# Digital Experience Instructions

PECB

Dear Trainee,

Our digital platform consists of multiple applications which have been designed to accommodate your needs as you are going through our training courses, examination, and certification process.

During the entire process, using the **myPECB Dashboard**, you will be able to find all the details that you need to prepare for your certification exam, and later apply for the certificate.

Every PECB trainee is provided with a Dashboard. To access yours, please go to https://pecb.com/en/login, and log in using your PECB username and password.

To make the process easier to understand, we have provided a list of actions, arranged chronologically, that you are expected to complete. This roadmap includes steps such as successfully completing the training course, scheduling your exam, applying for the certificate, and so on.
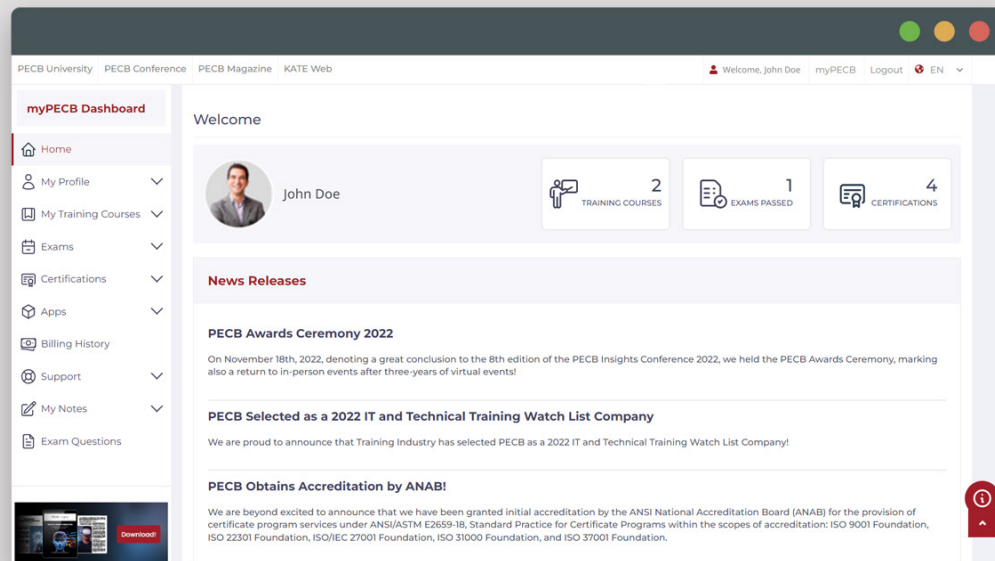
1

Access course materials via KATE

KATE is the application you can use to access course materials digitally. It is available both on desktop and as a web-based solution. To start using the web-based version of KATE, please click here.

Once access is granted, the PECB system will send a message to the email address associated with your PECB Account, informing you that the course materials have been assigned to you via KATE. You can access the materials via KATE by logging in with your PECB Credentials.

Note: KATE **is not** the application you will use to take the online certification exam. The application you will use to take the online exam is called **PECB Exams**.

⬇ **ACCESS KATE WEB-BASED**

Scan this QR code to visit KATE Web-Based platform
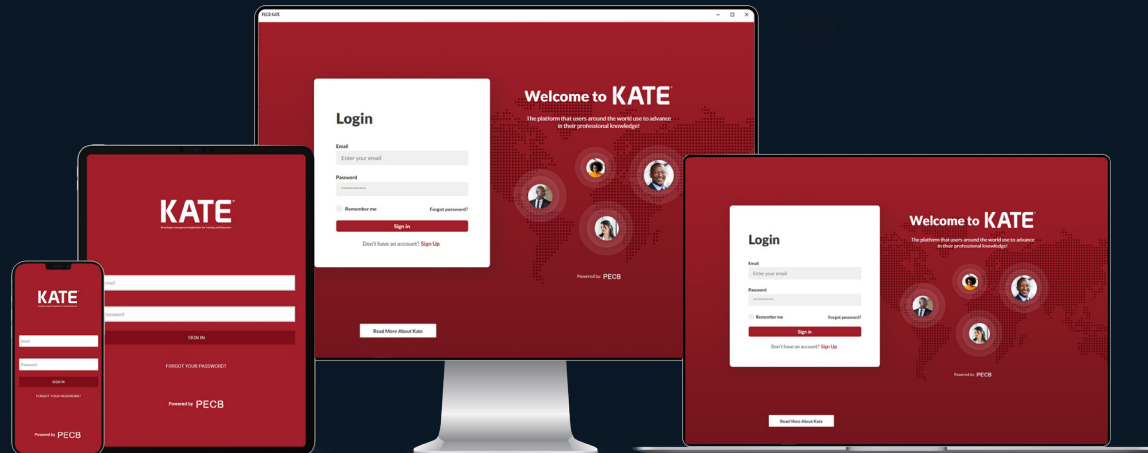
1	2				

Submit the Training Course Evaluation

When the training course is completed from the training Partner, you will receive an email from our system, asking you to evaluate the training course.

To do so, go to your **myPECB Dashboard** and use the **My Training Courses** section to submit your **training evaluation form** and then download your **Attestation of Course Completion**.

Note: Attestation of Course Completion is issued only for Training Events that are created by the Partner/Distributor. However, for self-study events the Attestation of Course Completion is not issued.

| 1	2	3			

Schedule the online exam

On the last day of the training course (or earlier), all trainees will be provided with a coupon code that is needed for scheduling the exam.

With the coupon code provided via email, and the approved, you can proceed to schedule your online certification exam. To find detailed instructions on how to schedule your online exam, please click here or scan the QR Code.

Note: *If the selected exam type was paper-based, you need to wait for instructions from the course organizer.*

➡ **SCHEDULE EXAM**

Scan this QR code to learn how to schedule your online exam
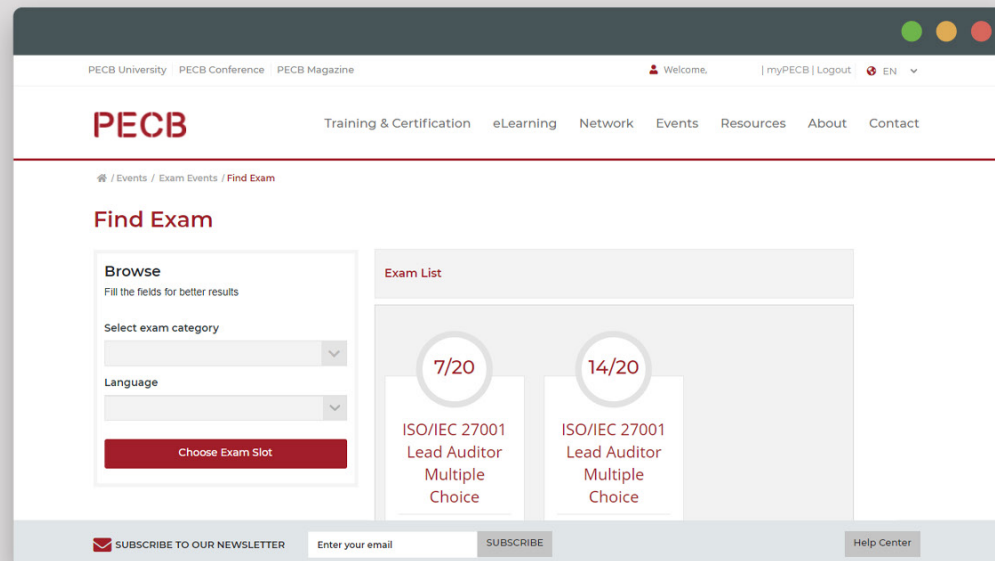
1	2	3	4		

Prepare for the PECB exam

After scheduling the exam, you will receive a confirmation email with important details about your exam session, including the link you can use to download the application used to take the online certification exam, **PECB Exams**.

To prepare for the exam and avoid any technical issues, we highly recommend that you read the PECB Exams technical requirements and the user guide before the exam day. We recommend that you use a computer that is not prone to technical failures.

To find important details regarding your certification exam, you can see the list of PECB exams. Details such as language, duration, type, candidate handbook, and more can be found in the abovementioned list.

*Note: The instructions are valid for individuals that want to take the **exam online**. If you are taking a **paper-based exam**, please contact the Partner that is providing the course for more instructions.*
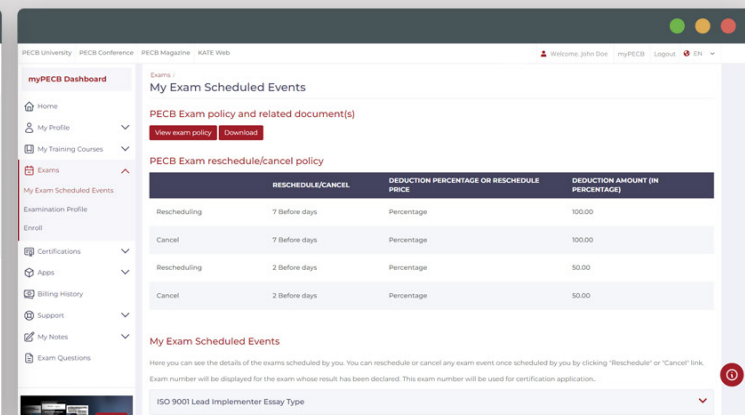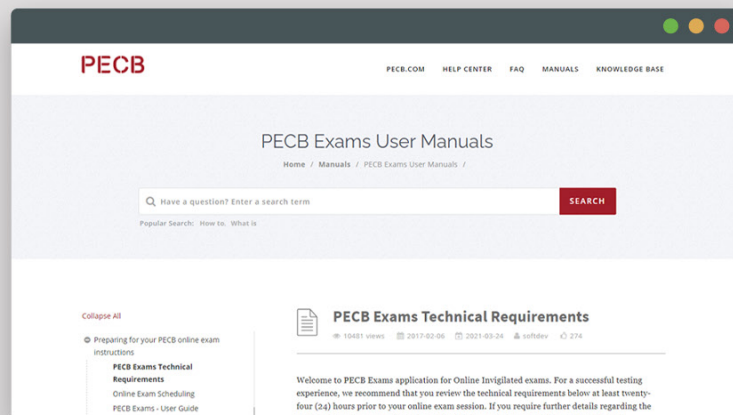
Scan this QR code to read the technical requirements

Scan this QR code to read the user guide

Scan this QR code to see the list of PECB exams

1	2	3	4	5	

## Download the PECB Exams application and conduct the PECB exam

Please make sure you download the PECB Exams app at least one day before the exam to ensure everything is working fine. PECB Exams is available for Windows 10 and 11 systems.

Make sure you are available at least 30 minutes before the exam start time. Open the **PECB Exams app** and log in using your PECB Account username and password to start your online certification exam.

Note: Before the exam begins, you will be contacted by an online exams invigilator.

⬇ **DOWNLOAD PECB EXAMS APP**

Scan this QR code to download the PECB Exams app
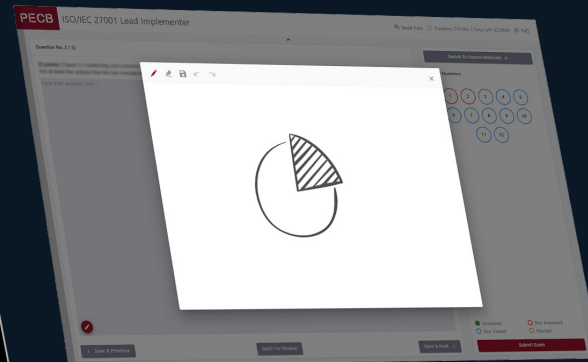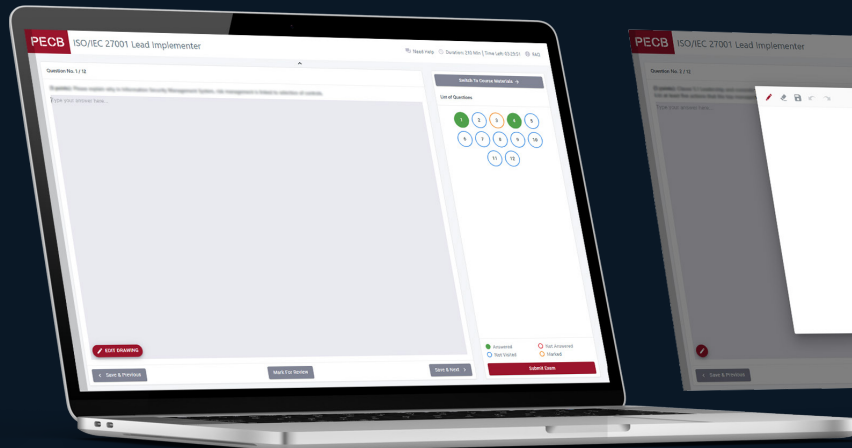
1	2	3	4	5	6

Apply for the Certificate

Having received the email notifying you that you have successfully passed the exam, you can then proceed to apply for your PECB Certificate. The application form is available within your **myPECB Dashboard.** To find detailed instructions on how to submit the application, please click here or scan the QR code on the right side.

Lastly, since our system uses email as the main means of communication, we kindly ask you to mark our emails as safe in case you receive any of our system emails in your spam/junk box. It is important that you do not miss any information our system sends to the email address associated with your PECB Account.

Note: In case you receive negative exam results, an explanation will be provided to you about what you need to improve. You will be granted the opportunity to retake the exam once for free within 12 months following the initial exam. To retake the exam, please contact the head of the training organization or the exam provider.

Note: To eliminate the threat to impartiality, as requested by ISO/IEC 17024, trainers and training course organizers are not involved in the examination and certification processes.

Scan this QR code to find detailed instructions on how to submit the application
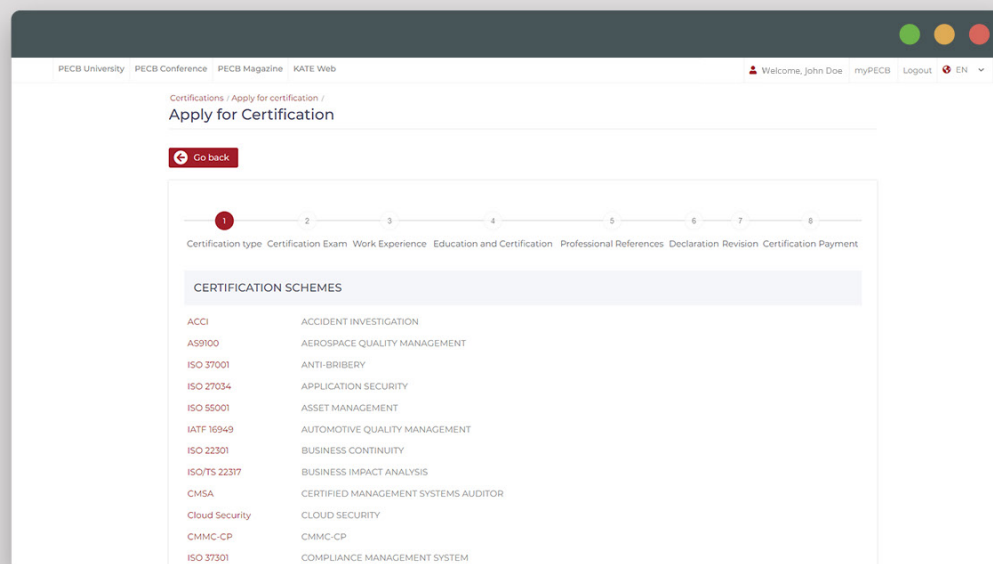
Download your certificate, claim and share your digital badge

If your certificate has been validated, you can download it in PDF format from the **My Certifications** tab under the **Certifications** tab on your myPECB Dashboard.

Every valid PECB certificate will have a link to its corresponding digital badge. Selecting the link will redirect you to Credly's website.
Upon redirection to Credly's site, you may be prompted to sign in or register. If you are not registered, you need to click **Create Account**.
To claim your badge, please click on the **Claim my badge** button under the **My Certifications** tab.

If you already claimed a badge before, and auto-accept is enabled in Credly, the badge will automatically be accepted and displayed on your Credly profile.

On Credly's site, you will see an option to **Accept Badge**. Your badge now displays a **Share** option, which you can share across multiple platforms, such as LinkedIn, Twitter, Facebook, Email, URL, etc.

Scan this QR code to learn more about PECB Digital Badges
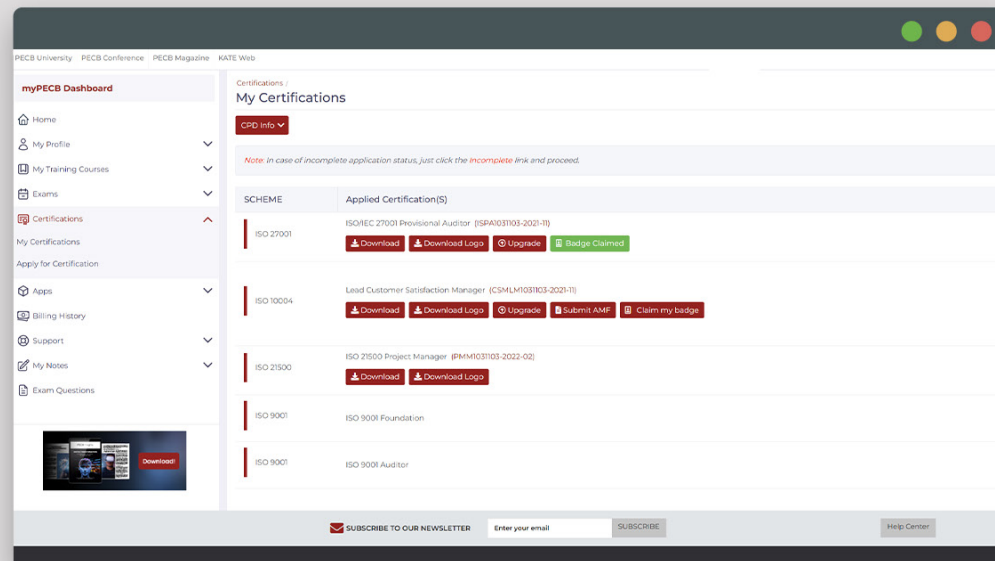
If you need further help and information, please select one of the options below:

- Check the FAQ listed in the following page
- Review our Help Center that has more FAQ, manuals, and instructions
- Drop a Service Ticket through help.pecb.com
- Chat live with our Customer Service Team

Scan this QR code to submit a Service Ticket

Frequently Asked Questions

1. What is my KATE account username?

Please use the email address linked with your PECB account as the username to log in to KATE.

2. Can I access the training course notes I stored using KATE during the online certification exam?

If the certification online exam you are planning to take is open-book, the notes you have stored while using KATE will be available for you to access during the online exam session as well. To find out if your exam is open-or closed-book, please click here or scan the QR code.

3. Where can I download the Attestation of Course Completion?

You can submit your training evaluation form and then download the **Attestation of Course Completion** in the *My Training Courses* section of the *myPECB Dashboard*.

5. What can I do with the coupon code and when will I receive it?

As there are fees for scheduling an online PECB exam and submitting a PECB certificate application, course organizers will provide trainees with coupon codes. Trainees are provided with coupon codes during the final training day.

If the event exam type is paper-based, the coupon code is valid for:
• Applying for the certification if the exam is passed successfully;

If the event exam type is online, the coupon code is valid for:
• Scheduling the first online exam session;
• Scheduling the retake online exam session (if the exam results of the first attempt are not positive);
• Waiving the Certificate application fee.

The coupon code is bound to a specific PECB account and to a specific training course. The coupon code cannot be used by another PECB account, nor for another PECB training course.

6. What are the rules when taking a PECB online exam?

Please refer to the online examination policy before the exam day to view the rules and requirements that online exam candidates are required to comply with. You can find the policy within the *Scheduled Exams* section of the *myPECB Dashboard*.

7. When will I receive the exam results?

• For essay-type exams, the results will be communicated via email within a period of three to eight weeks from the exam date.
• For multiple-choice paper-based exams, the results will be communicated via email within a period of two to four weeks.
• For multiple-choice online exams, the results will be communicated instantly.

The only possible results are pass and fail; no specific grade will be included.

8. I have passed the exam, what is the next step?

All trainees who successfully pass their certification exams are entitled to apply for the PECB credentials they were examined for. Specific educational and professional requirements may be needed for you to be PECB certified.

You will need to fill out the online certification application form (see the online manual by clicking on this link), including contact details of references who will be contacted to validate your professional experience.

For any inquiries regarding the training, examination, and certification processes or inquiries on how to use any of the PECB applications, please contact our Customer Service team using our ticketing system.

To raise a support ticket, please go to our **Help Center**, and then click the *Drop a Service Ticket* option.

Thank you for your attention!