

Personnel Board of Jefferson County

Remote Test Instructions

Thank you for participating in the remote assessment process using the TestGenius platform. This guide is designed to help you successfully prepare for and complete your assessment with confidence. It outlines the technical requirements, step-by-step instructions, and important guidelines to ensure a smooth testing experience.

Please review all instructions carefully prior to your scheduled assessment to avoid any disruptions and to ensure you are fully prepared and have the maximum amount of time available to complete all test exercises.

Items you will need to complete the Test:

- Test invite email from TestGenius with your test link.
- Desktop or laptop computer (this test **cannot** be completed on a cell phone, tablet, or mobile device).
- Internet access.
- Google Chrome (preferred), Edge, or Firefox web browser.
- A place to complete the test away from other people, noise, and distractions.
- Headphones or computer speakers.

Beginning Your Test

To access your test, you will click the link in your TestGenius invitation email. At the top of the screen, you will see the organization in which you are testing for (Jefferson County Personnel Board), the name of the test you will be taking, the test code (individualized for you), your name listed as the test taker and a list of the test exercises that the TestGenius exam will include.

When you are ready to begin the exam, click **“Begin Testing”**.

An example has been provided below:

Organization: Jefferson County Personnel Board

Test Battery: 2026 Instructions Sample Test

Test Code: FF18441510904026

Test Taker Name: [REDACTED]

Click the button below to begin. Tests will automatically be administered in the order that they are listed.

Test List

Applying Policies

Outlook 2019

Memory Recall (Audio)

Data Entry 2: Inventory

Member Service Interaction

Numeric Filing

Alpha Filing

Computer Skills

Customer Service Interaction

ATTENTION SAFARI USERS:

Please click the link below and read the additional instructions before you begin testing.

[Click Here for Instructions](#)

[Begin Testing](#)

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General Testing Instructions

Prior to beginning your test, ensure that you read all the instructions that are provided to you on the screen. This will help ensure that you understand what is being expected of you and have the maximum amount of time available to complete all test exercises.

Once you have read the instructions, you will begin your test exercise by clicking “**Launch Assessment**”. This will then take you to the first question.

An example of the general instructions and Launch Assessment screen has been provided below:

TestGenius | Outlook 2019

Instructions Launch Assessment >

You are about to begin a Microsoft Office Simulation Test. This test is designed to measure your ability to use the Microsoft Office program named at the top of the screen. You will be asked to perform tasks during the test that will appear in a message box located at the bottom portion of your screen. *Unless otherwise instructed*, you may perform the tasks required using virtually all correct and appropriate methods available (menus, keyboard shortcuts, right-clicks, etc.)

Because this test is designed to measure your skill and ability in using this Microsoft Office program, the "Help" files throughout the simulation have been disabled and, in some instances, clicking on a "Help" menu may be counted as an incorrect attempt. Furthermore, since this is a simulation, there are several exclusions put into place to facilitate testing.

If you attempt an action that is not a means by which the requested task can be performed, a message will appear advising that you have made an incorrect attempt and it will report the number of attempts you have remaining. You will have a certain number of attempts to complete each item in the test. After a certain number of unsuccessful attempts the test will automatically prompt you to continue on to the next test item. If you wish to return to the beginning of the simulation, you can click the "Reset" button in the blue bar above the question, at any time before the item has been completed. If you successfully complete a test item before all attempts are used, the program will indicate that you have completed the item and you will be automatically taken to the next test question.

If you wish, you may click on the "Right" arrow at the bottom of testing screen (above the question in the blue bar) to skip to the next item during this portion of the test. Alternatively, you can click the "Pick Question" button to see a list of all the items that have not been answered, and skip directly to a specific item.

(NOTE: For those test takers using the JAWS screen reader with the MS Office Simulation tests, users may switch between the MS Office Simulation window shown on the upper portion of the test and the blue Test Item window shown on the lower portion of the test by using Ctrl + F7 shortcut to toggle.)

Good luck!

After beginning the test, **DO NOT USE YOUR BROWSER'S BACK, FORWARD, OR REFRESH BUTTONS** to navigate within the test. You can use the built-in navigation buttons to go back to previous items, if allowed and if time remains.

TestGenius | Computer Skills

Time Remaining: 00:29:37 Instructions Submit

< Previous Question 1 of 55 View Item List Next >

1. Which of the following forms of portable storage media is plugged into a USB port?

- A. Compact disc
- B. Flash drive
- C. Floppy disc
- D. DVD

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Each test exercise is composed of multiple questions. The question number and total number of questions for each exercise will be noted in the top middle of the screen. Each test exercise has its own time limit. A timer is shown in the top right-hand corner of the screen. When the time expires, your last answer will be recorded, and any unanswered questions will not be scored.

An example of the screen has been provided below:

The screenshot shows the TestGenius interface for a 'Computer Skills' test. At the top left, the TestGenius logo and 'Computer Skills' are visible. In the top right, there is a timer showing 'Time Remaining: 00:29:37', an 'Instructions' button, and a 'Submit' button. A blue navigation bar at the top contains a 'Previous' button, 'Question 1 of 55', a 'View Item List' button, and a 'Next >' button. The main content area displays a question: '1. Which of the following forms of portable storage media is plugged into a USB port?' with four radio button options: A. Compact disc, B. Flash drive, C. Floppy disc, and D. DVD. A keyboard navigation tip at the bottom reads: 'Keyboard navigation: Alt + Right Arrow for Next.'

Once you have selected a response or completed the task that has been prompted, click “**Next**” to advance to the next question. **DO NOT CLICK THE SUBMIT BUTTON TO GO TO THE NEXT QUESTION**

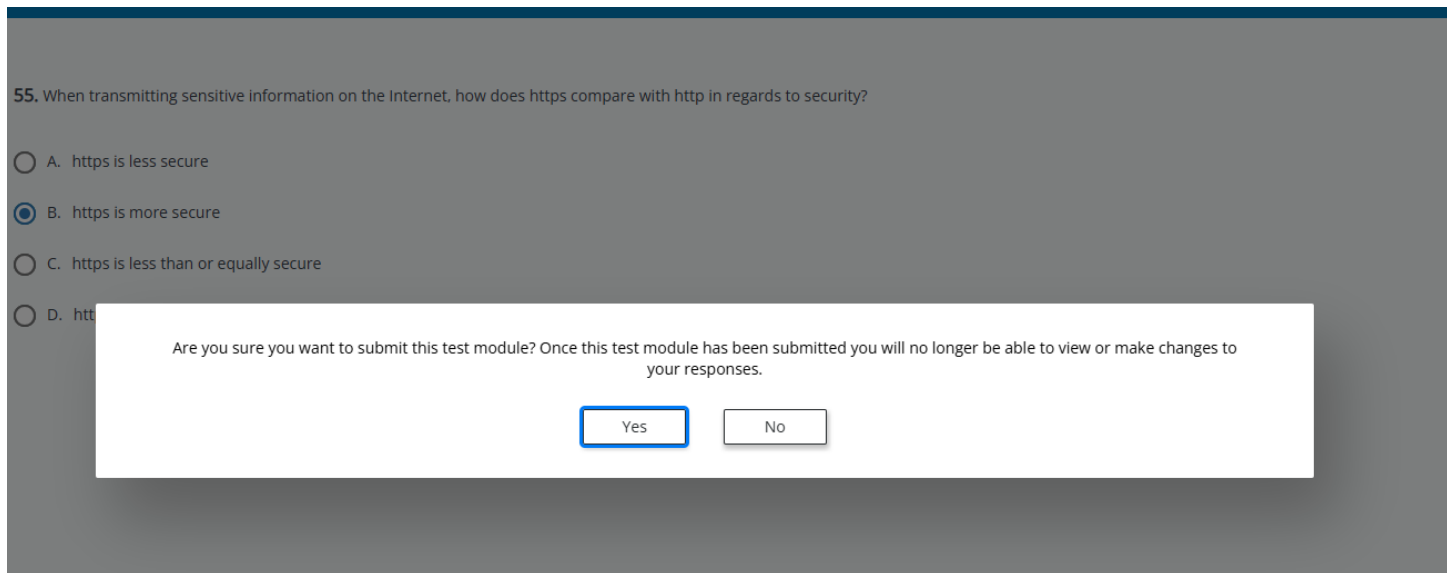
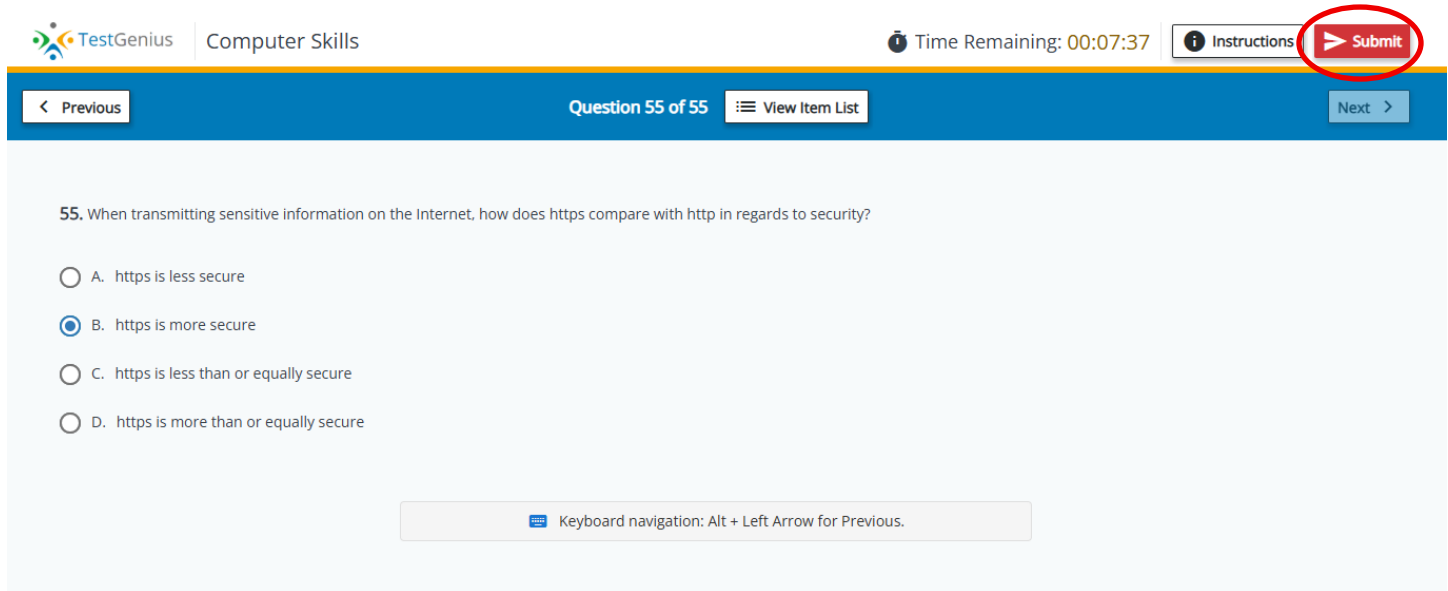
An example of the screen has been provided below:

This screenshot is identical to the previous one, but with option B, 'Flash drive', selected (indicated by a blue dot in the radio button). Additionally, the 'Next >' button in the blue navigation bar is circled in red.

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When you have completed all of the questions within an exercise, click **“Submit”** to go to the next test exercise. Again, **DO NOT** click **“Submit”** until you have completed all of the questions within the exercise or the time has expired. Once you click **“Submit”**, you will not be able to go back to this exercise.

An example of the screen has been provided below:



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Practice Questions

For some test exercises, a practice question is given to provide you with an opportunity to ensure you understand what the question is asking of you. You are expected to complete these practice questions before you will be able to begin your test exercise. Click **“Launch Practice”** to complete the practice question.

Once you have completed the practice question, you will click **“Launch Assessment”** to begin the test exercise.

An example of the practice question screen has been provided below:

The screenshot shows the 'Instructions' screen for the 'Applying Policies' test. At the top, there is a navigation bar with the TestGenius logo, the test title 'Applying Policies', a timer showing 'Time Remaining: 00:30:00', and buttons for 'CC', 'Instructions', and 'Submit'. Below this is a blue header bar with the word 'Instructions' and a 'Launch Practice' button circled in red. The main content area is titled 'APPLYING POLICIES TEST' and contains several paragraphs of instructions: 'You are about to start the "Applying Policies" test. For this test, you will need to listen to information that is provided to you through your speakers or headset.', 'During this test you will be shown a company's policy and procedures regarding callers' issues. After reading the policy, you should click on the "Listen to Caller" button to hear the telephone call. After the call is completed, you will be presented with a statement regarding the call. You will then need to choose whether the statement is "true", "false", or you "need more information from the caller to make this determination.', 'You will be able to read the policy before the call starts. When you feel you are ready to hear the call please click the button "Listen to Caller". Once you have played the call you may not repeat it.', 'After you have finished the question, click the "Next" button that will enable at the top right corner of the screen.', and 'You do not need to enter any customer information during this test. You are only required to evaluate whether a company's policy applies to each caller's issue. Good luck!

The screenshot shows the 'Practice' screen for the 'Applying Policies' test. At the top, there is a navigation bar with the TestGenius logo, the test title 'Applying Policies', a timer showing 'Time Remaining: 00:30:00', and buttons for 'CC', 'Instructions', and 'Submit'. Below this is a blue header bar with the word 'Practice' and a 'Launch Assessment' button circled in red. The main content area is titled 'Practice Question' and contains a 'Policy' statement: 'Customer billing inquiries regarding late fees can be disputed with a customer service representative if addressed within 20 days of receipt. Customers must provide their reference number for all disputes'. Below the policy is a 'Listen to Caller' button with a speaker icon. At the bottom, there is a 'Notes:' label followed by a large empty text box for taking notes.

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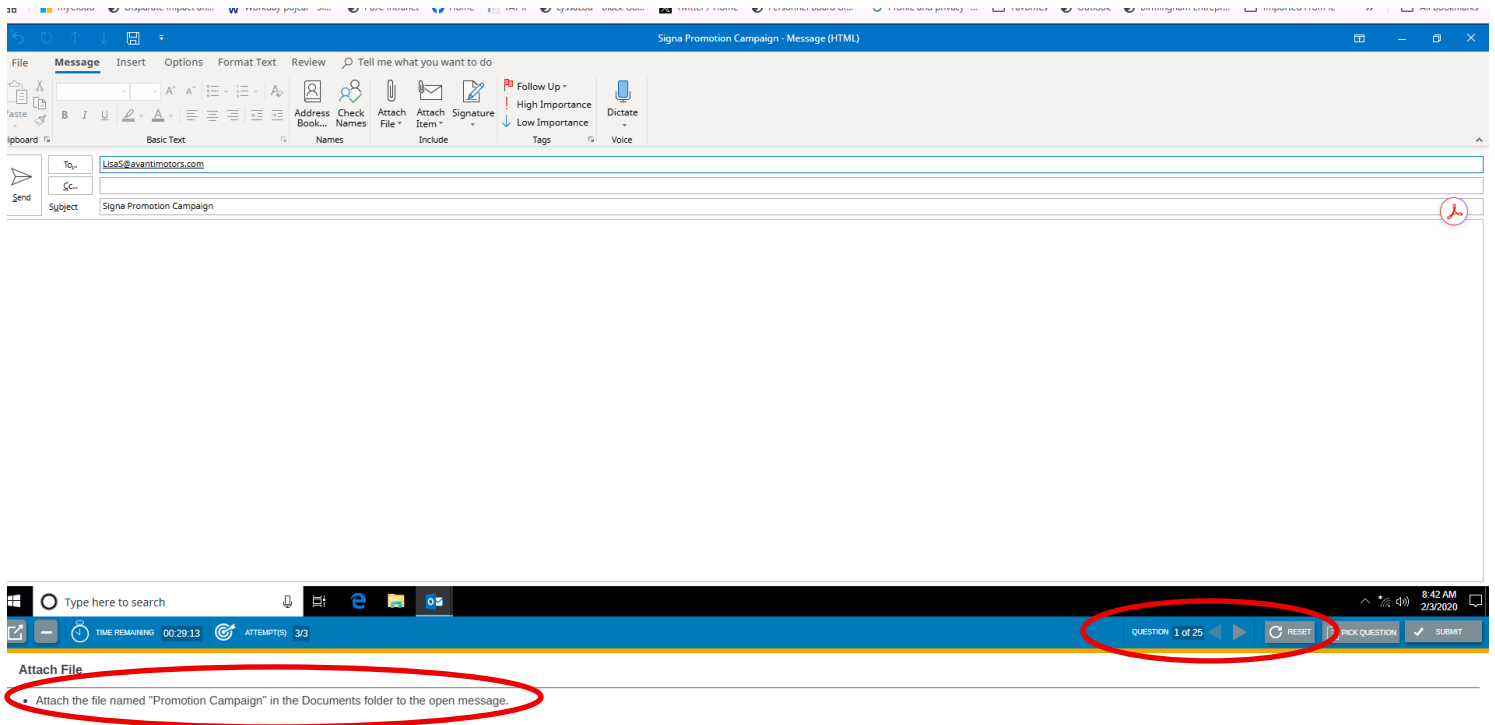
Simulation Questions

For some test exercises, simulation questions are used to have test takers complete tasks. The instructions for the task expected to be completed are provided at the bottom of the screen.

Once the task is successfully completed, you will be automatically advanced to the next question. You can manually navigate the questions by using the arrows at the bottom right-hand corner of the screen.

Again, **DO NOT** click “Submit” until you have completed all the questions within the test exercise.

An example of the practice question screen has been provided below:



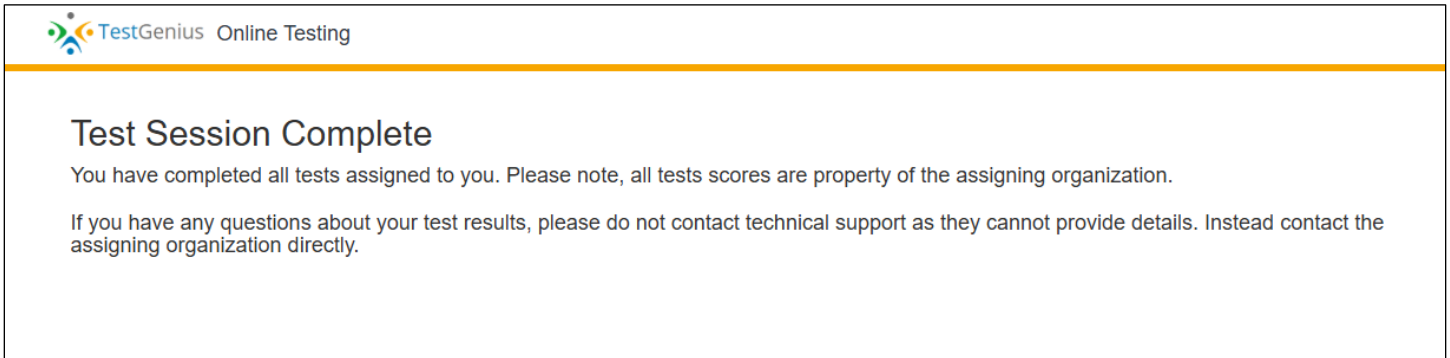
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Completing Your Test

When you have completed all of the test exercises for your TestGenius exam, you will be directed to the “Test Session Complete” screen. At that time, you may close your browser. You have completed your exam.

An example of the screen has been provided below:



Should you have any questions after reading this guide, additional information on how to navigate the TestGenius Online Testing platform can be found here: <https://applicant.testgenius.com/knowledgebase>

Good luck!