2021 Continuing Skills Test
Adult Long Term Care Functional Screen

Tips and Tricks for Taking the Online Test

1. **How do I make the font larger?**

   - The easiest way to make a font bigger onscreen is to use the keyboard shortcut to **zoom in**; use the **Ctrl** or **Cmd** key and tap **+**.
   - You can also use Windows or Mac **Zoom** settings from the **Personalize** or **Preferences** menu.
   - You may be able to make a font bigger using the settings in your favorite web browser, as well.

2. **Do I have to print the scenarios?**

   - No, you do not. You may print them if you choose. They are available within the CST. You will have the ability to read the scenario as part of the CST as well as open in a new window while you are taking the CST.

3. **Do I have to take the test in order?**

   - No, while we recommend taking the test in order, you have the ability to move between modules if desired.
   - If you click Next after each question, you will move through the modules in order.
   - If you prefer to skip a module and return to it later, we recommend that you complete the module you are on before skipping.

4. **How do I save my answers?**

   - Your answer will be automatically saved when you select Next. You may need to scroll down to view the whole question, answer selections, and Next button.
   - If you select Next and you have not chosen an answer, the test will not let you move to another question until you answer.
   - If you are unsure of your answer, you can always return to the question later to review.

5. **What if I accidentally close out of the test or it closes while I am testing?**

   - You should click on the test link again in your email and this should bring you back to where you left off. If this doesn't work, follow the help information at the end of this document.

6. **Will it time-out if I am on a question too long?**

   - No, it will not time-out on a specific question. However you have eight hours from when you accept the NDA to submit your answers.
   - If you do not submit your test after eight hours, the test will be automatically submitted as is and you will receive a confirmation email.

7. **What is this "Visualization Tool?"**

   - This tool is for you to use as you wish in order to note questions that you want to return to, or modules you have finished, etc.
   - This is available as both a PDF and Word document for your use printed or on the computer.
   - You do not have to use this tool.

8. **Will I have a chance to review my selections before I submit my test?**

   - Yes! You will have the opportunity to review and double-check all of your answers before submitting your test.
   - You will not be able to submit your test with unanswered questions.
   - After 8 hours if you have not submitted your test it will be submitted automatically even if some questions are not answered.

9. **What should I do if the Menu overlaps the question and/or answer?**

   - When the Menu is condensed it appears as an icon of three horizontal lines above the question. When you click on the icon, the Menu is expanded.
   - If your browser window is maximized, the Menu will appear to the left of the question and will remain locked in view as you proceed through the test.
   - If your browser window is less than maximized, the Menu may be condensed. Click on the icon to expand, click again to condense.
   - If you prefer to keep the Menu visible, consider maximizing your browser window.

10. **What if I need help (for example, your test closes out and you cannot get back in or the submit process does not work)?**

    - If a screener experiences technical difficulties while taking the online test, they should contact UW-Oshkosh at regstaff@uwosh.edu or (920) 424-1071, Monday-Friday, 8:00 AM – 4:30 PM.
    - Screeners should communicate with their screen liaison if they have technical difficulties that cannot be resolved by UW-Oshkosh.
    - Screen liaisons may contact DHS through the CST mailbox (DHSLTCFSCST@dhs.wisconsin.gov) with questions, Monday-Friday, 8:00 AM – 4:30 PM.