



EC-Council

ECC EXAM CENTER & REMOTE PROCTORING SERVICES

User Guide —

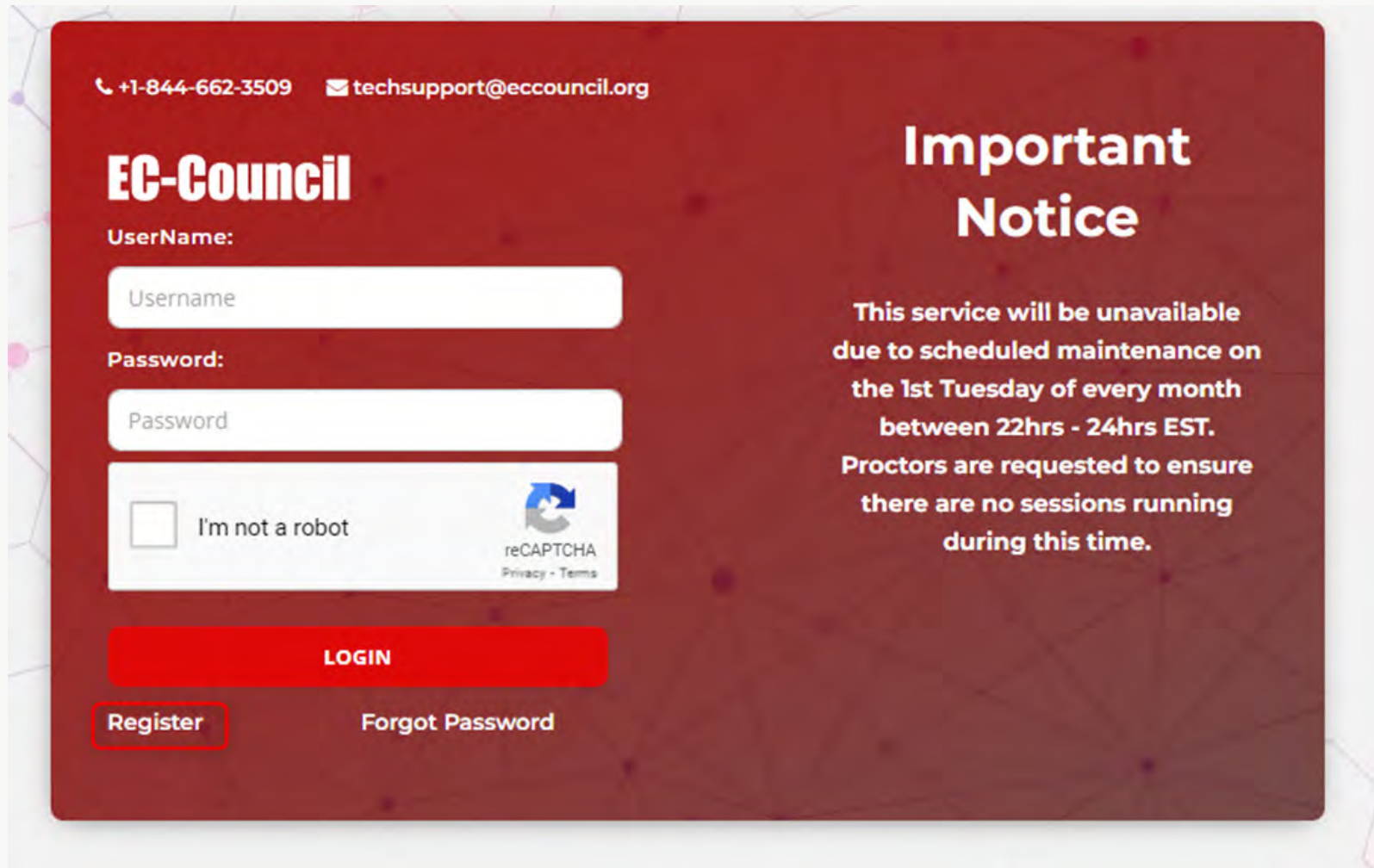
WELCOME TO EC-COUNCIL

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**.

**INTRODUCE
YOURSELF TO
EC-Council**

- Start a registration as a new user at <https://www.eccexam.com>
- Please contact techsupport@eccouncil.org with questions on registering an account.



The image shows a login and registration interface for EC-Council. The background is a dark red with a subtle geometric pattern. At the top left, contact information is provided: a phone icon followed by '+1-844-662-3509' and an email icon followed by 'techsupport@eccouncil.org'. The 'EC-Council' logo is prominently displayed in white. To the right, a large white heading reads 'Important Notice', followed by a white text block stating: 'This service will be unavailable due to scheduled maintenance on the 1st Tuesday of every month between 22hrs - 24hrs EST. Proctors are requested to ensure there are no sessions running during this time.' The login section on the left includes a 'UserName:' label, a text input field with 'Username' as a placeholder, a 'Password:' label, a text input field with 'Password' as a placeholder, and a reCAPTCHA widget with the text 'I'm not a robot'. Below these fields is a red 'LOGIN' button. At the bottom left, there are two links: 'Register' (enclosed in a red rounded rectangle) and 'Forgot Password'.

+1-844-662-3509 techsupport@eccouncil.org

EC-Council

Important Notice

This service will be unavailable due to scheduled maintenance on the 1st Tuesday of every month between 22hrs - 24hrs EST. Proctors are requested to ensure there are no sessions running during this time.

UserName:

Password:

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

LOGIN

Register **Forgot Password**

Fill in all the fields completely in the registration form. Click **"Next"**

EC-Council | Exam Center

Register

Required information is marked with an asterisk[*].

Title

Example: Mr.,Ms.,Mrs.,Dr.

First Name *

Middle Name

Last Name /Surname *

Username * (Username should be at least 10 characters long.)

Password *

Confirm Password *

Email Address *

Confirm Email Address *

Next

Fill in all the fields completely in the registration form and click "**Register**".

Register

Address Type *

Select One ▼

Address 1 *

Address 2

Address 3

City *

Country/Region of Residence *

-Select- ▼

ZIP Code *

Mobile Number *

+ -Select- ▼

Company/Institution Name *

Do you know anyone from EC-Council Examination team? (If yes, specify the name):

☐ YES

☒ NO

Are you a US veteran?*


☐ YES

☒ NO

☐ I confirm that I meet the legal age requirements as permitted by my country of origin/residency to avail of this service.

☐ I agree to Terms of Use and Privacy Statement

☐ I'm not a robot


reCAPTCHA
Privacy * Terms

Previous

Register

Upon **successful registration**, you will receive an **account activation link via email**.

EC-Council | Exam Center

Confirm Your Registration

✔ Your registration with ECC-Exam is not yet complete. A confirmation email has been sent to () with an activation link. Please click on the activation link to confirm your registration.

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.

Technical Specifications and Requirements

Type	Minimum	Recommended
Camera	640X480 resolution	1280x720 resolution
Windows Users	Window Vista	Windows 10 (10 S mode is not supported)
Mac Users	OS x 10.5 or Higher	OSX10.13 High Sierra and above
Internet Download Speed	0.768 Mbps	1.5 Mbps
Internet Upload Speed	0.384 Mbps	1 Mbps
RAM	1 GB	4 GB
Ports	1935,843,80,443,61613, UDP/TCP	1953,843,80,443,61613, UDP/TCP

Testing advises for a successful remote testing experience

1. Use a good bandwidth internet connection

Take the below steps to avoid disconnection during the exam

- If possible, use a wired internet connection rather than Wi-Fi
- If using Wi-Fi, sit near the Wi-Fi Router / Modem to avoid any signal-related issues.
- Disconnect any VPNs if you have them.

2. Technical issues

Your proctor attempts to resolve technical issues in real time. If the problem cannot be resolved, the proctor files a case on your behalf.

Before the exam starts: EC-Council may either reschedule your exam appointment or cancel your appointment, which provides you reinstate your original exam voucher code where applicable.


During your exam: EC-Council will provide an exam voucher code for a new appointment.

3. Creating a support ticket with EC-Council

- If you are disconnected from the proctor and cannot resume your exam, we will create a ticket on your behalf.
- If you want to raise the issue yourself, however, you can contact EC-Council Customer Support by chat or create a ticket at **support@eccouncil.Zendesk.com**. Chat is available 24 hours a day, seven days a week.

- Create an account at <https://proctor1.examspecialists.com>
- Please contact info@examspecialists.com with questions about creating an account.



☐ I'm not a robot


Login

[Register](#) [Forgot Password?](#)

Important Notice

- This service will be unavailable due to scheduled maintenance on the 1st Tuesday of every month between **22hrs - 24hrs EST**. Proctors are requested to ensure there are no sessions running during this time.
- Effective from 1st May 2023, all the test takers will be required to upload their Govt Photo- ID and capture their headshot at the time of scheduling their exam post registration.
- Effective 17 Oct 2023, EC-Council will implement an Exam Rescheduling Fee for any changes to the initially scheduled examination dates.
 - The first reschedule, up to seven days before the exam date, is free of charge. If rescheduled within seven days of the exam date, a fee of \$49 will apply.
 - For a second rescheduling, a fee of \$99 is applicable and subsequent rescheduling will incur a fee of \$149, and so on.


Note: The rescheduling fee is non-refundable and will be processed upon rescheduling.

 Exam Helpline
+1-844-662-3509

Fill in all the fields completely in the registration form.



Username * (Username should be at least 8 characters long.)

Password * (Password length should be (6-12) alphanumeric characters.) 

Confirm Password *

First Name *

Last Name *

Institute Name *

Email Address *

Fill in all the fields completely in the registration form and click "**Register**".

Street 1 *

Street 1

Street 2

Street 2

City *

City

State *

State

Time Zone *

-Select-

Country *

-Select-

Postal Code *

Postal Code

Country Code *

Mobile Number *

Mobile Number

Do you know anyone from EC-Council Examination Team (If yes, specify the name):


☐ YES

☒ NO

☐ I confirm that I meet the legal age requirements as permitted by my country of origin/residency to avail this service.*

☐ I agree to Terms of Use and Privacy Statement.*

☐ I'm not a robot


reCAPTCHA
[Privacy](#) * [Terms](#)

Register

[Terms Of Use](#)

[Privacy Statement](#)

Upon **successful registration**, you will receive an **account activation link via email**.




Your Registration is Successful

[login](#)

Your registration with Proctoring Services Portal is completed. We have sent an email. Please check it ().

For Any Issues: You can write an email to info@examspecialists.com or call on **+1-844-662-3509** or **Live Chat**



☐ I'm not a robot


Login

[Register](#) [Forgot Password?](#)


Important Notice


- This service will be unavailable due to scheduled maintenance on the 1st Tuesday of every month between **22hrs - 24hrs EST**. Proctors are requested to ensure there are no sessions running during this time.
- Effective from 1st May 2023, all the test takers will be required to upload their Govt Photo- ID and capture their headshot at the time of scheduling their exam post registration.
- Effective 17 Oct 2023, EC-Council will implement an Exam Rescheduling Fee for any changes to the initially scheduled examination dates.
 - The first reschedule, up to seven days before the exam date, is free of charge. If rescheduled within seven days of the exam date, a fee of \$49 will apply.
 - For a second rescheduling, a fee of \$99 is applicable and subsequent rescheduling will incur a fee of \$149, and so on.

Note: The rescheduling fee is non-refundable and will be processed upon rescheduling.

 Exam Helpline
+1-844-662-3509

Login into the exam portal using your **account login credentials**.



☐ I'm not a robot

Login

[Register](#)[Forgot Password?](#)

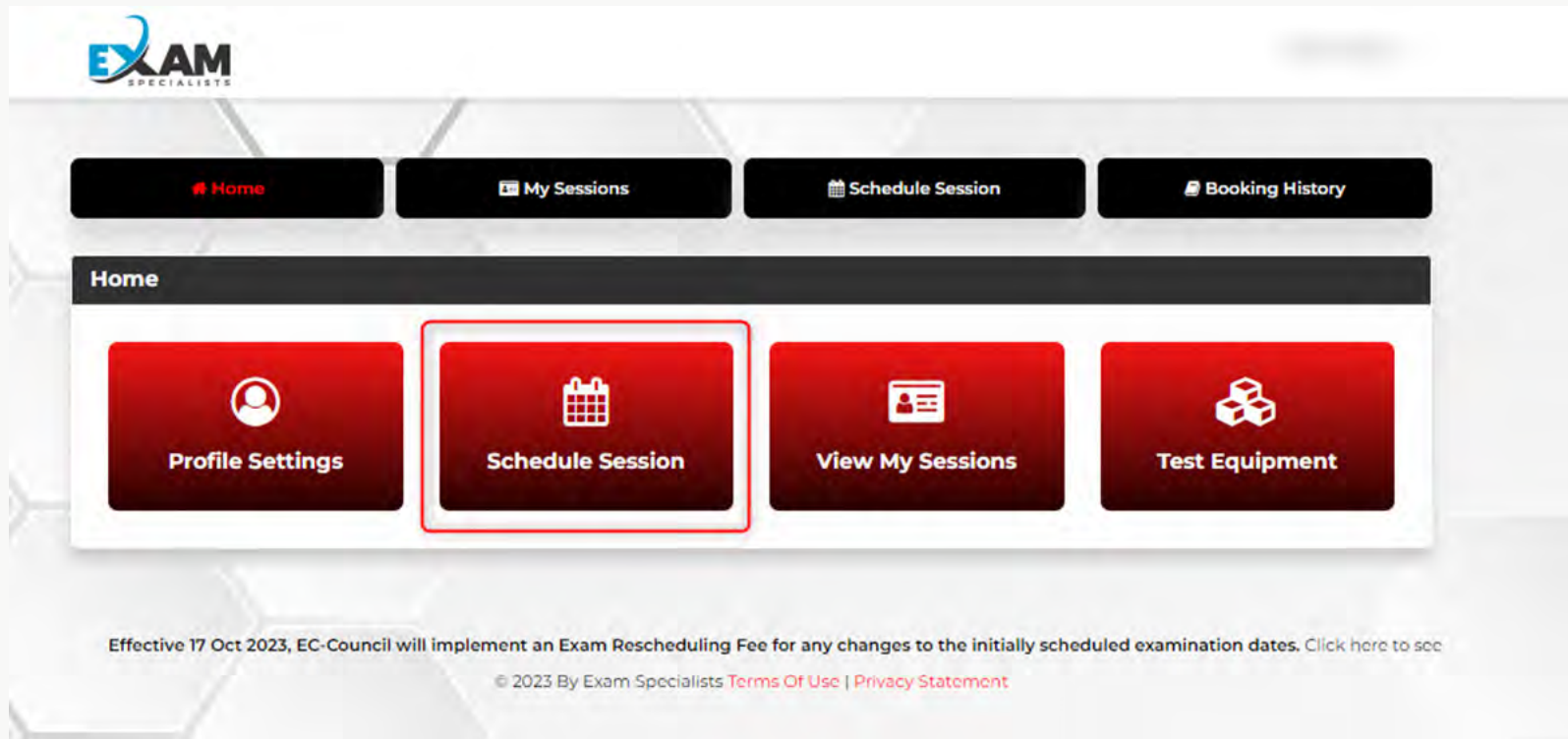
Important Notice

- This service will be unavailable due to scheduled maintenance on the 1st Tuesday of every month between **22hrs - 24hrs EST**. Proctors are requested to ensure there are no sessions running during this time.
- Effective from 1st May 2023, all the test takers will be required to upload their Govt Photo- ID and capture their headshot at the time of scheduling their exam post registration.
- Effective 17 Oct 2023, EC-Council will implement an Exam Rescheduling Fee for any changes to the initially scheduled examination dates.
 - The first reschedule, up to seven days before the exam date, is free of charge. If rescheduled within seven days of the exam date, a fee of \$49 will apply.
 - For a second rescheduling, a fee of \$99 is applicable and subsequent rescheduling will incur a fee of \$149, and so on.

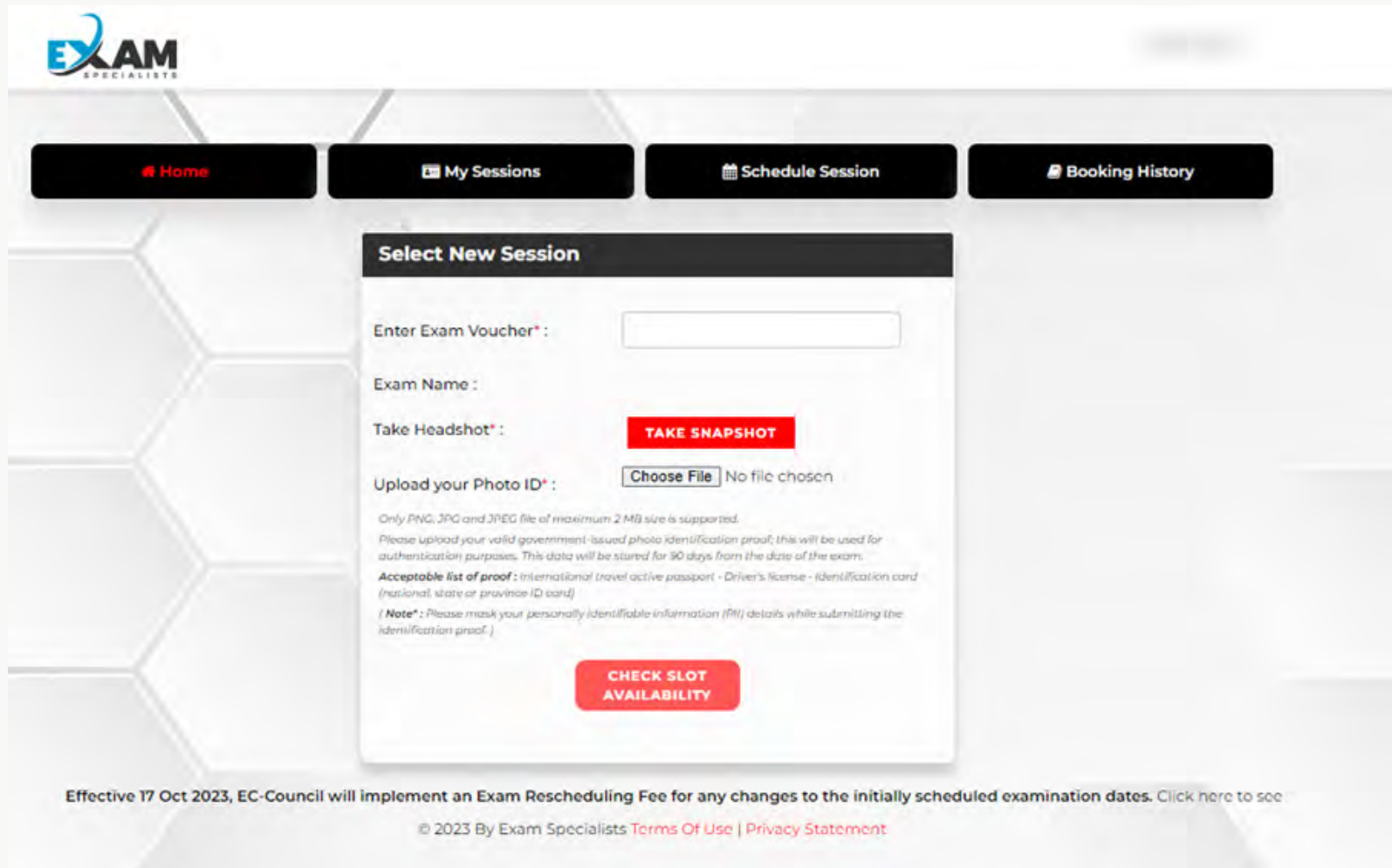
Note: The rescheduling fee is non-refundable and will be processed upon rescheduling.

 Exam Helpline
+1-844-662-3509

- We recommend you to schedule your exam at least 72 hours or 3 days before your test date.
- Click on the “**Schedule Session**” icon to schedule your session.



- Enter **your valid exam voucher code** in the “**Exam Voucher Code**” field.
- Click “**TAKE SNAPSHOT**” to take Headshot pic then click on “Upload”
- Click “**Choose File**” to upload your Photo ID.
- Click “**CHECK SLOT AVAILABILITY**” to check the availability of exam slots.



The screenshot displays the EXAM Specialists website interface. At the top left is the logo for EXAM SPECIALISTS. Below the logo is a navigation bar with four buttons: Home, My Sessions, Schedule Session, and Booking History. The main content area features a 'Select New Session' form. This form includes a text input field for 'Enter Exam Voucher*', a label for 'Exam Name:', a 'Take Headshot*' section with a red 'TAKE SNAPSHOT' button, and an 'Upload your Photo ID*' section with a 'Choose File' button and the text 'No file chosen'. Below these fields, there is a note about supported file formats (PNG, JPG, JPEG, max 2 MB) and a list of acceptable proof documents (passport, driver's license, ID card). A red 'CHECK SLOT AVAILABILITY' button is positioned at the bottom of the form. At the very bottom of the page, there is a notice about a new exam rescheduling fee effective from October 17, 2023, and a copyright notice for 2023 by Exam Specialists, with links to Terms Of Use and Privacy Statement.

EXAM SPECIALISTS

Home My Sessions Schedule Session Booking History

Select New Session

Enter Exam Voucher* :

Exam Name :

Take Headshot* : **TAKE SNAPSHOT**

Upload your Photo ID* : **Choose File** No file chosen


Only PNG, JPG and JPEG file of maximum 2 MB size is supported.
Please upload your valid government-issued photo identification proof; this will be used for authentication purposes. This data will be stored for 90 days from the date of the exam.
Acceptable list of proof : International travel active passport - Driver's license - Identification card (national, state or province ID card)
(**Note*** : Please mask your personally identifiable information (PII) details while submitting the identification proof.)

CHECK SLOT AVAILABILITY

Effective 17 Oct 2023, EC-Council will implement an Exam Rescheduling Fee for any changes to the initially scheduled examination dates. [Click here to see](#)

© 2023 By Exam Specialists [Terms Of Use](#) | [Privacy Statement](#)

The system will ask you to select the **Date** you prefer to schedule the exam.



Home

My Sessions

Schedule Session

Booking History

Reschedule Session -

Most Important Points:

1. This exam slot is allocated to you temporarily. If your exam voucher and training records are not successfully validated, your exam session will be cancelled.
2. If allocated and you fail to attend your exam, a rescheduling fee shall apply.
3. All Proctoring sessions are currently available in English language only.

<

>

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Description

Available Dates For The Exam

Current Day

Selected Date

No Slots Available

Exam Details

Exam Name:


Exam

Duration(Minutes):

Effective 17 Oct 2023, EC Council will implement an Exam Rescheduling Fee for any changes to the initially scheduled examination dates. [Click here to see](#)

© 2023 By Exam Specialists [Terms Of Use](#) | [Privacy Statement](#)

Select the **Date and Time** you prefer to schedule the exam then click on **Confirm**. You will receive an email confirming your registered slot.



Home

My Sessions

Schedule Session

Booking History

Exam Name -

Your Time Zone: IST

Previous

Next

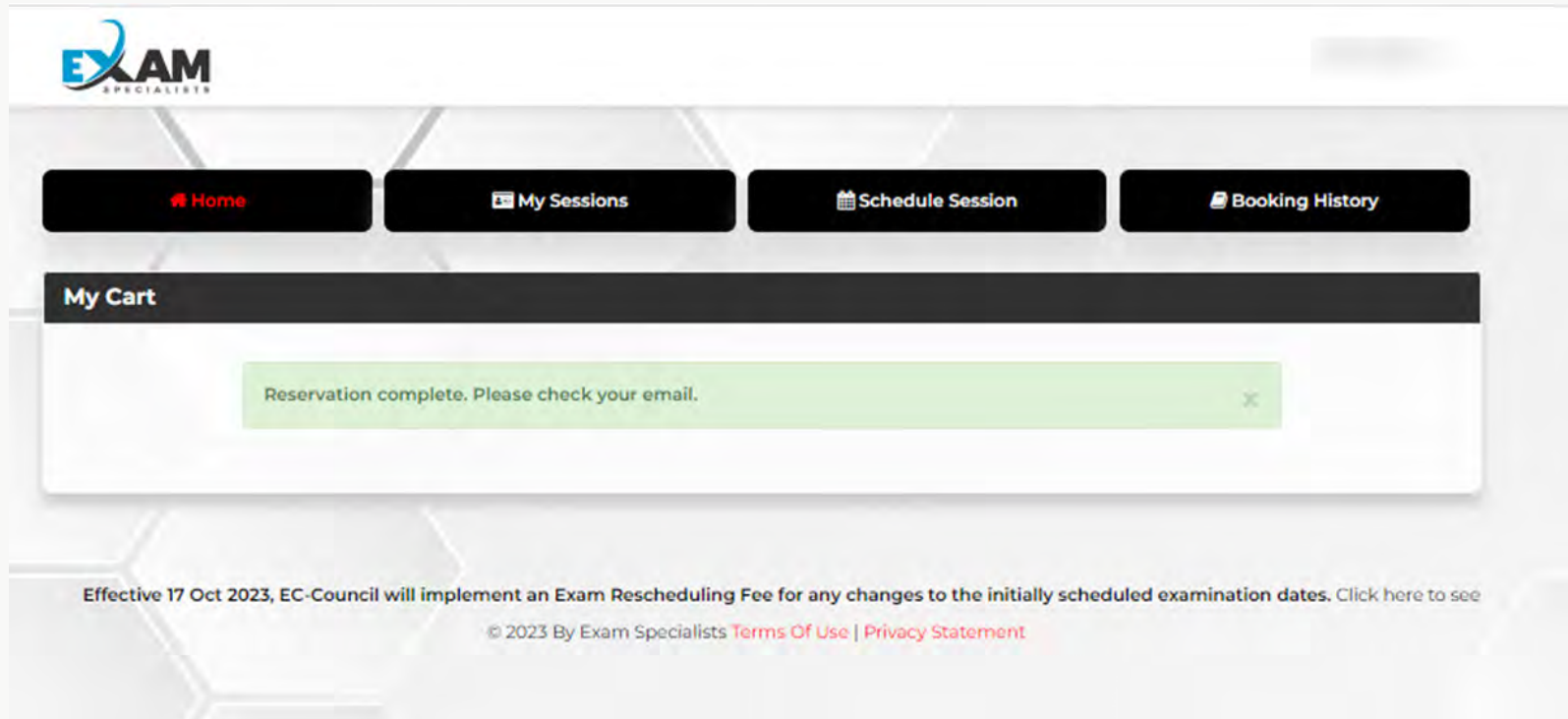
Date Modify

<div>09:30 AM</div>	<div>CONFIRM</div>	<div>10:10 AM</div>	<div>CONFIRM</div>
<div>10:30 AM</div>	<div>CONFIRM</div>	<div>11:10 AM</div>	<div>CONFIRM</div>
<div>11:30 AM</div>	<div>CONFIRM</div>	<div>12:10 PM</div>	<div>CONFIRM</div>
<div>12:30 PM</div>	<div>CONFIRM</div>	<div>01:10 PM</div>	<div>CONFIRM</div>
<div>01:30 PM</div>	<div>CONFIRM</div>	<div>02:10 PM</div>	<div>CONFIRM</div>
<div>02:30 PM</div>	<div>CONFIRM</div>	<div>03:10 PM</div>	<div>CONFIRM</div>

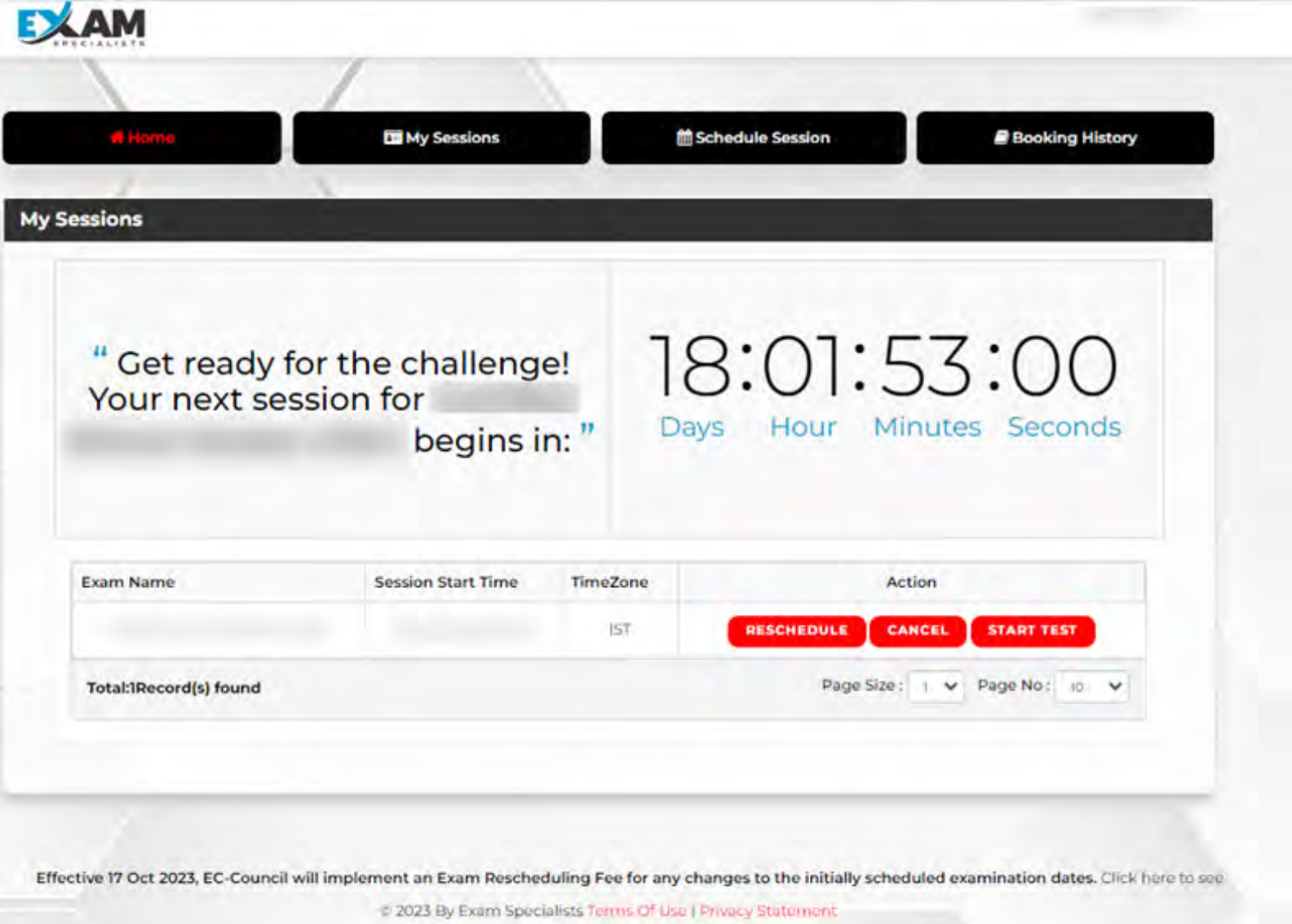
Effective 17 Oct 2023, EC-Council will implement an Exam Rescheduling Fee for any changes to the initially scheduled examination dates. [Click here to see.](#)

© 2023 By Exam Specialists [Terms Of Use](#) | [Privacy Statement](#)

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.



The screenshot displays the 'My Sessions' page on the Exam Specialists website. At the top, there is a navigation bar with four buttons: 'Home', 'My Sessions', 'Schedule Session', and 'Booking History'. Below this, the 'My Sessions' section features a large countdown timer. The timer text reads: "Get ready for the challenge! Your next session for [redacted] begins in: " followed by a large digital display showing "18:01:53:00". Below the display, the units "Days", "Hour", "Minutes", and "Seconds" are listed in blue. Underneath the timer is a table with the following columns: Exam Name, Session Start Time, TimeZone, and Action. The table contains one row with a redacted exam name, a redacted session start time, and the time zone "IST". The Action column for this row contains three red buttons: "RESCHEDULE", "CANCEL", and "START TEST". Below the table, it says "Total:1Record(s) found". To the right of this, there are dropdown menus for "Page Size" (set to 1) and "Page No" (set to 10). At the bottom of the page, there is a footer with a notice: "Effective 17 Oct 2023, EC-Council will implement an Exam Rescheduling Fee for any changes to the initially scheduled examination dates. Click here to see." and a copyright notice: "© 2023 By Exam Specialists Terms Of Use | Privacy Statement".

EXAM SPECIALISTS

Home My Sessions Schedule Session Booking History

My Sessions

"Get ready for the challenge!
Your next session for [redacted]
begins in: " 18:01:53:00
Days Hour Minutes Seconds

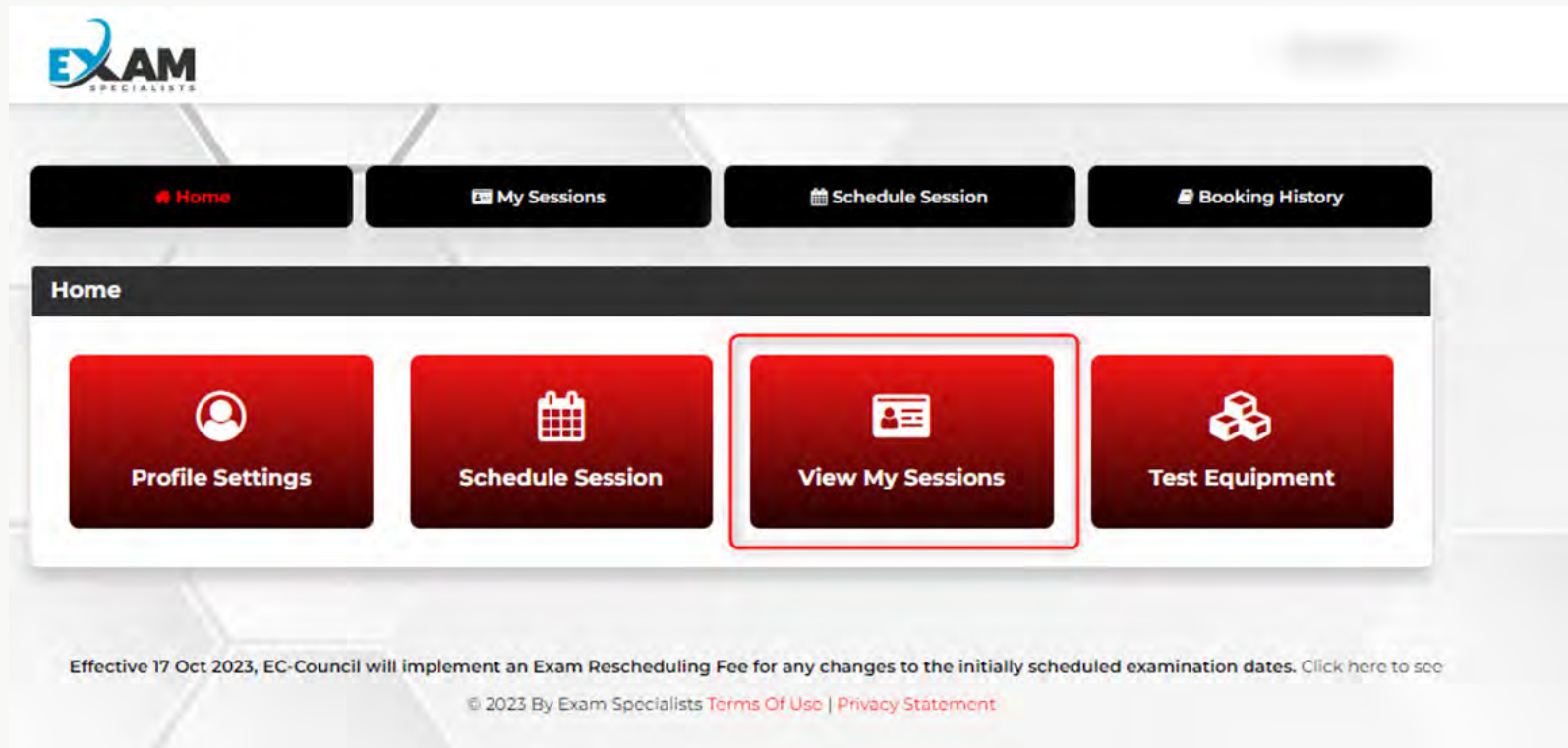
Exam Name	Session Start Time	TimeZone	Action
[redacted]	[redacted]	IST	RESCHEDULE CANCEL START TEST

Total:1Record(s) found Page Size: 1 Page No: 10

Effective 17 Oct 2023, EC-Council will implement an Exam Rescheduling Fee for any changes to the initially scheduled examination dates. Click here to see.

© 2023 By Exam Specialists Terms Of Use | Privacy Statement

- Click the **"View My Sessions"** icon on the day of the exam.
- Ensure you have tested your equipment. You can do so by clicking the **"Test Equipment"** icon.



Exam Session rules for the test-takers

- You need to use a Desktop or laptop for the exam. Tablets or touch screens are not allowed.
- You need to use only one monitor. Extra monitors/Extensions/Splitters are not allowed.
- EC-Council highly recommends test-takers use a personal computer rather than a work computer, which may have additional security that can interfere with your testing session
- You must stay within webcam view
- You can't take breaks during the exam
- A beverage in any container is allowed. You are not allowed to take food during the exam.
- You can't move your webcam once the testing session has started.
- Mumbling and speaking loudly will lead to a warning.
- You can bring one Pen or Pencil and two scratch papers which you will need to destroy after completing the exam.

Important Note

The proctor would not allow a candidate to begin the exam under the following conditions

- Failure if equipment tests such as internet, camera, software, hardware.
- Failure to provide a government-issued photo id that can be accepted.
- Failure to provide a successful 360-degree pan scan that meets the proctor's expectations.
- Failure to agree to the session terms specified at the start of the exam session, such as break permissions, securing unrequired material/ device, informing the proctor before submitting the exam.
- Failure to confirm holding a valid exam voucher.

The exam session will be restricted by the system (ECC Exam Centre) in the following conditions

- NDA is not agreed to
- Terms & Conditions are not agreed to
- Invalid or Expired exam voucher
- Invalid Proctor Authentication

Note: You will be notified if any breaks are allowed and how many you can take while going through the rules of the exam during the launch process.

The test taker will be requested to pan the room in the following conditions:

Scenario 1

- There is a specific activity in the room
- The test-taker is more than attentive to a location within the room other than the system screen.

In both the above conditions, the proctor requests the test takers' permission before proceeding with the pan-scan, should the test taker refuses, this will be flagged as an incident.

Scenario 2

- The test taker is disconnected
- The test taker requests for a bathroom break

In both the above conditions, it is mandatory for the proctor to pan-scan the room.

Special Notes

As a test taker you will need to:

- Have a reflex surface/mirror available if you use a camera that CANNOT rotate 360 degrees.
- Ensure that there is no one present in the room.
- Ensure that you do not carry Books, Calculators, or Notes that are accessible during the session.
- 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 centre during the test session.
- Ensure that you do not take any breaks during the exam or leave the testing area visible to the remote proctor during the session.
- Ensure that your proctor has witnessed your exam submission.
- Understand and agree that you will cooperate with the identification check procedures before 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.

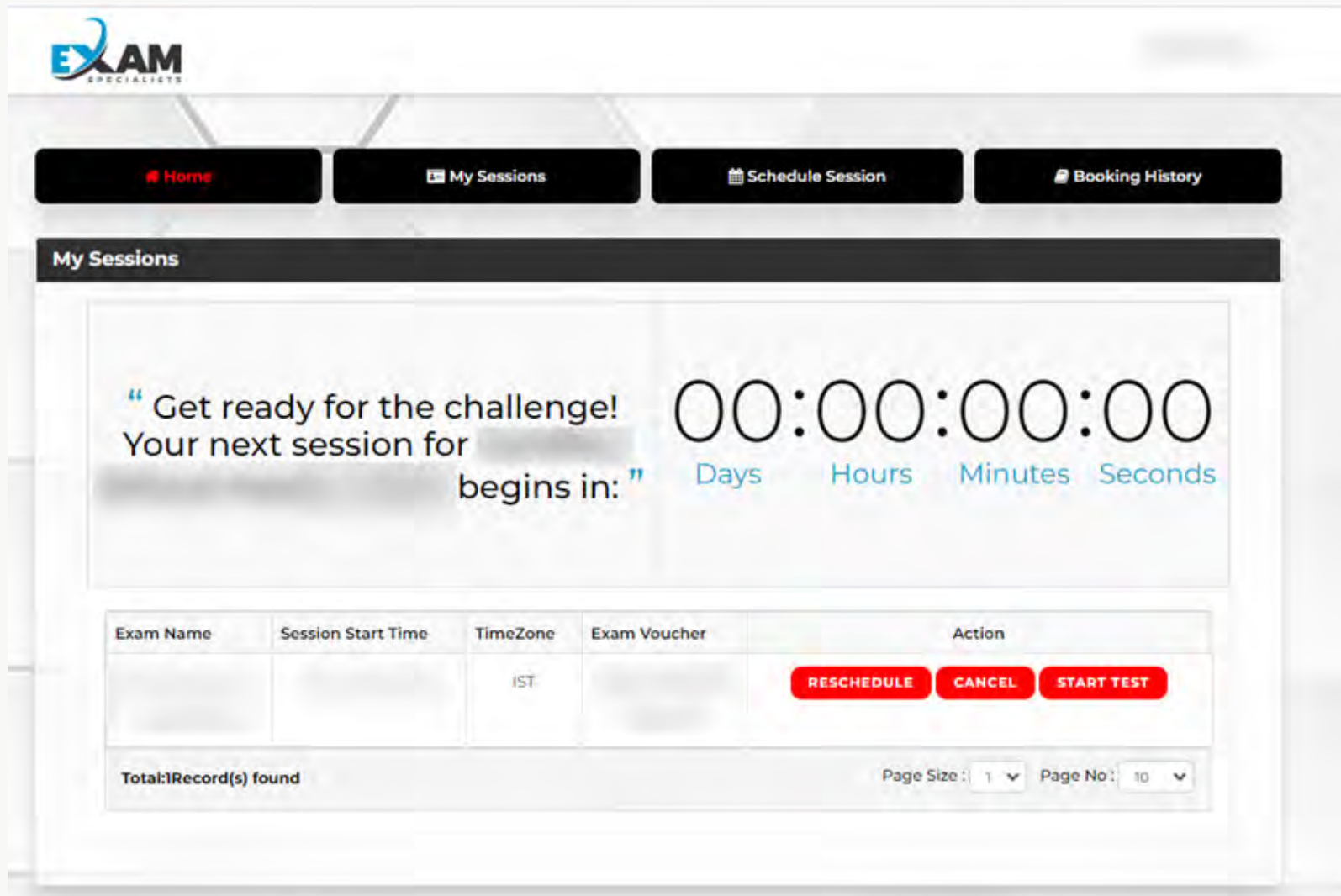
ATTEMPTING THE EXAM



WINDOWS USERS

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 appear as **"0"**



EXAM SPECIALISTS

Home My Sessions Schedule Session Booking History

My Sessions

“ Get ready for the challenge!
Your next session for [REDACTED]
begins in: ”

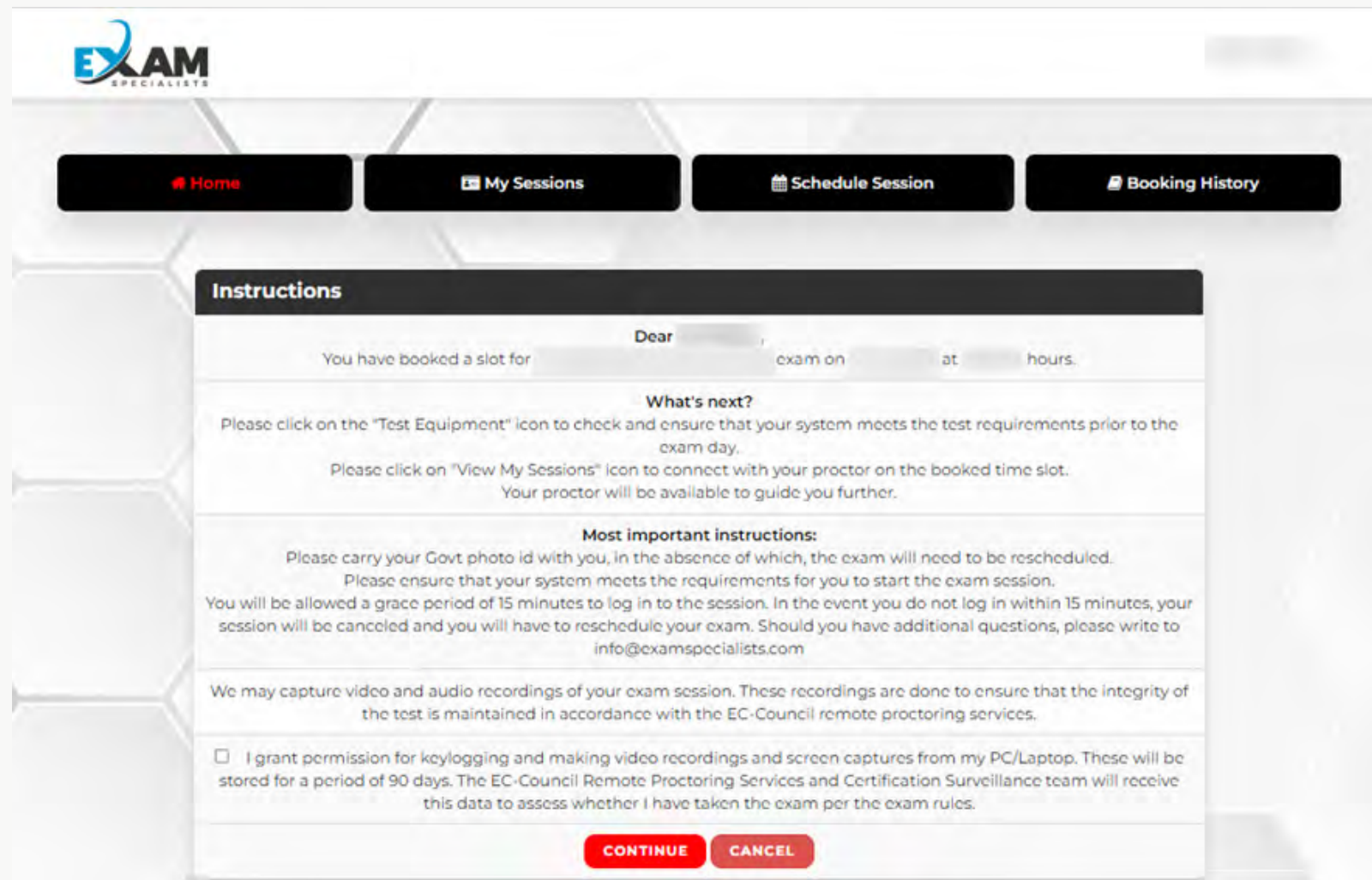
00:00:00:00
Days Hours Minutes Seconds

Exam Name	Session Start Time	TimeZone	Exam Voucher	Action
[REDACTED]	[REDACTED]	IST	[REDACTED]	RESCHEDULE CANCEL START TEST

Total: 1 Record(s) found

Page Size : 1 Page No : 10

Once you have followed the instructions and granted the permission, click "**Continue**".



The screenshot shows the EXAM SPECIALISTS website interface. At the top, there is a navigation bar with four buttons: Home (with a house icon), My Sessions (with a calendar icon), Schedule Session (with a calendar icon), and Booking History (with a document icon). Below the navigation bar, a modal titled "Instructions" is displayed. The modal contains the following text:

Instructions

Dear [redacted],

You have booked a slot for [redacted] exam on [redacted] at [redacted] hours.

What's next?

Please click on the "Test Equipment" icon to check and ensure that your system meets the test requirements prior to the exam day.

Please click on "View My Sessions" icon to connect with your proctor on the booked time slot.
Your proctor will be available to guide you further.

Most important instructions:

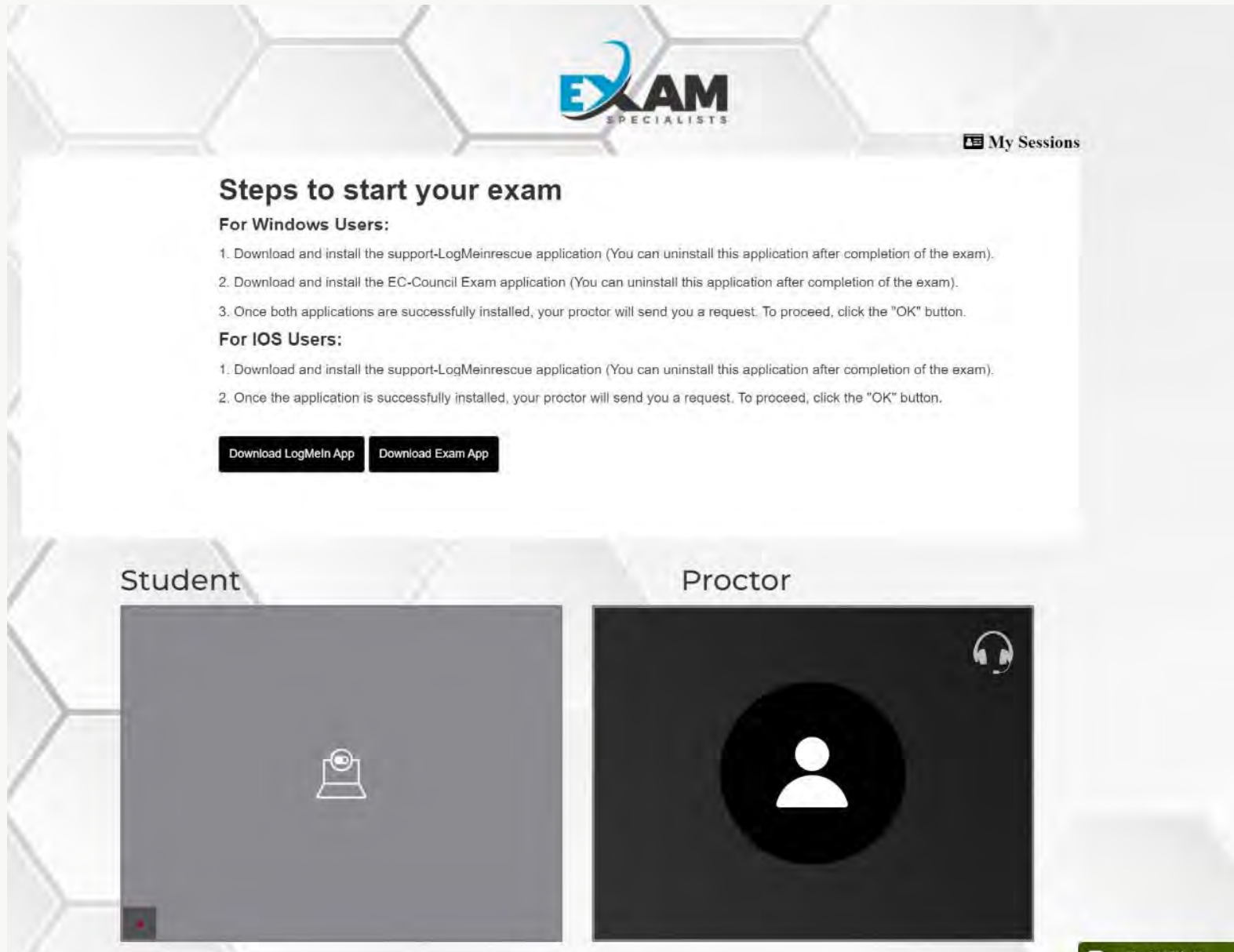
Please carry your Govt photo id with you, in the absence of which, the exam will need to be rescheduled.
Please ensure that your system meets the requirements for you to start the exam session.
You will be allowed a grace period of 15 minutes to log in to the session. In the event you do not log in within 15 minutes, your session will be canceled and you will have to reschedule your exam. Should you have additional questions, please write to info@examspecialists.com

We may capture video and audio recordings of your exam session. These recordings are done to ensure that the integrity of the test is maintained in accordance with the EC-Council remote proctoring services.

☐ I grant permission for keylogging and making video recordings and screen captures from my PC/Laptop. These will be stored for a period of 90 days. The EC-Council Remote Proctoring Services and Certification Surveillance team will receive this data to assess whether I have taken the exam per the exam rules.

At the bottom of the modal, there are two buttons: **CONTINUE** and **CANCEL**.

- Once you click **"Continue"**, a new window will pop up.
- Allow Pop-Ups for proctor1.examspecialists.com.
- Once connected with the proctor, **Download and install LogMeIn & Exam applications** to enable chat with your proctor.



The screenshot displays the EXAM SPECIALISTS website interface. At the top, the logo for EXAM SPECIALISTS is visible, along with a 'My Sessions' button. The main content area is titled 'Steps to start your exam' and provides instructions for both Windows and iOS users. Below the instructions, there are two buttons: 'Download LogMeIn App' and 'Download Exam App'. At the bottom of the page, there are two large rectangular boxes labeled 'Student' and 'Proctor'. The 'Student' box contains a white icon of a laptop with a camera, set against a dark gray background. The 'Proctor' box contains a white icon of a person's head and shoulders, set against a black background. A small headset icon is visible in the top right corner of the 'Proctor' box. In the bottom right corner, there is a green button labeled 'Chat With Us'.

EXAM SPECIALISTS

[My Sessions](#)

Steps to start your exam

For Windows Users:


1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Download and install the EC-Council Exam application (You can uninstall this application after completion of the exam).
3. Once both applications are successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

For IOS Users:


1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Once the application is successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

[Download LogMeIn App](#) [Download Exam App](#)

Student



Proctor



[Chat With Us](#)

Once you have successfully installed **the LogMeIn & Exam applications**, a chat window will be enabled.

The screenshot displays the EXAM SPECIALISTS application interface. At the top center is the EXAM SPECIALISTS logo. In the top right corner, there is a 'My Sessions' button with a camera icon. The main content area is titled 'Steps to start your exam' and provides instructions for both Windows and iOS users. Below the instructions are two buttons: 'Download LogMeIn App' and 'Download Exam App'. The bottom section of the interface is divided into two panels: 'Student' and 'Proctor'. The 'Student' panel shows a laptop icon, and the 'Proctor' panel shows a person icon. On the right side, there is a chat window titled 'EC-Council' with a list of messages and a 'Chat With Us' button at the bottom.

EXAM SPECIALISTS

My Sessions

Steps to start your exam

For Windows Users:

1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Download and install the EC-Council Exam application (You can uninstall this application after completion of the exam).
3. Once both applications are successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

For IOS Users:

1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Once the application is successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

[Download LogMeIn App](#) [Download Exam App](#)

Student

Proctor

EC-Council

Your desktop is being viewed by Roger.

1:00 AM Connected...

1:00 AM Connected. A support representative will be with you shortly.

1:00 AM (Support) Agent connected with Roger.

1:00 AM (You have) granted full permission to Roger. To enable, click the X button on the toolbar or from Taskbar on the bottom.

1:00 AM (Support) Viewing started by Roger.

Download LogMeIn App

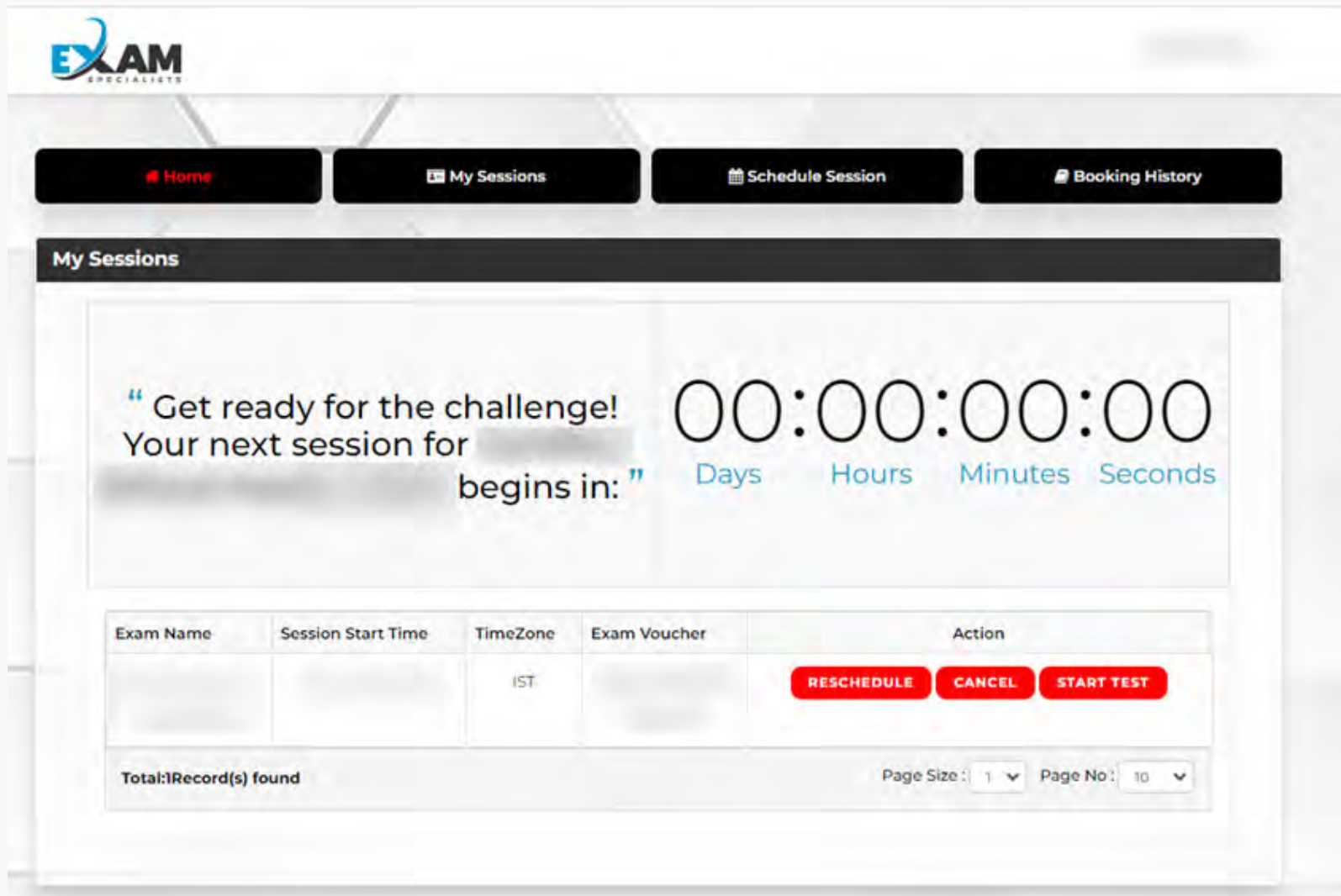
Chat With Us

ATTEMPTING THE EXAM

MAC 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 appear as **"0"**



EXAM SPECIALISTS

Home My Sessions Schedule Session Booking History

My Sessions

“ Get ready for the challenge!
Your next session for [REDACTED]
begins in: ”

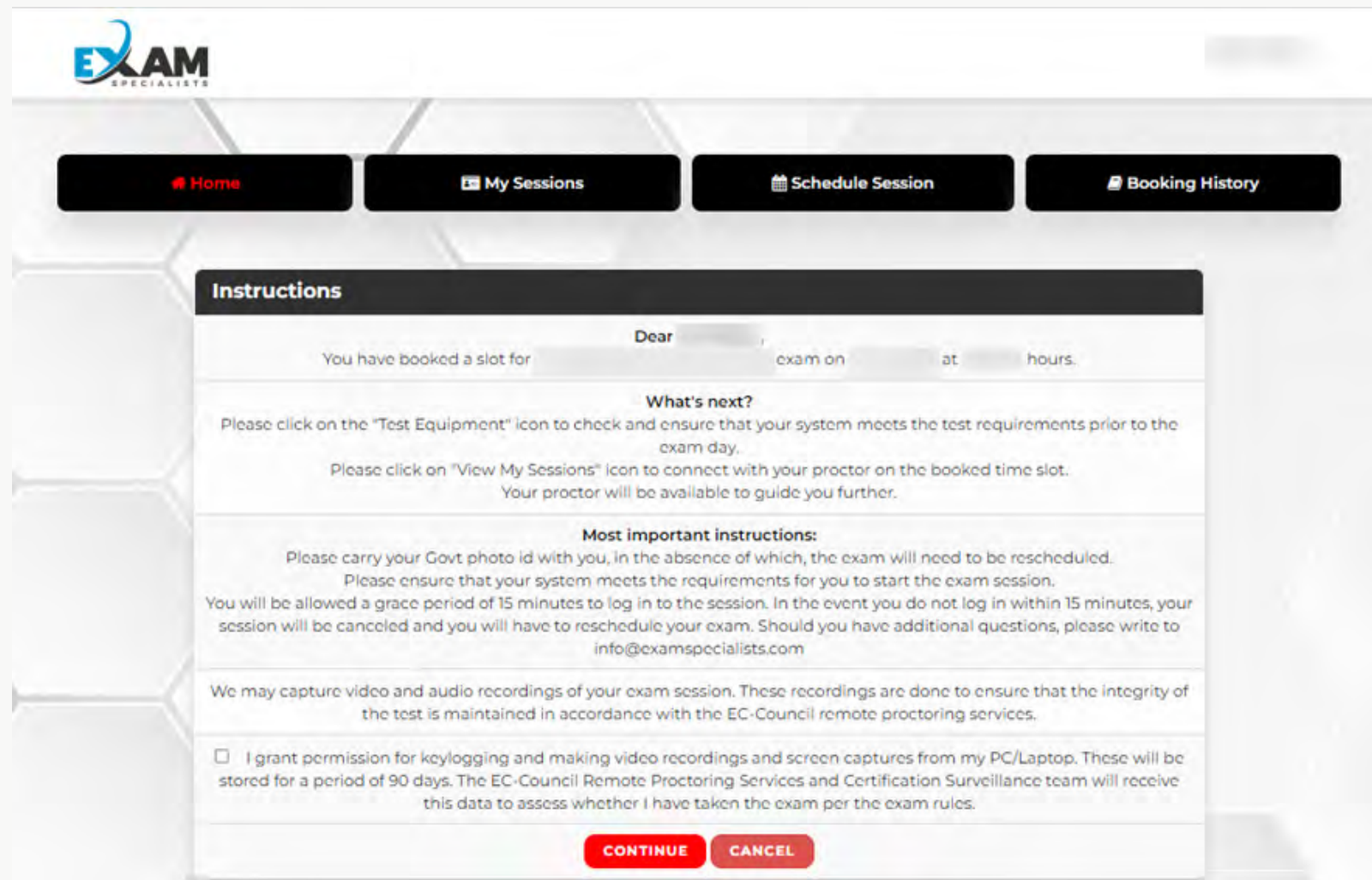
00:00:00:00
Days Hours Minutes Seconds

Exam Name	Session Start Time	TimeZone	Exam Voucher	Action
[REDACTED]	[REDACTED]	IST	[REDACTED]	RESCHEDULE CANCEL START TEST

Total: 1 Record(s) found

Page Size : 1 Page No : 10

Once you have followed the instructions and granted the permission, click "**Continue**".



The screenshot shows the EXAM SPECIALISTS website interface. At the top, there is a navigation bar with four buttons: Home (with a house icon), My Sessions (with a calendar icon), Schedule Session (with a calendar icon), and Booking History (with a document icon). Below the navigation bar, a modal titled "Instructions" is displayed. The modal contains the following text:

Instructions

Dear [redacted],

You have booked a slot for [redacted] exam on [redacted] at [redacted] hours.

What's next?

Please click on the "Test Equipment" icon to check and ensure that your system meets the test requirements prior to the exam day.

Please click on "View My Sessions" icon to connect with your proctor on the booked time slot.
Your proctor will be available to guide you further.

Most important instructions:

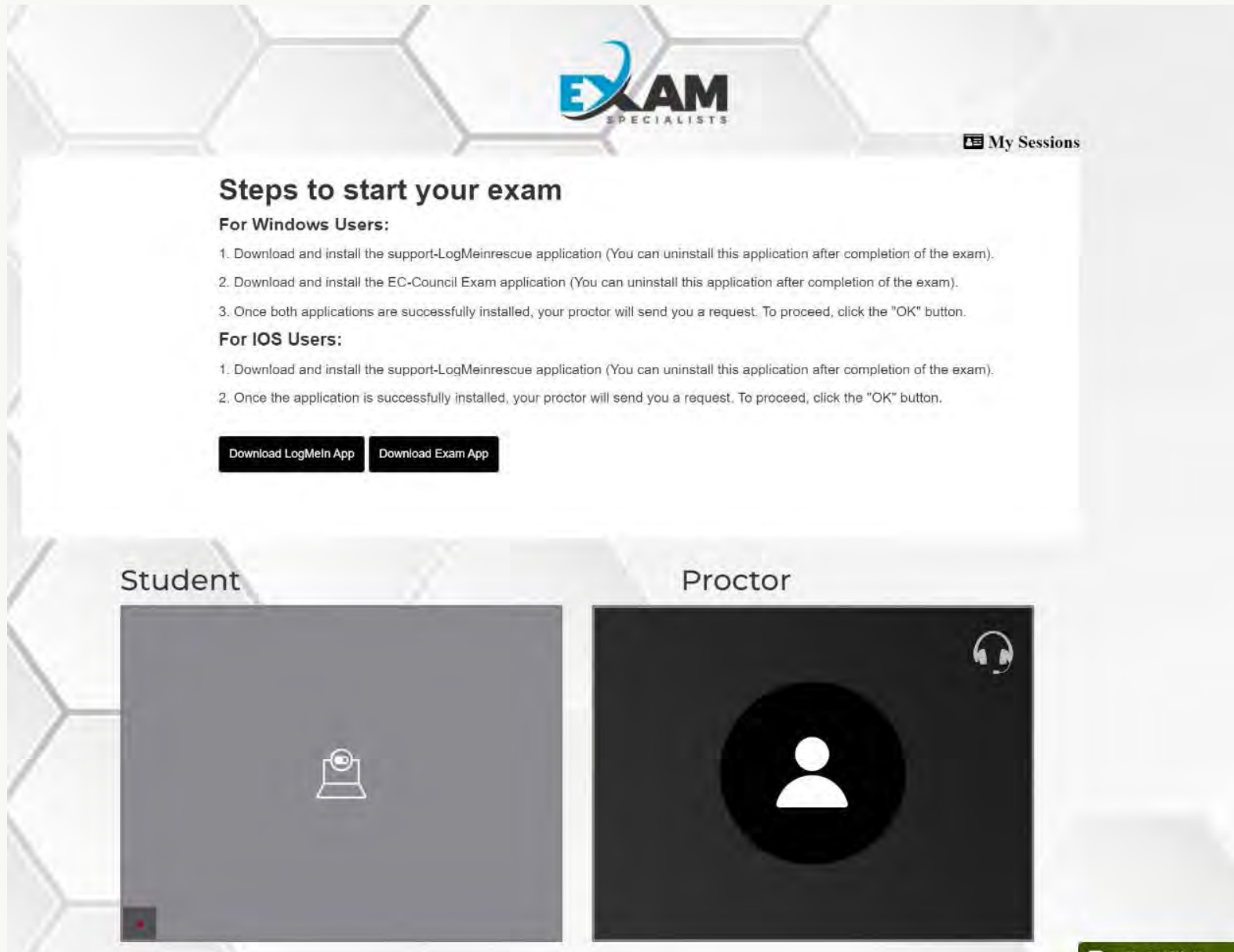
Please carry your Govt photo id with you, in the absence of which, the exam will need to be rescheduled.
Please ensure that your system meets the requirements for you to start the exam session.
You will be allowed a grace period of 15 minutes to log in to the session. In the event you do not log in within 15 minutes, your session will be canceled and you will have to reschedule your exam. Should you have additional questions, please write to info@examspecialists.com

We may capture video and audio recordings of your exam session. These recordings are done to ensure that the integrity of the test is maintained in accordance with the EC-Council remote proctoring services.

☐ I grant permission for keylogging and making video recordings and screen captures from my PC/Laptop. These will be stored for a period of 90 days. The EC-Council Remote Proctoring Services and Certification Surveillance team will receive this data to assess whether I have taken the exam per the exam rules.

At the bottom of the modal, there are two buttons: **CONTINUE** and **CANCEL**.

- Once you click **"Continue"**, a new window will pop up.
- Allow Pop-Ups for proctor1.examspecialists.com.
- Once connected with the proctor, **Download and install LogMeIn application** to enable chat with your proctor.



The screenshot displays the EXAM SPECIALISTS website interface. At the top, the logo for EXAM SPECIALISTS is visible, along with a 'My Sessions' button. The main content area is titled 'Steps to start your exam' and provides instructions for both Windows and iOS users. Below the instructions are two buttons: 'Download LogMeIn App' and 'Download Exam App'. At the bottom, there are two large placeholder boxes labeled 'Student' and 'Proctor'. The 'Student' box contains a camera icon, and the 'Proctor' box contains a person icon and a headset icon. A 'Chat With Us' button is partially visible at the bottom right.

EXAM SPECIALISTS

[My Sessions](#)

Steps to start your exam

For Windows Users:

1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Download and install the EC-Council Exam application (You can uninstall this application after completion of the exam).
3. Once both applications are successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

For IOS Users:

1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Once the application is successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

[Download LogMeIn App](#) [Download Exam App](#)


Student

Proctor

[Chat With Us](#)

Once you have successfully installed **the LogMeIn application**, a chat window will enable



 My Sessions

Steps to start your exam

For Windows Users:

1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Download and install the EC-Council Exam application (You can uninstall this application after completion of the exam).
3. Once both applications are successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

For IOS Users:

1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Once the application is successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

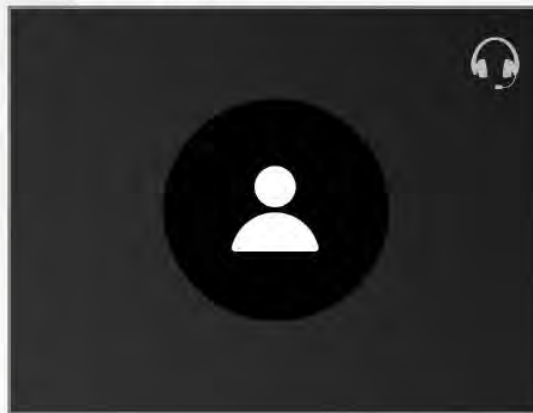
Download LogMeIn App

Download Exam App

Student




Proctor



Click **OK** to allow remote access and enable the screen-sharing option for your proctor to unlock the exam and monitor your screen.



 My Sessions

Steps to start your exam

For Windows Users:

1. Download and install the support-LogMeinrescue application (You can uninstall this application after completion of the exam).
2. Download and install the EC-Council Exam application (You can uninstall this application after completion of the exam).
3. Once both applications are successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

For IOS Users:

1. Download and install the support-LogMeinrescue application (You can uninstall this application after completion of the exam).
2. Once the application is successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

Download LogMeIn App

Download Exam App

Student



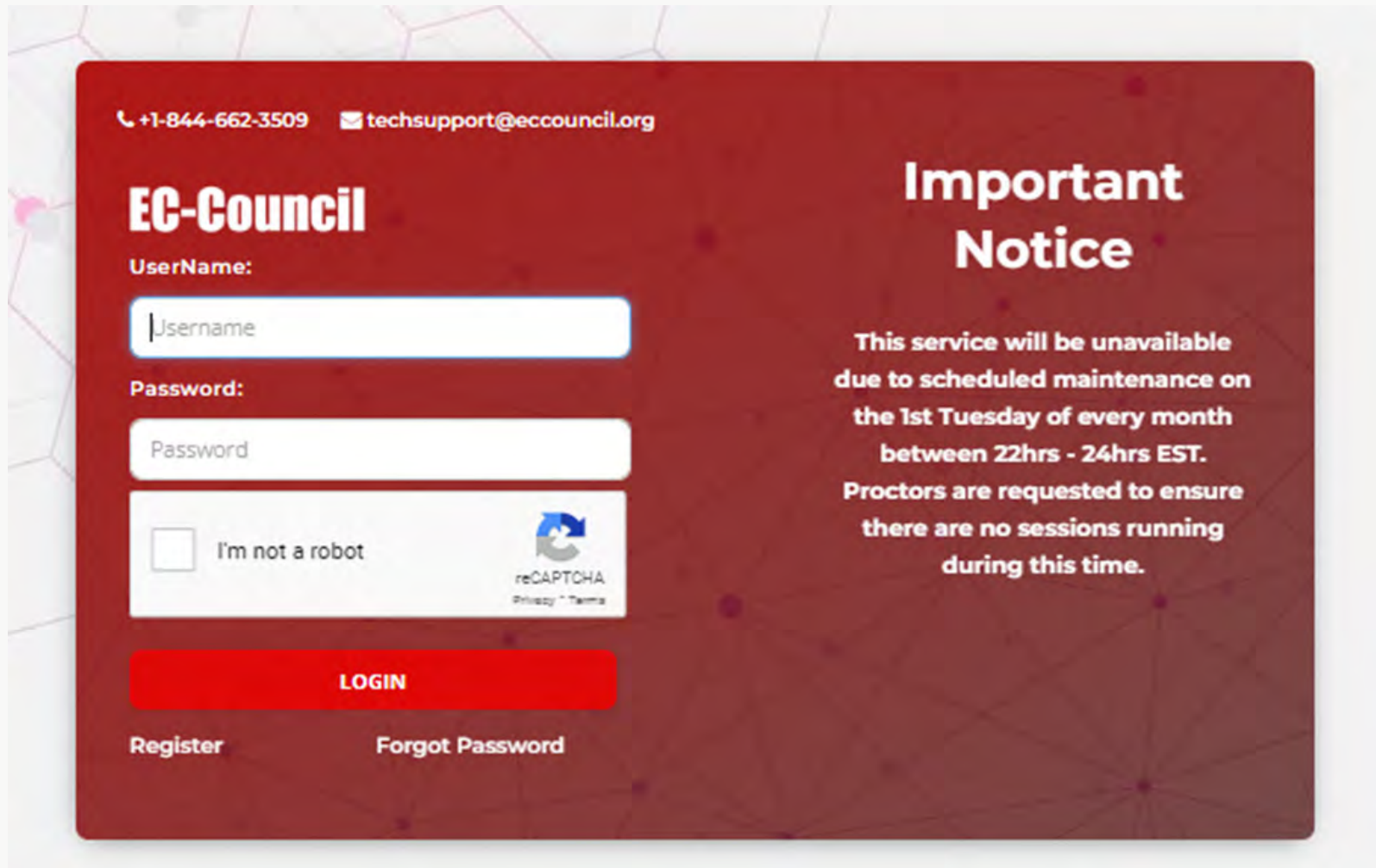
Proctor



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



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



The image shows a login page for EC-Council. At the top left, there is a phone icon followed by the number +1-844-662-3509 and an email icon followed by the address techsupport@eccouncil.org. The EC-Council logo is prominently displayed on the left. To the right, a large 'Important Notice' is shown in white text on a dark red background. The notice states that the service will be unavailable due to scheduled maintenance on the 1st Tuesday of every month between 22hrs and 24hrs EST, and requests proctors to ensure no sessions are running during this time. The login form on the left includes fields for 'UserName:' and 'Password:', a reCAPTCHA 'I'm not a robot' checkbox, and a red 'LOGIN' button. Below the login button are links for 'Register' and 'Forgot Password'.

+1-844-662-3509 techsupport@eccouncil.org

EC-Council

Important Notice

This service will be unavailable due to scheduled maintenance on the 1st Tuesday of every month between 22hrs - 24hrs EST. Proctors are requested to ensure there are no sessions running during this time.

UserName:

Password:

☐ I'm not a robot

reCAPTCHA
Privacy · Terms

LOGIN

[Register](#) [Forgot Password](#)

Choose **OTP Verification Method**

EC-Council


Send Verification Code To

- ☒ My mobile number
- ☐ My registered email address
- ☐ No. I want to use a backup code

SUBMIT


Click "Take Test"


EC-Council | Exam Center| Logout





Online Exam Made Easy

Home

Take Test


Resume Test


Test History


Contact Us


Next, you need to enter the exam “**Voucher Code**” that you have received to proceed to the exam.

EC-Council | Exam Center [Logout](#)

Voucher Code

Enter Voucher Code

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

EC-Council | Exam Center [Logout](#)

Proctor Details

Proctor ID

Password

Submit

Cancel

Read the instructions and click "**Next**".

Instructions

At EC-Council, protection of your personal information, and making sure you understand how and why it is processed, is of paramount importance to us. As a data processor for your test sponsor, EC-Council processes your personal information only for the purposes of registering and scheduling you for a test, administering that test, and processing the results.

At no time will your personal information be used by EC-Council for any other purpose without your permission.

Your personal information, including your test results, will be provided to your test sponsor for the purposes of providing scores, certification, or other benefits to you.

EC-Council may also disclose your personal data to other EC-Council entities for the purpose of providing you with testing information, administering the test, or processing your results.

These EC-Council entities may be located outside the country in which you take the test, and your personal information may be processed or stored there to provide results and information to your test sponsor.

Adequate protection of your personal information is ensured at all EC-Council entities. You may access, limit the use of, or change your personal information by contacting your test sponsor during normal business hours.

If you test with multiple test sponsors, EC-Council may update your personal information for all test sponsors upon receipt of a change to your personal information.

The above processing is necessary to administer a test to you, and we cannot register you for a test, if you do not agree to personal information processing by EC-Council as described above.

You will have to contact your test sponsor if you do not agree to this processing.

Next

After reading the agreement, tap the **"I Agree Terms and Conditions"** checkbox and click **"Start Test"** to begin with your exam.

EC-Council | Exam Center | Logout

Agreement

Dear Candidate,

Prior to attempting an EC-Council exam, you are required to AGREE to:

[EC-Council Non-Disclosure Agreement](#)

[EC-Council Certification Agreement](#)

You should NOT attempt the exam unless you have read, understood and accepted the terms and conditions in full. BY ATTEMPTING THE EXAM, YOU SIGNIFY THE ACCEPTANCE OF THE ABOVE MENTIONED AGREEMENTS. In the event that you do not accept the terms of the agreements, you are not authorized by EC-Council to attempt any of its certification exams.

Important Notice

Make sure you have your proctor verify your submission prior to logging off with your proctor. If you submit your exam and log out early without notifying your proctor, your certification will be put on hold by the EC-Council.

You MUST ensure that the information provided herein including your name, mailing address, e-mail is accurate and complete. Kindly ensure that you key in your name in English and without using any special characters as special characters are not recognized by the system as valid entry. INFORMATION PROVIDED HEREIN SHALL BE USED TO PROCESS THE CERTIFICATION. Certifications for candidates that do not provide a valid e-mail address will NOT be processed.

Any mistakes made shall result in the certification department processing an erroneous certificate and will result in additional administration and shipping costs to you. Should you require any further changes or corrections to the information provided, it will cost you an administrative fee of USD75 payable to EC-Council.

Exam Passing Score:

After you successfully submit your exam, the points you earned on each question are totalled and then compared with the cut score to determine whether the result is pass or fail.

The current passing score for this exam is 70%, you need to earn 70 points out of 100 in order to qualify as pass.

If you would like to update your profile information kindly send your request to techsupport@eccouncil.org and we would be happy to help you.

☐ I Agree Terms And Conditions

Start Test

The exam will begin.

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

The screenshot displays the EC-Council EXAM CENTER interface. At the top left, the logo "EC-Council" is followed by "EXAM CENTER". To the right, a timer shows "Time : 03:04:20" and a red "End Test" button is visible. Below the header, there is a dropdown menu labeled "- Select Question -". A large greyed-out area represents the question content. To the left of this area are three radio buttons. Below the question area are two red buttons: "Answer" and "Mark for review and Next". To the right of the question area is a "Your Progress" sidebar. This sidebar includes a table with the following data:

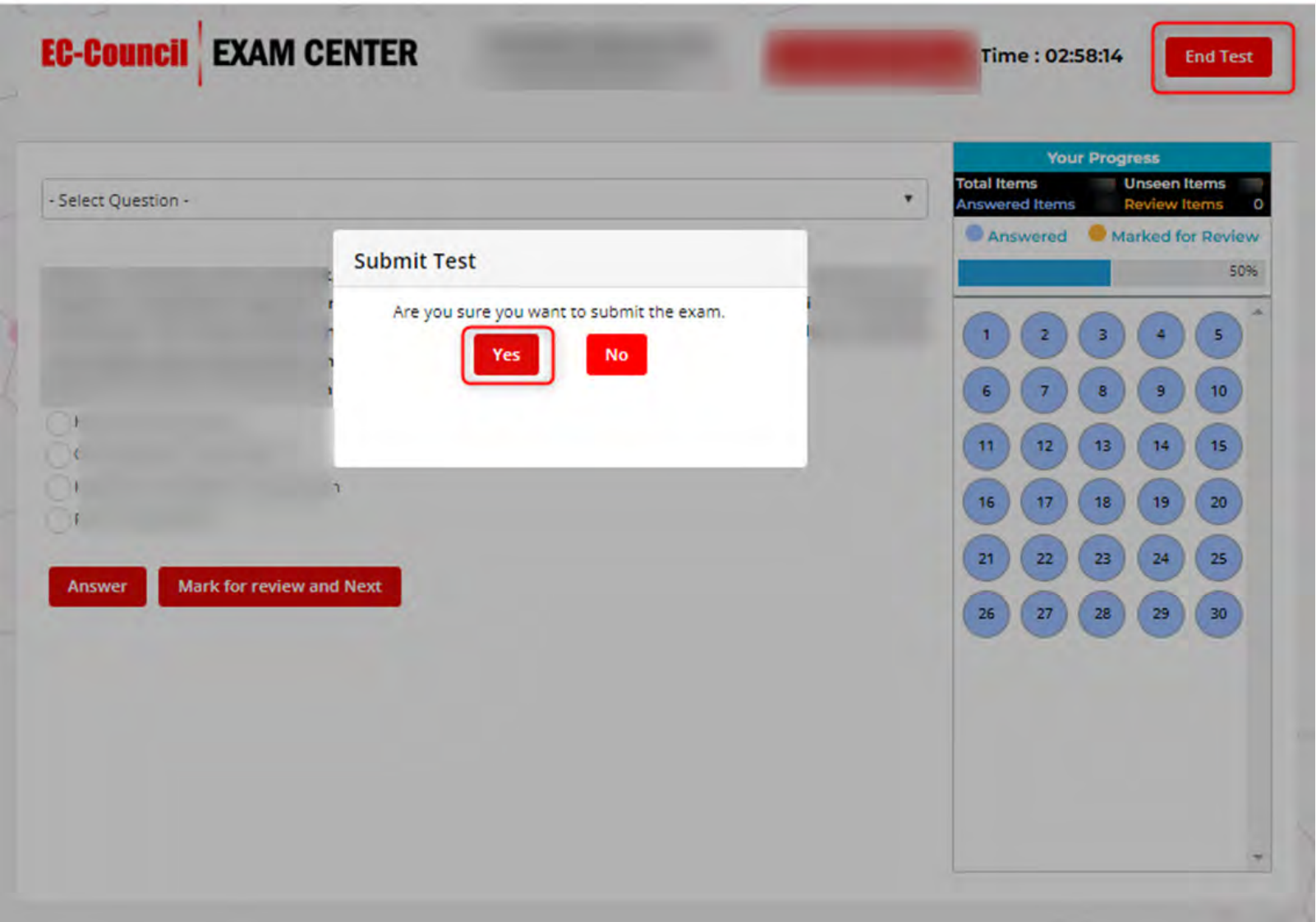
Your Progress	
Total Items	Unseen Items
Answered Items	0 Review Items
0	0

Below the table, there are two categories: "Answered" (represented by a blue dot) and "Marked for Review" (represented by a yellow dot). A progress bar at the bottom of the sidebar shows "0%".

Two red callout boxes provide instructions:

- A callout pointing to the radio buttons says: "Select Radio button and click Answer".
- A callout pointing to the "Mark for review and Next" button says: "Select 'Mark for Review' to review questions".

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



You will be able to view the results screen. Select the **"Click Here For More Details"** link.

EC-Council | Exam Center

| Logout

Results

Candidate Name	
Test Name	
Start Date	
End Date	
Total Score	
Gained Score	
Final Result	Unfortunately you did not meet the required score to pass this exam. If you would like to re-take the test, kindly contact EC-Council at feedback@eccouncil.org

Note: Starting January, 1st 2019 only digital certificates will be released to those who successfully pass the exam. For those who wish to receive the physical certificates, this can be purchased at <https://store.eccouncil.org/product/reprint-certificate-fee/>

[Click Here For More Details](#)

Click **"Download Transcript"** to view the test results.

EC-Council | Exam Center

Logout

Test History

Candidate Name	
Test Name	
Test Taken Date	
Total Score	
Gained Score	
Final Result	
Percentage	

Download Transcript

After The Exam

- For those who pass the exam, kindly 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 link below and submit the web form to apply for a reprint; the service fee shall be \$75.

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

A woman with long dark hair and glasses is sitting at a desk, looking at a laptop. She has her chin resting on her hand. The background shows a bookshelf with a globe and other items. The entire image is covered with a semi-transparent red filter. The text 'EC-Council' is written in large, bold, white letters across the center of the image.

EC-Council