

How to prepare for the Exam?

Our certification program is the best way to get recognition for your knowledge and skills, but it is also an investment of time and money. This document will help you prepare for your OutSystems certification/specialization exam. Read it very carefully, as it contains everything you need to know to have an easy and comfortable exam experience.



1. Know the Exam

The best way to start preparing for your exam is to read and study the [information available for the exam](#) (download the "Exam details" resources). For each exam, you have:

- Exam Detail Sheet – exam requirements, format, and topics, ways to prepare technically, and other important notes;
- Sample exam – questions similar to a real exam with the same topics and difficulty level.

2. Test Center or Remote ?

There are two different ways for candidates to take exams:

- Test Centers – available in hundreds of locations worldwide. When registering for the exam, you can check for the Test Center closest to you. In a Test Center, you have access to facilities that are fully prepared to host the exam and with support from the staff in the local language.
- Remotely – you can take the exam at your convenience and without traveling. The exam is watched by a Proctor who provides the support you might need while guaranteeing a fair completion of the exam. The Proctor support is only available in English unless stated otherwise.

3. Schedule the Exam

The registration for the exam is available on the OutSystems [Certification page](#). Please confirm if the appointment in the scheduling system and on the Confirmation Email is shown in the 12h or 24h format (for example, 02:00 is 2 am and 14:00 is 2 pm). Make sure you select the correct time slot in the desired time.

4. Before the Test Day

A. Prepare your system

If you are taking your exam remotely, you have to make sure your system is ready to run the ProProctor application and take your exam. Go to [ProProctor](#) and conduct the first two simple steps that are presented: System Readiness Check, and Download & Install ProProctor App.

Make sure that your system follow the requirements below:

- Use only a laptop or desktop computer;
- iPad and Android tablets are not currently supported;
- No Dual-monitor configurations (desktop with two monitors or a laptop with a separate monitor);
- No VPNs or virtual machines;
- Plug your device into a power source and not a docking station;
- If possible, use a movable web camera, to facilitate the check-in;
- Use a screen resolution of 1920x1080 (recommended) or 1024x768 (minimum required) with screen scaling at 100%;
- Your operating system must be an official build of Windows 8.1 or higher, and macOS 10.13 or higher, except for macOS 13.0 Ventura;
- Microsoft Surface or similar can be used if in laptop mode;
- Speakers and a microphone are required, but not with Bluetooth;

Having a good Internet connection is essential for your exam, which means:

- Internet Connection Speed needs to be 1.0 Mbps or higher;
- Position your device where it can receive a strong Wi-Fi signal. If possible, use an Ethernet cable to connect directly to the router;
- Make sure there is no additional load on your Wi-Fi connection from other users, such as streaming videos, music, or games.

If you need technical support before the exam you can reach Prometric and [chat with an expert](#). Click on the chat box on the bottom-right of the page. You will first be directed to an automated response bot and only after you answer the first questions will you be connected to a live support agent.

B. Prepare your room

If you are taking your exam remotely, then you also have to prepare the room where you will take your exam. At the beginning of the exam, the Proctor will ask you to show all your room using your web camera. During this step, your Proctor will ask to inspect things such as your desk, bookshelves, and electronic devices. Make sure that the room follows these requirements:

- The room must be indoors, between walls, with good illumination, closed door, and free from background noise and disruptions;
- If any of the walls are made of glass, make sure they are fully covered so that you can take your exam privately;
- No third party may be present or enter the room for the duration of the exam, as this may cause your exam to be terminated;
- Your desk and surrounding area must be free of pens, paper, books, electronic devices, boards on walls with texts written, etc;
- Two tissues are permitted at your desk;
- Make sure to clear your desk and put away all personal items;
- If your room has non-removable furniture, this must be covered;
- All electronic devices, such as TV, must be disconnected or covered;
- It is a good idea to have a large bed sheet or linen available in case you are asked to cover any area of clutter or devices.

C. Prepare yourself

And finally, you need to prepare yourself for the exam. During the check-in process on remote/onsite exams your Proctor will conduct a series of procedures to guarantee all security protocols. Lack of compliance with these protocols may result in the termination of your exam. Follow these requirements to speed up and simplify the check-in process:

- Only allowed personal items can be accessible while testing;
- Items not allowed include, but are not limited to, outerwear (e.g. heavy coats, raincoats, etc), hats, food, drinks, purses, bags or briefcases, notebooks, watches, cell phones, electronic devices, or wearable technology;
- Eating, drinking, smoking, and chewing gums are not allowed;
- Wedding and engagement rings are the only jewelry you can bring to the exam;
- Hair accessories, ties, and bowties are subject to inspection from the Proctor, so only used them if absolutely necessary;
- The use of other personal ornaments is to be avoided, such as ornate clips, combs, barrettes, headbands, tie clips, cufflinks, etc. as you may be asked to remove them.

You should also pay extra attention to the ID Card you will present at the start of your exam, as it should be:

- A government national ID Card with your name and photo;
- The name on the card must be the same one you registered for the exam. If your OutSystems community profile name is different from the ID Card, then you need to change your profile name before registering.

These are standard verifications for all candidates. If you have any special condition that prevents you from going through these procedures, contact OutSystems by opening a [support case for Training](#).

5. On the Day of the Exam

A. Launch the exam

On the day of your exam, and when you are comfortably sitting at your desk, [launch your exam](#) by entering your appointment confirmation number and the first four (4) letters of your last name/surname.

On the day of your exam, you should launch it 15 minutes before the scheduled start time so that you can complete your testing environment inspection. If you already completed the System Readiness Check before the test day, click on "TAKE MY EXAM".

Two important notes:

- You must adjust the volume of your speakers and microphone before entering the test environment, as you will not be able to do so once you have launched the application;
- Do not launch your exam earlier than 30 minutes before the beginning of your exam time.

B. Check-in

This self-service check-in process will guide you through the final preparations of the Picture and ID Captures before you are greeted by a Proctor. Be sure to have your ID Card ready. Close doors to the exam room, including doors to closets and visible bathrooms, and wait for the Proctor.

On average it will only take a few minutes for an agent to greet you. You may experience longer wait times during peak testing periods. If you have been waiting for a Proctor for a long time and you are not getting any specific error, please continue waiting. A Proctor will be with you soon.

Exceptions:

- If you have been waiting for a considerable amount of time (more than 15 minutes) and no Proctor shows up, then you may log out and relaunch the exam. You should wait at least 120 seconds before re-launching the application. Any attempts to reconnect earlier will result in your exam being blocked, and you will not be able to resume testing;
- If you get any specific error contact [Prometric's technical support](#) immediately.

If you have any questions, please contact us by opening a [support case for Training at our OutSystems Support Center](#).

For more information about the OutSystems Training and Certification offer go to our [OutSystems Low-Code Training](#), or download our [Training and Certifications Playbook](#).

C. Meeting your Proctor

Your Proctor will guide you through three last security checks before you can start answering your exam questions:

- Candidate detail information – to confirm your name, email address, and exam details;
- Room check – showing the room using your webcam;
- Personal check – where you will be asked to stand up and perform a series of actions that can include but are not limited to: conducting sleeve, pocket, eyeglasses, and behind ear checks, jewelry, and other accessories checks.

If you have completed the preparation for the exam, as described above, then these procedures will be very easy and fast.

D. During the exam

And the exam can start!

Although you will not see a Prometric Proctor, they will monitor you throughout the testing process and will be available to assist you at any point during your exam. You can speak with or send a message to your Proctor if you need help using the LIVE PROCTOR feature on the right side of your screen.

In case you are disconnected or experience a technical problem during your exam and you are requested by the Proctor to relaunch your exam:

- Wait for 3 or 4 minutes after the disconnection (any attempts to reconnect earlier will result in your exam being blocked and you will not be able to resume testing);
- Reboot your desktop/laptop;
- Run the [System Readiness Check](#) and ensure all the checks are passed;
- Re-launch your exam using the "Launch exam" button on the top;
- You must go through the whole check-in process again, however, your exam would start from the point where it was disconnected;
- In case you are getting any specific error, please contact [technical support](#) for further troubleshooting.

While taking your remote proctored exam, keep in mind that:

- Changing location while testing, turning off lighting or audio, speaking to or receiving aid from other individuals is not allowed;
- Leaving the camera view during the exam is not allowed;
- Light clothing items removed for comfort such as sweaters, suit jackets, scarves, etc., must be hung on your chair;
- All exams are continuously monitored by video and audio recording.



- Applicable for Test Centers exams



- Applicable for Remote exams

Learn More

We strongly suggest that you also go through the following steps to prepare for your exam:

- Review the [Prometric ProProctor User Guide](#);
- Watch the Prometric [What To Expect](#) video and read the Prometric Frequently Asked Questions;
- Read our [Frequently Asked Questions](#).

