1. Click on the name of the course test you need to take (ex., for AH111, click on "Using the CDBG Program").
2. The link will take you directly to the test, but it may take a few seconds for the assessment page to load.
3. Once it has finished loading, enter all required login information (for example: first name, last name, email address). Fields that are required will have a red asterisk (*) or red arrow (<) beside them.
4. Press the Login button. If you have done everything correctly, you will be brought to the assessment instructions page. If not, start again from Step 3.
5. Read the instructions on the first page of the assessment, then press the “Begin Assessment” button. Work through the assessment question by question. You will be notified about the results when you have completed the assessment. You will have an option at the end to send a copy of your test score to yourself via e-mail, just for your information and records. Your test score will automatically be sent to the appropriate staff at NeighborWorks America — you don’t have to do anything to notify us that you’ve taken the test.
6. Don’t feel pressured — there are no time limits on the test, and if you want to stop and come back later, you can. The computer should save your information, based on your login information.
7. You can take the test anytime — 24 hours a day, 7 days a week. Tests are open-book — you can refer to your course materials when taking tests.
8. If you do not pass a test, review your course materials to reinforce what you learned, and take the test again. Each test has a maximum of 2 additional retakes. If you require additional attempts contact us at certificates@nw.org.

What if I have questions?

If you have any technical questions about taking the test online at the Cyber Café, contact a staff person per instructions at the Cyber Café. If that staff person cannot answer your question, ask him/her to contact Karah Mercer. If you are not testing at the Cyber Café and have questions, contact us at certificates@nw.org.

If you have specific questions about the content of a test or other issues related to the coursework, contact the appropriate Training Manager, depending on the track or professional certificate program:

- Affordable Housing (AH) – Rebecca Solomon, rsolomon@nw.org
- Asset Management (AM) – Rebecca Solomon, rsolomon@nw.org
- Community Economic Development (ED) – Robyn Hudson, rhudson@nw.org
- Construction & Rehab (CP) – Robyn Hudson, rhudson@nw.org
- Community Engagement (CB) – Sharon Kent, skent@nw.org
- Community & Neighborhood Revitalization (NR)– Sharon Kent, skent@nw.org
- Nonprofit Management & Leadership (ML) – Kareem Redmond, kredmond@nw.org
- Financial Capability, Housing Education & Counseling (HO) – Amy Grayson, agrayson@nw.org
- Single Family and Small Business Lending (LE) – Robyn Hudson, rhudson@nw.org