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Update on Operator Certification Examinations

Before the COVID-19 pandemic, Iowa's drinking water and wastewater operators took proctored, standardized certification exams either at the DMACC Southridge Computer Lab or by appointment at one of the six Iowa DNR Regional Field Offices. Due to the ambiguity of when, and if, these venues will again be open to the public, Iowa DNR is switching to a process using "remote proctoring" for the examinations.

An operator is able to take a drinking water or wastewater certification exam on any laptop or desktop computer that has a camera and microphone; this does NOT include tablets, iPads, or phones. Once you log in on the link provided by the testing company via email, your browser is frozen; a proctor can see you through the camera; your surroundings are monitored for extra materials or cheating; and the test session is recorded for future reference if there are any cheating suspicions or accusations. The testing company will provide a YouTube Video and live customer support for any technical issues arising during a "remote" session.

After the pandemic, operators will have two options for exam delivery: "remote proctoring" and the traditional method of on-line testing at an Iowa DNR Field Office or Community College computer lab.

How does an operator sign up for a remotely proctored exam? To register to take your exam remotely, email the following information to this address: ExamRemoteProctoringRegistrationOpCert@dnr.iowa.gov

1. Name
2. Operator ID#
3. Exam Category and Grade you have already received Iowa DNR approval to sit for. **Remember: you must have been issued an IDNR Eligibility Letter prior to registering to take a remote exam.**

You will receive an automatic reply from the Iowa DNR confirming our receipt of your request.

Next Step: Watch for an email from the proctoring service: **PSI Customer Service** <schedule@goamp.com> This email will include the following:

1. Detailed instructions for exam scheduling and procedure;

2. A link for the scheduling and rescheduling of your unique exam(s). You will have complete control over this. Remote Proctoring is offered twenty-four hours a day, seven days a week;
3. A tutorial video; and,
4. An 800 customer service number you can call anytime, 24/7, with any questions concerning the Remote Proctoring process or for any technical assistance.

Please direct any questions to the Iowa DNR Operator Certification Program to Beth Feilmeier at elizabeth.feilmeier@dnr.iowa.gov or (515)725-0463.

What happens after I complete the remote exam? Upon completion of your exam, the DNR will receive and process your score. Please allow 48 to 72 business hours to process and mail the letter.

If you receive a passing score: Once the score is processed, the fee can be paid online on the [database webpage](#) (fastest method), or you can wait for your "pass" letter in the mail and then mail the letter and payment back to DNR.

If you need to retest: Once the score is processed, you can pay the retest fee online on the [database webpage](#) (fastest method), or you can wait for your "retest" letter in the mail and then mail the letter and payment back to the DNR. Once you have paid your retest fee, you may begin the process of scheduling your retest by following the directions shown above under the heading of "How does an operator sign up for a remotely proctored exam?"

This information is also posted on the Operator Certification [webpage](#).

Operator Certification: Continuing Education Opportunities

To find continuing education opportunities, please view the "Training Calendar" at programs.iowadnr.gov/opcertweb/. Training events where Iowa DNR staff will make presentations are listed below. See the listing on the appropriate date on the Training Calendar for registration instructions. Look at the calendar often, as there are new opportunities posted throughout the week.

- December 16, DNR/IAMU/EPA Iowa Drought Workshop, virtual. 3 hours CEU, WT or WD. [Registration](#).
- December 17, DNR/IAMU/EPA Iowa Water Loss Workshop, virtual. 3 hours CEU, WT or WD. [Registration](#).

A note on Iowa DNR and COVID-19

The Iowa Department of Natural Resources is working with state and local officials to reduce the spread of COVID-19 and has transitioned employees to work remotely. DNR offices are closed to the public during this time and only available by appointment.

In another effort to further reduce the spread of COVID-19, the DNR is encouraging the use of the online services for submitting applications, payments and other daily tasks and interaction with DNR staff.

- [Full list of DNR's online services](#)
- [Current information on DNR services, facilities and events impacted by COVID-19](#)
- [Technical information for regulated businesses in regards to COVID-19](#)

We thank you for your patience and flexibility during this time. If you need to contact DNR staff you can reach them by email or phone or by calling 515-725-8200.