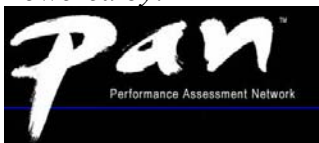




Online Assessment Center

Test Administration Guidelines For National Health Care Foundation Skills Standards Assessment

Powered by:



Updated: April, 2003

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Becoming an Approved Test Center

To become an approved test center, a testing location must first identify a test coordinator and complete a Testing Agreement form for National Health Care Foundation Skills Standards. Once this form is completed and returned to NOCTI, the site will be set up and assigned a site code and an administrator id and password. The site code will be used to identify the site within NOCTI and the Administrator ID and password will be used to log into the online testing management site.

The responsibilities of the test coordinator are to:

- ◆ Verify student eligibility to take assessment
- ◆ Order assessments
- ◆ Coordinate test administration
- ◆ Retrieve/distribute test results

Login

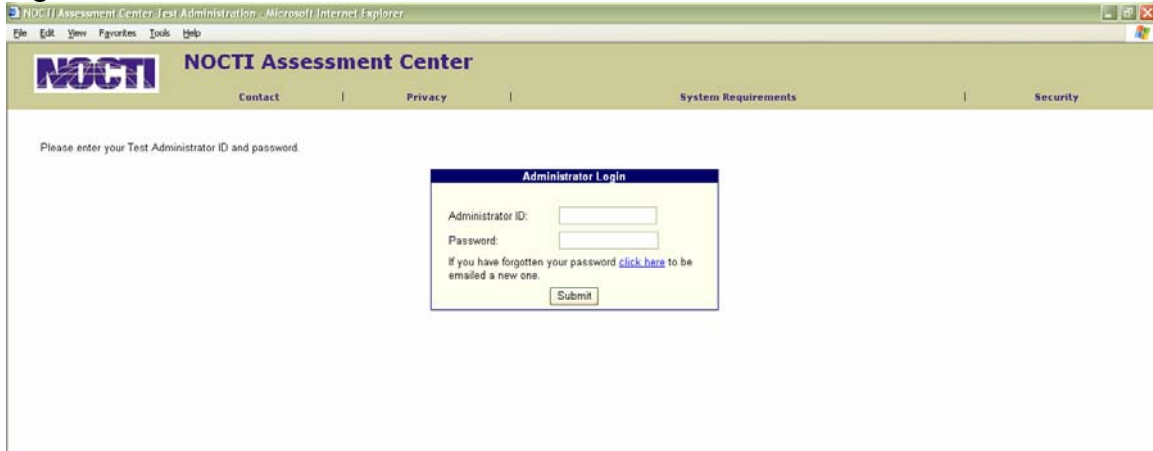
Once a site has been approved and has an administrator account and password, they can now login as a test administrator. To login to the system go to www.nocti.org, online testing, click on the “Administrator” button on the online testing screen. (Figure 1.)

Figure 1.



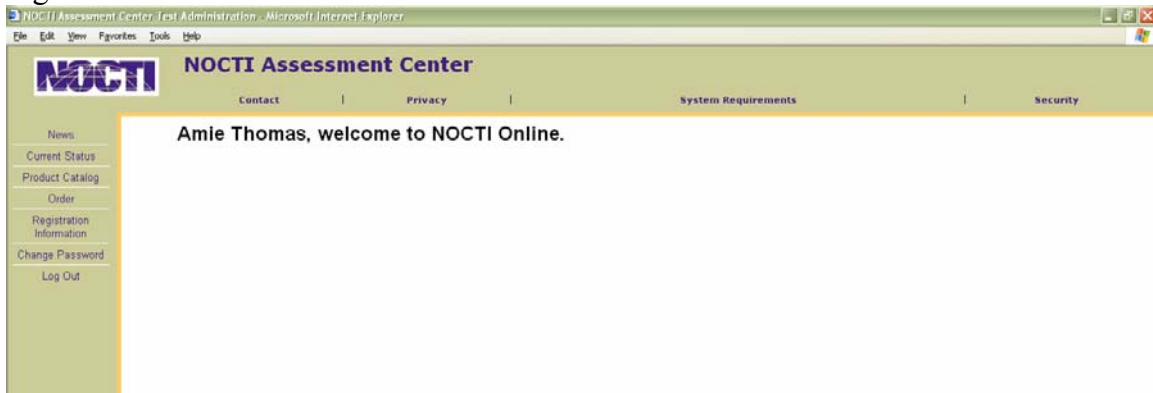
The next pop-up screen is the administrator login (Figure 2.). Enter the Administrator ID and password given to you through the registration email (which is sent to you after you complete and return the Testing Agreement form). Click on the submit key, and the system will then direct you to the Administrators Account.

Figure 2.



Once the administrator has logged in (Figure 2), the welcome screen opens (Figure 3) and the user may now begin using the NOCTI Assessment Center. The Administrator's Account includes the ability to order assessments, assign assessments and review test results. The welcome screen may also contain recently posted news, updates and other administrator communications.

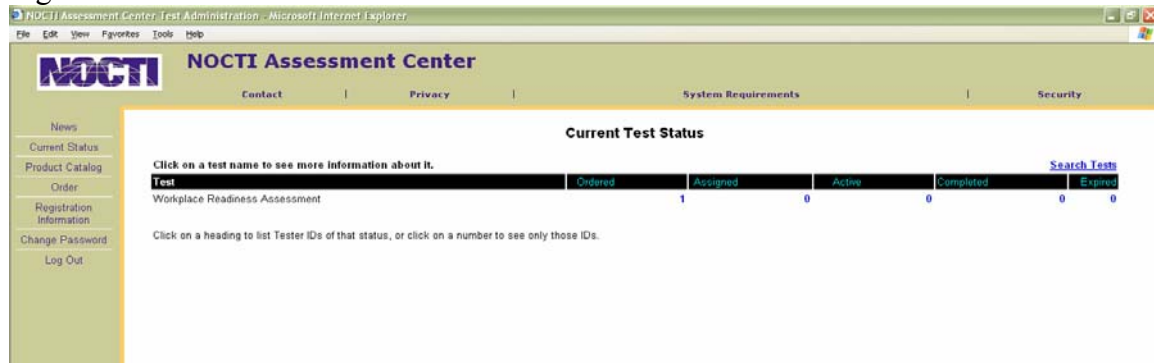
Figure 3



Obtain Current Status

The main tool in the NOCTI Assessment Center website is to maintain, order, and assign the inventory of tests through the “Current Status” screen. (Figure 4)

Figure 4.



Current Status

This section describes the status of the Administrator ID account with respect to the available tests ordered. The overview is from five categories:

- ◆ Ordered – Number of tests that have been purchased. This is the administrator’s inventory.
- ◆ Assigned – Number of tests that have been assigned to test takers.
- ◆ Active – Number of tests that are currently being taken. This will include test takers that have started a test and may be in the process of completing it or may have halted the taking of the test.
- ◆ Completed – Of the original number purchased, this is the number of tests that have been completed by individual test takers. The Test Administrator may now access the report output for the administered tests. Results may be printed, saved to a local hard drive or sent to appropriate individuals as email attachments. The report is kept on pan’s servers for seven days after first viewed and then it is archived offline. The Test Administrator can generate another scoring of the test at any time by clicking the icon next to the Tester ID; a fresh score report is generated within a few minutes and posted in the Administrator account for viewing. Tests are automatically archived for 7 years.
- ◆ Expired – Number of tests that were assigned to be completed and activated by the tester, but were not completed within a 24-hour window. If you or the test taker encounters technical difficulties which cause a test participation to expire, please contact NOCTI to reactivate the participation. (Contact information can be obtained from page 14.)

From this screen, a snapshot is taken of the entire administrator's account. (Figure 4.) To find out any of the main options, just click on the number in the corresponding row of the assessment that you wish to evaluate, order, or assign.

If this is the first time you are accessing this information, your Administrator Account will contain no inventory. If you select **Search for Tests**, you can then select an instrument to purchase. Once you have purchased a test, you will be able to go to the "Current Test Status" page and view your test. Once any of the links are clicked upon, the inventory of each section is immediately displayed on the screen.

Search for Tests

When using the NOCTI Assessment Center, an administrator may not have the exact assessment in mind that he or she wishes to evaluate or order. Therefore, a search engine exists to assist with this process. From the main welcome screen, click on the left toolbar on "Product Catalog" (Figure 5.)

There are several options under this page. An administrator can search by Product, Publisher, Type, Test Batteries, or keyword. Therefore, a specialty publisher can be located quickly, as can a very popular assessment. They are organized alphabetically by assessment name and publisher name. Furthermore, if there is a particular known fact about an assessment, it can be found by using the search box. Any result with the keyword on its content page will come up as an option.

The Health Care Foundation Skills Assessments will be available for purchase through the NOCTI catalog. There are two versions of the assessment and both measure the accountability criteria for the National Health Care Foundation Skills. You may order either assessment for administration. **The important thing to remember is that if an individual is taking a pre-test, the same test code must be given for the post test so an accurate comparison can be made between pre- and post-test scores.**

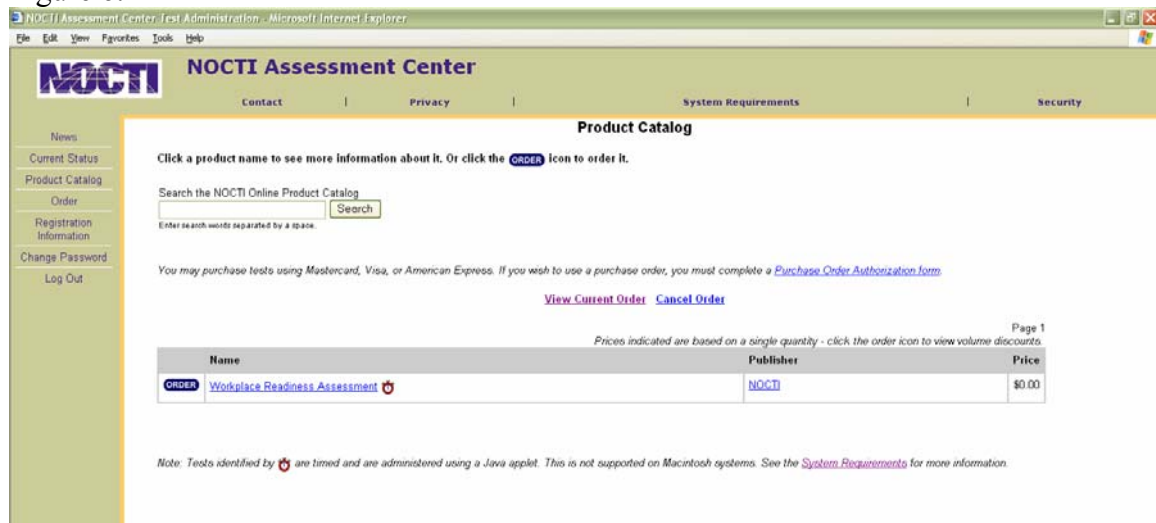
Figure 5.



Order a Test

The next logical step after locating an assessment is to order it and have it available in your Administrator Account. This can be accomplished from two areas in the system, the first of which is from the left toolbar. Simply click on the Order link and then on the order icons next to the corresponding assessment. (Figure 6.)

Figure 6.



An administrator can also order from the results of the search screen. For instance, if the administrator chose to search by name, the same screen will appear as if he or she had merely clicked on the order link on the left hand toolbar.

The testing location will be required to pre-purchase assessments via credit card or purchase order submitted to NOCTI by completing a Payment Information Form. Once the form has been completed, submitted to NOCTI and approved, the amount will be placed as a credit on your account. Each time you order a test, the credit balance will be reduced by the amount of the order placed.

Testing System Setup

Prior to testing, it is critical that the setup for each machine that will be used for test administration is verified. To test the setup, log into the NOCTI Assessment Center, click on the System Requirements option and then click on the “Test Your System” link at the bottom of the page. If any of the tests fail, please follow the appropriate steps to ensure that each computer is properly set up for test administration. Further information about addressing any tests that have failed may be obtained by clicking on the “Support FAQ” link or by referring to the FAQ section of this document (pages 18 –21).

Figure 7.

NOCTI Assessment Center Test Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

NOCTI Assessment Center

Contact | Privacy | System Requirements | Security

Tester Assignment and Notification

Your Tester IDs have been created. You may assign them to individuals by entering a name and email address for each and clicking **Submit**. Check **Notify** if you wish to send an email notification to that individual.

Email Notification

NOCTI Online will generate and send the following email message, automatically providing the following information: Tester Name (@TesterName), Tester ID (@TesterID), Test Name (@TestName), and Administrator Name, Phone Number, and Email Address (@AdminName, @AdminPhone, and @AdminEmail).

You may make changes to the email message below.

Email Subject: NOCTIAssessmentCenterTestRegistration

@TesterName,
You have been registered to take an assessment on NOCTI Assessment Center (NOCTI Online). The assessment you are to take is the @TestName, and I am your Test Administrator.
To take the assessment, click the following link:
https://www.eTestingNetwork.com/Nocti/testing.asp?tester_id=@TesterID&admin_id=A1992457

Notify	Tester ID	First Name	MI	Last Name	Email Address
<input type="checkbox"/>	T2753799				

Workplace Readiness Assessment

* Classification: -Select-

* Testing Group: -Select-

Submit

Assign a Test

Once an assessment has been ordered, it can be given to an end user to take. This process is straightforward, but demands some housekeeping to make sure inventory is managed well. The administrator must first click on the “Order” number in the corresponding row of the assessment being assigned. That is to say, if the administrator ordered 12 copies of the Demo assessment, and would like to assign 3 of them, here is the process:

- Login to your Administrator Account and click on “Current Status”
- Click on the number for the assessment in the “Ordered” column
- Choose the number to assign

- Click submit to transfer the tests from the ordered to the “Assigned” column.
- If desired, you may choose to assign a test to a test taker and send an email notification to the tester with their ID and password. (***Note: This email notification feature should not be used when administering the National Health Care Foundation Skills Assessment.**)
Assigning a test to a test taker means that some of the fields will be pre-filled when the test taker logs in to take the test. You do not have to assign the test to a specific test taker in order for the Tester ID to be used.
- Once you have assigned the test to a test taker it is required that you designate the classification of the tester. The classification selections are:
 - ◆ Secondary – Student
 - ◆ Post-Secondary – Student
 - ◆ Teacher (this is not a valid choice for the Health Care Assessment)
 - ◆ Business & Industry
- The final option on this page is to assign Test ID’s to a particular group to further differentiate scores.

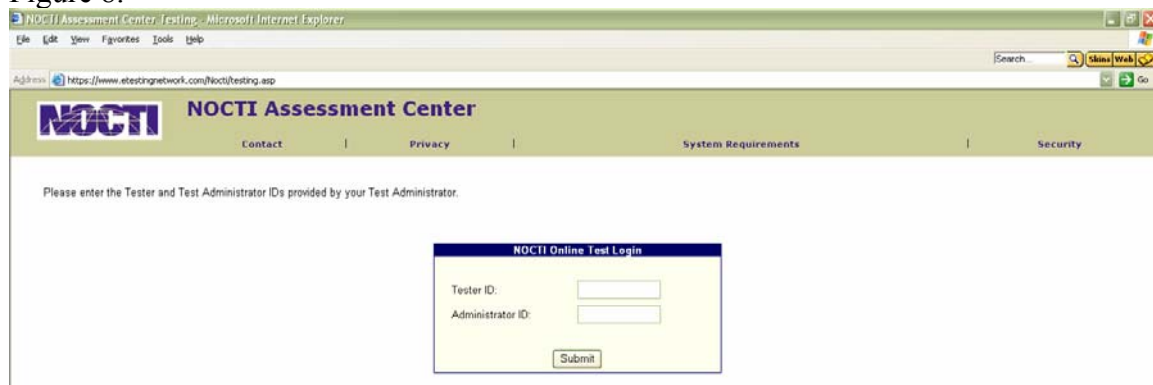
Since this assessment will be administered in a proctored environment, the test administrator may want to physically set up a workstation for the test taker to use. Instead of clicking the “notify” option (Figure 7) to send an email to the test taker, they should leave this box empty. When it is time to administer the assessment, the test administrator or test taker will input the Tester ID and Administration ID (generated by the system at the time of the assessment) into the log in screen.

To go to the testing system, go to www.nocti.org, select the “online testing” tab and then choose the “Tester” button on the bottom of the screen. The test taker will be directed to the NOCTI Assessment Center.

Taking a Test

In the NOCTI Assessment Center, the user will enter the Tester ID and Administrator ID at the login screen which is obtained from the “Tester” button link on the main screen (accessed via NOCTI’s webpage). (Figure 8)

Figure 8.



This screen opens to a login prompt for an individual tester. The test-taker must enter (or have entered for him or her) both the Tester ID and Administrator ID to take the test.

Once the tester has logged into the system, the test instructions will appear on the screen. (Figure 9). The test taker must provide either their social security number or an alternative ID and designate which of these options is being used by selecting the corresponding option.

Figure 9.

NOCTI Assessment Center
Contact | Privacy | System Requirements | Security

Please provide the following information.
*Required Fields

* First Name: [First Name]
MI: []
* Last Name: [Last Name]
* Student ID Number: [99999999]
* This is my: Social Security Number
 Alternative ID

Collecting demographic information on test takers is very important to the value of the results and final reports generated for many reasons. In no way, do your responses to the demographic questions affect your final results.

Demographic information is not required, but it is important. Therefore, we ask that you take a few minutes to provide this valuable information. The data that is collected assists us in quality assurance, research, and future developments.

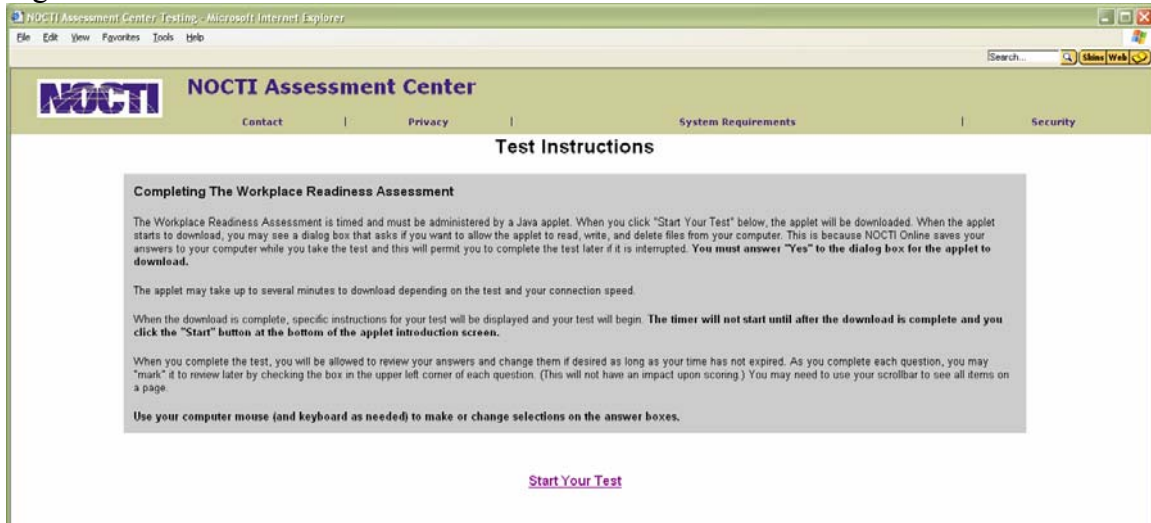
****Please be assured that all information that is supplied will be held confidential.****

Gender: [-Select-]
Which of the following ethnic categories best describes you.: [-Select-]
Which of the following age groups best describes you.: [-Select-]
Which of the following letter grades best represents your overall grade point average GPA.: [-Select-]

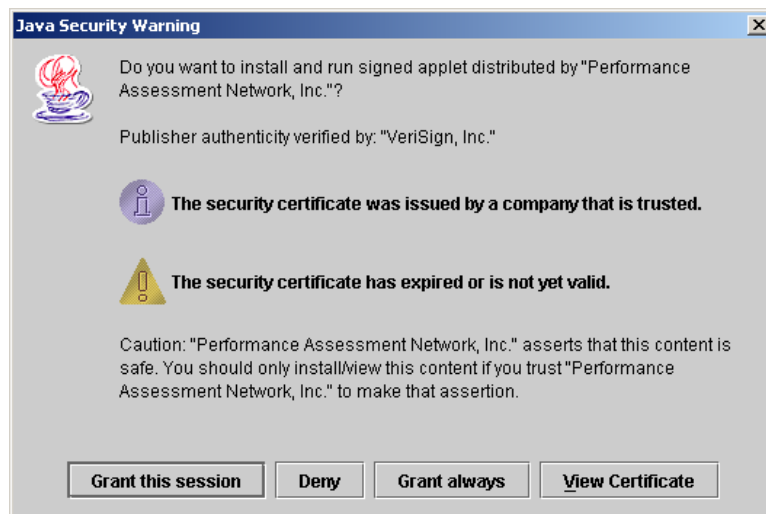
[Submit] [Reset]

The Test Instructions screen describes the directions for the test and procedures for the test taker in the event of potential outages. (Figure 10) Once the test taker has reviewed the instructions, they must click the “Start Your Test” link on the bottom of the page to begin the test.

Figure 10

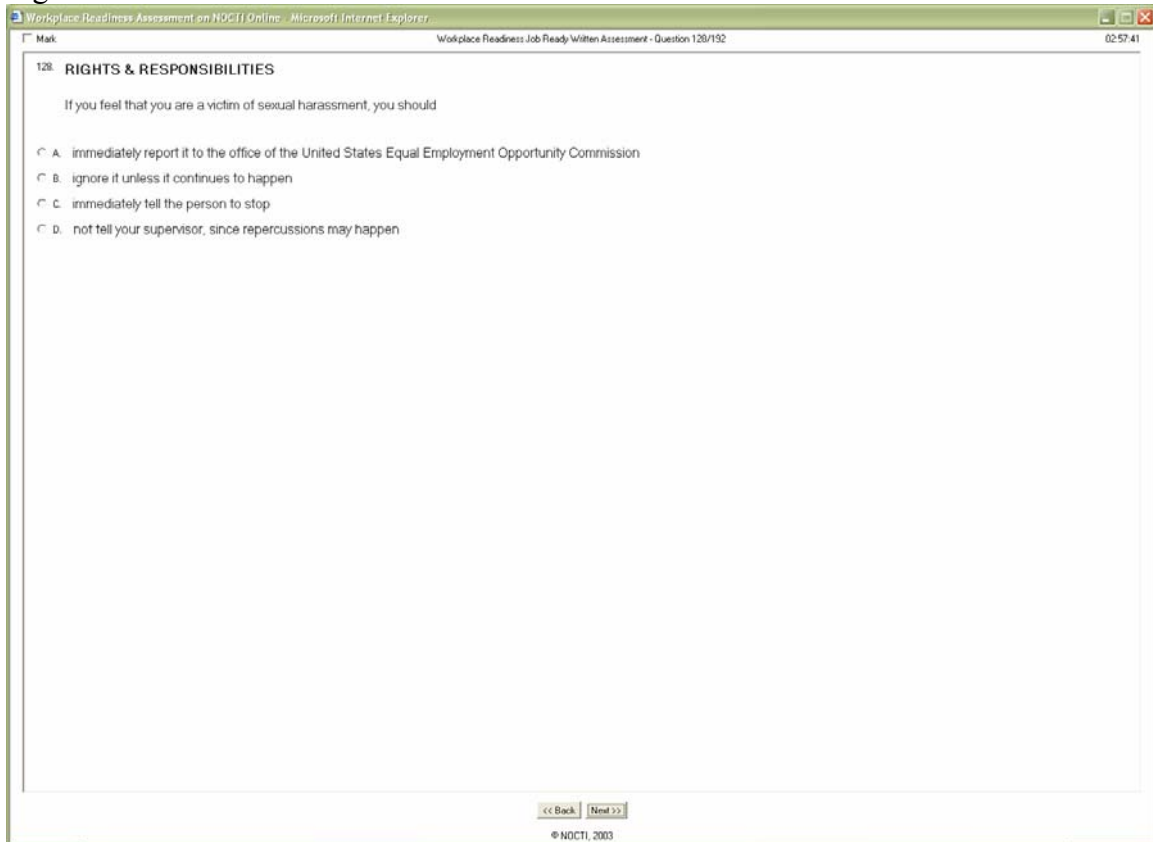


If you receive the following message, your system is providing you with a warning that is generated based upon your browser settings. If you change your security settings (or click “Grant Always”), this message will not appear when another test taker uses this machine.



Within the test, the test taker will use the mouse to select a response for each question. If a student wants to mark a question for later review, he/she must check the “Mark” box on the top left portion of the screen. The question sequence is displayed at the top of the screen (Question 128/192) and the timer is shown on the top right of the screen. The timer will count down from the total time allowed for the test. The test taker should use the “Next” and “Back” buttons to navigate through the test. (Figure 11)

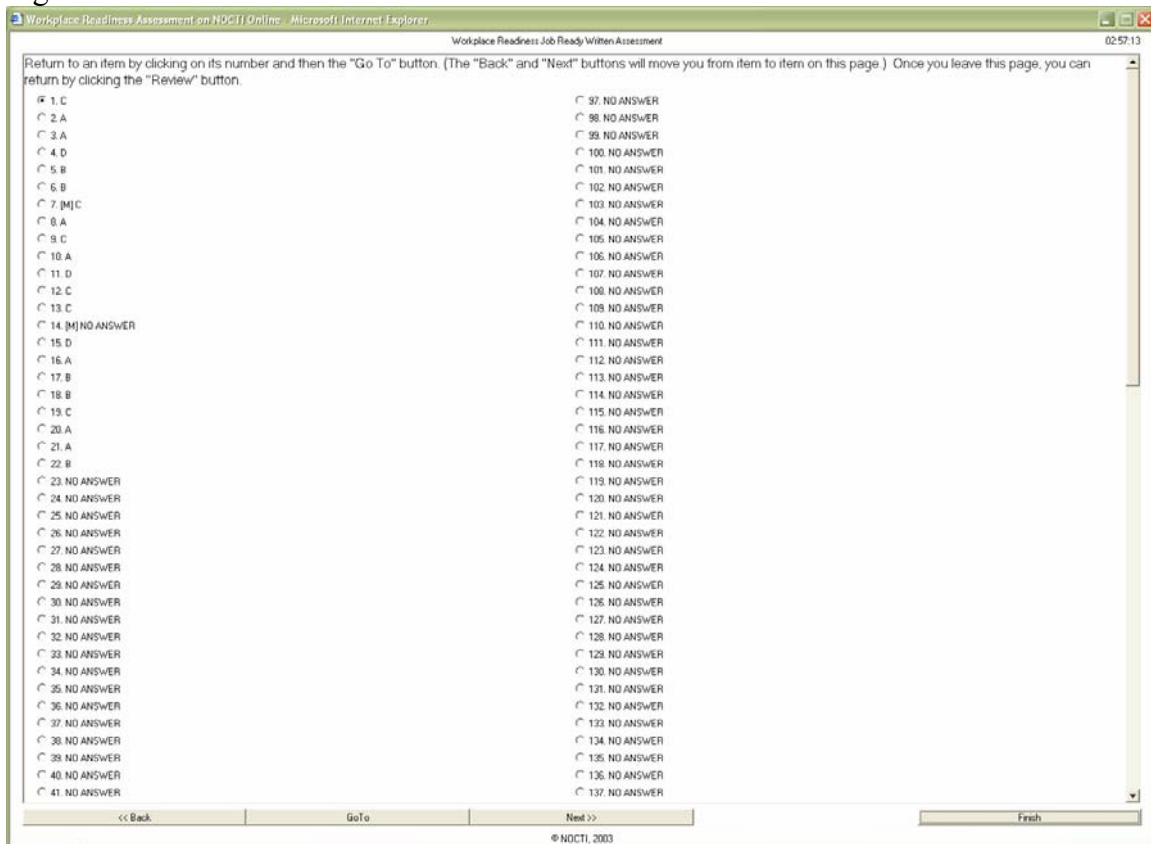
Figure 11



After the last question is answered, the summary screen will appear. (Figure 12) This screen shows what option was selected for each question. All items that were marked for review will be shown on this page. To go to a specific question within the test, the test taker should click on the item number and then the “Go To” button on the bottom of the page. The “Back” and “Next” buttons will move the test taker from item to item on this summary page.

Once the test taker is finished with the review, he/she should click the “Finish” button on the bottom right side of the screen. The test taker should then select “Yes” to upload the test results to the scoring server. The test taker is presented a goodbye screen which informs him/her of the logout. The results are then sent to the Test Administrators’ Account and the Test Administrator will receive an email notification once the test results are ready for review. When viewing the Current Status page, the assessments will now appear in the “Completed” column.

Figure 12



As a point of information on test taking, it is the responsibility of the Test Administrator to pass information to the test taker at his or her discretion. In the event that the Test Administrator does not want to share results, the test taker will never see the results.

Review Completed Tests

Figure 13.

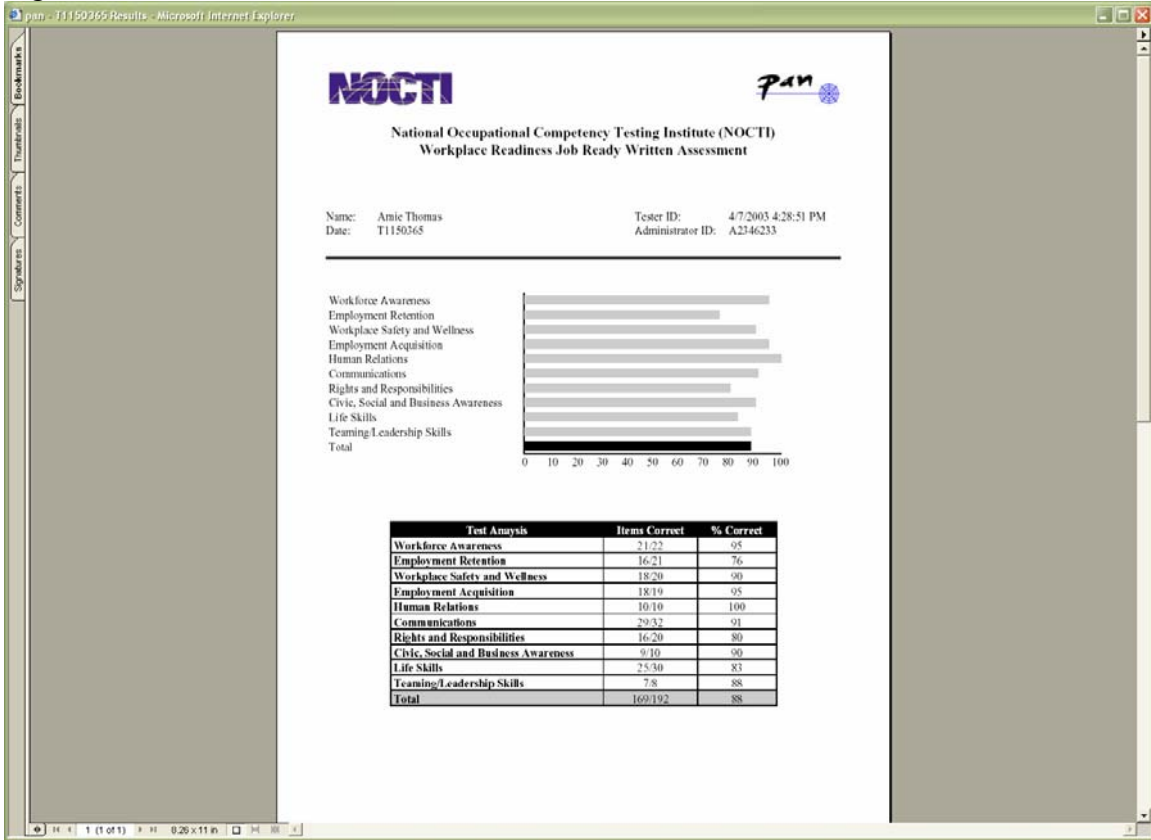


Once a test taker has completed a test, an email is sent to the test administrator to alert him/her to its status.

The assessment results are now available for evaluation by the test administrator. From the "Current Status" screen, click on the corresponding row of the "Completed" column that contains the assessment.

The "Completed Tests" screen will appear. (Figure 13.) If the administrator clicks on any of the blue hyperlinks, an assessment result will launch in a .pdf format (Acrobat file). (Figure 14) To read this file, the administrator must have Adobe Acrobat Reader on his or her desktop. If he or she does not, it can be downloaded at no cost from www.adobe.com. Click on products, Acrobat Reader, and then download free version. This will take 30-40 minutes using a telephone line and modem, so download in off hours.

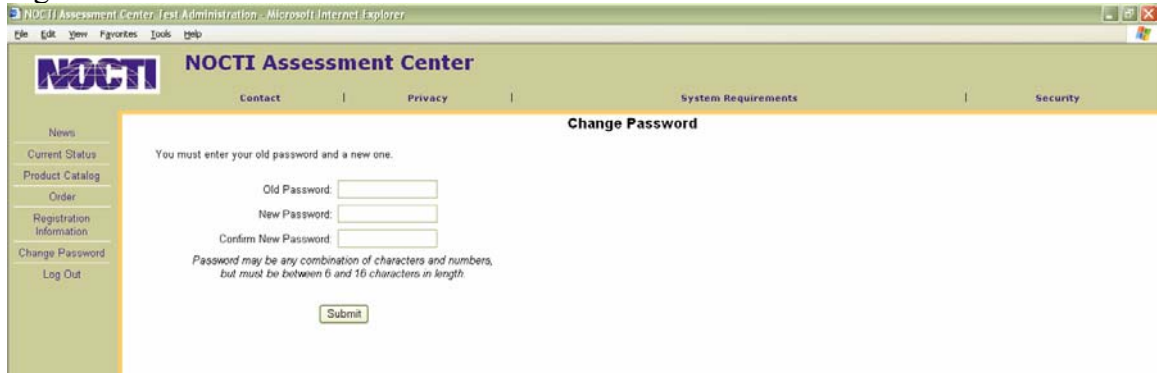
Figure 14



Change Password

On the login screen is the option to change the user password. Also, the user can access the “Change User” option on the left toolbar within the Administrator’s Account. (Figure 15.)

Figure 15.



The screenshot shows a web browser window titled "NOCTI Assessment Center Test Administration - Microsoft Internet Explorer". The page header includes the NOCTI logo and navigation links for Contact, Privacy, System Requirements, and Security. The main content area is titled "Change Password" and contains the following text: "You must enter your old password and a new one." Below this are three input fields: "Old Password:", "New Password:", and "Confirm New Password:". A note states: "Password may be any combination of characters and numbers, but must be between 6 and 10 characters in length." A "Submit" button is located at the bottom of the form. A left sidebar contains links for News, Current Status, Product Catalog, Order, Registration Information, Change Password, and Log Out.

NOCTI Contact Information

Mailing Address:

National Occupational Competency Testing Institute (NOCTI)
500 North Bronson Avenue
Big Rapids, MI 49307

Telephone/FAX Number:

1-800-334-6283
1-231-796-4695
1-231-796-4699 (FAX)

For general questions about the Health Care testing program, please contact one of the following:

Amie Thomas - extension 13
Heidi Speese - extension 25

For questions relating to technical specifications or technical difficulties, please contact:

Linda Golden - extension 15

E-mail Information

Amie Thomas: amie@nocti.org
Heidi Speese: hspeese@nocti.org
Linda Golden: lgolden@nocti.org

Technical Specifications

NOCTI Online is designed for PC compatible machines using Internet standards to have the least client system requirements possible. Due to its interactive nature, NOCTI Online requires the following:

- Netscape Navigator version 4.7 or later or Microsoft Internet Explorer version 4.0 or later.
- Active Scripting (JavaScript) enabled.
- Cookies enabled. Note, NOCTI Online uses cookies for session management only. No NOCTI Online cookies will be stored on your computer. They are deleted when you end your NOCTI Online session.
- Secure Sockets Layer (SSL) encryption supported.
- Adobe Acrobat Reader installed. All test reports, manuals, and sample reports are in PDF format. If you do not have the Adobe Acrobat Reader you can download it free.



Additional Requirements to Take Timed Tests

- *Note: Timed tests are administered with a Java applet and are not supported on Macintosh.*
 - A Java Virtual Machine (JVM) must be installed. If it is not you can download it:
 - **For Internet Explorer on Windows**
[Download the Microsoft JVM](#)
Choose to save the file to your computer (download), then double-click the file saved and follow the instructions.
 - **For Other Browsers and Operating Systems**
[Download the Sun Java Runtime Environment \(JRE\)](#)
Select your operating system and follow the instructions.
 - Java must be enabled. To verify that it is:
 - **In Internet Explorer**
In the menu, under **Tools >> Internet Options**, click the **Security** tab and the **Custom Level** button. Scroll down to the **Microsoft VM / Java Permissions** section and make sure the **Disable Java** option is not checked.
 - **In Netscape Navigator**
In the menu, under **Edit >> Preferences** click **Advanced** and make sure the **Enable Java** checkbox is checked.
 - Screen resolution must be set to a minimum of 800 x 600.
[Test your system](#)
- Verify that your system meets the NOCTI Online system requirements.

Online Security

Because we are vigilant in our protection of sensitive and confidential data, NOCTI Online utilizes the most advanced security methods available.

Unauthorized Access

Access to NOCTI Online is restricted to authorized users and requires an ID and Password. Registration of users is rigorous with clearly defined authorized user levels. Identity is confirmed by legally binding agreement coupled with review of credentials and certification.

Data Security

All NOCTI Online data (including Test Administrator and Tester personal information, test data, and the text of the test reports themselves) are stored in a Microsoft SQLServer™ database. Access to these data is strictly controlled, offering state-of-the-art security. Tests are scored off-line by a secure scoring server, with the test results then returned to the Authorized User ordering the test.

Personal Data and Electronic Commerce

NOCTI Online protects your personal data and electronic commerce transactions with the highest levels of security. Our servers use industry-standard Secure Sockets Layer (SSL) encryption, an advanced encryption technology that works with Netscape Navigator and Communicator (version 2.0 and above), Microsoft Internet Explorer (version 3.0 and above), and AOL (version 3.0 and above) browsers. SSL encrypts all of your personal information, including your credit card number, name, address, test answers and scores so that it cannot be intercepted as the information travels over the Internet between your browser and our site.

We believe that NOCTI Online is likely more secure than the traditional assessment methods when the realities of unreturned test booklets, widely distributed (and reverse-engineerable) computer diskettes, and "lost" mailings are considered. Assessment developers, authorized users, and test subjects can be assured that the secure and confidential management of sensitive data is of utmost concern to us. NOCTI Online is dedicated to continuous quality review of all security methods.



Frequently Asked Questions

This information can also be accessed through the administrator page under the "Contact" link.

System Test

Q: I can't take a test. What should I do?

A: Go to [Test your system](#) and review the results.

Q: What should I do if Test your system indicates that one or more of the features "Failed?"

A: Use the following guide to troubleshoot your system.

Q: Netscape Navigator version 4.7 or later or Microsoft Internet Explorer version 4.0 or later indicates "Failed." What should I do?

A: You need to update your browser. If you are using Internet Explorer, go to www.microsoft.com, go to Downloads, and click on the most recent version of Internet Explorer available. To upgrade Netscape, go to www.netscape.com and click on downloads. Follow the directions on screen. In either case, remember that you may need to double-click on the file you downloaded in order to install it. Rerun [Test your system](#) to verify this has been done correctly and that there are no other issues to address.

Q: "Active Scripting (Javascript) enabled" indicates "Failed." What should I do?

A: You will need to change your browser settings so that this feature is enabled. On Internet Explorer, go to *Tools/Internet Options/Security* and then click the *Custom Level* button. Scroll down to *Scripting*, and make sure that *Active Scripting* is enabled. Be sure to click OK twice when you are done. Rerun [Test your system](#) to verify this has been done correctly and that there are no other issues to address.

On Netscape, go *Edit/Preferences/Advanced*, and make sure that *Enable Java* is checked. Click OK when you are done. Rerun Test your system to verify this has been done correctly and that there are no other issues to address.

Q: "Session cookies enabled" indicates "Failed." What should I do?

A: You will need to change your browser settings so that this feature is enabled. On Internet Explorer, go to *Tools/Internet Options/Security* and then click the *Custom Level* button. Scroll down to *Cookies* and check that *Allow per-session cookies* is set to Enable. Be sure to click OK twice when you are done. Rerun [Test your system](#) to verify this has been done correctly and that there are no other issues to address.

On Netscape 4.7, go *Edit/Preferences/Advanced*, and make sure that one of the "Enable cookies" buttons is selected. Click OK when you are done. Rerun [Test your system](#) to verify this has been done correctly and that there are no other issues to address.

On Netscape 6.0 and later, go *Edit/Preferences*, and then double click on *Privacy & Security*. Go to *Cookies* and make sure that one of the "Enable cookies" buttons is selected. Click OK when you are done. Rerun [Test your system](#) to verify this has been done correctly and that there are no other issues to address.

Q: "Secure Sockets Layer (SSL) encryption supported" indicates "Failed." What should I do?

A: You will need to change your browser settings so that this feature is enabled. On Internet Explorer, go to *Tools/Internet Options/Advanced* and then scroll down to *Security*. Find *Use SSL 3.0* and make sure that it is checked. Click OK when you are done. Rerun [Test your system](#) to verify this has been done correctly and that there are no other issues to address.

On Netscape 4.7, go *Communicator/Tools/Security Info*, and then click on *Navigator*. Under *Advanced Security (SSL) Configuration*: Go to *SSL* and make sure that *Enable SSL (Secure Sockets Layer) v3* is checked. Click OK when you are done. Rerun [Test your system](#) to verify this has been done correctly and that there are no other issues to address. On Netscape 6.0 and later, go *Edit/Preferences/Advanced*, and then double click on *Privacy & Security*. Go to *SSL* and make sure that *Enable SSL version 3* is checked. Click OK when you are done. Rerun [Test your system](#) to verify this has been done correctly and that there are no other issues to address.

Q: "Adobe Acrobat Viewer" indicates "Failed." What should I do?

A: Sometimes this test will indicate "Failed" when Adobe Acrobat Viewer is actually installed on your computer. If you are taking an assessment, there is no need for you to have Adobe Acrobat Reader installed. Only registered Test Administrators will need this application. If you are a Test Administrator and are not sure if you have it installed, log into your Test Administration environment. Go to the Product Catalog and then one of the listed tests. Look on the right-hand side of the product detail page and click on the Sample Assessment report. If it does not appear, go to <http://www.adobe.com> to download a free copy of Adobe Acrobat. To verify this is done correctly, try to view the Sample Assessment report again.

Timed and Applet Tests

Q: I cannot take a "timed" or "applet" test. What should I do?

A: Note that timed tests are **not** supported on a Macintosh. You must use a Windows-based machine to take an applet test.

If you are using a Windows-based machine, first go to [Test your system](#) and make sure that your browser is correctly configured. If you still cannot take a timed test, there are two additional things you will need to check. You must be sure that you have Java Virtual Machine installed on your computer and then ascertain that Java is enabled. (Note that this is different from and in addition to making sure that Active Scripting or Javascript is enabled.)

- **Install Java Virtual Machine** You must have the Java Virtual Machine (JVM) installed on your computer to take an applet test. If you cannot take a timed test, you should download a copy of JVM. If you are using Internet Explorer, [download the Microsoft JVM](#). Choose to Save this program to disk. After it downloads, double-click on the file to install it, following the instructions that appear. If you are using Netscape, [download the Sun Java Runtime Environment \(JRE\)](#) and follow the instructions on screen.
- **Enable Java** You must also be sure that Java is enabled. If you are using Internet Explorer, go to Tools/Internet Options/Security and then click the Custom Level button. Scroll down to Java Permissions and make sure that Disable Java is **not** checked. On Netscape, go to Edit/Preferences/Advanced. Be sure that Enable Java is selected. Click OK when you are done.

Test Taking Problems

Q: I clicked on the "Start your Assessment" link and a window popped up saying my test was completed but I never took the test.

A: The test window has probably minimized. When you click on the start link, look on the bottom toolbar of your screen for another browser session and click on it. This should contain your test.

Q: I get an Internal Server 500 error when I try to take the test.

A: If this happens, the first thing to try is to attempt to take the test on an alternate browser. (If you are using Internet Explorer, try Netscape; if you are using Netscape, try Internet Explorer.) If this does not work, we recommend that you upgrade your browser. To upgrade Internet Explorer, go to www.microsoft.com, go to Downloads, and click on the most recent version of Internet Explorer available. To upgrade Netscape, go to www.netscape.com and click on downloads. Follow the directions on screen. Remember that you may need to double-click on the file you downloaded in order to install it.

Q: I am using AOL and it won't let me scroll down the page.

A: This is due to how AOL is configured. What you need to do is to maintain your connection to the internet using AOL but take the test in a browser outside of AOL. To do this, sign onto AOL and then minimize your AOL session. Then, click on the Internet Explorer or Netscape icon that is on your desktop. Go to the address that was given to you by your Test Administrator and type the Tester ID and Administrator ID you were provided.

Q: I was taking a test and I got a message that the session timed out.

A: Tests will time out after a test session is initiated if you do not click the "Next" or "Submit" button within approximately 30 minutes. If you have a browser window with a "Thank you for using pan," follow the link to log back in. If you do not find this screen on your desktop, go to the address that was given to you by your Test Administrator and type in the Tester ID and Administrator ID you were provided.

Q: I received the message that the test has expired.

A: Most tests must be completed within 24 hours after they were started. If you receive the message that your test has expired, please contact the Test Administrator who provided you with your Administrator ID and Tester ID. Since you are taking a test under the direction of your Test Administrator, only your Test Administrator has the authority to re-activate your test session.

Q: I finished my test but did not get any message that I am complete.

A: Your administrator will inform you of your results. The system will not send you a confirmation.

Q: When I click on the link sent me for my assessment, I get a "Page Not Found" error.

A: Many email programs will break lines more than a certain number of characters long. Compare the URL in the browser with the link in your email message. Make sure the entire link is included.