldn't load the image and wouldn't let me skip or continue. I had to quit my browser. When I went back into the test center that test was gone. I wasn't finished, what can I do?

If the system seems to freeze, or hang there is a connectivity issue and our servers lost contact with you. This happens most often to users who are on a dial-up connection. Many of the tests are image-heavy and as such we recommend at least a 56k dial up speed. DSL or other broadband connection is highly recommended. Try to log in back. You should be able to pick up from where you left. If you can't log in, then call or e-mail the administrator at the company or agency who asked you to take the tests. They can re-set that test for you and allow you to re-take it.

Q6: I was taking the tests at home and I got distracted when the phone rang. I returned to my test but it said my time was expired and the test finished without me. Can I re-take that test?

The test sessions are timed sessions. Once you begin a test you need to finish it before you do anything else. You can contact the administrator at the company or agency who sent you the test and ask them to re-set the test for you, just make sure you have uninterrupted time to complete the test in one session.

Q7: I can't see the entire test. There seems to be part of the image cut off but there is no scroll bar or anything. How can I fix this?

When you enter the live test in the Pre-valuate Online test center you should be able to see everything. If you don't, you may be using a non-standard browser. A nonstandard browser could be: an older version of AOL or a customized browser from your ISP or cable provider. To avoid this problem, quit the test center. (Make note of the test you were in, you'll need to ask the administrator to re-set it for you.) Find the Program Files folder on your hard drive. Find the Internet Explorer folder. In that folder find the blue "e" icon that has the file name "iexplore.exe". This is the plain Microsoft browser that ships with every PC. Use that browser to test.

Q8: I tried to take your typing test but the document scrolls too slowly and it's dragging down my speed. What can I do?

For really fast typists this can be a problem! Contact the administrator who asked you to test. They can send you the typing document and re-set the test for you. Print the document out and place it beside your computer. Type from the hard-copy of the document and ignore the top part of the screen where it appears. This gives you the freedom to go at your normal typing speed.

Q9: I took your tests for a particular agency, but I am applying at several places. How can I take my test scores with me?

Your test results become the property of the agency or company who invited you to test. You will need to contact them and request a hard copy of your test results and permission to provide them to other companies. Each agency and company has a different policy regarding this issue. Presenting Solutions cannot release your results to you.

Q10: I was told to log-in and register myself to take the tests. When I did I got an error message, what did I do wrong?

Make sure you received the correct Account ID from the test administrator. When you create your Candidate ID make sure it contains no spaces. It can be alpha

and/or numeric. If you receive an error that says the ID is already in use, try adding today's date numbers to the end of the ID like this: SGuerra19. This will eliminate the possibility of receiving that "ID is in use" error.