Proctor Guide

pennsylvania
DEPARTMENT OF TRANSPORTATION

Pennsylvania Vehicle Emissions Inspection and Maintenance Program Northern Region

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Introduction

This guide provides information to the person responsible for proctoring students taking the Emissions Inspector Certification Final Exam in the Northern Region of Pennsylvania's Inspection and Maintenance (I/M) program.

This guide covers:

- Login processes, and
- Adding and removing Proctors.

You, as the Proctor, can use this guide to assist you through the process of proctoring the exam. Use it as a reference when you have a question or problem.

Login Process

After a student has completed the training program, they must schedule a test date and time at a participating test facility. When they arrive at your test facility for the exam, you are responsible for:

- Determining if the student is obtaining their license or renewing their license
- Logging into the website
- Entering the Facility Identification Number
- Entering the Proctor Identification Number and Password
- Entering the Student's Driver's License Number

To login to the website, you must open your internet browser and go to:

- **www.delphi-iss.com/paim**

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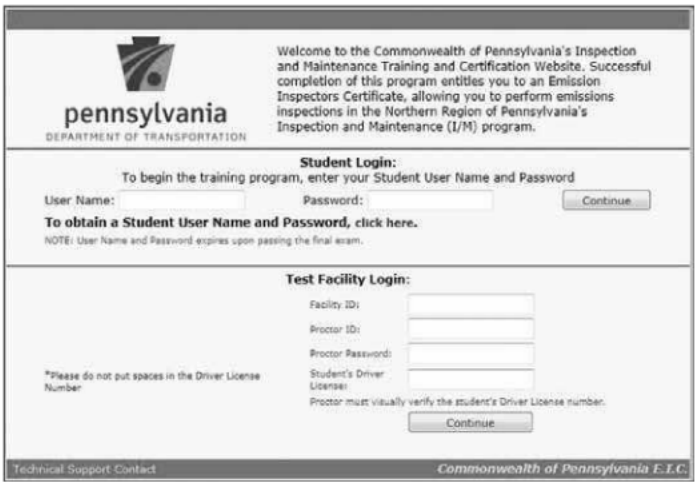
From this screen, select "First Time Inspector Certification" for someone attempting to obtain a new license, or "Inspector Re-certification" for someone renewing an existing license.

An inspector may renew their license within 6 months prior or 6 months after their expiration date.

After selecting the appropriate option, an EIC (for first time inspectors) or an EIR (for re-certifications) login screen will be displayed. From this screen, a student can enter the training program or a proctor can login to allow a student to take the final exam.



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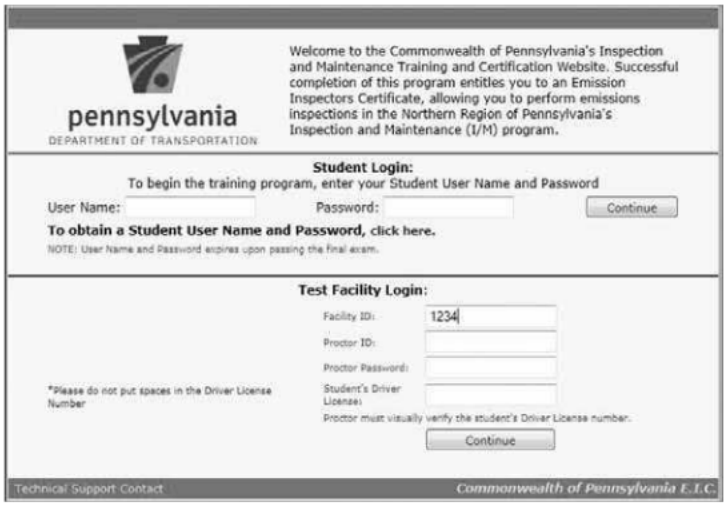
Login Process (continued...)

Facility ID Number

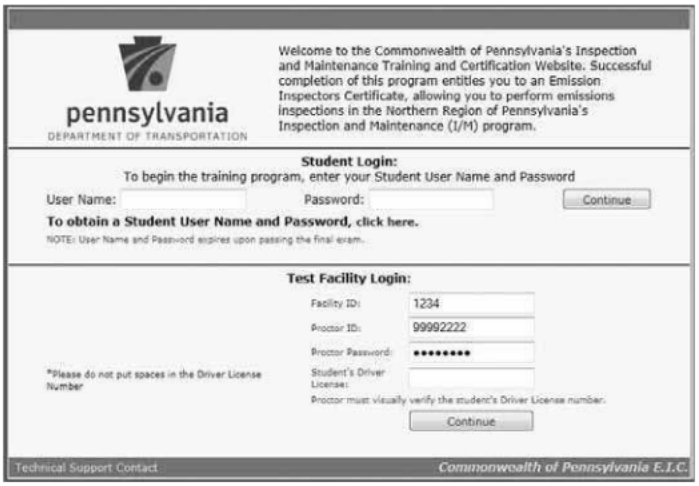
When your facility was contracted with PENNDOT, a VEMIS number was issued. Enter this 4-digit code as the Facility ID Number and depress “tab” to go to the next field.



When entering the Facility ID Number, do not include hyphens (-) or spaces.

Proctor ID Number and Password

A Proctor Identification (ID) Number and Password was issued to you. Enter these numbers into the appropriate field.



Your Proctor ID and Password must remain confidential. Protect it as you would a bank card and PIN. Should you suspect its confidentiality has been compromised, fill out and fax a Proctor Change Request Form immediately. (See Proctor Change Request Form for more information.)

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Student Driver's License Number

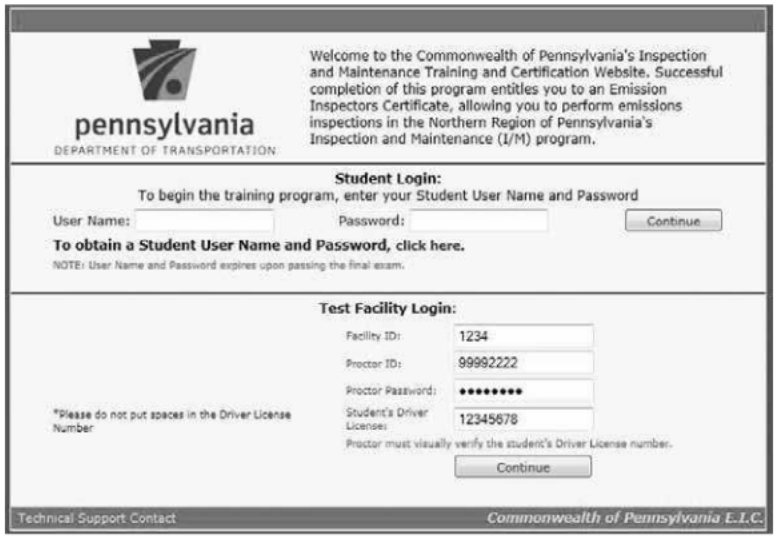
Enter the driver's license number directly from the student's license. Do not include any spaces between the characters.

The only exception is if they are re-certifying and have an out of state drivers license. In this instance, enter the Operators Number from their Inspector ID card.

*Do **NOT** allow anyone without their driver's license to take the test even if they can give you their number by memory. You **must** see their actual license to verify their identity.*

Some people may only be able to provide a valid Pennsylvania Photo I.D. Card for identification. If the student indicates they used their I.D. Number when registering, enter the I.D. number in place of a driver's license.

After the Facility ID, Proctor ID, Proctor Password, and Student's Drivers License have been entered and checked for accuracy, click on the "Continue" icon at the bottom.



If all codes were verified by the system, the next screen will appear asking for the student to enter their User Name and Password.

If one or more of the codes is unable to be verified, an error message will be displayed. Re-enter the information ensuring each entry's accuracy. If errors continue, and you know the Facility ID, Proctor ID, and Proctor Password are correct, there may be a problem with the Student Driver's License Number from when the student registered. If possible, enter another student's information. If you can login another student, direct the student having the problem to contact Delphi for assistance by calling 1-877-550-8324 between the 8:00 AM and 5:00 PM, Monday through Friday.

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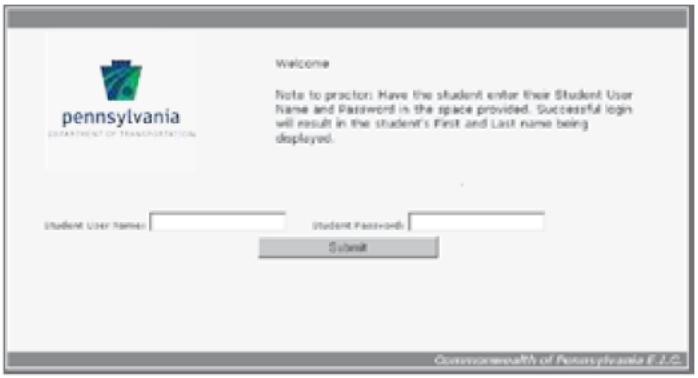
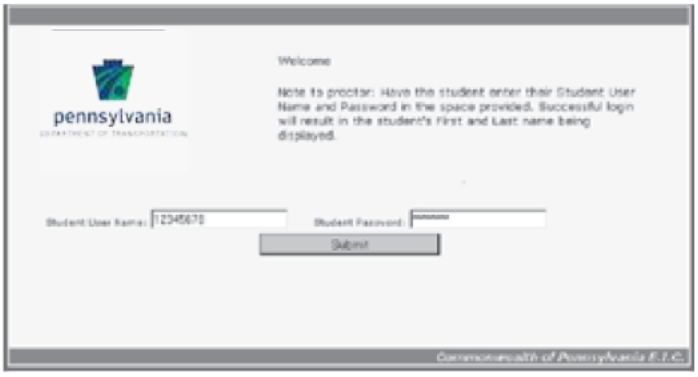
Login Process (continued...)

Student User Name and Password



After successful login, the student must enter their Student User Name and Password. Ask them to enter their codes and using the mouse, click on the "Submit" icon.



If the Student User Name, Password, and Driver's License are verified, a verification of the student's name will be displayed.

If an error occurred, allow the student to re-enter their information. If the error returns indicating the User Name is invalid, direct the student to contact Delphi for assistance by calling 1-877-550-8324 between the 8:00 AM and 5:00 PM, Monday through Friday.

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Verification of Student's Name

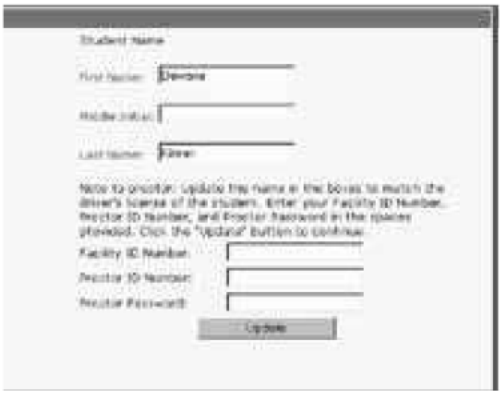
After successful login, a verification of the student's name will be displayed.

Compare the name on their driver's license to the name displayed on the screen. If it matches, click the "Correct" icon.

If their first name, middle initial, or last name need to be corrected, use the mouse to click the "Incorrect" icon.

Changes to Students Name

If during the verification of student's name the "Incorrect" icon was clicked, a new screen is displayed allowing corrections to be made. Make corrections to their name ensuring that it matches their driver's license.



Notice

If the person is re-certifying, the name can be changed only after passing the Final Exam.

Important

- *Do **not** use nick names or abbreviations.*
- *When entering the middle initial, do not enter more than the first letter of their middle name even when their full middle name is on their license.*

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Login Process (continued...)

When the name is correct, enter the Facility ID, Proctor ID and Password, and click the “Update” icon.

The system will be updated and the new information will be displayed.

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If the student's name now matches their driver's license, click the "Correct" icon. If an error is found, click the "Incorrect" icon and follow the previous steps again.

Once the "Correct" icon is clicked, the beginning of the final exam will be displayed.

At this time, the student can begin their test by clicking on "Start" in the lower left corner of the screen. One question and its possible answers will be displayed. When the student wants to select an answer, they must click in the circle to the left of the answer. When satisfied the correct answer was selected, they can click on the "Next Question" icon.

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Login Process (continued...)

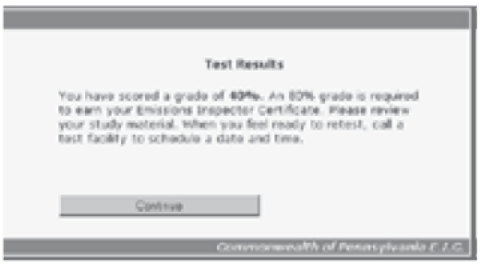
After the last question has been answered, the test will be scored and a results screen will be displayed. If the student scored 80% or higher, he/she earned the Emissions Inspector Certification License and will be prompted to verify his/her mailing address so their license can be sent to the correct address.

After verifying their address, the student must click on the "Submit Test Results" icon. The opening screen will be loaded allowing you to begin the login process for the next student.

Important

During re-certification, name and address changes can be performed following a proctor login. The proctor, not the student, must update the information.

Students that didn't receive a grade of at least 80% will be informed of the grade they received and prompted to review the study material and schedule another test date and time.



Important

PENNDOT would like a student that did not pass the final exam to study the training material before retaking the final exam. Therefore, if the student asks to retake the test immediately, they MUST be denied. The student must wait until the next calendar day to take a retest.

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If you see the following error screen, the student likely went to the screen showing their score, backed up into the test and changed answers, and then preceded to the end of the test. This does not mean an error occurred in the test

Proctor Change Request Form

Use the Proctor Change Request Form to:

- Add a new proctor
- Remove an existing proctor
- Change an existing proctor's User Name and Password (for security reasons if there is a suspected compromise of the their existing information)

When necessary, the test facility can complete the Proctor Change Request Form and fax it to Delphi at 248-813-1700.

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Proctor Change Request

School Name: _____

Address: _____

City, ZIP: _____

County: _____

Telephone: _____

Extension: _____

FAX: _____

VEMIS No: _____

Please check one

- ☐ Add New Proctor
- ☐ Remove Existing Proctor
- ☐ Change Existing Proctor User Name and Password

Proctor Information

First Name: _____

Middle Initial: _____

Last Name: _____

Drivers License No.: _____

State of DL: _____
(if other than PA)

First Name: _____

Middle Initial: _____

Last Name: _____

Drivers License No.: _____

State of DL: _____
(if other than PA)

FAX TO (248) 813-1700
ATTN: CUSTOMER SERVICE DEPARTMENT

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