



TG Web

General FAQ

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About this FAQ

We encourage you to contact us if...

- . You can't find the information you're looking for
- . You would like to discuss your specific testing requirements in more detail
- . You have questions regarding our customization services
- . You would like to schedule a call or an online demo

You'll find our contact information [here](#).

Product

Q: What is TG Web (TG_W)?

A: TG_W is a software application that enables organizations to deliver tests over the intra- or internet. The term *test* also refers to assessments, exams, quizzes, surveys and test papers.

TG_W includes the following components:

- . *Test Generator*, a windows-based test-creation/administration application
- . *Tester*, a web-based test-delivery application
- . *TG Reports*, a windows-based reporting application
- . Sql database to store tests and test data

You'll find a short, "basics" tutorial [here](#).

... and a web Tester tutorial [here](#).

Features

Q: Where can I find a listing of product features?

A: Many of TG's features can be accessed from our [Features](#) page.

TG Options

Q: Are there any TG add-ons/plugin-ins for TG_W?

A: Yes. The following options are available:

[SecureTG](#)

This is an add-on that locks down the testing event on an individual computer; ideal for delivering high-stakes testing. SecureTG treats the screen as a kiosk, disabling the CTRL, ALT and Print Screen keys. The test taker can neither minimize nor close the browser window.

AD/LDAP

Active Directory/Lightweight Directory Access Protocol is a software protocol for enabling/managing user authentication and security.

SCORM 1.2

Shareable Content Object Reference Model -- allows you to publish tests that can be accessed through an LMS (learning management system).

[TG Scan](#)

Scan paper test answer sheets into TG.

TG_W_r4.11.15

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Pricing

Q: Is TG_W pricing information available on your web site?

A: We do offer some *general* pricing information on our web site. However, because of the range of product and customization options, we have found that it can be more confusing than helpful *without* first having an opportunity to review pricing details by phone or as part of an online demo. Plus it gives customers a much better idea as to what their options are as well as providing us with an opportunity to match our products and services to their requirements.

If we have an opportunity to conduct an online demo, we record the session – including pricing. Having this pricing discussion “on tape” eliminates the potential for any misunderstanding and makes it easier for you to share accurate pricing with others.

Q: What are some of the factors that influence the cost of TG_W?

A: Cost factors include:

Delivery

How would you like your tests to be delivered: over your organization’s intranet or over the internet.

Hosting

You can host your TG Web account or we can host it on our servers. If you plan on delivering your testing over your **intranet**, TG_W would be installed on your servers. Note: If you wish to host your own account, we assume that you have the IT/technical resources to execute the installation and that you have a hardware/server on which the installation will be placed.

User Licenses

Estimate the number of test takers who need to be logged in to TG at any given point in time (concurrency). We offer 5, 10, 25, 50, 100, 250 (and up) user-license packages. Concurrency is defined as: any combination of administrative-level users and/or test takers who are logged in to your TG testing system, at any given point in time.

Subscription or Direct Purchase

We offer a 12-month renewable license or you can purchase a perpetual (non-subscription) license. Subscriptions include support: expedited email, phone and online support + free TG2.4.## updates. Direct Purchases include support for the first year. Purchasing a support subscription beginning year two is optional but *highly* recommended.

Customization / Programming

We also provide customization services for TG, TGReports and the web Tester. We will review your specification document and provide you with a cost estimate and estimated time of completion. If you accept the cost estimate, your customization is added to our development queue and you will be notified once the project has been completed.

Customization services can be implemented at any time.

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Purchasing

Q: Once I decide to purchase, what is the purchase process?

A: If you wish to expedite your order, we recommend placing a credit card order by calling us at 928.380.6570. We accept Visa, Master Card. Once your order is processed we will email you a paid invoice.

We also accept payment by check. If you wish to pay by check, please mail to:

Fain & Company
PO Box 4148
Prescott, AZ 86303

Purchase Orders: We do accept purchase orders – terms: net 15. Payments not received within 30 days, are subject to a late fee. Please note, in most cases your TG_W order will not be shipped until we receive payment. If we “pre-ship” the installation files (on the strength of a PO or letter-of-intent) please note that your TG software will “go dark” if payment is not received within 30 days of installation.

Contact us: We recommend that the individual generating the purchase order contact us to confirm the details of the purchase before submitting a PO. Purchase orders can be mailed to the address above or emailed to sales@testshop.com.

International bank transfers: We also accept payment through electronic bank transfers. Please contact sales@testshop.com to request our banking details. Please note, if your order is taxed by your country, you should not assume that you can deduct taxes from the payment due us.

Order Processing

Q: Once you have received payment, how will the software be conveyed to us?

A: We will send you an email containing installation file download links. You will also receive an installation tutorial and a technical support contact email should you need assistance.

Support

Q: What does support include?

A: Expedited email, phone and online support + free 2.4.## updates. Support hours are Monday thru Friday, 8am to 6pm Eastern except weekends and [federal holidays](#).

Support Subscription

Q: How long is my support subscription active? Can I renew it and, if so, what is the cost of the renewal?

A: If you purchase a TG_W subscription, support is included as part of your yearly subscription fee.

TG_W Direct Purchases includes a support subscription for the first year. Renewing support after the first year is optional but highly recommended. If not renewed, you are eligible for email support. If we host your Direct Purchase account a support subscription is included with your hosting subscription.

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TG Versions and Releases

Q: How often do you publish new releases and how do I find out about them?

A: We don't have a set schedule for publishing new releases, but – on average – we publish a new release of TG2.4.## every 6 to 8 weeks. Releases may include new features, feature enhancements and/or bug fixes. Upgrading to a new release is not mandatory. New-release announcements are published on our [website](#) as well as in newsletters, email blasts or through individual customer follow-ups by phone or email.

Upgrading

Q: If I purchase a 10-user license and, in the future, want to increase my concurrency to 25 user-licenses, can that be done?

A: Yes. You would pay the *difference* between what you paid initially, and the next level up (25) – this would also apply to any TG Options you might have purchased.

Q: How do I go about purchasing an upgrade?

A: Our contact information can be found [here](#). Please include your contact information and a best time to call. If you are hosting your own TG Web account we will send you a new product key. If we host your account we will either update your concurrency ourselves, or send you the upgrade product key and instructions on how to perform the upgrade. Time required 10 to 15 minutes.

Update/Upgrade Policy

Q: Do you have an update/upgrade policy?

A: Yes. You will find more information [here](#).

Documentation/Help

Q: Do you have a printed instruction manual?

A: No. However, [TG Help](#) is available online and TG Help is included with your installation of the TG admin client; other instructional materials include: PDF, PowerPoint and Flash tutorials. Also, TG_W purchases include two online training credit hours. We record the online training sessions and email you the session's playback and download links.

Tests

Q: Does the purchased product include an assortment of tests, or can tests be purchased?

A: TG_W does not include tests. TG_W is designed for customers who already have their own test content. Test content can be typed into the program or imported from a TG_W-friendly .csv, .txt, .xls, .rtf, or .xml file.

Printing

Q: In addition to giving tests online, can I print tests?

A: Yes, TG gives you the option of printing tests as well as saving out an RTF file that you can open/edit using any word processor. Note: The formatting of tests can be modified through TG's print template.

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Printing Study Guides Using SecureTG

Q: If I am using the SecureTG plug-in and I am enabling the After the Test > Study Guide test property, will the test taker be able to print the study guide during the secure browser session?

A: Yes, the test taker would be able to print out the Study Guide.

Taking Tests

Q: Once the program is installed, how/where will my testing audience log in to take tests?

A: That will depend on your purchase.

Intranet: If you have TG_W installed on your organization's servers, you will have a designated address that was defined during the installation process. This is information that will be shared with you by the technical/IT person who set up the installation.

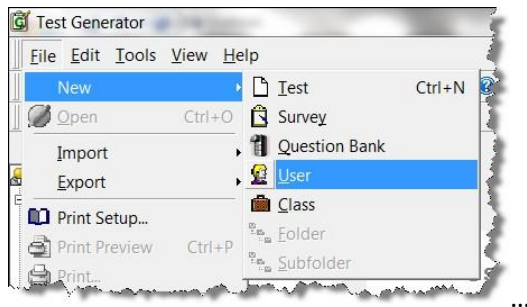
Internet: If your TG_W account is hosted by us, you will specify a web address. It will take the form <http://<yourorgurl>.mytgweb.com>. Example: <http://world-check.mytgweb.com>.

Test Takers: Importing

Q: How do I go about getting my test-taking audience to actually take a test?

A: Once your TG_W account is operational, you need to create test-taker profiles in TG_W's database. There are two out-of-the-box methods for doing that. Using the TG admin client:

1- You can manually create individual user profiles by selecting File > New > User



2- Or you can import your test takers by using a TG-friendly file format. The process and best practices are demonstrated during your online training session. We also have sample files and a tutorial we'd be happy to send you, please contact us.

3- If you would rather have your test-taking audience to self-register in order to take tests, we offer a fee-based auto-registration service. We consult with you to identify the form and form behaviors that match your requirements—a mock-up of the layout you would like to use will be helpful.

We then provide you with a quote. Upon your acceptance we would then invoice you for 50% of the cost and add your project to our development queue.

Once the form is completed, and subject to your review and sign-off, we would invoice you for the remaining balance. Later, if you require changes to the form, or if you wish to have different forms for different audiences, we would repeat the process described above.

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Test Takers: Self-Registration

Q: My test-taking audience consists of individuals who wish to take practice certification tests in preparation for their final exam. Our customers pay us to take the practice certification exam. Do you offer a registration process that would allow our customers to self-register, pay for, and take the exam?

A: Yes. We offer several customized, registration options. Here are some samples for your review: <http://www.testshop.com/tg-options/self-registration-forms>. These forms can be modified per your requirements.

Registration forms are a fee-based option. We recommend reviewing the sample forms -- select the one that is *most like* the form that you would want to present to your test takers. Let us know what you'd like to edit/modify – having a sample mock-up of your registration form is recommended.