Frequently Asked Questions

Certified Apprentice Lighting Technician (CALT)
Certified Senior Lighting Technician (CSLT)

Questions about certification, eligibility or payment should be directed to: NALMCO Phone: (515) 334-1074 memberservice@nalmco.org	**Questions about technology issues, Username/Password, exam access should be directed to:** Alliance Safety Council Phone: (877) 345-1252 bboudreaux@alliancesafetycouncil.org jellis@alliancesafetycouncil.org

Computer/Technical Exam Questions

Question: **What are the computer specifications that will be required for delivery of the CALT/CSLT examinations?**

Answer: The following computer requirements are needed to run the CALT and CSLT examinations:

- High-speed internet connection
- Internet Browser (Google Chrome works best, but if you are using Internet Explorer, version 8 or higher works best)
- Flash 8 or above
- 5 years or newer with 256 ram (3 years if possible)

Question: **Is there a time limit for completing the exam once I have started?**

Answer: Yes, both the CALT and CSLT have a time limit. The CALT Exam has a 1 hour time limit and the CSLT Exam has a 1.5 hour time limit. Once the time limit is reached, your score at that point will be recorded into the NALMCO Learning Management System.

Question: **The examination I have selected is not opening. What should I do?**

Answer: If you are unable to access the examination, do the following:

- Click the link provided in the email you received upon registering for the examination.
- Enter your NALMCO member ID
- Enter your username and password
- Click on the link to download the flash player

Question: **I received the following error: "Error: A problem occurred contacting Database to authenticate your Administrator Account."**

Answer: This error either means that the username/password was typed incorrectly or the username/password does not match the information in our database.

If these Q&A's do not assist you, contact tech support at 1-877-345-1252.