City and County of Denver Security Specialist

EXAM PREPARATION GUIDE

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The Security Specialist position requires an online exam administered by the National Testing Network to demonstrate the knowledge, skills, and abilities needed to perform in the position. This Exam Preparation Guide contains the information you will need to prepare and take your exam. If you have additional questions after reading this guide, please email assessmentteam@denvergov.org.

EXAMINATION REQUIREMENTS

Requirements to take the Exam

You must apply for the Security Specialist position online at www.denvergov.org/jobs and meet the minimum qualifications in order to receive an invitation to test.

Technical requirements to take the Exam

The online exam requires the use of Google Chrome. Chrome is free internet browser and available for download here. The exam is designed to be taken from a PC or a Mac computer. Tablets and smart phones are not supported.

If you do not have access to a desktop or laptop computer, there are computers available at the Denver Public Library (www.denverlibrary.org/). You may also reserve a computer with the City and County of Denver's Talent Acquisition department, located on the first floor of the Webb building (201 W. Colfax Ave., Denver CO, 80202). Please email jobs@denvergov.org to arrange a date and time.

TAKING THE EXAM

Getting Started

Communications regarding the Security Specialist exam will come from AssessmentTeam@denvergov.org and donotreply@nationaltestingnetwork.com. Please make sure to check spam and junk folders and add @denvergov.org and @nationaltestingnetwork.com to your safe senders list. The email notifications will include instructions on how to access the exam through ntnexams.com.

As a candidate, it is your responsibility to:
- Read and be familiar with this Exam Preparation Guide before you take your exam.
- Plan ahead. Make sure you reserve at least two (2) hours to complete the exam in a quiet environment, free from distractions or interruptions.
- **Complete the exam by the deadline** specified in the email from AssessmentTeam@denvergov.org.

Special Accommodations Requests	If you require an accommodation based on the Americans with Disabilities Act (ADA), please e-mail the Assessment Team at AssessmentTeam@denvergov.org as soon as possible. Please do not begin the exam.
Languages	The exam is offered in English.
Exam Time	You have up to 2 hours to complete the exam.
Breaks	There are no timeouts or breaks is given during the exam. Logging in and out may lead to technical issues, therefore it is highly recommended that you complete the exam in one sitting. If you choose to log out of the exam without completing it, the timer will continue to run until the time limit has expired.
Need Help?	If you experience technical difficulties during the exam, please contact the National Testing Network at support@nationaltestingnetwork.com. If you experience issues with your account or login information, please contact the Assessment Team at AssessmentTeam@denvergov.org. For general questions about the recruitment process or the status of your application, please contact the Denver Sheriff Department HR Service Team at WorkforDSD@denvergov.org.

AFTER the Exam

Results	Your results will be available through your applicant profile at www.denvergov.org/jobs within 3-5 days after the testing deadline has expired.
Next Step for Passing Candidates	Applicants who meet the qualifications and pass the exam will be sent a personal history packet to complete. If you continue to move forward in the recruitment process, you can expect a polygraph and suitability assessment, a background investigation, as well as an in-person interview. The final step for those who successfully pass all tests/assessments and are offered a position, is to pass a required drug test.

TIPS FOR TAKING THE EXAM

Read directions	Avoid careless errors by thoroughly reading and understanding the instructions before you begin.

Read questions thoroughly	Read every question carefully before you answer it. The most common reason applicants miss questions when they know the material is because they do not read the questions carefully.
Read all answers before choosing	Read all the possible answers before making your choice. If you are unsure of the correct answer, use the process of elimination to eliminate answers you know are wrong and then make the best available choice. There is only one correct answer per question.
Answer every question	Once you have selected the answer to a question, your examination will move forward. You will not be able to go back and review previously answered questions or select a different answer choice.

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FREQUENTLY ASKED QUESTIONS

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I did not receive the emails about the exam. What should I do?	Check your junk or spam folder. The first email will come from AssessmentTeam@denvergov.org. If you do not receive this email within three business days of your application please contact us at AssessmentTeam@denvergov.org. The second email will come from donotreply@nationaltestingnetwork.com. If you do not receive the email by the end of the day on the date listed in the first email contact us.
When can I retake an exam?	There is a three-month waiting period to retake the exam. After the three months has expired you will need to apply to the next Security Specialist job posting on www.denvergov.org/jobs and retake the exam.
I am having technical issues with my exam. Who do I contact?	If there is an issue logging into your account please contact assessmentteam@denvergov.org. If you experience technical difficulties during the exam, please contact National Testing Network support@nationaltestingnetwork.com.
My question is not listed here. What do I do?	If you still have questions after viewing the document, please email us at AssessmentTeam@denvergov.org.