



All talents, certified.



## 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), Sierra (10.12) or High Sierra (10.13)
- 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 **only** allowed during onboarding ).

## 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
- Make sure your mobile number is filled in your Candidate Profile.

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 during the examination
- Mobile phones should be set to silent and not deactivated. This way Customer Service can contact you in case of technical issues.

**Please note:**

- You need to pre-install a printer in case you want to print the exam scenarios (only for exams that 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 or executing ExamShield, please add ExamShield to your Antivirus and Firewall whitelist and repeat the above steps. Please consult your Antivirus/Firewall vendor on how to do this
- Corporate networks might impact the service delivery. You are advised to consult your IT department
- Use of blank papers for note-taking may be allowed according to the rules specified for each test. In any case the proctor will ask you to tear the papers in front of the screen at the end of the test

- 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.

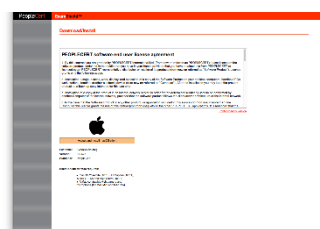
### 3. Exam Shield Installation

**Up to 1 Hour prior to the exam**

#### Step 1: Install the ExamShield

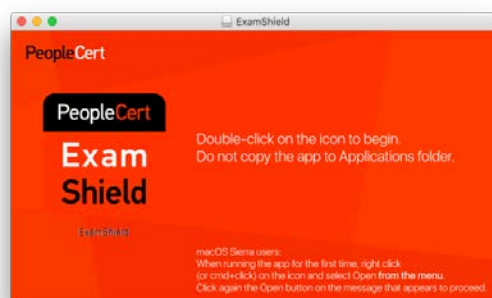
- **Close** all applications running in your computer
- **Disable** any Virtualization Software

**Click** on the link included in the PeopleCert registration email and *"Accept and Install OSX client"* to download the ExamShield application.

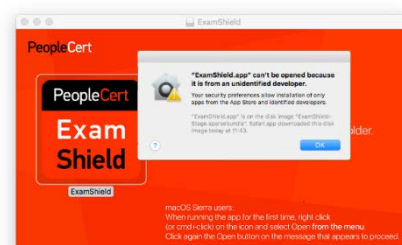


**Double Click** on ES.dmg file in the default Downloads folder (or from the location you selected before the download) to open it.

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.

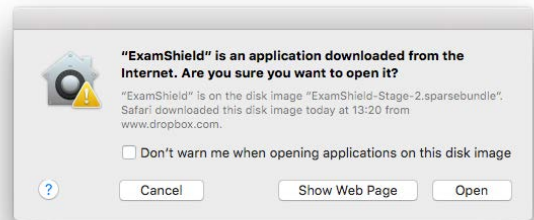


If Exam Shield displays the message below, right click or command and click on the application icon and select open from the menu.

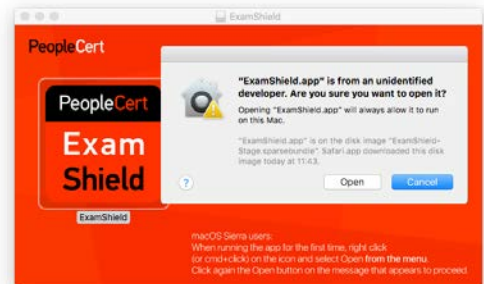


**Double click** on the Exam Shield icon to run the application.

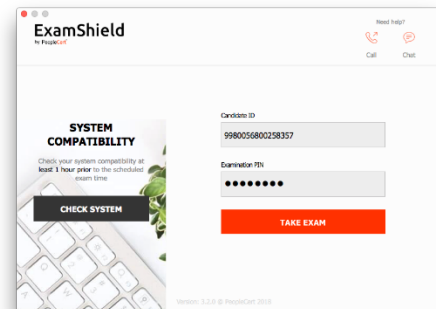
If you see the message below, click on Open.



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



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



A countdown timer to your exam will appear under your exam credentials.

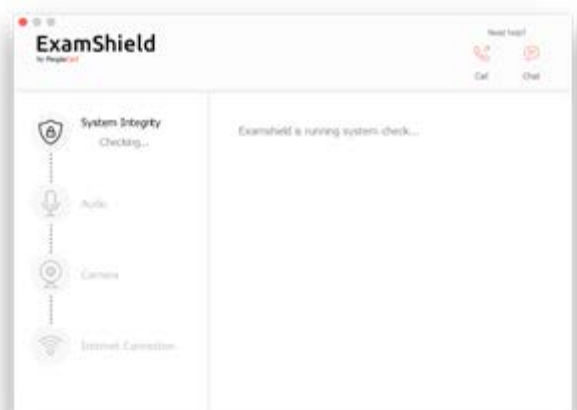
"Call" button will re-direct you to the phone number that you could contact Customer Support.

"Chat" button will re-direct you to the chat that you could contact Customer Support.

**Click "CHECK SYSTEM"** to confirm your system meets the Exam Shield requirements. Do this at least 1 hour prior to the scheduled exam time, in order to avoid last minute technical issues.

Compatibility test consists of 4 parts which are:

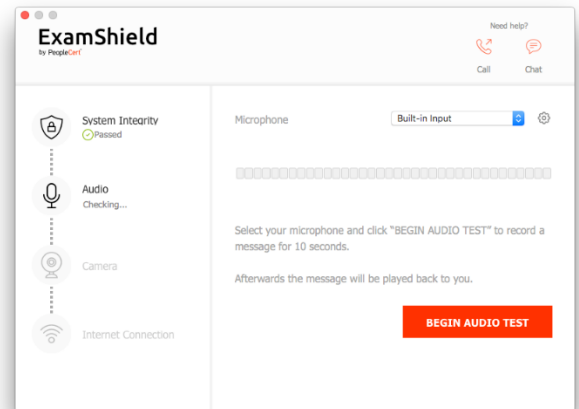
- System integrity
- Audio



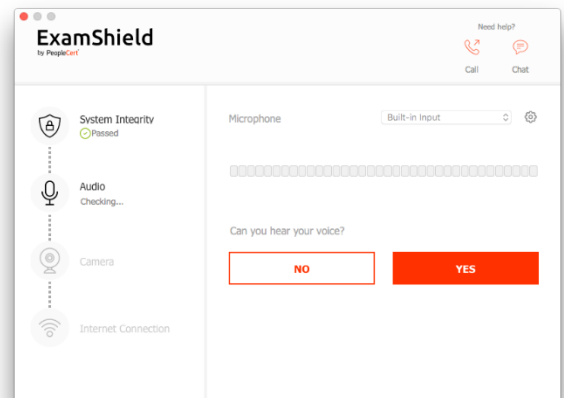
- Camera
- Internet connection

- **Audio**

In order to check audio, select *“BEGIN AUDIO TEST”* and record a 10 second sample.

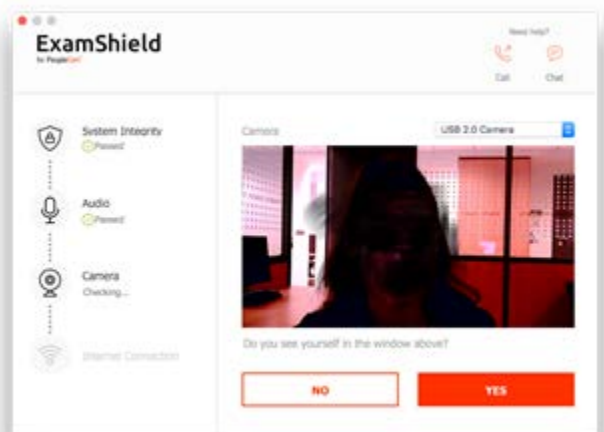


ExamShield will playback the recording. If you can hear your voice, select *“YES”* to proceed to next checks. If *“NO”*, begin audio test again.



- **Camera**

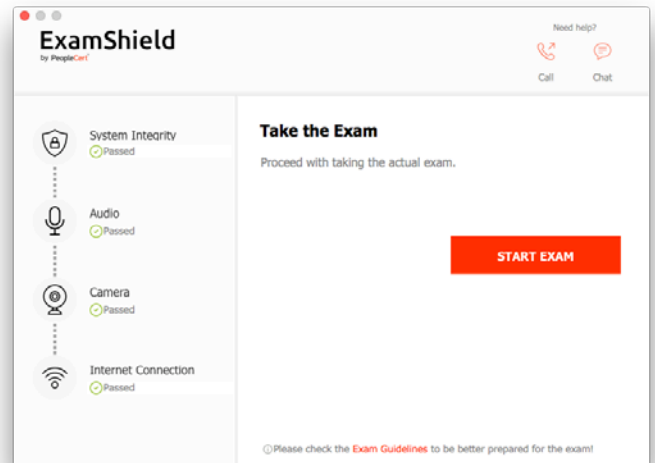
In order to check that your camera is functional, you will be asked to see if you can see yourself in a specific panel. You will be able to edit Setting of your camera by selecting the button next to Camera dropdown menu.



After completing each check, a message informs you if the check has *"Passed"* or *"Failed"* or a *"Warning"* is raised.

In case of *"Failed"*, detailed error information and possible workarounds will be provided.

Click *"CHECK AGAIN"* to retry.

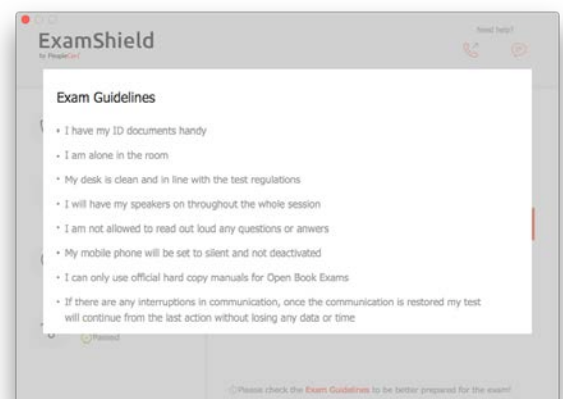


In case of warning, click on the arrow on the right of the warning to view more details

After a successful check of each step, you will be able to *"TAKE YOUR EXAM"* if the scheduled exam start time is in less than 10 minutes.

Otherwise you are suggested to terminate the application and launch it again 10 minutes prior to your scheduled exam time.

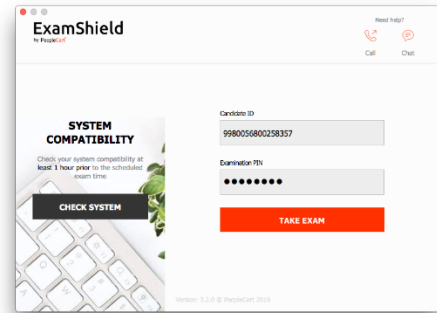
By clicking on [Exam guidelines](#) link on the bottom of the screen, you will be informed about all appropriate information so as to run your online proctored exam.



**10 Minutes prior to the exam**

## Step 2: Log in to the Exam Shield

After completing all steps of Installation described in previous section, login page of ExamShield will be shown.

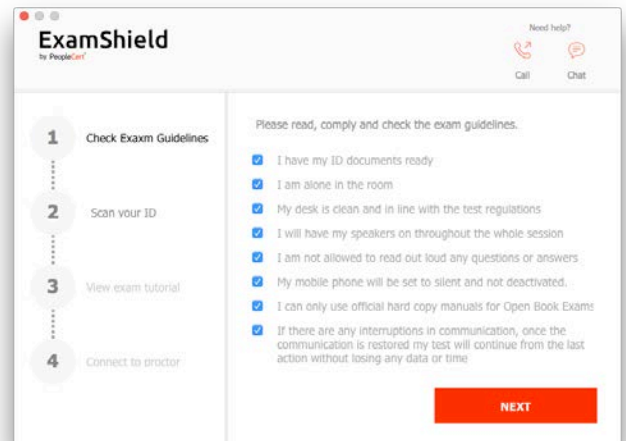


## Step 3: Self on-boarding

An intuitive wizard will guide you towards connecting to your Proctor and starting your exam.

### 1. Check exam guidelines

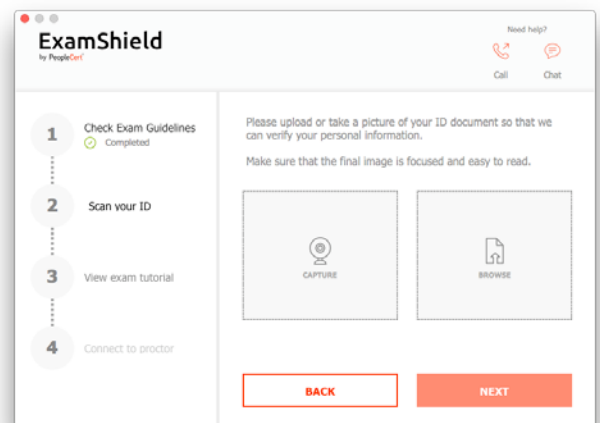
Check all of the guidelines confirming that you have read and approved all of them.



### 2. Scan your ID

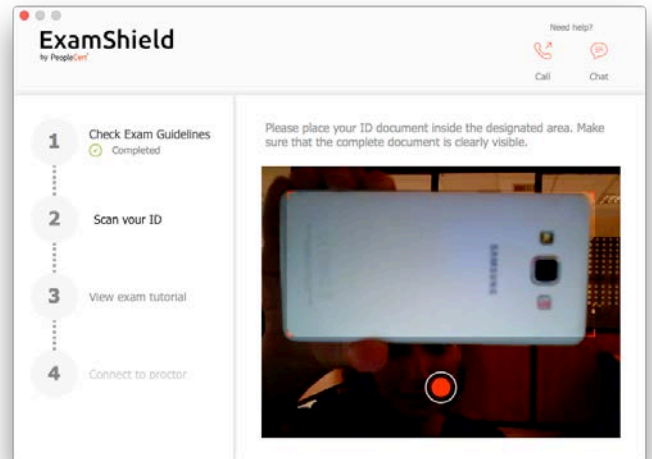
Upload or take a picture of your ID Document so that PeopleCert can verify your personal information.

Select "BROWSE" in order to upload a picture of your ID.



Select “CAPTURE” in order to take a snapshot of your ID. Make sure you get a clear and readable snapshot.

In case of “CAPTURE”, you are able to accept the picture or retry to take another one or to cancel it.

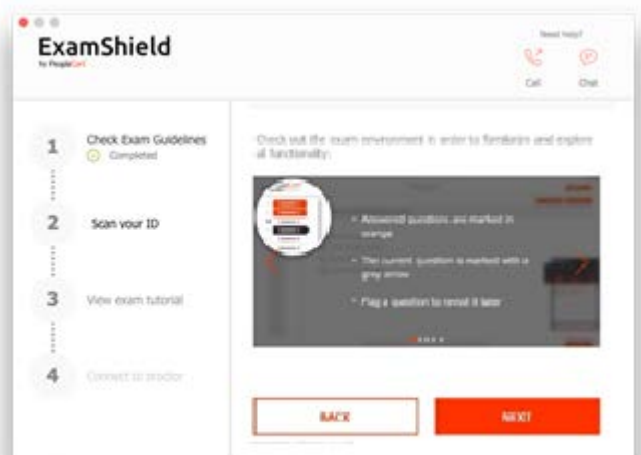
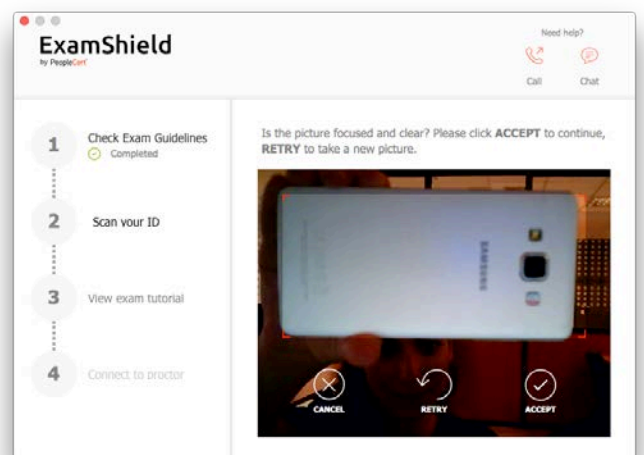


In case you are unable to get a proper snapshot, feel free to proceed with your best shot and your Proctor will assist you once connected.

### 3. View Exam tutorial

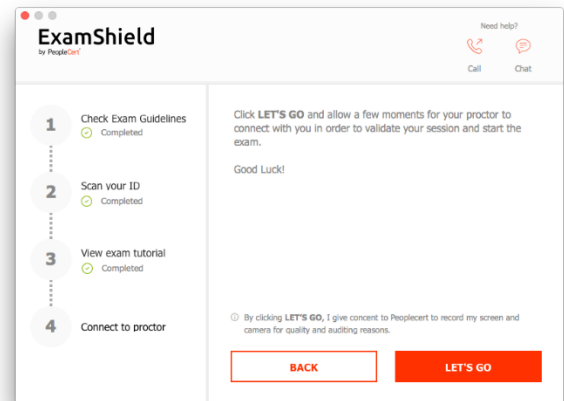
A quick tutorial will help you familiarize with the exam environment. You will learn how to:

- ✓ navigate among questions
- ✓ flag a question
- ✓ end an exam
- ✓ zoom in or zoom out the exam environment
- ✓ How to refresh and login in case of a network disconnection
- ✓ Communicate with your proctor through chat





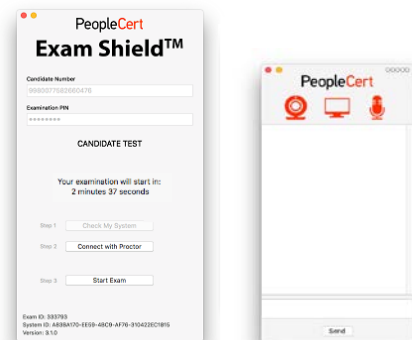
Once you complete the above steps, click “**LET’S GO**” to connect with your Proctor.



**Step 4:** 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.

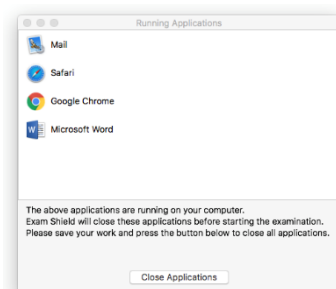


*GTM panel*

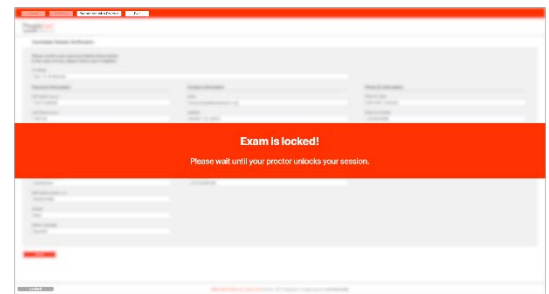


*PeopleCert communication panel*

**Step 5:** 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 6: 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.

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### Candidate Details Verification

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

TC Name  
Quality Control Webates

|  |  |                                      |
|--|--|--------------------------------------|
| <b>Personal Information</b>            | <b>Contact Information</b>             | <b>Photo ID Information</b>          |
| First Name (name)<br>WEBATES           | email<br>passport-test@peoplecert.org  | Photo ID Type<br>                    |
| Last Name (name)<br>QUALITY CONTROL    | Address<br>123123123                   | Photo ID Number<br>                  |
| Father's Name (name)<br>               | Postal Code<br>                        | Photo ID Issue Date (dd/mm/yyyy)<br> |
| First Name (surname)<br>WEBATES        | Country of Residence<br>United Kingdom |                                      |
| Last Name (surname)<br>QUALITY CONTROL | Telephone Number<br>                   |                                      |
| Father's Name (surname)<br>            | Mobile Number<br>                      |                                      |
| Birth Date (dd/mm/yyyy)<br>07/05/1966  |  |                                      |
| Gender<br>Male                         |  |                                      |
| Native Language<br>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 7: 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

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### Non-Disclosure Agreement (NDA)

This exam is confidential. PeopleCert rights in the Intellectual property, copyright and trademarks used in providing the exam are protected by law. The exam is made available to you as a candidate, solely for the purpose of your assessment. You are expressly prohibited from disclosing, publishing, re-producing, or re-transmitting the exam, in whole or in part, in any form or by any means including visual, aural, verbal, written, electronic or mechanical, for any purpose, without the prior express written permission of PeopleCert.

The personal data which you provided on registration will be used to transmit your score to PeopleCert and for monitoring purposes.

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

PeopleCert reminds you that you have the right to access, delete, and modify your personal data. In exercise of such right, please contact PeopleCert.

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

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

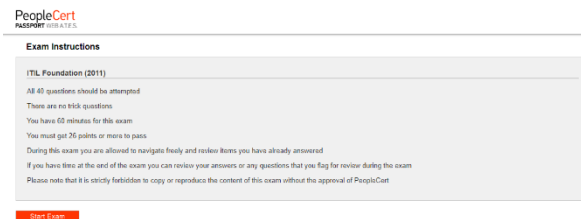
**Next** **End Exam**

request and continue to the exam or “No” if you want to end the session.

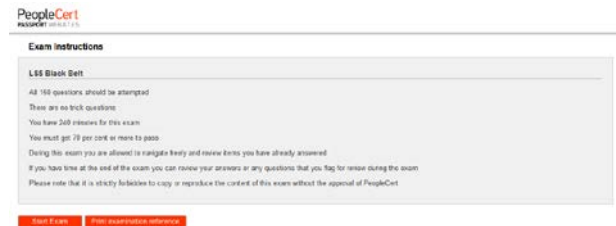


### Read the information carefully before you start the exam.

- 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).



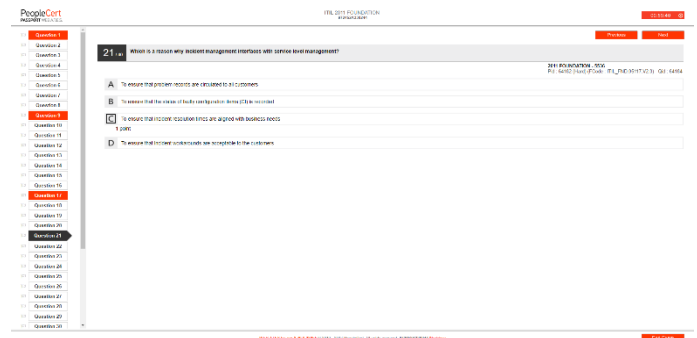
- Click “Start Exam”.



### Step 8: 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.

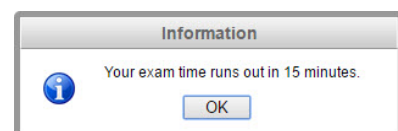
If you are taking a Lean Six Sigma exam, you have the option to use the **WebATES' calculator**.



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.

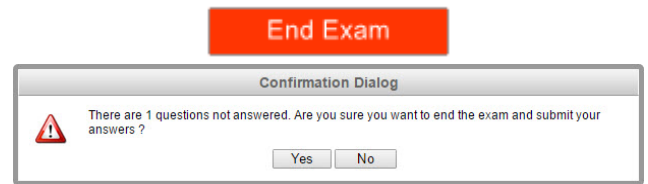


A pop up message will remind you 15 min before your time is running up!

### Step 9: 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 10: 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.

The image shows a satisfaction survey form. At the top left is the 'PeopleCert' logo. The form has three sections, each with a title and four radio button options: 'Very good', 'Good', 'Poor', and 'Very Poor'. The first section is titled 'What was your overall impression of the exam process?'. The second section is titled 'How would you rate the exam booking process?'. The third section is titled 'What did you think of the exam interface?'. At the bottom right, there is a large red button labeled 'Submit and show my results!'.

### Step 11: 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!**

The image shows an exam results report for 'ITIL Foundation (2011)'. At the top right, there are 'Print' and 'Export' buttons. The report displays the following information:

- Total score:** 27.00 out of 40.00.
- Percentage score:** 67.50%.
- Congratulations!! You passed the exam.**

Below this, there is a table with the following columns: Candidate Name, Candidate Number, Assessment Test Code, Examination Date, Score Report Date, Candidate Score, Maximum score, Percentage Score, and Assessment Result Label.

| Topic Description                         | Number of awarded marks | Number of possible marks | Success Rate  |
|---|-------------------------|--------------------------|---------------|
| FND.01 - Service management as a practice | 2.00                    | 4.00                     | 50.00%        |
| FND.02 - The ITIL service life cycle      | 1.00                    | 3.00                     | 33.33%        |
| FND.03 - Generic concepts and definitions | 5.00                    | 6.00                     | 83.33%        |
| FND.04 - Key principles and models        | 2.00                    | 5.00                     | 40.00%        |
| FND.05 - Processes                        | 13.00                   | 17.00                    | 76.47%        |
| FND.06 - Functions                        | 2.00                    | 2.00                     | 100.00%       |
| FND.07 - Roles                            | 2.00                    | 2.00                     | 100.00%       |
| FND.08 - Technology and architecture      | 0.00                    | 1.00                     | 0.00%         |
| <b>Total score</b>                        | <b>27.00</b>            | <b>40.00</b>             | <b>67.50%</b> |

At the bottom, there is a note: 'Please note that the results are provisional and subject to the final verification of PeopleCert.'