



GUIDELINES

Online Proctored Exams Candidate

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

macOS

1. System Requirements

Ensure that your computer meets the following system requirements:

- macOS Yosemite (10.10), El Capitan (10.11) or Sierra (10.12)
- Mac compatible web camera and microphone (for Mac Mini and Mac Pro)
- Active Full-Time/Broadband internet connection of at least 4Mbps
- Keyboard and mouse or any other pointing device
- Speakers and microphone (the use of headsets is not allowed)

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 (where 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 as a 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 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 OSX client” to download the **ExamShield application**. Wait until download is complete



Double Click on ES.dmg file in the default Downloads folder (or from the location you selected before the download) to open it.

The .dmg file contains the ExamShield application icon. Do not copy this file in the Applications folder or any other folder, as you won't be able to launch ExamShield outside the .dmg.



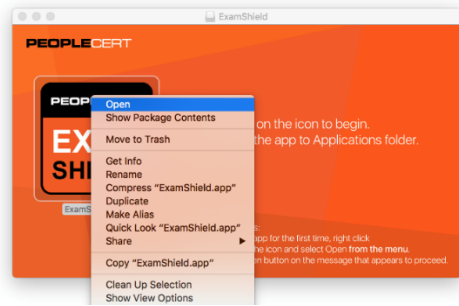
Double click on the Exam Shield icon to run the application.

If you see the message below, click on Open.

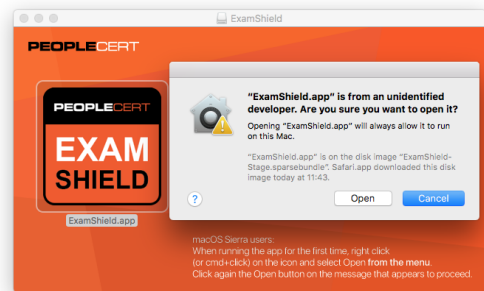


Note:

If Exam Shield displays the message below, right click or command and click on the application icon and select open from the menu.



A new dialogue will appear, allowing you to open the application. macOS Sierra will remember this preference and never ask for this confirmation again.

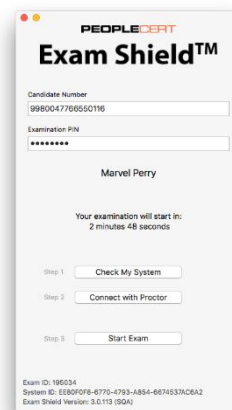


10 Minutes prior to the exam

Step 2: Log in to the Exam Shield

Step 1: Press “Check My System” to test if your camera, microphone and audio are compatible with the Exam Shield communication control panel.

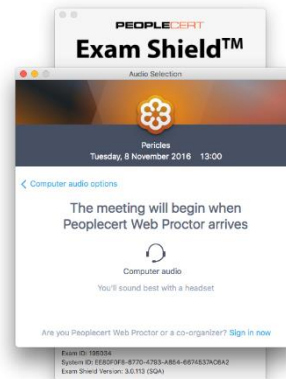
Step 2: Press “Connect with Proctor” to initialize the communication control panel. You will either have the PEOPLECERT communication tool or GoToMeeting.



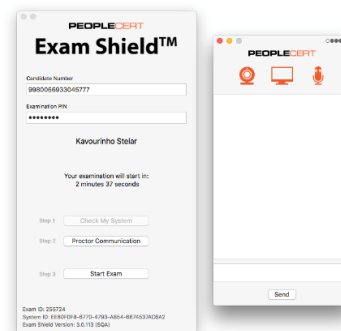
If GoToMeeting is not installed on your Mac, you will be guided to download install and run it. The communication control panel must be visible throughout the exam.



Step 3: Once the communication control panel is downloaded, installed and running, wait for the exam proctor to join the session. The Start Exam button will be enabled for you to login 10 minutes before the exam start time.

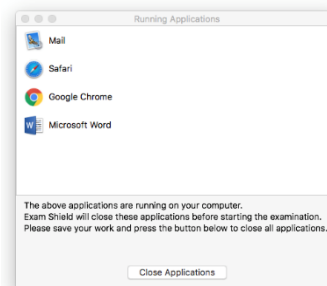


GTM panel

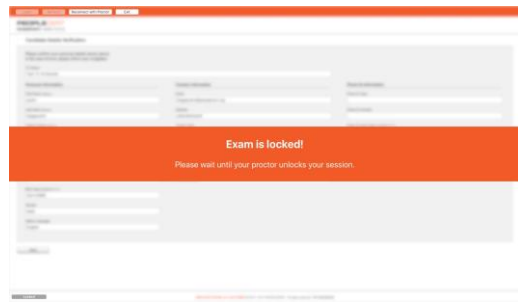


PEOPLECERT communication panel

Step 3: Make sure all applications are closed before logging in. If any applications are open, Exam Shield will notify you that they need to close. Click on Close Applications. If an application doesn't close automatically, check the application, save your work and close it manually.



You will not be able to start until your online proctor unlocks your exam.



Step 4: Your online proctor joins the session

You will be instructed to:

- Check your audio and video performance
- Demonstrate your ID to the camera
- Show your room (360° rotation) and your desk
- Share your screen with your online proctor
- Confirm your personal details
- **Your online proctor will let you know when you are set to begin your exam!**

Click Next to continue.

A screenshot of the 'Candidate Details Verification' form in the PEOPLECERT PASSPORT system. The form is titled 'Candidate Details Verification' and includes a sub-header 'Please confirm your personal details shown above. In the case of error, please inform your invigilator.' The form is divided into several sections: 'Personal Information' (First Name, Last Name, Father's Name, Birth Date, Gender, Native Language), 'Contact Information' (Email, Address, Postal Code, Country of Residence, Telephone Number, Mobile Number), and 'Photo ID Information' (Photo ID Type, Photo ID Number, Photo ID Issue Date). The form is pre-filled with test data: TC Name: QUALITY CONTROL WEBATES; Personal Information: First Name (native): WEBATES, Last Name (native): QUAWEB, Father's Name (native): [blank], First Name (Latin): WEBATES, Last Name (Latin): QUAWEB, Father's Name (Latin): [blank], Birth Date (DDMMYYYY): 07/08/1966, Gender: Male, Native Language: English; Contact Information: Email: passport-test@peoplecert.org, Address: 123123123, Postal Code: [blank], Country of Residence: United Kingdom, Telephone Number: [blank], Mobile Number: [blank]; Photo ID Information: Photo ID Type: [blank], Photo ID Number: [blank], Photo ID Issue Date (DDMMYYYY): [blank]. A 'Next' button is located at the bottom left of the form.

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 5: 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.

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”**.



Step 6: Answer questions

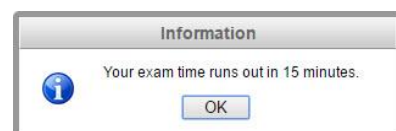
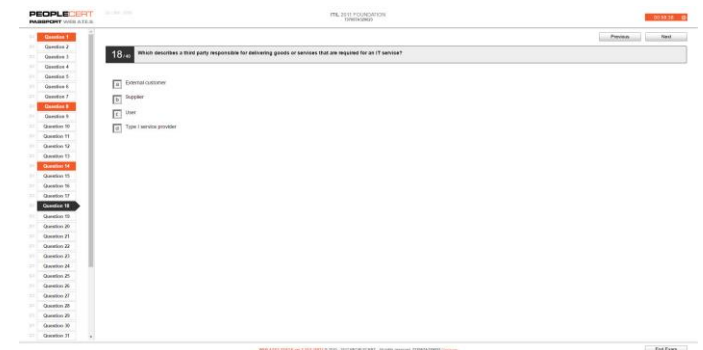
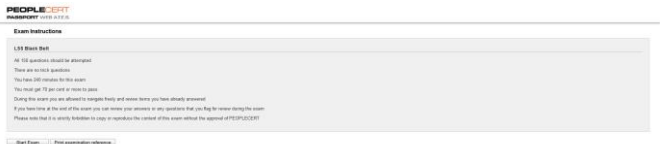
The menu on the left shows all the question numbers. You can move from one question to the next by **clicking on the question number**. The question you are currently working on becomes highlighted.

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 7: End the exam

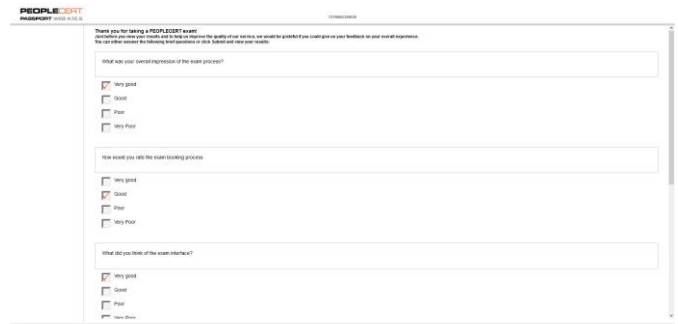
When you have completed your exam, click **End Exam** on the right menu. Your answers are automatically submitted and no changes can be made. Questions that have not been answered are marked as incorrect. If there are unanswered questions you will be notified by a message.

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



Step 8: 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.



Step 9: 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.

Please be advised to uninstall the ExamShield.

All done!

