

- **TO CREATE AN ACCOUNT FOR A NEW EMPLOYEE**
 - Log into PACER <https://pacer.rutgers.edu/>
 - Go to **“Manage Employees”** in the top menu bar
 - Go to **“Employee Accounts”** from the drop down menu
 - Go to **“Create New Account”** at the bottom of the page
 - Complete the form and click **“Create Account”** at the bottom of page
 - Next page will indicate **“Employee Account Created Successfully”**
 - Create another...
 - New Employee account (to add another new employee)
 - Fill out form
 - When finished, click **“Create Account”** at bottom of page
- **TO CREATE AN ACCOUNT FOR AN EXISTING EMPLOYEE**
 - Log into PACER <https://pacer.rutgers.edu/>
 - Go to **“Manage Employees”** in the top menu bar
 - Go to **“DEP License Data”** from the drop down menu
 - If an account has not been created yet (see last column on the right-“N”) check the box to the left of their name and click **“Create Account.”**
 - This will bring you to the **“Personal Information”** page to finish filling out.
 - When finished, click **“Create Account”** at bottom of page
- **TO SIGN EMPLOYEES UP FOR EXAMS**

I. Create Group Application

- Click **“Create Group Application”** on the top navigation bar.
- Under **Add Exam Session**, select the **Session** you would like to apply for by clicking on the down arrow. This will give you a list of exam locations (or online), dates and times.
- Go to **Employee**, hit the down arrow and highlight the employee you would like to select.
- Go to **Exam**, hit the down arrow to see the list of exams offered, highlight the exam.
- Go to **Document Type**, select the type of document that will be downloaded (OTJ verification form, work experience affidavit, basic training certification).
- Select **Upload File**, attach the appropriate file (all files must be in PDF, JPG, or PNG format to be uploaded. Other file types will not be accepted)
 - NOTE: If no paperwork is required, **“document type”** will be grayed out
- Click **“Add to List”**
- Employee will appear under the **“List of Users”**.
- Repeat steps to add additional employees
 - NOTE: If employees are taking the same exams/session, after you add one employee click **“Add to List”** just change the employee’s name and upload their paperwork.
 - If you need to cancel or change the date and/or time of the exam, go to the employee listed under **“List of Users”** and click **“Garbage Can Icon”** and start the process over again.
- Once you have added all the employees, click the **“Review Cart”** button to review your selection(s). This will bring you to the **“Group Exam Sessions Payment”** page.

II. Confirm your exam selection/Select payment

- On the **“Group Exam Sessions Payment”** page, you will see the information (including cost) for the scheduled exam(s).

- You can cancel an exam from the cart by selecting the  icon next to the exam.
- Select **“Payment Method”** and Click **“Complete Payment.”**
 - Forms of Payment (credit card, purchase order or ACH account)
 - **Purchase Order**
 - Enter PO date, PO number and a PO image or PDF.
 - Please send original PO to the following address:

**ATTN: PEST EXAMS
OCPE Rutgers University
102 Ryders Lane
New Brunswick, NJ 08901**

- OR email the PO to pacer@njaes.rutgers.edu after it has been uploaded to PACER.
 - The signed PO will be returned with an invoice for payment.
 - NOTE: At any time, you can hit the **“Cancel Order”** button to delete the form of payment but not the scheduled exams.

III. Exam scheduling is complete/payment confirmation

- Click on **“Dashboard”** in the top navigation and you will see the scheduled exams listed under **“Upcoming Employee Exams”** with their status (pending review).
- After the application(s) is/are submitted, the BM/applicant will receive an automated email confirming your application submission.
- The BM will also receive a scheduled/payment confirmation email from PACER when payment is completed. *NetNet*, a third party vendor will also send a receipt if payment is made by credit card. Keep this email for your records.

IV. Receive application confirmation and approval/denial

- The application(s) will be reviewed by a proctor, and the applicant will receive an email containing the proctor’s decision (within 1-2 days)
 - If an exam application is approved the status will change to **“Good to Go”**, the applicant is ready to take the exam (online or in-person)
 - This will be listed on the Dashboard under **“Upcoming Employee Exams”**
 - If the exam application is declined, the applicant will receive an email detailing the reason the application was rejected and steps for remedying the issue (this will also be on the Dashboard under **“Decline Exam Applications”**).
 - To update a declined application, click on the employee that is declined. Delete the previous paperwork by clicking on the **“Garbage Can Icon”** under **“Action”** and then follow the instructions to resubmit paperwork and save the application.

V. Online Exams

- When an application is approved for an online exam(s), two emails will be sent to the applicant:
 1. From **PACER**-with instructions on the **“What to do Next”**
 2. From **Canvas**, the testing site, (notifications@instructure.com) inviting them to the course. NOTE: check spam/junk folders for this email

- If the applicant does not receive an email from notification@instructure.com which is an invitation to Canvas, the testing site, the applicant will be able to “accept” this invitation once they log into Canvas. They can follow the instructions provided in the PACER email “What to do Next.”

VI. In-Person Exams

- When application is approved for an in-person exam session, one email will be sent to the applicant:
 1. From **PACER**-with the exam name, exam session date, time, location, address and instructions for that day.
 - NOTE: Exam fees are non-refundable; we require 48hours notice to reschedule exams.
 - NOTE: If applicant does not show up for exam, and has not contacted us to reschedule the exam, they will be marked as a “No-Show” and they will have to register and pay again to take an exam.

V. Exam Scores

- On-line exams will be scored 7-10 business days from the date of submission and will be available under “Grade Search” in the top menu bar.
- In-person exams will be scored 5-7 business days from the exam date and will be available under “Grade Search” in the top menu bar.

VI. Helpful Hints

- The “Dashboard” provides the status of employee’s exam application.
- The “Grade Search” allows you to search for employee’s exam scores.

GENERAL INFORMATION

- DEP License Data-provides a list of people that are associated with this Business Manager (BM) account. You can see if an account has already been created by checking the last column on the right in the field that says, “Has Acct?”
- If they do not have an account created yet, the BM can check off their name to create an account for them in PACER.
- All individuals need to have an account created in PACER (whether it is a new account or an account that needs to be updated) to be able to register them for exams.
- Once the BM clicks “Create Account,” it will take them to the next page “Personal Information” that is partially filled out. Once the information is filled out, click “Create Account.” If there are any errors, a red banner will appear at the top of the screen.
- A BM cannot edit the last name, SSN or DOB if it is already entered in the system. Contact PACER to make edits.

Contact Information

Hours of Operation: Monday-Friday, 8 AM-4:00PM

Phone: 848-932-9271 Option 7.

Fax: 732-932-4546

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