



How It Works:

- The CUSP exam process is comprised of **two software components** that work together to deliver your CUSP Online Exam:

Register here:



This is the **web portal** where all exam takers must register an account.

Then download:



The **exam program** that must be downloaded to the computer that you will be using to take the exam.

Step 1: Is your computer ready?

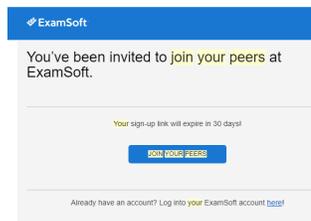
Your computer must meet the following requirements:

- The ability to download the exam application onto a computer. Due to the security systems built into corporate computers, we **STRONGLY** suggest loading Examplify on a personal computer. **If you use a work computer, you will need Administrative rights from your IT Department.**
- 1gb of available hard drive storage space/8 gb of Ram or higher
- Windows 10 or Mac OS X 10.13 (High Sierra), OS X 10.14 (Mojave), Mac OS Catalina (10.15)
- Internet connection to download exam and upload results (*WiFi is not required during the exam*)
- Front-facing camera on the computer
- Microphone - **headphone/earbuds cannot be used**

Note: No iPads or Chrome books are supported due to the video monitoring.

Step 2: Receive “Join Your Peers” email (from Exambot@Examsoft.com) and “CUSP Exam Instructions” (from cuspexam@usoln.org) to create an account in

- Receive the “CUSP Exam Instructions” email informing you of the steps to follow.



- Receive the “Join Your Peers” email **Check your spam folder or ask your IT department to look for the email coming from exambot@examsoft.com.**
- You cannot use the Edge Browser to go to Examsoft. Google Chrome is preferred.
- Institution ID:** Utility Safety and Ops Leadership Network
- Login Email:** Your email address is the one you used to register for the CUSP exam
- Your Password:** You will be asked to create a password

Remember your login email & password, as you will need it to take the exam in  Examplify

- When your account registration is complete, click on the  button in the upper right hand corner
- The Exemplify software will start the downloading process to install the software onto your computer and create an Exemplify icon on your computer desktop

Step 3: Download Exemplify to your desktop after you created an account in ExamSoft

- An  Exemplify icon will appear on your computer desktop when the download is complete
- **The Institution ID is: *Utility Safety and Ops Leadership Network***
- **You will need your email and password** that you created in the ExamSoft system from Step 2.
- Download all the exams which includes the Sample exam, CUSP base exam and your selected endorsement(s)
 - *If you do not see the exams you are expecting to take in your "My Exams" download window, contact CUSP Exam Support at cuspexam@usoln.org or 800-671-9466.*
- If you are having download issues/errors, please review the [Minimum System Requirements](#)
- If you require any technical assistance downloading the application, call ExamSoft (866) 429-8889.
- **Video Link:** [Downloading an Exam](#)

Step 4: Launch Exemplify App and Take the Sample Exam

- From your computer desktop, click on the Exemplify icon and login.
- Take the 7-minute sample exam as soon as possible. The **Sample Exam** that is in Exemplify, **must be done at least 2 days prior to the exam date** or you will need to reschedule the exam.
- The password is: **CUSPsample20**
- You will be required to have your picture taken at this point to create a baseline photo for future validation.
- **Video Link:** [Starting an Exam](#)

Step 5: Review Exam Integrity Guidelines to avoid getting flagged and possibly having your exam disqualified

- All exam sessions are visually and audibly monitored, recorded, and reviewed by human proctors.
- Please read the [Exam Integrity Guidelines](#) to stay compliant while taking your exam including the sample exam.
- **There cannot be any disturbances or noise during the exam process including the Sample Exam. Download the 'Do Not Disturb' sign to avoid an integrity violation.**
- **Do not take any exams, including the Sample Exam, in a vehicle.**
- Do not have a hat on.
- Do not wear headphone/earpods

Step 6: Exam Day - You will receive "Exam Passwords" via email (*from cuspexam@usoln.org*) by 12:00 am Central Time the day of your exam. You have until 11:59 pm Central to complete all exam

- Login to Exemplify to take all exams (*Click on the Exemplify icon on your computer's desktop. Do not try to log into ExamSoft from a website browser for taking your exam.*)
- The Institute ID is: Utility Safety & Ops Leadership Network
- You can start your exams as soon as you receive the email with the passwords for each exam.
Note: You have from the time you receive your passwords to 11:59 pm Central Time to complete your exams.
- Upon completion of each exam, you will need to select your next exam (if applicable) and repeat the process. *Note: Between exams is the appropriate time to take a break and then resume.*
- **If you require technical assistance the day of the exam, please call CUSP Exam Support (800) 671-9466 that is available from 9am to 5pm Central Time.**

Step 7: Upload Completed Exams - Must be done by 11:59 pm CT the day you take the exam

- After you complete an exam, it will start to upload. Typically, the exams upload quite quickly, but the exam monitor files are much larger and work best with high bandwidth connections.
 - If it is not uploading after 15-20 minutes, you can quit the program and restart it. That will “jump start” the process.
 - The monitor files are securely stored on your computer until the transfer is complete. In the event that the monitor files fail to upload, ExamSoft techs can contact you directly to download the file.
 - In most cases, if you leave their computer connected to wi-fi for an extended period of time ie. all day or overnight the problem resolves itself.
 - You can disconnect if need be and restart at a later time or from a different location, but giving it time on a high bandwidth connection is important.

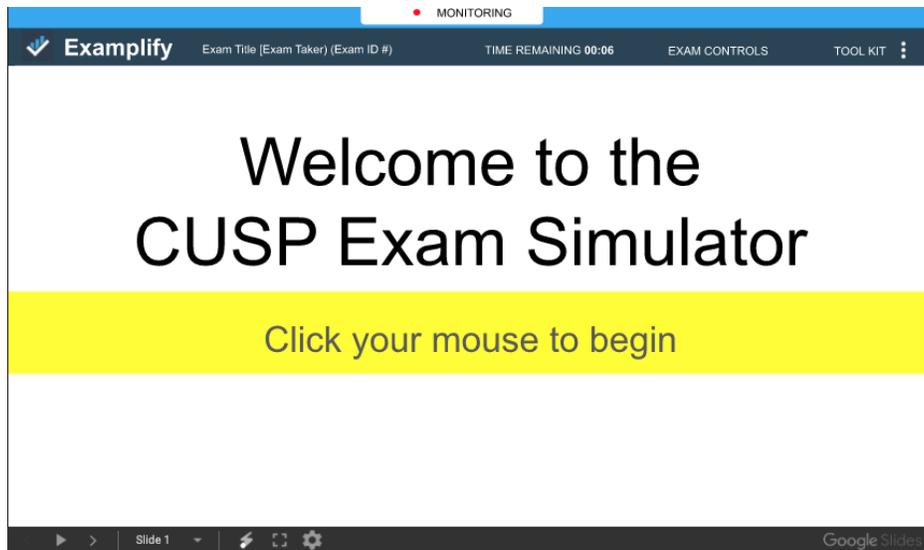
STEP 8: Submit Feedback and get Results of the Exams

Your feedback is important to us and the CUSP Certification process!

- You will be emailed your pass or fail exam results within 10 business days.
- You will receive an email asking for your feedback on the CUSP prep.
- CUSP's will receive an email containing their digital CUSP credentials.
- CUSP's will be mailed their CUSP credentials to their home address on the account profile.
- CUSP's need to register to take the [CUSP Orientation Online Course](#).
- CUSP's should join the [Certified Utility Safety Professional LinkedIn Group](#)



Try the CUSP Exam Simulator



The screenshot shows a web-based exam simulator interface. At the top, there is a blue header bar with the text "MONITORING" and a red dot. Below this is a dark blue navigation bar containing the "Exemplify" logo, "Exam Title [Exam Taker] (Exam ID #)", "TIME REMAINING 00:06", "EXAM CONTROLS", and "TOOL KIT" with a menu icon. The main content area is white and features the text "Welcome to the CUSP Exam Simulator" in a large, bold, black font. Below this text is a yellow horizontal bar with the text "Click your mouse to begin" in a smaller, grey font. At the bottom of the slide, there is a dark grey footer bar with navigation icons (play, next, previous, refresh, zoom, settings) and the text "Slide 1" and "Google Slides".