Dear ISA Certification Candidate,

ISA would like to prepare you for some of the navigational commands and features you will experience during your computer-based testing experience provided through Pearson VUE testing facilities.

During your exam, you will have access to the Help screen at any time; no additional feature explanations will be available to you once you begin your exam. To reduce any confusion or anxiety caused by computer-based tests, we encourage you to read this manual for a full explanation of navigation and feature descriptions.

Primary Navigation Features

During your exam, you will have access to the Help screen at any time; no additional feature explanations will be available to you once you begin your exam.

The following navigational features will be the primary way that you can navigate through the exam. Please review and be familiar with these functions before you show up for your exam.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next -&gt;</td>
<td>This button moves you forward one screen.</td>
</tr>
<tr>
<td>&lt;- Previous</td>
<td>This button moves you back one screen.</td>
</tr>
<tr>
<td>Flag for Review</td>
<td>You may flag exam questions that you want to return to later. To flag a question, click the Flag for Review button in the upper right corner. If you flag a question for review, a flag will appear next to that question on the review screen. <strong>You must complete your review of questions during the allotted exam time.</strong> You can select questions for review whether you have answered them or not. If you marked a question for review, a flag image will appear. If you wish to unflag the question, click on the Flag for Review button again and the flag image will disappear.</td>
</tr>
<tr>
<td>Flag to Enter a Comment</td>
<td>You may flag exam questions that you want to return to later so you can add a comment about the question. To flag a question for comment, click the Flag to Enter a Comment button in the upper right corner. When you flag a question for comment, a solid flag appears next to that question on the Comment Review screen. The ISA Certification Test Committee reviews all comments entered. A comment on a question is not equivalent to a question appeal. If you wish to appeal a question, you must contact ISA in writing with your concerns. <strong>You must complete your review of comments during the allotted exam time.</strong> You can flag questions for comment whether you have answered the question or not. If you marked a question for review, a flag image will appear. If you wish to deselect the question, click on the Flag to Enter a Comment button again and the solid flag image disappears leaving just an outline of a flag.</td>
</tr>
<tr>
<td>Calculator</td>
<td>Generates the onscreen calculator for computing answers.</td>
</tr>
<tr>
<td>Scroll Bar</td>
<td>To reveal the entire question by clicking on the bar at the far right, holding down the left button to drag the bar up and down. Use the arrows on your keyboard for the same function.</td>
</tr>
</tbody>
</table>
Primary Navigation Features

The review screen is displayed automatically at the end of the exam. You are allowed to review exam questions as long as you have time remaining.

Blue bars label the different areas of the review screen. The total number of exam questions and the number of incomplete exam questions will appear on the right of one blue bar. Clicking on the plus (+) or minus (-) sign on the left of the blue bar allows you to display or hide the list of exam questions.

If you checked the Flag for Review button on an exam question, a flag appears beside that question on the review screen. Unanswered questions are displayed as "Incomplete." You can select or deselect additional questions to be flagged for review by clicking on the flag outline to the left of the question number.

From the review screen, you can review questions in a number of ways. The following buttons are available on the review screen:

- **Review All** - Click to review all questions and answers.
- **Review Incomplete** - Click to review only the questions that were left incomplete.
- **Review Flagged** - Click to review only the questions that are flagged for review.

You can select or deselect additional questions to be flagged by clicking on the flag outline to the left of the question number.

While you are in review mode, a **Review Screen** button will appear on each screen. When this button is present, you can click on it to access the review screen at any time.

**Ending the Review**

When you have completed your review, you may click on the **End Review** button. When you click on this button, a screen will appear asking you to confirm that you want to end the review/exam. To end your review/exam, click Yes. Once you end your review, you will not be able to return to your exam or review and change your answers. Be sure to read all screen instructions carefully!

Using the Comment Review Screen

The **Comment Review** screen automatically displays after exiting the **Exam Review** screen. It is important to note that once you enter the Comment Review screen, you cannot return to the Exam Review screen and you cannot change answers to questions. You are allowed to add comments to questions as long as you have time remaining.

Blue bars label the different areas of the Comment Review screen. The total number of exam questions and the number of incomplete exam questions will appear on the right of one blue bar. Clicking on the plus (+) or minus (-) sign on the left of the blue bar allows you to display or hide the list of exam questions.

If you checked the Flag to Enter a Comment button on an exam question, a solid flag appears to the left of the question on the Comment Review screen. All questions are displayed as "No Comment" when you first enter the Comment Review screen.

You can select or deselect additional questions to be flagged for comment by clicking on the flag outline to the left of the question number.

From the Comment Review screen, you have several ways to open questions in order to add comments. The following buttons are available on the comment review screen:

- **Review All** - Click to review all the questions and comments.
- **Review Flagged** - Click to review only the questions that are flagged for comment.

When you choose to review the questions flagged for comment, the question displays and a **Comment** box appears. Type your comment in the box and click Save.

Click **Next** to move to the next question. If you have reviewed all of the questions, clicking the **Next** button returns you to the Comment Review screen. For those questions that you added a comment, the first ten characters of your comment display to the right of the question number.

**Ending the Comment Review**

When you have completed your candidate feedback review, you may click the **End Review** button. A screen will appear asking you to confirm that you want to end the review. To end your review, click Yes. Once you end your review, you will not be able to return to the Comment Review screen. Make sure you read all screen instructions carefully.