ECC EXAM CENTER
&
REMOTE PROCTORING SERVICES
USER GUIDE

EC-Council

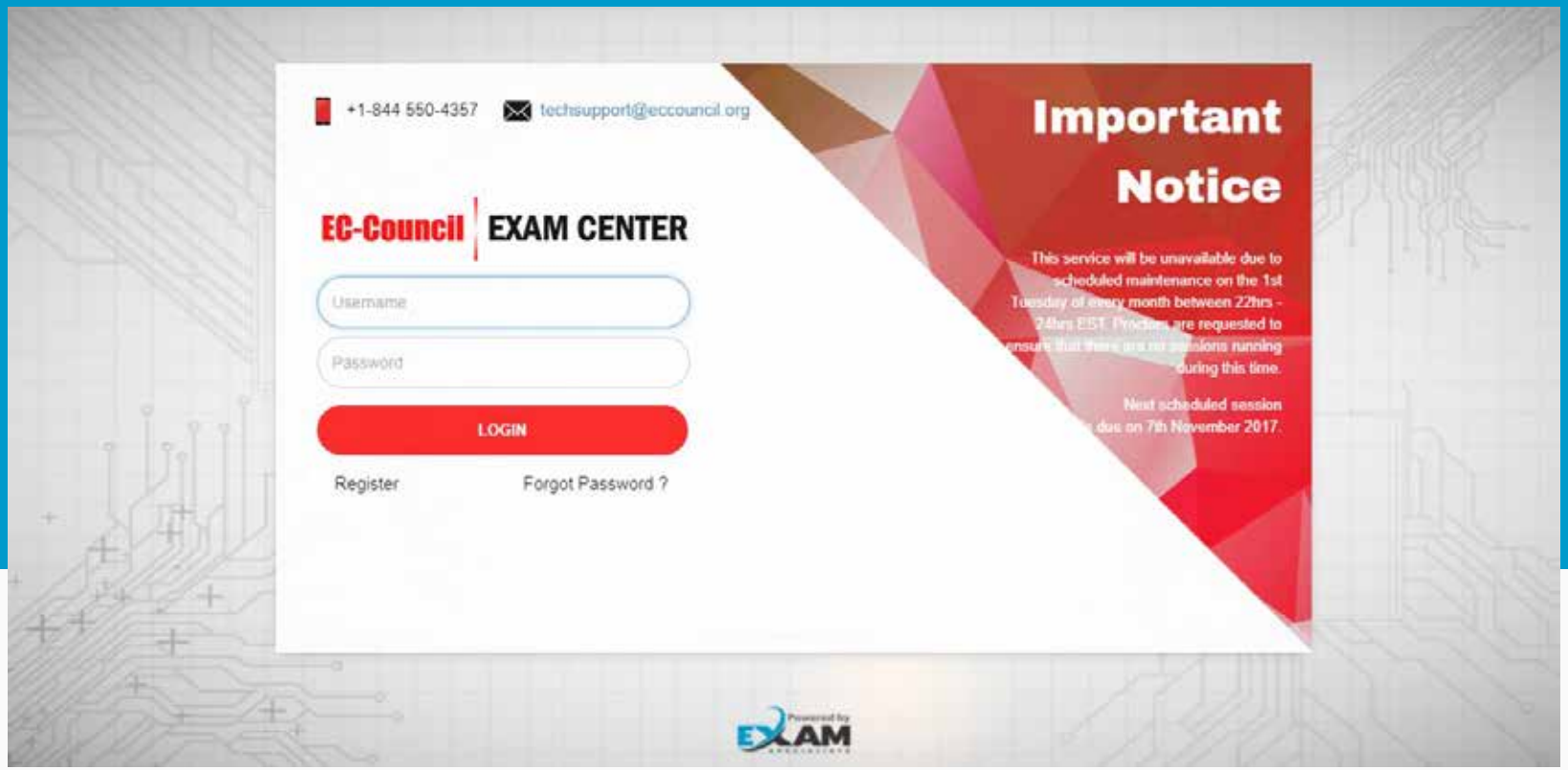
Welcome to EC-Council

The EC-Council Exam Center is now more convenient than ever! EC-Council has established online proctoring services which allow test takers to attempt exams from any desired location on a date and time that best fits their schedule.

This instructional, step by step guide will help you register via EC-Council's Online remote proctoring services and the ECC Exam center to schedule your exam in advance. Please review the instructions in full prior to scheduling your exam. Should you have questions on the process, please contact us at: techsupport@eccouncil.org.

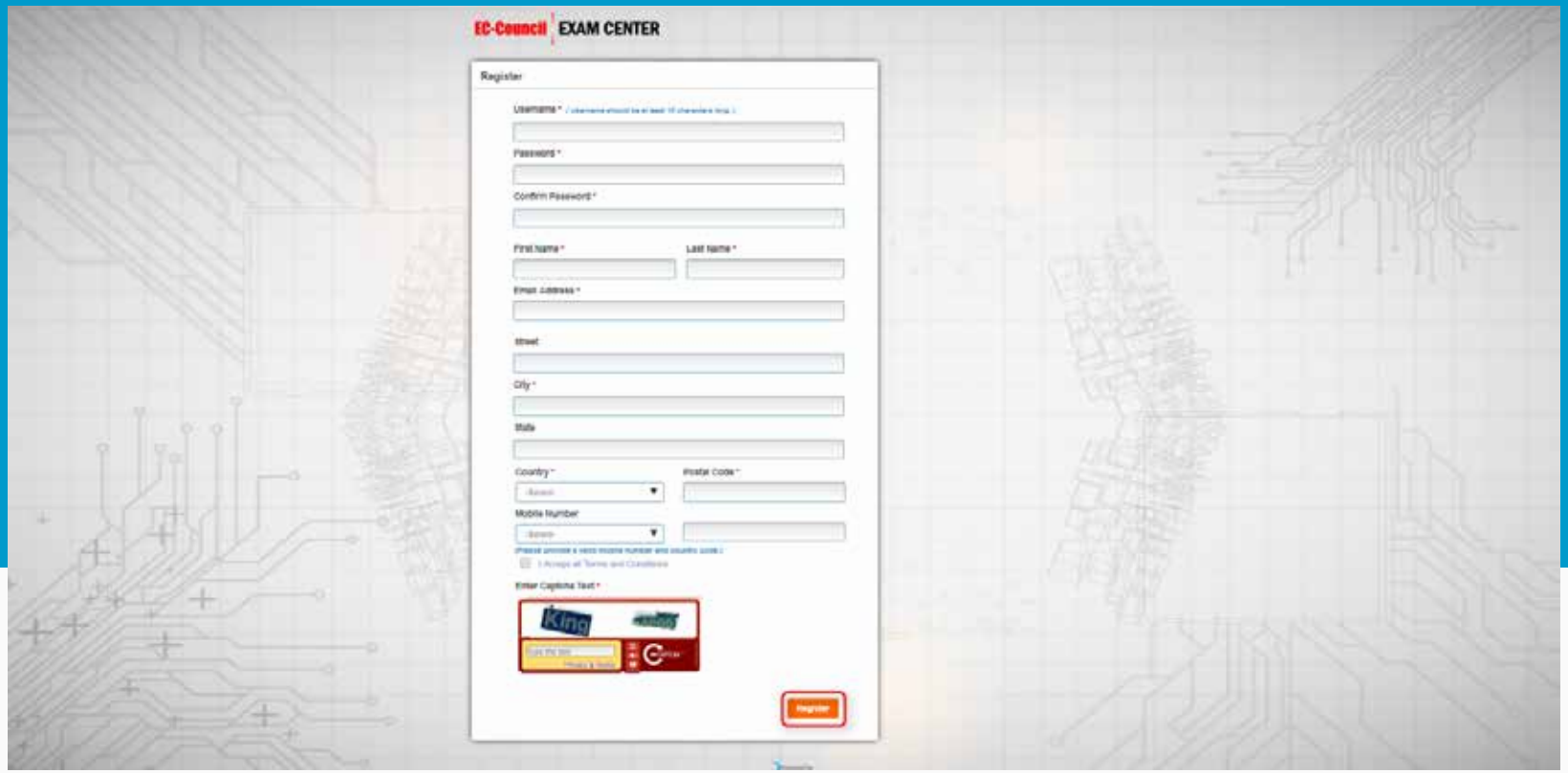
LET'S GET STARTED!

Introduce Yourself to EC-Council

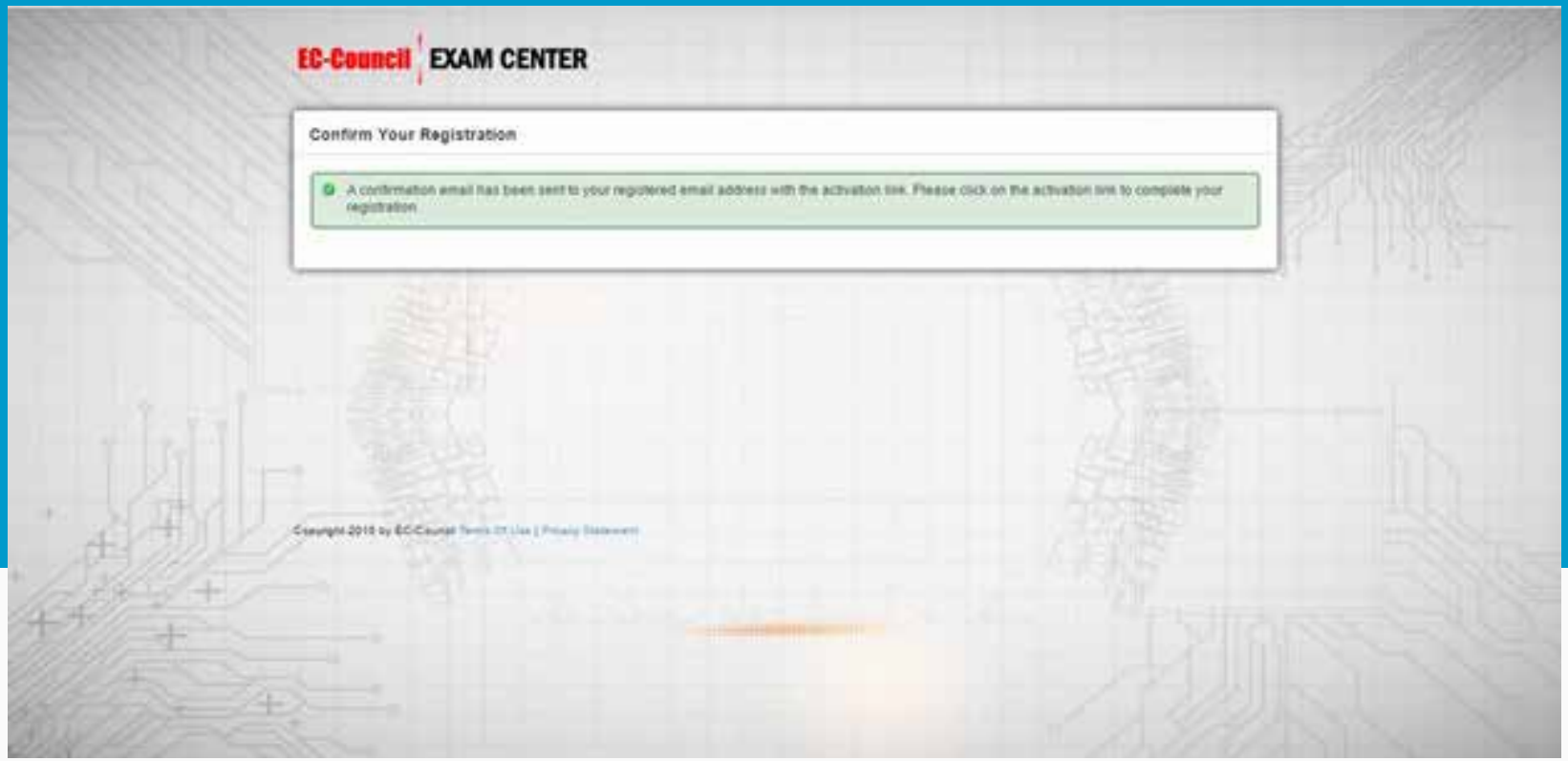


Create an account at https://www.eccexam.com

Please contact: techsupport@eccouncil.org with questions on registering an account.



Please key in all the required details before you click "Register"



Upon successful registration, you will receive an account activation link via e-mail.

Scheduling Your Exam

Requirements

Proctor exam specialists Connection Requirements

	MINIMUM REQUIREMENT	RECOMMENDED REQUIREMENT
DOWNLOAD SPEED	0.768 Mbps	
UPLOAD SPEED	0.384 Mbps	1 Mbps

Types of Approved Connections

Wireless (Wi-Fi)
Hardwired

What is the OS Requirement?

Remote proctoring Services only compatible with Windows and Mac computers/laptops.

	MINIMUM	RECOMMENDED
PC	Windows Vista	Windows 10 (10 S is not supported)
MAC	Mac OS X 10.5 or higher	Mac OS X 10.13 High Sierra

Chromebooks are only supported for the G Suite Certification and G Suite Administrator exams.

Linux/Unix/Android/Windows RT tablets, computers or phones are not compatible for your Remote proctoring session.

The test taker should have the default Administrator privileges of the system to allow the proctor to unlock the exam.

Create an account at
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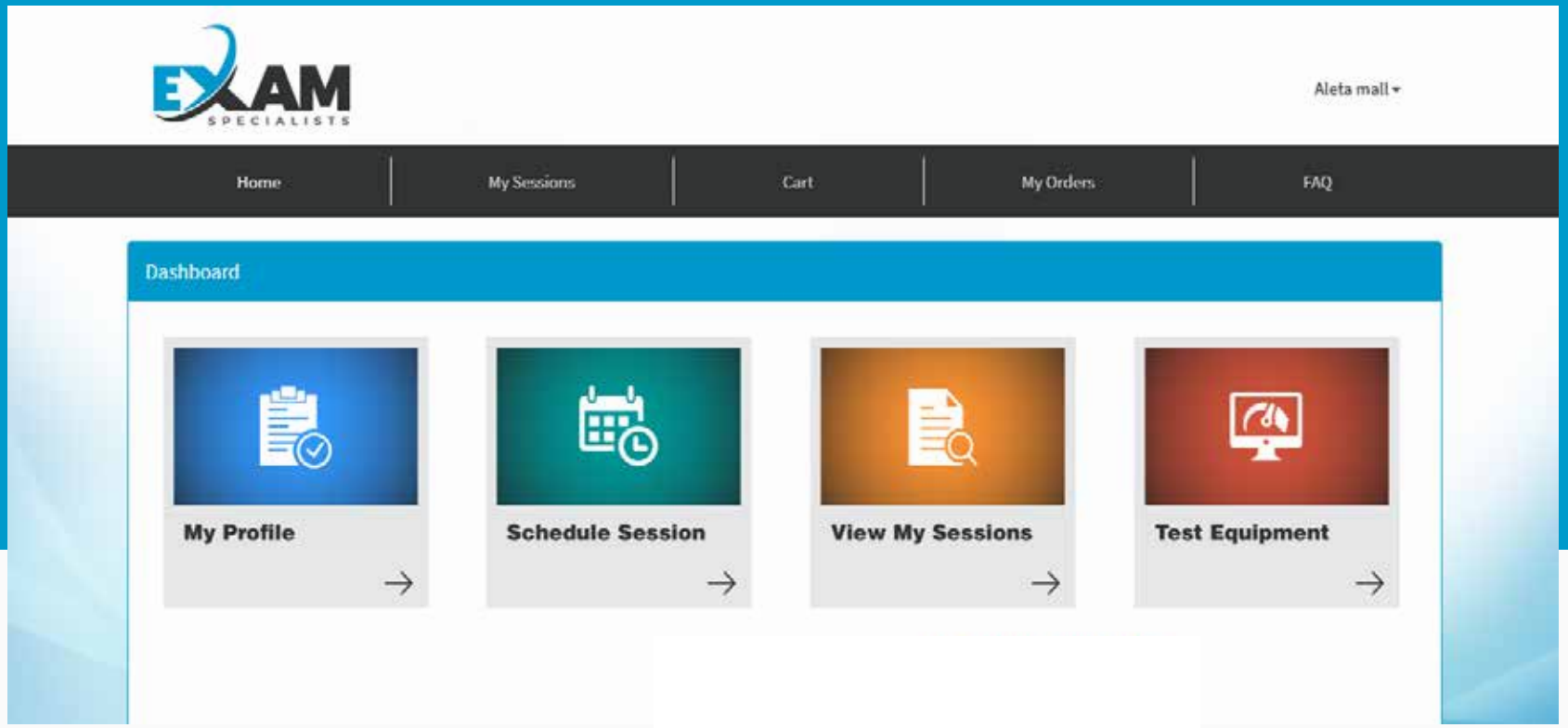
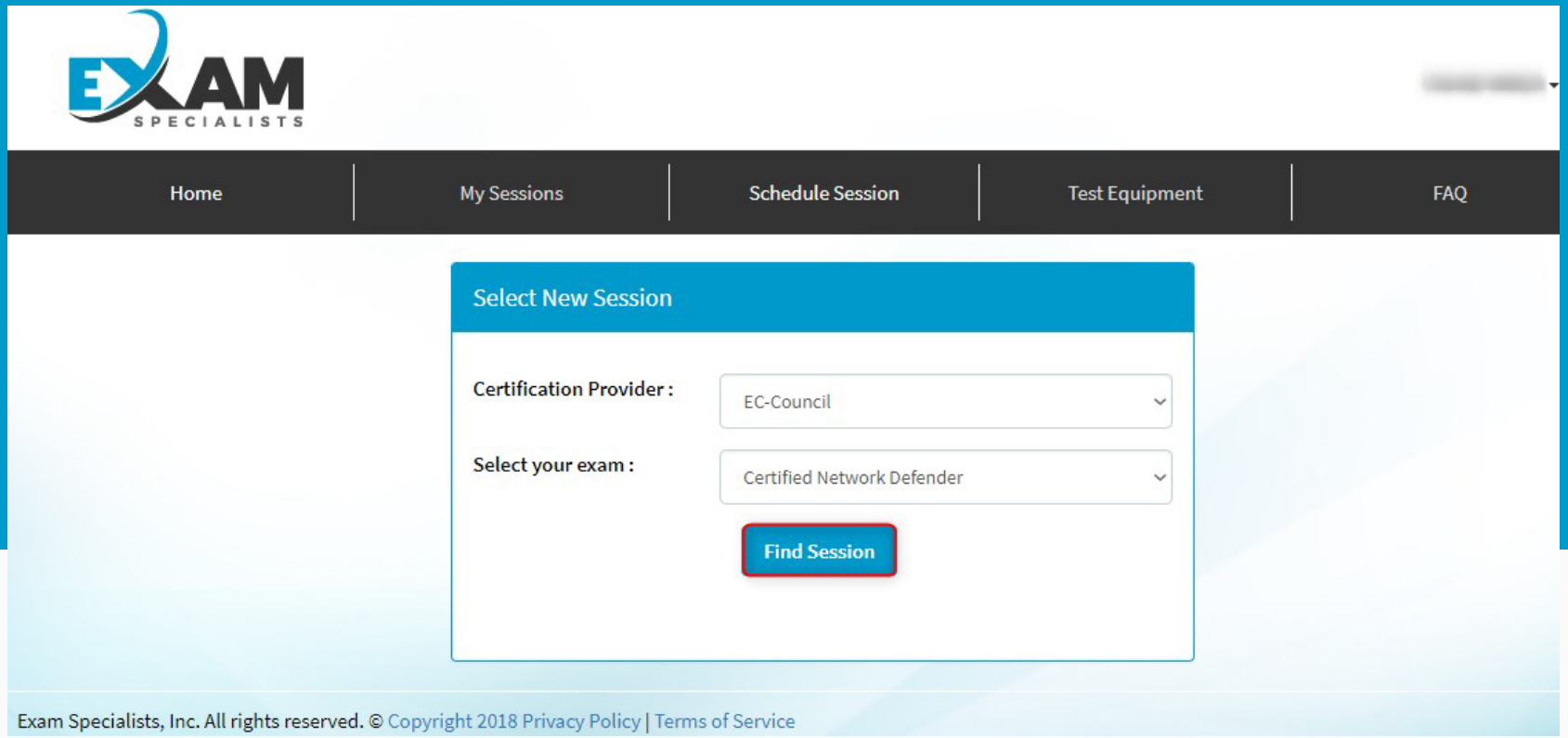


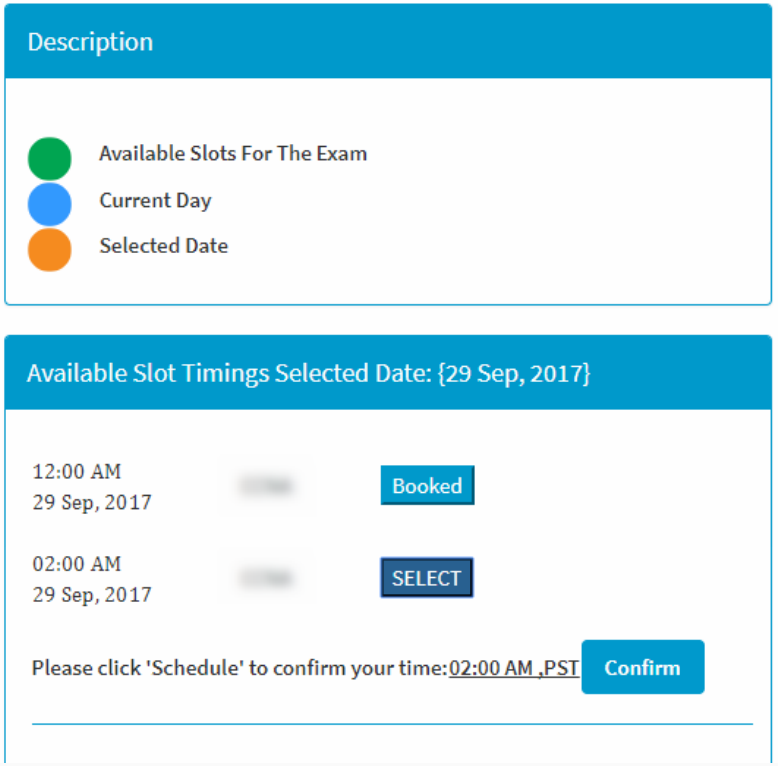
Proceed to schedule your session by clicking on the “Schedule Session" icon.



Please select EC-Council as your Certification Provider.

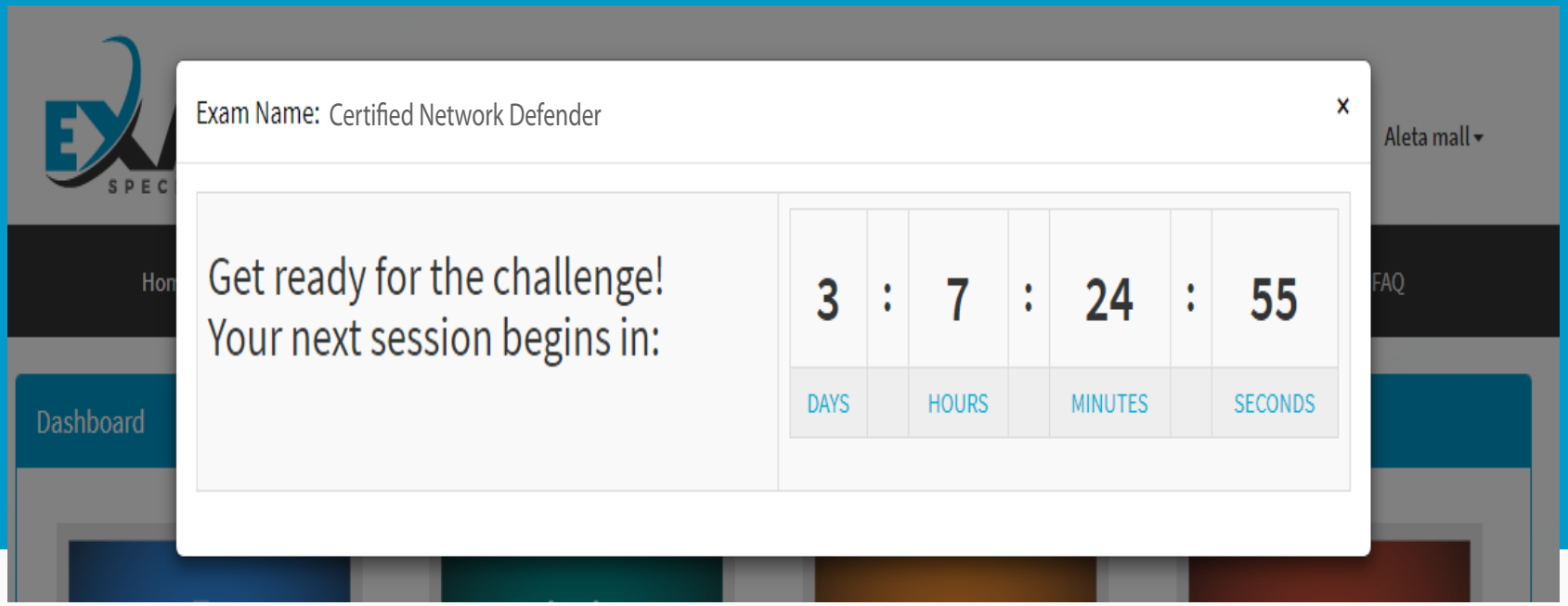
The system will list out the exams that are available.
Please select the appropriate exam that your exam voucher is for.

Click "Find Session " to check the availability of exam slots.



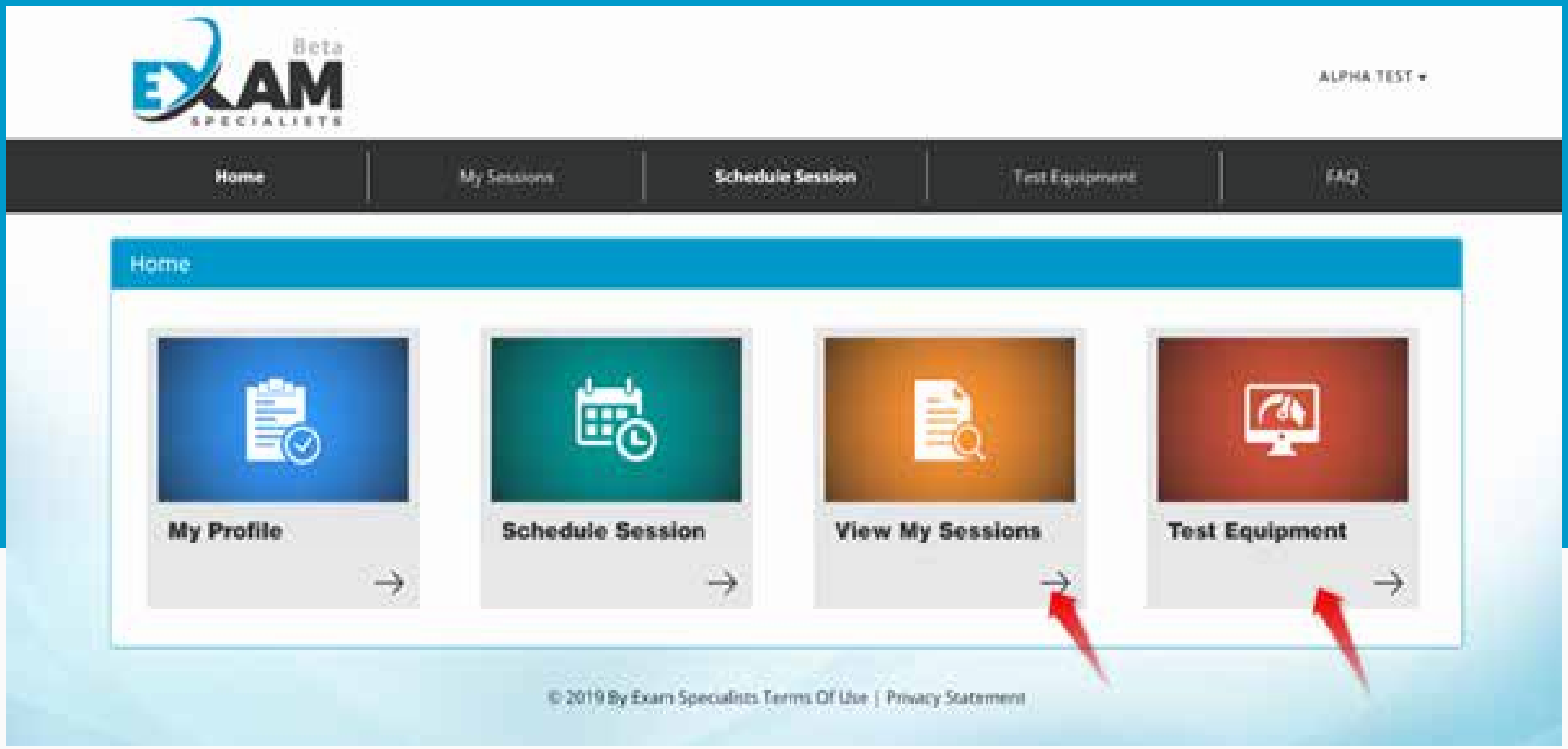
Next, the system will ask you to select the date and time you prefer to schedule the exam.

You will receive an email confirming your registered slot.



You will see the countdown to your exam slot appear on the top right hand side of the screen.

You will also receive a confirmation email with instructions sent to your registered email ID.



Click "View My Sessions" icon on the day of exam.

Ensure you have tested your equipment. You can do so by clicking on "Test Equipment" icon

Special Notes

As a test taker you will need to:

1. Have a reflex surface / mirror available if you are going to use a camera that CANNOT rotate 360 degrees.
2. Ensure that there is no one present in the room.
3. Ensure that you do not carry Books, Calculators, or Notes that are accessible during the session.
4. Ensure that you are not using any kind of software for assistance and that you do not have access to websites, except for the ECC exam center during the test session.
5. Ensure that you do not take any breaks during the exam, or leave the testing area visible to the remote proctor during the session.
6. Ensure that your proctor has witnessed your exam submission.
7. Understand and agree that you will cooperate with the identification check procedures prior to the session.

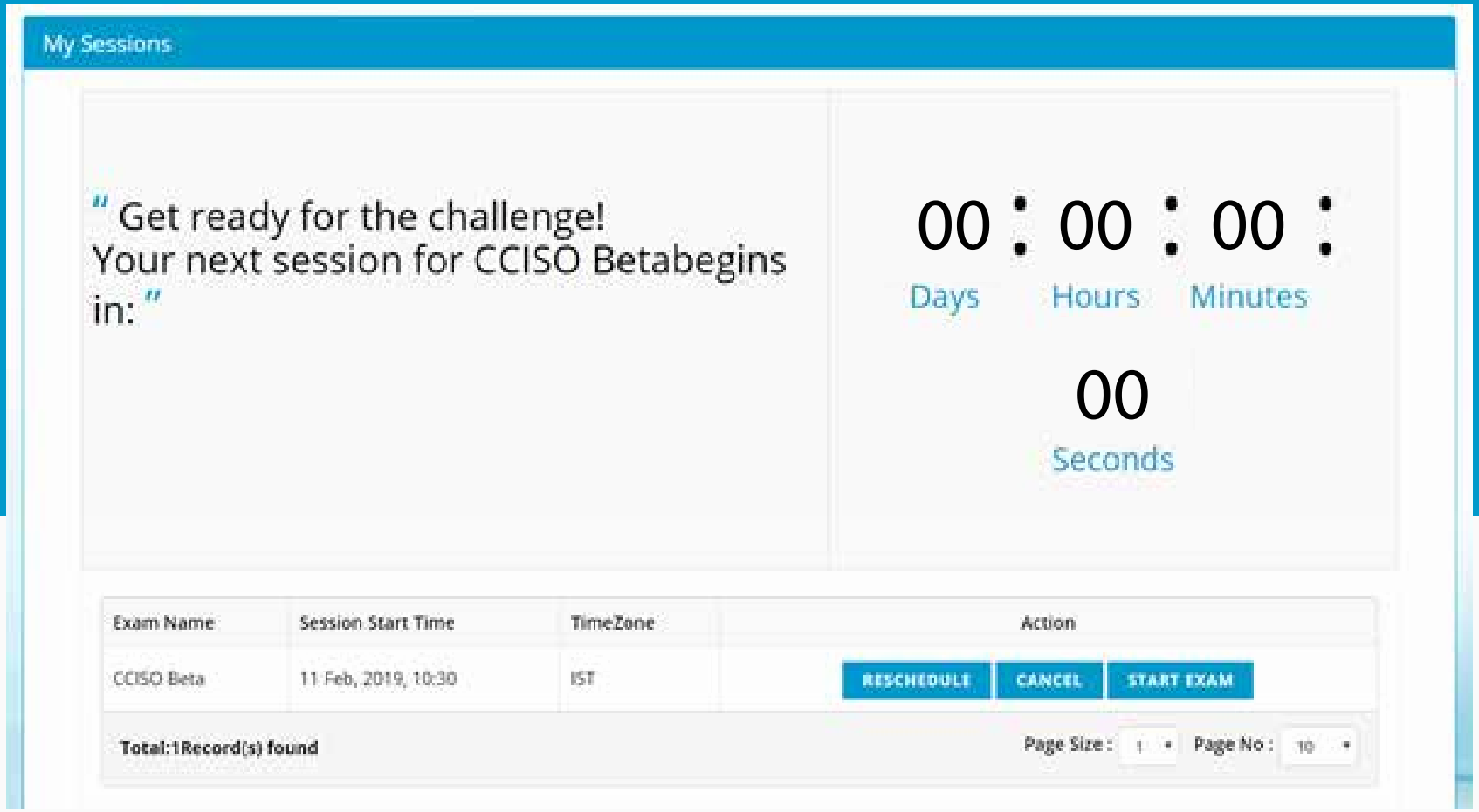
Note: EC-Council reserves the right to request additional documents upon registration or cancel your session if you fail to reply or provide the required documentation.

In a situation where the above conditions are not met, EC-Council reserves the right to put your certification status on hold.

Attempting the Exam

Windows Users

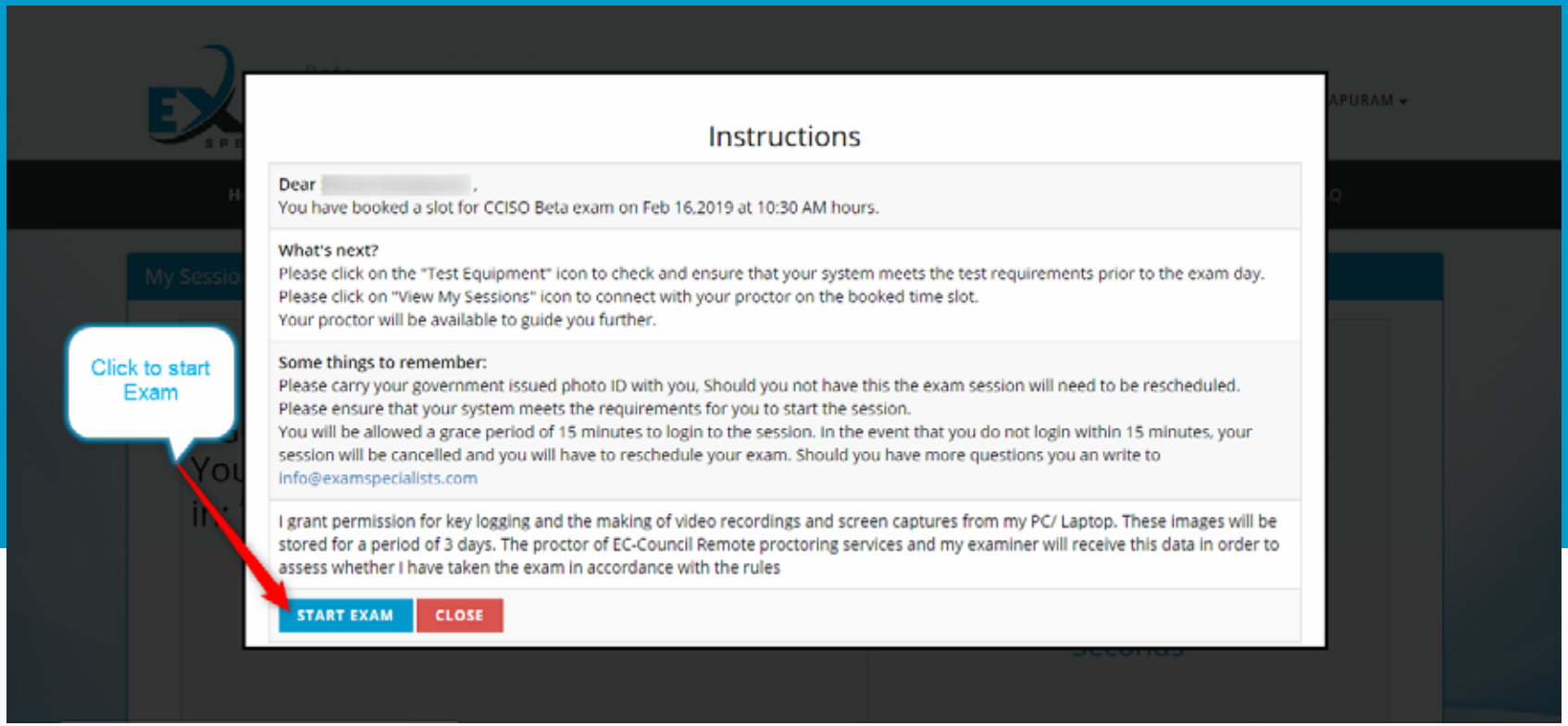
Windows Users



You will need to connect with your proctor by clicking the "Start Exam" icon.

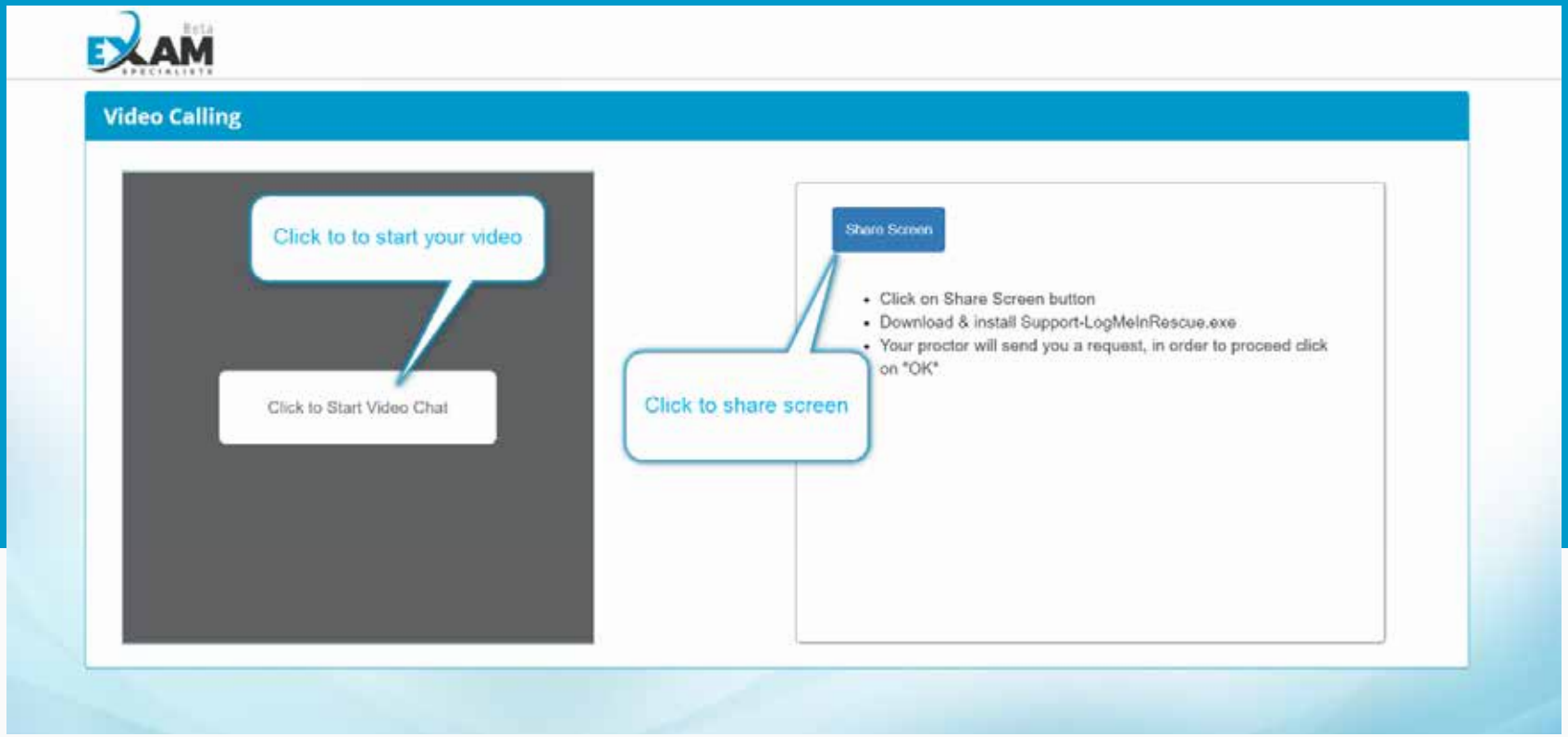
Tip: You will be able to connect with your proctor only when all the numbers on your countdown appears as "0"

Windows Users



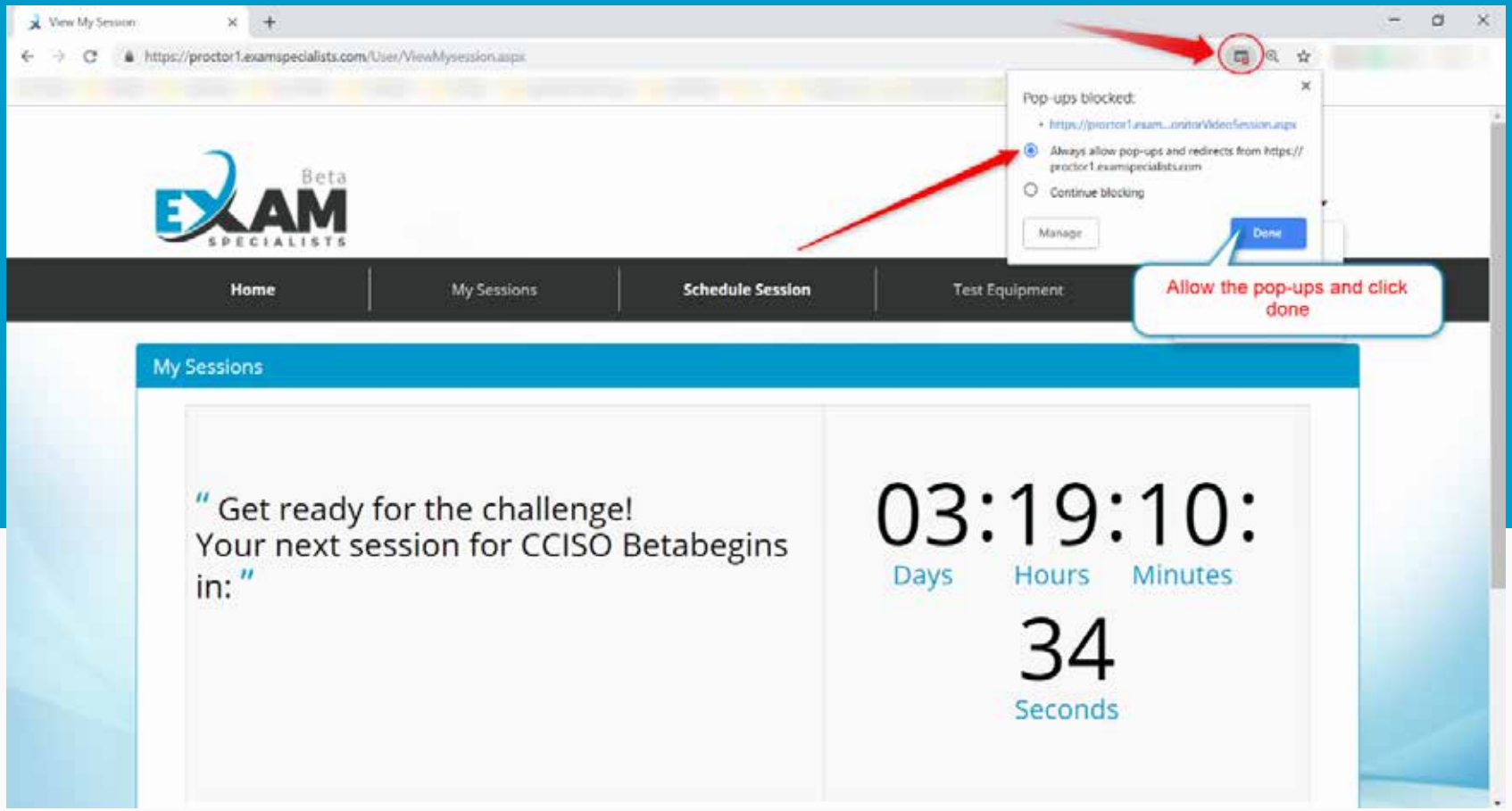
Once you have followed the instructions, Click "Start Exam".

Windows Users



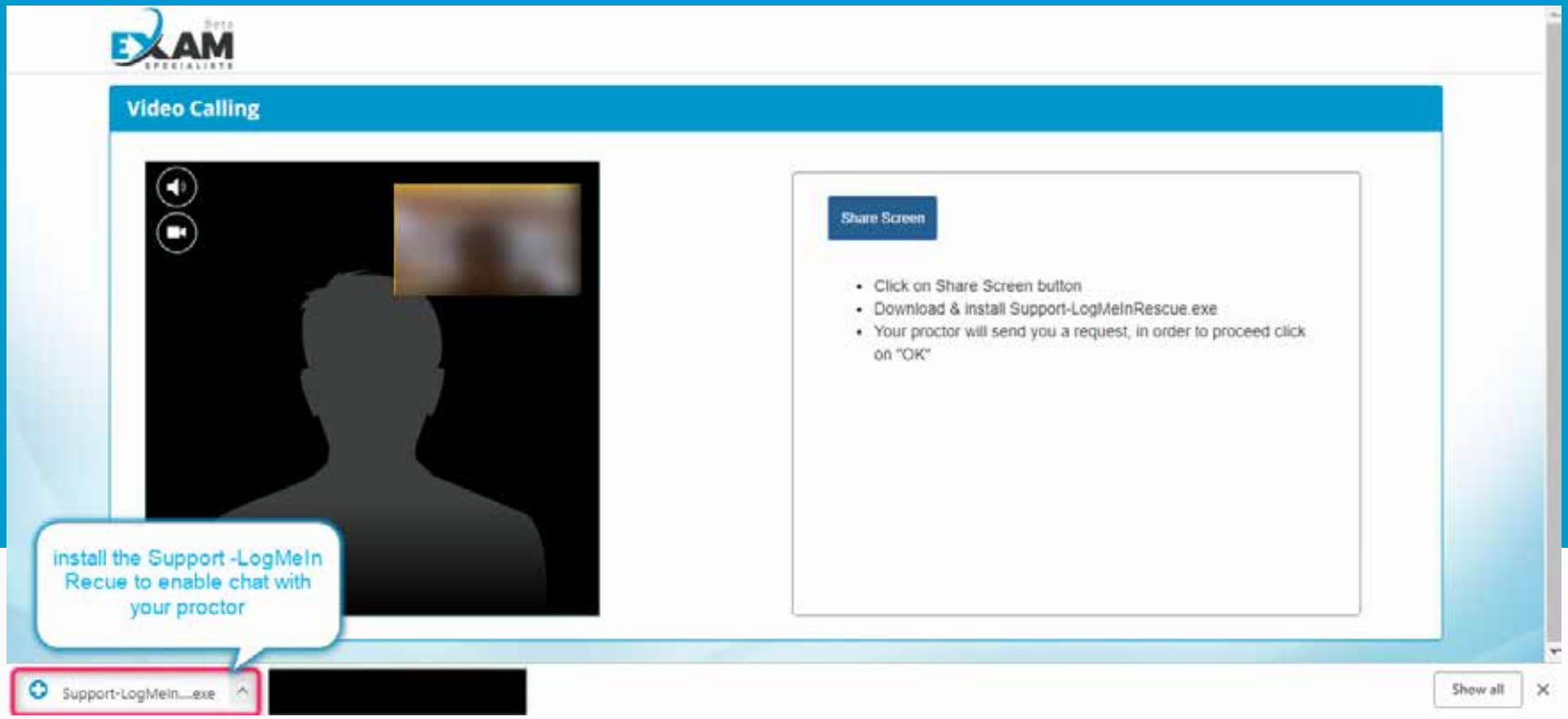
Once you Click "Start Exam," a new window will pop-up, you need to "Click to start Video chat " to connect with your proctor.

Windows Users



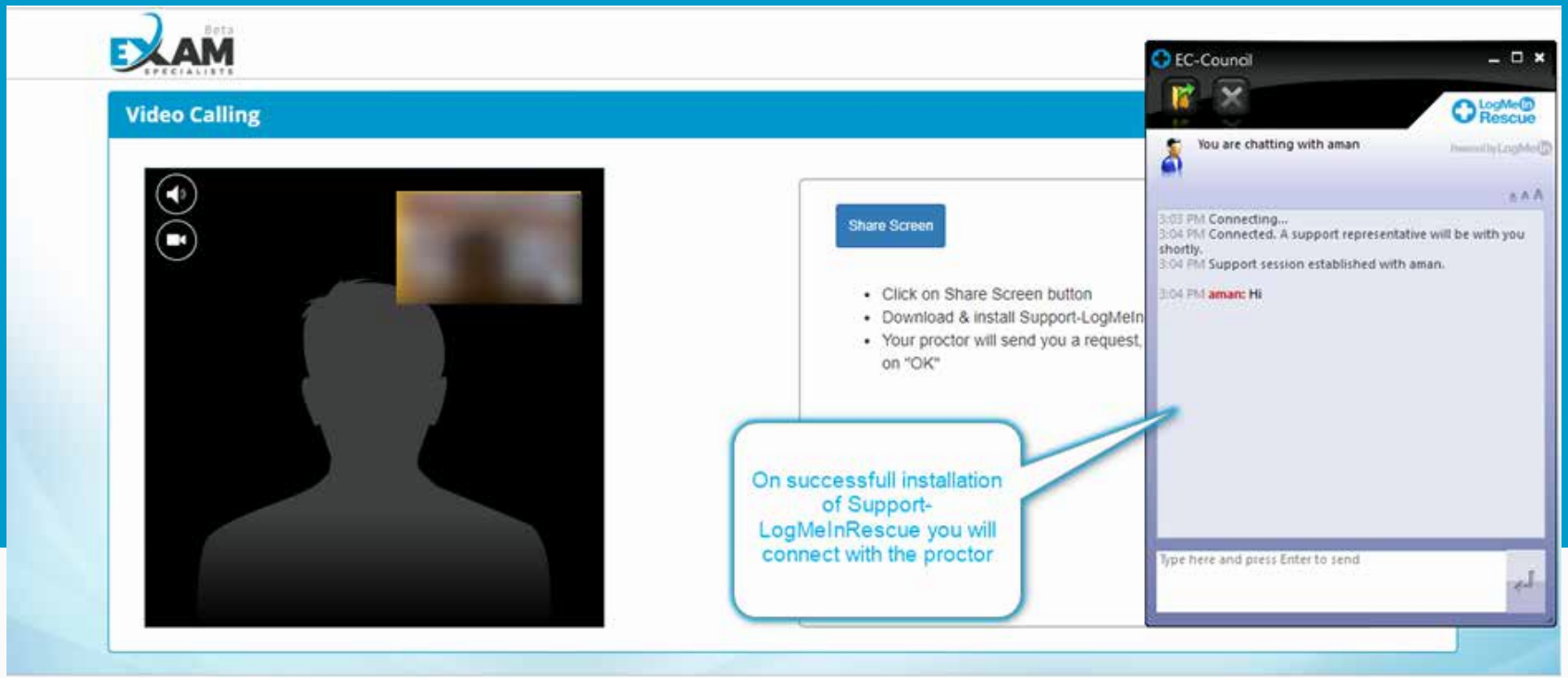
Allow Pop-Ups for proctor1.examspecilaists.com

Windows Users



Once connected with the proctor, Click **"Share Screen"** and install the Support-LogMeIn Rescue application to enable chat with your proctor.

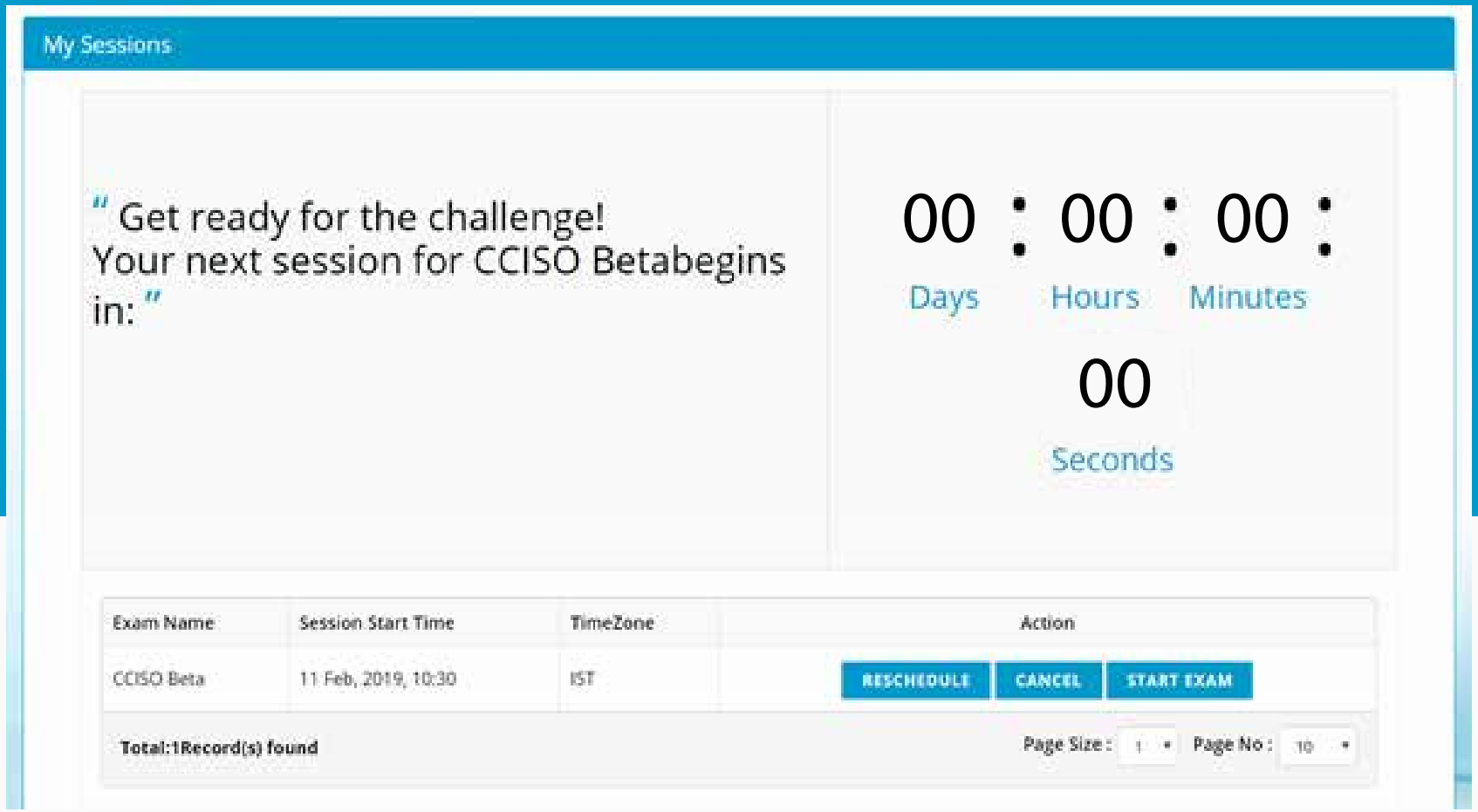
Windows Users



Once you have successfully installed the Support-LogMeIn Rescue application, a chat window will enable.

MAC Users

MAC Users



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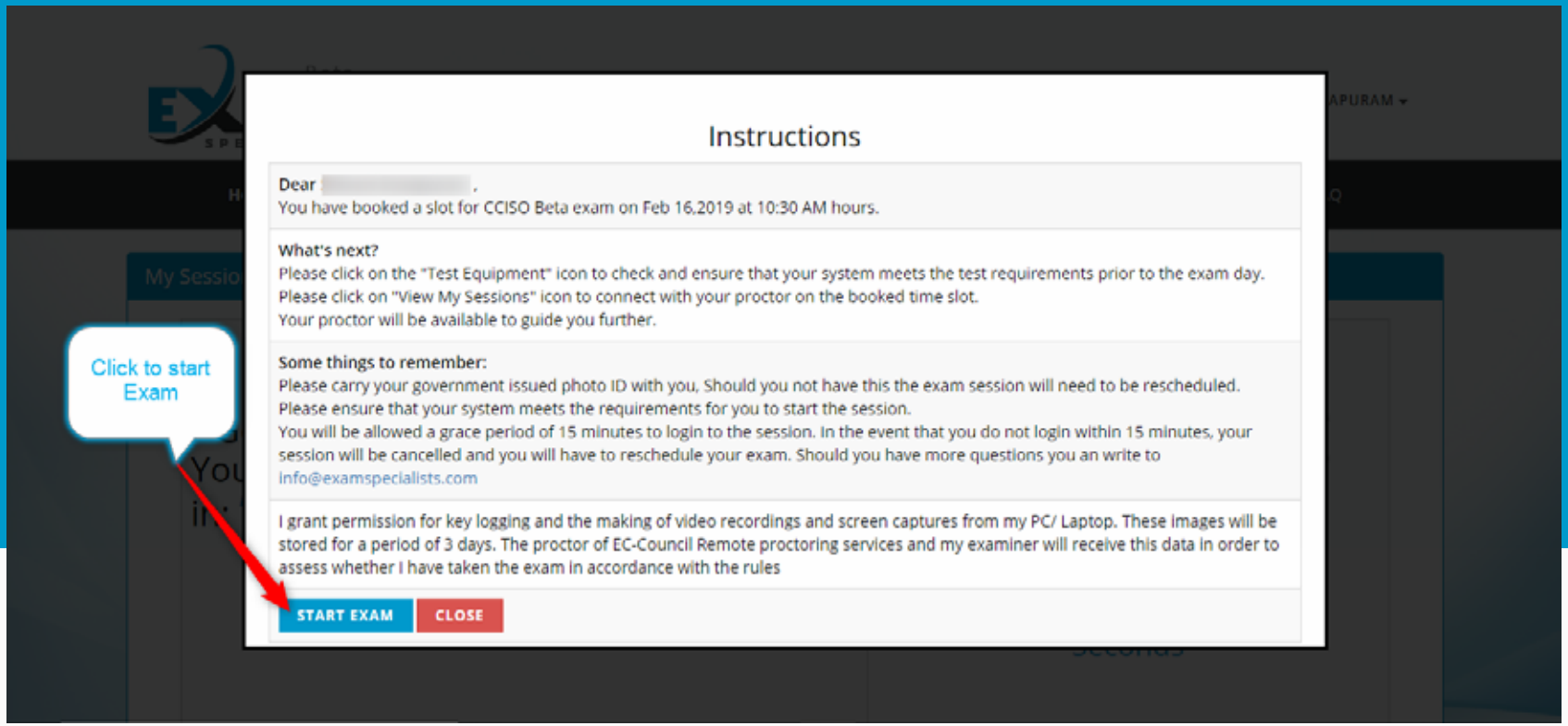
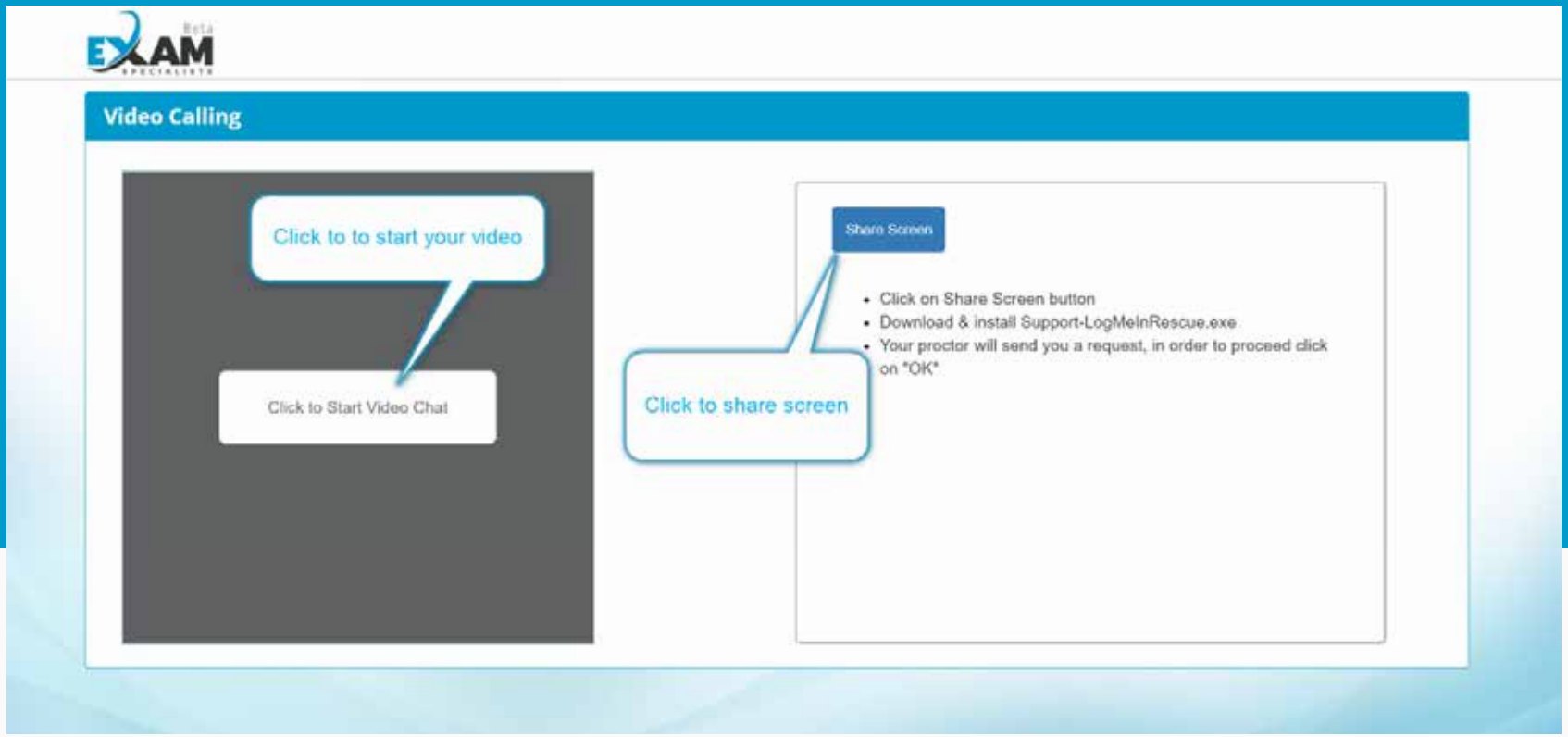


Once you have followed the instructions, Click "Start Exam".

MAC Users



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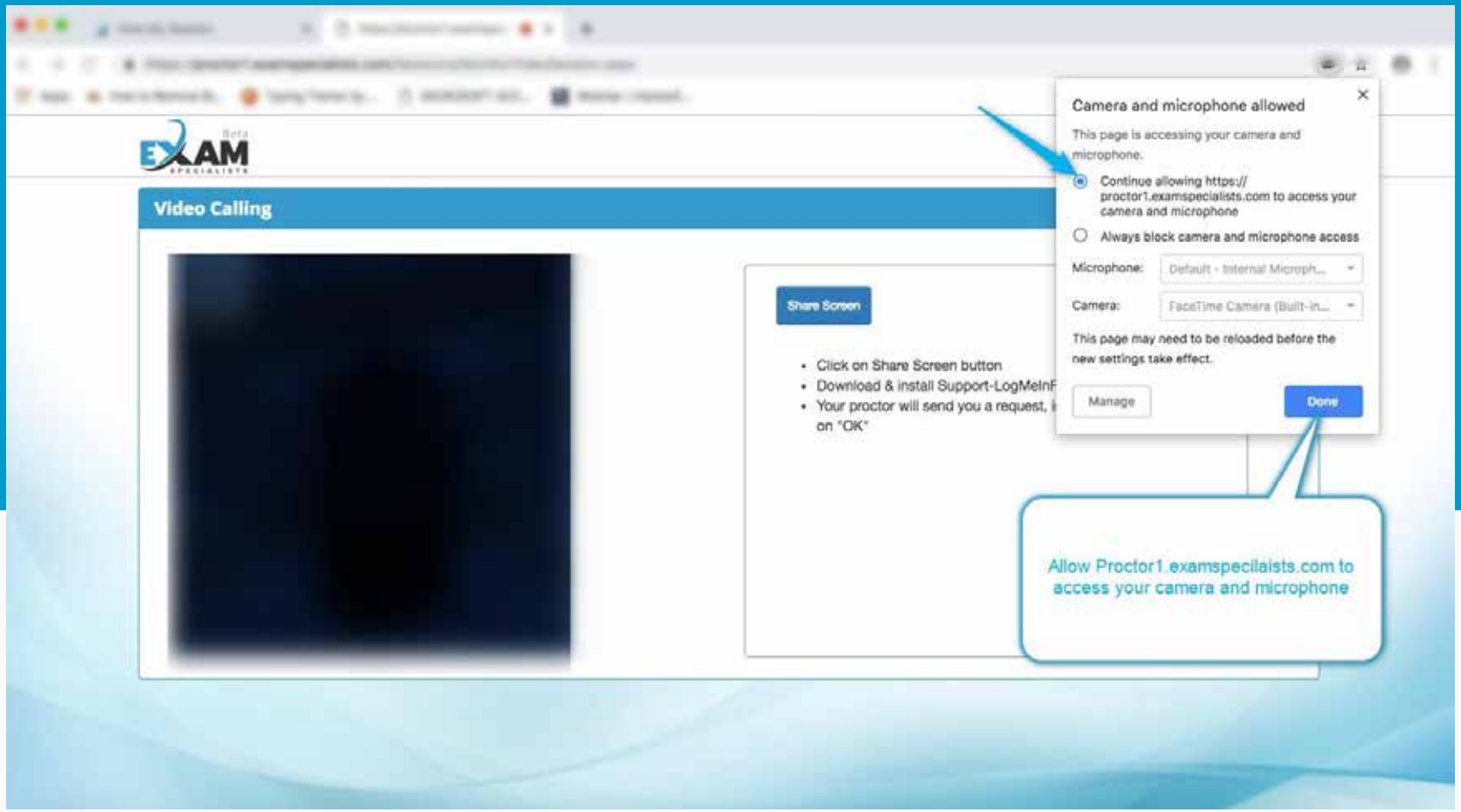

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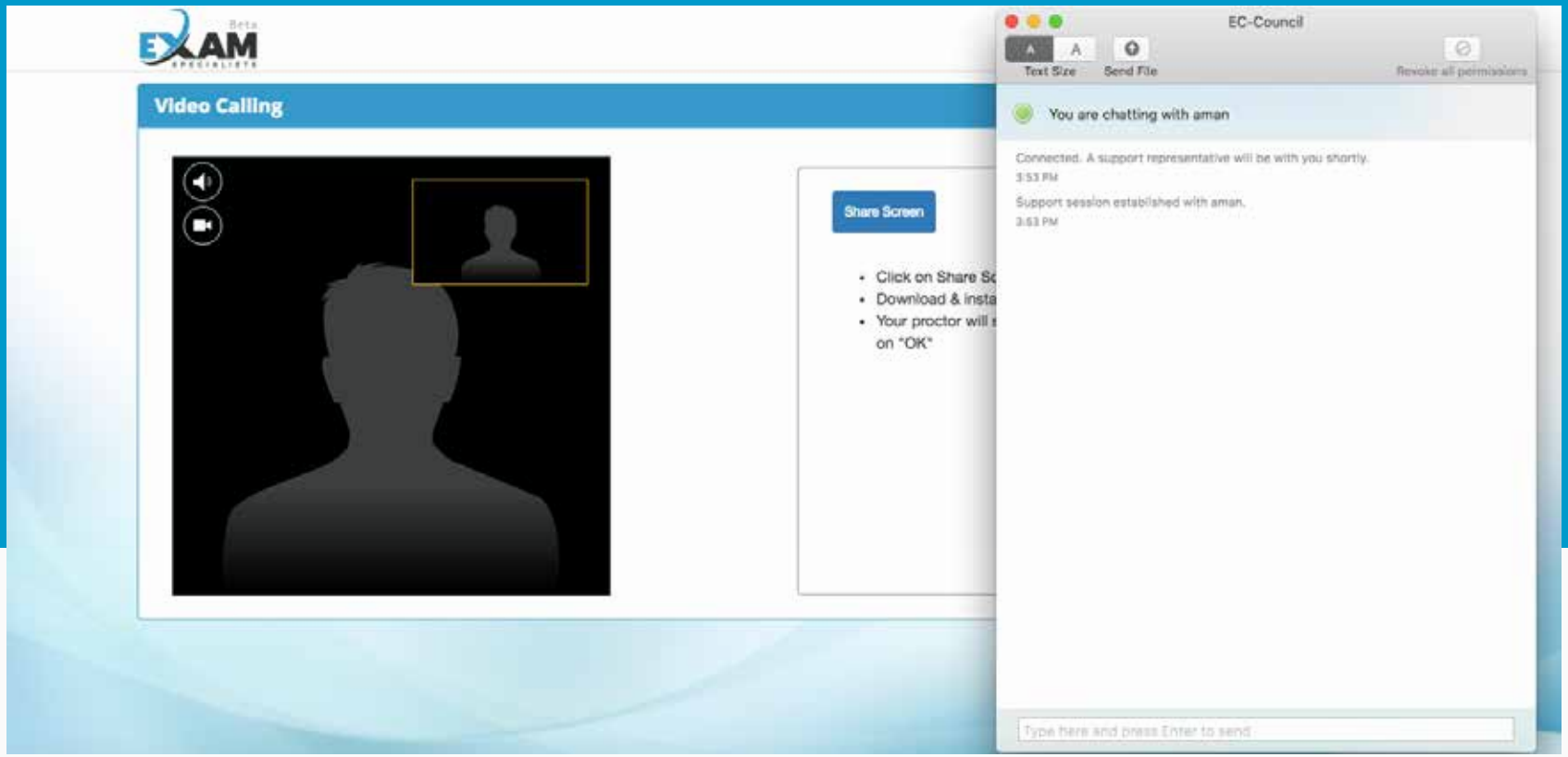

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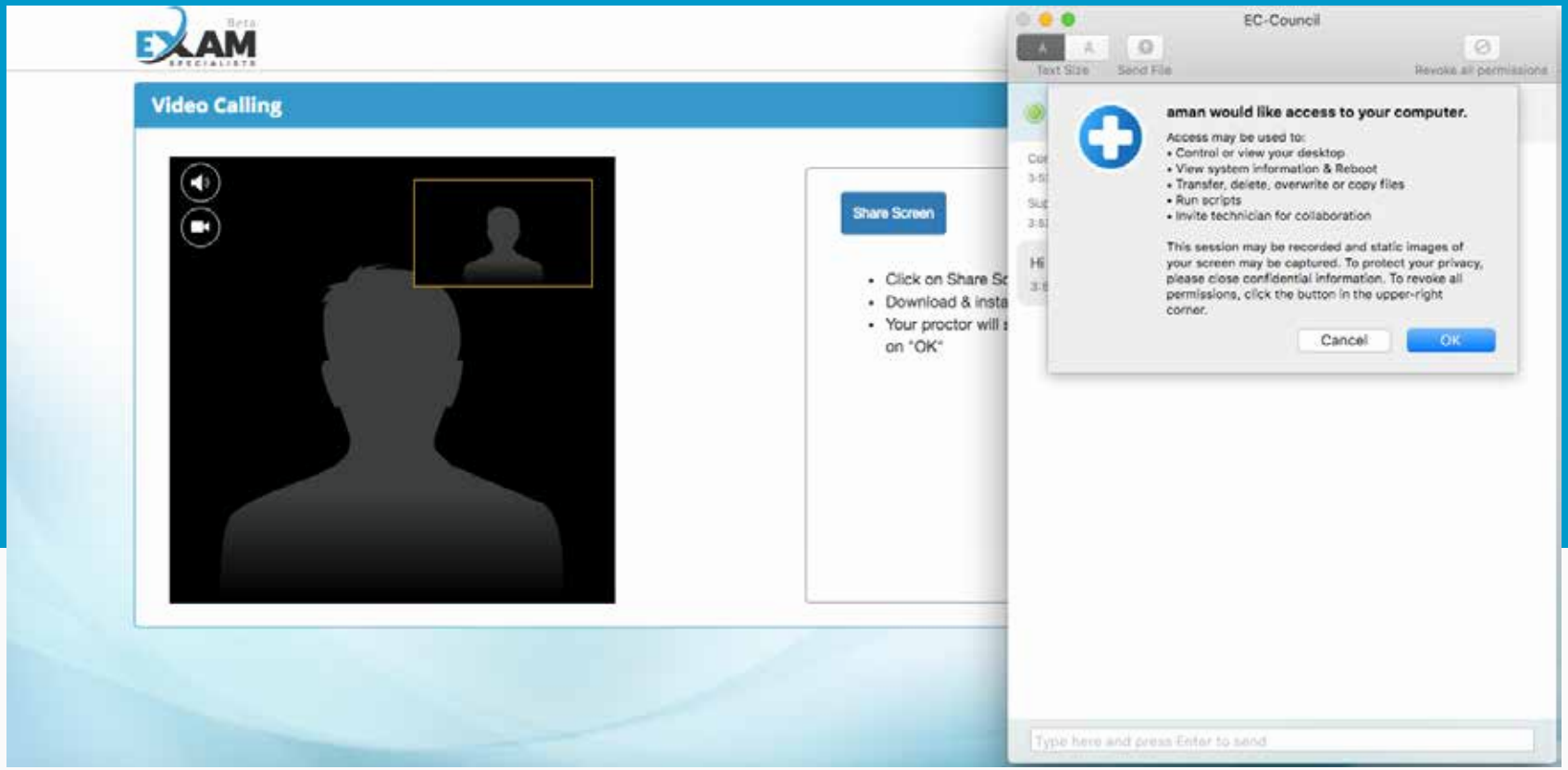
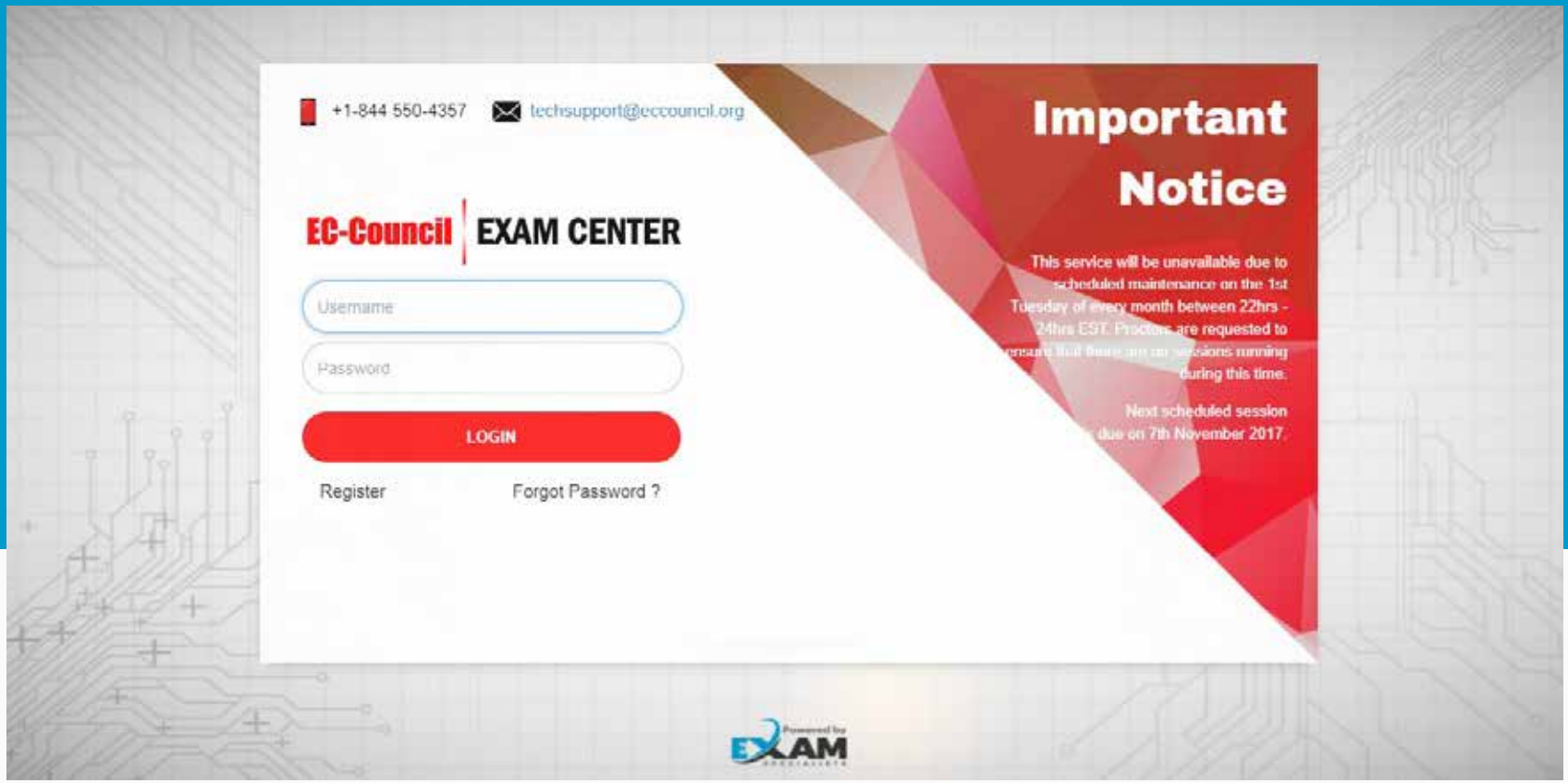
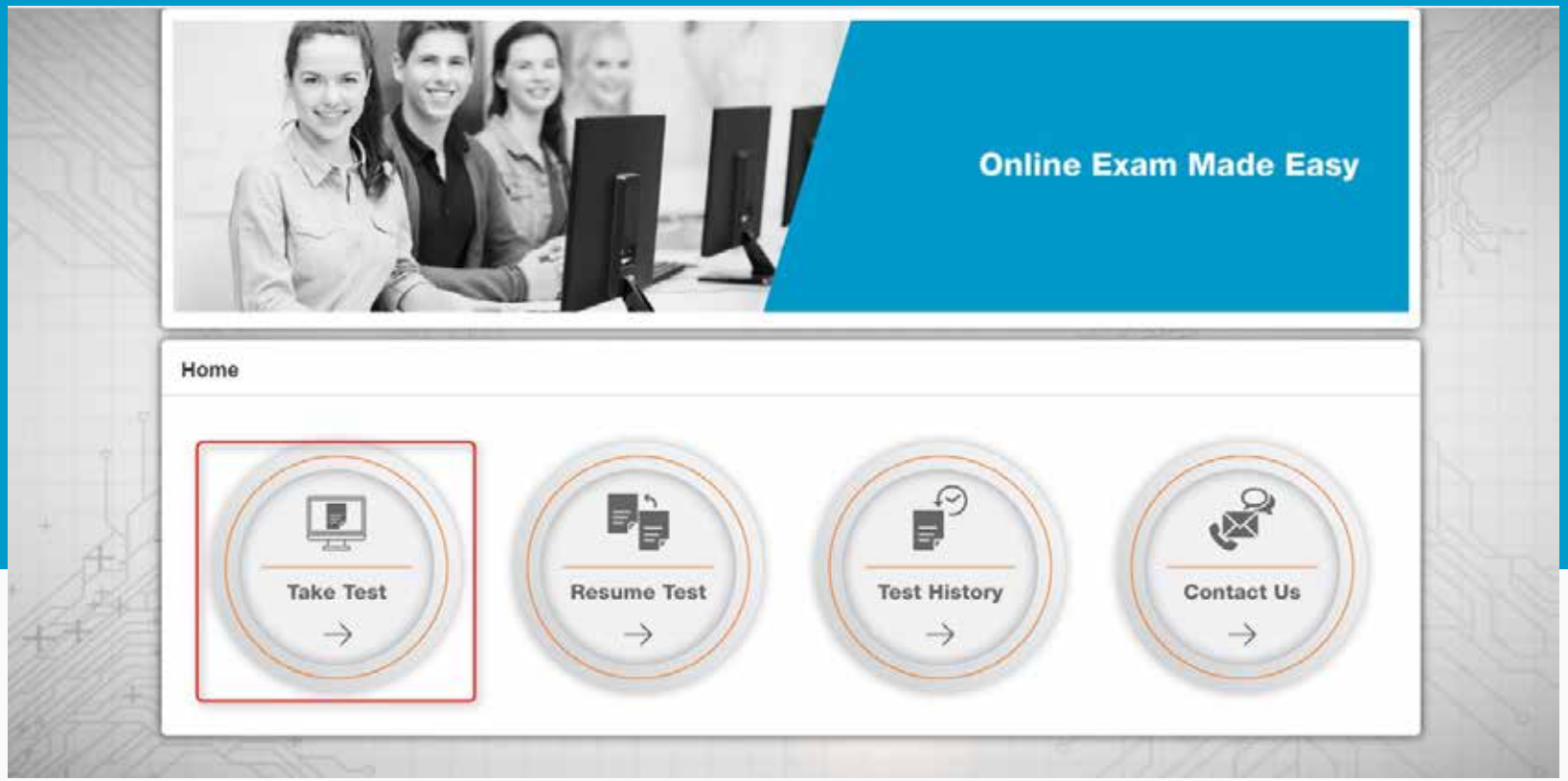


Click OK to allow remote access and enable screensharing option for your proctor to unlock the exam and monitor your screen

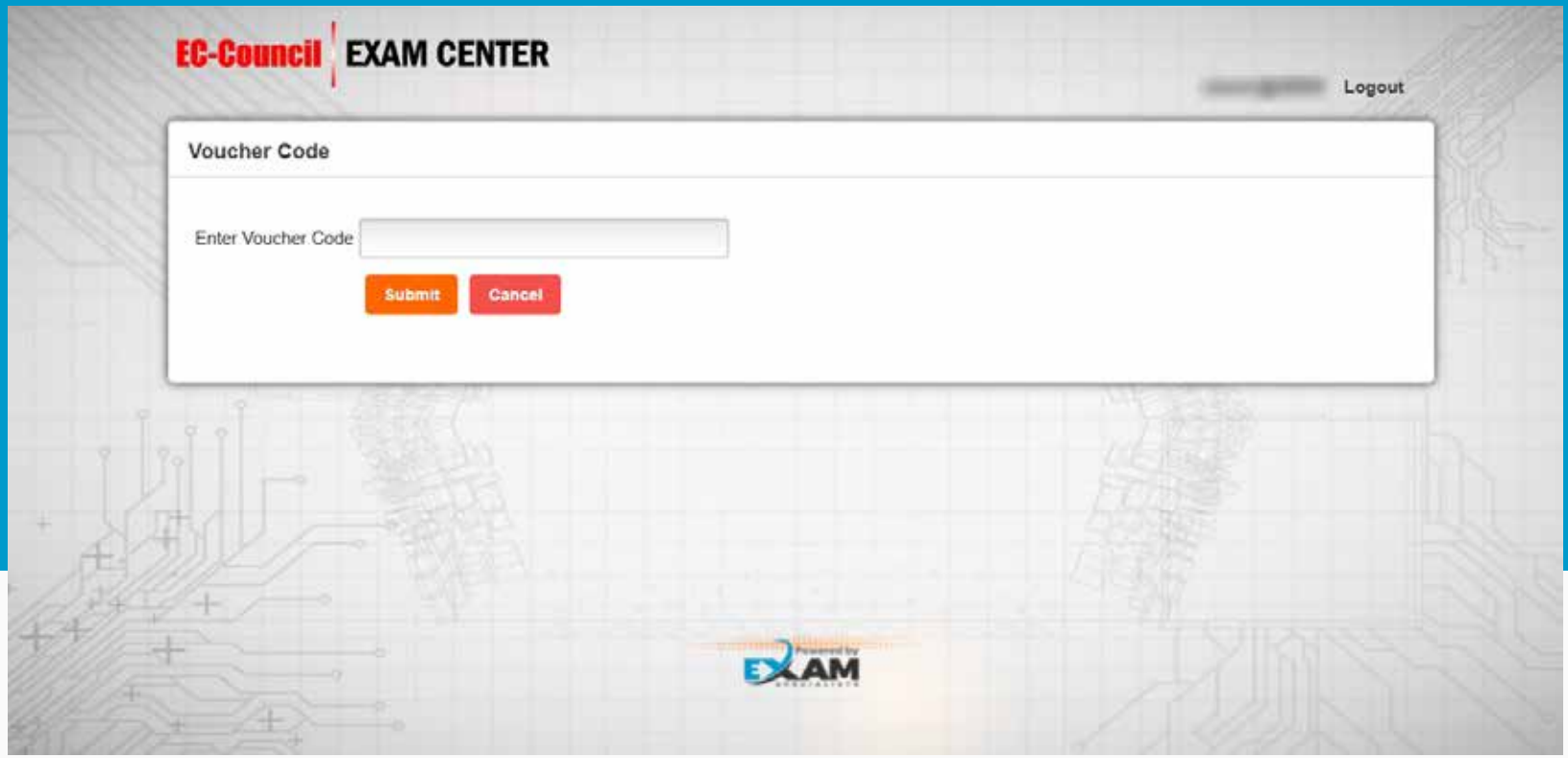
After you are connected to your proctor via webcam and screen-sharing software, the proctor will request to see your photo ID and ask publicly available information for authentication purposes.
You will also be asked to perform a few short exercises to ensure that there are no unauthorized materials in the exam vicinity.



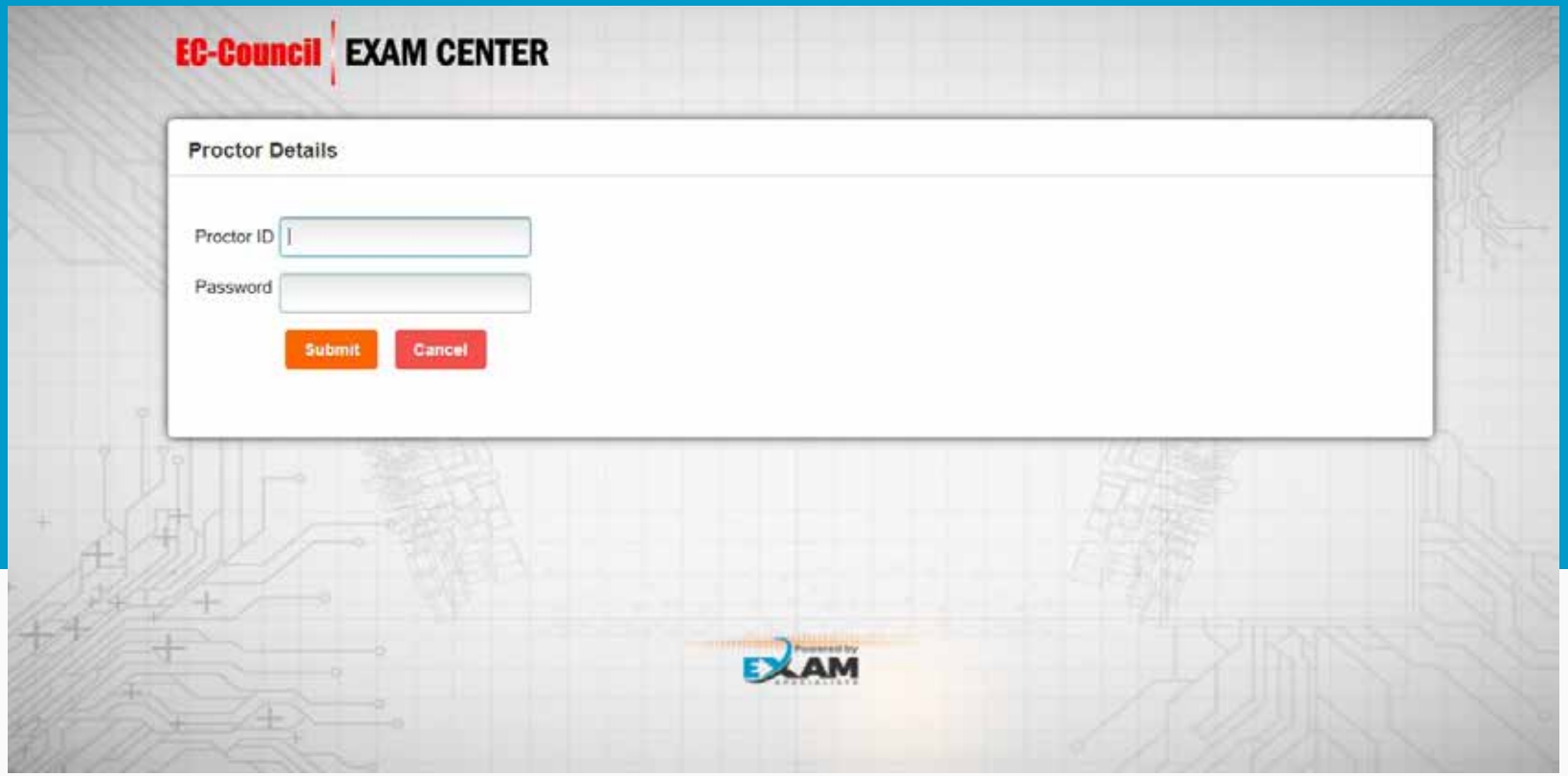
Login to your account using the credentials that you have previously created.



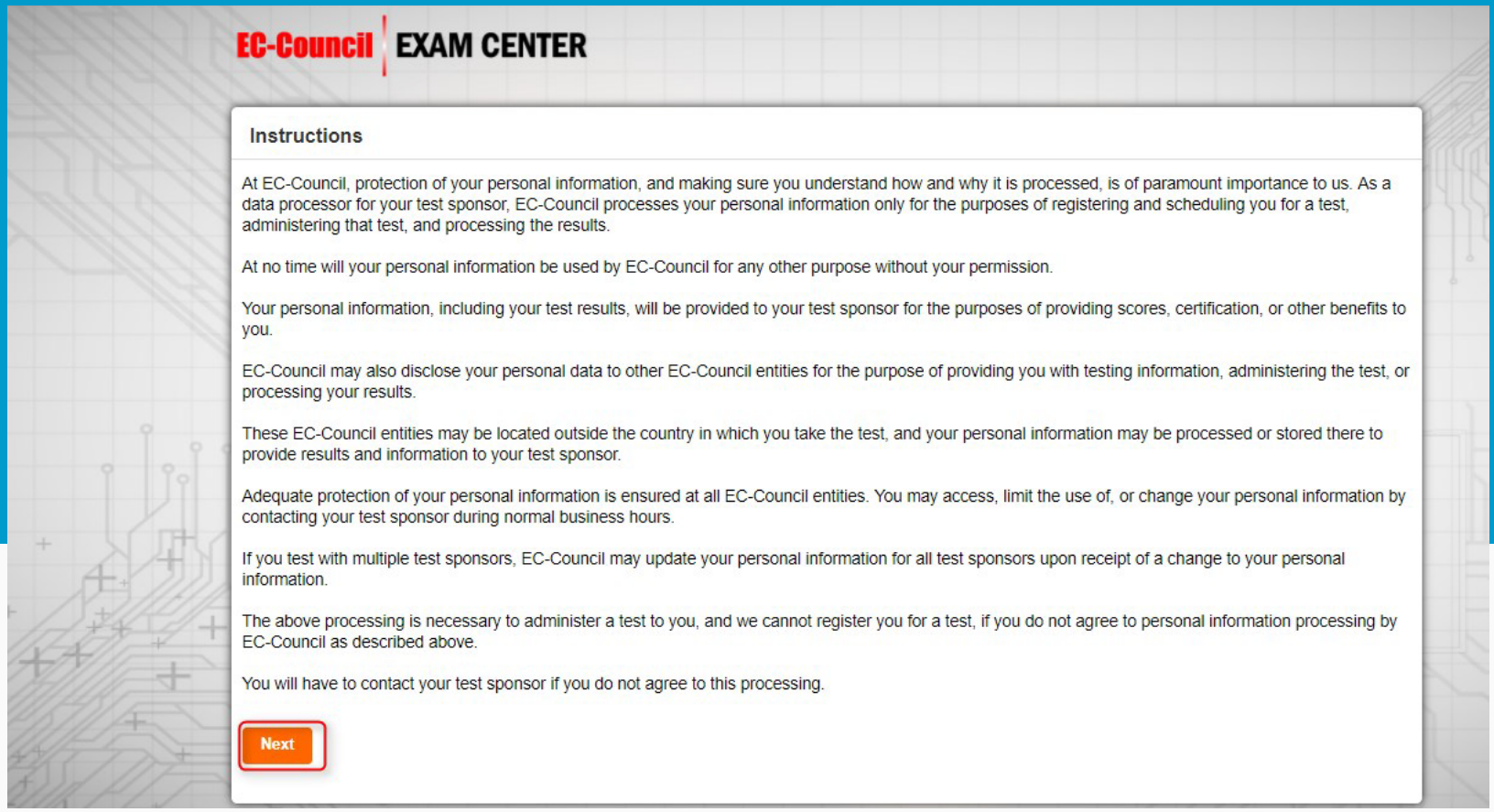
Click "Take Test"



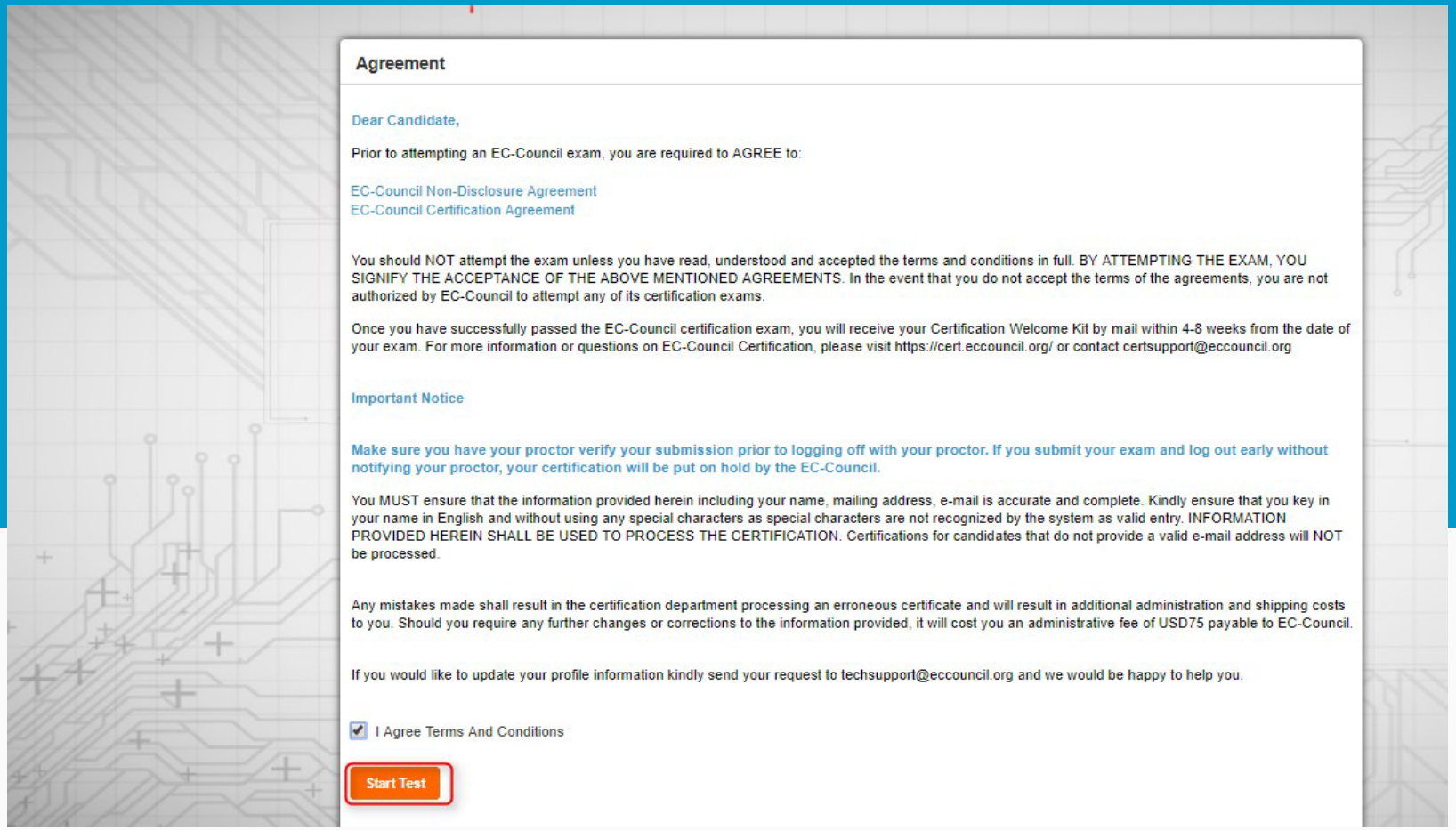
Next, you need to enter your exam "voucher code" that you have received to proceed to the exam.



Next, your proctor will be required to key in the Proctor ID and Password to unlock the exam.



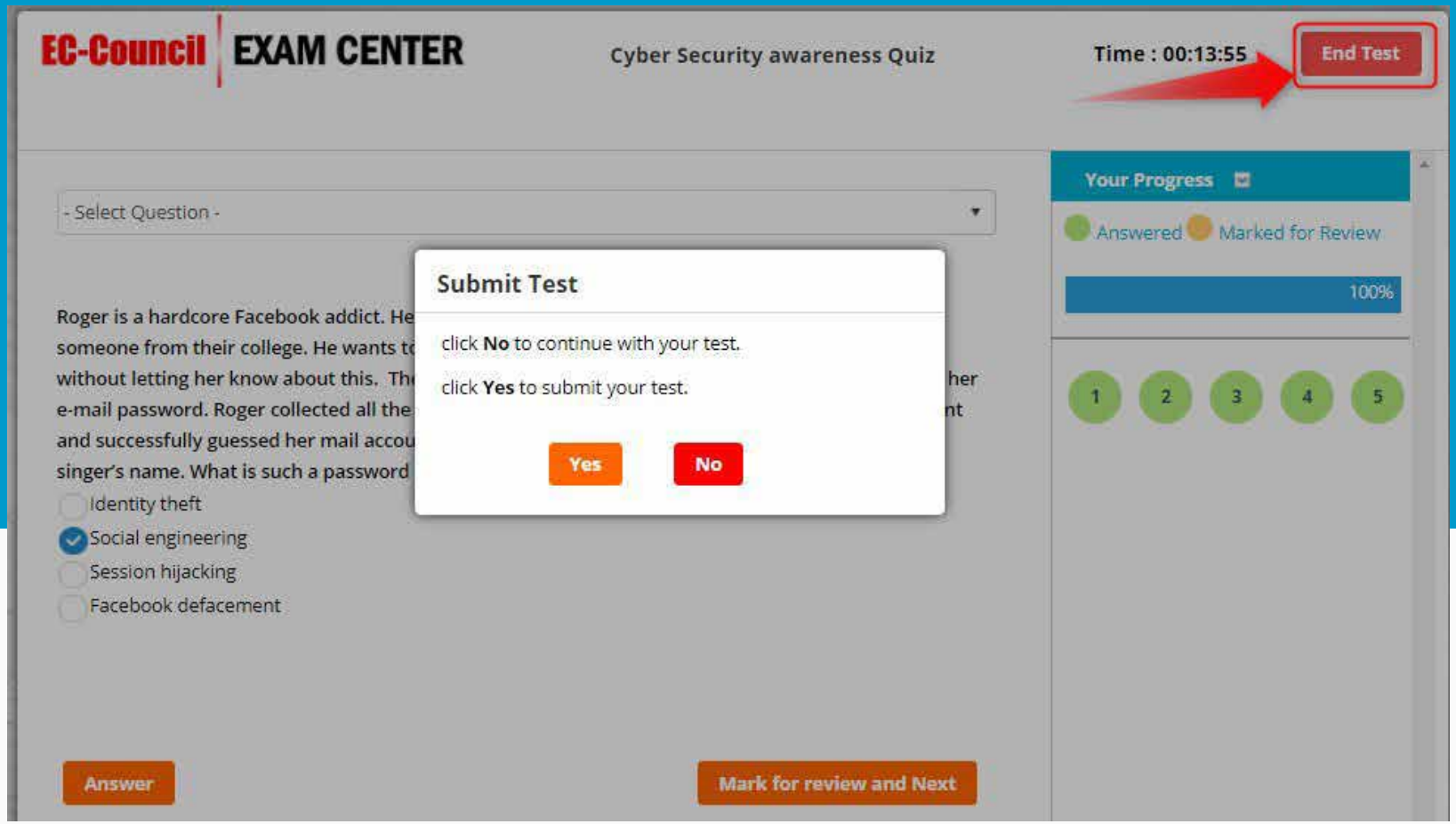
Read the instructions and click "Next".



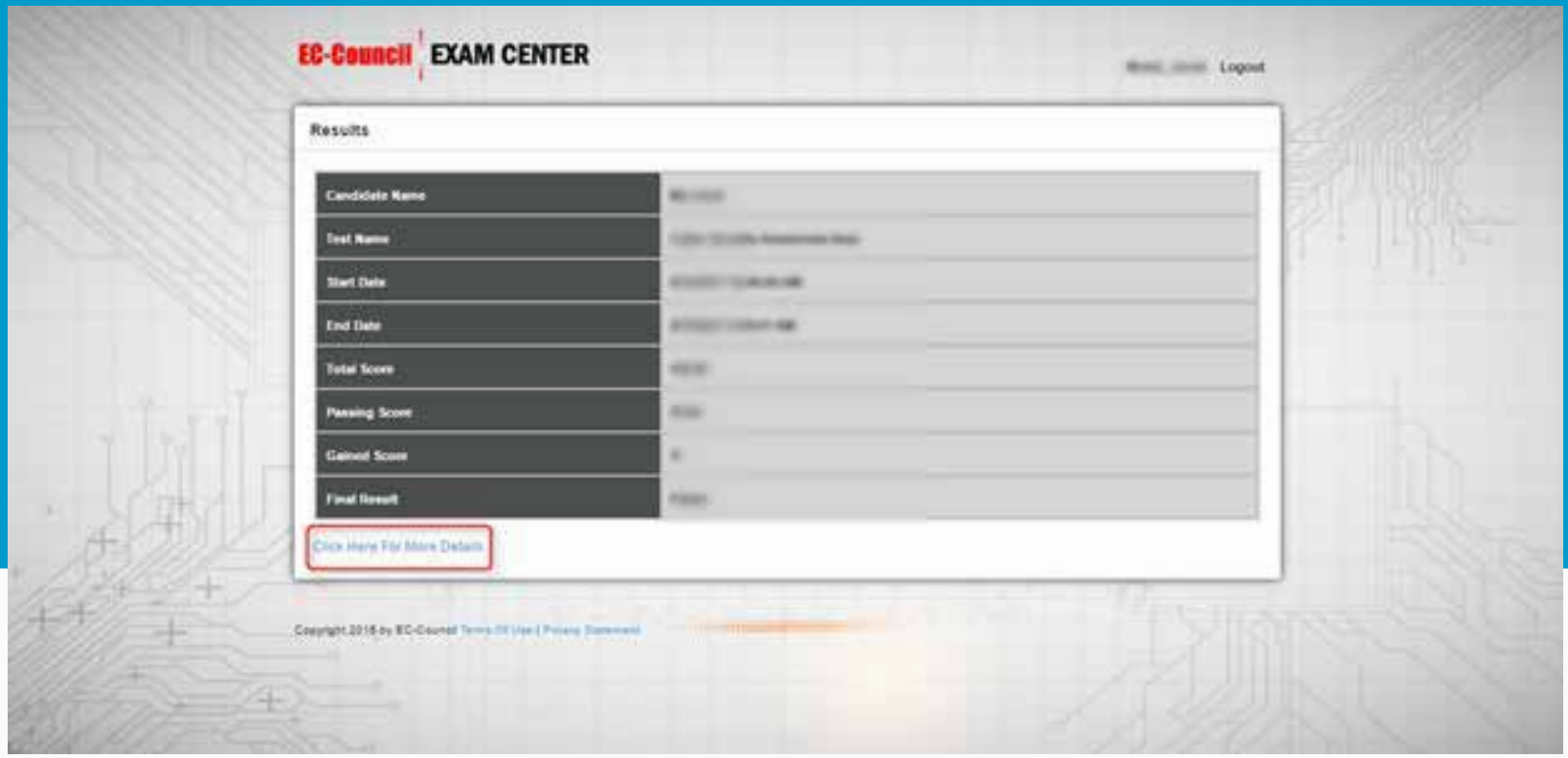
After reading the agreement provided on your screen, you can then click "Start Test" to begin your exam

The exam will begin.

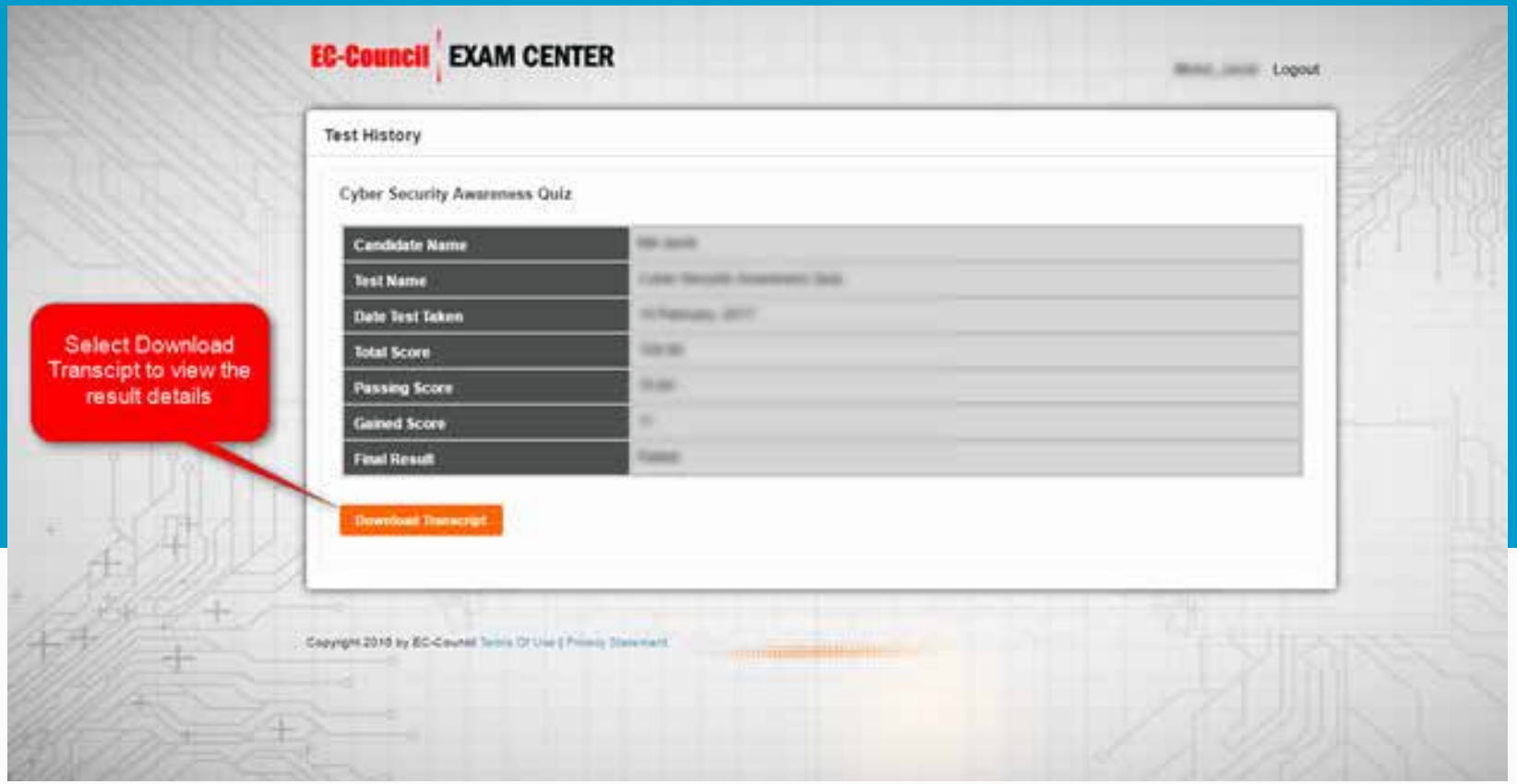
Note: You can review the exam questions at any point in time during the exam by clicking **"Mark for review and Next"** button.



Once you answer all of the questions, please click the "End Test" button.



You will be able to view your results on screen.



Select the "click here for more details" link to download the transcript.

After The Exam

For those who pass the exam, kindly take note that you will receive your Aspen account details within 7-10 days of your exam date from aspencert@eccouncil.org. From there, you will be able to access the digital copy of your certificate.

Please note that commencing January 1st, 2019, EC-Council will no longer ship out physical certificates. You can continue to download your e-Certificates from the ASPEN portal. Please visit the below link and submit the web form to apply for a re-print and the service fee shall be $75.

https://cert.eccouncil.org/physical-certificate-printing.html

Any Issues

You can write an email to support@examspecialists.com
or
call on +1-844 550-4357
or
live chat