



# **TCNet Administration Guide**



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## Introduction

The DSST Program (formerly known as the DANTES Program) is a credit-by-exam testing program provided by Prometric, Inc.

Colleges, universities, and corporations use the DSST Program to measure knowledge in a particular subject area. Based on the achievement of a passing test score, candidates can receive college credit and continuing education credit to speed themselves to competency and life-changing credentials. Each institution determines its passing score requirements for a DSST exam.

The use of the DSST Program has grown precipitously since 1982, and currently there are approximately 1,900 colleges and universities that recognize the Prometric DSST program and award college credit to students who obtain a passing score. At the same time, more than 100,000 candidates have taken the tests annually.

The DSST Program offers over 30 test titles in a wide range of college-level academic, technical, and business subjects. Some of the test areas are in subjects that people may have been introduced to through a hobby or special interest (e.g., astronomy, anthropology, and art), while other tests cover material that individuals have learned on the job, such as financial accounting, banking, personnel supervision, and law enforcement.

In summary, non-traditional returning adults and corporate trainees, as well as military members, use DSST on a regular basis.

## Contact Us

Read this administration guide thoroughly as some of your questions may be answered in this text. If you have additional questions, feel free to contact us directly.

## Proctors

For operational or technical issues currently impacting candidates, call toll-free (866) 794-3497. Technical support via eHelp is also available at <https://ehelp.prometric.com/dsst/s/>. Technical support is available 24/7. If you have a non-urgent issue, email [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com).

## Candidates

Candidate Inquiries: If a candidate has questions regarding DSST exams, have the candidate write DSST Customer Service at [getcollegecredit@prometric.com](mailto:getcollegecredit@prometric.com) or call toll-free (877) 471-9860.

Missing Results: If a candidate is missing their results, have the candidate call (800) 853-6769 and select Option 4.

Transcripts: If a candidate has an issue regarding transcripts, have the candidate call (877) 471-9860.

Appeals: If the candidate feels they deserve a retest, have the candidate file an appeal. Directions for the candidate to file an appeal are in the **Test Takers Bulletin** in the **Test Takers** section of [getcollegecredit.com](http://getcollegecredit.com).



Appeal link: <https://fs6.formsite.com/Prometric/form35/index.html>.

DSST Information: More information can be found at [getcollegedcredit.com](https://www.getcollegedcredit.com).

**General Customer Service Hours**

**8:30 a.m.–5 p.m. EST (Mon–Fri)**

## Benefits of Taking a DSST Exam

### Reliable Test Instruments

Test developers with over 25 years of applied experience in test development and psychometrics ensure that test scores accurately and objectively reflect college-level knowledge in each subject area being assessed by DSST tests. Most DSST question types are multiple choice; however, the Principles of Public Speaking exam requires a recorded speech.

### Consistent High Quality

The American Council on Education (ACE) has reviewed DSST test development and statistical procedures and has found that the tests exceed the criteria set forth in all areas of the ACE Guidelines for Reviewing Test Development Programs for the Purpose of Granting Program Approval. Based on their review of these procedures, ACE recommends a minimum passing score and the amount of credit that should be awarded for each test. Because the American Council on Education (ACE) recommends the use of DSST tests, consistent high quality is assured.

### Reliable Service

Prometric distributes, maintains security, directs scoring, and manages transcript services.

### Valuable Time and Money Savings

Using the DSST Program to evaluate students' knowledge can reduce the amount of time an institution spends on developing tests. Additionally, faculty can be freed from the time-consuming tasks of developing competency tests. Some specific advantages of using the DSST Program include:

- The American Council on Education recommends DSST.
- Subject matter experts from across the United States contribute to the development of DSST tests.
- DSST exams are standardized using student samples that represent a wide geographic distribution of institutions throughout the United States.
- DSST exams offer consistency within an institution's testing program.
- Prometric's stringent security precautions ensure that test takers do not have prior access to tests.
- Prometric's quality-control procedures provide that score results are both valid and reliable.

### DSST Tests Attract Students to Your Institution

Institutions that use DSST as a credit-by-exam tool gain a competitive edge over other institutions since:

- DSST exams allow students to earn valuable college credits for life experiences.
- DSST exams provide flexible education options.
- DSST exams enable students to continue their education at institutions that participate in the DSST program.

More adults than ever before are returning to college and using distance learning to earn their degrees. For example, there is an increased need for employees of corporations—who cannot attend classes full-time—to update their skills and knowledge for current employment or a change in career. Some students have experienced a disruption in their education due to work or family obligations. The prospect of earning college credit by taking DSST exams can provide an incentive for these students to complete or continue the fulfillment of degree requirements at your institution.

### **DSST Tests Add Value to Employee Education Assistance Programs**

Corporate sponsorship of DSST enables employees to get college credit-by-exam and extends their professional development efforts.

### **Administering DSST Tests**

DSST is delivered on site, which offers a cost-efficient, timesaving way to use knowledge acquired outside of the classroom to accomplish professional and educational goals.

Each participating DSST test center is assigned a test center code and signs an agreement that outlines the DSST testing policies. Once the agreement has been signed and returned to Prometric, the test center is added to our website.

### **DSST Test Fee**

The candidate pays the test fee, which covers the test and scoring services. Internet-based testing fees are paid by credit card at the workstation at the time of testing. Candidates cannot pre-pay or pre-register for DSST exams before coming to your center. This is done immediately before starting their exam at the time of their appointment.

NOTE: When test takers pay their test fees by credit card, they should be reminded that test fees are not charged to their account until they select **Begin Test**.

### **Test Administration Fee**

Test centers may charge test takers an additional fee for the cost of administration in accordance with test center policy. This fee is separate from the DSST test fee and is determined by and paid directly to the test center. Most centers charge between 20 and 30 dollars depending on the area. If your test center is a member of the DANTES Fully Funded military test centers and the military candidate meets the funding requirements, then you do not charge the appointment/sitting fee. DANTES will reimburse you 25 dollars per qualified military candidate. Refer to the DANTES Fully Funded section of [getcollegecredit.com](http://getcollegecredit.com) for specifics.

### **Scheduling Tests**

DSST tests are scheduled at the convenience of the test center. The DSST program does not require testing to be done on specific dates. Prometric has no contact with the candidate involving registering, test center availability, test center fees, or pre-selecting/pre-paying for DSST exams. All this is done through the test center. Be sure to keep your test center's contact information up to date on [getcollegecredit.com](http://getcollegecredit.com).

## Test Center Qualifications

Institutions that administer DSST must be accredited by a recognized national, regional, or specialized accrediting agency. Institutions must have these tests administered by a qualified test administrator who is a permanent full-time or part-time employee on staff at the Office of Testing or other department officially responsible for managing testing services for the institution.

Corporations that administer DSST exams will proctor the tests through their Human Resources, Training Department, or Corporate College Program Office.

## Selecting a Testing Location

Testing locations must provide a standardized testing environment to test takers. Locations must be evaluated in terms of:

- Seating and writing surfaces
- Lighting, ventilation, and temperature
- Comfort and environment (noise level, access to restroom facilities)

Arrangements for seating are important to maintain the security of the tests and ensure test takers do not have an unfair advantage, while at the same time providing test takers with appropriate space in which to test.

The following suggestions may also be helpful in selecting a room to use for testing:

- Small rooms are generally more comfortable for test takers than large ones. In addition, smaller rooms allow for better security.
- The testing rooms should be arranged with all of the test takers facing in the same direction, or with appropriate spacing or partitioned where no candidate can view another candidate's monitor.
- The administrator should have unimpeded access to every test taker.
- Restrooms should be located nearby and easy to find. If necessary, post signs directing test takers to rest rooms. Restrooms should also be accessible by test takers with disabilities.
- Testing rooms should be located in a section of the building that is least likely to be affected by noise from such things as athletic events, band practice, and traffic.

**NOTE:** The testing room may not contain maps, periodic tables, posters, charts, or other materials that may be related to the test subject.

## Test Administrator Qualifications and Responsibilities

Every DSST test administrator must be a member of the faculty, administrative staff, or a member of the Human Resources/Training Department of an educational institution, governmental organization, or corporation; and have experience in administering standardized tests. Undergraduate students are not authorized to administer DSST tests at any time.

It is the test center manager's responsibility to inform your staff of the importance of security and see that all security rules are enforced without exception. You and all members of your staff involved with the test administration must become thoroughly familiar with this manual. Since the procedures detailed herein contain information that pertains specifically to the administration

of DSST tests, we ask that you and your staff read this manual carefully prior to the test date.

The test center manager is the primary contact and is responsible for the appropriate administration of DSST tests. The test center manager has the authority to administer DSST or designate another staff person in the department to fulfill these responsibilities.

### **Adding Additional Proctors to a Site**

The test center manager is responsible for guiding secondary proctors through the proctor certification process.

The test center manager must instruct anyone interested in becoming a secondary proctor (and who fits the Test Administrator Qualifications) to follow these steps: go to [getcollegecredit.com](https://getcollegecredit.com), select **Test Center Login**, then select **Signup**. The potential secondary proctor should submit the form themselves. Once the form is submitted, the DSST Support Team will email the potential secondary proctor their next steps. The total process takes approximately four business days to complete.

If they are already a certified proctor but need a username for an additional site, they must log into TCNet and select **Register Now**, then create a username/account for each additional site they will be working at. The new username must follow the same format as their current username: test center code, first initial, last name (e.g., 7167dwilkinson).

The proctor must notify [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com) of the new username, then they will be granted permission and sent a confirmation email.

To eliminate a conflict of interest, neither the administrator nor any member of the test administration staff should be involved in any test preparation activities for which extra pay is received or for which the contents of secure Prometric tests are used. Any other activities that may give the appearance of impropriety or conflict of interest should also be avoided. The administrator and staff members must not be involved in any courses, workshops, or tutoring activities that involve drilling on test questions similar to those in the tests.

In order to maintain test security and standardization of test administrations, the test administration staff should not read or become familiar with the contents of the DSST tests. Test administration staff should not handle secure test materials or supervise the administration of DSST to persons in their own household, immediate family, or friends. In addition, no person may take any DSST while serving on test administration staff for this program. Test administration staff must abstain from taking any DSST until notifying Prometric and waiting 6 months from their last DSST administration.

**NOTE:** An "invalid" score report will be generated if testing occurs prior to the timeframe specified above.

### **Additional Test Administrator Requirements**

- Maintain the security and confidentiality of the test at all times.
- Administer DSST according to the specified test administration procedures outlined in this manual.
- Do not share a Prometric-issued username or password, or make it accessible to anyone else, including other staff members.

- Notify Prometric in writing at [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com) when employment at the testing center is ending.
- Must be full- or part-time permanent staff employed at the testing facility.
- Must complete training for test administration activities prior to administering the test by successfully completing the DSST Proctor Certification Examination.
- Must not provide access to a test or administer a test to any family member or member of household.
- Must not sit for or take a DSST test while employed as a proctor, and must not take a DSST test for 12 months after Prometric has been notified that employment as a proctor has ended.
- Must not assist candidates by disclosing test questions—including, but not limited to, the following methods: copying, photographing, screen view printing, digital transfer, transfer by handwritten use, audio or video recording, any electronic means or technology, and word of mouth.
- Must not administer tests to any candidate who does not follow standard Prometric operating procedures as outlined in this guide.
- Must be 18 years of age or older to administer a DSST test.

### **Change in Test Administrator or Site**

Whenever there is a change in the DSST test administrator, mailing address, or telephone number, Prometric must be notified via email at [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com).

### **DSST Exam Administration Process – Check-in and Proctor**

Student Identification: Prior to the test administration, all test takers must present current and valid picture identification such as a driver's license, passport, or picture student identification card. Expired identification is not acceptable. Students may not test without appropriate identification. Only test takers should be permitted into the testing room. Unauthorized visitors are not permitted in the testing room at any time. See the requirements on the acceptable forms of identification for military members' page for identification exceptions for active-duty military members.

Auxiliary Test Materials: Test takers are not to use aids unless specified on the DSST Auxiliary Test Materials List. Books, dictionaries, programmable calculators, telephones, pagers, and other communications equipment are not permitted in the testing room when taking online DSST tests.

The test administrator will provide scratch paper for all DSST tests. All scratch paper is considered a secure test material and must be collected by the TCA to be confidentially destroyed.

### **Accommodations for Candidates**

Prometric makes every effort to provide reasonable testing accommodations that enable all test takers to take examinations on a level playing field. For DSST exams, testing locations that Prometric partners with to deliver DSST exams, such as colleges and universities, play an active and significant role in determining whether and how requests for testing accommodations for students with special requirements are approved. Prometric works in partnership with these locations to ensure that test takers with unique needs have full access to the programs and

services available to their nondisabled peers.

We take pride in the amount of support we are able to provide to test takers. While requests for testing accommodations must be reasonable, approved (based upon appropriate documentation), and scheduled prior to a test taker appearing for an examination, we are committed to making sure that test takers receive the appropriate accommodations to which they are entitled.

**NOTE:** Accommodations may vary by location. Prometric may also be required to work in conjunction with a testing location to provide approved accommodations. To request a testing accommodation for an exam, call (800) 967-1139. Go to [getcollegecredit.com/test-takers](https://www.getcollegecredit.com/test-takers) to view the complete ADA packet.

## **The Testing Process**

All DSST administrators should be thoroughly familiar with the testing processes, directions, and how to manage technical support issues outlined in this manual before the test administration.

## **Security Check-In Procedures**

Candidates are not permitted to bring personal items such as notes or study materials, phones, or scratch paper into the exam room. Such materials should be stored outside of the test room in lockers or storage cabinets if available, or in the test taker's automobile.

Prior to being seated, the administrator must confirm that test takers do not have any prohibited items on them that could be used to gain an unfair advantage or steal exam content. The following security checks should be performed with each test taker prior to seating them:

- Instruct the test taker to turn their pockets inside out to verify they have no personal prohibited items on their person.
- Instruct the test taker to pull up their sleeves to ensure they do not have notes written on their arms or taped to their arms.
- Instruct the test taker to lift up their pant legs to look for notes or devices concealed in shoes or socks, and writing on legs.
- Visually inspect any head coverings for hidden wires, concealed notes, or any other item that might be used to cheat or steal exam content during the test.

## **Seating Test Takers**

Assign each test taker a seat in the room. Test takers must be seated so they cannot see each other's answers. They must all face the same direction and the administrator must be able to see everyone at all times. Refer to the section in this guide entitled "Selecting a Testing Location" for specifications. Test takers may not communicate with each other once the test has begun.

## **Proctoring the Exam**

Prometric requires continuous monitoring of exams. The following tasks are done by the proctor:

- Observing candidates by sitting directly in the test room, through a large glass viewing window, or a CCTV monitoring system



- Physically walking through the testing room at least every 8–10 minutes
- Glancing at the desktops for prohibited items
- Walking through the testing room every time you enter it to seat a candidate or answer a question
- Observing candidate behavior for suspicious actions; e.g.,
  - Candidate frequently watching the TCA
  - Candidate frequently fidgeting and/or touching their clothing
  - Candidate holding up objects to the monitor or touching testing equipment
  - Candidate acting nervous or shuffling their test materials when the TCA enters the test room
  - Candidates taking excessive unscheduled breaks

If monitoring is done visually through a glass window and/or via a closed-circuit monitoring system:

- Ensure the number of each testing station is clearly displayed on the video monitor.
- If the closed-circuit system is equipped with audio, turn the audio to a comfortable listening level.
- Have the cameras directed at the desktops so the candidates' hands can be seen.

## Misconduct

### Examples of Misconduct

- Giving or receiving assistance of any kind
- Using any prohibited aids
- Attempting to take a test for someone else
- Failing to follow test regulations or instructions of the proctor
- Causing a disturbance of any kind
- Removing, or attempting to remove, test questions and/or responses (in any format) or notes about the test from testing room
- Attempting to remove scratch paper or note boards from the testing center
- Tampering with the operation of the computer, or attempting to use it for any function other than taking the test

**IMPORTANT:** Keep in mind that to take action against a test taker involved in misconduct, evidence of that misconduct is usually required (video monitoring, confiscated notes, etc.). If the test taker engages in misconduct and is allowed to finish their test, and no evidence has been retained, Prometric and its clients may not be able to take any action. Prometric and its clients reserve the right to cancel any test result if the test engages in improper conduct.

### Handling Test Taker Disruptive Behavior and Misconduct

The first step is to warn any test taker engaging in misconduct to stop their behavior and advise them that you are required to submit a complaint regarding the misconduct. Be authoritative and take control of all situations in a professional, polite manner. In addition:

- Advise that you are required to submit a report to Prometric Headquarters regarding misconduct.
- If the candidate is in the testing room, ask the candidate to step into the proctor's area so other candidates aren't disturbed.



- If the candidate is using prohibited aids such as study materials, cheat sheets, or notes, confiscate them and do not return them to the candidate. Prometric will request them as part of their investigation.
- If the candidate has writing on their body that is being used for cheating (notes or formulas on arms, legs, etc.) have them wash the writing off so it's no longer visible. Do not let the candidate continue with their exam until the writing has been completely removed. If the candidate is not able to completely remove the writing, do not let them continue with their exam.
- If the candidate is using a prohibited device such as a phone, Bluetooth, wearable technology, etc., have the candidate store the device outside of the test room (locker, automobile, etc.) and do not allow them to continue to access it in the test room.
- Record the manufacturer and model of the device, and include that information in your Supervisor Irregularity Report. The device may be returned to the candidate after they have completed their exam. If the candidate refuses to store the device while testing, do not permit them to continue with their exam.
- Remain calm and professional while dealing with the candidate. If possible, make sure a second administrator is also present while you are interacting with the candidate.
- If an individual causes a serious disturbance and will not leave the testing center, call building security or the local emergency services agency.
- If you feel in imminent danger for yourself or others at the center, call building security or your local emergency services agency and report the threat.
- Retain any materials related to the event, such as confiscated cheat notes, etc., as they will be requested by the Prometric Security Department.

### **Use of Prohibited Items During Exams**

Ensuring that prohibited items are not brought into the testing room is a primary responsibility. If you discover any prohibited items or actions in the testing room:

- Ask for the assistance of another staff member to co-witness the incident, and to proctor the room while you are dealing with the security situation.
- Confiscate any prohibited materials in the candidate's possession, unless an electronic device, and follow directions above.

If the item(s) confiscated is in the form of written materials:

- Initial and date each page to establish a chain of custody.
- Do not return such items to the candidate.
- Retain the items for a period of 120 days.
- The Security Department will collect the paper(s) from you after reviewing your report.

**NOTE:** When approaching a candidate about a security violation, use care to avoid appearing confrontational or judgmental. If you feel that an attempt to remove a candidate would create a disturbance to other candidates, or result in a potentially threatening situation, permit the candidate to complete their exam, and file a detailed report with Prometric. If the candidate becomes threatening, call building security or the local emergency services agency and request them to escort the candidate from the test center.

### **Dismissal for Cause**

Because of the need to maintain order as well as test security in the testing room, the proctor has the authority to dismiss a test taker for misconduct. However, dismissal from the testing

room may have grave consequences for the test taker and should be a last resort. In certain cases, the proctor may be reluctant to dismiss a test taker for fear of embarrassment, disturbance to other test takers, or physical reprisal. Be sure to describe such situations in the email to [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com). The proctor should dismiss a test taker when warranted but use their best judgment in handling each situation.

The proctor should take no action unless and until they are certain a test taker has given or received assistance, used prohibited aids, or disturbed other test takers. When you are sure, immediately collect all of the test taker's test materials and dismiss the test taker from the room. Tell the test taker only that failure to abide by the test center and/or Prometric regulations has made the action necessary and provide a full account of the circumstances in an email to [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com). Be sure to include the test taker's name, test title in question, date of the test taker, your DSST Test Center Code, and any other notes confiscated during the administration.

In certain cases, dismissing or confronting a cheating candidate may cause a great disruption to other candidates or create a physically threatening situation for you or your staff. If, in your opinion, a candidate demonstrates that he or she may react in this manner, you may allow the candidate to complete the test and simply report your observations on the email to [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com). A determination will be made following investigation by Prometric, whether or not to report the scores for the candidate.

### **Filing Test Center Reports for Security Incidents**

Site Reports for security issues need to be very specific and contain information needed to maintain chain of custody. The Site Report must be emailed to [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com). When filing a report for candidate misconduct or theft, include a detailed description of the incident (facts only; do not report opinions or feelings toward the candidate):

- Was the candidate using unauthorized materials?
- Describe the materials: how you discovered them, where you discovered them, and if you confiscated them.
- Include the exact time of day when the incident occurred. This will enable Prometric Security and our client's identity the incident on the surveillance video. Initial and date any items confiscated to establish the chain of custody.

If electronic devices were being used, include the following:

- Type of device
- Manufacturer
- Model
- What was being transmitted or recorded using the device?
- Final status or resolution of incident (include whether the candidate finished their exam or not)

### **Exceptional Situations (Irregularities)**

If a test taker thinks that a test question is incorrect or ambiguous, tell that person to continue with the test and explain that the administrator will report the matter to Prometric. The proctor should do this by sending an email to [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com) with the test title and be sure to note the date the internet-based test was taken, number of the question involved, the test taker's comment, and the test taker's name and email address. Test takers may not copy test

questions for any reason.

## Score Reports Online Score Reports

Online score reports are produced immediately after the test has ended. The candidate can print their score report by clicking on the printer icon at the bottom of the screen. The candidate can also log in to their account via <https://tcnet.prometric.com/dsst> and view their score at any time after completing an exam.

## Emailed Score Reports

Candidates can log in to their account from any internet-connected device and view their scores for DSST exams. The Public Speaking exam score is the only DSST exam that cannot be viewed by logging into their online account because the exam is two parts. The Public Speaking score report will be emailed to candidates approximately 4 weeks after completion of both parts of the test.

## Official Score Reports (Transcripts)

Official score reports are mailed to the candidate's designated institution (if selected at the time of testing) within seven to ten business days. If there is no designated institution at the time of testing, no score report will be mailed, and a transcript fee will be required.

## Additional Official Score Report

Prometric maintains a permanent transcript file from which test takers may request additional transcripts that can be sent directly to an institution by completing a DSST Transcript Request Form. This form can be downloaded directly from the website at [getcollegecredit.com](http://getcollegecredit.com). The candidate will have to pay for this additional official score report.

## Score Recipient Codes

**IMPORTANT:** Refer test takers to the [getcollegecredit.com](http://getcollegecredit.com) website in order to obtain an institution code prior to launching the test. The list of participating institutions is available on the website only. If no institution code is entered at the time of testing, a \$30 transcript fee will be required.

If a code is not listed for the school of their choice, instruct them to enter the generic code 7777. The candidate must wait 10 days after completing the exam, and then can call (877) 471-9860 to provide the school's address.

If the candidate is a high school student, have them enter 0000. This will allow them to call us at a later date and receive one free score report regardless of the timeframe.

## Military Branch Site Codes

If the candidate is a military candidate, have them enter the code for their branch's transcript service or the school of their choice.

CCAF: 7992  
AARTS: 7965

SMARTS: 7964  
Coast Guard: 7968

## Retesting

Test takers must wait 30 calendar days from their last test date to retest on the same DSST title(s). Taking alternate forms of a test title does not change this policy. Any attempts to retest on the same title in less than the specified time will automatically generate an "invalid" score report. This will cause the test taker to wait an additional 30 calendar days.

## Awarding Credit for DSST

Institutions can gain additional flexibility in their programs by providing an alternative means for all students, including those in non-traditional arrangements, to receive college credit by awarding college credit for DSST scores, or continuing education credits.

The institution evaluates for itself whether a particular DSST test fulfills curriculum requisites. There is no obligation to award credit for all DSST titles. A Fact Sheet is available for each test that lists the test specifications, offers a description of the test content, provides sample questions typical of those encountered on the test, and provides the American Council on Education's recommended minimum passing scores for college credit. Fact Sheets can be downloaded from [getcollegecredit.com](http://getcollegecredit.com).

Institutions that award college credit for DSST and notify Prometric are added to the list of Participating Institutions. This directory can help attract prospective students nationwide to your institution.

If your institution currently awards college credit for DSST, and is not listed in the directory, go to [getcollegecredit.com](http://getcollegecredit.com) and fill out the form located in the **Credit Awarding Institution** section. A DSST Identification Number will be assigned to your institution and will be added to the list of participating institutions on our website.

## DSST Awareness and Advertising Materials

Prometric provides DSST publications to help increase DSST awareness. These materials are available free of charge and can be downloaded by logging into the **Resource Center** on [getcollegecredit.com](http://getcollegecredit.com).

## Technology and Software

Prometric utilizes a thin-client internet delivery model in which test questions and candidate responses are transmitted over the internet—using SSL Security—one item/response at a time during test delivery. Only a lightweight security browser must be downloaded.

### TCNet Lockdown Browser

All DSST exams, with the exception of the DSST Proctor Certification Examination, are launched in the Prometric TCNet Lockdown Browser Respondus Inc 2.1.0.06

The TCNet Lockdown Browser comes with the following enhancements:

- The new Lockdown Browser installation is faster and easier than previous versions.
- The Lockdown comes pre-configured, so there is no need to do anything else. Just install and use.
- There is support for Windows 10 & 11.

Follow the provided instructions in this manual to install, launch, and use the TCNet Lockdown Browser.

### **Prometric TCNet Lockdown Browser System Requirements**

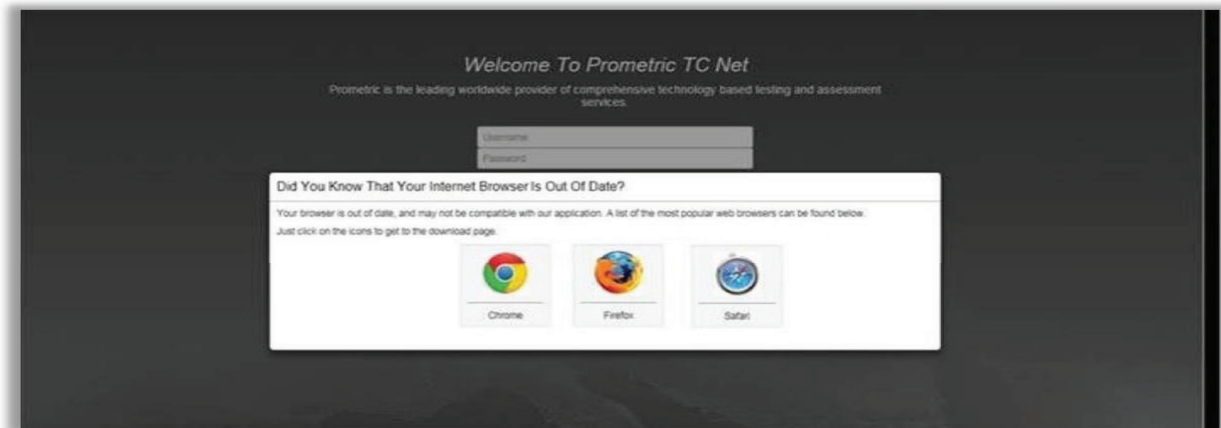
The DSST exam is administered using an internet-based testing platform. It is recommended that the exam be conducted on a computer utilizing a wired network connection, not a wireless connection.

- OS: Windows 10 & 11
- Memory: RAM: 2 GB minimum – 4 GB recommended
- Hard Disk Space (for installation of the lock down browser): Minimum 100 MBs of available hard disk space
- Browser Requirements: Chrome (most preferred), Edge, Firefox v20 or above
- Microsoft Silverlight is no longer required
- Reliable Internet Access: recommend broadband (DSL or cable) for optimal performance during concurrent testing session (in memory)
- Cookies enabled
- Popup blockers disabled
- Screen resolution of 1024 x 768 or higher
- Compatibility Mode (Internet Explorer) disabled for [prometric.com](https://www.prometric.com)

### **Important Notice**

Ensure you are using the latest version of Chrome or Firefox. If your workstations are functioning in what is known as Compatibility Mode, test takers might experience an error message. This is caused by the background operating system incorrectly identifying your browser version. If this happens, the error message would indicate that a non-compliant browser is being used. See Figure 1 below.

Figure 1



**To Prevent This Error Message**

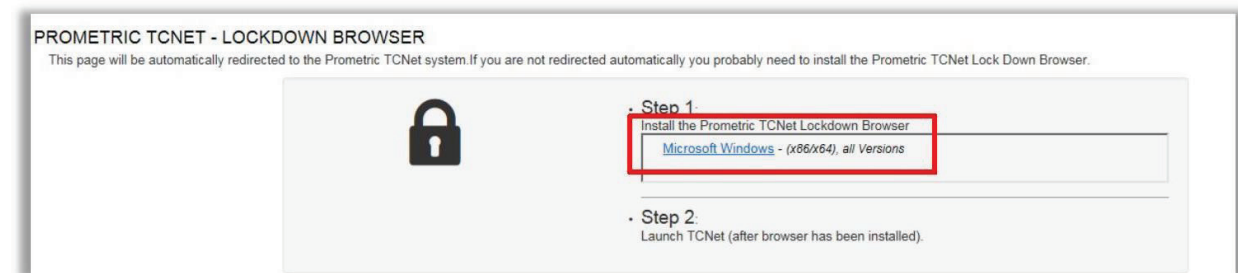
If you receive such an error message, and know you are on a compliant browser (or know you are running in Compatibility Mode), we suggest you disable the Compatibility Mode. Go to the upper right-hand corner of **Google Chrome** and click on the gear. Then click on **Compatibility View Settings**; this will bring up the box **Change Compatibility View Settings**. Remove [prometric.com](http://prometric.com) from the large box, then click **Close**. TCNet should load now.

**Installing the Lockdown Browser**

Below are the instructions on how to install the Prometric TCNet Internet Based Testing lockdown browser.

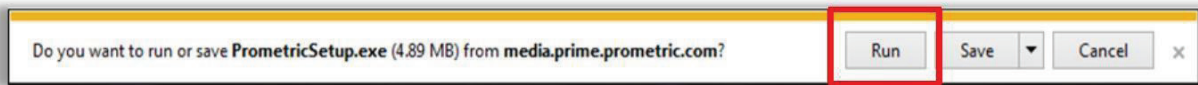
1. Open **Google Chrome** or **Firefox**.
2. Navigate to <https://tcnet.prometric.com/dsst/lockdown/start.aspx>.
3. Click the **Microsoft Windows** link under Step 1.

Figure 2



4. When prompted, click the **Run** button on the **File Download – Security Warning** message box.

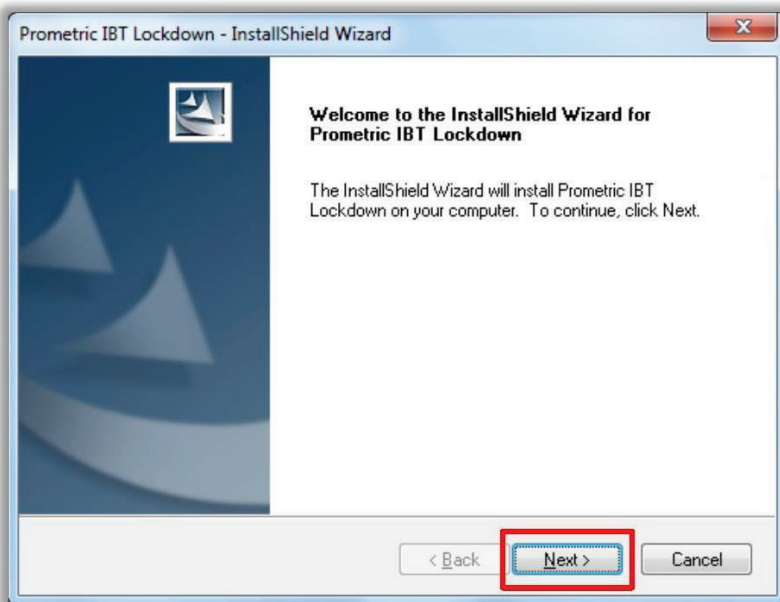


**Figure 3**

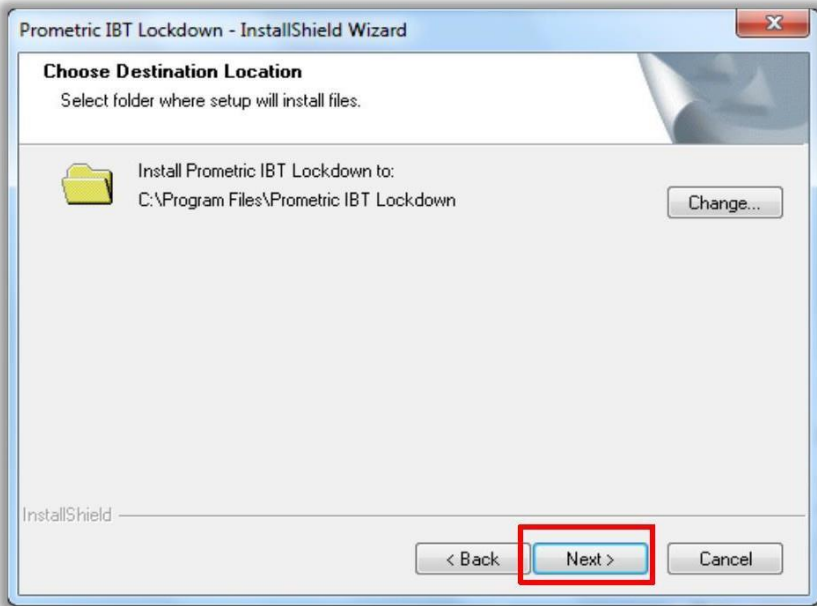
5. When prompted, click the **Run** button on the **Chrome – Security Warning** message box.

**Figure 4**

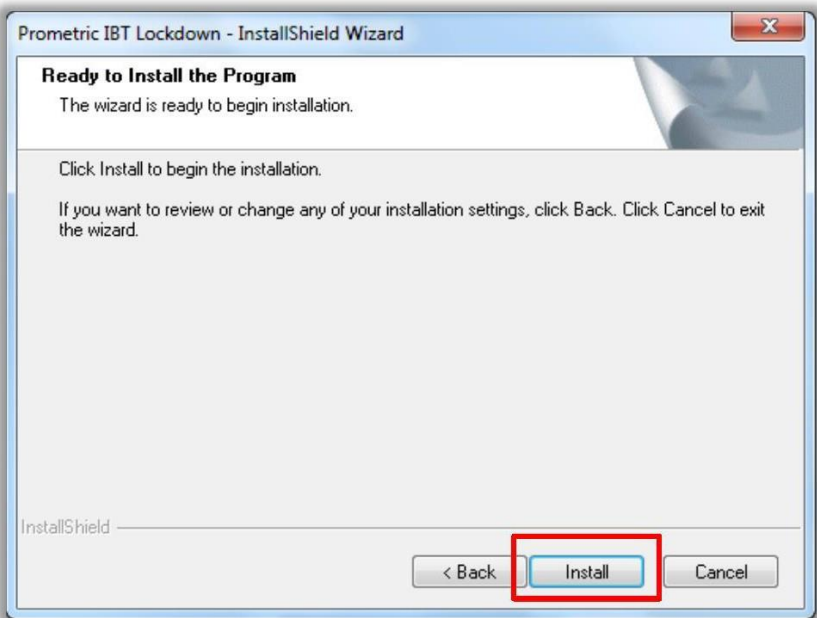
6. Click the **Next** button on the **Prometric TCNet Lockdown – InstallShield Wizard** to begin the installation wizard.

**Figure 5**

7. Click the **Next** button to verify the installation path, or, optionally, click the **Change . . .** button to change the installation path.

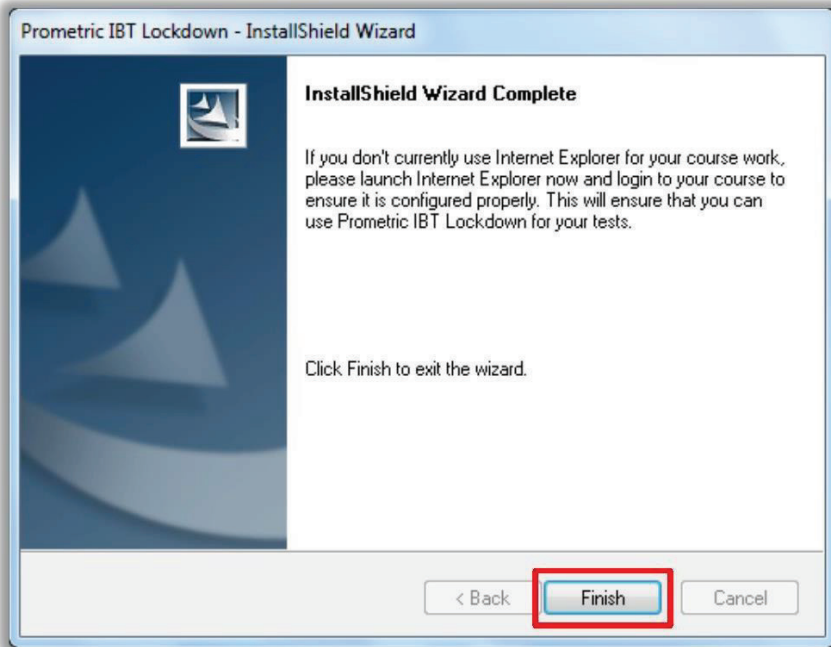
**Figure 6**

8. Click the **Install** button to begin the installation. This process may take several minutes.

**Figure 7**

9. After the installation is complete, click the **Finish** button to exit the **InstallShield Wizard**.



**Figure 8**

### Launching the Prometric TCNet Lockdown Browser

1. Open **Google Chrome / Firefox**.
2. Navigate to <https://tcnet.prometric.com/dsst/lockdown/start.aspx>. If you have already installed the Prometric TCNet Lockdown, click Step 2: Launch TCNet (after browser has been installed). If not, refer to the instructions for installing the Prometric TCNet Lockdown.
3. Allow the candidate to register/login on the first screen, select their exam, then authenticate when prompted by entering your proctor credentials.

### Lockdown Browser TCNet Technical Support

If you have trouble installing the Lockdown Browser, call (866) 794-3497 and select Option 1. Technical support is also available at <https://ehelp.prometric.com/dsst/s/> for eHelp (chat).

In the event that you have a candidate who may have lost a significant amount of allotted testing time due to technical issues, contact support immediately. Our Global Test Center Support will have the ability to extend testing time if it is warranted.

Record the ticket number provided by the Global Test Center Support for future reference. Ticket numbers are 7-digit codes that record and track site issues.

### Common Troubleshooting Steps

Almost all technical and operational issues revolve around a few common occurrences and can be easily resolved.

- The most common issue is when a proctor tries to log in to the lockdown browser. Proctors do NOT log in to the lockdown browser. The candidate does.

- The proctor will enter the credentials they used to complete the DSST Proctor Certification Exam at the screen titled **Proctor Authentication**.
- Proctor's credentials are not valid.
  - The proctor will need to navigate to the proctor domain on a separate computer and follow the steps to reset their password. The proctor domain URL is [https://tcnet.prometric.com/dsst\\_proctor](https://tcnet.prometric.com/dsst_proctor).
  - The proctor must be certified and have received the confirmation email.
- When attempting to resolve an issue on your own, your first step should be to clear the cache of Internet Explorer. This can correct issues with candidate credentials or an incorrect webpage displaying.
  - Open **Chrome/Firefox**.
  - Select the gear symbol in the upper-right corner of the browser.
  - Select **Internet Options** from the menu.
  - Select the **Delete** button on the dialog box that appears.
  - Check all the boxes except the top box for **Preserve Favorite Website Data**.
  - Select the **Delete** button.
  - Select **OK**, exit the browser, and attempt to re-launch the exam.
- Candidate cannot log in to the Lockdown Browser.
  - Have the candidate make another account if they are not able to recover their password. Principals of Public Speaking, Parts 1 and 2, can be taken with separate usernames as long as the SSN is valid.
- Candidate cannot print their score report.
  - The candidate can log in to <https://tcnet.prometric.com/dsst> from any computer and can view or print their score.

### How to Complete Proctor Certification

All proctors delivering DSST tests via the internet must take the DSST Proctor Certification Examination and a Principles of Public Speaking – Functionality Test in the Prometric TCNet proctor domain. You can do the certification on any computer with an internet connection and compatible web browser. You CANNOT complete the DSST Proctor Certification Examination in the TCNet Lockdown Browser. Each proctor must have their own username and password for each location at which they proctor.

**NOTE:** You must have a headphone/microphone combination headset to complete the Principles of Public Speaking – Functionality Test.

If you do not have a headphone/microphone combination headset, Prometric can ship a set to your center. Email [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com) with the request, and include your name, shipping address, and DSST four-digit site code.

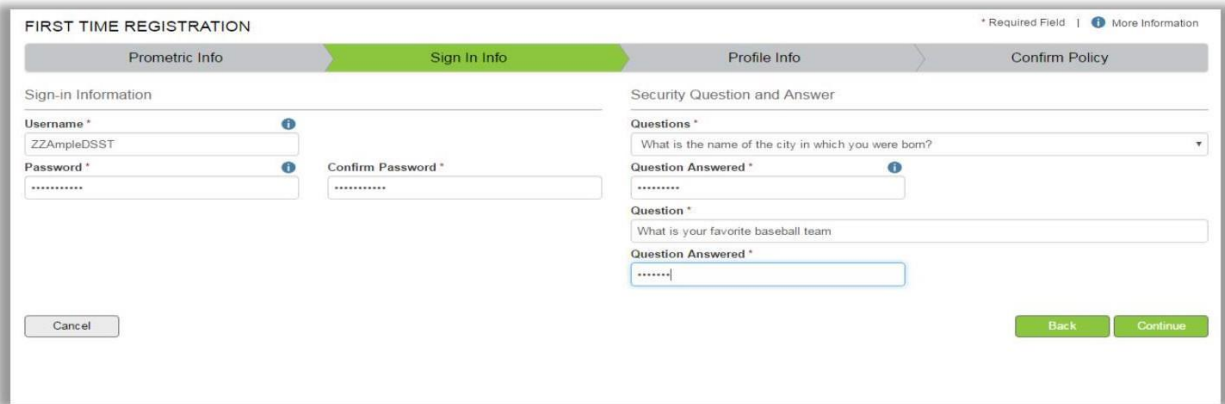
### Registering/Logging in and Completing the DSST Proctor Certification Examination

The username and password you create will be used during the candidate “live” testing process.

1. Navigate to [https://tcnet.prometric.com/dsst\\_proctor](https://tcnet.prometric.com/dsst_proctor).
2. Select **Register Now**. If you already have an account, log in and proceed to Step 8. The username and password you were issued for [getcollegecredit.com](https://getcollegecredit.com) are **NOT** the same as this TCNet proctor account. They are two different systems. To keep things simple, you can make the passwords for the two accounts the same.

3. On the **Prometric Info** screen, select **DSST – Proctor and Site Readiness** from the **Select a Test Provider or Program** drop-down menu. Leave all other fields blank. Select **Continue**.
4. On the **Sign in Info** screen, complete the required fields. See Figure 9 below. Username and Proctor ID must follow this format: 4-digit site code + initial of first name + full last name. (e.g., **1234jdoe** for a proctor with the name Jane Doe at DSST site 1234.) Any other format will be rejected after completing the DSST Proctor Certification Examination. You will also create your own security question on this screen, in addition to a password and pre-defined secret question.

**Figure 9**



**FIRST TIME REGISTRATION** \* Required Field | More Information

Prometric Info | **Sign in Info** | Profile Info | Confirm Policy

Sign-in Information

Username \*  
ZZAmpLeDSST

Password \*  
.....

Confirm Password \*  
.....

Security Question and Answer

Questions \*  
What is the name of the city in which you were born?

Question Answered \*  
.....

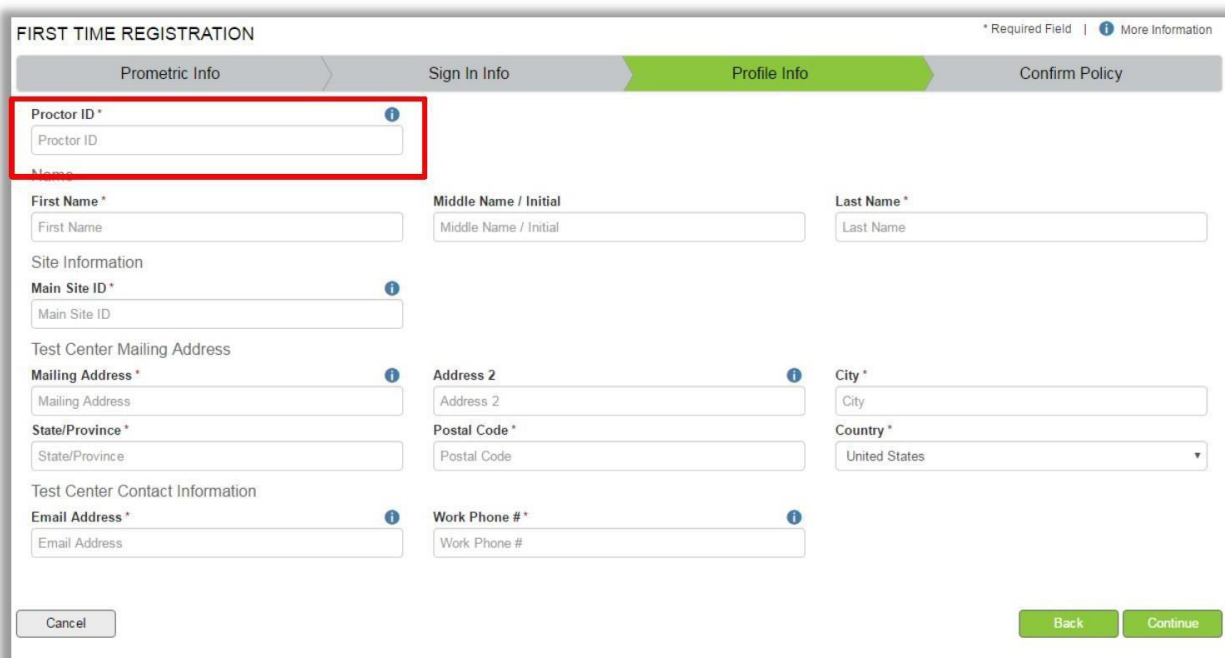
Question \*  
What is your favorite baseball team?

Question Answered \*  
.....

Cancel | Back | Continue

5. On the **Proctor Info** screen, enter the information in the required fields marked with an asterisk (\*). The Proctor ID on this screen must be the same as your username (4-digit site code + initial of first name + full last name).

**Figure 10**



**FIRST TIME REGISTRATION** \* Required Field | More Information

Prometric Info | Sign In Info | **Profile Info** | Confirm Policy

**Proctor ID \***  
Proctor ID

Name

First Name \*  
First Name

Middle Name / Initial  
Middle Name / Initial

Last Name \*  
Last Name

Site Information

Main Site ID \*  
Main Site ID

Test Center Mailing Address

Mailing Address \*  
Mailing Address

Address 2 \*  
Address 2

City \*  
City

State/Province \*  
State/Province

Postal Code \*  
Postal Code

Country \*  
United States

Test Center Contact Information

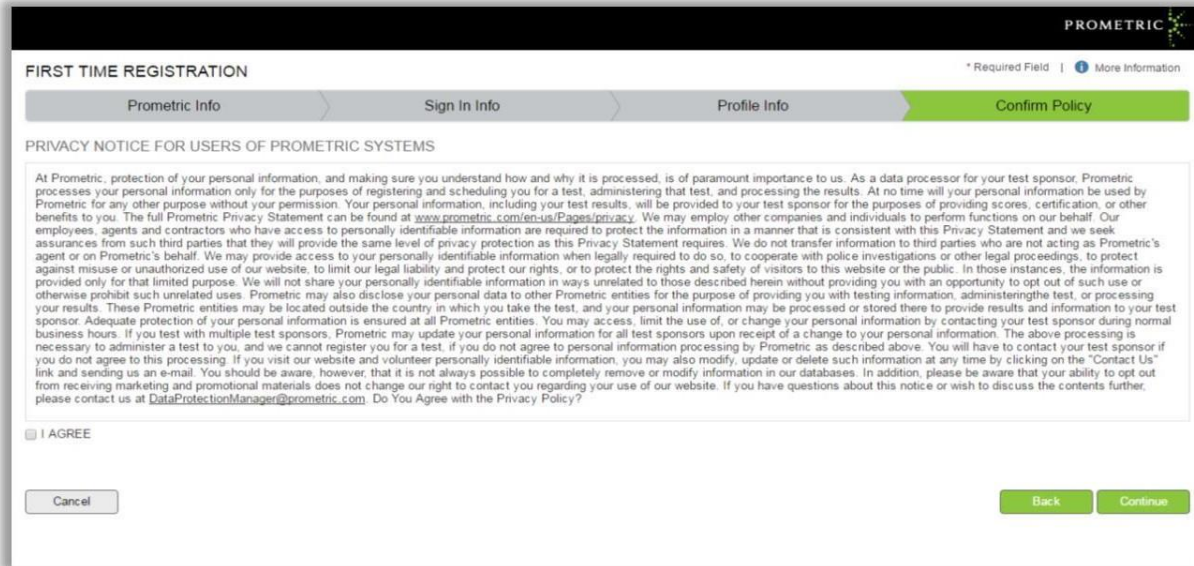
Email Address \*  
Email Address

Work Phone # \*  
Work Phone #

Cancel | Back | Continue

6. Select **Continue** to proceed to the privacy notice.

**Figure 11**



**PROMETRIC**

FIRST TIME REGISTRATION \* Required Field | More Information

Prometric Info > Sign In Info > Profile Info > **Confirm Policy**

**PRIVACY NOTICE FOR USERS OF PROMETRIC SYSTEMS**

At Prometric, protection of your personal information, and making sure you understand how and why it is processed, is of paramount importance to us. As a data processor for your test sponsor, Prometric processes your personal information only for the purposes of registering and scheduling you for a test, administering that test, and processing the results. At no time will your personal information be used by Prometric for any other purpose without your permission. Your personal information, including your test results, will be provided to your test sponsor for the purposes of providing scores, certification, or other benefits to you. The full Prometric Privacy Statement can be found at [www.prometric.com/en-us/Pages/privacy](http://www.prometric.com/en-us/Pages/privacy). We may employ other companies and individuals to perform functions on our behalf. Our employees, agents and contractors who have access to personally identifiable information are required to protect the information in a manner that is consistent with this Privacy Statement and we seek assurances from such third parties that they will provide the same level of privacy protection as this Privacy Statement requires. We do not transfer information to third parties who are not acting as Prometric's agent or on Prometric's behalf. We may provide access to your personally identifiable information when legally required to do so, to cooperate with police investigations or other legal proceedings, to protect against misuse or unauthorized use of our website, to limit our legal liability and protect our rights, or to protect the rights and safety of visitors to this website or the public. In those instances, the information is provided only for that limited purpose. We will not share your personally identifiable information in ways unrelated to those described herein without providing you with an opportunity to opt out of such use or otherwise prohibit such unrelated uses. Prometric may also disclose your personal data to other Prometric entities for the purpose of providing you with testing information, administering the test, or processing your results. These Prometric entities may be located outside the country in which you take the test, and your personal information may be processed or stored there to provide results and information to your test sponsor. Adequate protection of your personal information is ensured at all Prometric entities. You may access, limit the use of, or change your personal information by contacting your test sponsor during normal business hours. If you test with multiple test sponsors, Prometric may update your personal information for all test sponsors upon receipt of a change to your personal information. The above processing is necessary to administer a test to you, and we cannot register you for a test, if you do not agree to personal information processing by Prometric as described above. You will have to contact your test sponsor if you do not agree to this processing. If you visit our website and volunteer personally identifiable information, you may also modify, update or delete such information at any time by clicking on the "Contact Us" link and sending us an e-mail. You should be aware, however, that it is not always possible to completely remove or modify information in our databases. In addition, please be aware that your ability to opt out from receiving marketing and promotional materials does not change our right to contact you regarding your use of our website. If you have questions about this notice or wish to discuss the contents further, please contact us at [DataProtectionManager@prometric.com](mailto:DataProtectionManager@prometric.com). Do You Agree with the Privacy Policy?

I AGREE

Cancel Back Continue

7. Review the agreement on the **Confirm Policy** screen, check the **I Agree** box, then select **Continue**. The **News and Information** page will now display as the registration process is complete.
8. If you are ready to take the certification exam, choose **Take Test** from the candidate drop-down menu.
9. Select **Take** from the **Take Test Category**.
10. Confirm **DSST Proctor and Site Readiness** is shown in the **Public Tests** box. Do not enter anything into the **Private Test or Eligibility Test** boxes.
11. Select **Submit**.
12. Select **Take Test** to the right of the **DSST Proctor Certification Exam**.
13. Select **Take This Test!** Answer the questions and follow the prompts to end the test.
14. At the test results page, click **Continue**.
15. You can take the certification exam as many times as needed and the exam is open-book. ALL answers are in this guide.
16. If you are ready to complete the Principles of Public Speaking – Functionality Test, select the **Dashboard** option and follow Steps 8–10 above, but this time select the DSST Public Speaking – Functionality Test. If you are not ready to complete the Principles of Public Speaking – Functionality Test, select **Sign Out**. Your results will be emailed to you. **You must allow 2–4 days for the certification status to take effect.** You will receive notification. You will not be able to proctor a candidate's exam until you receive the confirmation email.

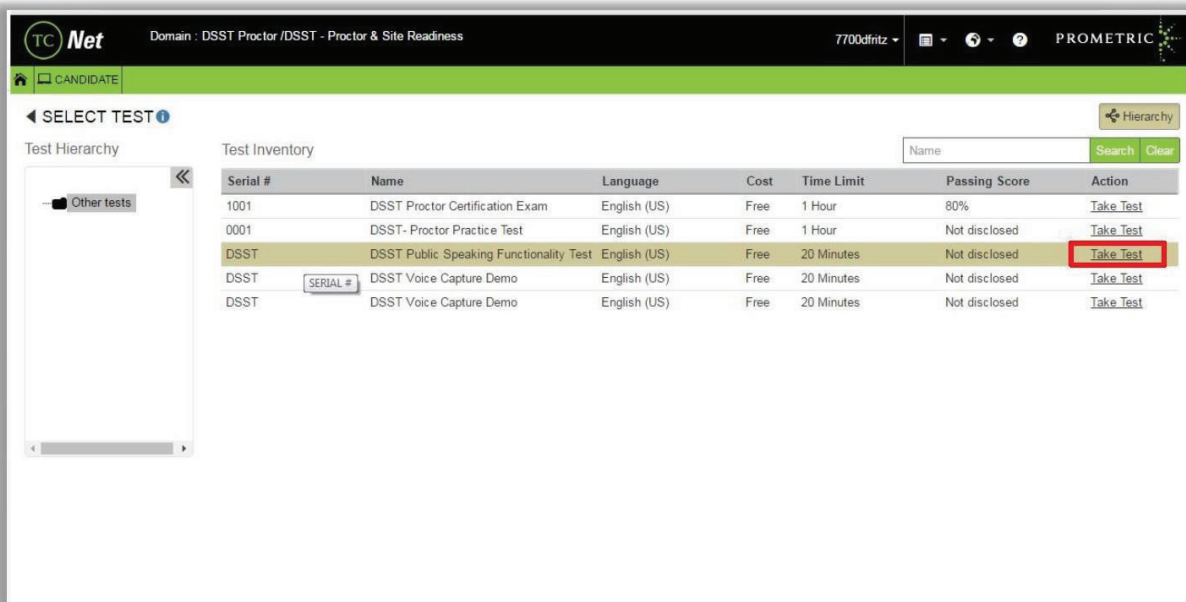
### How to Run the Public Speaking – Functionality Test

All new proctors must first go through the process of running a Public Speaking – Functionality Test to administer Public Speaking tests.

1. Confirm you have a headphone/microphone combination headset. If you do not have a

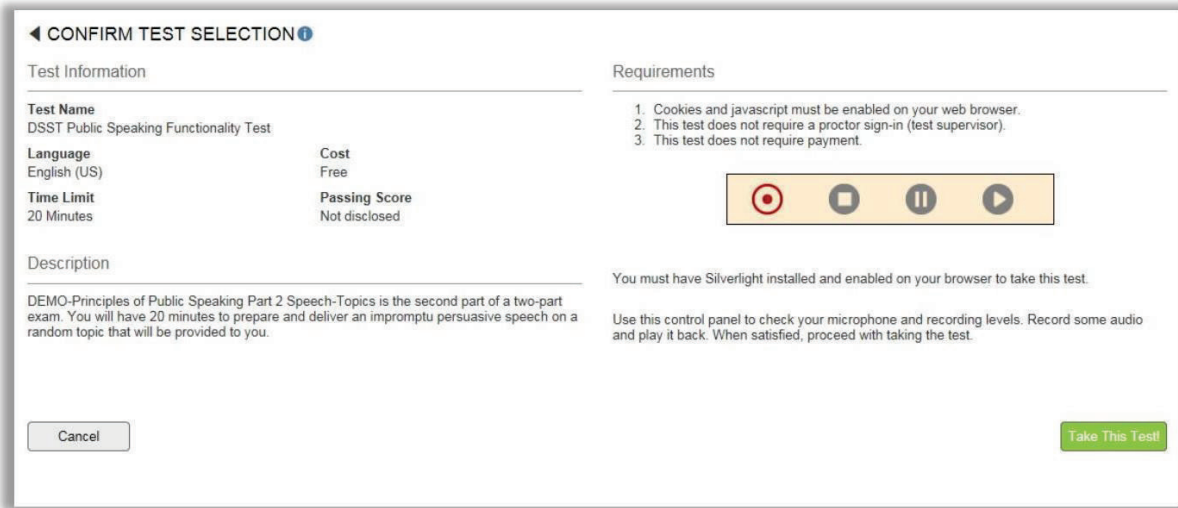
- set, place an order by sending an email to [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com). Once you receive the headset, you can proceed with Step 2.
2. Type the following URL in your web address bar:  
[https://tcnet.prometric.com/dsst\\_proctor](https://tcnet.prometric.com/dsst_proctor).
  3. Sign in (assuming you have already registered).
  4. Enter the proctor username and password you created when you took the DSST Proctor Certification Exam.
  5. Choose **Take Test** from the candidate menu in the upper left.
  6. Confirm **DSST Proctor and Site Readiness** is shown in **Public Tests**. Click **Submit**.
  7. Select **Take Test** to the right of the **Public Speaking – Functionality Test**.

Figure 12



8. Select **Take This Test!** on the next screen.
9. Select the record symbol to record audio. You must then play back the entire audio recording.

**Figure 13**



10. Select **Take This Test.**
11. Select **Begin Test.**



## How to Run a DSST Demo Exam

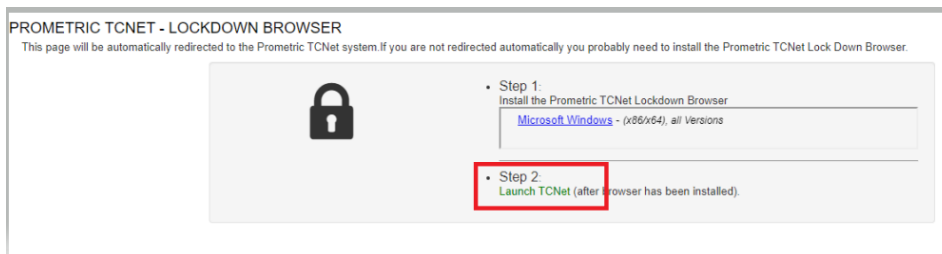
It is recommended that each Proctor run a DSST Demo Exam prior to their first administration or after an extended period of inactivity. To run a DSST Demo, follow these instructions.

1. Initiate the Lockdown Browser. *(If you have not installed the Lockdown Browser, the test will not launch. Refer to the section of this document "Installing the Lockdown Browser" if needed.)*

a. Open **Google Chrome** or **Firefox**.

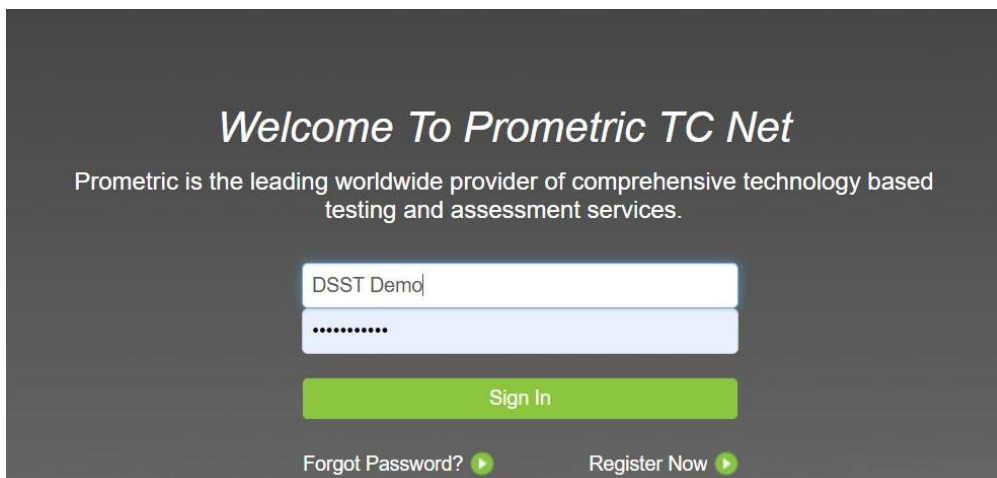
b. Go to <https://tcnet.prometric.com/dsst/lockdown/start.aspx>

c. The Welcome page should automatically load. If not, select **Launch TCNet**. Select the option to continue or allow at any security prompts.

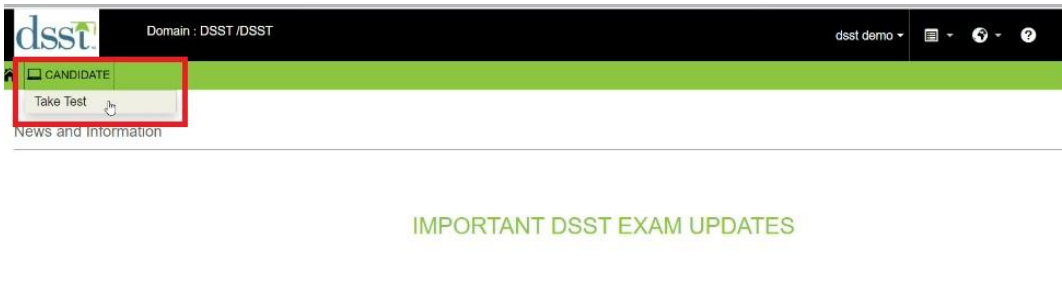


2. At the Welcome Page, **sign-in** using the below username and password (normally the candidate would either sign- in (if they took a DSST exam before) or register at this screen).

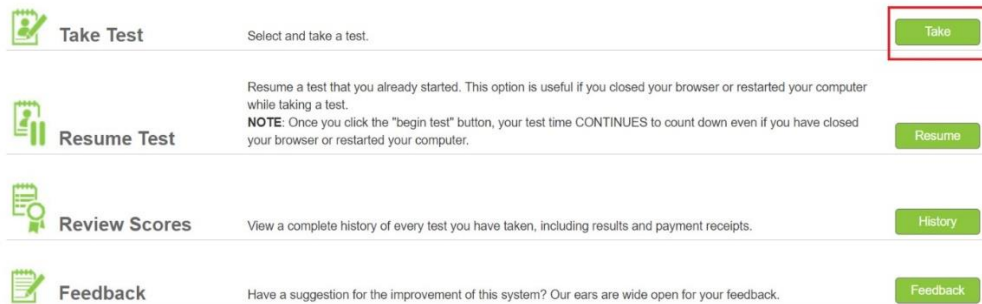
- Enter Username: **DSST Demo** (Be sure to include the space between DSST and Demo)
- Enter Password: **Dsst@1dsst** (Password is case-sensitive)



3. Select **Take Test** from the Candidate drop down menu.

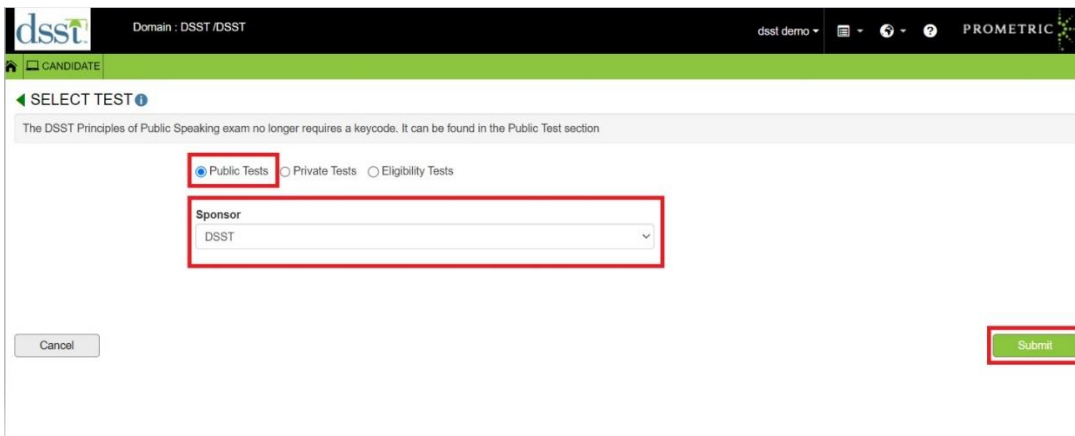


4. Select **Take** next to the Take Test category.



5. At the next screen, ensure DSST is the selected sponsor and leave **Public Tests** selected. Select **Submit**.

(\*If prompted, do not change anything on the Update My Information page\*)





6. At the next screen, select **Take Test** next to the **Principles of Public Speaking Part 2**.

Serial #	Name	Language	Cost	Time Limit	Passing Score	Action
DSST ST815	Principles of Public Speaking	English (US)	\$100 USD	2 Hours	400	Take Test
DSST ST823	Principles of Public Speaking Part 2	English (US)	Free	20 Minutes	Not disclosed	Take Test

7. Select the **record symbol** to record audio. You must then **play back** the entire audio recording.

**Test Information**

**Test Name**  
Principles of Public Speaking Part 2


**Language**  
English (US)

**Time Limit**  
20 Minutes

**Description**  
Principles of Public Speaking Part 2 is the second part of a two-part exam. You will have 20 minutes to prepare and deliver an impromptu persuasive speech on a random topic that will be provided to you.

**Requirements**

1. Cookies and javascript must be enabled on your web browser.
2. This test does require a proctor sign-in (test supervisor).
3. This test does not require payment.
4. You have already begun this test, so you must resume the test already in progress.



Use this control panel to check your microphone and recording levels. Record some audio and play it back. When satisfied, proceed with taking the test.

8. Select **Take This Test!**.

**Language**  
English (US)


**Time Limit**  
20 Minutes

**Description**  
DEMO-Principles of Public Speaking Part 2 Speech-Topics is the second part of a two-part exam. You will have 20 minutes to prepare and deliver an impromptu persuasive speech on a random topic that will be provided to you.

**Cost**  
Free

**Passing Score**  
Not disclosed

3. This test does not require payment.



Use this control panel to check your microphone and recording levels. Record some audio and play it back. When satisfied, proceed with taking the test.

**Take This Test!**

9. At the Proctor Authentication screen, **enter the proctor username and password** created when taking the DSST Proctor Certification Exam. This is NOT the logon you use for accessing GetCollegeCredit.com, though the username will be the exact same. The password will be what you created when registering to take the DSST Proctor Certification Exam.

PROCTOR AUTHENTICATION ⓘ

**Candidate Name**  
DSST ZZDEMO

**Username \***

**Password \***

**Location**  
Not applicable

Cancel

Submit

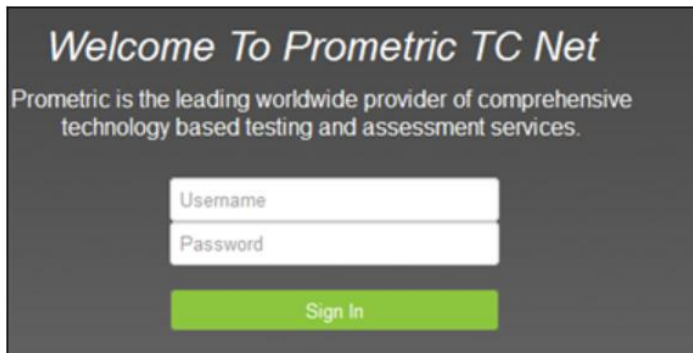
10. Select **Submit** and **Begin** the Test.

**\*\*NOTE:-** In Case the above method for demos does not work perfectly, or you face any issue with the above method Kindly follow the alternative method given below. **\*\***

1. Go to <https://tcnet.prometric.com/dsst/lockdown/start.aspx> to access the demo with the lockdown browser.

**\*\*Note :-** It is recommended only to use Lockdown browser to launch demos. **\*\***

2. On the login screen, enter **DSSTDemoZ** as the username and enter **Dsst@dsst1** as the password, and then click the Sign In button.



Welcome To Prometric TC Net

Prometric is the leading worldwide provider of comprehensive technology based testing and assessment services.

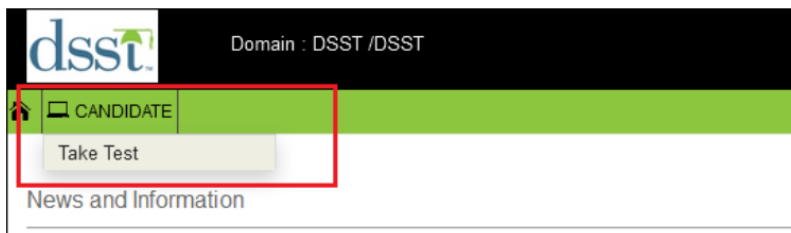
Username

Password

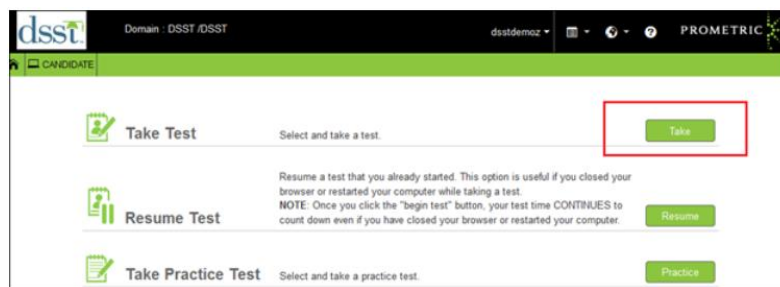
Sign In

## **Launching the demo and system functionality test**

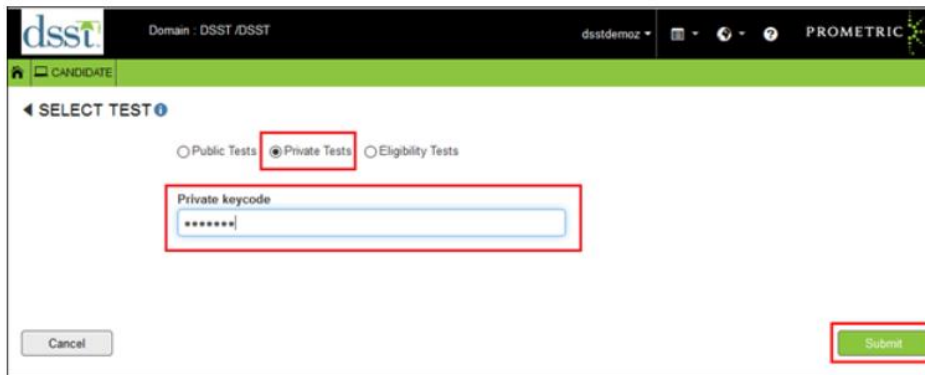
1. After logging in with the DSST demo account, click on the **CANDIDATE** menu and select **Take Test**.



2. Click the **Take** button in the Candidate menu.



3. Click on **Private Tests**, type **voice** in the “**Private keycode**” field, and then click **Submit**.



4. After entering the Private Tests keycode, the **Confirm Test** Section page will be displayed.

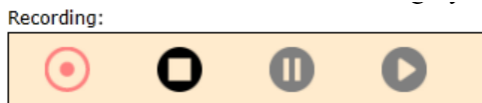
5. “**Do you want to allow camera and microphone access?**” pop-up alert will appear. Select **Remember my answer** and then click **Yes**.

6. The audio recorder will appear in the bottom right-hand corner of the screen.



7. A system functionality test (recording audio and then playing the audio) must be performed before the exam can be launched. Click the **Record** button to begin the recording test, and then speak into the headset microphone.

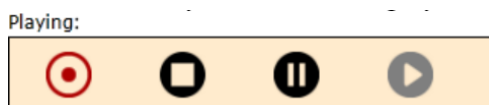
**\*\*Note:** The **Record** button will be grayed-out during recording. **\*\***



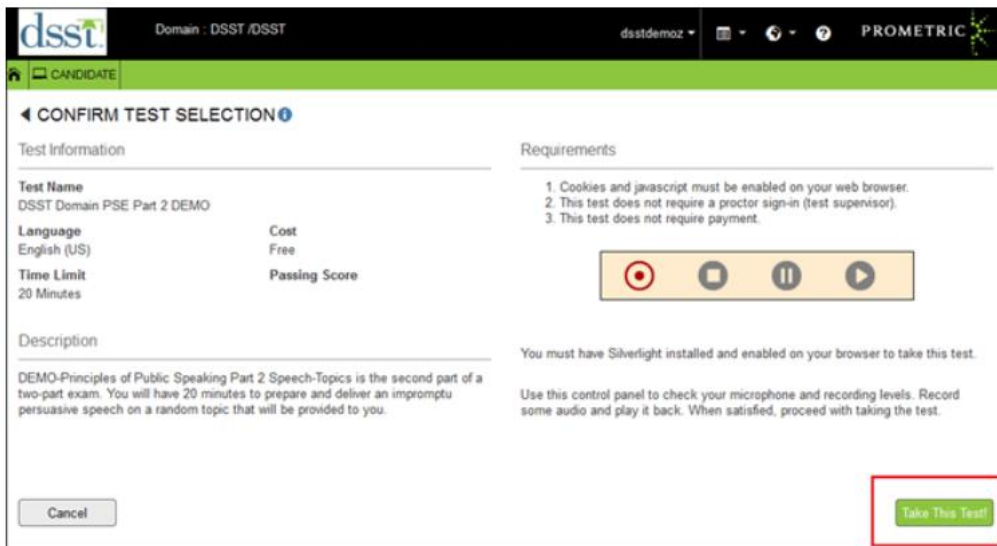
8. Click the **Stop** button when done recording the test message.

9. Click the **Play** button to listen to the recording. This is done to ensure the device has properly recorded.

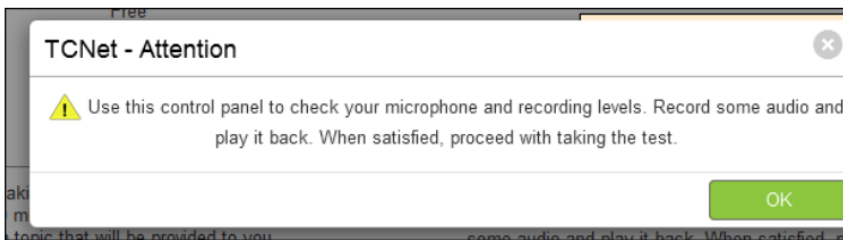
**\*\*Note:** The **Play** button will be grayed-out during playback. **\*\***



10. When comfortable with the controls, click **“Take This Test!”** to launch the demo.



**\*\*Note:** If you receive the message **“Use this control panel to check your microphone and recording levels. Record some audio and play it back. When satisfied, proceed with taking the test”**. \*\*



## Launching a Live Test

The following instructions are for launching a live candidate's test. Assist the candidate through the entire registration process where needed. It is critical that you advise the candidate to enter all information accurately. The test center code the candidate enters for both testing and the Score Report Recipient must be accurate. Have the candidate search for their institution on [getcollegedcredit.com](https://getcollegedcredit.com) if they do not know the 4-digit code. The candidate will have their transcript sent to the school free of charge as long as they enter a valid site code during the registration process.

1. Initiate the Lockdown Browser. (If you have not installed the Lockdown Browser, the test will not launch. Refer to the section of this document titled "Installing the Lockdown Browser" if needed.)
  - a. Open **Chrome/Firefox**.
  - b. Go to <https://tcnet.prometric.com/dsst/lockdown/start.aspx>.
  - c. The **Welcome** page should automatically load. If not, select **Launch TCNet**. Select the option to continue or allow any security prompts.
  
2. At the **Welcome** page, have the candidate select either **Sign In** or select **Register Now**.

- a. **Sign In** – Select if candidate has previously taken a test.
  - i. Candidate will be required to enter their username and password.
  - ii. Candidates can recover their password if they do not remember.
  - iii. Candidates can always make another username if they cannot recover their password.
- b. **Register Now** – For those who have never taken an online DSST test or cannot recover their existing username and password.

**NOTE:** If the candidate has ever taken a DSST Practice Test, they must create a new username and password when taking a live test.

3. Select a **Test Provider** (for **First-Time Testers Only**). The candidate should leave all other fields blank.
  - a. DSST – Select this domain for civilian candidates.
  - b. DSST Military – Select for approved military candidates.

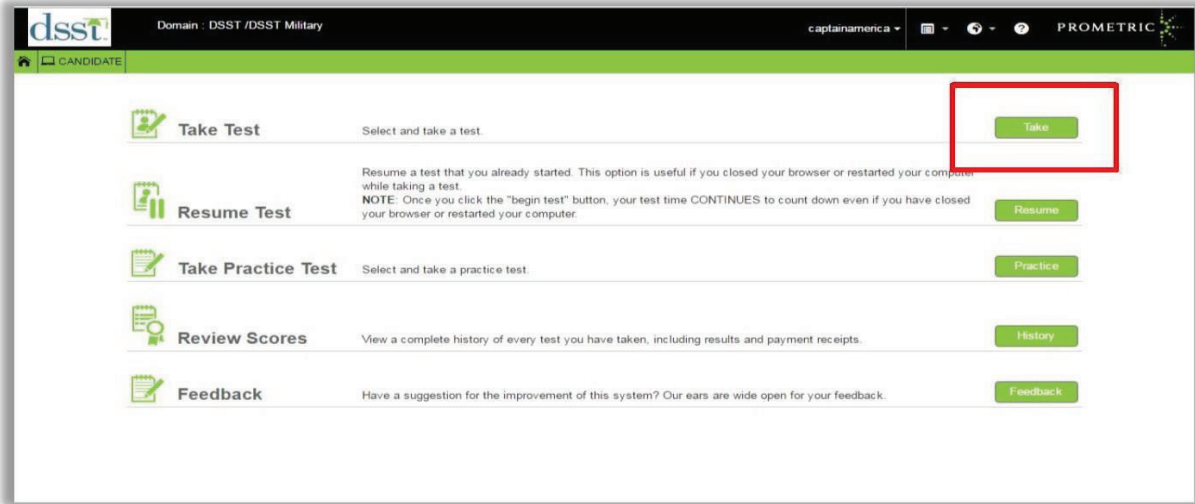
**IMPORTANT:** Review the requirements for testing authorized military candidates. Selecting the wrong test provider or program will result in an unauthorized testing session; invalidate the score report, and the 30-day retest rule will apply.

### Requirements for Testing Authorized Military Candidates

Before administering a test, ensure you and your staff are aware of the requirements for testing authorized military candidates. Military candidates are only funded for one attempt for each test title. If a military candidate has taken the title previously, either online or on paper, the candidate must select the DSST civilian domain and pay for their test. If a candidate has taken a title previously, creating a new **First Time Registration** and selecting **DSST Military** will still cause the test result to not be released until the candidate contacts Prometric and pays for the test. Selecting the wrong test provider or program can result in the following problems:

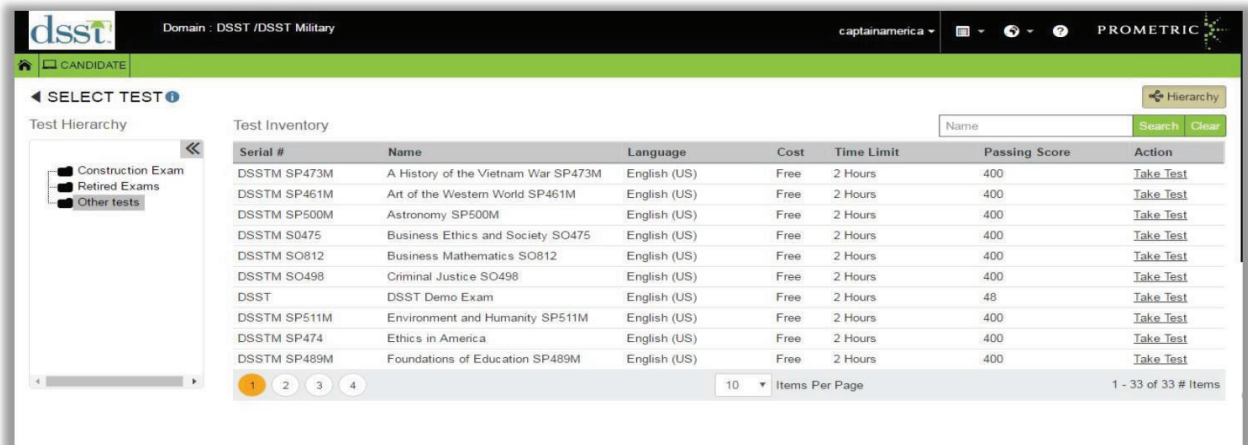
- Unauthorized testing session
  - Invalid score report
  - Application of the 30-day retest rule
1. Have the candidate complete the registration process, reminding them everything must be accurate and free of typos. The email address entered on this page is the same that will be used for delivery of score results.
    - a. **IMPORTANT:** The Institutional Score Report Recipient must contain a valid DSST ID or the report will NOT be printed and mailed and will result in a \$30 transcript fee. Valid DSST IDs can be found at [getcollegetcredit.com/find-a-test-center/](https://getcollegetcredit.com/find-a-test-center/).
  2. The candidate must accept the security policy when prompted.
  3. Select **Take Test** from the **Candidate** menu.
  4. Select **Take** next to the **Take Test** category.

**Figure 15**



5. Under **Public Tests**, select **Submit. DSST** or **DSST Military** will be the default depending on if the candidate is a civilian or military test taker.
6. Allow the candidate to choose a test. They will select **Take Test** next to the exam they want to take.

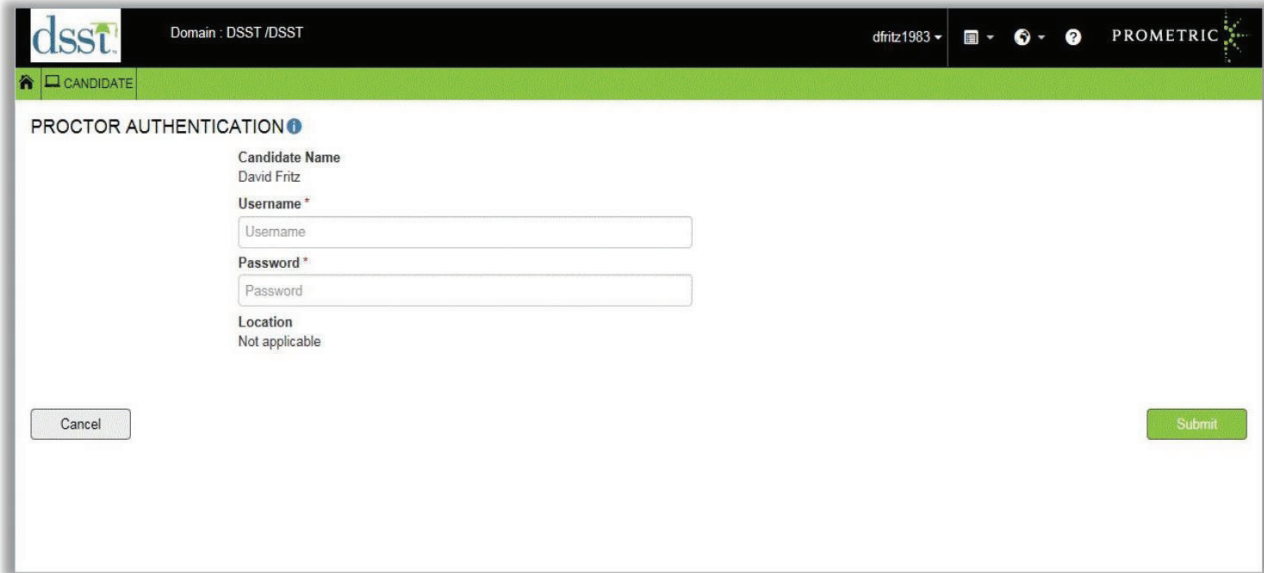
**Figure 16**



**NOTE:** They should have received this information from their academic advisor. Neither Prometric nor the site is advised to recommend what test a candidate needs to take.

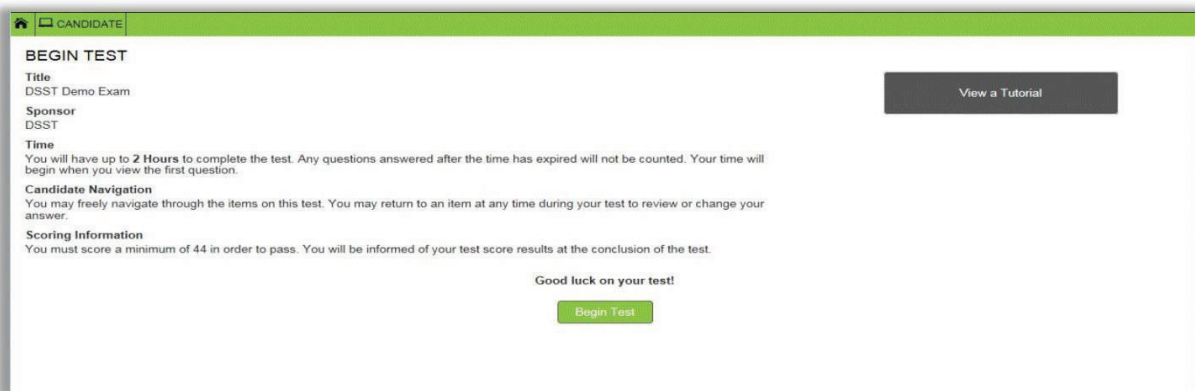
7. Select **Take This Test!** at the **Confirm Test Selection** screen.
8. At the **Proctor Authentication** screen, enter the proctor username and password created when taking the DSST Proctor Certification Exam. See Figure 17. This is NOT the login you use for accessing [getcollegecredit.com](http://getcollegecredit.com), though the username will be the exact same. The password will be what you created when registering to take the DSST Proctor Certification Exam.

Figure 17



9. Select **Submit**.
10. Select **Begin Test**.
11. At the next screen, the candidate will enter a promotional code or voucher if applicable; otherwise, leave it blank and select **Submit**. A candidate will only have a voucher if Prometric provided this information due to an authorized retest.
12. At the next screen, the candidate will enter credit card information. All fields must be accurate, or the payment will be denied, resulting in a pending charge. Pending charges will clear within three business days.
13. Have the candidate read over the Information page. The candidate has the option to view a tutorial before they start the actual test. When ready to take the live test, click **Begin Test**.

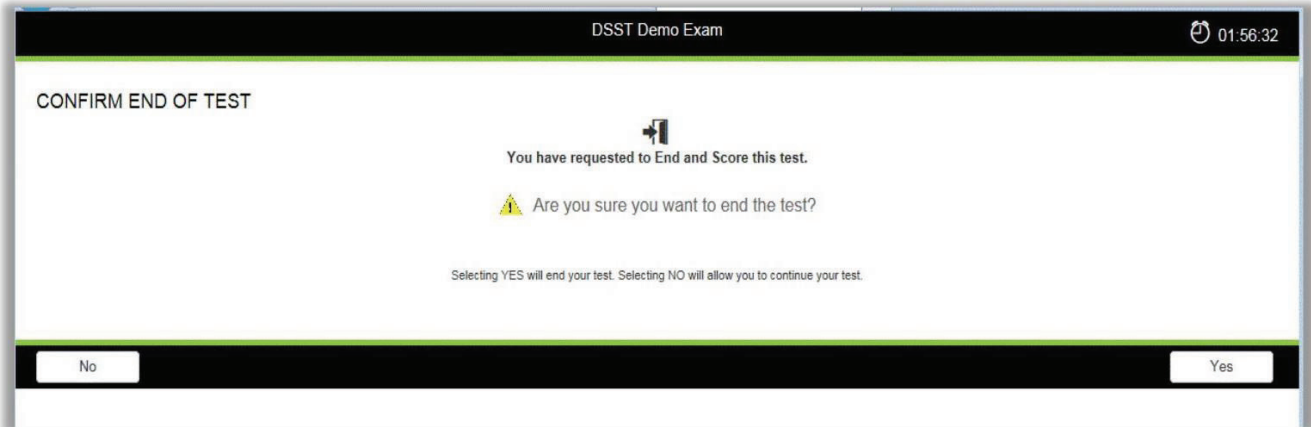
Figure 18



14. Once the test has been completed or the 2-hour time limit has been reached, the candidate will select the end test symbol (door with an arrow pointing to it). The following window will appear (Figure 19). Select **Yes** if finished, **No** if there is time left and candidate would like to continue with the test.

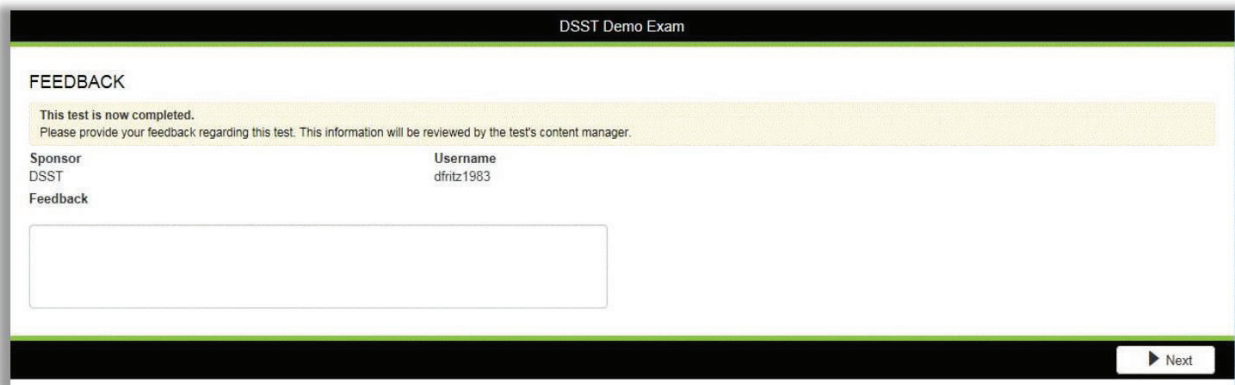


Figure 19



15. At the next screen, the candidate will have the chance to submit comments or suggestions they would like to share with Prometric. When complete, click **Next**.

Figure 20

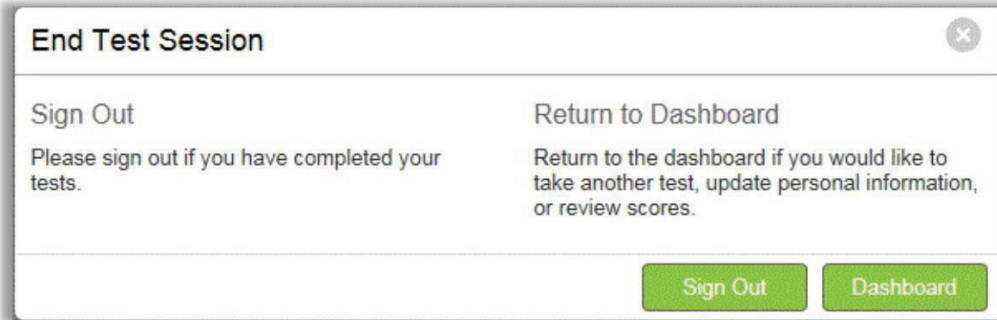


16. Review the test results page for accuracy and select **Continue**.

**NOTE:** This is not an official score report. It is intended as a candidate copy. For all tests (except Principles of Public Speaking, Part 2 – Speech Topic), after 24 hours, test takers can also go online to <http://tcnet.prometric.com/dsst>, sign in, and retrieve a copy of their score report from any computer. Official DSST score reports are mailed to the institution the candidate designated at the time of registration within 7–10 business days.

17. Select **Sign Out** if the candidate is done testing, or **Dashboard** if they are scheduled for another test.

Figure 21



18. Completely close the Lockdown Browser by clicking the **X** (close) button in the upper-right hand corner of the window.

### Printing a Score Report

After the candidate has completed the test, they can **log in** to <https://tynet.prometric.com/dsst> and print their score(s) from the **Review Scores** section after going to **Take Test** from the **Candidate** drop-down menu.

## Principles of Public Speaking, Parts 1 and 2

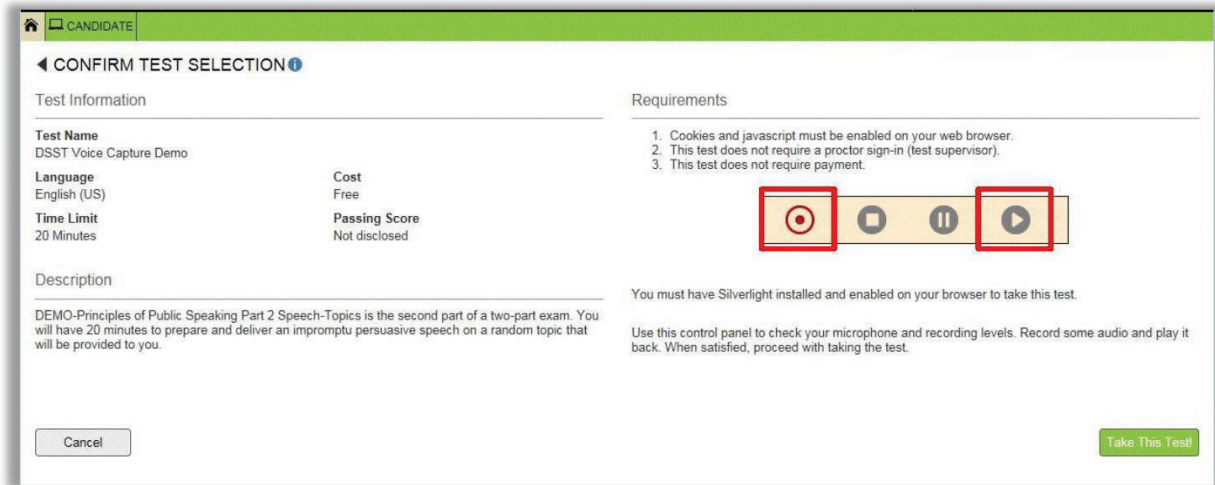
### Principals of Public Speaking – General Information

The Principles of Public Speaking test is in two parts. Part 1 is a multiple-choice test and Part 2 requires the candidate to give a speech. Part 1 takes 2 hours, similar to other DSST tests. Candidates will be able to view their score at the end of Part 1 and decide if they would like to continue and take Part 2. Please keep in mind that candidates need to pass both parts of the Principals of Public – Speaking Exam in order to receive a passing score on the exam. Part 2 is a 20-minute test with the candidate speaking into a headset to complete a 3–5 minute speech. Students must manage the 20 minutes to ensure they have time to complete the speech.

### Launching the Test

1. Verify that the computer volume is not on mute.
2. Confirm you have a headphone/microphone combination headset. If you do not have a set, place an order by contacting [dsstcenter@prometric.com](mailto:dsstcenter@prometric.com).
3. Follow Steps 1–7 of the **Launching a Live Test** section of this document.
4. For Part 1, allow the candidate to continue through the prompts and complete the exam just as with other DSST multiple-choice exams. Refer to the Launching a Live Test section if needed. If you are launching the Public Speaking – Part 2, Speech Test, continue to Step 5.
5. Have the candidate perform a functionality test of the voice recorder on the **Confirm Test Selection** screen. See Figure 22 below.
  - a. Have the candidate select the **Record** symbol and record a few seconds of audio.
  - b. Have the candidate select the **Stop** symbol to stop the recording process.
  - c. Have the candidate play back the audio, verifying it is audible, by selecting the **Play** symbol.

Figure 22

**Important Notes:**

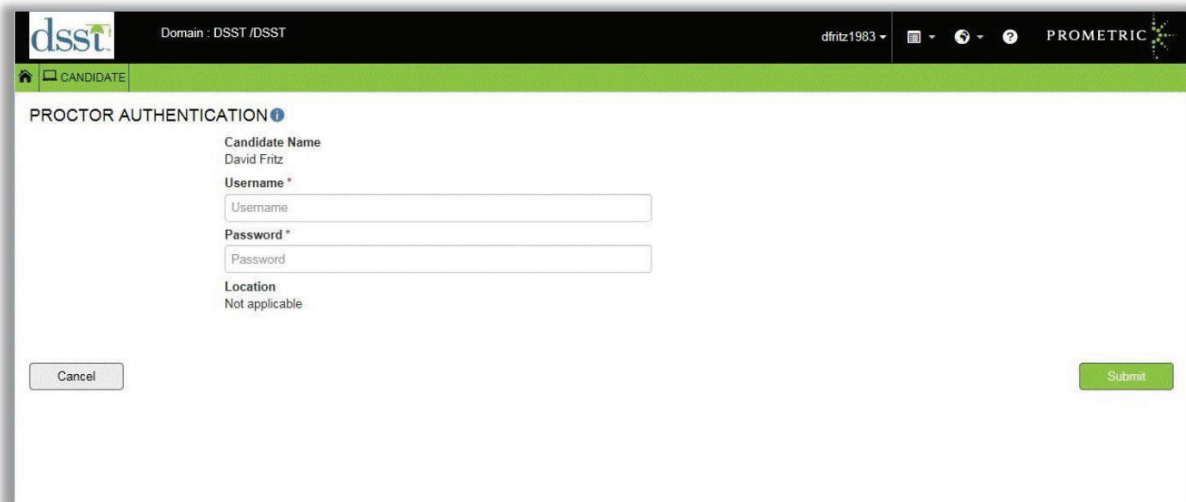
- Record and playback functions can be practiced multiple times during this process.
  - The candidate must record and play back an audio sample before proceeding to the live exam.
  - Proctor must be with candidate during this test. If the candidate cannot hear their voice on the recording, the volume control will need adjustment. The proctor will have to exit the Lockdown Browser, adjust the volume, and try again.
6. When the candidate is ready to proceed, have them select **Take This Test!** They must have recorded and played back the entire recording before proceeding, or they will get an error message similar to that in Figure 24.

Figure 24



7. On the **Proctor Authentication** screen, enter your username and password created during the registration process for the DSST Proctor Certification Exam, and select **Submit**. This ensures that only a proctor can launch the test.

Figure 25

A screenshot of the "PROCTOR AUTHENTICATION" screen in a web browser. The browser's address bar shows "Domain: DSST /DSST" and "dfritz1983". The page has a green header with "dsst" and "CANDIDATE" on the left, and "PROMETRIC" on the right. The main content area is titled "PROCTOR AUTHENTICATION" and contains the following fields:

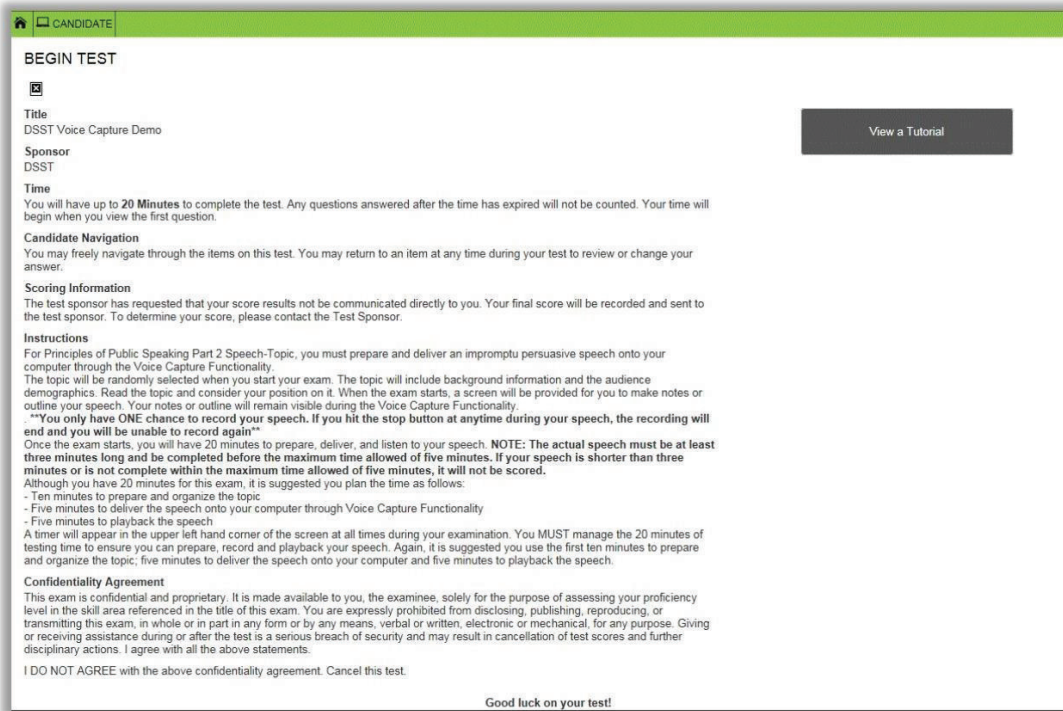
- Candidate Name: David Fritz
- Username\*: [input field]
- Password\*: [input field]
- Location: Not applicable

At the bottom, there are "Cancel" and "Submit" buttons.

**NOTE:** No test fees are collected for the Speech Topic – Part 2 test.

8. Allow the candidate time to review the information on the **Begin Test** screen. It is critical that they understand the need to manage their preparation and speech time accordingly. When ready, have the candidate select **Begin Test**.

Figure 26



### 9. Important Notes:

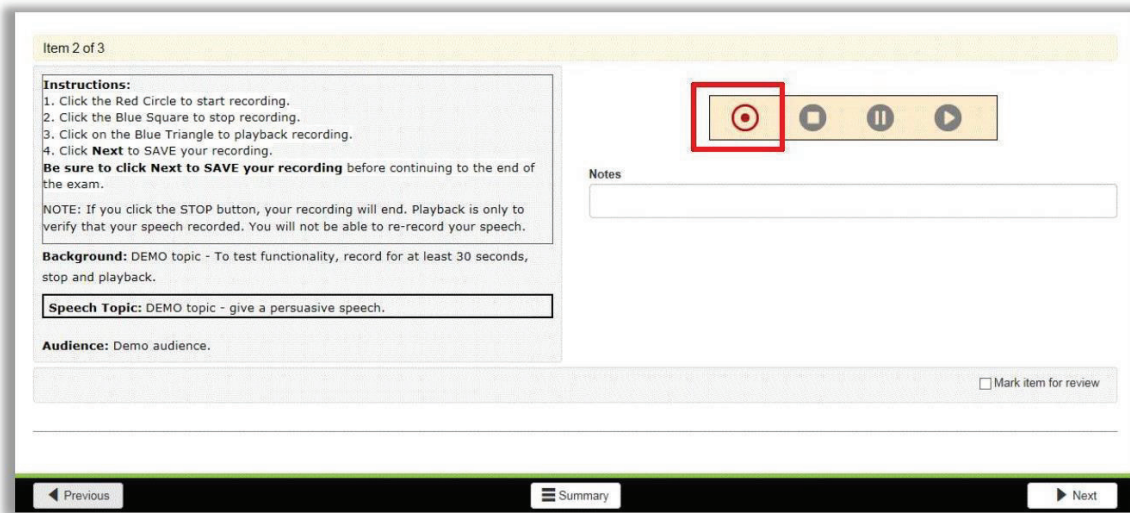
- 20-minute time limit includes exam preparation, recording, and playback
- Candidate will have 10 minutes to prepare
- 5 minutes to record speech (max)
- 5 minutes to play back the speech
- **Notes** box allows candidate to take notes for their speech
- Scratch paper should be available if they would prefer to handwrite notes
- Scratch paper must be collected when test is complete
- Speech must be 3–5 minutes; if speech is outside of these parameters, it will not be scored
- Time on the speech begins when candidate presses the record button
- Recording automatically stops after 5 minutes has elapsed
- If the **Stop** button is clicked at any time before the candidate has completed their speech, whatever has been recorded is saved and nothing more can be recorded
- Candidate can only play back what has been recorded once; candidate cannot record again
- If candidate does not begin recording with at least 5 minutes remaining, the message in Figure 27 will appear

**Figure 27**



10. Candidate should use the recommended 10 minutes to prepare the speech and select the **Record** symbol to begin recording.

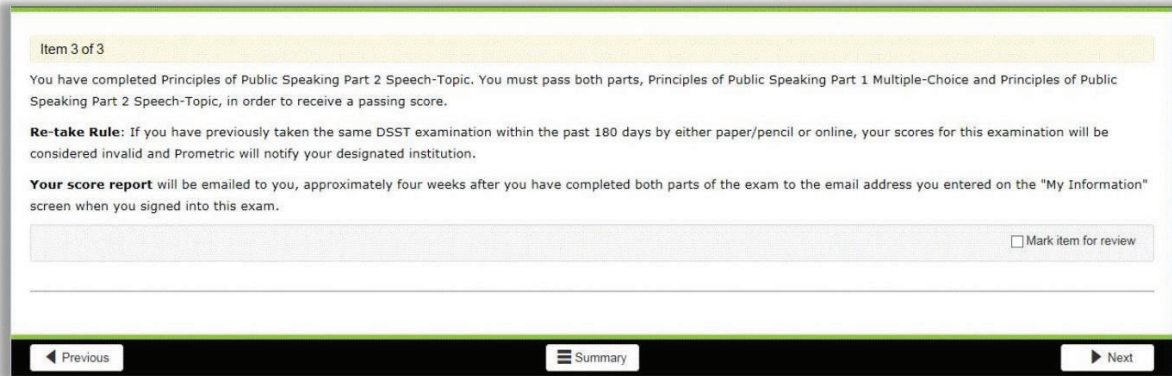
**Figure 28**



11. The candidate will select the **Stop** symbol to stop the recording of the speech. Speech must be a minimum of 3 minutes and can be a maximum of 5 minutes. If speech is outside of these parameters, it will not be scored.
12. The candidate will then need to select the **Play** symbol to play back the audio recording. The speech can only be played back one time.
13. After the candidate listens to the speech, the test is complete. Select **Next** to save the audio.
14. The next screen is an announcement that the test has been completed. The candidate will select **Next** when they are finished reviewing the information. See Figure 29 below. Information on the following topics is also provided:
  - a. You must pass both Part 1 (Multiple Choice) and Part 2 (Speech Topic) in order to receive a passing score.
  - b. The Re-Take Rule: If you have previously taken the same DSST test within the past 30 days by paper/pencil or online, scores for this test will be invalid.
  - c. The score report will be emailed to candidate approximately 4 weeks after completion of both parts of the test.

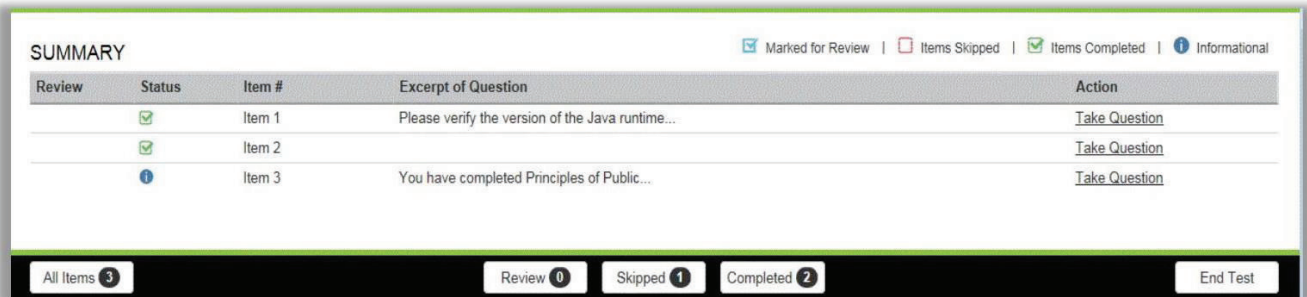


**Figure 29**



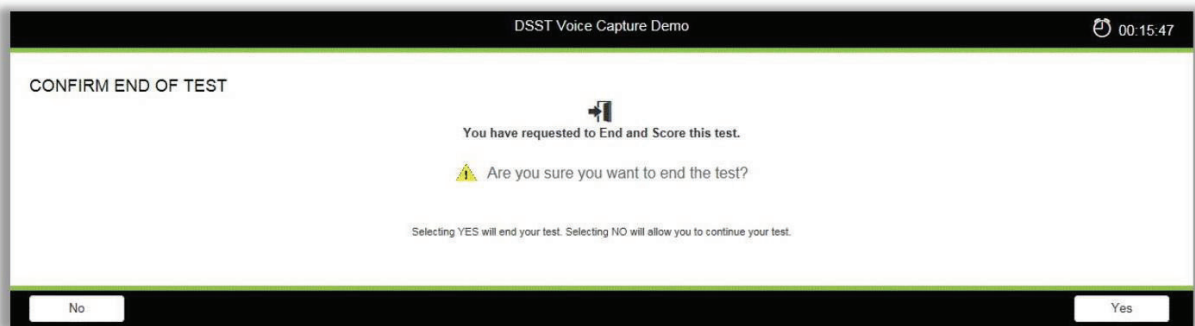
- Next will be the **Summary** screen, which indicates completion of the speech portion of the test. Select **End Test** to continue.

**Figure 30**



- Select **Yes** to confirm the end of the test. This submits the test for scoring.

**Figure 31**



- The optional feedback screen is an opportunity to document comments about the test and the testing experience. Select **Next** to continue.



**Figure 32**

18. The candidate will select **Sign Out** if they are finished testing, or **Dashboard** if they want to select another test to take.

**Figure 33**

19. If the candidate does not end the test before the 20-minute maximum, OR if the test ends while the speech is in progress, a message appears, explaining how the time has expired and the test has ended.

## Principles of Public Speaking – Frequently Asked Questions

### ***Is it recommended to allow more than one person at a time to take the speech portion of the test?***

Yes, if you have the space to accommodate multiple test takers without being distracted while speaking out loud, or if you have separate testing rooms available.

### ***What are my options if my testing center does not have the space to accommodate more than one test taker at a time?***

The multiple-choice portion can be taken as a group, with the speech scheduled individually.

### ***Can I schedule the multiple-choice part of the test for different days of the week from the speech?***

We always recommend you consider the multiple-choice and speech as one test taken on the same day, but some sites offer them separately during different days of the week. For example, a site might offer the multiple-choice test on Monday/Wednesday/Friday and the speech test on Tuesday/Thursday. However, multiple-choice should always be taken first.

### ***Is it recommended to have the tests scheduled?***

Yes, we recommend all tests to be scheduled. This prevents students from waiting in line to take a test, and ensures you have enough staff to cover the testing center. If you choose, send an email before the test day with helpful information such as parking, fees and forms of payment, what items to bring, and what is not allowed in the testing center so the test taker is prepared.

### ***I have students who want to delay taking the speech portion after completing the multiple-choice. Is that permitted? If yes, how long do they have to complete it?***

The exam can be taken in two separate parts. If the student wishes to take these separately, both parts must be completed within a six-month window. However, we recommend you administer the test as a whole and not individually. We suggest, as a best practice, you schedule the speech test the same week or within 30 days.

### ***If a candidate fails one part of the test, can they just retake the part they fail?***

No. The pass/fail result is for both parts of the test so if a candidate fails one part of the test, they must wait 30 days and re-take both Parts 1 and 2.

## Password Help

### PROCTORS

Log in to [https://tcnet.prometric.com/dsst\\_proctor](https://tcnet.prometric.com/dsst_proctor), then select **Forgot Password**. You will be presented with two methods for recovering the username/password.

Note that your password for the **Resource Center** on [getcollegecredit.com](https://getcollegecredit.com) is not linked to your TCNet proctor account password. Please keep track of these two usernames and passwords for your records.

## CANDIDATES

Instruct candidate to log in to <http://tcnet.prometric.com/dsst> and select **Forgot Password**. They will then be presented with two methods for recovering the username/password.

### Military Tester Identification Rules

The test administrator must verify that the military or military-approved candidates possess the following identification to qualify for a military-funded DSST test. Note that because the currently used Common Access Card does not contain a signature of the prospective test taker, test centers must request a second form of identification. The specifics on funded vs. non-funded military members can be found on the **DSST Military Funding Guide** page in the DANTES section of [getcollegecredit.com](http://getcollegecredit.com). Not all military members are funded.

#### Driver's License Used as Identification

For most states, military members' licenses do not expire while they remain on active duty. For example, the Pennsylvania driver's license of a service person on active duty will continue to be valid as long as active service continues outside of Pennsylvania. If they are stationed within the state, they must renew their license. There is no one website providing the policy for all the states. It depends on each state regarding when/if a driver's license for military personnel expires.

Prometric will recognize an out-of-state license—expired or not—as a valid ID when presented with an active-duty military ID.

#### Name Changes for Military Members

Active-duty military spouses are responsible for updating their driver's licenses because of name change. Names should match their dependent military ID.

#### Service Members

A current Armed Forces of the United States Common Access Card, and one other state or government picture identification with signature (typically a state driver's license), or valid passport. Many states will issue a driver's license without a picture to a military member who is stationed out of state when a driver's license expires. In this circumstance, a valid (non-expired) driver's license without a picture is an acceptable second form of identification.

#### Eligible Civil Service Personnel

- A current Armed Forces of the United States Common Access Card, and one other state or government picture identification with signature (typically a state driver's license), or valid passport; OR
- A Federal Civil Service Identification containing a picture and signature; OR
- A Federal Civil Service Identification (without picture and signature), and one other state or government picture identification with signature (typically a state driver's license), or valid passport

## Eligible Spouses

- A current United States Uniformed Services ID Card

## Approved Auxiliary Testing Materials

Below is a list of auxiliary testing materials that are permitted with DSST tests.

### Calculator Use

For tests allowing calculators, the only calculators that may be used—NO exceptions—are commercially produced handheld calculators that are battery- or solar-operated, silent, nonprogrammable, and do not have either a full alphabetic keyboard or graphical display.

Form	Test Title	Materials Allowed
424	Fundamentals of College Algebra	Calculator
450	Principles of Statistics	Calculator
524	Principles of Finance	Calculator
525	Principles of Financial Accounting	Calculator
536	Introduction to Computing	Calculator
550	Personal Finance	Calculator
812	Business Mathematics	Calculator

### Financial Tables

The test will include an online reference table to use throughout the session. The candidate can access these tables by selecting the **Summary** button and the appropriate item needed. The reference items are listed as Table 1, Table 2, Table 3, Table 4, etc.

### Scratch Paper

The test administrator will provide scratch paper for all DSST tests. All scratch paper is considered a secure test material and must be collected by the TCA to be confidentially destroyed.

## TCNet Quick Reference Guide – Launching Exam

PROCTOR	CANDIDATE
<p>1. Initiate Lockdown Browser:</p> <ul style="list-style-type: none"> <li>• Open <b>Internet Explorer</b></li> <li>• Go to: <a href="https://tcnet.prometric.com/dsst/lockdown/start.aspx">https://tcnet.prometric.com/dsst/lockdown/start.aspx</a></li> </ul> <p>3. <b>Choose Test Provider</b> (First-time registration only)</p> <ul style="list-style-type: none"> <li>• <b>DSST</b> – Civilian or unfunded military testers</li> <li>• <b>DSST Military</b> – Funded military testers</li> </ul> <p>6. Select <b>Take Test</b> on the <b>Main Menu</b></p> <p>7: Select <b>Submit</b> under <b>Public Tests</b></p> <p>10. Enter proctor username and password</p> <p>15. Click <b>Sign Out</b> or <b>Return to Main Menu</b> (Return to <b>Main Menu</b> only if candidate is taking another test)</p> <p>16. Click the <b>X</b> (close) button in the upper-right hand corner</p>	<p>2: Sign in or select <b>Register Now</b></p> <p>4: Review <b>Privacy Notice</b> and select <b>I Agree</b></p> <p>5: Complete or confirm mandatory registration information and select <b>Submit</b>, then <b>Continue</b></p> <p>8: Select the test you need to take</p> <p>9: Confirm test selection by clicking <b>Take This Test</b> (student received this information from academic advisor)</p> <p>11: Pay for test using credit card only (All information must be accurate. If not, this will result in a declined payment and will show as a pending payment which will drop off within 3 business days.)</p> <p>12: Review <b>Information Page</b> (Optional tutorial is available)</p> <p>13: Click <b>Begin Test</b> when ready</p> <p>14: End test when complete (Unofficial score can be printed at results page)</p> <p><u><b>IMPORTANT:</b></u> The Institutional Score Report Recipient must contain a valid DSST ID or the report will NOT be printed and mailed and will result in a \$30 transcript fee. Valid DSST IDs can be found at <a href="https://getcollegecredit.com/find-a-test-center/">getcollegecredit.com/find-a-test-center/</a>.</p>

**REMINDER:** In the event that you have a candidate who may have lost a significant amount of allotted testing time due to technical issues, contact Technical Support immediately at 866-794- 3497, Option 1, or eHelp at <https://ehelp.prometric.com/dsst/s/>. The Global Test Center Support has the ability to extend testing time if it is warranted.

## Important Links

### DSST Resources, News, Advertising Materials, and Training

Visit [getcollegecredit.com](https://getcollegecredit.com), log in, then navigate to the **Resource Center**.

### Locate an Institution

Visit [getcollegecredit.com](https://getcollegecredit.com), then navigate to **Locate an Institution**. View your institution's listing to ensure accuracy and obtain site codes for candidate score report recipients.

### Proctor Log-In Site

Complete the DSST Proctor Certification Exam or update demographics like email address, security questions, and recover your password here: [https://tcnet.prometric.com/dsst\\_proctor](https://tcnet.prometric.com/dsst_proctor) (there is a “\_” between “dsst” and “proctor”).

### TCNet Lockdown Browser

Launch a candidate exam or demo exam here:  
<https://tcnet.prometric.com/dsst/lockdown/start.aspx>

### Candidate Log-In Site

View exam history, score reports, and update information here: <https://tcnet.prometric.com/dsst>

## Prometric Test Center Regulations (candidates must review before testing)

### Prometric Test Center Regulations

Candidates are required to be professional, civil, and respectful at all times while on the premises of the test center. All exams are continuously monitored by a proctor and may be video and audio recorded as well. The Test Center Administrator (TCA) is authorized to dismiss you from the test session for a violation of any of the Test Center Regulations, including exhibiting abusive behavior towards the TCAs or other candidates. If you are found to have violated any of the regulations during your exam, the TCA is required to notify Prometric and your test sponsor. Prometric, alone or in conjunction with your test sponsor, shall then take further action if necessary to sanction your conduct, up to and including invalidation of your test score, a temporary or permanent ban on further testing, and/or pursuit of civil or criminal charges.

### Confidentiality of Exam Content/ Systems

- The computer-based test delivery system, tutorial, exam content, and survey are the unpublished, confidential, and proprietary materials of Prometric and/or your test sponsor.
- Communicating, publishing, reproducing, or transmitting any part of an exam, in any form or by any means (e.g., verbal, electronic, written, etc.) for any purpose is prohibited.
- Any reproduction or disclosure will result in the immediate filing of civil and/or criminal charges against you and anyone directing or conspiring with you.

## Test Center Processes

### Check-In Procedures/Breaks

- Original, valid (unexpired), government-issued photo and signature bearing identification is required to take an exam. Validity and the number of acceptable IDs are predetermined by your test sponsor.
- Depending on the exam you are taking, you may be required to raise your pants legs above your ankles, empty and turn all pockets inside-out, and raise shirt sleeves above your wrists prior to every entry into the test room. This is done to ensure examinees are not concealing any prohibited notes or devices.
- The TCA will inform you of what is permitted during exam breaks, specifically regarding whether access to your personal belongings such as cellphones and study materials is permitted or not. All candidates must inform the TCA before accessing a stored personal item during a break—including medicine. Repeated or lengthy departures from the test room will be reported to the test sponsor.
- You must return to your assigned, original seat after any break.

### Prohibited Items and Examinee Conduct in the Test Center

- WEAPONS ARE NOT ALLOWED in any Prometric Test Center.
- Unauthorized personal items may not be brought into the test room. Such items include but are not limited to: outerwear, hats, food, drinks, purses, briefcases, notebooks, study materials, watches, cellphones, electronic devices of any kind, or wearable technology.
- Written notes, published materials, and other testing aids are strictly prohibited, except where allowed by your test sponsor. Test center staff will refer to the applicable Client Practices for allowances.
- All materials issued by the TCA must be returned at the conclusion of testing. Used scratch paper must be returned before new scratch paper will be issued by the TCA during your exam.
- Talking to other candidates in the test room, and referring to their screens, testing materials, or written notes is strictly prohibited.

NOTE: Client/test sponsor practice policies shall supersede these regulations if they conflict.