



Candidate Guidelines

Online Exams with live Invigilation

**A step by step Guide on how to take a
LanguageCert Online Exam**

macOS

1. System Requirements

Ensure that your computer meets the following system requirements:

- macOS Sierra (10.12), macOS High Sierra (10.13), macOS Mojave (10.14), macOS Catalina (10.15) or macOS Big Sur (11).
- Mac-compatible web camera (no mobile phone) you can rotate and microphone (for Mac Mini and Mac Pro)
- 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 set to the language of the exam)
- A web camera (embedded or external – no mobile phone). Make sure you can rotate your device camera when asked by the proctor.
- Wired headsets with microphone.

2. Exam Preparation

Before you take the exam, you need to:

- Have a valid Government issued Identification Document, **with your First/Middle Name(s) and Last Name in English (Latin) characters**, including a photograph and date of birth, such as a National ID card, Passport, Driving License, Military card or Social Security Card, as your online proctor will need to verify your ID **as being the same used for registration** 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, including country code, is filled in your Candidate Profile.

On the day of the exam, please ensure:

- You have the **same** photo ID available you used during registration.
- You are the **only** person in the room throughout the **entire** 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.
- You can **rotate** your webcam 360 degrees, to **show all 4 walls of your room** as well as your **desk surface**.
- Secondary monitors must be turned off or covered.
- Your desk is clear. Papers, books, or notes are not allowed.
- Mobile phones should **be set to silent** and not deactivated. This way Customer Service can contact you in case of technical issues.
- You have available wired headsets as they are required for the Listening and the Speaking part.
- Use of blank papers for notetaking are only allowed for the Spoken exam. The proctor/interlocutor will ask you to tear the papers in front of the screen at the end of the test.

Useful note:

- **Candidates below the age of 16:** Legal Guardian must be present on the day of the exam, during the on-boarding process, and must provide their consent for the exam to be recorded, as per LanguageCert Privacy Policy and Terms of Use.
- Breaks are not allowed during the Exam session.
- Glass walls and/or doors are prohibited unless they are covered.

- Position yourself in a way that doors are behind you and visible to the proctor through the webcam.
- If you are using a corporate device, please consult your IT department before the installation of the software and if you do not hold administration rights.
- 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. Kindly note that admin rights will be required.
- Corporate networks and/or VPN might impact the service delivery. You are advised to consult your IT department.
- If you try to use an older version of ExamShield, that is already installed in your computer, an error will appear prompting you to update to the latest version.

What to expect during the onboarding process:

When you connect with your proctor at the start of your exam session the proctor will check your uploaded ID document and may also ask you to show your photo ID. If you are asked to show your photo ID, hold it up to the webcam to verify your identity. A “Test Day” picture will be taken for your Statement of Result (SoR). The proctor then will ask you to slowly move your webcam around the room to show all walls of the room as well as your workspace. If there are notes or any other restricted items on your desk, the proctor will ask you to remove them before allowing your exam to start. You may also be asked to show your computer monitor with your mobile/cell phone or a mirror. Once the check is complete your proctor will make sure your mobile/cell phone is placed somewhere out of reach.

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.

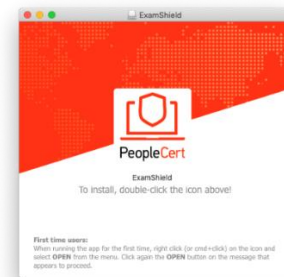
Click on the link included in the LanguageCert registration email and login to your LanguageCert profile.

Note: If the “download” option is not activated, make sure that you click on “check in” first.

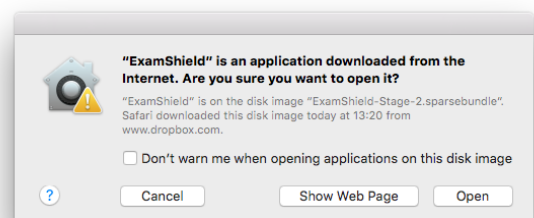
Double Click on ES.dmg file in the default Downloads folder (or from the location you selected before the download) to open it.

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.

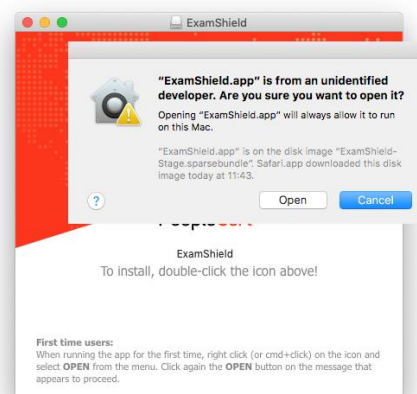
Double click on the Exam Shield icon to run the application.



If you see the message on the right, 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.



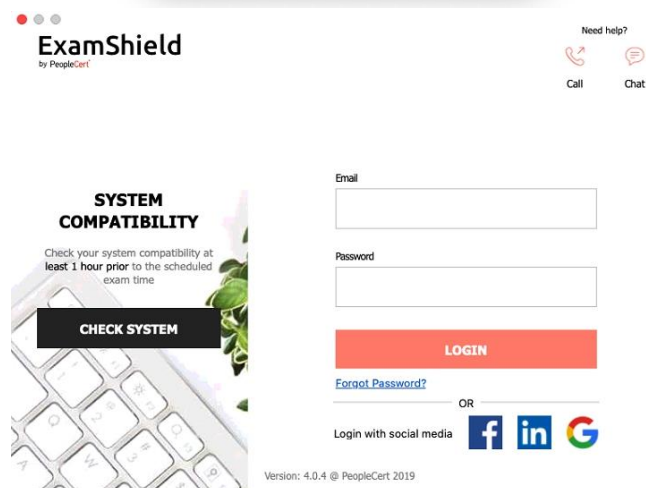
Once installation is completed and select "Open", a new window will appear. Please log in using the username and password of your LanguageCert profile.

If you used a Facebook, LinkedIn or Google sign-in to register to your profile, please click on the relevant icon to login.

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.



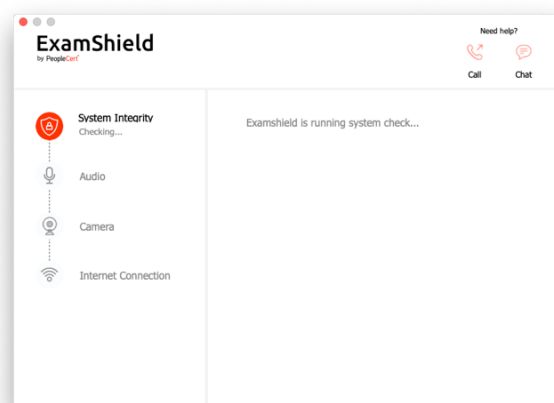
Click "CHECK SYSTEM" to confirm your system meets the Exam Shield requirements. Do this at least 1 hour prior to the scheduled exam time, in order to avoid last minute technical issues.

Compatibility test consists of 4 parts which are:

- System integrity
- Audio
- Camera
- Internet connection

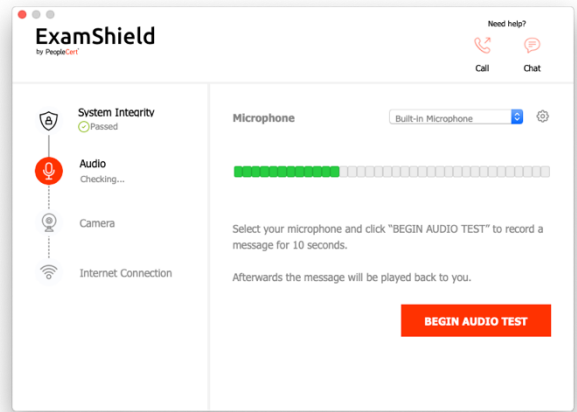
- **System integrity**

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.

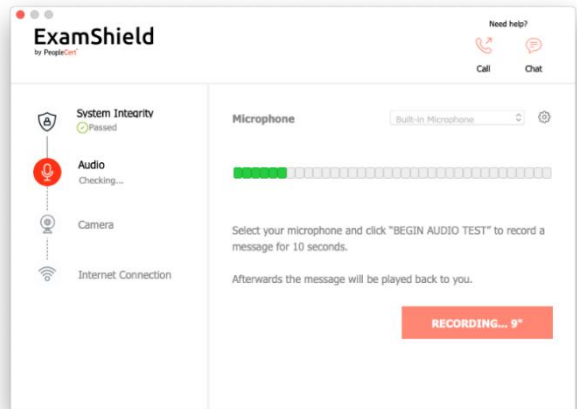


- **Audio**

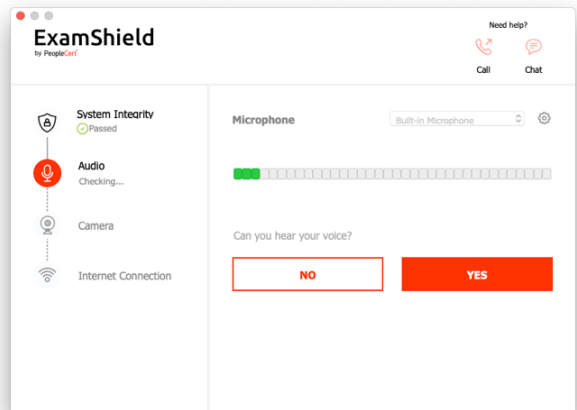
In order to check audio, select “*BEGIN AUDIO TEST*”



Your microphone will be recorded for the next 10 seconds.

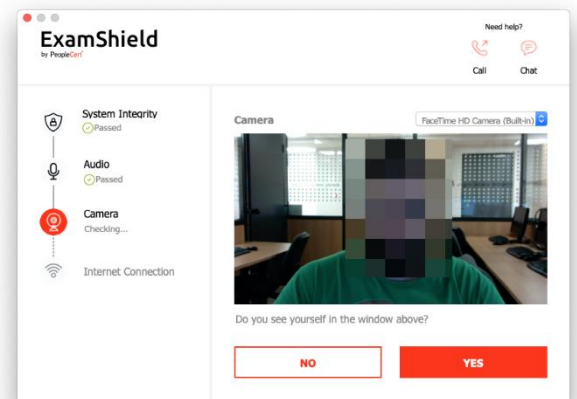


ExamShield will playback the recording. If you can hear your voice, select “*YES*” to proceed to next checks. If “*NO*”, begin audio test again.



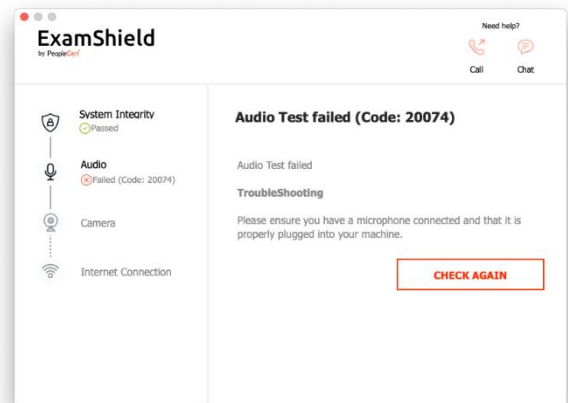
- **Camera**

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.

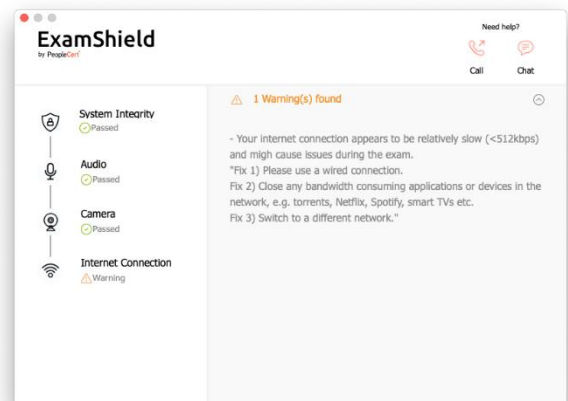


After completing each check, a message informs you if the check has *“Passed”* or *“Failed”* or a *“Warning”* is raised.

In case of *“Failed”*, detailed error information and possible workarounds will be provided. Click *“CHECK AGAIN”* to retry.

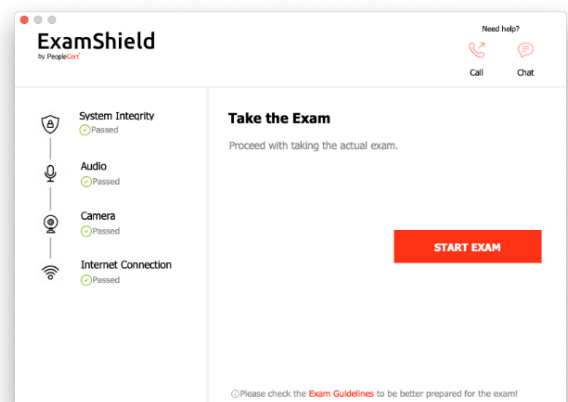


In case of warning, click on the arrow on the right of the warning to view more details.

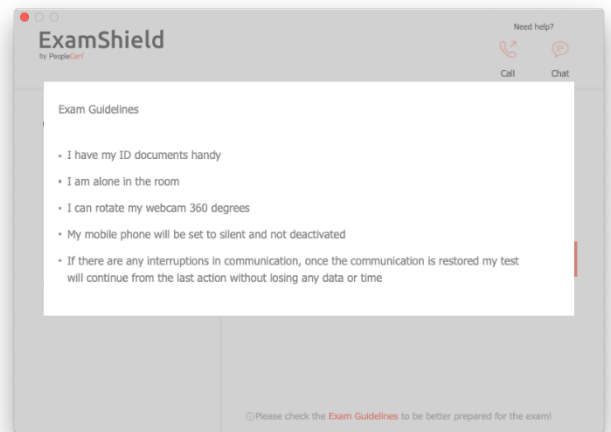


After a successful check of each step, you will be able to *“START EXAM”* if the scheduled exam start time is in less than 10 minutes.

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



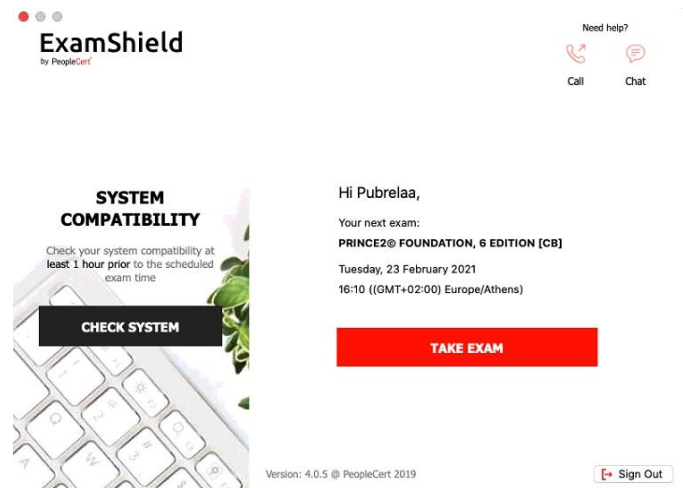
By clicking on **Exam guidelines** link on the bottom of the screen, you will be informed about all appropriate information so as to run your online proctored exam.



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.



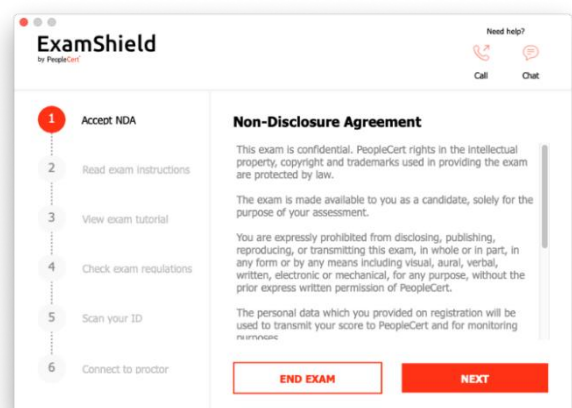
Step 3: Self-onboarding

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

1. Accept NDA

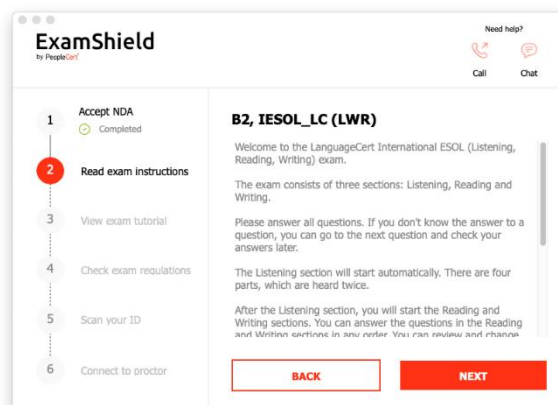
Click **"Next"** to accept the Non-Disclosure Agreement and Terms of Use.

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.



2. Read exam instructions

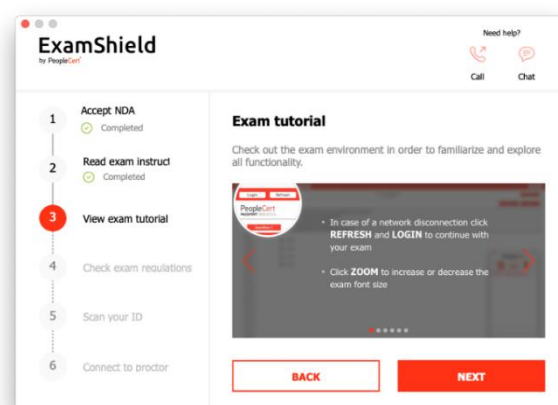
Read the information carefully before you proceed to the next step.



3. View Exam Tutorial

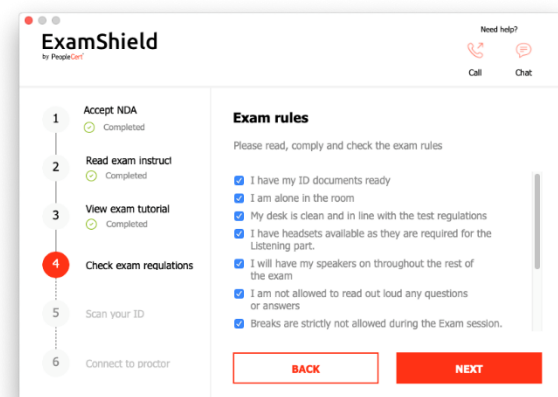
A quick tutorial will help you familiarize with the exam environment. You will learn how to:

- ✓ 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.



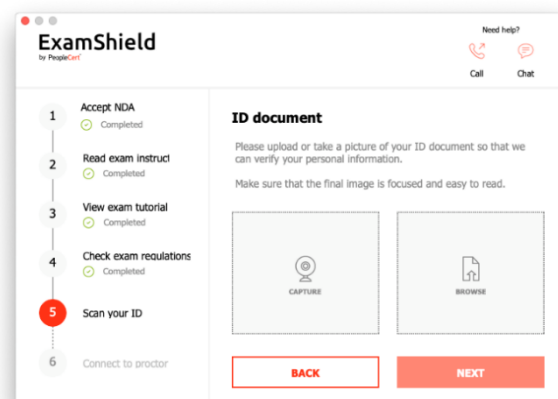
4. Check exam rules

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

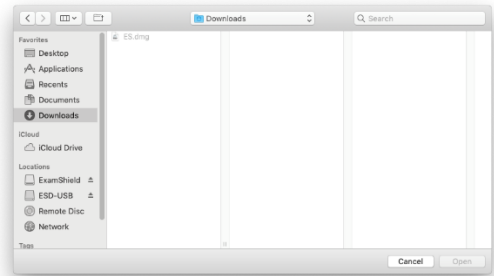


5. Scan your ID

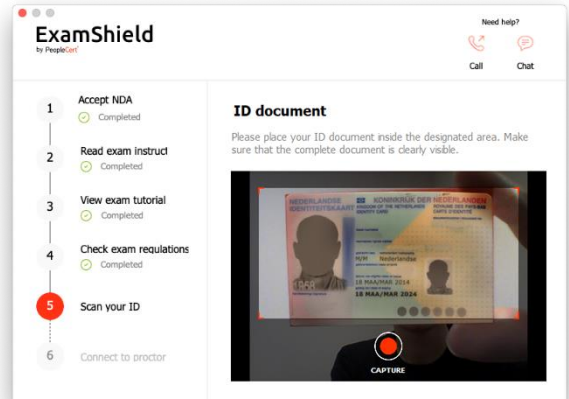
Upload or take a picture of your ID Document so that PeopleCert can verify your personal information.



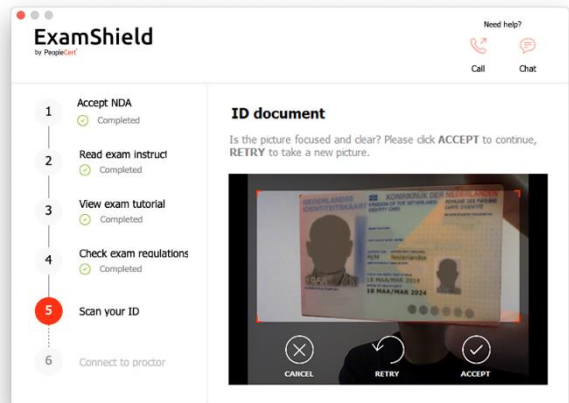
Select “**BROWSE**” in order to upload a picture of your ID.



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

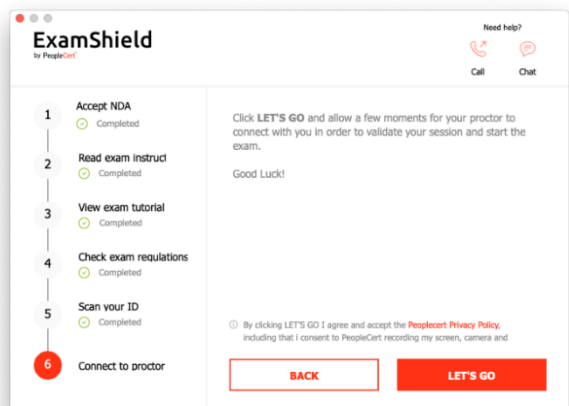


In case of “**CAPTURE**”, you are able to accept the picture or retry to take another one or to cancel it. In case you are unable to get a proper snapshot, feel free to proceed with your best shot and your Proctor will assist you once connected.

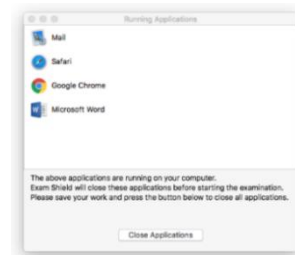


6. Connect to proctor

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

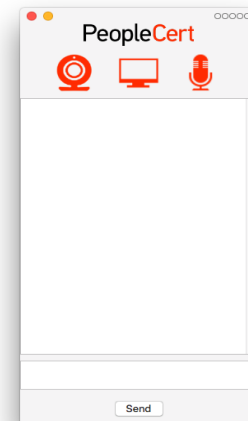


Make sure all applications are closed before logging in. **If any applications are open**, Exam Shield will notify you that they need to close. Click on Close Applications. If an application doesn't close automatically, check the application, save your work and close it manually

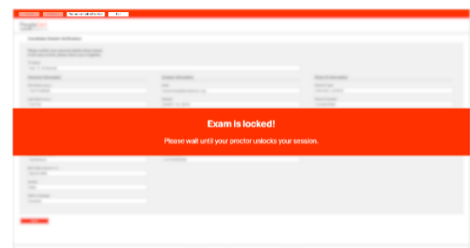


Once logged in, the following control panel will open:

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.



You will not be able to start until your online proctor unlocks your exam.



Step 4: Your online proctor joins the session

Please Note: For the Speaking exam, the Interlocutor will assume the role of the proctor.

You will be instructed to:

- Check your audio and video performance.
- Show your ID to the camera if needed.
- Show your room (360° 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.
- Have your picture taken. This picture will appear on your Statement of Results, for Universities and other stakeholders to confirm your identity.
- **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.

Please note:

- Extensive room and body check might be needed based on proctor's judgement. Thus, you might be requested to provide a close up view of your ears and hair and remove any scarf, hat, turban, kippah etc.
- An Online Proctor will be monitoring live the overall exam and be available 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.
- Your exam session will be recorded for quality and auditing purposes.

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