

Online Entry-Level Firefighter Test Frequently Asked Questions (FAQs)

Question: *How much time will I have to take the online written test?*

Answer: You will have 2 ½ hours to take the online test. You may take the test on your scheduled test date between the hours of 12:00 a.m.–11:59 p.m. (Pacific Standard Time).

Question: *How will I receive access to take the online test?*

Answer: Every candidate will receive one (1) *unique* test link to take the test. The test link and instructions will be e-mailed to you from onlinetesting@invitations.testgenius.com. **You will receive this link three (3) days before your scheduled test date. If you do not see the test link in your inbox within three (3) days of your test date, please carefully check your other email folders (e.g. spam/promotions/categories/unread) before emailing support.** Please note--Gmail users often have the test link go in to the 'promotions' folder rather than the inbox. If you still cannot locate the test link in one of the other folders, please e-mail help@fps.com for assistance. *On the actual test day, IT Support will be available from 7:00 a.m. - 7:00 p.m. (PST).*

Question: *What do I need to be able to take the test online?*

Answer: In order to take the test, candidates will need to ensure that they have or do the following:

- Laptop or desktop computer (Windows, Mac, or Linux).
- Turn *off* any scheduled updates or scans for laptop or computer on the test day.
- Be sure internet service provider is working for the entire test with at least 20 Mbps upload/download speed. Do not use a mobile hotspot.
- Must use one of the following internet browsers with the most current version: Chrome, Safari, Edge or FireFox. *Google Chrome is preferred.*
- Candidates may not use Internet Explorer as their browser.
- Candidates may not use their cell phone, iPad, tablet or chromebook to take test.

Question: *Can I start the test and take a break and then access the test again?*

Answer: No. Once you start the test, your time will start and you are not allowed to close your browser or leave the test. Your final test time will be calculated and reported to the department you are testing with. Additionally, your test link will only work once. **You will not be given more than one test link, so ensure that you are able to spend up to 2 ½ hours to take the test before you click the link.**

Question: *Do I need a webcam to take the test?*

Answer: You do not need a webcam to take the test. Candidates are expected to take the test without assistance and without the use of a calculator. Integrity is one of the most important characteristics of a firefighter and you are expected to demonstrate this critical trait during the testing period. Measures have been put into place to confirm that your online test score accurately depicts your skills in the areas measured by the test. If you are unable to demonstrate consistency between your online test results and those integrity measures that the department may elect to use (i.e., a confirmatory test, a polygraph, etc.), you will be removed from the recruitment process.