

GUIDELINES

Online Proctored Exams Candidate

A step by step Guide on how to take an
Online Proctored Exam

Windows



1. System Requirements

Ensure that your computer meets the following system requirements:

- Windows® 10, Windows® 8.1, Windows® 8, Windows® 7 or Windows® Vista
- Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended)
- Active Full-Time/Broadband internet connection of at least 4Mbps
- 16-bit monitor (at least 15”) with screen resolution 1024 x 768 or higher
- Speakers and microphone (the use of headsets is not allowed)
- Keyboard and mouse or other pointing device
- A single web camera (embedded or external) you can rotate.

2. Exam Preparation

Before you take the exam, you need to:

- **Have a valid photo ID with a recent photo available**, such as National ID card, passport, driving license, military card, employer identification card (in English), Academic ID, as your online proctor will need to verify your ID before you begin your exam
- **Disable any Virtualization Software** such as VMware, Virtual PC, Virtual Box or Sandbox during the exam. For exam security reasons, the ExamShield cannot run through any virtualization software. You should also close any applications that might affect the exam process, such as web browsers, chat, desktop, sharing and mail client applications.

On the day of the exam, please ensure:

- You have your photo ID available
- You can rotate your webcam 360 degrees
- You are the only person in the room throughout the exam session
- There is no background noise in the room
- There is adequate light in the room, but no direct light towards the web camera
- Your desk is clean, papers, books or notes are not allowed excluding the use of the applicable official manuals for open book exams only
Note: The use of hard copy dictionaries is allowed for ITIL and DevOps Institute exams only
- Your computer sound settings are set to Speakers and Microphone since headsets are not allowed
- All phones are deactivated.

Please note:

- You need to pre-install a printer in case you want to print the exam scenarios (when this is allowed) and exam result report. Alternatively, you will be able to view them in a pop up window during the session and be able to export the results in an html file
- If you experience difficulties in installing ExamShield, please deactivate/disable any Antivirus software and repeat the above steps. The Antivirus software must remain deactivated throughout the duration of the exam. You are strongly advised to re-enable it upon the exam completion.
- After finishing your exam, you are strongly advised to uninstall ExamShield. If you are planning to take another exam, you will receive a new link with instructions on how to reinstall the ExamShield.

3. Exam Shield Installation

1 Hour prior to the exam

Step 1: Install the ExamShield

- **Close** all applications running in your computer
- **Disable** any Virtualization Software

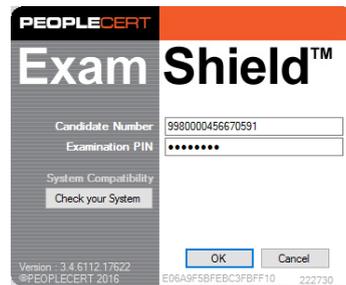
Click on the link included in the PEOPLECERT registration email and “*Accept and Install*” to set up the **Exam Shield application**.

Click Save/Run **ExamShieldLauncher.exe**. The installation should start automatically and may take a few minutes to complete.

Once installation is completed, a new window will appear. Please note that the candidate number and the examination pin are pre-populated.

Click “*Check your System*” to confirm your system meets the Exam Shield requirements. If your system is compatible, **click** “*OK*” and a countdown clock to your exam will appear.

We suggest you exit the application and execute it again 10 minutes before the exam.



Click Next to continue.

Candidate Details Verification

Please confirm your personal details shown above.
In the case of error, please inform your invigilator.

TC Name
QUALITY CONTROL WEBATES

Personal information	Contact information	Photo ID information
First Name (native) WEBATES	Email passport-test@peoplecert.org	Photo ID Type
Last Name (native) QUAIWEB	Address 123123123	Photo ID Number
Father's Name (native)	Postal Code	Photo ID Issue Date (DDMMYYYY)
First Name (Latin) WEBATES	Country of Residence United Kingdom	
Last Name (Latin) QUAIWEB	Telephone Number	
Father's Name (Latin)	Mobile Number	
Birth Date (DDMMYYYY) 07/08/1966		
Gender Male		
Native Language English		

Next

Please note: Your exam session will be recorded and your Online Proctor will be online throughout your exam session in case you need any help. You must have your microphone on throughout the session. In case of communication loss during the exam, the Online Proctor will stop the process. Once the connection is re-established, you will be able to continue your exam using your remaining exam time.

Step 4: Begin your exam

Click "Next" to accept the terms of Use.

Click "End Exam" if you do not accept the terms and want to end the exam.

A confirmation message will appear and you need to click "Yes" if you want to cancel the request and continue to the exam or "No" if you want to end the session.

PEOPLECERT
PASSPORT WEB A.T.E.S.

Non-Disclosure Agreement (NDA)

This exam is confidential. PEOPLECERT owns the intellectual property, copyright and trademarks used in providing the exam and is provided to you as a candidate solely for the purpose of your assessment. You are expressly prohibited from disclosing, publishing, reproducing, or loaning this exam in whole or in part, in any form or by any means including print, audio, video, verbal, electronic or mechanical, for any purpose, without the prior express written permission of PEOPLECERT.

The personal data which you provide on registration will be used to identify you as a PEOPLECERT user for marketing purposes.

Your personal data and exam data will be stored in PEOPLECERT's database.

PEOPLECERT reserves you that you have the right to access, delete, and modify your personal data. To exercise such right, please contact PEOPLECERT.

Click on the **Next** button to continue your exam. **ACCEPT** these terms and continue with the exam.

Click on the **End Exam** button if you do **NOT ACCEPT** these terms and wish to terminate the exam.

Next End Exam

Confirmation Dialog

 You have to accept the Non-Disclosure Agreement (NDA) in order to proceed with the exam. Do you accept the NDA?

Yes No

Read the information carefully before you start the exam.

- If you are taking a Lean Six Sigma exam you may print the help file by clicking on the "Print Scenarios" button.
- **Please note:** Acrobat reader is required to view PDF files (or any other PDF reader).
- **Click "Start Exam".**

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PASSPORT WEB A.T.E.S.

Exam Instructions

15% Provisional (2017)

All 20 questions are available immediately.
There are no 15% questions.
You have 30 minutes to take the exam.
You must get 15 questions to reach a pass.
During this exam you are allowed to navigate freely and answer items you have already answered.
If you have finished all the questions in the exam you can see the questions that you have not answered during the exam.
Please note that it is strictly forbidden to copy or reproduce the content of this exam without the approval of PEOPLECERT.

Start Exam

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Start Exam Print Scenarios (helpdesk)

The menu on the left shows all the question numbers. You can move from one question to the next by **clicking on the question number**. The question you are currently working on becomes highlighted.

If you are taking a Lean Six Sigma exam, you have the option to use the **WebATES' calculator**.

To return to a question, you can **flag it**, by checking the button next to the question number on the left menu. To **unflag it, unclick the button**. You can flag more than one question.

To answer a question, **click** on the square of the answer you want. You can change your answer by clicking on a different option. You may review a question as many times as you want.

A pop up message will remind you 15 min before your time is running up!

Step 6: End the exam

When you have completed your exam, click **End Exam** on the right menu. Your answers are automatically submitted and no changes can be made. Questions that have not been answered are marked as incorrect. If there are any unanswered questions you will be notified by a pop-up message.

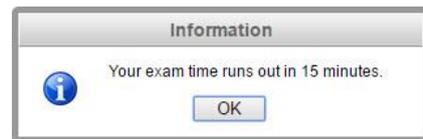
You will need to **confirm** that you want to end the exam.

Step 7: Take the Survey

You are prompted to complete a short Satisfaction survey, to provide us with feedback on your exam experience, or skip and proceed to your results.



- a) External customer
- b) Supplier
- c) User
- d) Type I service provider



Step 8: Get your results

The Exam Results Report appears. Please note that the results are **provisional and subject to verification by PEOPLECERT**.

Click the “*Print*” button to print the report or the “*Export*” to save it as an html file.

Once confirmed by your online proctor that the exam session has been successfully completed, you will be asked to **destroy** any scratch papers or scenarios you have used and exit from the ExamShield.

You are advised to uninstall the Exam Shield.

All done!

Submit and show my results!

