Help for Users

A. NEW AND RETURNING USERS

1. Create an Account (for new users)
   - Click “User Registration” (or click “Account” in the “Create an Account” Box)
     NOTE: If there are any issues with an application, a bar will appear on the top of the page indicating there is a problem. Corrections must be made before you can proceed.
   - Fill out application/Click “Create Account” / “Login” from here (or go to the “Login” in the top navigation bar). This will bring you to your “Dashboard.”
   - To continue, go to Section B in this document.

2. Log in to an Existing Account (for returning users)
   - Click “Login” in the top navigation bar.
   - Enter username and password. Forgot your username and/or password? Use the links provided.
   - Click “Login.” This will bring you to your “Dashboard”.

B. TO REGISTER FOR AN EXAM

1. Click “Create Application” in the top navigation (or click “Application” under “Welcome to Dashboard”).
2. “Exam Selection” page, select exams then click “Confirm” at the bottom of the page.
3. “Personal Details” page, make any changes if needed (use pencil icon), click “Confirm.”
   - If currently employed by a business or self-employed, click “Add Employer,” fill in the requested information, and click “Submit.”
   - If an employer has been added in the past and there are no changes to that employer’s information, select “No Changes,” then select the employer’s name.
   - If not currently employed, select “Employer-None.”
   - Click “Continue.”
5. “Create Application: Upload Requirements” page, most exams have required documents that need to be uploaded. Documents are available to download from this page.
   - To upload a required document, go to the exam listed. In the pink box below the exam click on the upload button which is located on the right. The pink box will turn green when the document upload is successful. Do this for each exam that requires documents. You cannot proceed to the next page until all required document uploads are completed.
   - NOTE: All files must be in PDF, JPG, or PNG format to be uploaded. Other file types will not be accepted!
   - Once all required documents are uploaded, click “Save Application” at the bottom of the page. Submitting an application will prevent any changes from being made.
   - NOTE: If navigating out of “Create Application-Upload Requirements” before uploading the required paperwork, go to the “Dashboard” to find the exam(s) you have signed up for. Click on the exam(s) under “Draft-Applications” to continue with the upload and registration process.
6. Schedule your exam.
   - Click “Exam Schedule” in the top navigation bar (or click “Schedule” button).
   - Exams will be listed in “Unscheduled Exam” box.
   - Click on the exam name under “Unscheduled Exam(s)” then click on the exam date and time desired. The exam date and exam name will appear in the “Your Selection(s)” box. If you need to cancel or change the date and/or time of the exam, highlight the exam (in the “Your Selections” box and hit “Cancel Exam”)
   - Click on “Review Cart” to go to the “Exam Session Payment” page. If you leave this page before you click “Review Cart,” the exams will be moved back to “Unscheduled Exam Box.”
7. Make Payment/Confirm Exam Selection.
   - “Exam Sessions Payment” page; exams will be listed including cost. Check off the exams to purchase at this time. Any exams left in the cart can be purchased at a later date.
   - Select form of payment, provide necessary information and click “Complete Payment.”
   - If paying by purchase order (PO), fill in the date, purchase order number and upload the purchase order.

   **Please include on PO:**
   - the name of the exam and the person taking the exam
   - the name and phone number of person to contact regarding the PO

   **Please send original PO to:**
   
   Rutgers, The State University of New Jersey-NJAES OCPE
   Attention: Pest Exams/Jill Sullivan
   102 Ryders Lane
   New Brunswick, NJ 08901

   - The signed PO will be returned with an invoice for payment.

8. Exam scheduling is complete, waiting for approval!
   - Click on “Dashboard” in top navigation bar; scheduled exam(s) are listed under “Exams Under Review.”
   - If payment is made by credit card, a receipt will be sent from the processing company. Keep this email for your records.

9. Receive application confirmation and approval.
   - After application is submitted, an automated email will confirm application submission.
   - An email will be sent with an update of the application status (approved or declined) within 2-3 business days.
     - **For Online Exams:**
       - If the application is “approved,” two emails will be sent with the “Next Steps” in the process. One from Canvas, (notifications@instructure.com), the testing platform, where the exams are hosted, and the second one from PACER with what to do next. The exam will be listed on the “Dashboard” under “Scheduled Exams”.
       - If the exam application is “declined,” an email detailing the reason the application was declined will be sent. The declined application will be under “Draft Applications” on the “Dashboard.” Click on the exam to read explanation.
       - To resubmit paperwork:
         - Go to your “Dashboard” in the top navigation bar. The exam will be listed under "Draft Applications" with a status of “declined.” Click on the date above the exam. This will bring you to the page to re-upload your paperwork. Delete the current paperwork before uploading the correct paperwork.

     - **For In-Person Exams:**
       - If the exam application is “approved,” you are ready to sit for the exam. The exam will be listed on your “Dashboard” under “Scheduled Exams”.
       - If the exam application is “declined,” you will receive an email detailing the reason the application was declined. The declined application will be under “Draft Applications” on the “Dashboard.” Click on the exam to read explanation.
       - To resubmit paperwork:
         - Go to the dashboard in the top menu bar. The exam will be listed under "Draft Applications" with a status of “declined.” Click on the date above the exam. This will bring you to the page to re-upload your paperwork. Delete the current paperwork before uploading the correct paperwork.
C. IF APPLICATION IS STARTED AND NOT COMPLETED:

- Go to your “Dashboard.” Exams will be listed under “Draft Applications.”
- If the status of the exam says "initial," click on the date above the exam. This will bring you to the page to upload your paperwork. Go to Section B/#5 in this document for information on how to upload required paperwork and complete registration.
- If the status of the exam says "saved," click on "Exam Schedule" in the top navigation bar. This will bring you to the page to “Schedule Your Exam.” Follow the instructions on this page and then click "Review Cart." This will bring you to the “Payment Page.”

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Hours of Operation: Monday-Friday, 8 AM-4:30PM

Please visit the NJDEP website [https://www.nj.gov/dep/enforcement/pcp/bpo.htm](https://www.nj.gov/dep/enforcement/pcp/bpo.htm) for information regarding pesticide licensing, policies, procedures, credits and for payment and status of your license.