Burlington Fire Department Online Firefighter Test and Registration Frequently Asked Questions (FAQs)

Question: *Am I required to apply with the city or fire department prior to testing?*

Answer: Yes, in order to be invited to register and take the online firefighter test, every candidate must apply with the city or fire department during the *open* application period. Please refer to the City's/Department's *required* application information for details, instructions and any date/time requirements. You must apply by February 29, 2024 <u>and</u> qualify in order to be invited to register and take the test! Once you have been notified that you are a qualified candidate, you will receive further information on how to register for the test from ***FPSI Support*** (support@fpsi.com).

Question: *How do I register to take the online test?*

Answer: Once you are a qualified candidate for the <u>Burlington Fire Department</u> recruitment process, you <u>must</u> *register* for the online test during the registration period. The website and instructions to register will be provided to you before the registration period opens from FPSI Support. **The test registration period is open from March 1, 2024 at 12:00 p.m.** *Pacific Standard Time (PST)* **until March 6, 2024 at 9:00 a.m.** *Pacific Standard Time* **(PST).** If you do <u>not</u> register during this registration period, you will <u>not</u> be allowed to take the online test! Be sure you are qualified and able to take the test as the registration fee is <u>*non-refundable*</u>.

Question: *Is there a fee to register for the online test?*

Answer: **Yes, the cost to register for the online firefighter test is $35.00 (*this fee is non-refundable*). Please be sure you are able and willing to take the test.** There is an <u>*optional*</u> $15.00 Candidate Orientation Guide you may also purchase when you register. The Candidate Orientation Guide will provide you with an overview of what to expect on the test and includes practice test items and a scoring key. The practice test items are very similar to the items on the actual test.

Question: *How will I receive access to take the online test?*

Answer: Every registered candidate will receive one (1) *unique* test link to take the online firefighter test. The test link and instructions will be emailed from the testing platform "***Test Genius***" from this email: **onlinetesting@invitations.testgenius.com**. *Whitelisting this email address in your email account could be helpful. Please refer to your email account settings for any details on how to do that.*

For <u>Burlington Fire Department</u> you will receive the test link email March 6, 2024 (*two days before the testing window opens*). If you do not see the test link email in your inbox before the test window, please carefully check **<u>all</u>** other folders in your email account *(e.g., junk/promotions/categories/unread)*. Many email providers have junk/spam filters that are set too high. Email help@fpsi.com if you still cannot locate it**.**

Question: *How much time will I have to take the online written test?*

Answer: Once you click on the test link, you will have three (3) hours to take the online test. You may take the test anytime during the testing window between **March 8, 2024 at 12:00 a.m.** *Pacific Standard Time* **(PST) and March 9, 2024 at 11:59 p.m.** *Pacific Standard Time* **(PST).**

Question: *How do I contact support during the online test?*

Answer: For the fastest response, you may email help@fpsi.com for assistance. On the actual test day(s), IT Support will be available from 7:00 a.m. - 7:00 p.m. (PST).

Question: *What do I need to be able to take the test online?*

Answer: **In order to take the test, candidates must ensure they have or can do the following:**

- Laptop or desktop computer (Windows, Mac, or Linux operating systems).
- Turn *off* any scheduled updates or scans for laptop or computer on the test day.
- Be sure internet service provider is working for the entire test with at least **20 Mbps** upload/download speed. Check your speed here: https://fiber.google.com/speedtest/
- Do not use a mobile/cellular hotspot.
- Must use one of the following internet browsers with the most current version: Chrome, Safari, Edge or FireFox. *Google Chrome is preferred*.
- Candidates may not use Internet Explorer as their browser.
- Candidates may not use their cell phone, iPad, tablet or chromebook to take the test.

Question: *Can I start the test and take a break and then access the test again?*

Answer: No. Once you start the online test, your time will start and you are not allowed to close your browser or leave the test. Your final test time will be calculated and reported to the department you are testing with. Additionally, your test link will only work once. **You will not be given more than one test link, so please ensure that you are able to spend up to 3 hours to take the test before you click on the test link.**

Question: *Do I need a webcam to take the test?*

Answer: You do not need a webcam to take the online test. Candidates are expected to take the test without assistance and without the use of a calculator. Integrity is one of the most important characteristics of a firefighter and you are expected to demonstrate this critical trait during the testing period. Measures have been put into place to confirm that your online test score accurately depicts your skills in the areas measured by the test. If you are unable to demonstrate consistency between your online test results and those integrity measures that the department may elect to use (i.e., a confirmatory test, a polygraph, etc.), you will be removed from the recruitment process.