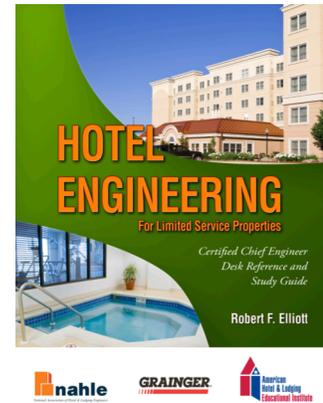




*National Association of Hotel & Lodging Engineers*

## **Certified Chief Engineer Online Instructions**



The National Association of Hotel & Lodging Engineers (NAHLE) partners with the American Hotel & Lodging Educational Institute (EI) to bring you the Certified Chief Engineer (CCE) program.

*The CCE program is self-paced and requires access to a computer and the Internet. You will receive a study guide by mail and a username and password by email. Begin by reading all of the chapters from your study guide for a single section in preparation for that section's exam. There are 19 chapters in the study guide divided into three (3) sections. Each section has its own exam for a total of three (3) exams. Once you finish reading all of the chapters for a section you should be ready to take its corresponding exam. To take an exam or report study hours, go to [www.nahle.org](http://www.nahle.org) and log in. Next you will see a welcome screen with two orange buttons, one for logging hours of study and the other for taking the online exams. When you click on the 'Take Exam Now' button, it will bring you to EI's website and ask you for your username and password again. Exams are open-book, multiple choice, and 90 minutes. You need a score of 70% to pass. You get two attempts for each exam. When you complete all three exams, you are done. We will email you a Certificate of Completion.*

**Requirements:** You will need a computer capable of going online, a current Internet Browser, and access to an email account. You do not have to be employed as a hotel engineer to complete the program.

**NOTE:** You will be assigned a username and password that are used to log in to both websites used in the CCE program.

**Website #1)** The NAHLE website ([www.nahle.org](http://www.nahle.org)) is used primarily for tracking a candidate's daily hours of 'on-the-job' study time. You also have access to NAHLE's entire website as a new member.

**Website #2)** EI's website (<https://testing.ahlei.org/perception5/>) is used

for taking exams only. You may link to EI's website directly from NAHLE's website. Use the same username and password for this website.

**There are six (6) steps to becoming a Certified Chief Engineer:**

- 1) First, look for the study guide in the mail. It should arrive at your property.
- 2) Next, keep a lookout for an email from: **NAHLE** with a sender's email address from: Certified Chief Engineer [cce@nahle.org](mailto:cce@nahle.org) . Your management company has already supplied us information to contact you. This email is very important, as it contains your username and password, as well as a link to access these instructions online.
- 3) Review the study guide, Hotel Engineering for Select Service Properties, which you will receive by mail via the U.S. Postal Service.

The study guide has three (3) sections and 19 chapters, as found in its Table of Contents. Study an entire section's chapters in preparation for one of the three (3) exams. The sections are broken down as follows:

**Section 1** - Management, Chapters 1-6,

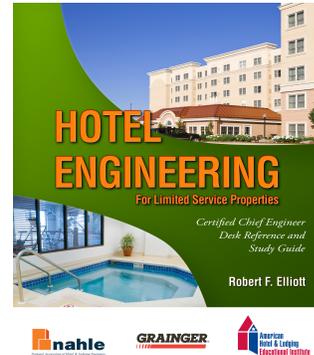
**Section 2** - Building Systems, Chapters 7-13, and

**Section 3** - Building Envelope & Grounds, Chapters 14-19

- 4) Track the hours you spend studying 'on-the-job' through the NAHLE website. It is best to log hours after each study session. Detailed instructions are provided later in this document for navigating NAHLE's website.
- 5) Log into EI's website using your username and password. There are three (3) sectional exams. You need a minimum score of 70% to pass. You get two attempts per exam. You are expected to complete the program in a few weeks. Check with your hotel management company or owner for expected completion dates.
- 6) Finally, once you have successfully completed all three (3) exams, NAHLE will send you an electronic Certificate of Completion (COC). Your certificate is custom-made to print on standard color printers using 8-1/2 x 11 inch paper. Certificates are processed by NAHLE twice monthly and sent to your email account.

The following discussion goes over these six steps in more detail and provides illustrative screen grabs to assist users with the program.

**Step 1: Receive Your Study Guide in the Mail.** Your hotel management company has provided us your contact information. The front desk will most likely see your study guide first, so tell them you are expecting it. The cover is shown to the right.



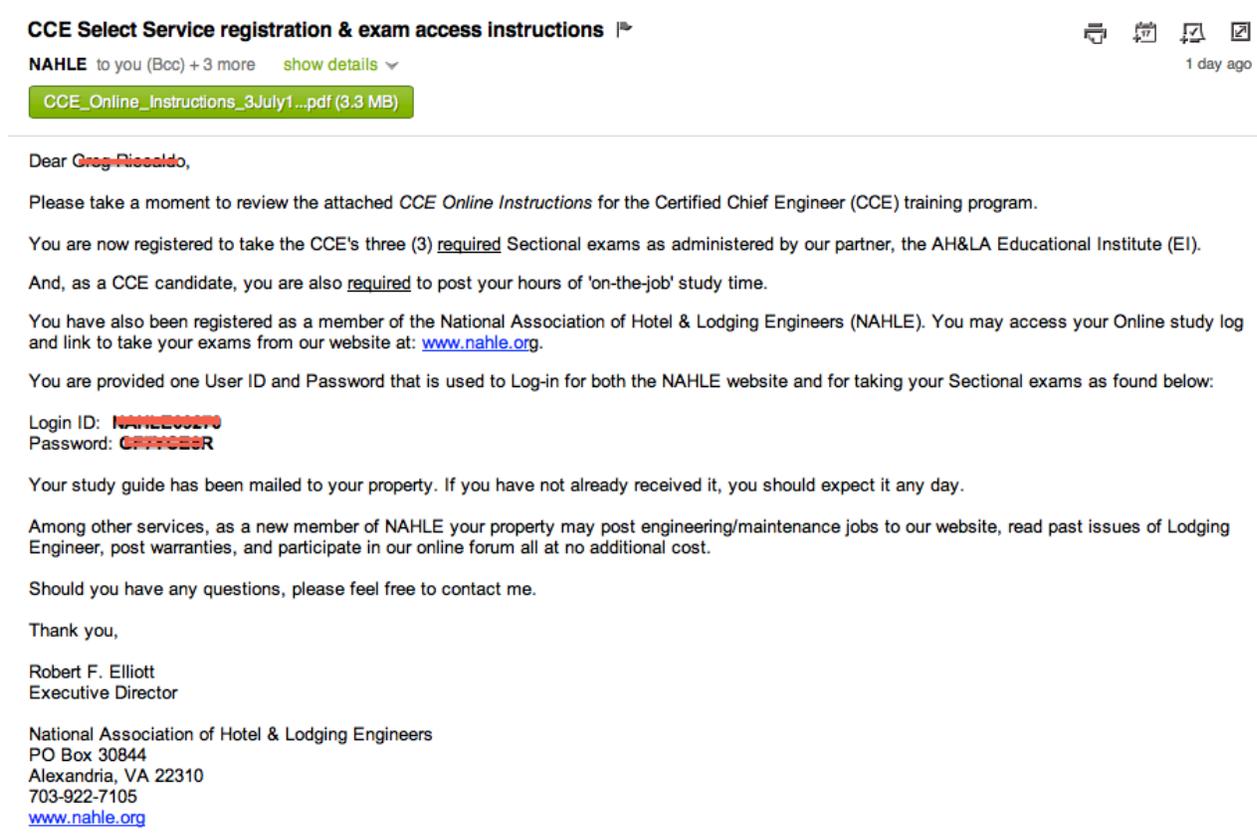
**Step 2: Look in Your Email's Inbox** for an email from **NAHLE**.

This email is automatically generated upon registration of a candidate. The sender's name will appear as:

Certified Chief Engineer <[cce@nahle.org](mailto:cce@nahle.org)>

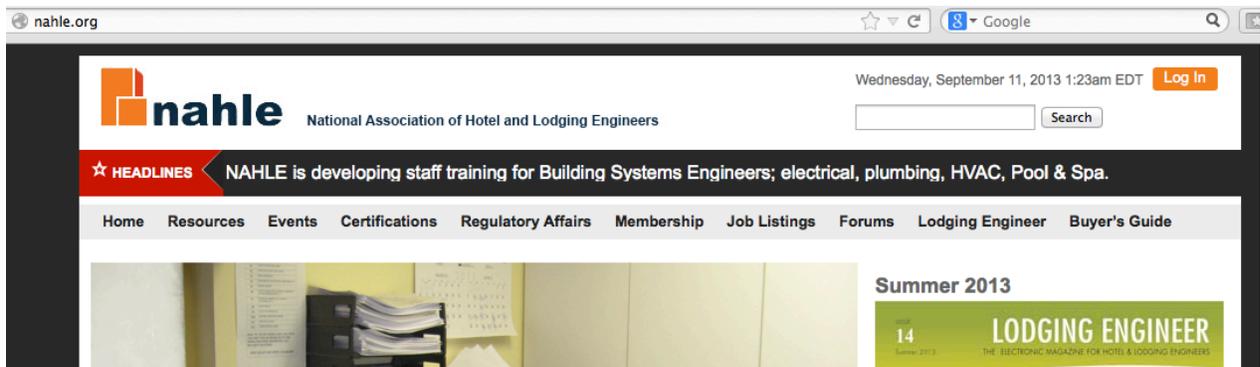
The email contains your username and password, which are the same for the EI (exam) website and the NAHLE (study log) website.

**Please archive this email**, as it contains important information you will use throughout the completion of the program. The email will look similar to the following example.



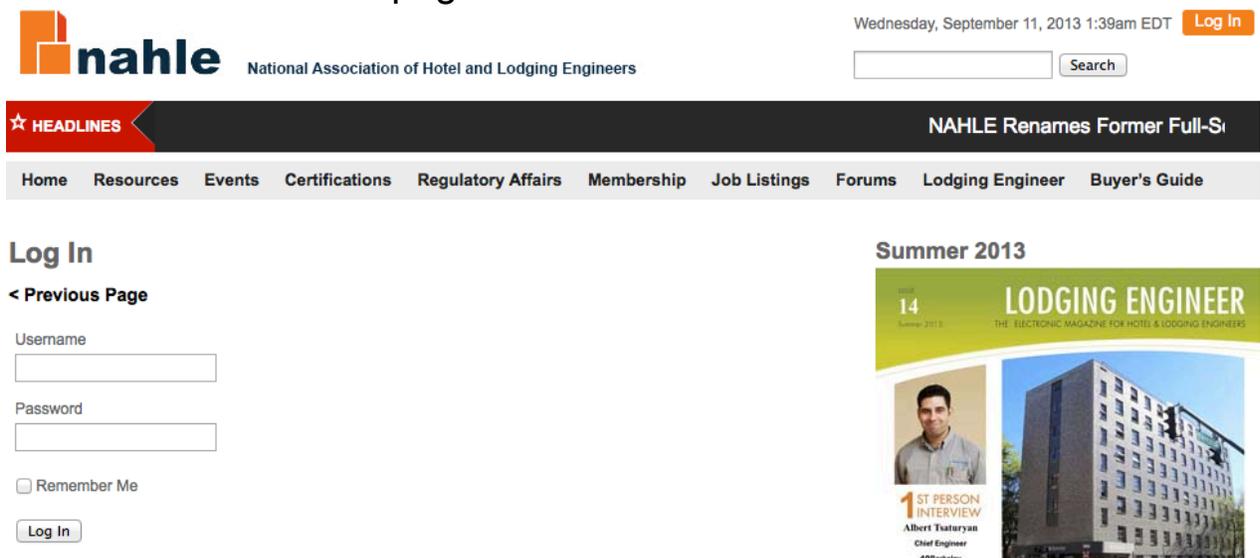
**STEP 3: Read The Desk Reference / Study Guide, "Hotel Engineering for Select Service Properties" and Prepare For Your Sectional Exams.** Once you have read and studied all of the chapters in a single section, you may take the exam. You may either go directly to EI's website to take your exam or link from NAHLE's website. Make sure to post your hours of study, including the 90 minutes for taking the exam. See Step 5 for further instructions.

**STEP 4: Post Your 'On-the-Job' Hours of Study to the [www.nahle.org](http://www.nahle.org) Website.** To start tracking your study time, go to [www.nahle.org](http://www.nahle.org). This will take you to *Screen Grab #1*. Begin by logging in with your username and password.



*Screen Grab #1*

Click on the orange 'Log In' button in the upper right-hand corner. You will be directed to the page shown in *Screen Grab #2* below:



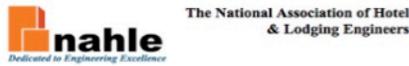
*Screen Grab #2*

Type in your username and password. You will be directed to the page shown in *Screen Grab #3* below.

☆ HEADLINES

NAHLE and Protect-A-Bed are hosting an educational Webinar on how best to protect your property's No. 1 asset. Mark your calendar.

Home Certification Buyer's Guide Document Library Calendar Job Listings Forums LE Magazine Members



*NAHLE Partners With AHLEI*  
*Bringing You The Industry's Leading*  
*Certification Program*  
*for*  
*Hotel Engineers*

American Hotel &  
Lodging  
Educational  
Institute



The National Association of Hotel & Lodging Engineers (NAHLE) is partnering with the American Hotel & Lodging Educational Institute (AHLEI) to provide two professional development and training programs for hotel engineers and maintenance professionals.

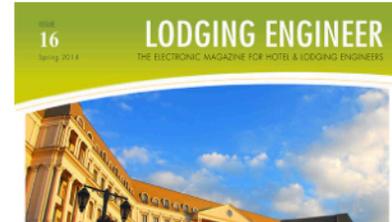
Welcome back!

Log Hours Now

Take Exam Now

Logout

Spring 2014 Lodging Engineer



*Screen Grab #3*

Click on the orange button 'Log Hours Now.' This will take you directly to the CCE Log Hours page. See *Screen Grab #4* below.

Home Resources Events Certifications Membership Jobs Forums Lodging Engineer Magazine Buyers Guide

### CCE Log Hours for candidate #16 (Jeff Ellis)

Welcome back, Jeff!

Date

Chapter

Hours Spent   
Drag the orange box to change the number of hours to log

Notes (optional)

Logout

Log entries [View Log](#)

Date Chapter Hours Notes Delete

*Screen Grab #4*

You will notice in *Screen Grab #4* above, a small red calendar after 'Date.' Use this feature to select a date. Note you cannot log in hours for the future. Then select the chapter you studied from the drop-down menu labeled 'Chapter.' Next drag the orange slider next to 'Hours Spent' to select the amount of time you spent studying that chapter. You may make multiple entries in a single day.

You can add personal notes, for example, "Should go to OSHA's website or stopped on page 48- had to repair PTAC in room #223." **Notes are personal and only available to those with your login information.** To complete the entry, click the 'Submit Hours' button. You may read multiple chapters in a single sitting. This requires you to make multiple entries, one for each chapter.

## **Step 5: Take Your Sectional Exams** Administered by AHLEI (EI).



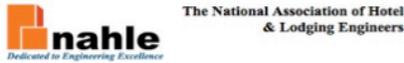
Celebrating 60 Years of Hospitality Excellence!

Once you have studied for any of the three test sections, go to NAHLE's website and log in.

Click on the orange button 'Take Exam Now' to link to EI's testing website. See *Screen Grab #5*.

★ HEADLINES › protect your property's No. 1 asset. Mark your calendar for September 5. - Lodging Engineer is looking for articles. Write an article and

Home Certification Buyer's Guide Document Library Calendar Job Listings Forums LE Magazine Members



*NAHLE Partners With AHLEI*  
*Bringing You The Industry's Leading*  
*Certification Program*  
*for*  
*Hotel Engineers*

American Hotel &  
Lodging  
Educational  
Institute



Welcome back!

Log Hours Now

Take Exam Now

Logout

Spring 2014 Lodging Engineer



### Screen Grab #5

**Logging in to EI's Testing Website for your Sectional Exams:** The testing website is maintained by the Educational Institute (EI). Use your username and password to access the exam. See *Screen Grab #6* below.

### Log In to Take Your Exam



American Hotel & Lodging Educational Institute  
Online Testing

Jan 14 2014 | Welcome : Guest

**AH&LEI Online Testing Login:**  
Please enter your login ID and password:  
Login ID:   
Password:   
QuestionMark Secure Browser is required for most online assessments.

### Screen Grab #6

Use the username and password that you received by email to log in. This will bring you to a screen similar to the one shown below in *Screen Grab #7*.

Exams (3) [My Details](#)

Start	Available exams	Attempts remaining	End date
	CCE Select Service - Section 1 (NAHLE08594)	1	Apr 11 2015 23:59:59
	CCE Select Service - Section 2 (NAHLE08594)	1	Apr 11 2015 23:59:59
	CCE Select Service - Section 3 (NAHLE08594)	1	Apr 11 2015 23:59:59

### *Screen Grab #7*

Select the exam that you want to take by clicking on the green arrow. You will have 90 minutes to complete the exam. Once you start an exam, you cannot pause or stop and then resume later. All exams are open-book and do not require a proctor. You may take exams by yourself at home or at work. Be sure to find a quiet place where you will not be disturbed. Questions are based on information from the study guide only and do not require the use of a calculator.

**Exam Scores:** The test is primarily multiple choice with some True / False questions. Upon completion of each sectional exam you can immediately view your score. You must answer 70% of the questions correctly to pass. AHLEI will also send you an email containing a digital copy of your score. It will look similar to the image below. See *Screen Grab #8*.

## CCE Select Svc 1 Performance Report

Created for ~~XXXXXXXXXX~~

<b>Assessment:</b> CCE Select Service - Section 1
<b>Started:</b> 6/23/2014 10:32:44 AM
<b>Completed:</b> 6/23/2014 10:55:40 AM
<b>Total Questions:</b> 32
<b>Correct Answers:</b> 26
<b>Percentage:</b> 81

Topic/Section Name	Total Questions	Correct Answers	Score
Introduction	3	3	100%
Prioritize Tasks and Time Management	6	6	100%
Project Management	5	4	80%
Environmental and Health Safety	6	5	83%
Emergency Response	5	4	80%
Maintenance of the Hotel	7	4	57%

### *Screen Grab #8*

**Step 6: Receive Your Certificate of Completion.** Upon successful completion of all three (3) exams, NAHLE will send a Certificate of Completion (COC) to you by email. NAHLE processes COCs twice monthly. The COC is shown below in *Screen Grab #9*.

# Certificate of Completion

The National Association of Hotel & Lodging Engineers  
recognizes

Your Name, CCE

---

as successfully completing the core competencies of

**Hotel Engineering**

Earning the Designation

**Certified Chief Engineer**

*Robert Elliott CCE, CLSD*

Executive Director  
National Association of Hotel & Lodging Engineers

Awarded in Alexandria, Virginia

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May 8, 2014



*Screen Grab #9*

**Questions: Technical support is provided by NAHLE and AHLEI.**  
Calls are accepted during normal business hours Monday through  
Friday. Questions during non-business hours may be emailed to:  
[cce@nahle.org](mailto:cce@nahle.org)

**NAHLE:** 703-922-7105

**EI:** 800-349-0299

Thank you for enrolling in the CCE program. Good luck!

\*\*\*