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Web Based Online Proctored Exams - Candidate Guidelines

A step-by-step guide on how to take a web-based online proctored exam

January 2024

Version 3.0

Public

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Document Revision History		
Version	Date	Description of Change
3.0	31/01/2024	Update of links in Section 2.2 How to prepare your computer for your exam and prevent technical issues
2.0	29/01/2024	Update in Section 4.1 Axelos Open Book Exams
1.0	23/01/2024	Initial Version

1 Introduction

This document provides important information to prepare for and take your Web Based Exam Driver Online Proctored exam. Please read the information thoroughly **at least three days before your exam day** so you are well prepared. If you require any support please contact our Customer Service Team at customerservice@peoplecert.org

2 Checking your Computer's System Requirements

2.1 Before your exam day you must check your computer meets the following system requirements:

- Windows® 11, Windows® 11S Windows® 10, Windows® 10S or macOS High Sierra (10.13) onwards
- Dual-core 2.4GHz CPU or faster with 4GB of RAM (minimum)
- Microsoft Edge, Google Chrome, Opera or Safari browser is installed (Latest version recommended). Other browsers are not compatible with our Web Based Exam Driver
- 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 another pointing device (keyboard to be set to English characters)
- A web camera (the web camera can be embedded in your computer or be external to the computer). Make sure you can rotate the web camera through a 360-degree rotation as you will be asked to do this on your exam day. Mobile phones cannot be used to take your exam or be used as a substitute for the web camera
- Speakers and microphone (Headsets are only allowed during exam onboarding).

Additional considerations:

For an optimal exam experience, we suggest using a personal computer.

If you intend to use a work computer for your exam, bear in mind that work computers often have restrictions that could affect our Web Based Exam Driver and prevent a successful exam experience. If you use a work computer to take your exam you will need to make sure your organisation's IT support department is available to assist you on your exam day as you will need to share your computer screen, microphone and camera.

2.2 How to prepare your computer for your exam and prevent technical issues:

If your computer does not meet the below specification and requirements and if you contact us up to 72 hours before your exam, we can reschedule your exam at no charge enabling you more time to prepare. On your exam day, if the computer you use does not meet the below requirements, we may need to close the exam session and reschedule your exam with a fee.

- a) Use a computer that has the following specification or higher:
 - i. Windows® 11, Windows® 11S, Windows® 10, Windows® 10S or macOS High Sierra (10.13) onwards
 - ii. Dual-core **2.4GHz CPU** or faster with **4GB** of RAM

- b) Connect to our [Web Based Exam Driver](#) **at least 24 hours before your exam** to carry out a compatibility check. This helps to identify any issues and address them with you in plenty of time before your exam. **When you carry out this check you must:**
- Use the same computer you will use on your exam day
 - Use the same computer set up (camera, headset etc.) and network (wifi/lan) that you will use on your exam day
 - Complete the compatibility check in the same room where you will take your exam
- c) **Repeat the compatibility check described in point b) above approximately 2 hours before your scheduled exam time.** We strongly encourage you to do this in case there are any Operating (OS) updates to your computer since your first compatibility check. Sometimes OS updates can alter a computer's configuration, so it is best to check before your exam in case you need technical assistance from us.

If the compatibility check identifies any issues, or you experience technical issues on your exam day or have questions, our technical support team is here to help. You can reach us 24/7/365 via our support channels [here](#).

You can also read our [5 Steps to Success](#) as a short reminder of what to have ready for your exam day.

3 Preparing for your Exam Day

3.1 Before your exam day, you must:

- Add your mobile/cell phone number (including country code), to your Candidate Profile. This will help us contact you on your exam day if you experience any difficulties
- Disable any Virtualisation Software such as VMware, Virtual PC, Virtual Box or Sandbox before your exam day. For exam security reasons, please also close any applications that could affect the exam process, such as chat, desktop, sharing and mail client applications
- Prepare your exam environment to meet our security requirements described in **Section 5** of this document
- Read and follow our Web Based Exam Driver instructions in **Section 6** of this document. **Please note:**
 - If you are using a work computer and have problems when running our Compatibility Check, please consult your IT department to check your organisation's corporate policies regarding accessibility to peoplecert.org domain or Audio/Video Capture and Screen Sharing via the browser
 - Corporate networks and/or VPN access may impact the service delivery of your exam. You are advised to consult your IT department **before your exam day** if you have corporate network and/or VPN access.

For an optimal exam experience, we suggest using a personal computer.

On the day of your exam, and well before your scheduled exam time, save all your work and exit any open programs on your computer (e.g. AnyDesk, Skype, MS Teams etc.) as these could disrupt the exam process.

3.2 Your Identification Document (ID):

On your exam day you will need to show your ID to the proctor who will verify your ID. The ID you use on your exam day must be the same ID you used to book your exam. Your ID must be valid and meet the **criteria** set out below.

If the first and last names on your ID do not **exactly** match the name you used to book your exam, you will not be allowed to test, and no refund will be provided. If you do not present a valid and acceptable ID, or if there is a name mismatch, this may result in the exam session being terminated with no refund. In such cases, you can re-book the exam using our standard booking process.

The ID you use ID must meet the following criteria:

Please note that electronic IDs will not be accepted.

- Be current and valid – ID containing dates that have expired are not allowed
- Be an original, not a photocopy
- Include a recognisable photo of you
- Match the information you gave when you booked your exam
- Be a government-issued national/state/province identity card that is recognised by the country in which you are a citizen or permanent resident

- Contain your full date of birth
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

ID not written in English-language (Latin characters) will only be accepted if you have booked your exam selecting a proctor in your native language. Please refer to [PeopleCert's ID Policy](#) for full detail.

If the ID you use to register for your online exam is acceptable but NOT written in English-language letters (Latin characters), then as part of booking your exam you must pick the correct proctor language to match your native language (**When available*). For example, if your native language is Chinese and you are using an ID that is NOT written in English-language letters (Latin characters) but instead, is written in Chinese characters, then you must select your 'Proctor's language' preference to Chinese. When booking your exam if the 'Proctor's language' or your language is not available as an option, **you must follow Steps 1 and 2 below:**

Step 1: **At least 48 hours** before your exam, upload a clear image of your ID to your candidate profile so we can validate your ID before your exam day.

Step 2: Email us at customerservice@peoplecert.org with the subject line '*ID Validation Request*' and provide us with your:

- Full Name
- Candidate ID
- Date of Birth
- Exam Date and Time
- Country of Origin.

Once we receive your email, we will validate your ID. On successful validation we will confirm this to you, and you can proceed with your scheduled exam. If we cannot validate your ID successfully, we will contact you to reschedule your exam, allowing you more time to obtain the necessary document(s) for ID validation.

**Proctor languages are available for a limited range of languages as shown in the language options of our exam booking system.*

Candidates under 16 years old

Candidates under 16 years old must be supported by a Legal Guardian during exam onboarding. The guardian must provide their ID, per our ID requirements and provide their consent for the exam to be recorded, per PeopleCert's Privacy Policy and Terms of Use.

4 Open Book Examinations

4.1 Axelos Open Book Exams

For all Axelos Open Book exams, an electronic copy of the manual will be available on your Exam interface. During Axelos Open Book exams, you can use your **official** hard copy manual (if you have one), or your eBook on a second device **through VitalSource**. Your second device must be set to airplane mode.

Important note: Unofficial printed copies/versions of the manual are not allowed.

When using your official hard copy manual in an Open Book exam the following rules apply:

- Hard copy manuals may be annotated and tabulated
- Sticky notes, loose-leaf papers containing additional notes, and notes on the blank pages of the official hard copy manual are **not** allowed
- To allow you to use your manual during the exam, your proctor will ask you to open it and flip through the pages in front of the web camera.

4.2 DevOps Institute (DOI) Open Book Exams

During DOI open book exams, if you have official training materials from an Authorised Training Organisation, you have the option to use your official hard copy learner manual or official digital learner manual on a second device. Your second device must be set to airplane mode.

Important note: Unofficial hard copy or digital versions of the training material are not allowed.

When using your official hard copy learner manual in a DOI open book exam, the following rules apply:

- Hard copy manuals may be annotated and tabulated
- Sticky notes, loose-leaf papers containing additional notes, and notes on the blank pages of the official hard copy manual are **not** allowed
- To allow you to use your manual during the exam, your proctor will ask you to open it and flip through the pages in front of the web camera.

When using your official digital learner manual during a DOI open book exam you can view the full official learner manual on a second portable device such as a smartphone, tablet, or laptop. Your second device must be set to airplane mode.

5 Security Requirements and Preparation

5.1 When preparing for your exam, you must ensure:

- You have the **same, valid** photo ID you used to book your exam
- You have another form of photo ID available and to hand in case additional ID verification is needed on your exam day
- Your mobile/cell phone is switched on and **set to silent**. The device must be placed out of reach, so you need to move away from your chair to access it
- You are prepared to complete the exam on your own, without assistance from a third party
- You do not have access to any **unauthorised** items, including unauthorised:
 - Notes, manuals, posters etc. Official hard copy manuals and eBooks are allowed for open book exams only. For all Axelos and DevOps exams across the Business & IT portfolio, taken in English by non-native English speakers, the use of hard copy bilingual dictionaries (not Thesaurus) is allowed
 - Technology. This includes additional headphones, smartwatches, screen(s), monitor(s), keyboard(s), camera(s), projector(s) or projected images/words.

5.2 The room you take your exam in must meet the following criteria:

- There is only one doorway for access in and out of the room which is visible to your web camera throughout the exam
- The room is private, with no transparent walls (i.e., glass walls, indoor windows etc.)
- There is no background noise, and you will be alone in the room
- The walls and desk/table(s) are clear of unnecessary and/or unauthorised items (e.g., posters, post-it notes, papers and books)
- Where note paper or other resources are allowed, you can and should have this available on your desk for your exam. You must show these items to your proctor on request, so they can ensure there is nothing on them that could provide an unfair advantage
- No screens are visible, other than the screen which is being used to take the exam or a second device being used for an open book exam.
- There is adequate light so the proctor can always see you clearly. Light should not be directed toward the web camera.

Please note: We do not advise attempting to take your exam in a bathroom/restroom.

5.3 The computer you are using for your exam must meet the following criteria:

- Your computer's web camera is clean and free from obstruction
- Your computer screen and web camera are positioned so that you and the doorway of the room are fully visible to the proctor through the web camera
- You can rotate your web camera 360 degrees, low and high, to show **all areas of your room**, including under your desk, the desk's surface and any other areas that may pose a risk to exam security

- There are no second monitors, smart accessories and/or devices connected to your computer or accessible (unless it has been authorised for use during an open book exam)
- Your computer sound settings are set to **Speakers and Microphones**. For Business & IT exams headsets are allowed only during exam onboarding and if used, your proctor will ask you to place them on the desk, without disconnecting them, before you start the exam
- You are seated comfortably and can maintain the same position, in full view of the proctor, throughout the exam.

5.4 Security Checks

During exam onboarding your proctor will complete a range of security checks. Your exam will not start until your proctor is satisfied the exam regulations can be met. The security checks may include (this is not an exhaustive list):

- Verification of your identity, including showing your ID via your web camera
- A 360-degree scan of your room, including detailed views under the desk and above/below/inside areas of the room that may pose a risk to exam security
- A request to show your computer monitor using a mirror or your mobile/cell phone camera (in selfie mode)
- Requests to move/remove items that may pose a risk to exam security
- Candidate security checks such as:

A close-up view of your sleeves, eyeglasses, ears and/or hair. This is necessary to ensure there are no concealed, unauthorised devices that may pose a risk or threat to the security of the exam. Please note, you may be asked to remove any headwear for long enough to verify the absence of any unauthorised devices. If you require a female proctor to carry out this security check you must contact us via email at customerservice@peoplecert.org **at least three business days before** your exam. If you want to request a reasonable adjustment, please refer to our **Reasonable Adjustment Policy** which can be accessed via PeopleCert's website under the [Support](#) section. The policy details the process you will need to follow and timeframes you need to allow for a reasonable adjustment request.

Security checks may be repeated in the exam. This may be because the proctor has observed something that could compromise the security or integrity of the exam. You must comply with all security check requests in a reasonable and timely manner.

Your exam session will be recorded and retained in accordance with our [Privacy Policy](https://www.peoplecert.org/terms-of-service-and-privacy-policy)

How we deal with non-compliance with our exam rules:

For minor infringements your proctor will notify you of the action required. If you do not take timely action, or there is a significant risk to exam integrity, your exam will be suspended, and the session terminated. Your exam may also be sent for post-exam security review/investigation. Depending on the nature of a review and its outcomes there may be:

- A delay in the release of exam results, pending satisfactory conclusion of the review
- A requirement to re-sit the exam under the correct exam conditions
- Annulment of exam results

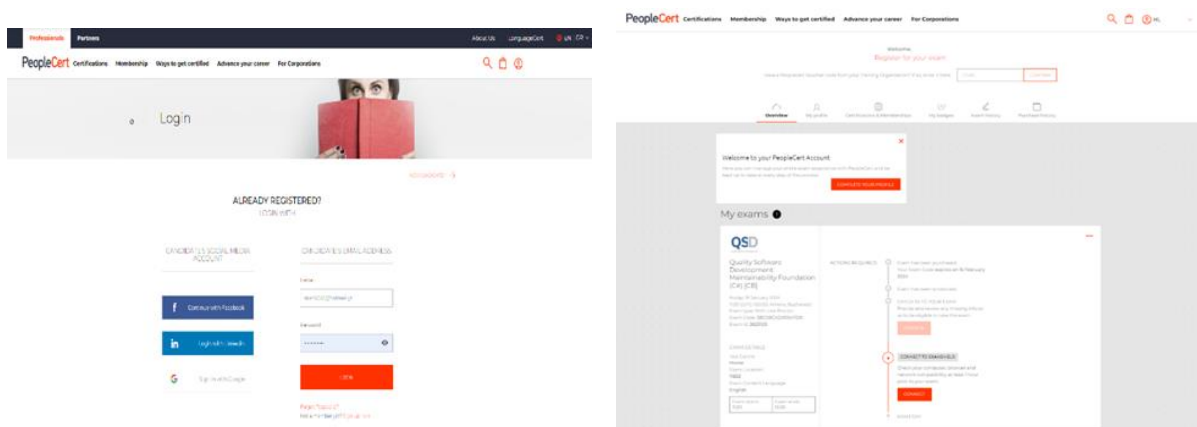
- Deactivation of your PeopleCert profile.

All reviews/investigations are completed in line with our Malpractice Policy. Any actions applied by us following a post-exam security review will be proportionate to any non-compliance identified. We will keep you informed of the progress and final outcomes. Should a candidate disagree with any final outcome decision they can appeal following the process set out in our published Appeals Policy.

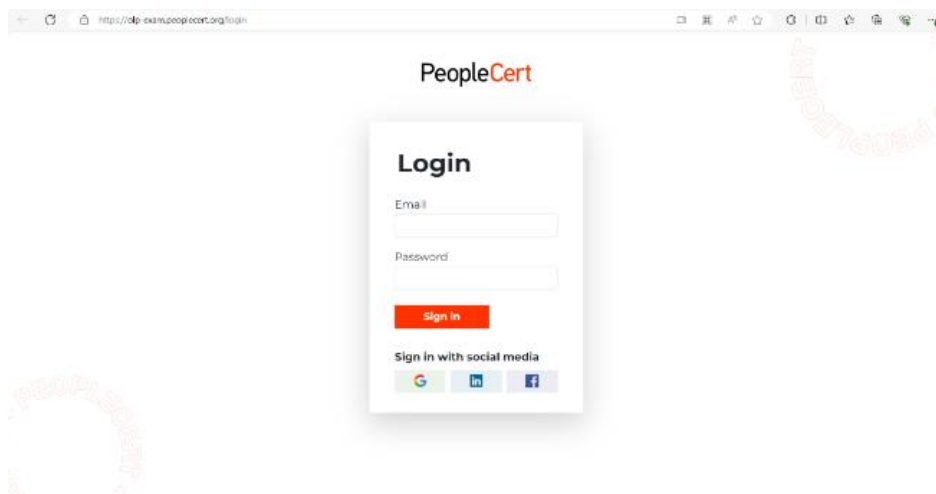
6 Connecting to our Web Based Exam Driver

6.1 Log In

To access our Web-Based Exam Driver, click on the link provided in the 'Web Proctor Session Link' email that you received from PeopleCert after booking your exam.



Alternatively, you can log in to your PeopleCert Profile, navigate to the Overview tab, and click on 'CONNECT.'



To log in to the Web Based Exam Driver or your profile, use the same credentials you use to login to your PeopleCert Profile. If you used Facebook, LinkedIn or Google sign-in to register your profile, click on the relevant icon to login.

6.2 Compatibility Check

Before you take your exam, you must carry out a system compatibility check. This checks your computers' **system integrity, audio, camera, internet connection and speed**. The compatibility check is mandatory before you can start your exam and must be completed **at least 24 hours before your scheduled exam time**. **When you carry out this check you must:**

- Use the same computer you will use on your exam day
- Use the same computer set up (camera, headset, screen etc.) and network (wifi/lan) that you will use on your exam day
- Complete the compatibility check in the same room where you will take your exam.

The compatibility check also identifies if you are using more than one screen. You can only have **one screen activated**. If you want to use a larger screen with your computer or laptop the set up must be as we describe in points 1 and 2 below. This set up must be completed before you carry out the compatibility check otherwise you will not be able to successfully complete this stage.

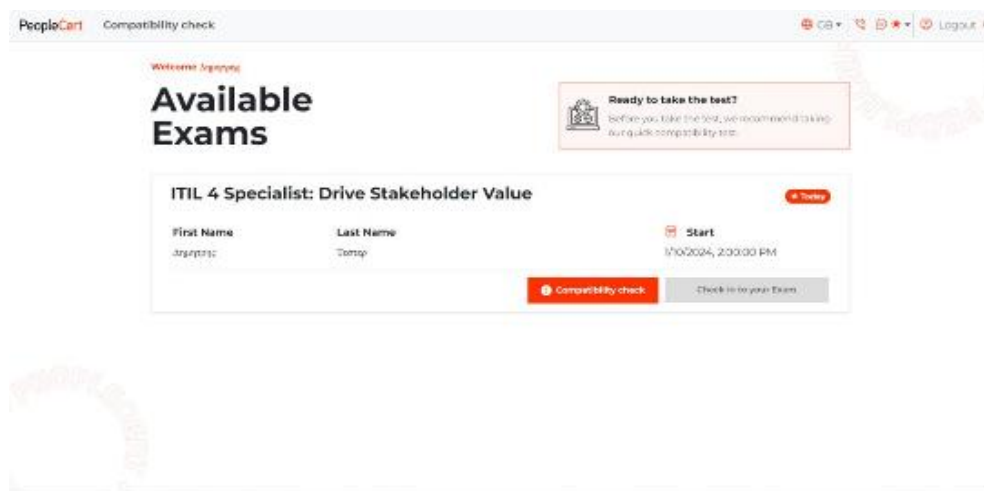
1. Set your preferred screen as primary
2. Disconnect any other screen(s) (other than your primary screen) from your computer and make sure the screen(s) is covered (e.g. by using a towel).

Please note that the compatibility check will not detect any security settings on your computer or virtualisation programs that could interfere with the connection to our Web Based Exam Driver. Any such connection interference will only be detected during actual exam connection.

The system compatibility check takes approximately 5 minutes to complete.

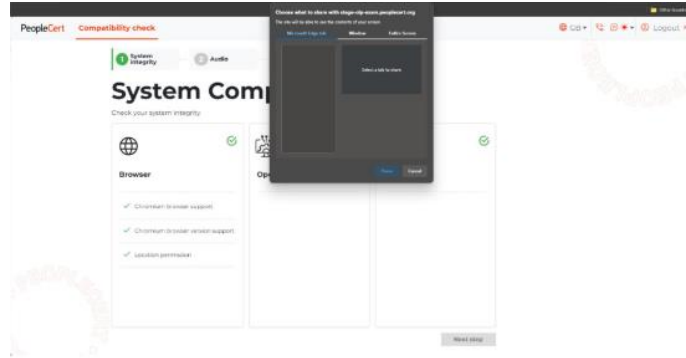
We also recommend you **repeat the compatibility check approximately 2 hours before your scheduled exam time** in case there are any Operating (OS) updates to your computer since your first compatibility check. Sometimes OS updates can alter a computer's configuration, so it is best to check before your exam in case you need technical assistance from us.

Click on '*Compatibility check*' to start.

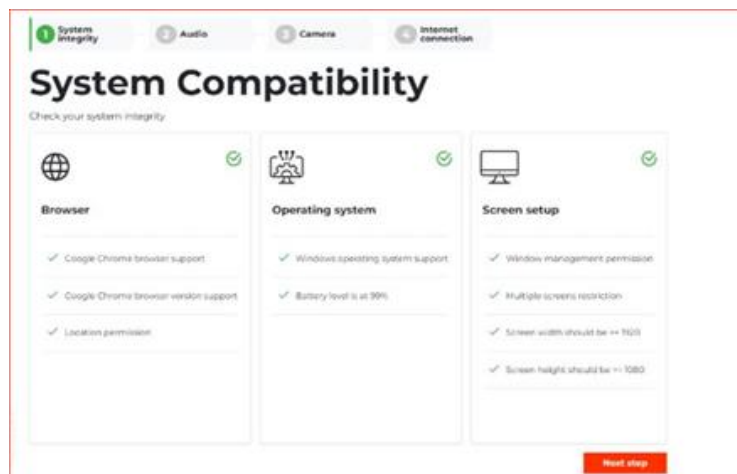


Step 1: The System integrity checks the compliance of your computer's Operating system, the browser's functionality, and screen setup requirements.

A pop-up window will appear requesting you to select one of two options for screen sharing (window or entire screen). We recommend you select the **entire screen option** at this point as you will need to select this option later in your exam.

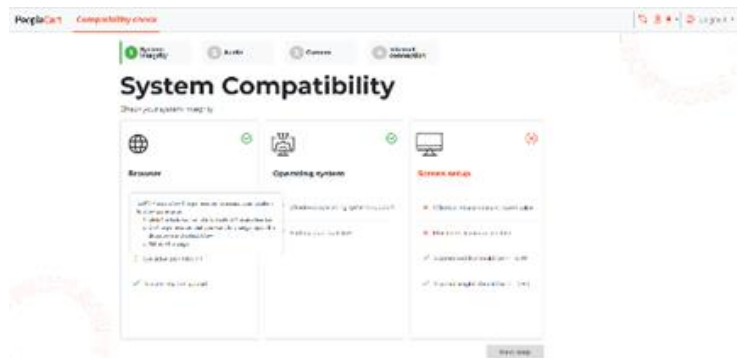


If all checks are completed successfully click on the 'Next Button' that will be activated.



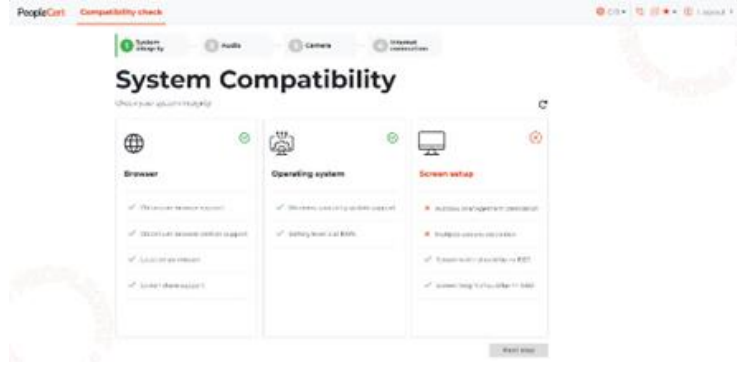
If any of the checks fail, hover over the warning or failure icon to view the steps required to resolve the specific issue.

If only **the yellow icon with an exclamation mark** appears, you can still proceed to the next step. Yellow icon notifications are there to give you tips on steps you can take to address the issue to reduce the risk of experiencing a problem during your exam.



If you receive an error and you cannot proceed to the next step, hover over the **red error icon and follow the on-screen steps**.

Once you have completed the steps click on the refresh button on the top right to repeat the check.



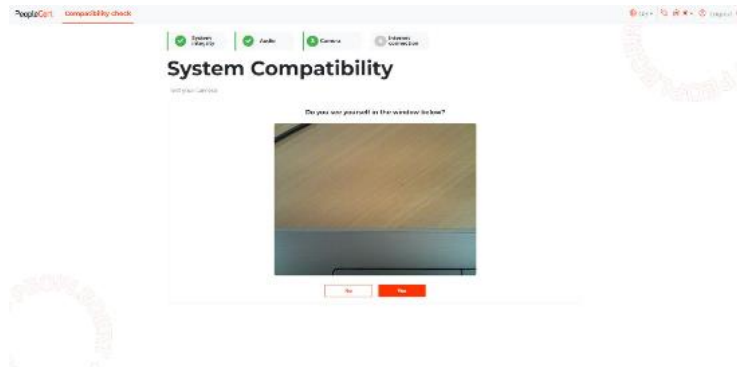
Step 2: To check **audio**, click on 'Begin audio test'. Record a 5 second message. The recorded message will be played back to you. If you can hear the recorded message, select 'Yes' to proceed to the next step.

If you cannot hear the recorded message, firstly check the sound and microphone settings on your computer and then select 'No' to repeat the audio check.



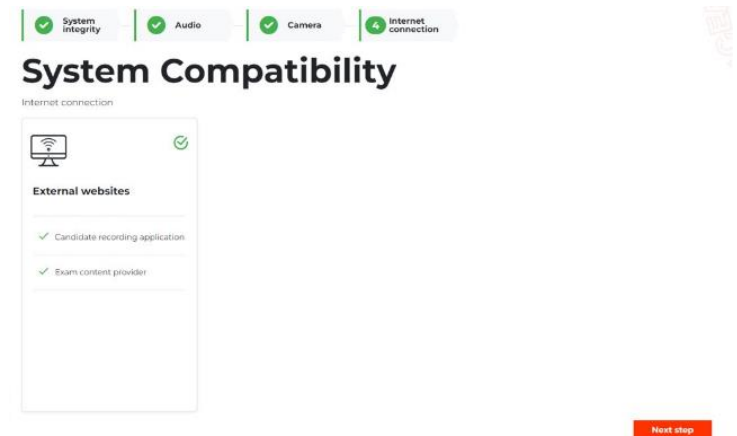
Step 3: To check your **camera** is functional, you will be asked if you can see yourself in a specific panel. If you can see yourself, select 'Yes' to proceed.

If you cannot see yourself firstly check the camera settings on your computer and then select 'No' to repeat the camera test.

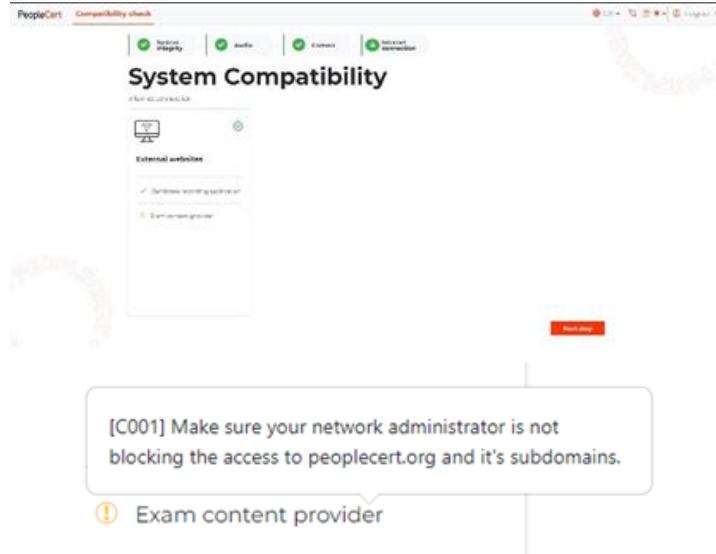


Step 4: Lastly, the system will check if your computer can successfully connect to PeopleCert's systems.

If the checks are completed successfully click on 'Next step' to complete our system compatibility check.

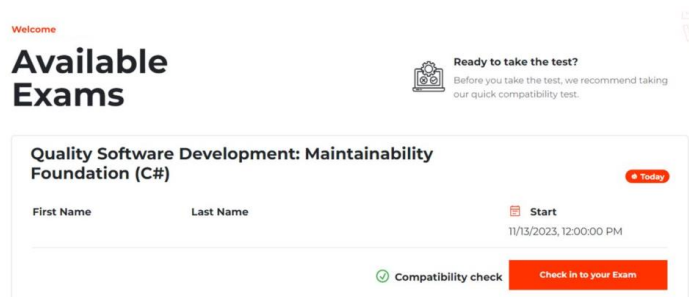


If one of the checks fail try whitelisting *.peoplecert.org domain and retry the step.



If the system compatibility check is successful, the 'Check in to your exam' button will be activated 30 minutes prior to your scheduled exam start time.

If you could not complete the system compatibility check even after following the instructions for each error and checking your computer settings please contact our technical support [here](#).



6.3 Check in to your Exam

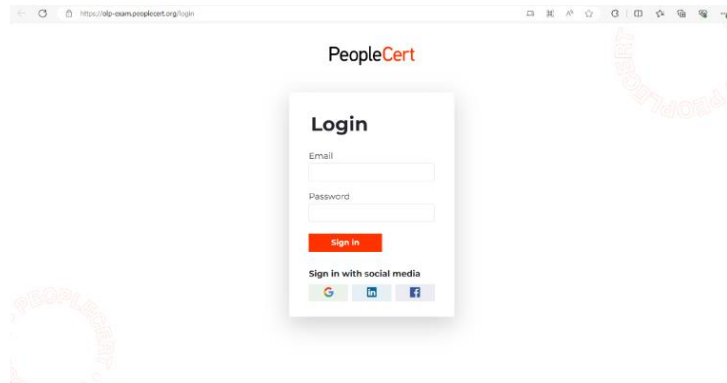
To ensure you can start your exam promptly, we **strongly recommend** you use the **full 30-minute exam check in timeframe**. This gives you plenty of time to complete all mandatory check-in steps before starting your exam. To complete the check-in you will be prompted in sequence to:

- Accept our Non-Disclosure Agreement
- Review the exam instructions thoroughly
- Confirm you have read and agreed to our exam rules
- Scan your ID using either your web camera to capture a picture or by uploading an image of your ID
- Initiate the connection with your proctor by clicking on 'Start now'.

If you successfully complete the above steps and have a few minutes left before your scheduled exam start time, you can take a short break if you wish, though make sure you **return promptly for your exact exam start time** so your proctor can connect with you.

If you logged out after the compatibility check you will need to:

Log back in using the same credentials you use to login to your PeopleCert profile. If you used Facebook, LinkedIn or Google sign-in to register your profile, click on the relevant icon to login.



If you did not log out after the compatibility check you will need to:

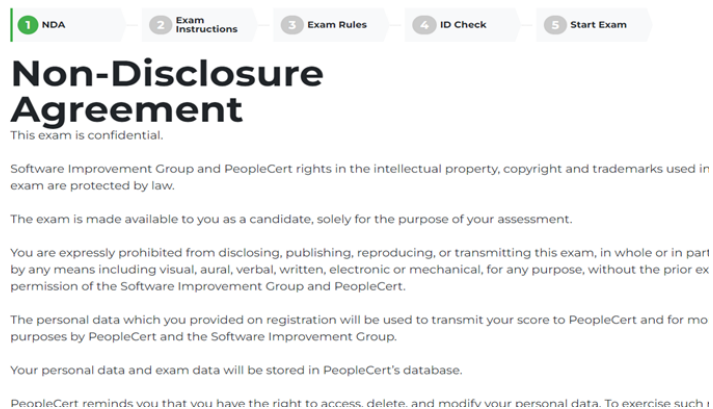
Click on the 'Check in to your exam' button which will be activated 30 minutes prior to your scheduled exam start time.



Self-onboarding

1. Non-Disclosure Agreement

Click 'Next step' to accept the Non-Disclosure Agreement and Terms of Use. You will not be able to continue unless you agree to them.



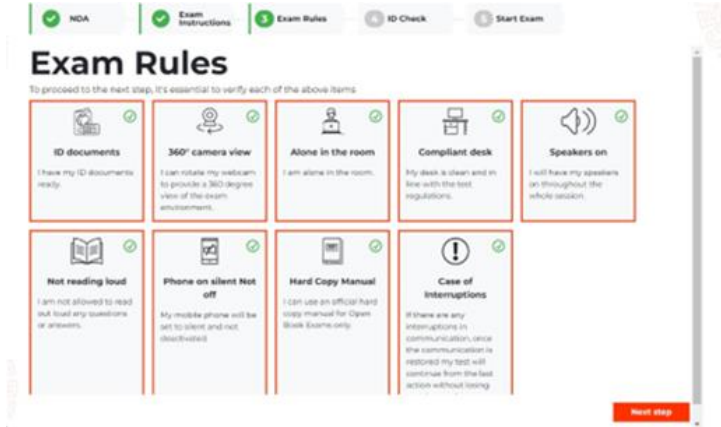
2. Exam instructions

Carefully read the exam instructions before proceeding to the next step.



3. Check exam rules

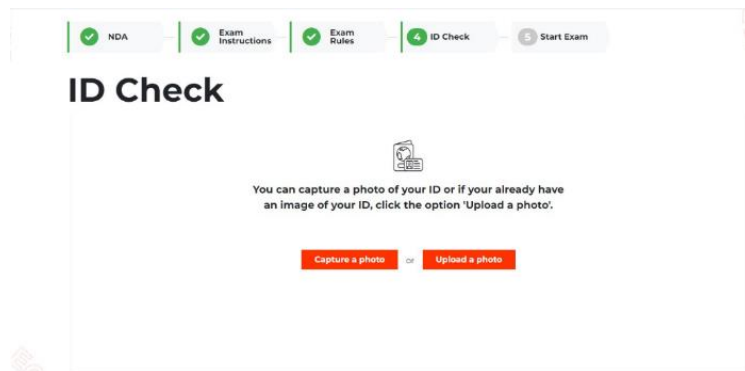
Read the exam rules and confirm you have read and approved all of them. You can proceed to the next step when you have ticked **all** of the exam rules.



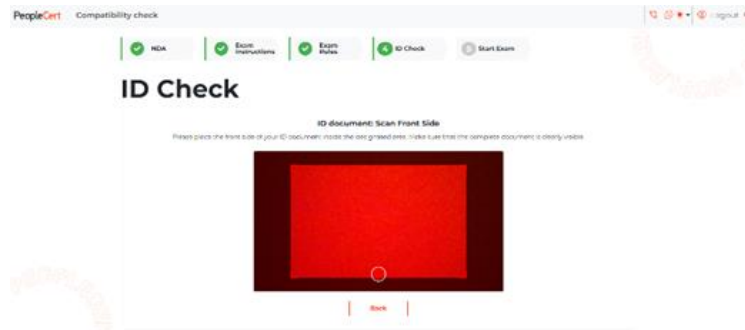
4. Scan your ID

You will need to upload or take a picture of your ID so we can verify your personal information.

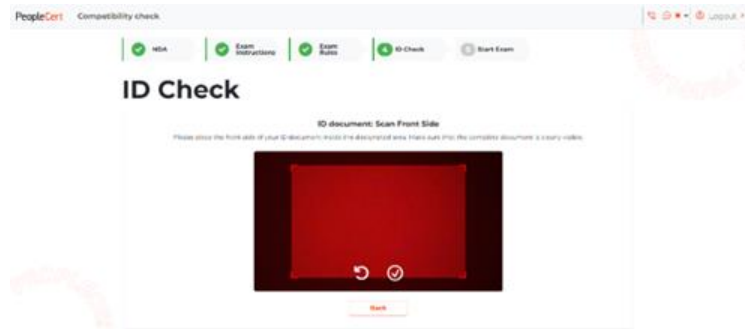
Select 'Capture a photo' to capture an image of your ID, or select 'Upload a photo' to upload an image of your ID.



If you select 'Capture a photo' hold your ID in front of the camera and make sure the whole front side of the document is visible. Try not to cover any parts with your fingers. Click on the red circle to capture the photo.



If the photo is clear tick icon to proceed. If the photo is not clear click on the circular arrow to capture again.



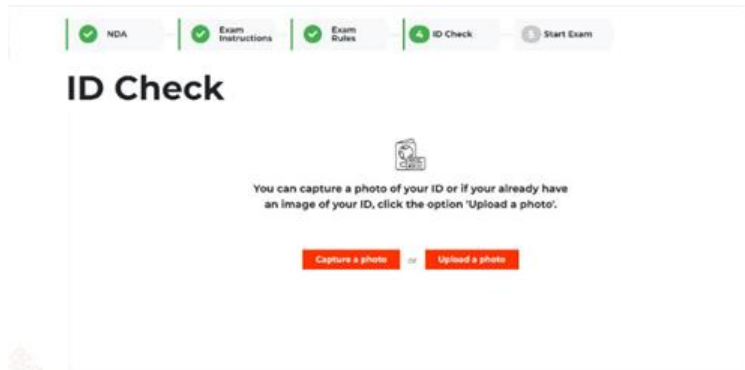
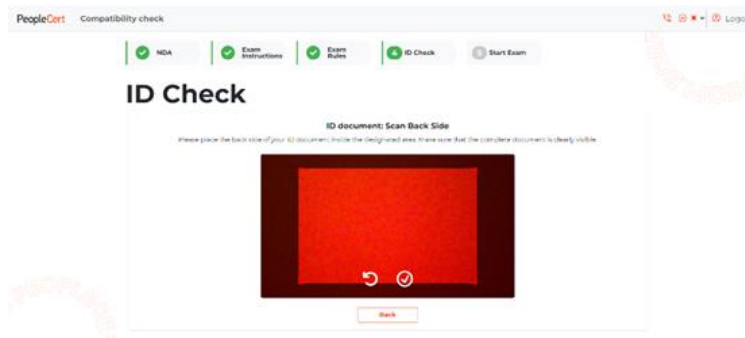
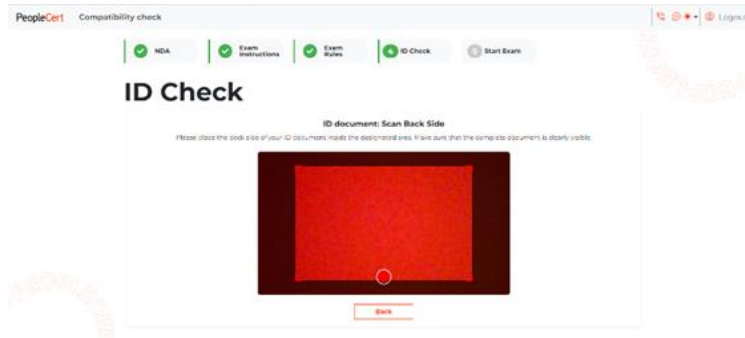
If your ID does not have a back side click on 'My ID document has one side only' to proceed to the next step.

If your document has a back side click 'Capture back side'

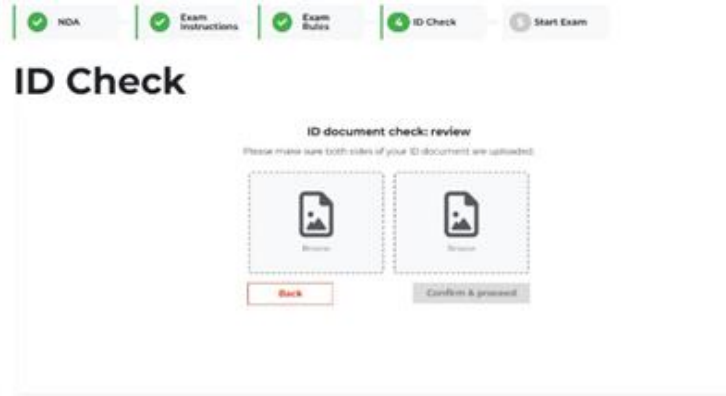
Hold your ID in front of the camera making sure that the whole back side of the document is visible. Try not to cover any parts with your fingers. Click on the red circle to capture the photo

If the photo is clear tick icon to proceed. If the photo is not clear click on the circular arrow to capture again.

If you select the option to upload a photo click on one of the 'Browse' icons to upload a photo of the front side of your ID. Make sure the photo is clear, and all parts of the front side are visible. If your ID has a back side click on the other 'Browse' icon and follow the same process.



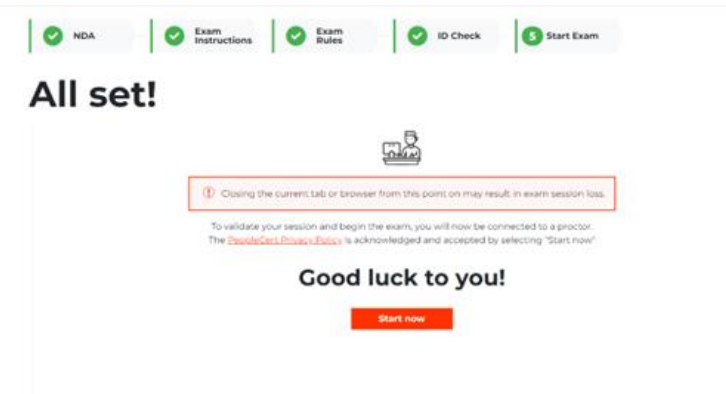
Once you have uploaded the photo(s) click 'Confirm & proceed'.



5. Connect to your proctor

Click 'Start Now' to connect with your proctor. By clicking 'Start Now' you acknowledge and accept PeopleCert's Privacy Policy.

DO NOT close your tab or your browser as this will terminate the exam session.

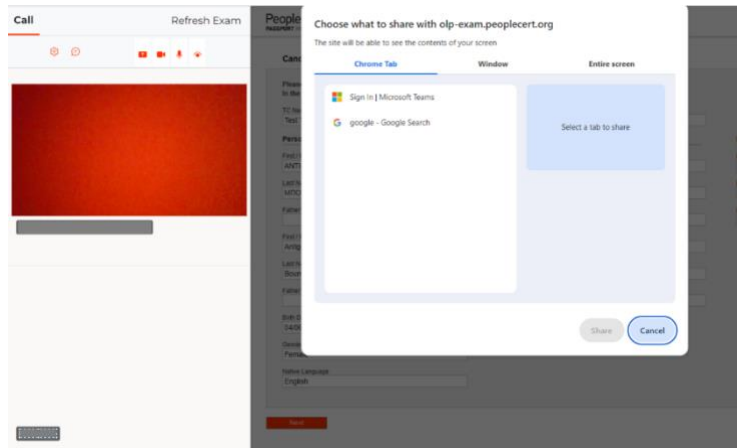


When you are connected click on 'Start Call' to connect with your proctor.



Once you connect to your proctor, a pop-up window will appear prompting you to share your entire screen.

Go to the Entire Screen option and then click 'Share'.

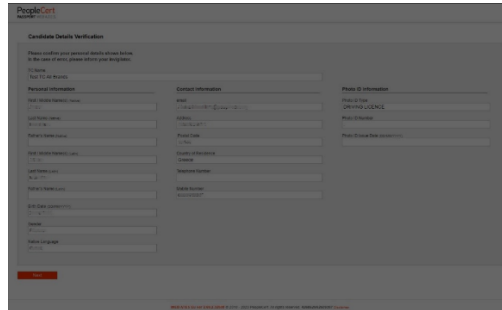


Connecting with your proctor

Your proctor will:

- Ask you to check your audio and video performance
- Complete the required security checks
- Confirm your personal details. **If any of the information is incorrect, please tell your proctor immediately**
- Confirm when you can start your exam.

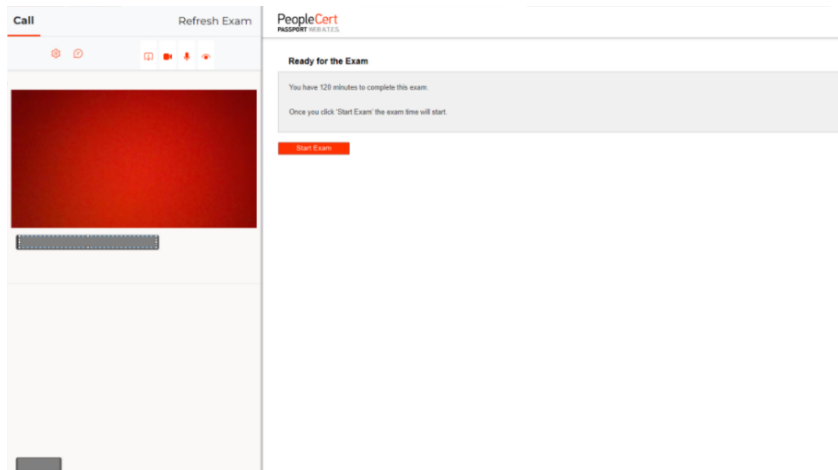
When prompted by your proctor click 'Next' to continue.



The screenshot shows a 'Candidate Details Verification' form. It contains several sections for data entry: 'Personal Information' (Name, Email, Phone), 'Contact Information' (Address, City, State, Zip, Country), and 'Phone Information' (Area Code, Number). There are also fields for 'Date of Birth', 'Social Security Number', and 'Mailing Address'. A 'Next' button is visible at the bottom left of the form.

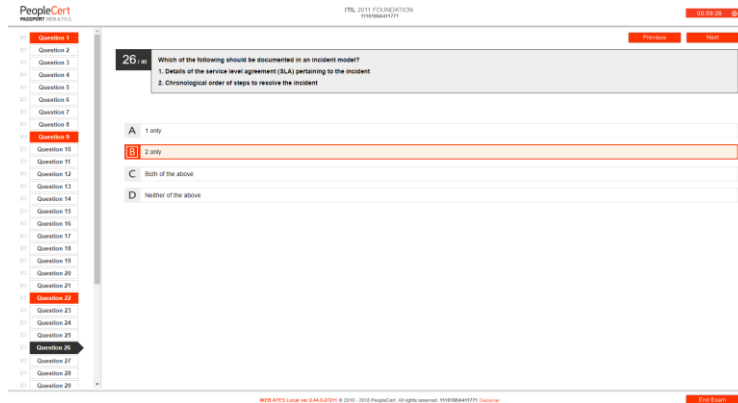
Please note: Your exam session will be recorded, and your proctor will be online throughout your exam in case you need help. You must have your microphone on throughout the exam. In case of communication loss during the exam, the proctor will pause the exam timer to prevent any impact on your allotted time. Once the connection is restored you can resume your exam with the same amount of time remaining prior to the interruption.

Click 'Start Exam'.



6. Answer questions

The menu on the left shows the question numbers. Make sure you read the questions and answers carefully. You can move from one question to the next by **clicking on the question number** or by **clicking 'Next'**. The question you are currently working on will be highlighted.

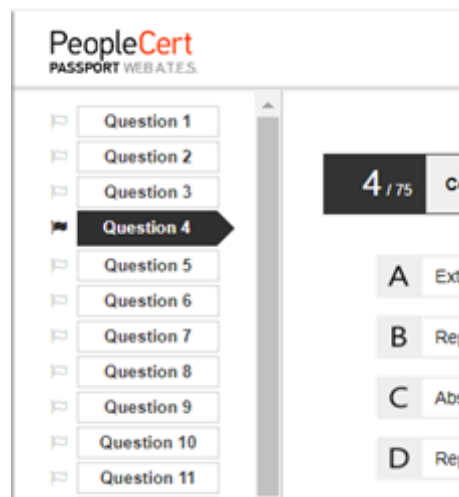


If you are taking any exam that requires a scenario, you have the option to open it in an electronic form inside the exam, by clicking on the button **'Open scenario in window'** in the top right corner.

If you are taking a Lean Six Sigma exam you:

- Can print the help file by clicking on the **'Print Scenarios'** button before starting your exam. Acrobat or any other PDF reader is needed to view and print the PDF files.
- Have the option to use the WebATES calculator.

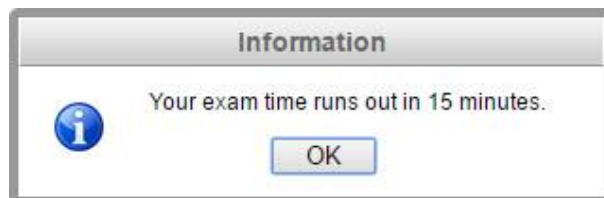
To return to a question, you can **flag it**, by checking the button next to the question number on the left menu. To **unflag it, click to deselect the flag**. You can flag more than one question.



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



A pop-up message will remind you 15 minutes before your exam time runs out!



7. End the exam

When you have completed your exam, click **'End Exam'** on the **bottom right menu**. If there are unanswered questions you will be



notified by a pop-up message. Unanswered questions will be marked as incorrect. You will need to **confirm** you want to end the exam.

Your answers will be automatically submitted and it will not be possible to make any further changes.

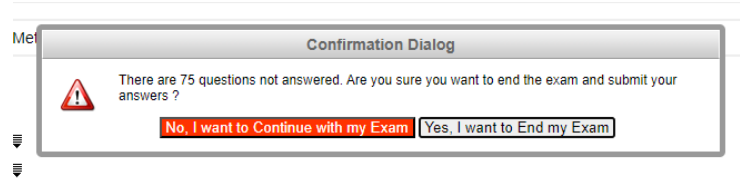
8. Get your results

Upon submission of your answers you will receive a provisional result which is **subject to verification by PeopleCert**.

You can print or export your result by clicking the corresponding button.

Your proctor will confirm the exam session has been successfully completed and ask you to **destroy** any notes, papers or scenarios you used. You can then exit our Web Based Exam Driver.

To exit the exam you can close the tab/browser/application.



PeopleCert
PASSPORT WEBAITES

9721E3A338123

Print
Export

ITIL Foundation (2011)

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

Candidate Name	WEBATES QUALITY CONTROL
Candidate Number	5980249314870077
Assessment Test Code	49972163_ah
Examination Date	Dec 15 2017 11:08:51
Score Report Date	Dec 15 2017 11:35:19
Candidate Score	27.00
Maximum score	40.00
Percentage Score	67.50%
Assessment Result Label	Passed

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%
Total score	27.00	40.00	67.50%

Please note that the results are provisional and subject to the final verification of PeopleCert



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