



Getting Started with the Certification Process

Pre-Register for Exams and Submit Eligibility Application

1. **Enter the CIC Test Portal** - To start the process, visit www.cicert.com and click on the yellow CIC Test Portal button. Create a log in and password (if you don't have one already), and then follow the prompts to enter the pre-registration process.
2. **Choose and Purchase Exams** – Whether this is your first time getting certified or you are recertifying, you will choose the General Exam and at least one Supplemental Exam (one for each type of certification or recertification you seek). If you are pre-registering for **initial certification**, you must also choose which Practical Exam you want to take. Many candidates choose to make the most of their testing by certifying for multiple crane types or crane types and capacities.

Eligible **recertification** candidates (those whose certifications have not expired) must select and purchase the General Knowledge Online Exam and at least one Supplemental Exam but are not required to complete the Practical exam for recertification.

3. **Submit Candidate Photo** – Photos submitted for use on digital certification cards must meet all the requirements and be uploaded digitally as a part of the preregistration process.
4. **Review, Sign and Submit All Required Eligibility Application Documents.** All Documents in the Application must be complete to be considered for eligibility.
5. **Eligibility Review**- Once the required documents are submitted, CIC will review them for candidate eligibility. If the materials indicate the candidate is eligible to continue in the process, the candidate will receive a confirmation email from CIC confirming their eligibility and providing instructions about scheduling their applicable exams.

Please note: If candidate is **ineligible** for certification for any reason, the candidate will receive email notification providing recommendations for becoming eligible. The candidate may contact CIC at 407.878.5590 or email at help@cicert.com for assistance.

Scheduling Your Online Certification Exams

Take Exams 24/7/365 - With CIC's move to all online exams with live, virtual proctoring, online exams may now be scheduled to take place *anytime* (24/7/365), in *almost any location*, and on *any laptop or desktop computer that meets the [Required Specifications](#)*. Visit this “required specifications” link well in advance of scheduling exams to test your equipment to ensure that it meets specifications. Customer service representatives with Measure Learning/ProctorU will be available to address any technical questions and assist with setting up your computer to ensure a smooth testing/proctoring experience.

Scheduling - Once the candidate receives the confirmation email from CIC confirming their eligibility, the next step is logging on to the CIC test site using the login and password established during pre-registration by clicking the CIC Test Portal button.

Follow the prompts for scheduling online exams, choosing the date and time for each exam you will take. CIC recommends scheduling each exam on separate days. While taking two or more exams on one day is not prohibited, it is imperative that candidates allow for a minimum of two hours between exams to allow for rest and refreshments and to allow margin for the unexpected.

Rush Scheduling and Fees – For candidates who wish to take their exams within 72 hours of scheduling, “rush scheduling” is available for a convenience fee as follows:

- Taking exam within 24 hours of scheduling: \$12 fee
- Taking exam within 72 hours of scheduling: \$8

These fees are paid by the candidate directly to the virtual proctoring vendor online to cover the costs of additional virtual proctoring staff for rush exams.

Scheduling Your Practical Exams

- **CIC Authorized Practical Examiner** - All Practical Examinations must be administered by a CIC Authorized Practical Examiner at a CIC Authorized Practical Exam Site.
- Candidates contact and hire Practical Examiners directly, selecting an authorized Practical Examiner from the contact list of public/traveling CIC Authorized Practical Examiners on CIC’s website. Some companies have a private CIC Authorized Practical Examiner employed or contracted by their company who administers practical exams on the company site. Some of these sites permit non-employees to take Practical Exams at their location. Candidates are advised to check with these sites to see if their location is more conveniently located to the candidate’s location.
- The Practical Examiner or Practical Exam Site Coordinator will coordinate the scheduling of the exam with the Candidate, and then complete the Practical Exam registration online for the Candidate. *Please note:* CIC Authorized Practical Examiners are *not* employed by CIC. Payment is made directly to the Practical Examiner. Fees vary between Practical Examiners. Likewise, Practical Exam Sites may charge a site fee which the Candidate is responsible for paying. Prices often vary.
- If Candidates need to register for and schedule a RUSH Practical Exam within fewer than ten (10) business days and have difficulty identifying an available Authorized CIC Practical Examiner or Exam site, candidates may call CIC at 407.878.5590 for assistance finding Exam sites and related personnel on the desired date and time (if available). Rush fees will apply.
- Registration support is available from CIC by telephone 407.878.5590 and email (help@cicert.com) Monday-Friday during traditional business hours (EST), excluding holidays.
- Get Prepared. Pursue quality training in advance, practice your skills, and get feedback about your skills from qualified professionals. Review course preparation materials and helpful resources on the CIC Website.

Special Testing Accommodations Requests

If a candidate needs assistance to take exams for a disability covered by the Americans with Disabilities Act, they must complete and return the Special Accommodations Request form to CIC at least four (4) weeks prior to testing to allow sufficient time for arrangements to be made for the accommodation. The request will be reviewed by CIC and the candidate will be contacted to let them know if they are eligible for the accommodation and if it is possible for CIC to provide it. It is our desire to provide testing opportunities to all candidates whenever it can be reasonably provided.

Introduction to Virtually Proctored Online Exams

Meet Our Live Virtual Proctoring Vendor - Measure Learning/ProctorU. Measure Learning/ProctorU is a pioneer in global proctoring with the largest and most experienced remote proctoring operation in the market, with 1,500 test centers located in 115 countries. Millions of professionals in various industries and students at academic institutions have participated in the Measure Learning/ProctorU proctoring experience. ProctorU and Gauge/Testcom work hand in hand to provide integrated testing and proctoring services for CIC.

What is Live Virtual Proctoring? Live virtual proctoring is an online method of exam proctoring in which a live person observes the candidate's exam session virtually online. This model closely simulates taking an exam at a traditional exam site with a proctor who is physically present in the same room to monitor candidate testing.

In the live virtual proctoring model, the proctor will observe the candidate's testing through the computer's camera throughout their exam session. The live virtual proctor observes the testing session from just after the initial set up of computer settings through completion of the exam. Exams are video recorded to ensure exam security and to record any test anomalies (behaviors or actions consistent with cheating).

Preparing for Your Virtually Proctored Online Exam Before Online Exam Day

- ***Login to the CIC Test Portal.*** Our testing vendor, Gauge/TestCOM created a Test Portal for CIC, which is the first stop for all CIC certification Candidates. From the CIC website at www.cicert.com, click on the "CIC Test Portal" button to login.
- ***Enter the Portal to pre-register and purchase your exams, and to complete the eligibility process.*** Once you receive notification of your eligibility approval, you will use the same login and password to schedule and then take your knowledge-based exams online. The CIC Test Portal is always your starting place for pre-registering and purchasing exams and applying for eligibility.
- ***Schedule all your exams upon approval of eligibility.*** Once eligibility notification is received, head to the CIC website and click "CIC Test Portal" and log in using the username and password you established. To secure an exam time that works well for your schedule and fits within your exam window, plan on scheduling exams 3-4 weeks in advance. To avoid additional fees, you will need to schedule more than 72 hours ahead of time. Rush fees will apply if you choose to take your exams within 72 hours of registering.
- ***Choose your testing location.*** Remember, with this new model of testing, you get to choose the testing space located most conveniently for you. You will need to select a quiet, private room indoors with four walls and

a door located what is free from interruptions. Examples of ideal testing locations include a quiet home office with a door, or a private room with a door that you can reserve at your place of employment or at a local library. Examples of *non-allowed exam locations*: Starbucks, your living room couch, the beach, etc.

- **Download the Virtual Proctoring Browser.** Candidates are responsible for downloading the [Guardian Browser](#) on their computers in advance of their exam(s).
- **Check Your Computer Equipment in Advance.** To ensure your computer system meets the minimum requirements for taking your online exam(s), click on [ProctorU Equipment Requirements](#) to review the list on the page. **Please note:** Chromebooks and tablets (of any brand) are not compatible with the virtually proctored testing system and may not be used for testing. PC or Mac desktop or laptop computers compatible with Windows 10 and higher must be used. Anything operating system older than Windows 10 will not be compatible.

To do a system check to confirm your computer meets minimum technical requirements, log on to the CIC Test Portal on the CIC website at cicert.com, and click on “Test Your Equipment,” *Do this at least one week before your scheduled exam(s)* to allow enough time to troubleshoot any issues. Be sure to test your equipment in a similar environment to the one in which you will be testing (same location, time of day, bandwidth usage, etc.).

- **Click LiveChat for technical assistance** - If your equipment does not pass, click the LiveChat feature on the “Test Your Equipment” page to connect with a ProctorU support representative to resolve the issues prior to exam day.
- **Test computer equipment again within 24 hours of taking the Exam** to ensure that any automatic updates on your computer have not interfered with its testing functionality.
- **Reboot before Testing.** All other programs and windows must be closed before logging into the proctored testing environment and must stay closed throughout the exam.
- **Confirm Sufficient Bandwidth in Your Testing Location.** Bandwidth can be negatively impacted if others sharing the network you are using to take your exam are simultaneously using heavy bandwidth by streaming videos or gaming, etc. We advise communicating with others with whom you share an internet connection in advance of your exam to minimum excess demand and ensure a strong internet connection throughout your exam.
- **Review Your Equipment Requirements** - Review [equipment and technology requirements here](#).

Testing Area Requirements for Online Exams

Candidates must choose an exam testing area before taking the exam that meets the following requirements:

- **Test in an Uninterrupted, Quiet, Enclosed Room.** The test environment must be indoors, in a quiet, private, uninterrupted room with four walls and a door that can be closed during testing. No television or radio should be playing in the background. No third parties should be in the room unless permitted by a CIC approved specific testing accommodation.
- **Take Your Exam at Desk or Table.** Sit in a chair at a clean, hard-surface desk or table (not on a bed, couch, or floor). The desk or table should be clear of all other materials.
- **Ensure Good Lighting.** Test area lighting should be well lit and bright enough for the candidate and the testing area to be clearly visible. If overhead lighting is not possible, the light source should not be behind the candidate.

- ***Establish an Unobstructed Camera View.*** Your computer's internal or external camera must be free from any obstruction or distraction limiting the virtual proctor's view of the exam session.
- ***Bring Only Permitted Resources.*** The only resources or other items allowed in the testing room with CIC certification candidates are two sharpened pencils, 2 pieces of blank paper (blank front and back as confirmed by the virtual proctor) or an erasable white board, and a cell phone or mirror for the proctor to perform a 360-degree scan of the test environment, or, if necessary, for communication with ProctorU. Once the test area scan is complete, the cell phone or mirror must be put out of reach. Important Note: A basic calculator and all applicable load charts will be available on the testing computer for candidate use.
- ***No Written Material*** should be visible on the desk, table, walls, floors, ceiling or anywhere in the room.
- ***No Virtual Machines.*** Virtual machines can be detected through the pre-exam system check and are not permitted.
- ***One Monitor – One Computer.*** Only one monitor attached to one computer is allowed to be in the test area during the exam.
- ***No Watches*** of any kind may be worn during the testing period or in the testing environment.
- ***No Audio Devices.*** Headsets, ear plugs, Bluetooth ear buds (or similar audio devices) are not permitted.

Just Before the Online Exam Starts

- ***On-Boarding /Set up Process.*** The Measure Learning/ProctorU on-boarding specialist will walk the candidate through the exam set up process. This set up period does not use any of the candidate's allotted testing time. Rest assured that should any technical issues arise during testing; your live virtual proctor will connect you to tech support for assistance.
- ***Authenticate Your Identity.*** Before the timed exam begins, the proctor will verify the candidate's identity by asking them to show their government-issued photo ID (driver's license, passport, military ID, etc.). **IMPORTANT: Candidates without a valid, government-issued photo ID that verifies their identity will not be permitted to take the exam.**
- ***Security Scan of Your Testing Area.*** The proctor will have the candidate pan the room using their cell phone or holding up a mirror to show the testing area. The proctor will instruct the candidate about how to do this. In this way, any items that should be removed from the exam area can be addressed.

During the Online Exam - Virtually Proctored Exam Rules

The following list of rules were put in place by proctoring experts at ProctorU to protect the integrity of the exam process as well as the security of exam materials. Becoming familiar with these in advance of testing will contribute to a successful testing experience.

- ***Wearing Appropriate Attire*** - Wear what you might typically wear in a work setting, such as a shirt and jeans. Do not wear bulky clothing such as hoodies, oversized jackets or cargo pants with lots of pockets. No hats, visors, or scarves (unless dictated by religious practices). Candidates may not wear sunglasses during the exam and must also plan ahead to leave purses, bags, briefcases, or other storage items in a safe place other than the testing room.

- **Talking aloud:** Unless the candidate has a CIC approved special accommodation permitting someone to be in the room to assist them, talking or whispering aloud during the exam is not permitted.
- **Being out of, or obscuring camera view:** Candidate's face, chin to forehead, needs to be in the camera view at all times. Do not cover or obscure the camera in any way.
- **Allowing anyone else into testing room:** Candidate may not have anyone else in their testing location with them unless they have a CIC special accommodation approving them doing so.
- **Communicating with anyone while in the testing area** – no texts, phone calls, side conversations (if someone enters the room, which they should not), or communication with anyone other than the Virtual Proctor is permitted.
- **Looking off-screen:** Unless the candidate is using scratch paper to work out questions about loads, their eyes should stay on the screen at all times while testing.
- **Books, notes, or other non-permitted resources:** The only resources or other items allowed in the testing room with CIC certification candidates are two pencils, 2-3 pieces of blank paper (blank front and back), and a cell phone or mirror for panning the test area for the proctor. A basic calculator and applicable load charts will be available on the testing computer.
- **Taking pictures or screenshots of the exam:** Taking pictures while in your exam, including screenshots, is strictly prohibited, and will be considered cheating as well as theft of intellectual property (a felony offense). Candidates using a Mac that demonstrate such behavior may have their keyboard screenshot hotkeys turned off by their proctor.
- **Copying and pasting any part of the exam:** In most cases, the proctoring system will not allow copying and pasting of any content from the exam. Regardless of whether the candidate can or cannot perform this function, the proctoring system will capture all events of copy and paste that occur, flagging it as test anomalies. This is also considered to be cheating behavior and theft of intellectual property. Candidates using a Mac computer who demonstrate such behavior may have the keyboard screenshot hotkeys turned off for the duration of the exam by their proctor.
- **Using a virtual machine:** Virtual machines can be detected through the pre-exam system check and are not permitted.
- **Using a secondary monitor:** Only one monitor is allowed to be attached to one computer during the exam.
- **Leaving the exam room during the test:** Expect to take all restroom and refreshment breaks **before** testing starts. Once testing starts, you may not leave the computer station until testing is complete.

Important Reminder: *Technical support is available through ProctorU to assist with your computer equipment testing online before the exam and during your exam if needed.*

Dealing with Online Exam Policy Violations

- **Flagging, Reporting of Violations.** Any testing anomalies identified by the virtual proctor or system will be flagged at the time on the video the event(s) occurred, and an incident report will be filed by ProctorU. CIC test administrators will be notified that the report and the exam session video are available for review within 24-48 hours of testing.
- **Reviewing and Responding to Possible Violations.** If after reviewing the incident report and exam session video, the administrator determines the candidate's actions were clearly not indicative of a violation of exam

policy, no further action will be taken other than to log the incident and the findings, and to file the report under the candidate's name and candidate ID number.

However, if after the review questions remain, the CIC Test Administrator will forward the incident report and the video link to the Governing Council for further review. The Governing Council will review and make their determination, and the candidate will be notified of the Governing Council's decision and any related consequences. Information detailing the violation, incident report and the final disposition will be kept in the candidate's file for future reference.

- ***Consequences for Exam Policy Violations*** may result in corrective actions ranging from immediate correction by the proctor to more serious consequences such as invalidation of test results, suspension of credentials or potential civil legal action.

After the Online Examination: Exam Results

Candidates will receive exam results within minutes after completing each exam online. Simultaneously, an email will be sent to the candidate's email on file with exam scores listed by test domain. It is important to know that the CIC Governing Council reserves the right to invalidate test scores and take additional steps at their discretion for any candidate whose actions or behavior are investigated and deemed to be consistent with cheating, copying test materials or otherwise violating CIC certification policies.

On Practical Exam Day Exam Rules

- ***Dress Appropriately.*** Candidate should dress as they would on a job site (boots, jeans or other comfortable pants, hard hat, reflective vest). CIC recommends leaving any personal items at home or out of sight in their locked vehicle.
- ***Arrive a Few Minutes Prior to Your Exam Time.*** Plan to arrive at the exam location *at least* 15-20 minutes before the scheduled exam time given by the Practical Examiner. Candidates arriving more than 15 minutes after their scheduled exams will be considered a no-show and will forfeit CIC pre-registration fees and may forfeit fees paid to the hired Practical Examiner at the Examiner's discretion.
- ***Authenticate Your identity.*** A driver's license, passport, or military ID are acceptable. Candidates who do not present their valid identification or whose photo ID does not match their appearance will not be permitted to take their practical examination and will be responsible for any associated fees. The same is true if the Candidate's ID appears to have been manipulated.
- ***Check in and Review Exam Related Information in Candidate Waiting Area.*** The Practical Examiner will come to the Waiting Area to bring the next Candidate to the Exam Course. Remain in the designated Practical Exam waiting room until you are called to take your exam by your Practical Examiner.
- ***Secure Personal Items.*** CIC recommends candidates leave any personal items out of sight in their locked vehicle or other safe place prior to coming to the Candidate check-in and waiting areas.
- ***Do Not Observe Other Practical Exams in Process.*** To prevent any unfair testing advantage or potential exam security issues, no candidate is permitted to observe exams in process, and must wait in the designated waiting area until the Examiner comes to notify them that it is time for their Practical Exam.

- ***Don't Discuss Exam Questions.*** No exam questions are to be discussed during or after the exam administration. Any infraction of these terms is a violation of the Candidate's ethical responsibilities and subject to CIC's disciplinary policy. It is also a violation of exam security.
- ***Respect Exam Security Policies.*** Any attempt to reproduce all or part of any CIC exam of any kind is strictly prohibited. This includes *but is not limited to*; aiding others by any means in reconstructing any portion of the exam; attempting to photograph or copy the exam set up or Practical Examiner materials, posting content on any discussion forum or web site; selling, distributing, receiving, or having unauthorized possession of any portion of any Practical Exam material or exam process, or by any other means.

Alleged copyright violations will be investigated and, if warranted, prosecuted. It should be noted that examination scores may become invalidated in the event of this type of suspected breach. Revocation of certification may occur if allegations are substantiated.

- ***It Goes Without Saying...No Cheating.*** All certification candidates are expected to answer all exam questions independently. Information sharing, teamwork, or any other collaboration with another candidate or any other person is prohibited. Any violation of this policy represents misconduct/ cheating. Any candidate engaged in this behavior may be subject to score cancellation and may not be allowed to sit for a future CIC exam.
- ***Checks and Balances.*** Testing irregularities may also be evidenced by subsequent statistical analysis of testing data. When testing irregularities occur, they are fully investigated by CIC in collaboration with the CIC Governing Council and any appropriate courses of action will be taken.

After the Practical Examination

- ***Examiners cannot comment on your performance.*** When the exam is complete, the Practical Examiner will tell the candidate that they are not permitted to discuss the candidate's performance with them, that they do not grade the exam but record, report, and submit their observations to the test portal for grading and notification of results.
- ***Leaving the Premises.*** The candidate is also instructed not to return to the waiting area or stay on the premises but must depart immediately. The Examiner thanks the candidate for their business and gives the CIC customer support business card.

Practical Exam Results

Practical Exam scores are emailed to the candidate at their email on record and to the Practical Examiner within 24 hours of the Examiners' digital submission of all Observation Sheets and all related practical exam documentation to the CIC Test Portal. Examiners submit all Observation Sheets (Examiner's & Asst. Examiner's) digitally the same day the Practical Exam is completed. Please note, Neither the Practical Examiner nor the Assistant Practical Examiner score final test results.