

Welcome to Test Generator

Welcome

Getting Started

Training & Help

Support

Updates & Upgrades

Support Best Practices

Web Tester FAQ

Welcome

Thank You

Thank you for your recent purchase - we appreciate your business and confidence in our Test Generator products.

We're pleased to have you join our TG family of customers.

By this time, we've probably had a chance to chat, exchange email and conduct an online demo. If we *have not* communicated with you personally, please [contact us](#).

- Support: support@testshop.com



Getting Started

[Product Key]

We emailed your TG product key and installation instructions to you, or someone in your organization. Please review those instructions *before* attempting the installation. If you still have questions, please email support@testshop.com

Note: if you are NOT the person performing the installation, please forward the installation instructions to the appropriate person, or have them contact us.

[Activation]

Your *initial* account includes a 30-day demo key.

If TG is installed on your equipment, activate the program by applying the product key we emailed to you. If you do not have the product key, please contact the person who requested the program or email support@testshop.com.



Training, Tutorials & Help

[Training]

Once your installation is complete, please contact us to schedule your first, one-hour training session. The first session will cover the basics, an orientation to TG and its features. Following this session, we encourage you to explore TG *before* scheduling your second session.

The second session is devoted to answering questions based on your exploration of TG. We'll also review best practices and offer suggestions based on your specific testing policies/requirements.

If you have purchased more than two training sessions, you can use the additional credit hours whenever you wish.

We also provide “mini” online sessions if you would like to review a particular feature, or are experiencing a problem implementing a feature or process.



Training, Tutorials & Help

[Tutorials]

In addition to the online training, there are various tutorials covering various TG features. If you haven't already done so, we encourage you to review this [Introduction](#) to Test Generator.

If you purchased TG Web, please review TG's web Tester [tutorial](#).

[Installation Tutorials]

Depending on which product you purchased, we emailed that information to you or someone within your organization. If you are the person performing the installation, but have not received a copy of the instructions, please contact us

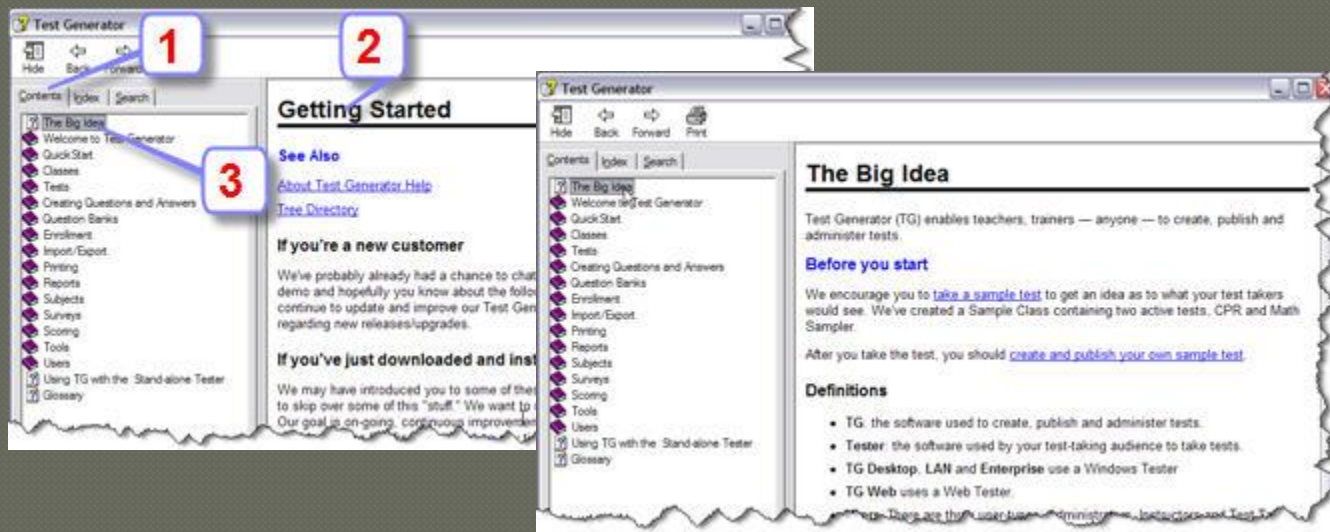


Training, Tutorials & Help

[Help]

TG Help documentation is included with your Test Generator client – the software you will install on your computer to create and manage tests. TG Help is accessible from within TG by selecting the F1 key.

When you open TG to the home screen and click the F1 key you will see the image on the left.:



TG Help opens to the (1) **Contents** tab and displays the (2) *Getting Started* topic.

Another topic of interest will be *The Big Idea* help topic (3) – we recommend studying this help topic. It will provide you with a good overview of Test Generator.



Support

[About Support Subscriptions]

Unless otherwise noted, your purchase includes:

- Year-one support subscription
- Expedited email, phone support and free, 2.4.# *updates*
- Support subscriptions are billed yearly.

Online training

- Additional online support can be scheduled as needed at no additional charge.

Support Hours

- Monday through Friday
- 8AM to 6PM Eastern, weekdays, closed weekends and holidays



Contacting Support

[When contacting support...]

Email: support@testshop.com or...

Call: 928.380.6570

In most cases the phone will be answered by a member of our team.

- If we can't get to your call right away, we'll call you back.
 - Typical call-back times range from < 30 minutes to < 2 hours.
 - Email or messaging is recommended with follow-up calls as required.
 - We also respond to after-hour emails -- response times will vary.
-
- You'll find all of our contact information on our website

<http://www.testshop.com>



Updates & Upgrades

[Policies]

Our Update/Upgrade policies can be found [here](#).

[Updates]

TG LAN and TG Web (2.4.#) updates are free to customers who have an active support subscription. If you do not, please contact us for details.

We have been averaging one update/release every 8 to 10 weeks. Updating between various releases is optional. Releases usually include bug fixes or feature/gui enhancements.



Updates & Upgrades

[Upgrades]

Going from 2.4.#, to a future v.2.5 or 3.0, is considered a paid upgrade.

If you have an active support subscription, you are entitled to a discount.

[Other TG Upgrade Options]

SecureTG web browser

This is an add-on that locks down the testing event on an individual computer.

Ideal in settings where you are providing high-stakes testing

It 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.

For a more in-depth review of this option, you can view/download a tutorial [here](#).



Updates & Upgrades

[Other TG Upgrade Options]

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.

You'll find a tutorial [here](#).



Development

[Your Options]

We have an active development schedule that falls into one of three categories:

- 1- Paid development - customers requesting/paying for changes to TG
- 2- Product enhancements that we have prioritized and are planning on releasing
- 3- A *nice-to-have-but-not-essential* feature list

If you have a specific development request, please call 928.380.6570.

If you have a suggestion regarding a current feature, or would like to submit a new-feature request, please [contact us](#).



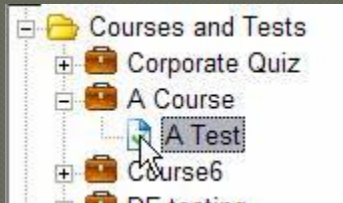
Support – Best Practices

[When reporting a problem]

In order for tech support to troubleshoot a problem, we will need:

1- A description of the steps to CONSISTENTLY reproduce the problem

2- If someone is having problems with a test, then we may need a copy of the test. You can export a copy of the test from TG's home page:



Select/highlight the test (icon) you want to export

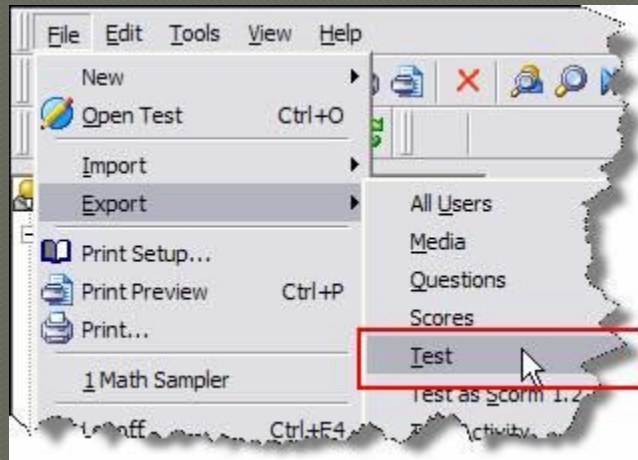


Support – Best Practices

[When reporting a problem]

2- Select File > Export > Test –

Save the test in a location that is easily accessible by you



3- Zip/compress the test file, attach it to an email and send it to support@testshop.com – along with a description of the steps that will allow us to *consistently* reproduce the problem. *If* there are any error messages, please send a screen shot..



Support – Best Practices

[When reporting a problem]

4- *If possible*, tech support may need access to your system in order to diagnose the problem. This means creating a **logmein** account and providing tech support with the **logmein** login information. It's probably best to check with your IT staff to make sure they are "OK" with this approach. You can download a demo copy of **logmein** from here:

https://secure.logmein.com/welcome/get_logmein_free/signup.asp

If your IT person has any questions about this approach, please have them contact support@testshop.com -- please include a phone # and a best time to call.

If the **logmein** option is not possible, a collaboration (or screen-sharing) tool such as *Glance* or WebEx would be the next-best choice.

We can schedule WebEx support sessions as needed. We will provide you with our WebEx account address in an email or at the time of our scheduled call.



FAQ Web Tester



F A Q_Web Tester

Q: Can the Web Tester login page content/look be modified?

Yes. TG Web's login page can be customized to include your organization's banner, logo and name.

Q: Can the messages, icon toolbars and other screen elements be modified or customized?

Yes. Certain screen elements can be modified by you while the display/modification of other content elements and test behaviors requires customization. We'd be happy to review the various options with you in more detail.

Q: Can we add an introductory message before the test begins?

Yes. As a test author, you can add

- Pre-test messages
- Security / Legal statements
- Pre-section instructions



F A Q_Web Tester

Q: What are the various forms of output that a test author can select at completion of the test session?

Test authors can define any of the following post-test behaviors.

* Show Feedback

- Allow User Feedback
- Allow Test Review
- Show Pass/Fail
- Show Score
- Display post-test messages based on performance
- Launch a Survey at the completion of the test
- Generate email messages based on performance
- Print a certificate
- Print a study guide showing the test taker's responses to questions

Q: What if I want to modify or add certain behaviors, can that be done?

Yes. We can customize the output based on your requirements.
Please contact us at your convenience.



F A Q_Web Tester

Q: How are test takers added to TG?

There are various methods of adding test takers to TG. They can be...

- Created manually from within the TG administrative client
- Imported from a TG-friendly text or Excel file
- Managed through AD/LDAP (optional add-on)

We also offer...

- Self-registration forms
- Custom registration forms to include e-commerce test-purchase options

Q: How do test takers become eligible to take tests?

Once a user profile exists in TG's database, test authors can manage/control a test taker's access to tests. Test takers are enrolled in a class/course and are eligible to take any active test under that class. Test takers can be enrolled in one or multiple classes. User access to tests is managed/controlled by test administrators.



F A Q_Web Tester

Q: Do you offer online demos?

Yes. We provide online demos upon request.

You can schedule an online demo [here](#). or email sales@testshop.com.

Q: Where can I find pricing?

You can find general pricing information [here](#). Please [contact us](#) or email sales@testshop.com to discuss your specific testing requirements.

Q: Can I host my own TG Web account?

Yes. You can install TG Web in your operations center or host it with your internet service provider (ISP). We also offer turnkey hosting of TG Web accounts.

Q: Where can I find additional TG Web information?

TG Web [FAQ](#)



Test Generator

Thank you for viewing this presentation.
We look forward to hearing from you.

sales@testshop.com

support@testshop.com

