

Child Welfare Training Academy

at the University of South Florida



The most frequent cause for tests becoming locked during pre-service training is when the proctor has assigned a version of the pretest, posttest or waiver test to the trainee, and the proctor sets the test for **Ready to Start** prior to the testing session beginning and the trainee does not show up to take the test. When the proctor closes the test, the test is then locked. The test being in locked status will go undetected until the trainee attempts to take a test in the future. In these situations an error message will be generated indicating **"This trainee has unresolved test issues."** **According to Page 5 in the Skillnet Proctor Manual for Child Welfare Training regarding Ready to Start status, "the proctor should set the students to this status after and only after the student has arrived, has shown proper identification, and has intentions of taking the test."**

If a test does become locked, the problem can quickly be resolved by immediately advising the **Skillnet Helpdesk** at DCF_Helpdesk@dcf.state.fl.us. Please indicate **Unlock Skillnet Test** on the subject line of the email message. This will generate a ticket that can be used to track the response from the Skillnet Helpdesk. In the body of the message to the Skillnet Helpdesk include the trainee's Skillnet ID, the requester's name and contact information. Once the message is sent, immediately call **850-487-9400**, **select Option 4**, and indicate that a Skillnet ticket has been submitted regarding a locked test. A technician will be notified and the technician should contact you within minutes to advise that the test has been unlocked.