

Web Proctored Exams Candidate Guidelines A step by step Guide on how to take a Web Proctored Exam

Before you take the exam, you need to:

- Check that your system is compatible with the Exam Shield by visiting <http://www.peoplecert.org/en/Candidates/Test-it-before-you-take-it/Pages/test-it-before-you-take-it.aspx>
- **Have a valid photo ID available**, such as passport, national ID card, driving license, social insurance, or equivalent (in English), as your web proctor will need to verify your ID before you begin your exam.
- **Disable any Virtualization Software** such as VMware, Virtual PC or Sandbox during the exam. For exam security reasons, the Exam Shield cannot run through any virtualization software.
- **Ensure that your computer meets the following system requirements:**
 - Windows® 7, Windows® Vista, Windows® XP SP 2 or higher, Windows 8 (in the latest, scenarios cannot be printed). Please note that Mac OS is currently not supported
 - Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended)
 - An active Full-Time/Broadband internet connection of at least 4Mbps
 - 16-bit monitor (at least 15”) with screen resolution 1024 x 768 or higher
 - Keyboard and mouse or other pointing device
 - A single web camera (embedded or external) you can rotate
 - Speakers and Microphone (The use of headsets is not allowed)

On the day of the exam, please ensure that:

- You have your photo ID available.
- You can rotate your webcam 360 degrees.
- No additional camera or screen is connected to your computer.
- 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.
- All phones are deactivated.

Now you are ready to follow the steps!

Step 1: Install the Exam Shield

- At least 1 hour prior to your exam, **close all applications** running in your computer.
- **Disable** any Virtualization Software.
- **Click** on the link included in the PEOPLECERT registration e-mail.
- **Click** 'Accept and Install' to install the Exam Shield software.
- **Click** Open/Run the ExamShieldLauncher.exe. The installation should start automatically and may take a few minutes to complete.

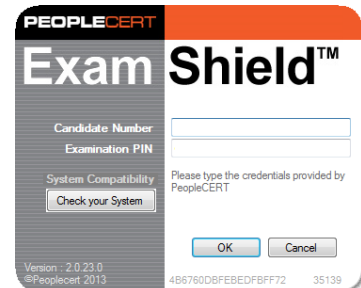
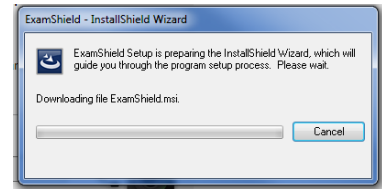
1 Hour prior to the exam



If you experience difficulties in installing Exam Shield, 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.

Step 2: Check your System Compatibility (recommended)

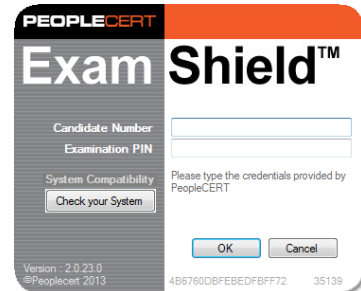
- Click 'Check your System' to confirm your system meets the Exam Shield requirements.
- If your system is compatible, Click 'OK' and follow Step 3. If there is a system incompatibility, please click "OK" and [contact us](#).



10 Minutes prior to the exam

Step 3: Log In to the Exam Shield - Launch the GoToMeeting session

- At least 10 minutes before the exam start time, Click 'OK' to login to the Exam Shield. A pop up message will notify you if any application needs to be closed to continue with the exam.
- Once logged in, the GoToMeeting control panel will appear on the right, indicating you have successfully joined the session. You can minimize the control panel by clicking on the red arrow button.



Step 4: Your Web proctor joins the session

You will be instructed to:

- Check your audio and video performance.
- Show your ID to the camera.
- Share your screen with your web proctor.
- Confirm your personal details. If any of the information is incorrect, please inform your web proctor.
- **Your web proctor will let you know when you are set to begin your exam!**
- Click Next to continue.



Please note: Your exam session will be recorded and your Web 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 Web 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

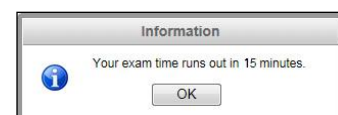
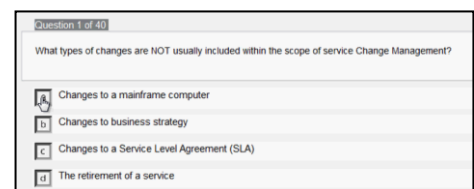
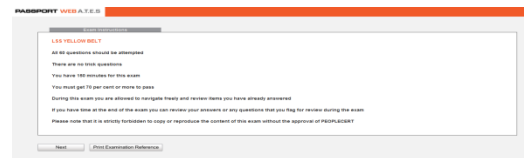
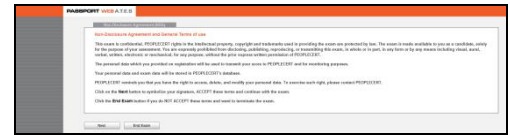
- **Click Next** to accept the terms of Use.
- **Click End Exam** if you do not accept the terms and want to end the exam. A confirmation message will appear and you need to **click Yes** if you want to cancel the request and continue to the exam or **No** if you want to end the session.
- Read the information carefully before you start the exam.
- If you are taking an ITIL Intermediate exam you may download the exam scenarios by clicking on the “Print Scenarios” button.
- If you are taking a Lean Six Sigma exam you may download the help file by clicking on the “Print the examination reference” button.

Please note: Acrobat reader is required to view PDF files.

- **Click Next.**

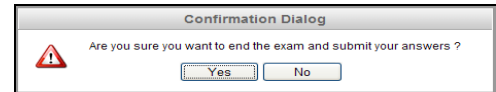
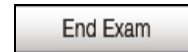
Step 6: Answer questions

- The menu on the left shows all the question numbers (2). You can move from one question to the next by **clicking on the question number**. A **bullet** appears next to the question you are currently working on.
- 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 circle of the answer you want (1). 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 that time is running up!



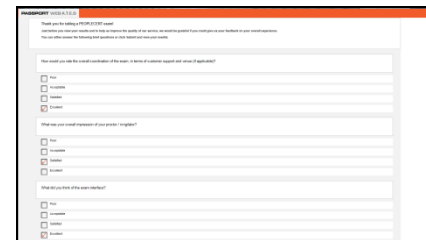
Step 7: End the exam

- 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.
- 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 and that's it!

- The Exam Results Report appears. Please note that the results are provisional and subject to verification by PEOPLECERT.
- Click the Print Report button to print the report.
- Once confirmed by your Web proctor that the exam session has been successfully completed, you will be asked to destroy any scratch papers you have used and close the Exam Shield.
- All done!

