

## FREQUENTLY ASKED QUESTIONS (Q & A)

### **Q1 Are all exam registrations, exam sessions, and license applications now completed online?**

A Yes. All Massachusetts pesticide exam registrations, pesticide exam sessions, and pesticide license applications are completed online using both the EEA ePLACE Portal. <https://eplace.eea.mass.gov/citizenaccess/> and the Everblue Online Exam System <https://ma.pesticide.onlinetestportal.com/login/index.php>.

### **Q2 What do I need to get started?**

A In order to access the system for any of the services you will need to create an account on the EEA ePLACE Portal. To create an account you will need to provide your email address, phone number and mailing address. To obtain a commercial pesticide license you will need an electronic copy of the proof of insurance as required by the regulations.

### **Q3 How do I pay for the examination registration in the EEA ePLACE Portal?**

A You may choose to pay the exam registration fees online or by mail. Paying online with a credit/debit card or online check (ACH) is the fastest way to complete your registration. If you chose to "Pay by Mail", then your exam registration process will be slower and you will need to print the Invoice sent to you via email and the mail it together with your check or money order to PO Box address provided. See page 11 of this Bulletin.

### **Q4 How do I pay the Everblue Online Exam Fee and schedule my exam?**

A To pay your online exam fee, look for the Everblue email titled: Everblue Online Exam Payment Link that comes from [no-reply@ma.pesticide.onlineportal.com](mailto:no-reply@ma.pesticide.onlineportal.com). The email will include your payment link and list your Exam Registration Record Number. You must use the payment link to pay the \$25 fee online exam fee. No schedule is required. After completing your \$25 Everblue payment, you have 120-days to complete the online exam session from your home or work office using a mic and webcam enabled computer. Look for the Everblue email titled: Everblue Online Exam Enrollment and Access Link that comes from [no-reply@ma.pesticide.onlineportal.com](mailto:no-reply@ma.pesticide.onlineportal.com). See page 12 of this Bulletin.

### **Q5 Does MDAR have Rules and Strict Enforcement for Online Pesticide Exam Sessions?**

A Yes. All Pesticide Exams are closed book and use of any notes, manuals, study aids or other assistance is strictly prohibited. Find an appropriate well lighted and quiet room where you will NOT be disturbed. Be sure that you have strong-reliable internet connection and have sufficient power for the computer or laptop. Accessing notes, manuals, etc. or cellphones or other devices during your exam is strictly prohibited. Be sure to use the restroom before the online exam session. Once your exam session starts you cannot leave the exam room, or stop your exam session, or block your webcam.

### **Q6 Do I need a government issued photo identification to take the Everblue Online Exam?**

A Yes. The Everblue Online System will use your webcam to take a photo of both you and your valid government issued photo ID. If you do not have a valid government issued photo ID, the system will fail your online exam session. You cannot block or cover your picture or identifying information found on your government issued photo ID.

### **Q7 Does the Everblue Online Exam System use my webcam and microphone to record my Exam Session?**

A. Yes. You must assure that your webcam and microphone are not covered or blocked for the exam duration. If at any point you are not visible via the webcam, you may be disqualified. Do not look down or away from your computer screen but focus on the exam. Once the exam session starts, applicants should use only their computer mouse to navigate the exam. Do NOT use the keyboard. Note that all exam sessions record both audio and video and that all signs suspicious behavior are carefully reviewed. There are no refunds for failure to follow the above rules.

### **Q8 Can I stop my online exam session and change my computer network connection?**

A. No. Once your exam session has started you may not stop or pause the exam session and you cannot change your computer network connection. Any attempts to change your network will terminate your exam session abruptly.

### **Q9 Will I receive my exam results immediately?**

A. No. The Everblue Online Exam System will send you an email notification, confirming that you completed your online exam, but your picture and government issued ID as well as the audio and video of your exam session must be carefully reviewed prior to sending your exam results to the EEA ePLACE Portal System. Please note that your exam score will be sent to you from [eipas@mass.gov](mailto:eipas@mass.gov).

### **Q10 How do I receive my new Pesticide License?**

A. If you passed the exam, then you will use your EEA ePLACE Portal Account to complete the License Application. During this process, you will upload your proof of insurance and pay the applicable licensing fees. Upon MDAR review and approval of your license application, the new license will be sent to you via email from [eipas@mass.gov](mailto:eipas@mass.gov).

See also: <https://www.mass.gov/guides/applying-for-a-pesticide-exam-license-and-renewal-through-the-eplace-portal>