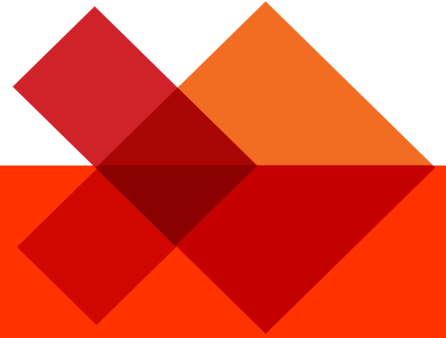




All talents, certified.



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
- 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 **only** allowed during onboarding)
- Keyboard and mouse or another 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
- 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 hard copy 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.

- You should always install the ExamShield version provided to you for your exam. If you try to use an older version of ExamShield already installed in your computer, an error will appear prompting you to update to the latest version



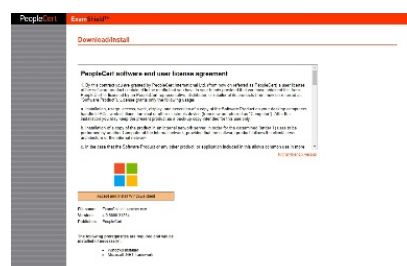
3 Exam Shield Installation

Up to 1 Hour prior to the exam

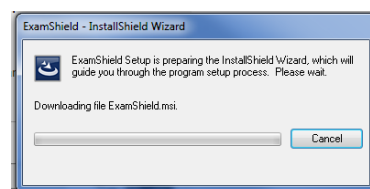
Step 1: Install the ExamShield

- 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*" to set up the **ExamShield** application.



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

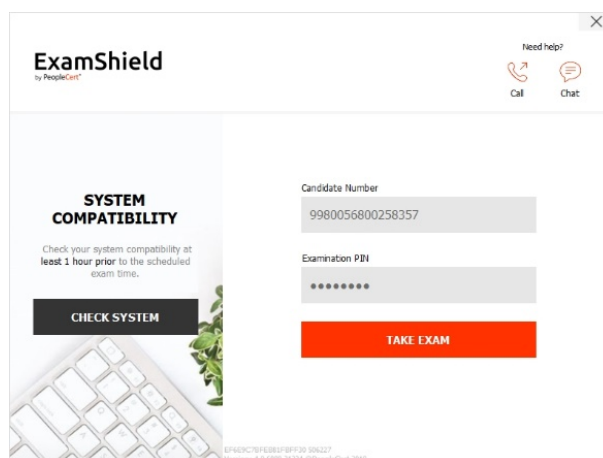


Once installation is completed, a new window will appear. Please note that the candidate number and the examination pin are pre-populated.

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

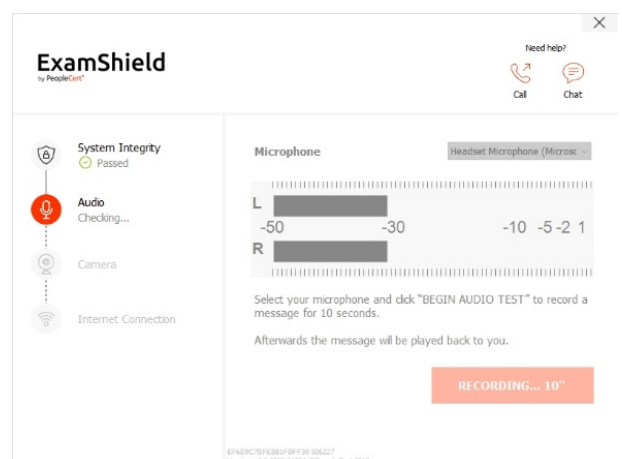
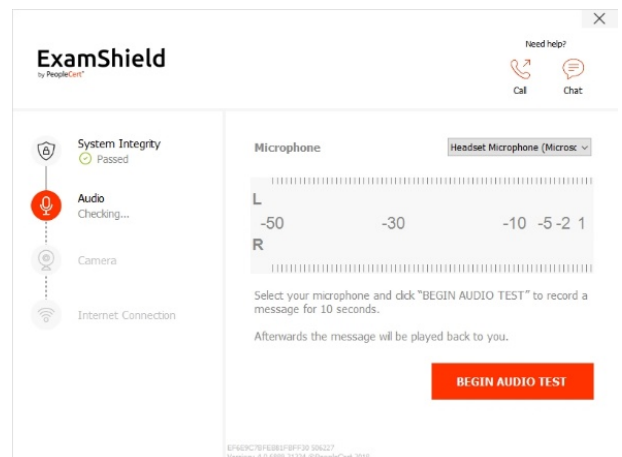
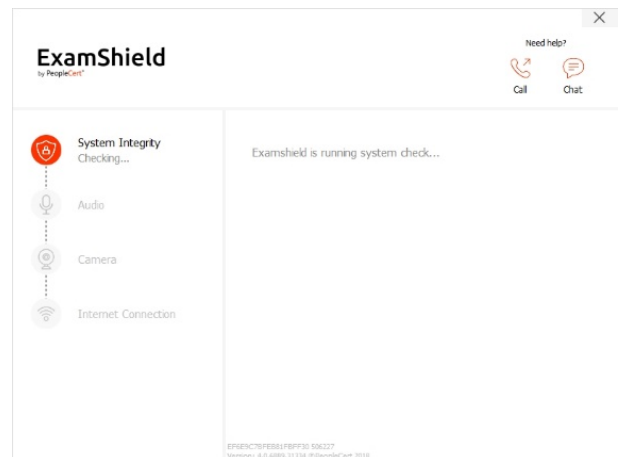
- **System integrity**

System Integrity checks the compliance of your Operating System with the ExamShield application requirements, such as the OS version and free disk space amongst others.

- **Audio**

In order to check audio, select “*BEGIN AUDIO TEST*”.

Your microphone will be recorded for the next 10 seconds.



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

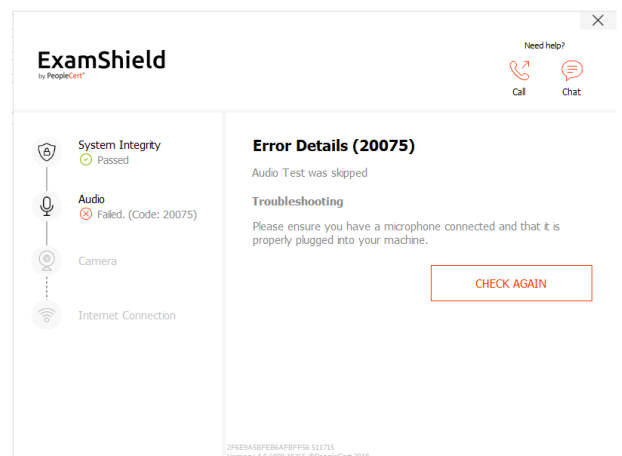
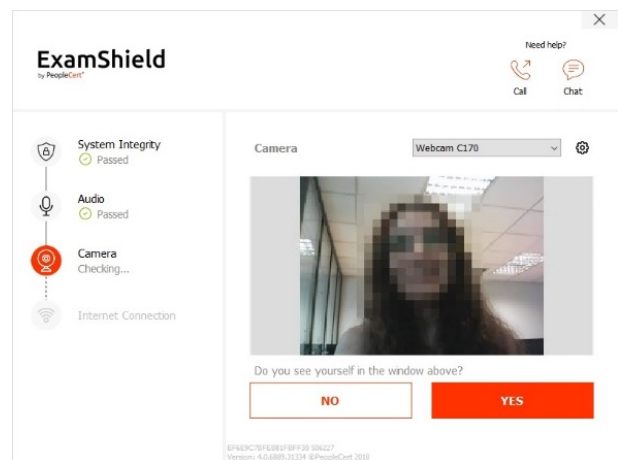
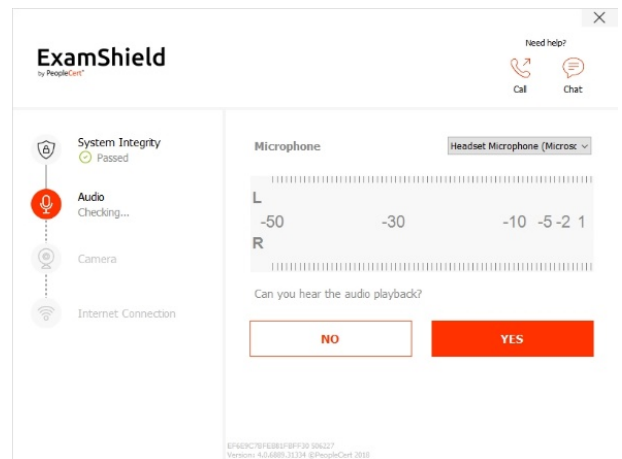
- **Camera**

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.

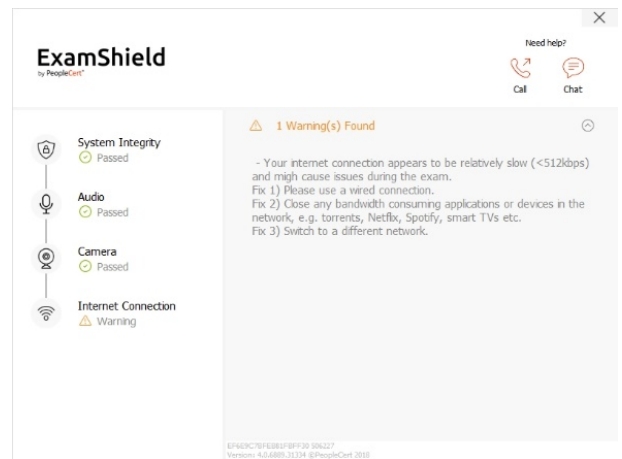
After completing each check, a message informs you if the check has **"Passed"** or **"Failed"** or a **"Warning"** is raised.

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

Click **"CHECK AGAIN"** to retry.

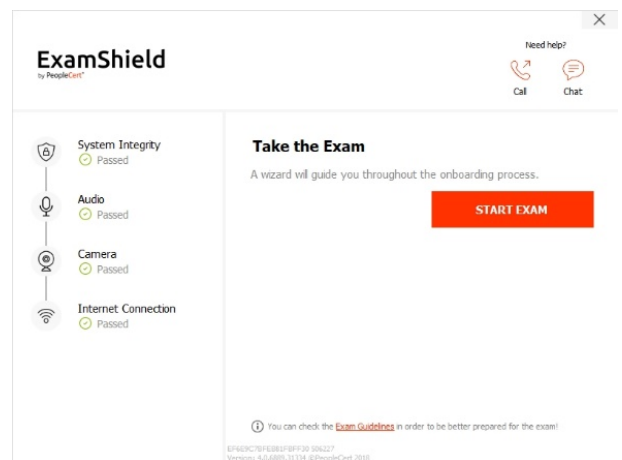


In case of warning, click on the arrow on the right of the warning to view more details

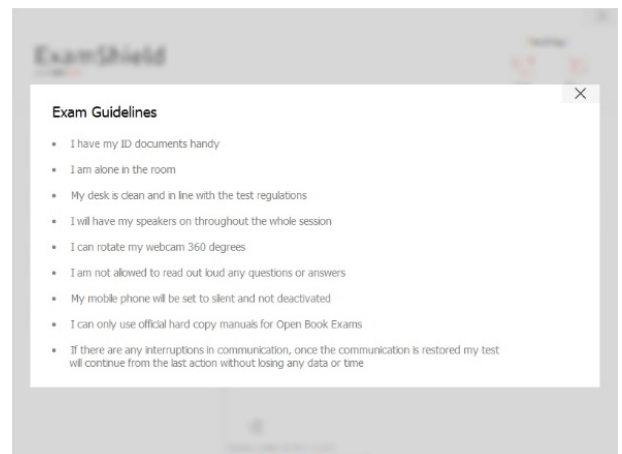


After a successful check of each step, you will be able to "START EXAM" if the scheduled exam start time is in less than 10 minutes.

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



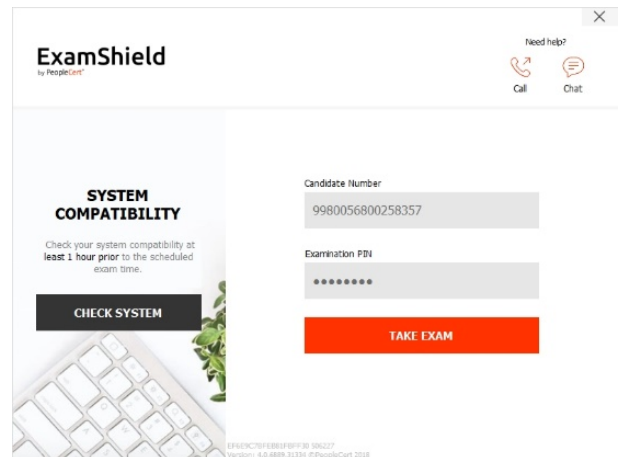
By clicking on [Exam guidelines](#) link on the bottom of the screen, you will be informed about all appropriate information to run your online proctored exam.



10 Minutes prior to the exam

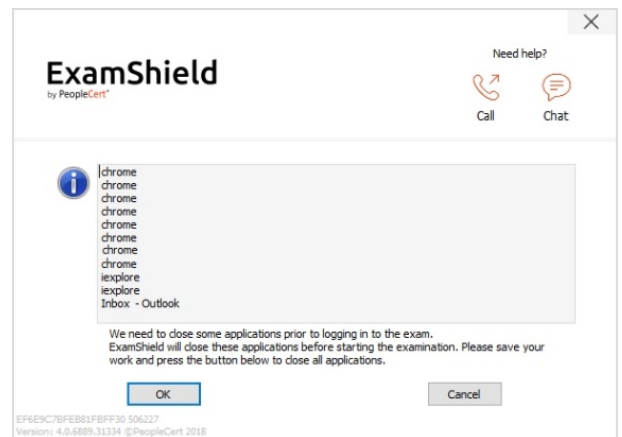
Step 2: Log In to ExamShield

Double click the ExamShield icon from your desktop and click "TAKE EXAM" to login.



The ExamShield login screen features the 'ExamShield by PeopleCert' logo at the top left. In the top right corner, there are links for 'Need help?', 'Call', and 'Chat'. The main area is divided into two sections. On the left, under the heading 'SYSTEM COMPATIBILITY', it says 'Check your system compatibility at least 1 hour prior to the scheduled exam time.' Below this is a 'CHECK SYSTEM' button. On the right, there are input fields for 'Candidate Number' (containing '9980056800258357') and 'Examination PDI' (containing '*****'). Below these fields is a prominent red 'TAKE EXAM' button. At the bottom right, small text reads 'EF6EC7BFEB81FBFF30 506227 Version: 4.0.6889.31334 ©PeopleCert 2018'.

A pop-up message will notify you if any application needs to be closed to continue with the exam.



This is a system requirements pop-up window. It has the 'ExamShield by PeopleCert' logo and 'Need help? Call Chat' links at the top. The main content area shows a list of applications that need to be closed: chrome, chrome, chrome, chrome, chrome, chrome, chrome, iexplore, and Inbox - Outlook. Below the list, a message states: 'We need to close some applications prior to logging in to the exam. ExamShield will close these applications before starting the examination. Please save your work and press the button below to close all applications.' At the bottom, there are 'OK' and 'Cancel' buttons. Small text at the bottom left reads 'EF6EC7BFEB81FBFF30 506227 Version: 4.0.6889.31334 ©PeopleCert 2018'.

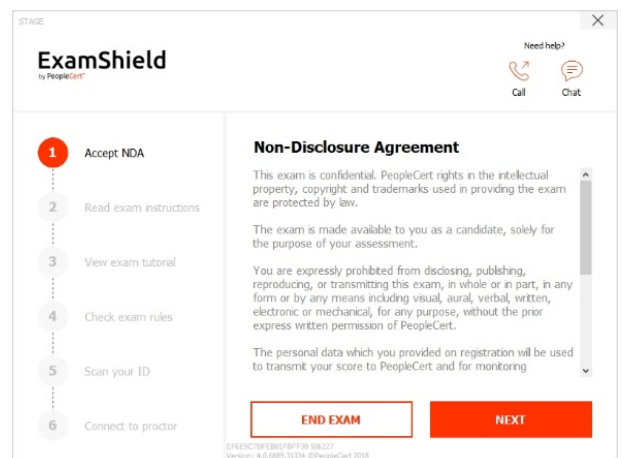
Step 3: Self-onboarding

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

1. Accept NDA

Click "Next" to accept the Non-Disclosure Agreement and Terms of Use.

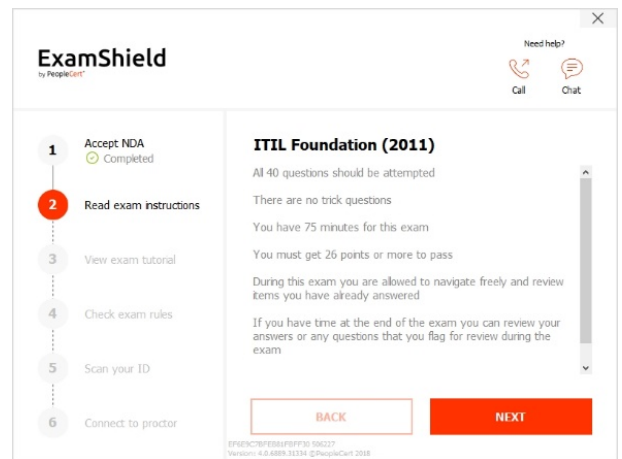
Click "End Exam" if you do not accept the terms and want to end the test. You cannot continue unless you accept the terms of use.



The self-onboarding wizard is titled 'STAGE' and 'ExamShield by PeopleCert'. It features a progress bar on the left with six steps: 1. Accept NDA (highlighted), 2. Read exam instructions, 3. View exam tutorial, 4. Check exam rules, 5. Scan your ID, and 6. Connect to proctor. The main content area is titled 'Non-Disclosure Agreement' and contains the following text: '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, reproducing, or transmitting this 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 at registration will be used to transmit your score to PeopleCert and for monitoring.' At the bottom, there are 'END EXAM' and 'NEXT' buttons. Small text at the bottom right reads 'EF6EC7BFEB81FBFF30 506227 Version: 4.0.6889.31334 ©PeopleCert 2018'.

2. Read exam instructions

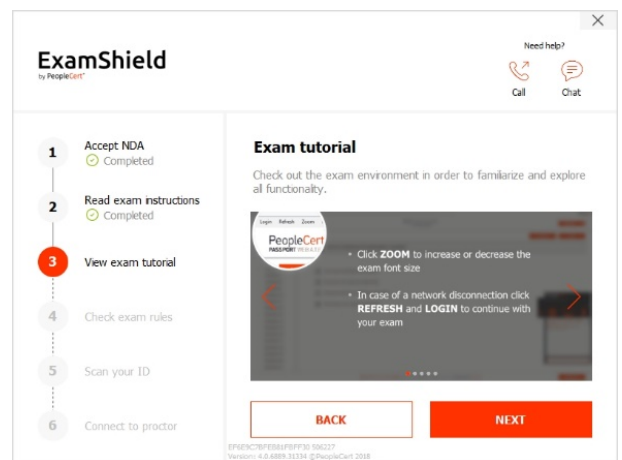
Read the information carefully before you proceed to the next step.



3. View Exam Tutorial

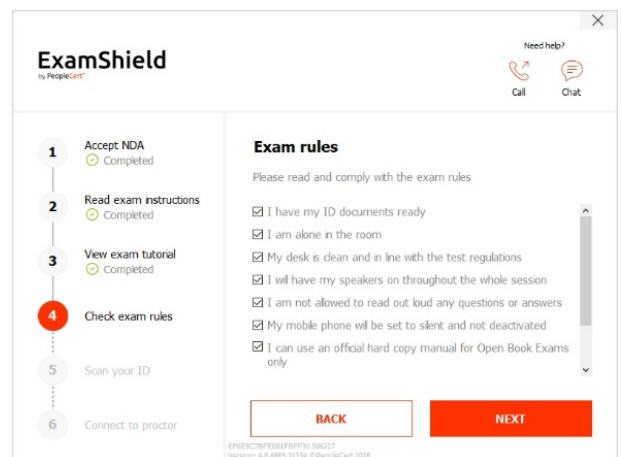
A quick tutorial will help you familiarize with the exam environment. You will learn how to:

- ✓ 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



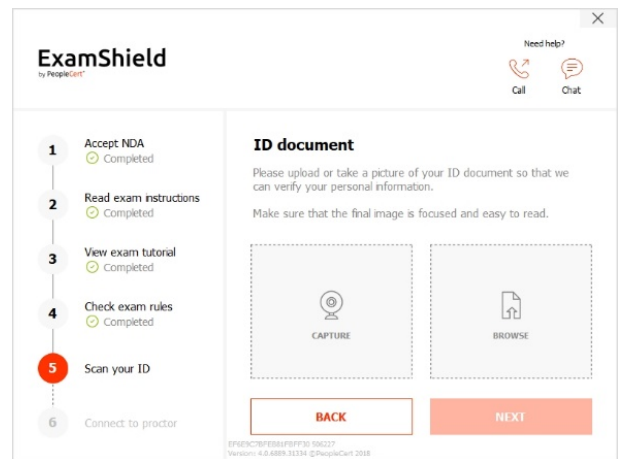
4. Check exam rules

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

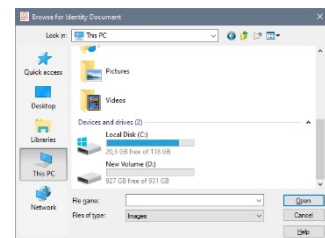


5. Scan your ID

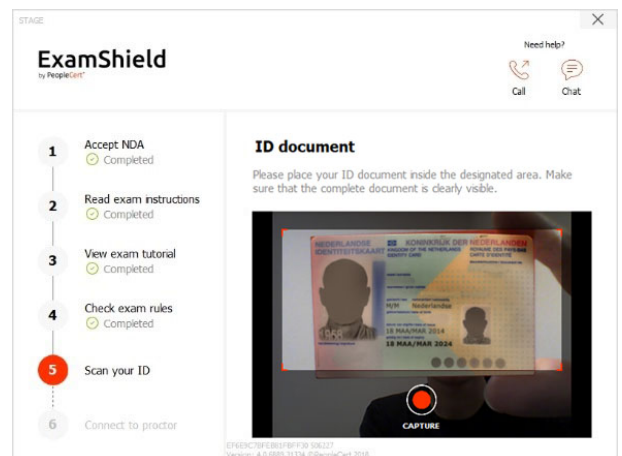
Upload or take a picture of your ID Document so that PeopleCert can verify your personal information.



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

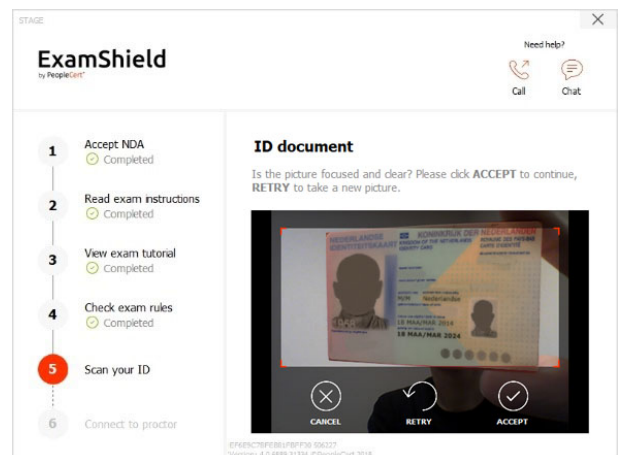


Select **"CAPTURE"** in order to take a snapshot of your ID. Make sure you get a clear and readable snapshot.



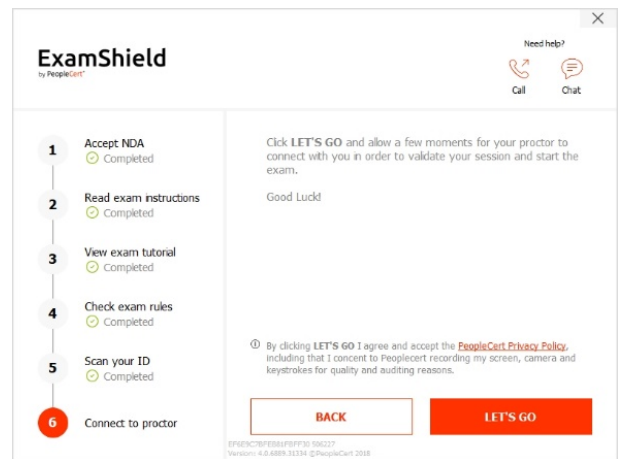
In case of **"CAPTURE"**, you are able to accept the picture or retry to take another one or to cancel it.

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.



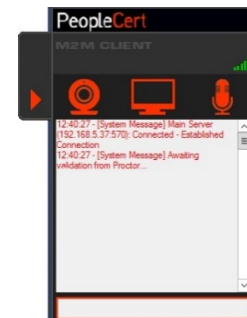
6. Connect to proctor

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

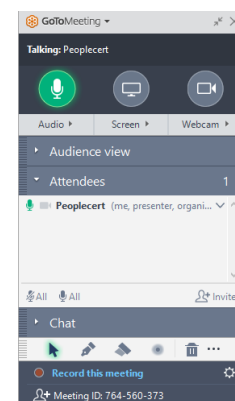


Once logged in, one of the two following control panels will open:

- **Many2Many control panel** on the right, indicating you have successfully joined the session. You can minimize the control panel by clicking on the red arrow button.



- **GoToMeeting control panel** on the right, indicating you have successfully joined the session. You can minimize the control panel by clicking on the shrink control button.



Step 4: Your online proctor joins the session

You will be instructed to:

- Check your audio and video performance
- Show your ID to the camera if needed
- Show your room (360° camera rotation) and your desk
- Share your screen with your online proctor
- Confirm your personal details. If any of the information is incorrect, please inform your online proctor
- **Your online proctor will let you know when you are set to begin your exam!**

Click Next to continue only when prompted by your Proctor.

Candidate Details Verification

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

TC Name
Quality Control Webates

Personal Information

First Name (Native)
WEBATES

Last Name (Native)
QUALITY CONTROL

Father's Name (Native)

First Name (Latin)
WEBATES

Last Name (Latin)
QUALITY CONTROL

Father's Name (Latin)

Birth Date (DD/MM/YYYY)
07/08/1966

Gender
Male

Native Language
English

Contact Information

Email
passport-test@peoplecert.org

Address
123123123

Postal Code

Country of Residence
United Kingdom

Telephone Number

Mobile Number

Photo ID Information

Photo ID Type

Photo ID Number

Photo ID Issue Date (DD/MM/YYYY)

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 5: Begin your exam

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.


<div><div><div>PeopleCert</div><div>PASSPORT WEB A.T.E.S.</div></div><div><div>Ready for the Exam</div><div>You have 150 minutes to complete this exam. Once you click 'Start Exam' the exam time will start.</div><div><div>Start Exam</div><div>Print examination reference</div></div></div></div>	<div><div><div>PeopleCert</div><div>PASSPORT WEB A.T.E.S.</div></div><div><div>Ready for the Exam</div><div>You have 75 minutes to complete this exam. Once you click 'Start Exam' the exam time will start.</div><div><div>Start Exam</div></div></div></div>
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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.



PeopleCert
NATIONAL CERTIFICATION

ITIL 2011 FOUNDATION
101058AA/171

201702-01-01

Question 1

Question 2

Question 3

Question 4

Question 5

Question 6

Question 7

Question 8

Question 9

Question 10

Question 11

Question 12

Question 13

Question 14

Question 15

Question 16

Question 17

Question 18

Question 19

Question 20

Question 21

Question 22

Question 23

Question 24

Question 25

26

Which of the following should be documented in an incident model?

1. Details of the service level agreement (SLA) pertaining to the incident
2. Chronological order of steps to resolve the incident

☐ A 1 only

☒ B 2 only

☐ C Both of the above

☐ D Neither of the above

Previous

Next

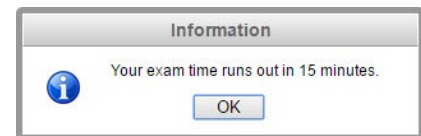
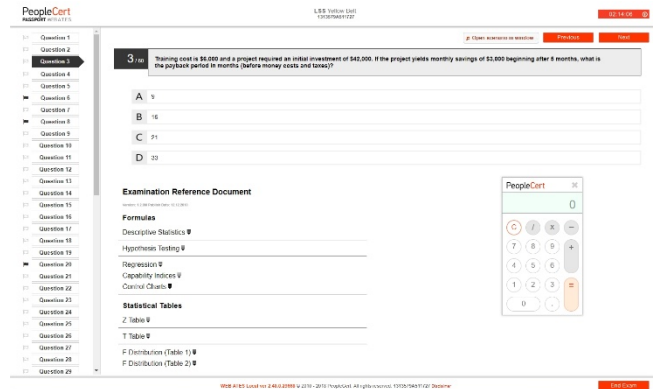
If you are taking any exam that requires a scenario, there is also the option to open it in an electronic form inside the exam, by clicking on the button **Open scenario in window** on the top right corner.

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.

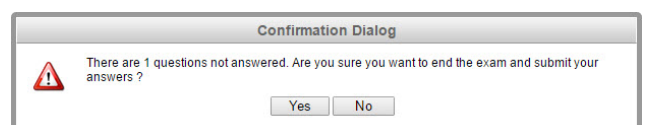
A pop-up message will remind you 15 min before your time is running up!



Step 7: End the exam

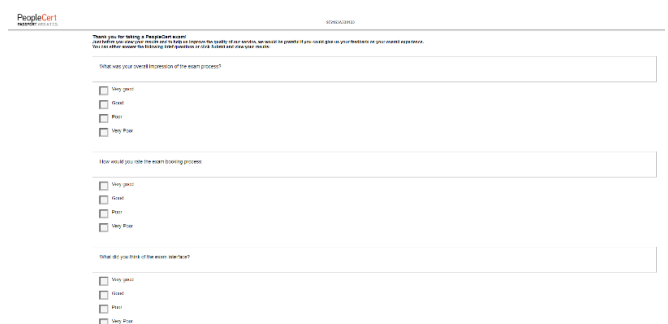
When you have completed your exam, click **End Exam** on the right menu. Your answers are automatically submitted, and no changes can be made. Questions that have not been answered are marked as incorrect. If there are any unanswered questions you will be notified by a pop-up message.

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



Step 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.

You are advised to uninstall the Exam Shield.

All done!

Submit and show my results!

PeopleCert
PASSPORT WEBALES

972103A3308123

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	9980045534070827
Assessment Test Code	49972183_en
Examination Date	Dec 15 2017 11:08:51
Score Report Date	Dec 15 2017 11:45:19
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	Scores Rate
FN01 - Service management as a practice	2.00	4.00	50.00%
FN02 - The ITIL service life cycle	1.00	3.00	33.33%
FN03 - Generic concepts and definitions	5.00	6.00	83.33%
FN04 - Key principles and models	2.00	5.00	40.00%
FN05 - Processes	13.00	17.00	76.47%
FN06 - Functions	2.00	2.00	100.00%
FN07 - Roles	2.00	2.00	100.00%
FN08 - 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