

*Help for Users

A. NEW AND RETURNING USERS TO PACER

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."**
 - **NOTE:** Record your Username and Password
- 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."**
4. **"Employment Information"** page, information about employment status.
 - 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 date above 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 the **“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 credit card, you will be sent to the secure payment system, Nelnet, to complete your payment.
 - A receipt will be sent from the processing company. Keep this email for your records.
- 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

- PO can also be emailed to **pacer@njaes.rutgers.edu**. Subject: PO Signature and invoice Needed.
- 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.”**

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. Exams will then 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 icon **Uploaded** is listed next to the exam, click on **“schedule”** just above that to schedule the exam. You can also go to **“Exam Schedule”** in the top menu bar. Follow instructions under #6.
- If the icon **Missing** is listed next to the exam, click on **“upload”** just above that to upload the required paperwork. Follow instructions under #5.

Phone: 848-932-9271 Option 7 / Fax:732-932-4546

E-mail: pacer@njaes.rutgers.edu

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