



## The Online Test Portal Certification Process

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For additional information,  
please refer to the [CIC Candidate Handbook](#) on the CIC Website – [www.cicert.com](http://www.cicert.com)

## Register for Exams and Submit Eligibility Application

- 1. Enter the CIC Test Portal** - To start the process, visit [www.cicert.com](http://www.cicert.com) and click on the yellow CIC Test Portal button. Create a log in and password (if you do not have one already), and then follow the prompts to enter the registration process.
- 2. Choose and Purchase Exams on the Test Portal** – Whether this is your first time getting certified or you are recertifying, you will purchase and take a General Knowledge Exam and at least one Supplemental Exam (one for each type of certification you seek). If you are registering for your **initial certification**, you will 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 and have at least 1,000 hours of safe operation over the previous five (5) years on the highest crane type and capacity level for which the operator is applying) will purchase and take the General Knowledge Exam and at least one Supplemental Exam, but are not required to complete the Practical Exam for recertification if you have met all recertification requirements.

To start the registration process in the CIC Online Test Portal:

- From the **Get Certified** tab click the **Registration** button
- Click the applicable application button based on your situation – **Crane Operator Certification** or **Crane Operator Recertification**
- Select the applicable **Supplemental Exam / Practical Exam** you'd like to take
  - You may select and purchase more than one Supplemental Exam by clicking **Add More to Cart** and clicking the **Supplemental / Practical Exams** button
  - Some Practical Exams will cover multiple crane types – see chart below
- Once all exams are in your cart, pay online using your applicable payment method

PRACTICAL EXAMS CERTIFICATION CREDIT TABLE					
Some Practical Exams Count Toward More Than One Certification					
CERTIFICATIONS	ABC	TB<21	TB 21-75	TB>75	LBCW/LBCR
	36° +/- 5°	36° +/- 5°	75° +/- 5°	120° +/- 10°	120° +/- 10°
	ABC	ABC	ABC	ABC	ABC
	TB<21	TB<21	TB < 21	TB < 21	TB < 21
	TB 21-75		TB21-75	TB 21-75	TB 21-75
	TB>75			TB>75	TB>75
	LBCW/LBCR			LBCW/LBCR	LBCW/LBCR

- 3. Review, Answer Applicable Questions, Certify and Complete All Required Eligibility Application Questions on the Test Portal.** There may be some documents in the Application that must be completed to be considered for eligibility (Accident/Incident Form and ADA Special Needs Request Form). If applicable, upload your completed document prior to selecting **FINISH** at the end.

4. **Submit Candidate Photo on the Test Portal** – Photos submitted for use on digital certification cards must meet all the requirements and be uploaded digitally as a part of the registration process. Please note you will not be able to take your exams until a photo has been submitted. You can complete this process before or after the registration process.
  - From the **Home** tab, click **My Account – My Information**. Click **Upload** (under the photo to the right)
  - Follow photo requirements posted in the registration process and in the Test Portal. **IMPORTANT:** if your photo does not meet these minimum requirements, and your certification card is provided, there is a \$35 fee to republish a new card.

**5. Eligibility Review**- Once your application is submitted, including any required documents, on the Test Portal, they will be reviewed 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 you now have access to take the virtual exams within the Test Portal.

**Please note:** If a candidate is **ineligible** for certification for any reason, the candidate will receive an email notification. The candidate may contact CIC for assistance.

**CIC Registration support** - is available by phone or email at 407.878.5590 [help@cicert.com](mailto:help@cicert.com) Monday-Friday, 9 a.m. - 5 p.m. (EST), excluding holidays.

## Taking CIC Virtual Exams

**Take Exams 24/7/365** – CIC offers virtual exams with live, virtual proctoring, allowing exams to be taken almost *anytime* (24/7/365), in *almost any location*, on a *laptop or desktop computer* that has a camera. You will be required to download Google Meet on your cell phone which will be used as a second camera for the proctor.

**Accessing Virtual Exams** - Once the candidate receives the confirmation email from CIC confirming their eligibility, the next step is logging on to the CIC Test Portal using the login and password established during the registration process.

**Instructions for Connecting with the Virtual Proctor** - We recommend that you print out the document in the Online Application Process - "Instructions for Connecting with the Virtual Proctor" for step-by-step directions.

## Introduction to Virtually Proctored Exams

**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 test center 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 and through Google Meet, during their entire 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 (behavior or actions consistent with cheating).

## Preparing for Virtually Proctored Exams

This describes rules established to protect the integrity of the exam process and the security of exam materials. Becoming familiar with these in advance will help ensure a successful testing experience. Please note that exam rule violations of the following rules and behaviors that could reasonably be considered a violation of commonly understood exam behavior may invalidate your test results at the discretion of CIC.

Be aware that live virtual proctors will ask you to show your valid driver's license, passport, or military ID to verify your identity. They will also ask you to use your cell phone for a 360-degree scan of your testing area, your permitted items, and what you are wearing to establish your full compliance with exam rules. Reminder: All CIC certification online exams are closed book exams.

- **What to Wear** – Wear something comfortable, like what you might wear on a job site, such as jeans or slacks and a shirt.
- **What Not to Wear or Bring** - Don't wear bulky clothing such as heavy jackets or pants with multiple zipper compartments and pockets, hoodies, or the like. You may not wear sunglasses, hats or scarves (except for religious purposes). No backpacks, purses or bags will be allowed in your testing area. No one else may be in the room with you unless you have been granted special testing accommodation by CIC.
- **What You Are Permitted to Bring** – You may bring two blank pieces of scratch paper (must be blank front and back, two sharpened pencils, load charts for the exams you are taking, a clear ruler, and a basic function calculator. You will need to bring a cell phone with a camera (i.e., not a flip phone). Your proctor will ask you to show these items to them with your cell phone camera to ensure they comply with exam security rules and as a secondary camera for your proctored exam. If you do not have a cell phone with a camera, please plan to borrow one. If you are not able to do so, please contact CIC to discuss it 7-10 days prior to your exams.
- **No Bluetooth items are permitted** – Do not bring earbuds, earphones, or any other electronic devices other than your cell phone. Those items should be left at home or held in a secure place during your exams.
- **No food or drinks** are allowed unless medically necessary.
- **Watches are not permitted** – No smart watches or watches of any kind are allowed.

- **Books, notes, or other non-permitted resources:** The only resources or other items allowed in the testing room with CIC certification candidates are two sharpened pencils, two pieces of blank paper (blank front and back), load charts for the exams you are taking, a basic function calculator, and a ruler.
- **Talking aloud:** Unless you have a CIC approved special accommodation permitting someone to be in the room to assist you, talking or whispering aloud during the exam is not permitted. There may be a need to talk with a proctor if there are any technical issues; however, proctors cannot provide clarification about test questions.
- **Looking off-screen:** Unless you use scratch paper to work out questions, your eyes should always stay primarily on the screen while testing.
- **Copying Exam Content of Any Kind:** Taking pictures of the screen with your camera, taking screenshots with your computer, writing down test questions or memorizing them for the purpose of sharing them with others are strictly prohibited behaviors and will be considered serious violations of exam rules and security as well as theft of intellectual property (a felony). If proctors note behaviors that are consistent with breaching exam security, they will ask you to stop the test immediately, and CIC will be notified and provided access to the video recording of your exam session.
- **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 the testing is complete. You may take a break between scheduled exams, but not during an exam unless there is an emergency.
- **Cheating of any kind:** It goes without saying, but let your success be on your own merits. Cheating will result in invalidation of your exam results, the potential revocation of your certification, and possible legal ramifications. It's not worth it! So, take a few deep breaths, and dive in – *you've got this!*
- **Your exam must be taken on a desktop computer or laptop** - with a camera and audio capabilities on a hard surface such as a table or countertop. You will want to refresh your browser to ensure you have the latest version. NOTE: Safari tends to not work as well with Google Meet so you may want to explore other options. Take your exam in a quiet, private, indoor location with a door.
- **Cell phone required** - as it will serve as an additional camera for the live virtual proctoring process and to communicate with your proctor via Google Meet. Downloading Google Meet prior to your exam time is recommended. You can find and download the free Google Meet app on your Android Play Store or iPhone Apple Store.

## Taking Virtual Exams with Proctor Instructions

### Two important Items:

- You will need your cell phone in addition to your exam-taking device
- If you haven't downloaded the "Google Meets" free app on your device(s), you will need to do that now. You can do this by going to your app store.

This guide outlines the steps to begin your virtual exam and connect with the proctor who will observe you and your testing environment. Familiarizing yourself with these steps will help ensure a smooth and successful testing experience.

Please note that live virtual proctors will require you to present a valid form of identification, such as a driver's license, passport, or military ID, to verify your identity. They will also ask you to use your cell phone to perform a 360-degree scan of your testing area, permitted items, and attire to confirm compliance with exam rules.

Reminder: All CIC certification online exams are closed book. Documents, including this one, will not be allowed once the exam begins

1. Visit our website [www.cicert.com](http://www.cicert.com) • Click the yellow button that says "**Click Here CIC Test Portal**"
2. Sign into your CIC Test Portal account
3. On the Main Portal Page, select "**EXAM HUB**"
4. Here you will see a list of all the Exams you have been assigned to take. Select which exam you would like to take first. Exams may be taken in any order.
5. Click on the blue box that says "**Connect to MonitorEDU Proctor**"
6. On the next page, click "**New Conversation**"
7. Fill out the form to connect to a Proctor and press "**Start Chat**"
8. On the Chat Screen, you will receive an automated message that says: "*Welcome to our site, if you need help reply to this message.*" Please wait on this screen... connecting to the Virtual Proctor generally takes a few minutes - but could take up to 15 minutes depending on testing volume.
9. When the proctor is connected, they will introduce themselves and ask if you are ready to take your exam
10. Confirm that you are ready to take your exam by typing "**yes**" in the bottom left of the screen.
11. The exam rules will be shared with you. Read them carefully! You will need to type "**Your Name - I Agree**"
12. If you haven't downloaded the "Google Meets" free app on your device, you will need to do that now. You can do this by going to your app store. **Please note:** Your cell phone will need to be fully charged OR you will need to have a cell phone charger close by.
13. From your device, open the "Google Meets" app and enter the code provided by your Virtual Proctor. Then Press "**Join**"
14. You will be provided with a "Google Meets" link for your computer. You will need to click "**Allow microphone and camera**". Click "**Join now**" to share your screen with your Virtual Proctor.
15. Place your phone in a position where your Proctor can view your workspace. You may need to prop it up against something or obtain a phone holder/stand.

16. At the bottom of your screen, select the icon of the box with the arrow pointing up.
17. This icon will allow you to share your computer screen with your Virtual Proctor.
18. To share your entire screen with your Virtual Proctor, select the **ENTIRE SCREEN** tab. Press "**Share**".
19. Click on the Crane Institute Certification Test Portal tab to return to the Test Portal.
20. Your proctor will provide you with an access password. Enter the password on the screen and press continue.
21. Once your access password is authenticated, select the "**Start this Exam**".
22. Once you have completed the exam, your results will be displayed. You may also take your additional exams at this time.

## Dealing with Virtual Exam Policy Violations

- **Flagging, Reporting Violations.** Any testing anomalies identified by the virtual proctor or system will be flagged at the time the event(s) occurred, and an incident report will be filed by Monitor EDU. 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.

## Virtual Exam Results

Candidates will receive exam results immediately after completing each exam online. Simultaneously, an email will be sent to the candidate's and the manager'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.

## Scheduling Practical Exams

- **CIC Authorized Practical Examiner** - All Practical Exams must be administered by a CIC Authorized Practical Examiner at a CIC Authorized Practical Exam Site.
- Candidates contact and hire Practical Examiners directly, selecting a CIC Authorized Practical Examiner from the contact list of public/traveling CIC Authorized Practical Examiners located on the CIC's website and/or the CIC Test Portal. 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 may 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 practical exam with the Candidate. *Please note:* CIC Authorized Practical Examiners are *not* employed by CIC. Payment is made directly to the Practical Examiner and fees vary between Practical Examiners. Likewise, Practical Exam Sites may charge a site fee which the Candidate is responsible for paying.
- 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.

## Taking Practical Exams

- **Dress Appropriately.** Candidates 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 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, will forfeit CIC 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 area until you are called to take your exam by your Practical Examiner.
- **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 Practical Examiner comes to notify them that it is

time for their Practical Exam.

- **Do Not 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 Exam

- **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 Online 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

After the Practical Examiner has fully entered all test results and documents, the Examiner will provide the candidate with a pass or did not pass result. Practical Exam results are also emailed to the candidate at their email on record (along with their manager's email) within 24 hours of the Examiners' digital submission to the CIC Test Portal. Examiners are required to submit all exam results and documents digitally the same day the Practical Exam is completed. Please note, Neither the Practical Examiner nor the Assistant Practical Examiner score or know final test scores.

## Special Testing Accommodations Requests

If a candidate needs assistance to take exams for a disability covered by the Americans with Disabilities Act, they must indicate as such in the CIC Test Portal and download the complete [Request for ADA Testing Accommodation](#) form to arrange for necessary accommodations. 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.