

WEB BASED EXAM CANDIDATE INSTRUCTIONS

A step by step guide on how to log in to start an exam session
This document should be given to each candidate on the exam day

1. Navigation to the exam environment with PASSPORT WebATES

Step 1: Go to the Passport WEB ATES website

- Launch the web browser and go to <https://webates.peoplecert.org>
- Passport WEB ATES requires Internet Explorer 9.0 (or later) or Mozilla Firefox 2 (or later).
- The screen resolution should be set to 1024x768 or higher.
- The Web Browser zoom should be set up at 100%.
- JavaScript must be enabled.

In case of non compatibility please inform your Proctor (Invigilator).

Step 2: Log in

- Enter your **Candidate Number** and **Examination PIN**, as provided by your Proctor (Invigilator).

Click Log in.

Step 3: Verify your details

- After logging in, you need to **confirm** your personal details. If any of the information is incorrect, please inform your Proctor (Invigilator).
- Click **Next** to continue.

Step 4: Sign the Non-Disclosure Agreement

- Click **Next** to accept the terms and General Terms of Use of the Non-Disclosure Agreement that appears during this step.
- Click **End Exam** if you do not accept the terms and want to end the exam. A confirmation message will appear and you need to click **Yes** if you want to cancel the request and continue to the exam or **No** if you want to end the session.

Step 5: Start the exam

- Read the information carefully before you

start the exam.

- If you are taking an ITIL Intermediate or a PRINCE2/MSP/M_o_R/MoP/MoV/P3O Practitioner exam you may download the exam scenarios by clicking on the “Print Scenarios” button.

You also have the option to open the scenario in a new window by clicking on the “Open scenario in window” button.

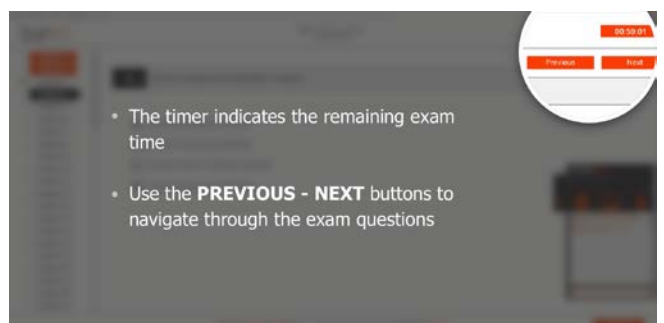
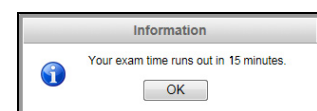
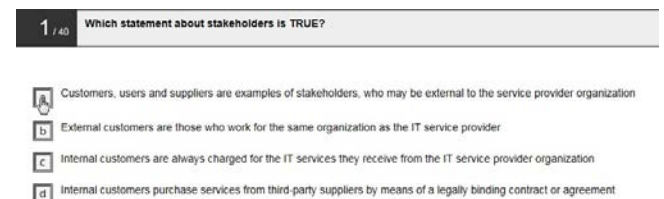
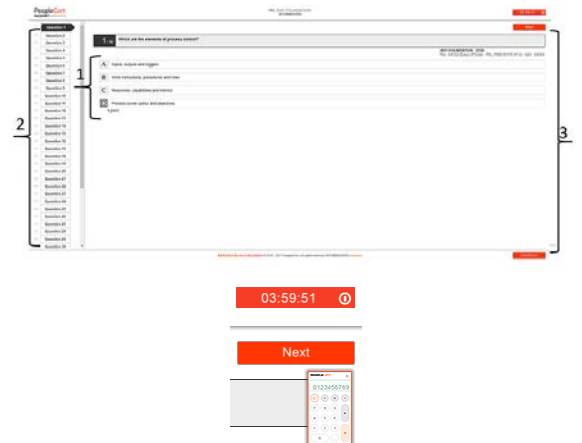
- If you are taking a Lean Six Sigma exam you may download the help file by clicking on the “Print the examination reference” button.
Please note that Acrobat reader is required in order to view the PDF file.
- Click **Next**.

Step 6: Answer questions

- The menu on the left shows all the question numbers (2). You can move from one question to the next by **clicking on the question number**. The question button you are currently working on becomes highlighted.
- If you are taking a Lean Six Sigma exam, you have the option to use the WEB ATES’ calculator.
- Answered questions are marked in orange.
- 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 (1). 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 that time is running up!
- The timer indicates the remaining exam time
- Use the Previous – Next buttons to navigate through the exam questions

Step 7: Finish the exam

- When you have completed your exam, click **End exam** on the right menu (3). 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.

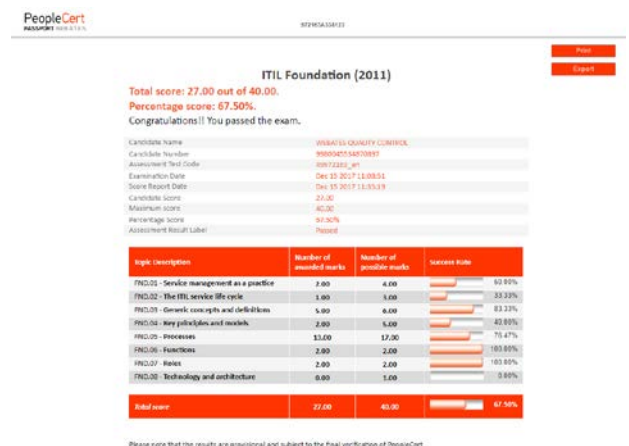
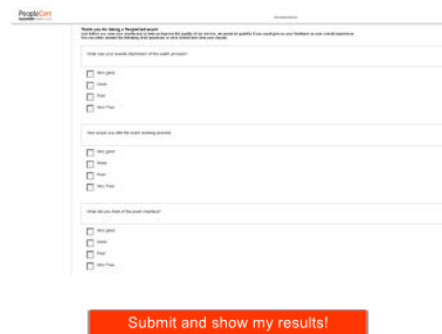
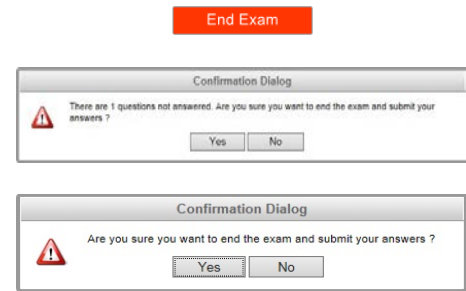
- You will need to **confirm** that you want to end the exam.

Step 8: Satisfaction Survey

- When you finish your exam, you are prompted to complete a short Satisfaction survey of 5 questions, which you can either complete, providing us with feedback on your exam experience, or skip and proceed to your results.

Step 9: Exam results

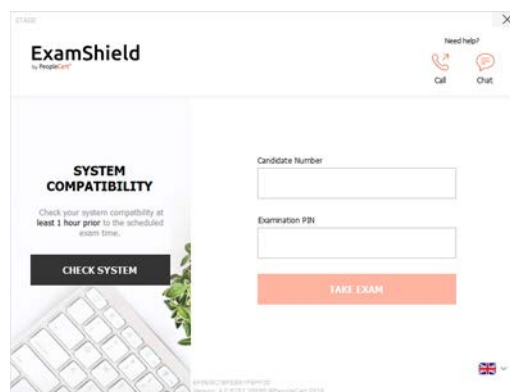
- When you submit the survey, the Exam Results Report is shown. Please note that the results are provisional and subject to verification by PeopleCert.
- Click the **Print Report** button to print the report.
- Click the **Export** button to save the results html page.
- The exam session is now completed and you may close the web browser.
- Please note that the Exam Results Report is available for 24 hours after the exam has finished (login to the system using the credentials: **Candidate Number** and **Examination PIN**, as provided by your Proctor (Invigilator).



2. Navigation to the exam environment with locked down browser

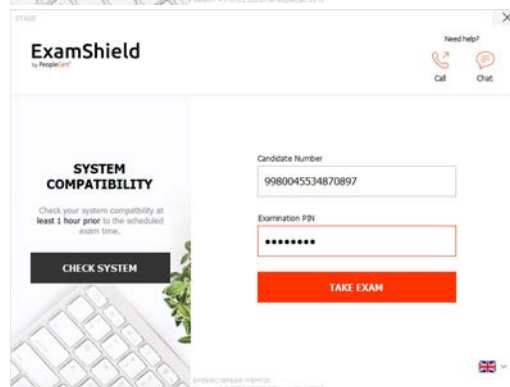
Step 1: Enter your credentials

- Enter your **Candidate Number** and **Examination PIN** in the ExamShield window, as provided by your Invigilator.



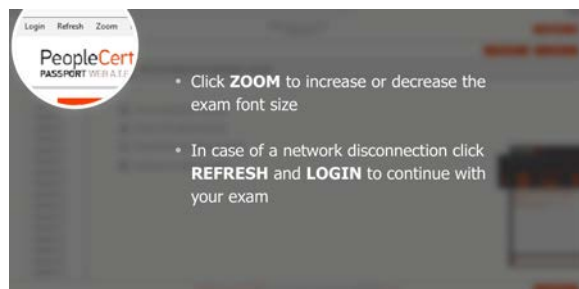
Step 2: Log in

- Click **TAKE EXAM**.



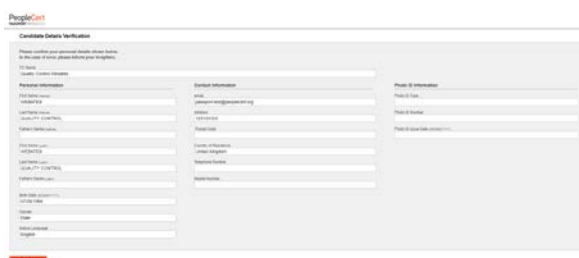
Step 3: Guide to locked down exam environment

- After logging in, click **Zoom** to increase or decrease the exam font size
- In case of a network disconnection click **Refresh** and **Login** to continue with your exam



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- Click **Next** to continue.



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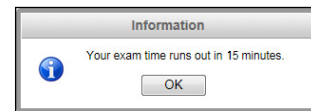
03:59:51

Next

1 / 40 Which statement about stakeholders is TRUE?

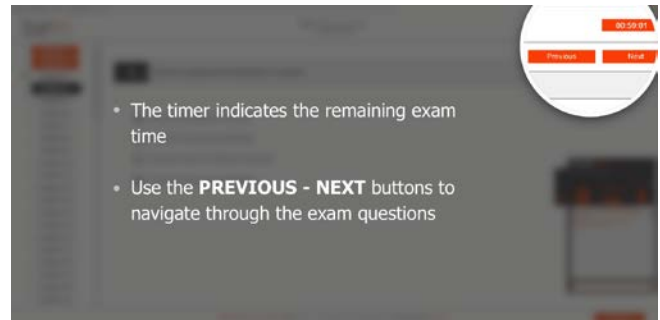
- ☐ a Customers, users and suppliers are examples of stakeholders, who may be external to the service provider organization
- ☐ b External customers are those who work for the same organization as the IT service provider
- ☐ c Internal customers are always charged for the IT services they receive from the IT service provider organization
- ☐ d Internal customers purchase services from third-party suppliers by means of a legally binding contract or agreement

- The timer indicates the remaining exam time
- Use the Previous – Next buttons to navigate through the exam questions



Step 8: Finish the exam

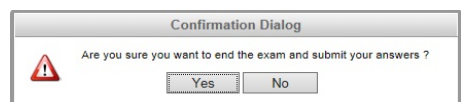
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End Exam



Step 10: Exam results

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PeopleCert

Thank you for taking the PeopleCert exam. Your answers have been submitted and you will receive your results within 24 hours of completion.

What do you think of this exam process?

How much time did the exam taking process take?

What do you think of the exam content?

Submit and show my results!

PeopleCert

ITIL Foundation (2011)

Total score: 27.00 out of 40.00.
Percentage score: 67.50%.
Congratulations!! You passed the exam.

Topic / Description	Number of awarded marks	Number of possible marks	Percent Ratio
ITIL-01 - Service management as a practice	3.00	4.00	75.00%
ITIL-02 - The ITIL service life cycle	3.00	4.00	75.00%
ITIL-03 - Generic concepts and definitions	3.00	4.00	75.00%
ITIL-04 - Key principles and models	3.00	4.00	75.00%
ITIL-05 - Processes	13.00	17.00	76.47%
ITIL-06 - Functions	2.00	2.00	100.00%
ITIL-07 - Roles	2.00	2.00	100.00%
ITIL-08 - 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.